



Cisco Unified Presence Server Administration Guide

Release 1.0(3)

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Preface	xi
Purpose	xi
Audience	xi
Organization	xii
Related Documentation	xii
Conventions	xiii
Obtaining Documentation	xiv
Cisco.com	xiv
Product Documentation DVD	xiv
Ordering Documentation	xv
Documentation Feedback	xv
Cisco Product Security Overview	xv
Reporting Security Problems in Cisco Products	xvi
Product Alerts and Field Notices	xvi
Obtaining Technical Assistance	xvii
Cisco Support Website	xvii
Submitting a Service Request	xviii
Definitions of Service Request Severity	xviii
Obtaining Additional Publications and Information	xviii

PART 1

Cisco Unified Presence Server

CHAPTER 1

Introduction	1-1
Overview	1-1
Product Description	1-1
Features and Benefits	1-2
Standards-Based SIP/SIMPLE Network Interface	1-2
Cisco Unified Personal Communicator Network Interface	1-2
IP Phone Messenger Network Interface	1-2
Supported Cisco IP Phones	1-3
Browsing to Cisco Unified Presence Server Administration	1-4
Web Browsers	1-4
Cisco Unified Presence Server Administration Logon	1-4

Cisco Unified Presence Server Administration Logoff	1-5
Hypertext Transfer Protocol Over Secure Sockets Layer (HTTPS)	1-5
Using Internet Explorer and HTTPS with Cisco Unified Presence Server Administration	1-5
Using Netscape and HTTPS with Cisco Unified Presence Server Administration	1-6
Navigating the Cisco Unified Presence Server Administration Application	1-7
Accessibility	1-8
Where to Find More Information	1-9
Related Topics	1-9

PART 2

System Configuration

CHAPTER 2

Server Configuration 2-1

Finding a Server	2-1
Configuring a Server	2-2
Deleting a Server	2-3
Server Configuration Settings	2-4
Related Topics	2-4

CHAPTER 3

Service Parameters Configuration 3-1

Configuring Service Parameters for a Service on a Server	3-1
Displaying Parameters for a Service	3-3
Related Topics	3-4

CHAPTER 4

License File Upload 4-1

Obtaining a License File	4-1
License File Contents	4-2
Uploading a License file	4-3
Related Topics	4-4

CHAPTER 5

License Unit Report 5-1

Generating a License Unit Report	5-1
Related Topics	5-1

CHAPTER 6

Status 6-1

Viewing the System Status	6-1
Finding Licensed Users	6-2

CHAPTER 7**Configuration Troubleshooter 7-1**

Using the Troubleshooter 7-1

PART 3**Cisco Unified Presence Server Configuration****CHAPTER 8****Proxy Server Settings 8-1**

Configuring Proxy Server Settings 8-1

Proxy Server Configuration Settings 8-1

Restart Proxy Services 8-2

Related Topics 8-2

CHAPTER 9**Static Routes 9-1**

Finding Static Routes 9-1

Configuring Static Routes 9-2

Static Route Configuration Settings 9-2

Deleting a Static Route 9-4

Related Topics 9-4

CHAPTER 10**Method/Event Routing 10-1**

Finding Method/Event Routes 10-1

Configuring a Method-based or Event-based Route 10-2

Method/Event Route Configuration Settings 10-2

Deleting a Method/Event Route 10-3

Related Topics 10-3

CHAPTER 11**Incoming ACL 11-1**

Finding Incoming ACL Entries 11-1

Configuring Incoming ACL 11-2

Incoming ACL Configuration Settings 11-2

Deleting an Incoming ACL Entry 11-3

Related Topics 11-3

CHAPTER 12**Privacy ACL 12-1**

Finding Privacy ACL Entries 12-1

Configuring Privacy ACL 12-2

Privacy ACL Configuration Settings 12-2

Deleting an Privacy ACL Entry 12-3

Related Topics 12-3

CHAPTER 13

CallManager Presence Gateways 13-1

Finding Presence Gateways 13-1

Configuring a Presence Gateway 13-2

Presence Gateway Configuration Settings 13-2

Deleting a Presence Gateway 13-3

Related Topics 13-3

CHAPTER 14

User-Agent Configuration 14-1

Finding User Agents 14-1

Configuring a User-Agent 14-2

User-Agent Configuration Settings 14-2

Deleting a User-Agent 14-3

Copying a User-Agent 14-3

Related Topics 14-3

CHAPTER 15

TLS Context Configuration 15-1

Finding TLS Contexts 15-1

Configuring a TLS Context 15-2

TLS Context Configuration Settings 15-3

Deleting a TLS Context 15-3

Related Topics 15-4

CHAPTER 16

TLS Peer Subjects 16-1

Finding TLS Peer Subjects 16-1

Configuring a TLS Peer Subject 16-2

TLS Peer Subject Configuration Settings 16-2

Deleting a TLS Peer Subject 16-3

Related Topics 16-3

CHAPTER 17

AXL Configuration 17-1

Configuring AXL Settings 17-1

CHAPTER 18	Transport Listeners	18-1
	Finding Transport Listeners	18-1
	Configuring a Transport Listener	18-2
	Transport Listener Configuration Settings	18-3
	Deleting a Transport Listener	18-3
	Related Topics	18-4
PART 4	Application Configuration	
CHAPTER 19	Plug-in Configuration	19-1
	Installing Plug-ins	19-1
	Updating the Plug-in URL	19-2
	Update Plug-in URL Configuration Settings	19-3
CHAPTER 20	IP Phone Messenger Status	20-1
	Finding IP Phone Messenger End-User Status	20-1
	Logging Out an IPPM End User	20-2
	Sending a Broadcast Message	20-2
	Related Topics	20-3
CHAPTER 21	IP Phone Messenger Settings	21-1
	Configuring IPPM Settings	21-1
CHAPTER 22	IP Phone Response Messages	22-1
	Finding Response Messages	22-1
	Configuring a Response Message	22-2
	Deleting a Response Message	22-2
	Related Topics	22-3
CHAPTER 23	Unified Personal Communicator Settings	23-1
	Configuring Cisco Unified Personal Communicator Settings	23-1
CHAPTER 24	User Settings	24-1
	Finding a User	24-1
	Configuring a User	24-2
	User Configuration Settings	24-2

Deleting a User 24-3

Related Topics 24-3

CHAPTER 25

Unity Server 25-1

Finding a Cisco Unity Server 25-1

Configuring a Cisco Unity Host 25-2

Cisco Unity Server Configuration Settings 25-2

Deleting a Cisco Unity Server 25-3

Related Topics 25-3

CHAPTER 26

Unity Profile 26-1

Finding a Cisco Unity Profile 26-1

Configuring a Cisco Unity Profile 26-2

Cisco Unity Profile Configuration Settings 26-3

Deleting a Cisco Unity Profile 26-3

Related Topics 26-4

CHAPTER 27

MeetingPlace Server 27-1

Finding a Cisco MeetingPlace Server 27-1

Configuring a Cisco MeetingPlace Server 27-2

Cisco MeetingPlace Server Configuration Settings 27-2

Deleting a Cisco MeetingPlace Server 27-3

Related Topics 27-3

CHAPTER 28

MeetingPlace Profile 28-1

Finding a Cisco MeetingPlace Profile 28-1

Configuring a Cisco MeetingPlace Profile 28-2

Cisco MeetingPlace Profile Configuration Settings 28-3

Deleting a Cisco MeetingPlace Profile 28-3

Related Topics 28-4

CHAPTER 29

CTI Gateway Server 29-1

Finding a CTI Gateway Server 29-1

Configuring a CTI Gateway Server 29-2

CTI Gateway Server Configuration Settings 29-2

Deleting a CTI Gateway Server 29-3

Related Topics 29-3

CHAPTER 30
CTI Gateway Profile 30-1

Finding a CTI Gateway Profile 30-1

Configuring a CTI Gateway Profile 30-2

CTI Gateway Profile Configuration Settings 30-3

Deleting a CTI Gateway Profile 30-3

Related Topics 30-4

CHAPTER 31
LDAP Server 31-1

Finding an LDAP Server 31-1

Configuring an LDAP Server 31-2

LDAP Server Configuration Settings 31-2

Deleting an LDAP Server 31-3

Related Topics 31-3

CHAPTER 32
LDAP Profile 32-1

Finding an LDAP Profile 32-1

Configuring an LDAP Profile 32-2

LDAP Profile Configuration Settings 32-3

Deleting an LDAP Profile 32-4

Related Topics 32-4

CHAPTER 33
Proxy Profile 33-1

Finding a Proxy Profile 33-1

Configuring a Proxy Profile 33-2

Proxy Profile Configuration Settings 33-3

Deleting a Proxy Profile 33-4

Related Topics 33-4

CHAPTER 34
CTI Gateway Settings 34-1

Configuring CTI Gateway Settings 34-1

Related Topics 34-2

CHAPTER 35
MOC Assignment 35-1

Finding and Configuring MOC Assignments 35-1

Using Bulk Assignment 35-2

Related Topics 35-3

PART 5

User Management

CHAPTER 36

Application User Configuration 36-1

Finding an Application User 36-1

Adding an Application User 36-2

Application User Configuration Settings 36-3

Changing an Application User Password 36-6

Configuring Application Profiles for Application Users 36-7

Associating Devices to an Application User 36-7

Related Topics 36-8

CHAPTER 37

Role Configuration 37-1

Finding a Role 37-2

Configuring a Role 37-3

Deleting a Role 37-3

Role Configuration Settings 37-4

Related Topics 37-5

CHAPTER 38

User Group Configuration 38-1

Finding a User Group 38-1

Configuring a User Group 38-3

Deleting a User Group 38-3

Adding Users to a User Group 38-4

Deleting Users from a User Group 38-6

Assigning Roles to a User Group 38-6

Viewing a User's Roles, User Groups, and Permissions 38-7

Related Topics 38-8

PART 5

Bulk Administration

CHAPTER 39

Uploading and Downloading Files 39-1

Finding a File 39-1

Downloading a File 39-2

Uploading a File 39-3

Deleting a File 39-3

Related Topics 39-4

CHAPTER 40**Scheduling Jobs 40-1**

Activating Bulk Provisioning Service 40-1

Starting/Stopping/Restarting BPS 40-2

Deactivating BPS 40-2

Finding a Job 40-3

Scheduling Jobs 40-4

Related Topics 40-6

CHAPTER 41**UPS User Update 41-1**

Updating Users in Cisco Unified Presence Server 41-1

Related Topic 41-2

CHAPTER 42**Export UPS Users 42-1**

Exporting User Records 42-1

Related Topic 42-2

INDEX



Preface

This preface describes the purpose, audience, organization, and conventions of this guide and provides information on how to obtain related documentation.

The preface covers these topics:

- [Purpose, page xi](#)
- [Audience, page xi](#)
- [Organization, page xii](#)
- [Related Documentation, page xii](#)
- [Conventions, page xiii](#)
- [Obtaining Documentation, page xiv](#)
- [Documentation Feedback, page xv](#)
- [Cisco Product Security Overview, page xv](#)
- [Product Alerts and Field Notices, page xvi](#)
- [Obtaining Technical Assistance, page xvii](#)
- [Obtaining Additional Publications and Information, page xviii](#)

Purpose

The *Cisco Unified Presence Server Administration Guide* provides instructions for administering the Cisco Unified Presence Server. This guide includes descriptions of procedural tasks that you complete by using Cisco Unified Presence Server Administration.

Audience

The *Cisco Unified Presence Server Administration Guide* provides information for network administrators who are responsible for managing the Cisco Unified Presence Server system. This guide requires knowledge of telephony and IP networking technology.

Organization

The following table provides the organization of this guide.

Part	Description
Part 1	“Cisco Unified Presence Server” Contains information about general topics that are related to the configuration and operation of Cisco Unified Presence Server.
Part 2	“System Configuration” Contains information on how to configure the items in the Cisco Unified Presence Server Administration System menu.
Part 3	“Cisco Unified Presence Server Configuration” Contains information on how to configure call-routing functions and features in Cisco Unified Presence Server.
Part 4	“Application Configuration” Contains information on how to configure plug-in applications and application interfaces.
Part 5	“User Management” Contains information on how to configure application users, roles, and user groups.
Part 6	“Bulk Administration” Contains information about Cisco Unified Presence Server Bulk Administration.

Related Documentation

Refer to the following documents for further information about related Cisco IP telephony applications and products:

- *Installing Cisco Unified Presence Server*
- *Cisco Unified Presence Server Interoperability Guide*
- *Cisco Unified Presence Server Deployment Guide*
- *Release Notes for Cisco Unified Presence Server Release 1.0(3)*
- *Cisco IP Phone Messenger User Guide for Cisco Unified Presence Server*
- *Cisco Unified Communications Operating System Administration Guide*
- *Disaster Recovery System Administration Guide*
- *Cisco Unified Presence Server Serviceability Administration Guide*

For documentation related to Cisco Unified Personal Communicator, refer to the following link:

http://www.cisco.com/en/US/products/ps6844/tsd_products_support_series_home.html

Conventions

This document uses the following conventions.

Convention	Description
boldface font	Commands and keywords are in boldface .
<i>italic font</i>	Arguments for which you supply values are in <i>italics</i> .
[]	Elements in square brackets are optional.
{ x y z }	Alternative keywords are grouped in braces and separated by vertical bars.
[x y z]	Optional alternative keywords are grouped in brackets and separated by vertical bars.
string	A nonquoted set of characters. Do not use quotation marks around the string or the string will include the quotation marks.
screen font	Terminal sessions and information the system displays are in <code>screen font</code> .
boldface screen font	Information you must enter is in boldface screen font .
<i>italic screen font</i>	Arguments for which you supply values are in <i>italic screen font</i> .
→	This pointer highlights an important line of text in an example.
^	The symbol ^ represents the key labeled Control—for example, the key combination ^D in a screen display means hold down the Control key while you press the D key.
< >	Nonprinting characters, such as passwords, are in angle brackets.

Notes use the following conventions:



Note

Means *reader take note*. Notes contain helpful suggestions or references to material not covered in the publication.

Timesavers use the following conventions:



Timesaver

Means *the described action saves time*. You can save time by performing the action described in the paragraph.

Tips use the following conventions:



Tip

Means *the information contains useful tips*.

Cautions use the following conventions:



Caution

Means *reader be careful*. In this situation, you might do something that could result in equipment damage or loss of data.

Warnings use the following conventions:



Warning

This warning symbol means danger. You are in a situation that could cause bodily injury. Before you work on any equipment, you must be aware of the hazards involved with electrical circuitry and familiar with standard practices for preventing accidents.

Obtaining Documentation

Cisco documentation and additional literature are available on Cisco.com. This section explains the product documentation resources that Cisco offers.

Cisco.com

You can access the most current Cisco documentation at this URL:

<http://www.cisco.com/techsupport>

You can access the Cisco website at this URL:

<http://www.cisco.com>

You can access international Cisco websites at this URL:

http://www.cisco.com/public/countries_languages.shtml

Product Documentation DVD

The Product Documentation DVD is a library of technical product documentation on a portable medium. The DVD enables you to access installation, configuration, and command guides for Cisco hardware and software products. With the DVD, you have access to the HTML documentation and some of the PDF files found on the Cisco website at this URL:

<http://www.cisco.com/univercd/home/home.htm>

The Product Documentation DVD is created and released regularly. DVDs are available singly or by subscription. Registered Cisco.com users can order a Product Documentation DVD (product number DOC-DOCDVD= or DOC-DOCDVD=SUB) from Cisco Marketplace at the Product Documentation Store at this URL:

<http://www.cisco.com/go/marketplace/docstore>

Ordering Documentation

You must be a registered Cisco.com user to access Cisco Marketplace. Registered users may order Cisco documentation at the Product Documentation Store at this URL:

<http://www.cisco.com/go/marketplace/docstore>

If you do not have a user ID or password, you can register at this URL:

<http://tools.cisco.com/RPF/register/register.do>

Documentation Feedback

You can provide feedback about Cisco technical documentation on the Cisco Support site area by entering your comments in the feedback form available in every online document.

Cisco Product Security Overview

This product contains cryptographic features and is subject to United States and local country laws governing import, export, transfer and use. Delivery of Cisco cryptographic products does not imply third-party authority to import, export, distribute or use encryption. Importers, exporters, distributors and users are responsible for compliance with U.S. and local country laws. By using this product you agree to comply with applicable laws and regulations. If you are unable to comply with U.S. and local laws, return this product immediately.

Cisco provides a free online Security Vulnerability Policy portal at this URL:

http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html

From this site, you will find information about how to do the following:

- Report security vulnerabilities in Cisco products
- Obtain assistance with security incidents that involve Cisco products
- Register to receive security information from Cisco

A current list of security advisories, security notices, and security responses for Cisco products is available at this URL:

<http://www.cisco.com/go/psirt>

To see security advisories, security notices, and security responses as they are updated in real time, you can subscribe to the Product Security Incident Response Team Really Simple Syndication (PSIRT RSS) feed. Information about how to subscribe to the PSIRT RSS feed is found at this URL:

http://www.cisco.com/en/US/products/products_psirt_rss_feed.html

Reporting Security Problems in Cisco Products

Cisco is committed to delivering secure products. We test our products internally before we release them, and we strive to correct all vulnerabilities quickly. If you think that you have identified a vulnerability in a Cisco product, contact PSIRT:

- For emergencies only—security-alert@cisco.com

An emergency is either a condition in which a system is under active attack or a condition for which a severe and urgent security vulnerability should be reported. All other conditions are considered nonemergencies.

- For nonemergencies—psirt@cisco.com

In an emergency, you can also reach PSIRT by telephone:

- 1 877 228-7302
- 1 408 525-6532



Tip

We encourage you to use Pretty Good Privacy (PGP) or a compatible product (for example, GnuPG) to encrypt any sensitive information that you send to Cisco. PSIRT can work with information that has been encrypted with PGP versions 2.x through 9.x.

Never use a revoked encryption key or an expired encryption key. The correct public key to use in your correspondence with PSIRT is the one linked in the Contact Summary section of the Security Vulnerability Policy page at this URL:

http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html

The link on this page has the current PGP key ID in use.

If you do not have or use PGP, contact PSIRT to find other means of encrypting the data before sending any sensitive material.

Product Alerts and Field Notices

Modifications to or updates about Cisco products are announced in Cisco Product Alerts and Cisco Field Notices. You can receive these announcements by using the Product Alert Tool on Cisco.com. This tool enables you to create a profile and choose those products for which you want to receive information.

To access the Product Alert Tool, you must be a registered Cisco.com user. Registered users can access the tool at this URL:

<http://tools.cisco.com/Support/PAT/do/ViewMyProfiles.do?local=en>

To register as a Cisco.com user, go to this URL:

<http://tools.cisco.com/RPF/register/register.do>

Obtaining Technical Assistance

Cisco Technical Support provides 24-hour-a-day award-winning technical assistance. The Cisco Support website on Cisco.com features extensive online support resources. In addition, if you have a valid Cisco service contract, Cisco Technical Assistance Center (TAC) engineers provide telephone support. If you do not have a valid Cisco service contract, contact your reseller.

Cisco Support Website

The Cisco Support website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The website is available 24 hours a day at this URL:

<http://www.cisco.com/en/US/support/index.html>

Access to all tools on the Cisco Support website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a user ID or password, you can register at this URL:

<http://tools.cisco.com/RPF/register/register.do>



Note

Before you submit a request for service online or by phone, use the **Cisco Product Identification Tool** to locate your product serial number. You can access this tool from the Cisco Support website by clicking the **Get Tools & Resources** link, clicking the **All Tools (A-Z)** tab, and then choosing **Cisco Product Identification Tool** from the alphabetical list. This tool offers three search options: by product ID or model name; by tree view; or, for certain products, by copying and pasting **show** command output. Search results show an illustration of your product with the serial number label location highlighted. Locate the serial number label on your product and record the information before placing a service call.



Tip

Displaying and Searching on Cisco.com

If you suspect that the browser is not refreshing a web page, force the browser to update the web page by holding down the Ctrl key while pressing **F5**.

To find technical information, narrow your search to look in technical documentation, not the entire Cisco.com website. After using the Search box on the Cisco.com home page, click the **Advanced Search** link next to the Search box on the resulting page and then click the **Technical Support & Documentation** radio button.

To provide feedback about the Cisco.com website or a particular technical document, click **Contacts & Feedback** at the top of any Cisco.com web page.

Submitting a Service Request

Using the online TAC Service Request Tool is the fastest way to open S3 and S4 service requests. (S3 and S4 service requests are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Service Request Tool provides recommended solutions. If your issue is not resolved using the recommended resources, your service request is assigned to a Cisco engineer. The TAC Service Request Tool is located at this URL:

<http://www.cisco.com/techsupport/servicerequest>

For S1 or S2 service requests, or if you do not have Internet access, contact the Cisco TAC by telephone. (S1 or S2 service requests are those in which your production network is down or severely degraded.) Cisco engineers are assigned immediately to S1 and S2 service requests to help keep your business operations running smoothly.

To open a service request by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411
Australia: 1 800 805 227
EMEA: +32 2 704 55 55
USA: 1 800 553 2447

For a complete list of Cisco TAC contacts, go to this URL:

<http://www.cisco.com/techsupport/contacts>

Definitions of Service Request Severity

To ensure that all service requests are reported in a standard format, Cisco has established severity definitions.

Severity 1 (S1)—An existing network is “down” or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

Severity 2 (S2)—Operation of an existing network is severely degraded, or significant aspects of your business operations are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

Severity 3 (S3)—Operational performance of the network is impaired while most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

Severity 4 (S4)—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- The Cisco Online Subscription Center is the website where you can sign up for a variety of Cisco e-mail newsletters and other communications. Create a profile and then select the subscriptions that you would like to receive. To visit the Cisco Online Subscription Center, go to this URL:

<http://www.cisco.com/offer/subscribe>

- The *Cisco Product Quick Reference Guide* is a handy, compact reference tool that includes brief product overviews, key features, sample part numbers, and abbreviated technical specifications for many Cisco products that are sold through channel partners. It is updated twice a year and includes the latest Cisco channel product offerings. To order and find out more about the *Cisco Product Quick Reference Guide*, go to this URL:
<http://www.cisco.com/go/guide>
- Cisco Marketplace provides a variety of Cisco books, reference guides, documentation, and logo merchandise. Visit Cisco Marketplace, the company store, at this URL:
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- *Internet Protocol Journal* is a quarterly journal published by Cisco for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the *Internet Protocol Journal* at this URL:
<http://www.cisco.com/ipj>
- Networking products offered by Cisco, as well as customer support services, can be obtained at this URL:
<http://www.cisco.com/en/US/products/index.html>
- Networking Professionals Connection is an interactive website where networking professionals share questions, suggestions, and information about networking products and technologies with Cisco experts and other networking professionals. Join a discussion at this URL:
<http://www.cisco.com/discuss/networking>
- “What’s New in Cisco Documentation” is an online publication that provides information about the latest documentation releases for Cisco products. Updated monthly, this online publication is organized by product category to direct you quickly to the documentation for your products. You can view the latest release of “What’s New in Cisco Documentation” at this URL:
<http://www.cisco.com/univercd/cc/td/doc/abtnicd/136957.htm>
- World-class networking training is available from Cisco. You can view current offerings at this URL:
<http://www.cisco.com/en/US/learning/index.html>



PART 1

Cisco Unified Presence Server





Introduction

This chapter provides an introduction to the Cisco Unified Presence Server system, as well as a list of Cisco Unified IP phones that Cisco Unified Presence Server supports.

Overview

The Cisco Unified Presence Server provides a critical component for delivering the full value of a Cisco Unified Communications environment. It collects information about user availability status, such as whether you are using a communications device such as a phone at a particular time. It also collects information regarding user communications capabilities, such whether Web collaboration or video conferencing is enabled. Using user information captured by the Cisco Unified Presence Server, applications such as Cisco Unified Personal Communicator and Cisco Unified CallManager can improve productivity by helping users connect with colleagues more efficiently by determining the most effective way for collaborative communication.

The Cisco Unified Communications system of voice and IP communications products and applications helps organizations communicate more effectively by helping them streamline business processes, reach the right resource the first time, and increase profitability. The Cisco Unified Communications portfolio represents a critical part of the Cisco Business Communications solution: an integrated solution for organizations of all sizes that also includes network infrastructure, security, and network management products, wireless connectivity, and a lifecycle services approach, along with flexible deployment and outsourced management options, end-user and partner financing packages, and third-party communications applications.

Product Description

Cisco Unified Presence Server helps you deploy Session Initiation Protocol (SIP) technology to support new voice services in your enterprise environment. SIP enhances the voice network by providing a core set of behaviors for session establishment and control that can be applied in a wide array of features and services. In addition to core SIP support, Cisco Unified Presence Server uses SIP for instant messaging and Presence Leveraging Extensions (SIMPLE) technology to support both instant messaging (IM) and presence.

Cisco Unified Presence Server comprises a SIP presence engine and a SIP proxy function. The presence engine collects user presence information (such as busy, idle, away, or available status) as well as user capabilities (such as the ability to support voice, video, IM, and Web collaboration) and compiles the data in a repository for each user. The applications and features that each user employs access the

repository. Each user can apply unique user rules and privacy to ensure that only authorized applications and users have access to presence information. The SIP proxy function allows for efficient and accurate routing of both presence and general SIP messaging through the enterprise.

Cisco Unified Presence Server, which is strongly integrated with various desktop clients and applications, helps enable Cisco Unified Personal Communicator, the Cisco enterprise desktop client, to perform numerous functions such as click-to-dial and phone control as well as voice, video, and Web collaboration. In addition, Cisco Unified Presence Server provides a core IM service for Cisco Unified IP Phones that are connected to Cisco Unified CallManager. Cisco Unified Presence Server also supports interoperability with enterprise desktop applications such as IBM Sametime and Microsoft Office Communicator, which enables these desktop applications to operate in conjunction with Cisco Unified IP Phones that are supported on Cisco Unified CallManager.

Features and Benefits

This section describes some of the key features and benefits of the Cisco Unified Presence Server.

Standards-Based SIP/SIMPLE Network Interface

Cisco Unified Presence Server provides a standards-based peering environment to any SIP- or SIMPLE-enabled applications and networks. In effect, users can request any user status that is maintained in Cisco Unified Presence Server by using the IETF standards for status and presence sharing. These SIP and SIMPLE standards define the accepted messaging to initiate and maintain a status request and to provide appropriate responses. Cisco Unified Presence Server, depending on the needs of the services deployed, can collect and distribute status information.

This implemented interface provides a standardized way to interoperate with numerous Cisco partners for building value-add services for Cisco Unified Communications customers.

Cisco Unified Personal Communicator Network Interface

You must have Cisco Unified Presence Server to support the core functions for Cisco Unified Personal Communicator to store personal data including status and capabilities for users as well as their individual rules and preferences. Cisco Unified Presence Server also helps enable phone control and monitoring for click-to-dial service from Cisco Unified Personal Communicator. A highly secure environment helps ensure the integrity of this personal information that ranges from user passwords to network connectivity information to personal contact lists.

IP Phone Messenger Network Interface

The Cisco IP Phone Messenger service that is included with Cisco Unified Presence Server provides Cisco Unified IP Phones with an IM client complete with presence-enabled contacts lists. Its real-time collaboration capabilities give phone users who might be away from their PCs a quick way to check on the presence status of colleagues. They can also send and receive short text messages, many of which are available in a list of phrases and full sentences to save typing them on the phone keypad. Message recipients can reply to their messages or press the Dial softkey to call back without having to look up or dial the number.

Supported Cisco IP Phones

Table 1-1 shows which Cisco IP phones are supported by Cisco Unified Presence Server for SIP and SCCP protocols.

Table 1-1 Supported Cisco IP Phones

Phone Type/Model	SIP	SCCP
12 SP	NA	No
30 VIP	NA	No
7902	NA	Yes
7910	NA	Yes
7905	No	Yes
7912	No	Yes
7940	No	Yes
7960	No	Yes
7935	NA	Yes
7936	NA	Yes
7920	NA	Yes
7911	Yes	Yes
7941	Yes	Yes
7961	Yes	Yes
7970	Yes	Yes
7971	Yes	Yes
7985 (Ocius)	NA	Yes
Cisco Unified Video Advantage	Yes Note This option specifies Yes only if SIP is available at the CTI gateway.	Yes
IP Communicator	NA	Yes
Cisco Unified Personal Communicator	No	NA

Browsing to Cisco Unified Presence Server Administration

You access the Cisco Unified Presence Server Administration program from a PC that is not the web server and that does not have Cisco Unified Presence Server installed. No browser software exists on the server. See the “[Web Browsers](#)” section on page 1-4 for more information on browsing to the server.

Additional Information

See the “[Related Topics](#)” section on page 1-9.

Web Browsers

Cisco Unified Presence Server Administration supports the following Microsoft Windows operating system browsers:

- Microsoft Internet Explorer (IE) 6.0 or higher
- Netscape 7.2 or higher

From any user PC in your network, browse into a server that is running Cisco Unified Presence Server Administration and log in with administrative privileges.



Note

Simultaneous logon to Cisco Unified Presence Server Administration by a large number of users can cause performance to suffer. Try to limit the number of users and administrators that are logged on simultaneously.

Cisco Unified Presence Server Administration Logon

Use the following procedure to log on to Cisco Unified Presence Server Administration.

Procedure

Use the following procedure to browse into the server and log on to Cisco Unified Presence Server Administration.

-
- Step 1** Start your preferred operating system browser.
- Step 2** In the address bar of the web browser, enter the following case-sensitive URL:
`https://<server-name>`
where: <server-name> equals the name or IP address of the server
- Step 3** To log on to Cisco Unified Presence Server Administration, click the **Cisco Unified Presence Server Administration** link.
- Step 4** A Security Alert dialog box displays. Click the appropriate button.
- Step 5** At the Logon window, enter the application user password that you specified during Cisco Unified Presence Server installation and click **Submit**.
- The Cisco Unified Presence Server Administration window displays.
-

**Note**

For security purposes, Cisco Unified Presence Server Administration logs you out after 30 minutes, and you must log back in to continue using it.

Additional Information

See the “[Related Topics](#)” section on page 1-9.

Cisco Unified Presence Server Administration Logoff

Procedure

Use the following procedure to log off Cisco Unified Presence Server Administration.

-
- Step 1** From the main Cisco Unified Presence Server Administration window, click the **Log Off** button that is in the upper, right corner (see [Figure 1-1](#)).
- Step 2** The Logon window displays.
-

Additional Information

See the “[Related Topics](#)” section on page 1-9.

Hypertext Transfer Protocol Over Secure Sockets Layer (HTTPS)

Hypertext Transfer Protocol over Secure Sockets Layer (SSL), which secures communication between the browser client and the web server (for Microsoft Windows users), uses a certificate and a public key to encrypt the data that is transferred over the internet. HTTPS also ensures that the user login password transports securely via the web. The following Cisco Unified CallManager applications support HTTPS, which ensures the identity of the server: Cisco Unified CallManager Administration, Cisco Unified CallManager Serviceability, the Cisco Unified CallManager User Options, Trace Collection Tool, the Real-Time Monitoring Tool (RTMT), and the XML (AXL) application programming interface.

A self-signed certificate gets generated on the web server at installation (the certificate also gets migrated during upgrades).

**Note**

If you access the web application by using the hostname and install the certificate in the trusted folder and then try to access the application by using the localhost or IP address, the Security Alert dialog box displays to indicate that the name of the security certificate does not match the name of the site.

If you use the localhost, the IP address, or the hostname in the URL to access the application that supports HTTPS, you must save the certificate in the trusted folder for each of type of URL (with the local host, IP address, and so on); otherwise, the Security Alert dialog box displays for each type.

Using Internet Explorer and HTTPS with Cisco Unified Presence Server Administration

The following section describes how to save the CA Root certificate in the trusted folder, so the Security Alert dialog box does not display each time that you access the web application. The first time that you (or a user) access Cisco Unified Presence Server Administration or other Cisco Unified CallManager

SSL-enabled virtual directories after the Cisco Unified CallManager 5.0 installation/upgrade from a browser client, a Security Alert dialog box asks whether you trust the server. When the dialog box displays, you must perform one of the following tasks:

- By clicking **Yes**, you choose to trust the certificate for the current web session only. If you trust the certificate for the current session only, the Security Alert dialog box displays each time that you access the application; that is, until you install the certificate in the trusted folder.
- By clicking **View Certificate > Install Certificate**, you indicate that you intend to perform certificate installation tasks, so you always trust the certificate. If you install the certificate in the trusted folder, the Security Alert dialog box does not display each time that you access the web application.
- By clicking **No**, you cancel the action. No authentication occurs, and you cannot access the web application. To access the web application, you must click **Yes** or install the certificate via the **View Certificate > Install Certificate** option.

For other tasks that you can perform in the Security Alert dialog box, refer to the *Cisco Unified CallManager Security Guide*.

Procedure

-
- Step 1** Browse to the application on the web server.
- Step 2** When the Security Alert dialog box displays, click **View Certificate**.
- Step 3** In the Certificate pane, click **Install Certificate**.
- Step 4** Click **Next**.
- Step 5** Click the **Place all certificates in the following store** radio button; click **Browse**.
- Step 6** Browse to **Trusted Root Certification Authorities**.
- Step 7** Click **Next**.
- Step 8** Click **Finish**.
- Step 9** To install the certificate, click **Yes**.
A message states that the import was successful. Click **OK**.
- Step 10** In the lower, right corner of the dialog box, click **OK**.
- Step 11** To trust the certificate, so you do not receive the dialog box again, click **Yes**.



Note If you use the localhost, the IP address, or the hostname in the URL to access the application that supports HTTPS, you must save the certificate in the trusted folder for each of type of URL (with the local host, IP address, and so on); otherwise, the Security Alert dialog box displays for each type.

Additional Information

See the [“Related Topics”](#) section on page 1-9.

Using Netscape and HTTPS with Cisco Unified Presence Server Administration

When you use HTTPS with Netscape, you can view the certificate credentials, trust the certificate for one session, trust the certificate until it expires, or not trust the certificate at all.

**Tip**

If you trust the certificate for one session only, you must repeat the following procedure each time that you access the HTTPS-supported application. If you do not trust the certificate, you cannot access the application.

Perform the following procedure to save the certificate to the trusted folder:

Procedure

Step 1 Browse to the application, for example, Cisco Unified Presence Server Administration, by using Netscape.

The certificate authority dialog box displays.

Step 2 Click one of the following radio buttons:

- Accept this certificate for this session
- Do not accept this certificate and do not connect
- Accept this certificate forever (until it expires)

**Note**

If you choose Do not accept, the application does not display.

**Note**

To view the certificate credentials before you continue, click **Examine Certificate**. Review the credentials, and click **Close**.

Step 3 Click **OK**.

The Security Warning dialog box displays.

Step 4 Click **OK**.

Additional Information

See the [“Related Topics” section on page 1-9](#).

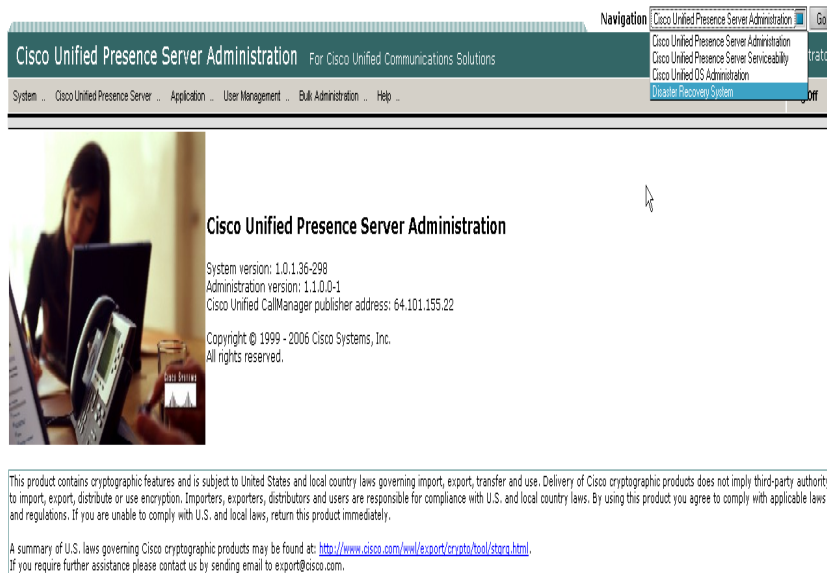
Navigating the Cisco Unified Presence Server Administration Application

After you log on, the main Cisco Unified Presence Server Administration window displays. The window includes the drop-down list box called **Navigation** in the upper, right corner (see [Figure 1-1](#)). To access the applications in the drop-down list box, choose the program that you want and click **Go**. The choices in the drop-down list box include the following Cisco Unified Presence Server applications:

- Cisco Unified Presence Server Administration—Shows the default when you access Cisco Unified Presence Server. Use Cisco Unified Presence Server Administration to configure system parameters, applications, and much more.

- Cisco Unified Presence Server Serviceability—Takes you to the main Cisco Unified Presence Server Serviceability window that is used to configure trace files and alarms and to activate and deactivate services.
- Disaster Recovery System—Takes you to the Cisco Disaster Recovery System, a program that provides full data backup and restore capabilities for all servers in a Cisco Unified Presence Server cluster.
- Cisco Unified OS Administration—Takes you to a logon window, so you can configure and administer the Cisco Unified Presence Server platform.

Figure 1-1 Cisco Unified Presence Server Administration Navigation



These applications include additional security, so you must enter a userid and password before you can access these programs.

Additional Information

See the “[Related Topics](#)” section on page 1-9.

Accessibility

Cisco Unified Presence Server Administration and Cisco Unified Presence Server User Options provide functionality for users that allows them to access buttons on the window without using a mouse. You can perform the following procedures from any point on the window, so the user does not have to scroll or tab through various fields.

Accessing the Icons in the Window

Many of the windows in Cisco Unified Presence Server and Cisco PCA have icons that display at the top of the window; for example, an icon of a disk for Save, an icon that is a plus sign (+) for Add, and so on. To access these icons, perform the following procedure.

1. Press **Alt**, press **1**, then press **Tab**. The cursor will highlight the first icon from the left. To move to the next icon, press **Tab** again.

2. Press **Enter**. The system performs the function of the icon; for example, Add.

Accessing the Buttons in the Window

Many of the windows in Cisco Unified Presence Server and Cisco PCA have buttons that display at the bottom of the window; for example, a button for Save, a button for Add, and so on. To access these buttons, perform the following procedure.

1. Press **Alt**, press **2**, and then press **Tab**. The cursor will highlight the first button from the left. To move to the next button, press **Tab** again.
2. Press **Enter**. The function of the button gets performed; for example, Save.

Where to Find More Information

- *Cisco Unified CallManager System Guide*
- *Cisco Unified CallManager Features and Services Guide*
- *Cisco Unified CallManager Serviceability System Guide*
- *Cisco Unified CallManager Serviceability Administration Guide*
- Cisco CDR Analysis and Reporting Administration Guide
- *Cisco IP Telephony Solution Reference Network Design Guide*
- *Installing Cisco Unified Presence Server Release 5.0(1)*
- *Cisco Unified CallManager Security Guide 5.0*
- *Cisco IP Telephony Platform Administration Guide*
- *Cisco IP Telephony Disaster Recovery System Administration Guide*

Related Topics

- [Browsing to Cisco Unified Presence Server Administration, page 1-4](#)
- [Using Internet Explorer and HTTPS with Cisco Unified Presence Server Administration, page 1-5](#)
- [Hypertext Transfer Protocol Over Secure Sockets Layer \(HTTPS\), page 1-5](#)
- [Navigating the Cisco Unified Presence Server Administration Application, page 1-7](#)
- [Accessibility, page 1-8](#)
- [Where to Find More Information, page 1-9](#)



PART 2

System Configuration





Server Configuration

Use server configuration to specify the address of the server where Cisco Unified Presence Server is installed. If your network uses Domain Name System (DNS) services, you can specify the host name of the server. If your network does not use DNS services, you must specify the Internet Protocol (IP) address of the server.



Note

You must update the DNS server with the appropriate Cisco Unified Presence Server name and address information before using that information to configure the Cisco Unified Presence Server.

For information about how to add, update, or delete a server address in the Cisco Unified Presence Server database, see the [“Related Topics” section on page 2-4](#).



Note

When you perform a fresh installation of Cisco Unified Presence Server, you must define any secondary servers (nodes) in the Cisco Unified Presence Server Administration Server Configuration window before you can install the Cisco Unified Presence Server software on a secondary server. To define a subsequent node, click **Add New**, as described in [Step 1](#) above, and configure the server. After you add the secondary server, you can then install the Cisco Unified Presence Server software on that server.

Finding a Server

Because you might have several servers in your network, Cisco Unified Presence Server lets you locate specific servers on the basis of specific criteria. Use the following procedure to locate servers.



Note

During your work in a browser session, the cookies on the client machine store your find/list search preferences. If you navigate to other menu items and return to this menu item, or if you close the browser and then open a new browser window, the system retains your Cisco Unified Presence Server search preferences until you modify your search.

Procedure

Step 1 Choose **System > Server**.

The Find and List Servers window displays. Use the two drop-down list boxes to search for a server.

Step 2 From the first Find Servers window drop-down list box, choose one of the following criteria:

- Host Name/IP Address
- Description

From the second Find Servers window drop-down list box, choose one of the following criteria:

- begins with
- contains
- is exactly
- ends with
- is empty
- is not empty

Step 3 Specify the appropriate search text, if applicable, and click **Find**.



Tip To find all servers that are registered in the database, click **Find** without entering any search text.

A list of discovered servers displays by

- Host Name/IP Address
- Description

From the Find and List Servers window, you can also specify how many items per page to display.



Note You can delete multiple servers from the Find and List Servers window by checking the check boxes next to the appropriate servers and clicking **Delete Selected**. You can delete all servers in the window by checking the check box in the Matching records title bar and clicking **Delete Selected**.

Step 4 From the list of records, click the Server name that matches your search criteria.
The window displays the server that you choose.

Additional Information

See the [“Related Topics”](#) section on page 2-4.

Configuring a Server

This section describes how to add or update a server address to the Cisco Unified Presence Server database.

Before You Begin

The following guideline applies to adding a server:

- Make sure that you add each server only once on the Server Configuration window. If you add a server by using the host name and add the same server by using the IP address, Cisco Unified Presence Server cannot accurately determine component versions for the server after

a Cisco Unified Presence Server upgrade. If you have two entries in Cisco Unified Presence Server Administration for the same server, delete one of the entries before you upgrade (see the “[Deleting a Server](#)” section on page 2-3).

Procedure

- Step 1** Perform one of the following tasks:
- To add a server, choose **System > Server and click Add New**.
 - To update a server, find the server by using the procedure in the “[Finding a Server](#)” section on page 2-1.
- The Server Configuration window displays.
- Step 2** Enter the appropriate settings as described in [Table 2-1](#).
- Step 3** To save the data and to add the server to the database, click the **Save** icon that displays in the tool bar in the upper, left corner of the window (or click the **Save button** that displays at the bottom of the window)



Warning

Changes to the server configuration do not take effect until you restart the Cisco Unified Presence Server proxy server. During the restart, the Cisco Enterprise SIP Proxy service drops any existing transactions and does not accept any new requests.

- Step 4** Choose **Cisco Unified Presence Server > Proxy Server > Settings** .
- The Proxy Configuration Settings window displays.
- Step 5** Click **Restart All Proxy Services**.
- Step 6** When confirmation window displays, click **OK** to restart all proxy services.
-

Additional Information

See the “[Related Topics](#)” section on page 2-4.

Deleting a Server

This section describes how to delete a server from the Cisco Unified Presence Server database.

Before You Begin

If the dependency records feature is not enabled for the system, the dependency records summary window displays a message that shows the action that you can take to enable the dependency records; the message also displays information about high CPU consumption related to the dependency records feature.

Procedure

- Step 1** Find the server by using the procedure in the “[Finding a Server](#)” section on page 2-1.
- Step 2** From list of matching records, choose the server that you want to delete.
- Step 3** To delete the server, click the **Delete Selected Item** icon that displays in the tool bar in the upper, left corner of the window (or click the **Delete Selected** button that displays at the bottom of the window).

**Warning**

Changes to the server configuration do not take effect until you restart the Cisco Unified Presence Server proxy server. During the restart, the Cisco Enterprise SIP Proxy service drops any existing transactions and does not accept any new requests.

- Step 4** Choose **Cisco Unified Presence Server > Proxy Server > Settings** .
The Proxy Configuration Settings window displays.
- Step 5** Click **Restart All Proxy Services**.
- Step 6** When confirmation window displays, click **OK** to restart all proxy services.

Additional Information

See the [“Related Topics”](#) section on page 2-4.

Server Configuration Settings

Table 2-1 describes the server configuration settings. For related procedures, see the [“Related Topics”](#) section on page 2-4.

Table 2-1 *Server Configuration Settings*

Server Information Field	Description
Host Name/ IP Address	<p>If your network uses DNS services, you can enter the host name of the Cisco Unified Presence Server server. Otherwise, you must enter the full IP address of the server.</p> <p>Note You must update the DNS server with the appropriate Cisco Unified Presence Server name and address information before using that information here.</p>
MAC Address	<p>For this optional entry, enter the media access control (MAC) address of the network interface card (NIC) in the Cisco Unified Presence Server server. The MAC address specifies the permanent hardware address of the NIC.</p> <p>Tip If you plan to move the server periodically to different locations on the network, you must enter the MAC address, so other devices on the network can always identify the server. If you do not plan to relocate the server, consider entry of the MAC address as optional.</p>
Description	For this optional entry, enter a description of the server.

Related Topics

- [Finding a Server, page 2-1](#)
- [Configuring a Server, page 2-2](#)
- [Deleting a Server, page 2-3](#)

- [Server Configuration Settings, page 2-4](#)



Service Parameters Configuration

Service parameters for Cisco Unified Presence Server allow you to configure different services on selected servers. You can view a list of parameters and their descriptions by clicking the question mark button in the Service Parameters Configuration window. You can view the list with a particular parameter at the top by clicking that parameter.

If you deactivate a service by using Cisco Unified Presence Server Serviceability, Cisco Unified Presence Server retains any updated service parameter values. If you start the service again, Cisco Unified Presence Server sets the service parameters to the changed values.

Before You Begin

Ensure the following prerequisites are met before proceeding with the steps:

- Make sure that servers are configured. Refer to the [“Server Configuration” section on page 2-1](#) for more information.
- Make sure that the service is available on the servers. The Service Parameter Configuration window displays all the available services (active or not active).



Caution

Some changes to service parameters may cause system failure. Cisco recommends that you do not make any changes to service parameters unless you fully understand the feature that you are changing or unless the Cisco Technical Assistance Center (TAC) specifies the changes.

Use the following topics to configure or display service parameters:

- [Configuring Service Parameters for a Service on a Server, page 3-1](#)
- [Displaying Parameters for a Service, page 3-3](#)

Configuring Service Parameters for a Service on a Server

Use the following procedure to configure the service parameters for a particular service on a particular server.

Procedure

- Step 1** Choose **System** > **Service Parameters**.
- Step 2** From the Server drop-down list box, choose a server.

- Step 3** From the Service drop-down list box, choose the service that contains the parameter that you want to update.



Note The Service Parameter Configuration window displays all services (active or not active).

The Service Parameters Configuration window displays.

- Step 4** Update the appropriate parameter value. To set all service parameters for this instance of the service to the default values, click the **Set to Default** button.

To view a list of parameters and their descriptions, click the question mark button as shown in [Figure 3-1](#). To view the list with a particular parameter at the top, click that parameter in the Service Parameters Configuration window.

Figure 3-1 Service Parameter Configuration Window

The screenshot shows the 'Service Parameter Configuration' window for 'Cisco AMC Service (Active)' on server 'docserver5 (Active)'. The parameters are as follows:

Parameter Name	Parameter Value	Suggested Value
Clusterwide Parameters (Parameters that apply to all servers)		
Primary Collector *	docserver5	
Failover Collector	< None >	
Data Collection Enabled *	True	True
Data Collection Polling Rate *	30	30
Server Synchronization Period *	60	60
RMI Port Number *	1099	1099
AlertMgr Enabled *	True	True
Logger Enabled *	True	True
Alarm Enabled *	False	False
Perfmon Log Deletion Age *	2	2

Buttons: Save, Set to Default

Footnote: * indicates required item.



Note Some services contain service parameters that should rarely be changed. Cisco Unified Presence Server Administration does not automatically display these parameters when you access the Service Parameters Configuration window. To view all parameters, click **Advanced**. After all parameters display, you can redisplay the basic parameters by clicking **Condensed**. If the **Advanced** button is disabled, all parameters for that service display by default.

- Step 5** Click **Save**.

The window refreshes, and Cisco Unified Presence Server updates the service parameter with your changes.

Additional Information

See the “[Related Topics](#)” section on page 3-4.

Displaying Parameters for a Service

You may need to compare all service parameters that belong to a particular service on all servers in a cluster. You may also need to display only out-of-sync parameters (that is, service parameters for which values differ from one server to another) or parameters that have been modified from the suggested value.

Use the following procedure to display the service parameters for a particular service on all servers in a cluster.

Procedure

-
- Step 1** Choose **System > Service Parameters**.
 - Step 2** From the Server drop-down list box, choose a server.
 - Step 3** From the Service drop-down list box, choose the service for which you want to display the service parameters on all servers in a cluster.



Note The Service Parameter Configuration window displays all services (active or not active).

- Step 4** In the Service Parameters Configuration window that displays, choose **Parameters for All Servers in the Related Links drop-down list box**; then, click **Go**.

The Parameters for All Servers window displays. For the current service, the list shows all parameters in alphabetical order. For each parameter, the suggested value displays next to the parameter name. Under each parameter name, a list of servers that contain this parameter displays. Next to each server name, the current value for this parameter on this server displays.

For a given parameter, click on the server name or on the current parameter value to link to the corresponding service parameter window to change the value. Click **Previous** and **Next** to navigate between Parameters for All Servers windows.

- Step 5** If you need to display out-of-sync service parameters, choose **Out of Sync Parameters for All Servers in the Related Links drop-down list box**; then, click **Go**.

The Out of Sync Parameters for All Servers window displays. For the current service, service parameters that have different values on different servers display in alphabetical order. For each parameter, the suggested value displays next to the parameter name. Under each parameter name, a list of servers that contain this parameter displays. Next to each server name, the current value for this parameter on this server displays.

For a given parameter, click on the server name or on the current parameter value to link to the corresponding service parameter window to change the value. Click **Previous** and **Next** to navigate between Out of Sync Parameters for All Servers windows.

- Step 6** If you need to display service parameters that have been modified from the suggested value, choose **Modified Parameters for All Servers in the Related Links drop-down list box**; then, click **Go**.

The Modified Parameters for All Servers window displays. For the current service, service parameters that have values different from the suggested values display in alphabetical order. For each parameter, the suggested value displays next to the parameter name. Under each parameter name, a list of servers that have different values from the suggested values displays. Next to each server name, the current value for this parameter on this server displays.

For a given parameter, click on the server name or on the current parameter value to link to the corresponding service parameter window to change the value. Click **Previous** and **Next** to navigate between Modified Parameters for All Servers windows.

Additional Information

See the [“Related Topics”](#) section on page 3-4.

Related Topics

- [Displaying Parameters for a Service, page 3-3](#)
- [Configuring Service Parameters for a Service on a Server, page 3-1](#)



License File Upload

The license file contains the information that is needed to enforce licenses for the Cisco Unified Presence Server application. This chapter contains the following topics:

- [Obtaining a License File, page 4-1](#)
- [License File Contents, page 4-2](#)
- [Uploading a License file, page 4-3](#)
- [Related Topics, page 4-4](#)



Note

Use this window to upload a license for the Cisco Presence Engine and the SIP proxy server. You must also upload the appropriate end-user license through the Cisco Unified CallManager Administration window. For more information, see the *Cisco Unified CallManager Administration Guide*.

Obtaining a License File

Use the following steps to obtain a license file for a new installation of Cisco Unified Presence Server.

-
- Step 1** When you place an order for Cisco devices, Cisco provides a Product Authorization Key (PAK).
 - Step 2** Register the PAK that you received with Cisco Unified Presence Server by using the License Registration web tool that is provided on CCO.
 - Step 3** You must enter the MAC address of the Cisco Unified Presence Server for which you are requesting the licenses, and a valid e-mail address. You must enter the number of nodes and phone units for which you want licenses.
 - Step 4** CCO generates a license file with the number of unit licenses that you requested and sends it to you via e-mail by using the e-mail address that you provided in [step Step 3](#)
 - Step 5** You must upload the license file to the server with the matching MAC address that you provided in [Step 3](#). See the “[Uploading a License file](#)” [section on page 4-3](#). This server then takes on the functionality of the license manager.
-



Note

For updating the licenses when you buy new phones, go to the License Registration web tool that is provided on CCO and follow the [Steps 3](#) through [5](#).

**Note**

The license file gets uploaded into the database only if the version specified in the license file is greater than or equal to the Cisco Unified Presence Server version that is running in the cluster. If the version check fails, an alarm gets generated, and you should get a new license file with the correct version. The system bases the version check only on major releases.

**Note**

You can use the licenses that are specified in the license file only within the cluster on which the license file is uploaded.

Additional Information

See the [“Related Topics” section on page 4-4](#).

License File Contents

The license file contains the following information:

- Number of Cisco Unified Presence Server nodes that are licensed: This indicates number of Cisco Unified Presence Server servers in a cluster that are licensed to the customer.
- Versions of the Cisco Unified Presence Server that are supported.
- Number of phone units that are licensed: Instead of creating a separate license for each phone type, a concept of unit license is used. Each phone type corresponds to a fixed number of license units.
- MAC address of the server, where the license file can be installed.

To upload a license file to the license server, see the [“Uploading a License file” section on page 4-3](#).

Sample License Files

The following examples describe license files for permanent IP phone licenses and permanent Cisco Unified Presence Server node licenses:

Example 4-1 Permanent IP Phone Licenses

```
INCREMENT PHONE_UNIT cisco 5.0 permanent uncounted \
VENDOR_STRING=<Count>1000</Count><OrigMacId>000BCD4EE59D</OrigMacId><LicFileVersion>1.0</L
icFileVersion> \
HOSTID=000bcd4ee59d OVERDRAFT=50 \
NOTICE="<LicFileID>20050826140539162</LicFileID><LicLineID>2</LicLineID> \
<PAK></PAK>" SIGN="112D 17E4 A755 5EDC F616 0F2B B820 AA9C \
0313 A36F B317 F359 1E08 5E15 E524 1915 66EA BC9F A82B CBC8 \
4CAF 2930 017F D594 3E44 EBA3 04CD 01BF 38BA BF1B"
```

The preceding license file includes following information:

- No expiration date for this license exists as indicated by the keyword permanent.
- This license file provides 1000 PHONE_UNIT licenses.
- OVERDRAFT=50 indicates (5% of 1000) allowed overdraft. Cisco determines the overdraft value.
- The Cisco-specific fieldLicFileID identifies this license file.

- You can add multiple increment lines for same feature (phone unit license or node license) in a license file to increase the license count. None of the INCREMENT lines should be identical and each of them should be signed independently.

Example 4-2 Permanent CCM_Node licenses

```
# Optional usage agreement, legal language, tracking information
# Some other comments
INCREMENT CCM_NODE cisco 5.0 permanent uncounted \
VENDOR_STRING=<Count>3</Count><OrigMacId>000BCD4EE59D</OrigMacId><LicFileVersion>1.0</LicF
ileVersion> \
HOSTID=000bcd4ee59d \
NOTICE="<LicFileID>20050826140539162</LicFileID><LicLineID>1</LicLineID> \
<PAK></PAK>" SIGN="19B3 4C6C 25AC 6D22 4D75 DE6A 656B 08C5 \
30E4 16DB 771B 1393 9DC1 DBC4 C5AA 15CC 6E6C B7B8 895A DCBA \
B40F C551 2625 1C97 F20D 9977 6CFF 3603 081E 6FF2"
```

The preceding license file includes the following information:

- No expiration date for this license exists as indicated by the keyword permanent.
- This license file provides three licenses for the version 5.0 of the feature CCM_NODES.
- The Cisco-specific fieldLicFileID identifies this license file.
- You can add multiple increment lines for same feature in a license file to increase the license count. None of the INCREMENT lines should be identical, and each of them should be signed independently.

Additional Information

See the [“Related Topics” section on page 4-4](#).

Uploading a License file

Use the following procedure to upload a license file to the Cisco Unified Presence Server node with the matching MAC address that is provided a license file is requested. For information about obtaining a license file, see the [“Obtaining a License File” section on page 4-1](#). The Cisco Unified Presence Server node where the license file is loaded takes on the functionality of the license manager.



Note

Upload the license file only on the first node of Cisco Unified Presence Server cluster.

Procedure

Step 1 Choose **System > License > Upload License File**.

The License File Upload window displays.

Step 2 The Existing License Files drop-down list box displays the license files that are already uploaded to the server.



Note

To view the file content of any existing files, click **View File**.

- Step 3** To choose a new license file to upload, click **Upload License File**.
The Upload File pop-up window displays.
- Step 4** Browse and choose a license file to upload to the server.
- Step 5** Click **Upload License File**.
After the upload process is complete, the Upload Result file displays.
- Step 6** Click **Close**.
- Step 7** In the License File Upload window, the status of the uploaded file displays.
-

Additional Information

See the [“Related Topics”](#) section on page 4-4.

Related Topics

- [Obtaining a License File, page 4-1](#)
- [License File Contents, page 4-2](#)
- [Uploading a License file, page 4-3](#)



License Unit Report

Use license unit report to display the total license capacity and the number of licenses in use. This tool generates a report that lists the total number of available licenses.

Generating a License Unit Report

Use the following procedure to generate a report for the number of licenses that are available.

Procedure

- Step 1** Choose **System > Licensing > License Unit Report**.
- Step 2** The License Unit Report window displays. This window displays the number of node licenses that are available by
- Units Available
 - Units Used
 - Units Remaining
-

Additional Information

See the [“Related Topics”](#) section on page 5-1.

Related Topics

- [License File Upload](#), page 4-1



Status

Use Status to display the Cisco Unified Presence Server System status.

Viewing the System Status

Use the following procedure to view the system status.

Procedure

-
- Step 1** Choose **System > Status**.
The Unified Presence Server System Status window displays.
- Step 2** For a description of the status parameters, see [Table 6-1](#).
-

Table 6-1 System Status Parameters

Parameter	Description
Sync Information	This read-only field displays the IP address of the publisher server and when the sync occurred.
System Information	System Information displays the following read-only fields: <ul style="list-style-type: none">• Number of end users• Number of phone devices• Number of licensed Cisco Unified Presence Server end users• Number of licensed Cisco Unified Personal Communicator end users• Number of assigned Microsoft Office Communicator end users

Finding Licensed Users

To find licensed users, follow this procedure:

Procedure

-
- Step 1** From the first Unified Presence Server System Status window drop-down list box, choose one of the following criteria:
- begins with
 - contains
 - is exactly
 - ends with
 - is empty
 - is not empty
- Step 2** Specify the appropriate search text, if applicable, and click **Find**.



Tip To find all licensed users that are registered in the database, click **Find** without entering any search text.

A list of discovered licensed users displays. For a description of the Search Results parameters, see [Table 6-2](#).

- Step 3** To display the devices associated with a user, click the **Devices** link.
-

Table 6-2 System Status Search Results Parameters

Parameter	Description
User ID	Displays the User ID Note You create users in Cisco Unified CallManager not in Cisco Unified Presence Server.
Primary Extension	Displays the primary extension associated with this user
Devices	Displays the total number of devices associated with this user as a link. To display a popup window containing a list of the devices, click the link.
Contacts	Displays the total number of contacts associated with this user as a link. To display a popup window that contains a list of the contacts, click the link. Users can add contacts on the Cisco Unified Presence Server End-User Contacts window.

Table 6-2 System Status Search Results Parameters

Parameter	Description
Watchers	<p>Displays the total number of watchers associated with this user as a link. To display a popup window that contains a list of the watchers, click the link.</p> <p>Note Watchers are users who have this particular user on their contact list, so, in effect, they are watching this user.</p>
Licensed UPC	Displays a black check mark if this user is licensed to use Cisco Unified Personal Communicator
MOC Enabled	Displays a black check mark if this user is allowed to use the CTI Gateway Microsoft Office Communicator feature



Configuration Troubleshooter

Use the Configuration Troubleshooter to diagnose Cisco Unified Presence Server configuration issues after the initial configuration or whenever you make configuration changes. The Troubleshooter performs a set of tests on both the Cisco Unified Presence Server cluster and on the Cisco Unified CallManager cluster to validate the Cisco Unified Presence Server configuration.

After the Troubleshooter finishes testing, it reports one of three possible states for each test:

- Test passed
- Test failed
- Test warning, which indicates a possible configuration issue

For each test that fails or that results in a warning, the Troubleshooter provides a description of the problem and a possible solution.

Using the Troubleshooter

Follow this procedure to access the Configuration Troubleshooter:

Procedure

-
- Step 1** From the Cisco Unified Presence Server Administration window, choose **System > Troubleshooter**. The Configuration Troubleshooter window displays. See [Table 7-1](#) for a list of tests that the Troubleshooter performs.
 - Step 2** Examine the Results table for any tests that failed or that generated a warning. The Results table displays a description of the problem and the suggested solution.
 - Step 3** For any test failures or test warnings, click the **fix** link in the solution column to go to the Cisco Unified Presence Server Administration window where the Troubleshooter found the problem.
 - Step 4** Correct any configuration errors you find and rerun the Troubleshooter.
-

Table 7-1 Configuration Troubleshooter Tests

Test Group	Test Description
Sync Agent	Verify that an AXL settings entry exists.
	Verify that the AXL user-id is valid.
	Verify that the publisher address is reachable; then, log in and execute a basic query.
	Verify that the Sync Agent synchronized the relevant data (for example, devices, users, and licensing information).
	Verify that the Sync Agent service is running.
Presence Engine	Verify that the Cisco Unified CallManager Presence Gateway entry exists.
	Verify that the Presence Engine service is running.
	Verify that the Presence Engine OAM Agent service is running.
	Verify that the Presence Engine Database service is running.
	Verify that the Cisco Unified CallManager Presence Gateway is valid (check reachability).
Proxy Server	Verify that a valid SIP trunk exists on the Cisco Unified CallManager server.
	Verify that the SIP Proxy service Proxy Domain service parameter value is valid.
	Verify that the method/event routes exist.
	Verify that the SIP Proxy service is running.
IPPM	Verify that the Config Agent service is running.
	Verify that an IPPM settings entry exists.
	Note The Troubleshooter only tests IPPM when you enable it in Cisco Unified Presence Server Administration. To enable IPPM, choose Application > IP Phone Messenger > Settings .
	Verify that the IPPM application usernames is valid.
	Verify that the IPPM application password is valid.
	Verify that the Cisco Unified Presence Server IPPM application username and password match the configured Cisco Unified CallManager application username and password.
CTI Gateway	Verify that the IPPM service is active.
	Verify that the IPPM service is running.
	Verify that the CTI Gateway Settings entry exists.
	Note The Troubleshooter only tests CTI Gateway when you enable it in Cisco Unified Presence Server Administration. To enable CTI Gateway, choose Application > CTI Gateway > Settings .

Table 7-1 Configuration Troubleshooter Tests

Test Group	Test Description
	Verify that the CTI Gateway service is active.
	Verify that the Cisco Unified Presence Server application username and password match the currently configured Cisco Unified CallManager application username and password.
	Verify that the Cisco Unified Presence Server application username and password match the currently configured Cisco Unified CallManager application username and password.
	Verify that the CTI Gateway service is running.
	Verify whether any users currently have Microsoft Office Communicator (MOC) assigned.



PART 3

Unified Presence Server Configuration





Proxy Server Settings

Use proxy server settings to configure settings for the SIP proxy server.

Configuring Proxy Server Settings

This section describes how to configure proxy server settings for the Cisco Unified Presence Server.

Procedure

- Step 1** Choose **Unified Presence Server > Proxy Server > Settings**.
The Proxy Configuration Settings window displays.
- Step 2** For the Method/Event Routing Status, choose **On** or **Off**.
- Step 3** Choose the appropriate Preferred Proxy Listener, as described in [Table 8-1](#).
- Step 4** To save your settings, click the **Save** icon that displays in the tool bar in the upper, left corner of the window (or click the **Save button** that displays at the bottom of the window).

Additional Information

See the [“Related Topics” section on page 8-2](#).

Proxy Server Configuration Settings

[Table 8-1](#) describes the proxy server configuration settings. For related procedures, see the [“Related Topics” section on page 8-2](#).

Table 8-1 Proxy Server Configuration Settings

Field	Description
Method/Event Routing Status	This parameter specifies whether the method/event routing module is enabled or disabled in the SIP proxy server.
Preferred Proxy Listener	This parameter specifies which SIP proxy listener is considered the preferred listener. The dropdown list contains SIP proxy server listeners that you defined in the Transport Listeners window.

Restart Proxy Services

Some changes you make in Cisco Unified Presence Server Administration require that you restart SIP proxy services before the change takes effect. Changes that require you to restart SIP proxy services include:

- Adding, deleting, or modifying the system server
- Modifying the SIP proxy server settings
- Adding, deleting, or modifying transport listeners
- Adding, deleting, or modifying TLS context and TLS peer subjects

To restart proxy services, use the following procedure:

**Warning**

While the proxy services are restarting, the Cisco Enterprise SIP proxy services drop any existing transactions and do not accept any new requests.

Procedure

-
- Step 1** Choose **Unified Presence Server > Proxy Server > Settings**.
The Proxy Configuration Settings window displays.
- Step 2** Click **Restart All Proxy Services**.
- Step 3** When the confirmation window displays, click **OK**.
-

Related Topics

- [Configuring Proxy Server Settings, page 8-1](#)
- [Proxy Server Configuration Settings, page 8-1](#)



Static Routes

Use static routes to configure a static route that the SIP proxy server uses. A dynamic route represents a path through the network that gets automatically calculated according to routing protocols and routing update messages. A static route represents a fixed path through the network that you explicitly configure. Static routes take precedence over dynamic routes.

Finding Static Routes

Because you might have several static routes in your network, Cisco Unified Presence Server lets you locate specific static routes on the basis of specific criteria. Use the following procedure to locate static routes.



Note

During your work in a browser session, the cookies on the client machine store your find/list search preferences. If you navigate to other menu items and return to this menu item, or if you close the browser and then open a new browser window, the system retains your Cisco Unified Presence Server search preferences until you modify your search.

Procedure

Step 1 Choose **Unified Presence Server > Proxy Server > Static Routes**.

The Find and List Static Routes window displays. Use the two drop-down list boxes to search for capabilities assignments.

Step 2 From the first Find Static Routes window drop-down list box, choose one of the following criteria:

- Destination Pattern
- Description
- Next Hop
- Priority
- Weight

From the second Find Servers window drop-down list box, choose one of the following criteria:

- begins with
- contains
- is exactly

- ends with
- is empty
- is not empty

Step 3 Specify the appropriate search text, if applicable, and click **Find**.



Tip To find all static routes that are registered in the database, click **Find** without entering any search text.

A list of discovered static routes displays.

Step 4 From the list of records, click the static route that matches your search criteria.

The window displays the static route that you choose.

Additional Information

See the “[Related Topics](#)” section on page 9-4.

Configuring Static Routes

This section describes how to add or update static routes in the Cisco Unified Presence Server database.

Procedure

Step 1 Perform one of the following tasks:

- To add a static route, choose **Unified Presence Server > Proxy Server > Static Routes** and click **Add New**.
- To update a server, find the server by using the procedure in the “[Finding Static Routes](#)” section on page 9-1.

The Static Route Configuration window displays.

Step 2 Enter the appropriate settings as described in [Table 9-1](#).

Step 3 To save the data and to add the server to the database, click the **Save** icon that displays in the tool bar in the upper, left corner of the window (or click the **Save button** that displays at the bottom of the window).

Additional Information

See the “[Related Topics](#)” section on page 9-4.

Static Route Configuration Settings

[Table 9-1](#) describes the static route configuration settings. For related procedures, see the “[Related Topics](#)” section on page 9-4.

Table 9-1 Static Route Configuration Settings

Field	Description
Destination Pattern	<p>This field specifies the pattern of the incoming number.</p> <p>You can use “.” as a wildcard for a single character and “*” as wildcard as a wildcard for multiple characters.</p> <p>A dash or hyphen, “-”, is also allowed anywhere in the pattern</p> <p>Wildcard Usage</p> <p>For phones</p> <ul style="list-style-type: none"> • A dot can exist anywhere in the pattern. • An asterisk can only exist at the end. <p>For IP addresses and host names</p> <ul style="list-style-type: none"> • An asterisk can be used as part of the a host name. • The dot acts as a literal value in a host name. <p>An escaped asterisk sequence, *, matches a literal * and can exist anywhere.</p>
Description	This parameter specifies the description of a particular static route.
Next Hop	This parameter specifies the domain name or IP address of the destination (next hop) and can be specified as either a fully qualified domain name (FQDN) or dotted IP address.
Next Hop Port	This parameter specifies the port number of the destination (next hop). Default: 5060
Route Type	This parameter specifies the route type, User or Domain.
Protocol Type	This parameter specifies the protocol type for this route, TCP, UDP, or TLS.
Priority	This parameter specifies the route priority level. Lower values indicate higher priority. Value range: 1—65535
Weight	This parameter specifies the route weight. Use this parameter only if two or more routes have the same priority. Higher values indicate which route has the higher priority. Value range: 1—65535
Allow Less-Specific Route	This parameter specifies that the route can be less specific.
In Service	<p>This parameter specifies whether this route has been taken out of service.</p> <p>Note This parameter allows the administrator to effectively take a route out of service (versus removing it completely and re-adding it).</p>

Deleting a Static Route

This section describes how to delete a static route.

Procedure

- Step 1** Find the static route by using the procedure in the [“Finding Static Routes” section on page 9-1](#).
- Step 2** From list of matching records, choose the static route that you want to delete.
- Step 3** To delete the static route, click the **Delete Selected Item** icon that displays in the tool bar in the upper, left corner of the window (or click the **Delete Selected** button that displays at the bottom of the window).

If the static route is not in use, Cisco Unified Presence Server deletes it. If it is in use, a message displays.

Additional Information

See the [“Related Topics” section on page 9-4](#).

Related Topics

- [Finding Static Routes, page 9-1](#)
- [Configuring Static Routes, page 9-2](#)
- [Deleting a Static Route, page 9-4](#)



Method/Event Routing

Use method-based or event-based routing to configure the SIP proxy server to route SIP messages on the basis of their content.

Finding Method/Event Routes

Because you might have several method-based or event-based routes in your network, Cisco Unified Presence Server lets you locate specific method-based or event-based routes on the basis of specific criteria. Use the following procedure to locate method/event routes.



Note

During your work in a browser session, the cookies on the client machine store your find/list search preferences. If you navigate to other menu items and return to this menu item, or if you close the browser and then open a new browser window, the system retains your Cisco Unified Presence Server search preferences until you modify your search.

Procedure

Step 1 Choose **Unified Presence Server > Proxy Server>Method/Event Routing**.

The Find and List Method/Event-Based Routing Entries window displays. To search for method/event routes, use the two drop-down list boxes.

Step 2 From the first Find Method/Event-Based Routing window drop-down list box, choose one of the following criteria:

- Name
- Description
- Content Token
- Destination Address
- Destination Port

From the second Find Servers window drop-down list box, choose one of the following criteria:

- begins with
- contains
- is exactly
- ends with

- is empty
- is not empty

Step 3 Specify the appropriate search text, if applicable, and click **Find**.



Tip To find all method-based or event-based routes that are registered in the database, click **Find** without entering any search text.

A list of discovered method-based or event-based routes displays.

Step 4 From the list of records, click the route that matches your search criteria.

The window displays the route that you choose.

Additional Information

See the “[Related Topics](#)” section on page 10-3.

Configuring a Method-based or Event-based Route

This section describes how to add or update method-based or event-based routes in the Cisco Unified Presence Server database.

Procedure

Step 1 Perform one of the following tasks:

- To add a method/event route, choose **Unified Presence Server > Proxy Server>Method/Event Routing** and click **Add New**.
- To update a method-based or event-based route, find the route by using the procedure in the “[Finding Method/Event Routes](#)” section on page 10-1.

The Method/Event-Based Routing Configuration window displays.

Step 2 Enter the appropriate settings as described in [Table 10-1](#).

Step 3 To save the data and to add the server to the database, click the **Save** icon that displays in the tool bar in the upper, left corner of the window (or click the **Save button** that displays at the bottom of the window).

Additional Information

See the “[Related Topics](#)” section on page 10-3.

Method/Event Route Configuration Settings

[Table 10-1](#) describes the Method/Event route configuration settings. For related procedures, see the “[Related Topics](#)” section on page 10-3.

Table 10-1 Method/Event Route Configuration Settings

Field	Description
Name	This parameter specifies the name that is associated with this particular method/event route.
Description	This parameter specifies the description of a particular method/event route.
Current Token	This parameter specifies the content search string that will be used to route a SIP message. Examples include PUBLISH and SUBSCRIBE.
Content Category	This parameter specifies the content category, either method-based or event-based.
Destination Address	This parameter specifies the domain name or IP address of the destination (next hop) where the SIP message will be sent.
Destination Port	This parameter specifies the port number of the destination (next hop). Default port: 5060
Protocol Type	This parameter specifies the protocol type that will be used when the SIP message is forwarded, TCP, UDP, or TLS.

Deleting a Method/Event Route

This section describes how to delete a method-based or event-based route.

Procedure

-
- Step 1** Find the method/event route by using the procedure in the [“Finding Method/Event Routes”](#) section on page 10-1.
- Step 2** From list of matching records, choose the route that you want to delete.
- Step 3** To delete the route, click the **Delete Selected Item** icon that displays in the tool bar in the upper, left corner of the window (or click the **Delete Selected** button that displays at the bottom of the window).
- If the method/event route is not in use, Cisco Unified Presence Server deletes it. If it is in use, an error message displays.
-

Additional Information

See the [“Related Topics”](#) section on page 10-3.

Related Topics

- [Finding Method/Event Routes, page 10-1](#)
- [Configuring a Method-based or Event-based Route, page 10-2](#)
- [Deleting a Method/Event Route, page 10-3](#)



Incoming ACL

In the Access Control List (ACL), you can configure patterns that control which hosts and domains can access Cisco Unified Presence Server.

Finding Incoming ACL Entries

Because you might have several ACL entries your network, Cisco Unified Presence Server lets you locate specific incoming ACL entries on the basis of specific criteria. Use the following procedure to locate ACL entries.



Note

During your work in a browser session, the cookies on the client machine store your find/list search preferences. If you navigate to other menu items and return to this menu item, or if you close the browser and then open a new browser window, the system retains your Cisco Unified Presence Server search preferences until you modify your search.

Procedure

Step 1 Choose **Unified Presence Server > Proxy Server > Incoming ACL**.

The Find and List Allowed Incoming Hosts window displays. Use the drop-down list box to search for ACL entries.

Step 2 From the drop-down list box, choose one of the following criteria for the address pattern:

- begins with
- contains
- is exactly
- ends with
- is empty
- is not empty

Step 3 Specify the appropriate search text, if applicable, and click **Find**.



Tip

To find all ACL entries that are registered in the database, click **Find** without entering any search text.

A list of discovered ACL entries displays.

- Step 4** From the list of records, click the ACL entry that matches your search criteria.
The window displays the ACL entry that you choose.
-

Additional Information

See the “[Related Topics](#)” section on page 11-3.

Configuring Incoming ACL

This section describes how to add or update incoming ACL information in the Cisco Unified Presence Server database.

Procedure

- Step 1** Perform one of the following tasks:
- To add an incoming ACL entry, choose **Unified Presence Server > Proxy Server>Incoming ACL** and click **Add New**.
 - To update an incoming ACL entry, find the ACL entry by using the procedure in the “[Finding Incoming ACL Entries](#)” section on page 11-1.
- The Proxy Access Control List Configuration window displays.
- Step 2** Enter the appropriate settings as described in [Table 11-1](#).
- Step 3** To save the data, click the **Save** icon that displays in the tool bar in the upper, left corner of the window (or click the **Save button** that displays at the bottom of the window).
-

Additional Information

See the “[Related Topics](#)” section on page 11-3.

Incoming ACL Configuration Settings

[Table 11-1](#) describes the incoming ACL configuration settings. For related procedures, see the “[Related Topics](#)” section on page 11-3.

Table 11-1 Incoming ACL Configuration Settings

Field	Description
Description	This parameter specifies a general description of the ACL entry.
Address Pattern	This parameter specifies the address or pattern of the incoming host or domain as either an IP address or a fully qualified domain name.

Deleting an Incoming ACL Entry

This section describes how to delete an incoming ACL entry.

Procedure

- Step 1** Find the ACL entry by using the procedure in the [“Finding Incoming ACL Entries”](#) section on page 11-1.
- Step 2** From list of matching records, choose the ACL entry that you want to delete.
- Step 3** To delete the ACL entry, click the **Delete Selected Item** icon that displays in the tool bar in the upper, left corner of the window (or click the **Delete Selected** button that displays at the bottom of the window). If the ACL entry is not in use, Cisco Unified Presence Server deletes it. If it is in use, a message displays.
-

Additional Information

See the [“Related Topics”](#) section on page 11-3.

Related Topics

- [Finding Incoming ACL Entries](#), page 11-1
- [Configuring Incoming ACL](#), page 11-2
- [Deleting an Incoming ACL Entry](#), page 11-3



Privacy ACL

Using the Privacy Access Control List (ACL), you can configure patterns that control which outgoing hosts and domains can have access to the network from Cisco Unified Presence Server.

Finding Privacy ACL Entries

Because you might have several ACL entries your network, Cisco Unified Presence Server lets you locate specific privacy ACL entries on the basis of specific criteria. Use the following procedure to locate ACL entries.



Note

During your work in a browser session, the cookies on the client machine store your find/list search preferences. If you navigate to other menu items and return to this menu item, or if you close the browser and then open a new browser window, the system retains your Cisco Unified Presence Server search preferences until you modify your search.

Procedure

Step 1 Choose **Unified Presence Server > Proxy Server > Privacy ACL**.

The Find and List Allowed Destination Hosts window displays. Use the drop-down list box to search for ACL entries.

Step 2 From the drop-down list box, choose one of the following criteria for the address pattern:

- begins with
- contains
- is exactly
- ends with
- is empty
- is not empty

Step 3 Specify the appropriate search text, if applicable, and click **Find**.



Tip

To find all ACL entries that are registered in the database, click **Find** without entering any search text.

A list of discovered ACL entries displays.

- Step 4** From the list of records, click the ACL entry that matches your search criteria.
The window displays the ACL entry that you choose.

Additional Information

See the [“Related Topics” section on page 12-3](#).

Configuring Privacy ACL

This section describes how to add or update privacy ACL information in the Cisco Unified Presence Server database.

Procedure

- Step 1** Perform one of the following tasks:
- To add a privacy ACL entry, choose **Unified Presence Server > Proxy Server > Privacy ACL** and click **Add New**.
 - To update a privacy ACL entry, find the ACL entry by using the procedure in the [“Finding Privacy ACL Entries” section on page 12-1](#).
- The Privacy Access Control List Configuration window displays.
- Step 2** Enter the appropriate settings as described in [Table 12-1](#).
- Step 3** To save the data, click the **Save** icon that displays in the tool bar in the upper, left corner of the window (or click the **Save button** that displays at the bottom of the window).

Additional Information

See the [“Related Topics” section on page 12-3](#).

Privacy ACL Configuration Settings

[Table 12-1](#) describes the privacy ACL configuration settings. For related procedures, see the [“Related Topics” section on page 12-3](#).

Table 12-1 Privacy ACL Configuration Settings

Field	Description
Description	This parameter specifies a general description of the privacy ACL entry.
Address Pattern	This parameter specifies the address or pattern of the outgoing host or domain as either an IP address or a fully qualified domain name.

Deleting an Privacy ACL Entry

This section describes how to delete an privacy ACL entry.

Procedure

- Step 1** Find the ACL entry by using the procedure in the [“Finding Privacy ACL Entries”](#) section on page 12-1.
- Step 2** From list of matching records, choose the ACL entry that you want to delete.
- Step 3** To delete the ACL entry, click the **Delete Selected Item** icon that displays in the tool bar in the upper, left corner of the window (or click the **Delete Selected** button that displays at the bottom of the window). If the ACL entry is not in use, Cisco Unified Presence Server deletes it. If it is in use, a message displays.
-

Additional Information

See the [“Related Topics”](#) section on page 12-3.

Related Topics

- [Finding Privacy ACL Entries, page 12-1](#)
- [Configuring Privacy ACL, page 12-2](#)
- [Deleting an Privacy ACL Entry, page 12-3](#)



CallManager Presence Gateways

Use the presence gateways window to configure the gateways that the presence engine must know about to receive presence information.

Finding Presence Gateways

Because you might have several presence gateways in your network, Cisco Unified Presence Server lets you locate specific gateways on the basis of specific criteria. Use the following procedure to locate presence gateways.



Note

During your work in a browser session, the cookies on the client machine store your find/list search preferences. If you navigate to other menu items and return to this menu item, or if you close the browser and then open a new browser window, the system retains your Cisco Unified Presence Server search preferences until you modify your search.

Procedure

Step 1 Choose **Unified Presence Server > Presence Engine > CallManager Presence Gateways**.

The Find and List CallManager Presence Gateways window displays. Use the drop-down list box to search for presence gateways.

Step 2 From the drop-down list box, choose one of the following criteria:

- begins with
- contains
- is exactly
- ends with
- is empty
- is not empty

Step 3 Specify the appropriate search text, if applicable, and click **Find**.



Tip

To find all presence gateways that are registered in the database, click **Find** without entering any search text.

A list of discovered presence gateways displays.

- Step 4** From the list of records, click the presence gateway that matches your search criteria.
The window displays the presence gateway that you choose.

Additional Information

See the “[Related Topics](#)” section on page 13-3.

Configuring a Presence Gateway

This section describes how to add or update presence gateways in the Cisco Unified Presence Server database.

Procedure

- Step 1** Perform one of the following tasks:
- To add a presence gateway, choose **Unified Presence Server > Presence Engine > CallManager Presence Gateways** and click **Add New**.
 - To update a presence gateway, find the presence gateway by using the procedure in the “[Finding Presence Gateways](#)” section on page 13-1.
- The CallManager Presence Gateway Configuration window displays.
- Step 2** Enter the appropriate settings as described in [Table 13-1](#).
- Step 3** To save the data, click the **Save** icon that displays in the tool bar in the upper, left corner of the window (or click the **Save button** that displays at the bottom of the window).

Additional Information

See the “[Related Topics](#)” section on page 13-3.

Presence Gateway Configuration Settings

[Table 13-1](#) describes the presence gateway configuration settings. For related procedures, see the “[Related Topics](#)” section on page 13-3.

Table 13-1 Presence Gateway Configuration Settings

Field	Description
Description	This parameter specifies the description of this presence gateway. Maximum characters: 255
CallManager Presence Gateway	This parameter specifies the fully qualified domain name or the IP address of the associated Cisco Unified Callmanager server.

Deleting a Presence Gateway

This section describes how to delete a presence gateway.

Procedure

- Step 1** Find the gateway by using the procedure in the [“Finding Presence Gateways”](#) section on page 13-1.
- Step 2** From list of matching records, choose the gateway that you want to delete.
- Step 3** To delete the gateway, click the **Delete Selected Item** icon that displays in the tool bar in the upper, left corner of the window (or click the **Delete Selected** button that displays at the bottom of the window).
If the gateway is not in use, Cisco Unified Presence Server deletes it. If it is in use, a message displays.
-

Additional Information

See the [“Related Topics”](#) section on page 13-3.

Related Topics

- [Finding Presence Gateways, page 13-1](#)
- [Configuring a Presence Gateway, page 13-2](#)
- [Deleting a Presence Gateway, page 13-3](#)



User-Agent Configuration

Use the User-Agent Configuration window to configure the reachability version per Client User-Agent. Setting the reachability version provides backwards compatibility with previous versions of Cisco Unified Personal Communicator. By default, the system uses reachability version 2, which complies with RFC 4479, for all user-agents that are not specifically configured.

Finding User Agents

Cisco Unified Presence Server lets you locate specific user-agents on the basis of specific criteria. Use the following procedure to locate user-agents.



Note

During your work in a browser session, the cookies on the client machine store your find/list search preferences. If you navigate to other menu items and return to this menu item, or if you close the browser and then open a new browser window, the system retains your Cisco Unified Presence Server search preferences until you modify your search.

Procedure

Step 1 Choose **Cisco Unified Presence Server > Presence Engine > User-Agent Configuration**.

The Find and List User Agent window displays. Use the drop-down list box to search for user-agents.

Step 2 From the drop-down list box, choose one of the following criteria:

- begins with
- contains
- is exactly
- ends with
- is empty
- is not empty

Step 3 Specify the appropriate search text, if applicable, and click **Find**.



Tip

To find all user-agents that are registered in the database, click **Find** without entering any search text.

A list of discovered user-agents displays.

- Step 4** From the list of records, click the user-agent that matches your search criteria.
The window displays the user-agent that you choose.

Additional Information

See the “[Related Topics](#)” section on page 14-3.

Configuring a User-Agent

This section describes how to add or update user-agents in the Cisco Unified Presence Server database.

Procedure

- Step 1** Perform one of the following tasks:
- To add a user-agent, choose **Cisco Unified Presence Server > Presence Engine > User-Agent Configuration** and click **Add New**.
 - To update a user-agent, find the user-agent by using the procedure in the “[Finding User Agents](#)” section on page 14-1.

The User-Agent Configuration window displays.

- Step 2** Enter the appropriate settings as described in [Table 14-1](#).
- Step 3** To save the data, click the **Save** icon that displays in the tool bar in the upper, left corner of the window (or click the **Save button** that displays at the bottom of the window).

Additional Information

See the “[Related Topics](#)” section on page 14-3.

User-Agent Configuration Settings

[Table 14-1](#) describes the user-agent configuration settings. For related procedures, see the “[Related Topics](#)” section on page 14-3.

Table 14-1 User-Agent Configuration Settings

Field	Description
Client User-Agent Version	This parameter specifies the client user-agent header. Maximum characters: 255
Reachability Version	This parameter specifies the version of reachability used in the presence document by the client: <ul style="list-style-type: none"> 1 - draft-ietf-simple-simple-rpid-07 2 - RFC 4479

Deleting a User-Agent

This section describes how to delete a user-agent.

Procedure

- Step 1** Find the user-agent by using the procedure in the [“Finding User Agents” section on page 14-1](#).
- Step 2** From list of matching records, choose the user-agent that you want to delete.
- Step 3** To delete the user-agent, click the **Delete Selected Item** icon that displays in the tool bar in the upper, left corner of the window (or click the **Delete Selected** button that displays at the bottom of the window).
If the user-agent is not in use, Cisco Unified Presence Server deletes it. If it is in use, a message displays.
-

Additional Information

See the [“Related Topics” section on page 14-3](#).

Copying a User-Agent

This section describes how copy a user-agent.

Procedure

- Step 1** Find the user-agent by using the procedure in the [“Finding User Agents” section on page 14-1](#).
- Step 2** From list of matching records, choose the user-agent that you want to copy.
- Step 3** To copy the user-agent, click the **Copy** icon that displays in the tool bar in the upper, left corner of the window (or click the **Copy** button that displays at the bottom of the window).
The User-Agent Configuration window displays.
- Step 4** Enter the appropriate settings as described in [Table 14-1](#).
- Step 5** Click **Save**.
-

Additional Information

See the [“Related Topics” section on page 14-3](#).

Related Topics

- [Finding User Agents, page 14-1](#)
- [Configuring a User-Agent, page 14-2](#)
- [Deleting a User-Agent, page 14-3](#)



TLS Context Configuration

Each transport listener can have a single associated transport layer security (TLS) context, and each TLS context can have multiple ciphers and peer subjects.

TLS context configuration enables you to map ciphers and peer subjects to a transport listener.

Finding TLS Contexts

Because you might have several TLS contexts in your network, Cisco Unified Presence Server lets you locate specific TLS contexts on the basis of specific criteria. Use the following procedure to locate TLS contexts.



Note

During your work in a browser session, the cookies on the client machine store your find/list search preferences. If you navigate to other menu items and return to this menu item, or if you close the browser and then open a new browser window, the system retains your Cisco Unified Presence Server search preferences until you modify your search.

Procedure

Step 1 Choose **Unified Presence Server > Security > TLS Context Configuration**.

The Find and List TLS Contexts window displays. Use the drop-down list box to search for TLS contexts.

Step 2 From the Find TLS Context window Name drop-down list box, choose one of the following criteria:

- begins with
- contains
- is exactly
- ends with
- is empty
- is not empty

Step 3 Specify the appropriate search text, if applicable, and click **Find**.

**Tip**

To find all TLS contexts that are registered in the database, click **Find** without entering any search text.

A list of discovered TLS contexts displays.

- Step 4** From the list of records, click the TLS context that matches your search criteria.
The window displays the TLS context that you choose.

Additional Information

See the “[Related Topics](#)” section on page 15-4.

Configuring a TLS Context

This section describes how to add or update TLS contexts in the Cisco Unified Presence Server database.

Procedure

- Step 1** Perform one of the following tasks:
- To add a TLS context, choose **Unified Presence Server > Security > TLS Context Configuration** and click **Add New**.
 - To update a TLS context, find the TLS context by using the procedure in the “[Finding TLS Contexts](#)” section on page 15-1.

The TLS Context Configuration window displays.

- Step 2** Enter the appropriate settings as described in [Table 15-1](#).
- Step 3** To choose the appropriate TLS cipher, click the up or down arrow.
- Step 4** To choose the appropriate TLS peer subject, click the up or down arrow.

**Note**

You must restart the SIP proxy server before any changes that you make to the TLS context take effect. To restart the proxy server, choose **Cisco Unified Presence Server > Proxy Server > Settings**. For more information, see [Proxy Server Settings](#).

- Step 5** To save the data, click the **Save** icon that displays in the tool bar in the upper, left corner of the window (or click the **Save button** that displays at the bottom of the window).

Additional Information

See the “[Related Topics](#)” section on page 15-4.

TLS Context Configuration Settings

Table 15-1 describes the TLS context configuration settings. For related procedures, see the “[Related Topics](#)” section on page 15-4.

Table 15-1 TLS Context Configuration Settings

Field	Description
Name	This parameter specifies the unique name of the associated transport listener.
Description	This parameter specifies a description of this TLS context.
Authorization Policy	This parameter specifies the authorization type for this particular TLS context. From the drop-down list, choose either Server or Peer (default).
TLS Cipher Mapping	These fields display the available and selected TLS ciphers.
TLS Peer Subject Mapping	These fields display the available and selected TLS peer subjects. Note You can define TLS peer subjects in the TLS Peer Subjects window.

Deleting a TLS Context

This section describes how to delete a TLS context.

Procedure

-
- Step 1** Find the TLS context by using the procedure in the “[Finding TLS Contexts](#)” section on page 15-1.
- Step 2** From list of matching records, choose the TLS context that you want to delete.



Note You must restart the SIP proxy server before any changes that you make to the TLS context take effect. To restart the proxy server, choose **Cisco Unified Presence Server > Proxy Server > Settings**. For more information, see [Proxy Server Settings](#).

- Step 3** To delete the TLS context, click the **Delete Selected Item** icon that displays in the tool bar in the upper, left corner of the window (or click the **Delete Selected** button that displays at the bottom of the window). If the TLS context is not in use, Cisco Unified Presence Server deletes it. If it is in use, a message displays.
-

Additional Information

See the “[Related Topics](#)” section on page 15-4.

Related Topics

- [Finding TLS Contexts, page 15-1](#)
- [Configuring a TLS Context, page 15-2](#)
- [Deleting a TLS Context, page 15-3](#)



TLS Peer Subjects

TLS peer subject configuration enables you to create and modify peer subjects that you can associate to a transport listener.

Finding TLS Peer Subjects

Because you might have several TLS peer subjects in your network, Cisco Unified Presence Server lets you locate specific TLS peer subjects on the basis of specific criteria. Use the following procedure to locate TLS peer subjects.



Note

During your work in a browser session, the cookies on the client machine store your find/list search preferences. If you navigate to other menu items and return to this menu item, or if you close the browser and then open a new browser window, the system retains your Cisco Unified Presence Server search preferences until you modify your search.

Procedure

Step 1 Choose **Unified Presence Server > Security > TLS Peer Subjects**.

The Find and List TLS Peer Subjects window displays. Use the drop-down list box to search for TLS peer subjects.

Step 2 From the first Find TLS Peer Subjects window drop-down list box, choose one of the following criteria:

- Peer Subject Name
- Description

From the second Find TLS Peer Subjects window drop-down list box, choose one of the following criteria:

- begins with
- contains
- is exactly
- ends with
- is empty
- is not empty

Step 3 Specify the appropriate search text, if applicable, and click **Find**.



Tip To find all TLS peer subjects that are registered in the database, click **Find** without entering any search text.

A list of discovered TLS peer subjects displays.

- Step 4** From the list of records, click the TLS peer subject that matches your search criteria.
The window displays the TLS peer subject that you choose.

Additional Information

See the “[Related Topics](#)” section on page 16-3.

Configuring a TLS Peer Subject

This section describes how to add or update TLS peer subjects in the Cisco Unified Presence Server database.

Procedure

- Step 1** Perform one of the following tasks:
- To add a TLS peer subject, choose **Unified Presence Server > Security > TLS Peer Subjects and click Add New**.
 - To update a TLS peer subject, find the TLS peer subject by using the procedure in the “[Finding TLS Peer Subjects](#)” section on page 16-1.

The TLS Peer Subject Configuration window displays.

- Step 2** Enter the appropriate settings as described in [Table 16-1](#).



Note You must restart the SIP proxy server before any changes that you make to TLS peer subjects take effect. To restart the proxy server, choose **Cisco Unified Presence Server > Proxy Server > Settings**. For more information, see [Proxy Server Settings](#).

- Step 3** To save the data, click the **Save** icon that displays in the tool bar in the upper, left corner of the window (or click the **Save button** that displays at the bottom of the window).

Additional Information

See the “[Related Topics](#)” section on page 16-3.

TLS Peer Subject Configuration Settings

[Table 16-1](#) describes the TLS peer subject configuration settings. For related procedures, see the “[Related Topics](#)” section on page 16-3.

Table 16-1 TLS Peer Subject Configuration Settings

Field	Description
Peer Subject Name	This parameter specifies the unique name of the TLS peer subject.
Description	This parameter specifies a description of this TLS peer subject.

Deleting a TLS Peer Subject

This section describes how to delete a TLS peer subject.

Procedure

- Step 1** Find the TLS peer subject by using the procedure in the [“Finding TLS Peer Subjects”](#) section on page 16-1.
- Step 2** From list of matching records, choose the TLS peer subject that you want to delete.



Note You must restart the SIP proxy server before any changes you make to TLS peer subjects take effect. To restart the proxy server, choose **Cisco Unified Presence Server > Proxy Server > Settings**. For more information, see [Proxy Server Settings](#).

- Step 3** To delete the TLS peer subject, click the **Delete Selected Item** icon that displays in the tool bar in the upper, left corner of the window (or click the **Delete Selected** button that displays at the bottom of the window).

If the TLS peer subject is not in use, Cisco Unified Presence Server deletes it. If it is in use, a message displays.

Additional Information

See the [“Related Topics”](#) section on page 16-3.

Related Topics

- [Finding TLS Peer Subjects](#), page 16-1
- [Configuring a TLS Peer Subject](#), page 16-2
- [Deleting a TLS Peer Subject](#), page 16-3



AXL Configuration

Use AXL configuration settings to configure the username and password for AXL Application Programming Interface (API) access. You can use the AXL Configuration window to change the AXL username and password that you entered during installation.

Configuring AXL Settings

This section describes how to configure the AXL username and password.



Caution

You must enter the username and password for the application user that has the Standard AXL API Access role assigned to it on the associated Cisco Unified CallManager first node. By default, the Standard AXL API Access role gets assigned to the CCMAdministrator User ID.

Procedure

- Step 1** Choose **Cisco Unified Presence Server > Security > AXL Configuration**.
The AXL Configuration window displays.
 - Step 2** Enter the AXL username and password.
 - Step 3** Confirm the AXL password.
 - Step 4** To save your settings, click the **Save** icon that displays in the tool bar in the upper, left corner of the window (or click the **Save button** that displays at the bottom of the window).
-



Transport Listeners

You can configure transport listeners for the SIP proxy server, presence engine, and profile agent. Each transport listener gets bound to a specific address and port combination. If you choose TLS protocol, you must also choose a TLS context.

Finding Transport Listeners

Because you might have several transport listeners in your network, Cisco Unified Presence Server lets you locate specific transport listeners on the basis of specific criteria. Use the following procedure to locate transport listeners.



Note

During your work in a browser session, the cookies on the client machine store your find/list search preferences. If you navigate to other menu items and return to this menu item, or if you close the browser and then open a new browser window, the system retains your Cisco Unified Presence Server search preferences until you modify your search.

Procedure

Step 1 Choose **Cisco Unified Presence Server > Transport Listeners**.

The Find and List Transport Listeners window displays. Use the two drop-down list boxes to search for capabilities assignments.

Step 2 From the first Find Transport Listeners window drop-down list box, choose one of the following criteria:

- Name
- Port

From the second Find Transport Listeners window drop-down list box, choose one of the following criteria:

- begins with
- contains
- is exactly
- ends with
- is empty
- is not empty

Step 3 Specify the appropriate search text, if applicable, and click **Find**.



Tip To find all transport listeners that are registered in the database, click **Find** without entering any search text.

A list of discovered transport listeners displays.

Step 4 From the list of records, click the transport listener that matches your search criteria.

The window displays the transport listener that you choose.

Additional Information

See the “[Related Topics](#)” section on page 18-4.

Configuring a Transport Listener

This section describes how to add or update transport listeners in the Cisco Unified Presence Server database.

Procedure

Step 1 Perform one of the following tasks:

To add a transport listener, choose **Cisco Unified Presence Server > Transport Listeners** and click **Add New**.

- To update a transport listener, find the transport listener by using the procedure in the “[Finding Transport Listeners](#)” section on page 18-1.

The Transport Listener Configuration window displays.

Step 2 Enter the appropriate settings as described in [Table 18-1](#).



Note You must restart the SIP proxy server before any changes you make to the transport listeners take effect. To restart the proxy server, choose **Cisco Unified Presence Server > Proxy Server > Settings**. For more information, see [Proxy Server Settings](#).

Step 3 To save the data, click the **Save** icon that displays in the tool bar in the upper, left corner of the window (or click the **Save button** that displays at the bottom of the window).

Additional Information

See the “[Related Topics](#)” section on page 18-4.

Transport Listener Configuration Settings

Table 18-1 describes the transport listener configuration settings. For related procedures, see the “Related Topics” section on page 18-4.

Table 18-1 Transport Listener Configuration Settings

Field	Description
Name	This parameter specifies the unique name of this transport listener.
Port	This parameter specifies the port number that is configured for this SIP transport.
Protocol Type	This parameter specifies what type of protocol this SIP transport will use, TCP, UDP, or TLS.
Service Type	This parameter specifies the service type of this transport listener: <ul style="list-style-type: none"> • Cisco Proxy Server • Cisco Presence • Cisco Unified Client Profile Agent
TLS Context	This parameter specifies the TLS context that is associated with this transport listener and only applies when you choose the TLS protocol type. <p>Note The available TLS contexts get configured in the TLS Context Configuration window.</p>

Deleting a Transport Listener

This section describes how to delete a transport listener.

Procedure

Step 1 Find the transport listener by using the procedure in the “[Finding Transport Listeners](#)” section on page 18-1.

Step 2 From list of matching records, choose the transport listener that you want to delete.



Note You must restart the SIP proxy server before any changes you make to the transport listeners take effect. To restart the proxy server, choose **Cisco Unified Presence Server > Proxy Server > Settings**. For more information, see [Proxy Server Settings](#).

Step 3 To delete the transport listener, click the **Delete Selected Item** icon that displays in the tool bar in the upper, left corner of the window (or click the **Delete Selected** button that displays at the bottom of the window).

If the transport listener is not in use, Cisco Unified Presence Server deletes it. If it is in use, a message displays.

Additional Information

See the “[Related Topics](#)” section on page 18-4.

Related Topics

- [Finding Transport Listeners, page 18-1](#)
- [Configuring a Transport Listener, page 18-2](#)
- [Deleting a Transport Listener, page 18-3](#)



PART 4

Application Configuration





Plug-in Configuration

Application plug-ins extend the functionality of Cisco Unified Presence Server. For example, the JTAPI plug-in allows a computer to host applications that access the Cisco Unified Presence Server via the Java Telephony Application Programming Interface (JTAPI).

This section contains the following topics:

- [Installing Plug-ins, page 19-1](#)
- [Updating the Plug-in URL, page 19-2](#)
- [Update Plug-in URL Configuration Settings, page 19-3](#)

Installing Plug-ins



Tip

After Cisco Unified Presence Server upgrades, you must reinstall all plug-ins except the Cisco CDR Analysis and Reporting plug-in.

Before you install any plug-ins, disable all intrusion detection or antivirus services that run on the server where you plan to install the plug-in.

Perform the following procedure to install any plug-in.

Procedure

Step 1 Choose **Application > Plugins**.

The Find and List Plugins window displays. Use the drop-down list boxes to search for available plug-in applications.

Step 2 From the first Find Plugins window drop-down list box, choose one of the following criteria:

- Name
- Description

From the second Find Plugins window drop-down list box, choose one of the following criteria:

- begins with
- contains
- is exactly

- ends with
- is empty
- is not empty

From the Plugin Type drop-down list box, choose one of the following criteria:

- Application Menu
- Installation
- User Menu
- Telecaster Menu

Step 3 Specify the appropriate search text, if applicable, and click **Find**.



Tip To find all available plug-ins, click **Find** without entering any search text.

Step 4 Click the plug-in name that you want to install.

Cisco Unified Presence Server does not support the following plugins:

- Cisco Unified CallManager AXL SQL Toolkit
- Cisco IP Phone Address Book Synchronizer
- Cisco JTAPI for Linux
- Cisco JTAPI for Solaris Sparc
- Cisco JTAPI for Solaris X86
- Cisco JTAPI for Windows
- Cisco TAPS for Windows
- Cisco Telephony Service Provider
- Cisco Unified CallManager Attendant Console

Step 5 To download the plug-in, click the **Download** link.

Step 6 Follow the instructions in the installation wizard to complete the installation.

Related Topics

- [Plug-in Configuration, page 19-1](#)
- [Updating the Plug-in URL, page 19-2](#)

Updating the Plug-in URL

During the Cisco Unified Presence Server install process, records that are added to the Plugins table specify the URLs that the Administration applications use to build the Application drop-down menu. The domain name server (DNS) provides the basis for the URL that is constructed at installation time. If the DNS changes, the URL does not get updated.

Perform the following procedure to update the URL of the Plug-in URL.

Procedure

-
- Step 1** Choose **Application > Plugins**.
The Find and List Plugins window displays.
- Step 2** From the drop-down list boxes, choose the Plugin name and the Plugin type.
- Step 3** Click the Plugin name that you want to update.
The Update Plugin URL window displays.
- Step 4** Enter the URL in the Custom URL field.
- Step 5** To update and save the URL, click the **Save** icon that displays in the tool bar in the upper, left corner of the window (or click the **Save button** that displays at the bottom of the window).
-

Related Topics

- [Plug-in Configuration, page 19-1](#)
- [Installing Plug-ins, page 19-1](#)

Update Plug-in URL Configuration Settings

Table 19-1 describes the update plug-in URL configuration settings.

Table 19-1 Update Plug-in URL Configuration Settings

Field	Description
Plugin Name	From the drop-down list box, choose the Plugin Name for which you are changing the URL.
Plugin Type	From the drop-down list box, choose the Plugin Type for which you are changing the URL; for example, application or installation.
URL	The URL automatically displays.
Custom URL	Use only alphanumeric characters for the custom URL.
Show Plugin on User Option Pages	Check this check box to show the plug-in on the user option window.



IP Phone Messenger Status

Use IP Phone Messenger (IPPM) status to view the login status of an end user, to send a broadcast message, and to force one or more end users to log out of IPPM.

Finding IP Phone Messenger End-User Status

Because you might have several IPPM users in your network, Cisco Unified Presence Server lets you locate specific IPPM users on the basis of specific criteria. Use the following procedure to locate IPPM end users and display their login status.



Note

During your work in a browser session, the cookies on the client machine store your find/list search preferences. If you navigate to other menu items and return to this menu item, or if you close the browser and then open a new browser window, the system retains your Cisco Unified Presence Server search preferences until you modify your search.

Procedure

Step 1 Choose **Application > IP Phone Messenger > Status**.

Use the drop-down list box to search for IPPM end users.

Step 2 From the first IP Phone Messenger drop-down list box, choose one of the following criteria:

- User-ID
- First Name
- Last Name
- Manager
- Department

From the second IP Phone Messenger drop-down list box, choose one of the following criteria:

- begins with
- contains
- is exactly
- ends with
- is empty

- is not empty

Step 3 Specify the appropriate search text, if applicable, and click **Find**.



Tip To find all IP Phone Messenger end uses that are registered in the database, click **Find** without entering any search text.

A list of discovered IP Phone Messenger end users displays.

Step 4 From the list of records, click the IP Phone Messenger end users that matches your search criteria. The window displays the IP Phone Messenger end users that you choose.

Additional Information

See the [“Related Topics” section on page 20-3](#).

Logging Out an IPPM End User

This section describes how log out an IPPM end user.

Procedure

- Step 1** To log out an IPPM end user, find the IPPM end user by using the procedure in the [“Finding IP Phone Messenger End-User Status” section on page 20-1](#).
- Step 2** Choose the end users that you want to log out or click **Select All**.
- Step 3** Click **Logout**.
- You get prompted to confirm that you want to log out the users.
- Step 4** Click **OK** to log out the users or click **Cancel** to exit without logging out the users.

Sending a Broadcast Message

This section describes how to send a broadcast message to one or more IPPM end users.

Procedure

- Step 1** To send a broadcast message to one or more IPPM end users, find the IPPM end users by following the procedure in the [“Finding IP Phone Messenger End-User Status” section on page 20-1](#).
- Step 2** Choose the end users to whom you want to send a broadcast message or click **Select All**.
- Step 3** In the Message box, enter the broadcast message text.
- Step 4** Click **Broadcast**.
- You get prompted to confirm that you want to send a broadcast message.

Step 5 Click **OK** to send the message or click **Cancel** to exit without sending the message.

Additional Information

See the [“Related Topics” section on page 20-3](#).

Related Topics

- [Finding IP Phone Messenger End-User Status, page 20-1](#)
- [Logging Out an IPPM End User, page 20-2](#)
- [Sending a Broadcast Message, page 20-2](#)



IP Phone Messenger Settings

Use IP Phone Messenger (IPPM) settings to configure the settings that apply to all IPPM users.

Configuring IPPM Settings

Follow this procedure to configure the IPPM settings.

Procedure

- Step 1** Choose **Application > IP Phone Messenger > Settings**.
The IP Phone Messenger Settings window displays.
- Step 2** Enter the appropriate settings as described in [Table 21-1](#).
- Step 3** To save the data, click the **Save** icon that displays in the tool bar in the upper, left corner of the window (or click the **Save button** that displays at the bottom of the window).

Table 21-1 IP Phone Messenger Configuration Settings

Field	Description
IPPM Application Status	This parameter toggles the application on and off.
Application Username	This parameter specifies the default application username.
Application Password	This parameter specifies the default application password.
Max Contact List Size	The parameter specifies the maximum size for a contact list. Range: 0–100 contacts
Max Instant Message History Size	This parameter specifies the maximum number of history messages. Range: 1–1000 messages
Subscription Timeout (seconds)	This parameter specifies the subscription timeout. Range: 100–86400 seconds
Publish Timeout (seconds)	This parameter specifies the publish timeout. Range: 300–86400 seconds



IP Phone Response Messages

You can configure the set of response messages that appear in IP Phone Messenger, including adding a custom message and changing the order in which messages appear.

Finding Response Messages

Use the following procedure to locate response messages.



Note

During your work in a browser session, the cookies on the client machine store your find/list search preferences. If you navigate to other menu items and return to this menu item, or if you close the browser and then open a new browser window, the system retains your Cisco Unified Presence Server search preferences until you modify your search.

Procedure

Step 1 Choose **Application > IP Phone Messenger > Response Messages**.

The Find and List Response Messages window displays. Use the drop-down list box to search for response messages.

Step 2 From the Find and List Response Messages window drop-down list box, choose one of the following criteria:

- begins with
- contains
- is exactly
- ends with
- is empty
- is not empty

Step 3 Specify the appropriate search text, if applicable, and click **Find**.



Tip

To find all response messages that are registered in the database, click **Find** without entering any search text.

A list of discovered response messages displays.

- Step 4** From the list of records, click the response message that matches your search criteria. The window displays the response message that you choose.
-

Additional Information

See the [“Related Topics” section on page 22-3](#).

Configuring a Response Message

This section describes how to add or update response message in the Cisco Unified Presence Server database.

Procedure

-
- Step 1** Perform one of the following tasks:
- To add a response message, choose **Application>IP Phone Messenger>Response Messages** and click **Add New**.
 - To update a response message, find the response message by using the procedure in the [“Finding Response Messages” section on page 22-1](#) and click the response message you want to update.
- The Response Message Configuration window displays.
- Step 2** Enter or modify the message text.
- Step 3** To change the order in which the messages display, click the up or down arrow adjacent to the message.
- Step 4** To save the data, click the **Save** icon that displays in the tool bar in the upper, left corner of the window (or click the **Save button** that displays at the bottom of the window).
-

Additional Information

See the [“Related Topics” section on page 22-3](#).

Deleting a Response Message

This section describes how to delete a response message.

Procedure

-
- Step 1** Find the response by using the procedure in the [“Finding Response Messages” section on page 22-1](#).
- Step 2** From list of matching records, choose the response message that you want to delete.
- Step 3** To delete the response message, click the **Delete Selected Item** icon that displays in the tool bar in the upper, left corner of the window (or click the **Delete Selected** button that displays at the bottom of the window).
-

Additional Information

See the “[Related Topics](#)” section on page 22-3.

Related Topics

- [Finding Response Messages](#), page 22-1
- [Configuring a Response Message](#), page 22-2
- [Deleting a Response Message](#), page 22-2



Unified Personal Communicator Settings

Use Unified Personal Communicator settings to configure the settings that apply to all Cisco Unified Personal Communicator users.

Configuring Cisco Unified Personal Communicator Settings

Follow this procedure to configure the Unified Personal Communicator settings.

Procedure

- Step 1** Choose **Application > Unified Personal Communicator > Settings**.
The Unified Personal Communicator Settings window displays.
- Step 2** Enter the appropriate configuration settings as described in [Table 23-1](#).
- Step 3** Enter the appropriate LDAP attribute name for your environment that maps to the given Cisco Unified Personal Communicator attribute name. For a list of Cisco Unified Personal Communicator attribute names and the corresponding default LDAP name, see [Table 23-2](#).
- Step 4** To save the data, click the **Save** icon that displays in the tool bar in the upper, left corner of the window (or click the **Save button** that displays at the bottom of the window).

Table 23-1 Cisco Unified Personal Communicator Configuration Settings

Field	Description
Primary TFTP Server	This parameter specifies the primary TFTP server address, either as a fully qualified domain name or as an IP address. Maximum characters: 128
Backup TFTP Server	This parameter specifies the backup TFTP server address, either as a fully qualified domain name or as an IP address. Maximum characters: 128

Table 23-2 LDAP Attribute Mapping

Unified Personal Communicator Attribute Name	Default LDAP Attribute Name
UID	employeenumber
LastName	sn
Nickname	nickname
Photo	jpegPhoto
DisplayName	displayName
NameSuffix	
BusinessEMail	mail
BusinessPhoneNumber	telephoneNumber
BusinessMobilePhone	mobile
BusinessFax	facsimileTelephoneNumber
HomeEMail	
HomeFax	
FirstName	givenName
MiddleName	initials
UserID	uid
Title	title
NamePrefix	
Gender	
IM	
BusinessVoiceMail	voicemail
BusinessPager	pager
BusinessOtherPhone	
HomeMobilePhone	
URL	labeledURI



User Settings

Use user settings to configure various per-user settings for Cisco Unified Personal Communicator. You can use this window to search for specific users and change individual settings.

Finding a User

Because you might have several users in your network, Cisco Unified Presence Server lets you locate specific users on the basis of specific criteria. Use the following procedure to locate specific users.



Note

During your work in a browser session, the cookies on the client machine store your find/list search preferences. If you navigate to other menu items and return to this menu item, or if you close the browser and then open a new browser window, the system retains your Cisco Unified Presence Server search preferences until you modify your search.

Procedure

Step 1 Choose **Application > Unified Personal Communicator > User Settings**.

The Unified Personal Communicator User Settings Find and List window displays. Use the two drop-down list boxes to search for users.

Step 2 From the first drop-down list box, choose one of the following criteria:

- First Name
- Last Name
- Manager
- Department

From the second drop-down list box, choose one of the following criteria:

- begins with
- contains
- is exactly
- ends with
- is empty
- is not empty

Step 3 Specify the appropriate search text, if applicable, and click **Find**.



Tip To find all users that are registered in the database, click **Find** without entering any search text.

A list of discovered users displays.

Step 4 From the list of records, click the user that matches your search criteria.

The window displays the user that you choose.

Additional Information

See the [“Related Topics” section on page 24-3](#).

Configuring a User

This section describes how to add or update users in the Cisco Unified Presence Server database.

Procedure

Step 1 Perform the following task:

- To update a user, find the user by using the procedure in the [“Finding a User” section on page 24-1](#).

The Unified Personal Communicator User Settings window displays.

Step 2 Enter the appropriate settings as described in [Table 24-1](#).

Step 3 To save the data and to add the user to the database, click the **Save** icon that displays in the tool bar in the upper, left corner of the window (or click the **Save button** that displays at the bottom of the window).

Additional Information

See the [“Related Topics” section on page 24-3](#).

User Configuration Settings

[Table 24-1](#) describes the user settings configuration parameters. For related procedures, see the [“Related Topics” section on page 24-3](#).

Table 24-1 User Settings Configuration Parameters

Field	Description
Preferred CTI Device	This parameter comprises a dropdown list of the available devices controlled by the user.
Unity Profile	This parameter comprises a dropdown list of the available Cisco Unity profiles. If the list is empty, you may need to configure a Cisco Unity profile for Cisco Unified Personal Communicator.

Table 24-1 User Settings Configuration Parameters

Field	Description
MeetingPlace Profile	This parameter comprises a dropdown list of the available Cisco MeetingPlace profiles. If the list is empty, you may need to configure a Cisco MeetingPlace profile for Cisco Unified Personal Communicator.
CTI Gateway Profile	This parameter comprises a dropdown list of the available Cisco CTI gateway profiles. If the list is empty, you may need to configure a Cisco CTI gateway profile for Cisco Unified Personal Communicator.
LDAP Profile	This parameter comprises a dropdown list of the available Cisco LDAP profiles. If the list is empty, you may need to configure a Cisco LDAP profile for Cisco Unified Personal Communicator.
SIP Proxy Profile	This parameter comprises a dropdown list of SIP proxy profiles and can be empty.

Deleting a User

This section describes how to delete a user.

Procedure

-
- Step 1** Find the user by using the procedure in the [“Finding a User” section on page 24-1](#).
 - Step 2** From list of matching records, choose the user that you want to delete.
 - Step 3** To delete the user, click the **Delete Selected Item** icon that displays in the tool bar in the upper, left corner of the window (or click the **Delete Selected** button that displays at the bottom of the window).
If the user is not in use, Cisco Unified Presence Server deletes it. If it is in use, a message displays.
-

Additional Information

See the [“Related Topics” section on page 24-3](#).

Related Topics

- [Finding a User, page 24-1](#)
- [Configuring a User, page 24-2](#)
- [Deleting a User, page 24-3](#)



Unity Server

Use Cisco Unity Server settings to configure settings that are related to Cisco Unity. You can use this window to search for specific servers and change individual settings.

Finding a Cisco Unity Server

Because you might have several Cisco Unity Servers in your network, Cisco Unified Presence Server lets you locate specific Cisco Unity servers on the basis of specific criteria.

Use the following procedure to locate specific Cisco Unity servers.



Note

During your work in a browser session, the cookies on the client machine store your find/list search preferences. If you navigate to other menu items and return to this menu item, or if you close the browser and then open a new browser window, the system retains your Cisco Unified Presence Server search preferences until you modify your search.

Procedure

Step 1 Choose **Application > Unified Personal Communicator > Unity Server**.

The Find and List Unity Hosts window displays. Use the two drop-down list boxes to search for Cisco Unity hosts.

Step 2 From the first drop-down list box, choose one of the following criteria:

- Name
- Description
- Hostname/IP Address
- Port

From the second drop-down list box, choose one of the following criteria:

- begins with
- contains
- is exactly
- ends with
- is empty

- is not empty

Step 3 Specify the appropriate search text, if applicable, and click **Find**.



Tip To find all Cisco Unity hosts that are registered in the database, click **Find** without entering any search text.

A list of discovered Cisco Unity hosts displays.

Step 4 From the list of records, click the Cisco Unity host that matches your search criteria.

The window displays the Cisco Unity host that you choose.

Additional Information

See the “[Related Topics](#)” section on page 25-3.

Configuring a Cisco Unity Host

This section describes how to add or update a Cisco Unity host in the Cisco Unified Presence Server database.

Procedure

Step 1 Perform one of the following tasks:

- To add a host, choose **Application > Unified Personal Communicator > Unity Server** and click **Add New**.
- To update a Cisco Unity host, find the host by using the procedure in the “[Finding a Cisco Unity Server](#)” section on page 25-1.

The Unity Host Configuration window displays.

Step 2 Enter the appropriate settings as described in [Table 25-1](#).

Step 3 To save the data and to add the Cisco Unity host to the database, click the **Save** icon that displays in the tool bar in the upper, left corner of the window (or click the **Save button** that displays at the bottom of the window).

Additional Information

See the “[Related Topics](#)” section on page 25-3.

Cisco Unity Server Configuration Settings

[Table 25-1](#) describes the Unity Server configuration parameters. For related procedures, see the “[Related Topics](#)” section on page 25-3.

Table 25-1 Cisco Unity Server Configuration Parameters

Field	Description
Name	This parameter specifies the name of the Cisco Unity host. Maximum characters: 128
Description	This parameter provides a general description of the Cisco Unity server.
Hostname/IP Address	This parameter specifies the host name or IP Address of the Cisco Unity server.
Port	This parameter specifies the port number that is configured for the Cisco Unity server. Default: 143
Protocol Type	This parameter specifies the protocol to use when contacting the Cisco Unity server. Choose one of the following values: <ul style="list-style-type: none"> • TCP • UDP • TLS Default: UDP

Deleting a Cisco Unity Server

This section describes how to delete a Cisco Unity server.

Procedure

-
- Step 1** Find the server by using the procedure in the [“Finding a Cisco Unity Server”](#) section on page 25-1.
- Step 2** From list of matching records, choose the Cisco Unity server that you want to delete.
- Step 3** To delete the Cisco Unity server, click the **Delete Selected Item** icon that displays in the tool bar in the upper, left corner of the window (or click the **Delete Selected** button that displays at the bottom of the window).

If the Cisco Unity server is not in use, Cisco Unified Presence Server deletes it. If it is in use, a message displays.

Additional Information

See the [“Related Topics”](#) section on page 25-3.

Related Topics

- [Finding a Cisco Unity Server](#), page 25-1
- [Configuring a Cisco Unity Host](#), page 25-2
- [Deleting a Cisco Unity Server](#), page 25-3



Unity Profile

Use Cisco Unity Profile settings to configure settings that are related to Cisco Unity, including primary servers, standby servers, and the users that are associated with the profile. You can use this window to search for specific profiles and change individual settings.

Finding a Cisco Unity Profile

Because you might have several Cisco Unity profiles in your network, Cisco Unified Presence Server lets you locate specific Cisco Unity profiles on the basis of specific criteria. Use the following procedure to locate specific Cisco Unity profiles.



Note

During your work in a browser session, the cookies on the client machine store your find/list search preferences. If you navigate to other menu items and return to this menu item, or if you close the browser and then open a new browser window, the system retains your Cisco Unified Presence Server search preferences until you modify your search.

Procedure

Step 1 Choose **Application > Unified Personal Communicator > Unity Profile**.

The Unity Profile Configuration window displays. Use the drop-down list box to search for Cisco Unity profiles.

Step 2 From the drop-down list box, choose one of the following criteria:

- begins with
- contains
- is exactly
- ends with
- is empty
- is not empty

Step 3 Specify the appropriate search text, if applicable, and click **Find**.



Tip

To find all Cisco Unity profiles that are registered in the database, click **Find** without entering any search text.

A list of discovered Cisco Unity profiles displays.

- Step 4** From the list of records, click the Cisco Unity profile that matches your search criteria.
The window displays the Cisco Unity profile that you choose.
-

Additional Information

See the [“Related Topics” section on page 26-4](#).

Configuring a Cisco Unity Profile

This section describes how to add or update a Cisco Unity profile in the Cisco Unified Presence Server database.

Procedure

- Step 1** Perform one of the following tasks:
- To add a Cisco Unity profile, choose **Application> Unified Personal Communicator>Unity Profile** and click **Add New**.
 - To update a Cisco Unity profile, find the profile by using the procedure in the [“Finding a Cisco Unity Profile” section on page 26-1](#).
- The Unity Profile Configuration window displays.
- Step 2** Enter the appropriate settings as described in [Table 26-1](#).
- Step 3** To associate users with the Cisco Unity profile, click **Add Users to Profile**.
The Find and List Users window displays.
- Step 4** From the first drop-down list box, choose one of the following criteria:
- First name
 - Middle name
 - Last name
 - User ID
 - Department
- Step 5** From the second drop-down list box, choose one of the following criteria:
- begins with
 - contains
 - is exactly
 - ends with
 - is empty
 - is not empty
- Step 6** Specify the appropriate search text, if applicable, and click **Find**.



Tip To find all users that are registered in the database, click **Find** without entering any search text.

A list of discovered users displays.

- Step 7** From the list of records, click the users that you want to add to the Cisco Unity profile or click **Select All**.
- Step 8** To add the users to the Cisco Unity profile, click **Add Selected**.
- Step 9** To exit the Find and List Users window, click **Close**.
- Step 10** To save the data and to add the Cisco Unity profile to the database, click the **Save** icon that displays in the tool bar in the upper, left corner of the window (or click the **Save button** that displays at the bottom of the window).

Additional Information

See the [“Related Topics” section on page 26-4](#).

Cisco Unity Profile Configuration Settings

[Table 26-1](#) describes the Unity Profile configuration settings configuration parameters. For related procedures, see the [“Related Topics” section on page 26-4](#).

Table 26-1 Cisco Unity Profile Configuration Parameters

Field	Description
Name	This parameter specifies the name of the Cisco Unity profile. Maximum characters: 128
Description	This parameter provides a general description of the Cisco Unity profile. Maximum characters: 128
Voice Messaging Pilot	This parameter specifies the voice-messaging pilot that is associated with this Cisco Unity profile. You can also choose No Voice Mail from the dropdown list.
Primary Unity Server	This parameter specifies the primary Cisco Unity server. From the dropdown list, you can choose from the Cisco Unity servers that you have already defined on the system.
Backup Unity Server	This parameter specifies the backup Cisco Unity server. From the dropdown list, you can choose from the Cisco Unity servers that you have already defined on the system. You can specify two backup Cisco Unity servers.

Deleting a Cisco Unity Profile

This section describes how to delete a Cisco Unity profile.

Procedure

- Step 1** Find the Cisco Unity profile by using the procedure in the [“Finding a Cisco Unity Profile”](#) section on page 26-1.
- Step 2** From list of matching records, choose the Cisco Unity profile that you want to delete.
- Step 3** To delete the Cisco Unity profile, click the **Delete Selected Item** icon that displays in the tool bar in the upper, left corner of the window (or click the **Delete Selected** button that displays at the bottom of the window).

If the Cisco Unity profile is not in use, Cisco Unified Presence Server deletes it. If it is in use, a message displays.

Additional Information

See the [“Related Topics”](#) section on page 26-4.

Related Topics

- [Finding a Cisco Unity Profile, page 26-1](#)
- [Configuring a Cisco Unity Profile, page 26-2](#)
- [Deleting a Cisco Unity Profile, page 26-3](#)



MeetingPlace Server

Use Cisco MeetingPlace Server settings to configure settings that relate to Cisco MeetingPlace. You can use this window to search for specific servers and change individual settings.

Finding a Cisco MeetingPlace Server

Because you might have several Cisco MeetingPlace servers in your network, Cisco Unified Presence Server lets you locate specific Cisco MeetingPlace servers on the basis of specific criteria. Use the following procedure to locate specific Cisco MeetingPlace servers.



Note

During your work in a browser session, the cookies on the client machine store your find/list search preferences. If you navigate to other menu items and return to this menu item, or if you close the browser and then open a new browser window, the system retains your Cisco Unified Presence Server search preferences until you modify your search.

Procedure

Step 1 Choose **Application > Unified Personal Communicator > MeetingPlace Server**.

The Find and List MeetingPlace Hosts window displays. Use the two drop-down list boxes to search for Cisco MeetingPlace hosts.

Step 2 From the first drop-down list box, choose one of the following criteria:

- Name
- Description
- Hostname/IP Address
- Port

From the second drop-down list box, choose one of the following criteria:

- begins with
- contains
- is exactly
- ends with
- is empty

- is not empty

Step 3 Specify the appropriate search text, if applicable, and click **Find**.



Tip To find all Cisco MeetingPlace hosts that are registered in the database, click **Find** without entering any search text.

A list of discovered Cisco MeetingPlace hosts displays.

Step 4 From the list of records, click the Cisco MeetingPlace host that matches your search criteria. The window displays the Cisco MeetingPlace host that you choose.

Additional Information

See the “[Related Topics](#)” section on page 27-3.

Configuring a Cisco MeetingPlace Server

This section describes how to add or update a Cisco MeetingPlace host in the Cisco Unified Presence Server database.

Procedure

Step 1 Perform one of the following tasks:

- To add a Cisco MeetingPlace server, choose **Application > Unified Personal Communicator > MeetingPlace Server** and click **Add New**.
- To update a Cisco MeetingPlace server, find the host by using the procedure in the “[Finding a Cisco MeetingPlace Server](#)” section on page 27-1.

The MeetingPlace Host Configuration window displays.

Step 2 Enter the appropriate settings as described in [Table 27-1](#).

Step 3 To save the data and to add the Cisco MeetingPlace server to the database, click the **Save** icon that displays in the tool bar in the upper, left corner of the window (or click the **Save button** that displays at the bottom of the window).

Additional Information

See the “[Related Topics](#)” section on page 27-3.

Cisco MeetingPlace Server Configuration Settings

[Table 27-1](#) describes the Cisco MeetingPlace Server configuration parameters. For related procedures, see the “[Related Topics](#)” section on page 27-3.

Table 27-1 Cisco MeetingPlace Server Configuration Parameters

Field	Description
Name	The parameter specifies the name of the Cisco MeetingPlace server. Maximum characters: 128
Description	This parameter provides a general description of the Cisco MeetingPlace server. Maximum characters: 128
Hostname/IP Address	This parameter specifies the host name or IP address of the Cisco MeetingPlace server.
Port	This parameter specifies the port number that is configured for the Cisco MeetingPlace server. Default: 80
Protocol Type	This parameter specifies the protocol to use when contacting the Cisco MeetingPlace server. Choose one of the following values: <ul style="list-style-type: none"> • HTTP • HTTPS Default: HTTP

Deleting a Cisco MeetingPlace Server

This section describes how to delete a Cisco MeetingPlace server.

Procedure

-
- Step 1** Find the Cisco MeetingPlace server by using the procedure in the [“Finding a Cisco MeetingPlace Server”](#) section on page 27-1.
- Step 2** From list of matching records, choose the Cisco MeetingPlace server that you want to delete.
- Step 3** To delete the Cisco MeetingPlace server, click the **Delete Selected Item** icon that displays in the tool bar in the upper, left corner of the window (or click the **Delete Selected** button that displays at the bottom of the window).

If the Cisco MeetingPlace server is not in use, Cisco Unified Presence Server deletes it. If it is in use, a message displays.

Additional Information

See the [“Related Topics”](#) section on page 27-3.

Related Topics

- [Finding a Cisco MeetingPlace Server, page 27-1](#)
- [Configuring a Cisco MeetingPlace Server, page 27-2](#)

- [Deleting a Cisco MeetingPlace Server, page 27-3](#)



MeetingPlace Profile

Use Cisco MeetingPlace Profile settings to configure settings that are related to Cisco MeetingPlace, including primary servers, standby servers, and the users that are associated with the profile. You can use this window to search for specific profiles and change individual settings.

Finding a Cisco MeetingPlace Profile

Because you might have several Cisco MeetingPlace profiles in your network, Cisco Unified Presence Server lets you locate specific Cisco MeetingPlace profiles on the basis of specific criteria. Use the following procedure to locate specific Cisco MeetingPlace profiles.



Note

During your work in a browser session, the cookies on the client machine store your find/list search preferences. If you navigate to other menu items and return to this menu item, or if you close the browser and then open a new browser window, the system retains your Cisco Unified Presence Server search preferences until you modify your search.

Procedure

Step 1 Choose **Application > Unified Personal Communicator > MeetingPlace Profile**.

The Find and List MeetingPlace Profiles window displays. Use the drop-down list box to search for Cisco MeetingPlace profiles.

Step 2 From the drop-down list box, choose one of the following criteria:

- begins with
- contains
- is exactly
- ends with
- is empty
- is not empty

Step 3 Specify the appropriate search text, if applicable, and click **Find**.



Tip

To find all Cisco MeetingPlace profiles that are registered in the database, click **Find** without entering any search text.

A list of discovered Cisco MeetingPlace profiles displays.

- Step 4** From the list of records, click the Cisco MeetingPlace profile that matches your search criteria.
The window displays the Cisco MeetingPlace profile that you choose.
-

Additional Information

See the [“Related Topics” section on page 28-4](#).

Configuring a Cisco MeetingPlace Profile

This section describes how to add or update a Cisco MeetingPlace profile in the Cisco Unified Presence Server database.

Procedure

- Step 1** Perform one of the following tasks:
- To add a Cisco MeetingPlace profile, choose **Application > Unified Personal Communicator > MeetingPlace Profile** and click **Add New**.
 - To update a Cisco MeetingPlace profile, find the profile by using the procedure in the [“Finding a Cisco MeetingPlace Profile” section on page 28-1](#).
- The MeetingPlace Profile Configuration window displays.
- Step 2** Enter the appropriate settings as described in [Table 28-1](#).
- Step 3** To associate users with the Cisco MeetingPlace profile, click **Add Users to Profile**.
The Find and List Users window displays.
- Step 4** From the first drop-down list box, choose one of the following criteria:
- First name
 - Middle name
 - Last name
 - User ID
 - Department
- Step 5** From the second drop-down list box, choose one of the following criteria:
- begins with
 - contains
 - is exactly
 - ends with
 - is empty
 - is not empty
- Step 6** Specify the appropriate search text, if applicable, and click **Find**.



Tip To find all users that are registered in the database, click **Find** without entering any search text.

A list of discovered users displays.

- Step 7** From the list of records, click the users that you want to add to the Cisco MeetingPlace profile or click **Select All**.
- Step 8** To add the users to the Cisco MeetingPlace profile, click **Add Selected**.
- Step 9** To exit the Find and List Users window, click **Close**.
- Step 10** To save the data and to add the Cisco MeetingPlace profile to the database, click the **Save** icon that displays in the tool bar in the upper, left corner of the window (or click the **Save button** that displays at the bottom of the window).

Additional Information

See the [“Related Topics” section on page 28-4](#).

Cisco MeetingPlace Profile Configuration Settings

[Table 28-1](#) describes the Cisco MeetingPlace profile configuration parameters. For related procedures, see the [“Related Topics” section on page 28-4](#).

Table 28-1 Cisco MeetingPlace Profile Configuration Parameters

Field	Description
Name	This parameter specifies the name of the Cisco MeetingPlace profile. Maximum characters: 128
Description	This parameter provides a general description of the Cisco MeetingPlace profile. Maximum characters: 128
Primary MeetingPlace Server	This parameter specifies the primary Cisco MeetingPlace server. From the dropdown list, you can choose from the Cisco MeetingPlace servers that you have already defined on the system.
Backup MeetingPlace Server	This parameter specifies the backup Cisco MeetingPlace server. From the dropdown list, you can choose from the Cisco MeetingPlace servers that you have already defined on the system. You can specify two backup Cisco MeetingPlace servers.

Deleting a Cisco MeetingPlace Profile

This section describes how to delete a Cisco MeetingPlace profile.

Procedure

- Step 1** Find the Cisco MeetingPlace profile by using the procedure in the [“Finding a Cisco MeetingPlace Profile”](#) section on page 28-1.
- Step 2** From list of matching records, choose the Cisco MeetingPlace profile that you want to delete.
- Step 3** To delete the profile, click the **Delete Selected Item** icon that displays in the tool bar in the upper, left corner of the window (or click the **Delete Selected** button that displays at the bottom of the window).
If the Cisco MeetingPlace profile is not in use, Cisco Unified Presence Server deletes it. If it is in use, a message displays.
-

Additional Information

See the [“Related Topics”](#) section on page 28-4.

Related Topics

- [Finding a Cisco MeetingPlace Profile, page 28-1](#)
- [Configuring a Cisco MeetingPlace Profile, page 28-2](#)
- [Deleting a Cisco MeetingPlace Profile, page 28-3](#)



CTI Gateway Server

Use CTI gateway server settings to configure settings that are related to CTI gateway. You can use this window to search for specific servers and change individual settings.

Finding a CTI Gateway Server

Because you might have several CTI gateway servers in your network, Cisco Unified Presence Server lets you locate specific CTI gateway servers on the basis of specific criteria. Use the following procedure to locate specific CTI gateway servers.



Note

During your work in a browser session, the cookies on the client machine store your find/list search preferences. If you navigate to other menu items and return to this menu item, or if you close the browser and then open a new browser window, the system retains your Cisco Unified Presence Server search preferences until you modify your search.

Procedure

Step 1 Choose **Application > Unified Personal Communicator > CTI Gateway Server**.

The Find and List CTI Gateway Hosts window displays. Use the two drop-down list boxes to search for CTI gateway hosts.

Step 2 From the first drop-down list box, choose one of the following criteria:

- Name
- Description
- Hostname/IP Address
- Port

From the second drop-down list box, choose one of the following criteria:

- begins with
- contains
- is exactly
- ends with
- is empty

- is not empty

Step 3 Specify the appropriate search text, if applicable, and click **Find**.



Tip To find all CTI gateway hosts that are registered in the database, click **Find** without entering any search text.

A list of discovered CTI gateway hosts displays.

Step 4 From the list of records, click the CTI gateway host that matches your search criteria.

The window displays the CTI gateway host that you choose.

Additional Information

See the “[Related Topics](#)” section on page 29-3.

Configuring a CTI Gateway Server

This section describes how to add or update a CTI gateway server in the Cisco Unified Presence Server database.

Procedure

Step 1 Perform one of the following tasks:

- To add a CTI gateway, choose **Application > Unified Personal Communicator > CTI Gateway Server** and click **Add New**.
- To update a CTI gateway host, find the host by using the procedure in the “[Finding a CTI Gateway Server](#)” section on page 29-1.

The CTI Gateway Host Configuration window displays.

Step 2 Enter the appropriate settings as described in [Table 29-1](#).

Step 3 To save the data and to add the CTI gateway host to the database, click the **Save** icon that displays in the tool bar in the upper, left corner of the window (or click the **Save button** that displays at the bottom of the window).

Additional Information

See the “[Related Topics](#)” section on page 29-3.

CTI Gateway Server Configuration Settings

[Table 29-1](#) describes the CTI gateway configuration parameters. For related procedures, see the “[Related Topics](#)” section on page 29-3.

Table 29-1 CTI Gateway Server Configuration Parameters

Field	Description
Name	This parameter specifies the name of the CTI gateway server.
Description	This parameter provides a general description of the CTI gateway server.
Hostname/IP Address	This parameter specifies the host name or IP address of the CTI gateway server.
Port	This parameter specifies the port number that is configured for the CTI gateway server. Default: 2748
Protocol Type	This parameter specifies the protocol to use when the CTI gateway server is contacted. Choose one of the following values: <ul style="list-style-type: none"> TCP TLS Default: TCP

Deleting a CTI Gateway Server

This section describes how to delete a CTI gateway server.

Procedure

-
- Step 1** Find the CTI gateway server by using the procedure in the [“Finding a CTI Gateway Server”](#) section on page 29-1.
- Step 2** From list of matching records, choose the CTI gateway server that you want to delete.
- Step 3** To delete the CTI gateway, click the **Delete Selected Item** icon that displays in the tool bar in the upper, left corner of the window (or click the **Delete Selected** button that displays at the bottom of the window).
If the CTI gateway server is not in use, Cisco Unified Presence Server deletes it. If it is in use, a message displays.
-

Additional Information

See the [“Related Topics”](#) section on page 29-3.

Related Topics

- [Finding a CTI Gateway Server, page 29-1](#)
- [Configuring a CTI Gateway Server, page 29-2](#)
- [Deleting a CTI Gateway Server, page 29-3](#)



CTI Gateway Profile

Use CTI gateway profile settings to configure settings that are related to the CTI gateway, including primary servers, standby servers, and the users that are associated with the profile. You can use this window to search for specific profiles and change individual settings.

Finding a CTI Gateway Profile

Because you might have several CTI gateway profiles in your network, Cisco Unified Presence Server lets you locate specific CTI gateway profiles on the basis of specific criteria. Use the following procedure to locate specific CTI gateway profiles.



Note

During your work in a browser session, the cookies on the client machine store your find/list search preferences. If you navigate to other menu items and return to this menu item, or if you close the browser and then open a new browser window, the system retains your Cisco Unified Presence Server search preferences until you modify your search.

Procedure

- Step 1** Choose **Application > Unified Personal Communicator > CTI Gateway Profile**.
- The Find and List CTI Gateway Profiles window displays. Use the two drop-down list boxes to search for CTI gateway hosts.
- Step 2** From the first drop-down list box, choose one of the following criteria:
- Name
 - Description
- Step 3** From the drop-down list box, choose one of the following criteria:
- begins with
 - contains
 - is exactly
 - ends with
 - is empty
 - is not empty
- Step 4** Specify the appropriate search text, if applicable, and click **Find**.



Tip To find all CTI gateway profiles that are registered in the database, click **Find** without entering any search text.

A list of discovered CTI gateway profiles displays.

- Step 5** From the list of records, click the CTI gateway profile that matches your search criteria.
The window displays the CTI gateway profile that you choose.

Additional Information

See the [“Related Topics” section on page 30-4](#).

Configuring a CTI Gateway Profile

This section describes how to add or update a CTI gateway profile in the Cisco Unified Presence Server database.

Procedure

- Step 1** Perform one of the following tasks:
- To add a CTI gateway profile, choose **Application > Unified Personal Communicator > CTI Gateway Profile** and click **Add New**.
 - To update a CTI gateway profile, find the profile by using the procedure in the [“Finding a CTI Gateway Profile” section on page 30-1](#).

The CTI Gateway Profile Configuration window displays.

- Step 2** Enter the appropriate settings as described in [Table 30-1](#).
- Step 3** To associate users with the CTI gateway profile, click **Add Users to Profile**.
The Find and List Users window displays.
- Step 4** From the first drop-down list box, choose one of the following criteria:

- First name
- Middle name
- Last name
- User ID
- Department

- Step 5** From the second drop-down list box, choose one of the following criteria:
- begins with
 - contains
 - is exactly
 - ends with
 - is empty

- is not empty

Step 6 Specify the appropriate search text, if applicable, and click **Find**.



Tip To find all user profiles that are registered in the database, click **Find** without entering any search text.

A list of discovered user profiles displays.

Step 7 From the list of records, click the users that you want to add to the CTI gateway profile or click **Select All**.

Step 8 To add the users to the CTI gateway profile, click **Add Selected**.

Step 9 To exit the Find and List Users window, click **Close**.

Step 10 To save the data and to add the CTI gateway profile to the database, click the **Save** icon that displays in the tool bar in the upper, left corner of the window (or click the **Save button** that displays at the bottom of the window).

Additional Information

See the [“Related Topics” section on page 30-4](#).

CTI Gateway Profile Configuration Settings

Table 30-1 describes the CTI gateway profile configuration parameters. For related procedures, see the [“Related Topics” section on page 30-4](#).

Table 30-1 CTI Gateway Profile Configuration Parameters

Field	Description
Name	This parameter specifies the name of the CTI gateway profile.
Description	This parameter provides a general description of the CTI gateway profile.
Primary CTI Gateway Server	This parameter specifies the primary CTI gateway server. From the dropdown list, you can choose from the CTI gateway servers that you have already defined on the system.
Backup CTI Gateway Server	This parameter specifies the backup CTI gateway server. From the dropdown list, you can choose from the of CTI gateway servers that you have already defined on the system. You can specify two backup CTI gateway servers.

Deleting a CTI Gateway Profile

This section describes how to delete a CTI gateway profile.

Procedure

- Step 1** Find the CTI gateway profile by using the procedure in the [“Finding a CTI Gateway Profile”](#) section on page 30-1.
- Step 2** From list of matching records, choose the CTI gateway profile that you want to delete.
- Step 3** To delete the CTI gateway profile, Click the **Delete Selected Item** icon that displays in the tool bar in the upper, left corner of the window (or click the **Delete Selected** button that displays at the bottom of the window).

If the CTI gateway profile is not in use, Cisco Unified Presence Server deletes it. If it is in use, a message displays.

Additional Information

See the [“Related Topics”](#) section on page 30-4.

Related Topics

- [Finding a CTI Gateway Profile, page 30-1](#)
- [Configuring a CTI Gateway Profile, page 30-2](#)
- [Deleting a CTI Gateway Profile, page 30-3](#)



LDAP Server

Use LDAP server settings to configure settings that are related to the LDAP server. You can use this window to search for specific servers and change individual settings.

Finding an LDAP Server

Because you might have several LDAP servers in your network, Cisco Unified Presence Server lets you locate specific LDAP servers on the basis of specific criteria. Use the following procedure to locate specific LDAP servers.



Note

During your work in a browser session, the cookies on the client machine store your find/list search preferences. If you navigate to other menu items and return to this menu item, or if you close the browser and then open a new browser window, the system retains your Cisco Unified Presence Server search preferences until you modify your search.

Procedure

Step 1 Choose **Application > Unified Personal Communicator > LDAP Server**.

The Find and List LDAP Hosts window displays. Use the two drop-down list boxes to search for LDAP hosts.

Step 2 From the first drop-down list box, choose one of the following criteria:

- Name
- Description
- Hostname/IP Address
- Port

From the second drop-down list box, choose one of the following criteria:

- begins with
- contains
- is exactly
- ends with
- is empty

- is not empty

Step 3 Specify the appropriate search text, if applicable, and click **Find**.



Tip To find all LDAP hosts that are registered in the database, click **Find** without entering any search text.

A list of discovered LDAP hosts displays.

Step 4 From the list of records, click the LDAP host that matches your search criteria.

The window displays the LDAP host that you choose.

Additional Information

See the [“Related Topics” section on page 31-3](#).

Configuring an LDAP Server

This section describes how to add or update an LDAP host in the Cisco Unified Presence Server database.

Procedure

Step 1 Perform one of the following tasks:

- To add an LDAP server, choose **Application > Unified Personal Communicator > LDAP Server** and click **Add New**.
- To update an LDAP host, find the host by using the procedure in the [“Finding an LDAP Server” section on page 31-1](#).

The LDAP Host Configuration window displays.

Step 2 Enter the appropriate settings as described in [Table 31-1](#).

Step 3 To save the data and to add the LDAP host to the database, click the **Save** icon that displays in the tool bar in the upper, left corner of the window (or click the **Save button** that displays at the bottom of the window).

Additional Information

See the [“Related Topics” section on page 31-3](#).

LDAP Server Configuration Settings

[Table 31-1](#) describes the LDAP settings configuration parameters. For related procedures, see the [“Related Topics” section on page 31-3](#).

Table 31-1 LDAP Server Configuration Parameters

Field	Description
Name	This parameter specifies the name of the LDAP server.
Description	This parameter provides a general description of the LDAP server.
Hostname/IP Address	This parameter specifies the host name or IP address of the LDAP server.
Port	This parameter specifies the port number that is configured for the LDAP server. Default port number: 389
Protocol Type	This parameter specifies the protocol to use when the LDAP server is contacted. Choose one of the following values: <ul style="list-style-type: none"> • TCP • UDP • TLS Default: TCP

Deleting an LDAP Server

This section describes how to delete an LDAP server.

Procedure

-
- Step 1** Find the LDAP server by using the procedure in the [“Finding an LDAP Server”](#) section on page 31-1.
- Step 2** From list of matching records, choose the LDAP server that you want to delete.
- Step 3** To delete the LDAP server, click the **Delete Selected Item** icon that displays in the tool bar in the upper, left corner of the window (or click the **Delete Selected** button that displays at the bottom of the window).

If the LDAP server is not in use, Cisco Unified Presence Server deletes it. If it is in use, a message displays.

Additional Information

See the [“Related Topics”](#) section on page 31-3.

Related Topics

- [Finding an LDAP Server, page 31-1](#)
- [Configuring an LDAP Server, page 31-2](#)
- [Deleting an LDAP Server, page 31-3](#)



LDAP Profile

Use LDAP Profile settings to configure LDAP directory information, LDAP search context information, LDAP server information, and the users that are associated with the profile. You can use this window to search for specific profiles and change individual settings.

Finding an LDAP Profile

Because you might have several LDAP profiles in your network, Cisco Unified Presence Server lets you locate specific LDAP profiles on the basis of specific criteria. Use the following procedure to locate specific LDAP profiles.



Note

During your work in a browser session, the cookies on the client machine store your find/list search preferences. If you navigate to other menu items and return to this menu item, or if you close the browser and then open a new browser window, the system retains your Cisco Unified Presence Server search preferences until you modify your search.

Procedure

Step 1 Choose **Application > Unified Personal Communicator > LDAP Profile**.

The Find and List LDAP Profiles window displays. Use the drop-down list boxes to search for LDAP profiles.

Step 2 From the first drop-down list box, choose one of the following criteria:

- Name
- Description

Step 3 From the first drop-down list box, choose one of the following criteria:

- begins with
- contains
- is exactly
- ends with
- is empty
- is not empty

Step 4 Specify the appropriate search text, if applicable, and click **Find**.



Tip To find all LDAP profiles that are registered in the database, click **Find** without entering any search text.

A list of discovered LDAP profiles displays.

- Step 5** From the list of records, click the LDAP profile that matches your search criteria.
The window displays the LDAP profile that you choose.

Additional Information

See the [“Related Topics” section on page 32-4](#).

Configuring an LDAP Profile

This section describes how to add or update an LDAP profile in the Cisco Unified Presence Server database.

Procedure

- Step 1** Perform one of the following tasks:
- To add an LDAP profile, choose **Application > Unified Personal Communicator > LDAP Profile** and click **Add New**.
 - To update an LDAP profile, find the profile by using the procedure in the [“Finding an LDAP Profile” section on page 32-1](#).
- The LDAP Profile Configuration window displays.
- Step 2** Enter the appropriate settings as described in [Table 32-1](#).
- Step 3** To allow users to log in anonymously with read-only access, click the **Anonymous Bind** check box.
- Step 4** To perform a recursive search of the directory starting at the search base, choose **Recursive Search**.
- Step 5** To associate users with the LDAP profile, click **Add Users to Profile**.
The Find and List Users window displays.
- Step 6** From the first drop-down list box, choose one of the following criteria:
- First name
 - Middle name
 - Last name
 - User ID
 - Department
- Step 7** From the second drop-down list box, choose one of the following criteria:
- begins with
 - contains
 - is exactly

- ends with
- is empty
- is not empty

Step 8 Specify the appropriate search text, if applicable, and click **Find**.



Tip To find all users that are registered in the database, click **Find** without entering any search text.

A list of discovered users displays.

Step 9 From the list of records, click the users that you want to add to the LDAP profile or click **Select All**.

Step 10 To add the users to the LDAP profile, click **Add Selected**.

Step 11 To exit the Find and List Users window, Click **Close**.

Step 12 To save the data and to add the LDAP profile to the database profile, click the **Save** icon that displays in the tool bar in the upper, left corner of the window (or click the **Save button** that displays at the bottom of the window).

Additional Information

See the [“Related Topics” section on page 32-4](#).

LDAP Profile Configuration Settings

Table 32-1 describes the LDAP profile configuration parameters. For related procedures, see the [“Related Topics” section on page 32-4](#).

Table 32-1 LDAP Profile Configuration Parameters

Field	Description
LDAP Profile Information	
Name	This parameter specifies the name of the LDAP profile. Maximum characters: 128
Description	This parameter provides a general description of the LDAP profile. Maximum characters: 128
LDAP Directory Information	
Bind Distinguished Name (DN)	This parameter specifies the administrator-level account information in the form <i>useraccount@domain.com</i> . This is the distinguished name with which you bind for authenticated bind. Maximum characters: 128
Password	This parameter specifies the password for the LDAP manager user name. Maximum characters: 128

Table 32-1 LDAP Profile Configuration Parameters (continued)

Field	Description
Confirm Password	Confirm the password for the LDAP manager user name. Maximum characters: 128
Anonymous Bind checkbox	Choose Anonymous Bind so users can log in anonymously to this LDAP server for read-only access. To use the user credentials to log in to this LDAP server, clear this check box.
LDAP Search Context Information	
Search Context	This parameter specifies the location where all LDAP users exist, either a container or directory. Maximum characters: 128
Recursive Search checkbox	To perform a recursive search of the directory starting at the search base, choose Recursive Search.
LDAP Server Information	
Primary LDAP Server	This parameter specifies the primary LDAP server. From the dropdown list, you can choose from the LDAP servers that you have already defined on the system.
Backup LDAP Server	This parameter specifies the backup LDAP server. From the dropdown list, you can choose from the LDAP servers that you have already defined on the system. You can specify two backup LDAP servers.

Deleting an LDAP Profile

This section describes how to delete an LDAP profile.

Procedure

-
- Step 1** Find the LDAP profile by using the procedure in the [“Finding an LDAP Profile”](#) section on page 32-1.
 - Step 2** From list of matching records, choose the LDAP profile that you want to delete.
 - Step 3** To delete the profile, click the **Delete Selected Item** icon that displays in the tool bar in the upper, left corner of the window (or click the **Delete Selected** button that displays at the bottom of the window).

If the LDAP profile is not in use, Cisco Unified Presence Server deletes it. If it is in use, a message displays.

Additional Information

See the [“Related Topics”](#) section on page 32-4.

Related Topics

- [Finding an LDAP Profile, page 32-1](#)
- [Configuring an LDAP Profile, page 32-2](#)

- [Deleting an LDAP Profile, page 32-4](#)



Proxy Profile

Use proxy profile settings to configure settings that are related to the SIP proxy server, including primary servers, standby servers, and the users that are associated with the profile. You can use this window to search for specific profiles and change individual settings.

Finding a Proxy Profile

Because you might have several proxy profiles in your network, Cisco Unified Presence Server lets you locate specific proxy profiles on the basis of specific criteria. Use the following procedure to locate specific proxy profiles.



Note

During your work in a browser session, the cookies on the client machine store your find/list search preferences. If you navigate to other menu items and return to this menu item, or if you close the browser and then open a new browser window, the system retains your Cisco Unified Presence Server search preferences until you modify your search.

Procedure

- Step 1** Choose **Application > Unified Personal Communicator > Proxy Profile**.
- The Find and List Proxy Profiles window displays. Use the drop-down list boxes to search for proxy profiles.
- Step 2** From the first drop-down box, choose one of the following criteria:
- Name
 - Description
- Step 3** From the second drop-down list box, choose one of the following criteria:
- begins with
 - contains
 - is exactly
 - ends with
 - is empty
 - is not empty
- Step 4** Specify the appropriate search text, if applicable, and click **Find**.



Tip To find all proxy profiles that are registered in the database, click **Find** without entering any search text.

A list of discovered proxy profiles displays.

- Step 5** From the list of records, click the proxy profile that matches your search criteria.
The window displays the proxy profile that you choose.

Additional Information

See the [“Related Topics” section on page 33-4](#).

Configuring a Proxy Profile

This section describes how to add or update a proxy profile in the Cisco Unified Presence Server database.

Procedure

- Step 1** Perform one of the following tasks:
- To add a proxy profile, choose **Application > Unified Personal Communicator > Proxy Profile** and click **Add New**.
 - To update a proxy profile, find the profile by using the procedure in the [“Finding a Proxy Profile” section on page 33-1](#).
- The Proxy Profile Configuration window displays.
- Step 2** Enter the appropriate settings as described in [Table 33-1](#).
- Step 3** To associate users with the proxy profile, click **Add Users to Profile**.
The Find and List Users window displays.
- Step 4** From the first drop-down list box, choose one of the following criteria:
- First name
 - Middle name
 - Last name
 - User ID
 - Department
- Step 5** From the second drop-down list box, choose one of the following criteria:
- begins with
 - contains
 - is exactly
 - ends with
 - is empty

- is not empty

Step 6 Specify the appropriate search text, if applicable, and click **Find**.



Tip To find all users that are registered in the database, click **Find** without entering any search text.

A list of discovered users displays.

Step 7 From the list of records, click the users that you want to add to the proxy profile or click **Select All**.

Step 8 To add the users to the proxy profile, click **Add Selected**.

Step 9 To exit the Find and List Users window, click **Close**.

Step 10 To save the data and to add the proxy profile to the database, click the **Save** icon that displays in the tool bar in the upper, left corner of the window (or click the **Save button** that displays at the bottom of the window).

Additional Information

See the “[Related Topics](#)” section on page 33-4.

Proxy Profile Configuration Settings

Table 33-1 describes the proxy profile configuration parameters. For related procedures, see the “[Related Topics](#)” section on page 33-4.

Table 33-1 proxy Profile Configuration Parameters

Field	Description
Name	This parameter specifies the name of the proxy profile.
Description	This parameter provides a general description of the proxy profile.
Proxy Listener	This parameter specifies the proxy listener. From the dropdown menu, choose one of the following: <ul style="list-style-type: none"> • Default Cisco SIP Proxy TCP Listener • Default Cisco SIP Proxy TLS Listener-Peer Auth • Default Cisco SIP Proxy TLS Listener-Server Auth • Default Cisco SIP Proxy UDP Listener
Primary Proxy Server	This parameter specifies the primary proxy server. From the dropdown list, you can choose from the proxy servers that you already defined on the system.
Backup Proxy Server	This parameter specifies the backup proxy server. From the dropdown list, you can choose from the proxy servers that you already defined on the system. You can specify two backup proxy servers.

Deleting a Proxy Profile

This section describes how to delete a proxy profile.

Procedure

- Step 1** Find the proxy profile by using the procedure in the [“Finding a Proxy Profile”](#) section on page 33-1.
- Step 2** From list of matching records, choose the proxy profile that you want to delete.
- Step 3** To delete the profile, click the **Delete Selected Item** icon that displays in the tool bar in the upper, left corner of the window (or click the **Delete Selected** button that displays at the bottom of the window).

If the proxy profile is not in use, Cisco Unified Presence Server deletes it. If it is in use, a message displays.

Additional Information

See the [“Related Topics”](#) section on page 33-4.

Related Topics

- [Finding a Proxy Profile, page 33-1](#)
- [Configuring a Proxy Profile, page 33-2](#)
- [Deleting a Proxy Profile, page 33-4](#)



CTI Gateway Settings

Use Computer Telephony Interface (CTI) gateway settings to configure the settings that apply to the CTI gateway.

Configuring CTI Gateway Settings

Follow this procedure to configure the CTI gateway settings.

Procedure

- Step 1** Choose **Application > CTI Gateway > Settings**.
The CTI Gateway Settings window displays.
- Step 2** Enter the appropriate settings as described in [Table 34-1](#).
- Step 3** To save the data, click the **Save** icon that displays in the tool bar in the upper, left corner of the window (or click the **Save button** that displays at the bottom of the window).

Table 34-1 IP Phone Messenger Configuration Settings

Field	Description
Application Status	From the drop-down list, choose On or Off to turn the CTI gateway application on or off.
Application Username	This parameter specifies the CTI gateway application user name. Note This user name must match the application user name that you configured on the Cisco Unified CallManager cluster.
Application Password	This parameter specifies the CTI gateway application password. Note This password must match the application password that you configured on the Cisco Unified CallManager cluster.
CTI Address	This parameter specifies the IP address or fully qualified domain name of the CTI gateway.

Table 34-1 IP Phone Messenger Configuration Settings (continued)

Field	Description
CTI Address (Failover)	This parameter specifies the IP address or fully qualified domain name of the failover CTI gateway. Note Ensure the failover CTI address is not the same as the primary CTI address.
Heartbeat Interval (seconds)	This parameter specifies the heartbeat interval in seconds. Range: 5–20 seconds Default: 8 seconds
Session Timer (seconds)	This parameter specifies the value of the session time in seconds. Range: 1810–2000 seconds Default: 1810 seconds

Related Topics

[Configuring CTI Gateway Settings, page 34-1](#)



MOC Assignment

Use the MOC Assignment window to view the Cisco Unified Presence Server users who have Microsoft Office Communicator (MOC) capability. You can also enable or disable MOC capability, either on a per-user basis or by using bulk assignment.

Finding and Configuring MOC Assignments

Because you might have several users with MOC capability in your network, Cisco Unified Presence Server lets you locate specific users on the basis of specific criteria. Use the following procedure to locate users with MOC capability.



Note

During your work in a browser session, the cookies on the client machine store your find/list search preferences. If you navigate to other menu items and return to this menu item, or if you close the browser and then open a new browser window, the system retains your Cisco Unified Presence Server search preferences until you modify your search.

Procedure

Step 1 Choose **Application > CTI Gateway > MOC Assignment**.

The Find and List MOC Assignments window displays.

Use the drop-down list box to search for users with MOC capability.

Step 2 From the MOC Assignment drop-down list box, choose one of the following criteria:

- User-ID
- Last Name
- Manager
- Department

Step 3 Specify the appropriate search text, if applicable, and click **Find**.



Tip

To find all MOC assignments that are registered in the database, click **Find** without entering any search text.

A list of discovered users displays.

- Step 4** From the list of records, click the User ID that matches your search criteria.
The window displays the user that you choose.
- Step 5** To enable or disable MOC capability for the user, click the Enable MOC check box.
- Step 6** Click **Save**.
-


Additional Information

See the [“Related Topics”](#) section on page 35-3.

Using Bulk Assignment

Use this procedure to enable or disable MOC capability for multiple users.

Procedure

- Step 1** Choose **Application > CTI Gateway > MOC Assignment**.
The Find and List MOC Assignments window displays.
Use the drop-down list box to search for users with MOC capability.
- Step 2** From the MOC Assignment drop-down list box, choose one of the following criteria:
- User-ID
 - Last Name
 - Manager
 - Department
- Step 3** Specify the appropriate search text, if applicable, and click **Find**.
-  **Tip** To find all MOC Assignments that are registered in the database, click **Find** without entering any search text.
-
- A list of discovered users displays.
- Step 4** From the list of records, click the check box for the users that match your search criteria or click **Select All**.
- Step 5** Click **Bulk Assignment**.
- Step 6** On the window that displays, click the Enable MOC check box to enable or disable MOC assignment for the users that you selected
- Step 7** Click **Save**, or, to leave the selected users MOC assignment unchanged, click **Close**.
-

Additional Information

See the [“Related Topics”](#) section on page 35-3.

Related Topics

- [Finding and Configuring MOC Assignments, page 35-1](#)
- [Using Bulk Assignment, page 35-2](#)



PART 5

User Management





Application User Configuration

The Application User Configuration window in Cisco Unified Presence Server Administration allows the administrator to add, search, display, and maintain information about Cisco Unified Presence Server application users.

The following topics contain information on managing application user information:

- [Finding an Application User, page 36-1](#)
- [Adding an Application User, page 36-2](#)
- [Application User Configuration Settings, page 36-3](#)
- [Changing an Application User Password, page 36-6](#)
- [Configuring Application Profiles for Application Users, page 36-7](#)
- [Associating Devices to an Application User, page 36-7](#)

Additional Information

See the “[Related Topics](#)” section on page 36-8.

Finding an Application User

Because you may have several application users in your network, Cisco Unified Presence Server lets you locate specific application users on the basis of specific criteria. Use the following procedure to locate application users.



Note

During your work in a browser session, Cisco Unified Presence Server Administration retains your application user search preferences. If you navigate to other menu items and return to this menu item, Cisco Unified Presence Server Administration retains your application user search preferences until you modify your search or close the browser.

Procedure

Step 1 Choose **User Management > Application User**.

The Find and List Application Users window displays. Use the two drop-down list boxes to search for an application user.

Step 2 From the first Find application user where drop-down list box, choose the following criterion:

- User ID

From the second Find application user where drop-down list box, choose one of the following criteria:

- begins with
- contains
- is exactly
- ends with
- is empty
- is not empty

Step 3 Specify the appropriate search text, if applicable, and click **Find**. You can also specify how many items per page to display.



Tip To find all application users that are registered in the database, click **Find** without entering any search text.

A list of discovered application users displays by

- User ID



Note You can delete multiple application users from the Find and List application users window by checking the check boxes next to the appropriate application users and clicking **Delete Selected**. You can delete all application users in the window, except for default application users, by clicking **Select All** and then clicking **Delete Selected**.

Step 4 From the list of records, click the application user name that matches your search criteria. The window displays the application user that you choose.

Additional Information

See the [“Related Topics” section on page 36-8](#).

Adding an Application User

The following procedure provides instructions on adding a user.



Note

If you are adding an application user for Cisco Unity Administrator or Cisco Unity Connection Administrator, you must use the same user name and password that you defined in Cisco Unity and Cisco Unity Connection Administration. Refer to the *Cisco Unified CallManager 5.0 Integration Guide for Cisco Unity 4.0* or the *Cisco Unified CallManager 5.0 SCCP Integration Guide for Cisco Unity Connection 2.1*. The user ID provides authentication between Cisco Unity or Cisco Unity Connection and Cisco Unified Presence Server Administration.

Procedure

-
- Step 1** Choose **User Management > Application User**.
The Find and List Application Users window displays. Use the two drop-down list boxes to search for an application user.
- Step 2** Click **Add New**.
The Application User Configuration window displays.
- Step 3** Enter the appropriate settings as described in [Table 36-1](#).
- Step 4** When you have completed the user information, save your changes and add the user by clicking **Save**.
-

Next Steps

If you want to associate devices with this application user, continue with the [“Associating Devices to an Application User”](#) procedure.

Additional Information

See the [“Related Topics”](#) section on page 36-8.

Application User Configuration Settings

[Table 36-1](#) describes the application user configuration settings. For related procedures, see the [“Related Topics”](#) section on page 36-8.

Table 36-1 Application User Configuration Settings

Field	Description
Application User Information	
User ID	Enter the application user identification name. Cisco Unified Presence Server does not permit modifying the user ID after it is created. You may use the following special characters: dash (-), underscore (_), “”, and blank spaces.
Password	Enter five or more alphanumeric or special characters for the application user password.
Confirm Password	Enter the user password again.
Digest Credentials	When Cisco Unified Presence Server acts as a UAS during digest authentication, the digest credentials that you specify in this field get used for challenges. Enter a string of alphanumeric characters. For information on digest authentication, refer to the <i>Cisco Unified CallManager Security Guide</i> .
Confirm Digest Credentials	To confirm that you entered the digest credentials correctly, enter the credentials in this field.

Table 36-1 Application User Configuration Settings (continued)

Field	Description
Presence Group	<p>Configure this field with the Presence feature.</p> <p>Note If you are not using this application user with presence, leave the default (None) setting for presence group.</p> <p>From the drop-down list box, choose a Presence group for the application user. The group selected specifies the destinations that the application user, such as IPMASysUser, can monitor.</p> <p>The Standard Presence group gets configured at installation. Presence groups configured in Cisco Unified CallManager Administration also appear in the drop-down list box.</p> <p>Presence authorization works with presence groups to allow or block presence requests between groups. Refer to the Presence chapter in the <i>Cisco Unified CallManager Features and Services Guide for information about configuring permissions between groups.</i></p>
Accept Presence Subscription	<p>Configure this field with the Presence feature for presence authorization.</p> <p>If you enabled application-level authorization in the SIP Trunk Security Profile Configuration applied to the trunk, Cisco Unified Presence Server performs application-level authorization.</p> <p>Check this check box to authorize Cisco Unified Presence Server to accept presence requests that come from this SIP trunk application user.</p> <p>If you check this check box in the Application User Configuration window and do not check the Enable Application Level Authorization check box in the SIP Trunk Security Profile Configuration applied to the trunk, Cisco Unified Presence Server sends a 403 error message to the SIP user agent that is connected to the trunk.</p> <p>For more information on authorization, refer to the Presence <i>chapter</i> in the <i>Cisco Unified CallManager Security Guide.</i></p>
Accept Out-of-Dialog Refer	<p>If you enabled application-level authorization in the SIP Trunk Security Profile Configuration applied to the trunk, Cisco Unified Presence Server performs application-level authorization.</p> <p>Check this check box to authorize Cisco Unified Presence Server to accept Out-of-Dialog REFER requests that come from this SIP trunk application user. For example, to use SIP-initiated transfer features and other advanced transfer-related features, you must authorize <i>Cisco Unified Presence Server to accept incoming Out-of-Dialog REFER requests</i> for this application user.</p> <p>If you check this check box in the Application User Configuration window and do not check the Enable Application Level Authorization check box in the SIP Trunk Security Profile Configuration applied to the trunk, Cisco Unified Presence Server sends a 403 error message to the SIP user agent that is connected to the trunk.</p> <p>For more information on authorization, refer to the <i>Cisco Unified CallManager Security Guide.</i></p>

Table 36-1 Application User Configuration Settings (continued)

Field	Description
Accept Unsolicited Notification	<p>If you enabled application-level authorization in the SIP Trunk Security Profile Configuration applied to the trunk, Cisco Unified Presence Server performs application-level authorization.</p> <p>Check this check box to authorize <i>Cisco Unified Presence Server</i> to accept unsolicited notifications that come from this SIP trunk application user. For example, to provide MWI support, you must authorize <i>Cisco Unified Presence Server to accept incoming unsolicited notifications</i> for this application user.</p> <p>If you check this check box in the Application User Configuration window and do not check the Enable Application Level Authorization check box in the SIP Trunk Security Profile Configuration applied to the trunk, Cisco Unified Presence Server sends a 403 error message to the SIP user agent that is connected to the trunk.</p> <p>For more information on authorization, refer to the <i>Cisco Unified CallManager Security Guide</i>.</p>
Accept Header Replacement	<p>If you enabled application-level authorization in the SIP Trunk Security Profile Configuration applied to the trunk, Cisco Unified Presence Server performs application-level authorization.</p> <p>Check this check box to authorize Cisco Unified Presence Server to accept header replacements in messages from this SIP trunk application user. For example, to transfer an external call on a SIP trunk to an external device or party, as in attended transfer, you must authorize <i>Cisco Unified Presence Server to accept SIP requests with replaces header in REFERS and INVITES for this application user</i>.</p> <p>If you check this check box in the Application User Configuration window and do not check the Enable Application Level Authorization check box in the SIP Trunk Security Profile Configuration applied to the trunk, Cisco Unified Presence Server sends a 403 error message to the SIP user agent that is connected to the trunk.</p> <p>For more information on authorization, refer to the <i>Cisco Unified CallManager Security Guide</i>.</p>
CAPF Information	
Associated CAPF Profiles	<p>In the Associated CAPF Profile pane, the Instance ID for the Application User CAPF Profile displays; that is, if you configured an Application User CAPF Profile for the user. To edit the profile, click the Instance ID; then, click Edit Profile. The Application User CAPF Profile Configuration window displays.</p> <p>For information on how to configure the Application User CAPF Profile, refer to the <i>Cisco Unified CallManager Security Guide</i>.</p>

Table 36-1 Application User Configuration Settings (continued)

Field	Description
Device Information	
Available Devices	<p>This list box displays the devices that are available for association with this application user.</p> <p>To associate a device with this application user, select the device and click the Down arrow below this list box.</p> <p>If the device that you want to associate with this application user does not display in this pane, click one of these buttons to search for other devices:</p> <ul style="list-style-type: none"> • Find more Phones—Click this button to find more phones to associate with this application user. The Find and List Phones window displays to enable a phone search. • Find more Route Points—Click this button to find more route points to associate with this application user. The Find and List CTI Route Points window displays to enable a CTI route point search. • Find more Pilot Points—Click this button to find more pilot points to associate with this application user. The Find and List Pilot Points window displays to enable a pilot point search.
Permissions Information	
Groups	This list box displays after an application user has been added. The list box displays the groups to which the application user belongs.
Roles	This list box displays after an application user has been added. The list box displays the roles that are assigned to the application user.

Additional Information

See the [“Related Topics”](#) section on page 36-8.

Changing an Application User Password

Use the following procedure to change an application user password.

Procedure

-
- Step 1** Use the procedure in the [“Finding an Application User”](#) section on page 36-1 to find the application user whose password you want to change.
- The Application User Configuration window displays with information about the chosen application user.
- Step 2** In the Password field, double-click the existing password, which is encrypted, and enter the new password.
- Step 3** In the Confirm Password field, double-click the existing, encrypted password and enter the new password again.
- Step 4** Click **Save**.
-

Additional Information

See the [“Related Topics” section on page 36-8](#).

Configuring Application Profiles for Application Users

After you add a new application user, you can configure a profile for each application. These profiles allow each application user to personalize phone features, Cisco Unified CM Assistant, Cisco Extension Mobility, Cisco Unified CallManager AutoAttendant, and Cisco IP SoftPhone capability.

Before You Begin

Make sure that the application user is in the database. See the [“Finding an Application User” section on page 36-1](#) for more information.

Additional Information

See the [“Related Topics” section on page 36-8](#).

Associating Devices to an Application User

You can associate devices over which application users will have control. Application users can control some devices, such as phones. Applications that are identified as users can control other devices, such as CTI ports. When application users have control of a phone, they can control certain settings for that phone, such as speed dial and call forwarding.

Before You Begin

To assign devices to an application user, you must access the Application User Configuration window for that user. See the [“Finding an Application User” section on page 36-1](#) for information on finding existing application users. When the Application User Configuration window displays, perform the following procedure to assign devices.

Procedure

-
- Step 1** In the Available Devices list box, choose a device that you want to associate with the application user and click the Down arrow below the list box.
- Step 2** To limit the list of available devices, click the **Find more Phones**, **Find more Route Points**, or **Find more Pilot Points** button:
- If you click the Find more Phones button, the Find and List Phones window displays. Perform a search to find the phones to associate with this application user.
 - If you click the Find more Route Points button, the Find and List CTI Route Points window displays. Perform a search to find the CTI route points to associate with this application user.
 - If you click the Find more Pilot Points button, the Find and List Pilot Points window displays. Perform a search to find the pilot points to associate with this application user.
- Step 3** Repeat the preceding steps for each device that you want to assign to the application user.
- Step 4** When you complete the assignment, click **Save** to assign the devices to the application user.
-

Additional Information

See the “[Related Topics](#)” section on page 36-8.

Related Topics

- [Finding an Application User](#), page 36-1
- [Adding an Application User](#), page 36-2
- [Application User Configuration Settings](#), page 36-3
- [Changing an Application User Password](#), page 36-6
- [Configuring Application Profiles for Application Users](#), page 36-7
- [Associating Devices to an Application User](#), page 36-7
- [Application Users and End Users](#), *Cisco Unified CallManager System Guide*
- [Managing Application User and End User Configuration Checklist](#), *Cisco Unified CallManager System Guide*
- [Cisco Unity Messaging Integration](#), *Cisco Unified CallManager System Guide*
- [Cisco Extension Mobility](#), *Cisco Unified CallManager Features and Services Guide*
- [Presence](#), *Cisco Unified CallManager Features and Services Guide*
- [Cisco Unified CallManager Security Guide](#)



Role Configuration

Roles allow Cisco Unified Presence Server administrators who have full administration privilege (access) to configure end users and application users with different levels of privilege. Administrators with full administration privilege configure roles and user groups. In general, full-access administration users configure the privilege of other administration users and end users to Cisco Unified Presence Server Administration and to other applications.

Different levels of privilege exist for each application. For the Cisco Unified CallManager Administration application, two levels of privilege exist: read privilege and update privilege. These privilege levels differ as follows:

- Users with update privilege can view and modify the Cisco Unified CallManager Administration windows to which the user's user group has update privilege.
- A user with read privilege can view the Cisco Unified CallManager Administration windows that belong to the roles to which the user's user group has read privilege. A user with read privilege for a window cannot, however, make any changes on those administration windows to which the user has only read privilege. For a user with read privilege, the Cisco Unified CallManager Administration application does not display any update buttons nor icons.

Roles comprise groups of resources for an application. At installation, default standard roles get created for various administrative functions. You may, however, create custom roles that comprise custom groupings of resources for an application.



Note

Certain standard roles have no associated application nor resource. These roles provide login authentication for various applications.

Use the following topics to configure roles:

- [Finding a Role, page 37-2](#)
- [Configuring a Role, page 37-3](#)
- [Deleting a Role, page 37-3](#)
- [Role Configuration Settings, page 37-4](#)

Additional Information

See the [“Related Topics” section on page 37-5](#).

Finding a Role

Because you might have several roles in your network, Cisco Unified Presence Server lets you locate specific roles on the basis of specific criteria. Use the following procedure to locate roles.



Note

During your work in a browser session, Cisco Unified Presence Server Administration retains your role search preferences. If you navigate to other menu items and return to this menu item, Cisco Unified Presence Server Administration retains your role search preferences until you modify your search or close the browser.

Procedure

Step 1 Choose **User Management > Role**.

The Find and List Roles window displays. Use the two drop-down list boxes to search for a role.

Step 2 From the first Find Role where drop-down list box, choose one of the following criteria:

- Name
- Application

From the second Find Role where drop-down list box, choose one of the following criteria:

- begins with
- contains
- is exactly
- ends with
- is empty
- is not empty

Step 3 Specify the appropriate search text, if applicable, and click **Find**. You can also specify how many items per page to display.



Tip To find all roles that are registered in the database, click **Find** without entering any search text.

A list of discovered roles displays by

- Name
- Application
- Description



Tip To search for roles within the search results, click the **Search Within Results** check box and enter your search criteria as described in this step.



Note You can delete multiple roles from the Find and List Roles window by checking the check boxes next to the appropriate roles and clicking **Delete Selected**. You can delete all roles in the window by clicking **Select All** and then clicking **Delete Selected**.



Note You cannot delete standard roles.

- Step 4** From the list of records, click the role name that matches your search criteria. The window displays the role that you choose.
-


Additional Information

See the [“Related Topics” section on page 37-5](#).

Configuring a Role

This section describes how to add a role to Cisco Unified Presence Server Administration.

Procedure

- Step 1** Choose **User Management > Role**. The Find and List Roles window displays.
- Step 2** Perform one of the following tasks:
- To copy an existing role, locate the appropriate role as described in the [“Finding a Role” section on page 37-2](#) and click the **Copy** button next to the role that you want to copy. In the popup window that displays, enter a name for the new role and click **OK**. Continue with [Step 4](#).
-  **Note** Copying a role also copies the privileges that are associated with that role.
- To add a new role, click the Add New button, and continue with [Step 3](#).
 - To update an existing role, locate the appropriate role as described in the [“Finding a Role” section on page 37-2](#) and continue with [Step 4](#).
- Step 3** If you are adding a new role, choose an application from the Application drop-down list box and click **Next**.
- Step 4** In the Role Configuration window that displays, enter the appropriate settings as described in [Table 37-1](#).
- Step 5** To add the role, click **Save**. The new role gets added to the Cisco Unified Presence Server database.
-

Additional Information

See the [“Related Topics” section on page 37-5](#).

Deleting a Role

This section describes how to delete a role in Cisco Unified Presence Server Administration.

Procedure

- Step 1** Choose **User Management > Role**.
The Role Configuration window displays.
- Step 2** In the list of Roles at left, click the name of the role that you want to delete.



Note You cannot delete a standard role.

The role that you chose displays.

- Step 3** Click **Delete**.
You receive a message that asks you to confirm the deletion.
- Step 4** Click **OK**.
The window refreshes, and the role gets deleted from the database.

Additional Information

See the [“Related Topics” section on page 37-5](#).

Role Configuration Settings

[Table 37-1](#) describes the role configuration settings. For related procedures, see the [“Related Topics” section on page 37-5](#).

Table 37-1 *Role Configuration Settings*

Field	Description
Role Information	
Application	From the drop-down list box, choose the application with which this role associates.
Name	Enter a name for the role. Names can have up to 50 characters.
Description	Enter a description for the role. Descriptions can have up to 50 characters.
Resource Access Information	
(list of resource names for the chosen application)	In the Resource Access Information pane, click the check box(es) next to the resource(s) that you want this role to include. Note In some applications, only one check box applies for each resource. In the Cisco Unified Presence Server Administration application, a read check box and an update check box apply to each resource.

Table 37-1 Role Configuration Settings (continued)

Field	Description
Grant access to all	<p>Click this button to grant privileges for all resources that display on this page for this role.</p> <p>Note If the list of resources displays on more than one page, this button applies only to the resources that display on the current page. You must display other pages and use the button on those pages to change the access of the resources that are listed on those pages.</p>
Deny access to all	<p>Click this button to remove privileges for all resources that display on this page for this role.</p> <p>Note If the list of resources displays on more than one page, this button applies only to the resources that display on the current page. You must display other pages and use the button on those pages to change the access of the resources that are listed on those pages.</p>

Related Topics

- [Finding a Role, page 37-2](#)
- [Configuring a Role, page 37-3](#)
- [Deleting a Role, page 37-3](#)
- [Role Configuration Settings, page 37-4](#)
- Roles and User Groups, *Cisco Unified CallManager System Guide*



User Group Configuration

The role and user group menu options in the Cisco Unified Presence Server Administration User Management menu allow users with full access to configure different levels of window access for Cisco Unified Presence Server administrators. Users with full access configure roles, user groups, and access privileges for roles. In general, full-access users configure the access of other users to Cisco Unified Presence Server Administration.

User groups comprise lists of application users and end users. A user may belong to multiple user groups. After you add a user group, you then add users to a user group. Afterward, you may proceed to assign roles to a user group. If a user belongs to multiple user groups, the MLA permission enterprise parameter determines the effective privilege of the user.

Use the following topics to configure user groups, assign users to user groups, and view a user's roles, user groups, and permissions:

- [Finding a User Group, page 38-1](#)
- [Configuring a User Group, page 38-3](#)
- [Deleting a User Group, page 38-3](#)
- [Adding Users to a User Group, page 38-4](#)
- [Deleting Users from a User Group, page 38-6](#)
- [Assigning Roles to a User Group, page 38-6](#)
- [Viewing a User's Roles, User Groups, and Permissions, page 38-7](#)

Finding a User Group

Because you might have several user groups in your network, Cisco Unified Presence Server lets you locate specific user groups on the basis of specific criteria. Use the following procedure to locate user groups.



Note

During your work in a browser session, Cisco Unified Presence Server Administration retains your user group search preferences. If you navigate to other menu items and return to this menu item, Cisco Unified Presence Server Administration retains your user group search preferences until you modify your search or close the browser.

Procedure**Step 1** Choose **User Management > User Group**.

The Find and List User Groups window displays. Use the two drop-down list boxes to search for a user group.

Step 2 From the first Find User Group where drop-down list box, choose the following criterion:

- Name

From the second Find User Group where drop-down list box, choose one of the following criteria:

- begins with
- contains
- is exactly
- ends with
- is empty
- is not empty

Step 3 Specify the appropriate search text, if applicable, and click **Find**. You can also specify how many items per page to display.

Tip To find all user groups that are registered in the database, click **Find** without entering any search text.

A list of discovered user groups displays by

- Name
- Roles (icon)



Tip To search for user groups within the search results, click the **Search Within Results** check box and enter your search criteria as described in this step.



Note You can delete multiple user groups from the Find and List User Groups window by checking the check boxes next to the appropriate user groups and clicking **Delete Selected**. You can delete all user groups in the window by clicking **Select All** and then clicking **Delete Selected**.



Note You cannot delete the standard user groups.

Step 4 From the list of records, click the user group name that matches your search criteria.

The window displays the user group that you choose.

Additional Topics

See the [“Related Topics” section on page 38-8](#).

Configuring a User Group

This section describes how to add, copy and update a user group to and in the Cisco Unified Presence Server Administration.

Procedure

Step 1 Choose **User Management > User Group**.

The Find and List User Groups window displays.

Step 2 Perform one of the followings tasks:

- To copy an existing user group, locate the appropriate user group as described in [“Finding a User Group” section on page 38-1](#) and click the **Copy** button next to the user group that you want to copy. In the popup window that displays, enter a name for the new user group and click **OK**. Continue with [Step 3](#).
- To add a new user group, click the **Add New** button. Enter a name for the new user group and click **OK**. Continue with [Step 3](#).



Note The user group name can contain up to 50 alphanumeric characters and can contain any combination of spaces, periods (.), hyphens (-), and underscore characters (_). Ensure that the user group name is unique.

- To update an existing user group, locate the appropriate user group as described in [“Finding a User Group” section on page 38-1](#). Click the name of the user group that you want to update. The user group that you chose displays. Update the appropriate settings. Continue with [Step 3](#).



Note You cannot delete a standard user group, but you can update the user membership for a standard user group.

Step 3 Click **Save**.

Step 4 Proceed to add users to this user group. See [Adding Users to a User Group, page 38-4](#).

Step 5 Proceed to assign roles to the user group. See [Assigning Roles to a User Group, page 38-6](#).

Additional Topics

See the [“Related Topics” section on page 38-8](#).

Deleting a User Group

This section describes how to delete a user group from Cisco Unified Presence Server Administration. Use the following procedure to delete a user group entirely. If you want to delete only certain users from a user group, refer to the [“Deleting Users from a User Group” section on page 38-6](#).

Before You Begin

When you delete a user group, Cisco Unified Presence Server removes all user group data from the database. To find out which roles are using the user group, in the User Group Configuration window, choose **Dependency Records** from the Related Links drop-down list box and click **Go**. If dependency records are not enabled for the system, the Dependency Records Summary window displays a message.

Procedure

-
- Step 1** Choose **User Management > User Group**.
The Find and List User Groups window displays.
- Step 2** Find the user group that you want to delete by using the procedure in the [“Finding a User Group”](#) section on page 38-1.
- Step 3** Click the name of the user group that you want to delete.
The user group that you chose displays. The list shows the users in this user group in alphabetical order.
- Step 4** If you want to delete the group entirely, click **Delete**.
A dialog box displays to warn you that you cannot undo deletion of user groups.
- Step 5** To delete the user group, click **OK** or to cancel the action, click **Cancel**. If you click **OK**, Cisco Unified Presence Server removes the user group from the database.
-

Additional Topics

See the [“Related Topics”](#) section on page 38-8.

Adding Users to a User Group

This section describes how to add end users and application users to a user group in Cisco Unified Presence Server Administration.

Procedure

-
- Step 1** Choose **User Management > User Group**.
The Find and List User Groups window displays.
- Step 2** Find the user group to which you want to add users. Use the procedure in the [“Finding a User Group”](#) section on page 38-1.
- Step 3** Click the name of the user group that you want to update.
The user group that you chose displays. The Users in Group list shows the users that currently belong to the user group.
- Step 4** To add end users, click **Add Users to Group**. To add application users, skip to [Step 8](#).
The Find and List Users window displays.
- Step 5** Use the Find User drop-down list boxes to find the end users that you want to add and click **Find**.



Note You can perform the search for users in a variety of ways. You can enter the first name, middle name, last name, user ID, or department of a user. Alternatively, you can leave the field blank, which results in display of all users.

A list of end users that matches your search criteria displays.



Note The list of search results does not display end users that already belong to the user group.

Step 6 In the list of search results, click the check box next to the users that you want to add to this user group. If the list comprises multiple pages, use the links at the bottom to see more results.

Step 7 Click **Add Selected**.

The User Group Configuration window redisplay with the users that you added listed in the Users in Group pane.



Note After you add a user, you can view the user's roles by clicking the **i** icon in the Permission column for that user.

Step 8 To add application users, click **Add Application Users to Group**.

The Find and List Application Users window displays.

Step 9 Use the Find Application User drop-down list boxes to find the application users that you want to add and click **Find**.



Note You can perform the search for application users by searching for user ID. Alternatively, you can leave the field blank, which results in display of all application users.

A list of application users that matches your search criteria displays.

Step 10 In the list of search results, click the check box next to the application users that you want to add to this user group. If the list comprises multiple pages, use the links at the bottom to see more results.



Note The list of search results does not display application users that already belong to the user group.

Step 11 Click **Add Selected**.

The User Group Configuration window redisplay with the application users that you added listed in the Users in Group pane.



Note After you add an application user, you can view the user's roles by clicking the **i** icon in the Permission column for that user.

Step 12 To save your changes to this user group, click **Save**.

Additional Topics

See the [“Related Topics” section on page 38-8](#).

Deleting Users from a User Group

This section describes how to delete users from a user group in Cisco Unified Presence Server Administration.

Procedure

- Step 1** Choose **User Management > User Group**.
The Find and List User Groups window displays.
- Step 2** Find the user group from which you want to delete users. Use the procedure in the [“Finding a User Group” section on page 38-1](#).
- Step 3** Click the name of the user group that you want to update.
The user group that you chose displays. The Users in Group list shows the users that currently belong to the user group.
- Step 4** Click the check boxes next to the names of the users that you want to delete from this user group.
- Step 5** Click **Delete Selected**.
A confirmation message asks you to confirm the deletion.
- Step 6** To delete the selected user group members, click **OK** or click **Cancel** to exit this window.
The User Group redisplay with the deleted users removed from the Users in Group pane.
-

Additional Topics

See the [“Related Topics” section on page 38-8](#).

Assigning Roles to a User Group

Users with full access can assign roles to user groups. A user group that has assigned roles has access to the resources that the role comprises.

This section describes assigning roles to a user group in Cisco Unified Presence Server Administration.



Note

When an administrator assigns roles to a user group, the administrator should assign the Standard CCM Admin Users role to the user group. This role enables the users to log into Cisco Unified Presence Server Administration.

Procedure

- Step 1** Choose **User Management > User Group**.
The Find and List User Groups windows displays.
- Step 2** Find the user group to which you want to assign roles. Use the procedure in the [“Finding a User Group” section on page 38-1](#).
- Step 3** Click the name of the user group for which you want to assign roles.

The user group that you chose displays. The Users in Group list shows the users that currently belong to the user group.

Step 4 From the Related Links drop-down list box, choose **Assign Role to User Group** and click **Go**.

The User Group Configuration window changes to display the Role Assignment pane. For the user group that you chose, the list of assigned roles displays. Choose one of the following options:

- To assign roles to the user group, go to [Step 5](#).
- To delete roles from the user group, go to [Step 9](#).

Step 5 To assign additional roles to the user group, click **Assign Role to Group**.

The Find and List Roles popup window displays.

Step 6 If necessary, use the Find Role search criteria to narrow the list of roles.

Step 7 Choose the roles to assign to this user group by clicking the check boxes next to the role names. To close the Find and List Roles popup window without assigning roles to this user group, click **Close**.

Step 8 Click **Add Selected**.

The Find and List Roles popup window closes. The chosen roles get added to the Role Assignment pane for this user group. If you do not want to delete any assigned roles for this user group, skip to [Step 10](#).

Step 9 To delete an assigned role from the user group, select a role in the Role Assignment pane and click **Delete Role Assignment**. Repeat this step for each role that you want to delete from this user group.

Step 10 Click **Save**.

The system makes the added and deleted role assignments to the user group in the database.

Additional Topics

See the [“Related Topics” section on page 38-8](#).

Viewing a User's Roles, User Groups, and Permissions

This section describes how to view the roles, user groups, and permissions that are assigned to a user that belongs to a specified user group. Use the following procedure to view the roles, user groups, and permissions that are assigned to a user in a user group.



Note

You can also view user roles by using **User Management > Application User** (for application users) or **User Management > End User** (for end users) to view a particular user and then display the user roles.

Procedure

Step 1 Choose **User Management > User Group**.

The Find and List User Groups window displays.

Step 2 Find the user group that has the users for which you want to display assigned roles. Use the procedure in the [“Finding a User Group” section on page 38-1](#).

Step 3 Click the name of the user group for which you want to view the roles that are assigned to the users.

The User Group Configuration window displays for the user group that you chose. The Users in Group pane shows the users that belong to the user group.

Step 4 For a particular user, click the **i** icon in the Permission column for the user.

The User Privilege window displays. For the user that you chose, the following information displays:

- User groups to which the user belongs
- Roles that are assigned to the user
- Resources to which the user has access. For each resource, the following information displays:
 - Application
 - Resource
 - Permission (*read* and/or *update*)

Step 5 To return to the user, choose **Back to User** in the Related Links drop-down list box and click **Go**.

Additional Topics

See the [“Related Topics”](#) section on page 38-8.

Related Topics

- [Finding a User Group, page 38-1](#)
- [Configuring a User Group, page 38-3](#)
- [Deleting a User Group, page 38-3](#)
- [Adding Users to a User Group, page 38-4](#)
- [Deleting Users from a User Group, page 38-6](#)
- [Assigning Roles to a User Group, page 38-6](#)
- [Viewing a User’s Roles, User Groups, and Permissions, page 38-7](#)
- [Roles and User Groups, *Cisco Unified CallManager System Guide*](#)
- [End User Configuration, *Cisco Unified CallManager System Guide*](#)
- [Application User Configuration, *Cisco Unified CallManager System Guide*](#)



PART 6

Bulk Administration





Uploading and Downloading Files

This chapter describes the procedures to upload files to the Cisco Unified Presence Server first node and download files these files to a local machine.

Use the following procedures:

- [Finding a File, page 39-1](#)
- [Downloading a File, page 39-2](#)
- [Uploading a File, page 39-3](#)
- [Deleting a File, page 39-3](#)

Finding a File

Use the following procedure to find files that you can download from the server for the Cisco Unified Presence Server.

Procedure

- Step 1** Choose **Bulk Administration > Upload/Download Files**. The Find and List Files window displays.
- Step 2** From the first Find File where drop-down list box, choose one of the following options:
- Name
 - Type
- Step 3** From the second Find Job where drop-down list box, choose one of the following options:
- If you chose Name in [Step 2](#), choose one of the following options and continue with [Step 4](#):
 - begins with
 - contains
 - is exactly
 - ends with
 - is empty
 - is not empty
 - If you chose Type in [Step 2](#), continue with [Step 4](#).
- Step 4** Specify the appropriate search text, if applicable.



Tip To find all files that are registered in the database, click **Find** without entering any search text.

- Step 5** To further define your query and to add multiple filters, check the Search Within Results check box, choose AND or OR from the drop-down box, and repeat Steps 2 through 4.
- Step 6** If you chose Type in Step 2, from the Select item or enter search text drop-down list box, choose one of the following options:
- Insert Files
 - Export Files
 - Report Files
 - Custom Files
 - Log Files
 - BAT Excel Template

Step 7 Click **Find**.

A list of discovered files displays by

- File Name
- Function Type

If you chose Type in Step 2 and Log Files in Step 6, the list of discovered files displays by:

- File Name
- Launch Date and Time

To download a file(s) that you chose, see “[Downloading a File](#)” section on page 39-2.

Additional Topics

See the “[Related Topics](#)” section on page 39-4.

Downloading a File

Use the following procedure to download a file from the Cisco Unified Presence Server.

Procedure

- Step 1** Find the files that you want to download by using the “[Finding a File](#)” section on page 39-1.
- Step 2** Check the check boxes that correspond to the files that you want to download and click **Download Selected**.



Note You can download all the files by clicking **Select All** and then clicking **Download Selected**.



Note If you select more than one file at a time to download, the files will get downloaded to a common zip file.

- Step 3** The File Download pop-up window displays. Click **Save**.
- Step 4** In the Save As pop-up window, choose the location where you want to save the file to and click Save.
- Step 5** The Download Complete pop-up window displays. Click **Open** to open the downloaded file or click **Close** to open it at a later time.
-

Additional Topics

See the [“Related Topics” section on page 39-4](#).

Uploading a File

Use the following procedure to upload a file to the Cisco Unified Presence Server.

Procedure

- Step 1** Choose **Bulk Administration > Upload/Download Files**. The Find and List Files window displays.
- Step 2** Click **Add New**. The File Upload Configuration window displays.
- Step 3** In the File text box, enter the full path of the file that you want to upload or click Browse and locate the file.
- Step 4** From the Select the Target drop-down list box, choose the target for which you want to use the file.
- Step 5** From the Transaction Type drop-down list box, choose the transaction type that the file defines.
- Step 6** If you want to overwrite an existing file with the same name, check the Overwrite File if it Exists check box.
- Step 7** Click **Save**. The status displays that the upload is successful.
-

Additional Topics

See the [“Related Topics” section on page 39-4](#).

Deleting a File

Use the following procedure to delete files.

Procedure

- Step 1** Find the files that you want to delete by using the [“Finding a File” section on page 39-1](#).
- Step 2** In the Search Results area, check the check box that corresponds to the files that you want to delete.
- Step 3** Click **Delete Selected**.



Note To delete all files that display in the Search Results area, click **Select All** and **Delete Selected**.

Step 4 To continue, click **OK**.

Step 5 The files are now deleted from the server.



Note If any files that you chose for deletion are being used to execute any jobs, these file will not get deleted.

Additional Topics

See the [“Related Topics” section on page 39-4](#).

Related Topics

- [Finding a File, page 39-1](#)
- [Downloading a File, page 39-2](#)
- [Uploading a File, page 39-3](#)
- [Deleting a File, page 39-3](#)



Scheduling Jobs

You can schedule bulk transactions and specify a time when these transactions need to start.

All jobs that are submitted through the Bulk Administration menu queue up on the Bulk Provisioning Service (BPS). Depending on the start time that is specified for a job, the transaction starts running. If no start time is mentioned, the transactions execute in the order in which they are received.

The following topics provide information about activating BPS and scheduling jobs:


- [Activating Bulk Provisioning Service, page 40-1](#)
- [Starting/Stopping/Restarting BPS, page 40-2](#)
- [Deactivating BPS, page 40-2](#)
- [Finding a Job, page 40-3](#)
- [Scheduling Jobs, page 40-4](#)

Activating Bulk Provisioning Service

Before submitting a job for execution, ensure that BPS is activated.

Use the following procedure to activate BPS.

Procedure

- Step 1** From Cisco Unified Presence Server Serviceability window, choose **Tools > Service Activation**. The Service Activation window displays.
- Step 2** From the Service drop-down list box, choose the server that is running Cisco Unified Presence Server.
- Step 3** In the Database and Admin Services area, check the check box that corresponds to Cisco Bulk Provisioning Service.
-  **Note** If the service is already activated, the Activation Status will display as Activated.
- Step 4** Click **Update**.
- Step 5** The window refreshes, and the Activation Status that corresponds to Bulk Provisioning Service displays **Activated**.

**Note**

BPS starts automatically after it is activated. See the [“Starting/Stopping/Restarting BPS” section on page 40-2](#) to stop, start, or restart the service.

**Note**

Every time that the service is started, BPS synchronizes with Cisco Unified Presence Server database.

Starting/Stopping/Restarting BPS

BPS starts automatically after it is activated by using Cisco Unified Presence Server Serviceability. This section describes the procedures to stop or restart the BPS.

Procedure

Step 1 In Cisco Unified Presence Server Serviceability, choose **Tools > Control Center - Feature Services**. The Control Center–Feature Services window displays.

Step 2 Choose the Cisco Unified Presence Server from the Servers drop-down list box. Cisco Bulk Provisioning Service displays in list under Service Name column, in the Database and Admin Services area.

**Note**

If BPS was activated by using [“Activating Bulk Provisioning Service” section on page 40-1](#), the Status displays as Activated.

Step 3 Check the check box that corresponds to BPS.

Step 4 If you want to restart BPS, click **Restart**. The service restarts, and the message, Service Successfully Restarted, displays.

Step 5 If you want to stop BPS, click **Stop**. The service stops, and the message, Service Successfully Stopped, displays.

Step 6 If you want to start the stopped BPS, click **Start**. The service starts, and the message, Service Successfully Started, displays.

Deactivating BPS

You can deactivate BPS when you do not require it. This section describes the procedure to deactivate BPS service and log out of the tool.

Procedure

Step 1 In Cisco Unified Presence Server Serviceability, choose **Tools > Service Activation**.

The Service Activation window displays.

- Step 2** Choose the Cisco Unified Presence Server from the Servers drop-down list box.
- Cisco Bulk Provisioning Service displays in the list under Service Name column, in the Database and Admin Services area.
- Step 3** Uncheck the check box that corresponds to the Cisco Bulk Provisioning Service and click **Update**.
- The service deactivates, and the Status column displays the status as Deactivated.
-

Finding a Job

Use the following procedure to find jobs that are already submitted to BPS through the Bulk Administration menu.

Procedure

- Step 1** Choose **Bulk Administration > Job Scheduler**. The Find and List Job window displays.
- Step 2** From the first Find Job where drop-down list box, choose one of the following options:
- User
 - Status
 - Job ID
 - Description
 - Scheduled Date Time
- Step 3** From the second Find Job where drop-down list box, choose one of the following options:
- begins with
 - contains
 - is exactly
 - ends with
 - is empty
 - is not empty
- Step 4** From the third drop-down list box, choose **Show** to display completed jobs.
- Step 5** Specify the appropriate search text, if applicable.



Tip To find all jobs that are registered in the database, click **Find** without entering any search text.

- Step 6** To further define your query, you can choose **AND** or **OR** to add multiple filters and repeat Steps 2 through 5.
- Step 7** Click **Find**.
- A list of discovered jobs displays by
- Job Id

- Scheduled Date Time
- Submit Date Time
- Sequence
- Description
- Status
- Last User



Note The Status displays Hold if the Run Later radio button was selected while you were scheduling the job. The Status displays Pending if the Run Immediately radio button was selected. The Status displays Completed for completed jobs, and it displays Incomplete for jobs that had an error and could not complete.

- Step 8** Click the Job ID for the job that is in process or on hold that you want to schedule and/or activate. The job Configuration window displays. You can view the status and the summary result of the job you selected.

Additional Topics

See the [“Related Topics” section on page 40-6](#)

Scheduling Jobs

Use the following procedure to schedule submitted jobs.

Procedure

- Step 1** Find the job that you want to schedule by using the [“Finding a Job” section on page 40-3](#).
- Step 2** In the Job Configuration window, enter the settings for scheduling and activating the job as described in [Table 40-1](#).

Table 40-1 Job Configuration Settings

Field	Description
Job Id	This field displays the job ID that is created when the job is submitted.
Job Status	This field displays the status of the job from one of the following options: <ul style="list-style-type: none"> • Hold • Pending • Completed • Incomplete

Table 40-1 Job Configuration Settings (continued)

Field	Description
Scheduled Date Time	Choose the month, date, year from the drop-down list boxes. Enter the time when you want the job to be scheduled.
Submit Date Time	This field displays the date and time when the job was submitted.
Sequence	From the drop-down list box, choose the sequence in which the job should be run. You can choose a number between 1 and 20. Note If the scheduled date and time are the same for two or more jobs, this indicates that the jobs are queued in BPS according the sequence number. If the scheduled date and time, and Sequence are the same, the jobs are queued depending on the submitted date and time.
Job Description	This field displays the description that you entered when the job was created.
Frequency	From the following options, choose the frequency of the transaction: <ul style="list-style-type: none"> • Once • Monthly • Weekly • Daily • Hourly For example, if you choose Daily, the transaction will repeat daily at the time that is entered in the Schedule Time and Date field.
Job End Time	This field displays the end time for recurring (frequency) job.
Last Modified By	This field displays the user ID of the administrator who last modified this job.

Step 3 To activate the job at the scheduled time, click **Activate Job**, or, to save the configuration settings and activate the job at a later time, click **Save**.

The Find and List Jobs window displays.



Note If a job is saved, but not activated, the status of the job will display as Hold. These jobs do not get processed by BPS unless they are activated.

Step 4 Click the job ID for the job that you have activated. In the Job Configuration window, the following information displays in the Job Results area for all jobs that are complete, incomplete, stop requested, or processing:

- Job Launched Date
- Job Result Status
- Number of records Processed
- Number of Records Failed
- Total Number of Records
- Log File Name



Note To view the log file for this transaction, click on the link in the Log File Name column.

Step 5 To go back to the list of jobs, choose Back to Find/List from the Related Links drop-down list box and click **Go**.

Related Topics

- [Activating Bulk Provisioning Service, page 40-1](#)
- [Starting/Stopping/Restarting BPS, page 40-2](#)
- [Deactivating BPS, page 40-2](#)
- [Finding a Job, page 40-3](#)
- [Scheduling Jobs, page 40-4](#)



UPS User Update

You can use Cisco Unified Presence Server Bulk Administration (BAT) to update a group of users in the Cisco Unified Presence Server directory.

Updating Users in Cisco Unified Presence Server

To update a group of users in the Cisco Unified Presence Server directory, use the following procedure.

Before You Begin

You must have a CSV data file that contains the user names, controlled device names, and directory numbers. You can create the CSV data file by using one of these methods:

- BAT spreadsheet that is converted to CSV format
- Export utility that produces an export file of user data

If you are updating files that are generated with the export utility, insert the files in descending order based on the `_MgrLevel#` suffix, where # is 1 through 20. Insert the file with the `_user` suffix last to ensure that the user record for a manager exists prior to use of the User ID for a manager in the Manager User ID field.

Procedure

- Step 1** Choose **Bulk Administration > UPS > UPS User Update**.
The CUPS User Update Configuration window displays.
- Step 2** In the File Name field, choose the CSV data file that you created for this bulk transaction.
- Step 3** In the Job Information area, enter the job description.
- Step 4** To insert the user records immediately, click the Run Immediately radio button, or click Run Later to insert the user records at a later time.
- Step 5** To create a job for inserting the user records, click **Submit**.
- Step 6** Use the Job Scheduler option in the Bulk Administration main menu to schedule and activate this job.
-

Related Topic

- [Updating Users in Cisco Unified Presence Server, page 41-1](#)



Export UPS Users

When you use Cisco Unified Presence Server Bulk Administration to export user records, the export utility sorts users according to the organizational hierarchy in the database.

Exporting User Records

Use this procedure to export User records from Cisco Unified Presence Server.

Procedure

- Step 1** Choose **Bulk Administration > UPS > Export UPS Users**.
The Export Users Query window displays.
- Step 2** In the first Find User where drop-down list box, choose a field to query from the following options:
- User ID
 - First Name
 - Middle Name
 - Last Name
 - Manager
 - Department
- Step 3** In the second drop-down list box, choose from the following options:
- begins with
 - contains
 - is exactly
 - ends with
 - is empty
 - is not empty
- Step 4** In the search field/list box, enter the value that you want to locate, such as a specific name or User ID.



Note To choose users from more than one department, enter multiple departments in this field. For example, to choose users from departments 12 and 34, enter 12, 34 in the third box instead of performing two operations.

Step 5 You can click the Search Within Results check box and choose **AND** or **OR** to add multiple filters and repeat [Step 2](#) through [Step 4](#) to further define your query.

Step 6 Click **Find**. The search results display.



Note To find all users that are registered in the database, click **Find** without entering any search text.

Step 7 Click **Next**.

Step 8 Enter the export users file name in the File Name text box.

Step 9 Choose file format from the File Format drop-down list box.

Step 10 In the Job Information area, enter the Job description.

Step 11 To export user records immediately, click the Run Immediately radio button, or click Run Later to export at a later time.

Step 12 To create a job for exporting user records, click **Submit**.

Step 13 Use the Job Scheduler option in the Bulk Administration main menu to schedule and/or activate this job. You can search and download the exported file by using the Upload/Download Files option in the Bulk Administration menu.

Related Topic

- [Exporting User Records, page 42-1](#)



A

Access Control List

See ACL

accessibility

accessing buttons and icons [1-8](#)

ACL

incoming

configuration settings (table) [11-2](#)

configuring [11-2](#)

deleting entries [11-3](#)

described [11-1](#)

finding entries [11-1](#)

related topics [11-3](#)

privacy

configuration settings (table) [12-2](#)

configuring [12-2](#)

deleting entries [12-3](#)

described [12-1](#)

finding entries [12-1](#)

related topics [12-3](#)

activating services

BPS [40-1](#)

application user

adding [36-2](#)

application profiles [36-7](#)

associating devices to an application user [36-7](#)

changing password [36-6](#)

configuration [36-1](#)

configuration settings (table) [36-3](#)

finding [36-1](#)

related topics [36-8](#)

AXL

configuration [17-1](#)

configuring settings [17-1](#)

B

backend gateways

configuration settings (table) [13-2, 14-2](#)

configuring [13-2, 14-2](#)

deleting [13-3, 14-3](#)

finding [13-1](#)

related topics [13-3, 14-3](#)

BPS

activating [40-1](#)

deactivating [40-2](#)

starting/stopping/restarting [40-2](#)

browsers [1-4](#)

browsing

Cisco Unified Presence Server [1-4](#)

security

hypertext transfer protocol [1-5](#)

Bulk Provisioning Service

See BPS

C

Cisco MeetingPlace

profile

configuration settings (table) [28-3](#)

configuring [28-2](#)

deleting [28-3](#)

finding [28-1](#)

overview [28-1](#)

related topics [28-4](#)

server

- configuration settings (table) [27-2](#)
- configuring [27-2](#)
- deleting [27-3](#)
- finding [27-1](#)
- overview [27-1](#)
- related topics [27-3](#)

Cisco Unified Presence Server

- exporting users [42-1](#)
- server configuration [2-1](#)
- updating users [41-1](#)
- users [41-1](#)

Cisco Unified Presence Server Administration

- browsing into [1-4](#)
- introduction [1-1](#)
- log off [1-5](#)
- logon [1-4](#)
- more information [1-9](#)
- navigating [1-7](#)
- navigation (figure) [1-8](#)
- overview [1-1](#)
- related topics [1-9](#)

Cisco Unity

- configuring a host [25-2](#)

Cisco Unity Profile

- configuration settings (table) [26-3](#)
- configuring [26-2](#)
- deleting [26-3](#)
- finding [26-1](#)
- overview [26-1](#)
- related topics [26-4](#)

Cisco Unity Server

- configuration settings (table) [25-2](#)
- deleting [25-3](#)
- finding [25-1](#)
- overview [25-1](#)
- related topics [25-3](#)

CTI

- gateway profile

- configuration settings (table) [30-3](#)
- configuring [30-2](#)
- deleting [30-3](#)
- finding [30-1](#)
- overview [30-1](#)
- related topics [30-4](#)

gateway server

- configuration settings (table) [29-2](#)
- configuring [29-2](#)
- deleting [29-3](#)
- finding [29-1](#)
- overview [29-1](#)
- related topics [29-3](#)

D

- deleting files [39-3](#)
- Domain Name System (DNS) [2-1](#)
- downloading files
 - overview [39-1](#)
 - procedure [39-2](#)
 - related topics [39-4](#)

E

- exporting user records [42-1](#)

F

files

- deleting [39-3](#)
- downloading [39-2](#)
- finding [39-1](#)
- related topics [39-4](#)
- uploading [39-3](#)

finding jobs [40-3](#)

H

HTTPS

and IE

- using with Cisco Unified Presence Server Administration [1-5](#)

and Netscape

- using with Cisco Unified Presence Server Administration [1-6](#)

- HTTP over secure sockets layer [1-5](#)

I

IE and HTTPS

- using with Cisco Unified Presence Server Administration [1-5](#)

Internet Explorer and HTTPS

- using with Cisco Unified Presence Server Administration [1-5](#)

- introduction to Cisco Unified Presence Server Administration [1-1](#)

- IP address [2-1](#)

IP Phone Messenger

- See* IPPM

IPPM

- logging out end user [20-2](#)

- related topics [20-3, 35-3](#)

response messages

- configuring [22-2](#)

- deleting [22-2](#)

- finding [22-1](#)

- overview [22-1](#)

- related topics [22-3](#)

settings

- configuration settings (table) [21-1](#)

- configuring [21-1](#)

- overview [21-1](#)

status

- finding [20-1](#)

- overview [20-1](#)

J

jobs

- activating BPS [40-1](#)

- deactivating BPS [40-2](#)

- finding [40-3](#)

- scheduling [40-1, 40-4](#)

- starting/stopping/restarting BPS [40-2](#)

- viewing log files [40-6](#)

L

LDAP

profile

- configuration settings (table) [32-3](#)

- configuring [32-2](#)

- deleting [32-4](#)

- finding [32-1](#)

- overview [32-1](#)

- related topics [32-4](#)

server

- configuration settings (table) [31-2](#)

- configuring [31-2](#)

- deleting [31-3](#)

- finding [31-1](#)

- overview [31-1](#)

- related topics [31-3](#)

licensing

license file

- contents [4-2](#)

- obtaining license file [4-1](#)

- related topics [4-4](#)

- sample license files [4-2](#)

- uploading [4-1, 4-3](#)

license unit report

- generating [5-1](#)

- overview [5-1](#)

- related topics [5-1](#)

log files

viewing job log files [40-6](#)

log off

- Cisco Unified Presence Server Administration [1-5](#)

logon

- Cisco Unified Presence Server Administration [1-4](#)

M

method/event routes

- configuration settings (table) [10-2](#)
- configuring [10-2](#)
- deleting [10-3](#)
- finding [10-1](#)
- overview [10-1](#)
- related topics [10-3](#)

N

navigating

- Cisco Unified Presence Server Administration [1-7](#)

Netscape and HTTPS

- using with Cisco Unified Presence Server Administration [1-6](#)

O

overview of Cisco Unified Presence Server Administration [1-1](#)

P

parameters

- configuration window (figure) [3-2](#)
- configuring [3-1](#)
- configuring for a service [3-1](#)
- displaying for a service [3-3](#)
- related topics [3-4](#)

plugins

- configuring [19-1](#)

- installing [19-1](#)
- updating the URL [19-2](#)
- URL configuration settings (table) [19-3](#)

presence engine

- backend gateways [13-1](#)
- transport listeners
 - configuration settings (table) [18-3](#)
 - configuring [18-2](#)
 - deleting [18-3](#)
 - finding [18-1](#)
 - overview [18-1](#)
 - related topics [18-4](#)

proxy profile

- configuration settings (table) [33-3](#)
- configuring [33-2](#)
- deleting [33-4](#)
- finding [33-1](#)
- overview [33-1](#)
- related topics [33-4](#)

proxy server

- configuration settings (table) [8-1](#)
- related topics [8-2](#)
- settings [8-1](#)

proxy services

- restarting [8-2](#)

R

roles

- assigning to user groups [38-6](#)
- configuration settings (table) [37-4](#)
- configuring [37-3](#)
- deleting [37-3](#)
- finding [37-2](#)
- overview [37-1](#)
- related topics [37-5](#)
- viewing user groups and permissions [38-7](#)

S

scheduling jobs [40-1, 40-4](#)

servers

configuration settings (table) [2-4](#)

configuring [2-1, 2-2](#)

deleting [2-3](#)

finding [2-1](#)

related topics [2-4](#)

service parameters

configuration window (figure) [3-2](#)

configuring [3-1](#)

configuring for a service [3-1](#)

displaying for a service [3-3](#)

related topics [3-4](#)

static routes

configuration settings (table) [9-2](#)

configuring [9-2](#)

deleting [9-4](#)

finding [9-1](#)

overview [9-1](#)

related topics [9-4](#)

status

sync [6-1](#)

parameters (table) [6-1](#)

viewing [6-1](#)

sync status [6-1](#)

parameters (table) [6-1](#)

viewing [6-1](#)

T

TLS

contexts

configuration overview [15-1](#)

configuration settings (table) [15-3](#)

configuring [15-2](#)

deleting [15-3](#)

finding [15-1](#)

related topics [15-4](#)

peer subjects

configuration settings (table) [16-2](#)

configuring [16-2](#)

deleting [16-3](#)

finding [16-1](#)

overview [16-1](#)

related topics [16-3](#)

transport layer security

See TLS

U

Unified Personal Communicator

configuration settings (table) [23-1](#)

configuring a user [24-2](#)

deleting a user [24-3](#)

finding a user [24-1](#)

LDAP attribute mapping (table) [23-2](#)

related topics [24-3](#)

settings

configuring [23-1](#)

overview [23-1](#)

user configuration settings (table) [24-2](#)

user settings [24-1](#)

uploading files

overview [39-1](#)

procedure [39-3](#)

related topics [39-4](#)

user

application

adding [36-2](#)

application profiles [36-7](#)

associating devices to an application user [36-7](#)

changing password [36-6](#)

configuration [36-1](#)

configuration settings (table) [36-3](#)

finding [36-1](#)

related topics [36-8](#)

user groups

- adding users [38-4](#)
- assigning roles [38-6](#)
- configuring [38-3](#)
- deleting [38-3](#)
- deleting users [38-6](#)
- finding [38-1](#)
- overview [38-1](#)
- related topics [38-8](#)
- viewing user's roles, user groups, and permissions [38-7](#)

users

- exporting [42-1](#)
- exporting records [42-1](#)
- related topics [41-2](#), [42-2](#)
- updating [41-1](#)
- user settings [24-1](#)

W

- web browsers [1-4](#)