Main page: Cisco Unified Presence, Release 7.x

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Previous Topic

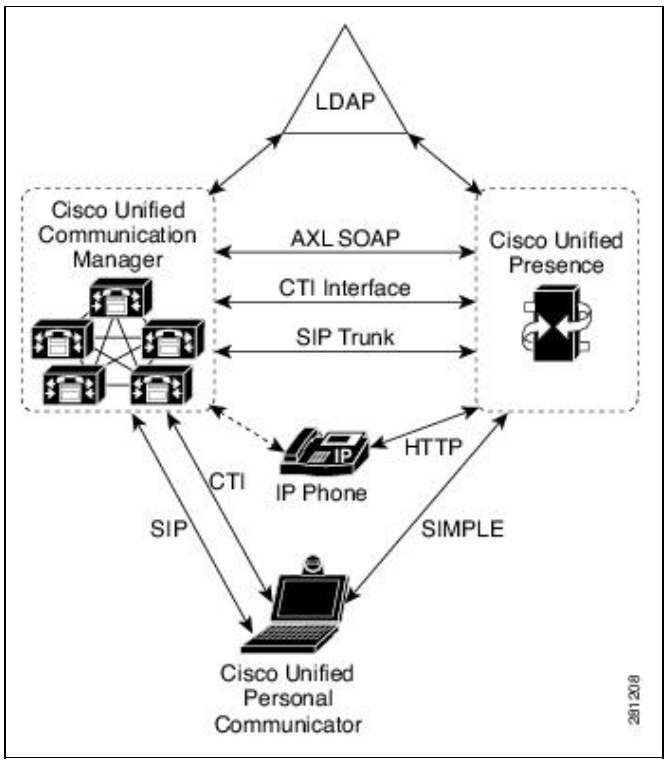
- Overview of This Integration

- Main Components
- SIP Interface
- CTI Interface
- AXL/SOAP Interface
- LDAP Interface

Main Components

Figure: Cisco Unified Presence Basic Deployment illustrates a basic Cisco Unified Presence deployment, including the main components and interfaces between Cisco Unified Communications Manager and Cisco Unified Presence.

Figure: Cisco Unified Presence Basic Deployment



SIP Interface

A SIP connection handles the presence information exchange between Cisco Unified Communications Manager and Cisco Unified Presence. To enable the SIP connection on Cisco Unified Communications Manager, you must configure a SIP trunk pointing to the Cisco Unified Presence server.

On Cisco Unified Presence, configuring Cisco Unified Communications Manager as a Presence Gateway will allow Cisco Unified Presence to send SIP subscribe messages to Cisco Unified Communications Manager over the SIP trunk.

Note: Cisco Unified Presence does not support clients (Cisco clients or third party) connecting to Cisco Unified Presence using SIP/SIMPLE interface over TLS. Only a SIP connection over TCP is supported.

Related Topics

- How to Configure the SIP Trunk and SIP Trunk Security Profile on Cisco Unified Communications Manager
- How to Configure the Presence Information on Cisco Unified Presence

CTI Interface

The CTI (Computer Telephony Integration) interface handles all the CTI communication for users on the Cisco Unified Presence server to control phones on Cisco Unified Communications Manager. The CTI

Figure: Cisco Unified Presence Basic Deployment

functionality allows users of the Cisco Unified Personal Communicator client to run the application in desk phone control mode.

The CTI functionality is also used for the Cisco Unified Presence remote call control feature on the Microsoft Office Communicator client. For information on configuring the remote call control feature, see the *Integration Note for Configuring Cisco Unified Presence with Microsoft OCS for MOC Call Control*.

To configure CTI functionality for Cisco Unified Presence users on Cisco Unified Communications Manager, users must be associated with a CTI-enabled group, and the primary extension assigned to that user must be enabled for CTI.

To configure Cisco Unified Personal Communicator desk phone control, you must configure a CTI server and profile on Cisco Unified Presence, and assign any users that wish to use the application in desk phone mode to that profile. However, note that all CTI communication occurs directly between Cisco Unified Communications Manager and Cisco Unified Personal Communicator, and not through the Cisco Unified Presence server.

Related Topics

- User and Device Configuration on Cisco Unified Communications Manager
- Configuring the CTI Connections on Cisco Unified Presence
- *Integration Note for Configuring Cisco Unified Presence with Microsoft OCS for MOC Call Control:*

  http://www.cisco.com/en/US/products/ps6837/products_installation_and_configuration_guides_list.html

AXL/SOAP Interface

The AXL/SOAP interface handles the database synchronization from Cisco Unified Communications Manager and populates the Cisco Unified Presence database. To activate the database synchronization, you must start the Sync Agent service on Cisco Unified Presence.

By default the Sync Agent load balances all users equally across all nodes within the Cisco Unified Presence cluster. You also have the option to manually assign users to a particular node in the Cisco Unified Presence cluster.

For guidelines on the recommended synchronization intervals when executing a database synchronization with Cisco Unified Communications Manager, for single and dual-node Cisco Unified Presence, see the Cisco Unified Presence SRND document.

Related Topics

- *Cisco Unified Presence SRND:*

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/srnd/7x/uc7_0.html

- Turning On the Sync Agent

LDAP Interface

Cisco Unified Communications Manager obtains all user information via manual configuration or synchronization directly over LDAP. Cisco Unified Presence then synchronizes all this user information from Cisco Unified Communications Manager (using the AXL/SOAP interface).

Cisco Unified Presence provides LDAP authentication for users of the Cisco Unified Personal Communicator client and Cisco Unified Presence user interface. If a Cisco Unified Personal Communicator user logs into Cisco Unified Presence, and LDAP authentication is enabled on Cisco Unified Communications Manager, Cisco Unified Presence goes directly to the LDAP directory for Cisco Unified Personal Communicator user authentication. Once Cisco Unified Personal Communicator is authenticated, Cisco Unified Presence forwards this information to Cisco Unified Personal Communicator to continue the user login.

Cisco Unified Personal Communicator also uses the LDAP directory to allow users to search and add contacts.

Related Topics

- Integrating the LDAP Directory