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Welcome to the Knowledge Base for Cisco Unified Presence Release 7.x! See below for articles, tips, tricks and workarounds for the Cisco Unified Presence components, features and clients.

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Install Fails Due to Server Name Issue

Release: Cisco Unified Presence 7.x

Symptom:

The Cisco Unified Presence installation fails due to an issue with the server name.

Conditions:

The leading character in the server name is a digit.

Workaround:

None. You must change the leading character of the server name to be a letter. Cisco Unified Presence only supports server names that begin with an alphabet character.

Issue with Deskphone Control and/or Contact Search

Release: Cisco Unified Presence 7.x

Symptom:

There are two possible situations that this applies to:

- 1) Cisco Unified Personal Communicator deskphone control is not working. Show server health shows the status of "Not Connected - Stopped"
- 2) Searching in Cisco Unified Personal Communicator is not returning all results.

Conditions:

When you have a large user base and the LDAP server does not respond in a timely manner to queries from Cisco Unified Presence.

Workaround:

You can use either of these workarounds:

- 1) Index the telephoneNumber field on the LDAP server.
- 2) If you are using Windows Active Directory, use the Global Catalog port 3268 instead of the standard LDAP port of 389.

Issues for Signed In Users after Change to Proxy Domain

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Symptom:

If you change the Proxy Domain settings on Cisco Unified Presence while users are signed into Cisco Unified Personal Communicator, all operations (including availability status and Instant Messaging (IM)) fail and users cannot sign into the updated domain.

Conditions:

This condition occurs if Proxy Domain settings change on Cisco Unified Presence while users are signed into Cisco Unified Personal Communicator.

Workaround:

Before you change the Proxy Domain settings on Cisco Unified Presence, make sure that all users are fully signed out of their Cisco Unified Personal Communicator client.

FAQ: How Do I Change the Size of the SIP Notify Message that Cisco Unified Presence Sends?

Release: All

You can change the maximum size of the Notify message on Cisco Unified Presence from the Service Parameters page of the Presence Engine on the Cisco Unified Presence Administration interface. The service parameter is called **Notify Body Size**. By default this parameter is set to a maximum size of 180,000 bytes.

Issue with Cisco Unified Personal Communicator Users Not Being Authenticated

Release: Cisco Unified Presence 7.x

Symptom: Users are not authenticated to sign into either Cisco Unified Personal Communicator, or Cisco Unified Presence User Options Interface.

Conditions:

Users can sign into the Cisco Unified Communications Manager User Interface, but users are unable to sign in to Cisco Unified Personal Communicator and Cisco Unified Presence User Options Interface. You have licensed all users for both Cisco Unified Presence and Cisco Unified Personal Communicator.

Workaround:

To resolve this issue, perform these steps:

- Ensure that all new LDAP users are synched to Cisco Unified Communications Manager. On Cisco Unified Presence, remove the LDAP directory, and add it again.
- Make sure you have assigned all of your users to the "Standard CCM End Users" User Group on Cisco Unified Communications Manager.
- On Cisco Unified Presence, restart the Tomcat service using the CLI command: **utils service restart Cisco Tomcat**

Issue Title

Release: Cisco Unified Presence 7.x

Symptom:

<description>

Conditions:

<description>

Workaround:

<description>

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<description>

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