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### Previous Topic

- [Configuring the Cisco Unified Personal Communicator Client](#)

Internet traffic moves through a firewall based on service identification numbers that are known as *ports*. Certain ports must be open for Cisco Unified Personal Communicator to work. Network administrators typically open a minimal number of network ports, allowing the traffic for approved applications to enter and leave the network while blocking other network traffic.

### Before You Begin

Read information about the network ports used by Cisco Unified Personal Communicator in the *Release Notes for Cisco Unified Personal Communicator*.

### Procedure

1. Identify whether users have a software firewall installed on their computers, or if there is a hardware firewall in the network between Cisco Unified Presence and Cisco Unified Personal Communicator.
2. Configure the firewall to pass Cisco Unified Personal Communicator traffic.

Failure to perform this step results in missing, incorrect, or intermittent display of availability status in Cisco Unified Personal Communicator.

### Related Topics

- *Release Notes for Cisco Unified Personal Communicator:*  
[http://www.cisco.com/en/US/products/ps6844/prod\\_release\\_notes\\_list.html](http://www.cisco.com/en/US/products/ps6844/prod_release_notes_list.html)
- [Getting More Information](#)

### What To Do Next

[Configuring Users for Point-to-Point Video Calls and for Multipoint Video Conferencing](#)