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- [Configuration and Maintenance of Cisco Unified Presence](#)

- [How to Configure the Presence Gateway on Cisco Unified Presence](#)
- [Configuring the Presence Settings](#)
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- [How to Manage Service Parameters](#)

How to Configure the Presence Gateway on Cisco Unified Presence

Configure the presence gateway to enable availability information to route from the gateway to the Presence Engine in Cisco Unified Presence. The following gateways are supported:

- Cisco Unified Communications Manager gateway - You must configure Cisco Unified Communications Manager as a Presence Gateway on Cisco Unified Presence to enable the SIP connection that handles the availability information exchange between Cisco Unified Communications Manager and Cisco Unified Presence. The Cisco Unified Presence server sends SIP Subscribe messages to Cisco Unified Communications Manager over a SIP trunk (configured on Cisco Unified Communications Manager), which allows the Cisco Unified Presence server to receive availability information, for example, phone on/off hook status.
 - Microsoft Exchange (Calendaring) gateway - You must configure a Microsoft Exchange server (Microsoft Outlook) as a presence gateway for calendaring information exchange. This allows the Cisco Unified Presence server to collect availability information (calendar/meeting status) on a per-user basis and incorporate it into the availability status of the user.
- [Configuring the Presence Gateway](#)
 - [Determining the Status of the Exchange Presence Gateway](#)

Configuring the Presence Gateway on Cisco Unified Presence

Before You Begin

- Depending on your configuration requirements, obtain the Fully Qualified Domain Name (FQDN), DNS SRV FQDN, or the IP address of the associated Cisco Unified Communications Manager server.
- Once you add a federated domain entry to the database, Cisco Unified Presence automatically adds the Presence Gateway for the federated domain.. You do not need to manually perform these configuration steps.

Procedure

1. Perform one of the following actions:

If you want to:	Action
Add a presence gateway	1. Select Presence > Gateways.

	2. Select Add New .
Update a presence gateway	1. Find the record. See the Finding a Network Component topic for instructions. 2. Edit the record as required.

2. Enter the presence gateway configuration settings as described in the table below.

Field	Description
Presence Gateway Type	<p>From the list box, specify the gateway type:</p> <ul style="list-style-type: none"> • CUCM-Cisco Unified Communications Manager gateway • Outlook-Microsoft Exchange gateway for Microsoft Outlook Calendaring <p>Note: Cisco Unified Presence Administration displays data fields specific to the gateway type that you select.</p>
Description	<p>Description of this presence gateway.</p> <p>Maximum characters: 255</p>
Presence Gateway	<p>FQDN, DNS SRV FQDN, or the IP address of the associated Cisco Unified Communications Manager server or Microsoft Exchange server.</p> <p>Note: If you configure a Microsoft Exchange gateway type, you must upload a valid certificate chain to Cisco Unified Presence. The value of the Presence Gateway field should match the Subject CN value of the leaf certificate of this certificate chain. It is expected that this Subject CN value will always be either the FQDN or IP address of the Exchange server.</p> <ul style="list-style-type: none"> ◇ If you have configured DNS on Cisco Unified Presence, the Subject CN value of the leaf certificate can be either the FQDN or IP address. The value of the Presence Gateway field must match the Subject CN value of the leaf certificate. ◇ If you do not have DNS configured on Cisco Unified Presence, the Subject CN value of the leaf certificate must be an IP address. If the Subject CN value is not an IP address, you must regenerate this Exchange certificate to specify the IP address of the Exchange server as the Subject CN value. The value of the Presence Gateway field must match the Subject CN value of the leaf certificate.
Account Name (Outlook only)	Global account name that Cisco Unified Presence uses to connect to the Microsoft Exchange server.
Account Password (Outlook only)	Account password for the Microsoft Exchange server.
Confirm Password (Outlook only)	Confirmation of the account password for the Microsoft Exchange server, which must match the Account Password entry.
Presence Gateway Port (Outlook only)	<p>Port to which you connect on the Microsoft Exchange server.</p> <p>Default value: 443</p>

<p>Note: Cisco Unified Presence integration with Microsoft Exchange must occur over a secure HTTP connection. We recommend that you use port 443 and not to change to other ports.</p>

3. Complete one of the following actions:

- If you selected CUCM as the Presence Gateway type, select Save.
- If you selected Outlook as the Presence Gateway type, validate that the Microsoft Exchange server information is correct and the server is up and running.

Status	Description	Action
Exchange Reachability (pingable)	If successful, the Exchange server can be reached (via a ping)	
Exchange Reachability (unreachable)	<p>The test that determines whether the Exchange Server can be reached has failed.</p> <p>The Presence Gateway field is used to ping the Exchange server. The server may not be reached due to an incorrectly entered field value or a possible issue with the customer's network, for example, cabling.</p> <p>Note: When you configure the Exchange Presence Gateway initially, the interface does not require the Presence Gateway field value to be the Subject CN value. You can enter an IP address or a resolvable hostname. However, later in the configuration process, this value will resolve to the Subject CN value.</p>	<ol style="list-style-type: none"> 1. Ensure that the Presence Gateway field contains the correct value (FQDN or IP address) to reach the Exchange server over the network. 2. Select Save to commit your changes.

4. Review the Exchange server status, and determine whether your Exchange SSL certificate chain is correct and complete. See the Determining the Status of the Exchange Presence Gateway topic for instructions. 5. Select Save.

Related Topics

- [How to Find and Delete Components in Cisco Unified Presence Administration](#)
- [Getting More Information](#)

What To Do Next

[Configuring the Presence Settings](#)

Determining the Status of the Exchange Presence Gateway

Review the status of the Exchange SSL certificate chain and take corrective actions if required.

Before You Begin

Configure an Outlook presence gateway.

Procedure

Status	Description	Action
Exchange SSL Connection / Certificate Verification - Verified	If successful, the SSL connection to Exchange Server is verified.	<ol style="list-style-type: none"> 1. Select View for the certificate details. 2. Select Close.
Exchange SSL Connection / Certificate Verification Failed - Certificate Missing From Chain	<p>One or more certificates that are required by Cisco Unified Presence to establish a secure connection to the Exchange server are missing.</p> <p>The Certificate Viewer can provide details of the missing certificates.</p> <p>You may need to manually download the missing certificates from the Exchange server, and upload these certificates via the Cisco Unified OS Administration UI.</p>	<ol style="list-style-type: none"> 1. Complete these steps in the Certificate Viewer to display any missing certificates: <ul style="list-style-type: none"> • Select Configure to open the Certificate Viewer. • Check Accept Certificate Chain. • Select Save. The certificate chain details are displayed. Note any certificates with a status of Missing. • Close the Certificate Viewer. 2. To complete the certificate chain, you must manually download these missing certificates from the Exchange server, and upload the certificates using Cisco Unified OS Administration. To complete the certificate chain, perform these actions:

- Download the missing certificates files from the Exchange server.
- Copy or FTP the missing certificate files to the computer that you use to administer Cisco Unified Presence.
- From the Navigation drop-down list box, choose Cisco Unified OS Administration, and enter your username and password credentials.
- Select **Security > Certificate Management**.
- Upload the required certificates to Cisco Unified Presence as a Presence Engine (PE) Trust certificate.
- Return to the Presence Gateways window in Cisco Unified Presence Administration, open the Certificate

		Viewer again, and verify in the Certificate Viewer that all certificates in the certificate chain now have a status of Verified.
Exchange SSL Connection / Certificate Verification Failed- Subject CN Mismatch	<p>The Presence Gateway field value must match the Subject CN value of the leaf certificate in the Certificate Chain.</p> <p>You can resolve this issue using the Certificate Viewer, or by entering the correct value in the Presence Gateway field.</p>	<p>1. Complete these steps if you want to use the Certificate Viewer to resolve the Subject CN mismatch:</p> <ul style="list-style-type: none"> • Select Configure to open the Certificate Viewer. • Check Accept Certificate Chain. • Select Save. When you save the Certificate Chain, you are alerted that the value of the Presence Gateway field is updated and the Presence Gateway page is then refreshed. After the Presence Gateway page has refreshed completely, close the Certificate Viewer. • Verify that the value of

		<p>the Presence Gateway field has been updated.</p> <ul style="list-style-type: none"> • Verify that the value of the Exchange SSL Connection / Certificate Status parameter is Verified. <p>2. Alternatively, verify that your Presence Gateway field entry is correct as follows:</p> <ul style="list-style-type: none"> • Reenter the correct Subject CN value in the Presence Gateway field. • Select Save. <p>Note: The Presence Gateway field is used to ping the Exchange server. The host (FQDN or IP address) that you enter must exactly match the IIS certificate Subject Common Name.</p>
<p>Exchange SSL Connection / Certificate Bad Certificates</p>	<p>Information in the certificate is incorrect, which renders it invalid.</p> <p>Typically, this error occurs if the certificate contains a bad signature; the certificate matches the required Subject but not the public key. This could happen if the peer regenerates the certificate but the Cisco Unified Presence server still maintains an outdated certificate. This error can also occur if the certificate has an unsupported component, such as unsupported algorithm or key type.</p>	<ul style="list-style-type: none"> ◇ Check the logs to determine the cause of the error. ◇ If the error is due to a bad signature, you need to remove the outdated certificate from Cisco Unified Presence using Cisco Unified OS Administration, and then upload a new certificate using Cisco Unified OS Administration.* If the error is due to an unsupported algorithm, you need to upload a new

		certificate that contains the supported algorithm using Cisco Unified OS Administration.
Exchange SSL Connection / Certificate Network Error	Due to network issues, for example, a no-response timeout, verification could not be performed.	◇ Verify that the network is connected to the Exchange server, and ensure that the Exchange server is accepting connections on the correct IP address and port number.
Exchange SSL Connection / Certificate Verification Failed	Verification failed for a non-specific reason or because the check that determines whether the Exchange server can be reached could not be performed.	◇ Review the debug log files for more information.

Troubleshooting Tips

- The Cisco Unified Presence System Troubleshooter has more information about Calendaring problems and solutions. Select **Diagnostics > System Troubleshooter**.
- You can also use the System Dashboard to add the calendaring gateway or view users enabled for calendaring integration in Cisco Unified Presence. Select **Diagnostics > System Dashboard**.

Related Topics

- [How to Find and Delete Components in Cisco Unified Presence Administration](#)
- [Getting More Information](#)

Configuring the Presence Settings on Cisco Unified Presence

Before you Begin

Configure the presence gateway.

Procedure

1. Select **Presence > Settings**.
2. Configure the server configuration settings, as shown in [Table: Cisco Unified Presence Settings](#).

Table: Cisco Unified Presence Settings

Field	Description
CVP Enable ACL Configuration	Check if you need to control the default system-generated security Access Control Lists (ACLs - both incoming and outgoing) and allow the ACLs to be modified. By default, you can not change the ACLs.
Enable Instant Messaging check box (clusterwide)	<p>Check to turn on and off Instant Messaging clusterwide for the Cisco IP PhoneMessenger and Cisco Unified Personal Communicator clients. When instant messaging is disabled, the Send an Instant Message option is not available in Cisco Unified Personal Communicator.</p> <p>Default setting: Enabled</p> <p>Note: The following warning message is displayed if you uncheck this check box to disable instant messaging: "Before you globally disable instant messaging on this CUP cluster please notify and sign out all connected IPPM clients (via the IPPM Status page). Continue?"</p>
Enable/Disable ability for users to view presence on blocked users	Check to enable (or disable) user capacity to view availability status on users who are blocked.
Enable Email ID for Federation	<p>Check to use an email address for interdomain federation. If you check this box, you change the SIP URI of each user from userid@domain to an email address (or vice versa) during federation with a foreign enterprise.</p> <p>Implications to consider:</p> <ul style="list-style-type: none"> ◇ If you check the box to enable an email ID for federation, users in the foreign domain will need to modify their contact lists to use the correct SIP URI, and add each contact from this domain using the email addresses. Before you change this field, ensure that you first perform this on clients in the foreign enterprise. ◇ If you uncheck the box to disable an email ID for federation, users in the foreign domain will need to add the contact using the userid@domain. Before you change this field, ensure that you first perform this on the clients in the foreign enterprise. <p>Note: A warning message will prompt you to consider the implications and continue if you wish. Select OK to make your change, or Cancel to revert to the previous value.</p>
<p>Max Contact List Size (per user)</p> <p>Note: This setting specifies the maximum number of contacts users can have for both Cisco Unified Personal Communicator and IP Phone Messenger.</p>	<p>Enter the maximum size for a contact list between 0-200.</p> <p>Default value:</p>

<p>Enable SIP Publish on CUCM check box</p> <p>Note: This field only displays when you connect to Cisco Unified Communications Manager Release 6.0 or a later release.</p>	<p>Check to enable a SIP PUBLISH trunk between Cisco Unified Presence and the associated Cisco Unified Communications Manager. Default setting: Disabled</p>
<p>CUCM SIP Publish Trunk</p> <p>Note: This field only displays when you connect to Cisco Unified Communications Manager Release 6.0 or a later release.</p>	<p>From the list box, select the appropriate SIP PUBLISH trunk to allow Cisco Unified Presence to monitor phone status from Cisco Unified Communications Manager.</p> <p>Note: You must check Enable Publish to Cisco Unified Communications Manager to enable this parameter. This parameter changes the SIP Publish Trunk on Cisco Unified Communications Manager. In addition, if you change the SIP Publish Trunk parameter on Cisco Unified Communications Manager, this also changes this setting because they are connected.</p> <p>Default setting: Current Cisco Unified Communications Manager SIP Publish Trunk, as read from AXL</p> <p>Note: The following warning message is displayed if you change this parameter to <None>: "You are enabling publish to Cisco Unified Communications Manager but have not selected a SIP Publish Trunk. This configuration will prevent Cisco Unified Presence from monitoring phone status via Cisco Unified Communications Manager."</p>

3. Select Save.

Related Topics

- [Deployment Guide for Cisco Unified Presence](#)

What To Do Next

[How to Manage Service Parameters](#)

How to Manage Proxy Server Settings

- [Configuring Proxy Server Settings](#)
- [Restarting Proxy Services](#)

Configuring Proxy Server Settings

Before you Begin

Configure the Presence settings.

Procedure

1. Select > **Routing > Settings**.
2. Select the proxy server configuration settings, as described in the table below.

Field	Description
Method/Event Routing Status	Specifies whether the method/event routing module is enabled or disabled in the SIP proxy server. For the Method/Event Routing Status, select On or Off .
Preferred Proxy Listener	Specifies which SIP proxy listener is considered the preferred listener. The list box contains SIP proxy server listeners that you defined in the Application Listeners window.

3. Select **Save**.

Troubleshooting Tips

- Any time you change the SIP proxy server settings, you must shut down the SIP Proxy service in the Cisco Unified Presence cluster and restart services.

Related Topics

- [How to Find and Delete Components in Cisco Unified Presence Administration](#)
- [Getting More Information](#)

Restarting Proxy Services

Some changes that you make in Cisco Unified Presence Administration require that you restart SIP proxy services before the change takes effect. Restart the Proxy service if you add, delete or modify these components:

- system server
- application listeners
- TLS peer subjects
- TLS contexts

Warning! While the proxy services are restarting, the SIP proxy services drop any existing

transactions and do not accept any new requests.

Before You Begin

Configure the Presence Gateway.

Procedure

1. Select Presence > **Routing** > **Settings**.
2. Select **Restart All Proxy Services**.
3. Select **OK** when the confirmation window displays.

Related Topics

- [How to Find and Delete Components in Cisco Unified Presence Administration](#)
- [Getting More Information](#)

How to Manage Service Parameters

Service parameters in Cisco Unified Presence Administration allow you to configure different services on selected servers. For example, you could configure the Proxy service parameter so that all the availability-related messages routed between Cisco Unified Presence and client applications use TCP.

- [Configuring Service Parameters](#)
- [Viewing Service Parameters](#)

Configuring Service Parameters

Before You Begin

- Make sure that servers are configured.
- Make sure that the service is available on the servers. The Service Parameter Configuration window displays all the available services (active or inactive).

Caution! Some changes to service parameters may cause system failure. We recommend 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.

Procedure

1. Select **System > Service Parameters**.
2. Select a server from the Server list box.
3. Select the service that contains the parameter that you want to update from the Service list box.
4. Perform one of the following actions:
 1. Update the appropriate parameter value.
 2. Select **Set to Default** to set all service parameters for this instance of the service to the default values.
5. Select **Save**.

Troubleshooting Tips

- If you need to configure the Proxy Domain parameter for the Cisco UP SIP Proxy service, ensure that you enter the domain name and not an IP address. If you enter an IP address, it may not resolve to a hostname in client applications that are integrated with Cisco Unified Presence.
- Some services contain service parameters that should rarely be changed. Cisco Unified Presence Administration does not automatically display these parameters when you access the Service Parameter Configuration window. To view all parameters, select **Advanced**. After all parameters display, you can redisplay the basic parameters by selecting **Condensed**. If the **Advanced** button is disabled, all parameters for that service display by default.
- If you turn off a service using Cisco Unified Serviceability, Cisco Unified Presence retains any updated service parameter values. If you start the service again, Cisco Unified Presence sets the service parameters to the changed values.
- For Cisco IP Phone Messenger (IPPM) to work correctly, the HTTP Port parameter value for the Cisco UP SIP Proxy Service must match the associated Cisco Unified Communications Manager Phone Service parameter.

Related Topics

*[How to Find and Delete Components in Cisco Unified Presence Administration](#)

- [Getting More Information](#)

Viewing Service Parameters

You may need to review and compare:

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

Procedure

1. Select **System > Service Parameters**.
2. Select a server from the Server list box.
3. From the Service list box, select the service for which you want to display the service parameters on all servers in a cluster. Perform one or more of the following actions:

If you want to:	Action
View a list of parameters and their descriptions	Complete one of these actions in the Service Parameter Configuration window: <ol style="list-style-type: none"> 1. Select the question mark icon. 2. Select a specific parameter.
View parameters for all servers	Complete the following actions in the Service Parameters Configuration window: <ol style="list-style-type: none"> 1. Select Parameters for All Servers from the Related Links list box. 2. Select Go.
View parameters for the current service (in alphabetical order)	Complete the following actions in the Parameters for All Servers window: <ol style="list-style-type: none"> 1. For a given parameter, select the server name or the current parameter value that you want to view in the corresponding Service Parameter window. 2. Select Previous or Next to navigate between Parameters for All Servers windows.
View out-of-sync service parameters	Complete the following actions in the Service Parameters Configuration window: <ol style="list-style-type: none"> 1. Select Out of Sync Parameters for All Servers from the Related Links list box. 2. Select Go.
View service parameters that have different values on different servers (in alphabetical order)	Complete the following actions in the Out of Sync Parameters for All Servers window: <ol style="list-style-type: none"> 1. For a given parameter, select the server name or the current parameter value that you want to view in the corresponding Service Parameter window. 2. Select Previous or Next to navigate between Out of Sync Parameters for All Servers windows.
View service parameters that have been modified from the suggested value	Complete the following actions in the Service Parameters Configuration window: <ol style="list-style-type: none"> 1. Select Modified Parameters for All Servers from the Related Links list box. 2. Select Go.
Display service parameters that have values different from the suggested	Complete the following actions in the Modified Parameters for All Servers window:

values (in alphabetical order)	<ol style="list-style-type: none">1. For a given parameter, select the server name or the current parameter value that you want to view in the corresponding Service Parameter window.2. Select Previous or Next to navigate between Modified Parameters for All Servers windows.
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Troubleshooting Tips

- The Service Parameter Configuration window displays all services (active or inactive).
- For each parameter listed in the parameters window, 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.

Related Topics

- [Configuring Service Parameters](#)
- [How to Find and Delete Components in Cisco Unified Presence Administration](#)
- [Getting More Information](#)