Main page: Cisco Unified Presence, Release 7.x

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Previous Topic

- Configuration and Maintenance of Cisco Unified Presence

Notes:

- This module is only applicable if you are configuring a multi-node deployment.
- Perform the system topology configuration on the Cisco Unified Presence publisher node.
- Before configuring the system topology, see the multi-node planning and deployment information in the *Deployment Guide for Cisco Unified Presence* for best practice information on configuring this type of deployment.

- The System Topology Interface
- How to Work with Subclusters in System Topology
- How to Work with Nodes in System Topology
- How to Work with User Assignments in System Topology
- System Topology Troubleshooting

The System Topology Interface

The system topology interface allows you to configure the Cisco Unified Presence multi-node feature, and manage your subclusters, nodes and users.

The Cisco Unified Presence system topology (see Figure: Cisco Unified Presence System Topology Navigation) is displayed in a graphical frameset containing the following frames:

- Left Frame

  This is the navigational frame, showing the system topology as a hierarchical tree of subclusters, nodes and users.

- Right Frame

  This is the contents frame, illustrating the topology details.

Figure: Cisco Unified Presence System Topology Navigation

You can expand the tree hierarchy and select a navigational control in the left frame:

- System Topology.
  - Subcluster. Select
  - Node. Select
  - Users. Select

Note: The overall system topology is represented by default in the right frame. If a node is marked with a star icon, it indicates that it is the Cisco Unified Presence publisher node.

After you select a navigational control in the left frame, the right frame displays the details and allows you to view and manipulate the configuration of the selected element. You can drag and drop nodes to subclusters on this page.

The main window includes the list box called **Related Links** in the upper, right corner. To access the configuration options in the list box, select the option that you want and select **Go**. The choices in the list box include the following configurable items:

- System Topology - Shows the default Cisco Unified Presence topology. Use the System Topology window to configure Cisco Unified Presence subclusters, nodes, and users.
- Assign Users -Takes you to the All Unassigned Users window that is used to identify and configure users who are not yet assigned to a Cisco Unified Presence node.
- Add New Subcluster -Takes you to the Add New Subcluster page, a window that allows you to configure a new subcluster in the Cisco Unified Presence system topology.
- Add New Node -Takes you to the Add New Node window, so you can configure and administer a new node in the Cisco Unified Presence system topology.

Related Topics

- How to Find and Delete Components in Cisco Unified Presence Administration
- Getting More Information

How to Work with Subclusters in System Topology

A subcluster is a logical container for grouping nodes within a cluster. Subclusters may be:

- empty- placeholder for future assignments
- contain one node - single node subclusters do not provide high availability (HA) / redundancy for users
- contain two nodes - dual node subclusters provide HA / redundancy for users across the subcluster pair

A non-HA deployment can consist of up to six single node subclusters. We recommend HA deployments, comprising up to a maximum of three dual node subclusters. See the *Deployment Guide for Cisco Unified Presence* for specific multi-node deployment strategies and Cisco recommendations for high availability.

- Configuring Subclusters
- Deleting Subclusters

Configuring Subclusters

The Cisco Unified Presence publisher node is automatically assigned to a subcluster in the system topology interface. Following the installation of the Cisco Unified Presence publisher node, you must create the required subclusters and subsequent nodes in your Cisco Unified Presence cluster.

Repeat this procedure for each subcluster that you require for your deployment.

Note: Perform this procedure on the publisher Cisco Unified Presence node.

Before You Begin

Plan your multi-node deployment model.

Procedure

1. Complete one or more of the following actions:

If you want to:	Action
Add a subcluster	Perform one of the following actions: ◊ Select **Add New Subcluster** in the Topology Detail window. ◊ Select **Add New Subcluster** from the Related Links list box. ◊ Select **Go**. The Add New Subcluster window displays in Create mode.
Update a subcluster	Select **Edit** in the Topology Detail window, for the subcluster you want to update. The Subcluster Detail window displays in Edit mode.

2. Enter the appropriate subcluster configuration settings as described in the table below.

Field	Description
Name	[Create or Edit] Enter the unique name of the subcluster.
Description	[Create or Edit] Enter a description of the subcluster.
Assigned Users	[Edit only] This hyperlink takes you to the subcluster user assignment, if any exist.
Node Slot 1	[Edit only] This hyperlink takes you to the primary node detail, if any exist.
Node Slot 2	[Edit only] This hyperlink takes you to the backup node detail, if any exist.
Use SRV for subcluster	[Edit only - Optional] Indicates that you want to use an SRV record to specify the address of the server that is different from any other server address for that domain. **Note:** If you configure this setting, the proxy sends SUBSCRIBE and MESSAGE requests to a node within the destination subcluster by honoring DNS provisioned weight and priority. This allows you to specify advanced load distribution options. As an example, you can provision one node to receive 75% of messages, while the other receives only 25%. If left unconfigured, load distribution is obtained for each message by randomly selecting one of the two nodes in the subcluster (50% on each node). See

	the Cisco Unified Presence Deployment Guide for specific multi-node deployment strategies and Cisco recommendations for high availability.
Subcluster SRV Address	[Edit only - Optional] Specifies the value of the SRV record in DNS for this host. DNS is not required. If you leave this SRV field empty, Cisco Unified Presence sends the message to the primary node of the user in the subcluster first; if this fails Cisco Unified Presence sends the message to the backup node for the user in the subcluster. **Note:** If you require DNS, enable this parameter and specify the DNS address.

3. Select **Save**.

Troubleshooting Tips

- Any subcluster that you configure is included as part of the system topology in the Topology Detail window.
- You can also use the System Dashboard to view the subclusters, nodes and users of the system topology. Select **Diagnostics > System Dashboard**.

Related Topics

- How to Find and Delete Components in Cisco Unified Presence Administration
- Getting More Information

What To Do Next

Configuring Nodes

Deleting Subclusters

You can delete a subcluster in the Topology Detail window. Select Delete adjacent to the subcluster you want to remove.

Troubleshooting Tips

You can only delete an empty subcluster. If the subcluster contains nodes, you must unassign or reassign the nodes before you can proceed.

Related Topics

- How to Find and Delete Components in Cisco Unified Presence Administration
- Getting More Information

How to Work with Nodes in System Topology

Every 60 seconds, Cisco Unified Presence monitors the status of the system topology, and returns the results of the poll in the System Topology window. An AJAX request is submitted to the Cisco Unified Presence server to retrieve information on all of the nodes in the cluster.

Once you exit this window, the polling of node status stops.

You can enable or turn off the poller from the list box at the bottom of the System Topology window. Select **Status Polling Enabled** or **Status Polling Disabled**

- Node Name Recommendations
- Configuring Nodes
- Assigning Nodes
- Deleting Nodes

Node Name Recommendations

By default, the name for a node is the hostname that you configure during the Cisco Unified Presenceinstallation. For example, if the hostname of your Cisco Unified Presence node is called"cup1", the nodename is "cup 1". From the system topology interface, you can change the node name to the dotted IPaddress or the FQDN, for example, "192.168.0.1" or "cup1.acme.com". If you change the default name for the node, note the following:

- You must be able to resolve the hostname or the FQDN from the Cisco Unified Presence server, and Cisco Unified Personal Communicator client computers.
- If either Cisco Unified Presence server or the Cisco Unified Personal Communicator client computer cannot resolve the hostname or the FQDN, you must configure the IP address for the node name value.
- To test the name resolution from the Cisco Unified Presence server, use the command **`utils network ping <node_name>`**
- To test the name resolution from the Cisco Unified Personal Communicator client computer, use the command **`ping <node_name>`**

Related Topics

- How to Find and Delete Components in Cisco Unified Presence Administration
- Getting More Information

What To Do Next

Configuring Nodes

Configuring Nodes

You must create the required subsequent nodes for your deployment. By creating the subsequent nodes in the topology view of the publisher node, the subsequent nodes are associated with the publisher node.

Notes:

- Perform this procedure on the publisher Cisco Unified Presence node.
- Perform this procedure before you install any of the subsequent Cisco Unified Presence nodes. If you assign a subsequent Cisco Unified Presence node to a subcluster prior to installing it, users in remote clusters will not receive availability information. An availability outage will occur until the node is installed.

Before You Begin

- Create the required subclusters for your deployment.
- All nodes in a cluster should be of the same hardware type.
- Remember that single node configuration in a subcluster means that users who are assigned to that node have no other node in which to fail over. You can achieve failover protection for users by configuring a dual node subcluster. See the multi-node deployment recommendations. For more information, see the *Deployment Guide for* Cisco Unified Presence.
- If you are configuring a large-scale deployment, complete the configuration of all nodes before you start system services. For more information, see the *Deployment Guide for Cisco Unified Presence.*
- See the Node Name Recommendation topic for instructions.
- Depending on how you plan to configure your node name, obtain the required value for your nodes (for example hostname, dotted IP address, FQDN or DNS-SRV).
- When you add a new node in the System Topology window, the node is automatically added to the Cisco Unified Communications Manager Application Server list. Conversely, if a node is removed from Cisco Unified Presence via the System Topology window, the node is automatically removed from the Cisco Unified Communications Manager Application Server list.

Restrictions

- If you wish to change the default node name, there are certain node name restrictions. See the Node Name Recommendation topic for instructions.

Procedure

1. Do one or more of the following:

If you want to:	Action
Add a node	Perform one of the following actions: ◊ Select **Add New Node** in the Topology Detail window. ◊ Select **Add New Node** from the Related Links list box. ◊ Select **Go**. The Add New Node window displays in Create mode.
Update a node	Select **Edit** in the Topology Detail window, for the node you want to update. The Node Detail window displays in Edit mode.

2. Enter the appropriate node configuration settings as described in the table below.

Field	Description
Name	[Create or Edit] Enter the unique name (hostname, FQDN, dotted IP address, or DNS-srv) of the node, up to a maximum of 255 characters.
Description	[Create or Edit] Enter a description of the node, up to a maximum of 50 characters.
Assigned Subcluster	[Edit only] Update the parent subcluster to which the node is dynamically assigned, or whether it remains unassigned.
Publisher Node	[Edit only] This parameter is a non-configurable option that displays 'Yes' to denote this node is the publisher node. If it is a subscriber node, 'No' is displayed. **Note:** There is only one publisher node per Cisco Unified Presence cluster, indicated with a star symbol.
Assigned Users	[Edit only] This hyperlink takes you to the User Assignment window, where the number of users currently assigned to the node is displayed and you can assign more users if required.

3. Select **Save**.

4. Review and verify that the node service status summary is correct as described in the table below.

Field	Description
Verify CUP Installed	If successful, the status indicates that Cisco Unified Presence is installed on this node. If a failure occurs, the node is not installed.
Verify Node Reachable (pingable)	If successful, the node can be reached (via a ping). If a failure occurs, the node can not be reached.
SIP Proxy	If successful, the SIP proxy service is up and running on this node. The service start time and in-progress time is displayed. If a failure occurs, the SIP Proxy service is either not started or not activated.

Presence Engine	If successful, the Presence Engine service is up and running on this node. The service start time and in-progress time is displayed. If a failure occurs, the Presence Engine service is either not started or not activated.
Presence Engine Database	If successful, the Presence Engine database service is up and running on this node. The service start time and in-progress time is displayed. If a failure occurs, the Presence Engine database service is either not started or not activated.
CUP Database	If successful, the Cisco Unified Presence database service is up and running on this node. The service start time and in-progress time is displayed. If a failure occurs, the Cisco Unified Presence database service is either not started or not activated.
Sync Agent	If successful, the Cisco Unified Presence Sync Agent service is up and running on this node. The service start time and in-progress time is displayed. If a failure occurs, the Cisco Unified Presence Sync Agent service is either not started or not activated. **Note:** This only displays for the publisher node.
Inter-Cluster Sync Agent	If successful, the Cisco Unified Presence Intercluster Sync Agent service is up and running on this node. The service start time and in-progress time is displayed. If a failure occurs, the Cisco Unified Presence Intercluster Sync Agent service is either not started or not activated. **Note:** This only displays for the publisher node.

Troubleshooting Tips

- Any node that you configure is included as part of the system topology in the Topology Detail window. Using your mouse, you can roll over the node for tooltip information about whether the node can be reached, and for service status..
- You can also use the System Dashboard to view the subclusters, nodes and users of the system topology. Select Diagnostics > System Dashboard.

Related Topics

- How to Find and Delete Components in Cisco Unified Presence Administration
- Getting More Information

What To Do Next

Assigning Nodes

Assigning Nodes

The drag and drop functionality in the Topology Detail window enables you to assign and unassign nodes as required.

Before You Begin

Configure your nodes.

Restriction

You can only move a node from one subcluster to another if the node is assigned and has no users

Procedure

1. Display the Topology Detail window in the right frame.
2. Decide your node assignment criteria:

If you want to:	Action	Notes
Assign a node to a subcluster	Drag the node from the Available Nodes and drop it into the empty slot of the subcluster you require.	Do not assign the subsequent node to a subcluster until *after* you install it, and you have checked the status of the node.
To move a previously assigned node	Drag the node from the subcluster and drop it into the empty slot of the peer subcluster.	Unassign all users from the node before you move it.

Related Topics

- How to Find and Delete Components in Cisco Unified Presence Administration
- Getting More Information

What To Do Next

Configuring User Assignments

Deleting Nodes

You can delete a node in the Topology Detail window. Select Delete adjacent to the node you want to remove.

Troubleshooting Tips

You can only delete an unassigned node. If the node is assigned to a subcluster, you must unassign it before you can proceed.

Related Topics

- How to Find and Delete Components in Cisco Unified Presence Administration
- Getting More Information

How to Work with User Assignments in System Topology

- Configuring User Assignments
- Dispersing Users Across a Multi-Node Deployment
- Activating and Deactivating Default User Assignments
- Unassigning Users
- Reassigning Users

Note: You can use the Cisco Unified Presence Bulk Administrationg Tool (BAT) to assign and move blocks of users between nodes, and to export information about user assignments on Cisco Unified Presence subclusters. For more information, see Running Multiple Transactions in Bulk on Cisco Unified Presence.

Configuring User Assignments

Note: This topic is only applicable if you have chosen to manually assign your users in the system topology interface.

From the system topology interface, you can manually unassign, assign or reassign users. You can assign users to a single node, and you can also distribute groups of users across the node, or nodes, in a cluster, or a given subcluster.

Before You Begin

- Assign your nodes.

- You may want to export users in bulk. Use the Bulk Administration Tool (BAT) to perform this procedure.

Restriction

You can only assign users if they are licensed.

Procedure

1. Perform one of the following actions:

    - Select **All Unassigned Users** in the Topology Navigation left frame.
    - Select **User Management > Assign Users**.
    - Select **Assign Users** from the Related Links list box.
        - ♦ Select **Go**.

2. To find all records in the database, ensure that the dialog box is empty; go to Step 4.

3. To filter or search records:

    - From the list box, select a search pattern.
    - Specify the appropriate search text, if applicable.

4. Select **Find**.

5. From the list of records that display, decide your user assignment criteria.

If you want to:	Action
Assign a selection of listed users to a Cisco Unified Presence node	◊ Check the checkboxes for the records that you want to assign. ◊ Select **Assign Selected Users**. ◊ Using the list boxes in the Change Assignment frame, assign your users: · to a named node · to a named subcluster (auto-assigned) · to all subclusters (auto-assigned) ◊ Select **Save**
Assign all listed users to Cisco Unified Presence node	◊ Check the checkbox for all the records, or select Select All. ◊ Select **Assign All Users**. ◊ Using the list boxes in the Change Assignment frame, assign your users: · to a named node · to a named subcluster (auto-assigned) · to all subclusters (auto-assigned) ◊ Select **Save**.

6. Select **Save**.

Troubleshooting Tips

- To add additional search criteria as you filter records, select the **+** button. When you add criteria, the system searches for a record that matches all criteria that you specify. To remove criteria, select the **-** button to remove the last added criterion. Alternatively, select **Clear Filter** to remove all added search criteria.
- When the matching records display, you can change the number of items that display in each window by choosing a different value from the Rows per Page list box.
- Any users who you assign are included as part of the system topology in the Topology Detail window.
- You can also use the System Dashboard to view the subclusters, nodes and users of the system topology. Select Diagnostics > System Dashboard.

Related Topics

- How to Find and Delete Components in Cisco Unified Presence Administration
- Getting More Information

What To Do Next

- Dispersing Users Across a Multi-Node Deployment

Dispersing Users Across a Multi-Node Deployment

You may want to redistribute or reassign users across nodes in your system topology. You can configure the User Assignment Mode service parameter in Cisco Unified Presence Administration to distribute your users in one of three ways:

- Active/Standby- Assigns users only to the first node of each subcluster, or if there is only one node in the subcluster, to that one node.
- Balanced - Assigns users evenly to all nodes in the subcluster or cluster respectively.
- None - No users are assigned to subclusters and nodes.

Before You Begin

Configure your user assignments.

Perform the tasks that suit your requirements, as described in the table below

If you want to:	Task	Result
Reassign all users exclusively to the first node in a subcluster Example: Suppose you have a cluster comprising one subcluster with two nodes. Each node contains 2500 users.	Perform the following actions in the Cisco Unified Presence Administration window: 1. Select **System > Service Parameters**. 2. Select the applicable server from the Server list box. 3. Select the Cisco UP Sync Agent service from the Service list box. 4. For the User Assignment Mode parameter, select Active/Standby. 5. After you switch to Active/Standby user assignment mode, complete the following actions: • Select **System > Topology.** • Select Rebalance Users in the Topology Detail window.	When you set Active/Standby dispersal mode and select Rebalance Users, all users will move to the first node of each subcluster defined in your system topology. In this example, the first node in the subcluster will have 5000 users.
Add or remove subclusters or nodes, and redistribute users evenly to each node assigned in your system topology Example: Suppose you have a cluster comprising one subcluster with two nodes. The first node has 5000 users and the second node has zero users. The user assignment mode is Active/Standby. You now add a second subcluster comprising two additional nodes, and you want to switch to the Balanced User Assignment mode.	After you add additional subclusters or nodes to your topology, perform the following actions in the Cisco Unified Presence Administration window: 1. Select **System > Service Parameters**. 2. Select the applicable server from the Server list box. 3. Select the Cisco UP Sync Agent service from the Service list box. 4. For the User Assignment Mode parameter, select **Balanced**. 5. Complete the following actions: • Select **System > Topology**. • Select **Rebalance Users** in the Topology Detail window.	When you set Balanced dispersal mode and select Rebalance Users, users will move from the first node and disperse evenly to the four nodes defined in your system topology. In this example, each node will have 2500 users.

Add or remove subclusters or nodes, without changing your current user assignment mode Example: Suppose you have a cluster comprising one subcluster with two nodes. The user assignment mode is set to Balanced. Each node contains 5000 users. You now add a second subcluster comprising two additional nodes.	After you add additional subclusters or nodes to your topology, perform the following actions in the Cisco Unified Presence Administration window: 1. Select **System > Topology.** 2. Select **Rebalance Users** in the Topology Detail window.	Each of the four nodes will contain 2500 users.

Troubleshooting Tips

If you simply add or remove nodes and the User Assignment mode service parameter is already set to either Active/Standby or Balanced, there is no need to reset the service parameter.

Related Topics

- How to Find and Delete Components in Cisco Unified Presence Administration
- Getting More Information

What To Do Next

Activating and Deactivating Default User Assignments

Activating and Deactivating Default User Assignments

Before You Begin

Configure your preferred User Assignment dispersal mode in Cisco Unified Presence Administration.

Perform the tasks that suit your requirements, as described in the table below.

If you want to:	Task
Automatically load-balance your users according to the behavior you configured in the User Assignment Mode service parameter in Cisco Unified Presence Administration.	Activate the Cisco Unified Presence Sync Agent after you configure your preferred User Assignment dispersal mode. **Note:** If the User Assignment mode is set to Balanced, Cisco Unified Presence automatically assigns users evenly to each node in the system topology. If the User Assignment mode is set to Active/Standby, only the first nodes in each subcluster will have users.
Deactivate the User Assignment Mode service parameter that controls user assignment and manage your user	If you want to maintain manual control of user assignment, prevent the Sync Agent from automatically assigning users to nodes as follows:

assignments manually.	In the Cisco Unified Presence Administration window: 1. Select **System > Service Parameters**. 2. Select the applicable server from the Server list box. 3. Select the Cisco UP Sync Agent service from the Service list box. 4. For the User Assignment Mode parameter, select **None**.

Related Topics

- How to Find and Delete Components in Cisco Unified Presence Administration
- Getting More Information

Unassigning Users

You can unassign users (who are currently assigned) from a given subcluster, or from a specific node in the Cisco Unified Presence database.

Before You Begin

Unassigned users do not receive availability information.

Procedure

1. Perform one of the following actions:

◊ Select **All Assigned Users** in the Topology Navigation left frame.
◊ Select **Users** adjacent to the node you want to update.

2. To find all records in the database, ensure that the dialog box is empty; go to Step 4.

3. To filter or search records, complete one of the following actions:

◊ From the list box, select a search pattern.
◊ Specify the appropriate search text, if applicable.

4. Select **Find**.

5. From the list of records that display, decide your user assignment criteria

If you want to:	Action
Unassign a selection of listed users from a Cisco Unified Presence node	1. Check the checkboxes for the records that you want to unassign.

	2. Select **Assign Selected Users**. 3. Using the list boxes in the Change Assignment frame, specify your users as: • Unassigned 4. Select **Save**.
Unassign all listed users from a Cisco Unified Presence node	1. Check the checkbox for all the records, or select **Select All**. 2. Select **Assign All Users**. 3. Using the list boxes in the Change Assignment frame, specify your users as: • Unassigned 4. Select **Save**.

6. Select **Save**.

Troubleshooting Tips

- To add additional search criteria as you filter search records, select the **+** button. When you add criteria, the system searches for a record that matches all criteria that you specify. To remove criteria, select the **-** button to remove the last added criterion or select the **Clear Filter** button to remove all added search criteria.
- When the matching records display, you can change the number of items that display in each window by choosing a different value from the Rows per Page list box.
- The users that you unassign are excluded from the system topology in the Topology Detail window

Related Topics

- How to Find and Delete Components in Cisco Unified Presence Administration
- Getting More Information

Reassigning Users

You can reassign users (who are currently assigned) from a given subcluster to another, or from a specific node to another node in the Cisco Unified Presence database.

Procedure

1. Perform one of the following actions:
    - ♦ Select **All Assigned Users** in the Topology Navigation left frame.
    - ♦ Select **Users** adjacent to the node you want to update.

2. To find all records in the database, ensure that the dialog box is empty; go to Step 4.
3. To filter or search records
   - ♦ From the list box, select a search pattern.
   - ♦ Specify the appropriate search text, if applicable.
4. Select **Find**.
5. From the list of records that display, decide your user assignment criteria

If you want to:	Action
Move a selection of listed users from a Cisco Unified Presence node to another node	1. Check the checkboxes for the records that you want to unassign. 2. Select Assign Selected Users. ## Using the list boxes in the Change Assignment frame, move your users to: • to a named node • to a named subcluster 3. Select **Save**.
Move all listed users from a Cisco Unified Presence node	1. Check the checkbox for all the records, or select **Select All**. 2. Select **Assign All Users**. 3. Using the list boxes in the Change Assignment frame, move your users to: • to a named node • to a named subcluster 4. Select **Save**.

6. Select **Save**.

Troubleshooting Tips

- To add additional search criteria as you filter records, select the **+** button. When you add criteria, the system searches for a record that matches all criteria that you specify. To remove criteria, select the **-** button to remove the last added criterion or select the **Clear Filter** button to remove all added search criteria.
- When the matching records display, you can change the number of items that display in each window by choosing a different value from the Rows per Page list box.
- The users that you reassign are updated in the system topology in the Topology Detail window.

Related Topics

- How to Find and Delete Components in Cisco Unified Presence Administration
- Getting More Information

System Topology Troubleshooting

You can use the System Configuration Troubleshooter to diagnose configuration issues with the Cisco Unified Presence system topology, after your initial configuration is complete. The Troubleshooter performs a set of tests on the system topology to validate the Cisco Unified Presence configuration.

Related Topics

- Troubleshooting Tests and Solutions.
- How to Find and Delete Components in Cisco Unified Presence Administration
- Getting More Information