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About Cisco Unified Presence Installation Prerequisites

The following section responds to the most frequently asked questions about a Cisco Unified Presence installation, and contains information that you need to know before you install Cisco Unified Presence in your network. In order for your configuration to run smoothly, use the Readiness Checklist to help you gather all the information you will need in advance of your installation.

- [Required Passwords](#)
- [Supported Servers](#)
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Required Passwords

During the Cisco Unified Presence installation, you will be required to specify the following user names and passwords:

| Password Type | Description | Troubleshooting Tips |
|---------------|-------------|----------------------|
|---------------|-------------|----------------------|

| | | |
|---------------------------------|--|---|
| <p>Administrator Account</p> | <p>You will need to create an Administrator user ID and password to sign in to the following user interfaces:</p> <ul style="list-style-type: none"> • Cisco Unified Operating System Administration interface • Disaster Recovery System Administration interface • Command Line Interface (CLI) | <ul style="list-style-type: none"> • The Administrator login must start with an alphabetic character, be at least six characters long, and can contain alphanumeric characters, hyphens, and underscores. • If you lose the Administrator password and cannot access the system, you can recover the Administrator password in Cisco Unified Communications Operating System Administration.* If you need to reset the Administrator password, use the CLI. For the required CLI syntax, see the Installation Readiness Checklist in the appendix to this guide. |
| <p>Application User Account</p> | <p>You will need to create an Application User user ID and password to sign in to the Cisco Unified Presence Administration interface.</p> | <p>If you need to reset the Application User password, use the CLI. For the required CLI syntax, see the Installation Readiness Checklist in the appendix to this guide.</p> |
| <p>Security Password</p> | <p>You will need to obtain the security password from Cisco Unified Communications Manager for the Cisco Unified Presence servers that you are installing. The security password that you set for Cisco Unified Presence must be identical to the password used on the Cisco Unified Communications Manager Publisher server.</p> | <ul style="list-style-type: none"> • If you lose the Cisco Unified Communications Manager security password, there is no way to verify what it is on the Cisco Unified Communications Manager server. • You can reset the Cisco Unified Communications Manager security password in the Post-Installation deployment wizard, which displays the first time you sign in to Cisco Unified Presence Administration.* To reset the Cisco Unified Communications Manager security password after your first sign in to Cisco Unified Presence Administration, select System > CUCM Publisher in Cisco Unified Presence Administration. |

Supported Servers

Before you install Cisco Unified Presence:

- You must check your hardware and ensure that your servers are supported. To determine which servers support Cisco Unified Presence releases, see the *Hardware and Software Compatibility Information for Cisco Unified Presence* at

[Hardware and Software Compatibility Information for Cisco Unified Presence](#)

- If you are configuring the Cisco Unified Presence multi-node feature in your network, review the multi-node hardware recommendations, and installation and upgrade information, in the *Deployment*

Guide for Cisco Unified Presence at

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

Supported Browsers

You must use Microsoft Internet Explorer version 6.0 or a later release to access these interfaces: Cisco Unified Presence Administration, Cisco Unified Serviceability, and Cisco Unified Communications Operating System Administration. Cisco does not support or test other browsers, such as Mozilla Firefox.

Software Restrictions

Cisco Unified Presence can only upload and process software that Cisco Systems approves. You cannot install or use third-party Linux or Windows-based software applications with Cisco Unified Presence. Perform valid software installations and upgrades in Cisco Unified Operating System Administration.

Related Topics

- [Installation Readiness Checklist](#)
- [Getting More Information](#)

What To Do Next

- [Performing Pre-Installation Tasks](#)
- [Getting More Information](#)

Performing Pre-Installation Tasks

Before You Begin

See the Appendix to this guide. It contains a readiness checklist for gathering information prior to the installation, and information about which data fields you can and cannot change after installation. We recommend that you print out this checklist and enter your own configuration data to refer to during the installation process.

| Step # | Pre-installation Task | Important Notes |
|--------|--|---|
| 1 | Ensure that the Cisco Unified Presence server has network access to the Cisco Unified Communications Manager publisher server. | You can ping Cisco Unified Communications Manager from other servers. |
| 2 | | |

| | | |
|---|--|--|
| | Ensure that you turn on the Cisco AXL Web Service on the associated Cisco Unified Communications Manager server. | Select Tools > Service Activation in Cisco Unified Communications Manager Serviceability. |
| 3 | If you use DNS, ensure that you have configured the host name of the new Cisco Unified Presence server on the DNS server and that the DNS server can resolve the host name of the Cisco Unified Communications Manager publisher server and of other Cisco Unified Presence servers (if any). | Caution! We recommend that you use the same DNS servers between Cisco Unified Presence and Cisco Unified Communications Manager. If you use different DNS servers, it is likely to cause abnormal system behavior. If you are using the multi-node feature in Cisco Unified Presence, see the Deployment Guide for DNS configuration options. |
| 4 | <p>After a fresh installation of Cisco Unified Presence, the system defaults to Evaluation mode for 90 days.</p> <p>To move Cisco Unified Presence to Production mode before or after the trial evaluation period ends, you must obtain the correct server license file for a new installation of Cisco Unified Presence. The server license covers the Cisco Unified Presence servers and provides service activation for the Presence Engine and Proxy services. </p> | <p>See the <i>Deployment Guide for Cisco Unified Presence</i> for information about Cisco Unified Presence licensing modes.</p> <p>Use the License Generation web tool on Cisco.com to generate a license file with the number of unit licenses that you require. See the Configuration and Maintenance Guide for Cisco Unified Presence.</p> |

What To Do Next

- [How to Install Cisco Unified Presence](#)

Related Topics

- [Installation Readiness Checklist](#)
- *Configuration and Maintenance Guide for Cisco Unified Presence*
- *Deployment Guide for Cisco Unified Presence*
- [Getting More Information](#)