

**Main page:** [Cisco Unified Presence, Release 7.x](#)

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### Previous Topic

- [Configuration and Maintenance of Cisco Unified Presence](#)
- [How to View the Availability Status of Another User](#)
- [How to View the Status of your Cisco Unified Presence System](#)
- [Troubleshooting the System Configuration](#)

## How to View the Availability Status of Another User

- [Presence Viewer](#)
- [Using the Presence Viewer](#)

## Presence Viewer

The Presence Viewer is a diagnostic tool that enables you to view the availability status of a user in Cisco Unified Presence, and to identify availability-related issues. For example, you can enter the user ID of a user, and monitor the sign-in status of that user in various applications, for example, Cisco Unified Personal Communicator and Microsoft Office Communicator (MOC).

You can also determine how the availability status of a specified user appears to another user, known as a watcher.

**Note:** Privacy and availability rules are applied before availability status information is shared between users.

The Presence Viewer displays the following information about a user:

Parameter	Description
Overall Reachability Status	<p>Identifies the availability state of the user, including:</p> <ul style="list-style-type: none"> <li>• Available</li> <li>• Busy</li> <li>• Away</li> <li>• Do Not Disturb</li> <li>• Unavailable</li> <li>• Vacation</li> <li>• Unknown</li> </ul>
Personal Information	<p>Identifies personal information about the user, including:</p> <ul style="list-style-type: none"> <li>• User photo. The user photo is retrieved via a URL which you configure on the Presence Engine Service Parameters window. An example of this URL is: "<a href="http://www.in.cisco.com/dir/photo/std/%%uid%%.jpg">http://www.in.cisco.com/dir/photo/std/%%uid%%.jpg</a>", where "%%uid%%" is replaced with the UserID of the specified user.</li> <li>• Name and User ID</li> <li>• First Name and Last Name</li> <li>• Manager and Department</li> <li>• Phone and Mobile</li> <li>• Building and Site</li> <li>• Local and Remote user</li> </ul> <p><b>Note:</b> A warning message displays in the Presence Viewer if users are duplicate users, that is, their user ID's are not unique across multiple clusters in Cisco Unified Presence.</p>
System Topology Assignment Information	Identifies the Cisco Unified Presence node and subcluster to which the user is assigned. Hyperlinks are provided to bring you directly to the node and subcluster details.
License Information	Identifies whether the user is licensed to Cisco Unified Presence and Cisco Unified Personal Communicator.
Application Information	<p>Identifies whether the user is licensed to, assigned to, and/or signed into the following applications:</p> <ul style="list-style-type: none"> <li>• Cisco Unified Personal Communicator</li> </ul>

	<ul style="list-style-type: none"> <li>• Mobility Integration - Cisco Unified Mobile Communicator</li> <li>• Desk Phone Control Client - Microsoft Office Communicator</li> <li>• Calendar Integration - Microsoft Exchange</li> </ul>
Contact List	Displays the contacts and availability status of a user from perspective of the specified user.
Watchers List	Displays a list of users, known as watchers, who have the specified user in their contact lists.
Device List	Displays all devices associated with a specified user and indicates the device line presence status and capabilities, for example, support for Audio, Video, or IM.

### Related Topics

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

### What To Do Next

#### [Using the Presence Viewer](#)

## Using the Presence Viewer

### Before You Begin

Review the Presence Viewer topic for instructions.

### Procedure

1. Perform one of the following actions:
  1. Select **Diagnostics > Presence Viewer** in the Cisco Unified Presence Administration window.
  2. Select **User Management > End User**.
    - ◆ Select the hyperlink for the user whose availability status you want to monitor.
2. Complete the following actions to see how the availability status of a user is seen by another user:
  1. Enter the User ID in the User ID field.
  2. Enter the User ID of the other user in the View From Perspective of field.
  3. Select **Submit**.
3. Examine the Results table for any tests that failed or that generated a warning.
4. Perform the following actions in the Presence Viewer Troubleshooter:
  1. For any test failures or test warnings, select the **fix** link in the solution column to go to the Cisco Unified Presence Administration window where the Troubleshooter found the problem.
  2. Correct any configuration errors that you find and rerun the Troubleshooter.

### Troubleshooting Tips

If you use the "Search" capability in the Presence Viewer, a popup window displays in which you can select one or more users using a Find and List query. If you select more than one user, the Presence Viewer will display Next and Previous buttons in the upper right hand corner of the window to allow you to navigate through the users that you have selected.

### Related Topics

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

## How to View the Status of your Cisco Unified Presence System

- [System Dashboard](#)
- [What's New in this Release Information](#)
- [Viewing the System Status](#)

### System Dashboard

You can acquire a snapshot of the state of your Cisco Unified Presence system using the system dashboard in Cisco Unified Presence Administration. The dashboard presents you with a summary data view of the components of your system including the:

- number of devices
- number of users
- per-user data such as licensing, contacts and primary extension

### What's New in this Release Information

When you launch the system dashboard in Cisco Unified Presence Administration, a tooltip window displays that contains information about the new features and functions in the current release. You can access this information by rolling over the What's New dialog/speech icon at the top of the window. Select the icon to anchor the tooltip and scroll through the feature list.

## Viewing the System Status

### Before You Begin

Review the System Dashboard topic for instructions.

### Procedure

1. Select **Diagnostics > System Dashboard**.
2. Review the Status Information, as described in the table below.

Parameter	Description
System Information	<p>System information displays the following read-only fields:</p> <ul style="list-style-type: none"> <li>◇ Troubleshooting status of the system, Sync Agent, Presence Engine, and SIP Proxy. Select the dialog/speech icon to anchor the tooltip and scroll through the troubleshooting information.</li> <li>◇ IP address of the Cisco Unified Communications Manager publisher server</li> <li>◇ Date on which the sync with the publisher server occurred.</li> <li>◇ Number of users. Select the View hyperlink to locate end-users.</li> <li>◇ Number of licensed Cisco Unified Presence users. Select the View hyperlink to locate the licensed end-users.</li> </ul>
Topology Information	<p>Topology information displays the following read-only fields:</p> <ul style="list-style-type: none"> <li>◇ Troubleshooting status of the system topology. Select the dialog/speech icon to anchor the tooltip and scroll through the troubleshooting information.</li> <li>◇ Assigned nodes in the system topology. Select the View hyperlink to locate the assigned nodes.</li> <li>◇ Unassigned nodes in the system topology. Select the View hyperlink to locate the unassigned nodes.</li> <li>◇ Assigned users in the system topology. Select the View hyperlink to locate the assigned users.</li> <li>◇ Unassigned users in the system topology.</li> <li>◇ Subclusters in the system topology. Select the View hyperlink to locate the subclusters</li> <li>◇ Publisher node in the system topology. Select the View hyperlink to locate the publisher node.</li> </ul>
Federated Domains Information	<p>If there are no federated domains and you want to add one, select Add. Federated Domains information displays the following read-only fields:</p> <ul style="list-style-type: none"> <li>◇ Interdomain Federated Domains. Select the View hyperlink to locate the federated domain.</li> </ul>
Inter-Clustering Information	<p>If there are no intercluster peers and you want to add one, select Add. Interclustering information displays the following read-only fields:</p> <ul style="list-style-type: none"> <li>◇ Troubleshooting status of the Cisco Unified Presence clusters. Select the dialog/speech icon to anchor the tooltip and scroll</li> </ul>

	<p>through the troubleshooting information.</p> <ul style="list-style-type: none"> <li>◇ Number of users associated with an intercluster peer. Select the View hyperlink to locate the intercluster peers.</li> <li>◇ If the users associated with an intercluster peer are duplicated, a link showing the number of duplicate users is displayed. Select the X Duplicates found hyperlink.</li> </ul> <p><b>Note:</b> The number of users associated with an intercluster peer only displays if an intercluster peer is already configured in the Intercluster Peer Configuration window.</p>
Cisco Unified Personal Communicator Information	<p>Cisco Unified Personal Communicator information displays the following read-only fields:</p> <ul style="list-style-type: none"> <li>◇ Troubleshooting status of Cisco Unified Personal Communicator. Select the dialog/speech icon to anchor the tooltip and scroll through the troubleshooting information.</li> <li>◇ Number of licensed Cisco Unified Personal Communicator users. Select the View hyperlink to locate the licensed end-users.</li> <li>◇ Number of licensed Cisco Unified Personal Communicator users who are signed into the application currently. Select the View hyperlink to locate these end-users.</li> </ul>
Desk Phone Control Information	<p>Desk phone control information displays the following read-only fields:</p> <ul style="list-style-type: none"> <li>◇ Troubleshooting status of the desk phone control feature. Select the dialog/speech icon to anchor the tooltip and scroll through the troubleshooting information.</li> <li>◇ Number of assigned Microsoft Office Communicator users. Select the View hyperlink to locate these users.</li> </ul>
Calendar Integration Information	<p>Calendar Integration information displays the following read-only fields:</p> <ul style="list-style-type: none"> <li>◇ Number of users for whom calendaring is enabled. Select the View hyperlink to locate these users. If there are is no calendaring gateway and you want to enable one for Outlook, select Add.</li> </ul>
Mobility Integration	<p>Mobility integration information displays the following read-only fields:</p> <ul style="list-style-type: none"> <li>◇ Number of users who are signed into Cisco Unified Mobile Communicator currently. Select the View hyperlink to locate these end-users.</li> </ul>
IP Phone Messenger	<p>IPPM information displays the following read-only fields:</p> <ul style="list-style-type: none"> <li>◇ Troubleshooting status of the IPPM feature. Select the dialog/speech icon to anchor the tooltip and scroll through the troubleshooting information.</li> </ul>
Third Party API	<p>Third Party API information displays the following read-only fields:</p> <ul style="list-style-type: none"> <li>◇ Number of users who are signed into third party APIs currently. Select the View hyperlink to locate these end-users.</li> </ul>

#### Related Topics

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

## Troubleshooting the System Configuration

Use the System Configuration Troubleshooter to diagnose Cisco Unified Presence configuration issues after your initial configuration or whenever you make configuration changes. The Troubleshooter performs a set of tests on both the Cisco Unified Presence cluster and on the Cisco Unified Communications Manager cluster to validate the Cisco Unified Presence configuration.

After the Troubleshooter finishes testing, it reports one of three possible states for each test:

- Test passed
- Test failed
- Test warning, which indicates a possible configuration issue

For each test that fails or that results in a warning, the Troubleshooter provides a description of the problem and a possible solution

#### Before You Begin

- Review the system-level availability information on the System Dashboard.
- Review the list of tests that the Troubleshooter performs.

#### Procedure

1. Select **Diagnostics > System Troubleshooter** in the Cisco Unified Presence Administration window.
2. Examine the Results table for any tests that failed or that generated a warning.
3. For any test failures or test warnings, select the **fix** link in the solution column to go to the Cisco Unified Presence Administration window where the Troubleshooter found the problem.
4. Correct any configuration errors that you find and rerun the Troubleshooter.

#### Related Topics

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