Product Bulletin No. 364729

Cisco Unified Presence Server Version 1.0 (2): Announcing Orderability and First Customer Shipment

PRODUCT OVERVIEW

The Cisco® Unified Presence Server is an enhanced enterprise applications environment built in alignment with the IETF standards technologies of Session Initiation Protocol (SIP) and Session Initiation Protocol for Instant Messaging and Presence Leveraging Extensions (SIMPLE). The server provides for integration of multimodal desktop clients within the Cisco Unified Communications systems, such as the Cisco Unified Personal Communicator. In addition, the Cisco Unified Presence Server provides for enablement of multimodal services within the Cisco Unified Communications suite of applications, such as support for instant messaging (IM) directly on Cisco Unified IP phones deployed with the Cisco Unified CallManager.

The Cisco Unified Presence Server has a rich architecture, including a presence engine for collection, aggregation, and distribution of end-user status in conjunction with privacy, policy, and preferences as dictated by that end user—all within a standards environment to enable both Cisco and partner applications to provide value-add services to Cisco customers. SIP proxy functions to enable routing of presence and IM-based messages are also critical components of the Cisco Unified Presence Server. Built using the same architectural principles as Cisco Unified CallManager 5.0, the Cisco Unified Presence Server provides a solution that is secure, scalable, distributable, and highly available.

NEW FEATURES

Cisco Unified Presence Server 1.0 (2) adds the following capability to those already supported in Cisco Unified Presence Server 1.0: interoperability with Microsoft Live Communication Server 2005 and Microsoft Office Communicator for Click to Dial and Phone Control services.

Cisco Unified Presence Server 1.0 (2) enables users with the Microsoft Live Communication Server desktop environment to transparently interoperate with Cisco Unified IP phones connected to Cisco Unified CallManager. All Microsoft Office Communicator Click to Dial and Phone Control functions such as call initiation, call transfer, call hold, call forwarding, etc. can be interworked with the Microsoft Office Communicator client and Cisco Unified IP phones. In addition, phone activity from Cisco Unified IP phones connected to Cisco Unified CallManager is displayed on the Microsoft Office Communicator screens, as well as contact lists. By using the Cisco Unified CallManager with the Microsoft Office Communicator client, the end user can take advantage of all critical enterprise functions with Cisco Unified CallManager such as: digit translation, routing, billing, recording, call screening, privacy, Call Admission Control, quality-of-service capabilities, signaling and media security capabilities, and numerous call-control services.

The Cisco Unified Presence Server is built using the same appliance model architecture as Cisco Unified CallManager 5.0 and is deployed on the same Cisco Media Convergence Server (MCS) platforms as Cisco Unified CallManager 5.0. For Cisco Unified Presence Server 1.0(2), the software is orderable as a DVD kit for customer-provided servers. In future releases, preloaded servers will also be offered similar to Cisco Unified CallManager. The Cisco Unified Presence Server will give system administrators and end users a model for administration, serviceability, management, and licensing that has the same basic design that is already embedded in their day-to-day operations.

AVAILABILITY

Cisco Systems® is pleased to announce that Cisco Unified Presence Server 1.0(2) is now orderable. Cisco Unified Presence Server media kits are available to start shipping immediately.

ORDERING INFORMATION

The Cisco Unified Presence Server 1.0 (2) can be obtained through the New Product Hold mechanism (detailed as follows).

The new Cisco Unified Presence Server 1.0 (2) media kits and software license can be ordered through normal ordering processes. Refer to the Cisco Unified Presence Server datasheet 1.0 for more details and part numbers.

The Cisco Unified Presence Server 1.0 (2) is on New Product Hold status. This process ensures a successful launch of the Cisco Unified Presence Server by giving Cisco a chance to review early deployments to watch for circumstances that might require a little extra attention by teams planning and implementing the Cisco Unified Presence Server. The New Product Hold process was used to successfully launch Cisco Unified CallManager 4.x and 5.0, resulting in fewer escalations and fewer customer surprises because of release caveats.

The major goal of the New Product Hold process is to ensure interoperability of the Cisco Unified Presence Server with other applications, clients, and SIP network products. Cisco has completed interoperability testing with crucial products with which the Cisco Unified Presence Server interfaces, such as Cisco Unified CallManager and Cisco Unified Personal Communicator. Cisco realizes that customer deployments are complex and wants to provide the best possible customer experience with the Cisco Unified Presence Server.

The general process for releasing the Cisco Unified Presence Server 1.0 (2) order from New Product Hold is as follows:

- Place an order for the software through normal purchasing methods from Cisco, a distributor, or a partner. Cisco maintenance contract holders can take their maintenance contract and use the Product Upgrade Tool (PUT) to generate a $0 order.
- Fill out the New Product Hold clearance Web form. Please put in as much detail as possible. The Cisco Sales Order # (SO#) or PUT Order ID are required if CDs are to be delivered. Cisco will not process any orders that do not have this information.
- The new product hold review team reviews the order within three business days. Under normal circumstances the review occurs within one business day.
- The submitter receives notification by e-mail.
- The New Product Hold review team authorizes release of the new product hold. Manufacturing actually clears the orders; it usually takes one to two business days for the order to be fully cleared.
- When New Product Hold is cleared, normal order fulfillment follows.

Please note: The new product hold review team cannot escalate orders. Please use the Cisco Global Contact Center (GCC) if you have any questions about specific orders. They can be reached by:

- Calling 800 553-6387, option 3
- Opening a case by using the Case Management Tool
- Sending e-mail to cs-support-us@cisco.com

FOR MORE INFORMATION

For more information about the Cisco Unified Presence Server, visit the following links:

Cisco Unified Presence Server 1.0 Product Page

Cisco Unified Presence Server 1.0 Release Notes

Cisco Unified Presence Server 1.0 Data Sheet

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