

Cisco Unified Communications Manager IM and Presence Service (formerly Cisco Unified Presence) Overview

Product Name Changes

In August 2012, Cisco introduced Cisco® Unified Communications Manager 9.0 with IM and Presence Service. At this time, the Cisco Unified Presence technology was integrated within Cisco Unified Communications Manager (UCM). All the features and capabilities that were available within Cisco Unified Presence 8.0 and later are now part of the Cisco Unified Communications Manager Release 9.0.

For ordering information for both Cisco Unified Communications Manager 9.0 and Cisco Unified Presence 8.6, please [click here](#).

Frequently Asked Questions

- Q.** Is Cisco ending support of an on-premises IM and presence solution?
- A.** No, Cisco has taken the Cisco Unified Presence technology and integrated it within Cisco Unified Communications Manager 9.0. This integration provides for numerous total-cost-of-ownership (TCO) benefits for our customers by making IM and presence significantly easier to deploy for all their voice and video users.
- Q.** What are the key integration points in 9.0 and associated customer benefits?
- A.** The key integration points include:
- There is no longer any unique licensing for IM and Presence Service. IM and Presence Service is included as core to all Cisco User Connect Licensing (UCL) and Cisco Unified Workspace Licensing (UWL) licenses.
 - IM and Presence Service is now provided as part of the Cisco UCM SKUs; unique ordering is no longer required for unique SKUs.
 - IM and Presence Service is provided to all existing Cisco UCM customers when they upgrade to Cisco UCM 9.0.
 - Support for IM and Presence Service is included with the Cisco UCM Essential Operate Service (ESW) support.
 - All documentation for IM and Presence Service has been consolidated within Cisco UCM documentation.
 - The IM and Presence Service user administration has been integrated within the core Cisco UCM user administration.
- Q.** Will Cisco Unified Presence still be supported for deployments of pre-9.0 versions of Cisco Unified Communications Manager?
- A.** Yes, Cisco Unified Presence 8.6 is a long-lived supported release that is interoperable with Cisco Unified Communications Manager Releases 7.1 through 8.6.

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- Q.** Will Cisco Unified Communications Manager IM and Presence Service 9.0 be backward-compatible with pre-9.0 versions of Cisco Unified Communications Manager?
- A.** No. Starting with Cisco Unified Communications Manager 9.0 and going forward, IM and Presence Service will stay in release number alignment with the core Cisco Unified Communications Manager. The entire Cisco Unified Communications Manager will be 9.0, 9.1, etc., including the IM and Presence Service.
- Q.** Will Cisco Unified Communications Manager IM and Presence Service 9.0 support all the various Jabber® clients?
- A.** Yes, All the Jabber clients that support IM and presence will interoperate transparently with Cisco Unified Communications Manager IM and Presence Service 9.0, including Jabber for Windows, Jabber for Mac, and the various Jabber for Mobile clients (iPhone, iPad, BlackBerry, and Android) as well as the Jabber SDK.
- Q.** For existing customers with both pre-9.0 Cisco Unified Presence and pre-9.0 Cisco Unified Communications Manager, when can Platform Administration Web Services Management (PAWS-M) be used to upgrade pre-9.0 Cisco Unified Presence to Cisco Unified Communications Manager IM and Presence Service?
- A.** Starting in Cisco Unified Communications Manager IM and Presence Service 9.1, PAW-M can be used to upgrade pre-9.0 Cisco Unified Presence to Cisco Unified Communications Manager IM and Presence Service 9.1 as part of the Cisco Unified Communications Manager upgrade to 9.1. (Prior to 9.1, Cisco Unified Presence upgrades to Cisco Unified Communications Manager IM and Presence Service 9.0 required node-by-node upgrade as done previously for Cisco Unified Presence).



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