

Configuring Multiple Customers on a Single Cisco Collaboration Server

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Introduction

This document provides a template and procedure to configure a hosting environment with multiple customers on the Cisco Collaboration Server. You can configure your environment with individual logos and text.

Note: The directory designation in this document is for Microsoft Windows NT. You can modify the directory to fit a UNIX environment.

Prerequisites

Requirements

Readers of this document should have knowledge of this topic:

- Windows NT 4.0

Components Used

The information in this document is based on the Cisco Collaboration Server 3.0x and 4.0.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

For more information on document conventions, refer to the Cisco Technical Tips Conventions.

Set Up the Template

Use a template so that you can copy your configuration for each of the hosted customers. After you create this template, you can administer individual customizations.

Directory Setup

Complete these steps:

1. Create a directory with the name *customers* on the drive where the hosted files will reside.
2. Under this directory, create a subdirectory with the name *template*.
3. Copy these directories from `\weblines\pub\html` to the new *template* subdirectory:

- ◆ Agent
- ◆ Caller
- ◆ Customer Scripts
- ◆ Forms

Note: When you copy the directories, include all subdirectories.

4. Copy these files into the *template* directory:

- ◆ `\weblines\servlet\properties\callerCustom.properties`
- ◆ `\weblines\servlet\properties\agent.properties`

File Modifications

Now, edit the files in the *template* directory in order to correctly set up collaboration for multiple customers. Complete these steps:

1. In the caller login form, redirect and uncomment the `propertiesFile` tag in the *custom caller property* file.

Here is an example:

```
<INPUT TYPE="hidden" NAME="propertiesFile"
      VALUE="drive:\customers\template\callerCustom.properties">
```

Note: An example caller login form is `\customer\template\forms\meetmeform.html`.

2. For the *agent property* file, set the `propertiesFile` tag in this way:

```
<INPUT TYPE="hidden" NAME="defaultProperties"
      VALUE="/template/agent.properties">
```

Note: The `\customers\template\forms\agentLogon.html` file references the *agent property* file.

3. If you wish to modify the *properties* files, uncomment and redirect the first five lines of the `\customers\template\callerCustom.properties` file.

You can modify the *properties* files if you want the caller and the agents to point to customized web pages.

Here is an example:

```
requestQueuedPage=template/caller/default/queuerequestpage.html
requestConnectedPage=template/caller/default/requestconnectedpage.html
initSessionPage=template/caller/default/initsessionpage.html
requestTerminatedPage=template/caller/default/endsessionpage.html
```

```
requestCancelledPage=template/caller/default/cancelrequestpage.html
```

In this file, you can create any other modifications to the caller layout for individual customers.

4. In order to modify the *property* file for the agent, change these lines in
\\customers\template\agent.properties:

```
scriptPage=/template/CustomersScripts/WebLineScript.html readonly  
notLoggedInSharedPage=/template/agent/default/EmptySharedFrame.html  
notLoggedInScriptPage=/template/agent/default/EmptyScriptFrame.html  
noSessionSharedPage=/template/agent/default/NoSessionPage.html  
notInternalSharedPage=/template/agent/default/EmptySharedFrame.html  
startSessionPage=/template/agent/default/InitSessionPage.html
```

Set Up Customer Directories

Now that you have set up the template, you can set up and host multiple customers. This section describes how to create one customer. Repeat the procedure as many times as necessary.

1. Create a directory under the *customers* directory for the first desired customer.

An example is \\customers\customer1.

2. Copy the contents of the *template* directory into this folder.
3. Open these files in the *customers* directory and change the word *template* to the name that you chose for the new customer directory:

- ◆ \\customers\customer1\callerCustom.properties
- ◆ \\customers\customer1\agent.properties
- ◆ \\customers\customer1\forms\agentLogon.html (or other agent login page)
- ◆ \\customers\customer1\forms\meetmeform.html (or other caller login page)

Note: This example changes *template* to *customer1*.

4. If you wish, modify the pages in the *customer1* subdirectory.

Customize the pages for the desired look and feel for this particular customer.

Reference Web Pages

The final step in this process is to reference the new web pages from the web server. Choose a set of steps in this section to complete, based on the type of web server that you use.

Reference Web Pages from an IIS

Complete these steps to reference web pages from an Internet Information Server (IIS):

1. Create a new virtual directory with the name *customer1* that points to the /customers/customer1 directory.
2. Create a virtual directory with the name *login* off of the *customer1* directory that you created in Step 1.
3. Point the *login* directory to the customers/customer1/forms directory, and change the default document to agentLogon.html or another initial agent login page.
4. Create a virtual directory with the name *caller* off of the *customer1* directory.
5. Point the *caller* directory to the customers/customer1/forms directory, and change the default document to meetmeform.html or another page that you have customized for the caller.

Reference Web Pages from a JWS

Complete these steps to reference web pages from a Java Web Server (JWS):

1. Create a new alias with the name *customer1* that points to the /customers/customer1 directory.
2. Create a new alias with the name *customer1/login*, and point it to /customers/customer1/forms/agentLogon.html or another initial agent login page.
3. Create an alias with the name *caller*, and point it to /customers/customer1/forms/meetmeform.html or another page that you have customized for the caller.

To log in to the customer1 setup, use <http://machinename/login> for the agent and <http://machinename/caller> for the caller. Create links that point to these pages from the main website.

Related Information

- **Technical Support & Documentation – Cisco Systems**

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