

Table of Contents

<u>Automating DESKTOP_CFG Share Drive Mapping in Cisco Agent Desktop for IPCC Express</u>	1
<u>Document ID: 45500</u>	1
<u>Introduction</u>	1
<u>Prerequisites</u>	1
<u>Requirements</u>	1
<u>Components Used</u>	1
<u>Background Theory</u>	2
<u>Conventions</u>	2
<u>Problem</u>	2
<u>Solutions</u>	2
<u>Create a Local User Account on Cisco IPCC Express Server</u>	2
<u>Create a Local Group on a Cisco IPCC Express Server</u>	3
<u>Assign Permissions to DESKTOP_CFG Share</u>	5
<u>Create a Batch File on Cisco Agent Desktop Workstation</u>	7
<u>Edit Workstation Group Policy</u>	8
<u>NetPro Discussion Forums – Featured Conversations</u>	9
<u>Related Information</u>	9

Automating DESKTOP_CFG Share Drive Mapping in Cisco Agent Desktop for IPCC Express

Document ID: 45500

Introduction

Prerequisites

Requirements

Components Used

Background Theory

Conventions

Problem

Solutions

Create a Local User Account on Cisco IPCC Express Server

Create a Local Group on a Cisco IPCC Express Server

Assign Permissions to DESKTOP_CFG Share

Create a Batch File on Cisco Agent Desktop Workstation

Edit Workstation Group Policy

NetPro Discussion Forums – Featured Conversations

Related Information

Introduction

This document provides a method for system administrators to automate restoring the drive mapping necessary for agents using the Cisco Agent Desktop within a Cisco IPCC Express Edition environment.

Note: This document assumes the IPCC Express server is installed in the default Microsoft Windows 2000 workgroup server configuration, and the Cisco Agent Desktop is installed as a workstation within a Windows domain.

Prerequisites

Requirements

You should be familiar with these requirements:

- Windows 2000 Server Administration
- Windows 2000 Professional Administration
- Windows XP Professional Administration

Components Used

The information in this document is based on the software and hardware versions below.

- Cisco IPCC Express 3.1(x) and later
- Cisco Agent Desktop
- Microsoft Windows 2000 Professional

The information presented in this document was created from devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If you are working in a live network, ensure that you understand the potential impact of any command before using it.

Background Theory

In a Cisco IPCC Express environment, the server default installation for networking is a stand-alone Windows 2000 workgroup server configuration. As part of normal operations, the agents Windows logon requires a persistent network share named DESKTOP_CFG on the IPCC Express server restored prior to the Cisco Agent Desktop logon. This share mapping is achieved if the agents have a local user account credentials on the IPCC Express server.

The workgroup server installation means that this local user account credentials are not synchronized with the agent corporate domain policies, including passwords. In order to simplify administration, all agents can use the same local user account credentials on the IPCC Express server, to gain access to the network share. Further simplifying administration is achieved if a batch file is run at the Windows logon time, to map to this network share.

Conventions

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

Problem

Drive mapping for agents using the Cisco Agent Desktop within an IPCC Express environment is not automated.

Solutions

The solutions to this problem are explained in detail below.

Create a Local User Account on Cisco IPCC Express Server

1. On the IPCC Express server, click **Start > Programs > Administrative Tools > Computer Management**.
2. Select and right-click the **Users** folder.
3. Select **New User**.
4. Type the following, as shown in the screen shot below.
 - ◆ User Name
 - ◆ Password
 - ◆ Confirm password
 - ◆ User cannot change password
 - ◆ Password never expires

New User ? X

User name: ipccuser

Full name: ipcc agent user

Description: user account for ipcc CAD agent login

Password: xxxxxx

Confirm password: xxxxxx

User must change password at next login

User cannot change password

Password never expires

Account is disabled

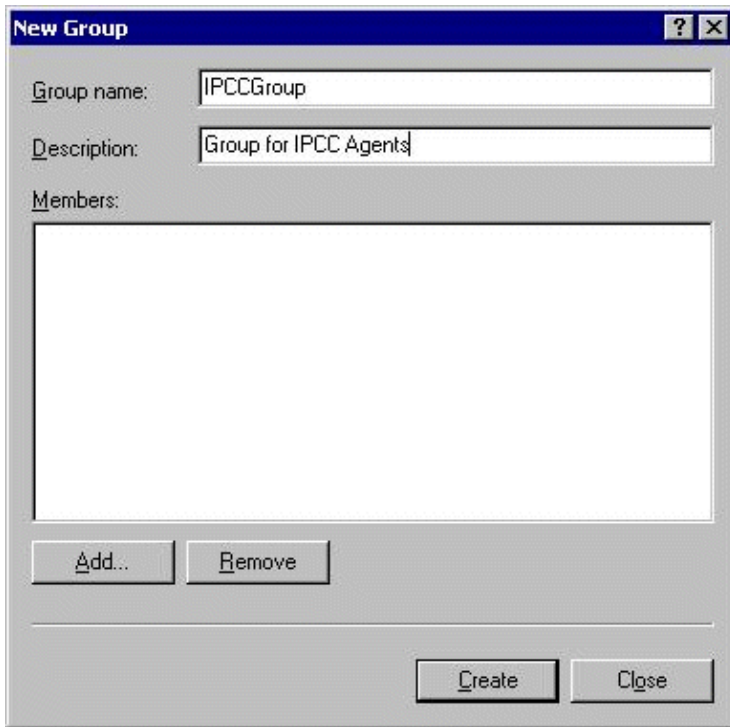
Create Close

5. Click **Create** > **Close**.

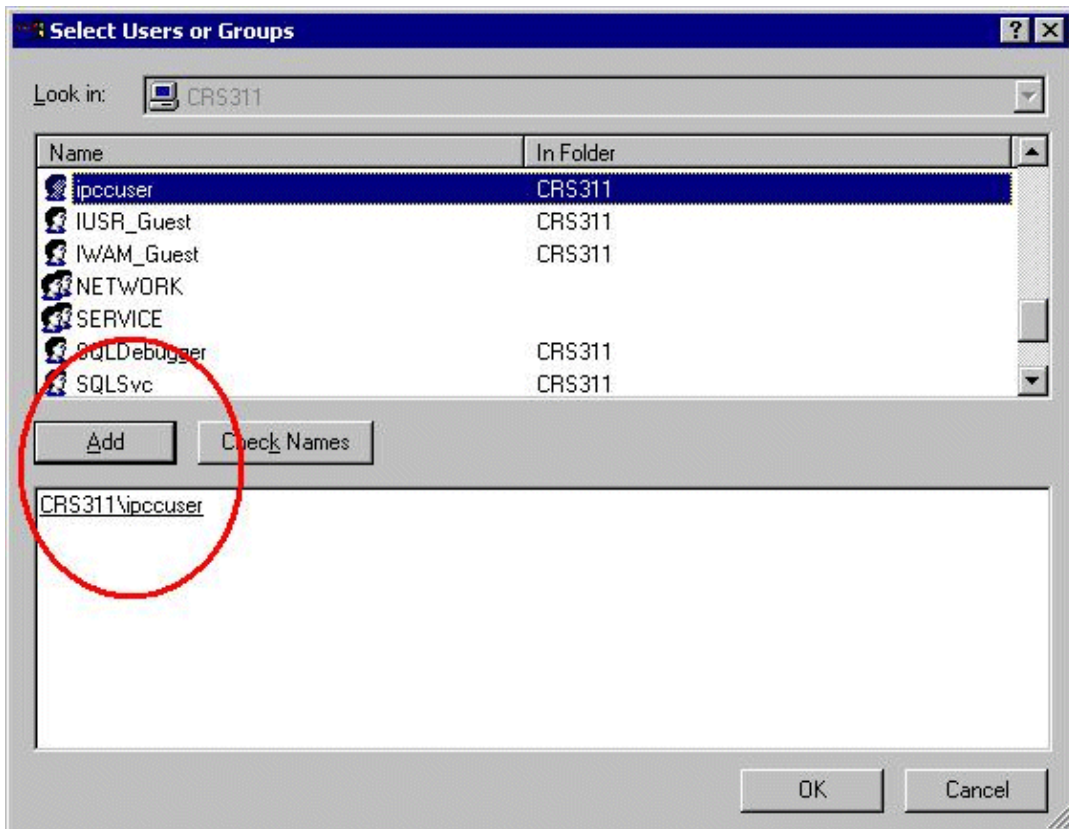
Create a Local Group on a Cisco IPCC Express Server

1. On the IPCC Express server, click **Start** > **Programs** > **Administrative Tools** > **Computer Management**.
2. From the Computer Manager, expand **Local Users and Groups**.
3. Select and right-click the **Groups** folder.
4. Select **New Group**.
5. Type the following, as shown in the New Group window.

◆ Group Name



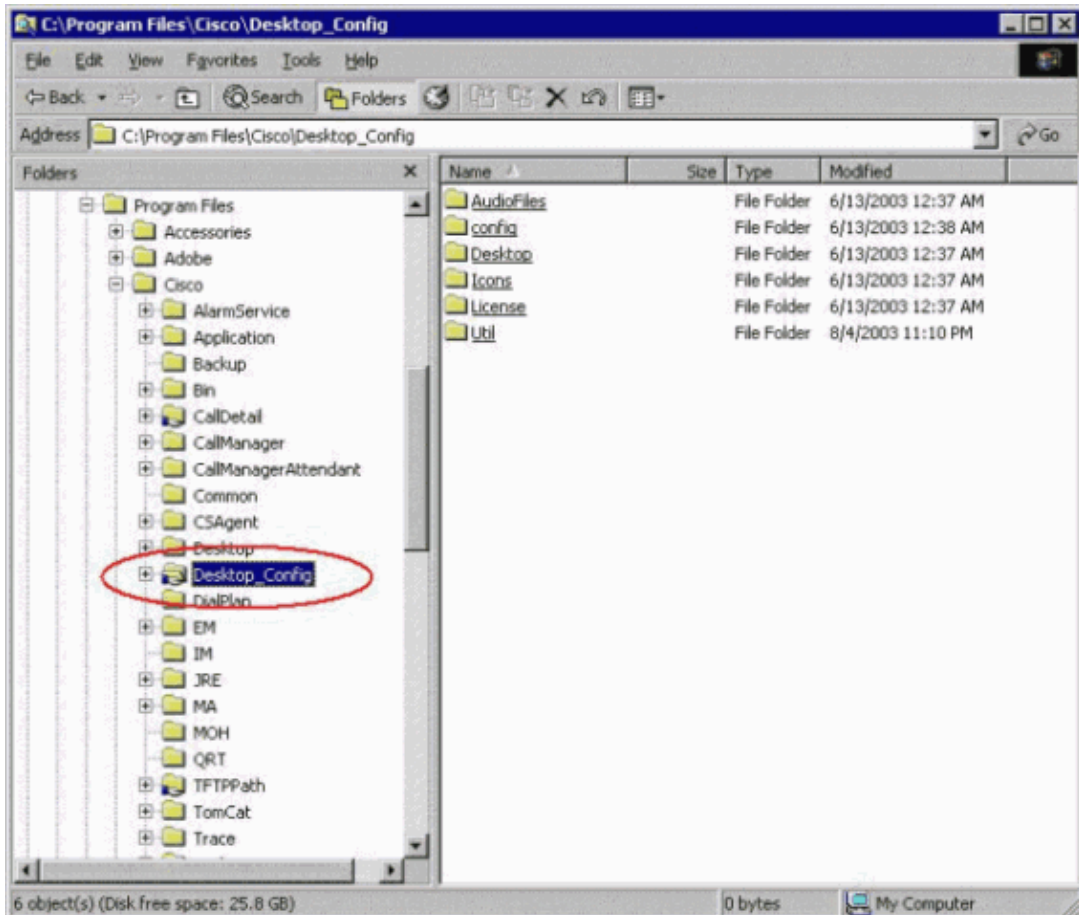
6. Click **Add**.
7. In the Select Users or Groups window, find the assigned Cisco Agent Desktop username and click **Add**.



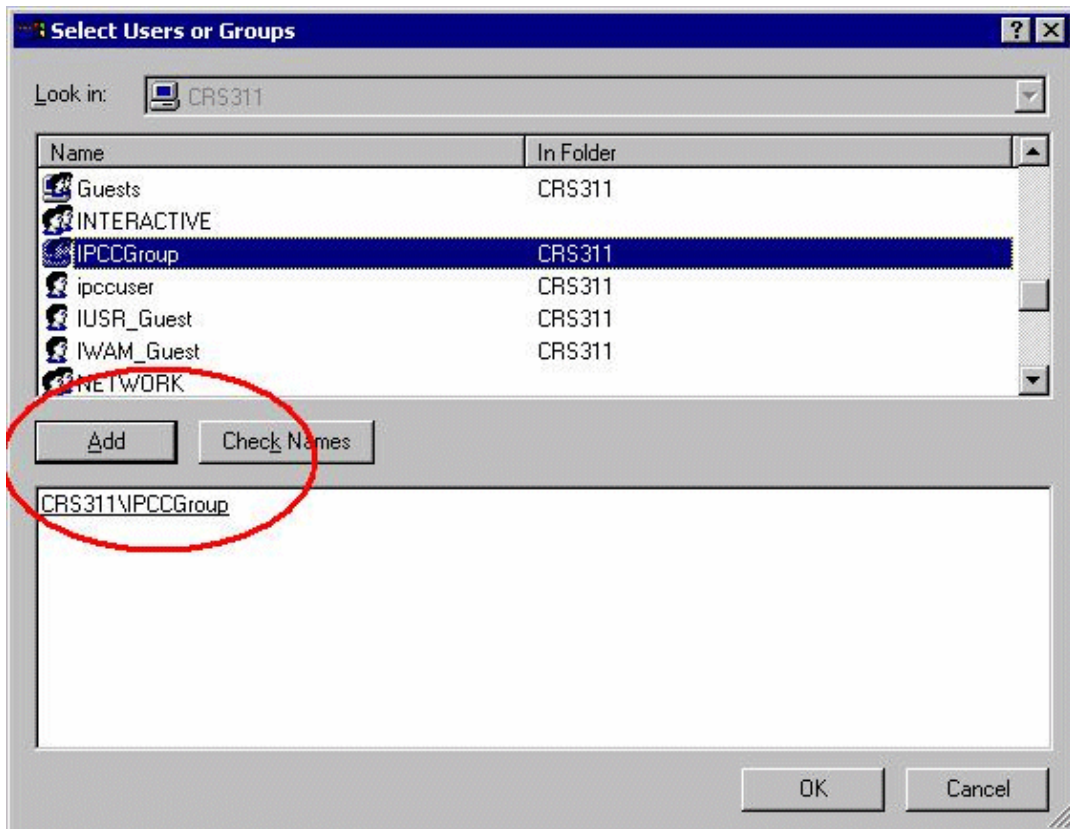
8. Click **OK**.
9. Click **Create**, to finish.

Assign Permissions to DESKTOP_CFG Share

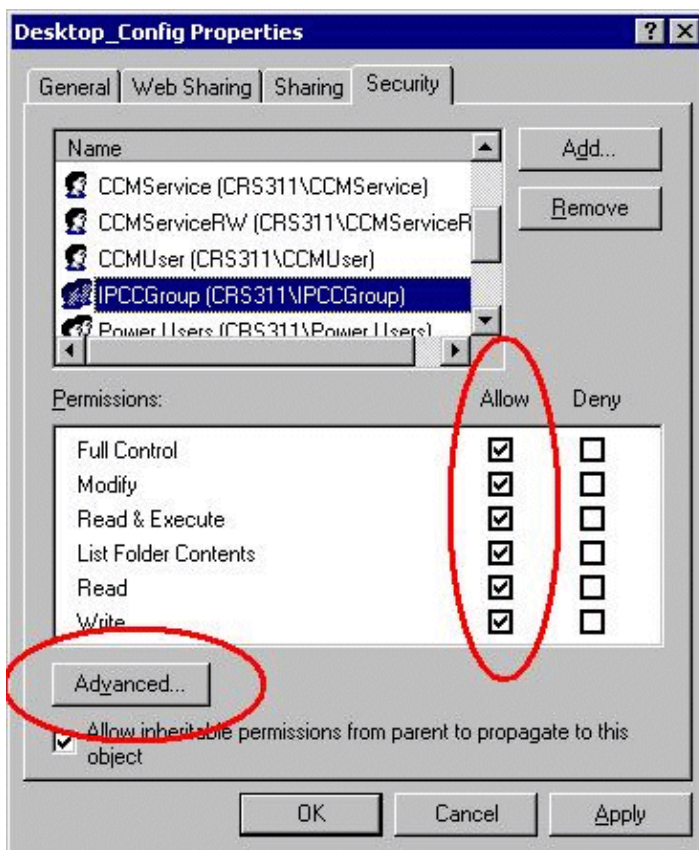
1. On the IPCC Express Server Desktop, right-click **My Computer**.
2. Select **Explore**.
3. When the Windows Explorer window opens, expand the c:\Program Files\Cisco folder.
4. Right-click the Desktop_Config folder, as shown below.
5. Select **Properties**.
6. Click the **Security** tab.
7. Click **Add**.



8. In the **Select Users or Groups** dialog box, find the appropriate group.
9. Click **Add**, as shown in the following window.

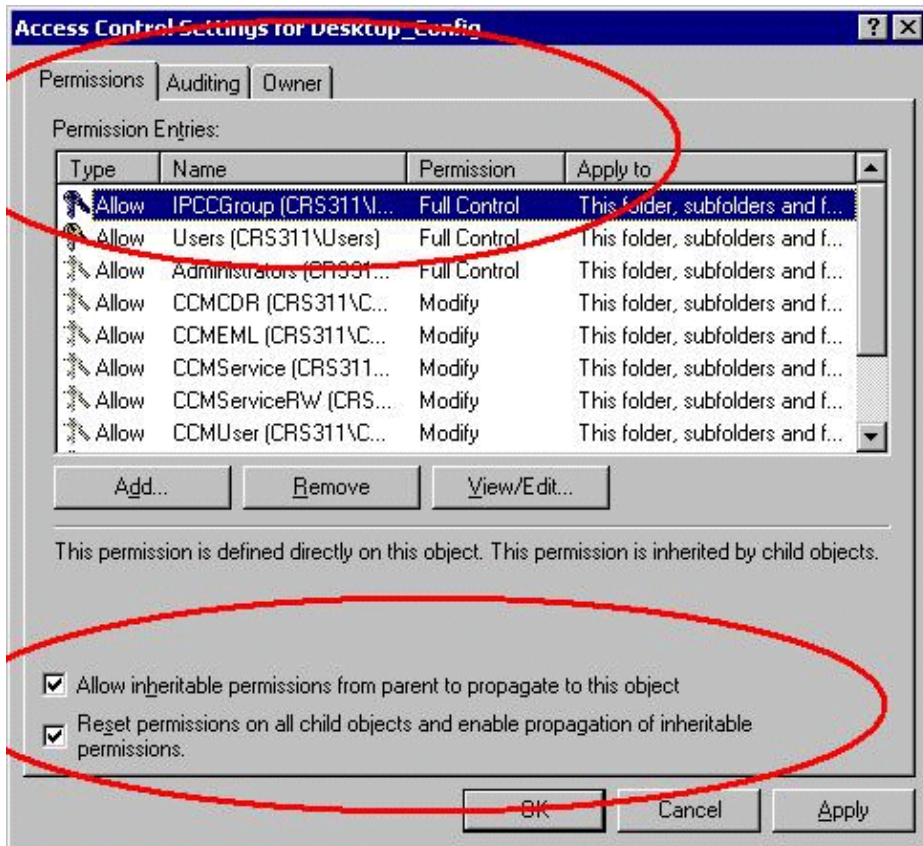


10. Click **OK**, to return to the Properties dialog box.
11. Click the **Full Control** checkbox, as shown in Desktop Config Properties window.



12. Click **Apply**.
13. Click **Advanced**.

- In the Permissions Entries dialog box, select the appropriate group, as shown under Permission Entries, below, and check both boxes for the **Allow inheritable permissions from parent to propagate to this object** and **Reset permissions on all child objects and enable propagation of inheritable permissions**.



- Click **Apply**.
- Click **OK** to close.

Create a Batch File on Cisco Agent Desktop Workstation

- Create a text file on the Cisco Agent Desktop workstation that is always on the network with the following syntax:

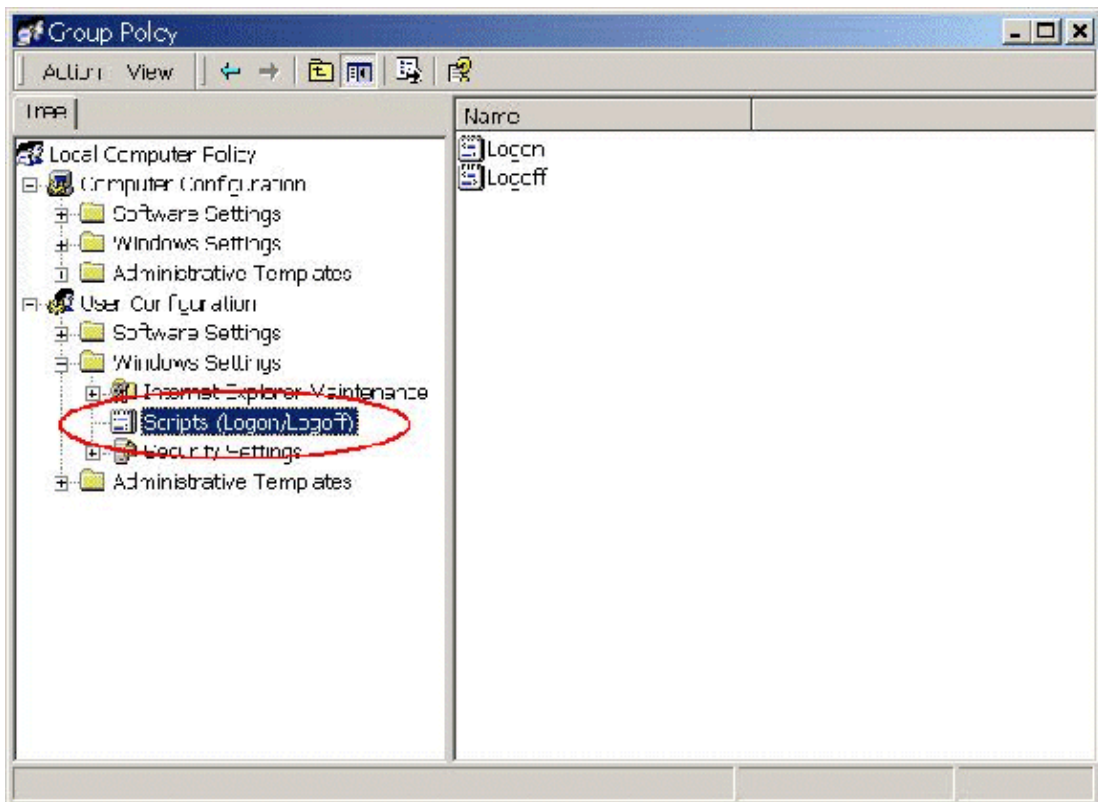
```
net use <x>: \\<servername>\DESKTOP_CFG <pwd> /user:<user>
```

Legend	Description
<x>	Drive letter
<servername>	Physical server name
<pwd>	Password for user
<user>	Local user name

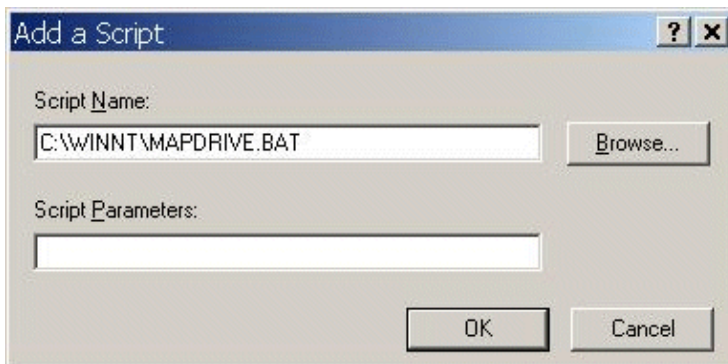
- Save this file as a batch file on the machine's **C:** drive, or somewhere easy to find it (for example: `c:\WINNT\mapdrive.bat`).

Edit Workstation Group Policy

1. Open a command prompt, click **Start > Run**.
2. In the run dialog box, type **gpedit.msc**.
3. Click **Enter**, the Group Policy Editor window displays.

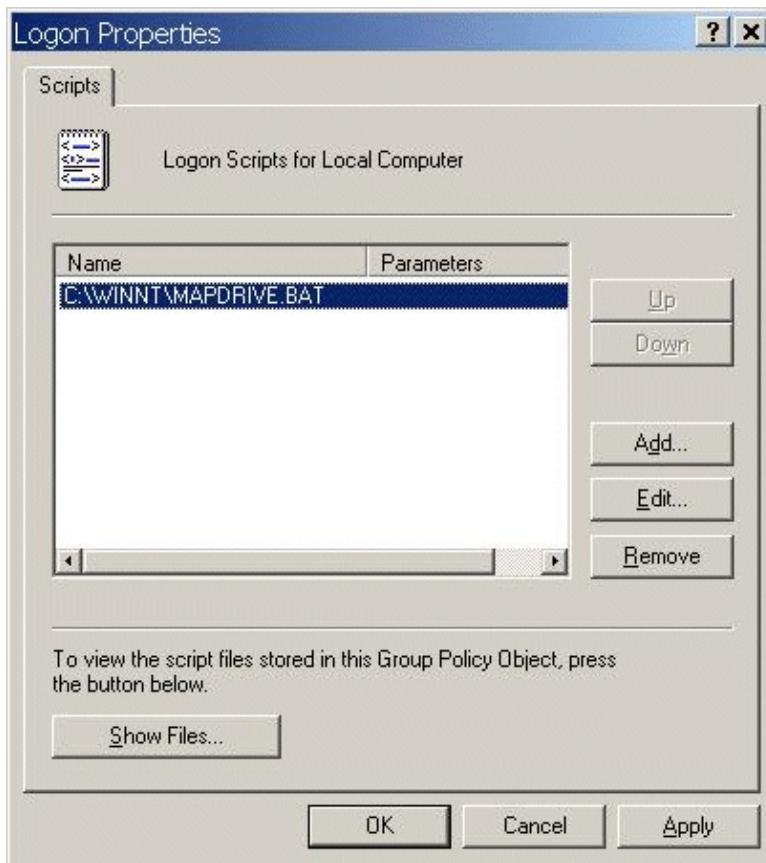


4. Under User Configuration, expand Windows Settings and select **Scripts (Logon/Logoff)**.
5. Double-click the **Logon** icon on the right.
6. Click **Add** to a new login script.
7. Browse for the batch file created in the section above **Create Batch File** on the Cisco Agent Desktop, as shown below.



8. Click **OK**.

Note: Notice the script listing in the following window.



9. Click **OK**.
10. Close the **Group Policy Editor**.
11. Restart the workstation and the policy applies itself.

When you log into the network again, the drives should map.

Note: If the network is not available, the drive does not map.

NetPro Discussion Forums – Featured Conversations

Networking Professionals Connection is a forum for networking professionals to share questions, suggestions, and information about networking solutions, products, and technologies. The featured links are some of the most recent conversations available in this technology.

NetPro Discussion Forums – Featured Conversations for Customer Contact Software

IP Communications and Video: Contact Center

Related Information

- **Cisco IPCC Express Edition – Technical References**
- **Setting up Cisco CallManager Traces for the TAC**
- **AVVID TAC Cases: Collecting Troubleshooting Information**
- **Technical Support – Cisco Systems**

All contents are Copyright © 1992–2006 Cisco Systems, Inc. All rights reserved. Important Notices and Privacy Statement.

Cisco – Automating DESKTOP_CFG Share Drive Mapping in Cisco Agent Desktop for IPCC Express

