

Configuring Cisco WebAttendant Client Application Settings for Non-Administrator Accounts on MS Windows NT 4.0 or Windows 2000 Systems in Cisco CallManager 3.1

Document ID: 5301

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NetPro Discussion Forums – Featured Conversations

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Introduction

This document is part of a document set. Refer to *Installing and Configuring Cisco WebAttendant for CallManager 3.1* for information on each of these documents.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

This document is not restricted to specific software and hardware versions.

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

Refer to *Cisco Technical Tips Conventions* for more information on document conventions.

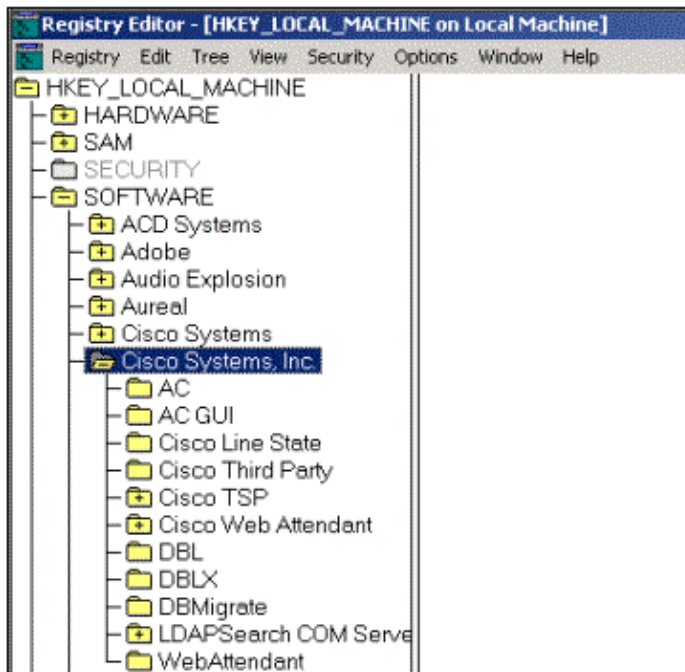
Problem

After the system administrator installs the Cisco WebAttendant plug-in on a PC with MS Windows NT, the WebAttendant Client settings disappear if a non-administrator user tries to launch the WebAttendant Client.

Solution

In order to resolve this issue, an administrator needs to log in to the PC and perform these steps:

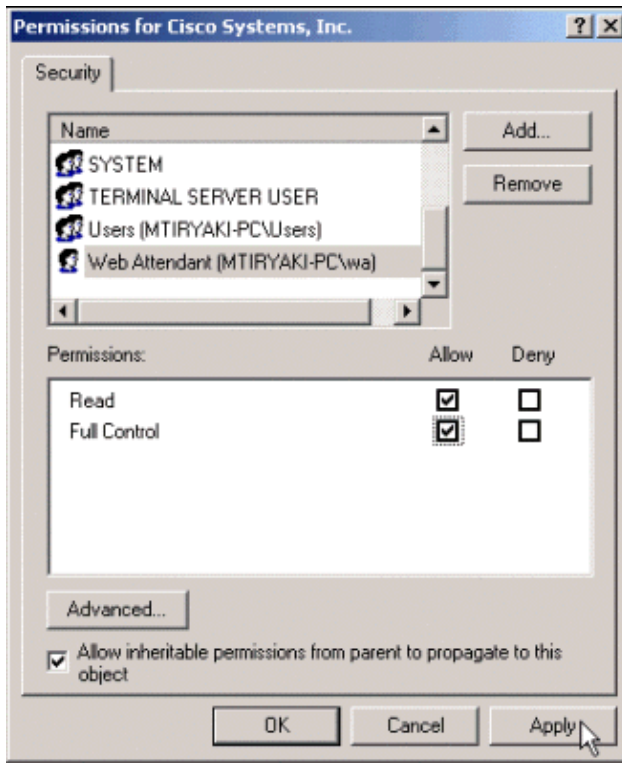
1. Go to **Start > Run**. Type **regedt32** and press **Enter**.
2. Locate **[HKEY_CURRENT_USER\SOFTWARE\Cisco Systems, Inc.]**.



3. While the Cisco Systems, Inc key is highlighted, choose **Permissions** from the Security drop-down menu.
4. Click **Add** and then select the WebAttendant user. Grant both Read and Full Control permissions for that user.

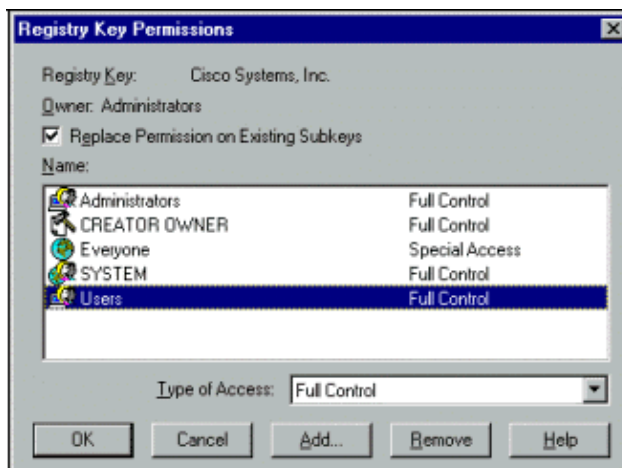
Windows NT 2000

Make sure that the **Allow inheritable permissions from parent to propagate to this object** box is checked.



Windows NT 4.0

Make sure that the **Replace Permission on Existing Subkeys box** is checked.



5. Click **OK** and exit the program. This completes this task.

The user can now log in and use the Cisco WebAttendant Client.

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Related Information

- **Voice Technology Support**
- **Voice and IP Communications Product Support**
- *** Recommended Reading: Troubleshooting Cisco IP Telephony**
- **Technical Support & Documentation – Cisco Systems**

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