

Creating Cisco IP SoftPhone Customization Files

Document ID: 6179

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Introduction

This document describes how to pre-configure settings for the Cisco IP SoftPhone and save them to installation customization files. These files can be used by client systems to more easily install and run Cisco IP SoftPhone.

These files are created by Cisco's IP SoftPhone customization tool. The tool extracts settings for Cisco IP SoftPhone and saves them in three administrator customization files:

Customization File	Description
CCNSoftPhone.reg	Stores user configuration settings
DialingRules.rul	Stores dialing rule settings
Directories.dir	Stores directory settings

The customization tool copies these files into the CustomizationFiles folder in Cisco IP SoftPhone. System administrators then place this folder on a network server or web server for users to access when Cisco IP SoftPhone is later installed.

This document is part of a document set. It assumes you have already gone through the previous steps and are able to log in as administrator on the Cisco CallManager system. For information on each of the other documents, consult the index for Installing and Configuring Cisco IP SoftPhone.

This document uses the Default Device Pool. In addition, all Locations are set to <None>, all Calling Search Spaces are set to <None> and all Partitions are set to <None>. Please make sure to adapt these fields' values to your topology when appropriate.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on these software and hardware versions:

- Cisco CallManager version 3.0 (revision 6 or later)
- Cisco CallManager 3.1 requires Cisco IP SoftPhone version 1.2 or later
- Windows 95, Windows 98, Windows NT 4.0 (SP4 or greater), or Windows 2000

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.

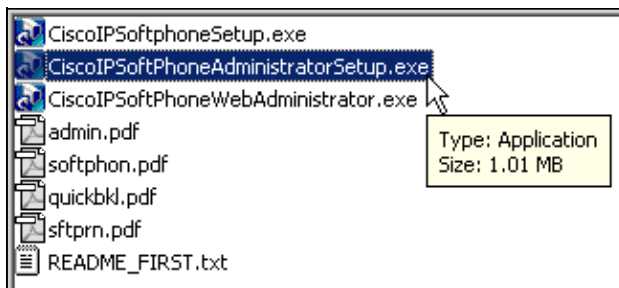
Conventions

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

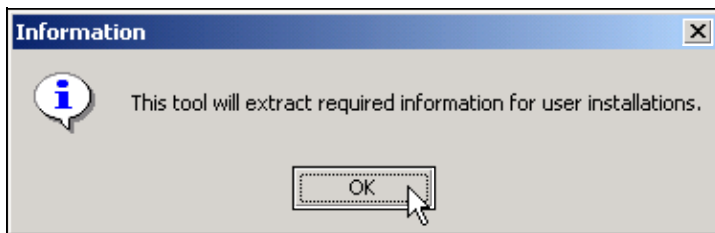
Run CiscoIPSoftPhoneAdministratorSetup.exe

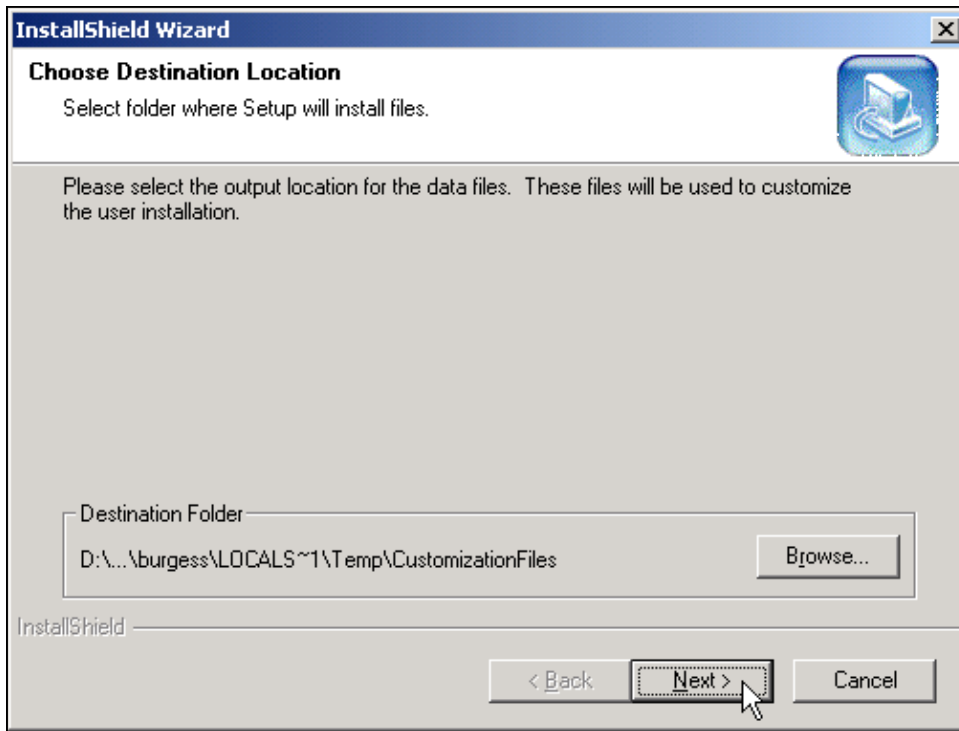
Complete these steps to run CiscoIPSoftPhoneAdministratorSetup.exe:

1. Click **CiscoIPSoftPhoneAdministratorSetup.exe** to run the setup.



2. An informational popup screen should appear. Click **OK** to continue.



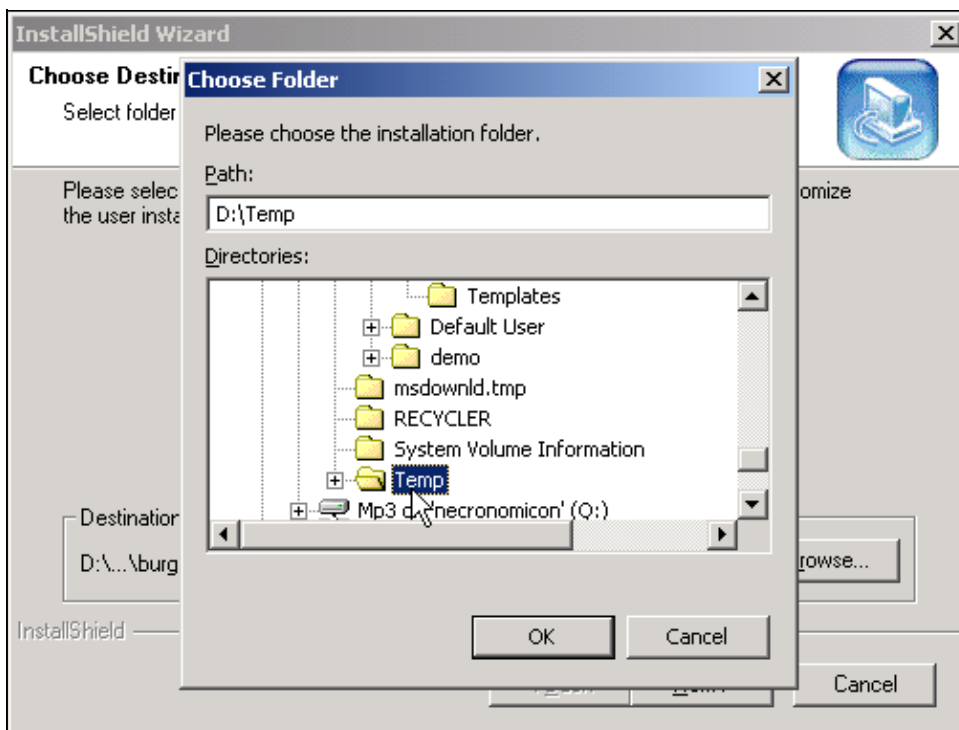


Choose a Location for the Customized Data Files

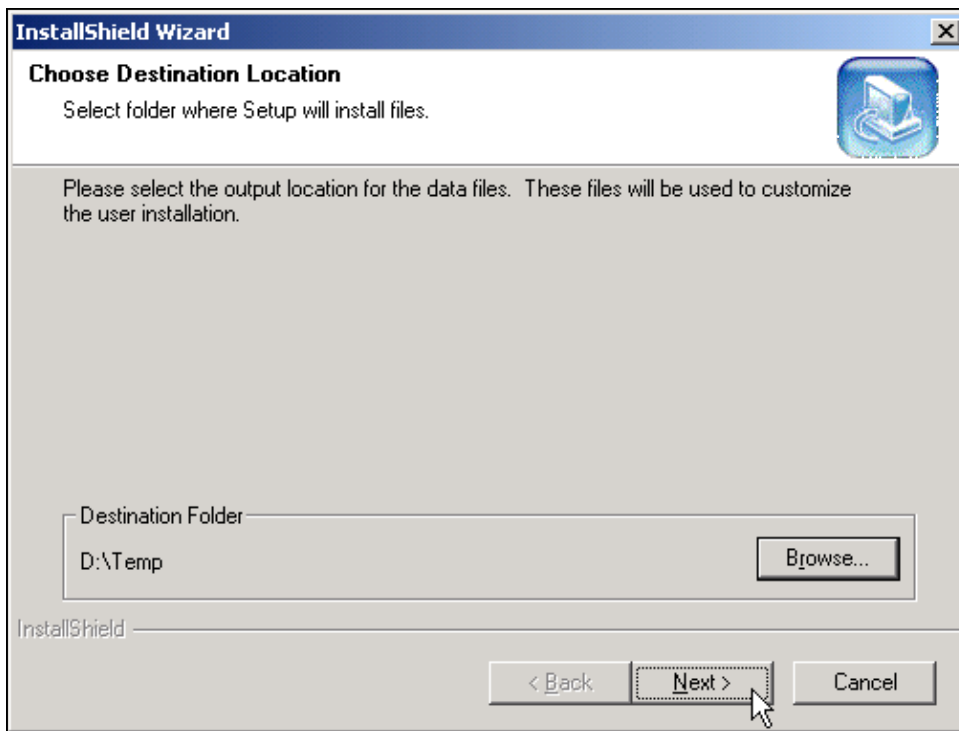
Complete these steps to choose a location for the customized data files:

1. Click **Browse...** and select a location where you want to save the customization files and click **OK**.

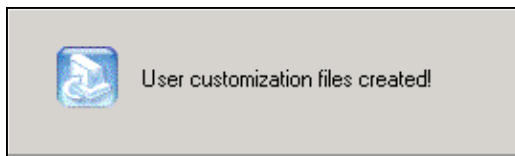
In this example, the **D:\Temp** directory is chosen for the location of the customization files.



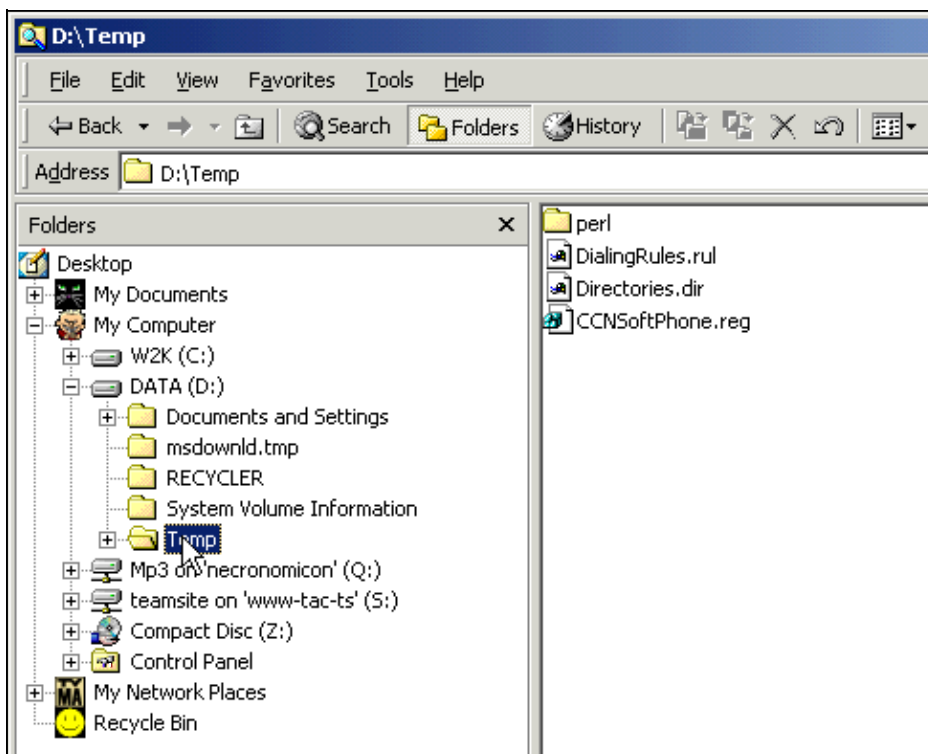
2. To start the extraction process, click **Next**.



This message appears.



The Cisco IP SoftPhone Customizer utility creates three administrator customization files with the settings you configured earlier. The files appear similar to this:

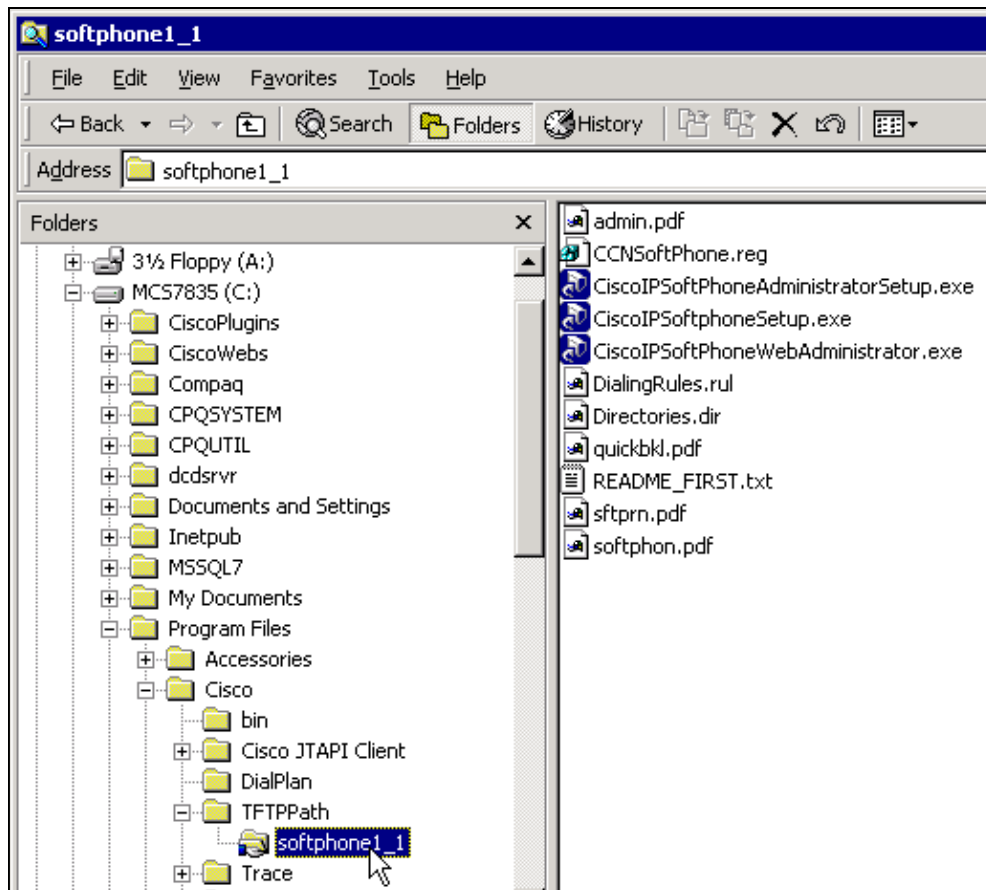


Next, the files need to be moved to a server. Continue with the Copy the Customization Files to the Server procedure.

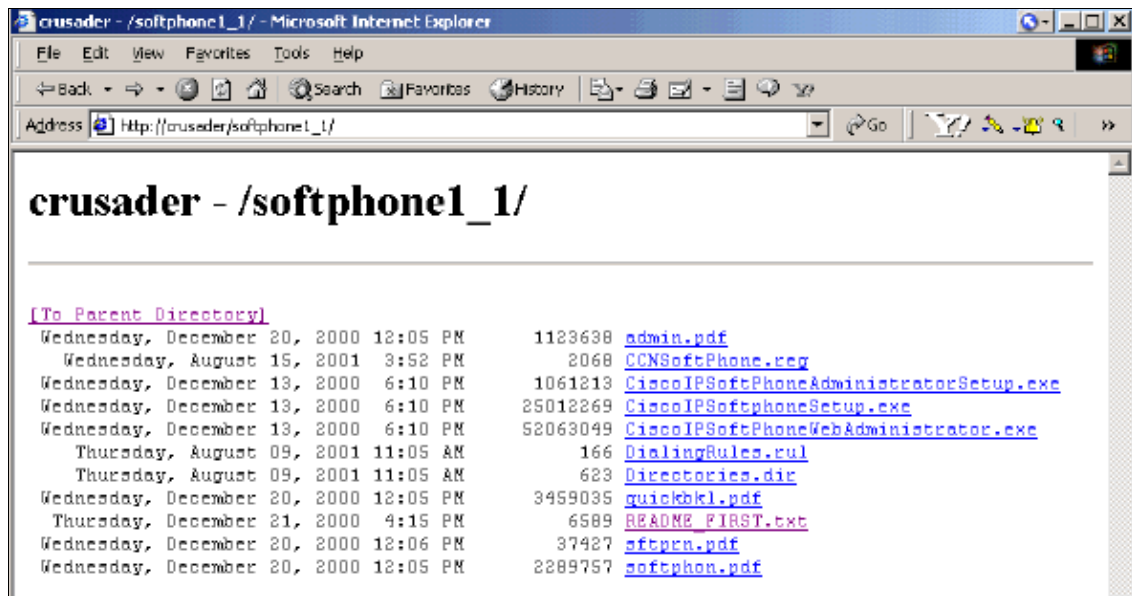
Copy the Customization Files to the Server

Typically, the customization files reside on a server in the same location as the Cisco IP SoftPhone installation files.

In this case, the server is the Cisco CallManager server, *crusader*. A directory was created under the *TFTPPath* directory called *softphone1_1*.



The softphone1_1 directory is served out via the Cisco CallManager's web server. Browsing to the directory should look like this:



There is nothing magic about serving the files out from the Cisco CallManager system, however. Any server will do.

You have now completed this task. Return to the index page

Related Information

- [Voice Technology Support](#)
- [Voice and Unified Communications Product Support](#)
- [Recommended Reading: Troubleshooting Cisco IP Telephony](#)
- [Technical Support – Cisco Systems](#)

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