

Configuring Cisco WebAttendant Client Application Settings for Non- Administrator Accounts on MS Windows NT 4.0 or Windows 2000 Systems for Cisco CallManager 3.0

Document ID: 7809

Introduction

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NetPro Discussion Forums – Featured Conversations

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Introduction

This document is part seven of a ten document set. For information on each of these documents, consult the index for this set:

- Installing and Configuring Cisco WebAttendant for CallManager 3.0

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

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

Conventions

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

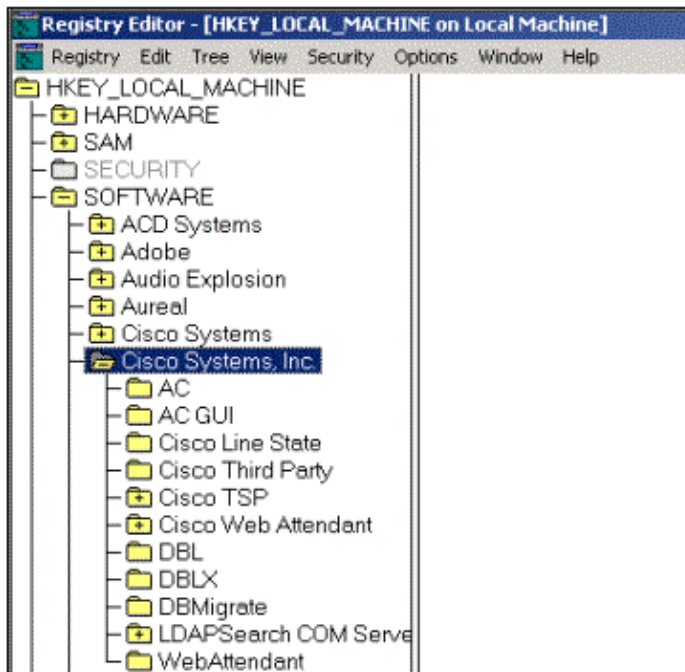
Problem

After the system administrator installs the 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 complete these steps:

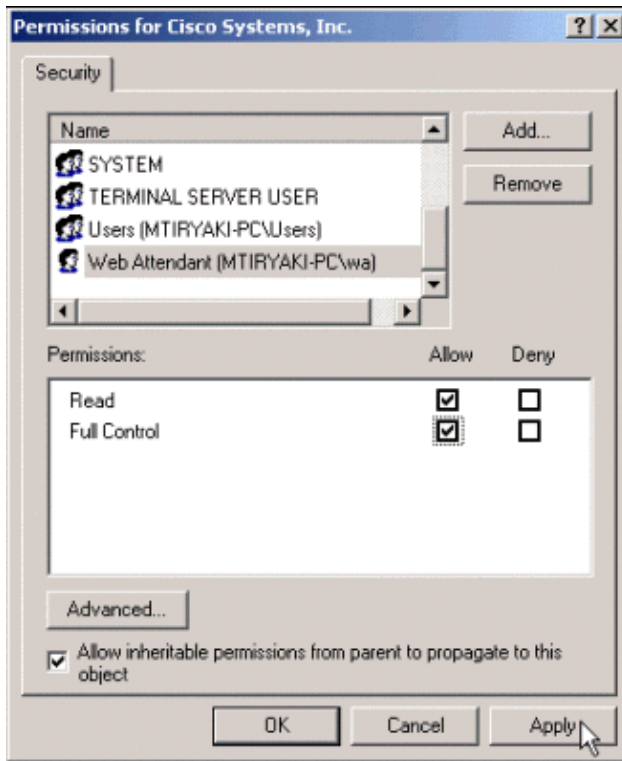
1. Choose **Start > Run**, type **regedt32**, and press **Enter**.
2. Locate **[HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems, Inc.]**.



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

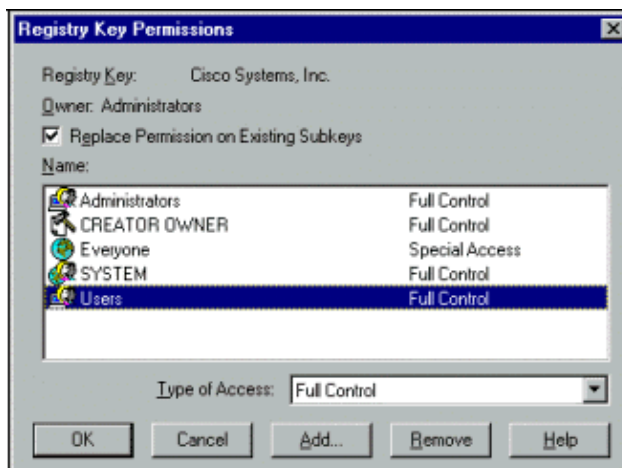
Windows NT 2000

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



Windows NT 4.0

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



5. Click **OK** and exit the program.

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

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Cisco – Configuring Cisco WebAttendant Client Application Settings for Non– Administrator Accounts on MS

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Voice & Video: IP Phone Services for End Users
Voice & Video: Unified Communications
Voice & Video: IP Phone Services for Developers
Voice & Video: General

Related Information

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

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