



Microsoft OCS Remote Call Control Installation

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Deployment of Phone Selection Plug-in

The Phone Selection plug-in adds a Device Selection tab to the Microsoft Office Communicator client interface that enables the user to select a phone device to control. Microsoft Office Communicator connects to the IM and Presence Service node, and the Phone Selection tab displays in a pane below the contacts list on Microsoft Office Communicator, as shown in [User Unable to Switch Selected Device from Cisco Unified IP Phone to Cisco IP Communicator, on page 3](#).

You must install the Phone Selection plug-in for the user if:

- on IM and Presence Service, the Microsoft Server Type value is MOC Server OCS, and
- the user has multiple devices (lines), and
- on Microsoft OCS, the LINE URI for the user does not uniquely identify a line appearance (for example, there is no device=, or partition=, or both, in the LINE URI)

Install Phone Selection Plug-in on a Client PC

Before You Begin

For this procedure you will require:

- Your username and password for Cisco Unified Communications Manager IM and Presence Service User Options.

- The Phone Selection plug-in installer file **Cisco MOC RCC Plug-in.msi**, which you can download from Cisco Unified CM IM and Presence Administration. To download the plug-in select **Application > Plugins** and click the link **Cisco Unified CM IM and Presence MOC Remote Call Control Plugin**.
- The administrator must assign the user to the "Standard CCM End User" Group. Confirm that you have been added to this group.

Procedure

- Step 1** Run the following command on the client PC, where the CUPFQDN value specifies the FQDN of your IM and Presence Service node:
msiexec /I "plug_in_filename.msi" CUPFQDN=my-CUP.cisco.com /L*V install_log.txt
- Note** If you do not specify the FQDN of your IM and Presence Service node in this command the plug-in installation will be aborted.
- Step 2** Follow the installation instructions to finish installing the Phone Selection plug-in.
- Step 3** Launch Microsoft Office Communicator, and verify that the IM and Presence Service tab connects and displays on the interface.
-

Uninstall Phone Selection Plug-in

To uninstall the Phone Selection plug-in, run the following command on the client PC:

```
msiexec /x "<plug_in_filename>" /L*V install_log.txt
```

Access Phone Selection Through a Web Browser

You use the Cisco Unified Communications Manager IM and Presence Service User Options Web interface (Web interface) to customize settings, create personal response messages, and organize contacts.

Before You Begin

Confirm the following information from your system administrator:

- The hostname, FQDN, or IP address for the Web interface.
- Your username and password for the Web interface.
- To be able to log in to the Web interface, the administrator must assign the user to the "Standard CCM End User" Group. Confirm that you have been added to this group.

Procedure

- Step 1** Open a supported Web browser on your computer.
- Step 2** Enter the URL for the Web interface:
https://imp_ip:8443/cupuser/mocSelectEdit.do?mini=true

Where *imp_ip* is the hostname, FQDN, or IP address of the IM and Presence Service node.

Step 3 Enter your username for the Web interface.

Step 4 Enter your password for the Web interface that was provided by your system administrator.

Step 5 Click **Login**.

To log out of the Web interface, click **Logout** in the upper right corner of the **User Options** page. For security purposes, you will be automatically logged out of the Web interface after thirty minutes of inactivity.

Troubleshooting Remote Call Control

Microsoft Office Communicator Users Hear Two Beeps for Each DTMF Tone

When running Microsoft Office Communicator with Remote Call Control, users can select Cisco IP Communicator as their phone device.

In this scenario, when a user makes a call and enters DTMF tones (for example, when entering a voicemail password), the DTMF tones beep twice for each button press—once from Microsoft Office Communicator and once from Cisco IP Communicator. This is normal and expected behavior when DTMF is negotiated in-band; it does not happen if DTMF is negotiated out-of-band.

User Unable to Switch Selected Device from Cisco Unified IP Phone to Cisco IP Communicator

This problem can occur if you have configured the device name for Cisco IP Communicator to be the same as the Cisco Unified Communications manager username. This is not a supported configuration, and you should change the device name for Cisco IP Communicator to a unique name.

Remote Call Control is Not Working Following OCS Restart

If Remote Call Control is not working for the Microsoft Office Communicator users, and the SIP Proxy service is not processing incoming messages from the Microsoft Office Communicator Server, check the following:

This can be caused by a high number of simultaneous sign in attempts on Microsoft Office Communicator after restarting the

Microsoft OCS. When many of these attempts are made concurrently, the SIP Proxy service is flooded with INVITES and INFO messages.

- 1 Notify users about the service outage and recommend that they sign out of Microsoft Office Communicator during this time.
- 2 Stop the SIP Proxy service.
- 3 Restart the Microsoft OCS.
- 4 Restart the SIP Proxy service.
- 5 Notify users that they must sign in again to ensure that Remote Call Control is working properly.

Microsoft Office Communicator Client Cannot Connect to the IM and Presence Service Tab

If the Microsoft Office Communicator client cannot connect to the IM and Presence Service tab, check the following:

- You may have specified an invalid IP address or FQDN for your IM and Presence Service node. Repeat the plug-in installation procedure, specifying the correct IM and Presence Service node address in the command in Step 1.
- If you experience tab connection problems, note the following:
 - You may need to add the web address of the IM and Presence Service node to the list of trusted web addresses in the browser on the client PC. In Microsoft Internet Explorer, select **Internet Options > Security > Trusted Sites**, and add the web address **https://<IM and Presence Service_node_name>** to the list of trusted web addresses.
 - You may need to add the HTTPS web address of your domain to the security zone of the IM and Presence Service node. In Microsoft Internet Explorer, select **Internet Options > Security > Local intranet > Sites > Advanced**, and add the entry **https://*.your-domain** to the list of web addresses for the security zone.
- If an error message displays informing users that they do not have permission to use this feature, you need to enable users for Microsoft Office Communicator on IM and Presence Service.

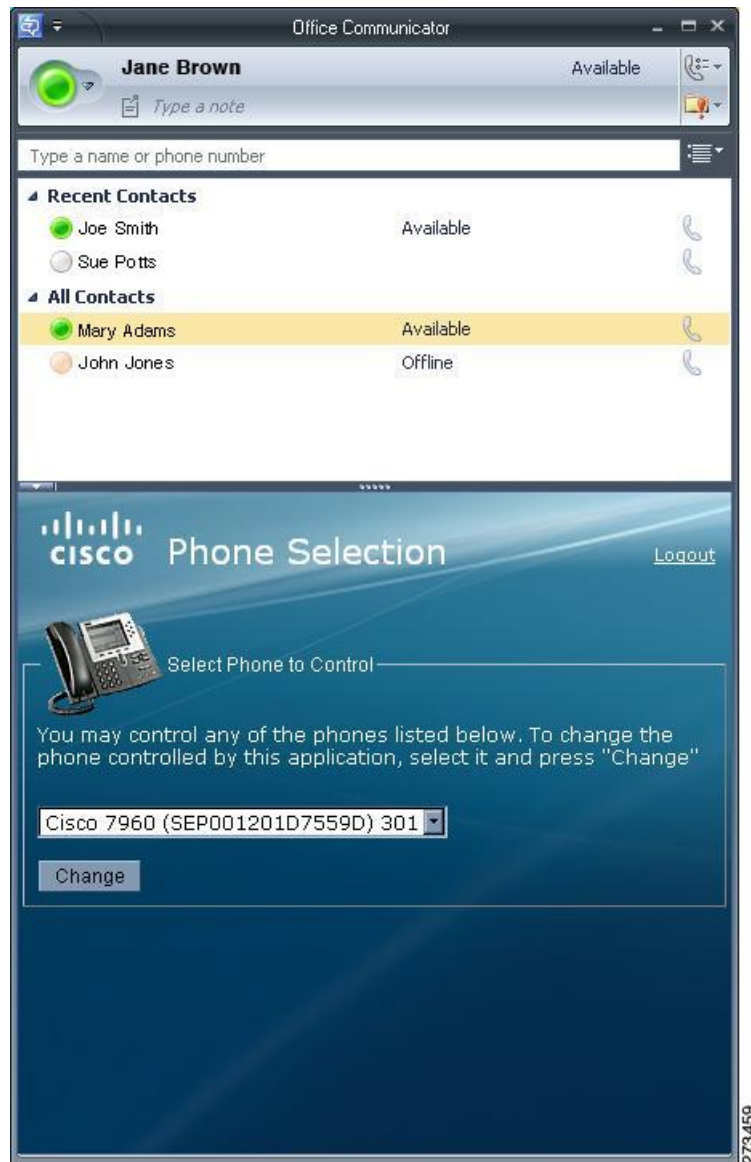
Problems Installing the Plug-in on Microsoft Vista

If you are running a Microsoft Vista platform and you experience problems installing the plug-in, you may need to turn off User Access Control (UAC) on the client PC. Follow this procedure to turn off UAC:

- 1 Sign in to the client PC with the credentials of a member of the local Administrators group.
- 2 Select **Start > Control Panel > User Accounts**.
- 3 Select **User Accounts** in the User Accounts pane.
- 4 Select **Turn User Account Control On or Off** in the User Accounts task pane.
- 5 If UAC is currently configured in Admin Approval Mode, the User Account Control message displays. Select **Continue**.
- 6 Uncheck **Use User Account Control (UAC) to help protect your computer**.
- 7 Select **OK**.

- 8 Select **Restart Now** to apply the change.

Figure 1: Microsoft Office Communicator client with Phone Selection tab



Related Topics

[Uninstall Phone Selection Plug-in, on page 2](#)

[Distribution of Plug-in Information, on page 6](#)

Distribution of Plug-in Information

Provide..	Explanation
Sign in information	Provide your user base with their usernames and passwords for the IM and Presence Service interface.
Instructions for using the Phone Selection plug-in.	Provide your users with the <i>Quick Start Guide for the Phone Selection Plug-In for the Microsoft Office Communicator Call Control Feature for Cisco Unified Presence Release 7.03</i> .