



CHAPTER 2

Automatically Populating the Cisco Unified Communications Manager Server Address and Username

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You can distribute the Cisco Unified Communications Manager server address to your Click to Call user base using one of the following options:

1. Create a registry file that contains the Cisco Unified Communications Manager IP Phone Service (CCMCIP) address and the Cisco WebDialer service address. Then create a self-extracting application installer file containing the registry file and the setup installer file, and provide this (local) installer file to the Click to Call user base associated with this Cisco Unified Communications Manager server. When your users install the application using the (local) installer file, the Cisco Unified Communications Manager server address automatically populates.
2. Create a registry file that contains the Cisco Unified Communications Manager CCMCIP and the WebDialer service addresses, and push this registry file to the Click to Call user base using a remote desktop management tool.



Note In the registry file you can also enable the discovery of the username value from the client PC. If username discovery is enabled, Click to Call populates the username field on the application with the username value with which the user logs into the client PC.

3. Use the group policy functionality on Microsoft Active Directory to automatically configure the Cisco Unified Communications Manager server address for the user on the Click to Call application.



Note

CCMCIP is a service that runs on all Cisco Unified Communications Manager nodes in a cluster. The CCMCIP service address that you configure can be the IP address of any Cisco Unified Communications Manager node in a cluster. However, to avoid routing unnecessary traffic to the publisher node, and potentially overloading the publisher node, we recommend that you configure the IP address of a *subscriber* node for the CCMCIP service address.

We recommend you use option two above, where you push the registry file to your users using a remote desktop management tool.

Alternatively you can provide your users with their Cisco Unified Communications Manager server address information, and each user must manually enter their Cisco Unified Communications Manager server address in the Preferences screen on Click to Call following application installation.

- [Distributing the Server Address Using a Self-Extracting Installer File, page 2-2](#)
- [Distributing the Server Address Using Registry Key Push, page 2-3](#)
- [Distributing the Server Address Using the Group Policy Feature on Microsoft Active Directory, page 2-4](#)

Distributing the Server Address Using a Self-Extracting Installer File

Before You Begin

- Download the application installer file.
- For this procedure you will require a zip program that can run a setup .exe after unzipping.
- If you are administering more than one Cisco Unified Communications Manager server, you will need to create one self-extracting installer file *per* Cisco Unified Communications Manager server, and distribute each installer file to the appropriate Cisco Unified Communications Manager user base.

Procedure

Step 1 Using a text editor, create a registry file called **CiscoUnifiedCommunicationsWidgetsConfig.reg**.

Step 2 Add the following text to **CiscoUnifiedCommunicationsWidgetsConfig.reg**:

```
Windows Registry Editor Version 5.00

[HKEY_CURRENT_USER\Software\Policies\Cisco]

[HKEY_CURRENT_USER\Software\Policies\Cisco\Unified Communications]
"CCMCIPServer"="NY CUCM"
"WebDialerServer"="NY WEBDIALER"
"OverrideLocalCCMCIPServerSetting"=dword:00000000
"OverrideLocalWebDialerServerSetting"=dword:00000000
"UseDefaultWindowsUserName"=dword:00000001
```



Note Keep the line space after the first two lines.

Step 3 For the **CCMCIPServer** parameter value, enter the Cisco Unified Communications Manager IP address or server name. In the example file above, the server name of the Cisco Unified Communications Manager is “NY CUCM”.

Step 4 If the Cisco WebDialer service is running on a different server to the CCMCIP service, for the **WebDialerServer** parameter value, enter the Cisco Unified Communications Manager IP address or server name running the WebDialer service. In the example file above, the server name of the Cisco Unified Communications Manager is “NY WEBDIALER”.

Step 5 To enable or disable the discovery of the Click to Call username value from the client PC, edit the **UseDefaultWindowsUserName** parameter as follows:

- If this parameter is set to 1, the Click to Call username is discovered from the client PC and populated in the Preferences screen of the Click to Call application.
- If this parameter is set to 0, the Click to Call username is not populated.

- Step 6** To allow the user to edit the CCMCIP server address field on the application, edit the `OverrideLocalCCMCIPServerSetting` parameter as follows:
- If this parameter is set to 1, the CCMCIP server address field is not editable on the application.
 - If this parameter is set to 0, the CCMCIP server address field is editable on the application.
- Step 7** Save the `CiscoUnifiedCommunicationsWidgetsConfig.reg` file.
- Step 8** Create a .zip file called `ClicktoCall.zip` that contains the following files:
- `ClicktoCallSetup.exe` (the application installer)
 - `CiscoUnifiedCommunicationsWidgetsConfig.reg`
- Step 9** Using the self-extracting zip program, create a self extracting exe from the `ClicktoCall.zip` file. Assign a name to the new exe file that identifies the Cisco Unified Communications Manager server, for example, `Click_to_Call_NY.exe`.
- Step 10** Verify that the new application installer file, for example `Click to Call_NY.exe`, has been created.
- Step 11** Run the `Click_to_Call_NY.exe` file and verify that the Cisco Unified Communications Manager server address(es) are populated in the Preferences screen of the Click to Call application.
- Step 12** Distribute the installer file to the appropriate Click to Call user base for that Cisco Unified Communications Manager server.
- Step 13** Repeat this procedure for each Cisco Unified Communications Manager server that you administer.
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Related Topics

[Downloading the Installer Package, page 4-17](#)

What To Do Next

[Distributing the Installer Package, page 4-18](#)

Distributing the Server Address Using Registry Key Push

Before You Begin

For this procedure you will require a remote desktop management tool to push the registry key to your Click to Call user base.

Procedure

- Step 1** Using a text editor, create a registry file called `CiscoUnifiedCommunicationsWidgetsConfig.reg`.
- Step 2** Add the following text to `CiscoUnifiedCommunicationsWidgetsConfig.reg`:

```
Windows Registry Editor Version 5.00

[HKEY_CURRENT_USER\Software\Policies\Cisco]

[HKEY_CURRENT_USER\Software\Policies\Cisco\Unified Communications]
"CCMCIPServer"="NY CUCM"
"WebDialerServer"="NY WEBDIALER"
"OverrideLocalCCMCIPServerSetting"=dword:00000000
"OverrideLocalWebDialerServerSetting"=dword:00000000
"UseDefaultWindowsUserName"=dword:00000001
```



Note Keep the line space after the first two lines.

- Step 3** For the `CCMCIPServer` parameter value, enter the Cisco Unified Communications Manager IP address or server name. In the example file above, the server name of the Cisco Unified Communications Manager is “NY CUCM”.
- Step 4** If the Cisco WebDialer service is running on a different server to the CCMCIP service, for the `WebDialerServer` parameter value, enter the Cisco Unified Communications Manager IP address or server name running the WebDialer service. In the example file above, the server name of the Cisco Unified Communications Manager is “NY WEBDIALER”.
- Step 5** To enable or disable the discovery of the Click to Call username value from the client PC, edit the `UseDefaultWindowsUserName` parameter as follows:
- If this parameter is set to 1, the Click to Call username is discovered from the client PC and populated in the Preferences screen of the Click to Call application.
 - If this parameter is set to 0, the Click to Call username is not populated.
- Step 6** To allow the user to edit the CCMCIP server address field on the application, edit the `OverrideLocalCCMCIPServerSetting` parameter as follows:
- If this parameter is set to 1, the CCMCIP server address field is not editable on the application.
 - If this parameter is set to 0, the CCMCIP server address field is editable on the application.
- Step 7** Save the `CiscoUnifiedCommunicationsWidgetsConfig.reg` file.
- Step 8** Use a remote desktop management tool to push the `CiscoUnifiedCommunicationsWidgetsConfig.reg` to your Click to Call user base.
- Step 9** Download the application installer file.
- Step 10** Distribute the installer file to the Click to Call user base.
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What To Do Next

[Downloading the Installer Package, page 4-17](#)

Related Topics

[Dialing Rule Tab Deactivation, page 3-16](#)

Distributing the Server Address Using the Group Policy Feature on Microsoft Active Directory

You can use the group policy functionality on Microsoft Active Directory to automatically configure the Cisco Unified Communications Manager server address for the user on the Click to Call application. The group policy functionality allows you to create a Group Policy Object (GPO) that contains registry settings that are written to the registry on the local machine of the user. Microsoft Active Directory will automatically distribute this GPO to the organizational unit(s) or domain that are associated with the GPO.

In the case of the Click to Call application, you create a GPO that contains the Cisco Unified Communications Manager server address settings. When this GPO is automatically distributed, the Cisco Unified Communications Manager server address is written to the registry on local machine of the user. The server address is automatically configured at user login, or when the user receives the next automatic update from Microsoft Active Directory.

This section only provides a high level overview of the tasks required to configure the GPO for the Click to Call application. It is assumed that you have prerequisite knowledge of configuring GPO on Microsoft Active Directory.

If you have no prior knowledge of configuring GPO on Active Directory, refer to the Active Directory documentation at the following URLs:

- Active Directory 2003: <http://technet2.microsoft.com/windowsserver/en/technologies/featured/ad/default.mspx>
- Active Directory 2008: <http://technet2.microsoft.com/windowsserver2008/en/library/>

**Note**

The GUI for configuring a GPO differs between Active Directory version 2003 and version 2008.

Before You Begin

On the software download site, navigate to the Cisco Unified Communications Widgets page in the Voice Software Downloads section, and locate and download the **Click to Call.adm** file. If you cannot locate the file, request it from your Cisco representative. The software download site is available at the URL: <http://www.cisco.com/kobayashi/sw-center/sw-voice.shtml>

Procedure

- Step 1** Create a GPO for the Click to Call application, called for example 'ClicktoCall'. You need to create a GPO *per* Cisco Unified Communications Manager server (if you are administering more than one server).
- Step 2** Open the ClicktoCall GPO in the Group Policy Object Editor.
- Step 3** Add the administrative template **Click to Call.adm** (supplied to you at application installer download) to the ClicktoCall GPO.
- Step 4** Select the WebDialer Service Group Policy item under the **Cisco Unified Communications > Click-To-Call** folder in the location where the administrative templates are stored (this location varies depending on the Active Directory version you are using).
- Step 5** Enable the WebDialer Service Group Policy item by clicking the **Enabled** option.
- Step 6** Configure the following properties for the WebDialer Service Group Policy item:
 - Enter the Web Dialer server name or IP address.
 - Check the **Override local setting** checkbox. This setting is used to override any previous Web Dialer server name or IP address value manually configured on the local machine of the user.
- Step 7** Select the Device Query Service Group Policy item under the **Cisco Unified Communications > Click-To-Call** folder in the location where the administrative templates are stored (this location varies depending on the Active Directory version you are using).
- Step 8** Enable the Device Query Service Group Policy item by clicking the **Enabled** option.
- Step 9** Configure the following properties for the Device Query Service Group Policy item:
 - Enter the Device Query server name or IP address.

- Check the **Override local setting** checkbox. This setting is used to override any previous Cisco Unified Communications Manager server name or IP address value manually configured on the local machine of the user.

Step 10 Apply the ClicktoCall GPO to the highest organization unit, or organization units, or domain that includes your entire Click to Call user base.

Step 11 If required, refine the ClicktoCall GPO association to a sub-set of users within the organization unit, or organization units, or domain based using the security group filtering feature.

What To Do Next

[Downloading the Installer Package, page 4-17](#)