



## CHAPTER 3

# Automatically Populating the Cisco Unified Communications Manager Server Address and Username

---

Revised: June 17, 2010

- [Distribution Options, page 3-1](#)
- [Location of Registry Value Names, page 3-2](#)
- [Registry Value Names for Click to Call, page 3-2](#)
- [Distributing the Server Address Using Registry Key Push, page 3-5](#)
- [Distributing the Server Address Using the Group Policy Feature on Microsoft Active Directory, page 3-6](#)

## Distribution Options

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

- 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. To do this, you can use a software management system, for example, Altiris Deployment Solution, Microsoft System Center Configuration Manager (SCCM), and so on.



### Note

In the registry file you can also enable the discovery of the username value from the client computer. 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 computer.



### 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.

- Use the Microsoft Active Directory Group Policy to automatically configure the Cisco Unified Communications Manager server address for the user on the Click to Call application.
- 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 installation.

## Location of Registry Value Names

### Procedure

- 
- Step 1** Execute the following command to start the Registry Editor application:
- ```
regedit
```
- Step 2** If the registry key HKEY\_CURRENT\_USER\Software\Policies\Cisco\Unified Communications does not exist already, create the following keys in the HKEY\_CURRENT\_USER\Software\Policies key:
1. Cisco
  2. Cisco\Unified Communications
- Step 3** Create the registry value names you require in the HKEY\_CURRENT\_USER\Software\Policies\Cisco\Unified Communications key.
- [Table 3-1](#) lists the registry value names you can use. Create the value names as string values.
- 

## Registry Value Names for Click to Call

All of the registry value names in [Table 3-1](#) are string values.

**Table 3-1** Registry Value Names for Click to Call

| Value Name      | Description                                                                                                                                                                                                                                                                                                                                                                                                                           |
|-----------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CCMCIPServer    | Enter the IP address or server name of the Cisco Unified Communications Manager server.                                                                                                                                                                                                                                                                                                                                               |
| WebDialerServer | If the Cisco WebDialer service is running on a different server to the CCMCIP service, enter the server name of the Cisco Unified Communications Manager that is running the WebDialer service.<br><br><b>Note</b> The server name must match the name on the Cisco Unified Communications Manager certificate. For more information, see <a href="#">Installing the Cisco Unified Communications Manager Certificate, page 5-4</a> . |

**Table 3-1 Registry Value Names for Click to Call**

| <b>Value Name</b>                   | <b>Description</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|-------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| UseDefaultWindowsUserName           | To enable or disable the discovery of the Click to Call username value from the client computer, set this value as follows: <ul style="list-style-type: none"> <li>• 0: The Click to Call username is not populated.</li> <li>• 1: The Click to Call username is discovered from the client computer and populated in the User Name field in the Click to Call Preferences dialog box.</li> </ul>                                                                           |
| OverrideLocalCCMCIPServerSetting    | Enter one of the following values: <ul style="list-style-type: none"> <li>• 0: The user can edit the CCMCIP Service field on the application.</li> <li>• 1: The user cannot edit the CCMCIP Service field.</li> </ul>                                                                                                                                                                                                                                                       |
| OverrideLocalWebDialerServerSetting | Enter one of the following values: <ul style="list-style-type: none"> <li>• 0: The user can edit the WebDialer Service field on the application.</li> <li>• 1: The user cannot edit the WebDialer Service field.</li> </ul>                                                                                                                                                                                                                                                 |
| OverrideLocalUsernameSetting        | Enter one of the following values: <ul style="list-style-type: none"> <li>• 0: The user cannot edit the User Name field in the Click to Call Preferences dialog box. If you specify 0 and specify 1 for UseDefaultWindowsUserName registry value name, the User Name field is set to the Windows username and the user cannot edit it.</li> <li>• 1: The user can modify the User Name field in the Click to Call Preferences dialog box.</li> </ul>                        |
| UseEncryptedCredentials             | Specify how you want to encrypt the Cisco Unified Communications Manager password. Enter one of the following values: <ul style="list-style-type: none"> <li>• 0: The password is stored with obfuscation in the form of base-64 encoding. Specify this value if you want this installation of Click to Call to be compatible with previous installations, and with the Phone Designer application.</li> <li>• 1: The password is encrypted before it is stored.</li> </ul> |
| ResetProtocolHandlers               | Specify whether applications other than Click to Call can set themselves as the default application to handle calls to the tel protocol. Enter one of the following values: <ul style="list-style-type: none"> <li>• 0: Any application that has registered for control of the tel protocol can reset the tel protocol.</li> <li>• 1: Only clicktocall.exe can reset the tel protocol to Click to Call, when Click to Call is started.</li> </ul>                           |

**Table 3-1 Registry Value Names for Click to Call**

| Value Name                            | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|---------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| DisableCommunicator                   | <p>Specify whether to allow the Click to Call communicator.exe process to run. Click to Call includes a communicator.exe process. This is used to avoid issues with systems that have Microsoft Office Communicator installed.</p> <p>Microsoft Office Communicator checks if another communicator process is running and, if there is, Microsoft Office Communicator does not start. For SharePoint Smart Tags to work in Internet Explorer, a communicator.exe process must be running. If you do not have Microsoft Office Communicator running, then the Click to Call communicator.exe process enables the SharePoint Smart Tags to work.</p> <p>Enter one of the following values:</p> <ul style="list-style-type: none"> <li>• 0: Allows the Click to Call communicator.exe to run.</li> <li>• 1: Does not allow the Click to Call communicator.exe to run. Enter this value if your user base has Microsoft Office Communicator installed.</li> </ul> |
| DisplayPreferencesOnStartup           | <p>Specify whether the Click to Call Preferences dialog box is displayed automatically when you start the Click to Call configuration application.</p> <p>Enter one of the following values:</p> <ul style="list-style-type: none"> <li>• 0: Does not display the Click to Call Preferences dialog box.</li> <li>• 1: Displays the Click to Call Preferences dialog box when the Click to Call configuration application is started.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| AllowSystemTray                       | <p>Specify whether Click to Call is added to Windows taskbar when you close the Click to Call Preferences dialog box.</p> <p>Enter one of the following values:</p> <ul style="list-style-type: none"> <li>• 0: Does not add Click to Call to the Windows taskbar. The Click to Call configuration application closes when you close the Click to Call Preferences dialog box.</li> <li>• 1: Adds Click to Call to the Windows taskbar.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| \\Dial Rules\\OutsideLine             | Enter the number that is required to access an outside line, for example, 9.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| \\Dial Rules\\InternationalPrefix     | Enter the international prefix that is required to make a call outside of the country, for example, 00.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| \\Dial Rules\\DialingCodeConfigurable | <p>Enter one of the following values:</p> <ul style="list-style-type: none"> <li>• 0: The user cannot overwrite the dialing code setting in the application.</li> <li>• 1: The user can overwrite the dialing code setting in the application.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |

# Distributing the Server Address Using Registry Key Push

## Before You Begin

For this procedure you 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** Ensure that **CiscoUnifiedCommunicationsWidgetsConfig.reg** contains the following text:

```
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"="0"
"OverrideLocalWebDialerServerSetting"="0"
"UseDefaultWindowsUserName"="1"
"UseEncryptedCredentials"="0"
"ResetProtocolHandlers"="1"
"DisableCommunicator"="0"
"DisplayPreferencesOnStartup"="0"
"AllowSystemTray"="1"
[HKEY_CURRENT_USER\Software\Policies\Cisco\Unified Communications\Dial Rules]
"OutsideLine"="9"
"InternationalPrefix"="00"
"DialingCodeConfigurable"="1"
```



**Note** Lines 2 and 4 in the text are empty to make it easier to read the text.

**Step 3** In **CiscoUnifiedCommunicationsWidgetsConfig.reg**, enter values for the registry value names as described in [Table 3-1](#).

**Step 4** Save the **CiscoUnifiedCommunicationsWidgetsConfig.reg** file.

**Step 5** Use a remote desktop management tool to push the **CiscoUnifiedCommunicationsWidgetsConfig.reg** to your Click to Call user base.

**Step 6** Download the application installer file.

**Step 7** Distribute the installer file to the Click to Call user base.

## What To Do Next

- [Downloading the Installer Package, page 5-1](#)

## Related Topics

- [Dialing Rule Tab Deactivation, page 4-2](#)

# 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 for the current 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 for the current 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.aspx>
- 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://tools.cisco.com/support/downloads/go/Model.x?mdfid=282281061>

## 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** Select the **Enabled** option to enable the WebDialer Service Group Policy item.
- Step 6** Configure the following properties for the WebDialer Service Group Policy item:
  - Enter the Web Dialer server name or IP address.

- Check **Override local setting**. 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** Select the **Enabled** option to enable the Device Query Service Group Policy item.
- Step 9** Configure the following properties for the Device Query Service Group Policy item:
- Enter the Device Query server name or IP address.
  - Check **Override local setting**. 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 5-1](#)

