



CHAPTER 23

Configuring Cisco Unified Personal Communicator CTI Gateway Settings in Cisco Unified Presence Administration

January 27, 2009

- [How to Configure the CTI Gateway Settings, page 23-1](#)
- [How to Configure the CTI Gateway Profile, page 23-3](#)

How to Configure the CTI Gateway Settings

- [Configuring a CTI Gateway Server, page 23-1](#)
- [Finding a CTI Gateway Server, page 23-2](#)
- [Deleting a CTI Gateway Server, page 23-3](#)

Configuring a CTI Gateway Server

You can provision one or more CTI gateway servers. Subsequently, these servers can be added to a CTI gateway profile that enables you to partition users on different CTI gateway servers.

Procedure

Step 1 Perform one of the following actions:

If you want to:	Action
Add a CTI gateway	<ol style="list-style-type: none">Select Application > Cisco Unified Personal Communicator > CTI Gateway Server.Click Add New.
Update a CTI gateway	<ol style="list-style-type: none">Find the record as described in Finding a CTI Gateway Server, page 23-2.Edit the record as required.

Step 2 Enter the CTI gateway configuration settings as described in [Table 23-1](#).

Table 23-1 CTI Gateway Server Configuration Parameters

Field	Description
Name	Specifies the name of the CTI gateway server.
Description	Provides a general description of the CTI gateway server.
Hostname/IP Address	Specifies the host name or IP address of the CTI gateway server.
Port	Specifies the port number that is configured for the CTI gateway server. Default: 2748
Protocol Type	Specifies the protocol to use when the CTI gateway server is contacted. Select one of the following values: <ul style="list-style-type: none"> TCP TLS Default: TCP

- Step 3** Perform one of the following actions to save the data:
- Click the **Save** icon that displays in the tool bar in the upper, left corner of the window.
 - Click **Save** at the bottom of the window.

Finding a CTI Gateway Server

Because you might have several CTI gateway servers in your network, Cisco Unified Presence lets you locate specific CTI gateway servers on the basis of specific criteria.

Procedure

- Step 1** Select **Application > Cisco Unified Personal Communicator > CTI Gateway Server**.
- Step 2** To find all records in the database, ensure the dialog box is empty; go to [Step 4](#).
- Step 3** To filter or search records, perform one of the following actions:
 - From the first list box, select a search parameter.
 - From the second list box, select a search pattern.
 - Specify the appropriate search text, if applicable.
- Step 4** Click **Find**.
- Step 5** From the list of records that display, do one or more of the following:

If you want to:	Action
View a record	Click the link for the record.
Reverse the sort order in the record list	Click the up or down arrow, if available, in the list header.

Related Topics[Web Browser Sessions, page 1-7](#)

Deleting a CTI Gateway Server

Procedure

- Step 1** Find the CTI gateway server.
- Step 2** From the list of matching records, select the server that you want to delete.
- Step 3** Perform one of the following actions to delete the server:

If you want to:	Action
Delete a selected record	<ol style="list-style-type: none"> a. Check the appropriate record. b. Complete one of the following actions: <ul style="list-style-type: none"> • Click Delete Selected at the bottom of the window. • Click the Delete Selected Item icon that displays in the tool bar in the upper, left corner of the window.
Delete all records	<ol style="list-style-type: none"> a. Check Select All. b. Click Delete Selected.

Troubleshooting Tips

If the CTI gateway server is not in use, Cisco Unified Presence deletes it. If it is in use, a message displays.

Related Topics[Finding a CTI Gateway Profile, page 23-5](#)

How to Configure the CTI Gateway Profile

- [Configuring a CTI Gateway Profile, page 23-3](#)
- [Finding a CTI Gateway Profile, page 23-5](#)
- [Deleting a CTI Gateway Profile, page 23-6](#)

Configuring a CTI Gateway Profile

In Cisco Unified Presence, you can configure CTI gateway profiles for Cisco Unified Personal Communicator and add one or more users to the profile. Each profile can contain a primary CTI Gateway server as well as two backup servers.

**Note**

CTI gateway profiles are automatically generated for Cisco Unified Personal Communicator based on presence groups defined in Cisco Unified Communications Manager. Devices, directory, numbers, and users can be assigned to a presence group, and by default all users are assigned to the Standard Presence Group. For more information about Cisco Unified Communications Manager presence groups, refer to the *Cisco Unified Communications Manager Administration Guide*.


Procedure

Step 1 Perform one of the following actions:

If you want to:	Action
Add a CTI gateway profile	<ol style="list-style-type: none"> Select Application > Cisco Unified Personal Communicator > CTI Gateway Profile. Click Add New.
Update a CTI gateway profile	<ol style="list-style-type: none"> Find the record as described in Finding a CTI Gateway Profile, page 23-5. Edit the record as required.

Step 2 Enter the CTI gateway profile configuration settings as described in [Table 23-2](#).

Table 23-2 CTI Gateway Profile Configuration Parameters

Field	Description
Name	Specifies the name of the CTI gateway profile.
Description	Provides a general description of the CTI gateway profile.
Primary CTI Gateway Server	Specifies the primary CTI gateway server. From the list box, you can select from the CTI gateway servers that you have already defined on the system.
Backup CTI Gateway Server	Specifies the backup CTI gateway server. From the list box, you can select from the of CTI gateway servers that you have already defined on the system. You can specify two backup CTI gateway servers.
Make this the default CTI Gateway Profile for the system	<p>Check if you want to make this profile the default profile for the system.</p> <p> Note If you select a default profile for the system, any users that are synchronized to Cisco Unified Presence from Cisco Unified Communications Manager are automatically added to this default profile. Only users that are synchronized after the default profile is selected (and the Sync Agent is activated), are added to this default profile; the profile configuration for users that already exist on Cisco Unified Presence does not change. Therefore, it is recommended that you do not activate the Sync Agent until after you have selected and configured the default profile.</p>

Step 3 To associate users with the CTI gateway profile, click **Add Users to Profile**.

- Step 4** To find all records in the database, ensure the dialog box is empty; go to [Step 6](#).
- Step 5** To filter or search records, perform one of the following actions:
- From the first list box, select a search parameter.
 - From the second list box, select a search pattern.
 - Specify the appropriate search text, if applicable.
- Step 6** Click **Find**.
- Step 7** From the list of records, complete the following actions:
- a. Select the users that you want to add to the CTI gateway profile.
 - b. Click **Select All**.
- Step 8** Click **Add Selected** to add the users to the CTI gateway profile.
- Step 9** Click **Close** to exit the Find and List Users window.
- Step 10** Perform one of the following actions to save the data:
- a. Click the **Save** icon that displays in the tool bar in the upper, left corner of the window.
 - b. Click **Save** at the bottom of the window.

Finding a CTI Gateway Profile

Because you might have several CTI gateway profiles in your network, Cisco Unified Presence lets you locate specific CTI gateway profiles on the basis of specific criteria.

Procedure

- Step 1** Select **Application > Cisco Unified Personal Communicator > CTI Gateway Profile**.
- Step 2** To find all records in the database, ensure the dialog box is empty; go to [Step 4](#).
- Step 3** To filter or search records, perform one of the following actions:
- From the first list box, select a search parameter.
 - From the second list box, select a search pattern.
 - Specify the appropriate search text, if applicable.
- Step 4** Click **Find**.
- Step 5** From the list of records that display, do one or more of the following:

If you want to:	Action
View a record	Click the link for the record.
Reverse the sort order in the record list	Click the up or down arrow, if available, in the list header.

Related Topics[Web Browser Sessions, page 1-7](#)

Deleting a CTI Gateway Profile

Procedure

-
- Step 1** Find the CTI gateway profile.
- Step 2** From the list of matching records, select the CTI gateway profile that you want to delete.
- Step 3** Perform one of the following actions to delete the CTI gateway profile:

If you want to:	Action
Delete a selected record	<p>a. Check the appropriate record.</p> <p>b. Complete one of the following actions:</p> <ul style="list-style-type: none"> Click Delete Selected at the bottom of the window. Click the Delete Selected Item icon that displays in the tool bar in the upper, left corner of the window.
Delete all records	<p>a. Check Select All.</p> <p>b. Click Delete Selected.</p>

Troubleshooting Tips

If the CTI gateway profile is not in use, Cisco Unified Presence deletes it. If it is in use, a message displays.

Related Topics[Finding a CTI Gateway Profile, page 23-5](#)