



WebEx Integration to Cisco Unified IP Phone

Installation Guide for
Administrators

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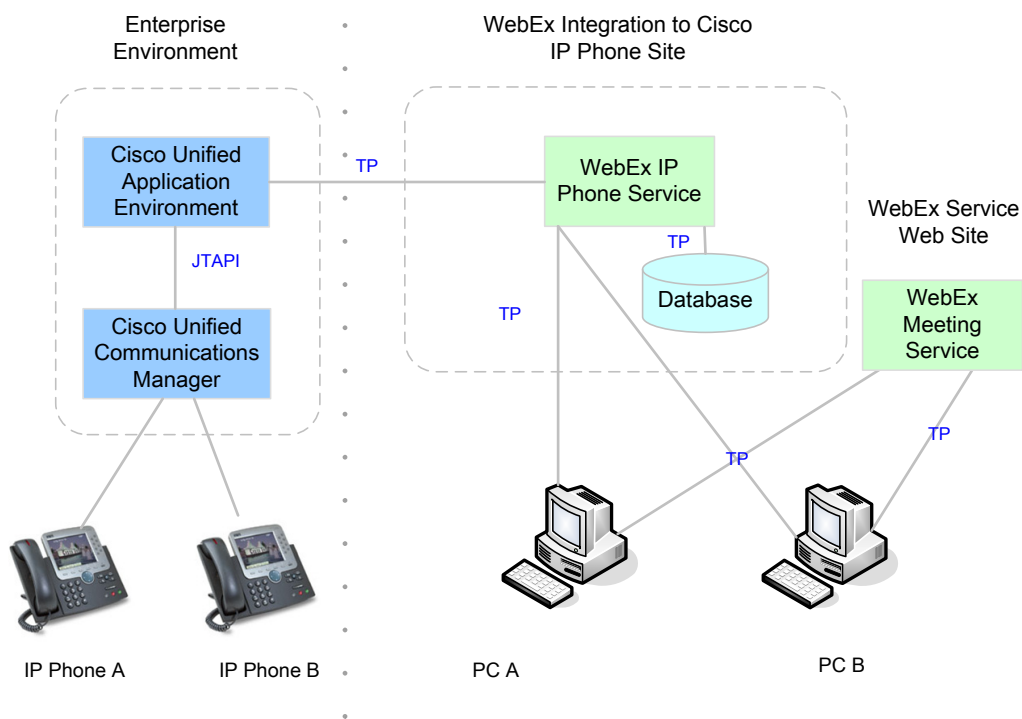
Introduction

This document explains how to install the WebEx Integration to Cisco Unified IP Phone on the Cisco Unified Application Environment.

WebEx Integration to Cisco Unified IP Phone allows users to start a WebEx meeting instantly on their desktops, so they can share documents and applications, while having a conversation on their Cisco Unified IP Phones.

Installing the WebEx Integration to Cisco Unified IP Phone requires the following procedures, which are explained in more detail in this document:

- Set up WebEx Site Administration
- Install the WebEx Integration to Cisco IP Phone
- Configure the WebEx Integration to Cisco IP Phone
 - Set up the WebEx Integration to Cisco Unified IP Phone service on Cisco Unified Communications Manager
 - Set up the Cisco Unified Application Environment
 - Configure the WebEx Provider plugin
 - Configure the WebEx Integration to Cisco IP Phone Application Suite (WebExAppSuite)



The installation package is provided in a zip file that contains following files:

- **WebexAppSuite.mca** (the WebEx application)
- **Metreos.Providers.WebExProvider.mcp** (the Cisco Unified IP Phone with WebEx plugin)
- **WebEx_Integration_to_Cisco_Unified_IP_Phone_installation_guide.pdf** (*The WebEx Integration to Cisco Unified IP Phone Installation Guide for Administrators*, which is this guide)
- **WebEx_Integration_to_Cisco_Unified_IP_Phone_release_notes.pdf** (*WebEx Integration to Cisco Unified IP Phone Release Notes*)

Note:

- For information on how users can set up and use the WebEx Integration to Cisco Unified IP Phone once it has been installed, refer to the *WebEx Integration to Cisco Unified IP Phone User Guide*. Choose **Support > User Guides** on the WebEx service Web site to see the User Guides page.
- For information on how to contact WebEx technical support, choose **Support > Contact Us** to see the Contact Us page, which provides information about available support options.

System Requirements

To use the WebEx Integration to Cisco Unified IP Phone correctly, make sure your system meets the following system requirements:

- Cisco Unified Communications Manager (CUCM) 7.0, 7.1, and 8.0.
- Cisco Unified Application Environment (CUAE) 8.0
- WebEx application version 1.4.3
- WebEx Provider plugin version 27.2010.3.26
- WebEx service Web site, WBS 27
- WebEx Productivity Tools, WBS 27, version 2.1 or higher
- A Cisco Unified IP Phone for each user. The following Cisco Unified IP Phones are supported:
 - 7941
 - 7942
 - 7945
 - 7961
 - 7962
 - 7965
 - 797x

Note:

- For each CUCM version, the corresponding JTAPI stack must be available the Cisco Unified Application Environment.
- No other CUAE applications that are triggered by the JTAPI `CallEstablished` and `IncomingCalls` events can be running on the CUAE server.
- Cisco CTI Manager, Cisco AXL Web Service in Cisco Unified Communications Manager. The AXL web service must be available on the publisher node.
- The WebEx integration to Cisco Unified IP Phone integration does not support older versions of CUAE. For CUAE 2.5.2 SR1, you must install WebEx application version 1.4.1 and WebEx Provider plugin version 27.2009.9.19.

Setting up WebEx Site Administration

To set options in WebEx Site Administration for WebEx Integration to Cisco Unified IP Phone:

1. Log in to the WebEx service site.
2. Choose **Site Administration**.
3. Under **Manage Site**, click **Site Settings**.
4. In the Site Settings for Common page, click **Productivity Tools**.

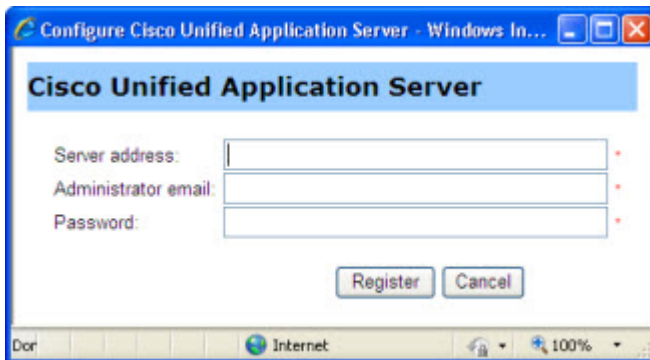
5. In the Productivity Tools page, under **Integrations**, turn on **Cisco IP Phone**.

Integrations

Select the programs with which you want to install WebEx Productivity Tools:

- Microsoft Outlook
- IBM Lotus Notes
 - Do not allow user to update mail template on Domino server [?](#)
- One-Click
 - Show One-Click icon on taskbar
- Microsoft Office
 - Excel
 - PowerPoint
 - Word
- Microsoft Internet Explorer
- Microsoft Windows Explorer right-click menu
- Instant messengers
 - AOL Instant Messenger (AIM)
 - Google Talk
 - Lotus Sametime
 - Skype
 - Windows Messenger
 - Yahoo Messenger
- Mozilla Firefox
- Cisco IP Phone
 - Configure Cisco Unified Application Server
- Enable PCNow integration

6. In the **Configure Cisco Unified Application Server** dialog box, specify the following information:
 - **Server address:** the address of the CUAE server.
 - **Administrator email:** the email address of the administrator for the CUAE server.
 - **Password:** the CUAE server password.



7. Click **Register** to register the site.

The current WebEx service site will be registered to be used with the specified CUAE server. An email will be sent to the CUAE server administrator at the address listed to provide information for configuring the WebEx Provider for use with the CUAE server. For more information, see *Configuring the WebExProvider plugin* on page 10.

Installing WebEx Integration to Cisco Unified IP Phone

To install the WebEx Integration to Cisco Unified IP Phone:

1. On the Cisco Unified Application Environment (CUAE) administrator main control panel, under the **Applications** menu, click **Add Application** and then upload the **WebexAppSuite.mca** file.
2. On CUAE administrator main control panel, under the **Plugins** menu, click **Add Plugin** and then upload the **Metreos.Providers.WebExProvider.mcp** plugin file.

Note: In order to display foreign language characters, your CUAE server should have the corresponding language pack installed.

Configuring the WebEx Integration to Cisco Unified IP Phone

Configuring the WebEx Integration to Cisco Unified IP Phone requires the following procedures:

- Set up the WebEx Integration to Cisco Unified IP Phone service on Cisco Unified Communications Manager.
- Set up the Cisco Unified Application Environment
- Configure the WebEx Provider plugin
- Configure the WebEx Integration to Cisco IP Phone Application Suite (WebExAppSuite)

The following sections explain these procedures in detail.

Setting up the WebEx Integration to Cisco Unified IP Phone service on Cisco Unified Communications Manager

When you set up the WebEx Integration to Cisco Unified IP Phone service on the Cisco Unified Communications Manager, you must perform the following procedures:

- Add the WebEx Integration to Cisco Unified IP Phone service on the Cisco Unified Communications Manager.
- Subscribe to the WebEx Integration to Cisco IP Phone service for Cisco Unified IP Phones.
- (Optional) Add an express button on user's IP phone for WebEx Integration to Cisco IP Phone service
- Create an application user that can control which IP phones need the WebEx Integration to Cisco IP Phone service.

Note: The following instructions assume that you have already properly configured the Cisco Unified Communications Manager and have at least one IP phone associate with an End User configured in the CUCM.

To add the WebEx Integration to Cisco Unified IP Phone service on the Cisco Unified Communications Manager:

1. Open the Cisco Unified CM Administration Console.
2. Choose **Device > Device Settings > Phone Services**.
3. Click **Add New**.
4. In the IP Phone Services Configuration page, specify the following options:

Service Name: WebEx
ASCII Service Name: WebEx
Service URL: http://<your CUAE server address>:8000/Webex?DN=#DEVICENAME#

The screenshot shows the Cisco Unified CM Administration console interface. The main title is "Cisco Unified CM Administration For Cisco Unified Communications Solutions". The navigation menu includes "System", "Call Routing", "Media Resources", "Voice Mail", "Device", "Application", and "User". The current page is "IP Phone Services Configuration". A "Save" button is visible. The "Status" section shows "Status: Ready". The "Service Information" section is highlighted with a red box and contains the following fields:

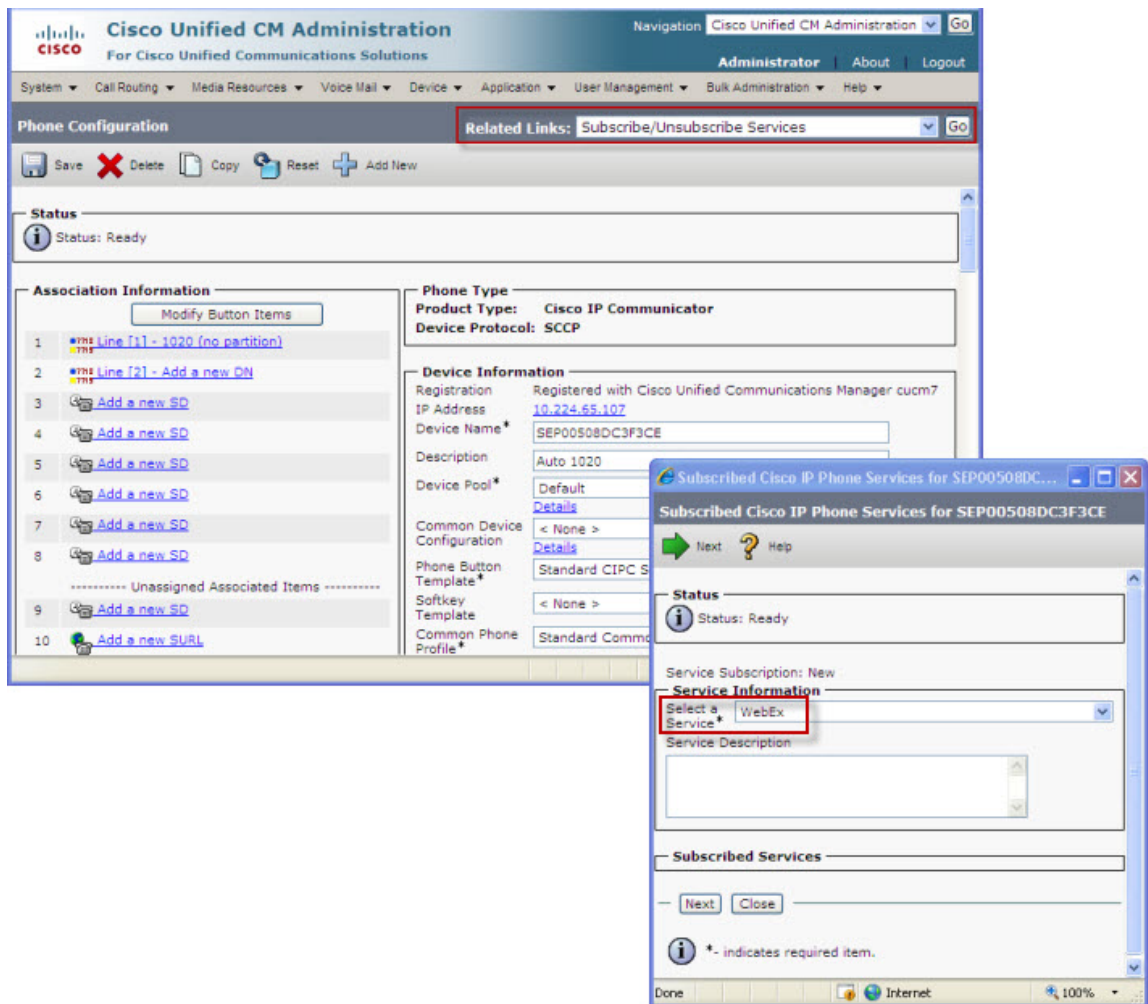
| | |
|---------------------|---|
| Service Name* | WebEx |
| ASCII Service Name* | WebEx |
| Service Description | |
| Service URL* | http://172.16.201.88:8000/Webex?DN=#DEVICENAME# |
| Service Category* | XML Service |
| Service Type* | Standard IP Phone Service |
| Service Vendor | |
| Service Version | |

Below the form, there are checkboxes for "Enable" and "Enterprise Subscription". A "Save" button is located at the bottom of the form. A note at the bottom left states: "i *- indicates required item."

To subscribe to the WebEx Integration to Cisco IP Phone service for Cisco Unified IP Phones:

1. Open the Cisco Unified CM Administration Console.
2. Choose **Device > Phone**.
3. If no phones are listed, specify search criteria to list available phones and click **Find**.
4. On the Find and List Phones page, click the name of a device you want to subscribe to the WebEx Integration to Cisco IP Phone service.
5. On the Phone Configuration page, in the **Related Links** list, select **Subscribe/UnSubscribe Services**.
6. Click **Go**. The Subscribed Cisco IP Phone Services window appears.
7. Follow the instructions to subscribe to WebEx Integration to Cisco IP Phone Services for the IP phone.

The following image shows an example:



(Optional) To add an express button on the user's IP phone for WebEx Integration to Cisco IP Phone service:

1. Open the Cisco Unified CM Administration Console.
2. Choose **Device > Phone**.

3. On the Find and List Phones page, click the device name that you want to add an express button to.
4. On the Phone Configuration page, under **Association Information**, click **Add a new SURL**.
5. On the Configure Service URL Buttons window, under **Service URL Settings Not associated with a button**, select the **WebEx Integration to Cisco IP Phone Service** from the list.
6. Click **Save** and close the window.
7. On the Phone Configuration page, click **Save**.

The page refreshes and displays the service name under **Unassigned associated items**.

8. Click **Modify Button Items**.
9. In the Reorder Phone Button Configuration window, select associated items and click the right and left arrow buttons to rearrange phone buttons and associate the WebEx Integration to Cisco IP Phone service to the **WebEx** button.
10. Click **Save** and close the window.
11. On the Phone Configuration page, click **Save**.
12. Click **Reset** to have the changes take effect.

To create an application user that can control which IP phones need the WebEx Integration to Cisco IP Phone service:

1. Open the Cisco Unified CM Administration Console.
2. Choose **User Management > Application User**.
3. Click **Add New** to create a new application user.
4. Grant the user appropriate privileges for CTI controlling over the IP phones (Permissions Information).

The following privileges are required:

- Standard CTI Allow Call Park Monitoring
- Standard CTI Allow Control of All Devices
- Standard CTI Enabled

Setting up the Cisco Unified Application Environment

Setting up the Cisco Unified Application Environment requires the following procedures:

- Add or configure the Cisco Unified Communications Manager.
- Configure CUAE for the WebEx Integration to Cisco IP Phone.

If you have already set up the Cisco Unified Application Environment, you can skip the first step and proceed to the second step.

Note: The following instructions only provide basic information on making Cisco Unified Application Environment ready for WebEx Integration to Cisco IP Phone and apply only to the scenario that there is only one server in the Cisco Unified Communications Manager cluster. For more information on CUAE administration, refer to the Cisco Unified Application Environment Administration Guide.

To add or configure the Cisco Unified Communications Manager:

1. Open the Cisco Unified AE Management Console at http://<CUAE_ADDRESS>/cuaeadmin.
2. Choose **Connections > Add Connection**.
3. On the Connection Wizard page, select **Cisco Unified Communication Manager Cluster**.

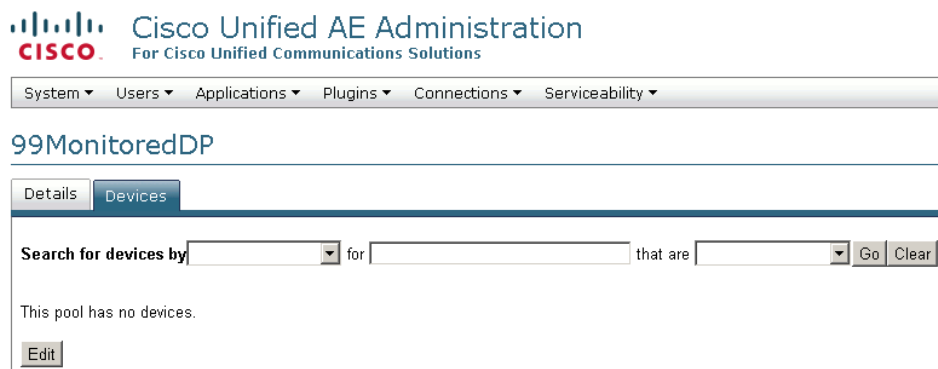
4. Click **Next**.
5. Follow the steps in the wizard to add or configure the Cisco Unified Communication Manager Cluster.

For details, refer to the *Cisco Unified Application Environment Administration Guide*.

Note: For the WebEx Integration to Cisco IP Phone to work correctly, you must specify the SNMP community that your Cisco Unified Communication Manager cluster supports. In addition, your Cisco Unified Communication Manager cluster must have the CTI Manager activated.

To configure CUAE and the CTI Monitor for the WebEx Integration to Cisco IP Phone manually:

1. Create a monitored CTI device pool:
 - a. Open the Cisco Unified AE Management Console at http://<CUAE_ADDRESS>/cuaeadmin.
 - b. Choose **Connections > Add Connection**.
 - c. On the Connection Wizard page, select **DevicePool**.
 - d. Click **Next**.
 - e. Select **Monitored CTI Device Pool**.
 - f. Click **Next**.
 - g. Select your Cisco Unified Communication Manager Cluster.
 - h. Click **Go**.
 - i. In the **Name** box, specify a name for the device pool.
 - j. In the **Primary CTI Manager** list, select a primary CTI manager.
 - k. In the **Secondary CTI Manager** list, select a secondary CTI manager.
 - l. In the **Username** box, type the CUCM application user name.
 - m. In the **Password** box, type the CUCM password.
 - n. Click **Save**.
2. Add devices into the device pool:
 - a. Open the Cisco Unified AE Management Console at http://<CUAE_ADDRESS>/cuaeadmin.
 - b. Choose **Connections > List Device Pools**.
 - c. Click the device pool name that you just created.
 - d. Click the **Devices** tab,



- e. Click **Edit**.
- f. Type a device name in the **Device Name** box.
- g. Click **Submit**.

h. Add each device by following the same procedure.

The screenshot shows the Cisco Unified AE Administration web interface. At the top, there is a navigation menu with options: System, Users, Applications, Plugins, Connections, and Serviceability. Below this, the page title is '99MonitoredDP'. There are two tabs: 'Details' and 'Devices', with 'Devices' being the active tab. A search bar is present with the text 'Search for devices by' followed by a dropdown menu, 'for', another dropdown menu, 'that are', a third dropdown menu, and 'Go' and 'Clear' buttons. Below the search bar, it says 'This pool has no devices.' Underneath, there is a section titled 'Add One Device' with a 'Device Name' input field containing the text 'SEP002155534A91' and a 'Submit' button.

i. Click **Refresh**.

You should see the status of the devices as “Enabled” and “Running.” If you do not see this status, check your configuration and the IP phone status.

To configure CUAE and the CTI Monitor for the WebEx Integration to Cisco IP Phone using a tool that is available within the WebEx Integration to Cisco IP Phone Application Suite:

Note: This tool has the following limitations:

- It cannot enable CTI monitor for newly added devices; you must manually perform a `CiscoDeviceListX` refresh and wait for it to return before using this tool.
- It cannot enable CTI monitoring for devices that are currently active (in a call).
- You will need to run this tool each time your CUAE server or service restarts.
- It is recommended that you configure CUAE and the CTI Monitor manually rather than using this tool.

1. Create a monitored CTI device pool.

Note: Do not add any other devices to this pool

2. Enable CTI monitoring for Cisco IP Phones:
3. Open a browser and point to the following URL:

`http://<CUAE_ADDRESS>:8000/EnableCTIMonitor`

or:

`http://<CUAE_ADDRESS>:8000/EnableCTIMonitor?DN=xxxxxx|yyyyyy|...`

where `xxxxxx` and `yyyyyy` represent the device names of the different IP phones that should have access to the WebEx Integration to Cisco IP Phone service. Use “|” to separate different device names.

Use the first URL to place all available IP phones under CTI monitoring. Use the second URL to specify which IP phones should be placed under CTI monitoring.

Note:

- You need to run this tool each time your CUAE service is restarted.
- The WebEx Integration to Cisco IP Phone Application Suite must be installed and properly configured before using this tool.
- Check the **Device Status** column to make sure the device has an "Idle" and "" status, which means it has been successfully configured to be CTI monitored.
- To disable CTI monitoring on the devices, point to one of the following URLs:

`http://<CUAE_ADDRESS>:8000/DisableCTIMonitor`

or:

`http://<CUAE_ADDRESS>:8000/DisableCTIMonitor?DN=xxxxxxlyyyyyyl...`

Configuring the WebExProvider plugin

To configure the WebExProvider plugin, follow these steps:

1. Specify configuration options for the WebEx Provider:
 - a. Go to Cisco Unified AE Management Console.
`http://<CUAE_ADDRESS>/cuaedmin`
 - b. Choose **Plugins > List Plugins** to display the list of applications installed on the CUAE server.
 - c. For each configuration option, type the appropriate configuration information.

Note: After the WebEx site administrator sets up the WebEx meeting service Web site to use the WebEx Integration to Cisco IP Phone as described in *Setting up WebEx Site Administration* on page 2, the CUAE administrator receives an email that contains information that is useful for specifying information on the WebEx Provider page.

The following table provides information about each configuration option:

| Option: | Description: |
|----------------------------------|--|
| CUAE Configuration File Location | The path for the CUAE configuration file. The default path is C:\Program Files\Cisco Systems\Unified Application Environment\cuae-common.config . |
| MySQL Server User Name | The user name that has root privileges to read and write to your MySQL server databases. It is recommended that you use root directly. |
| MySQL Server Password | The password for the MySQL server user. |

| Option: | Description: |
|--|--|
| WebEx Integration to Cisco IP Phone Web URL | The WebEx Integration to Cisco IP Phone Web URL. Contact WebEx for this information. By default, you should type <code>qs.webex.com/qs</code> . Do not change this URL unless WebEx has specifically told you so. Do not change the URL even if your WebEx enterprise service Web site has changed. |
| WebEx Integration to Cisco IP Phone User Name | The WebEx Integration to Cisco IP Phone user name, which is created by WebEx for your company. (Contact WebEx for this information.) |
| WebEx Integration to Cisco IP Phone Password | The WebEx Integration to Cisco IP Phone password, which is created by WebEx for your company. |
| WebEx Integration to Cisco IP Phone Provider ID | The WebEx Integration to Cisco IP Phone account's Provider ID, which is created by WebEx for your company. |
| WebEx Integration to Cisco IP Phone Site ID | The WebEx Integration to Cisco IP Phone site ID (contact WebEx for this information). This site ID is connected with the WebEx Integration to Cisco Phone Web URL. Do not change it unless WebEx specifically told you to change it. |
| CUCM Cluster Connection Name | The name of the CUCM Cluster connection you have created on this server. |
| CUCM User Account Name | The user account name for your Cisco Unified Call Manager (CUCM). The account must either be an administrator account or must have the access to AxlSoap service. |
| CUCM User Password | The password for your CUCM user account. |
| Proxy Server Address | The address for your proxy server. |
| Proxy User Name | The user name for your proxy account. |
| Proxy Password | The password for your proxy account. |

2. Click **Apply** to apply the configuration.

The resulting screen should be similar to following sample screen:

WebEx Provider

WebEx Integration to Cisco IP Phone plugin

Developer: Cisco Systems
Copyright: Copyright © 2010

Plugin Configuration

| | | |
|---|---|---|
| CUAE Config File Location | <input type="text" value="C:\Program Files\Cisco S"/> | |
| MySQL Server User Name | <input type="text" value="root"/> | |
| MySQL Server Password | <input type="password" value="....."/> | |
| WebEx Integration to Cisco IP Phone Web URL | <input type="text" value="4977svr.qa.webex.com/du"/> | WebEx Integration to Cisco IP Phone Web URL (contact WebEx for this information) |
| WebEx Integration to Cisco IP Phone User Name | <input type="text" value="10.100.13.102"/> | WebEx Integration to Cisco IP Phone user name, which is created by WebEx for your company |
| WebEx Integration to Cisco IP Phone Password | <input type="password" value="....."/> | WebEx Integration to Cisco IP Phone account password, which is created by WebEx for your company |
| WebEx Integration to Cisco IP Phone Provider ID | <input type="text" value="1643382"/> | WebEx Integration to Cisco IP Phone account's Provider ID, created by WebEx for your company |
| WebEx Integration to Cisco IP Phone Site ID | <input type="text" value="593965201"/> | WebEx Integration to Cisco IP Phone Site ID (contact WebEx for this information) |
| CUCM Cluster Connection Name | <input type="text" value="US_CUCM"/> | Name of the CUCM cluster connection you have created on this server |
| CUCM User Account Name | <input type="text" value="bill"/> | The user account name for your CUCM. The account must either be an administrator account or must have the access to AxlSoap service |
| CUCM User Password | <input type="password" value="...."/> | The password for your CUCM user account |
| Proxy Server Address | <input type="text"/> | The address for your proxy server |
| Proxy User Name | <input type="text"/> | The user name for your proxy account |
| Proxy Password | <input type="password"/> | The password for your proxy account |

Note: If you change any configuration options in the WebExProvider, you must click Disable Provider, specify the changes, and then click Enable Provider to make the changes effective.

3. Verify that the WebExProvider has been configured correctly:
 - a. Make sure the WebExProvider status is "Enabled" and "Running."
 - b. Make sure the WebEx Provider version number is 27.2010.3.26.

List Plugins

| <input type="checkbox"/> | Name | Description | Version | Enabled | Running |
|--------------------------|--|---|--------------|---------|---------|
| <input type="checkbox"/> | H.323 Provider | | 2.4.0.0 | Yes | Yes |
| <input type="checkbox"/> | JTapi Provider | Provides first and third party call control facilities via JTAPI | 2.4.0.0 | Yes | Yes |
| <input type="checkbox"/> | SCCP Provider | | 2.4.0.0 | Yes | Yes |
| <input type="checkbox"/> | SIP Provider | Provides call control via virtual SIP devices and trunk interface | 2.4.0.0 | Yes | Yes |
| <input type="checkbox"/> | Media Engine Provider | | 2.4.0.0 | Yes | Yes |
| <input type="checkbox"/> | Cisco DeviceListX Provider | | 2.4.0.0 | Yes | Yes |
| <input type="checkbox"/> | HTTP Provider | | 2.4.0.0 | Yes | Yes |
| <input type="checkbox"/> | Presence Provider | | 2.4.0.0 | Yes | Yes |
| <input type="checkbox"/> | TimerProvider | Low resolution timers for the Metreos AppServer | 2.4.0.0 | Yes | Yes |
| <input type="checkbox"/> | WebEx Provider | WebEx Integration to Cisco IP Phone plugin | 27.2010.3.25 | Yes | Yes |

4. Make sure the WebEx Provider is connected to WebEx Services by checking the plugin status from the system log:
 - a. Go to the following URL:
http://<CUAE_Server_Address>/cuaeadmin/serverlogs/category/AppServer
 - b. Click the name of the latest log file to open it.

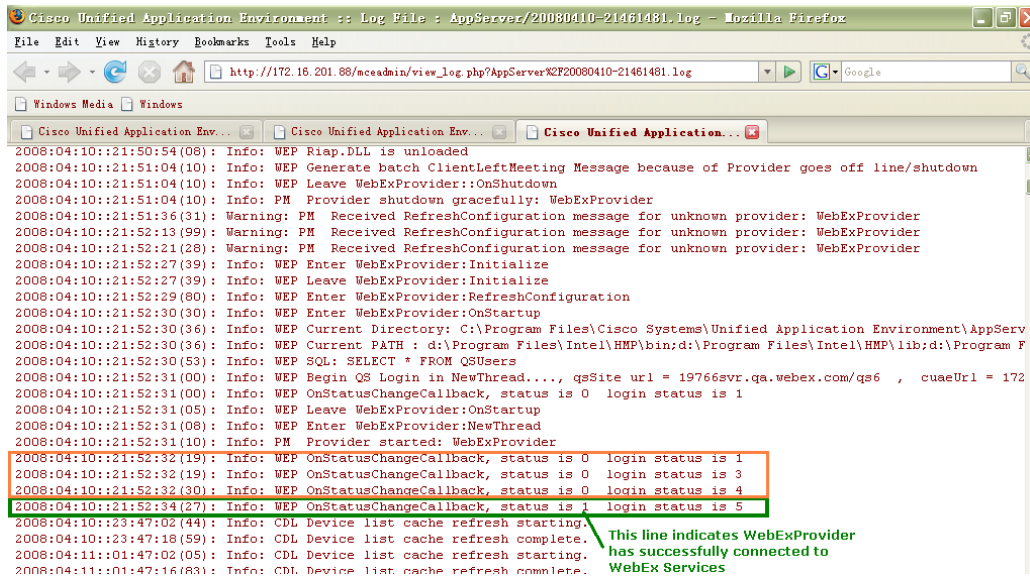
AppServer

Rows: Viewing 1-11 of 11.

Parent Directory

| <input type="checkbox"/> | Name | Size | Last Modified |
|--------------------------|---------------------------------------|--------|-------------------------|
| <input type="checkbox"/> | 20090323-23034400.log | 114261 | 三月 24 2009 19:03:48.011 |
| <input type="checkbox"/> | 20090318-19050104.log | 814334 | 三月 23 2009 23:03:44.666 |
| <input type="checkbox"/> | 20090309-17193601.log | 788423 | 三月 18 2009 18:59:17.285 |
| <input type="checkbox"/> | 20090309-13175541.log | 24583 | 三月 09 2009 17:01:58.257 |
| <input type="checkbox"/> | 20090305-13275000.log | 377383 | 三月 09 2009 13:11:01.113 |
| <input type="checkbox"/> | 20090304-15112900.log | 523013 | 三月 05 2009 13:27:50.872 |
| <input type="checkbox"/> | 20090302-11145829.log | 546573 | 三月 04 2009 15:11:29.174 |
| <input type="checkbox"/> | 20090302-10004900.log | 58751 | 三月 02 2009 11:14:52.436 |
| <input type="checkbox"/> | 20090226-13523500.log | 440689 | 三月 02 2009 09:55:11.924 |
| <input type="checkbox"/> | 20090223-17240301.log | 458376 | 二月 26 2009 13:52:35.415 |
| <input type="checkbox"/> | 20090221-18313504.log | 12464 | 二月 23 2009 17:19:34.086 |

- c. Look at the log file to locate the sequence of lines with the timestamp that matches the time at which you enabled the WebExProvider. The statement "status is 1 login status is 5" indicates the WebExProvider successfully connected to the WebEx service Web site.



5. Make sure the WebEx Provider database and tables have been created successfully:

a. Choose **Run** from the CUAE server's Windows **Start** menu.

b. In the **Run** dialog box, type

```
mysql -u root -p mysql
```

c. Log in as the root user.

d. In the console window, type the following command:

```
show databases;
```

Verify that **webexprovider** is in the output list.

e. Type the following commands:

```
use webexprovider;
```

```
show tables;
```

Verify that the required table **qsusers** has been created.

Configuring WebEx Integration to Cisco IP Phone Application Suite (WebExAppSuite)

To configure the WebEx Integration to Cisco IP Phone Application Suite:

1. Specify configuration options for the WebExAppSuite.

a. Go to Cisco Unified Application Environment Management Console.

```
http://<CUAE_ADDRESS>/cuaedmin
```

- b. Choose **Applications > List Applications** to display the list of applications installed on the CUAE server.
- c. Click **WebExAppSuite**.
- d. For each configuration option, type the appropriate configuration information.

The following table provides information about each option:

| Option: | Description: |
|--|--|
| CUAE Configuration File Location | The path of the CUAE configuration file, The default path is C:\Program Files\Cisco Systems\Unified Application Environment\cuae-common.config . |
| MySQL Server User Name | The user name that has root privileges to read and write to your MySQL server databases. It is recommended that you use root directly. |
| MySQL Server Password | The password for the MySQL server user. |
| CUCM Cluster Connection Name | The name of the CUCM cluster connection you have created on this server. |
| CUCM Administrator User Name | The account that has administrative privileges for your Cisco Unified Call Manager. |
| CUCM Administrator Password | The password for the Call Manager administrator account. |
| CUAE Server IP Address or Hostname | The Cisco Unified Application Environment Server IP address or host name (such as cuae.cisco.com —do not include “ http:// ”) |
| CUAE Server Service Port | The service port is 8000 by default.. If your CUAE server does not use this port for its service, contact WebEx. |
| Monitored CTI device pool name for using WebEx Configuration Tool | The device pool name (Optional). This device pool is for use in the configuration tool that is available in the WebEx Integration to Cisco IP Phone Application Suite. |
| WebEx Integration to Cisco IP Phone Reset Tool user name | The authorized user name for using the Reset Tool that is available in WebEx Integration to Cisco IP Phone Application Suite. A CUAE server failure may lead to incorrect information stored for WebEx Integration to Cisco IP Phone Application Suite. If that problem occurs, you can use this tool to recover. Usage: http://<CUAE_SERVER_ADDRESS>:8000/webexreset?UN=xxx&PWD=yyy Where <i>xxx</i> is the user name and <i>yyy</i> is the password. |
| WebEx Integration to Cisco IP Phone Reset Tool user password | The authorized user password for the Reset Tool that is available in the WebEx Integration to Cisco IP Phone Application Suite. |

Note: For security reasons, the WebEx Reset Tool is set to be only accessible only from the local host (127.0.0.1) by default.

2. Click **Apply** to apply the changes.

You should see screen similar to the following image:

Extended Configuration

| | |
|---|---|
| CUAE configuration file location | <input type="text" value="C:\Program Files\Cisco S"/> |
| MySQL User Name | <input type="text" value="root"/> |
| MySQL User Password | <input type="password" value="••••••••"/> |
| CUCM Cluster Connection Name | <input type="text" value="US_CUCM"/> |
| CUCM Administrator User Name | <input type="text" value="bill"/> |
| CUCM Administrator User Password | <input type="password" value="••••"/> |
| CUAE Server IP Address or Hostname | <input type="text" value="10.100.13.102"/> |
| CUAE Server Service Port | <input type="text" value="8000"/> |
| Monitored CTI device pool name for using WebEx configuration tool | <input type="text" value="UCCTIPool"/> |
| WebEx Integration to Cisco IP Phone Reset Tool user name | <input type="text"/> |
| WebEx Integration to Cisco IP Phone Reset Tool user password | <input type="text"/> |

3. Make sure the **WebExAppSuite** application has a status of “Enabled” and “Running” and that the version number is 1.4.3.

List Applications

| <input type="checkbox"/> | Name | Description | Version | Enabled | Running |
|--------------------------|---------------|---|---------|---------|---------|
| <input type="checkbox"/> | WebExAppSuite | WebEx Integration to Cisco IP Phone Application Suite(V1.4.3) | 1.4 | Yes | Yes |

4. Check the integrality of the WebEx Integration to Cisco IP Phone Application Suite application (WebExAppSuite). In the **Script** list, make sure there are 10 scripts in the application suite, as shown in the following figure:

WebExAppSuite

| Scripts | |
|----------------------|---|
| Name | Event Type |
| DisableCTIMonitor | Metreos.Providers.Http.GotRequest |
| EnableCTIMonitor | Metreos.Providers.Http.GotRequest |
| GetPhoneNumbers | Metreos.Providers.Http.GotRequest |
| Invite | Metreos.Providers.Http.GotRequest |
| JoinMeeting | Metreos.Providers.Http.GotRequest |
| MonitorCallEstablish | Metreos.Providers.JTapi.JTapiCallEstablished |
| MonitorIncoming | Metreos.Providers.JTapi.JTapiIncomingCall |
| OnLeftMeeting | Metreos.Providers.WebExProvider.ClientLeftMeeting |
| Webex | Metreos.Providers.Http.GotRequest |
| WebExResetTool | Metreos.Providers.Http.GotRequest |

5. Make sure the **WebEx Integration to Cisco IP Phone** services are accessible:

- a. Go to the following URL:

`http://<CUAE_Server_Address>:8000/Webex?DN=SEPxxxxxxxxxx`

- b. Where “SEPxxxxxxxxxx” is the name of a valid device name in your Communications Manager.

A page similar to the following page appears::

This XML file does not appear to have any style information associated with it. The document tree is shown below.

```

- <CiscoIPPhoneImageFile>
  <LocationX>0</LocationX>
  <LocationY>0</LocationY>
- <URL>
  http://172.16.201.88/mceadmin/webex/imgH_starting.png
</URL>
- <SoftKeyItem>
  <Name>Exit</Name>
  <URL>Key.Services</URL>
  <Position>3</Position>
</SoftKeyItem>
</CiscoIPPhoneImageFile>
    
```

Your CUAE server address should be displayed here instead of "172.16.201.88"

- c. Test the image URL by pasting it in your Web browser. The URL may vary depending on whether the phone lines have been configured to be used with WebEx Productivity Tools.

Known Issues

When you are about to disable the WebExProvider plugin, you must make sure the WebExAppSuite is enabled and running, unless the WebExAppSuite has never been installed. If you do not, the following problems may occur:

- You may not be able to re-enable or uninstall the WebExAppSuite and WebExProvider.
- The CUAE server may not function properly, and you may see error messages such as "Provider 'xxxxProvider' failed to respond to ping attempts (CPU=1.041653%). Reloading..." in the AppServer log.

If these problems do occur, follow these steps to recover:

1. Reboot your CUAE server machine.
2. Uninstall the WebExAppSuite and WebExProvider.
3. Reinstall the WebExAppSuite and WebExProvider.
4. Reconfigure the WebExAppSuite and WebExProvider.

Frequently Asked Questions

Q: After I configured WebExProvider on my CUAE server, I didn't find the statement "WEP OnStatusChangeCallback, status is 1, login status is 5" in the server log, and my server log contains no "OnStatusChangeCallback" log information.

A: Set the log level to the **Info** or **Verbose** level to display this message:

1. Open your CUAE Management Console in a web browser.
2. Choose **Serviceability > Trace Configuration**.
3. Under **Logger Settings**, in the **Log Server Sink Logger Level** list, select either **Info** or **Verbose**.
4. Click **Save**.
5. Under **Component Trace Level Configuration**, turn on **WebEx Provider**.
6. In the list at the bottom of the page, select either **Info** or **Verbose**.
7. Click **Save**.

Q: After I configured WebExProvider on my CUAE server, I didn't see the statement "WEP OnStatusChangeCallback, status is 1, login status is 5" in my log file, but I have other similar "OnStatusChangeCallback" messages in the log file.

A: Make sure the WebEx Integration to Cisco IP Phone user name and password and the WebEx Provider ID are correct. You should also check values for the **WebEx Integration to Cisco IP Phone Web URL** configuration option and the **WebEx Integration to Cisco IP Phone Site ID** option, which should be **qs.webex.com/qs** and **283997**, respectively. Do not change these settings unless WebEx specifically notifies you to do so.

Q: When I try to use the EnableCTIMonitor tool, I do not see the messages as described in this guide.

A: Follow these steps to troubleshoot the problem:

1. Check the **Call Manager Administrator user name** and **Call Manager Administrator password** options for the WebExAppSuite application. Make sure the name and the password are correct and the user has the required administrator privileges.
2. Check the configuration of the device pool and make sure the user name and the password are correct. In addition, you should make sure that the user has the required privileges.
3. Check the configuration of the WebExAppSuite application to make sure you have specified the correct information for the **IP Address of Call Manager Cluster Publisher** and **Monitored CTI device pool name for using WebEx Configuration Tool** options.

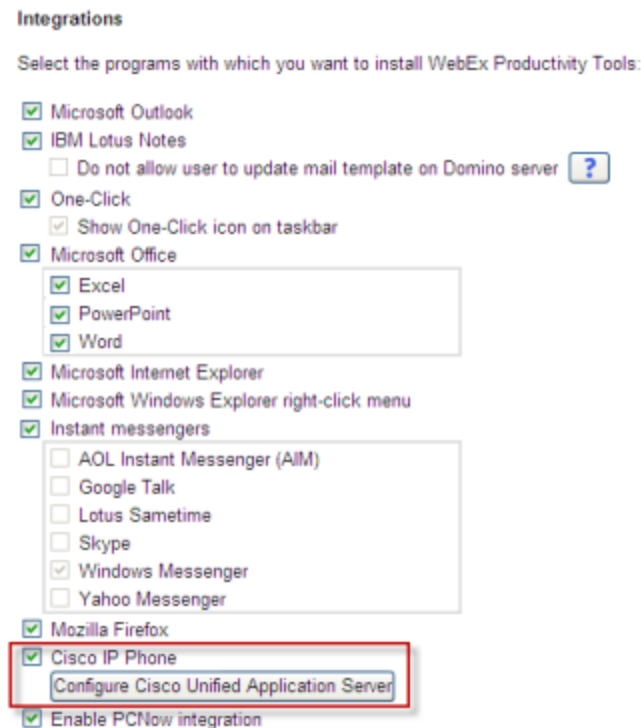
Q: A user reports that in the WebEx Productivity Tools WebEx Settings dialog box there is no Cisco IP Phone tab or the tab is disabled.

A: This error may be caused by one of the following conditions:

1. The user may not be using the correct version of WebEx Productivity Tools client.. You can check the user's WebEx Productivity Tools version by looking up Windows registry

HKEY_LOCAL_MACHINE\SOFTWARE\WebEx\ProdTools\buildnumber

2. Your WebEx Enterprise site is not using the correct version of Site Administration. Contact WebEx and provide your WebEx Enterprise site name.
3. The configuration on your WebEx Enterprise site is not correct.. Ask your WebEx Enterprise site administrator to make sure the following options are turned on:



The site administrator should also make sure that the **Cisco IP Phone Integration** option is turned on and that a valid CUAE server address has been specified in the Configure Cisco Unified Application Server dialog box. For more information, see *Setting up WebEx Site Administration* on page 2.

Q: A user reports that he or she cannot get his or her IP phone number to display on the WebEx Productivity Tools WebEx Settings dialog box.

A: Follow these steps to troubleshoot the problem:

1. The CUAE server address is not specified correctly in the WebEx service site settings configuration page. A single CUAE server address must be specified.
2. In your CUCM administration console, check the **Device Association** list in the **End User** configuration page. Make sure that at least one IP phone device is associated with the user.
3. Make sure the user name is entered correctly in the WebEx Productivity Tools WebEx Settings dialog box. Remember that the CUCM user name and password are case sensitive.
4. Make sure that the Cisco AXL Web Service is activated in your Cisco Unified Communications Manager.
5. Make sure that the **Call Manager Admin Name**, **Call Manager Admin Password** and **Call Manger's IP Address** options are specified correctly and that the user has the required privileges.

Q. A user reports that although a WebEx meeting does start on their PC when they press the WebEx button, the Cisco Unified IP Phone screen hangs while showing the "Starting a WebEx meeting on your computer" or "Joining a WebEx meeting" message.

A. Follow these steps to troubleshoot the problem:

1. Make sure the Cisco IP Phone is included under CTI monitoring by following the instructions for setting up CTI monitoring in the "Configuring the WebEx Integration to Cisco Unified IP Phone" section on page 4. If the problem persists, make sure the following conditions exist:
 - The device and user configuration in the Call Manager allows CTI monitoring.
 - The Call Manager services show that the Cisco CTI Manager is running.
 - The JTAPI providers in your Cisco Unified Application Environment are running.
 - The user name and password that are specified for the Monitored CTI Device Pool are correct and the user has the required privileges.
2. After the CTI monitoring issues are resolved, check the Cisco IP Phone for additional messages about why the meeting may not have started. This error may be caused by some of the following conditions:
 - The WebEx Provider is not connected to the WebEx Integration to Cisco IP Phone site.
 - The user's WebEx Productivity Tools client is not connected to the WebEx service Web site. If this condition occurs, ask the user to close their WebEx Productivity Tools WebEx Settings dialog box and then restart it.

Q. A user reports that a WebEx meeting was started but there is no invitation displayed on the invitee's IP phone screen.

A: Follow these steps to troubleshoot the problem:

1. Make sure the attendee's IP phone is CTI monitored.
2. Tell host user to try one of the following options:

- Call attendees first and then press the **WebEx** button to start the meeting
- Before calling attendees, press the **WebEx** button on the IP phone to start the meeting, call attendees on their IP phones, and then press the **WebEx** button the IP phone again to send invitations to attendees.

Q. Do I need to set any options at the WebEx Site Administration level so that WebEx Productivity Tools work correctly with CUCM?

A. Yes. Ask WebEx to enable this function for your **WebEx service Web site**. You must set the following options in the Productivity Tools section of WebEx Site Administration.

- Turn on the **Cisco IP Phone** option in Site Administration in the Productivity Tools page under "Integrations."
- Specify the correct CUAE server IP address in Site Administration in the **Configure Cisco Unified Application Server** dialog box.

Q. What are the different ways I can start WebEx meetings from Cisco IP Phone?

A. When you start a WebEx meeting from a Cisco IP Phone by clicking the **WebEx** button, all participants in your call conference will receive a meeting invitation on their IP phones. After they accept, they will automatically join the WebEx meeting.

Q. I need to start an instant WebEx meeting with a person who is external to the company, so their phone is not on the same Call Manager. Can I use the WebEx Integration to Cisco IP Phone to start an instant WebEx meeting in this scenario?

A. You can start the meeting instantly from your Cisco IP Phone; however, your attendee will not be able to receive a meeting invitation on their IP phone. You can still send a meeting invitation to the attendee through email.