



Cisco WebAttendant Configuration

Cisco WebAttendant, a client-server application, allows you to set up Cisco IP phones as attendant consoles. Employing a graphical user interface, the Cisco WebAttendant client creates an attendant console that uses speed-dial buttons and quick directory access to look up phone numbers, monitor line status, and direct calls. A receptionist or administrative assistant can use the Cisco WebAttendant client to handle calls for a department or company, or another employee can use it to manage his own calls.

Use Cisco CallManager Administration to manage the Cisco Telephony Call Dispatcher, configure pilot points and hunt groups, and add or delete Cisco WebAttendant users.

This section describes the following configuration procedures for Cisco WebAttendants:

- [Configuring Cisco WebAttendant Users, page 24-2](#)
- [Configuring Pilot Points, page 24-4](#)
- [Configuring Hunt Groups, page 24-9](#)
- [Installing the Cisco WebAttendant Client, page 24-16](#)
- [Configuring Cisco WebAttendant Client Settings, page 24-18](#)
- [Cisco WebAttendant Server Configuration, page 24-22](#)
- [Setting Up the wauser Shared Directory for Cisco WebAttendant, page 24-24](#)
- [Starting the Cisco Telephony Call Dispatcher, page 24-26](#)
- [Viewing Cisco WebAttendant Performance Monitors, page 24-27](#)

Configuring Cisco WebAttendant Users

This section covers the following procedures:

- [Adding a Cisco WebAttendant User, page 24-2](#)
- [Viewing, Updating, and Deleting Cisco WebAttendant Users, page 24-3](#)

Adding a Cisco WebAttendant User

This section describes how to add a Cisco WebAttendant user. You must add users through Cisco WebAttendant User Configuration before they can log into a Cisco WebAttendant client.

**Note**

Be aware that Cisco WebAttendant user IDs and passwords are *not* the same as Directory users and passwords entered in the User area of Cisco CallManager.

Procedure

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- Step 1** Choose **Service > Cisco WebAttendant**.
 - Step 2** In the upper, right corner of the pane, click the Cisco WebAttendant User Configuration link.
 - Step 3** Enter the appropriate configuration settings as described in [Table 24-1](#).
 - Step 4** Click **Insert** to add the new user. The Cisco WebAttendant User Configuration pane refreshes, and the new User ID displays in the list on the left side of the pane.
 - Step 5** To add additional users, repeat Steps 4 and 5.
-

**Note**

When you add new Cisco WebAttendant users or modify the user information or password for an existing user, you must wait approximately 6 minutes for the changes to take effect.

Related Topics

- [Viewing, Updating, and Deleting Cisco WebAttendant Users, page 24-3](#)
- [Cisco WebAttendant User Configuration Settings, page 24-4](#)
- [Understanding Cisco WebAttendant, *Cisco CallManager System Guide*](#)

Viewing, Updating, and Deleting Cisco WebAttendant Users

This section describes how to view, update, or delete a Cisco WebAttendant user.

Procedure

- Step 1** Choose **Service > Cisco WebAttendant**.
- Step 2** In the upper, right corner of the pane, click the Cisco WebAttendant User Configuration link.
- The Cisco WebAttendant User Configuration pane displays with a list of current users on the left side of the pane.
- Step 3** Click the name of the user you want to modify or delete.
- Step 4** Make the desired changes. Refer to [Table 24-1](#) for a description of Cisco WebAttendant user configuration settings.
- Step 5** Click **Update** to save the changes, **Delete** to remove the user, or **Cancel Changes** to exit the pane without making any changes.
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Related Topics

- [Adding a Cisco WebAttendant User, page 24-2](#)
- [Cisco WebAttendant User Configuration Settings, page 24-4](#)
- [Understanding Cisco WebAttendant Users, *Cisco CallManager System Guide*](#)
- [Understanding Cisco WebAttendant, *Cisco CallManager System Guide*](#)

Cisco WebAttendant User Configuration Settings

Use [Table 24-1](#), which describes Cisco WebAttendant user configuration settings, to complete procedures in the “[Adding a Cisco WebAttendant User](#)” and “[Viewing, Updating, and Deleting Cisco WebAttendant Users](#)” sections.

Table 24-1 Cisco WebAttendant User Configuration Settings

Field	Description
User ID	Enter the login name for the new Cisco WebAttendant user. Enter up to 50 alphanumeric characters.
Password	Enter a password of up to 50 alphanumeric characters.
Confirm	Re-enter the same password.
Station Type	Not used. If specified, Cisco WebAttendant ignores this setting.

Related Topics

- [Adding a Cisco WebAttendant User, page 24-2](#)
- [Viewing, Updating, and Deleting Cisco WebAttendant Users, page 24-3](#)

Configuring Pilot Points

You must configure pilot points and hunt groups through Cisco CallManager Administration before the Cisco Telephony Call Dispatcher (TCD) can route calls.

This section contains the following topics:

- [Adding a Pilot Point, page 24-5](#)
- [Viewing, Updating, or Deleting a Pilot Point, page 24-6](#)
- [Pilot Point Configuration Settings, page 24-7](#)

Adding a Pilot Point

This section describes how to add a pilot point.

Procedure

- Step 1** Choose **Service > Cisco WebAttendant**. [Figure 24-1](#) shows an example of the Pilot Point Configuration pane.

Figure 24-1 Pilot Point Configuration Pane

The screenshot shows the Cisco CallManager Administration interface for Pilot Point Configuration. The top navigation bar includes System, Route Plan, Service, Feature, Device, User, Application, and Help. The main header is "Cisco CallManager Administration For Cisco IP Telephony Solutions" with the Cisco Systems logo. The page title is "Pilot Point Configuration". On the right, there are links for "Hunt Group Configuration", "Cisco WebAttendant User Configuration", and "Cisco WebAttendant Server Configuration".

On the left, under "Pilot Points", there is a table:

Pilot Points		
<Add a New Pilot Point>		
MJRpilot	123456	
Sales 01	3000	
Test	1234	

On the right, under "Pilot Point: New", the "Pilot Number (DirN)" is "Not Assigned". The "Status" is "Ready". There are "Insert" and "Cancel Changes" buttons. The configuration fields are:

- Pilot Name*:
- Primary Cisco CallManager*:
- Partition:
- Calling Search Space:
- Pilot Number (DirN)*:
- Route Calls to:

- Step 2** Enter the appropriate settings as described in [Table 24-2](#).

Step 3 Click **Insert**.

Now that the pilot point is created, the Pilot Point Configuration pane refreshes to display the name of the new pilot point in the list on the left. The new pilot point and its settings display.

Once the pilot point is created, you must configure a hunt group to specify how the calls that come in to the pilot point are redirected.

Related Topics

- [Viewing, Updating, or Deleting a Pilot Point, page 24-6](#)
- [Pilot Point Configuration Settings, page 24-7](#)
- [Configuring Hunt Groups, page 24-9](#)
- [Understanding Pilot Points and Hunt Groups, Cisco CallManager System Guide](#)

Viewing, Updating, or Deleting a Pilot Point

This section describes how to view, update, or delete a pilot point.

**Note**

You do not have to restart Cisco TCD or Cisco CallManager after deleting a pilot point for the deletion to take effect.

Procedure

Step 1 Choose **Service > Cisco WebAttendant**.

The Pilot Point Configuration pane displays, and the list on the left side of the pane shows all currently configured pilot points.

Step 2 Click the name of the pilot point you want to modify or delete. The pane refreshes to display information for the selected pilot point.**Step 3** Make the desired changes. See [Table 24-2](#) for a description of pilot point configuration settings.

- Step 4** Click **Update** to modify the pilot point or click **Delete** to remove the pilot point. Within approximately 10 minutes after you delete a pilot point, Cisco TCD will stop directing calls to any hunt group members associated with that pilot point.
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Related Topics

- [Adding a Pilot Point, page 24-5](#)
- [Pilot Point Configuration Settings, page 24-7](#)
- [Configuring Hunt Groups, page 24-9](#)
- [Understanding Pilot Points and Hunt Groups, Cisco CallManager System Guide](#)

Pilot Point Configuration Settings

Use [Table 24-2](#), which describes pilot point configuration settings, to complete procedures in the “[Adding a Pilot Point](#)” and “[Viewing, Updating, or Deleting a Pilot Point](#)” sections.

Table 24-2 Pilot Point Configuration Settings

Field	Description
Pilot Name	Enter up to 50 alphanumeric characters, including spaces, to specify a descriptive name for the pilot point.
Primary Cisco CallManager	From the drop-down list box, choose a name or IP address of the Cisco CallManager whose Cisco Telephony Call Dispatcher (TCD) service will service this pilot point. When selecting the primary Cisco CallManager, take call processing and device load balancing into account.
Partition	Choose None from the drop-down list box. Cisco WebAttendant pilot points do not belong to partitions.

Table 24-2 Pilot Point Configuration Settings (continued)

Field	Description
Calling Search Space	To designate which partitions the pilot point searches when attempting to route a call, choose a calling search space from the drop-down list.
Pilot Number (DirN)	Enter a directory number into this field to designate a directory number for this pilot point. Make sure this number is unique throughout the system (that is, it cannot be a shared line appearance).
Route Calls To	From the drop-down list, choose the First Available Hunt Group Member option to route incoming calls to the first available member of a hunt group. From the drop-down list, choose the Longest Idle Hunt Group Member option to order members based on the length of time that each directory number or line remains idle. If the voice-mail number is the longest idle member of the group, Cisco TCD will route the call to voice mail without checking the other members of the group first.

Configuring Hunt Groups

After you configure the pilot point, you must configure the hunt group. A hunt group comprises a list of destinations (either directory numbers or Cisco WebAttendant user /line numbers) that determine the call redirection order.

This section covers the following procedures:

- [Adding Hunt Group Members, page 24-9](#)
- [Configuring Linked Hunt Groups, page 24-12](#)
- [Viewing, Updating, or Deleting Hunt Group Members, page 24-13](#)
- [Hunt Group Configuration Settings, page 24-14](#)

Adding Hunt Group Members

This section describes how to add hunt group members.

Procedure



Note

Cisco TCD handles overflow conditions by routing calls to multiple Cisco WebAttendants or voice-mail numbers. On the Hunt Group Configuration pane, check the Always Route Member check box, so that the voice-mail number receives multiple calls at the same time.

-
- Step 1** Choose **Service > Cisco WebAttendant**. The Pilot Point Configuration pane displays.
 - Step 2** Choose the pilot point for which you want to add hunt group members. A list of available pilot points appears on the left side of the Pilot Point Configuration pane.
 - Step 3** To add hunt group members to this pilot point, click the link to **Hunt Group Configuration** in the upper, right corner of the Pilot Point Configuration pane. [Figure 24-2](#) shows an example of the Hunt Group Configuration pane.

Figure 24-2 Hunt Group Configuration Pane

[Pilot Point Configuration](#)
[Cisco WebAttendant User Configuration](#)
[Cisco WebAttendant Server Configuration](#)

Pilot Points	
MJRpilot	123456
Sales 01	3000
Test	1234

Pilot Point: Select a Pilot Point
Pilot Number (DirN): Not Assigned

Status: Ready

Hunt Group Members

Device Member Information

Partition:

Directory Number:

Always Route Member:

User Member Information

User Name:

Line Number:

- Step 4** Click **Add Member**. The Pilot Hunt Group Members list initially displays the text <<Not Configured>>.
- Step 5** Decide whether the hunt group member you want to add will be a directory number (device member) or a user and line number (user member):
- If you specify a directory number, Cisco TCD always attempts to route the call to that number.
 - If you specify a Cisco WebAttendant user and line number, Cisco TCD first checks whether the Cisco WebAttendant user is logged in to a Cisco WebAttendant client and online before attempting to route the call. When you specify a user and line number, the user can log in to and receive calls on any Cisco IP phone in the cluster controlled by Cisco WebAttendant.

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- Step 6** Enter the appropriate configuration settings for the new hunt group member as described in [Table 24-3](#):
- If the hunt group member is a directory number, fill in only the Partition and Directory Number fields in the **Device Member Information** section. The optional Always Route Member check box only applies to directory numbers.
 - If the hunt group member is a user and line number, fill in only the Cisco WebAttendant User Name and Line Number fields in the **User Member Information** section.



Note The User Name you specify designates a Cisco WebAttendant User ID. This user name does not duplicate a User ID added through the Cisco CallManager User area of Cisco CallManager Administration.

As you make selections, the Hunt Group Member list box reflects the information you choose. The Hunt Group Member list displays either the device directory number or the Cisco WebAttendant user name and line number; for example:

#1 Call directory number 35201 (directory number example)

#2 Direct Call to Mary Brown, Line 1 (user and line number example)

- Step 7** To add more hunt group members to the pilot point, repeat [Step 5](#) and [Step 6](#).



Note To reorder the hunt group list, choose the member you want to reorder from the list. Then, using the up and down arrows, move that member to a new position in the list.

- Step 8** Click **Update** to save the hunt group member information and complete hunt group configuration.
-

Related Topics

- [Viewing, Updating, or Deleting Hunt Group Members, page 24-13](#)
- [Hunt Group Configuration Settings, page 24-14](#)
- [Understanding Pilot Points and Hunt Groups, Cisco CallManager System Guide](#)

Configuring Linked Hunt Groups

This section describes how to configure linked hunt groups.

Procedure

Step 1 For each hunt group in the chain, use the following information when performing [Step 1](#) through [Step 6](#) from the “[Adding Hunt Group Members](#)” section on [page 24-9](#).

- For all except the last hunt group in the chain, make sure that the final member of the hunt group is the pilot point for the next hunt group.



Caution

Cisco strongly recommends that you do not include any other pilot point numbers (besides the final member) in the hunt group. Including other pilot point numbers in the hunt group may cause a continuous route loop.

- Check the **Always Route Member** check box for only the final member of each hunt group.
- To handle overflow conditions, choose a voice-mail or auto attendant number as the final member of the last linked hunt group in the chain. Check the **Always Route Member** check box to ensure that voice mail can handle multiple, simultaneous calls.

Step 2 After you configure each hunt group, click **Update** to save the information.



Caution

Cisco strongly recommends that you do not link the last hunt group back to the first hunt group.

Step 3 Verify configuration of the linked hunt groups by reviewing the information you entered in the previous steps.

Related Topics

- [Adding Hunt Group Members, page 24-9](#)
- [Viewing, Updating, or Deleting Hunt Group Members, page 24-13](#)
- [Hunt Group Configuration Settings, page 24-14](#)
- [Understanding Pilot Points and Hunt Groups, Cisco CallManager System Guide](#)
- [Understanding Linked Hunt Groups, Cisco CallManager System Guide](#)

Viewing, Updating, or Deleting Hunt Group Members

This section describes how to view, update, or delete hunt group members.

Procedure

-
- Step 1** Choose **Service > Cisco WebAttendant**.
- The Pilot Point Configuration pane displays.
- Step 2** At the top of the pane, click the Hunt Group Configuration link.
- The Hunt Group Configuration pane displays, and the list on the left side of the pane displays all currently configured pilot points.
- Step 3** Click the name of the pilot point associated with the hunt group for which you want to view, modify, or delete members.
- The Hunt Group Configuration pane displays information for the chosen pilot point.
- Step 4** Make any desired changes. See [Table 24-3](#) for a description of hunt group configuration settings:
- To update settings for a hunt group member, choose that member name in the list; modify the settings as needed; then, click **Update** to save the changes.
 - To change the order of the hunt group members, choose the name of the member you want to move and use the arrow buttons to move it to a new position in the list.

- To delete a hunt group member, highlight that member name in the list and click **Delete Member**.
- You can press **Cancel Changes** at any time to restore any settings you changed before clicking **Update**.

Step 5 Click **Update** to save the changes before leaving the Hunt Group Configuration pane.

Related Topics

- [Adding Hunt Group Members, page 24-9](#)
- [Understanding Pilot Points and Hunt Groups, *Cisco CallManager System Guide*](#)

Hunt Group Configuration Settings

Use [Table 24-3](#) to complete procedures in the following sections:

- [Adding Hunt Group Members](#)
- [Configuring Linked Hunt Groups](#)
- [Viewing, Updating, or Deleting Hunt Group Members](#)

Table 24-3 Hunt Group Configuration Settings

Field	Description
Partition	<p>If a hunt group member is a directory number, fill in the Partition and Directory Number fields in the Device Member Information section.</p> <p>This field designates the route partition to which the directory number belongs:</p> <ul style="list-style-type: none"> • If the directory number for this hunt group member is in a partition, you must choose a partition from the drop-down list. • If the directory number is not in a partition, choose None. <p>Always Route Member, an optional check box, applies only to directory numbers.</p> <p>If this check box is checked, Cisco Telephony Call Dispatcher (TCD) always routes the call to this hunt group member, whether it is busy or not.</p> <p>If this check box is checked, Cisco TCD does not check whether the line is available before routing the call.</p> <p>To manage overflow conditions, check this check box for voice-mail or auto-attendant numbers that handle multiple, simultaneous calls.</p> <p>For linked hunt groups, only check the Always Route Member check box when you are configuring the final member of each hunt group.</p>
Directory Number	<p>Enter the directory number of the hunt group member device in this field.</p> <p>When the directory number is not in the specified partition, an error dialog box displays.</p>

Table 24-3 Hunt Group Configuration Settings (continued)

Field	Description
User Name	<p>If the hunt group member is a user and line number, fill in only the Cisco WebAttendant User Name and Line Number fields in the User Member Information section.</p> <p>From the drop-down list, choose Cisco WebAttendant users that will serve as hunt group members.</p> <p>Only Cisco WebAttendant user names added using Cisco WebAttendant User Configuration appear in this list.</p>
Line Number	From the drop-down list, choose the appropriate line numbers for the hunt group.

Related Topics

- [Adding Hunt Group Members, page 24-9](#)
- [Viewing, Updating, or Deleting Hunt Group Members, page 24-13](#)
- [Understanding Pilot Points and Hunt Groups, Cisco CallManager System Guide](#)

Installing the Cisco WebAttendant Client

This section describes how to install the Cisco WebAttendant client on a user PC.

Procedure

-
- Step 1** Ensure you have added the Cisco WebAttendant user and the phone you want to associate with Cisco WebAttendant to the Cisco CallManager database.
- Step 2** Write down the MAC address of the phone that is to be associated with the Cisco WebAttendant client you are installing. The MAC address comprises a 12-character, hexadecimal number located on a label on the underside of the Cisco IP phone.
- Step 3** Log in to the PC on which you want to install the Cisco WebAttendant client.

- Step 4** Open Internet Explorer (version 4.0 or greater), browse to Cisco CallManager Administration, and log in to Cisco CallManager Administration.
- Step 5** Choose **Application > Install Plugins**.
- Step 6** Click the icon for the Cisco WebAttendant client.
The Cisco WebAttendant installation wizard runs.
- Step 7** Click **Next** at the initial screen; then, click **Yes** to accept the License Agreement.
- Step 8** Click **Next** to install the Cisco WebAttendant client to the default location or use the Browse button to specify a new location and then click **Next**.
- Step 9** Choose a Program Folder and click **Next**.
- Step 10** On the Customer Information screen, enter the following information:
- **Login ID**—Enter the Cisco WebAttendant user ID for the attendant.
 - **Password**—Enter the Cisco WebAttendant password for user ID just specified.
- Step 11** Click **Next**.
- Step 12** Enter the following information:
- **IP Address**—Enter IP address or host name of the primary Cisco CallManager for Cisco TCD (usually the Cisco CallManager with which the Cisco WebAttendant phone is registered).
 - **MAC ID**—Enter MAC address of the Cisco IP phone that will be used with Cisco WebAttendant (see Step 2 for a description of the MAC address). You must use uppercase letters when entering the MAC address.
- Step 13** Click **Next**.
- Step 14** After the installation program finishes installing files, choose whether you want to restart the computer now or later; then, click **Finish**.
- Step 15** Restart the computer.

Once the application is installed, you can configure or update any client settings that you did not configure during the installation process.

Refer to the [“Configuring Cisco WebAttendant Client Settings” section on page 24-18](#) for more information.

Related Topics

- [Configuring Cisco WebAttendant Client Settings, page 24-18](#)
- [Cisco WebAttendant Installation and Configuration](#), *Cisco CallManager System Guide*
- [Understanding Cisco WebAttendant](#), *Cisco CallManager System Guide*

Configuring Cisco WebAttendant Client Settings

After you install Cisco WebAttendant, you must configure the client before a user can log in to Cisco WebAttendant. Use the procedure in this section to configure settings not specified during installation, to view current settings, or to update the client configuration.

Once configured, the Cisco WebAttendant client operates with the specified settings until the administrator changes them.

Procedure

-
- Step 1** On the PC where the Cisco WebAttendant is installed, choose **Start > Programs > Cisco CallManager > Cisco WebAttendant**; then, click **Yes** to launch Cisco WebAttendant.
- Step 2** Click **Settings**.
- Step 3** Enter the appropriate configuration settings, as described in [Table 24-4](#).
- Step 4** Click **OK**. You have now configured the settings for Cisco WebAttendant client, and the settings can now be used for call-distribution activities.



Note If the Cisco WebAttendant client does not display directory information, check whether the wauser shared directory is configured correctly and whether the Cisco WebAttendant user and client PC have read/write access to the wauser shared directory. See the [“Setting Up the wauser Shared Directory for Cisco WebAttendant”](#) section on [page 24-24](#) for instructions.

Related Topics

- [Installing the Cisco WebAttendant Client, page 24-16](#)
- [Cisco WebAttendant Client Configuration Settings, page 24-20](#)
- [Setting Up the wouser Shared Directory for Cisco WebAttendant, page 24-24](#)
- [Understanding Cisco WebAttendant, *Cisco CallManager System Guide*](#)

Cisco WebAttendant Client Configuration Settings

Use [Table 24-4](#) to complete the procedure in the “[Configuring Cisco WebAttendant Client Settings](#)” section.

Table 24-4 Cisco WebAttendant Client Configuration Settings

Field	Description
MAC Address	<p>Enter SEP plus the media access control (MAC) address, a 12-character number found on the bottom of the Cisco IP phone, for the Cisco IP phone you plan to use with Cisco WebAttendant.</p> <p>You must enter SEP, then the MAC address, eliminating any dashes. You must use uppercase letters; for example, SEP0010EB001234.</p>
Cisco TCD Database Path	<p>Leave this setting blank if you want to use the Cisco TCD default database associated with the Cisco WebAttendant client. Cisco recommends the default setting. To ensure that this setting works correctly, you must perform the required steps in the “Setting Up the wauser Shared Directory for Cisco WebAttendant” section on page 24-24.</p> <p>As an alternative to the default setting, copy the file named C:\Program Files\Cisco\Users\UsersDB1.mdb or C:\Program Files\Cisco\UsersDB2.mdb on the Cisco CallManager server to a different location (such as a file in a different shared directory on the network or a file on the Cisco WebAttendant user PC) and enter the path to the file in this field. For important information on this path, refer to the “Understanding Cisco TCD Database Path Options” section of <i>Cisco CallManager System Guide</i>.</p>

Cisco Telephony Call Dispatcher (TCD) Settings

IP Address or Host Name	Enter the IP address or host name of the Cisco TCD server. This entry designates the Cisco CallManager to which the Cisco IP phone is normally registered.
IP Port	The default value is 4321. Do not modify this value.

Table 24-4 Cisco WebAttendant Client Configuration Settings (continued)

Field	Description
WebAttendant User ID	<p>This field designates the User ID for the Cisco WebAttendant user as specified in the Cisco WebAttendant User Configuration pane from Cisco CallManager Administration. See the “Installing the Cisco WebAttendant Client” section on page 24-16 for more information.</p> <p>Note Be aware that the Cisco WebAttendant User ID is not the same as a Cisco CallManager User ID entered in the User area of Cisco CallManager Administration.</p>
WebAttendant Password	<p>This field designates the password for this Cisco WebAttendant user as specified in the Cisco WebAttendant User Configuration pane in Cisco CallManager Administration. See the “Installing the Cisco WebAttendant Client” section on page 24-16 for more information.</p> <p>Note Be aware that the Cisco WebAttendant password is not the same as a Cisco CallManager password entered in the User area of Cisco CallManager Administration.</p>
Connected To	<p>This view-only field displays the IP address of the Cisco CallManager currently connected to the Cisco WebAttendant.</p>
Line State Server Settings	
IP Address or Host Name	<p>Enter the IP address or host name of the line state server. This entry designates the Cisco CallManager to which the Cisco IP Phone is normally registered.</p>

Table 24-4 Cisco WebAttendant Client Configuration Settings (continued)

Field	Description
IP Port	This field designates the line state server IP port number, which has the default value 3224. Do not change this setting unless advised to do so by the Cisco Technical Assistance Center.
Connected To	This view-only field displays the IP address of the line state server currently connected to the Cisco WebAttendant client.

When you configure your settings in the Settings dialog box, check the **Activate WebAttendant when a call is received** check box to ensure that the Cisco WebAttendant Console automatically displays every time a call comes into the system.

Related Topics

- [Configuring Cisco WebAttendant Client Settings, page 24-18](#)
- [Setting Up the wauser Shared Directory for Cisco WebAttendant, page 24-24](#)
- [Understanding Cisco WebAttendant, Cisco CallManager System Guide](#)

Cisco WebAttendant Server Configuration

The Cisco WebAttendant Server Configuration pane lists service parameters and enables you to configure trace parameters for the Cisco Telephony Call Dispatcher (TCD).



Caution

Do not change any service parameters without permission of a Cisco Technical Assistance Center engineer. Doing so may cause system failure.

Perform the following steps to update Cisco TCD trace parameters.

Procedure

Step 1 Choose **Service > Cisco WebAttendant**.

The Pilot Point Configuration pane displays.

Step 2 Click **Cisco WebAttendant Server Configuration** in the upper, right corner of the pane. Choose a server from the list on the left side of the pane or choose a server from the drop-down box and click **Insert**.

The Cisco WebAttendant Server Configuration pane for the chosen server appears. It displays all configured service parameters for the Cisco TCD.

[Figure 24-3](#) shows an example of the Cisco WebAttendant Server Configuration pane.

Figure 24-3 Cisco WebAttendant Server Configuration Pane

[Pilot Point Configuration](#)
[Hunt Group Configuration](#)
[Cisco WebAttendant User Configuration](#)
[Select Another WebAttendant Server](#)
[Trace Configuration](#)

Cisco WebAttendant Server Configuration

Current Server : test2

Current Service: Cisco Telephony Call Dispatcher

Status: Ready

Parameter Name	Parameter Value	Suggested Value
CCN Line State Port*	<input type="text" value="3223"/>	3223
LSS Access Password*	<input type="text" value="private"/>	private
LSS Listen Port*	<input type="text" value="3224"/>	3224
TcdSrv Listen Port*	<input type="text" value="4321"/>	4321

* indicates required item
 Click here for More Information.

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Note After you insert or choose a server from the Cisco WebAttendant Server Configuration pane, you can click **Trace Configuration** on the Cisco WebAttendant Server Configuration pane and then refer to the *Cisco CallManager Serviceability Administration Guide* to configure trace parameters.

Related Topics

- [Cisco TCD Service and Trace Parameters](#), *Cisco CallManager System Guide*

Setting Up the wouser Shared Directory for Cisco WebAttendant

By default, the client uses cached directory information from the Cisco CallManager Directory user database. The Cisco WebAttendant client displays user and line information in the Directory section of its user interface.

If you choose the default Cisco TCD database setting during Cisco WebAttendant client configuration, you must perform the following procedure to ensure that the Cisco WebAttendant client can display the directory information from the Cisco CallManager directory database.




Note If you are running Cisco CallManager in a cluster environment, perform this procedure on every Cisco CallManager in the cluster.

Perform the following steps to set up the wouser shared directory:

Procedure

- Step 1** Log in to the Cisco CallManager server.
- Step 2** Use Windows Explorer to browse to the following folder:
C:\Program Files\Cisco\Users

- Step 3** Right-click the Users folder and choose **Sharing**.
- Step 4** Click the **Share this Folder** radio button.
- Step 5** Change the default share name from “Users” to “wauusers.” Make sure the share name, which is not case sensitive, is wauusers, so that directory information can display.
- Step 6** Click the **Permissions** button. Click the **Share Permissions** tab if it does not automatically appear.
- Step 7** Choose **Everyone** in the Name pane, if it is not already chosen.
- Step 8** Check the **Full Control**, **Change**, and **Read** check boxes; then, click **OK**.
- Step 9** Click the **Security** tab.
- Step 10** Uncheck the **Allow inheritable permissions from parent to propagate to their object** check box.
- Step 11** A security dialog box appears. Click the **Remove** button in the dialog box.
- Step 12** If the Name pane has any entries in it, choose them one-by-one and click **Remove** after each selection.
- Step 13** Click **Add**.
- Step 14** In the Look In field, choose the name of the machine you are currently using.
- Step 15** Choose **Everyone** in the Name pane; then, click **Add**.
- Step 16** Click **OK**.
- Step 17** The Users Properties Security window appears. Make sure that only **Everyone** appears in the Name pane.
- Step 18** In the Permissions pane, check the **Full Control** check box.
-  **Note** When you check the Full Control check box, you automatically choose all available permission selections.
- Step 19** Click **Apply**.
- Step 20** Click **OK**.
- Step 21** Perform this procedure on every Cisco CallManager in the cluster.

**Note**

To ensure that the changes made to the Shared As properties are visible to Cisco WebAttendant clients, Cisco WebAttendant users should exit the client, log out of Windows, and then log back in to Windows.

Cisco CallManager automatically makes directory database information available to Cisco WebAttendant clients and updates the information every 24 hours with the latest changes.

Related Topics

- [Understanding Cisco TCD Database Path Options](#), *Cisco CallManager System Guide*
- [Understanding Cisco WebAttendant](#), *Cisco CallManager System Guide*

Starting the Cisco Telephony Call Dispatcher

The Cisco Telephony Call Dispatcher (TCD) service starts running automatically when Cisco CallManager is started. The following procedure describes how to verify that the Cisco TCD service is running and how to start Cisco TCD if it is stopped.

**Note**

If you add new Cisco WebAttendant users or modify the user information or password for an existing user, you must wait approximately 6 minutes for the changes to take effect.

Procedure

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- Step 1** Choose **Application > Cisco CallManager Serviceability**.
- Step 2** Choose a Cisco CallManager server from the server list on the left side of the pane. The pane refreshes.

The Service Name column lists all services that are configured on this server.

- Step 3** Look at the Service Status column for the Cisco Telephony Call Dispatcher:
- If an arrow icon displays, the Cisco TCD service is running.
 - If a square icon displays, the Cisco TCD service is stopped.
- Step 4** If the Cisco TCD service is not running, click the **Start** button in the Service Control column.
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Related Topics

- [Understanding Pilot Points and Hunt Groups](#), *Cisco CallManager System Guide*
- [Understanding the Cisco Telephony Call Dispatcher](#), *Cisco CallManager System Guide*

Viewing Cisco WebAttendant Performance Monitors

Perform the following procedures to view CcmLineLinkState and other performance monitoring information for Cisco TCD and Cisco WebAttendant:

Procedure

- Step 1** Log in to the Cisco CallManager server.
- Step 2** Choose **Start > Programs > Administrative Tools > Performance**.
- Step 3** Click the View report data icon.
- Step 4** Click the + (Add counter) icon.
- Step 5** Choose **System Monitor**; enable **All Counters**, and choose **Cisco WebAttendant** from the Object drop-down list box.
- Step 6** Click **Add**.
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Related Topics

- [Cisco WebAttendant Configuration, page 24-1](#)
- [Understanding Cisco WebAttendant, *Cisco CallManager System Guide*](#)