



CHAPTER 27

CTI Gateway Server

Use CTI gateway server settings to configure settings that are related to CTI gateway. You can use this window to search for specific servers and change individual settings.

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. Use the following procedure to locate specific CTI gateway servers.

**Note**

During your work in a browser session, the cookies on the client machine store your find/list search preferences. If you navigate to other menu items and return to this menu item, or if you close the browser and then open a new browser window, the system retains your Cisco Unified Presence search preferences until you modify your search.

Procedure

Step 1 Choose **Application > Cisco Unified Personal Communicator > CTI Gateway Server**.

The Find and List CTI Gateway Hosts window displays. Records from an active (prior) query may also display in the window.

Step 2 To find all records in the database, ensure the dialog box is empty; go to [Step 3](#).

To filter or search records

- From the first drop-down list box, choose a search parameter.
- From the second drop-down list box, choose a search pattern.
- Specify the appropriate search text, if applicable.

**Note**

To add additional search criteria, click the **+** button. When you add criteria, the system searches for a record that matches all criteria that you specify. To remove criteria, click the **-** button to remove the last added criterion or click the **Clear Filter** button to remove all added search criteria.

Step 3 Click **Find**.

All matching records display. You can change the number of items that display on each window by choosing a different value from the Rows per Page drop-down list box.



Note You can delete multiple records from the database by checking the check boxes next to the appropriate record and clicking **Delete Selected**. You can delete all configurable records for this selection by clicking **Select All** and then clicking **Delete Selected**.

Step 4 From the list of records that display, click the link for the record that you want to view.

Note To reverse the sort order, click the up or down arrow, if available, in the list header.

The window displays the item that you choose.

Additional Information

See the [“Related Topics” section on page 27-3](#).

Configuring a CTI Gateway Server

This section describes how to add or update a CTI gateway server in the Cisco Unified Presence database.

Procedure**Step 1** Perform one of the following tasks:

- To add a CTI gateway, choose **Application > Cisco Unified Personal Communicator > CTI Gateway Server** and click **Add New**.
- To update a CTI gateway host, find the host by using the procedure in the [“Finding a CTI Gateway Server” section on page 27-1](#).

The CTI Gateway Host Configuration window displays.

Step 2 Enter the appropriate settings as described in [Table 27-1](#).**Step 3** To save the data and to add the CTI gateway host to the database, click the **Save** icon that displays in the tool bar in the upper, left corner of the window (or click the **Save button** that displays at the bottom of the window).**Additional Information**

See the [“Related Topics” section on page 27-3](#).

CTI Gateway Server Configuration Settings

Table 27-1 describes the CTI gateway configuration parameters. For related procedures, see the “[Related Topics](#)” section on page 27-3.

Table 27-1 CTI Gateway Server Configuration Parameters

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

Deleting a CTI Gateway Server

This section describes how to delete a CTI gateway server.

Procedure

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- Step 1** Find the CTI gateway server by using the procedure in the “[Finding a CTI Gateway Server](#)” section on page 27-1.
- Step 2** From list of matching records, choose the CTI gateway server that you want to delete.
- Step 3** To delete the CTI gateway, click the **Delete Selected Item** icon that displays in the tool bar in the upper, left corner of the window (or click the **Delete Selected** button that displays at the bottom of the window).
If the CTI gateway server is not in use, Cisco Unified Presence deletes it. If it is in use, a message displays.
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Additional Information

See the “[Related Topics](#)” section on page 27-3.

Related Topics

- [Finding a CTI Gateway Server, page 27-1](#)

Related Topics

- [Configuring a CTI Gateway Server, page 27-2](#)
- [Deleting a CTI Gateway Server, page 27-3](#)