



CHAPTER 28

CTI Gateway Profile

Use CTI gateway profile settings to configure settings that are related to the CTI gateway, including primary servers, standby servers, and the users that are associated with the profile. You can use this window to search for specific profiles and change individual settings.

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

**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 Profile**.

The Find and List CTI Gateway Profiles 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 28-4](#).

Configuring a CTI Gateway Profile

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

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

- To add a CTI gateway profile, choose **Application > Cisco Unified Personal Communicator > CTI Gateway Profile** and click **Add New**.
- To update a CTI gateway profile, find the profile by using the procedure in the [“Finding a CTI Gateway Profile” section on page 28-1](#).

The CTI Gateway Profile Configuration window displays.

Step 2 Enter the appropriate settings as described in [Table 28-1](#).**Step 3** To associate users with the CTI gateway profile, click **Add Users to Profile**.

The Find and List Users window displays.

Step 4 To find all records in the database, ensure the dialog box is empty; go to [Step 5](#).

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 5** 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.
- Step 6** From the list of records, click the users that you want to add to the CTI gateway profile or click **Select All**.
- Step 7** To add the users to the CTI gateway profile, click **Add Selected**.
- Step 8** To exit the Find and List Users window, click **Close**.
- Step 9** To save the data and to add the CTI gateway profile 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 28-4](#).

CTI Gateway Profile Configuration Settings

Table 28-1 describes the CTI gateway profile configuration parameters. For related procedures, see the [“Related Topics” section on page 28-4](#).

Table 28-1 CTI Gateway Profile Configuration Parameters

Field	Description
Name	This parameter specifies the name of the CTI gateway profile.
Description	This parameter provides a general description of the CTI gateway profile.
Primary CTI Gateway Server	This parameter specifies the primary CTI gateway server. From the dropdown list, you can choose from the CTI gateway servers that you have already defined on the system.
Backup CTI Gateway Server	This parameter specifies the backup CTI gateway server. From the dropdown list, you can choose from the of CTI gateway servers that you have already defined on the system. You can specify two backup CTI gateway servers.

Deleting a CTI Gateway Profile

This section describes how to delete a CTI gateway profile.

Procedure

- Step 1** Find the CTI gateway profile by using the procedure in the [“Finding a CTI Gateway Profile”](#) section on page 28-1.
- Step 2** From list of matching records, choose the CTI gateway profile that you want to delete.
- Step 3** To delete the CTI gateway profile, 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 profile 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 28-4.

Related Topics

- [Finding a CTI Gateway Profile, page 28-1](#)
- [Configuring a CTI Gateway Profile, page 28-2](#)
- [Deleting a CTI Gateway Profile, page 28-3](#)