

# Configuring Cisco CallManager IP Phones to Work With IP Phone Agent

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## Introduction

This document describes the procedures for configuring Cisco CallManager IP Phones to work with IP Phone Agent. Completing the procedures described in this document enables agents to log into the Interactive Call Distribution (ICD) queue from IP phone services.

## Prerequisites

### Requirements

You must be running Customer Response Solution (CRS) version 3.0.1 or 3.0.2 with working ICD configuration. All agent users are added in Cisco CallManager and can be seen from Global Directory.

### Components Used

The information in this document is based on the software and hardware versions below.

- CRS version 3.0.2
- Cisco CallManager version 3.2(2c)

The information presented in this document was created from devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If you are working in a live network, ensure that you understand the potential impact of any command before using it.

### Conventions

For more information on document conventions, see the Cisco Technical Tips Conventions.

# Configuration Procedures in Cisco CallManager

After all IP agent phones are added to Cisco CallManager, perform the following tasks in Cisco CallManager Administration. These tasks are described in detail in these sections:

1. Create an IP phone service.
2. Assign the IP phone service to each IP agent phone.
3. Assign all IP agent phones to the Resource Manager (RM) Java Telephony Application Programming Interface (JTAPI) Provider user.

**Note:** Agent usernames and passwords in Cisco CallManager must be in lowercase. If uppercase is used, agents are not able to log into the ICD server when starting the IP Phone Agent service.

## Creating an IP Phone Service

From the Cisco CallManager Administration web-based application, follow these steps to create a new IP phone service.

1. From the menu at the top of the page, select **Feature > Cisco IP Phone Service**.



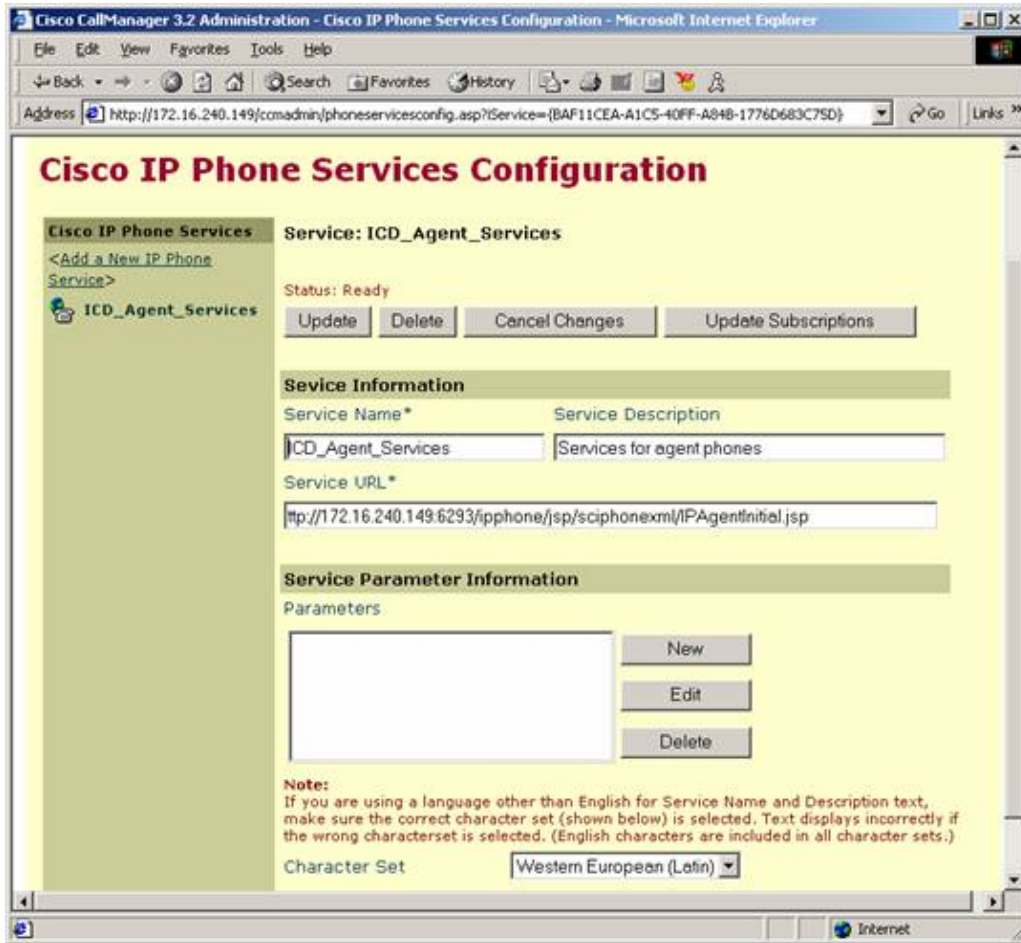
2. On the Cisco IP Phone Services Configuration page, enter this information:

- ◆ **Service Name:** Enter the service name that will be shown in the IP Phone Services window.
- ◆ **Service Description:** Enter a description of the service. (Optional)
- ◆ **Service URL:** Enter the URL for the service. For example, **http://172.16.240.149:6293/ipphone/jsp/sciphonexml/IPAgentInitial.jsp** where 172.16.240.149 is the IP address of the machine where the Agent State service is loaded.
- ◆ 6293 is the Tomcat web server port. If 6293 is not the port number, check the port parameter in the file **C:\Program Files\wfast\Tomcat\_appadmin\conf\server.xml** for the correct value.
- ◆ ipphone/jsp/& is the path to the jsp page under Tomcat on the machine where the Agent State server is loaded (the CRA server).

**Note:** You will not find a file called IPAgentInitial.jsp at this location; there will be a file called IPAgentInitial.class, which contains the implementation of the .jsp file.

**Note:** The Tomcat web server is included with the ICD installation.

3. Click **Insert** to create the new IP phone service. The new service is now listed in the shaded box at the left of the page.



## Assigning the IP Phone Service to IP Agent Phones

Once the IP phone service is created, each agent's phone must be configured to use it. From the Cisco CallManager Administration web-based application, follow these steps to configure each IP phone:

1. From the Device menu, choose **Phone**.

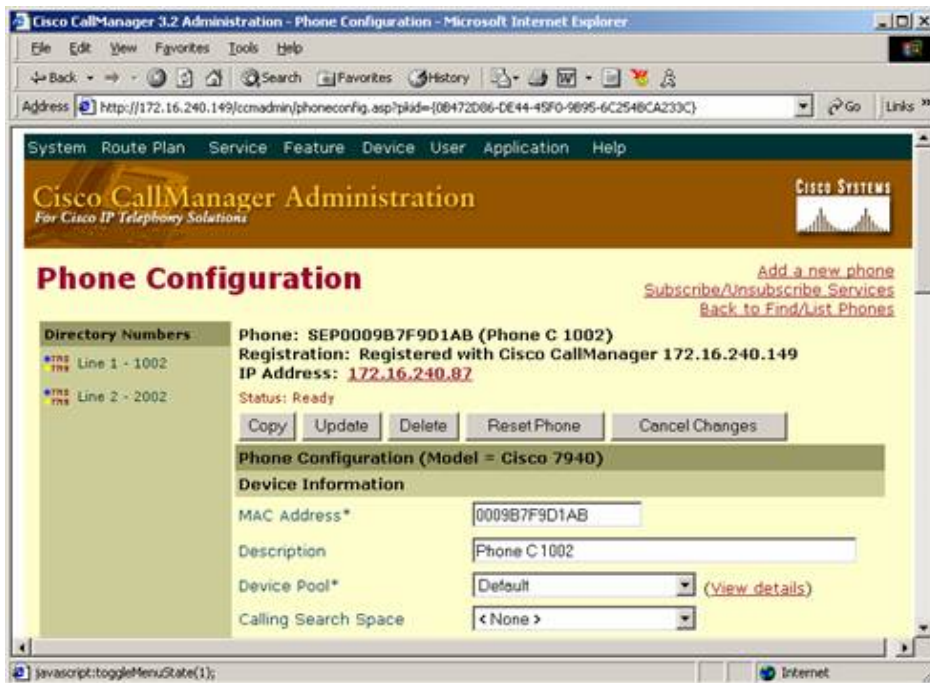
The Find and List Phones window appears.

2. Use the search function to find the phone.

Search results are listed at the bottom of the page.

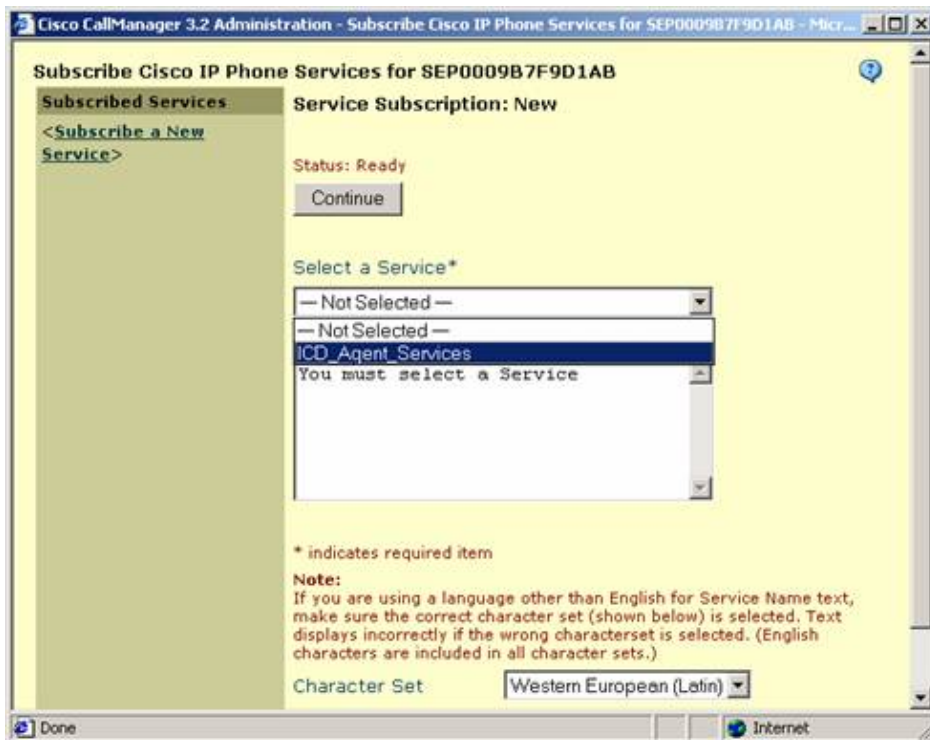
3. Locate the phone in the list of results and click the red hyperlink.

The Phone Configuration window appears.



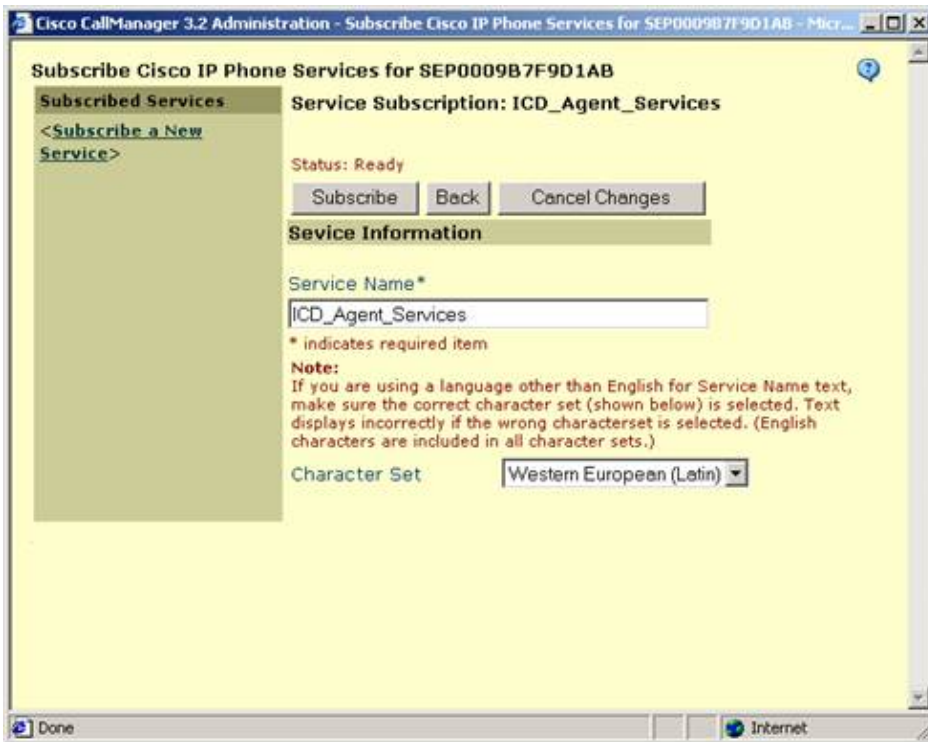
4. Click **Subscribe/Unsubscribe Services** in the upper right corner of the window.

A popup window for subscribing to services for that device appears.



5. From the Select a Service drop-down list, choose the new service, and then click **Continue**.

A popup window showing the new service appears.



6. Click **Subscribe**.

The new service is listed in the shaded box at the left of the page.



7. Close the window.

## Assigning All IP Agent Phones to an RM JTAPI Provider User

Use this procedure to assign agent IP phones to the RM JTAPI Provider user:

1. Go to your Cisco CallManager Administrator page by selecting **User > Global Directory** and find the RM JTAPI Provider user.
2. Click **Device Association** in the shaded box at the left.

The Find and List Phones window appears.

3. Use the search function to locate all phones that are to be associated with the RM JTAPI Provider

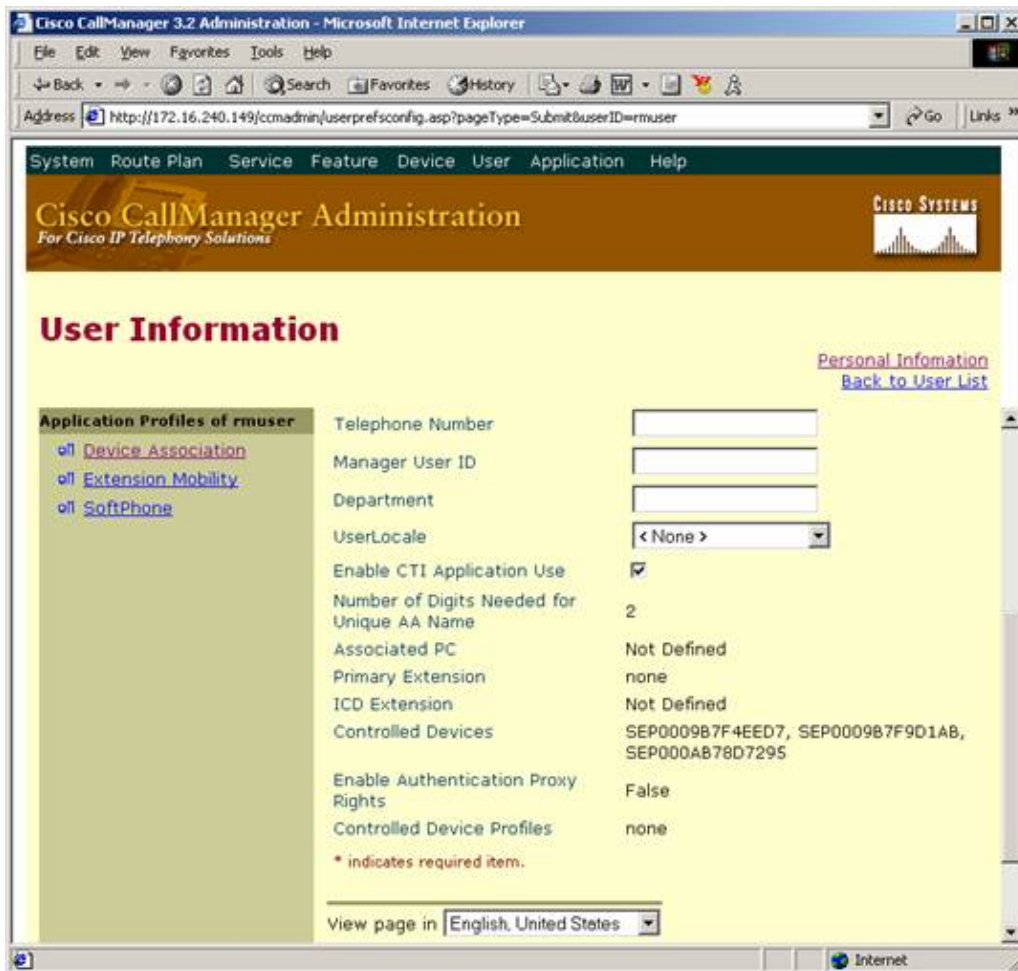
user. This should be every IP phone that will be used by an IP phone agent.

The screenshot shows the Cisco CallManager Administration web interface in Microsoft Internet Explorer. The browser address bar shows the URL: `http://172.16.240.149/ccadmin/userprefsconfig.asp?pageType=Config&userID=rmuser&action=GoToPhones`. The page title is "User Information". There are navigation tabs at the top: System, Route Plan, Service, Feature, Device, User, Application, Help. The main content area has a "User Information" heading and two buttons: "Update" and "Cancel Changes". Below this is a section titled "Available Devices" with several checkboxes: "Check All on Page" (checked), "Check All in Search" (checked), "No Primary Extension" (selected), and "No ICD Extension" (selected). A table lists available devices with columns: Type, Device Name, Description, Primary Ext., Extension, and ICD Ext. The table contains six rows of data. At the bottom, there is a language selection dropdown set to "English, United States".

Type	Device Name	Description	Primary Ext.	Extension	ICD Ext.
<input checked="" type="checkbox"/>	SEP0009B7F4EED7	Phone A 1000	<input type="radio"/>	1000	<input type="radio"/>
<input checked="" type="checkbox"/>	SEP0009B7F4EED7	Phone A 1000	<input type="radio"/>	2000	<input type="radio"/>
<input checked="" type="checkbox"/>	SEP0009B7F9D1AB	Phone C 1002	<input type="radio"/>	1002	<input type="radio"/>
<input checked="" type="checkbox"/>	SEP0009B7F9D1AB	Phone C 1002	<input type="radio"/>	2002	<input type="radio"/>
<input checked="" type="checkbox"/>	SEP000AB78D7295	Phone B 1001	<input type="radio"/>	1001	<input type="radio"/>
<input checked="" type="checkbox"/>	SEP000AB78D7295	Phone B 1001	<input type="radio"/>	2001	<input type="radio"/>

4. Select the phone(s) from the search results to associate them with the RM JTAPI Provider user. Check the **No Primary Extension** check box, and click **Update** to complete the association.

On the User Information page, the phones you selected are listed by their MAC addresses under Controlled Devices.



5. Continue until all appropriate IP phones are associated.

## Verify

This diagram illustrates things you can look for to verify that your configuration is working properly.



## Troubleshoot

If you are unable to execute the Agent Service on the IP Phone, ensure you are using the IP address rather than hostname of the server containing the Agent State service. Enter the URL for the service. For example, <http://172.16.240.149:6293/ipphone/jsp/sciphonexml/IPAgentInitial.jsp> where *172.16.240.149* is the IP address.

If you are unable to login using the service on the agent's phone, ensure the device associations of the RM JTAPI Provider User has the phone your agent is trying to login.

## Related Information

- [Voice Technology Support](#)
- [Voice and Unified Communications Product Support](#)
- [Troubleshooting Cisco IP Telephony](#)
- [Technical Support & Documentation – Cisco Systems](#)

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