

Specifying a Location for the WebAttendant Client Application TCD Database Path for Cisco CallManager 3.0

Document ID: 7914

Contents

Introduction

Task 1: Changing the TCD Database Path

Task 2: Mapping a Network Drive

Related Information

Introduction

This document is part six of a ten document set. For information on each of these documents, consult the index for this set:

Installing and Configuring Cisco WebAttendant for CallManager 3.0

By default, the WebAttendant client application is configured to use cached user directory information directly from the Cisco CallManager server's user database. This is the preferred option. In this case, the WebAttendant client's path to the database is `[\\<ip-address>\WAUSERS]` where `<ip-address>` is the address of the CallManager server or `[\\<dns-name>\WAUSERS]` where `<dns-name>` is the name of the CallManager server.

There are, however, other options for allowing WebAttendant clients to access the user database. The WebAttendant client application can be configured to point to a local copy of the database on its own hard drive or on the hard drive of a remote server using a mapped network drive. If you decide to implement one of the alternative options, the database must be manually refreshed on a regular basis (copied from the CallManager server) to the location that you are using for the WebAttendant clients, in order for the WebAttendant clients to have access to the the most up-to-date database.

Task 1: Changing the TCD Database Path

This task explains how to set up the WebAttendant client application to point to a local copy of the user database. In this example, a copy of the file will be placed in the local folder `d:\users`.

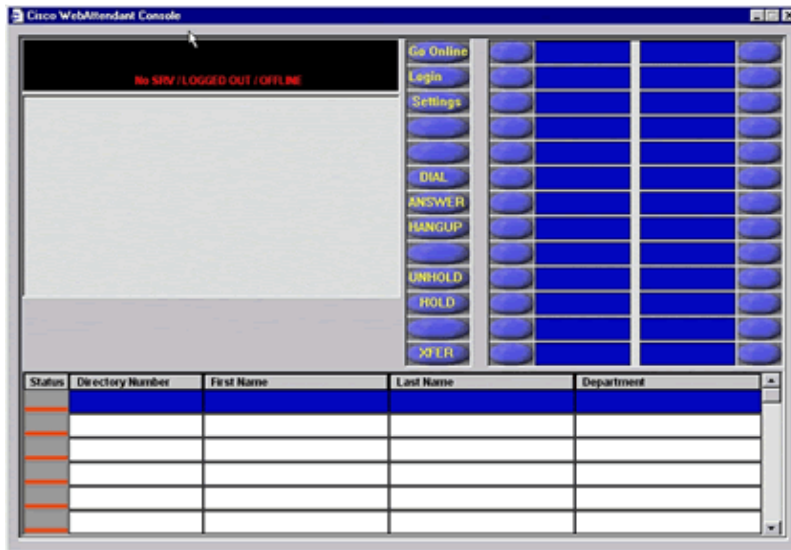
If you choose to use this method, any database changes made through Cisco CallManager will not automatically be made available to the Cisco WebAttendant client. The newer versions of the database file will have to be copied to the location or locations that the WebAttendant clients are pointed to. This can be done manually by an administrator or the users can do it themselves if a copy of the latest database is kept in the FTP Root folder of the CallManager server. See *Installing and Configuring Cisco WebAttendant on the Client PC* for information on using the FTP Root folder to distribute files.


Note: The steps for pointing to a remote folder by using a mapped network drive are the same as pointing to a local folder. The WebAttendant Client PC, however, will require a mapped network drive pointing to the remote folder in order to access the user database. See the next task for an explanation of mapping a network to a remote folder.

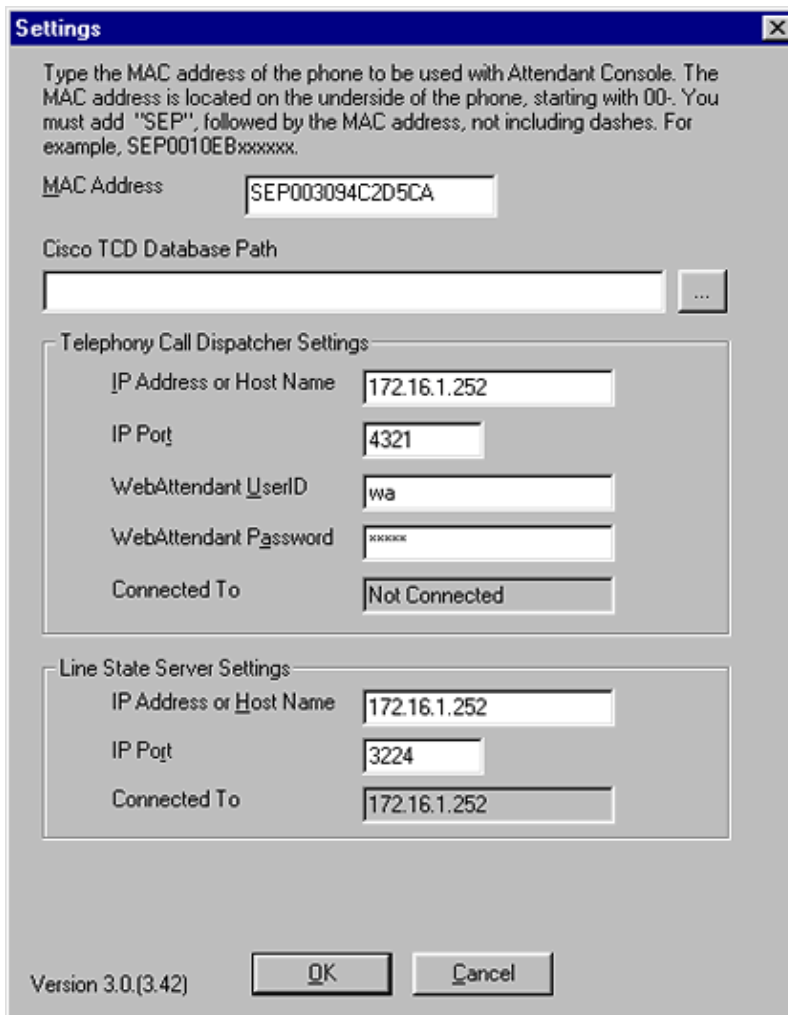
Place a copy of the most recently modified user database (UsersDB1.mdb or UsersDB2.md) in the local folder d:\users. The database files are located on the CallManager server in the C:\Program Files\Cisco\Users\.

Start the WebAttendant client application. Select **OK** if you see a message regarding the database not being available.

1. Select the **Settings** option from the WebAttendant console screen.



2. You should see a screen similar to the following. Click on the  button in the WebAttendant settings window.



3. You should see a screen similar to the following.

Note: In this case the folder has already been changed to d:\users.



6. Select the database **UsersDB1.mdb**.

4. Click **Open**, then **OK**. You will be notified that the changes will not take effect until you restart the WebAttendant client application.

You should now see a screen similar to the following.

Settings

Type the MAC address of the phone to be used with Attendant Console. The MAC address is located on the underside of the phone, starting with 00. You must add "SEP", followed by the MAC address, not including dashes. For example, SEP0010EBxxxxxx.

MAC Address

Cisco TCD Database Path

Telephony Call Dispatcher Settings

IP Address or Host Name

IP Port

WebAttendant UserID

WebAttendant Password

Connected To

Line State Server Settings

IP Address or Host Name

IP Port

Connected To

Version 3.0.(3.42)

5. Exit the WebAttendant console.

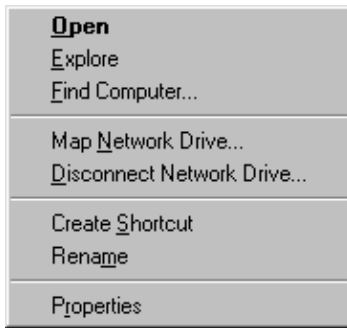
Task 2: Mapping a Network Drive

This task will explain how to map a network drive to a folder named **wa_dbase** on a remote server named **server1**. The **wa_dbase** folder has already been setup as a shared folder on **server1**. If you need more information on configuring a shared folder see [Sharing the Cisco WebAttendant User Directory Database Information](#).

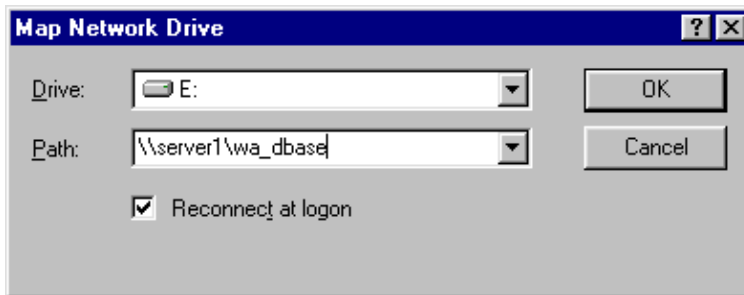
1. Right click on the network icon on the WebAttendant PC's desktop.



2. Select **Map Network Drive**.



3. Enter the path to the remote folder that contains the user database. The format is [\\<server_dns_name>\shared_folder_name] or [\\<server_ip_address>\shared_folder_name]. In this case **server1** and **wa_dbase**, respectively.



Click **OK**.

This completes this task. Return to Task 1 and use the new database location e:\. in order to finish configuring the WebAttendant client application.

You have completed this task. Return to the main index page.

Related Information

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

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