



CHAPTER 4

Deploying and Updating Cisco Unified Personal Communicator

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Note

Before deploying the application, be sure to complete the procedures in [Chapter 2, “Configuring Required Servers for Cisco Unified Personal Communicator”](#) and in [Chapter 3, “Configuring Recommended Servers for Cisco Unified Personal Communicator.”](#)

How to Deploy the Application

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Installer Package Names

You can deploy Cisco Unified Personal Communicator by using these installer packages:

Filename	Description
CiscoUnifiedPersonalCommunicatorSetupK9_XXX ¹ .exe	This executable contains the required Windows Installer engine, the Outlook plug-in, the user interface, and a set of related DLLs ² for deployment. This package is typically used for individual users installing the application.
CiscoVTCameraDriverSetup.exe	This executable contains the installer for the Cisco VT Camera and Cisco VT Camera II device drivers. The installation prompts the user to choose a language if a language other than English is available.
CiscoUnifiedPersonalCommunicatorSetupK9_XXX.msi	This Microsoft Windows Installer (MSI) package contains the Outlook plug-in, the user interface, and a set of related DLLs for deployment. This package is typically used by IT administrators with the corporate deployment tool (for example, Altiris, System Management Server (SMS), and Active Directory) to push the installation to users.
CiscoVTCameraDriverSetup.msi	This MSI package contains the installer for the Cisco VT Camera and Cisco VT Camera II device drivers. For languages other than English, you associate the locale .mst file with the TRANSFORMS parameter to install a language locale.
CiscoUnifiedPersonalCommunicator-K9_ENU.dmg CiscoUnifiedPersonalCommunicator-K9_ALL.dmg	This package is the disk image (.dmg) of the application for Mac OS X. ENU is the US English-only package. ALL is the US English and the localized languages.

1. XXX = three-letter language locale.
2. DLLs = dynamic link libraries

Related Topics

- [Localized Installer Packages and Three-Letter Language Locales, page 4-2](#)

Localized Installer Packages and Three-Letter Language Locales

If you run the Windows non-ENU installer, the localized language and the US English language are installed. In this way, English is always available in case the configured language for the user is not available. Some log file information is in English, and Cisco TAC and other technicians can switch to English, if necessary, for troubleshooting.

For both the US English-only version and the internationalized version for the Mac OS, Cisco Unified Personal Communicator uses the operating system settings and rules to determine the correct language to present to the user at runtime. You must download and install the international version of Cisco Unified Personal Communicator to have both US English and localized languages. If you download and install the US-only version, only US English is available.

**Note**

Localized software and documentation for Cisco Unified Personal Communicator is released after the English release. Check the Cisco website for updates.

Use the following table to determine which non-English locale to download:

Language	Locale Identifier
Chinese (traditional)	CHT
Chinese (simplified)	CHS
Danish	DAN
Dutch	NLD
French	FRA
German	DEU
Italian	ITA
Japanese	JPN
Korean	KOR
Portuguese (Brazilian)	PTB
Russian	RUS
Spanish	ESP
Swedish	SVE

Related Topics

- [Software Download Site, page 4-3](#)

Software Download Site

You must register for an account on Cisco.com to access the software download site. On the download site, the installer packages are offered as .zip files. The .zip files contain all the files required to deploy the application and the camera drivers.

The software download site is at the following URL:

<http://www.cisco.com/public/sw-center/sw-voice.shtml>

Related Topics

- [Installer Package Names, page 4-1](#)
- [Deploying the Application in a Mac OS Environment, page 4-4](#)
- [Deploying the Application and the Camera Drivers in a Microsoft Windows Environment, page 4-4](#)

Deploying the Application in a Mac OS Environment

Procedure

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- Step 1** Download the disk image (.dmg) from Cisco.com in a Mac OS environment.
- Step 2** Put the image on an internal server so that users can download the image from that location. Alternatively, you can burn the disk image on a CD for internal distribution.
- Step 3** Ask users to complete the installation of Cisco Unified Personal Communicator by following the instructions in the Cisco Unified Personal Communicator user guide:
- http://www.cisco.com/en/US/products/ps6844/products_user_guide_list.html
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Related Topics

- [Installing the Application, page 4-5](#)
- [Updating the Application, page 4-6](#)
- [Information to Provide to Users, page 4-7](#)

Deploying the Application and the Camera Drivers in a Microsoft Windows Environment

Restriction

Cisco Unified Personal Communicator does not support the *advertising* or *publishing* deployment in which users open an icon that the administrator places on their desktops to install the application.

Procedure

If you want to...	Then...
Deploy the executable or MSI package to a shared location (such as a web server) where users can access it.	Push the installer at an elevated privilege so that users can complete the installation (run the installer and follow the installation wizard)
Deploy either the executable or the MSI package directly to the client computer.	Push the installer at an elevated privilege so that users can complete the installation (run the installer and follow the installation wizard). or Perform the installation operation directly on a client computer while logged in as the administrator.
Use a software deployment tool to distribute Cisco Unified Personal Communicator and camera drivers to client computers.	Push the installer at an elevated privilege so that users can complete the installation (run the installer and follow the installation wizard).

**Note**

Localized camera driver software is released after the English release. Check the Cisco website for updates.

For languages other than English, if you deploy the Cisco VT Camera driver by using the MSI package, you must install a language locale by associating the locale .mst file to the TRANSFORMS parameter. For example, to install the French locale:

```
msiexec /i CiscoVTCameraDriverSetup.msi /qb+ TRANSFORMS="1036.mst"
```

See the table for supported .mst filenames.

Filename	Language
1028.mst	Chinese (traditional)
1030.mst	Danish
1031.mst	German
1034.mst	Spanish
1036.mst	French
1040.mst	Italian
1041.mst	Japanese
1042.mst	Korean
1043.mst	Dutch
1046.mst	Portuguese
1049.mst	Russian
1053.mst	Swedish
2052.mst	Chinese (simplified)

Related Topics

- [Installing the Application, page 4-5](#)
- [Updating the Application, page 4-6](#)
- [Information to Provide to Users, page 4-7](#)

Installing the Application

For detailed steps about installing the application and the camera drivers (Windows only), see the user guide:

http://www.cisco.com/en/US/products/ps6844/products_user_guide_list.html

Updating the Application

Before You Begin

Register for an account on Cisco.com so that you can access the software download site.

Restrictions

In a Windows environment, command-line options are not supported on upgrades. They are supported only on new installations.

Procedure

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- Step 1** Download the latest available Cisco Unified Personal Communicator software from the Software Center:
<http://www.cisco.com/public/sw-center/sw-voice.shtml>
- Step 2** For Windows, download the Cisco VT camera drivers from the Software Center also.
- Step 3** Make the updated software available for deployment.
- Step 4** For Mac OS, ask users to uninstall the previous version of Cisco Unified Personal Communicator by dragging the application icon to the Trash.
 Ask users to drag the address book plug-in to the Trash. For details, see the Cisco Unified Personal Communicator user guide:
http://www.cisco.com/en/US/products/ps6844/products_user_guide_list.html
- Step 5** Ask users to follow the steps in the user guide to upgrade the application.
http://www.cisco.com/en/US/products/ps6844/products_user_guide_list.html
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Related Topics

- [Deploying the Application in a Mac OS Environment, page 4-4](#)
- [Deploying the Application and the Camera Drivers in a Microsoft Windows Environment, page 4-4](#)

Installation and Configuration of Headsets and Other Audio Devices

Install and configure any audio devices that require drivers, such as sound cards or USB headsets. Follow the headset instructions that are supplied with the headset.

For information on establishing the audio device and the control panel settings, see the user guide for Cisco Unified Personal Communicator:

http://www.cisco.com/en/US/products/ps6844/products_user_guide_list.html

For information about supported headsets and other audio devices, see the release notes:

http://www.cisco.com/en/US/products/ps6844/prod_release_notes_list.html

Related Topics

- [Use of Third-Party Headsets with Cisco Unified Personal Communicator, page 4-7](#)

Use of Third-Party Headsets with Cisco Unified Personal Communicator

While Cisco does perform basic testing of third-party headsets for use with the Cisco Unified Personal Communicator application, it is ultimately the responsibility of the customer to test this equipment in their own environment to determine suitable performance. Because of the many inherent environmental and hardware inconsistencies in the locations where this application is deployed, there is not a single *best* solution that is optimal for all environments.

Before customers begin deploying any headsets (especially deployment in quantity) in their production network, Cisco recommends thorough testing at the customer site to check for voice quality issues, especially hum and echo.

The primary reason that support of a headset would be inappropriate for an installation is the potential for an audible hum. This hum can either be heard by the remote party or by both the remote party and this application user. Causes for this humming sound range from electrical lights near the computer to the computer power source itself. In some cases, a hum heard on a headset plugged directly into the computer Universal Serial Bus (USB) port might be reduced or eliminated by using a powered USB hub.

In some instances, the mechanics or electronics of various headsets can cause remote parties to hear an echo of their own voice when speaking to Cisco Unified Personal Communicator users. The application user will not be aware of this echo.

Finally, some analog headsets do not match the electrical characteristics for which some soundcards are designed. The microphones on such headsets are frequently too sensitive, even when the input levels in Cisco Unified Personal Communicator are reduced to their lowest values. The users of such headsets will sound distorted to remote parties.

It is important to ask Cisco Unified Personal Communicator users whether a particular headset sounds good to them. In addition, ask remote parties about the reception from this application when they use a particular headset.

Related Topics

- [Installation and Configuration of Headsets and Other Audio Devices, page 4-6](#)

Information to Provide to Users

After Cisco Unified Personal Communicator is deployed, provide the information listed in the table to users.

Provide This	Explanation	Give to Users Who Install	Give to Users If You Install
Information about client hardware and software requirements.	You can copy the information from the release notes: http://www.cisco.com/en/US/products/ps6844/prod_release_notes_list.html	Yes	Yes
Location of Cisco Unified Personal Communicator and camera driver installers.	Provide the shared folder location or the CD with the executable files.	Yes	No

Provide This	Explanation	Give to Users Who Install	Give to Users If You Install
Instructions for installing and setting up the application.	Provide the user guide for Cisco Unified Personal Communicator. http://www.cisco.com/en/US/products/ps6844/products_user_guide_list.html Direct users to read the first chapter for the installation and set-up information.	Yes	No
Login information.	Provide this information: <ul style="list-style-type: none"> • Username. • Password. You configured the username and password in Cisco Unified Communications Manager Administration. See the “ Associating Cisco Unified IP Phones With Users and Adding Users to a Group ” section on page 2-3. <ul style="list-style-type: none"> • Cisco Unified Presence host name or IP address. 	Yes	Yes
User capabilities (presence, instant messaging, video soft phone) available through Cisco Unified Communications Manager licenses.	Provide users with information about the capabilities (license) they have. You assigned capabilities in Cisco Unified Communications Manager Administration in the “ Assigning Capabilities to Users ” section on page 2-15.	Yes	Yes
Supported features: directory services, voice-mail retrieval and playback, access to web conferences, and Cisco Unified Communications Manager extension mobility.	Provide users with information about which Cisco Unified Personal Communicator features are supported based on the integration with the LDAP directory, voice-mail servers, and web conferencing servers. Inform users that they have the ability to initiate web conferencing sessions from a Cisco Unified Personal Communicator conversation. For details, see “ Planning to Install Cisco Unified Personal Communicator ” section on page 1-1. Inform users that you configured for Cisco Unified Communications Manager extension mobility. For a description of the type of information to provide to them, see the <i>Cisco Unified Communications Manager Features and Services Guide</i> : http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html	Yes	Yes

Provide This	Explanation	Give to Users Who Install	Give to Users If You Install
Account information	<p>Provide account information to be entered into the Preferences window:</p> <ul style="list-style-type: none"> Voice-mail server: username and web password (to use voice-mail features supported by Cisco Unified Personal Communicator) <p>For details, see the “How to Configure Voice-Mail Servers” section on page 3-1.</p> <ul style="list-style-type: none"> Web conferencing server: username and password (to add web conferencing to a Cisco Unified Personal Communicator conversation) <p>For details, see the “How to Configure Conferencing Servers” section on page 3-12.</p>	Yes	Yes
User Options web page access information	<p>Provide the URL (https://server-address/ccmuser), user ID, and password for accessing user options web pages on these servers:</p> <ul style="list-style-type: none"> Cisco Unified Communications Manager Cisco Unified Presence <p>From these pages, users can control certain settings, features, and services associated with the Cisco Unified IP Phone and with Cisco Unified Personal Communicator.</p> <p>See the Cisco Unified IP Phone user documentation and the Cisco IP Phone Messenger for Cisco Unified Presence:</p> <ul style="list-style-type: none"> http://www.cisco.com/en/US/products/hw/phones/ps379/products_user_guide_list.html http://www.cisco.com/en/US/products/ps6837/products_user_guide_list.html 	Yes	Yes
Instructions for using the application.	<p>Provide the user guide and quick start guide for Cisco Unified Personal Communicator. Remind users to use the application online help.</p> <p>http://www.cisco.com/en/US/products/ps6844/products_user_guide_list.html</p> <p>The user guide PDF is also available in <i>drive</i>:\Program Files\Cisco Systems\Cisco Unified Personal Communicator\resources\XXXX\help\CUPC-help, where XXXX represents the numbered folder that holds the documentation in your language. For example, 1033 folder holds the English-language documentation.</p>	Yes	Yes
Internal company support for the application.	Provide users with the names of people to contact for assistance and with instructions for contacting those people.	Yes	Yes

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