



# Configuring Voicemail, Conferencing, and Other Features for Cisco Unified Personal Communicator

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This chapter includes the information required to configure Cisco Unified Personal Communicator features. For information specific to Cisco Jabber clients, such as Jabber for Windows, see the appropriate client documentation below:

- Cisco Jabber—<http://www.cisco.com/web/products/voice/jabber.html>
- Cisco Jabber for Windows—<http://www.cisco.com/en/US/products/ps12511/index.html>
- Cisco Jabber for Mac—<http://www.cisco.com/en/US/products/ps11764/index.html>
- Android—<http://www.cisco.com/en/US/products/ps11678/index.html>
- BlackBerry—<http://www.cisco.com/en/US/products/ps11763/index.html>
- iPad—<http://www.cisco.com/en/US/products/ps12430/index.html>
- iPhone—<http://www.cisco.com/en/US/products/ps11596/index.html>
- Nokia—<http://www.cisco.com/en/US/products/ps11766/index.html>
- Video for TelePresence—<http://www.cisco.com/en/US/products/ps11328/index.html>
- Web SDK—<http://www.cisco.com/en/US/products/ps11765/index.html>

If you want to continue with information specific to Cisco Unified Personal Communicator, proceed with the contents in this chapter:

- [About Secure Voicemail Messaging, page 5-2](#)
- [How to Configure Voicemail Servers for Cisco Unified Personal Communicator, page 5-4](#)
- [How to Configure Conferencing Servers for Cisco Unified Personal Communicator, page 5-12](#)
- [\(Cisco Unified Personal Communicator Release 8.x\) Creating Audio Profiles on Cisco Unified Presence, page 5-23](#)
- [Configuring CCMCIP Profiles for Cisco Unified Personal Communicator Release 8.x, page 5-24](#)
- [About Configuring Third-Party Clients on Cisco Unified Presence, page 5-26](#)
- [\(Cisco Unified Personal Communicator Release 8.5\) How to Use Cisco Unified Personal Communicator as a Desktop Agent, page 5-26](#)
- [\(Cisco Unified Personal Communicator Release 8.5\) Distributing HTML Files for Display in the Cisco Unified Personal Communicator Window, page 5-29](#)

- [About Migrating Users from Cisco Unified Personal Communicator Release 7.x to Cisco Unified Personal Communicator Release 8.x](#), page 5-30
- [How to Update User Configuration After Deploying Cisco Unified Personal Communicator](#), page 5-30

## About Secure Voicemail Messaging

- [Secure Voicemail Messaging on Cisco Unity Connection](#), page 5-2
- [Secure Voicemail Messaging on Cisco Unity](#), page 5-2
- [Secure Voicemail Messaging Configuration](#), page 5-3

## Secure Voicemail Messaging on Cisco Unity Connection

In Cisco Unity Connection, when a user sends a message, class-of-service settings determine the security level of the message. When a user marks a message as private, Cisco Unity Connection automatically marks the message as secure.

Cisco Unity Connection provides audio for secure voicemail messages through a special IMAP port, port 7993. This port requires Transport Layer Security (TLS). Cisco Unified Personal Communicator uses this port to access, download, and play the secure message.

For information about installing and configuring secure message features on Cisco Unity Connection, see the Cisco Unity Connection documentation.

### Related Topics

- See the Cisco Unity Connection Security Guide at the following URL:  
[http://www.cisco.com/en/US/products/ps6509/prod\\_maintenance\\_guides\\_list.html](http://www.cisco.com/en/US/products/ps6509/prod_maintenance_guides_list.html)
- [Secure Voicemail Messaging Configuration](#), page 5-3

## Secure Voicemail Messaging on Cisco Unity

Cisco Unity uses public-key cryptography to send secure messages. Each Cisco Unity server in the network has a public key and a private key. The public key for each server is stored in the Cisco Unity database and is shared through Active Directory with other Cisco Unity servers in the network.

The Cisco Unity server generates new session keys daily. The server uses the session key to encrypt the voice mail, and to control the age of messages. Users cannot play messages that are encrypted with keys that are older than the age policy allows.

Cisco Unity uses Microsoft Exchange to store secure messages. You configure all subscriber mailboxes on these message store servers. Cisco Unified Personal Communicator connects to the message store and performs the following actions:

1. Uses IMAP to download the message from Exchange.
2. Determines if the message is encrypted.
3. If the message is not encrypted, Cisco Unified Personal Communicator plays the message.
4. If the message is encrypted, the following happens:

- a. Cisco Unified Personal Communicator extracts the encrypted session keys from the .wav file for the message.
- b. Cisco Unified Personal Communicator submits the keys to the Cisco Unity server.
- c. The Cisco Unity server tries to decrypt the session keys. The server uses the private key certificates in the Cisco Unity database.
- d. If the Cisco Unity server decrypts the session key, Cisco Unified Personal Communicator uses the key to decrypt the message, and plays the messages to the user.

#### Related Topics

- See the Cisco Unity Security Guide with Microsoft Exchange at the following URL:  
[http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod\\_maintenance\\_guides\\_list.htm](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_maintenance_guides_list.htm)
- [Configuring Cisco Unity Servers, page 5-6](#)

## Secure Voicemail Messaging Configuration

The required configuration is different, depending on what type of secure messaging you want to configure:

**Table 5-1**

Secure Messaging Type	Action	Menu path
SOAP	Make sure that the web service port and protocol are configured. You configure the web service port and protocol when you specify the voicemail server name and address.	<b>Cisco Unified Presence Administration &gt; Application &gt; Cisco Jabber &gt; Voicemail Server</b>
IMAP	Make sure that the IMAP port and protocol are configured. You configure the IMAP port and protocol when you specify the mailstore server name and address.	<b>Cisco Unified Presence Administration &gt; Application &gt; Cisco Jabber &gt; Mailstore</b>



#### Note

Cisco Unity requires SOAP configuration for secure messaging. Cisco Unity Connection does not require SOAP configuration for secure messaging.

#### Related Topics

- See the Cisco Unity security guide with Microsoft Exchange at the following URL:  
[http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod\\_maintenance\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_maintenance_guides_list.html)
- [Configuring Cisco Unity Servers, page 5-6](#)
- [Configuring Voicemail Server Names and Addresses on Cisco Unified Presence, page 5-9](#)
- [Configuring Mailstore Server Names and Addresses on Cisco Unified Presence, page 5-9](#)

# How to Configure Voicemail Servers for Cisco Unified Personal Communicator

- [Configuring Cisco Unity Connection Servers, page 5-4](#)
- [Configuring Cisco Unity Servers, page 5-6](#)
- [Configuring Voicemail Server Names and Addresses on Cisco Unified Presence, page 5-9](#)
- [Configuring Mailstore Server Names and Addresses on Cisco Unified Presence, page 5-9](#)
- [Creating Voicemail Profiles on Cisco Unified Presence, page 5-11](#)



## Note

Before you perform the tasks described here, make sure that you fully integrate Cisco Unified Personal Communicator with Cisco Unified Communications Manager and Cisco Unified Presence.

## Configuring Cisco Unity Connection Servers

Cisco Unity Connection provides Cisco Unified Personal Communicator users with the ability to view, play, sort, and delete voicemail messages from the Cisco Unified Personal Communicator interface.

### Before You Begin

- Install and configure a supported release of Cisco Unity Connection.
- Integrate Cisco Unified Communications Manager and Cisco Unity Connection. Both servers must be installed and running to configure voicemail ports.

### Procedure

- 
- Step 1** Set up a new or existing class of service in Cisco Unity Connection Administration to enable Internet Mail Access Protocol (IMAP) client access to voice messages.
- Expand **Class of Service** in the section on the left-hand side.
  - Select **Class of Service**.
  - Select the display name of the applicable class of service in the Search Results table, in the Search Class of Service window.
  - Check **Allow Users to Use Unified Client to Access Voice Mail**, under Features.
  - Check **Allow Users to Access VoiceMail Using an IMAP Client**, under Licensed Features. Then select **Allow Users to Access Message Bodies**.
  - Select **Save**.
- Step 2** Configure the user:
- If the users are existing Cisco Unity Connection users, add them to the Cisco Unified Communications Manager database and to Cisco Unified Presence. Proceed to Step 4.
  - If the user is a new Cisco Unified Personal Communicator user, add the user to Cisco Unified Communications Manager database, Cisco Unity Connection, and to Cisco Unified Presence.
- Step 3** Create a Connection user account on the Cisco Unity Connection server with a voice mailbox for each Cisco Unified Personal Communicator user.

**Note**

The user ID in Cisco Unity Connection does *not* need to match the user ID in Cisco Unified Presence or in Cisco Unified Personal Communicator. Cisco Unified Personal Communicator has an independent voicemail ID, which is set in the application Preference window. However, you might find it useful to have the same user IDs across your Cisco Unified Communications system.

- Step 4** (Optional) Enable secure messaging as follows:
- Expand **Class of Service** in the section on the left-hand side, and then select **Class of Service**.
  - Select an option from Require Secure Messaging in the Message Options section to enable secure messages.
- Step 5** (Optional) Specify how to handle unidentified caller message security for your users as follows:
- Expand **Users** in the section on the left-hand side.
  - Select **Users**.
  - Select the alias of a user.
  - Select **Edit > Message Settings**.
  - Check **Mark Secure** in Unidentified Callers Message Security.
- Step 6** If one does not already exist, specify a web application password in Cisco Unity Connection for the applicable user accounts.

**Troubleshooting Tips**

- Users must enter their voicemail credentials, that is, their username and password, in the Cisco Unified Personal Communicator application.
- If the server can be contacted and the user credentials are correct, but voicemail messages are not downloaded, do the following:
  - Check the configuration of port 7993.
  - Make sure that Cisco Unity Connection is listening on port 7993.
  - Check the firewall configuration. Use Telnet from a remote computer to the computer running Cisco Unified Personal Communicator, and make sure that you can connect to the firewall. Allow the Cisco Unified Client Services Framework executable file (cucsf.exe) to establish IMAP network connections using TCP, TLS, and SSL at the appropriate server and port. For information about the ports and protocols used by Cisco Unified Personal Communicator and Cisco Unified Client Services Framework, see the *Release Notes for Cisco Unified Personal Communicator*:

[http://www.cisco.com/en/US/products/ps6844/prod\\_release\\_notes\\_list.html](http://www.cisco.com/en/US/products/ps6844/prod_release_notes_list.html)

**Related Topics**

- For details about supported Cisco Unity Connection releases, see the *Release Notes for Cisco Unified Personal Communicator*:  
[http://www.cisco.com/en/US/products/ps6844/prod\\_release\\_notes\\_list.html](http://www.cisco.com/en/US/products/ps6844/prod_release_notes_list.html)
- For details about the voicemail configuration on Cisco Unified Communications Manager, see the *Cisco Unified Communications Manager Administration Guide*:  
[http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod\\_maintenance\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html)

- For details about setting up the Connection user account and configuring a web application password on Cisco Unity Connection, see the *Cisco Unity Connection User Moves, Adds, and Changes Guide*:

[http://www.cisco.com/en/US/products/ps6509/prod\\_maintenance\\_guides\\_list.html](http://www.cisco.com/en/US/products/ps6509/prod_maintenance_guides_list.html)

#### What To Do Next

[Configuring Voicemail Server Names and Addresses on Cisco Unified Presence, page 5-9](#)

## Configuring Cisco Unity Servers

Cisco Unity receives calls, plays greetings, and records and encodes voicemail. When a voicemail is received, Cisco Unity adds the .wav file to an email and sends it to the configured email account. Cisco Unity creates a subscriber mailbox on the Microsoft Exchange server for use as its mailstore server for message storage.

When Cisco Unified Personal Communicator users want to listen to their voicemails, they use Cisco Unified Personal Communicator to retrieve them from the mailstore server through IMAP.

Cisco Unified Personal Communicator supports both the Cisco Unity unified messaging and the Cisco Unity voice messaging configurations. With unified messaging, the Exchange server email account supports both voicemail and email. With voice messaging, the Exchange server email account contains only voicemail messages.

#### Before You Begin

- Install and configure a supported release of Cisco Unity.
- Integrate Cisco Unified Communications Manager and Cisco Unity. Both servers must be installed and running to configure voicemail ports.
- If you plan to use SSL to provide secure transmission with the mailstore server, you must set up Cisco Unity to use SSL during the installation or upgrade (or at any time after the installation or upgrade is complete). You must designate a server to act as your certificate authority, submit a certificate request, issue the certificate, and install it on the Cisco Unity server.


#### Procedure

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**Step 1** Configure the Microsoft Exchange server to use the IMAP virtual server:

To Configure This Release	Do This
Microsoft Exchange 2003	<ol style="list-style-type: none"> <li>Select <b>Start &gt; All Programs &gt; Microsoft Exchange &gt; System Manager</b>.</li> <li>In the section on the left-hand side of the System Manager, expand <b>Servers</b>.</li> <li>Select the server name.</li> <li>Select <b>Protocols &gt; IMAP</b>.</li> <li>Right-click, and select <b>Start Server</b>.</li> </ol>
Microsoft Exchange 2007	<ol style="list-style-type: none"> <li>Select <b>Start &gt; Run</b>, enter <b>services.msc</b>, and select <b>OK</b>.</li> <li>Select the Microsoft Exchange IMAP4 service, and select <b>Start</b>. This service is not started by default.</li> </ol>

**Step 2** Configure the port and encryption type:

To Configure This Server	Do This
Microsoft Exchange 2003	<ol style="list-style-type: none"> <li>Right-click IMAP Virtual Server, and select <b>Properties</b>.</li> <li>Select <b>Authentication</b> from the Access tab. <ul style="list-style-type: none"> <li>Verify that <b>Requires SSL/TLS Encryption</b> is not checked to use TCP and SSL connection.</li> <li>Verify that <b>Requires SSL/TLS Encryption</b> is checked to use SSL only.</li> </ul> </li> <li>Select <b>OK</b>.</li> </ol>
Microsoft Exchange 2007	<ol style="list-style-type: none"> <li>Select <b>Start &gt; Programs &gt; Microsoft Exchange Server 2007 &gt; Exchange Management Shell</b>.</li> <li>Specify the authentication settings for the Client Access Server that is running the IMAP4 service through the Exchange Power Shell.</li> </ol> <p> <b>Note</b> Microsoft Exchange 2007 uses SSL by default.</p> <ol style="list-style-type: none"> <li>Execute one of the following commands for the appropriate setting: <ul style="list-style-type: none"> <li>For plain text login: <b>set-imapsettings -LoginType PlainTextLogin</b></li> <li>For SSL: <b>set-imapsettings -LoginType SecureLogin</b></li> </ul> </li> </ol>

**Step 3** Configure the user:

- If the user is an existing Cisco Unity user, add the user to the Cisco Unified Communications Manager database and to Cisco Unified Presence.

- If the user is a new user, add the user to the Cisco Unified Communications Manager database, Cisco Unity (which adds the user to Exchange and to Active Directory), and to Cisco Unified Presence.
- Step 4** Create mailboxes for new and existing users. For details, see the documentation for your Exchange server.
- Step 5** (Optional) Enable secure messaging as follows:
- a. Select **Subscribers > Subscribers > Features** to make the change on a subscriber template.  
The change you make here is not applied to current subscriber accounts that were created by using this template. The setting applies only to subscriber accounts that are created by using this template after the change has been made.
  - b. Select an option from the Message Security When Sending a Message list to enable secure messages. For example, select **Encrypt All Messages**.  
This setting specifies whether messages are encrypted when subscribers send messages to other subscribers.
  - c. Select **Save**.
  - d. Repeat these steps for additional subscribers or subscriber templates, as applicable.
- Step 6** (Optional) Enable secure messaging for messages from unidentified callers:
- a. Select **System > Configuration > Message Security Settings**.
  - b. Specify whether messages from unidentified callers are encrypted. Select an option from the list.
  - c. Select **Save**.
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### Troubleshooting Tip

Cisco Unified Personal Communicator users must enter their Cisco Unity credentials in the Cisco Unified Personal Communicator Preferences window.

### Related Topics

- For details about the Cisco Unity server installation with Microsoft Exchange, see the following URL:  
[http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod\\_installation\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_installation_guides_list.html)
- For details about supported Cisco Unity releases, see the *Release Notes for Cisco Unified Personal Communicator* at the following URL:  
[http://www.cisco.com/en/US/products/ps6844/prod\\_release\\_notes\\_list.html](http://www.cisco.com/en/US/products/ps6844/prod_release_notes_list.html)
- For details about the voicemail configuration on Cisco Unified Communications Manager, see the *Cisco Unified Communications Manager Administration Guide* at the following URL:  
[http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod\\_maintenance\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html)
- To configure Cisco Unity to use SSL, see the security guide:  
[http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod\\_maintenance\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_maintenance_guides_list.html)
- [Configuring Mailstore Server Names and Addresses on Cisco Unified Presence, page 5-9](#)

### What To Do Next

[Configuring Voicemail Server Names and Addresses on Cisco Unified Presence, page 5-9](#)



## Configuring Voicemail Server Names and Addresses on Cisco Unified Presence

You must configure voicemail settings so that the Cisco Unified Personal Communicator can interact with the voice message web service (VMWS) on Cisco Unity or Cisco Unity Connection. The VMWS service enables Cisco Unified Personal Communicator to move deleted voicemail messages to the correct location. This service also provides message encryption capabilities to support secure messaging.

### Before You Begin

- Configure a supported voicemail server.
- Obtain the hostname or IP address of the voicemail server. You might need to specify more than one hostname to provide services for the number of users in your environment.
- For Cisco Unity, you must also obtain the hostnames or IP addresses of the peer Microsoft Exchange server or servers.
- Perform this procedure for each voicemail server in your environment.

### Procedure

- 
- Step 1** Select **Cisco Unified Presence Administration > Application > Cisco Jabber > Voicemail Server**.
  - Step 2** Select **Add New**.
  - Step 3** Select **Unity** or **Unity Connection** from the Server Type menu.
  - Step 4** Enter the Cisco Unity Connection or Cisco Unity server name.
  - Step 5** Enter the hostname or the IP address of the voicemail server.
  - Step 6** Enter **443** for the Web Service Port value.
  - Step 7** Select **HTTPS** in Web Service Protocol menu.
  - Step 8** Select **Save**.
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### Related Topics

- [Configuring Cisco Unity Connection Servers, page 5-4](#)
- [Configuring Cisco Unity Servers, page 5-6](#)

### What To Do Next

[Configuring Mailstore Server Names and Addresses on Cisco Unified Presence, page 5-9](#)

## Configuring Mailstore Server Names and Addresses on Cisco Unified Presence

You must configure Cisco Unified Presence with mailstore information so that Cisco Unified Personal Communicator can connect to the mailstore. Cisco Unified Personal Communicator uses IMAP to download messages.

Cisco Unity creates subscriber mailboxes for message storage on the Microsoft Exchange server. Cisco Unity Connection usually provides a mailstore, and hosts the mailstore on the same server.

The following table describes the protocols you can use for voicemail messages, and the security features the protocols implement for voicemail messages:

Protocol	Description
SSL	Uses a secure socket to encrypt usernames, passwords, and voicemail messages.
TCP	Sends usernames, passwords, and voicemail messages in clear text.
TLS	Uses the STARTTLS verb of IMAP to encrypt usernames, passwords, and voicemail messages.

#### Before You Begin

- Obtain the hostname or IP address of the mailstore server.
- If you upgrade from Cisco Unified Presence Release 6.0(x) to Release 7.0(x), Cisco Unified Presence automatically imports the IMAP settings into the mailstore configuration window.

#### Restrictions

You must provision mailstore servers before you can add the servers to the voicemail profiles.

#### Procedure

- 
- Step 1** Select **Cisco Unified Presence Administration > Application > Cisco Jabber > Mailstore**.
- Step 2** Select **Add New**.
- Step 3** Enter the mailstore server name.
- Step 4** Enter the hostname or the IP address of the mailstore server.
- Step 5** Specify the IMAP port number configured for the server and the corresponding protocol to use when Cisco Unified Personal Communicator contacts this server:

Server	Protocol	Port Number
Cisco Unity Connection	SSL	993
	TCP	143
	TLS	143 or 7993
Cisco Unity	SSL	993
	TCP	143
	TLS	143

- Step 6** Select **Save**.
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#### Related Topic

[Configuring Mailstore Server Names and Addresses on Cisco Unified Presence, page 5-9](#)

#### What To Do Next

[Creating Voicemail Profiles on Cisco Unified Presence, page 5-11](#)

## Creating Voicemail Profiles on Cisco Unified Presence

You must create voicemail profiles before you can add Cisco Unified Personal Communicator licensed users to profiles.

Repeat this procedure for each voicemail profile you want to create.

### Before You Begin

- Specify voicemail server names and addresses.
- Specify mailstore server names and addresses.

### Procedure

- Step 1** Select **Cisco Unified Presence Administration > Application > Cisco Jabber > Voicemail Profile**.
- Step 2** Select **Add New**.
- Step 3** Enter the profile name and description.
- Step 4** Enter information into the fields:

Field	Setting
Voice Messaging Pilot	<p>(Optional) The voicemail pilot number is the directory number that a user dials to access their voice messages. Cisco Unified Communications Manager automatically dials the voice-messaging number when a user presses the Messages button on their phone. Each pilot number can belong to a different voice-messaging system.</p> <p>Select one of the following options:</p> <ul style="list-style-type: none"> <li>• <i>Number</i>—Select the voicemail pilot number for the system. This is the same as the number specified from the <b>Voice Mail &gt; Voice Mail Pilot</b> menu, in Cisco Unified Communications Manager Administration.</li> <li>• <b>No Voice Mail</b>—Select this option if you do not want to send unanswered incoming calls to voice mail.</li> </ul>
Primary Voicemail Server	Select a primary server. Select one of the mailstore servers you specified.
Backup Voicemail Server	(Optional) Enter the name of your backup voicemail server. If you do not want a backup voicemail server, select <b>None</b> .
Primary Mailstore	Select the primary mailstore server. Select one of the mailstore servers you specified.
Backup Mailstore	(Optional) Enter the name of your backup mailstore server. If you do not want a backup voicemail server, select <b>None</b> .
Make this the default Voicemail Profile for the system	<p>(Optional) Check this option if you want new users to be automatically added to the default profile.</p> <p>Users who are already synchronized to Cisco Unified Presence from Cisco Unified Communications Manager are not added to the default profile. However, any users who are synchronized after the default profile is created are added to the default profile.</p>

**Step 5** (Cisco Unified Personal Communicator Release 8.x) Enter information into the fields:

Field	Setting
Inbox Folder	Enter the name of the folder on the mailstore server in which to store new messages. Only change this value if the mailstore server uses a different folder name from the default folder. Default Folder: INBOX
Trash Folder	Enter the name of the folder on the mailstore server in which to store deleted messages. Only change this value if the mailstore server uses a different folder name from the default folder. Default Folder: Deleted Items
Polling Interval	Enter the time (in seconds) that can elapse between polls of the IMAP server for new voice messages, when IDLE is not supported by the mailstore or when a connection failure occurs. Default Value: 60 Permitted Values: 60–900
Allow dual folder mode	(Optional) This dual folder setting is turned on by default for use with mailstores that support the IMAP UIDPLUS extensions (RFC 2359 and 4315). By default, the Client Services Framework (CSF) will detect if UIDPLUS is not supported and automatically revert to Single Folder mode. Turn off this setting if you know that UIDPLUS is not supported and you want to force the system to use Single Folder mode. Default Setting: On <b>Tip</b> The Microsoft Exchange 2007 server does not support UIDPLUS extensions.

**Step 6** Select **Add Users to Profile**.

**Step 7** Use the Find and List Users window to find and select users, and select **Add Selected** to add users to the profile.

**Step 8** Select **Save**.

#### Related Topics

- [Configuring Voicemail Server Names and Addresses on Cisco Unified Presence, page 5-9](#)
- [Configuring Mailstore Server Names and Addresses on Cisco Unified Presence, page 5-9.](#)

## How to Configure Conferencing Servers for Cisco Unified Personal Communicator



#### Note

Before you perform the tasks described here, make sure you fully integrate Cisco Unified Personal Communicator with Cisco Unified Communications Manager and Cisco Unified Presence.

- [About the Conferencing Servers for Cisco Unified Personal Communicator, page 5-13](#)
- [\(Cisco Unified Personal Communicator Release 7.1\) Configuring Cisco Unified MeetingPlace Express and Cisco Unified MeetingPlace Express VT Servers, page 5-13](#)
- [Configuring Cisco Unified MeetingPlace Servers, page 5-16](#)
- [\(Cisco Unified Personal Communicator Release 8.x\) Configuring the Cisco Unified MeetingPlace Web Server, page 5-18](#)
- [Adding Custom Cisco Unified MeetingPlace Template Files to a Cisco Unified MeetingPlace7.x Web Server, page 5-18](#)
- [\(Cisco Unified Personal Communicator Release 8.5\) Configuring Cisco Webex Servers, page 5-19](#)
- [Configuring Conferencing Server Names and Addresses on Cisco Unified Presence, page 5-19\)](#)
- [Creating Conferencing Profiles on Cisco Unified Presence, page 5-21](#)

## About the Conferencing Servers for Cisco Unified Personal Communicator

Cisco Unified Personal Communicator can be configured to launch ad-hoc conference calls and web meetings on the following products:

Conferencing Server(s)	Cisco Unified Personal Communicator Version
Cisco Unified MeetingPlace	All versions
Cisco Unified MeetingPlace Express	7.1
Cisco Unified MeetingPlace Express VT <sup>1 2</sup>	8.x
Cisco Webex Node for MCS integrated with Cisco Unified MeetingPlace	8.0
Cisco Webex Node for MCS	7.1, 8.5

1. Can be used for conference calls with video if Cisco Unified Communications Manager is configured to use Cisco Unified MeetingPlace Express VT.
2. Does not support web meetings.

You can use Cisco Unified Personal Communicator to join Cisco Unified MeetingPlace and Cisco Webex scheduled meetings as follows:

Conferencing Server	Cisco Unified Personal Communicator Version
Cisco Unified MeetingPlace	All versions
Cisco Webex	8.5

## (Cisco Unified Personal Communicator Release 7.1) Configuring Cisco Unified MeetingPlace Express and Cisco Unified MeetingPlace Express VT Servers

Cisco Unified MeetingPlace Express or Cisco Unified MeetingPlace ExpressVT provide Cisco Unified Personal Communicator users with the ability to add web meetings from within an existing audio or video communication session. With Cisco Unified MeetingPlace Express VT, users can move from point-to-point to multi-party voice and video calls.

**Before You Begin**

- Install a supported release of the web conferencing server (Cisco Unified MeetingPlace Express or Cisco Unified MeetingPlace Express VT).
- Integrate the web conferencing server with Cisco Unified Communications Manager.
- Determine the number of Cisco Unified MeetingPlace Express (or Cisco Unified MeetingPlace Express VT) user licenses that are needed to provide enough web ports for meetings initiated through Cisco Unified Personal Communicator.

**Procedure**

**Step 1** Integrate the web conference server with Cisco Unified Personal Communicator:

<b>To Configure This Server</b>	<b>Do This</b>
Cisco Unified MeetingPlace Express adhoc conferencing functionality	<p><b>a.</b> Install the following licenses through the Cisco Unified MeetingPlace Express Administration Center:</p> <ul style="list-style-type: none"> <li>• adhocsystemssoftware</li> <li>• webconf</li> <li>• maxadhoc</li> </ul> <p>This provides enough web ports for Cisco Unified Personal Communicator users. Cisco Unified Personal Communicator requires support for more than six voice, six video, and six web ports.</p> <p><b>b.</b> Configure Cisco Unified MeetingPlace Express VT for adhoc conferencing by following the instructions in the Cisco Unified MeetingPlace Express Configuration and Maintenance Guide.</p>
For Cisco Unified MeetingPlace Express reservationless functionality:	<p><b>a.</b> Install the following licenses:</p> <ul style="list-style-type: none"> <li>• systemsoftware</li> <li>• webconf</li> <li>• maxweb</li> </ul> <p>This provides enough web ports for both the full web meetings that are initiated from Cisco Unified MeetingPlace Express, and the web meetings that are initiated from Cisco Unified Personal Communicator.</p> <p><b>b.</b> Configure Cisco Unified MeetingPlace Express for integration with Cisco Unified Personal Communicator. For Cisco Unified MeetingPlace Express-specific information about integrating with Cisco Unified Personal Communicator, managing certificates, creating user profiles, and configuring call-control, see the Cisco Unified MeetingPlace Express Configuration and Maintenance Guide.</p>

**Step 2** If not already enabled, enable the Secure Sockets Layer (SSL) encryption technology on the web conference server by obtaining and uploading the required certificates from a trusted certificate authority (CA).

The certificate is required for secure communications between Cisco Unified Personal Communicator and the web conference server. Without SSL, clear text passwords are sent from Cisco Unified Personal Communicator to the web conferencing server and from the sign in browser to the web conferencing server.

- Step 3** Set up a user profile on the web conference server for each Cisco Unified Personal Communicator user who might initiate web meetings from a Cisco Unified Personal Communicator conversation.
- You do not need to create a user profile for Cisco Unified Personal Communicator users who attend web meetings. They join the web meeting as guests, and a password is not needed.
  - Make sure to set the **Method of Attending to I'll Call In** for users who might initiate web meetings; otherwise, the web conference system will try to contact the user who selected the **Escalate to Web Conference** button in Cisco Unified Personal Communicator. Make sure to ask users not to change this setting.
- Step 4** Assist users with the Presenter Add-In installation so that desktops, documents, or computer applications can be shared.
- Step 5** Change the network configuration so that inbound calls from the public switched telephone network (PSTN) to Cisco Unified Personal Communicator support RFC2833.
- For inbound calls, Cisco Unified Personal Communicator requires RFC2833 support if these calls require dual tone multifrequency (DTMF) digit collection. Inbound calls to the client will not be answered with key press markup language (KPML) support.
- A typical inbound call scenario is when the web conference server calls the user as a conference is being set up. In this situation, if the inbound call from the PSTN supports RFC2833, the Cisco Unified Personal Communicator user can join the meeting by using the session dial pad.
- For outbound calls, Cisco Unified Personal Communicator supports both KPML and RFC2833 digit collection.

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### Troubleshooting Tips

- As an alternative to setting up a user profile on the web conference server, you can configure the Administrative XML Layer Simple Object Access Protocol (AXL SOAP) authentication on Cisco Unified Communications Manager to simplify the web conference user profile administration. With this configuration, the Cisco Unified Personal Communicator meeting initiator needs a Cisco Unified Communications Manager profile instead of a web conference user profile. With AXL authentication, when the initiator requests a meeting for the first time through Cisco Unified Personal Communicator, a web conference profile is automatically created for the initiator.
- Cisco Unified Personal Communicator users must enter their Cisco Unified MeetingPlace Express credentials in the Cisco Unified Personal Communicator Preferences window.

### Related Topics

- For details about Cisco Unified MeetingPlace Express or Cisco Unified MeetingPlace Express VT the server installation, see the product installation guide:  
[http://www.cisco.com/en/US/products/ps6533/prod\\_installation\\_guides\\_list.html](http://www.cisco.com/en/US/products/ps6533/prod_installation_guides_list.html)
- For details about supported Cisco Unified MeetingPlace Express releases, and the supported and unsupported meeting controls, see the release notes:  
[http://www.cisco.com/en/US/products/ps6844/prod\\_release\\_notes\\_list.html](http://www.cisco.com/en/US/products/ps6844/prod_release_notes_list.html)
- For details on integrating the web conferencing server with Cisco Unified Communications Manager, see the Cisco Unified Communications Manager documentation:

[http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod\\_maintenance\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html)

- For details on configuring Cisco Unified MeetingPlace Express VT or Cisco Unified MeetingPlace Express, see the product configuration and maintenance guide:  
[http://www.cisco.com/en/US/products/ps6533/prod\\_maintenance\\_guides\\_list.html](http://www.cisco.com/en/US/products/ps6533/prod_maintenance_guides_list.html)
- For details on the Presenter Add-In installation, see the product user guide:  
[http://www.cisco.com/en/US/products/ps6533/products\\_user\\_guide\\_list.html](http://www.cisco.com/en/US/products/ps6533/products_user_guide_list.html)
- For a description of the characteristics of a web conference that you add to a Cisco Unified Personal Communicator conversation, see the user documentation at the following URL:  
[http://www.cisco.com/en/US/products/ps6844/products\\_user\\_guide\\_list.html](http://www.cisco.com/en/US/products/ps6844/products_user_guide_list.html)

### What To Do Next

[Configuring Conferencing Server Names and Addresses on Cisco Unified Presence, page 5-19](#)

## Configuring Cisco Unified MeetingPlace Servers

Cisco Unified MeetingPlace provides a more extensive feature set (such as scheduled and reservationless rich-media conferencing) and allows more concurrent users than Cisco Unified MeetingPlace Express or Cisco Unified MeetingPlace Express VT. With Cisco Unified MeetingPlace, a Cisco Unified Personal Communicator user can start a meeting from an instant message conversation, from a phone conversation, or from a phone conversation with video.

### Before You Begin

- Install a supported release of the Cisco Unified MeetingPlace web conferencing server. For more information about how to install and configure Cisco Unified MeetingPlace, see the *Administration Documentation for Cisco Unified MeetingPlace*:  
[http://www.cisco.com/en/US/products/sw/ps5664/ps5669/prod\\_installation\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/ps5664/ps5669/prod_installation_guides_list.html)
- Integrate the web conferencing server with Cisco Unified Communications Manager.
- Determine the number of web and audio conferencing user licenses that provide enough web ports for meetings initiated through Cisco Unified MeetingPlace and through Cisco Unified Personal Communicator.

### Procedure

---

**Step 1** Install web and audio conferencing user licenses.

**Step 2** If not already enabled, enable the Secure Sockets Layer (SSL) encryption technology on the web conference server. You must obtain and upload the required certificates from a trusted certificate authority (CA).

The certificate is required for secure communications between Cisco Unified Personal Communicator and the web conference server. Without SSL, clear text passwords are sent from Cisco Unified Personal Communicator to the web conferencing server and from the sign in browser to the web conferencing server.

**Step 3** Set up a user authentication method on the web conference server.

The following authentication methods are supported for use with Cisco Unified Personal Communicator:

- MeetingPlace



- HTTP Basic Authentication (Domain)
- LDAP
- LDAP, then MeetingPlace

**Step 4** Set up a user profile on the Cisco Unified MeetingPlace server for each Cisco Unified Personal Communicator user who might initiate web meetings from a Cisco Unified Personal Communicator conversation.

---

#### Troubleshooting Tips

- Cisco Unified Personal Communicator users must enter their Cisco Unified MeetingPlace credentials in the Cisco Unified Personal Communicator options or preferences window. Make sure that you provide the password that is consistent with the configured authentication method. For example, if you configured Cisco Unified MeetingPlace as the authentication method, provide the user with the Cisco Unified MeetingPlace password. If you configured LDAP as the authentication method, provide the user with the LDAP password.
- You do not need to create Cisco Unified MeetingPlace user profiles for all Cisco Unified Personal Communicator users. Cisco Unified Personal Communicator users who do not have Cisco Unified MeetingPlace profiles can attend web conferences initiated by other Cisco Unified Personal Communicator users as guests, and passwords are not needed. However, some authentication methods, for example, HTTP Basic Authentication, do not allow Cisco Unified Personal Communicator users to sign in to Cisco Unified MeetingPlace as guests.
- If you configure multiple web servers with different authentication methods and mismatched credentials, users might have problems when they try to sign in to web conferences.

#### Related Topics

- For details about Cisco Unified MeetingPlace installation, see the product installation guide:  
[http://www.cisco.com/en/US/products/sw/ps5664/ps5669/prod\\_installation\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/ps5664/ps5669/prod_installation_guides_list.html)
- For details about supported Cisco Unified MeetingPlace releases, see the *Release Notes for Cisco Unified Personal Communicator*:  
[http://www.cisco.com/en/US/products/ps6844/prod\\_release\\_notes\\_list.html](http://www.cisco.com/en/US/products/ps6844/prod_release_notes_list.html)
- For details about integrating the web conferencing server with Cisco Unified Communications Manager, see the Cisco Unified Communications Manager documentation:  
[http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod\\_maintenance\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html)
- For details about setting up SSL and configuring authentication methods, see the Cisco Unified MeetingPlace configuration guide:  
[http://www.cisco.com/en/US/products/sw/ps5664/ps5669/products\\_installation\\_and\\_configuration\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/ps5664/ps5669/products_installation_and_configuration_guides_list.html)

#### What To Do Next

[Configuring Conferencing Server Names and Addresses on Cisco Unified Presence, page 5-19](#)

## (Cisco Unified Personal Communicator Release 8.x) Configuring the Cisco Unified MeetingPlace Web Server

### Before You Begin

Install a supported release of the Cisco Unified MeetingPlace conferencing server. For more information about how to install and configure Cisco Unified MeetingPlace, see the *Administration Documentation for Cisco Unified MeetingPlace*:

[http://www.cisco.com/en/US/products/sw/ps5664/ps5669/prod\\_installation\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/ps5664/ps5669/prod_installation_guides_list.html)

### Procedure

- 
- Step 1** If required, enable a secure connection between Cisco Unified Personal Communicator and the Cisco Unified MeetingPlace Application Server. You must obtain and upload the required certificates from a trusted certificate authority (CA).
  - Step 2** Create a user profile on the Cisco Unified MeetingPlace Application Server for each Cisco Unified Personal Communicator user who wants to use the web conferencing feature.
  - Step 3** Configure a conferencing server entry on Cisco Unified Presence. Use the IP address of the Cisco Unified MeetingPlace Web Server as the conferencing server.
  - Step 4** Use the conferencing server to create a conferencing profile. Check **Make this the default Conferencing Profile for the system** for the conferencing profile.
  - Step 5** Create a conferencing profile on Cisco Unified Presence, and assign the Cisco Unified Personal Communicator web conferencing users to the conferencing profile.
- 

### What To Do Next

[Configuring Conferencing Server Names and Addresses on Cisco Unified Presence, page 5-19](#)

### Related Topic

*Administration Documentation for Cisco Unified MeetingPlace*:

[http://www.cisco.com/en/US/products/sw/ps5664/ps5669/prod\\_installation\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/ps5664/ps5669/prod_installation_guides_list.html)

## Adding Custom Cisco Unified MeetingPlace Template Files to a Cisco Unified MeetingPlace7.x Web Server

If your Cisco Unified Communications system uses Cisco Unified MeetingPlace Release 7.x, you must install the following files on the Cisco Unified MeetingPlace Web server:

- CSFGetProfileSuccess.tpl
- CSFScheduleSuccess.tpl

You can get the above files from the Administration Toolkit. To access the Administration Toolkit, navigate to Cisco Unified Personal Communicator from the Download Software page at the following URL:

<http://tools.cisco.com/support/downloads/go/Redirect.x?mdfid=278875240>

You can copy these files to the correct location on the Cisco Unified MeetingPlace Web server. You do not need to restart the server. The default location for these files is as follows:

C:\Program Files\Cisco Systems\MPWeb\Template

## (Cisco Unified Personal Communicator Release 8.5) Configuring Cisco Webex Servers

There is no specific configuration required to use Cisco Webex conferencing servers with Cisco Unified Personal Communicator. Install a supported version of Cisco Webex Node for MCS or use a Cisco Webex SaaS (software as a service) solution. For information about supported versions, see the *Release Notes for Cisco Unified Personal Communicator*:

[http://www.cisco.com/en/US/products/ps6844/prod\\_release\\_notes\\_list.html](http://www.cisco.com/en/US/products/ps6844/prod_release_notes_list.html)

### What To Do Next

[Configuring Single Sign-on for Cisco Webex and Cisco Unified MeetingPlace, page 5-19](#)

### Configuring Single Sign-on for Cisco Webex and Cisco Unified MeetingPlace

To deploy Cisco Unified Personal Communicator in an environment where users join Cisco Webex meetings using their Cisco Unified MeetingPlace credentials, and the credentials are verified by Cisco Unified MeetingPlace, you must set a registry key value as follows:

Registry Key	Value
WebConfSSOIdentityProvider	meetingplace

The registry key is located in HKEY\_CURRENT\_USER\Software\Policies\Cisco Systems, Inc.\Client Services Framework\AdminData.

## Configuring Conferencing Server Names and Addresses on Cisco Unified Presence

### Before You Begin

- Configure a supported conferencing server.
- Obtain the hostname or IP address, and the port number, of the conferencing server.
- If you are configuring a Cisco Webex Node for MCS server for conferencing and you are using Release 7.0, you will need the Site ID and the Partner ID values assigned to your Cisco Webex site. If you do not have these values, obtain them from your Cisco Webex administrator. These values are optional if you are using Cisco Unified Personal Communicator Release 8.5.

### Procedure

- 
- Step 1** Select **Cisco Unified Presence Administration > Application > Cisco Jabber > Conferencing Server**.
- Step 2** Select **Add New**.

- Step 3** Enter the conferencing server name.
- Step 4** Enter an IP address or FQDN (Fully Qualified Domain Name) of the conferencing server.
- Step 5** Specify the following data for the conferencing server:
- a. Enter the port number:
    - Enter **80** for HTTP.
    - Enter **443** for HTTPS.
  - b. Enter the protocol to use when contacting this server:
    - **HTTP**: Selects Hypertext Transfer Protocol as the standard method for transferring data between the server, Cisco Unified Personal Communicator, and the browser. Select this option if your conferencing server *does not have* SSL enabled.
    - **HTTPS**: Selects Hypertext Transfer Protocol over SSL as the method for securely transferring data between the server, Cisco Unified Personal Communicator, and the browser. Select this option if your conferencing server has SSL enabled.



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**Note** We recommend that you use HTTPS.

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- Step 6** Specify the conferencing server type in the drop-down menu.
- Step 7** If you select Cisco Webex as the server type:
- a. Enter the Site ID number assigned to your Cisco Webex site. Cisco Webex provides you with an ID number for your customer site when you deploy the Cisco Webex product. If you do not have a Site ID number, contact your Cisco Webex administrator. The field is optional if you are using Cisco Unified Personal Communicator Release 8.5.
  - b. Enter the Partner ID (PID) value assigned to your Cisco Webex site. Cisco Webex provides you with a PID when they enable the Cisco Webex Application Programming Interface (API) on your Cisco Webex site. If you do not have a PID, contact your Cisco Webex administrator. The field is optional if you are using Cisco Unified Personal Communicator Release 8.5.
- Step 8** Select **Save**.
- 

#### Troubleshooting Tip

If you upgrade an existing Cisco Unified Presence server, the Server Type value may initially default to “Undefined”. In this case, select one of the known types of conferencing server from the menu. If you leave a conferencing server entry as “Undefined”, it may slow conferencing performance with Cisco Unified Personal Communicator.

#### Related Topics

- [\(Cisco Unified Personal Communicator Release 7.1\) Configuring Cisco Unified MeetingPlace Express and Cisco Unified MeetingPlace Express VT Servers, page 5-13](#)
- [Configuring Cisco Unified MeetingPlace Servers, page 5-16](#)
- [\(Cisco Unified Personal Communicator Release 8.x\) Configuring the Cisco Unified MeetingPlace Web Server, page 5-18](#)
- [\(Cisco Unified Personal Communicator Release 8.5\) Configuring Cisco Webex Servers, page 5-19](#)

**What To Do Next**

[Creating Conferencing Profiles on Cisco Unified Presence, page 5-21](#)

## Creating Conferencing Profiles on Cisco Unified Presence

You must create conferencing profiles on Cisco Unified Presence Administration and assign each profile to a primary server.

**Note**

By contrast, a profile in Cisco Unified MeetingPlace or in Cisco Unified MeetingPlace Express defines the privileges and preferences configured for a specific user in this application.

**Before You Begin**

- You must create the conferencing profile before you can add Cisco Unified Personal Communicator licensed users to the application profile.
- You must first specify conferencing server names and addresses before you can select them in this procedure.

**Restrictions**

Conferencing server failover is not supported in Cisco Unified Personal Communicator.

**Procedure**

- Step 1** Select **Cisco Unified Presence Administration > Application > Cisco Jabber > Conferencing Profile**.
- Step 2** Select **Add New**.
- Step 3** Enter the conferencing profile name.
- Step 4** Enter information into the fields:

Field	Setting
Primary Conferencing Server	Select the conferencing server with which you want to associate this conferencing profile. This drop-down list contains the conferencing servers that you previously configured on the Conferencing Server Configuration window. Change the primary conferencing server to suit your network configuration.
Backup Conferencing Server	(Optional) Select up to two backup conferencing servers from the drop-down list of preconfigured servers. If you do not configure any backup conferencing servers, there will be no conferencing server for Cisco Unified Personal Communicator clients if the first server fails. Change the backup conferencing servers to suit your network configuration.

Field	Setting
Server Certificate Verification	<p>Specify how the conferencing server associated with this profile supports TLS connections. This setting is for TLS verification of the conferencing servers listed for this conferencing profile.</p> <p>Select from the following options:</p> <ul style="list-style-type: none"> <li>• Self Signed or Keystore—Cisco Unified Presence accepts the certificate if the certificate is self-signed, or the signing Certificate Authority certificate is in the local trust store. A keystore is a file that stores authentication and encryption keys.</li> <li>• Any Certificate—Cisco Unified Presence accepts all valid certificates.</li> <li>• Keystore Only—Cisco Unified Presence accepts only certificates that are defined in the keystore. You must import the certificate or its Certificate Authority signing certificate into the local trust store.</li> </ul> <p>Default Setting: Self Signed or Keystore</p>
Make this the default Conferencing Profile for the system	<p>(Optional) Check this option if you want new users to be automatically added to the default profile.</p> <p>Users who are already synchronized to Cisco Unified Presence from Cisco Unified Communications Manager are not added to the default profile. However, any users who are synchronized after the default profile is created are added to the default profile.</p>

**Step 5** Select **Add Users to Profile**.

**Step 6** Use the Find and List Users window to find and select users, and select **Add Selected** to add users to the profile.

**Step 7** Select **Save**.

#### Related Topics

- [\(Cisco Unified Personal Communicator Release 7.1\) Configuring Cisco Unified MeetingPlace Express and Cisco Unified MeetingPlace Express VT Servers, page 5-13](#)
- [Configuring Cisco Unified MeetingPlace Servers, page 5-16](#)
- [\(Cisco Unified Personal Communicator Release 8.x\) Configuring the Cisco Unified MeetingPlace Web Server, page 5-18](#)
- [Configuring Conferencing Server Names and Addresses on Cisco Unified Presence, page 5-19](#)

# (Cisco Unified Personal Communicator Release 8.x) Creating Audio Profiles on Cisco Unified Presence

## Procedure

- Step 1** Select **Cisco Unified Presence Administration > Application > Cisco Jabber > Audio Profile**.
- Step 2** Select **Add New**.
- Step 3** Enter the profile name and description.
- Step 4** Enter information into the fields:

Field	Setting
Make this the default Audio Profile for the system	(Optional) Check this check box if you want new users to be automatically added to the default profile.  Users who are already synchronized to Cisco Unified Presence from Cisco Unified Communications Manager are not added to the default profile. However, any users who are synchronized after the default profile is created are added to the default profile.
Enable automatic gain control	(Optional) Check this option if you want automatic gain control (AGC) to keep the audio output constant by: <ul style="list-style-type: none"> <li>Reducing the volume of a strong signal</li> <li>Raising the volume of a weaker signal</li> </ul> Uncheck this option if you do not need AGC, or if it impedes the audio output. Default Setting: On
Automatic gain control type	Select the type of AGC to use.  Default Setting: Digital Only. This is the most common network configuration and yields higher performance.
Enable noise suppression	(Optional) Check this check box to eliminate clicking, feedback or other noise problems in your audio output. Uncheck this check box if you do not want to apply noise suppression techniques, or if it impedes the audio output.  Default Setting: On
Noise suppression policy	(Optional) Select the level of noise suppression that you require.  Default Setting: Low
Enable voice activity detection	(Optional) Check this check box if you want voice activity detection (VAD) to detect human speech and facilitate speech processing in an audio session. Uncheck this check box if you do not need VAD, or if it impedes the audio output.  Default Setting: On
Voice activity detection mode	(Optional) Select the level of VAD you require.  Default Setting: Least Aggressive

Field	Setting
Enable echo cancellation	(Optional) Check this check box to remove echo from audio output and improve the audio quality. Uncheck this check box if you do not need echo cancellation, or if it impedes the audio output. Default Setting: On
Echo cancellation mode	(Optional) Select the level of echo cancellation you require. Default Setting: Normal  <b>Troubleshooting Tips</b> <ul style="list-style-type: none"> <li>• Select High Echo if you expect that the echo will be loud relative to the voice of the participant.</li> <li>• Select Attenuate if you expect that the echo will be quiet relative to the voice of the participant. Note, however, that the Acoustic Echo Suppression echo cancellation type does not fully suppress the echo if you select Attenuate.</li> </ul>
Echo cancellation type	(Optional) Select the type of echo cancellation you require. Default Setting: Acoustic Echo Cancellation  <b>Troubleshooting Tip</b> If you select Attenuate as the Echo cancellation mode, the Acoustic Echo Suppression echo cancellation type does not fully suppress the echo.

**Step 5** Select **Add Users to Profile**.

**Step 6** Use the Find and List Users window to find and select users, and select **Add Selected** to add users to the profile.

**Step 7** Select **Save**.

## Configuring CCMCIP Profiles for Cisco Unified Personal Communicator Release 8.x

The CCMCIP service runs on Cisco Unified Communications Manager and retrieves a list of devices associated with each user. CCMCIP profiles are required before Cisco Unified Personal Communicator Release 8.x clients can retrieve the list of user devices from Cisco Unified Communications Manager. You can create a profile to control Cisco Unified Personal Communicator Release 8.x in deskphone mode and to facilitate device discovery for desk phones and softphones. You can then associate selected users to the newly created profile.

### Procedure

**Step 1** Select **Cisco Unified Presence Administration > Application > Cisco Jabber > CCMCIP Profile**.

**Step 2** Select **Add New**.



**Step 3** Enter the profile name and description.

**Step 4** Enter information into the fields:

Field	Setting
Primary CCMCIP Host	<p>Enter the address of the server for the CCMCIP service to use to retrieve the list of associated devices when users sign in to a device or phone.</p> <p>Enter the address in one of the following forms:</p> <ul style="list-style-type: none"> <li>• IP address</li> <li>• Host name</li> <li>• FQDN</li> </ul> <p>This value must match exactly the IP address, host name, or FQDN of the CCMCIP server.</p>
Backup CCMCIP Host	<p>Enter the address of the backup server for the CCMCIP service to use if the primary CCMCIP server fails.</p> <p>Enter the address in one of the following forms:</p> <ul style="list-style-type: none"> <li>• IP address</li> <li>• Host name</li> <li>• FQDN</li> </ul> <p>This value must match exactly the IP address, host name, or FQDN of the backup CCMCIP server.</p>
Server Certificate Verification	<p>Specify how the CCMCIP server associated with this profile supports TLS connections. This setting is for TLS verification of the CCMCIP servers listed for this CCMCIP profile.</p> <p>Select from the following options:</p> <ul style="list-style-type: none"> <li>• Self Signed or Keystore—Cisco Unified Presence accepts the certificate if the certificate is self-signed, or the signing Certificate Authority certificate is in the local trust store. A keystore is a file that stores authentication and encryption keys.</li> <li>• Any Certificate—Cisco Unified Presence accepts all valid certificates.</li> <li>• Keystore Only—Cisco Unified Presence accepts only certificates that are defined in the keystore. You must import the certificate or its Certificate Authority signing certificate into the local trust store.</li> </ul> <p>Default Setting: Self Signed or Keystore</p>
Make this the default CCMCIP Profile for the system	<p>(Optional) Check this option if you want new users to be automatically added to the default profile.</p> <p>Users who are already synchronized to Cisco Unified Presence from Cisco Unified Communications Manager are not added to the default profile. However, any users who are synchronized after the default profile is created are added to the default profile.</p>

- Step 5** Select **Add Users to Profile**.
- Step 6** Use the Find and List Users window to find and select users, and select **Add Selected** to add users to the profile.
- Step 7** Select **Save**.
- 

## About Configuring Third-Party Clients on Cisco Unified Presence

You must configure LDAP settings that allow Cisco Unified Presence to search for contacts in third-party XMPP clients. See the *Deployment Guide for Cisco Unified Presence* for more information.

## (Cisco Unified Personal Communicator Release 8.5) How to Use Cisco Unified Personal Communicator as a Desktop Agent

You can start Cisco Unified Personal Communicator as a background application, which you can control as a CTI device. Cisco Unified Personal Communicator starts without a graphical user interface and you can only communicate with the client via a CTI connection. When you are running Cisco Unified Personal Communicator as a desktop agent, there is no indicator on the desktop to show that the application is running.

- [About Running Cisco Unified Personal Communicator as a Desktop Agent, page 5-26](#)
- [Before You Start Cisco Unified Personal Communicator as a Desktop Agent, page 5-27](#)
- [Starting Cisco Unified Personal Communicator as a Desktop Agent, page 5-28](#)
- [Stopping Cisco Unified Personal Communicator as a Desktop Agent, page 5-28](#)

## About Running Cisco Unified Personal Communicator as a Desktop Agent

When you start Cisco Unified Personal Communicator as a desktop agent, the following features are not available:

- Availability - you appear offline.
- Chat - you do not receive any instant messages.
- Conversation history - any calls that you make are not listed in the call logs.
- Video - you can make voice-only calls without video.
- Web meetings are not available.
- Call and chat features from applications such as Microsoft Outlook and Office are not available. You can only modify your audio or call settings, such as the audio device or call forwarding options, while running Cisco Unified Personal Communicator in normal mode. Any changes that you make in normal mode are applied when you restart the application as a desktop agent.

Before you can start Cisco Unified Personal Communicator as a desktop agent, you must first:

- Start the application in the normal manner.

- Set the CcmcipServer1 andTftpServer1 registry keys.

#### Related Topics

- [Before You Start Cisco Unified Personal Communicator as a Desktop Agent, page 5-27](#)
- [Starting Cisco Unified Personal Communicator as a Desktop Agent, page 5-28](#)
- [Stopping Cisco Unified Personal Communicator as a Desktop Agent, page 5-28](#)

## Before You Start Cisco Unified Personal Communicator as a Desktop Agent

Before you can start Cisco Unified Personal Communicator in desktop agent mode, you must perform some actions.

#### Procedure

**Step 1** Set the following registry keys:

- CcmcipServer1 - the IP address of the CCMCIP server
- TftpServer1 - the IP address of the TFTP server

The registry keys are located at:

HKEY\_CURRENT\_USER/Software/Cisco Systems, Inc./Client Services Framework/AdminData



**Note** These registry keys are ignored when you are using Cisco Unified Personal Communicator in normal mode.

**Step 2** Start Cisco Unified Personal Communicator in normal mode.

**Step 3** Enter your credentials and check the **Automatically sign in** check box.

**Step 4** Verify that your phone services are working as expected.



**Note** Cisco Unified Personal Communicator will not operate in agent desktop mode if you are using your desk phone for phone calls. Do not check the **Use my desk phone for audio** check box.

**Step 5** Verify that your audio and call settings meet your requirements, for example, selected audio device and call forwarding options. These settings cannot be modified in desktop agent mode.

**Step 6** Select **File > Exit** to close the application.



**Note** You must perform steps 2 to 6 each time your user credentials in Cisco Unified Communications Manager change.

#### Related Topics

- [Starting Cisco Unified Personal Communicator as a Desktop Agent, page 5-28](#)
- [Stopping Cisco Unified Personal Communicator as a Desktop Agent, page 5-28](#)

## Starting Cisco Unified Personal Communicator as a Desktop Agent

Enter the following command line:

```
cupc.exe -START_AGENT_DESKTOP_MODE
```

Cisco Unified Personal Communicator starts a background application accepting CTI connections from third party clients. You can only start one instance of Cisco Unified Personal Communicator, so if you execute the command again, nothing happens. The command is not case sensitive and if multiple arguments are used, only the first argument is considered by the system.

### Related Topics

- [Before You Start Cisco Unified Personal Communicator as a Desktop Agent, page 5-27](#)
- [Stopping Cisco Unified Personal Communicator as a Desktop Agent, page 5-28](#)

## Stopping Cisco Unified Personal Communicator as a Desktop Agent

Enter the following command line:

```
cupc.exe -SHUTDOWN
```

This command terminates all Cisco Unified Personal Communicator processes and exits the client. The command is not case sensitive and if multiple arguments are used, only the first argument is considered by the system.



### Note

---

This command also terminates any Cisco Unified Personal Communicator process that is running in normal mode.

---

### Related Topics

- [Before You Start Cisco Unified Personal Communicator as a Desktop Agent, page 5-27](#)
- [Starting Cisco Unified Personal Communicator as a Desktop Agent, page 5-28](#)

# (Cisco Unified Personal Communicator Release 8.5) Distributing HTML Files for Display in the Cisco Unified Personal Communicator Window

This feature of Cisco Unified Personal Communicator enables you to distribute HTML content for display on the Cisco Unified Personal Communicator main window. You can include up to three pages of content, and specify the title and icon to display for each page. To set up the HTML content, you must perform the steps in the following procedure.

## Procedure

- 
- Step 1** Start the Registry Editor.
- Step 2** Go to the following location in the registry:  
HKEY\_CURRENT\_USER/Software/Cisco Systems, Inc/Unified Communications/CUPC  
If CUPC does not exist under Unified Communications, right-click on **Unified Communications** and select **New > Key** and create the CUPC key.
- Step 3** Right-click on the **CUPC** key, and select **New > Multi-String Value**.
- Step 4** Name the multistring value **CustomTabDescriptions**.
- Step 5** Right-click on **CustomTabDescriptions** and select **Modify**.
- Step 6** In the Value data field, enter up to three lines in the following format:  
Label, icon1.png, filename1.html, True  
where
- Label is the title for the HTML page that you want to appear in the Cisco Unified Personal Communicator window. Keep the labels short as long labels will be truncated.
  - icon1.jpg is the location and filename of the icon that you want to use with the label for the HTML page. The supported formats are PNG (recommended), JPG, GIF, and BMP. The recommended icon size is 24x24 pixels. Any icons that are larger than this size are scaled to size.
  - filename1.html is the page that you want to display. This can be a local file or a link to an external URL.
  - True can be true or false to indicate if the HTML page is automatically refreshed each time you click on the icon. This value is optional and if not specified, a value of false is assumed.

For example:

```
Cisco, C:\images\icon1.png, http://www.cisco.com, true  
Products, \\web\images\icon2.png, \\web\content\products.html, true  
Pricing, \\web\images\icon3.png, \\web\content\pricing.html, false
```

Some particular notes about this feature are:

- If the icon is not valid, it is replaced by a default icon.
- If the HTML content is not valid, the item is not displayed in the Cisco Unified Personal Communicator main window.

- If there are problems accessing the HTML content (for example, network connection issues) and you specified True in the registry value to refresh the content every time you click on the icon, the page is not displayed. If you specified False, not to refresh the content each time you click on the icon, the previously-cached content is displayed.

## About Migrating Users from Cisco Unified Personal Communicator Release 7.x to Cisco Unified Personal Communicator Release 8.x

If you have both the Cisco Unified Client Services Framework and UPC devices, both consume device user licenses. If you want to migrate from Cisco Unified Personal Communicator Release 7.x to Cisco Unified Personal Communicator Release 8.x, you might want to delete the Cisco Unified Personal Communicator Release 7.x UPC device types so that you consume less device user licenses.

You might want to export your Cisco Unified Personal Communicator Release 7.x from Cisco Unified Communications Manager before you upgrade to Cisco Unified Personal Communicator Release 8.x.

## How to Update User Configuration After Deploying Cisco Unified Personal Communicator

- [Application Profiles, page 5-30](#)
- [Changing Application Profiles for a Single User, page 5-31](#)
- [Changing Application Profiles for Multiple Users, page 5-31](#)
- [Configuring a New User for Full Cisco Unified Personal Communicator Functionality, page 5-32](#)

## Application Profiles

This module describes how to change the following application profiles for a single user, or for multiple users:

- Voicemail Profile
- (Cisco Unified Personal Communicator Release 8.x) Audio Profile
- (Cisco Unified Personal Communicator Release 8.x) CCMCIP Profile
- Conferencing Profile
- CTI Gateway Profile
- LDAP Profile

Application profiles enable you to partition your Cisco Unified Personal Communicator user base for performance and scalability. You can change individual application profiles for each user.

Application profiles are not required; some Cisco Unified Personal Communicator users might not have a voicemail or a conferencing profile. In this situation, the drop-down selection displays **None**.

**Related Topics**

- [Changing Application Profiles for a Single User, page 5-31](#)
- [Changing Application Profiles for Multiple Users, page 5-31](#)

## Changing Application Profiles for a Single User

**Procedure**

- 
- Step 1** Select **Cisco Unified Presence Administration > Application > Cisco Jabber > User Settings**.
- Step 2** Select **Find** to populate the search results fields, or search for a user, and then select **Find**.
- Step 3** Select the link to select the user.
- Step 4** Specify the profiles to change for the user in the Application Profile Configuration section.
- If you change a user application profile in this window (for example, change from LDAP Profile 1 to LDAP Profile 2), the change is reflected in **Cisco Unified Presence Administration > Application > LDAP Profile** window.
- Step 5** Select **Save**.
- The user must exit and restart Cisco Unified Personal Communicator for the changes to take effect.
- 

**Related Topic**

[Changing Application Profiles for Multiple Users, page 5-31](#)

## Changing Application Profiles for Multiple Users

**Procedure**

- 
- Step 1** Select **Cisco Unified Presence Administration > Bulk Administration > Cisco Jabber/Microsoft RCC > Export**.
- Step 2** Perform the following actions:
- a. Select **Find** in the Export Users Query window to obtain current profile information by finding all users.
  - b. Select **Next** at the bottom of the window.
  - c. Specify the filename to be exported in the Export CUP Users Configuration window.
- Step 3** Select **Cisco Unified Presence Administration > Bulk Administration > Upload/Download Files**.
- Step 4** Perform the following actions:
- a. Find and select the file that you want to download.
  - b. Select **Download Selected**.
  - c. Add or remove profile names according to the instructions in the sample file.
- Step 5** Select **Cisco Unified Presence Administration > Bulk Administration > Upload/Download Files**.
- a. Select **Add New**.

- b. Enter the name of the file to upload.
  - c. Select the target for which you want to use the file.
  - d. Select the transaction type that the file defines.
  - e. Check **Overwrite File if it exists** if you want to overwrite an existing file with the same name.
  - f. Select **Save**.
- Step 6** Select **Cisco Unified Presence Administration > Bulk Administration > Cisco Jabber/Microsoft RCC > Update**.
- Step 7** Perform the following actions:
- a. Select the updated .csv file.
  - b. Select **Save** to submit the file to update profile information in bulk.

**Related Topic**

[Changing Application Profiles for a Single User, page 5-31](#)

## Configuring a New User for Full Cisco Unified Personal Communicator Functionality

The table lists the required configuration steps to add a new user to various servers after the initial deployment. By completing these tasks, the new user will have full Cisco Unified Personal Communicator functionality after the initial deployment.

Task	Where to Find Information
<b>Cisco Unified Communications Manager Configuration</b> <ul style="list-style-type: none"> <li>• Add the phone to the Cisco Unified Communications Manager database.</li> <li>• Allow control of the Cisco Unified IP Phone from the computer telephony interface (CTI).</li> <li>• Associate a directory number with the phone.</li> </ul>	<i>Deployment Guide for Cisco Unified Presence</i>
<ul style="list-style-type: none"> <li>• Set up the user account, and associate the directory number with the user.</li> <li>• Associate the phone with the user.</li> <li>• Add the user to the Standard CTI-Enabled group.</li> <li>• Add the user to the CCM End User group.</li> </ul>	



Task	Where to Find Information
<ul style="list-style-type: none"> <li>• Enable Cisco Unified Personal Communicator softphone features by manually creating a new device for each user.</li> <li>• Make sure that availability status in Cisco Unified Personal Communicator is accurately displayed.</li> <li>• Associate the line of the user with the user in Cisco Unified Communications Manager.</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">About Configuring Cisco Unified Personal Communicator on Cisco Unified Communications Manager, page 4-11</a></li> </ul>
<ul style="list-style-type: none"> <li>• Obtain a license file, if necessary.</li> <li>• Upload the license file, if necessary.</li> <li>• Assign capabilities.</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Cisco Unified Personal Communicator License Requirements, page 2-1</a></li> </ul>
<b>Voicemail Server Configuration</b>	
<ul style="list-style-type: none"> <li>• Set up an account for the new user.</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">How to Configure Voicemail Servers for Cisco Unified Personal Communicator, page 5-4</a></li> </ul>
<b>Web Conferencing Server Configuration</b>	
<ul style="list-style-type: none"> <li>• Set up a user profile for the new user.</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">How to Configure Conferencing Servers for Cisco Unified Personal Communicator, page 5-12</a></li> </ul>
<b>Cisco Unified Presence Configuration</b>	
<ul style="list-style-type: none"> <li>• Configure the LDAP attribute map for Cisco Unified Personal Communicator.</li> <li>• Create LDAP profiles and add users to the profile</li> <li>• Add the new user to the server profiles.</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">About Configuring Cisco Unified Personal Communicator on Cisco Unified Presence, page 4-20</a></li> <li>• <a href="#">Creating Voicemail Profiles on Cisco Unified Presence, page 5-11</a></li> <li>• <a href="#">Creating Conferencing Profiles on Cisco Unified Presence, page 5-21</a></li> </ul>
<ul style="list-style-type: none"> <li>• Assign the preferred CTI device to the MAC address of the primary desk phone for the user. (Cisco Unified Presence Release 6.x only)</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Application Profiles, page 5-30</a></li> </ul>
Point-to-point video calls Multipoint videoconferencing Video telephony camera	<ul style="list-style-type: none"> <li>• <a href="#">Configuring Users for Point-to-Point Video Calls and for Multipoint Videoconferencing, page 4-30</a></li> <li>• <a href="#">Configuring Videoconferencing Resources and Ad-Hoc Conferencing on Cisco Unified Communications Manager, page 4-31</a></li> </ul>
Provide information to users	<ul style="list-style-type: none"> <li>• <a href="#">Information to Provide to Users, page 3-15</a></li> </ul>
Headset and audio device Information	<ul style="list-style-type: none"> <li>• <a href="#">Installation and Configuration of Headsets and Other Audio Devices, page 3-12</a></li> </ul>

