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Note: When WebEx updates TSP information, Cisco Unified MeetingPlace administrators must follow a reset procedure to force the Cisco Unified MeetingPlace system to download and apply the new configuration from WebEx. For reset instructions, see [Establishing or Resetting the Telephony Connection to Cisco WebEx](#).

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Configuring the Cisco WebEx Connection and Scheduling Options

Before You Begin

- Choose and understand your Cisco WebEx integration deployment. See [About Cisco Unified MeetingPlace and Cisco WebEx Deployments](#).
- Read the prerequisites for your deployment:
 - ◆ [Prerequisites for Integration Option 1: Schedule and Attend Cisco WebEx Meetings from Cisco Unified MeetingPlace](#) (supports MeetingPlace-scheduled web conferencing with scheduled or reservationless audio conferencing)
 - ◆ [Prerequisites for Integration Option 2: Schedule and Attend Cisco WebEx Meetings from Cisco WebEx](#) (supports WebEx-scheduled web conferencing with reservationless audio conferencing)
- Read [Restrictions for Integrating Cisco Unified MeetingPlace with Cisco WebEx](#).
- If applicable, obtain the proxy server hostname and port number from your network administrator.
- MeetingPlace Application Server Webex TSP only support SOCKS Web Proxy servers (Not HTTP Proxy) so please allow direct firewall access to Webex Site IPs directly. Often there are delay issues when proxy servers are used and the integration to Webex must be able to be maintained continuously via internet without delays, otherwise it will affect user response times.
- Obtain the following information from the Cisco WebEx administrator:
 - ◆ Site ID
 - ◆ Site name
 - ◆ Partner ID
 - ◆ Password for Cisco WebEx Site Administration

Note: The Cisco WebEx Site Provisioning group sends you an email with the Cisco WebEx site ID, Cisco WebEx site name, and the Cisco WebEx partner ID.
- Understand the following:
 - ◆ The Cisco WebEx Site always uses the host ID of "admin" (profile #0001) configured with a

secure password. This host ID is dedicated to the Cisco WebEx integration for the user profile from the Cisco Unified MeetingPlace Administration page.

- ◆ Add this host ID to your Cisco WebEx site (if this was not already created) using your Cisco WebEx-provided administration account information.
- ◆ This host ID and password must match the Cisco Unified MeetingPlace "admin" (profile #0001) and password.
- ◆ We recommend that you set up different System Manager-level profiles for IT department personnel use. Do not use the default "admin" account in Cisco Unified MeetingPlace except for Cisco WebEx integration.

Procedure

1. Log in to the Cisco Unified MeetingPlace Administration Center.
2. Click **System Configuration > Cisco WebEx Configuration > Cisco WebEx Site and Server**.
3. Set the web conference scheduling field to:
 - ◆ **Unified MP schedule, Cisco WebEx meeting** if you are deploying Integration Option 1: Schedule and Attend Cisco WebEx Meetings from Cisco Unified MeetingPlace.
 - ◆ **Cisco WebEx schedule, Cisco WebEx meeting** if you are deploying Integration Option 2: Schedule and Attend Cisco WebEx Meetings from Cisco WebEx.

Note: Changes to the web conference scheduling field will take effect after you complete [Establishing or Resetting the Telephony Connection to Cisco WebEx](#).
4. Configure the rest of the fields on the Cisco WebEx Site and Server Page. The rest of this information will be provided in an email from the Cisco WebEx Site Administrator.
5. Optionally configure a proxy server if your company requires one in order to connect from inside the firewall to the outside internet to your Cisco WebEx site.
6. Click **Save**.

Note: If you make numerous changes on this page, in order to have the multiple changes take affect, you may need to restart the Cisco Unified MeetingPlace Web Conferencing service on the Web Server.

Related Topics

- [Cisco WebEx Site and Server Page](#)
- [Integration Option 1: Schedule and Attend Cisco WebEx Meetings from Cisco Unified MeetingPlace](#)
- [Integration Option 2: Schedule and Attend Cisco WebEx Meetings from Cisco WebEx](#)
- [Managing Cisco Unified MeetingPlace Web Conferencing Services](#)
- [Cisco WebEx Deployment without Cisco Unified MeetingPlace Web](#)

What to Do Next

Proceed to [Creating and Uploading the Cisco WebEx Certificate](#).

Creating and Uploading the Cisco WebEx Certificate

Before You Begin

Complete [Configuring the Cisco WebEx Connection and Scheduling Options](#).

Caution! If you create a certificate when one is already in use, then you will block further user access to Cisco WebEx through Cisco Unified MeetingPlace. User access will be re-enabled after you upload the new certificate to the Cisco WebEx Site Administration.

Restriction

- Use the failoverUtil copyConfigFiles and failoverUtil restoreConfigFiles CLI commands to copy the certificate files and other unreplicated system files from the active server to the standby server. For detailed instructions, see [Configuring Application Server Failover for Cisco Unified MeetingPlace](#).

Procedure

1. Log in to the Cisco Unified MeetingPlace Administration Center.
2. Click **System Configuration > Cisco WebEx Configuration > Cisco WebEx Certificate**.
3. Click **Create Certificate**.
4. Click **OK**.
5. Click the certificate location link.
6. Save a local copy of the certificate.
7. Click the Cisco WebEx Site Administration URL link.
8. Log in if prompted:
 1. Enter the user ID of your Cisco Unified MeetingPlace system administrator user profile.
 2. Enter the Cisco WebEx site administration password that was provided by your Cisco WebEx administrator.
9. For Cisco WebEx Release WBS 27 and Cisco Unified MeetingPlace Release 7.0.2 and later:
 1. Click **SSO Configuration**.
 2. Click **Site Certificate Manager**.
 3. Click **Import Certificate**.
10. For Cisco WebEx Release WBS 26 and Cisco Unified MeetingPlace Release 7.0.1 only:
 1. Click **Site Settings** in the left side of the Cisco WebEx Site Administration page.
 2. Scroll down to the end of the **Security Options** area.
 3. Click **Import Certificate**.
11. If a previous certificate is already in place, then click **Remove the Certificate**.
12. In the **Import your certificate** field, browse to the local copy of the certificate.
13. Click **OK**.
14. Click **Close**.

Related Topics

- [Cisco WebEx Certificate Page](#)

- [Configuring Application Server Failover for Cisco Unified MeetingPlace](#)

What to Do Next

Proceed to [Establishing or Resetting the Telephony Connection to Cisco WebEx](#).

Establishing or Resetting the Telephony Connection to Cisco WebEx

Before You Begin

Complete [Creating and Uploading the Cisco WebEx Certificate](#).

Caution! Performing this task causes the system to drop all Cisco WebEx meetings that are in session.

Procedure

1. Log in to the Cisco Unified MeetingPlace Administration Center.
2. Click **System Configuration > Cisco WebEx Configuration > Cisco WebEx Site and Server**.
3. Click **Restart Cisco WebEx Adapter**.
4. Click **Reset TSP Connection**.
5. Click **OK** to proceed with the reset.
6. If you recently modified the Web conference scheduling field on the Cisco WebEx Site and Server Page, **wait 10 minutes** before you proceed to the next step.
This enables the system to transfer the configuration update to the Web Server.
7. On the Web Server, restart the **Cisco Unified MeetingPlace Web Conferencing** service.

NOTE: When you restart the Web Server, all manual changes made to the registry are lost.

Troubleshooting Tips

- If the system reports an HTTP communication error, do the following:
 - ◆ Check that the configured Cisco WebEx site name is correct by pointing a browser to the following URL: **http://<site-name>.webex.com**.
If the URL is not reachable, and you verified that you configured the correct Cisco WebEx site name, contact your Cisco WebEx administrator.
 - ◆ If your network requires a proxy configuration, check and correct the proxy server hostname and proxy server port field values, which are provided by your network administrator.
- If the system is unable to establish the TSP connection or acquire IP addresses for the TSP primary host and TSP secondary host, do the following:

- ◆ Make sure that the Application Server is configured to use Network Time Protocol (NTP). If you did not configure NTP during installation, use the net command to do so now.
- ◆ Create and upload a new Cisco WebEx certificate. See [Creating and Uploading the Cisco WebEx Certificate](#).

Related Topics

- [Cisco WebEx Certificate Page](#)
- [Managing Cisco Unified MeetingPlace Web Conferencing Services](#)

What to Do Next

Proceed to [Configuring Site Settings in the Cisco WebEx Site Administration](#).

Configuring Site Settings in the Cisco WebEx Site Administration

Before You Begin

Complete [Establishing or Resetting the Telephony Connection to Cisco WebEx](#).

Procedure

1. Go to the Cisco WebEx Site Administration:
 1. Click **System Configuration > Cisco WebEx Configuration > Cisco WebEx Certificate**.
 2. Click the Cisco WebEx Site Administration URL link.
 3. Log in if prompted:
 1. Enter the user ID of your Cisco Unified MeetingPlace system administrator user profile.
 2. Enter the Cisco WebEx site administration password that was provided by your Cisco WebEx administrator.
2. Click **Site Settings**.
3. Check **Allow user to store personal information for joining meetings and call-back teleconference**.
4. For [Integration Option 1: Schedule and Attend Cisco WebEx Meetings from Cisco Unified MeetingPlace](#) only:
 1. Set **Meeting email reminders** to **Off**.
 2. Uncheck the following:
 - ◆ Display feedback form after meeting
 - ◆ Require strict password for user accounts
 - ◆ All meetings must have a password

◇ Require strict passwords for meetings

5. Click **Update**.

Related Topics

- [About Integration Option 1: Schedule and Attend Cisco WebEx Meetings from Cisco Unified MeetingPlace](#)

Customizing Post-Meeting Web Page Settings

By default when a WebEx type web meeting has ended, the meeting close webpage directs to www.cisco.com.

The webpage URL can be modified by the system administrator.

Procedure

1. Sign in to the Cisco Unified MeetingPlace Web Server as an administrator.
2. Open Windows Explorer, and browse to **C:\Program Files\Cisco Systems\MPWeb\HTML**
3. Locate the file called **bu.html**.
4. Copy the file to another location.
5. Right-click and select **Edit**, to edit the file using Notepad.
6. Search for **self.location.href**, and replace **http://www.cisco.com** with your specified URL.
7. Close and save the file called **bu.html**.

Allowing the Audio Portion of a Meeting to Continue after Closing the Cisco WebEx Meeting Center Session

Follow the steps below to allow the audio portion of a meeting to continue even after the Cisco WebEx portion of the meeting has finished.

Before scheduling the meeting:

1. Click **Site Settings**.
2. Check **Meeting Center**, check **Enable Teleconference Keep-Alive** but leave **Default Setting (enabled/disabled)** unchecked.

Schedule a Cisco WebEx meeting with several users. Attend the meeting.

Ending the meeting: When the web portion of the meeting is finished, the host ends the meeting by choosing **File > End Meeting** or by closing the Cisco WebEx meeting room. You see a dialog box called "End Meeting".

1. Ensure that **Keep the teleconference running** is checked.
2. Click **OK**.

Procedure

The Cisco WebEx meeting rooms close but audio is still connected for all users.

What to Do Next

- (Release 7.0.2 and later releases) Proceed to [Configuring Single Sign-On in the Cisco WebEx Site Administration](#).
- (Release 7.0.1) Proceed to [Configuring the Cisco WebEx Audio Recorder](#).

Configuring Single Sign-On in the Cisco WebEx Site Administration

Perform this task to do the following:

- Enable system administrators to click a Cisco WebEx Site Administration URL link in the Cisco Unified MeetingPlace Administration Center to log in to the Cisco WebEx Site Administration.
- Enable users to log in to Cisco Unified MeetingPlace from Cisco WebEx using [Integration Option 2: Schedule and Attend Cisco WebEx Meetings from Cisco WebEx](#).

Before You Begin

- Perform this task only if your system uses the following or later releases:
 - ◆ Cisco Unified MeetingPlace Release 7.0.2
 - ◆ Cisco WebEx Release WBS 27
- Complete [Configuring Site Settings in the Cisco WebEx Site Administration](#).

Procedure

1. Go to the Cisco WebEx Site Administration:
 1. Click **System Configuration > Cisco WebEx Configuration > Cisco WebEx Certificate**.
 2. Click the Cisco WebEx Site Administration URL link.
 3. Log in if prompted:
 1. Enter the user ID of your Cisco Unified MeetingPlace system administrator user profile.
 2. Enter the Cisco WebEx site administration password that was provided by your Cisco WebEx administrator.
2. Click **SSO Configuration**.

3. Configure the **Default WebEx Target page URL** field with the Cisco WebEx site page where you want end users to go after logging in. Sample URLs that you can use:
 - ◆ Customer SSO Service Login URL -- Already configured for you
 - ◆ Default WebEx Target page URL -- **http://<sitename>.webex.com/**
 - ◆ Customer SSO Error URL -- Already configured for you
4. Uncheck **Require strict password for user accounts** and **Do not allow reuse of the last # passwords**.
5. Click **Update**.

What to Do Next

Proceed to [Configuring the Cisco WebEx Audio Recorder](#).

Configuring the Cisco WebEx Audio Recorder

Cisco Unified MeetingPlace comes with a preconfigured "recorder" user profile. Cisco WebEx Network-Based Recording (NBR) uses this profile to access and record the audio portion of meetings. Cisco Unified MeetingPlace treats the Cisco WebEx NBR as an auto-answer device.

Note: This is a required step in order to complete the Cisco Unified MeetingPlace to Cisco WebEx integration; otherwise, the TSP communication is not complete. Even if you do not plan to record meetings, must perform this task to integrate Cisco Unified MeetingPlace with Cisco WebEx.

Procedure

1. Log in to the Cisco Unified MeetingPlace Administration Center.
2. Click **System Configuration > Cisco WebEx Configuration > Cisco WebEx Audio Recorder**.
3. Modify the profile number (if changed) and profile password fields.

The updated values are automatically copied to the Cisco WebEx site. This profile/password is used by Cisco WebEx to record the audio portion of a meeting when recording is turned on in a Cisco WebEx meeting by the host.
4. Click **Save**.
5. Click **System Configuration > Meeting Configuration**.
6. Set "meeting controls device" to Yes.
7. (Optional) Configure the "Connected until meeting ends" field if you want to modify how the Cisco WebEx audio recorder is disconnected at the end of meetings.
8. Click **Save**.
9. From any phone, dial in to Cisco Unified MeetingPlace.
10. Press **3#**.
11. Log in using the profile number and profile password of the recorder profile.

By default, the recorder profile number is **0002**, but it may be changed by the system administrator.
12. When prompted, record a name, such as "Cisco WebEx Recorder."

Recording a name is required only after the initial configuration of the recorder profile.

Related Topics

- [How to Configure Auto-Answer Devices](#)

What to Do Next

- If you are deploying [Integration Option 1: Schedule and Attend Cisco WebEx Meetings from Cisco Unified MeetingPlace](#), proceed to [Enabling Users to Schedule Cisco WebEx Meetings from Cisco Unified MeetingPlace](#).
- If you are deploying [Integration Option 2: Schedule and Attend Cisco WebEx Meetings from Cisco WebEx](#), proceed as follows:
 - ◆ If Directory Service is *not* configured on Cisco Unified MeetingPlace, proceed to [Transferring User Profiles From Cisco Unified MeetingPlace to Cisco WebEx](#).
 - ◆ Otherwise, communicate the necessary information to your end users. See [End-User Information for Integration Option 2: Schedule and Attend Cisco WebEx Meetings from Cisco WebEx](#).

Enabling Users to Schedule Cisco WebEx Meetings from Cisco Unified MeetingPlace

Perform this task only if you are deploying [Integration Option 1: Schedule and Attend Cisco WebEx Meetings from Cisco Unified MeetingPlace](#).

Before You Begin

- Complete [Configuring Site Settings in the Cisco WebEx Site Administration](#).
- Read [Restrictions for Integrating Cisco Unified MeetingPlace with Cisco WebEx](#).

Procedure

1. Log in to the Cisco Unified MeetingPlace Administration Center.
2. Click **User Configuration**.
3. Click **User Groups** or **User Profiles**, depending on whether you want to configure a user group or an individual user profile.
4. Click **Edit** or **Add New**, depending on whether you want to configure an existing or new user group or user profile.
5. Configure the following fields:
 - ◆ Default web conference provider -- Whether Cisco WebEx or Cisco Unified MeetingPlace is selected by default when the user schedules a meeting from the Cisco Unified MeetingPlace end-user web interface.

- ◆ Hide web conference provider -- Whether the user can see and change the web conferencing provider while scheduling a meeting from the Cisco Unified MeetingPlace end-user web interface.
- 6. (For Cisco Unified MeetingPlace video conferencing) Configure the "Video usage" field to enable the appropriate video privileges for the user.
- 7. (Optional) Set the "Meeting password required" field to **Yes**.
Caution! *Anyone* can join Cisco WebEx meetings that are not password protected, because meetings that are in session are publicly listed on the Cisco WebEx end-user web interface.
- 8. Click **Save**.
- 9. Repeat [Step 2](#) through [Step 8](#) for all user groups and user profiles for which you want to enable the scheduling of Cisco WebEx meetings.

Related Topics

- [Add User Profile Page](#)
- [About Integration Option 1: Schedule and Attend Cisco WebEx Meetings from Cisco Unified MeetingPlace](#)

What to Do Next

Communicate the necessary information to your end users. See [End-User Information for Integration Option 1: Schedule and Attend Cisco WebEx Meetings from Cisco Unified MeetingPlace](#)

Transferring User Profiles From Cisco Unified MeetingPlace to Cisco WebEx

If you configure Directory Service on your Cisco Unified MeetingPlace system, then a Cisco WebEx user profile is automatically imported or updated from Cisco Unified MeetingPlace when the user successfully authenticates through the Cisco Unified MeetingPlace Application Server (**http://<application-server>/**).

If you have not configured Directory Service on Cisco Unified MeetingPlace, you must perform this task to manually transfer user profiles from Cisco Unified MeetingPlace to the Cisco WebEx Site Administration.

Before You Begin

- Complete this task only if the following are true:
 - ◆ You deploy [Integration Option 2: Schedule and Attend Cisco WebEx Meetings from Cisco WebEx](#).
 - ◆ Directory Service is *not* configured on Cisco Unified MeetingPlace.
- If you want to be notified when the transfer is complete, then make sure that your Cisco WebEx Site Administration account includes a valid e-mail address. See [Modifying Your Cisco WebEx Site Administration Account](#).

- Complete [Establishing or Resetting the Telephony Connection to Cisco WebEx](#).

Restrictions

- When Directory Service is *not* configured on the system, user profiles are not synchronized between Cisco Unified MeetingPlace and Cisco WebEx.
- Specifically, if you delete or modify a user profile in Cisco Unified MeetingPlace, the corresponding user profile in Cisco WebEx is not deactivated or updated. You must manually deactivate or modify the user profile(s) through the Cisco WebEx Site Administration.
- Similarly, if you deactivate or modify a user profile in Cisco WebEx, the corresponding user profile in Cisco Unified MeetingPlace is not deleted or updated. You must manually delete, deactivate, or modify the user profile(s) through the Cisco Unified MeetingPlace Administration Center.

Procedure

1. Log in to the Cisco Unified MeetingPlace Administration Center.
2. Click **System Configuration > Cisco WebEx Configuration > Export Profiles for Cisco WebEx**.
3. Click **Export**.
4. Click **OK**.
5. Save a local copy of the file.
6. Click the **Cisco WebEx Site Administration URL** link.
7. Log in if prompted:
 1. Enter the user ID of your Cisco Unified MeetingPlace system administrator user profile.
 2. Enter the Cisco WebEx site administration password that was provided by your Cisco WebEx administrator.
8. Click **Import/Export Users**.
9. Click **Import**.
10. Browse to the file containing the exported Cisco Unified MeetingPlace user profiles.
11. Click **Upload File**.

Your import submission is added to a queue whose length and speed depends on the system load at that time. After the import is complete, Cisco WebEx sends confirmation to the e-mail address in your Cisco WebEx Site Administration account.
12. Inform your users to select **Forgot your password** during their next Cisco WebEx login to reset their password before using the system.

Note: Cisco Unified MeetingPlace passwords are encrypted and cannot be read by the Cisco WebEx site. Users must reset their passwords to enable proper access.

What to Do Next

Communicate the necessary information to your end users. See [End-User Information for Integration Option 2: Schedule and Attend Cisco WebEx Meetings from Cisco WebEx](#)

Related Topics

- [Configuring Cisco Unified MeetingPlace Directory Service](#)
- [About Integration Option 2: Schedule and Attend Cisco WebEx Meetings from Cisco WebEx](#)
- [Deactivating Cisco WebEx User Profiles](#)

Deactivating Cisco WebEx User Profiles

Before You Begin

You perform this task in the Cisco WebEx Site Administration. Because the user interface varies by Cisco WebEx release, you should check the Cisco WebEx documentation for step-by-step instructions for your specific release.

Restrictions

- If you deactivate or edit user profiles through the Cisco WebEx Site Administration, you must manually make those changes through the Cisco Unified MeetingPlace Administration Center. Changes made to Cisco WebEx user profiles are not automatically synchronized with the corresponding Cisco Unified MeetingPlace user profiles.
- You cannot delete user profiles from Cisco WebEx.

Procedure

1. Go to the Cisco WebEx Site Administration:
 1. Click **System Configuration > Cisco WebEx Configuration > Cisco WebEx Certificate**.
 2. Click the Cisco WebEx Site Administration URL link.
 3. Log in if prompted:
 1. Enter the user ID of your Cisco Unified MeetingPlace system administrator user profile.
 2. Enter the Cisco WebEx site administration password that was provided by your Cisco WebEx administrator.
2. Click **Edit User List**.
3. Find the user profile that you want to deactivate.
4. Uncheck **Active** for that user profile.
5. Click **Submit**.
6. Repeat [Step 3](#) to [Step 5](#) for each user profile that you want to deactivate.

Related Topics

- [Deleting User Profiles by Import](#)

Modifying Your Cisco WebEx Site Administration Account

This task is typically performed only when you need to modify the e-mail address for receiving Cisco WebEx administration messages.

Before You Begin

You perform this task in the Cisco WebEx Site Administration. Because the user interface varies by Cisco WebEx release, you should check the Cisco WebEx documentation for step-by-step instructions for your specific release.

Procedure

1. Go to the Cisco WebEx Site Administration:
 1. Click **System Configuration > Cisco WebEx Configuration > Cisco WebEx Certificate**.
 2. Click the Cisco WebEx Site Administration URL link.
 3. Log in if prompted:
 - ◇ Enter the user ID of your Cisco Unified MeetingPlace system administrator user profile.
 - ◇ Enter the Cisco WebEx site administration password that was provided by your Cisco WebEx administrator.
2. Click **Edit User List**.
3. Find your user account.

If you logged in using the Cisco Unified MeetingPlace preconfigured admin profile, then the default username is "admin."
4. Click the name for that user account.
5. Modify the account information.
6. Click **Update**.