

Main page: [Cisco Unified Presence, Release 7.x](#)

Contents

- [1 Previous Topic](#)
- [2 Configuring Cisco Unified Personal Communicator Client](#)
 - ◆ [2.1 Before You Begin](#)
 - ◆ [2.2 Restriction](#)
 - ◆ [2.3 Procedure](#)
 - ◆ [2.4 Troubleshooting Tips](#)
 - ◆ [2.5 Related Topics](#)
 - ◆ [2.6 What To Do Next](#)
- [3 How to Configure the CTI Gateway Settings for Desk Phone Control](#)
 - ◆ [3.1 Configuring the CTI Gateway Server Names and Addresses](#)
 - ◇ [3.1.1 Before You Begin](#)
 - ◇ [3.1.2 Procedure](#)
 - ◇ [3.1.3 Troubleshooting Tips](#)
 - ◇ [3.1.4 Related Topics](#)
 - ◇ [3.1.5 What To Do Next](#)
 - ◆ [3.2 Configuring CTI Gateway Profiles](#)
 - ◇ [3.2.1 Before You Begin](#)
 - ◇ [3.2.2 Procedure](#)
 - ◇ [3.2.3 Related Topics](#)
- [4 How to Configure User Agents](#)
- [5 Configuring User Agents](#)
 - ◆ [5.1 Procedure](#)
- [6 Copying User Agents](#)
 - ◆ [6.1 Procedure](#)
 - ◆ [6.2 Related Topics](#)

Previous Topic

- [Configuration and Maintenance of Cisco Unified Presence](#)

You must have Cisco Unified Presence to support the core functions of Cisco Unified Personal Communicator, and to store personal data of users including their status and capabilities as well as their individual rules and preferences.

Cisco Unified Presence also helps enable phone control and monitoring for click-to-dial service from Cisco Unified Personal Communicator. A highly secure environment helps ensure that the integrity of this personal information that ranges from user passwords to network connectivity information to personal contact lists.

- [Configuring the Cisco Unified Personal Communicator Client](#)
- [How to Configure CTI Gateway Settings for Desk Phone Control](#)

- [How to Configure User Agents](#)

Configuring Cisco Unified Personal Communicator Client

Before You Begin

- Obtain the hostnames or IP addresses of the TFTP servers.
- Make sure you install and set up the LDAP server before configuring the LDAP attribute map on Cisco Unified Presence.

Restriction

- We recommend that Cisco Unified Personal Communicator use TCP to communicate with the proxy server. If you use UDP to communicate with the proxy server, availability information for contacts in the Cisco Unified Personal Communicator contact list might not be available for large contact lists.
- The UPC UserID setting in the LDAP attribute map must match the User ID configured for that user on Cisco Unified Communications Manager. This mapping is required for a contact in LDAP to be added to the Contact list in Cisco Unified Personal Communicator. This field associates the LDAP user with the associated user on Cisco Unified Communications Manager and Cisco Unified Presence.
- You can map an LDAP field to only one Cisco Unified Personal Communicator field.

Procedure

1. Select **Application > Cisco Unified Personal Communicator > Settings**.
2. Enter the appropriate global configuration settings for Cisco Unified Personal Communicator as described in the table below.

| Field | Description |
|---------------------|---|
| Proxy Listener | Select a Proxy listener from the list box. Default listener type: Default Cisco SIP Proxy TCP Listener Note: This listener applies to ALL users of Cisco Unified Personal Communicator. |
| Primary TFTP Server | Enter the primary TFTP server address, either as a fully qualified domain name or as an IP address. Maximum characters: 128 |
| Backup TFTP Server | Enter the backup TFTP server address, either as a fully qualified domain name or as an IP address. Maximum characters: 128 |
| | |

| | |
|-----------------------|--|
| Directory Server Type | ◇ Microsoft Active Directory?choose this option for Microsoft Active Directory servers ◇ Netscape or Sun ONE LDAP?choose this option for Netscape, Sun ONE LDAP, and OpenLDAP servers |
|-----------------------|--|

3. Select a supported LDAP server from Directory Server Type.The LDAP server populates the LDAP attribute map with Cisco Unified Personal Communicator user fields and LDAP user fields.

4. If necessary, make modifications to the LDAP field to match your specific LDAP directory. The values are global to all LDAP server hosts. Note the following LDAP directory product mappings.

| Cisco Unified Personal Communicator User Fields | Default LDAP Mapping Names for Microsoft Active Directory | Default LDAP Mapping Names for Netscape, SUN ONE, or Open LDAP |
|---|---|--|
| UserID | sAMAccountName | uid |
| FirstName | givenName | givenName |
| LastName | sn | sn |
| MiddleName | middleName | initials |
| Nickname | Nickname | Nickname |
| Photo | | jpegPhoto |
| Title | title | title |
| DisplayName | displayName | displayName |
| NamePrefix | namePrefix | namePrefix |
| NameSuffix | | |
| Gender | gender | gender |
| BusinessEMail | mail | mail |
| BusinessPhoneNumber | telephoneNumber | telephoneNumber |
| BusinessVoiceMail | | voicemail |
| BusinessMobilePhone | mobile | mobile |
| BusinessPager | pager | pager |
| BusinessFax | facsimileTelephoneNumber | facsimileTelephoneNumber |
| BusinessOtherPhone | otherTelephone | |
| HomeEMail | | |
| HomeMobilePhone | | |
| HomeFax | pager | |
| URL | url | labeledURI |
| Organization | Company | Company |

5. Select **Save**.

Troubleshooting Tips

- If you want to stop using the current attribute mappings and use the factory default settings, select **Restore Defaults**.
- By default, Cisco Unified Personal Communicator uses the jpegPhoto LDAP attribute, which is present in the Windows 2003 Active Directory schema. By contrast, the Windows 2000 Active

Directory uses the thumbnailPhoto attribute.

- You can see the LDAP attribute mappings in the Server Health window in Cisco Unified Personal Communicator (Help > Show Server Health on Windows).

Related Topics

- [How to Find and Delete Components in Cisco Unified Presence Administration](#)
- [Getting More Information](#)
- For information on faster LDAP searches, see the Troubleshooting Guide for Cisco Unified Personal Communicator:

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

What To Do Next

[Configuring CTI Gateway Server Names and Addresses](#)

How to Configure the CTI Gateway Settings for Desk Phone Control

Note: The procedures in this topic are only applicable if you are configuring Cisco Unified Personal Communicator for desk phone control.

- [Configuring CTI Gateway Server Names and Addresses](#)
- [Configuring CTI Gateway Profiles](#)

Configuring the CTI Gateway Server Names and Addresses

The CTI gateway provides desk phone control (phone-association mode) to Cisco Unified Personal Communicator users. You must specify CTI gateway server names, addresses, ports, and protocol types on Cisco Unified Presence so that the information required to reach the CTI gateway server can be downloaded when the user signs in to Cisco Unified Personal Communicator.

Before You Begin

- You do not need to perform this procedure if you previously configured Cisco Unified Communications Manager with an IP address through the **Cisco Unified Communications Manager Administration > System > Server** menu. Cisco Unified Presence dynamically creates a TCP-based CTI gateway host profile for that address, and automatically populates the CTI gateway

fields on Cisco Unified Presence.

- Make sure you have completed this configuration on Cisco Unified Communications Manager:
 - ◆ Configured the phone devices for CTI device control.
 - ◆ Added the Cisco Unified Personal Communicator users to a CTI-enabled user group.
- Obtain the hostnames or IP addresses of the CTI gateway.

Procedure

1. Perform one of the following actions:

| If you want to: | Action |
|----------------------|---|
| Add a CTI gateway | 1. Select Application > Cisco Unified Personal Communicator > CTI Gateway Server . 2. Select Add New . |
| Update a CTI gateway | 1. Find the record. See the Finding a Network Component topic for instructions. 2. Edit the record as required. |

2. Enter the CTI gateway settings as described in the table below.

| Field | Description |
|---------------------|---|
| Name | Specifies the name of the CTI gateway server. |
| Description | Provides a general description of the CTI gateway server. |
| Hostname/IP Address | Specifies the IP address or the Fully Qualified Domain Name of Cisco Unified Communications Manager that is running the CTI service. |
| Port | Specifies the port number that is configured for the CTI gateway server. Default: 2748 |
| Protocol Type | Specifies the protocol to use when the CTI gateway server is contacted. Select one of the following values: ◇ TCP ◇ TLS Default: TCP |

3. Select **Save**.

Troubleshooting Tips

You can see the CTI gateway information in the Server Health window in Cisco Unified Personal Communicator (Help > Show Server Health on Windows operating system).

Related Topics

- [How to Find and Delete Components in Cisco Unified Presence Administration](#)
- [Getting More Information](#)

What To Do Next

[Configuring CTI Gateway Profiles](#)

Configuring CTI Gateway Profiles

You must create CTI gateway profiles in Cisco Unified Presence Administration and assign primary and backup servers for redundancy.

Before You Begin

- Configure the CTI gateway server names and addresses.
- You must create the CTI gateway profile before you can add Cisco Unified Personal Communicator licensed users to the application profile.
- Cisco Unified Presence dynamically creates a TCP-based CTI gateway profile based on the hostname of Cisco Unified Communications Manager. Before using this profile, verify that Cisco Unified Presence and Cisco Unified Personal Communicator clients can ping Cisco Unified Communications Manager by the DNS name. If they cannot contact the server, you need to add the IP address of Cisco Unified Communications Manager in Cisco Unified Presence Administration. (Application > Cisco Unified Personal Communicator > CTI Gateway Server). You do not need to delete the host profiles that are created automatically.
- If you previously configured Cisco Unified Communications Manager with an IP address through the Cisco Unified Communications Manager Administration > System > Server menu, Cisco Unified Presence dynamically creates a TCP-based CTI gateway profile based on that address. The fields in Cisco Unified Presence Administration (Application > Cisco Unified Personal Communicator > CTI Gateway Profile) are automatically populated, and you need only add users to the default CTI TCP profile that is created (see Step 2).

Procedure

1. Perform one of the following actions:

| If you want to: | Action |
|------------------------------|--|
| Add a CTI gateway profile | <ol style="list-style-type: none"> 1. Select Application > Cisco Unified Personal Communicator > CTI Gateway Profile. 2. Select Add New. |
| Update a CTI gateway profile | <ol style="list-style-type: none"> 1. Find the record. See the Finding a Network Component topic for instructions. 2. Edit the record as required. |

2. Enter the CTI gateway profile configuration settings as described in the table below.

| Field | Description |
|--|--|
| Name | Specifies the name of the CTI gateway profile. |
| Description | [Optional] Provides a general description of the CTI gateway profile. |
| Primary CTI Gateway Server | Specifies the primary CTI gateway server. From the list box, you can select the CTI gateway server that you have already defined on the system. |
| Backup CTI Gateway Server | Specifies the backup CTI gateway server. From the list box, you can select the of CTI gateway server that you have already defined on the system. You can specify two backup CTI gateway servers. |
| Make this the default CTI Gateway Profile for the system | Check so that any new users that are added to the system are automatically placed into this default profile. Note: Users who are already synchronized to Cisco Unified Presence from Cisco Unified Communications Manager are not added to the default profile. However, once the default profile is created, any users synchronized after that are added to the default profile. |

3. Select **Add Users to Profile**.

4. Use the Find and List Users window to find and select users. See the Finding a Network Component topic for instructions.

5. Select **Add Selected** to add the users to the profile.

6. Select **Close** to exit the Find and List Users window.

7. Select **Save** in the main CTI Gateway Profile window.

Related Topics

- [How to Find and Delete Components in Cisco Unified Presence Administration](#)
- [Getting More Information](#)

How to Configure User Agents

User agents enable you to configure backward compatibility with previous versions of Cisco Unified Personal Communicator. By default, all user agents that are not specifically configured use Reachability Version 2, which complies with [RFC 4479](#).

- [Configuring User Agents](#)
- [Copying User Agents](#)

Configuring User Agents

Procedure

1. Perform one of the following actions:

| If you want to: | Action |
|---------------------|--|
| Add a user-agent | <ol style="list-style-type: none"> 1. Select Presence > User-Agent Configuration. 2. Select Add New. |
| Update a user-agent | <ol style="list-style-type: none"> 1. Find the record. See the Finding a Network Component topic for instructions. 2. Edit the record as required. |

2. Enter the user-agent configuration settings as described in the table below.

| Field | Description |
|---------------------------|---|
| Client User-Agent Version | <p>Specifies the client user-agent version. This is a free-form text field with no validation.</p> <p>Maximum characters: 255</p> |
| Reachability Version | <p>Specifies the client availability version used in these documents:</p> <ul style="list-style-type: none"> ◇ 1 - draft-ietf-simple-rpid-07 ◇ 2 - RFC 4479 |

3. Select **Save**.

Copying User Agents

Procedure

1. Find the user-agent. See the Finding a Network Component topic for instructions.
2. From the list of matching records, select the user-agent that you want to copy.
3. Complete one of the following actions to copy the data:
 1. Select the **Copy** icon that displays in the tool bar in the upper, left corner of the window.
 2. Select **Copy** at the bottom of the window.
4. Enter the user-agent configuration settings as described in the table below.

| Field | Description |
|---------------------------|--|
| Client User-Agent Version | <p>Specifies the client user-agent version. This is a free-form text field with no validation.</p> <p>Maximum characters: 255</p> |
| Reachability Version | <p>Specifies the client availability version used in these documents:</p> <ul style="list-style-type: none"> ◇ 1 - draft-ietf-simple-simple-rpid-07 ◇ 2 - RFC 4479 |

5. Select **Save**.

Related Topics

- [How to Find and Delete Components in Cisco Unified Presence Administration](#)
- [Getting More Information](#)