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Previous Topic

- [Additional Deployment Information for Cisco Unified Personal Communicator](#)

Cisco Unified Personal Communicator can be configured to launch an unscheduled web conference from the audio or video conversation window on the following products:

- Cisco Unified MeetingPlace
- Cisco Unified MeetingPlace Express
- Cisco Unified MeetingPlace Express VT
- Cisco WebEx Node for MCS

Note: Cisco Unified Personal Communicator requires Cisco Unified MeetingPlace Release 8.0 for

conferencing with WebEx as Cisco Webex Node for MCS is only available for Cisco Unified MeetingPlace Release 8.0. Cisco Unified Personal Communicator only supports Cisco Unified MeetingPlace scheduled meetings. For these meetings, Cisco Unified MeetingPlace is the front-end server. Users schedule and join the meeting through Cisco Unified MeetingPlace. Cisco WebEx Node for MCS is used for the web conference. Cisco WebEx Node for MCS uses Cisco Unified MeetingPlace as the audio back-end.

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.

- [Configuring Cisco Unified MeetingPlace Express and Cisco Unified MeetingPlace Express VT Servers](#)
- [Configuring Cisco Unified MeetingPlace Servers](#)
- [Configuring the Cisco WebEx Node for MCS](#)
- [Configuring Conferencing Server Names and Addresses on Cisco Unified Presence](#)
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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

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

To Configure This Server	Do This
Cisco Unified MeetingPlace Express adhoc conferencing	1. Install the following licenses through the Cisco Unified MeetingPlace Express Administration Center:

<p>functionality</p>	<ul style="list-style-type: none"> • adhocsystemsoftware • webconf • maxadhoc <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>2. Configure Cisco Unified MeetingPlace Express VT for adhoc conferencing by following the instructions in the Cisco Unified MeetingPlace Express Configuration and Maintenance Guide.</p>
<p>For Cisco Unified MeetingPlace Express reservationless functionality:</p>	<p>1. Install the following licenses:</p> <ul style="list-style-type: none"> • systemsoftware • webconf • maxweb <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>2. 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>

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.

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.

4. Assist users with the Presenter Add-In installation so that desktops, documents, or computer applications can be shared.

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..

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

- 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

- 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/ps6533/products_installation_and_configuration_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

- 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

- For a description of the characteristics of a web conference that you add to a Cisco Unified Personal Communicator conversation, see the user guide for Cisco Unified Personal Communicator:

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

- [Getting More Information](#)

What To Do Next

[Configuring Conferencing Server Names and Addresses on Cisco Unified Presence](#)

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 add a web conferencing session or to a video conferencing session from within an existing audio session.

Before You Begin

- Install a supported release of the Cisco Unified MeetingPlace web conferencing server.
- 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

1. Install web and audio conferencing user licenses.
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.
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
- 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 Preferences window. Make sure that you provide the password that is consistent with the configured authentication method. For example, if you configured MeetingPlace as the authentication method, provide the user with the 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
- For details about supported Cisco Unified MeetingPlace releases, see the Cisco Unified Personal Communicator release notes:
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/ps5664/ps5669/products_installation_and_configuration_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

What To Do Next

[Configuring Conferencing Server Names and Addresses on Cisco Unified Presence](#)

Configuring the Cisco WebEx Node for MCS

Note: The Cisco Unified Personal Communicator conferencing feature only supports a local Cisco WebEx Node for MCS, where the server is located on premise (onsite) in the enterprise.

Before You Begin

Install a supported release of the Cisco WebEx Node for MCS. For details about the server installation and configuration, see the Cisco WebEx Node for MCS documentation on your provisioned Cisco Webex site.

Restriction

Cisco WebEx Node for MCS is only available for Cisco Unified MeetingPlace Release 8.0.

Procedure

1. If required, enable a secure connection between Cisco Unified Personal Communicator and the Cisco WebEx Node for MCS. You must obtain and upload the required certificates from a trusted certificate authority (CA).
2. Create a user account on the Cisco WebEx Node for MCS for each Cisco Unified Personal Communicator user who wishes to use the web conferencing feature.
3. Configure a conferencing server entry for Cisco WebEx Node for MCS on Cisco Unified Presence.
4. 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](#)

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 for conferencing, 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.

Procedure

1. Select **Cisco Unified Presence Administration > Application > Cisco Unified Personal Communicator > Conferencing Server**.
2. Select **Add New**.
3. Enter the conferencing server name.
4. Enter an IP address or FQDN (Fully Qualified Domain Name) of the conferencing server.
5. Specify the following data for the conferencing server:

1. Enter the port number:

- ◇ Enter **80** for HTTP.
- ◇ Enter **443** for HTTPS.

2. 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 the Cisco Unified MeetingPlace or the Cisco Unified MeetingPlace Express *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 the Cisco Unified MeetingPlace or the Cisco Unified MeetingPlace Express server has SSL enabled.

6. Specify the conferencing server type in the drop-down menu.

7. If you select Cisco Webex as the server type:

- ◇ 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.
- ◇ 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.

8. Select **Save**.

Troubleshooting Tips

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

- [Configuring Cisco Unified MeetingPlace Express and Cisco Unified MeetingPlace Express VT Servers](#)
- [Configuring Cisco Unified MeetingPlace Servers](#)

- [Configuring the Cisco Webex Meeting Center Server](#)
- [Getting More Information](#)

What To Do Next

[Creating Conferencing Profiles on Cisco Unified Presence](#)

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 Release 7.0(1).

Procedure

1. Select **Cisco Unified Presence Administration > Application > Cisco Unified Personal Communicator > Conferencing Profile**.
2. Select **Add New**.
3. Enter the conferencing profile name.
4. Select a conferencing server as the primary server in the Primary Conferencing Server menu.
5. (Optional) Check **Make this the Default Conferencing Profile for the System** so that any new users who are added to the system are automatically placed into this default profile.
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.
6. Select **Add Users to Profile**.
7. Use the Find and List Users window to find and select users, and select **Add Selected** to add users to the profile.
8. Select **Save**.

Related Topics

- [Configuring Conferencing Server Names and Addresses on Cisco Unified Presence](#)
- [Configuring Cisco Unified MeetingPlace Express and Cisco Unified MeetingPlace Express VT Servers](#)
- [Configuring Cisco Unified MeetingPlace Servers](#)
- [Configuring the Cisco Webex Meeting Center Server](#)
- [Getting More Information](#)

What To Do Next

[Configuring Video Conferencing Resources on Cisco Unified Communications Manager](#)