



Installation Guide for Click to Call Release 7.0

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Installation Guide for Click to Call Release 7.0
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CHAPTER 1

Configuring Cisco Unified Communications Manager for Click to Call

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Activating Cisco WebDialer on Cisco Unified Communications Manager



Note

The Click to Call application uses the SOAP interface to interact with the WebDialer servlet on Cisco Unified Communications Manager. Because the Click to Call application does not use the HTTP interface, the application does not interact with the Redirector servlet.

Procedure

-
- Step 1** Select **Cisco Unified Communications Manager Serviceability > Tools > Service Activation**.
 - Step 2** Select the Cisco Unified Communications Manager server from the server drop-down list.
 - Step 3** In CTI Services, check **Cisco WebDialer Web Service**.
 - Step 4** Click **Save**.
-

What To Do Next

[Verifying the CTI Manager is Running on Cisco Unified Communications Manager, page 1-4](#)

Verifying the CTI Manager is Running on Cisco Unified Communications Manager

The CTI Manager must be running on Cisco Unified Communications Manager for Click to Call to function properly.

Procedure

-
- Step 1 Select **Cisco Unified Communications Manager Serviceability > Tools > Control Center - Feature Services**.
 - Step 2 Select the Cisco Unified Communications Manager server from the server drop-down list.
 - Step 3 In CM Services, verify that **Cisco CTIManager** is running.
-

What To Do Next

[Verifying the CCMCIP Service is Running on Cisco Unified Communications Manager, page 1-4](#)

Verifying the CCMCIP Service is Running on Cisco Unified Communications Manager

Click to Call retrieves the phone type for the user from the CCMCIP (Cisco CallManager Cisco IP Phone Services) service, and displays the phone type on the Phone Preferences screen in the Click to Call application. Because the CCMCIP service only runs on Cisco Unified Communications Manager release 6.x or later, this procedure is only applicable if you are running this Cisco Unified Communications Manager release.



Note

Because the CCMCIP service is not available on Cisco Unified Communications Manager release 5.1.x, the device name is displayed instead of the phone type on the Phone Preferences screen in the Click to Call application.

Procedure

-
- Step 1 Select **Cisco Unified Communications Manager Serviceability > Tools > Control Center - Network Services**.
 - Step 2 Select the Cisco Unified Communications Manager server from the server drop-down list.
 - Step 3 In CM Services, verify that **Cisco CallManager Cisco IP Phone Services** is running.
-

What To Do Next

[Verifying the Correct Phone Devices are Associated with the User, page 1-5](#)

Verifying the Correct Phone Devices are Associated with the User

You need to verify that the correct phone devices are associated with the end user on Cisco Unified Communications Manager. If a phone device is not correctly associated with the end user on Cisco Unified Communications Manager, the phone is not listed on the Phone Preferences screen in the Click to Call application.

Procedure

-
- Step 1 Select **Cisco Unified Communications Manager Administration > User Management > End User**.
 - Step 2 Click Find.
 - Step 3 Click on the appropriate user ID.
 - Step 4 In the Device Association section, verify the correct devices are listed in the Controlled Devices window.



Note

If you need to associate a phone device with the user, click **Device Association**. Consult the Cisco Unified Communications Manager online help for further information.

What To Do Next

[How to Configure Application Dial Rules, page 1-5](#)

How to Configure Application Dial Rules

You can configure dial rules for applications, such as Cisco WebDialer, that automatically strip numbers from, or add numbers to, a telephone number that a user dials. For example, you can use dial rules to automatically prefix a digit to a telephone number to provide access to an outside line.

You configure application dial rules on Cisco Unified Communications Manager from **Cisco Unified Communications Manager Administration > Call Routing > Dial Rules > Application Dial Rules**.

This section provides a brief description of application dial rules. For detailed information on configuring the application dial rules on Cisco Unified Communications Manager, refer to the following documents:

- The "Application Dial Rules Configuration" section in 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
- The "Dial Plans" section in the *Cisco Unified Communications Manager Solution Reference Network Design* at the following URL:
http://www.cisco.com/en/US/products/sw/voicesw/ps556/products_implementation_design_guides_list.html
- [Sample Application Dial Plan, page 1-6](#)

- [Configuring Cisco WebDialer to Automatically Use Application Dial Rules on Cisco Unified Communications Manager, page 1-7](#)

Sample Application Dial Plan

[Table 1-1](#) shows a basic application dial plan for off-net local, national and international dialling for an enterprise telephony system.



Note

Cisco Unified Communications Manager release 7.x introduces support for application dial rules that contain the “+” sign to represent the international dialing access code.

Table 1-1 Sample Application Dial Rules

Name/Description	Number Begins With	Number of Digits	Total Digits to be Removed	Prefix with Pattern
International 12 Digit	+	12	1	9011
International 13 Digit	+	13	1	9011
International 14 Digit	+	14	1	9011
International 15 Digit	+	15	1	9011
Local 7 Digit XXX-XXXX		7		9
Local 10 Digit (510) XXX-XXXX	510	10	3	9
National 10 Digit (XXX) XXX-XXXX		10	0	91
National 11 Digit 1(XXX) XXX-XXXX		11		9

In the sample application dial plan in [Table 1-1](#), 9 represents the off-net access code for outside dialing. For domestic calls, you append the appropriate quantity of digits to the off-net access code to call either a local number or a national (long-distance) number. In each international dial rule, you replace the “+” with the off-net access code and the appropriate international dialing access code.

The following application dial rules are configured in [Table 1-1](#):

- Any international number, the application dial rule removes “+” from the number, and prepends the off-net access code 9 and the international dialing access code 011 to the remaining digits.
- Any local seven digit number, the application dial rule prepends the off-net access code 9.
- Any local ten digit number that begins with 510, the application dial rule removes 510 from the number and prepends the off-net access code 9 to the remaining digits.
- Any national ten digit number, the application dial rule prepends the digits 91.
- Any national eleven digit number beginning with 1, the application dial rule prepends the off-net access code 9.

If the Number Begins With field is blank, you leave the number of initial digits open that you wish to apply to the dial rule. For example, the initial digits 1, 1408, or 1408526 will each match the dialled number 14085264000.

You must configure the application dial rule list in order of priority.

Cisco Unified Communications Manager applies the *first* dial rule match that it finds for the dialled number in the dial rule list; it does not attempt to find the best match in the list. For example, if you configure the dial rule conditions listed below, on receipt of the dialled number 14085264000, Cisco Unified Communications Manager will ignore dial rule 1, and apply dial rule 2 because it is the first match. Although dial rule 3 is the best match, Cisco Unified Communications Manager ignores any subsequent rules in the list after finding the first match.

1. Begins with 9 and is 8 digits long, then do X.
2. Begins with 1 and is 11 digits long, then do Y.
3. Begins with 1408 and is 11 digits long, then do Z.

**Note**

You can also configure directory lookup rules on Cisco Unified Communications Manager. Directory lookup rules transform the number the user dials into a directory number. For further information, refer to 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

Related Topics

- [Configuring Cisco WebDialer to Automatically Use Application Dial Rules on Cisco Unified Communications Manager, page 1-7](#)
- [Dialing Rule Tab Deactivation, page 3-16](#)

Configuring Cisco WebDialer to Automatically Use Application Dial Rules on Cisco Unified Communications Manager

You can configure the Cisco WebDialer service to automatically apply the application dial rules that are configured on Cisco Unified Communications Manager.

Procedure

- Step 1** Select **Cisco Unified Communications Manager Administration > System > Service Parameters**.
- Step 2** Select the Cisco Unified Communications Manager server from the Server menu.
- Step 3** Select the Cisco WebDialer Web Service from the Service menu.
- Step 4** Click **True** for the Apply Application Dial Rules on Dial parameter.
- Step 5** If you are running Cisco Unified Communications Manager release 6.x or 7.x, click **True** for the Apply Application Dial Rules on SOAP Dial parameter.
- Step 6** Restart the Cisco WebDialer service.

Related Topics

[Sample Application Dial Plan, page 1-6](#)

What To Do Next

[Automatically Populating the Cisco Unified Communications Manager Server Address and Username, page 2-9](#)



CHAPTER 2

Automatically Populating the Cisco Unified Communications Manager Server Address and Username

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You can distribute the Cisco Unified Communications Manager server address to your Click to Call user base using one of the following options:

1. Create a registry file that contains the Cisco Unified Communications Manager IP Phone Service (CCMCIP) address and the Cisco WebDialer service address. Then create a self-extracting application installer file containing the registry file and the setup installer file, and provide this (local) installer file to the Click to Call user base associated with this Cisco Unified Communications Manager server. When your users install the application using the (local) installer file, the Cisco Unified Communications Manager server address automatically populates.
2. Create a registry file that contains the Cisco Unified Communications Manager CCMCIP and the WebDialer service addresses, and push this registry file to the Click to Call user base using a remote desktop management tool.



Note In the registry file you can also enable the discovery of the username value from the client PC. If username discovery is enabled, Click to Call populates the username field on the application with the username value with which the user logs into the client PC.

3. Use the group policy functionality on Microsoft Active Directory to automatically configure the Cisco Unified Communications Manager server address for the end user on the Click to Call application.



Note

CCMCIP is a service that runs on all Cisco Unified Communications Manager nodes in a cluster. The CCMCIP service address that you configure can be the IP address of any Cisco Unified Communications Manager node in a cluster. However, to avoid routing unnecessary traffic to the publisher node, and potentially overloading the publisher node, we recommend that you configure the IP address of a *subscriber* node for the CCMCIP service address.

We recommend you use option two above, where you push the registry file to your end users using a remote desktop management tool.

Alternatively you can provide your end users with their Cisco Unified Communications Manager server address information, and each user must manually enter their Cisco Unified Communications Manager server address in the Preferences screen on Click to Call following application installation.

- [Distributing the Server Address Using a Self-Extracting Installer File, page 2-10](#)
- [Distributing the Server Address Using Registry Key Push, page 2-11](#)
- [Distributing the Server Address Using the Group Policy Feature on Microsoft Active Directory, page 2-12](#)

Distributing the Server Address Using a Self-Extracting Installer File

Before You Begin

- Download the application installer file.
- For this procedure you will require a zip program that can run a setup .exe after unzipping.
- If you are administering more than one Cisco Unified Communications Manager server, you will need to create one self-extracting installer file *per* Cisco Unified Communications Manager server, and distribute each installer file to the appropriate Cisco Unified Communications Manager user base.

Procedure

-
- Step 1** Using a text editor, create a registry file called **CiscoUnifiedCommunicationsWidgetsConfig.reg**.
- Step 2** Add the following text to **CiscoUnifiedCommunicationsWidgetsConfig.reg**:

```
Windows Registry Editor Version 5.00

[HKEY_CURRENT_USER\Software\Policies\Cisco]

[HKEY_CURRENT_USER\Software\Policies\Cisco\Unified Communications]
"CCMCIPServer"="NY CUCM"
"WebDialerServer"="NY WEBDIALER"
"OverrideLocalCCMCIPServerSetting"=dword:00000000
"OverrideLocalWebDialerServerSetting"=dword:00000000
"UseDefaultWindowsUserName"=dword:00000001
```



Note Keep the line space after the first two lines.

- Step 3** For the **CCMCIPServer** parameter value, enter the Cisco Unified Communications Manager IP address or server name. In the example file above, the server name of the Cisco Unified Communications Manager is "NY CUCM".
- Step 4** If the Cisco WebDialer service is running on a different server to the CCMCIP service, for the **WebDialerServer** parameter value, enter the Cisco Unified Communications Manager IP address or server name running the WebDialer service. In the example file above, the server name of the Cisco Unified Communications Manager is "NY WEBDIALER".
- Step 5** To enable or disable the discovery of the Click to Call username value from the client PC, edit the **UseDefaultWindowsUserName** parameter as follows:

- If this parameter is set to 1, the Click to Call username is discovered from the client PC and populated in the Preferences screen of the Click to Call application.
 - If this parameter is set to 0, the Click to Call username is not populated.
- Step 6** To allow the end user to edit the CCMCIP server address field on the application, edit the `OverrideLocalCCMCIPServerSetting` parameter as follows:
- If this parameter is set to 1, the CCMCIP server address field is not editable on the application.
 - If this parameter is set to 0, the CCMCIP server address field is editable on the application.
- Step 7** Save the `CiscoUnifiedCommunicationsWidgetsConfig.reg` file.
- Step 8** Create a .zip file called **ClicktoCall.zip** that contains the following files:
- **ClicktoCallSetup.exe** (the application installer)
 - **CiscoUnifiedCommunicationsWidgetsConfig.reg**
- Step 9** Using the self-extracting zip program, create a self extracting exe from the **ClicktoCall.zip** file. Assign a name to the new exe file that identifies the Cisco Unified Communications Manager server, for example, **Click_to_Call_NY.exe**.
- Step 10** Verify that the new application installer file, for example **Click to Call_NY.exe**, has been created.
- Step 11** Run the **Click_to_Call_NY.exe** file and verify that the Cisco Unified Communications Manager server address(es) are populated in the Preferences screen of the Click to Call application.
- Step 12** Distribute the installer file to the appropriate Click to Call user base for that Cisco Unified Communications Manager server.
- Step 13** Repeat this procedure for each Cisco Unified Communications Manager server that you administer.

Related Topics

[Downloading the Installer Package, page 4-17](#)

What To Do Next

[Distributing the Installer Package, page 4-18](#)

Distributing the Server Address Using Registry Key Push

Before You Begin

For this procedure you will require a remote desktop management tool to push the registry key to your Click to Call user base.

Procedure

-
- Step 1** Using a text editor, create a registry file called `CiscoUnifiedCommunicationsWidgetsConfig.reg`.
- Step 2** Add the following text to `CiscoUnifiedCommunicationsWidgetsConfig.reg`:

```
Windows Registry Editor Version 5.00

[HKEY_CURRENT_USER\Software\Policies\Cisco]

[HKEY_CURRENT_USER\Software\Policies\Cisco\Unified Communications]
"CCMCIPServer"="NY CUCM"
```

```
"WebDialerServer"="NY WEBDIALER"
"OverrideLocalCCMCIPServerSetting"=dword:00000000
"OverrideLocalWebDialerServerSetting"=dword:00000000
"UseDefaultWindowsUserName"=dword:00000001
```



Note Keep the line space after the first two lines.

- Step 3** For the CCMCIPServer parameter value, enter the Cisco Unified Communications Manager IP address or server name. In the example file above, the server name of the Cisco Unified Communications Manager is “NY CUCM”.
- Step 4** If the Cisco WebDialer service is running on a different server to the CCMCIP service, for the WebDialerServer parameter value, enter the Cisco Unified Communications Manager IP address or server name running the WebDialer service. In the example file above, the server name of the Cisco Unified Communications Manager is “NY WEBDIALER”.
- Step 5** To enable or disable the discovery of the Click to Call username value from the client PC, edit the **UseDefaultWindowsUserName** parameter as follows:
- If this parameter is set to 1, the Click to Call username is discovered from the client PC and populated in the Preferences screen of the Click to Call application.
 - If this parameter is set to 0, the Click to Call username is not populated.
- Step 6** To allow the end user to edit the CCMCIP server address field on the application, edit the **OverrideLocalCCMCIPServerSetting** parameter as follows:
- If this parameter is set to 1, the CCMCIP server address field is not editable on the application.
 - If this parameter is set to 0, the CCMCIP server address field is editable on the application.
- Step 7** Save the **CiscoUnifiedCommunicationsWidgetsConfig.reg** file.
- Step 8** Use a remote desktop management tool to push the **CiscoUnifiedCommunicationsWidgetsConfig.reg** to your Click to Call user base.
- Step 9** Download the application installer file.
- Step 10** Distribute the installer file to the Click to Call user base.

What To Do Next

[Downloading the Installer Package, page 4-17](#)

Related Topics

[Dialing Rule Tab Deactivation, page 3-16](#)

Distributing the Server Address Using the Group Policy Feature on Microsoft Active Directory

You can use the group policy functionality on Microsoft Active Directory to automatically configure the Cisco Unified Communications Manager server address for the end user on the Click to Call application. The group policy functionality allows you to create a Group Policy Object (GPO) that contains registry

settings that are written to the registry on the local machine of the end user. Microsoft Active Directory will automatically distribute this GPO to the organizational unit(s) or domain that are associated with the GPO.

In the case of the Click to Call application, you create a GPO that contains the Cisco Unified Communications Manager server address settings. When this GPO is automatically distributed, the Cisco Unified Communications Manager server address is written to the registry on local machine of the end user. The server address is automatically configured at user login, or when the user receives the next automatic update from Microsoft Active Directory.

This section only provides a high level overview of the tasks required to configure the GPO for the Click to Call application. It is assumed that you have prerequisite knowledge of configuring GPO on Microsoft Active Directory.

If you have no prior knowledge of configuring GPO on Active Directory, refer to the Active Directory documentation at the following URLs:

- Active Directory 2003: <http://technet2.microsoft.com/windowsserver/en/technologies/featured/ad/default.mspx>
- Active Directory 2008: <http://technet2.microsoft.com/windowsserver2008/en/library/>

**Note**

The GUI for configuring a GPO differs between Active Directory version 2003 and version 2008.

Before You Begin

On the software download site, navigate to the Cisco Unified Communications Widgets page in the Voice Software Downloads section, and locate and download the **Click to Call.adm** file. If you cannot locate the file, request it from your Cisco representative. The software download site is available at the URL:

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

Procedure

- Step 1** Create a GPO for the Click to Call application, called for example 'ClicktoCall'. You need to create a GPO *per* Cisco Unified Communications Manager server (if you are administering more than one server).
- Step 2** Open the ClicktoCall GPO in the Group Policy Object Editor.
- Step 3** Add the administrative template **Click to Call.adm** (supplied to you at application installer download) to the ClicktoCall GPO.
- Step 4** Select the WebDialer Service Group Policy item under the **Cisco Unified Communications > Click-To-Call** folder in the location where the administrative templates are stored (this location varies depending on the Active Directory version you are using).
- Step 5** Enable the WebDialer Service Group Policy item by clicking the **Enabled** option.
- Step 6** Configure the following properties for the WebDialer Service Group Policy item:
 - Enter the Web Dialer server name or IP address.
 - Check the **Override local setting** checkbox. This setting is used to override any previous Web Dialer server name or IP address value manually configured on the local machine of the end user.
- Step 7** Select the Device Query Service Group Policy item under the **Cisco Unified Communications > Click-To-Call** folder in the location where the administrative templates are stored (this location varies depending on the Active Directory version you are using).
- Step 8** Enable the Device Query Service Group Policy item by clicking the **Enabled** option.

- Step 9** Configure the following properties for the Device Query Service Group Policy item:
- Enter the Device Query server name or IP address.
 - Check the **Override local setting** checkbox. This setting is used to override any previous Cisco Unified Communications Manager server name or IP address value manually configured on the local machine of the end user.
- Step 10** Apply the ClicktoCall GPO to the highest organization unit, or organization units, or domain that includes your entire Click to Call user base.
- Step 11** If required, refine the ClicktoCall GPO association to a sub-set of users within the organization unit, or organization units, or domain based using the security group filtering feature.
-

What To Do Next

[Downloading the Installer Package, page 4-17](#)



CHAPTER 3

Additional Configuration

Revised: November 25, 2008

- [Microsoft Office Smart Tag Call Menu Deactivation, page 3-15](#)
- [Dialing Rule Tab Deactivation, page 3-16](#)

Microsoft Office Smart Tag Call Menu Deactivation

You can disable the Smart Tag call menu options in Microsoft Office using the registry keys. This disables the menu options that allow users to make calls from Microsoft Office to the Microsoft Office Communicator client using Smart Tags.

You can disable these menu options by either distributing the registry keys in a GPO, or editing the registry settings directly on the local machine of an end user. The registry keys for both options are provided below.



Note

In the registry keys, the values 11.0 and 12.0 refer to the different versions of Microsoft Office; 11.0 refers to Microsoft Office 2003 and 12.0 refers to Microsoft Office 2007.

These are the registry keys that you distribute using a GPO:

```
[HKEY_LOCAL_MACHINE\SOFTWARE\Policies\Microsoft\Office\12.0\Common\PersonaMenu]
"Phone"=dword:00000000
```

```
[HKEY_LOCAL_MACHINE\SOFTWARE\Policies\Microsoft\Office\11.0\Common\PersonaMenu]
"Phone"=dword:00000000
```

These are the registry keys that you set directly on the local machine of an end user:

```
[HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Office\12.0\Common\PersonaMenu]
"Phone"=dword:00000000
```

```
[HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Office\12.0\Common\PersonaMenu]
"Phone"=dword:00000000
```

Dialing Rule Tab Deactivation

You can enable or disable the Dialing Rules tab on the Click to Call application using the registry keys. If the Dialing Rules tab is disabled, the user cannot edit the values on the tab. By default the Dialing Rules tab is enabled.

You can enable or disable the Dialing Rules tab from the following registry path:
HKEY_CURRENT_USER\Software\Policies\Cisco\Unified Communications\Dial Rules\.

Edit the value of the **DialingCodeConfigurable** registry key as follows:

- 0 = The Dialing Rules tab is disabled.
- 1 = The Dialing Rules tab is enabled.

The format of the **DialingCodeConfigurable** registry key value must be a DWORD.

From this registry file, you can also push out values for the outside line and the international prefix on the Dialing Rules tab. In the registry file, edit the value of the following parameters:

- **OutsideLine** - The number required to access an outside line. The format of this value must be a STRING.
- **InternationalPrefix** - The number required to dial outside of the country. The format of this value must be a STRING.



Note

- If you are running Cisco Unified Communications Manager release 5.x or 6.x, we recommend that you configure the **OutsideLine** and the **InternationalPrefix** values in the registry file, and then disable the Dialing Rules tab in the registry file using the **DialingCodeConfigurable** registry key. Click to Call then sends the **OutsideLine** and the **InternationalPrefix** values to Cisco Unified Communications Manager.
- If you are running Cisco Unified Communications Manager release 7.x, you can disable the Dialing Rules tab using the **DialingCodeConfigurable** registry key *without* configuring the **OutsideLine** and the **InternationalPrefix** values, once you have configured Click to Call to process international calls correctly:
 - You must configure the Application Dial Rules on Cisco Unified Communications Manager to process international calls.
 - When using Click to Call, the end user must select the “+” for international calls.

Related Topics

[How to Configure Application Dial Rules, page 1-5](#)



CHAPTER 4

Deploying the Click to Call Application

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- [Distributing the Installer Package, page 4-18](#)
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- [Providing Information to Your End Users, page 4-19](#)

Downloading the Installer Package

You must register for an account on Cisco.com to access the software download site:

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

On the download site, navigate to the Cisco Unified Communications Widgets page in the Voice Software Downloads section, and locate and download the installer package **Click to CallSetup_XXX.exe**, which contains all the files required to deploy the application. The estimated size of the installer is 80 MB.

Related Topics

[Automatically Populating the Cisco Unified Communications Manager Server Address and Username, page 2-9](#)

What To Do Next

[Distributing the Installer Package, page 4-18](#)

Distributing the Installer Package

To..	Do This
Deploy the executable to a shared location (such as a web server) where users can access it.	Push the installer (with administrator privileges) so that end users can complete the installation (run the installer and follow the installation wizard).
Deploy the executable directly to the client computer.	Perform the installation operation directly on a client computer while logged in as the administrator. Note that your end users will require administrator privileges to allow them to install the application directly on their client PC.

Related Topics

- [Installing the Application, page 4-18](#)
- [Providing Information to Your End Users, page 4-19](#)

Installing the Application

For information on installing the Click to Call application on a local computer, please refer to the *Quick Start Guide for Click to Call*.

The default install path for the Click to Call application is: **C:\Program Files\Cisco Systems\Click to Call**.

Related Topics

- [Upgrading the Application, page 4-18](#)
- [Providing Information to Your End Users, page 4-19](#)

Upgrading the Application

Procedure

-
- Step 1 Download the latest available Click to Call software from the software download site:
<http://www.cisco.com/kobayashi/sw-center/sw-voice.shtml>
 - Step 2 Distribute the updated installer package.
 - Step 3 Tell your users to follow the steps in the *Quick Start Guide for Click to Call* for installing and upgrading the application.
-

Related Topics

- [Distributing the Installer Package, page 4-18](#)

- [Automatically Populating the Cisco Unified Communications Manager Server Address and Username, page 2-9](#)

Providing Information to Your End Users

Provide...	Explanation
Information about client hardware and software requirements	Provide your end users with the PC requirements, the Cisco Unified IP Phone and the desktop application requirements.
Instructions for installing and setting up the application	Provide your end users with the <i>Quick Start Guide for Click to Call</i> . Direct users to read the first section for installation information.
Login information	Provide your end users with their Cisco Unified Communications Manager passwords. If you are not automatically populating the Cisco Unified Communications Manager username value, provide your end users with their Cisco Unified Communications Manager usernames.
Server address information	If you are not automatically populating the Cisco Unified Communications Manager server address value, provide your end users with their Cisco Unified Communications Manager CCMCIP server address and the WebDialer server address.
Instructions for using the application.	Provide end users with the <i>Quick Start Guide for Click to Call</i> . Remind users to use the online help that is embedded in the application.
Internal company support for the application.	Provide your end users with the names of people to contact for assistance when they encounter problems with the application.

Related Topics

[Automatically Populating the Cisco Unified Communications Manager Server Address and Username, page 2-9](#)



CHAPTER 5

Troubleshooting Click to Call

Revised: November 25, 2008

- [Click to Call Configuration files, page 5-21](#)
- [Click to Call Log Files, page 5-21](#)
- [Error Messages, page 5-22](#)
- [Known Issues, page 5-24](#)

Click to Call Configuration files

The Click to Call configuration and log files are located in the following folder:

- Windows XP – **C:\Documents and Settings\[Windows User Account Name]\Application Data\Cisco\Click to Call**
- Windows Vista - **C:\Users\[Windows User Account Name]\AppData\Roaming\Cisco\Click to Call**

[Table 5-1](#) describes the Click to Call configuration files.

Table 5-1 *Click to Call Configuration File Descriptions*

Configuration Files and Folders	Description
\Data\Outbound folder	Outbound call log for the end user
\Log folder	Application log files
clicktocall.xml file	Application settings for the user
ClickToCallPhones.xml file	List of unsupported phone models

Related Topics

[Click to Call Log Files, page 5-21](#)

Click to Call Log Files

The Click to Call log files are located in the following folder:

- Windows XP – C:\Documents and Settings\[Windows User Account Name]\Application Data\Cisco\Click to Call\Log
- Windows Vista - C:\Users\[Windows User Account Name]\AppData\Roaming\Cisco\Click to Call\Log

The folders contain the following log files:

- clicktocall.log - Contains the application log
- MSclicktocall.log - Contains the Microsoft Office log
- OCclicktocall.log - Contains the Microsoft Outlook Contacts log
- PMclicktocall.log - Contains the Microsoft Outlook Persona Menu log

Each log file rolls over when the maximum file size is reached, for example, clicktocall.log.1, clicktocall.log.2 and so on. The maximum number of log files is ten. Each log file stores up to 100KB of logged data.

The Click to Call installer log file is called **install.log** and is also located in the C:\Program Files\Cisco Systems\Click to Call folder.

Related Topics

[Click to Call Configuration files, page 5-21](#)

Error Messages

[Table 5-2](#) shows the error messages that can be displayed on the Click to Call application, and describes a recommended action for each error message.

Table 5-2 Click to Call error messages and recommended actions

Error Displayed	Recommended Action
A connection error occurred. Please ensure Click to Call is running	<ul style="list-style-type: none"> • A call was attempted using the Click to Call functionality when the Click to Call application is not running. • Ask the end user to restart the Click to Call application.
A directory error occurred. Please contact your phone administrator	<ul style="list-style-type: none"> • The Cisco Unified Communications Manager directory service may be down. • Allow a short time lapse and retry your connection. If the error occurs again, contact your Cisco Unified Communications Manager system administrator.
A service error occurred. Retry the call. If the problem persists, please contact your phone administrator	<ul style="list-style-type: none"> • An internal error occurred in the WebDialer application. • Contact your Cisco Unified Communications Manager system administrator.
Cannot make call. Please ensure Click to Call is running	<ul style="list-style-type: none"> • Ask the end user to restart the Click to Call application.

Error Displayed	Recommended Action
Click to Call cannot find Cisco IP Communicator. Please ensure it is running or select another phone	<ul style="list-style-type: none"> • Ask the end user to verify that their Cisco IP Communicator soft phone is running properly, or to select a phone to use with the Click to Call application.
Click to Call is not fully configured	<ul style="list-style-type: none"> • One or more mandatory fields in the Login screen have been left blank. • Ask the end user to enter the missing information in the Login screen, and retry the login.
Destination cannot be reached	<ul style="list-style-type: none"> • The end user dialed the wrong number, or you have not applied the correct dial rules. • Check that the Cisco WebDialer service is configured to use the application dial rules on Cisco Unified Communications Manager.
Login failed. Please make sure your user name and password are correct	<ul style="list-style-type: none"> • Provide the end user with the correct username and password for the Cisco Unified Communications Manager server. • Ask the end user to enter this username and password in the Login screen, and retry the login.
No phone is available. Please contact your phone administrator	<ul style="list-style-type: none"> • Ask the end user to verify and refresh the phone preferences in the Phones screen of the Click to Call Preferences.
No phone has been selected for use with Click to Call. Please select a phone	<ul style="list-style-type: none"> • The end user has no phone selected to use with the Click to Call application. • Ask the end user to select a phone to use with the application from the Click to Call.
Proxy authentication rights could not be found. Please contact your phone administrator	<ul style="list-style-type: none"> • This is an error sent from the Cisco WebDialer service. Contact your Cisco Unified Communications Manager system administrator.
Service is temporarily unavailable. Retry the call. If the problem persists, please contact your phone administrator	<ul style="list-style-type: none"> • The Cisco Unified Communications Manager service is overloaded because it has reached its throttling limit of two concurrent sessions. • Allow a short time lapse and retry your connection. If the error occurs again, contact your Cisco Unified Communications Manager system administrator.
The service is overloaded. Retry the call. If the problem persists, please contact your phone administrator	<ul style="list-style-type: none"> • The Cisco Unified Communications Manager service is overloaded because it has reached its throttling limit of two concurrent sessions. • Allow a short time lapse and retry your connection. If the error occurs again, contact your Cisco Unified Communications Manager system administrator.
The URL you requested is not available. Please contact your phone administrator	<ul style="list-style-type: none"> • Provide the end user with the correct Cisco Web Dialer and/or Device Query service IP address. • Ask the end users to enter this information in the Login screen, and retry the login.
The XML command is not available in the request. Please contact your phone administrator	<ul style="list-style-type: none"> • This is an error sent from the Cisco WebDialer service. Contact your Cisco Unified Communications Manager system administrator.

Error Displayed	Recommended Action
<Number> cannot be converted to a valid phone number	<ul style="list-style-type: none"> The phone number the end user has entered is invalid. Ask the end user to edit the phone number and try to make the call.
The maximum phone number length is 32 digits	<ul style="list-style-type: none"> The phone number the end user has entered is too long. Ask the end user to edit the phone number and try to make the call.
Invalid XML command. Please contact your phone administrator	<ul style="list-style-type: none"> This is an error sent from the Cisco WebDialer service. Contact your Cisco Unified Communications Manager system administrator.
Cisco WebDialer service cannot be found. Please ensure you entered the correct address	<ul style="list-style-type: none"> Provide the end user with the correct Webdialer server address. Ask the end user to enter this server address in the Login screen, and retry the login.
The call failed. Please ensure you are logged into your Extension Mobility device. If the problem persists contact your phone administrator	<ul style="list-style-type: none"> There is a call request already in progress on the phone device, or the the Cisco WebDialer service could not get a line on the phone device from the CTI. Allow a short time lapse and retry your connection. If the error occurs again, contact your Cisco Unified Communications Manager system administrator.

Known Issues

Problem: After the user installs Click to Call, the application fails to launch and an error is displayed.

Solution: Provide the appropriate workaround to your end users:

(Microsoft Windows XP)

-
- Step 1 Under the Start menu, select **Regional and Language Options** in the Control Panel.
 - Step 2 Change the locale from your locale to a different locale. For example, if your locale is **English (United States)**, change to a different locale, such as **English (United Kingdom)**.
 - Step 3 Click **OK**.
 - Step 4 Change the locale back to your locale, for example, **English (United States)**.
 - Step 5 Click **OK**.
-

(Microsoft Windows Vista)

-
- Step 1 Under the Start menu, select **Regional and Language Options** in the Control Panel.
 - Step 2 Select the **Formats** tab.
 - Step 3 Change the locale from your locale to a different locale in the Current Format menu. For example, if your locale is **English (United States)**, change to a different locale, such as **English (United Kingdom)**.
 - Step 4 Click **OK**.
 - Step 5 Change the locale back to your locale, for example, **English (United States)**.
-

Step 6 Click **OK**.
