

Cisco IP Phone Productivity Services Administrator's Guide

Corporate Headquarters
Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA
<http://www.cisco.com>
Tel: 408 526-4000
800 553-NETS (6387)
Fax: 408 526-4100

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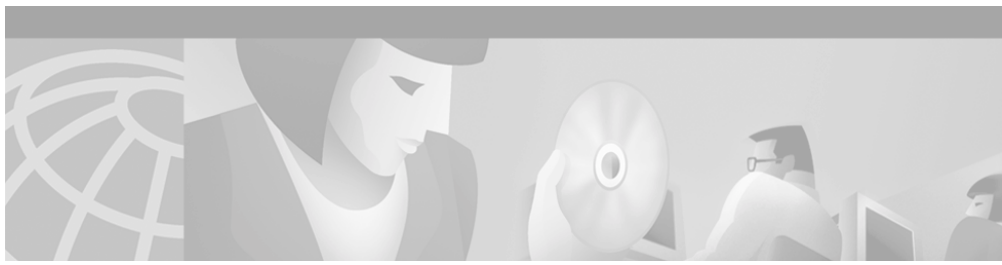
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Preface

Cisco Personal Assistant provides Cisco IP Phone Productivity Services, a suite of applications for Cisco IP Phone Models 7960 and 7940.

The *Cisco IP Phone Productivity Services Administrator's Guide* provides instructions for installing and configuring Cisco IP Phone Productivity Services. This document will help you to:

- Understand Cisco IP Phone Productivity Services and how its features work.
- Install Cisco IP Phone Productivity Services.
- Resolve any problems with using or managing Cisco IP Phone Productivity Services.

Audience

The *Cisco IP Phone Productivity Services Administrator's Guide* is written for system or network administrators responsible for the installation and management of Cisco IP Phone Productivity Services.

The tasks described in this guide are administration-level tasks and are not intended for end users of Cisco IP Phone Productivity Services. Because Cisco IP Phone Productivity Services must be configured with Cisco CallManager, the tasks described in this guide required familiarity with Cisco CallManager.

Organization

This guide is organized as follows:

Chapter	Title	Description
Chapter 1	Understanding Cisco IP Phone Productivity Services	A general overview of Cisco IP Phone Productivity Services.
Chapter 2	Installing and Configuring Cisco IP Phone Productivity Services	Sequenced procedures for installing Cisco IP Phone Productivity Services.
Chapter 3	Troubleshooting Cisco IP Phone Productivity Services	Answers to common questions about Cisco IP Phone Productivity Services.

Related Documentation

For information about using Cisco IP Phone Productivity Services, refer to the following document:

- *Cisco IP Phone Productivity Services User Guide*

For information about Cisco Personal Assistant, refer to the following documents:

- *Cisco Personal Assistant Administration Guide*
- *Cisco Personal Assistant User Guide*

For information about Cisco IP Phones Models 7960/7940, refer to the following documents:

- *Cisco IP Phone Administration Guide for Cisco CallManager*
- *Cisco IP Phone Models 7960 and 7940 At a Glance*
- *Cisco IP Phone Models 7960 and 7940 User Guide*

For information about Cisco CallManager, refer to the following documents:

- *Cisco CallManager System Guide*
- *Cisco CallManager Configuration Guide*

For information about using Personal Address Book and Personal Fast Dials, refer to the following document:

- *Personal Directory Configuration Guide*

Conventions

This document uses the following conventions:

Convention	Description
boldface font	Commands and keywords are in boldface .
<i>italic font</i>	Arguments for which you supply values are in <i>italics</i> .
[]	Elements in square brackets are optional.
{ x y z }	Alternative keywords are grouped in braces and separated by vertical bars.
[x y z]	Optional alternative keywords are grouped in brackets and separated by vertical bars.
string	A nonquoted set of characters. Do not use quotation marks around the string or the string will include the quotation marks.
screen font	Terminal sessions and information the system displays are in <code>screen font</code> .
boldface screen font	Information you must enter is in boldface screen font .
<i>italic screen font</i>	Arguments for which you supply values are in <i>italic screen font</i> .
^	The symbol ^ represents the key labeled Control—for example, the key combination ^D in a screen display means hold down the Control key while you press the D key.
< >	Nonprinting characters, such as passwords are in angle brackets.

Notes use the following conventions:



Note

Means *reader take note*. Notes contain helpful suggestions or references to material not covered in the publication.

Timesavers use the following conventions:



Timesaver

Means *the described action saves time*. You can save time by performing the action described in the paragraph.

Tips use the following conventions:



Tip

Means *the following are useful tips*.

Cautions use the following conventions:



Caution

Means *reader be careful*. In this situation, you might do something that could result in equipment damage or loss of data.

Warnings use the following conventions:



Warning

This warning symbol means danger. You are in a situation that could cause bodily injury. Before you work on any equipment, you must be aware of the hazards involved with electrical circuitry and familiar with standard practices for preventing accidents.

Obtaining Documentation

The following sections provide sources for obtaining documentation from Cisco Systems.

World Wide Web

You can access the most current Cisco Systems documentation on the World Wide Web at the following sites:

- <http://www.cisco.com>
- <http://www-china.cisco.com>
- <http://www-europe.cisco.com>

Documentation CD-ROM

Cisco documentation and additional literature are available in a CD-ROM package, which ships with your product. The Documentation CD-ROM is updated monthly and may be more current than printed documentation. The CD-ROM package is available as a single unit or as an annual subscription.

Ordering Documentation

Cisco Systems documentation is available in the following ways:

- Registered Cisco Direct Customers can order Cisco Product documentation from the Networking Products MarketPlace:
http://www.cisco.com/cgi-bin/order/order_root.pl
- Registered Cisco.com users can order the Documentation CD-ROM through the online Subscription Store:
<http://www.cisco.com/go/subscription>
- Nonregistered CCO users can order documentation through a local account representative by calling Cisco corporate headquarters (California, USA) at 408 526-7208 or, in North America, by calling 800 553-NETS(6387).

Documentation Feedback

If you are reading Cisco product documentation on the World Wide Web, you can submit technical comments electronically. Click **Feedback** in the toolbar and select **Documentation**. After you complete the form, click **Submit** to send it to Cisco.

You can e-mail your comments to bug-doc@cisco.com.

To submit your comments by mail, for your convenience many documents contain a response card behind the front cover. Otherwise, you can mail your comments to the following address:

Cisco Systems, Inc.
Document Resource Connection
170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.

Obtaining Technical Assistance

Cisco provides Cisco.com as a starting point for all technical assistance. Customers and partners can obtain documentation, troubleshooting tips, and sample configurations from online tools. For Cisco.com registered users, additional troubleshooting tools are available from the TAC website.

Cisco.com

Cisco.com is the foundation of a suite of interactive, networked services that provides immediate, open access to Cisco information and resources at anytime, from anywhere in the world. This highly integrated Internet application is a powerful, easy-to-use tool for doing business with Cisco.

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Customers and partners can self-register on Cisco.com to obtain additional personalized information and services. Registered users can order products, check on the status of an order, access technical support, and view benefits specific to their relationships with Cisco.

To access Cisco.com, go to the following website:

<http://www.cisco.com>

Technical Assistance Center

The Cisco Technical Assistance Center (TAC) website is available to all customers who need technical assistance with a Cisco product or technology that is under warranty or covered by a maintenance contract.

Contacting TAC by Using the Cisco TAC Website

If you have a priority level 3 (P3) or priority level 4 (P4) problem, contact TAC by going to the TAC website:

<http://www.cisco.com/tac>

P3 and P4 level problems are defined as follows:

- P3—Your network performance is degraded. Network functionality is noticeably impaired, but most business operations continue.
- P4—You need information or assistance on Cisco product capabilities, product installation, or basic product configuration.

In each of the above cases, use the Cisco TAC website to quickly find answers to your questions.

To register for Cisco.com, go to the following website:

<http://www.cisco.com/register/>

If you cannot resolve your technical issue by using the TAC online resources, Cisco.com registered users can open a case online by using the TAC Case Open tool at the following website:

<http://www.cisco.com/tac/caseopen>

Contacting TAC by Telephone

If you have a priority level 1 (P1) or priority level 2 (P2) problem, contact TAC by telephone and immediately open a case. To obtain a directory of toll-free numbers for your country, go to the following website:

<http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml>

P1 and P2 level problems are defined as follows:

- P1—Your production network is down, causing a critical impact to business operations if service is not restored quickly. No workaround is available.
- P2—Your production network is severely degraded, affecting significant aspects of your business operations. No workaround is available.



Understanding Cisco IP Phone Productivity Services

Cisco Personal Assistant provides Cisco IP Phone Productivity Services, a suite of extensible markup language (XML)-based applications for Cisco IP Phone Models 7960 and 7940. With these applications, users can check their calendar, e-mail and voice mail, they can synchronize contact information and they can activate and de-activate rule-sets to tell Personal Assistant when to apply rules to their incoming phone calls. Users manage all these activities from their Cisco IP Phone using the LCD display and interactive soft keys.

Cisco IP Phone Productivity Services consist of these applications.

- [CalendarView, page 1-1](#)
- [MailView, page 1-2](#)
- [Contacts Synchronization, page 1-3](#)
- [Personal Assistant Rule-Set Activation, page 1-3](#)

CalendarView

With CalendarView, users can manage their appointments using their Cisco IP Phone Models 7960 and 7940. From their phone, they can be notified of new meetings and they can view their meetings for today, for a week, for any day of the current week or for a specific date.

They can select a meeting to view meeting details and then accept, tentatively accept or decline that meeting. If the meeting notice has a phone number included with it, users can click a soft key to dial the number to join the meeting. If the users originated the meeting notice, they can cancel the meeting from their phone.

CalendarView also allows users to set up reminders for meetings and choose how to be notified of an upcoming event, by pager or e-mail or by the phone display.

CalendarView works with Cisco CallManager in conjunction with Microsoft Exchange 5.5 or Exchange 2000.

For information on using CalendarView, refer to the *Cisco IP Phone Productivity Services User Guide*.

MailView

With MailView, users no longer have to rely on voice prompts to check their messages. From their Cisco IP Phone Models 7960 or 7940, they now get a list of the voice mail and e-mail messages that are in their inbox on their corporate messaging server.

Using their phone's soft keys, users can view, listen to, record a reply, forward, and delete voice mail. They can scroll through their e-mail messages and read them right on the screen. Users can also forward and delete e-mails. Any operation they perform on their messages using MailView is reflected in their PC-based e-mail client or traditional voice mail interface automatically.

MailView provides users with a list of their Cisco Unity voice mail and Cisco Unity e-mail and up to two additional IMAP-compliant e-mail accounts.



Note

Many e-mail servers provide IMAP support. Provide your users with information about your supported e-mail servers.

MailView works with Cisco Unity 2.4.6 or later.

For information on using MailView, refer to the *Cisco IP Phone Productivity Services User Guide*.

Contacts Synchronization

Contacts Synchronization allows users to synchronize the entries in their Personal Address Book in Cisco CallManager with the Outlook Contacts stored in the Microsoft Exchange mail server.

Users do not have to enter their contact lists in the Cisco CallManager directory. Contacts Synchronization automatically copies the information from the Microsoft Exchange mail server to the Cisco CallManager directory.

Users can use Contacts Synchronization along with the Personal Fast Dials service to quickly locate someone in their Outlook Contacts or Personal Address Book and press a soft key to call that person. See the *Personal Directory Configuration Guide* for information on using Personal Fast Dials. For information on using Contacts Synchronization, refer to the *Cisco IP Phone Productivity Services User Guide*.

Personal Assistant Rule-Set Activation

A rule for Cisco Personal Assistant is similar to an instruction that a user would give to a human personal assistant. Rules tell Personal Assistant to send some of a user's calls to certain numbers and other calls to different numbers based on the identity of the caller, the time of day, and the user's calendar.

A rule-set is a group of one or more rules that users can activate on certain days, according to their schedules. Users activate a rule-set to tell Personal Assistant when to apply rules to their incoming phone calls.

Cisco Personal Assistant allows users to create rule-sets and activate them using voice commands or by using the Personal Assistant user web interface.

With the Personal Assistant Rule-Set Activation service, users can activate rule-sets, view current active rule-sets or de-activate the rule-sets they created in Personal Assistant using their Cisco IP Phone Models 7960 and 7940. When users activate or de-activate rule-sets, the Cisco IP Phone Productivity Services server updates the Personal Assistant server automatically.

Personal Assistant Rule-Set Activation works with Cisco Personal Assistant 1.2 and later.

For information on using Personal Assistant Rule-Set Activation, refer to the *Cisco IP Phone Productivity Services User Guide*.

**Note**

Users must have Cisco Personal Assistant installed, configured and the rules and rule-sets created before using Personal Assistant Rule-Set Activation. Refer to the *Cisco Personal Assistant Administration Guide*. Refer your users to the *Cisco Personal Assistant User Guide*.



Installing and Configuring Cisco IP Phone Productivity Services

The following topics help you install and configure Cisco IP Phone Productivity Services:

1. [Before You Begin Installing, page 2-2](#)
2. [Installing Cisco IP Phone Productivity Services, page 2-7](#)
3. [Configuring CalendarView, page 2-9](#)
4. [Configuring MailView for Cisco Unity E-mail, page 2-13](#)
5. [Preparing the Phone User for Cisco IP Phone Productivity Services, page 2-15](#)

Before You Begin Installing

Before you begin to install Cisco IP Phone Productivity Services, check that you have met the system requirements and that you have information needed for installation at hand. See the following sections:

- [Understanding the Role of Cisco IP Phone Productivity Services in the Cisco IP Telephony Network, page 2-2](#)
- [System Requirements for Cisco IP Phone Productivity Services, page 2-4](#)
- [Server Information Required for Installation, page 2-6](#)

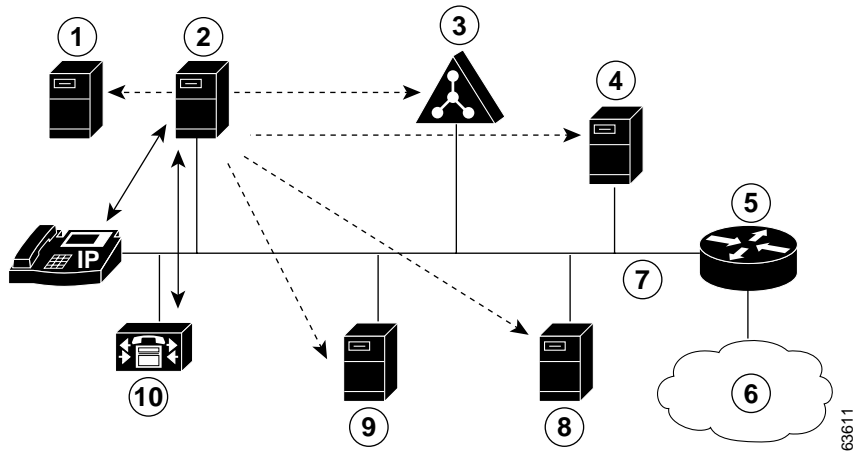
Understanding the Role of Cisco IP Phone Productivity Services in the Cisco IP Telephony Network

Cisco IP Phone Productivity Services interact with many elements in your IP telephony network. Some network elements need to be informed of Cisco IP Phone Productivity Services presence; other elements only interact indirectly with Cisco IP Phone Productivity Services and do not require such information. Have a fully-functional voice-over-IP network in place before installing Cisco IP Phone Productivity Services in your telephony network.

[Figure 2-1](#) shows the Cisco IP Phone Productivity Services connection to the IP telephony network:

- Solid lines show that both Cisco IP Phone Productivity Services and the target system require configuration.
- Dotted lines indicate that only Cisco IP Phone Productivity Services require configuration.
- The arrows indicate whether communication is one way or two way.

Figure 2-1 Cisco IP Phone Productivity Services in the IP Telephony Network



1	Cisco Personal Assistant Server
2	Server for Cisco IP Phone Productivity Services
3	LDAP Directory
4	STMP Paging Server
5	Gateway
6	PSTN
7	Ethernet
8	Microsoft Exchange Server
9	Cisco Unity Server
10	Cisco CallManger

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System Requirements for Cisco IP Phone Productivity Services

See [Table 2-1](#) for Cisco IP Phone Productivity Services components. See [Table 2-2](#) for server requirements for Cisco IP Phone Productivity Services.

Table 2-1 *Components of Cisco IP Phone Productivity Services*

Components	Required	Notes
Cisco CallManager Release 3.1 or later	Required	
Cisco IP Phones Models 7960 or 7940	Required	
Microsoft Exchange 5.5 or later or Exchange 2000 with Service Pack 3	Required	Used for CalendarView
Microsoft Outlook 2000 installed and configured Collaborative Data Objects (CDO) installed	Required	Microsoft Outlook 2000 must be installed and configured before you install Cisco IP Phone Productivity Services. By default, when you install Outlook, the CDO is not installed. If CDO is not installed, install it using the Outlook CD.
Cisco Unity Release 2.4.6 or later	Optional	Required for MailView with Cisco Unity
IMAP 4-compliant message store	Optional	Required for MailView without Cisco Unity or in addition to Cisco Unity
Cisco Personal Assistant 1.2(2) or later	Optional	Required for Personal Assistant Rule-Set Activation

Table 2-2 *Server Requirements for Cisco IP Phone Productivity Services*

Components	Required	Components
A dedicated server separate from the Cisco CallManager server	Required	Due to memory consumption and processing requirements, Cisco IP Phone services applications can affect performance if installed on the same server as Cisco CallManager.
A dedicated server separate from the Microsoft Exchange server (for CalendarView)	Recommended	Due to memory consumption and processing requirements, Cisco IP Phone services applications can affect performance if installed on the same server as Microsoft Exchange.
The dedicated server must be a member of the Microsoft Exchange server NT/2000 domain (for CalendarView)	Required	
A dedicated server separate from the Cisco Personal Assistant server	Required for Cisco Personal Assistant	Due to memory consumption and processing requirements, Cisco IP Phone services applications can affect performance if installed on the same server as Cisco Personal Assistant.
Microsoft Internet Information Server (IIS) 5.0 or later	Required	

Server Information Required for Installation

Use [Table 2-3](#) to gather information that you need to install Cisco IP Phone Productivity Services. Be sure to have this information on hand when you start the installation.


Note

Do not include the domain suffix in the domain name for Domain Administrator User ID for Microsoft Exchange for CalendarView. For example, use `unity\administrator`, not `unity.cisco.com\administrator`.

Table 2-3 Server Information

Server	Required	Parameter	Your Value
Cisco CallManager	Required	Host Name or IP Address	
		Administrator UserID	
		Administrator Password	
Cisco Unity	Optional. Required for MailView	Host Name or IP Address	
		NT Domain Name	
Microsoft Exchange for CalendarView (can be the same as Cisco Unity server)	Required	Host Name or IP Address	
		Domain Administrator UserID	
		Domain Administrator Password	


Note

For Personal Assistant Rule-Set Activation, you do not need to enter Cisco Personal Assistant server information. Cisco CallManager provides the Personal Assistant server information.

Installing Cisco IP Phone Productivity Services 1.2

To install Cisco IP Phone Productivity Services 1.2, perform the following steps:

Procedure

- Step 1** Log in to Windows 2000.
- Step 2** Use a web browser to access the following URL:
<http://www.cisco.com/cgi-bin/tablebuild.pl/ip-prod-svcs>
- Step 3** Locate the Cisco IP Phone Productivity Services 1.2 application and download the file:
`cipps-fmu.1-2-2.exe`
- Step 4** Double-click on the downloaded file to launch the installer.
- Step 5** Click **Next** at the Welcome to the Cisco IP Phone Productivity Services Installation Wizard window
The License screen displays.
- Step 6** All of the services within Cisco IP Phone Productivity Services (CalendarView, Contacts Synchronization, MailView and Personal Assistant Rule-Set Activation) are installed by default.
- Step 7** Click **Next**.
- Step 8** Enter Cisco CallManager information:
- Host name or IP address
 - Administrator User ID and
 - Administrator Password
- Step 9** Click **Next**.

At this point, the installation checks for the presence of Cisco CallManager Release 3.1. The Cisco IP Phone Productivity Services installation will not continue until Cisco CallManager Release 3.1 is installed.

Step 10 You are prompted to enter the following information.

For the Cisco Unity server, enter:

- the Host Name or IP address
- the Domain Name

Click **Next**.

For the Microsoft Exchange 2000 server, enter:

- the Host Name or IP address
- Domain Administrator User ID



Note For Microsoft Exchange 5.5, instead of entering the Domain Administrator User ID, enter the service account User ID.

- Domain Administrator Password



Note Do not include the domain suffix in the domain name for Domain Administrator User ID. For example, use `unity\administrator`, not `unity.cisco.com\administrator`.

Click **Next**.

As prompted, enter the fully-qualified name of your SMTP domain.

Click **Next**.

Step 11 The screen displays the settings of the servers you have entered:

- Installation Directory
- Cisco CallManager server
- Cisco Unity server
- Microsoft Exchange 2000 server

Step 12 In the Ready to Install Cisco IP Phone Productivity Services window, click **Next**.

Step 13 Enter the network password for the Cisco Call Manager server. This is necessary to configure Cisco IP Phone Productivity Services.

Step 14 Click **OK**.

Step 15 Reboot the system.

The installation of Cisco IP Phone Productivity Services is complete.

Be sure to perform the required configuration for CalendarView and MailView. Proceed to the following sections:

- [Configuring CalendarView, page 2-9](#)
- [Configuring MailView for Cisco Unity E-mail, page 2-13](#)

Configuring CalendarView

To configure CalendarView, perform the following procedures, where appropriate for your system type:

- [Configuring Microsoft Exchange Server 2000 for CalendarView, page 2-9](#)
- [Configuring Microsoft Exchange 5.5 \(NT System\) for CalendarView, page 2-10](#)
- [Configuring Outlook for CalendarView, page 2-12](#)

Configuring Microsoft Exchange Server 2000 for CalendarView

If you are using a non-Cisco Unity Microsoft Exchange 2000 server for CalendarView, you require privileges to access all the users' accounts. You do not have to perform this procedure for Exchange 5.5 servers.



Note

The Cisco CallManager User ID must match the user mailbox name in the Exchange Server.

To set privileges to access all the users' accounts, perform the following steps:

Procedure

-
- Step 1** Select **Start > Programs > Microsoft Exchange > System Manager** to bring up the Exchange System Manager window.
 - Step 2** On the Exchange System Manager form, under the <your organization>, select **Servers**.
<Your Exchange Server> displays.
 - Step 3** Right click on <**Your Exchange Server**> to bring up the Properties form for <your Exchange Server>.
The Properties form displays.
 - Step 4** On the Properties form, select the **Security tab**.
The Form displays Name and Permissions boxes.
 - Step 5** In the Name box, select
Administrator user [<domain-name>\Administrator].
 - Step 6** In the Permissions box, enable the Allow field for Receive As and Send As fields.
 - Step 7** Click **OK** on the form.
- Now you are set up to access all the user accounts.
-

Configuring Microsoft Exchange 5.5 (NT System) for CalendarView

If you are running Microsoft Exchange 5.5 on an NT system for CalendarView, there are two additional configurations that you might have to make.

- If you are using a non-Cisco Unity Microsoft Exchange 5.5 server on an NT system for CalendarView and if the administrator account does not have a mailbox, you must create a mailbox for administrator. See the [“Creating an Administrator Mailbox”](#) section on page 2-11.
- If the administrator account is not the service account, then proceed to the [“Changing the Administrator Account to the Service Account”](#) section on page 2-11 to change the setup for Cisco IP Phone Productivity Services.

Creating an Administrator Mailbox

To create a mailbox for administrator, perform the following steps:

Procedure

- Step 1 Open **Microsoft Exchange Administrator**.
 - Step 2 Select the **Recipients** node under <your organization> <site name>.
 - Step 3 Click on **File >New Mailbox**.
 - Step 4 Use **Alias** as administrator.
First name/last name can be the same.
 - Step 5 Click on **Primary Windows NT Account** and check the option **Select an existing account**.
 - Step 6 Click **OK**.
-

Changing the Administrator Account to the Service Account

If you are using a non-Cisco Unity Microsoft Exchange 5.5 server on an NT system for CalendarView and if the administrator account is not the service account, you must make the following change in the setup for Cisco IP Phone Productivity Services.

To make the administrator account the service account, perform the following procedure:

Procedure

- Step 1 Select **Start > Programs / Administrative Tools / Internet Services Manager** to open the Internet Information Service form.
- Step 2 Select **Cisco PPS** under Default Web Services.
- Step 3 Right click to open the Properties window.
- Step 4 In the Properties window, select the **Directory Security** tab.
- Step 5 Click **Edit** on Anonymous access and authentication control.

- Step 6** Click **Edit** on Anonymous access.
 - Step 7** In the Anonymous User Account window, change the userid and password to match that of the service account.
 - Step 8** Click **OK**.
 - Step 9** Stop the Cisco Meeting Reminder service from the Services user interface.
 - Step 10** Click **Properties**.
 - Step 11** Select the **Logon** tab.
 - Step 12** Change the account user and password to service account user (run as domainName/ServiceAccountID and password.)
 - Step 13** Start the Cisco Meeting Reminder service.
You have changed the administrator account to the service account.
-

Configuring Outlook for CalendarView

If you have Outlook installed on a server with Cisco IP Phone Productivity Services, perform the following steps to add a user profile to your computer. Make sure that Outlook is installed in the corporate or work group mode before you perform this procedure.

Procedure

- Step 1** Click **Start**, point to Settings and then click **Control Panel**.
 - Step 2** Double click pm the **Mail icon**.
 - Step 3** Click **Show Profiles**.
 - Step 4** Click on **Add**. Select the Microsoft Exchange Server.
 - Step 5** Enter the Microsoft Exchange Server name and Mailbox as:
administrator
 - Step 6** Click on **Finish**.
-

Configuring MailView for Cisco Unity E-mail

Perform the following two procedures to enable MailView for Cisco Unity e-mail:

- [Configuring the Microsoft Exchange Server for Cisco Unity E-mail, page 2-13](#)
- [Adding an E-mail Alias for Cisco Unity E-mail, page 2-14](#)



Note

Make sure that, as Microsoft Exchange Domain administrator, you have access to all users' mailboxes.

Configuring the Microsoft Exchange Server for Cisco Unity E-mail

To set up the Message Format on the Microsoft Exchange server used for Cisco Unity to enable users to view their e-mails, perform the following steps:

Procedure

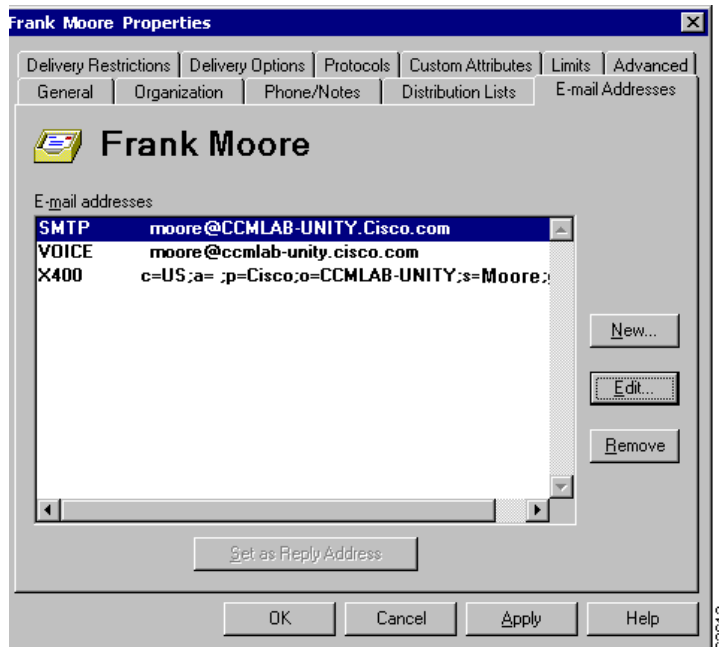
- Step 1** Select **Start > Programs / Microsoft Exchange / System Manager** to open the Exchange System Manager Window.
 - Step 2** On the Exchange Server Manager form, under <your-organization>, select **Servers**.
<Your Exchange Server> displays.
 - Step 3** Select <**Your Exchange Server / Protocols / IMAP4 > Default IMAP4 Virtual Server Properties**>.
 - Step 4** Right click on **Default IMAP4 Virtual Server**.
The Default IMAP4 Virtual Server Properties form displays.
 - Step 5** In the MIME encoding section, select **Both** and click **OK** to close the form.
-

Adding an E-mail Alias for Cisco Unity E-mail

You must set e-mail IDs for each Cisco Unity user to match the Microsoft Exchange server e-mail IDs. You must add an e-mail alias for each mail recipient of the form `userid@domain name` of type “voice.” See [Figure 2-2](#).

This enables the Cisco Unity server to recognize that MailView replies and forwards are voice mail. It also allows users to receive MailView replies and forwards of “voice” type.

Figure 2-2 Adding E-mail Alias for Cisco Unity E-mail



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Preparing the Phone User for Cisco IP Phone Productivity Services

Once you have installed Cisco IP Phone Productivity Services, provide your phone users with the following information:

- notification of the feature's availability
- passwords, userIDs and Personal Identification Numbers (PINs)
- the URL for the Cisco IP Phone User Options web page and a reminder that they can change their password or PIN on the Cisco IP Phone User Options page
- information on using Cisco IP Phone Productivity Services. Direct them to the *Cisco IP Phone Productivity Services User Guide*.



Troubleshooting Cisco IP Phone Productivity Services

This section helps you resolve common problems you may experience when managing Cisco IP Phone Productivity Services:

- [Troubleshooting Managing Cisco IP Phone Productivity Services, page 3-1](#)
- [Troubleshooting Using Cisco IP Phone Productivity Services, page 3-5](#)

Troubleshooting Managing Cisco IP Phone Productivity Services

- [Questions about Server Requirements, page 3-2](#)
- [Password and Authentication Questions, page 3-3](#)
- [Questions about Cisco Unity and Microsoft Exchange 5.5, page 3-4](#)
- [Questions about Cisco Unity and Microsoft Exchange 5.5, page 3-4](#)

Questions about Server Requirements

Q.) Can I install Cisco IP Phone Productivity Services on the Cisco CallManager server?

A.) It is required that you install Cisco IP Phone Productivity Services on a server separate from Cisco CallManager. Due to memory consumption and processing requirements, applications for Cisco IP Phone services can affect performance if installed on the same server as Cisco CallManager.

Q.) Can I install Cisco IP Phone Productivity Services on my Microsoft Exchange server?

A.) It is recommended that you install Cisco IP Phone Productivity Services on a separate server from Microsoft Exchange. Due to memory consumption and processing requirements, applications for Cisco IP Phone services can affect performance if installed on the same server as Microsoft Exchange.

Q.) Can I set up multiple Cisco IP Phone Productivity Services servers pointing to the same Cisco CallManager?

A.) A configuration with multiple Cisco IP Phone Productivity Services servers is not a supported configuration.

Q.) I installed Cisco IP Phone Productivity Services on my Cisco IP Phone Productivity Services server. Now I want to change the server's IP address. What do I do?

A.) After changing the server's IP address, we recommend that you re-install Cisco IP Phone Productivity Services.

Password and Authentication Questions

Q.) I changed my Microsoft Exchange Domain Administrator's password. Now Cisco IP Phone Productivity Services is not working.

A.) Make sure you also change the password for the Meeting Reminder Setting service and for the Virtual Directory Cisco IP Phone Productivity Services.

Q.) How do I verify the authentication permission for Cisco IP Phone Productivity Services?

A.) Remember that any time you change the Domain Administrator password, you must verify/change the Cisco IP Phone Productivity Services virtual directories.

To verify the Cisco IP Phone Productivity Services virtual directories, perform the following steps:

Procedure

- Step 1** On the Cisco IP Phone Productivity Services server, bring up Internet Services Manager.
 - Step 2** Select the Cisco IP Phone Productivity Services server.
 - Step 3** Select **Default Web Site**.
 - Step 4** Select **CiscoPPS**.
 - Step 5** Right-click to open the Properties window.
 - Step 6** Select **Directory Security > Anonymous Access > Anonymous user account**.
 - Step 7** Correct the password.
Make sure the Username is: <domain>\Administrator.
-

Questions about Cisco Unity and Microsoft Exchange 5.5

Q.) How do I set up an Internet Mail gateway?

A.) The Internet Mail Service is a SMTP gateway built into Microsoft Exchange. To set up the gateway, perform the following steps.

Procedure

- Step 1** Run **Microsoft Exchange Administrator**.
 - Step 2** Select your **Server > Connections**. Verify that IMS is not installed (not listed).
 - Step 3** Select your Server.
 - Step 4** Select **File > New Other > Internet Mail Service**. Follow the installation steps.
-

Q.) How do I set up a voice mail gateway?

A.) Perform the following steps:

Procedure

- Step 1** On the Microsoft Exchange server where SMTP gateway is installed, insert the Cisco Unity CD.
 - Step 2** Go to the Voice Gateway directory.
 - Step 3** Run **Setup.exe** and follow instructions. Internet Voice Connector (IVC) starts automatically.
IVC object is installed within the Connectors object of the Microsoft Exchange Administrator Users (and Administrators).
-

Troubleshooting Using Cisco IP Phone Productivity Services

Use the following tables to troubleshoot errors your users might experience with Cisco IP Phone Productivity Services:

- Use [Table 3-1](#) for clearing general user errors for Cisco IP Phone Productivity Services.
- Use [Table 3-2](#) for clearing user errors specific to MailView.
- Use [Table 3-3](#) for clearing user errors specific to Personal Assistant Rule-Set Activation.

Table 3-1 Clearing General User Errors for Cisco IP Phone Productivity Services

User Problem	Action
Authentication Error	Check that the permissions are correct in the Virtual Directories.
Host Not Found	Check that the DNS is set up to resolve the host name address to an IP address.
Service Subscription Parameters Error	Advise the user to check that he entered the correct UserID or PIN when subscribing to Cisco IP Phone Productivity Services. Refer him to the subscribing section in the Cisco IP Phone Productivity Services User Guide.
Meeting Reminder Not Displaying	The user may have changed his PIN. Remind the user that he has to re-enable the meeting reminder notification from the phone whenever he changes his PIN.
Phone Hangs on Requesting	If the phone displays “Requesting...” for a long time, the server for Cisco IP Phone Productivity Services is busy servicing other requests. Ask the user to press the Cancel soft key and retry accessing Cisco IP Phone Productivity Services.

Table 3-2 Troubleshooting User Errors for MailView

User Problem	Action
Validation Error	Restart the UM Client Service.
Sending Error	Check that the cache directory has the correct permissions.
Connection Error	<p>Perform the following steps:</p> <ol style="list-style-type: none"> 1. Check that the user has entered the correct URLs and IMAP port number in his service page where he subscribed to Cisco IP Phone Productivity Services. 2. If the user has incorrect information, ask the user to log in to his Cisco IP Phone User Menu Options web page and enter the correct information. Refer the user to the “Subscribing” section of the Cisco IP Phone Productivity Services.
UserName or Password Error	<p>The user is connected to the IP port but the mail server has rejected the password or PIN:</p> <ol style="list-style-type: none"> 1. Check that the user has the correct password and PIN. 2. Ask the user to verify that he has the correct information and is entering the correct password and PIN correctly.
User Cannot Play Voice Mail	<p>You might not have correctly specified the Authentication URL in Cisco CallManager.</p> <p>Go the Enterprise Parameters Configuration in Cisco CallManager and check that the URL Authentication field is specified for that user.</p>
Reply Mail Not Delivered as Voice Mail	<p>Two possible solutions follow:</p> <ol style="list-style-type: none"> 1. The Exchange e-mail alias does not exist of type voice and of form user @domain. See the “Adding an E-mail Alias for Cisco Unity E-mail” section on page 2-14. 2. The Cisco Unity voice gateway is not installed on the Cisco Unity server. See the “Questions about Cisco Unity and Microsoft Exchange 5.5” section on page 3-4.

Table 3-2 Troubleshooting User Errors for MailView (continued)

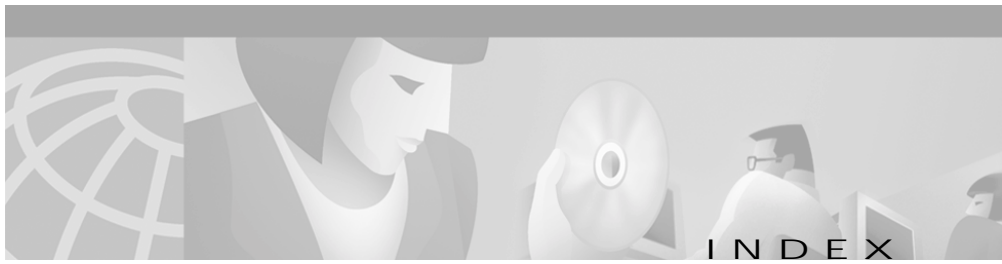
User Problem	Action
Session Timed Out	<p>The session has expired. The user might have left MailView up too long without any activity, or the session time may be set too low for him.</p> <p>Increase the Microsoft Internet Information Server (IIS) session default time out.</p>
Deleting Error	<p>The IMAP server would not allow MailView to delete the mail.</p> <p>Check that you have set access rights to the mail server for the user.</p>

Table 3-3 Troubleshooting User Errors for Personal Assistant Rule-Set Activation

User Problem	Action
Cisco Personal Assistant is not found in your set-up	<ol style="list-style-type: none"> 1. Check that you have installed Cisco Personal Assistant correctly for the user. 2. Provide the user with the <i>Personal Assistant User Guide</i> for information on configuring Personal Assistant and creating rule-sets and rules.
Use Cisco Personal Assistant before using this feature	<ol style="list-style-type: none"> 1. Check that you have installed Cisco Personal Assistant correctly for the user. 2. Provide the user with the <i>Personal Assistant User Guide</i> for information on configuring Personal Assistant and creating rule-sets and rules.
User has no rule-sets	<p>The user must create rule-sets and rules in Cisco Personal Assistant before using the Personal Assistant Rule-Set Activation service.</p> <p>Provide the user with the <i>Personal Assistant User Guide</i> for information on configuring Personal Assistant and creating rule-sets and rules.</p>

Table 3-3 Troubleshooting User Errors for Personal Assistant Rule-Set Activation (continued)

User Problem	Action
Error connecting CallManager Connection	<p>User was not able to access Cisco CallManager directory.</p> <p>Verify that Cisco CallManager is set up correctly and is up and running.</p>
Error updating Cisco Personal Assistant server	<p>When the user activated or de-activated a rule-set using Personal Assistant Rule-Set Activation, the Cisco Personal Assistant server was not updated.</p> <p>Re-start the Cisco Personal Assistant server. Make sure it is set up correctly and that it is up and running.</p>



C

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