Microsoft Office Communications Server 2007 R2 Enterprise Edition to Cisco Unified Presence 7.0(3) and Cisco Unified Communications Manager 7.0(2) / Remote Call Control
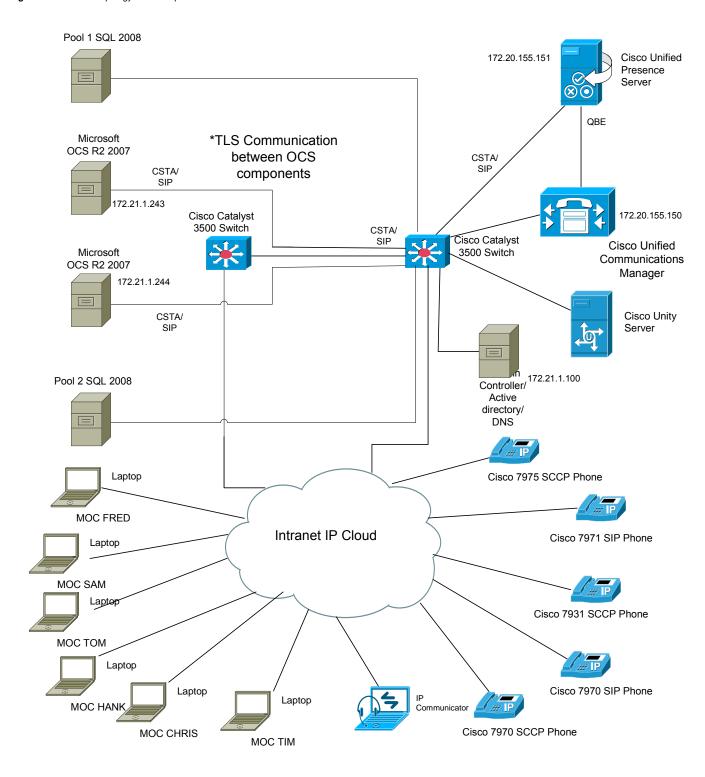
Table of Contents

Introduction

- This document describes feature interoperability and documents the steps and configurations necessary for Cisco Unified Communications Manager (Cisco UCM) 7.0(2) and Cisco Unified Presence (CUP) 7.0(3) to interoperate with Microsoft Office Communications Server (OCS) 2007 R2 Enterprise Edition. These features include Microsoft Office Communicator (OC) features, Desktop (DTP) or IP Phone features, Cisco UCM administration, configuration and provisioning and CUP device identification. It aims to provide a good understanding of what works and what does not work in terms of the feature interaction between various components of the Cisco UCM, CUP and OCS. It also provides guidance to deployment participants of the limitations, expected behaviors as well as known issues. Please note that this document does not address performance and scalability, which are part of broader criteria for a deployment-ready solution (for more details refer to 7.0 SRND: http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/srnd/7x/uc7_0.html or http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/srnd/7x/presence.html#wp1085051).

- As of the release of this document, CUP 7.0(3) does not guarantee full support of OCS 2007 R2 as this document does not address the broader support required for multi-cluster and full redundancy deployments. Full support is planned for CUP in the 2nd half of 2009.

- As shown in the Network Topology diagram, interoperability testing was performed between the CUP and the OCS 2007 R2 using multiple OCS 2007 R2 pools. Please note the absence of a CSS11501 Load Balancer. This hardware component is not required for OCS 2007 R2 Enterprise Edition deployments with only one Front End Server per pool. Multiple Front End Servers installed for performance or redundancy, per pool, will still require a load balancer.

- This document represents the first testing performed with Microsoft OCS 2007 R2 utilizing E.164 numbering throughout. This matches the Microsoft numbering philosophy for the OCS 2007 R2 environment.

Network Topology

Figure 1. Network Topology/Test Setup

Limitations

- Conferencing: OCS 2007 R2 does not support call conferencing through remote call control. Conferencing is available in IP Phone only or OC only call scenarios.

- Call forward setting on IP phone: Call forward setting made on the Cisco IP phone (desktop), using its soft key button or the Cisco UCM phone configuration page, is not reflected by the Microsoft OC GUI. As of Microsoft OCS 2007 release, this feature is not supported. The Microsoft OC can override any call forward setting manually configured on the IP Phone and vice versa.

- Call Forward Setting from OC: Call forward setting from the OC through remote call control (RCC) fails on the IP Phone when the IP Phone is initially configured with an E.164 DN. If the IP Phone is reconfigured to a non-E.164 DN then back to the E.164 DN, the call forward setting from OC through RCC will work. This is a known issue on Cisco UCM 7.0(2) and has been documented in CDETS CSCsy62620 to be fixed in a future release.

- Do Not Disturb (DND): DND is an unsupported feature with respect to CUP integration. Thus, any OC client with DND feature enabled, will still have any received calls routed to its controlled IP Phone.

- Multiple Point of Presence (MPOP): As of the CUP release 6.0(1), the MPOP feature where a Microsoft OC user is logged in from more than one location is not supported by CUP. Support for this feature affects other interoperability features between the Cisco CUP and the Microsoft OCS. The affected features include basic placement and teardown of calls and locations-based call forwarding. These features are inherent to MPOP and without support for this feature, the user experiences loss of device and call control when logged in multiple locations.

- Transport Layer Security (TLS) connection between CUP and OCS: this feature was not tested in this release.

System Components

Hardware Requirements

- Cisco MCS 7825H servers

- Cisco Catalyst 3560

- 1 Cisco 7975 IP Phone (SCCP)

- 1 Cisco 7971 IP Phone (SIP)

- 1 Cisco 7931 IP Phone (SCCP)

- 1 Cisco 7970 IP Phone (SCCP)

- 1 Cisco 7970 IP Phone (SIP)

- DELL notebook computers running Windows XP Professional version 2002 with SP2 (for OC)

Software Requirements

- Cisco Unified Communications Manager Release 7.0(2)

- Cisco Unified Presence Release 7.0(3) with E.164 patch for RCC

- Microsoft Office Communications Server 2007 R2 Enterprise Edition, Windows Server 2008 x64 Enterprise Edition OS

- Windows Active Directory/DNS/Cert Server Enterprise Edition for OCS 2007 R2, Windows Server 2008 x64 Enterprise Edition OS

- Windows SQL Server 2008 Enterprise Edition, Windows Server 2008 x64 Enterprise Edition OS

- Microsoft Office Communicator 2007 R2 version

Features

Features Supported

- Basic Call Placement/Clearing

- Basic Call Forwarding

- Call Hold/Retrieval

- Call Transfer (Unannounced or Blind, Announced or Consultation)

- Meet-Me

- DTMF

- Call Alternate

- Call Deflect

- Do Not Disturb

- Call per line limit

- Reverse Number Lookup

- Dial Rule Configuration

- Shared Line

- Extension Mobility

Features Not Supported

- Microsoft OC logon from two locations

- Call Forwarding

  - Location Based

  - Phone Settings

- Conferencing through remote call control

Configuration

Configuration Sequence and Tasks

The integration of Cisco UCM and CUP to Microsoft OCS 2007 R2 is very similar to that of Microsoft OCS 2007. The differences, if any, might involve the look and feel of some of the configuration windows (refer to the captured screenshots), however the information entered is still the same. The main differences were seen during the deployment of the OCS 2007 R2 environment itself and how its own components connected to each other. Those differences include, the use of 64-bit servers for each component (refer to Software Requirements section), the need for an interface module (automatically downloaded during installation) on the Front End Servers to enable communication with SQL 2008 (refer to the Microsoft deployment and installation guides for more information, links included below), and finally the configuration of the certificate authority server (refer to the Microsoft deployment and installation guides for more information, links included below).

Additionally, the CUP has a new feature that allows Mutli-Device Remote Call Control. It requires the installation of a Phone Selection plug-in on OC clients. The plug-in appears within the OC and allows the user to choose which device they want to control via RCC. Please refer to the CUP release notes for more information (see links below).

A. OCS Enterprise Edition Configuration

    1. Domain Name Server Configuration
    2. Front End Server Configuration
    3. Active Directory User Configuration
    4. Office Communicator Configuration

B. Cisco Unified Communications Manager Configuration

    1. Cisco Unified Communications Manager Version
    2. SIP Trunk Configuration
    3. CTI Application User Configuration
    4. Cisco IP Phone Configuration
    5. End User Configuration
    6. License Capabilities Assignment
    7. Meet-Me Number Configuration
    8. Call per line limit Configuration
    9. Application Dial Rules Configuration
    10. Phone selection plug-in
    11. Extension Mobility Configuration

C. Cisco Unified Presence Configuration

    1. Cisco Unified Presence Version
    2. Cisco Unified Communications Manager Publisher Information
    3. Incoming and Destination ACL Entries
    4. Deskphone Control Settings Configuration

5. End user Information
6. Deskphone Control User Assignment
7. Presence Settings Configuration

For more Cisco deployment and installation guides, go to:

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/srnd/7x/uc7_0.html

http://www.cisco.com/en/US/docs/voice_ip_comm/cups/7_0_3/rel_notes/cup7xrn.html

http://www.cisco.com/en/US/docs/voice_ip_comm/cups/7_0/english/doc_guide/documentation/guide/dgcup.html

http://www.cisco.com/en/US/partner/products/ps6837/

For more Microsoft deployment and installation guides, go to:

http://social.technet.microsoft.com/Search/en-US/?query=office%20communications%202007%20r2%20server&ac=8
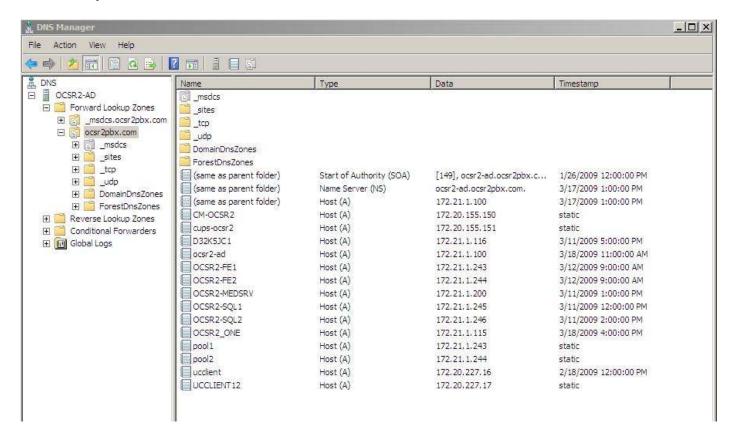
http://www.microsoft.com/downloads/details.aspx?familyid=F19AE8E0-311C-4CE1-BBA2-5702F32F5409&displaylang=en

Configuring Microsoft OCS 2007 R2 Enterprise Edition

Domain Name Server Configuration
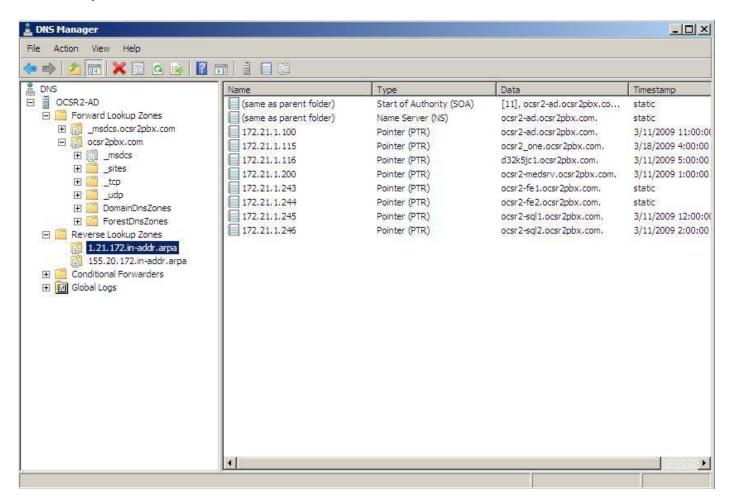
Forward Lookup Zone
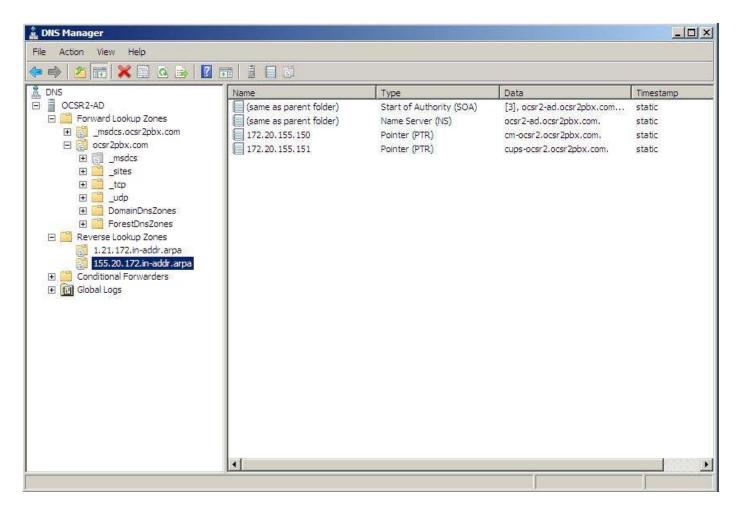
Host Records added for CUP, CUCM, OCS Pools

Reverse Lookup Zone

PTR Records were added for CUP, CUCM and OCS Pools.

SRV Records

SRV Records added for the OCS Front End Pools

Front End Server Configuration

Pool Properties

Normalization Rules for the OCS environment.

Microsoft Office Communications Server 2007 R2

File   Window   Help

Office Communications Server 2007 R2
- Forest - ocsr2pbx.com
  - Enterprise pools
    - pool1
      - Users
      - Assigned Conference Directori
      - ocsr2-fe1.ocsr2pbx.com
        - Front End Scripts
      - pool2
        - Users
        - Assigned Conference Directori
        - ocsr2-fe2.ocsr2pbx.com
          - Front End Scripts
  - Standard Edition Servers
  - Archiving Servers
  - Monitoring Servers
  - Unassigned users
  - Unassigned Application Contacts
  - Unassigned Conference Directories
  - Mediation Servers
    - ocsr2-medsrv.ocsr2pbx.com
  - Earlier server versions

Microsoft
Office Communications
Server 2007 R2

| Front End | Web Conferencing | A/V Conferencing | Application Sharing | Web Components | Applications |

General Settings

Windows services
Front End service:	Running
IM Conferencing service:	Running
Telephony Conferencing service:	Running
QoE Agent service:	Running

Certificate settings
Name:	Issuer Name:	Expiration Date:
pool1.ocsr2pbx.com	ocsr2-cert	2/5/2010

Front End Server
SIP IP address:	Port:	Transport:
172.21.1.243	5060	TCP
All	5061	MTLS

IM Conferencing IP address:	Port:
All	5062

Telephony Conferencing IP address:	SIP Port:
All	5064

Available Tasks:

Validation

Deactivate

Activate an application
Activate an application

Certificates
Launch the certificate

Done

Click add to setup the Front End, the Port and Transport Protocol

pool1 Front End Properties

Authentication | Federation | Host Authorization | Archiving
Monitoring | Voice | Video | PSTN Conferencing
General | Routing | Compression

Routing

Specify static routes for outbound connections.

Matching URI	Next Hop	Port	Trans
☑ SIP:*@cups-ocsr2.ocsr2p...	172.20.155.151	5060	TCP

Add...   Edit...   Remove

Warning: The host address must also be added to the Host Authorization tab.

OK   Cancel   Apply   Help

CUP FQDN used in the URI

Pool Users

Active Directory User Configuration

Select a Password for user login and enter it here

Usually matches the Line URI number in the Communications Tab

Fred Properties

Telephony Options

Select a telephony option. These settings affect only those calls that are routed through IP-PSTN or remote call control gateways.

- ○ Enable PC-to-PC communication only
- ● Enable Remote call control
- ○ Enable Enterprise Voice
  - ☐ Enable PBX integration

Note: To enable both remote call control and PBX integration, you must specify a Server URI below.

Policy: Default Policy

View...

Server URI: sip:Fred@cups-ocsr2.ocsr2pbx.com

Line URI: tel:+14084156001

Location profile: OCSR2

View...

OK   Cancel   Help

Enable Remote call control. Enter the FQDN of the CUP in the Server URI section. All RCC clients MUST have the same configuration for the Domain name. Obviously, different users ID's.

Office Communicator Configuration

Fill in the user account name then click Advanced to enter the corresponding pool name.

Configuring Cisco Unified Communications Manager

Cisco Unified Communications Manager Version

SIP Trunk Configuration

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For Cisco Unified Communications Solutions

Navigation Cisco Unified CM Administration ▼ Go

Administrator | About | Logout

System ▼   Call Routing ▼   Media Resources ▼   Voice Mail ▼   Device ▼   Application ▼   User Management ▼   Bulk Administration ▼   Help ▼

Trunk Configuration

Related Links: Back To Find/List ▼ Go

💾 Save   ❌ Delete   🔄 Reset   ➕ Add New

Status
ℹ️ Status: Ready

Device Information

Product:	SIP Trunk
Device Protocol:	SIP
Device Name*	CUPS-OCSR2
Description	
Device Pool*	Default
Common Device Configuration	< None >
Call Classification*	Use System Default
Media Resource Group List	< None >
Location*	Hub_None
AAR Group	< None >
Packet Capture Mode*	None
Packet Capture Duration	0

☐ Media Termination Point Required
☑ Retry Video Call as Audio
☐ Transmit UTF-8 for Calling Party Name
☐ Unattended Port

☐ SRTP Allowed - When this flag is checked, Encrypted TLS needs to be configured in the network to provide end to end security. Failure to do so will expose keys and other information.

Use Trusted Relay Point*   Default

Incoming Calling Party Settings
If the administrator sets the prefix to Default this indicates call processing will use prefix at the next level setting (DevicePool/Service Parameter). Otherwise, the value configured is used as the prefix unless the field is empty in which case there is no prefix assigned.

[Clear Prefix Settings]   [Default Prefix Settings]

Incoming Calling Party Unknown Number Prefix   Default

Multilevel Precedence and Preemption (MLPP) Information
MLPP Domain   < None >

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Navigation: Cisco Unified CM Administration Go

Administrator | About | Logout

System ▾   Call Routing ▾   Media Resources ▾   Voice Mail ▾   Device ▾   Application ▾   User Management ▾   Bulk Administration ▾   Help ▾

Trunk Configuration

Related Links: Back To Find/List Go

Save   Delete   Reset   Add New

Call Routing Information

☑ Remote-Party-Id
☐ Asserted-Identity
Asserted-Type* `Default`
SIP Privacy* `Default`

Inbound Calls
Significant Digits* `All`
Connected Line ID Presentation* `Default`
Connected Name Presentation* `Default`
Calling Search Space `< None >`
AAR Calling Search Space `< None >`
Prefix DN `[            ]`
☐ Redirecting Diversion Header Delivery - Inbound

Outbound Calls
Called Party Transformation CSS `< None >`
☑ Use Device Pool Called Party Transformation CSS
Calling Party Transformation CSS `< None >`
☑ Use Device Pool Calling Party Transformation CSS
Calling Party Selection* `Originator`
Calling Line ID Presentation* `Default`
Calling Name Presentation* `Default`
Caller ID DN `[            ]`
Caller Name `[            ]`
☐ Redirecting Diversion Header Delivery - Outbound

SIP Information
Destination Address `cups-ocsr2.ocsr2pbx.com`
☐ Destination Address is an SRV
Destination Port* `5060`
MTP Preferred Originating Codec* `711ulaw`
Presence Group* `Standard Presence group`
SIP Trunk Security Profile* `Non Secure SIP Trunk Profile`
Rerouting Calling Search Space `< None >`
Out-Of-Dialog Refer Calling Search Space `< None >`
SUBSCRIBE Calling Search Space `< None >`
SIP Profile* `Standard SIP Profile`
DTMF Signaling Method* `No Preference`

CUP FQDN

Save   Delete   Reset   Add New

CTI Application User Configuration

Add new
Application User

Make sure Application User ID and Password match the Application Username and Password in the Deskphone Control Settings of the Cisco Unified Presence server.

Verify that all RCC Phones are in this group.

Cisco IP Phone Configuration

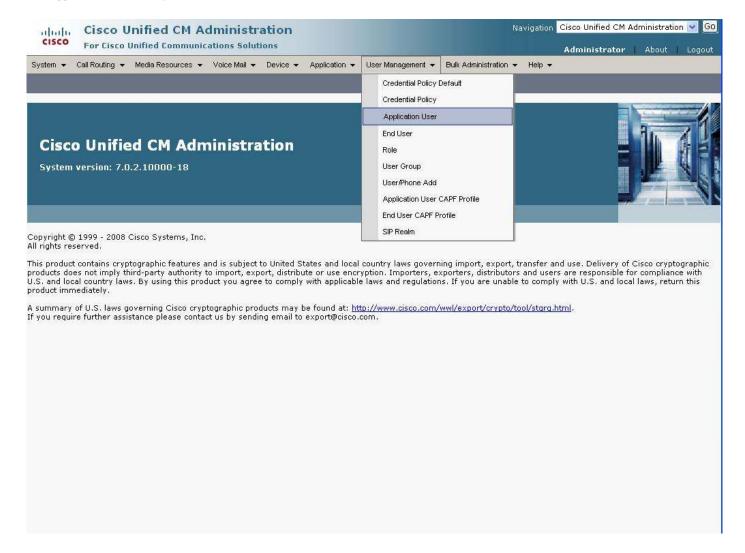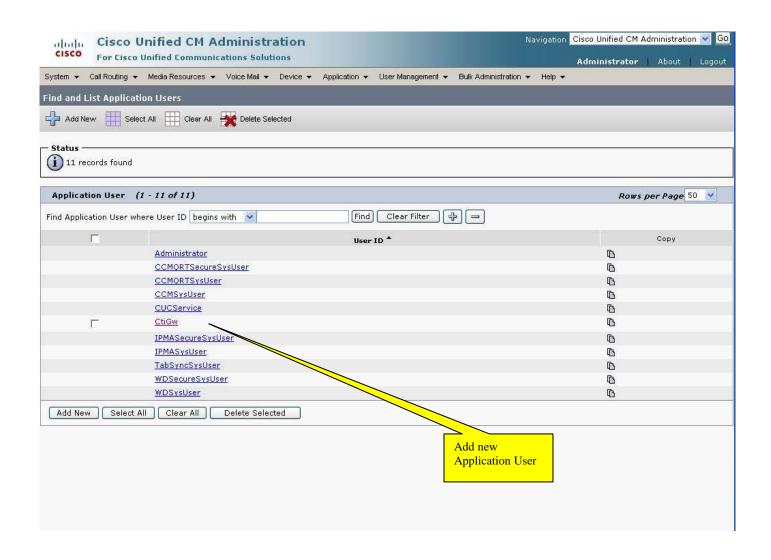# Cisco Unified CM Administration
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Navigation: Cisco Unified CM Administration [Go]

Administrator | About | Logout

System ▼ | Call Routing ▼ | Media Resources ▼ | Voice Mail ▼ | Device ▼ | Application ▼ | User Management ▼ | Bulk Administration ▼ | Help ▼

Find and List Phones

Related Links: Actively Logged In Device Report [Go]

➕ Add New | ▦ Select All | ▦ Clear All | ✖ Delete Selected | 🔄 Reset Selected

Status
ℹ 7 records found

Phone *(1 - 7 of 7)*

Rows per Page 50 ▼

Find Phone where Device Name ▼ begins with ▼ [____] [Find] [Clear Filter] [➕] [➖]
Select item or enter search text ▼

		Device Name(Line) ▲	Description	Device Pool	Device Protocol	Status	IP Address	Copy	Super Copy
☐	7970	SEP00115C0E55D4	+14084156006 - Jim	Default	SCCP	Unregistered	172.20.236.103	🗋	📋
☐	7970	SEP00192FB9CA3D	+14084156004 - Chris	Default	SCCP	Registered with CM-OCSR2	172.20.236.47	🗋	📋
☐	7931	SEP0019553E3763	+14084156003 - Tom	Default	SCCP	Registered with CM-OCSR2	172.21.1.35	🗋	📋
☐	7970	SEP001B5452DC01	+14084156005 - Hank	Default	SIP	Unregistered	172.20.236.42	🗋	📋
☐	7975	SEP001D705FB2C7	+14084156001 - Fred	Default	SCCP	Registered with CM-OCSR2	172.21.1.66	🗋	📋
☐	7971	SEP001F9EAC0D36	+14084156002 - Sam	Default	SIP	Registered with CM-OCSR2	172.20.236.35	🗋	📋
☐	CIPC	SEP002170BD0861	IP Comm	Default	SCCP	Unknown	Unknown	🗋	📋

[Add New] [Select All] [Clear All] [Delete Selected] [Reset Selected]

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Navigation Cisco Unified CM Administration ▼ Go

Administrator | About | Logout

System ▼ Call Routing ▼ Media Resources ▼ Voice Mail ▼ Device ▼ Application ▼ User Management ▼ Bulk Administration ▼ Help ▼

Phone Configuration

Related Links: Back To Find/List ▼ Go

💾 Save ✖ Delete 📋 Copy 🔄 Reset ➕ Add New

Protocol Specific Information

Packet Capture Mode*	None
Packet Capture Duration	0
Presence Group*	Standard Presence group
Device Security Profile*	Cisco 7975 - Standard SCCP Non-Secure Profile
SUBSCRIBE Calling Search Space	< None >

☐ Unattended Port
☐ Require DTMF Reception
☐ RFC2833 Disabled

Certification Authority Proxy Function (CAPF) Information

Certificate Operation*	No Pending Operation
Authentication Mode*	By Null String
Authentication String	

Generate String

Key Size (Bits)*	1024
Operation Completes By	2009 3 29 12 (YYYY:MM:DD:HH)

Certificate Operation Status: None
Note: Security Profile Contains Addition CAPF Settings.

Expansion Module Information

Module 1	< None >
Module 1 Load Name	
Module 2	< None >
Module 2 Load Name	

External Data Locations Information (Leave blank to use default)

Information	
Directory	
Messages	
Services	
Authentication Server	
Proxy Server	
Idle	
Idle Timer (seconds)	

Extension Information

☑ Enable Extension Mobility

Log Out Profile	-- Use Current Device Settings --
Log in Time	< None >
Log out Time	< None >

MLPP Information

MLPP Domain	< None >
MLPP Indication*	Default
MLPP Preemption*	Default

Do Not Disturb

☐ Do Not Disturb

DND Option*	Ringer Off
DND Incoming Call Alert	< None >

Cisco Unified CM Administration
For Cisco Unified Communications Solutions

Navigation Cisco Unified CM Administration ▼ **Go**

Administrator | About | Logout

System ▼ | Call Routing ▼ | Media Resources ▼ | Voice Mail ▼ | Device ▼ | Application ▼ | User Management ▼ | Bulk Administration ▼ | Help ▼

Directory Number Configuration

Related Links: Configure Device (SEP001D705FB2C7) ▼ **Go**

💾 Save ❌ Delete 🔄 Reset ➕ Add New

MLPP Alternate Party Settings

Target (Destination)	
MLPP Calling Search Space	< None >
MLPP No Answer Ring Duration (seconds)	

Line Settings for All Devices

Hold Reversion Ring Duration (seconds)		Setting the Hold Reversion Ring Duration to zero will disable the feature
Hold Reversion Notification Interval (seconds)		Setting the Hold Reversion Notification Interval to zero will disable the feature

Line 1 on Device SEP001D705FB2C7

	Value	Update Shared Device Settings
Display (Internal Caller ID)	Fred — Display text for a line appearance is intended for displaying text such as a name instead of a directory number for internal calls. If you specify a number, the person receiving a call may not see the proper identity of the caller.	☐
ASCII Display (Internal Caller ID)	Fred	☐
Line Text Label	Fred	☐
ASCII Line Text Label	Fred	☐
External Phone Number Mask		☐
Visual Message Waiting Indicator Policy*	Use System Policy	☐
Audible Message Waiting Indicator Policy*	Default	☐
Ring Setting (Phone Idle)*	Ring	☐
Ring Setting (Phone Active)	Use System Default — Applies to this line when any line on the phone has a call in progress.	☐
Call Pickup Group Audio Alert Setting (Phone Idle)	Use System Default	
Call Pickup Group Audio Alert Setting (Phone Active)	Use System Default	
Recording Option*	Call Recording Disabled	
Recording Profile	< None >	
Monitoring Calling Search Space	< None >	

Propagate Selected

Multiple Call/Call Waiting Settings on Device SEP001D705FB2C7

Note: The range to select the Max Number of calls is: 1-200

Maximum Number of Calls*	4	
Busy Trigger*	2	(Less than or equal to Max. Calls)

Forwarded Call Information Display on Device SEP001D705FB2C7

☑ Caller Name
☑ Caller Number
☑ Redirected Number
☑ Dialed Number

End User Configuration

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For Cisco Unified Communications Solutions

Navigation Cisco Unified CM Administration ▼ Go

Administrator | About | Logout

System ▼ Call Routing ▼ Media Resources ▼ Voice Mail ▼ Device ▼ Application ▼ User Management ▼ Bulk Administration ▼ Help ▼

Find and List Users

➕ Add New   ▦ Select All   ▦ Clear All   ✖ Delete Selected

┌─ Status ───┐
ⓘ 6 records found
└──┘

User   (1 - 6 of 6)   Rows per Page 50 ▼

Find User where First name ▼ begins with ▼ [   ] [Find] [Clear Filter] ➕ ➖

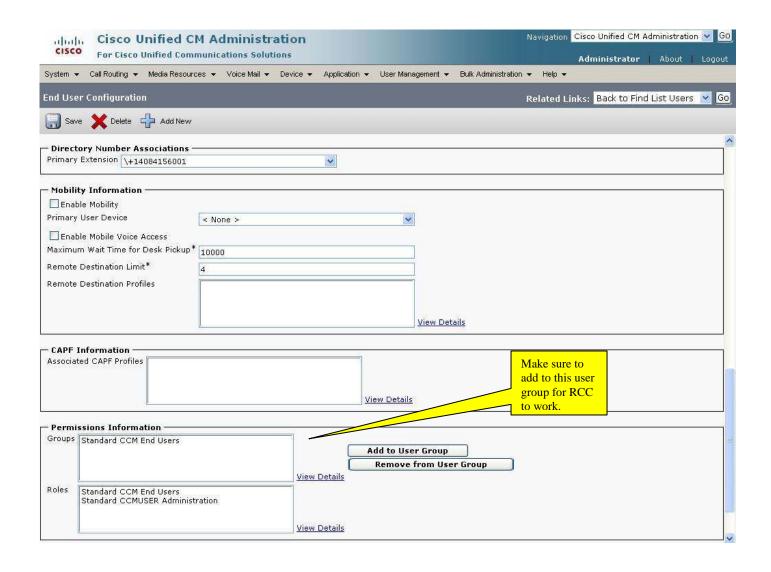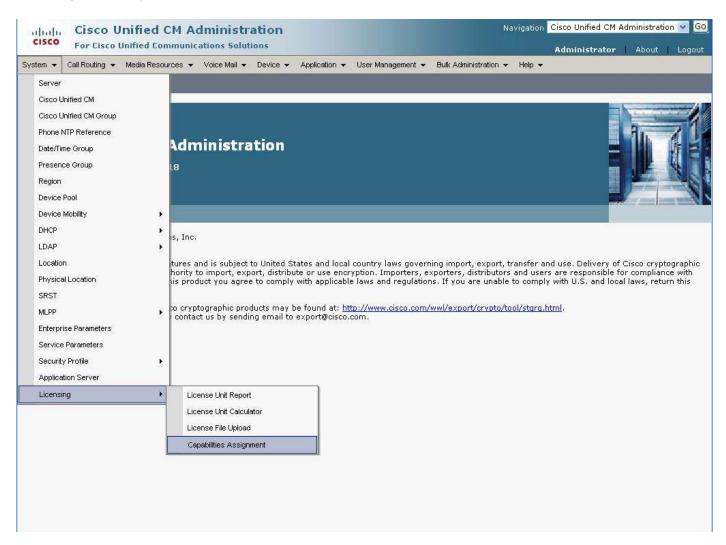| ☐	User ID ▲	First Name	Last Name	Department
☐	Chris	Chris	Pool1	
☐	Fred	Fred	Pool1	
☐	Hank	Hank	Pool2	
☐	Jim	Jim	Pool2	
☐	Sam	Sam	Pool1	
☐	Tom	Tom	Pool2	

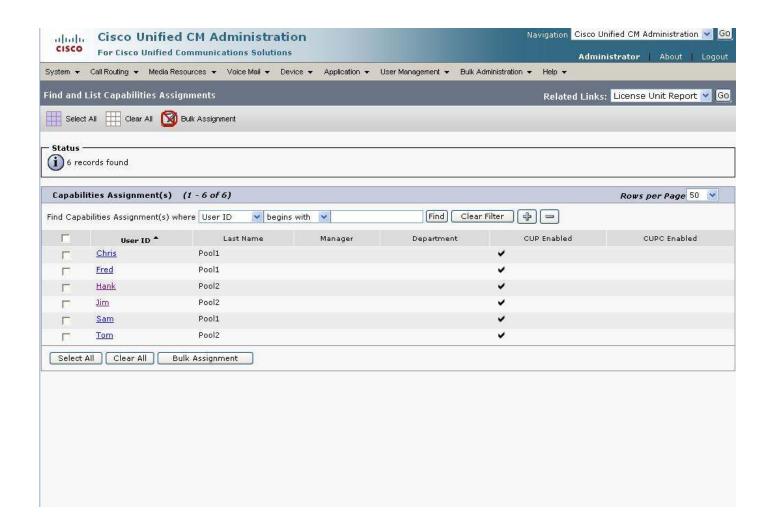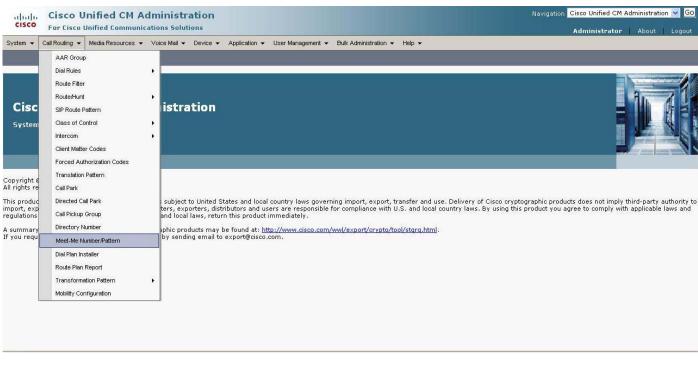[Add New] [Select All] [Clear All] [Delete Selected]

License Capabilities Assignment

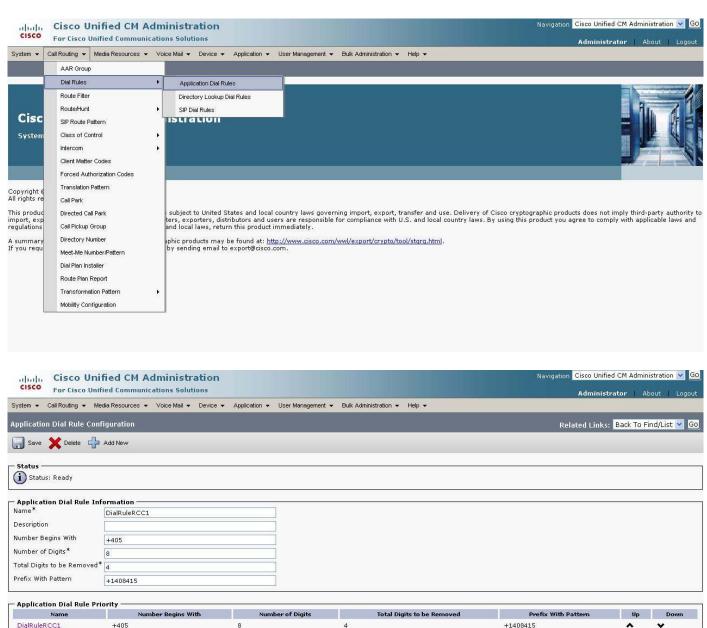Meet-Me Number Configuration

Call per Line Limit Configuration

Allowed Calls per Line

Application Dial Rules Configuration

Cisco Unified CM Administration
For Cisco Unified Communications Solutions

Administrator | About | Logout

System ▾ Call Routing ▾ Media Resources ▾ Voice Mail ▾ Device ▾ Application ▾ User Management ▾ Bulk Administration ▾ Help ▾

AAR Group

Dial Rules ▸   Application Dial Rules

Route Filter   Directory Lookup Dial Rules

Route/Hunt ▸   SIP Dial Rules

SIP Route Pattern

Class of Control ▸

Intercom ▸

Client Matter Codes

Forced Authorization Codes

Translation Pattern

Call Park

Directed Call Park

Call Pickup Group

Directory Number

Meet-Me Number/Pattern

Dial Plan Installer

Route Plan Report

Transformation Pattern ▸

Mobility Configuration

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This produc   subject to United States and local country laws governing import, export, transfer and use. Delivery of Cisco cryptographic products does not imply third-party authority to
import, exp   ers, exporters, distributors and users are responsible for compliance with U.S. and local country laws. By using this product you agree to comply with applicable laws and
regulations   and local laws, return this product immediately.

A summary   aphic products may be found at: http://www.cisco.com/wwl/export/crypto/tool/stqrg.html.
If you requ   by sending email to export@cisco.com.

Cisco Unified CM Administration
For Cisco Unified Communications Solutions

Administrator | About | Logout

System ▾ Call Routing ▾ Media Resources ▾ Voice Mail ▾ Device ▾ Application ▾ User Management ▾ Bulk Administration ▾ Help ▾

Application Dial Rule Configuration   Related Links: Back To Find/List ▾ Go

💾 Save   ❌ Delete   ➕ Add New

Status
ⓘ Status: Ready

Application Dial Rule Information

Name*	DialRuleRCC1
Description	
Number Begins With	+405
Number of Digits*	8
Total Digits to be Removed*	4
Prefix With Pattern	+1408415

Application Dial Rule Priority

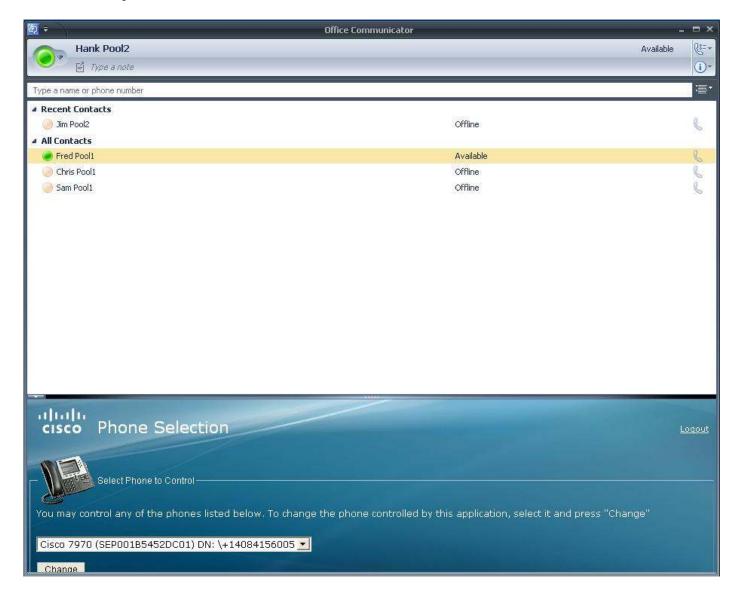| Name	Number Begins With	Number of Digits	Total Digits to be Removed	Prefix With Pattern	Up	Down
DialRuleRCC1	+405	8	4	+1408415	∧	∨

[Save] [Delete] [Add New]

ⓘ *- indicates required item.

Phone Selection Plug-in

Refer to the following link for steps to download the plug-in:

http://www.cisco.com/en/US/docs/voice_ip_comm/cups/7_0_3/rel_notes/cup7xrn.html#wp2526163

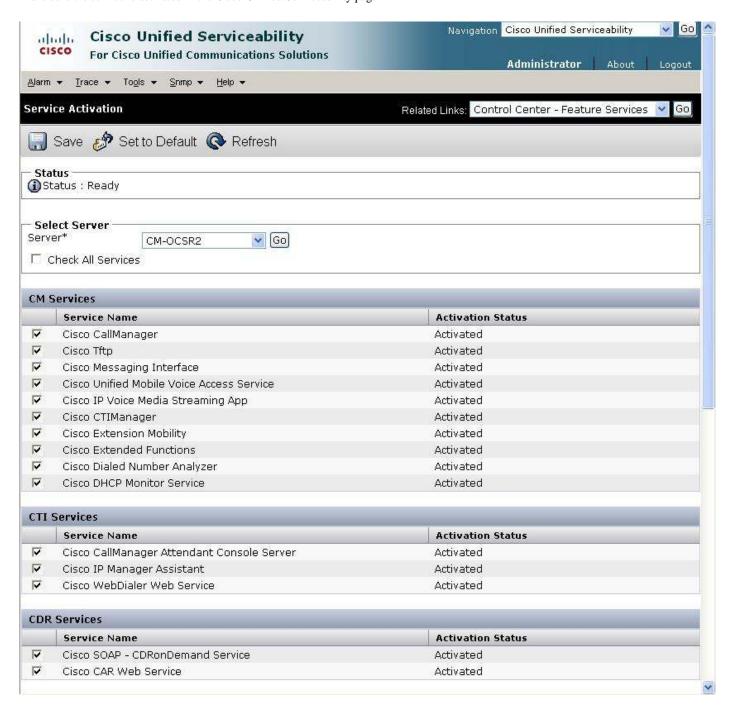Refer to the following link for steps to install the plug-in:

http://www.cisco.com/en/US/docs/voice_ip_comm/cups/7_0/english/integration_notes/IntegrationNoteOCS_CUP70_MOCCallControl.html#wp53643

Use the "Tab" key to navigate within the plug-in if necessary. This might occur due to the window size limitations of the Microsoft OC.
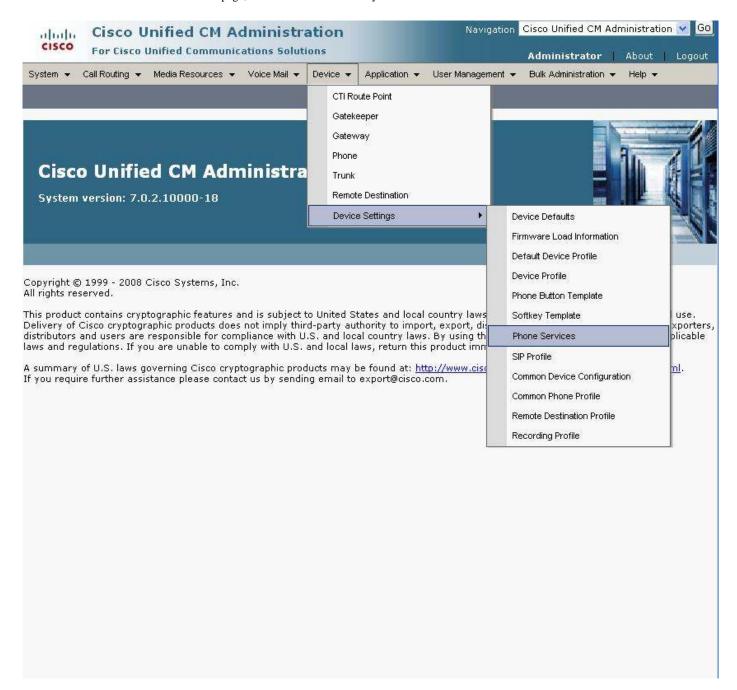
Extension Mobility Configuration

Make sure the service is activated in the Cisco Unified Serviceability page.
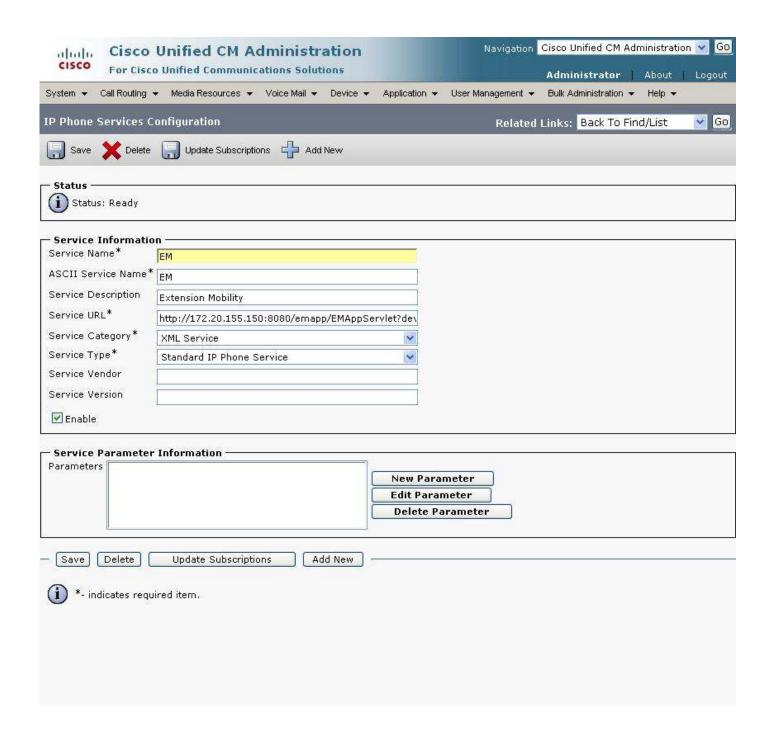
In the Cisco Unified CM Administration page, add the extension mobility IP Phone Service.
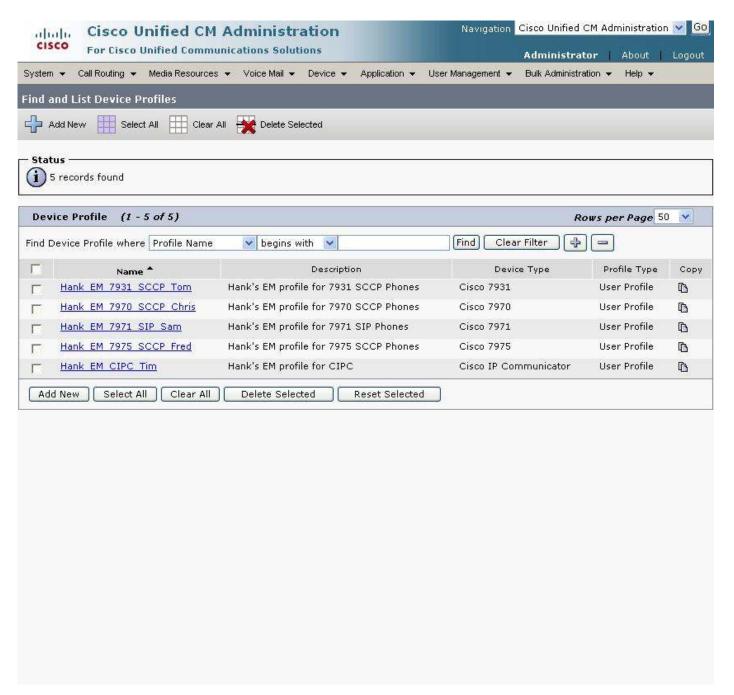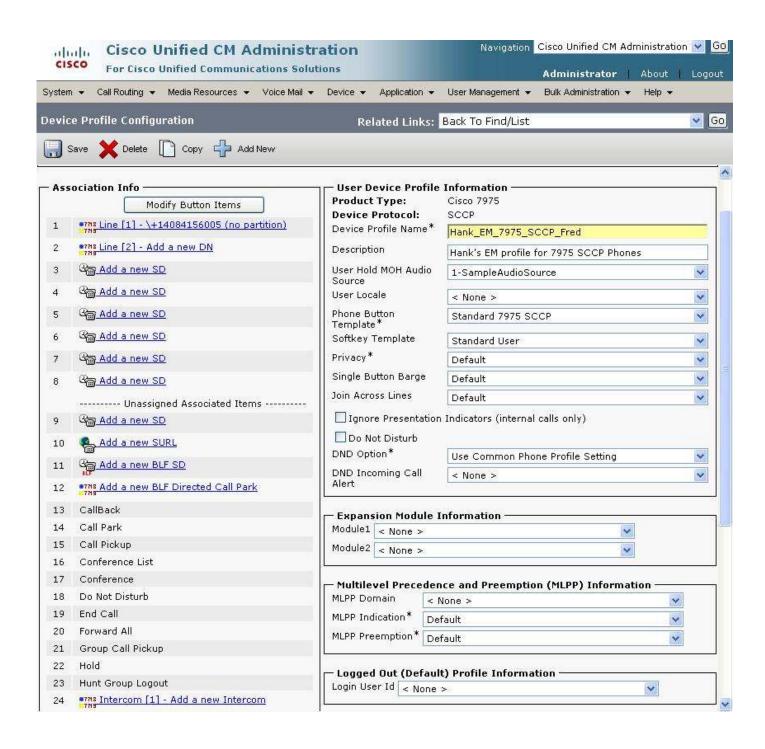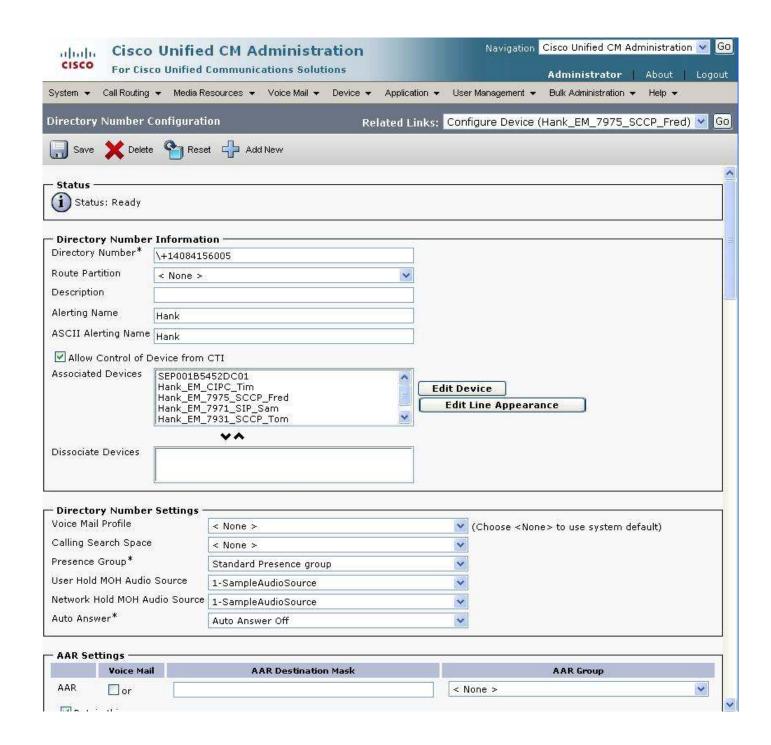
Configure user Device Profiles for every IP Phone the user wants to log into. The Device Profiles should include the DN associated with that user.
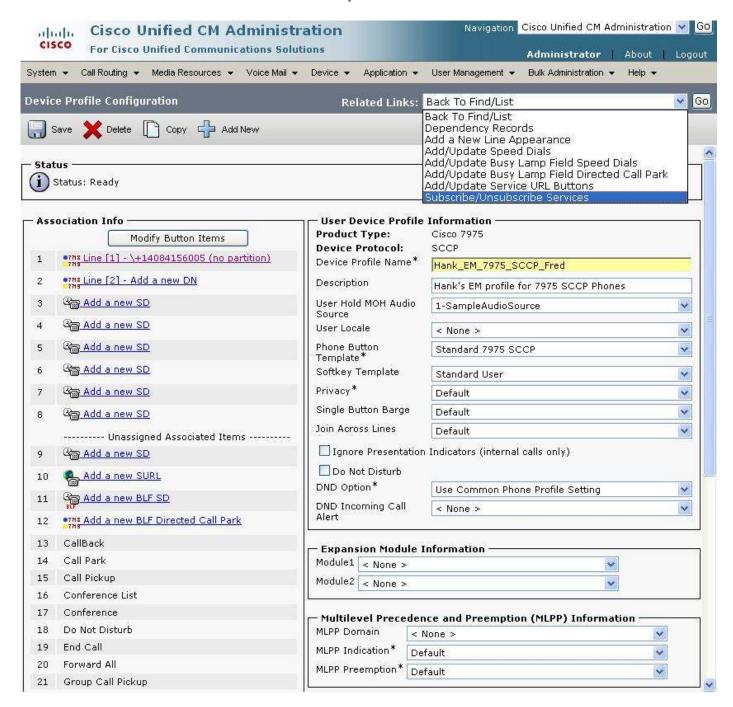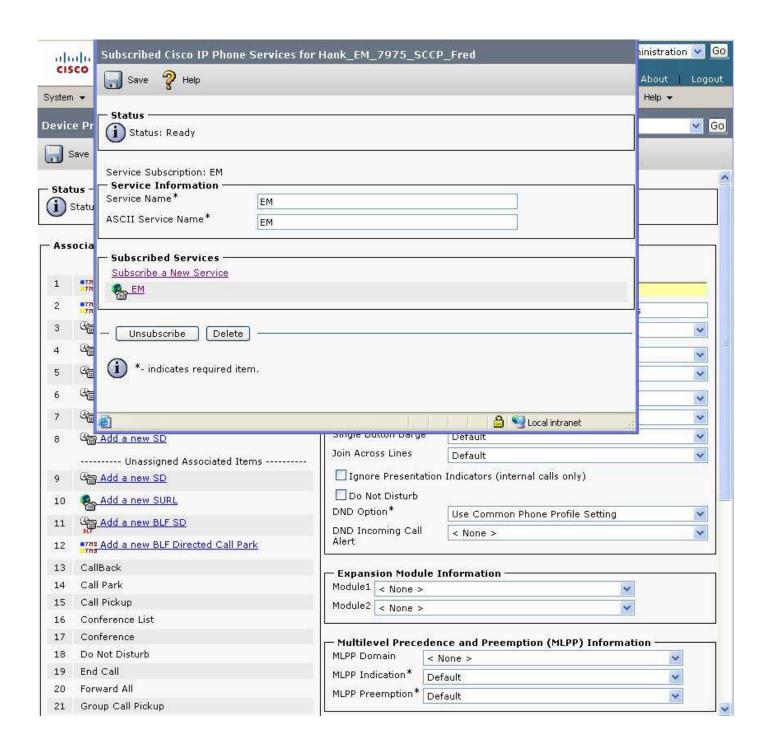
Cisco Unified CM Administration
For Cisco Unified Communications Solutions

Navigation Cisco Unified CM Administration ▾ Go

Administrator | About | Logout

System ▾ Call Routing ▾ Media Resources ▾ Voice Mail ▾ Device ▾ Application ▾ User Management ▾ Bulk Administration ▾ Help ▾

Device Profile Configuration

Related Links: Back To Find/List ▾ Go

💾 Save   ✖ Delete   📄 Copy   ➕ Add New

Association Info

Modify Button Items

1	Line [1] - \+14084156005 (no partition)
2	Line [2] - Add a new DN
3	Add a new SD
4	Add a new SD
5	Add a new SD
6	Add a new SD
7	Add a new SD
8	Add a new SD
	---------- Unassigned Associated Items ----------
9	Add a new SD
10	Add a new SURL
11	Add a new BLF SD
12	Add a new BLF Directed Call Park
13	CallBack
14	Call Park
15	Call Pickup
16	Conference List
17	Conference
18	Do Not Disturb
19	End Call
20	Forward All
21	Group Call Pickup
22	Hold
23	Hunt Group Logout
24	Intercom [1] - Add a new Intercom

User Device Profile Information

Product Type:	Cisco 7975
Device Protocol:	SCCP
Device Profile Name*	Hank_EM_7975_SCCP_Fred
Description	Hank's EM profile for 7975 SCCP Phones
User Hold MOH Audio Source	1-SampleAudioSource
User Locale	< None >
Phone Button Template*	Standard 7975 SCCP
Softkey Template	Standard User
Privacy*	Default
Single Button Barge	Default
Join Across Lines	Default

☐ Ignore Presentation Indicators (internal calls only)

☐ Do Not Disturb

DND Option*	Use Common Phone Profile Setting
DND Incoming Call Alert	< None >

Expansion Module Information

Module1	< None >
Module2	< None >

Multilevel Precedence and Preemption (MLPP) Information

MLPP Domain	< None >
MLPP Indication*	Default
MLPP Preemption*	Default

Logged Out (Default) Profile Information

Login User Id	< None >

Cisco Unified CM Administration
For Cisco Unified Communications Solutions

Navigation | Cisco Unified CM Administration | Go

Administrator | About | Logout

System ▾ | Call Routing ▾ | Media Resources ▾ | Voice Mail ▾ | Device ▾ | Application ▾ | User Management ▾ | Bulk Administration ▾ | Help ▾

Directory Number Configuration

Related Links: Configure Device (Hank_EM_7975_SCCP_Fred) ▾ | Go

💾 Save | ✖ Delete | 🔄 Reset | ➕ Add New

Status
ℹ Status: Ready

Directory Number Information

Directory Number* | \+14084156005

Route Partition | < None > ▾

Description |

Alerting Name | Hank

ASCII Alerting Name | Hank

☑ Allow Control of Device from CTI

Associated Devices |
SEP001B5452DC01
Hank_EM_CIPC_Tim
Hank_EM_7975_SCCP_Fred
Hank_EM_7971_SIP_Sam
Hank_EM_7931_SCCP_Tom

Edit Device

Edit Line Appearance

˅ ˄

Dissociate Devices |

Directory Number Settings

Voice Mail Profile | < None > ▾ | (Choose <None> to use system default)

Calling Search Space | < None > ▾

Presence Group* | Standard Presence group ▾

User Hold MOH Audio Source | 1-SampleAudioSource ▾

Network Hold MOH Audio Source | 1-SampleAudioSource ▾

Auto Answer* | Auto Answer Off ▾

AAR Settings

	Voice Mail	AAR Destination Mask	AAR Group
AAR	☐ or		< None > ▾

Make sure the Device Profile is subscribed to the Extension Mobility Service added earlier.

Add the created Device Profile(s) to Controlled Profiles in the end user Extension Mobility.

Enable Extension Mobility on the phone configuration page for the IP Phone that the user will log into.
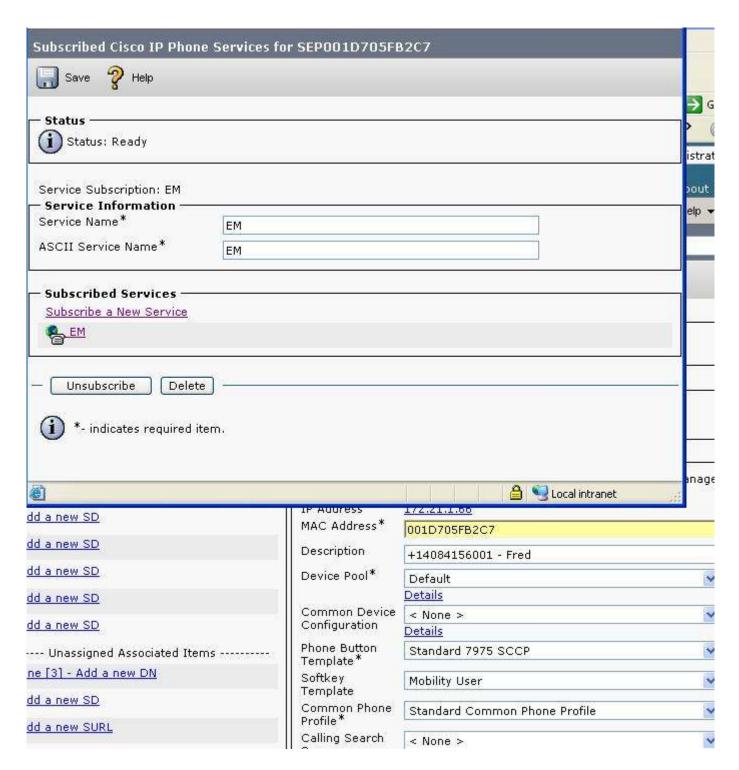
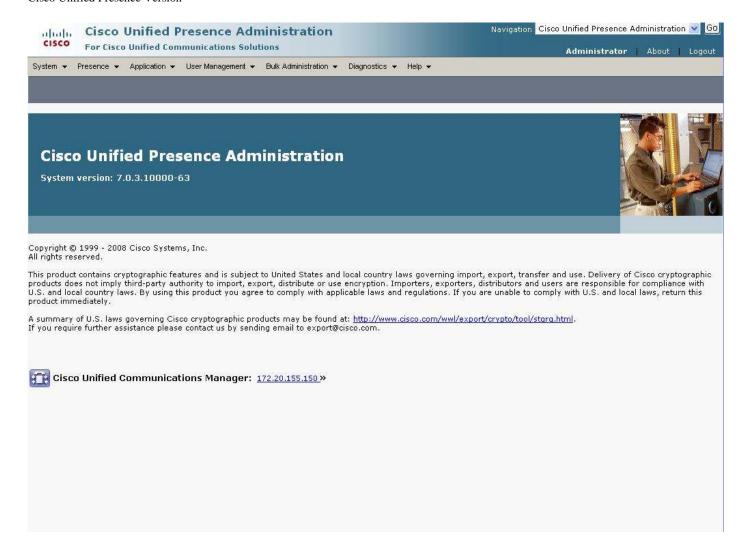Make sure the IP Phone is subscribed to the Extension Mobility Service added earlier.

Subscribed Cisco IP Phone Services for SEP001D705FB2C7

Save   Help

Status

Status: Ready

Service Subscription: EM

Service Information

Service Name* — EM

ASCII Service Name* — EM

Subscribed Services

Subscribe a New Service

EM

Unsubscribe   Delete

*- indicates required item.

Local intranet

---

dd a new SD

dd a new SD

dd a new SD

dd a new SD

dd a new SD

---- Unassigned Associated Items ----------

ne [3] - Add a new DN

dd a new SD

dd a new SURL

IP Address	172.21.1.66
MAC Address*	001D705FB2C7
Description	+14084156001 - Fred
Device Pool*	Default
	Details
Common Device Configuration	< None >
	Details
Phone Button Template*	Standard 7975 SCCP
Softkey Template	Mobility User
Common Phone Profile*	Standard Common Phone Profile
Calling Search	< None >

Log into the IP Phone by pressing the Globe button and then entering the end user UserID and PIN, the IP phone should now have the same DN as the one specified in the extension mobility profile.
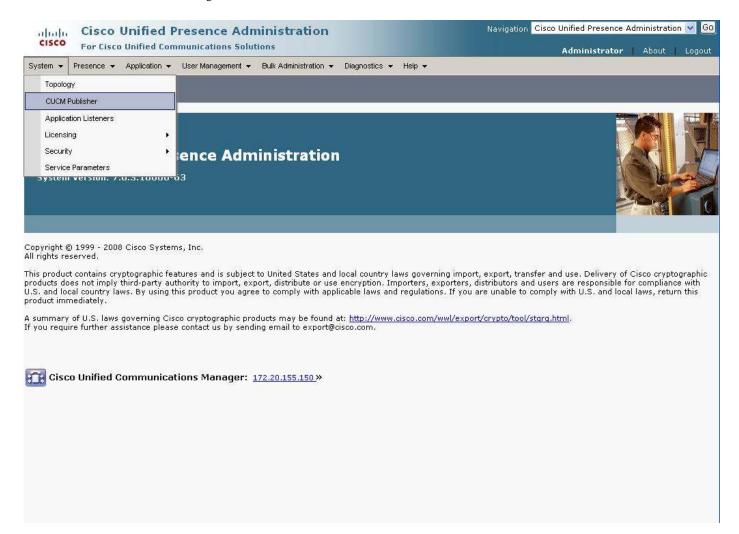
Configuring Cisco Unified Presence server

Cisco Unified Presence Version
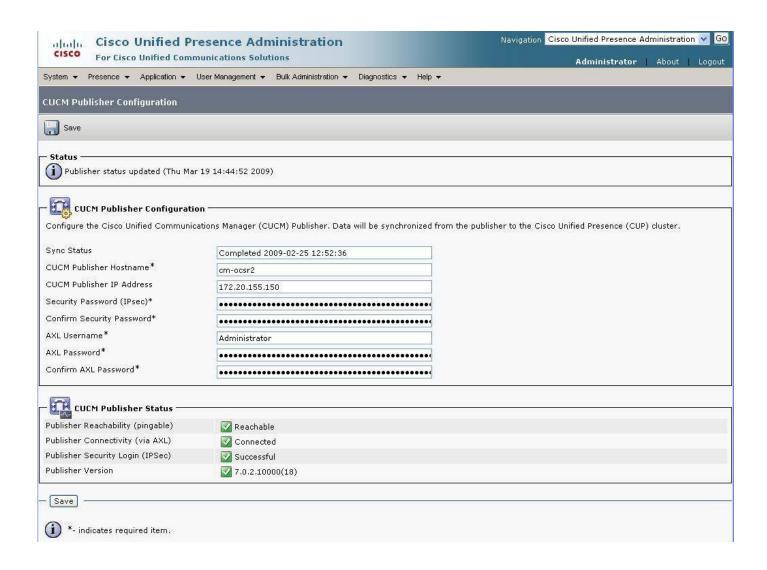
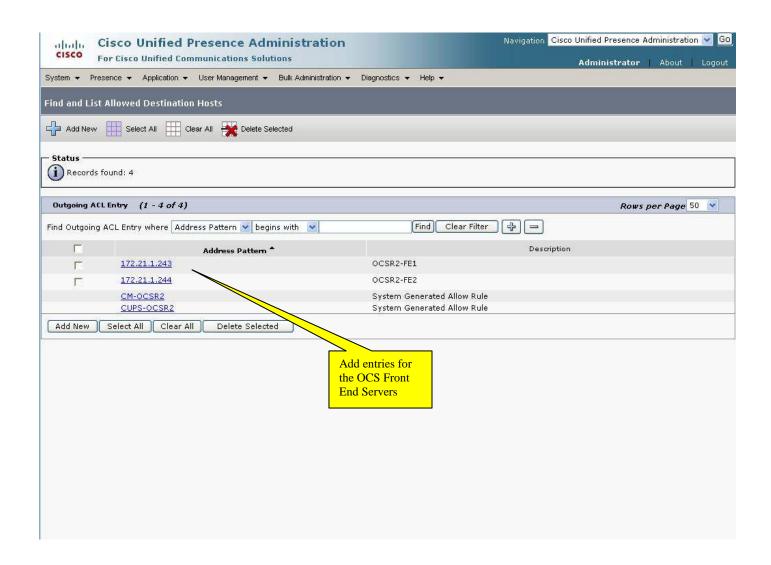Cisco Unified Communications Manager Publisher Information
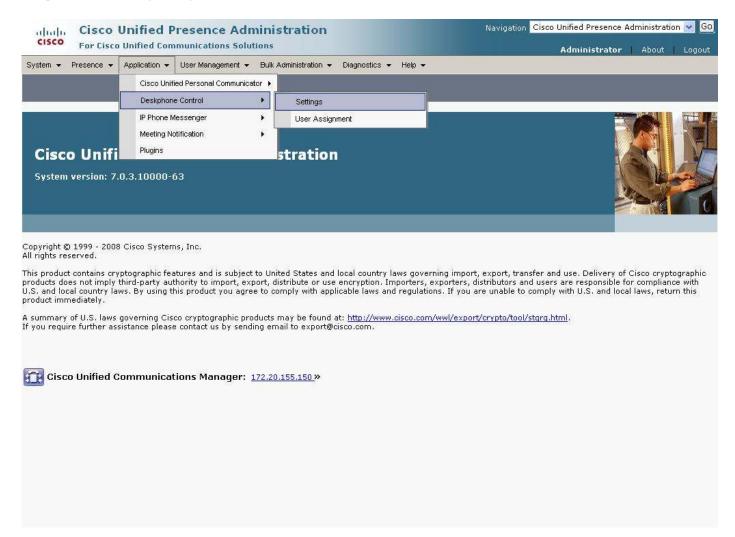
Incoming and Destination ACL Entries

Cisco Unified Communications Manager: 172.20.155.150 »

Deskphone Control Settings Configuration

Make sure the Application Username and Password match the Application User ID and Password in the Cisco Unified Communications Manager.

End user Information

Cisco Unified Presence Administration
For Cisco Unified Communications Solutions

Navigation Cisco Unified Presence Administration ▾ Go

administrator | About | Logout

System ▾ | Presence ▾ | Application ▾ | User Management ▾ | Bulk Administration ▾ | Diagnostics ▾ | Help ▾

End User Information

Status

ⓘ Records found: 6

Users (1 - 6 of 6)   Rows per Page 50 ▾

Find All ▾ Users where First name ▾ begins with ▾ [   ] [Find] [Clear Filter] [+] [−]

User ID ▲	First Name	Last Name	Department	Devices	Contacts	Licensed CUP	Licensed CUPC	Deskphone Control Enabled	Calendaring Enabled
Chris	Chris	Pool1		1		✔		✔	
Fred	Fred	Pool1		1		✔		✔	
Hank	Hank	Pool2		5		✔		✔	
Jim	Jim	Pool2		1		✔		✔	
Sam	Sam	Pool1		1		✔		✔	
Tom	Tom	Pool2		1		✔		✔	

Deskphone Control User Assignment

cisco

Cisco Unified Presence Administration
For Cisco Unified Communications Solutions

Navigation `Cisco Unified Presence Administration` ▾ `Go`

Administrator | About | Logout

System ▾ | Presence ▾ | Application ▾ | User Management ▾ | Bulk Administration ▾ | Diagnostics ▾ | Help ▾

Find and List CUP Users

Related Links: `Deskphone Control Settings` ▾ `Go`

⊞ Select All   ⊞ Clear All   📝 Assign Selected Users

┌ Status
ⓘ Records found: 6

┌ Deskphone Control Usage
6 *Deskphone control users assigned*

CUP users *(1 - 6 of 6)*   Rows per Page `50` ▾

Find CUP users where `User ID` ▾ `begins with` ▾ `_____` `Find` `Clear Filter` ➕ ➖

☐	User ID ▲	Last Name	Manager	Department	Assigned Deskphone Control
☐	Hank	Pool2			✔
☐	Chris	Pool1			✔
☐	Sam	Pool1			✔
☐	Jim	Pool2			✔
☐	Tom	Pool2			✔
☐	Fred	Pool1			✔

Select All   Clear All   Assign Selected Users

Presence Settings Configuration

Acronyms

CSTA	Computer-Supported Telecommunications Applications
Cisco UCM	Cisco Unified Communications Manager
CTI	Computer Telephony Interface
CUP	Cisco Unified Presence
DND	Do-Not-Disturb
DTMF	Dual Tone MultiFrequency
DTP	DeskTop Phone
GUI	Graphical User Interface
IETF	Internet Engineering Task Force
IM	Instant Messaging
IPPM	Internet Protocol Phone Messenger
MS OCS	Microsoft Office Communications Server
MCS	Multimedia Communication Server
MSN	Microsoft Network
MPOP	Multiple Point Of Presence
SCCP	Skinny Protocol
SIMPLE	SIP Instant Messaging and Presence Levering Extensions
SIP	Session Initiation Protocol
SNMP	Simple Network Management Protocol
TCP	Transmission Control Protocol
TLS	Transport Layer Security
XML	Extensible Markup Language
MOC	Microsoft Office Communicator
QoS	Quality of Service
GW	Gateway
S/W	Software
QBE	Quick Buffer Encoding, Protocol
DB	Database

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