

Telephony Call Dispatcher Directory Usage

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Introduction

Telephony Call Dispatcher (TCD) is the Cisco WebAttendant Server component. It resides on a Cisco CallManager server, and uses the Computer Telephony Integration (CTI) interface for call control. The CTI profile, like all other user profiles, is stored in DC Directory. Therefore, TCD needs to read some parameters from DC Directory. This document will discuss how to check the flag settings for DC Directory.

Prerequisites

Readers of this document should be knowledgeable of the following:

- Cisco CallManager Administration
- Windows 2000 Terminal Services

Hardware and Software Versions

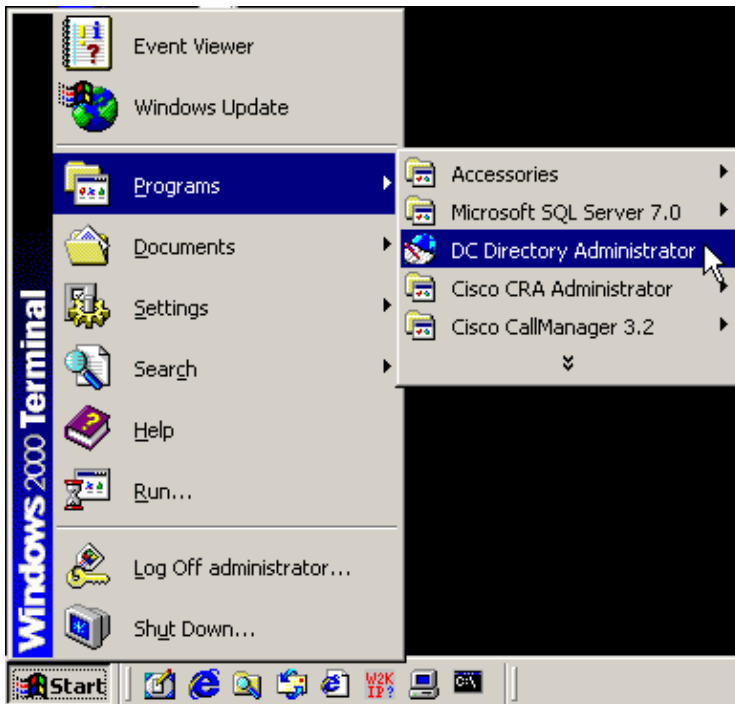
The information in this document is based on the software and hardware versions below.

- Cisco CallManager version 3.0 and 3.1

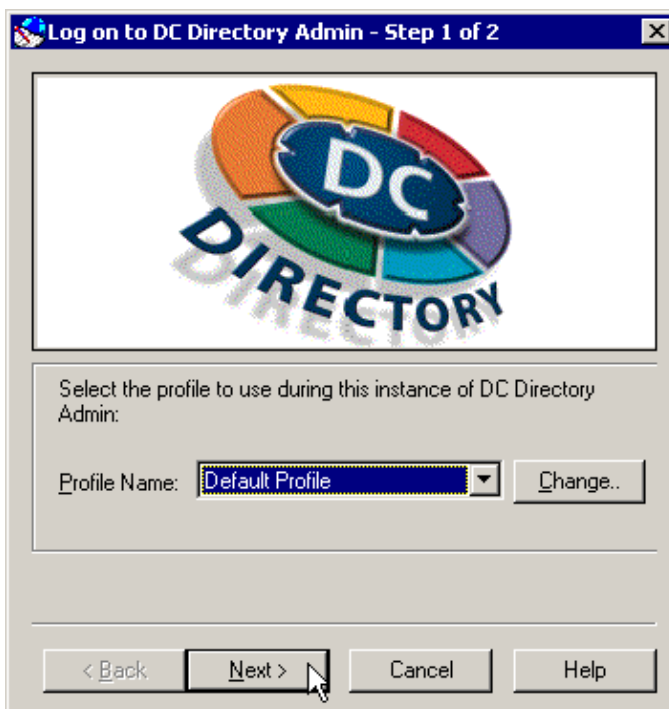
Verifying Flag Settings in DC Directory for TCD

There are special flags in the CTIFw profile in DC Directory for TCD. If the CTI link is not up in TCD, those flag setting should be carefully verified.

1. Go to **Start > Programs > DC Directory Administrator**.



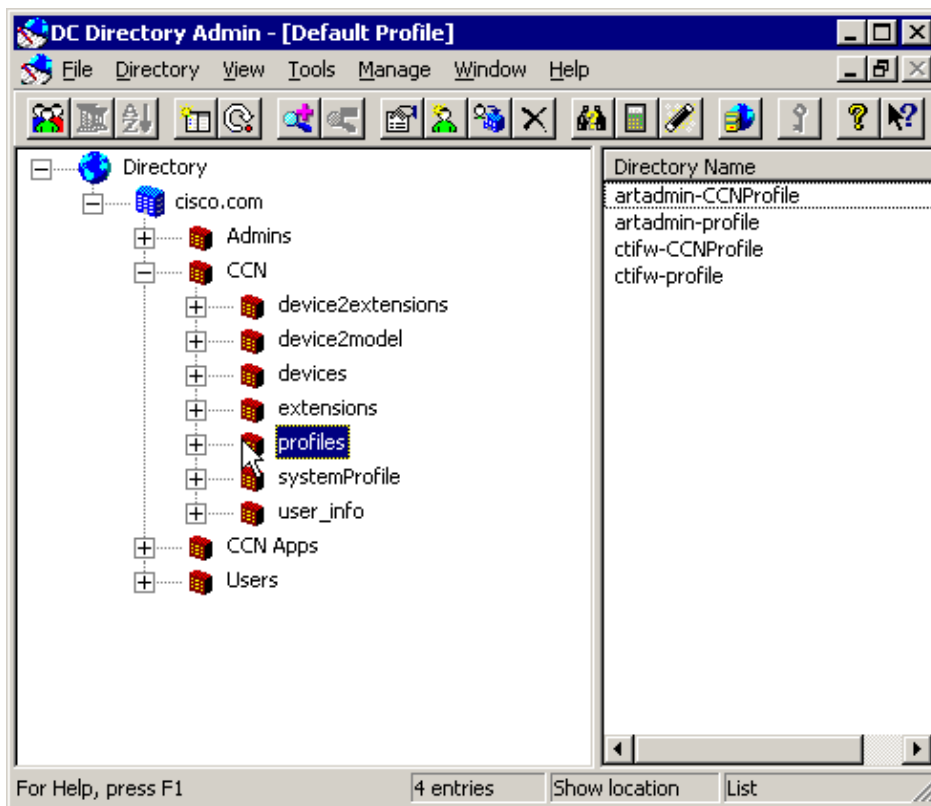
2. Select **Default Profile**, then click **Next**.



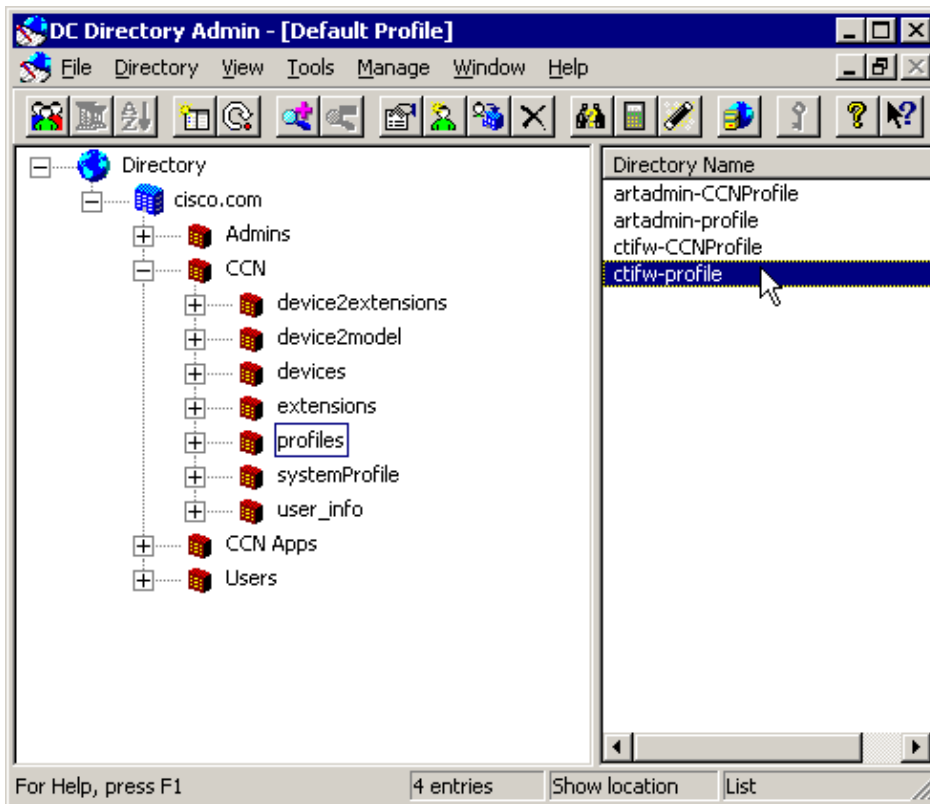
3. Log in as **Directory Manager**. The password by default is **ciscocisco**. Click **Finish**.



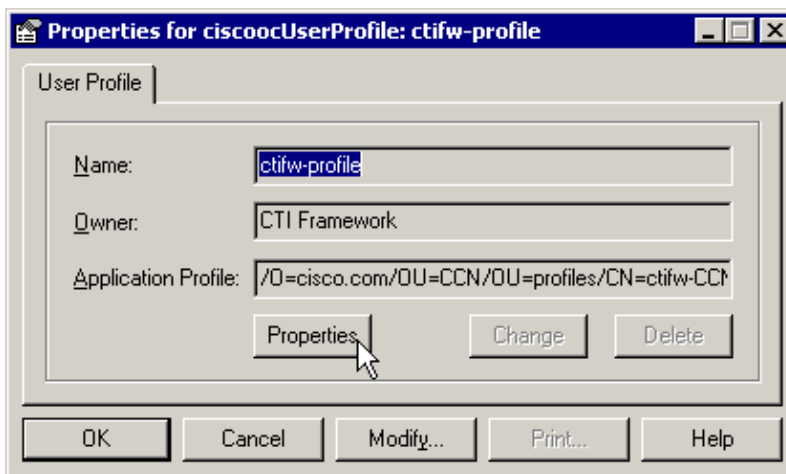
4. Open **cisco.com** > **CCN** and select **Profiles**.



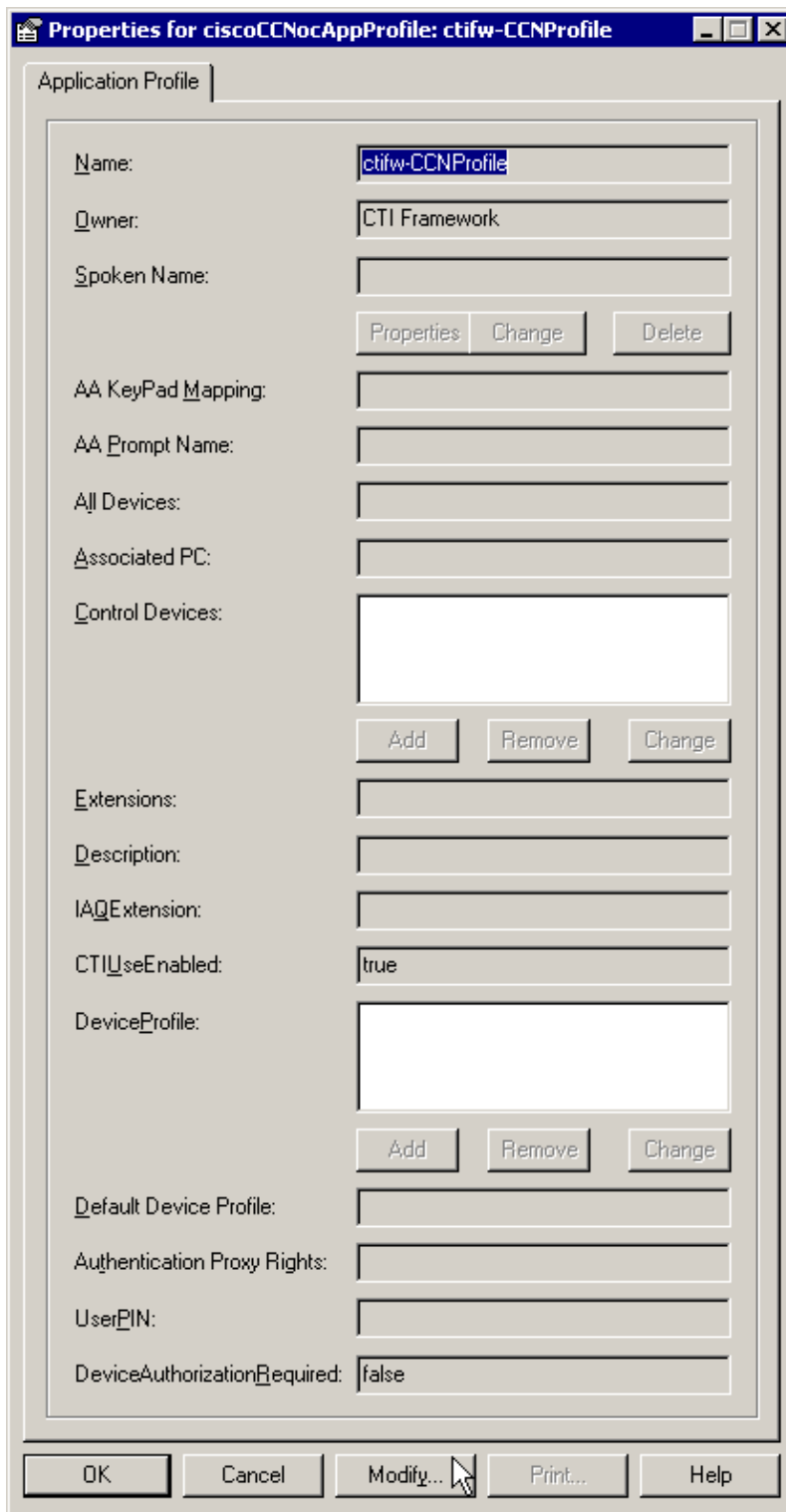
5. Double-click **ctifw-profile**. This will bring up the Profile Properties Screen.



6. Click Properties.



8. Click **Modify**. (This button is in the bottom of the window. If you don't have a screen resolution of at least 1280 x 1024, you might have to change it.) The field backgrounds will change from being greyed out.



7. Make sure the settings are what the following section specifies.

Cisco CallManager 3.0

- **CTIEnabled** flag must be set to **True**.
- **AllDevice** flag must be set to **True**.

Cisco CallManager 3.1

- **CTIEnabled** flag must be set to **True**.
 - **DeviceAuthorizationRequired** is set to **False**.
-

Related Information

- **Voice and Unified Communication Product Support**
 - **Voice Technology Support**
 - **Technical Support & Documentation – Cisco Systems**
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