

Creating an Install Image for Cisco IP SoftPhone

Document ID: 17739

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Introduction

This document explains the Cisco IP SoftPhone Web Administrator utility that enables system administrators to create a "One Click Install" image of the Cisco IP SoftPhone installation on a web server. Users can download this installation file (or install from the web), install Cisco IP SoftPhone on their client PCs, and begin using Cisco IP SoftPhone without having to configure any settings.

This document is part of a document set. It assumes you have already gone through the previous steps and are able to log in as an administrator on the Cisco CallManager system. For information on each of the other documents, refer to *Installing and Configuring Cisco IP SoftPhone*.

This document uses the Default Device Pool. In addition, all Locations are set to <None>, all Calling Search Spaces are set to <None> and all Partitions are set to <None>. Please make sure to adapt these fields' values to your topology when appropriate.

Prerequisites

Requirements

The setup program, `CiscoIPSoftphoneWebAdministrator.exe`, is designed to prepare the Cisco IP SoftPhone web-enabled installation program for your web site by extracting customization information from the current system configuration. However, it includes an option to specify customization files that have already been generated. Since earlier steps have already created these customization files, this example will use them. To avoid having to use customization files, the `CiscoIPSoftphoneWebAdministrator` executable would need to be run on a client system that has already been set up with Cisco IP SoftPhone.

The `CiscoIPSoftphoneWebAdministrator.exe` also assumes you will have access to your web server's virtual root directories, and that the name of the web site for general users is known. If you normally copy to your web site using an FTP transfer and do not have browser access to these folders, you may inform the setup program to copy the files to a temporary folder from which you will move them later.

In the earlier steps of this document set, you placed the setup files on the Cisco CallManager system in a web-served area already. It would be convenient to run the `CiscoIPSoftphoneWebAdministrator` executable on the Cisco CallManager server because all the files are already present. These options may not be viable in

all environments, though, so for this example, assume that the system running CiscoIPSoftphoneWebAdministrator.exe has neither local file access nor the Cisco IP SoftPhone installation advantage.

Components Used

The information in this document is based on these software and hardware versions:

- Cisco CallManager version 3.0 (revision 6 or later)
- Cisco CallManager 3.1 requires IP SoftPhone Version 1.2 or later
- Windows 95, Windows 98 SE, Windows NT 4.0 (SP4 or greater), or Windows 2000

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

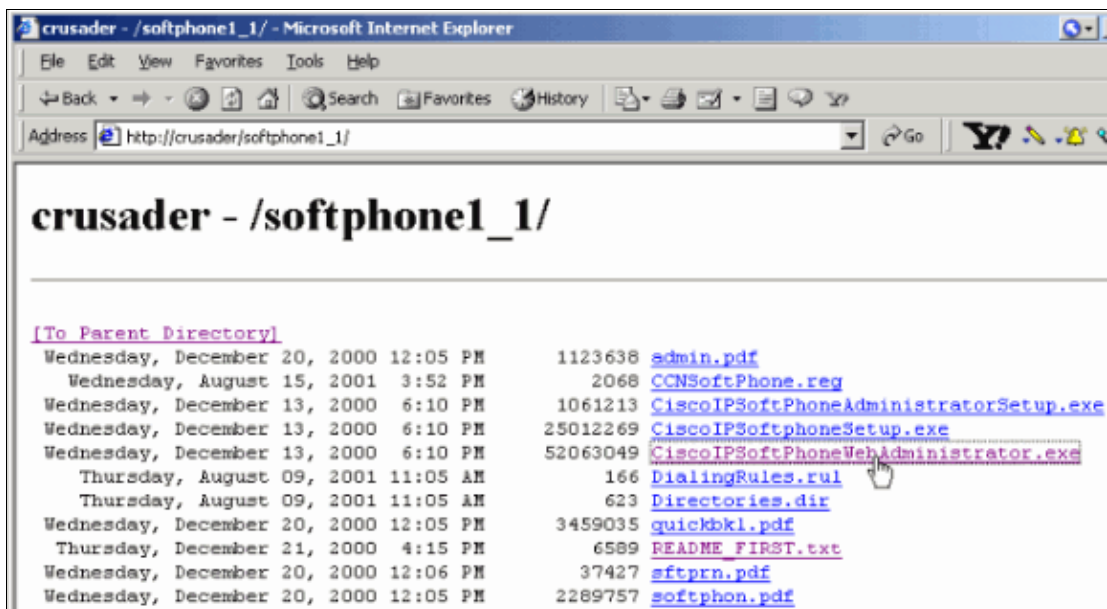
Conventions

For more information on document conventions, refer to the Cisco Technical Tips Conventions.

Open a Web Browser to the Location of the IP SoftPhone Install Files

Complete these steps:

1. From the previous steps, you have the following web directory available:



2. If accessing over a web interface, you will need to bring down the customization files so the CiscoIPSoftphoneWebAdministrator executable will be able to reach them while running locally.

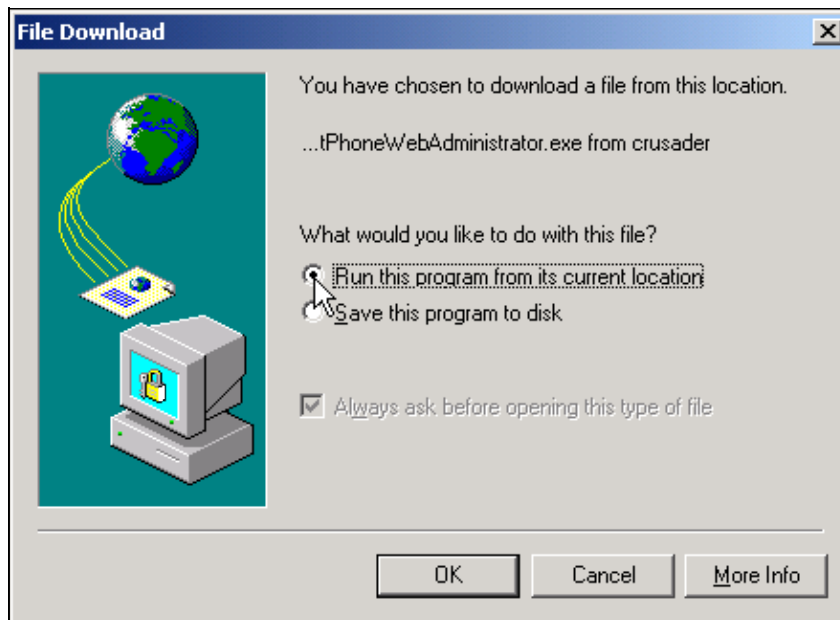
These customization files are: CCNSoftPhone.reg, DialingRules.rul, and Directories.dir. To download these files without having your web browser, try to open and run them by right clicking on the file and then clicking **Save target as...**

3. With the needed customization files downloaded, click **CiscoIPSoftphoneWebAdministrator** and move to the next task.

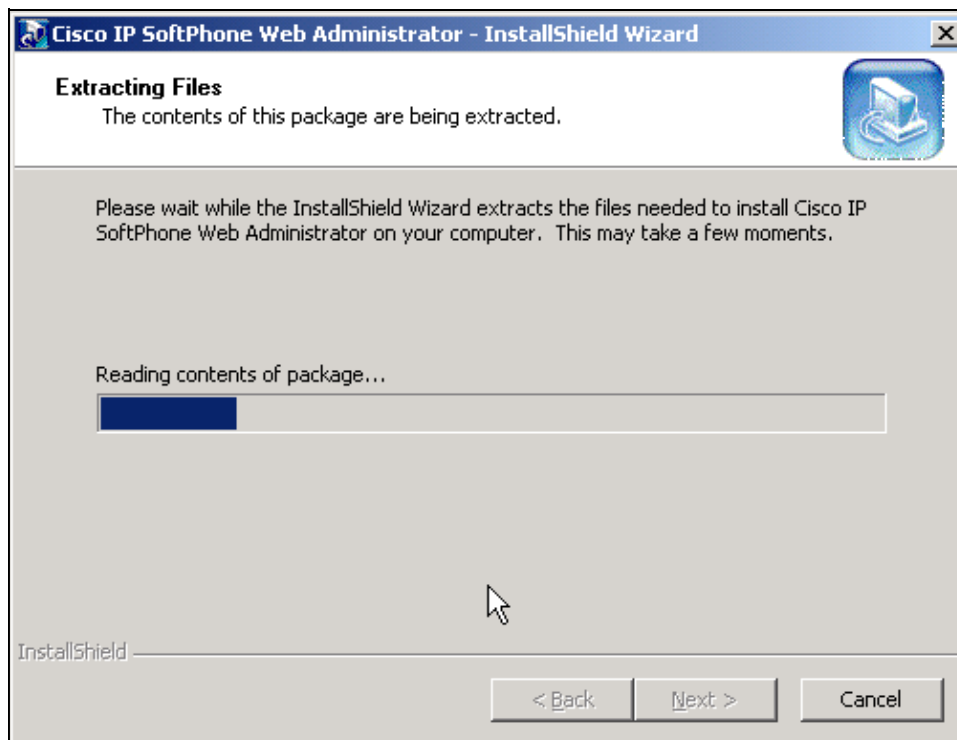
Launch CiscoIPSoftPhoneWebAdministrator.exe

Something similar to the following screen will appear. The program could be downloaded and run, but in this example you will run it directly from its current location.

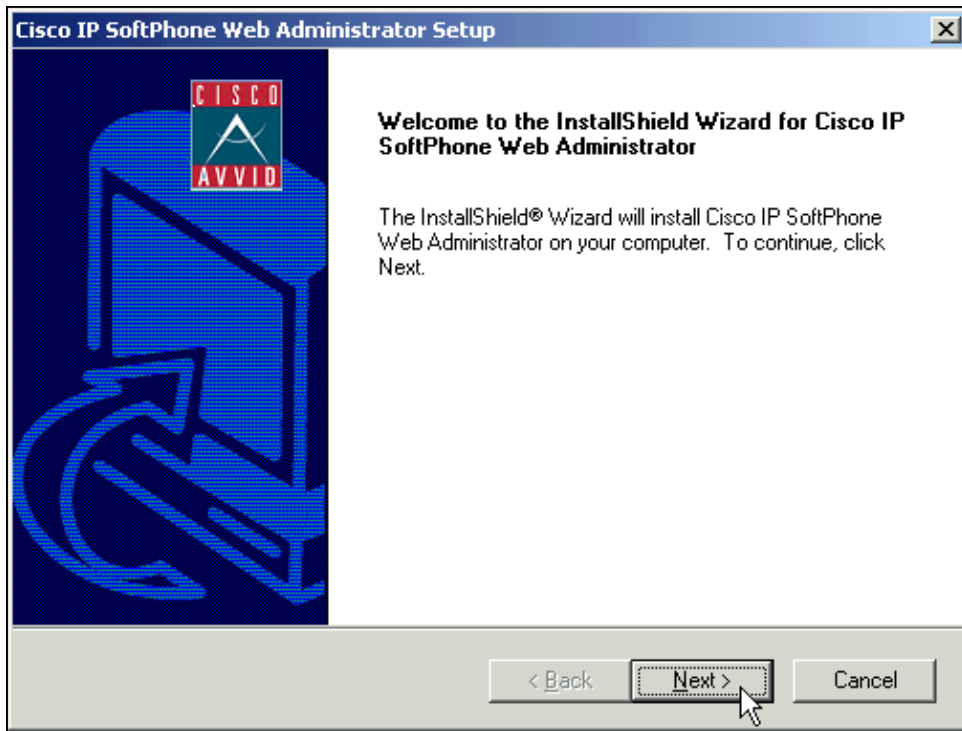
1. Choose **Run this program from its current location** and then click **OK**.



2. The Cisco IP SoftPhone Web Administrator – InstallShield Wizard appears after the executable runs. It will extract the files.



3. After reading the package contents, you will be prompted to continue. Click **Next**.



Save the One Click Install Image

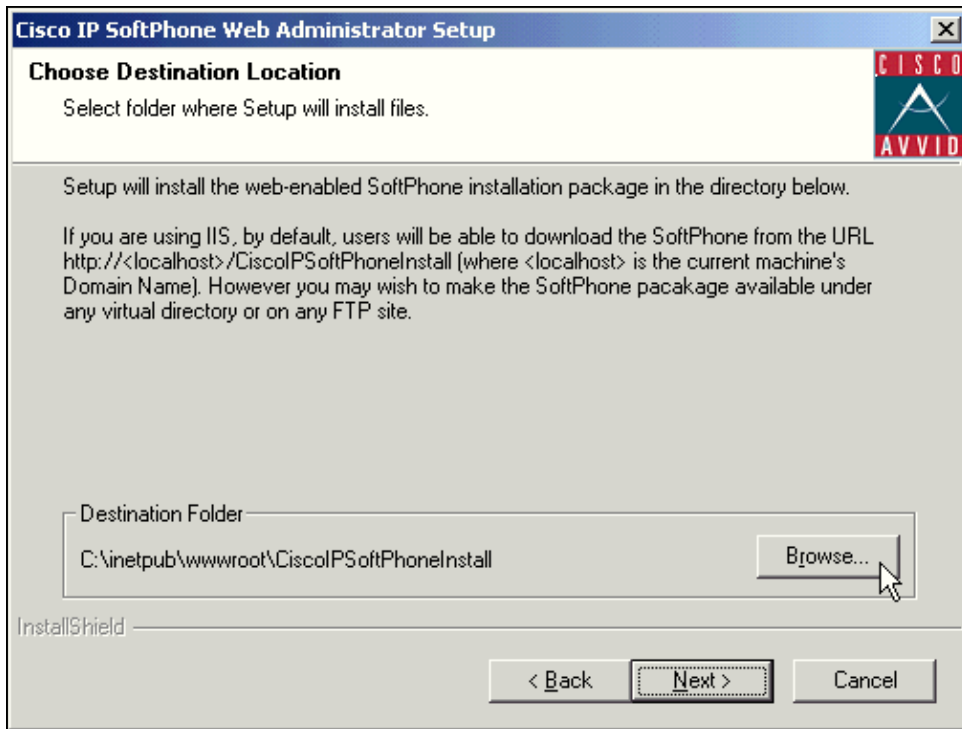
Complete these steps:

1. An informational popup screen will appear next with the following text:

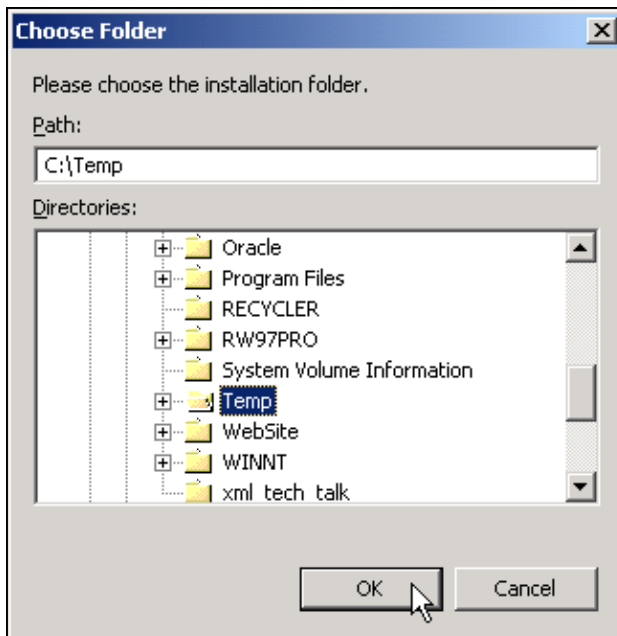
This setup program will prepare the Cisco IP SoftPhone web-enabled installation program for your web site. This program will extract customization information from the current system configuration. Alternatively, you may also specify a customization file that has already been generated by an Administrator on your network. You will need to have access to your web server virtual roots directory, as well as know the name of the web site for general users. This is where the users will be obtaining the files. If you normally copy to your web site via FTP transfer and do not have browser access to these folders, you may inform this setup program to copy the files to a temporary folder from where you will initiate the FTP transfer.

Note: For clarification of this example's scenario, refer to the Requirements section in this document.

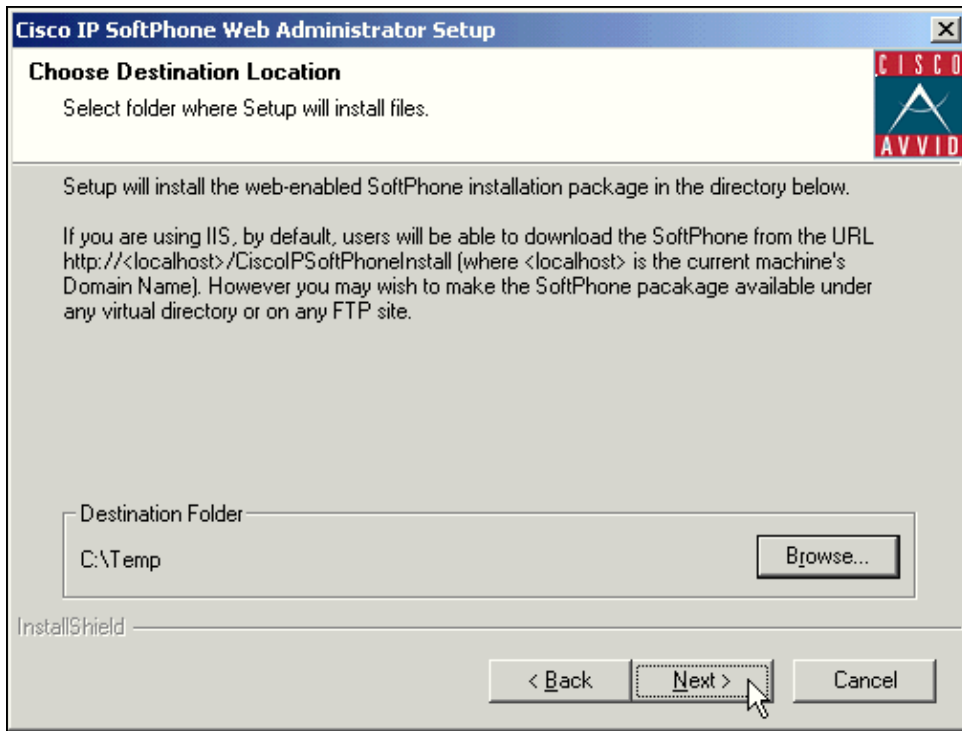
2. Click **Next**. The Choose Destination Location screen will appear. Click **Browse** to select the Destination Folder.



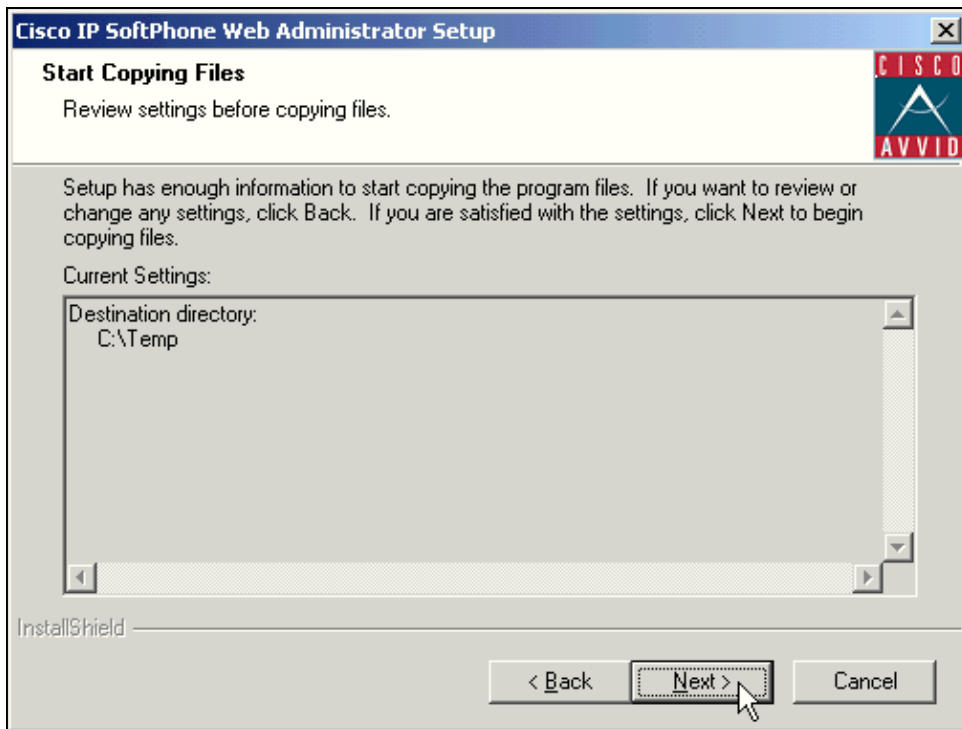
3. Since in this example you do not have access to the root directory of the web server, specify a local directory in which to place the files. After choosing the path, click **OK**.



4. You will see your Destination Folder displayed. Click **Next**.



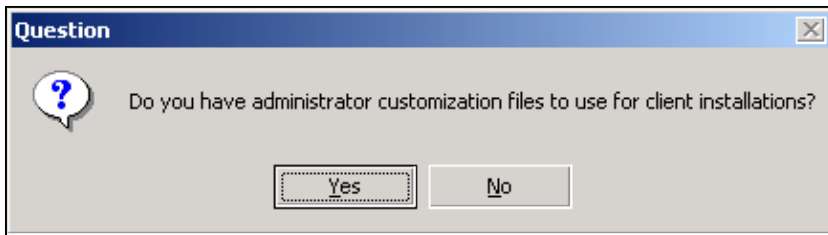
5. Click **Next** again to start copying the files.



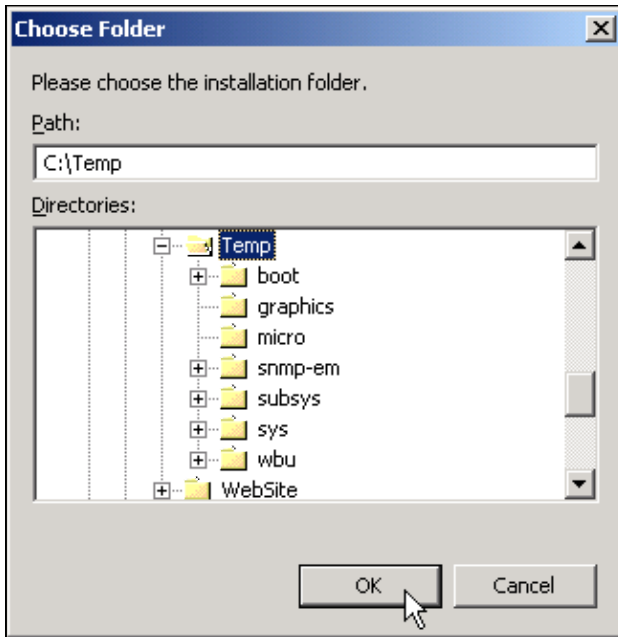
Apply the Customization Files

This example assumes the CiscoIPSoftphoneWebAdministrator executable is running on a system that is not configured with a working Cisco IP SoftPhone installation.

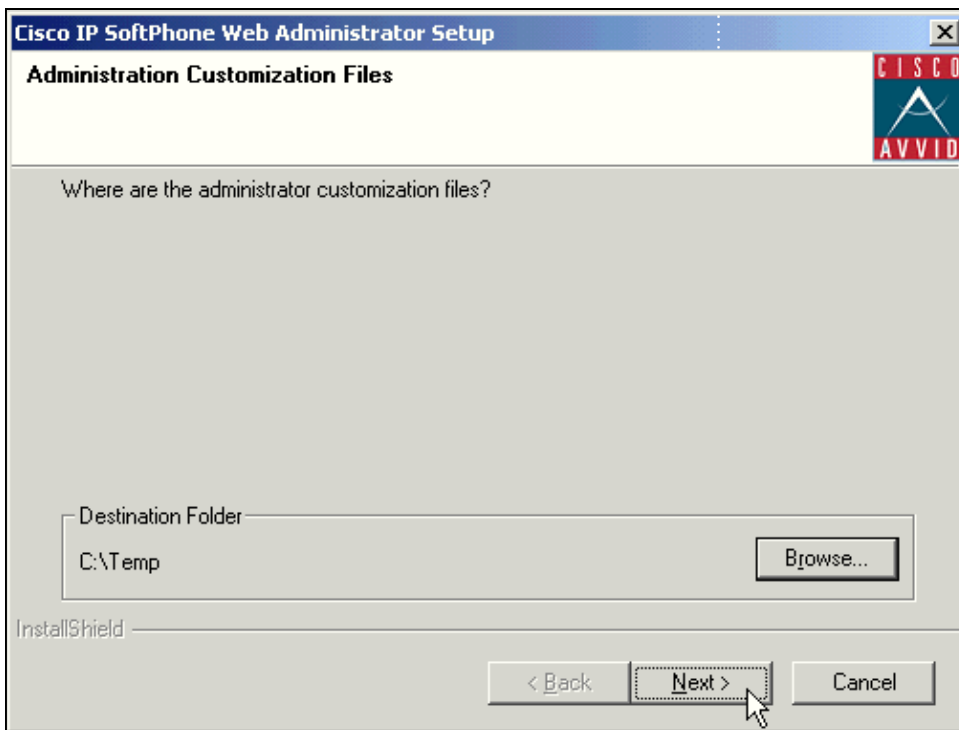
1. CiscoIPSoftphoneWebAdministrator can derive the information needed if the system it is running on has been configured for Cisco IP SoftPhone already.



2. Direct CiscoIPSoftphoneWebAdministrator to the location of the customization files by clicking **Browse**. Once you choose the path, click **OK**.

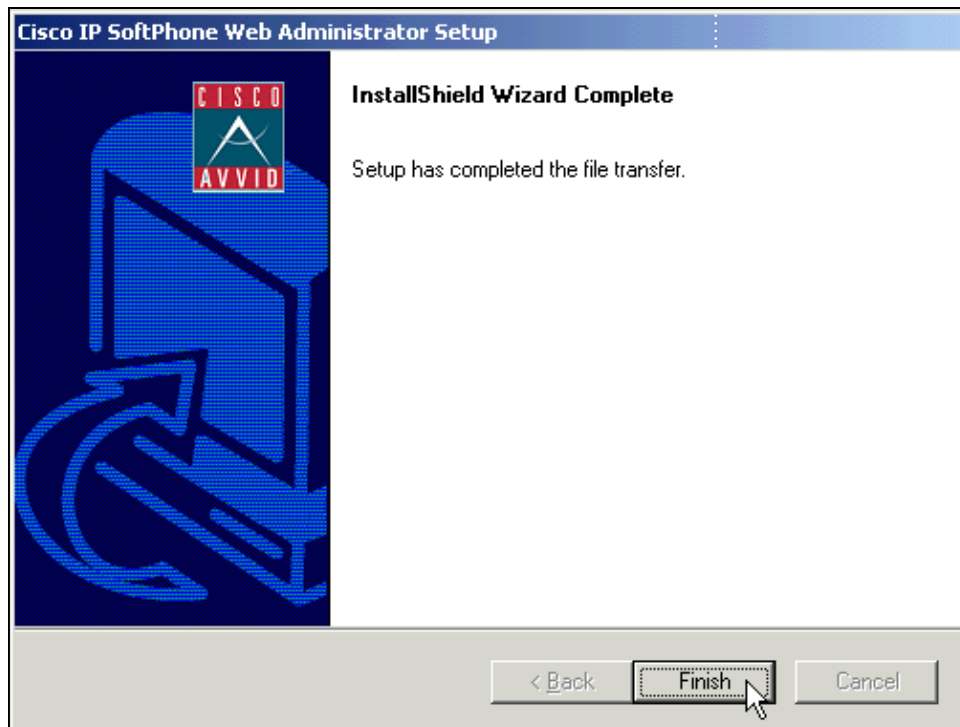


3. Click **Next** to continue.



Finish the Setup

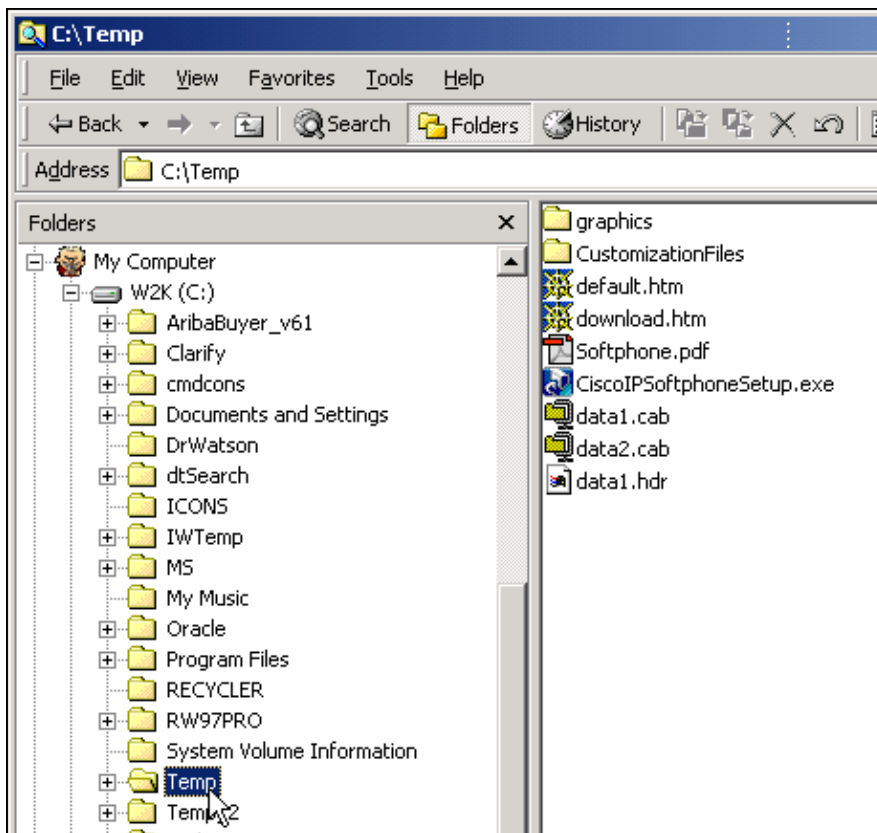
At this point, CiscoIPSoftphoneWebAdministrator has all the information it needs to create the installation files. Click **Finish** to continue.



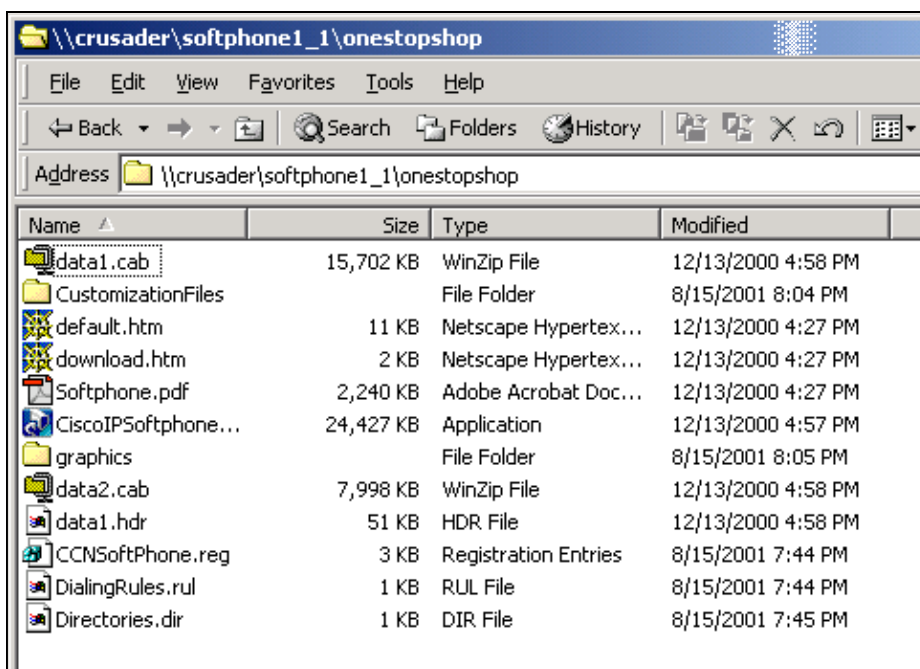
Copy the Installation Files to the Web Server

In this example, everything was placed in C:\Temp.

1. The contents display in the window as follows:



2. The next task is copying the files to a web server. In this case, a directory has been created on the Cisco CallManager web server called OneStopShop to hold the installable files.



3. Users should be able to use the URL http://crusader/softphone1_1/onestopshop to reach the install.
4. You have now completed this task.

Related Information

- **Voice Technology Support**
- **Voice and Unified Communications Product Support**
- **Recommended Reading: Troubleshooting Cisco IP Telephony**

• **Technical Support – Cisco Systems**

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Updated: Feb 02, 2006

Document ID: 17739
