PART ONE: CONFIGURING CUCM FOR INTEGRATION WITH CUPS

APPLICATION USERS (QTY. 4)

1. Create "CUPS-AXL" application user with membership to group Standard CCM Super Users
2. Create "CUPS-CTIGW" application user with membership to group Standard CTI Allow Control of All Devices
3. Create "CUPS-Deskphone" application user with membership to group Standard CTI Allow Control of All Devices
4. Create "CUPS-PhoneMsg" application user with membership to group Standard CTI Allow Control of All Devices

USER AND DEVICE CONFIG ON CUCM

1. Configure the phone devices, and associate a Directory Number (DN) with each device
    a. Check Allow Control of Device from CTI to allow the phone to interoperate with the CUPC client.
2. Configure the users, and associate a device with each user.
    a. If you are planning to deploy CUPC, make sure that the user ID value is unique for each user. The user ID is converted into the softphone device name, and if two users have the same softphone device name CUPC will not be able to derive the softphone device name, and as a result, will not function properly.
3. Associate a user with a line appearance
4. Add users to Standard CTI Enabled user group
5. You will also need to assign license capabilities under System > Licensing > Capabilities Assignment

CONFIGURE CUPS AS APPLICATION SERVER IN CUCM

- System > Application Server > Add New CUPS and set the name to the hostname of the server and IP address for URL.
- *Note: Some Cisco documentation says this step is unnecessary since the CUPS server will actually create this in CUCM via AXL.*

CONFIGURING THE PRESENCE SERVICE PARAMETER

***Note**: You can only enable the Inter-Presence Group Subscription parameter when the subscription permission for the default Standard Presence Group, or any new Presence Groups, is set to Use System Default. To configure Presence Groups, select CUCM Admin > System > Presence Groups.*

1. Select CUCM Administration > System > Service Parameters.
2. Select CUCM server from the Server menu.
3. Select Cisco CallManager from the Service menu.
4. Select Allow Subscription for Default Inter-Presence Group Subscription in the Clusterwide Parameters (System - Presence).
5. Find CUP Publish Trunk and set to the name of the SIP trunk configured

CONFIGURING THE SIP TRUNK FOR CUPS

1. Select CUCM Administration > System > Security Profile > **SIP Trunk Security Profile**. Select Find.
2. Select **Non Secure SIP Trunk Profile**.
3. Verify that the setting for Device Security Mode is **Non Secure**.
4. Verify that the setting for Incoming Transport Type is **TCP+UDP**.
5. Verify that the setting for Outgoing Transport Type is **TCP**.
6. **Accept Presence Subscription** (checked)
7. **Accept Out-of-Dialog REFER** (checked)
8. **Accept Unsolicited Notification** (checked)
9. **Accept Replaces Header** (checked)

CONFIGURING THE SIP TRUNK SECURITY PROFILE FOR CUPS

***Note** You only configure one SIP trunk between a CUCM cluster and a CUPS cluster. After you configure the SIP trunk, you must assign that SIP trunk as the CUP PUBLISH trunk on CUCM by selecting CUCM Administration > System > Service Parameters.*

1. Select CUCM Administration > Device > **Trunk**. Select Add New.
2. Select SIP Trunk from the Trunk Type menu.
3. Select SIP from the Device Protocol menu. Select Next.
4. Enter CUPS-SIP-Trunk for the Device Name.
5. Select a device pool from the Device Pool menu.
6. In the SIP Information section at the bottom of the window, enter the dotted IP address.
    a. For the Destination Port,
    b. Select Non Secure SIP Trunk Profile from the SIP Trunk Security Profile menu.
    c. Select Standard SIP Profile from the SIP Profile menu.

VERIFYING THAT THE REQUIRED SERVICES ARE RUNNING ON CUCM

1. Select CUCM Serviceability > Tools > Control Center - Feature Services.
2. Select a CUCM server from the Server menu.
3. Make sure that the following services are running: **Cisco CallManager**, **Cisco TFTP** (if you are deploying CUPC softphone), **Cisco CTIManager** (if you are deploying CUPC in desk phone control mode), **Cisco AXL Web Service** (for data synchronization between CUPS and CUCM)