

Akkadian Console Admin Guide

4.9 — Last update: May 19, 2022

Akkadian Labs

Table of Contents

1. Introduction	1
2. 1. Requirements and Limitations.....	2
2.1. 1.1 System Requirements	3
2.2. 1.2 Application Support	4
2.3. 1.3 Network Requirements	5
3. 2. Setting up Cisco Communications Manager.....	6
3.1. 2.1 Required CUCM Services.....	7
3.2. 2.2 Creating CUCM Application User	8
3.3. 2.3 Setting up Emergency Service.....	9
4. 3. Installation & Setup	12
4.1. 3.1 Licensing Akkadian Console	13
4.2. 3.2 Select a Language	17
4.3. 3.3 Importing a Configuration	18
4.4. 3.4 Management Server Settings	19
4.5. 3.5 Cisco Unified Communications Manager Settings.....	20
4.6. 3.6 Device Settings	22
4.7. 3.7 Dial Rules Configuration.....	23
4.8. 3.8 Set Configuration Password	25
4.9. 3.8 Configure Emergency Service	27
5. 4. Application Control Menu	28
5.1. 4.1 Preferences.....	29
5.2. 4.2 Options	31
5.2.1. 4.2.1 Directory Source	33
5.2.2. 4.2.2 Directory Rules	35
5.2.3. 4.2.3 Microsoft Exchange	37
5.2.4. 4.2.4 Queue	39
5.2.5. 4.2.6 Parameters	41
5.3. 4.3 Updates.....	43
5.4. 4.4 View	44
5.4.1. 4.4.1 Change the Layout.....	45
5.4.2. 4.4.2 Restore Panels	46
5.4.3. 4.4.3 Reset Console Window	47
5.5. 4.5 Help	48
5.6. 4.6 Exit.....	49

1. Introduction

Akkadian Console™ provides a complete, stable solution for companies of any size across all industries. This flexible console is available in three deployment types: an unmanaged client, managed deployment, or web-based deployment.

2. 1. Requirements and Limitations

The following sections provide information and requirements your system must meet and limitations that apply when you install or upgrade Akkadian Console.

2.1. 1.1 System Requirements

Client hardware requirements of the Akkadian Console:

- 1 GHz Intel or AMD CPU
- 4 GB or greater RAM (**8 GB Recommended**)
- 16.0 GB disk space
- 100 Mbps network card
- 17-in. monitor or larger (recommended)
- Windows Small Fonts
- Windows 7 (32 and 64-bit) **and above**
<http://www.microsoft.com/en-us/download/confirmation.aspx?id=17851>
- Akkadian Console supports multiple DN partitions

Admin Permissions are needed to the following directory for users installing Akkadian Console:

- Windows 7 and Higher:
C:\Users\AppData\Local\akkadian Labs\akkadian Console

Supported End Devices:

Akkadian Console supports all phone models that are CTI enabled

2.2. 1.2 Application Support

Akkadian Console provides support for the following applications:

Application	Versions
Cisco Unified Communications Manager	10.x – 14.x

2.3. 1.3 Network Requirements

Akkadian Console communicates on the following ports:

Traffic	Port	Direction
Application Web Access	HTTPS:443	Inbound —> Akkadian Console Server
Communication to Cisco Communications Manager	HTTPS:8443	Outbound Akkadian Console Server —> CUCM
LDAP	TCP/UDP Ports 389/3268	Outbound Akkadian Console Server —> LDAP Server

3. 2. Setting up Cisco Communications Manager

Akkadian Console requires the following versions of Cisco Communications Manager in order for the application to operate:

- Cisco Communications Manager versions 10.x and above
- IP access to Communications Manager required

3.1. 2.1 Required CUCM Services

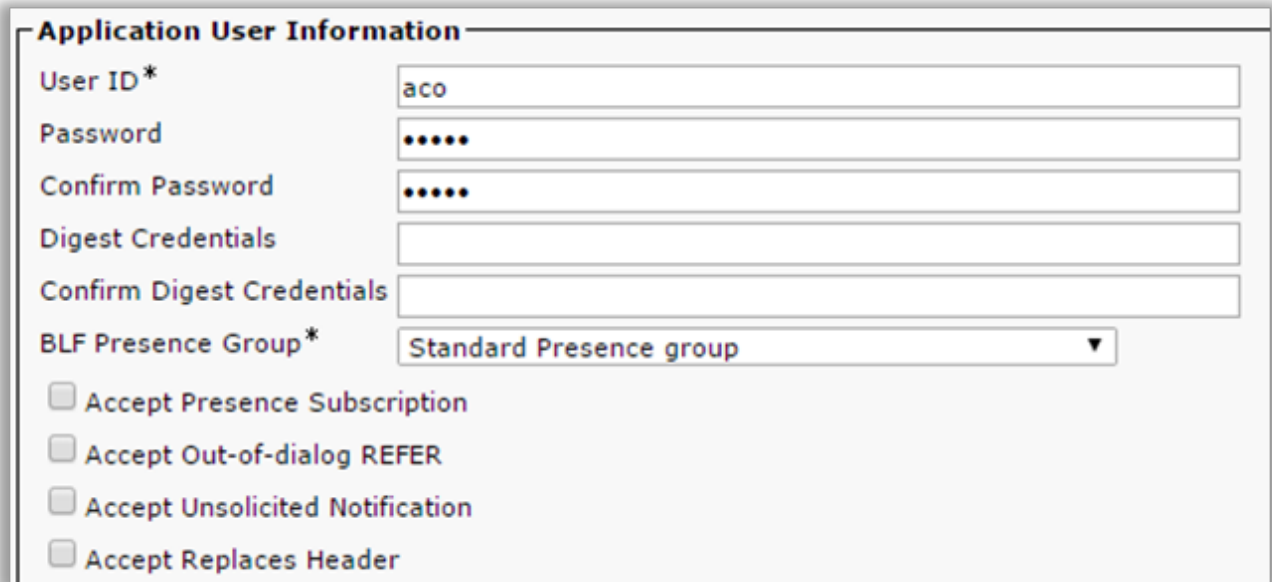
Akkadian Console requires the following items to be configured in Cisco Communications Manager in order for the application to operate:

- The Cisco **AXL Web** service is activated and started on all call processing nodes in the cluster.
- The Cisco **CTI Manager** service is activated and started on all call processing nodes in the cluster.

3.2. 2.2 Creating CUCM Application User

To create a New CUCM Application User for use with Akkadian Console:

1. Login to CUCM using the administrative access.
2. Navigate to the **User Management > Application User** page and Click **Add New**.
3. Create a new application user. (example “aco”)



Application User Information

User ID*

Password

Confirm Password

Digest Credentials

Confirm Digest Credentials

BLF Presence Group*

☐ Accept Presence Subscription

☐ Accept Out-of-dialog REFER

☐ Accept Unsolicited Notification

☐ Accept Replaces Header

4. Scroll down to **Permissions Information** and click on **Add to Access Control Group**.
5. Add the following groups to the application user:
 - Standard CTI Allow Call Monitoring
 - Standard CTI Allow Call Park Monitoring
 - Standard CTI Allow Control of All Devices
 - Standard CTI Allow Control of Phones Supporting Connected Xfer and Conf
 - Standard CTI Enabled
 - Standard TabSync User
 - Standard CCM Server Monitoring (Optional for [Queue Monitoring](#))

Click **Add Selected**.

Click **Save** at the bottom of the page when finished

3.3. 2.3 Setting up Emergency Service



This configuration is optional, Please setup your CER if you are planning to use Emergency Service in Console.

To setup CER in Call Manager please follow the instruction below.

Step 1 : Enable Emergency Call Handler

Enable the Emergency Call Handler feature on Cisco Unified Communications Manager. Emergency Call Handler provides essential emergency call features and supports a limited number of locations with phone location assignment by static configuration. If you require advanced emergency call features, such as a greater amount of specific locations or dynamic location assignment, consider Cisco Emergency Responder.

**Note**

Do not enable this feature if you are already using an external emergency calling solution such as Cisco Emergency Responder. If you decide to enable this feature, make sure you disable the external one.

Procedure

Step 1 From Cisco Unified CM Administration, choose **Call Routing > Emergency Call Handler > Emergency Location Configuration**.

Step 2 From the Emergency Location Configuration window:

- To enable the Emergency Call Handler feature, check the **Enable Emergency Location (ELIN) Support** check box. The setting default is Disabled. When enabled, the settings related to this feature appear in the Related Settings pane. You must configure these settings for the feature to work. Refer to the tasks below for further details on how to configure these related settings.
- To disable the Emergency Call Handler feature, uncheck the **Enable Emergency Location (ELIN) Support** check box.

Note If you disable this feature, all related settings that are configured will be removed. See the Related Settings Pane for all configured settings.

Note If you want to disable the feature and you have more than 500 devices associated with ELIN Groups, then you must manually delete the associations until there are fewer than 500 associations before you can disable the feature.

Step 3 Click **Save**.

Step 2: Configure Emergency Location Groups

Configure an Emergency Location (ELIN) Group for a particular site or location.

Before you begin

[Enable Emergency Call Handler](#)

Procedure

Step 1 From Cisco Unified CM Administration, choose **Call Routing > Emergency Call Handler > Emergency Location (ELIN) Group**.

Step 2 In the Emergency Location (ELIN) Group Configuration window, enter a name for the group in the **Name** field.

Step 3 In the **Number** field, enter the pool of DID numbers that are registered in the Public Safety Answering Point (PSAP).

Step 4 Click **Save**.

Step 3: Add a Device Pool to an Emergency Location Group

Configure device pools to use an Emergency Location (ELIN) Group.

Before you begin

[Configure Emergency Location Groups](#)

Procedure

- Step 1** From Cisco Unified CM Administration, choose **System > Device Pool**.
- Step 2** In the Find and List Device Pools window, if you are adding an existing device pool, click **Find** and choose the device pool from the list. If you are adding a new device pool click **Add New**.
- Step 3** In the Device Pool Configuration window, choose the ELIN group to which you want to add the device pool from the **Emergency Location (ELIN) Group** drop-down list. If you are adding a new device pool, fill out any other required fields.
- Step 4** Click **Save**.
-

Step 4: (Optional) Add Device to an Emergency Location Group

Configure a particular device to use a particular Emergency Location (ELIN) Group. If you want to use the device pool ELIN Group that is associated for this device, you can ignore this section.



Note

Configurations that are made at the device level will overwrite any configurations that were made at the device pool level.



Note

The devices that you add to the ELIN Group, should be added to the ELIN Group that represents the particular location at which those devices are located.

Before you begin

[Add a Device Pool to an Emergency Location Group](#)

Procedure

- Step 1** From Cisco Unified CM Administration, choose **Device > Phone**.
- Note** If you are using a type of phone that is not an IP phone, go to the relevant configuration page for that type of phone.
- Step 2** In the Find and List Phones window, if you are adding an existing device, click **Find** and choose the device you want to configure from the list. If you are adding a new device, click **Add New**.
- Step 3** If you are adding a new phone, choose the type of phone you want to add from the **Phone Type** drop-down list and click **Next**.
- Step 4** In the Phone Configuration window, choose the ELIN group to which you want to add the device from the **Emergency Location (ELIN) Group** drop-down list. If you are adding a new device, fill out any other required fields.
- Step 5** Click **Save**.

Step 5: Enable Route Patterns and Translation Patterns

Enable the Emergency Location (ELIN) service for a route pattern or a translation pattern.

**Note**

It is mandatory that you enable either route patterns or translation patterns, but it is possible to enable both.

Before you begin

[Add Device to an Emergency Location Group](#)

Procedure

Step 1 From Cisco Unified CM Administration, choose one of the following:

- To enable a route pattern, choose **Call Routing > Route/Hunt > Route Pattern**.
- To enable a translation pattern, choose **Call Routing > Translation Pattern**.

Step 2 In the Find and List Route Patterns or Find and List Translation Patterns window, click **Find** and choose a route pattern or translation pattern from the list.

Step 3 In the Route Pattern Configuration or Translation Pattern Configuration window, check the **Is an Emergency Services Number** check box.

Note Check this check box only if you are using Emergency Call Handler and not another external emergency calling solution such as Cisco Emergency Responder.

Step 4 Click **Save**.



for more information please follow the CISCO documentation

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/admin/11_5_1/featureConfig/CUCM_BK_C7DC69D3_00_cucm-feature-configuration-guide_115/CUCM_BK_C7DC69D3_00_cucm-feature-configuration-guide_115_chapter_0110000.html

4. 3. Installation & Setup

The first time Akkadian Console is started, it will run the **Akkadian Console Setup Wizard** to gather information required to integrate with Cisco Communications Manager. This section requires information from the [Setting up Cisco Communications Manager](#) section and should be completed by a system administrator

To install Akkadian Console:

1. Download the software from the Akkadian Labs Portal.
2. Follow the prompts to install the application



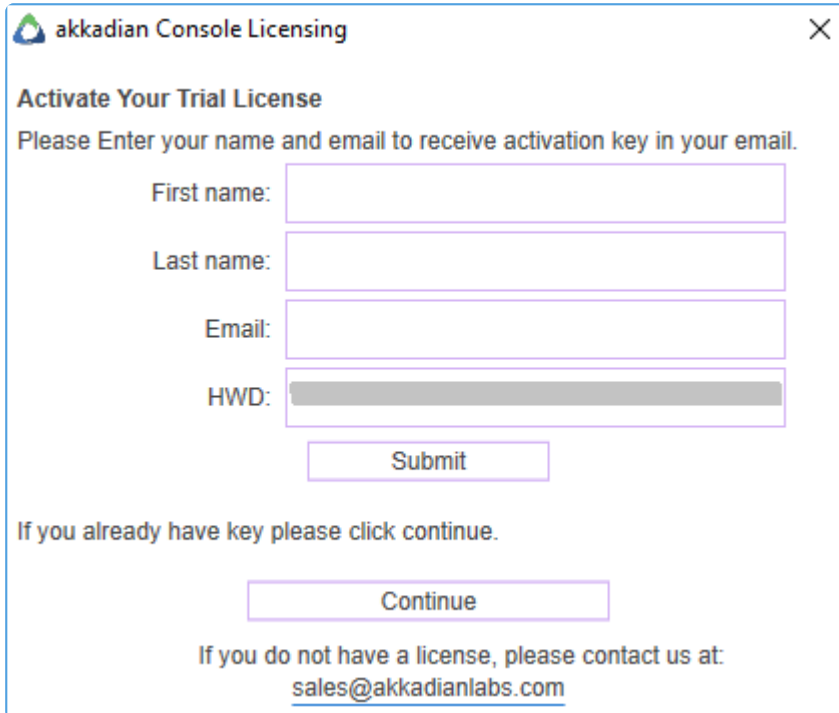
3. Once completed, launch Akkadian Console by double-clicking the icon that appears on your desktop and proceed to Section 3.1.

4.1. 3.1 Licensing Akkadian Console

After installing Akkadian Console, you will receive a prompt to license the application.

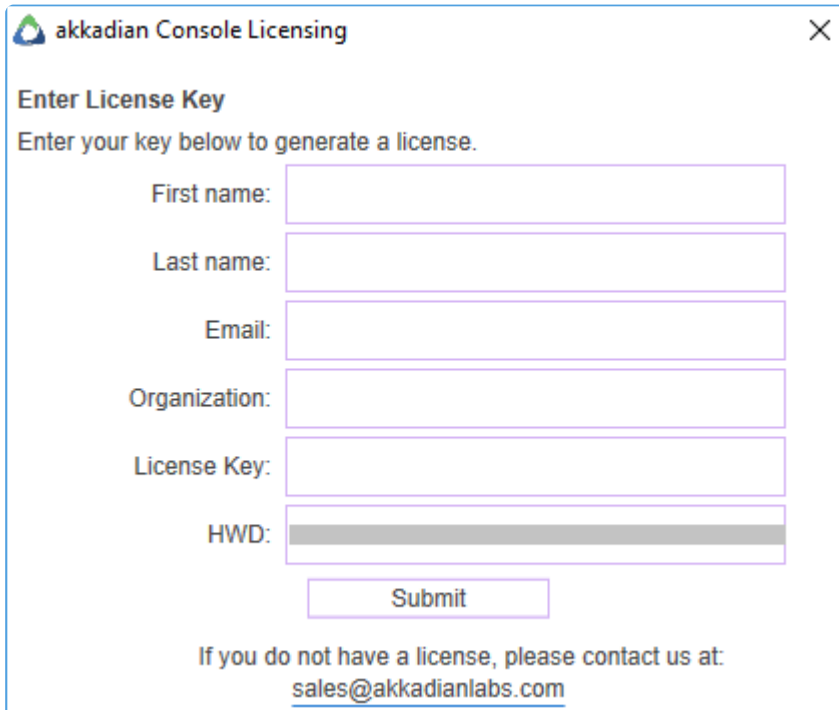
To license Akkadian Console:

1. Enter your **First Name**, **Last Name**, and **Email** to receive an activation key via email



The dialog box is titled "akkadian Console Licensing" and has a close button (X) in the top right corner. The main heading is "Activate Your Trial License". Below it, the text says "Please Enter your name and email to receive activation key in your email." There are four input fields: "First name:", "Last name:", "Email:", and "HWD:". The "HWD:" field is a text area with a gray background. Below the input fields is a "Submit" button. At the bottom, there is a "Continue" button and a note: "If you already have key please click continue." At the very bottom, it says "If you do not have a license, please contact us at: sales@akkadianlabs.com".


2. If you have a full or trial license key, click **Continue**
3. Enter your **First Name**, **Last Name**, **Email**, **Organization** and **License Key**



The dialog box is titled "akkadian Console Licensing" and has a close button (X) in the top right corner. The main heading is "Enter License Key". Below it, the text says "Enter your key below to generate a license." There are six input fields: "First name:", "Last name:", "Email:", "Organization:", "License Key:", and "HWD:". The "HWD:" field is a text area with a gray background. Below the input fields is a "Submit" button. At the bottom, there is a note: "If you do not have a license, please contact us at: sales@akkadianlabs.com".

4. Click **Submit** to continue

If you do not have access to import the license key from the machine, you need to generate and import an offline license

 **akkadian Console Licensing** ✕

Select a license file.

Hardware ID:

If you do not have a license, please contact us at:
sales@akkadianlabs.com

To generate an offline license:

1. Login to the **Customer Portal** and select the License key
2. Click **Generate License File** and fill out the required fields

Generate New License File

Generate license file for clients without access to Lifecycle

License Key	<input type="text"/>
Hardware ID	<input type="text"/>
Product	ACO
Version	4.0
License Type	Full
First Name	<input type="text"/>
Last Name	<input type="text"/>
Contact Name	<input type="text"/>
Email	<input type="text"/>
Organization	<input type="text"/>
Computer Hostname	<input type="text"/>
Company Domain Name	<input type="text"/>

CloseGenerate License

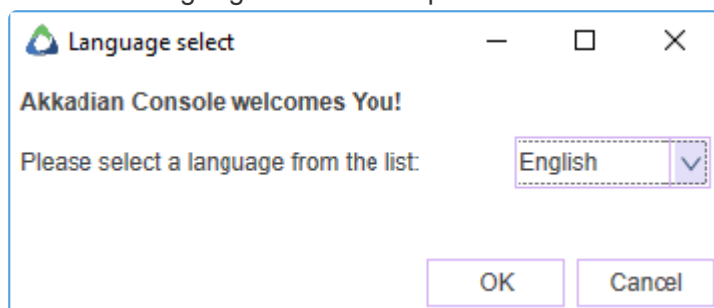
- Click **Generate License** and a license file will download on your machine

4. Import the downloaded file into the console

4.2. 3.2 Select a Language

To select a language:

1. Choose a language from the drop-down menu.

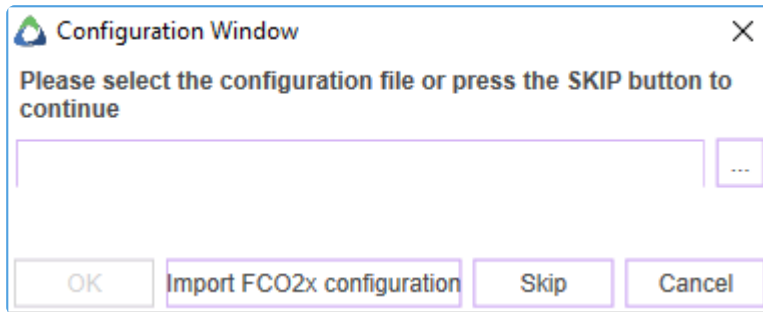


2. Select **OK**.

4.3. 3.3 Importing a Configuration

Once a single copy of the Akkadian Console is configured, you can import the same configuration settings when installing subsequent copies of the console on other machines.

Important: This step is optional. If you do not wish to import a configuration, press **Skip** and proceed to the next section.



To import an existing configuration:

1. For Akkadian Console version 3.x+, browse to import the **profile3.xml** file and click **OK**.
2. To import a configuration from version 2.x, click **Import FCO 2.x configuration**.
3. Locate the **profile.xml** file and click **OK**.
4. If this is your first setup and you do not have an existing **.XML** configuration file, select **Skip** from the **Configuration Window** to continue with a manual configuration.

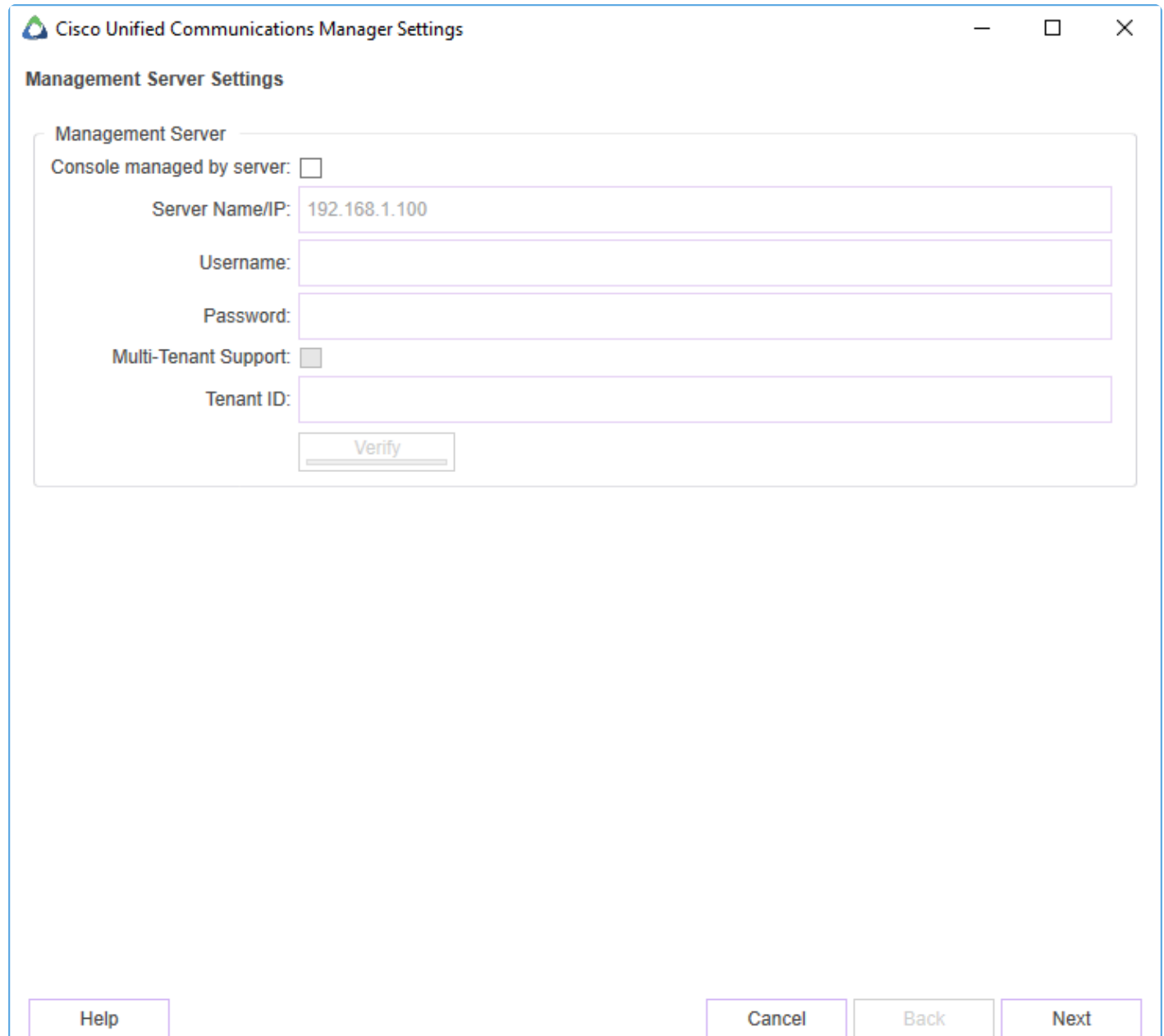
Note:

- If importing from an existing configuration, the profile3.xml file is located in the **C:\ProgramData\akkadian Labs\akkadian Console** folder
- If you import an existing configuration, you may need to change the monitored device. Once the installation is complete, go into the [Options](#) menu to switch the device.

4.4. 3.4 Management Server Settings

Akkadian Console version 4.3 and above provides an optional managed client/server model for centralized management and reporting

Note: This step is optional. If you do not wish to manage Akkadian Console with the [Console Server](#), click **Next** to continue.



The screenshot shows a window titled "Cisco Unified Communications Manager Settings". Inside, the "Management Server Settings" tab is active. The settings are as follows:

- Management Server** (Section Header)
- Console managed by server:** ☐
- Server Name/IP:** 192.168.1.100
- Username:** [Empty text field]
- Password:** [Empty text field]
- Multi-Tenant Support:** ☐
- Tenant ID:** [Empty text field]
- Verify** (Button)

At the bottom of the window, there are three buttons: **Help**, **Cancel**, and **Next**.

4.5. 3.5 Cisco Unified Communications Manager Settings

Below are the fields associated with integrating Akkadian Console with Cisco Communications Manager:

CUCM Configuration	
CUCM Server 1	Primary CUCM Server
CUCM Server 2	CUCM Server (Optional)
CUCM Server 3	Tertiary CUCM Server (Optional)
CUCM Application Username	CUCM Application User for JTAPI
Confirm Password	Confirm CUCM Application User Password


AXL Configuration	
AXL Server 1	Primary CUCM Server
AXL Server 2	Secondary CUCM Server (Optional)
AXL Server 3	Tertiary CUCM Server (Optional)
AXL Application Username:	CUCM Application User for JTAPI
AXL Application Password:	CUCM Application User Password

Voicemail Configuration	
Voicemail Transfer Prefix	Prefix for voicemail transfer pattern
Voicemail Pilot Number	Voicemail pilot number
Allowed Parking Partitions	Searchable CUCM Park Partitions

Partition Configuration	
Allowed Partitions	Searchable CUCM Partitions for Directories

To integrate Akkadian Console with Cisco Communications Manager:

1. Fill out all required fields marked in red in the following windows.

 Cisco Unified Communications Manager Settings

Cisco Unified Communications Manager Settings

CUCM Configuration

CUCM Server 1:

CUCM Server 2:

CUCM Server 3:

CUCM Application Username:

CUCM Application Password:

AXL Service Configuration

AXL Server 1:

AXL Server 2:

AXL Server 3:

AXL Service Username:

AXL Service Password:

Voicemail Configuration

Voicemail Transfer Prefix:

Voicemail Pilot Number:

Allowed Parking Partition:

Partitions Configuration

Allowed partitions:

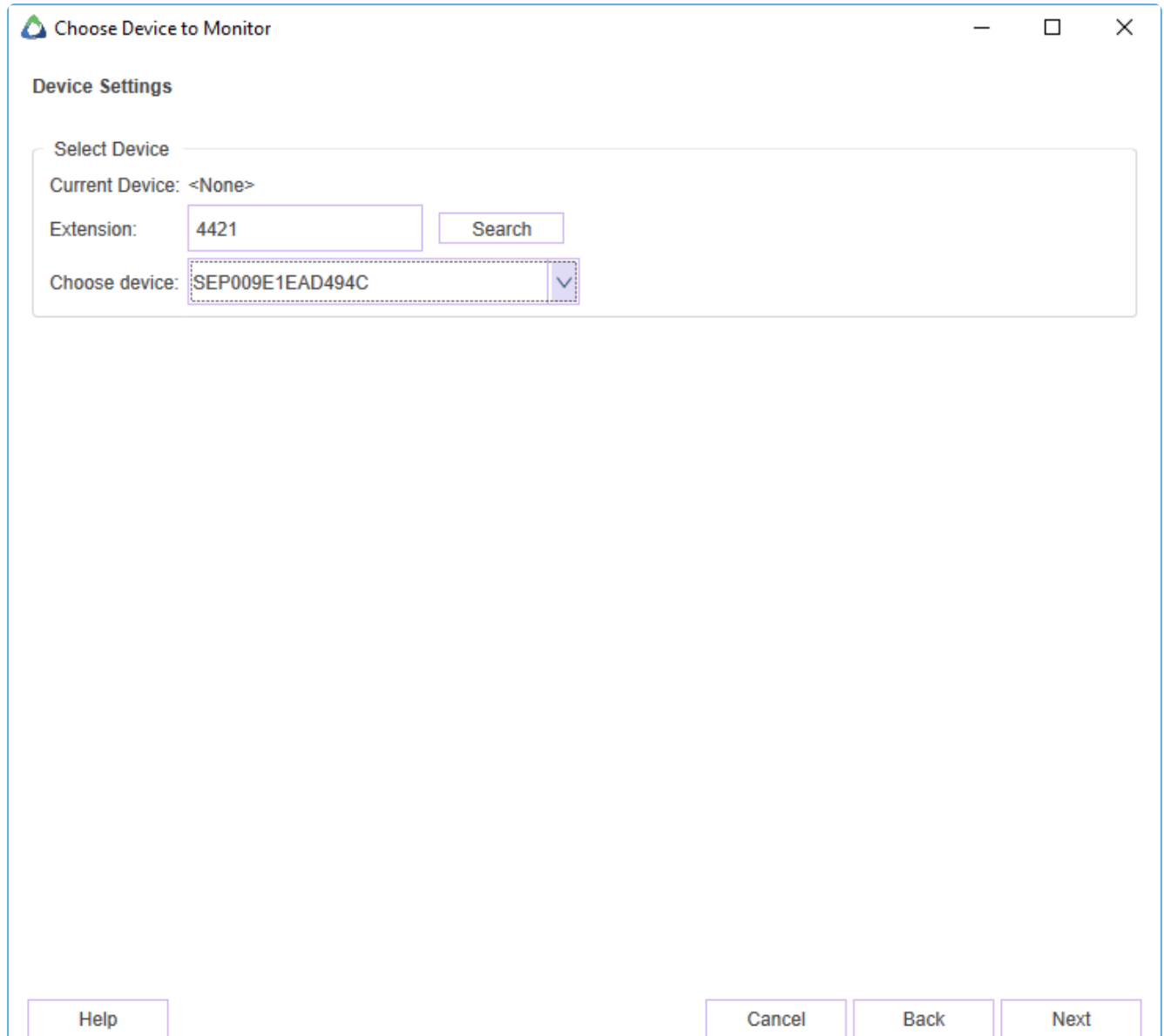
- Click **Next** to continue.

4.6. 3.6 Device Settings

Akkadian Console supports all phone models that are CTI enabled

To monitor a device in Akkadian Console:

1. Enter the extension of the device you would like to monitor
2. Click the **Search** button to locate the MAC address of the phone(s) associated with the extension.
3. From the **Choose device** field, use the drop-down menu to select the appropriate MAC address of the device you wish to control.



The screenshot shows a window titled "Choose Device to Monitor" with standard window controls (minimize, maximize, close) in the top right corner. Below the title bar is a section labeled "Device Settings". Inside this section, there is a "Select Device" area. It contains the text "Current Device: <None>". Below this, there is a label "Extension:" followed by a text input field containing "4421" and a "Search" button. Further down, there is a label "Choose device:" followed by a dropdown menu showing "SEP009E1EAD494C" with a downward arrow. At the bottom of the window, there are four buttons: "Help", "Cancel", "Back", and "Next".

4. Click **Next** to continue

4.7. 3.7 Dial Rules Configuration

Dial Rules manipulate the number dialed based on the rule created.

For example, an external telephone number in the **Directory**, **Speed Dial**, or **International Number** can be 10 or more digits, but a prefix of 9 or 9 and a country code is needed to make external calls.


Note: Both **Dial Rules** and [Directory Rules](#) support the use of RegEx for greater flexibility. This is initiated when the end-user enables the “**Apply after removing non-digits**” check box.

Below are the fields associated with creating Dial Rules in Akkadian Console.

Name	Populate the Name field with a descriptive name for the dial rule.
Begins With	Use this to specify which numbers the rule will apply to by matching the starting digits from left to right.
Length	Use this field to apply rules based on the length of the number. All characters including dashes, plus signs and numbers are counted in the length field.
Number of Front Digits to Remove	Strip digits from a number matched by a Dial Rule. Digits are removed from left to right.
Applied Prefix	Populate this field to prefix digits on numbers matching a Dial Rule. The Applied Prefix occurs subsequent to the Digits Removed function.
Ignore Characters	Populate to remove certain characters from a number.
Remove non-digit characters	To strip all non-numeric characters from a number. This must be applied if your telephone numbers contain non-numeric characters or the dial rules may not function properly.

To add a new Dial Rule:

1. Fill out all required fields (Test rule for International Dialing shown)

 Dial Rules Configuration

Dial Rules Configuration

Dial Rules

Name	Begins With	Length	Digits to Be Removed	Applied Prefix	Remove Non Digits	
International...	(33 852 44)	10,11,12	0	9011	False	

Rule Criteria

Name: * International Dialing

Begins With: * (33|852|44)

Length: * 10,11,12

Current Rule

Number of front digits to remove: * 0

Applied Prefix: 9011

Ignore characters:

Remove non-digit characters: ☐

Apply after removing non-digits: ☒

Test Rule

Enter Sample Number:

+(33) 12345-1234

Input Length: 16

Digit Count: 11

Result:

901133123451234

Add

Save

Delete

Enter any directory rules for your environment in the fields above and click Add.

Help

Cancel

Back

Next

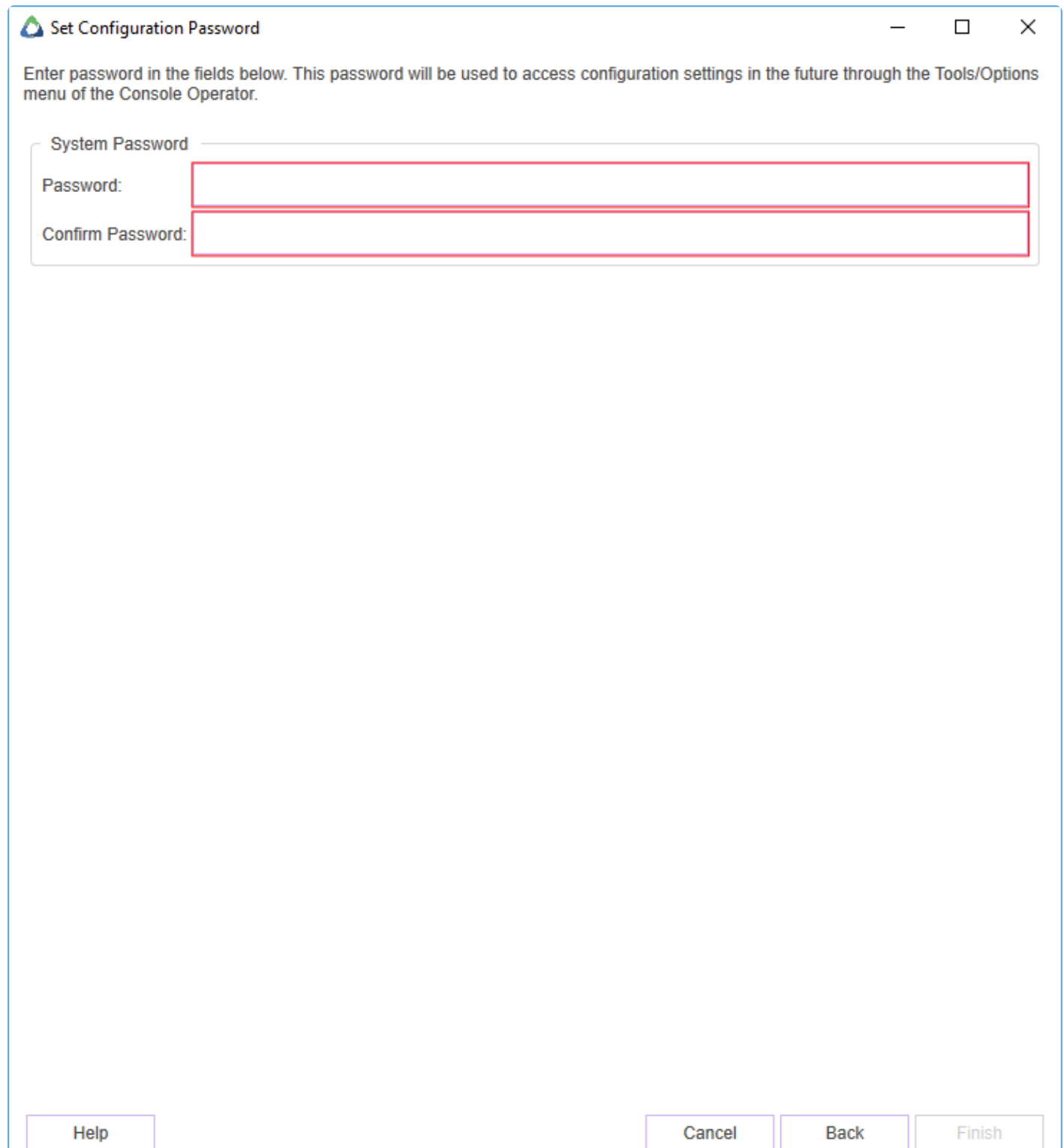
- Click **Add** and test the Dial Rule with a **Sample Number**. The **Input Length** and **Digit Count** should match the **Length** stated in the **Rule Criteria**
- Click **Save**
- Click **OK** to confirm changes or **Cancel** to close

Note: This step is optional. If you do not wish to set any rule or would like to do so at a later time, click **Next**.

4.8. 3.8 Set Configuration Password

Users can log into the console using their personal credentials, while administrators can access protected settings within the console using this **Configuration Password**.

Note The configuration password for Akkadian Console is saved locally to the machine



The screenshot shows a window titled "Set Configuration Password" with standard window controls (minimize, maximize, close) in the top right corner. Below the title bar, there is an instruction: "Enter password in the fields below. This password will be used to access configuration settings in the future through the Tools/Options menu of the Console Operator." Below this instruction, there is a section titled "System Password" which contains two input fields: "Password:" and "Confirm Password:". Both input fields are currently empty and have a red border. At the bottom of the window, there are three buttons: "Help", "Cancel", and "Finish". The "Help" button is on the left, and "Cancel" and "Finish" are on the right.

Set Configuration Password

Enter password in the fields below. This password will be used to access configuration settings in the future through the Tools/Options menu of the Console Operator.

System Password

Password:

Confirm Password:

Help Cancel Back Finish

Select **Finish** to complete the setup.

4.9. 3.8 Configure Emergency Service

Multiple emergency number can be setup to monitor emergency calls. Please follow the steps to configure Emergency service.

Akkadian Console Options

Management Server

CUCM

Device

Emergency Alerts

Directory Source

Directory Rules

Dial Rules

Microsoft Exchange

Queue

Options Permission

Parameters

Emergency

Emergency Extensions

Emergency Number	Partition	Device Name	Description
911	EMERGENCY-PT	EMERGENCY	Testing 911 CTI...
912	EMERGENCY-PT	EMERGENCY2	EMERGENCY2

Select Device

Current Device: EMERGENCY2

Extension:

912

Search

Choose device:

EMERGENCY2

EMERGENCY2 | CTI Route Point

▼

Add

OK


Cancel

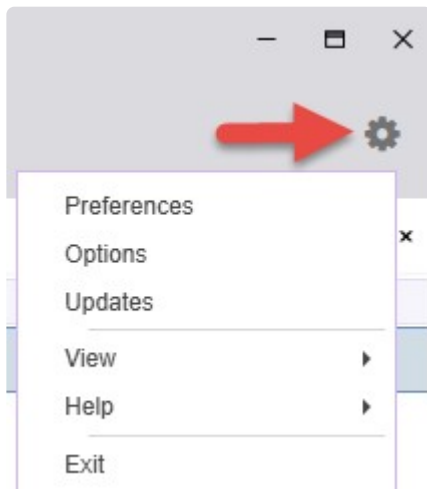
5. 4. Application Control Menu

The Akkadian Console **Application Control Menu** provides additional methods to customize the Akkadian Console interface.

The **Application Control Menu** consists of the following components:

Preferences	Modify various user settings
Options	Access protected console configuration settings
Updates	Check for console updates
View	Toggle between different layouts or restore hidden panels
Help	Access documentation and gather logs to assist with troubleshooting
Exit	Close the Application

The **Application Control Menu** can be accessed by clicking on the  icon located in the upper right-hand corner of the application





5.1. 4.1 Preferences

Preferences can be used to modify the following settings:

Font Size	Use the drop-down arrow to choose between sizes 10-18 font.
Font Style	Use the drop-down arrow to choose between Normal and Bold.
Language	Use the drop-down arrow to choose between English, Spanish and French.
Theme	Use the drop-down arrow to choose between Default, Expression Dark, or High Contrast.
Search Behavior	Use the drop-down arrow to choose between Start with and Contains.
Shortcut Keys	Define the keyboard shortcuts aCO will use to perform call control tasks
Launch on Startup	Launch the console after logging into the machine
Enable Directory Filter	Select a default department for directory search
Enable Legacy Search	Changes the directory to search by First Name, Last Name, and Number

To access Preferences in Akkadian console:

1. Click the  icon and go to **Preferences**.
2. Adjust the desired setting.
3. Press the **OK** button to confirm changes or press the **Cancel** button to close the preferences window.
4. To reset all changes to default, click the **Restore default** button.



Preferences ✕

User preferences

Font Size	12	▼
Font Style	Normal	▼
Language	English	▼
Theme	Default	▼
Search Behavior	Contains	▼
Shortcut Keys	Define	
Launch aCO On Start Up	<input type="checkbox"/>	
Enable Directory Filter	<input type="checkbox"/>	<input type="checkbox"/>
Enable Legacy Search	<input type="checkbox"/>	

Restore default

OK Cancel


5.2. 4.2 Options

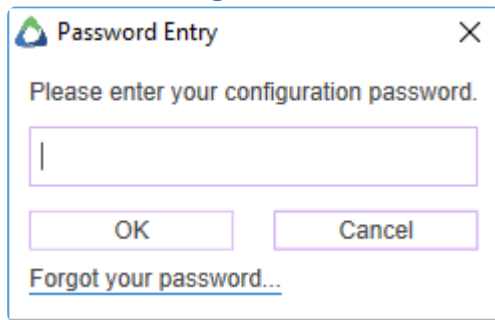
The **Options** allow admins to access protected console configuration settings.

Admin or Read & Execute Permissions are needed to the following directory for users updating Akkadian Console via the Options Menu:

- Windows 7 and Higher:
C:\ProgramData\akkadian Labs\akkadian Console

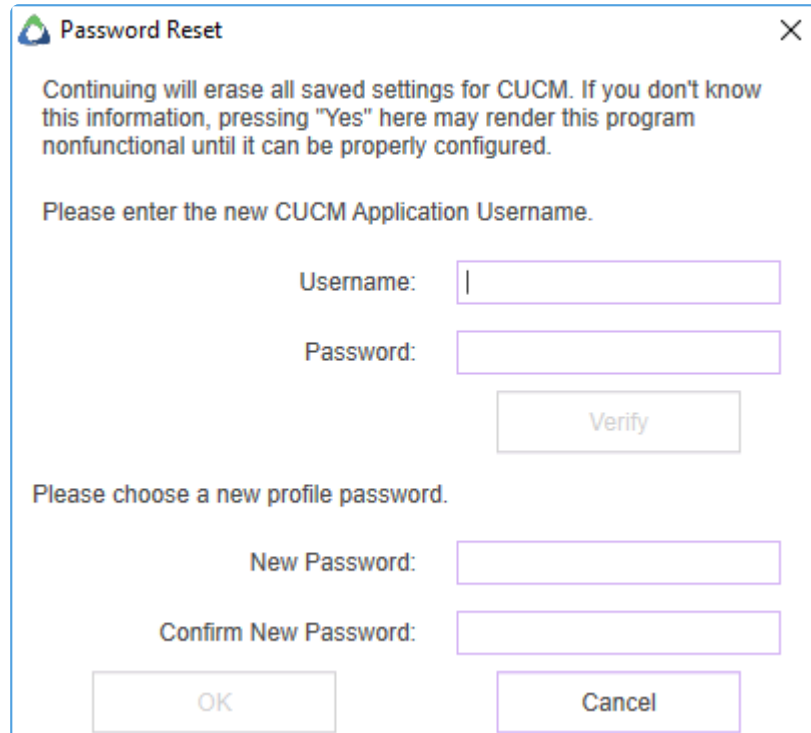
To access Options in Akkadian console:

1. Click the  icon and go to **Options**.
2. Enter the [Configuration Password](#)



3. Press **OK** to continue.

If you do not know or forgot the configuration password, click **Forgot your password** to access the **Password Reset** window to create a new configuration password



Password Reset [X]

Continuing will erase all saved settings for CUCM. If you don't know this information, pressing "Yes" here may render this program nonfunctional until it can be properly configured.

Please enter the new CUCM Application Username.

Username:

Password:

Please choose a new profile password.

New Password:

Confirm New Password:

Please refer to the [Installation & Setup](#) section for more information on the following sections also located in the **Options**:

- [Management Server](#)
- [CUCM](#)
- [Device](#)
- [Dial Rules](#)
- [Options Permission](#)

5.2.1. 4.2.1 Directory Source

Akkadian Console supports multiple Directory Sources with CUCM as the default. The **Directory Source** populates all users and directory numbers based on the CUCM end-user database.

Akkadian Console Options

Management Server

CUCM

Device

Directory Source

Directory Rules

Dial Rules

Microsoft Exchange

Queue

Options Permission

Parameters

Directory Source

Directory Source

☒ CUCM

☐ CSV File [Click to view the CSV-file template](#)

☐ Remote CSV File

☐ LDAP

☐ MySQL

☐ Microsoft SQL Server

☐ UDS

Directory Mapping

Map Directory:

Below are the following sources that can be integrated with Akkadian Console:

CUCM	Default. No additional configuration required.
CSV File	Select desired CSV file and Map the Directory
Remote CSV File	Specify the remote CSV location and Map the Directory
LDAP	Choose the Authentication Method and configure the options applicable to your environment.
MySQL	Enter the Connection String and configure the options applicable to your environment.
Microsoft SQL Server	Enter the Connection String and configure the options applicable to your environment.

UDS	Enter the User Data Source URL and Field Mapping according to your environment
-----	--

Click **OK** to confirm changes or **Cancel** to close

5.2.2. 4.2.2 Directory Rules


Directory Rules provide presence status to directory numbers that do not match the extension in Cisco Communications Manager.

For example, a user's telephone number in the directory may be the full E.164, but the actual extension in CUCM could be a shortened 5 digit extension. **Directory Rules** can be used to map the directory number to the extension to provide valid presence status.

Note: This step is optional. If you do not need to configure Directory Rules or would like to do so at a later time, click **Cancel**.

Please Refer to the [Dial Rules Configuration](#) section to review fields associated with creating Directory Rules in Akkadian Console.

To add a new Directory Rule:

1. Click the  icon and go to **Options**.
2. Enter the [Configuration Password](#)
3. Select **Directory Rules**
4. Fill out all required fields (E.164 to 5 digit conversion shown)

Akkadian Console Options

Management Server

CUCM

Device

Directory Source

Directory Rules

Dial Rules

Microsoft Exchange

Queue

Options Permission

Parameters

Directory Rules

Directory Rules

Name	Begins With	Length	Digits to Be Removed	Applied Prefix	Remove Non Digits	
E.164 conver...	+1	11	5		True	

Rule Criteria

Name: * E.164 conversion to 5 digits

Begins With: +1

Length: * 11

Current Rule

Number of front digits to remove: * 5

Applied Prefix:

Ignore characters:

Remove non-digit characters: ☒

Apply after removing non-digits: ☐

Test Rule

Enter Sample Number:

+1234567890

Input Length: 11

Digit Count: 10

Result:

67890

Add

Save

Delete

OK

Cancel

- Click **Add** and test the Directory Rule with a sample number. The **Input Length** and **Digit Count** should match the **Length** stated in the **Rule Criteria**
- Click **Save**
- Click **OK** to confirm changes or **Cancel** to close

5.2.3. 4.2.3 Microsoft Exchange

Akkadian Console can integrate with a **Microsoft Exchange** to display a user's calendar status.

In order for the Microsoft Exchange feature to operate the following items must be enabled:


- Microsoft Exchange Service Account being used has a Primary SMTP E-Mail address
- Microsoft Exchange Server has the Autodiscover Service enabled, for auto discover

Note: This step is optional. If you do not wish to integrate Akkadian Console with Microsoft Exchange, select **Cancel**.

Below are the fields associated with configuring Microsoft Exchange:

Exchange URL	Enter the Exchange web services URL or click Discover URL
User ID	Enter the user ID for an account with access to all Calendar Data
Password	Enter the password for the account
Exchange Version	Select the appropriate Exchange version

To configure Microsoft Exchange:

1. Click the  icon and go to **Options**.
2. Enter the [Configuration Password](#)
3. Select **Microsoft Exchange**
4. Enter the **Exchange Server** information
5. Click Validate to verify connectivity.

Akkadian Console Options

Management Server

CUCM

Device

Directory Source

Directory Rules

Dial Rules

Microsoft Exchange

Queue

Options Permission

Parameters

Exchange Settings

Exchange Server

Exchange URL:

User ID:

Password:

Exchange Version: Exchange2007_SP1

Discover URL

Validate

Exchange2007_SP1

Exchange2010

Exchange2010_SP1

Exchange2010_SP2

Exchange2013

Exchange2013_SP1

OK

Cancel

6. Press **OK** to confirm changes or press **Cancel** to close

5.2.4. 4.2.4 Queue

The **Queue Settings** in Akkadian Console displays Hunt Group statistics within the Console Interface.

Note: This step is optional. If you do not need to configure Queue Settings or would like to do so at a later time, click **Cancel**.


Akkadian Console requires the following items to be configured for the Queue Settings to operate:

- CUCM 10.x or higher
- The **Cisco Real Time Monitoring Tool (RTMT)** service activated
- The Hunt Group must have call queuing enabled

Below are the fields associated with creating the Queue Settings in Akkadian Console:

Service URL	URL to the current CUCM server. The server URL should reflect the following format: https://CUCM IP Address:8443/perfmonservice/services/PerfmonPort
Username	Enter the application username created in Call Manager
Password	Enter the application password created in Call Manager
Hunt Pilot Numbers	Enter the pilot numbers configured in Call Manager

To configure Queue Settings in Akkadian Console:

1. Click the  icon and go to **Options**.
2. Enter the [Configuration Password](#)
3. Select **Queue**
4. Fill out all fields for Queue Settings. **Hunt Pilot** numbers should be separated by a comma (,).

Akkadian Console Options

Management Server

CUCM

Device

Directory Source

Directory Rules

Dial Rules

Microsoft Exchange

Queue

Options Permission

Parameters

Queue settings

Queue Service Settings

Server URL:

https://:8443/perfmonservice/services/PerfmonPort

Username:

Password:

Hunt pilot numbers:

OK

Cancel

- Click **OK** to confirm changes or **Cancel** to close



Note: Akkadian Console Operator does not validate Hunt Pilot numbers. Please ensure the Hunt Pilot numbers entered are valid within CUCM.


5.2.5. 4.2.6 Parameters

Below are the fields associated with modifying Parameters:

AXL Request Chunk Size	The amount of returned rows per one AXL request. for example: if the chunk size is 100 and response contains 240 rows, the application receives 3 responses: 100 rows + 100 rows + 40 rows.
Displayed Speed Dials Limit	Maximum amount of speed dial items in the speed dial panel.
Displayed Directories Limit	Maximum amount of directory items in the directory dial panel.
Displayed Call History Limit	Maximum amount of call history items in the call history panel.
Parked Call Warning After (Sec)	Time span before the parked calls highlight becomes yellow.
Parked Call Error After (Sec)	Time span before the parked calls highlight becomes red.
Notes Retention Time (Sec)	When expired, this timer will remove notes from parked calls and active calls
Call Hold Time Warning After (Sec)	Time span before the warning color for calls on hold turns orange
Call Hold Time Error After (Sec)	Time span before the warning color for calls on hold turns red
Application Auto-Focus	Places the console to the forefront when a call is made to any monitored line.
Enable Debug Logging	Console client will be running in Debug Mode
Disable HLOG button	Removes the HLOG button from the application interface
Enable device selection	Select preferred monitored device after logging in

Enable Enhanced Blind Transfer	An enhanced transfer that mimics the device transfer
Use Cached Directory	For faster loading, the console reads the Directory Cache file on launch
Use Cached Device List	For faster loading, the console reads the Device Cache file on launch

To access Parameters in Akkadian console:

1. Click the  icon and go to **Options**.
2. Enter the [Configuration Password](#)
3. Select **Parameters**.
4. Adjust the desired settings.

Akkadian Console Options ✕

Management Server
CUCM
Device
Directory Source
Directory Rules
Dial Rules
Microsoft Exchange
Queue
Options Permission
Parameters

Application Parameters Settings

User Parameters


AXL request chunk size: - +
Displayed speed dials limit: - +
Displayed directories limit: - +
Displayed call history limit: - +
Call hold warning after (sec): - +
Call hold error after (sec): - +
Parked call warning after (sec): - +
Parked call error after (sec): - +
Notes retention time (sec): - +
HLog update interval (sec): - +
Application auto-focus: ☐
Enable Debug Logging: ☐
Disable HLOG Button: ☐
Enable device selection: ☐
Enable Enhanced Blind Transfer ☐
Use Cached Directory: ☐
Use Cached Device List: ☐

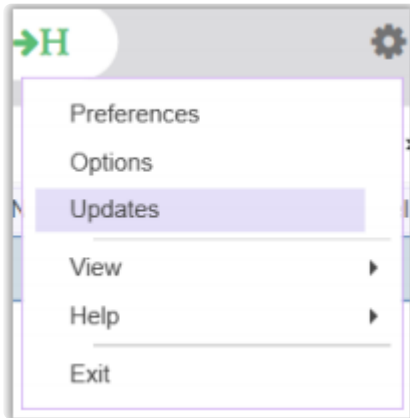
5. Click **OK** to confirm changes or **Cancel** to close

5.3. 4.3 Updates

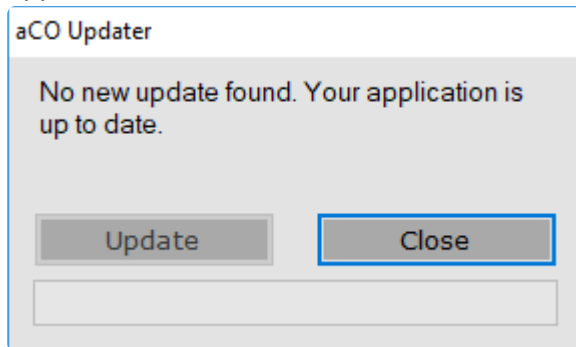
The **Updates** allow users or admins to update the console to the latest version

To check for updates in Akkadian Console:

1. Click on the icon  in the upper right-hand corner of the application.
2. Select **Updates**.



3. If an update is available, click **Update** to install. If no update is available, click **Close** to return to the application.



5.4. 4.4 View


The **View** menu allows you to quickly toggle the application between different layouts as well as restore hidden panels.

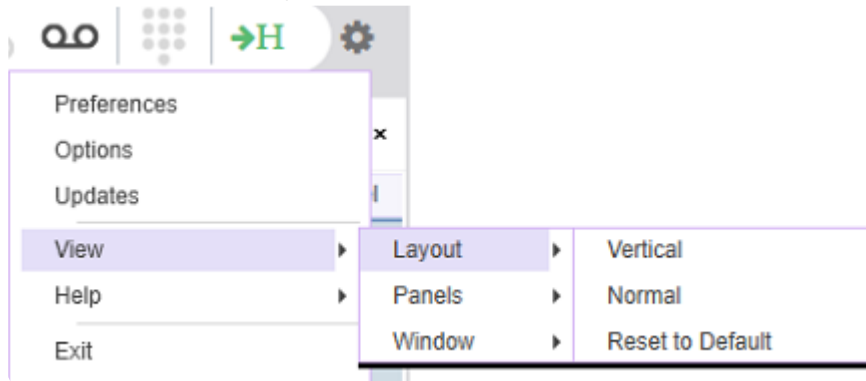
The View menu provides three different options:

Layout	Change the application panel layout
Panels	Used to restore hidden panels
Window	Reset the application Window to the default size

5.4.1. 4.4.1 Change the Layout

To change the layout:


1. Click the  icon and go to **View** .
2. Select **Layout**.
3. Select the desired Layout.

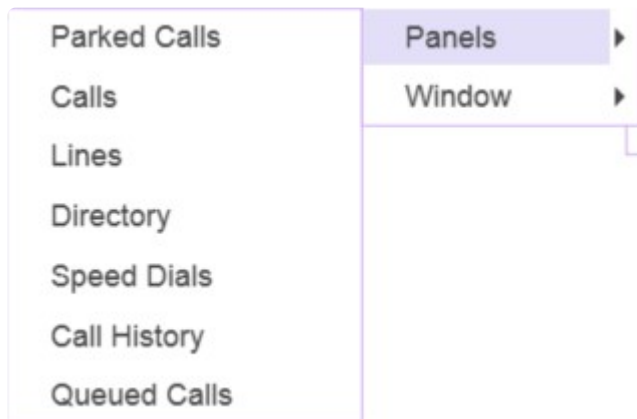


- **Vertical** – Organizes the panels in a vertical format.
- **Normal** – Resets the panels back to default, but does not update tabs within the panels.
- **Reset to Default** – Resets all panels and tabs back to the default layout.

5.4.2. 4.4.2 Restore Panels


To access the **Panels** menu:

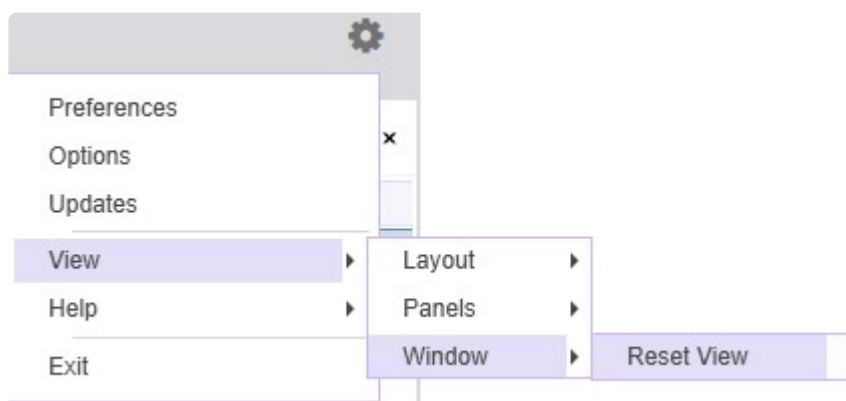
1. Click the  icon and go to **View**.
2. Select **Panels**.
3. Select the Panel to restore from the list.



5.4.3. 4.4.3 Reset Console Window

To reset the **Window** view:


1. Click the  icon and go to **View**.
2. Select **Window**.
3. Select **Reset View**.

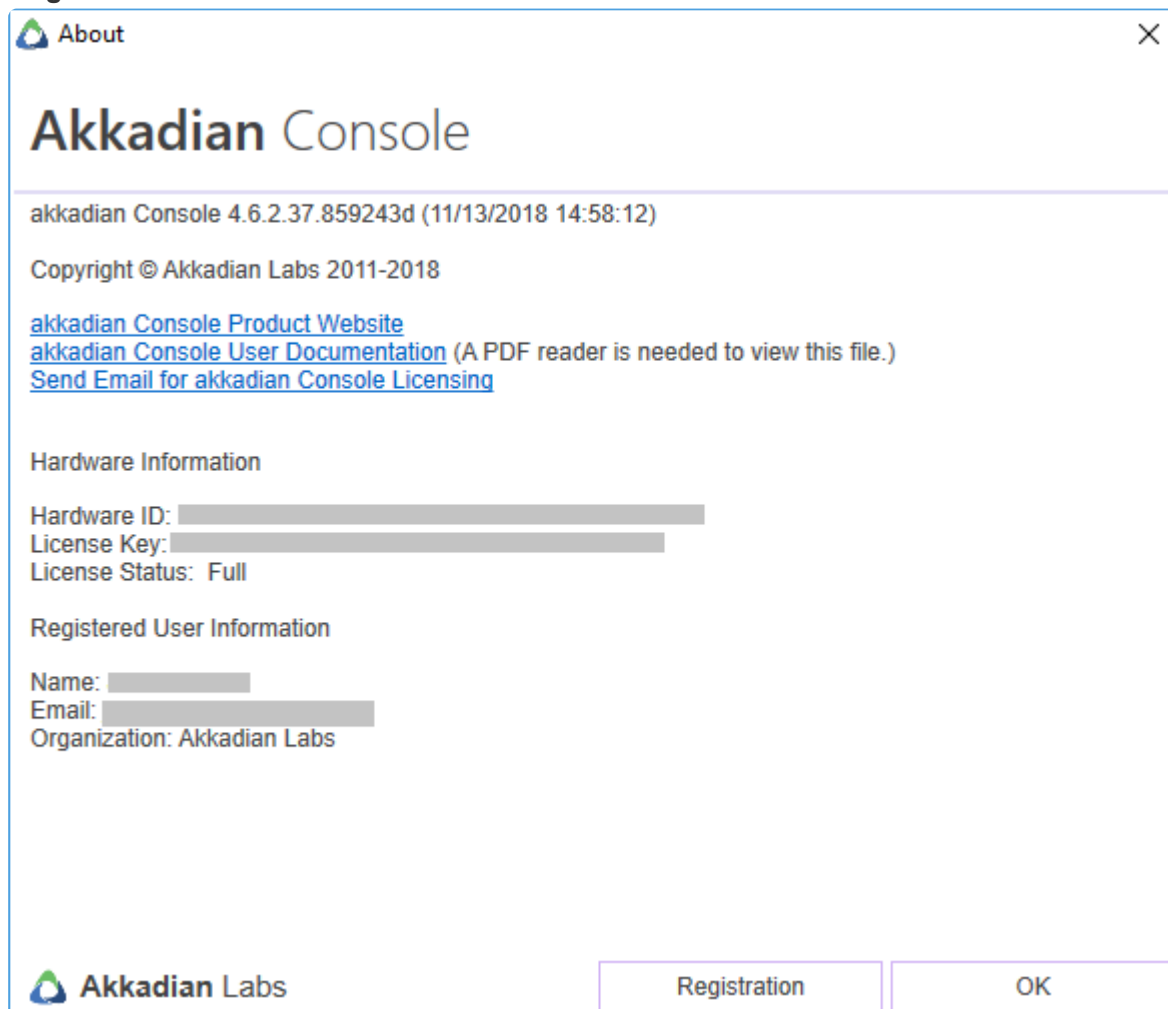


5.5. 4.5 Help

The **Help** section provides access to documentation and gathers logs to assist with troubleshooting.


To access the **Help** menu:

1. Click the  icon and go to **Help**.
2. Select from the following options:
 - **Online User Guide:** Access the [Akkadian Console User Guide](#) online
 - **Report a Bug:** This will gather all necessary log files and place them into a single .zip file on your desktop. These files can then be emailed to support@akkadianlabs.com for analysis.
 - **About:** View the **Akkadian Console Version**, link to the **Product Website**, **End User Documentation**, Send an email for **Akkadian Console Licensing** as well as the **Hardware** and **Registered User Information**.



5.6. 4.6 Exit

To **Exit** Akkadian Console:

1. Click the  icon and select **Exit**

