

Akkadian Console Operator Admin Guide

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Akkadian Labs

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1. Introduction

2. 1. Requirements and Limitations

2.1. 1.1 System Requirements

Client hardware requirements of the akkadian Console Operator:

- 1 GHz Intel or AMD CPU
- 1 GB or greater RAM
- 16.0 GB disk space
- 100 Mbps network card
- 17-in. monitor or larger (recommended)
- Windows Small Fonts
- Windows 7 (32 and 64-bit)
- akkadian Console Operator requires .NET 4.0 SP1 (comes pre-installed on Windows 7)
<http://www.microsoft.com/en-us/download/confirmation.aspx?id=17851>
- akkadian Console Operator supports a Windows Virtual Machine
- akkadian Console Operator supports multiple DN partitions

Permissions are granted for users to the following directory:

- Windows 7 and Higher: C:\Users\\AppData\Local\akkadian Labs\akkadian Console
Supported End Devices:
akkadian Console Operator supports all phone models that are CTI enabled

2.2. 1.2 Application Support

Akkadian Console Operator provides support for the following applications:

| Application | Versions |
|--------------------------------------|-------------|
| Cisco Unified Communications Manager | 10.x – 12.x |

3. 2. Setting up Cisco Communications Manager

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

3.1. 2.1 Required CUCM Services

Akkadian Console Operator requires the following items to be configured in Cisco Unified 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

Create a New CUCM Application User for Use with akkadian Console Operator:

1. To get started, log in to CUCM using the administrative access.
2. Navigate to User Management page: **Application User*> 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 to down Permission Information and click on Add to **Access Control Group.**
5. Add the user to the following Groups:
 - 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

4. 3. Installation & Setup

The first time akkadian Console Operator is started, it will run the initial configuration wizard to gather information required to integrate with Cisco Unified 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 Operator:

1. Download the software from the Akkadian Labs.
2. Follow the prompts to install the application
[screenshot]
3. Once completed, launch akkadian Console Operator by double-clicking the icon that appears on your desktop and proceed to Section 3.1.

4.1. 3.1 Select a Language

To select a language:

1. Choose a language from the drop-down menu.
2. Select **OK**.

4.2. 3.2 Importing a Configuration

Next, you will be presented with the option to import the configuration. Once a single copy of the akkadian Console Operator 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.

For directions on working with Centralized Configuration **.XML files**, please review .

To import an existing configuration:

1. For aCO version 3.x+, browse to the import file and click **OK**.
2. To import the configuration for aCO 2.x, click **Import FCO 2.x configuration**.
3. Locate the 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 Remote Configuration Window to continue with a manual configuration.

4.3. 3.3 Cisco Unified Communication Manager Settings

To integrate aCO with CUCM, complete the following task:

1. Fill out all required fields marked in red in the following windows.
2. Click **Next**.

[screenshot]

CUCM Configuration

| | |
|---------------|---------------------------------|
| CUCM Server 1 | Primary CUCM Server |
| CUCM Server 2 | CUCM Server (Optional) |
| CUCM Server 3 | Tertiary CUCM Server (Optional) |

Click **OK** when finished.

4.4. 3.4 Select a Device to Monitor

Enter the extension of the device you would like to monitor.

[Screenshot]

- Click the **Search** button to locate the MAC address of the phone(s) associated with the extension.
- From the **Choose device** field use the drop-down menu to select the appropriate MAC address of the device you wish to control.
- Click **OK** when finished.

4.5. 3.5 Configure Dial & Directory Rules

Dial and Directory rules can be used to manipulate telephone numbers in the console.

- **Dial Rules** – Manipulate the number dial based on the rule created.
- **Directory Rules** – Manipulate the Directory telephone number and is typically used to match the extension number in CUCM to provide presence.

[Screenshot]

| | |
|----------------------------------|---|
| 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 new Directory rule

1. After populating the desired fields, click **Add** to save the new dial/directory rule. It will now appear as an option under the Dial Rules Header
2. Test the Dial Rule, in the Test Rule section:
 - a. **Enter Sample Number:** Select the dial/directory rule and enter the Sample Number you would like to test.
 - b. **Test Rule:** Click this button to see what the result will be following the applied Dial Rule

If **Remove Non-Digit Characters** is checked, then this takes precedence over other rules. So, to match pattern **44-123-3456**, **Begins With** should be **44** instead of **+44**. This removes non-digit characters () and dashes (-), leaving a pattern of **441233456** for other rules

to use.

Click **OK** when finished.

4.6. 3.6 Set a Configuration Password

Choose a configuration password for the akkadian Console Operator. Users will log in to the console using their personal credentials, while administrators can access protected settings within the console using this configuration password.

[Screenshot]

Select **Finish**.

5. 4. Exchange Integration Configuration

Configure integration into Microsoft Exchange Server to display a user's calendar status.

To Configure Microsoft Exchange:

1. Click on the [icon] icon in the upper right-hand corner of the application.
2. From the menu, select **Options**.
3. Click the **Microsoft Exchange** tab.
4. Enter the **Exchange Settings** information:

| | |
|-------------------------|---|
| 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 |

1. Click **Validate** to verify connectivity.