

# Akkadian Console Server

3.2.0 — Last update: 2018/06/18

Akkadian Labs

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# 1. 1. Copyright and Trademarks

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## **2. 2. System Requirements**

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## 2.1. 2.1 Server Requirements

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**Hardware requirements of the Akkadian Console Server are:**

- 2× 2.4GHz CPU (32- or 64-bit CPU)
- 2+ cores for each CPU
- 8+ GB or greater RAM
- 100+ GB disk space
- 100 Mbps network card
- Windows 2008 R2 & 2012 R2
- The Console Server requires IIS 7 or higher, which should be installed and configured prior to the installation process.
- Akkadian Console Server is supported in virtual environments

***NOTE: Before you begin the installation process, ensure no other services are running on TCP port 80 or 443.***

## **2.2. 2.2 Console Operator Requirements**

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**Console Server is compatible with Console client version of 4.3 and above**

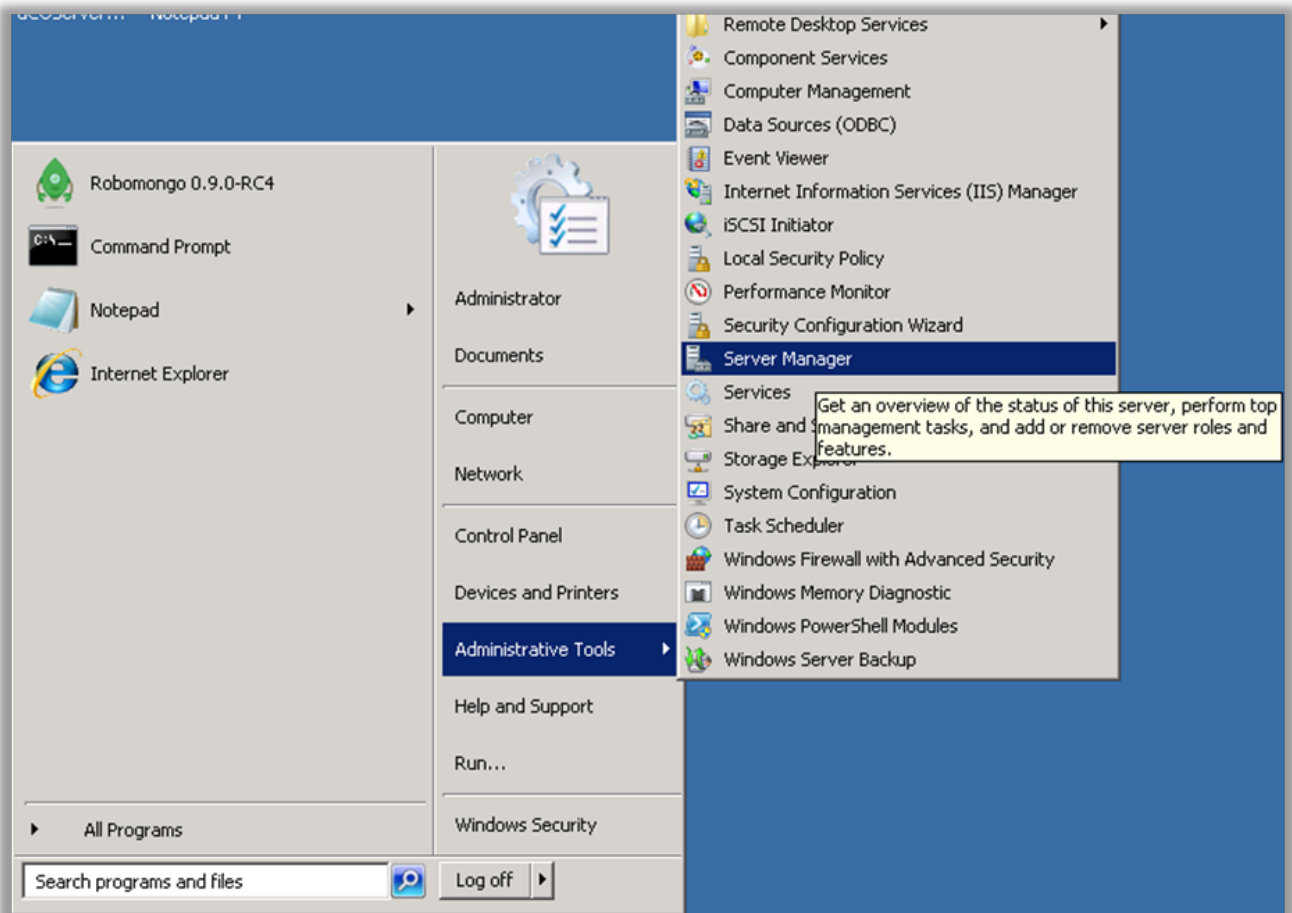
## **3. 3. Installing Prerequisites**

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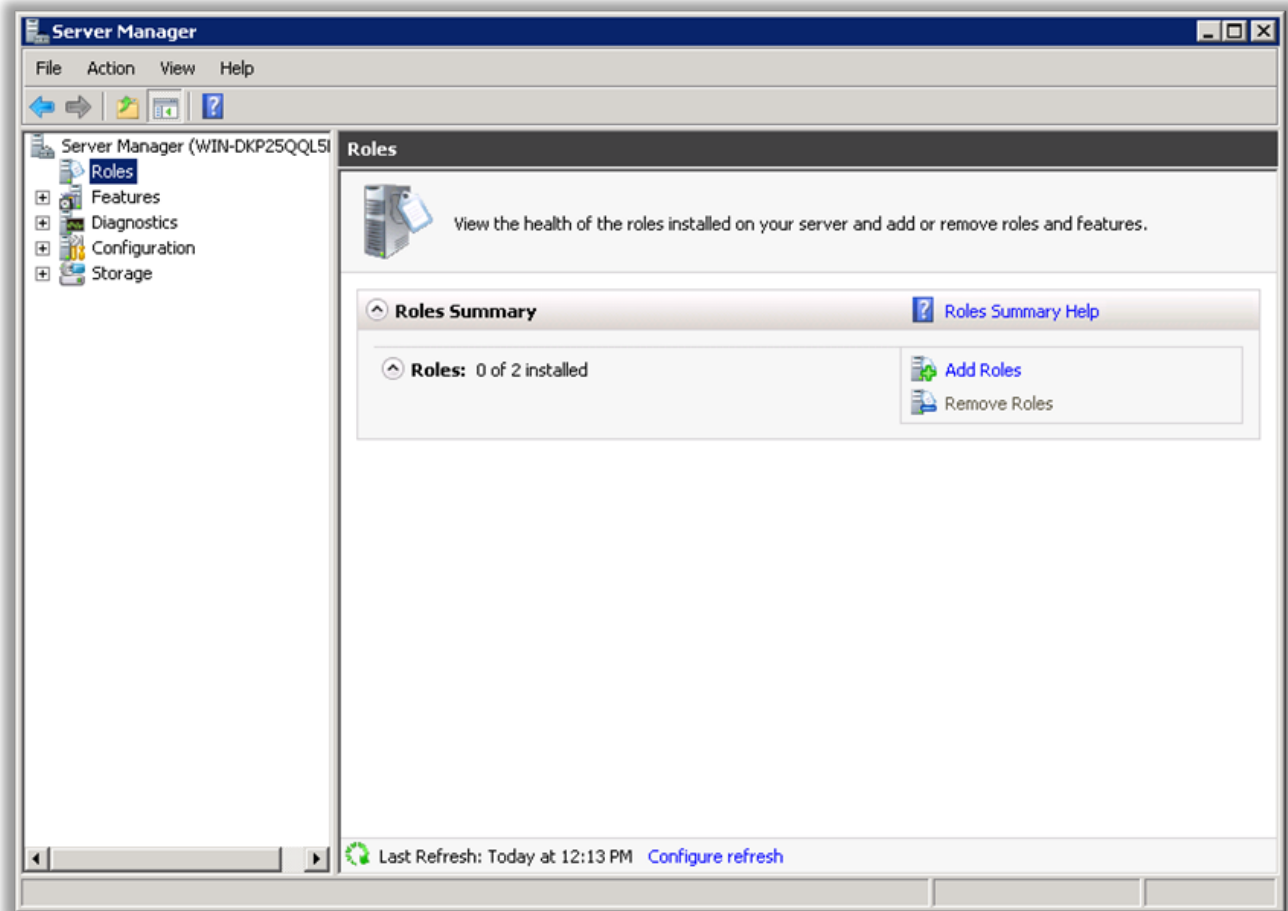
## 3.1. 3.1. Web Server (IIS) Setup

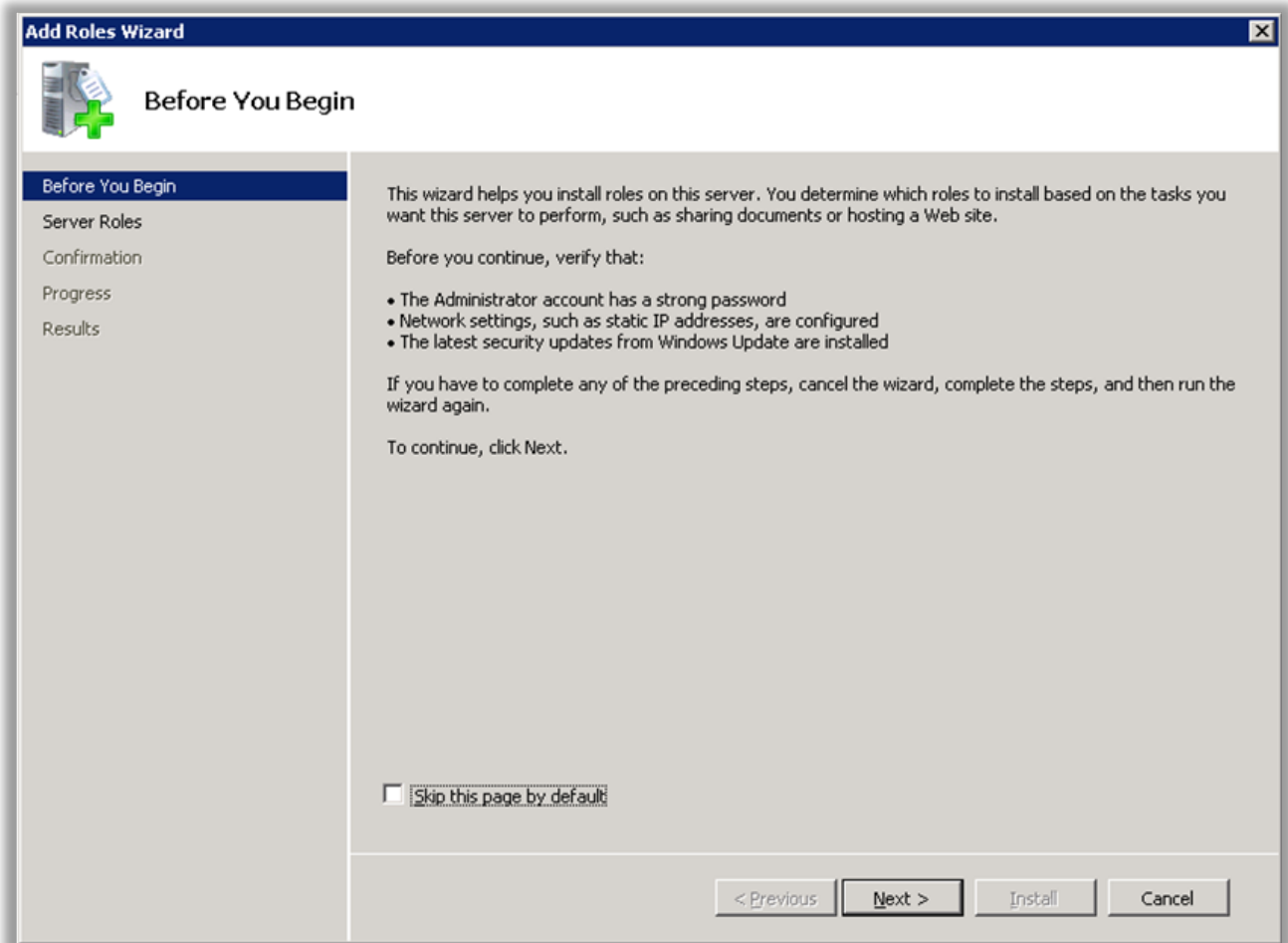
Prior to installing Console Server, please ensure that IIS has been installed and set up properly.

1. Go to Start > Administrative Tools > Server Manager.



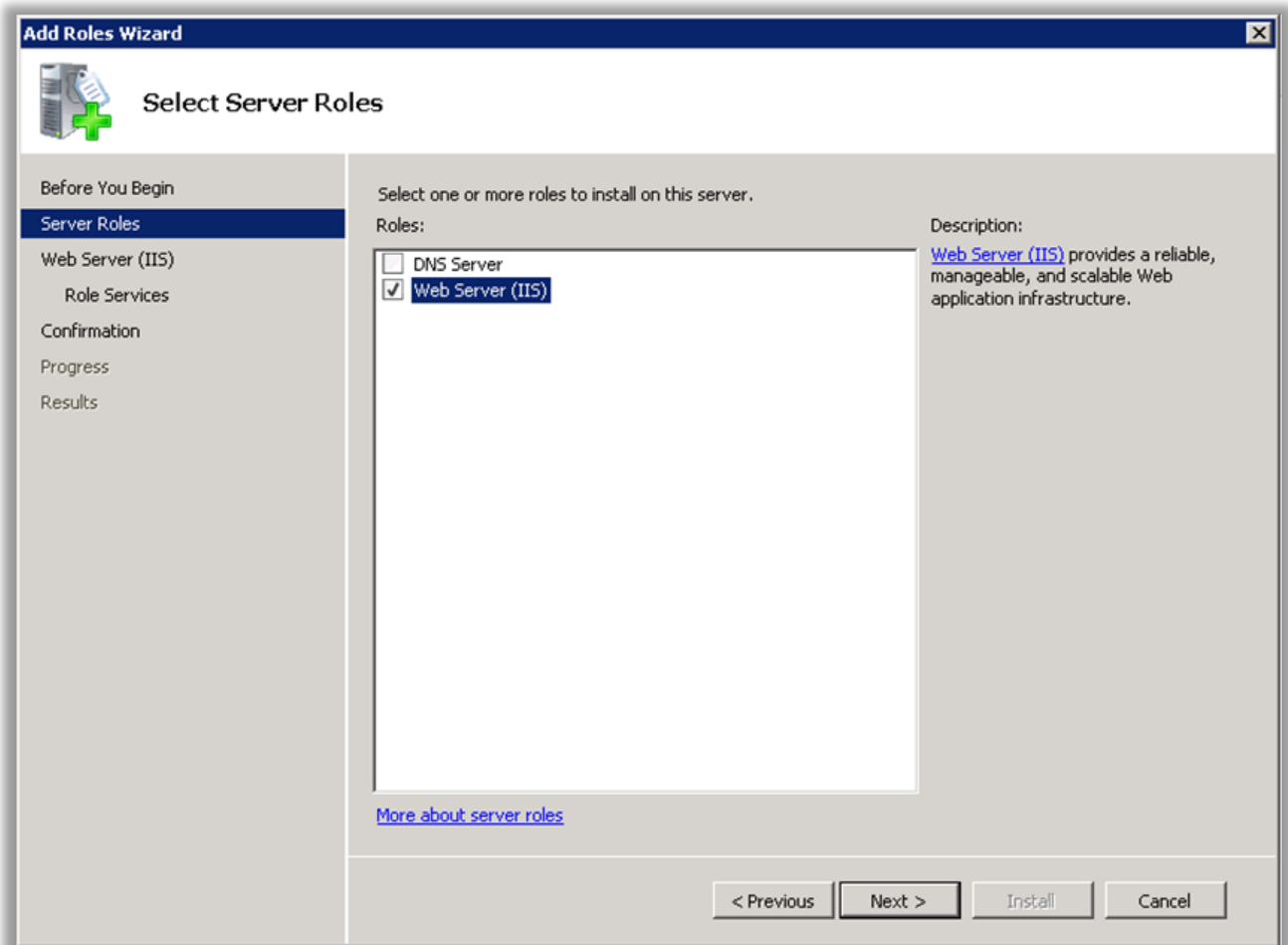
2. Select Roles under Server Manager and then click Add Roles





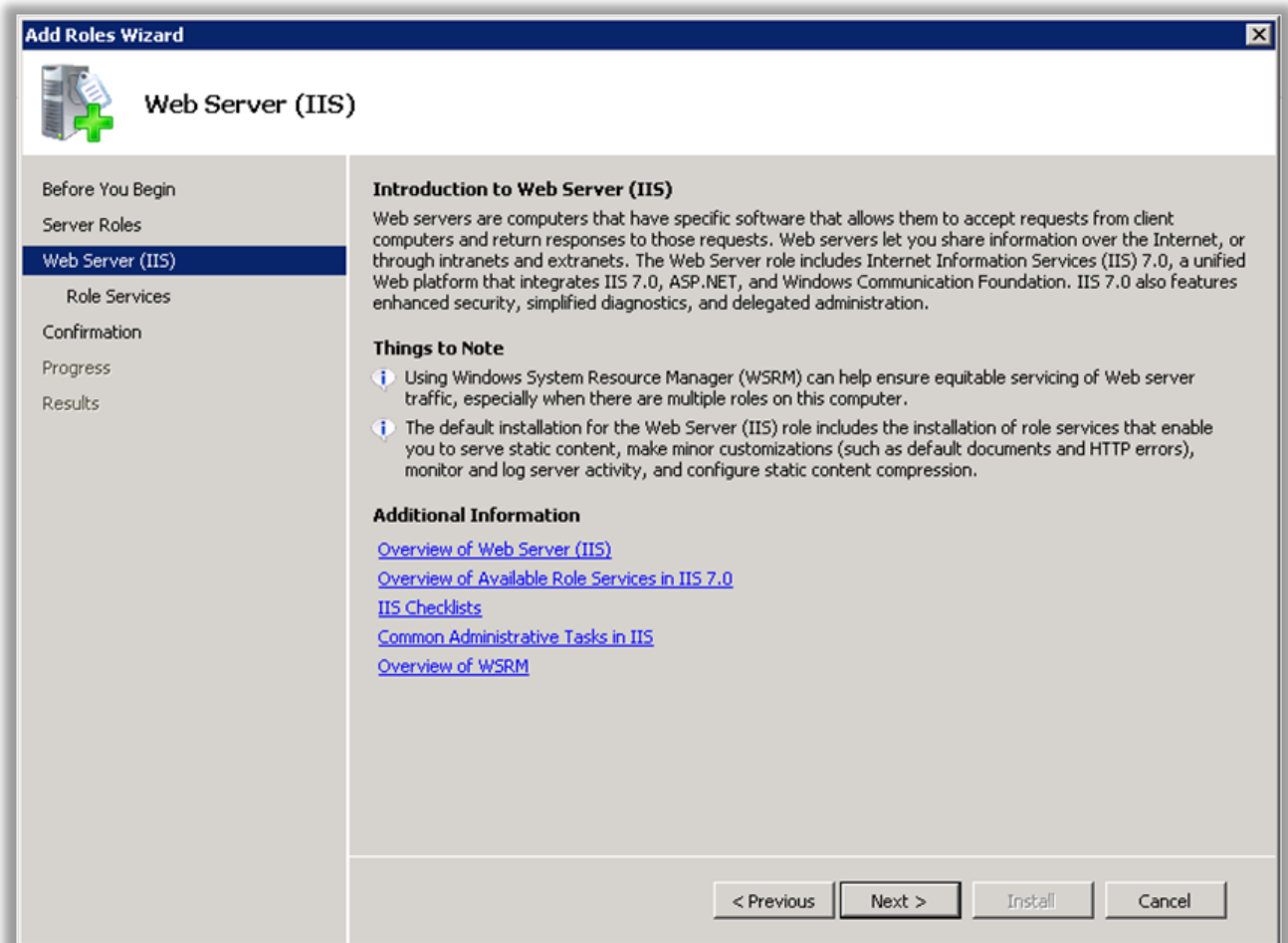
3. An 'Add Roles Wizard' will appear, continue by clicking Next

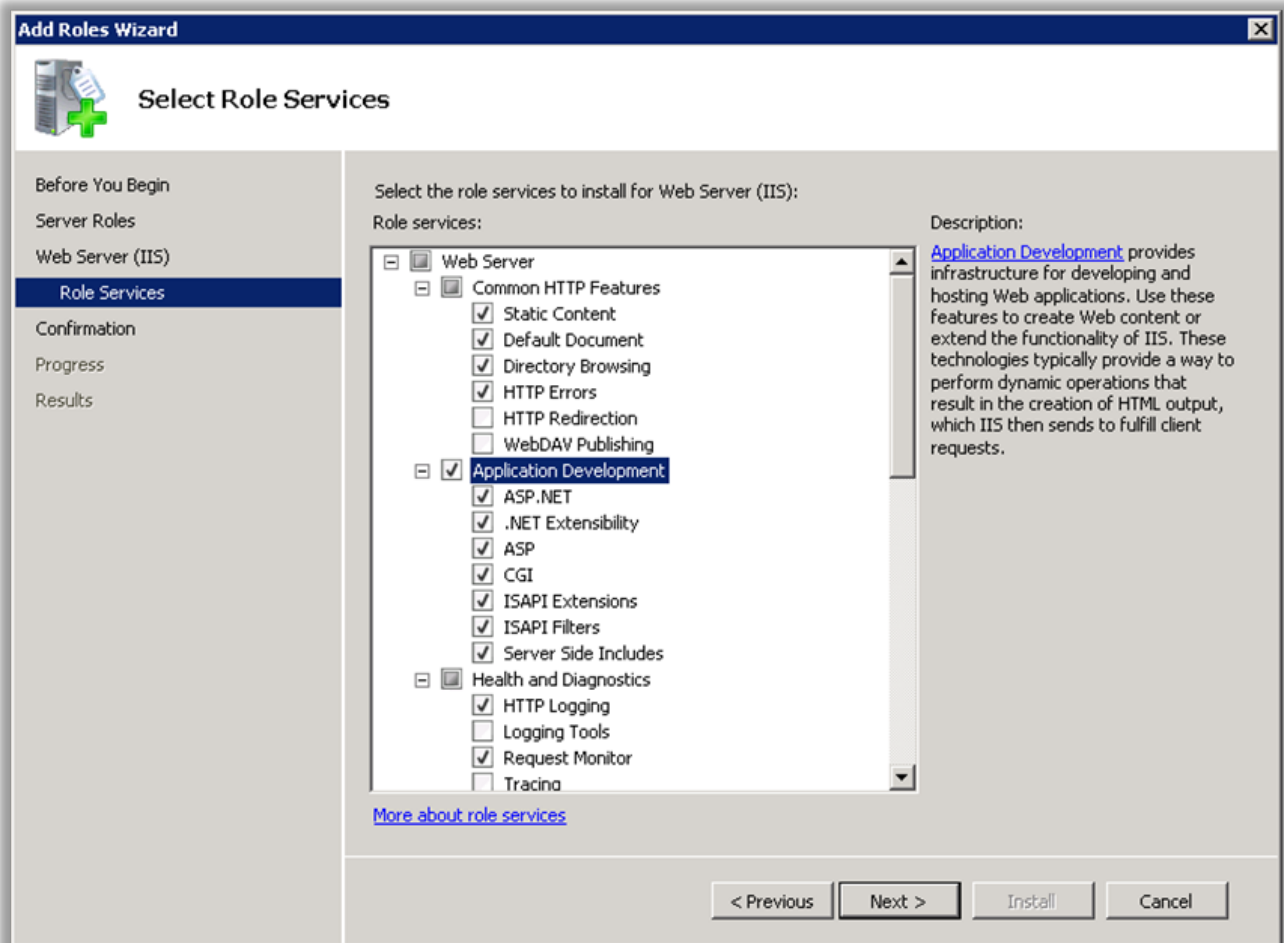
4. Select Web Server (IIS) and continue by clicking Next



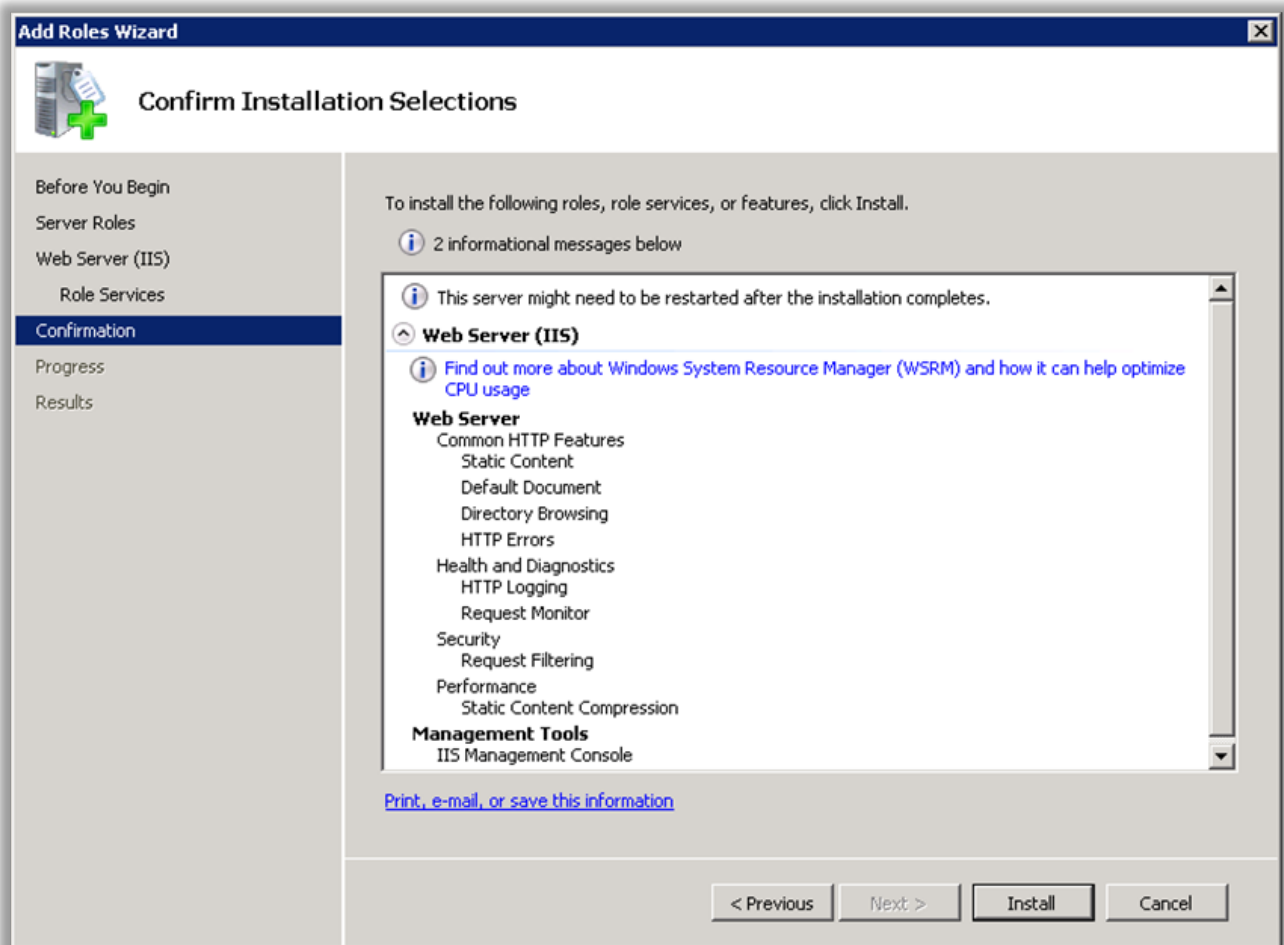


5. An Introduction to Web Server (IIS) page will appear, continue by clicking Next

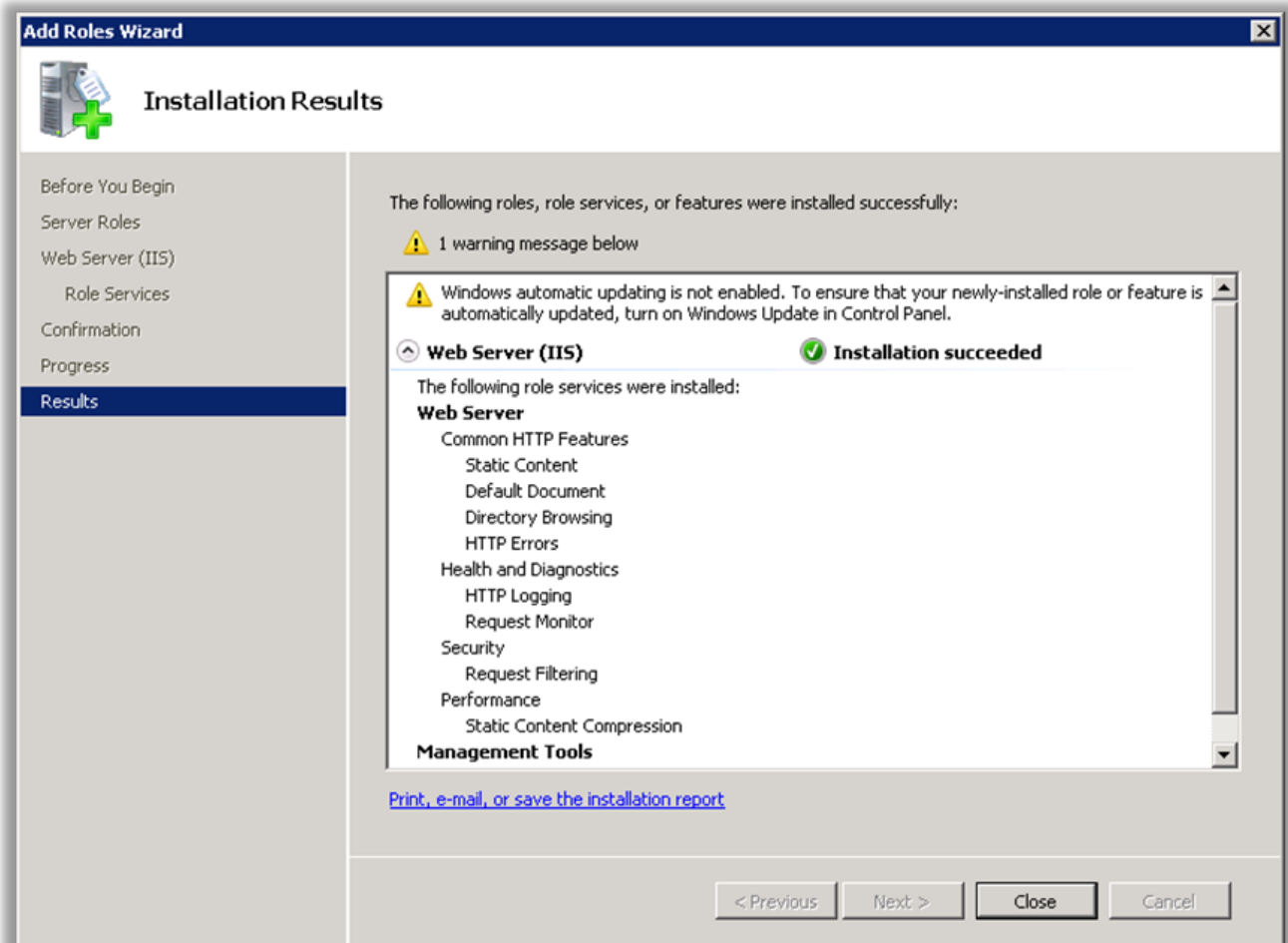




## 6. Ensure that the following is checked



7. Continue with the installation process by clicking Install



8. Once complete, click Close

## 3.2. 3.2. Setting up Cisco Communications Manager

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

## 3.2.1. 3.2.1 Required CUCM Services

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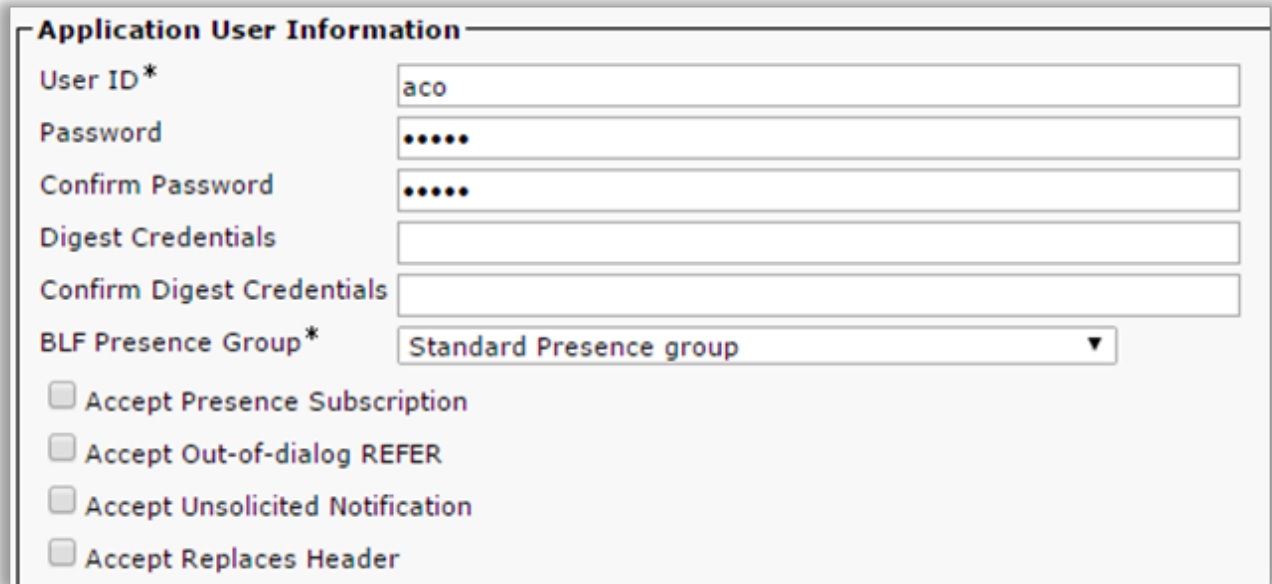
Akkadian Console Operator requires the following items to be configured in Cisco Unified Communications Manager in order for the application to operate:

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

## 3.2.2. 3.2.2 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 "Console")



**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.

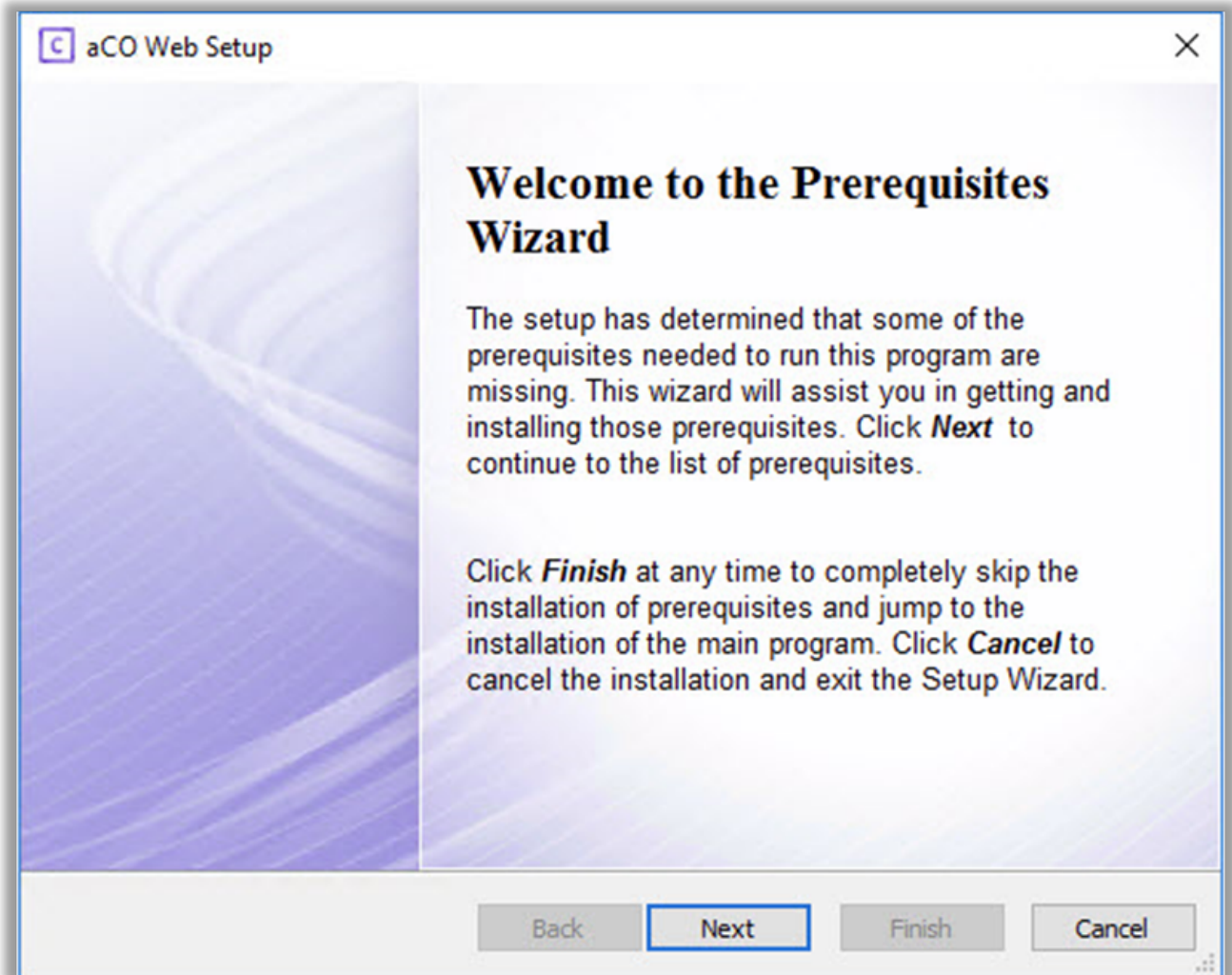
Click Save at the bottom of the page when finished

## 4. 4. Installing Console Server

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To install akkadian Console Server:

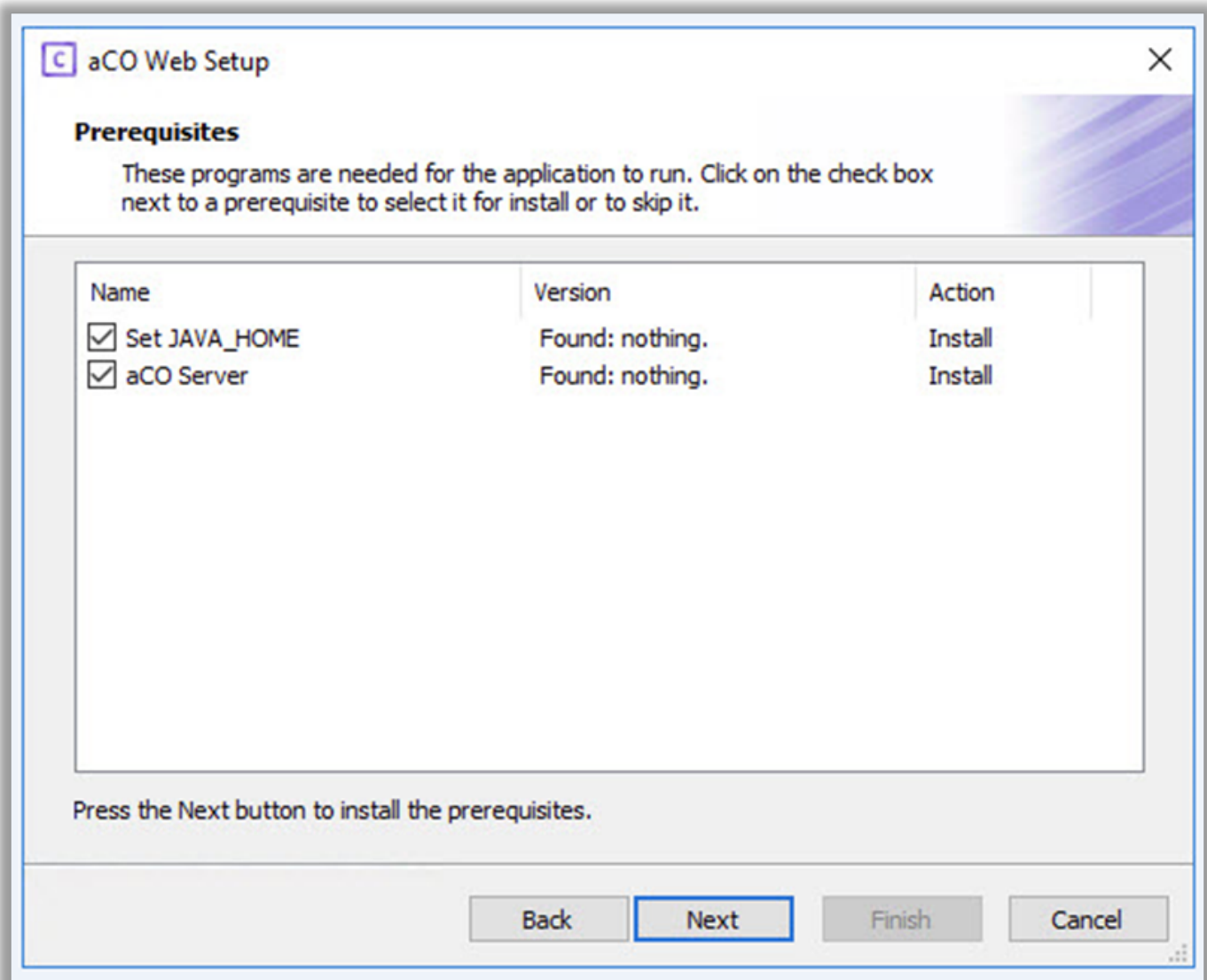
1. Launch the Console Server Setup executable
2. Click Next to continue

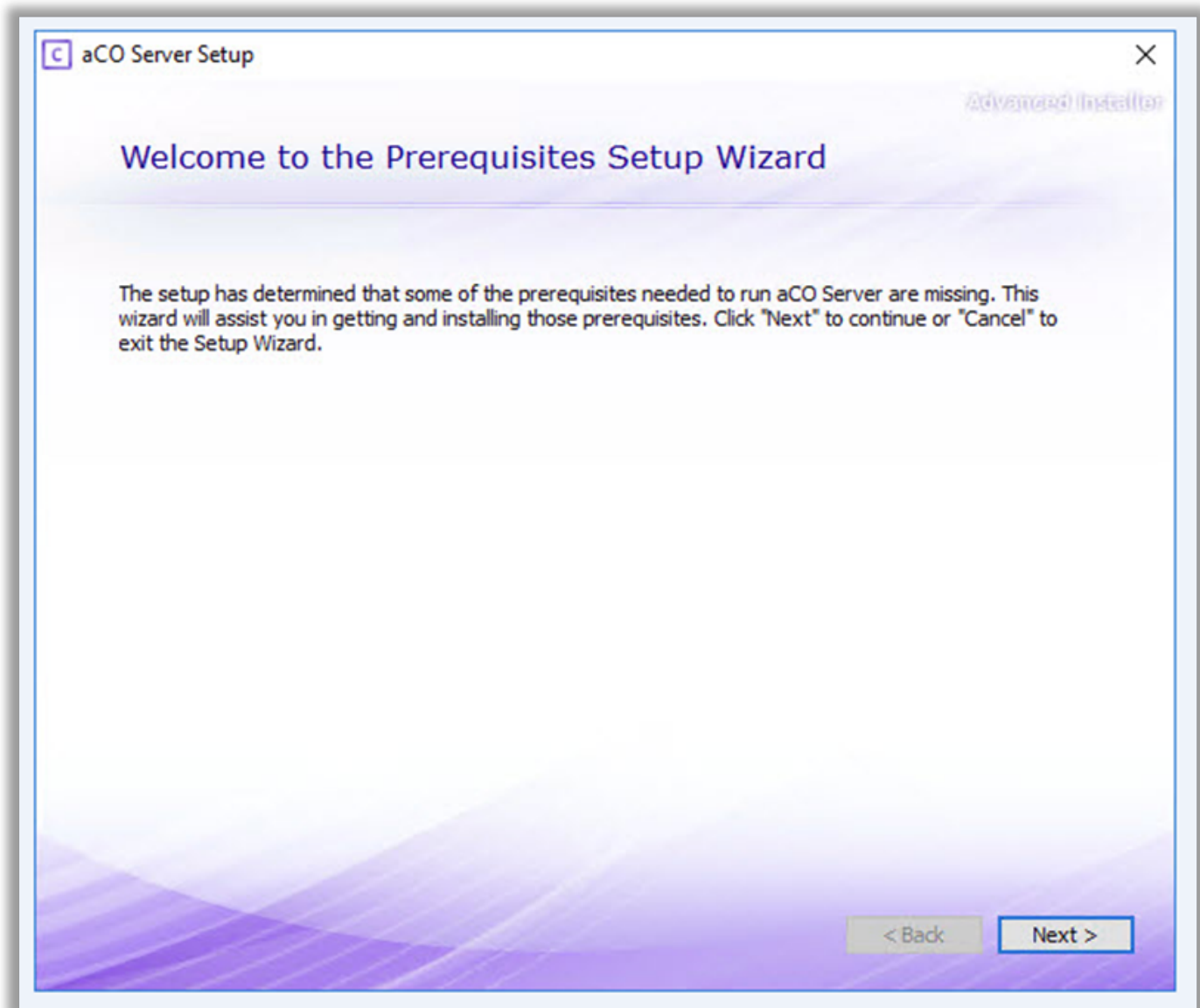


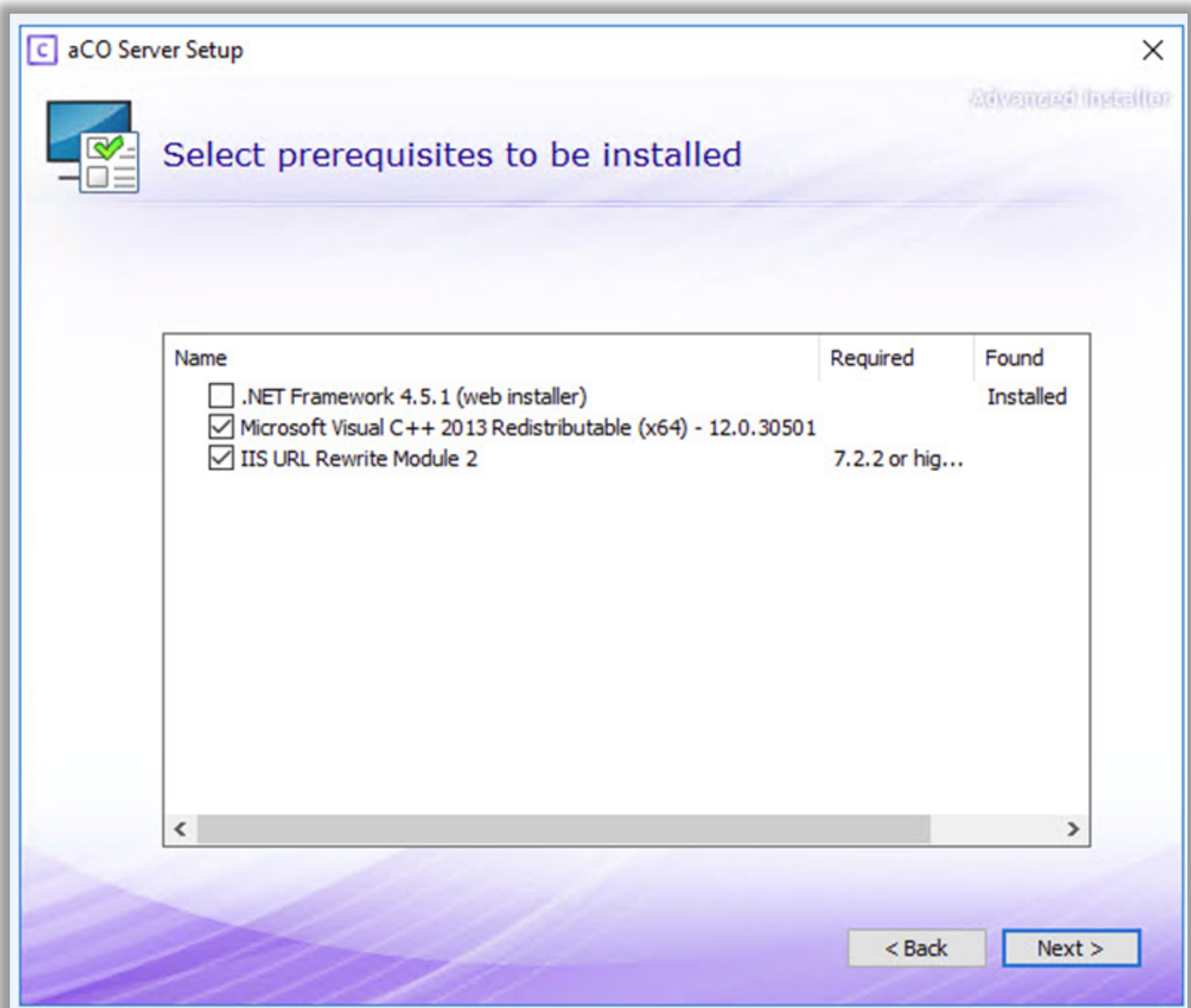
3. On the next page, it will list all prerequisite applications. Continue clicking next to install the prerequisites until you reach step 4.

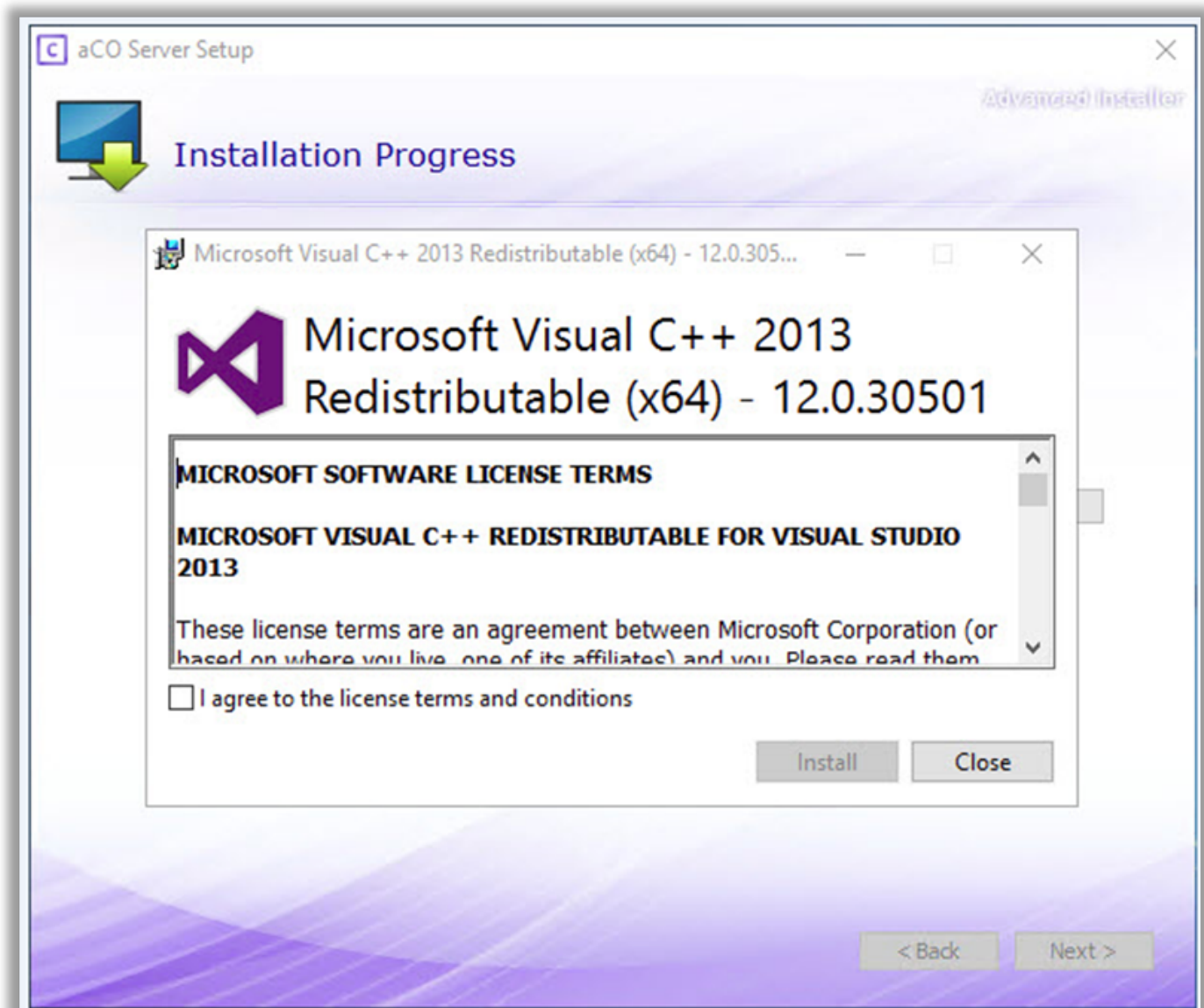


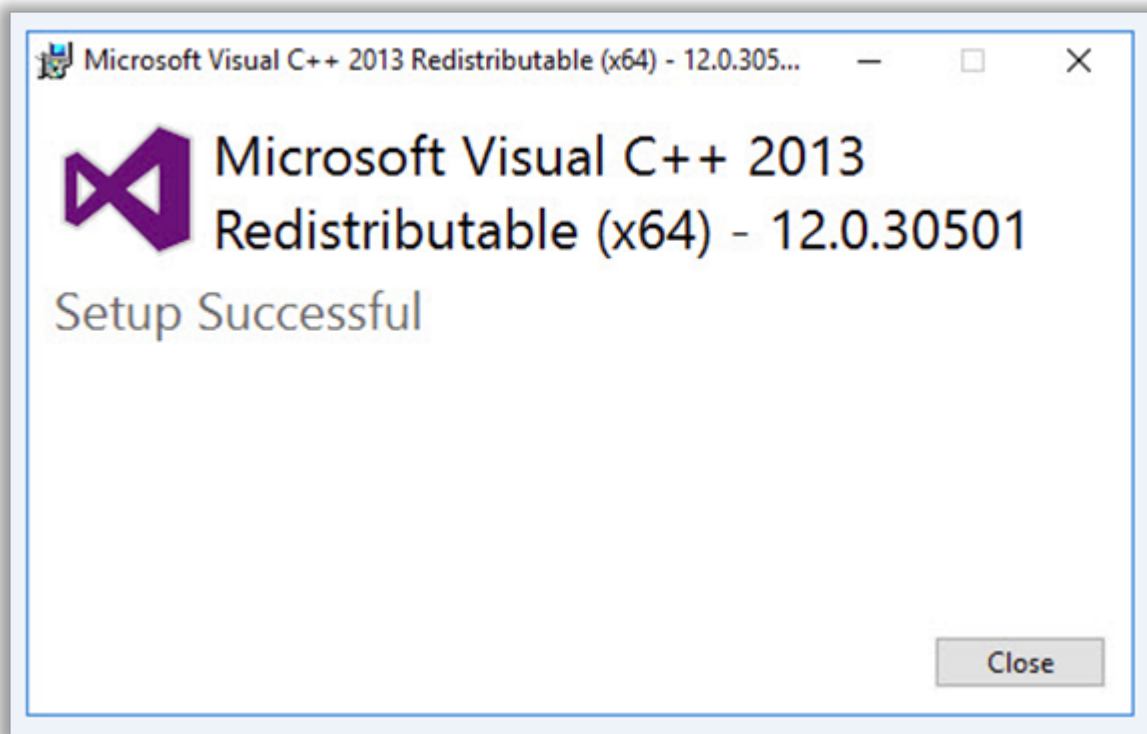
*Note\* kb/980368 is only required if using Windows Server 2008 R2*

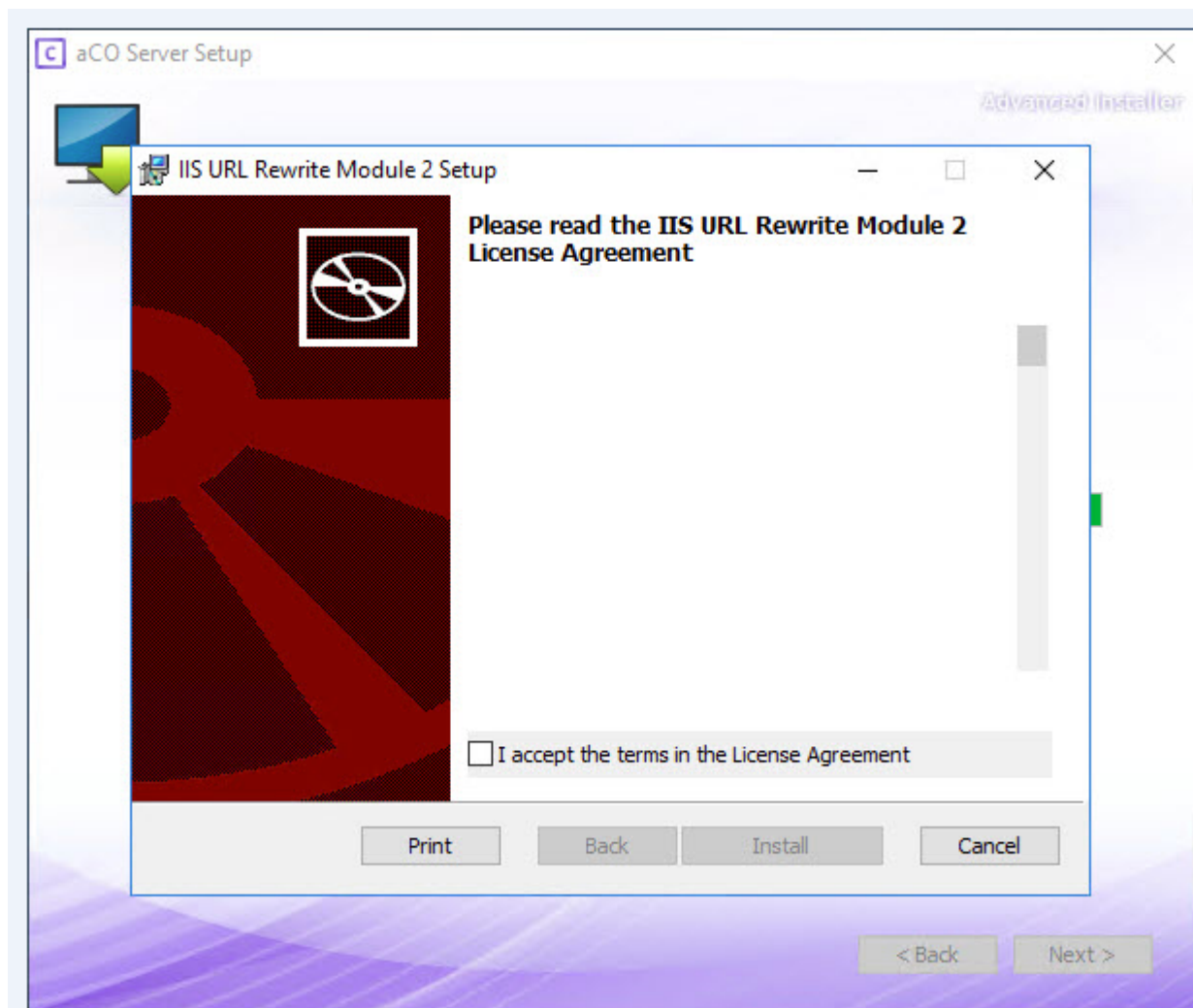


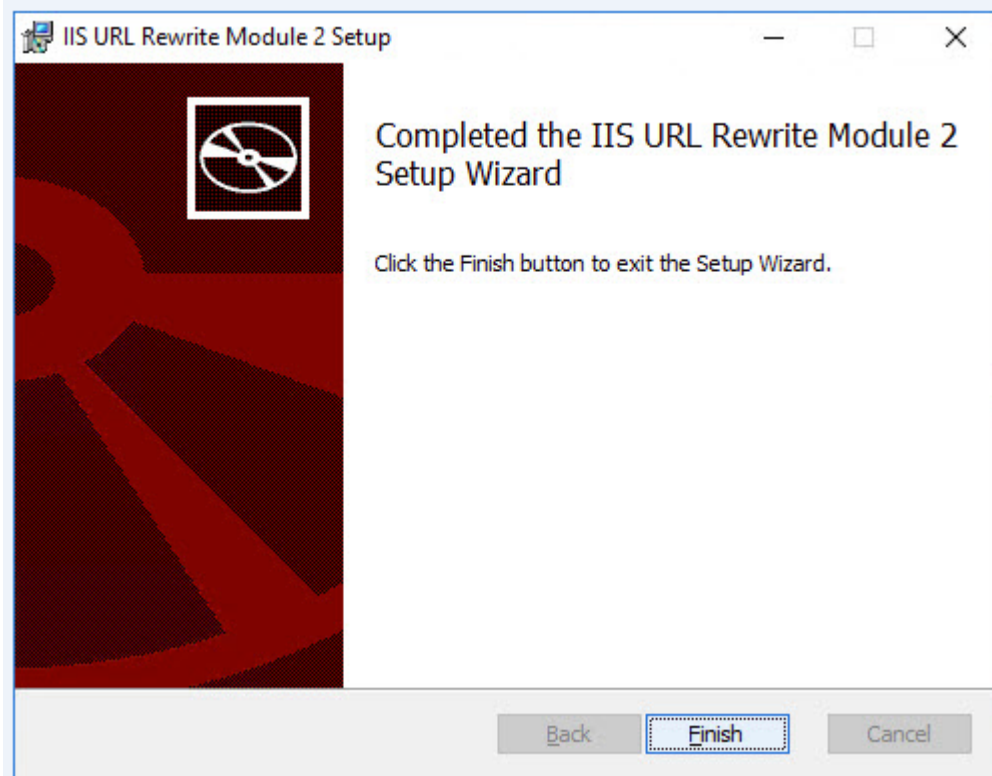
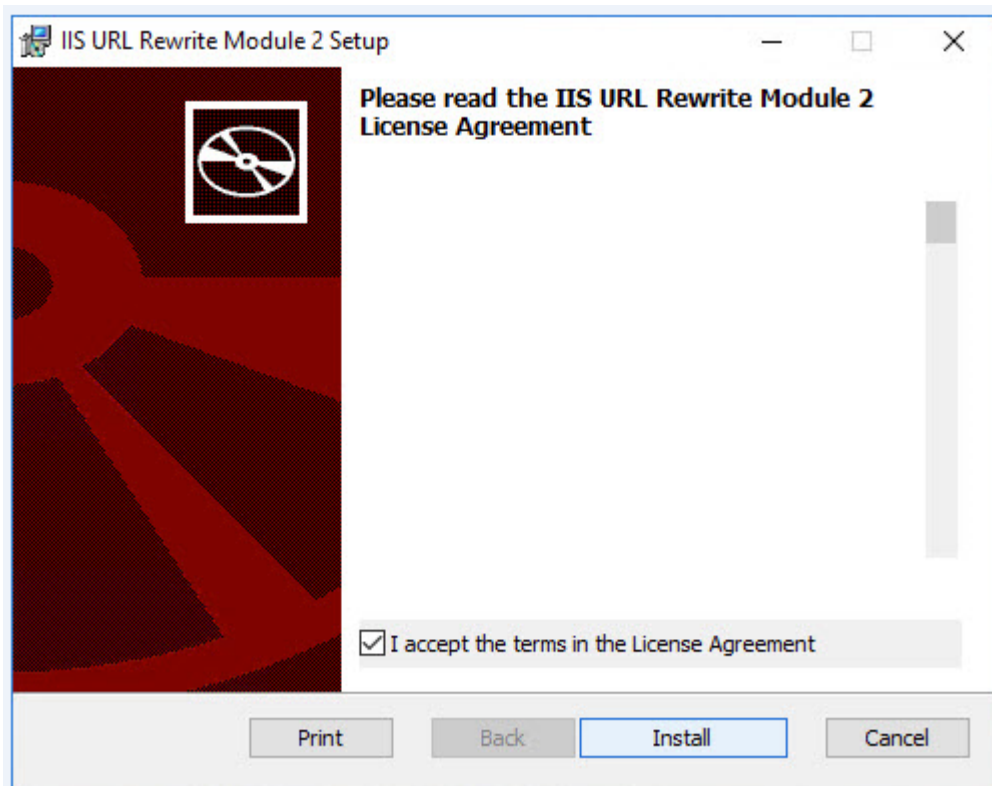




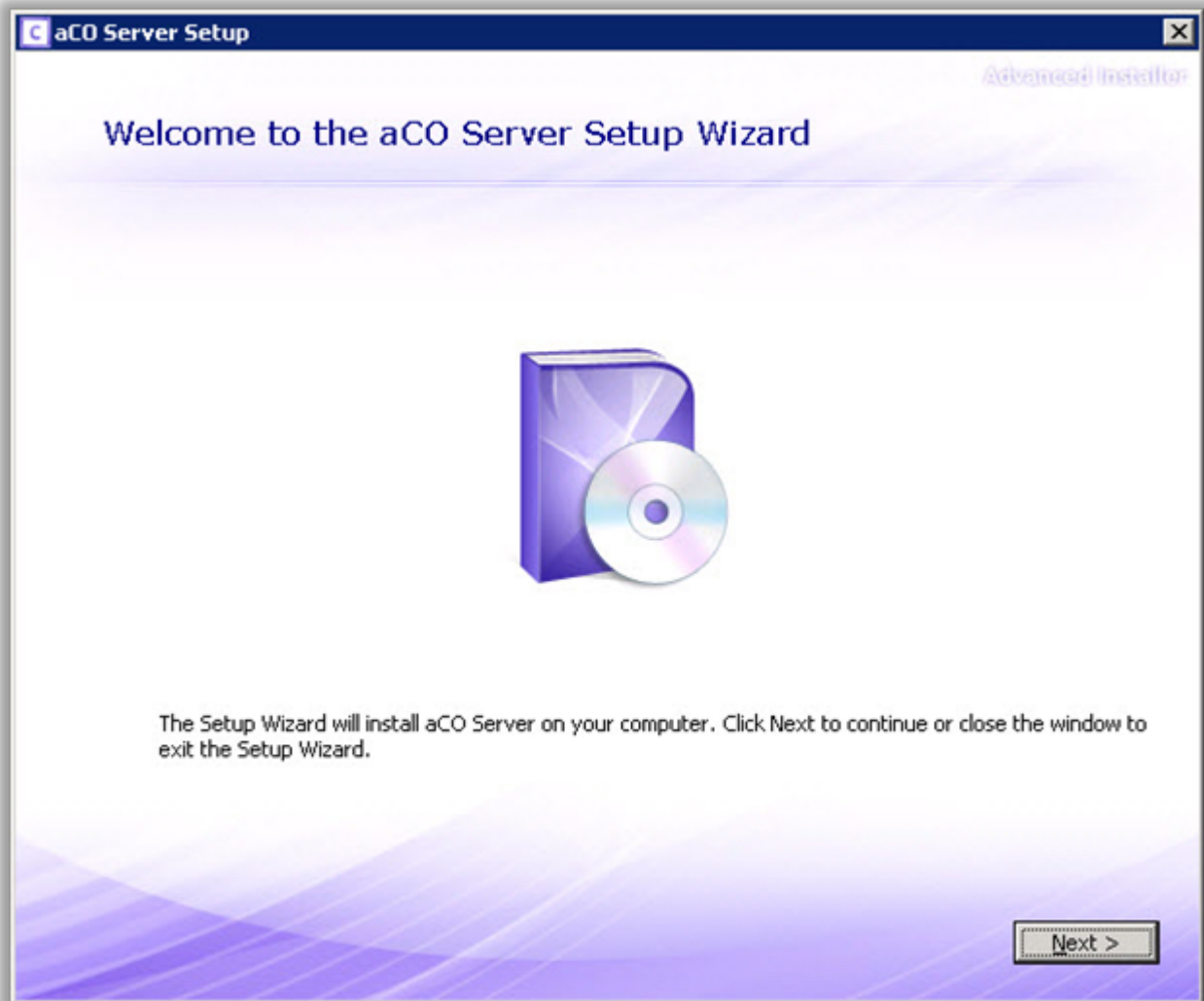








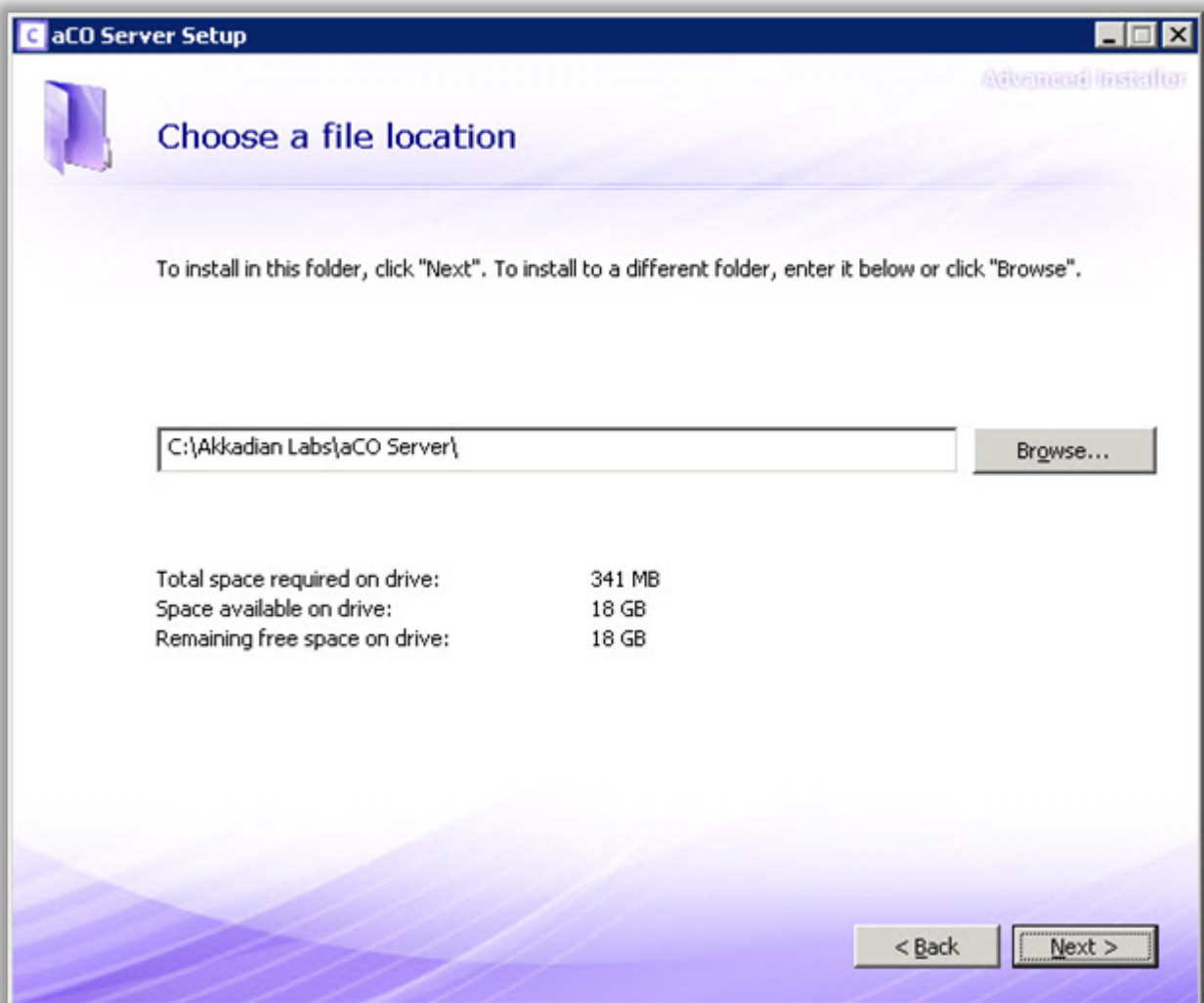
1. Once all the pre-requisite applications are installed and verified, the Console Server Setup will proceed.



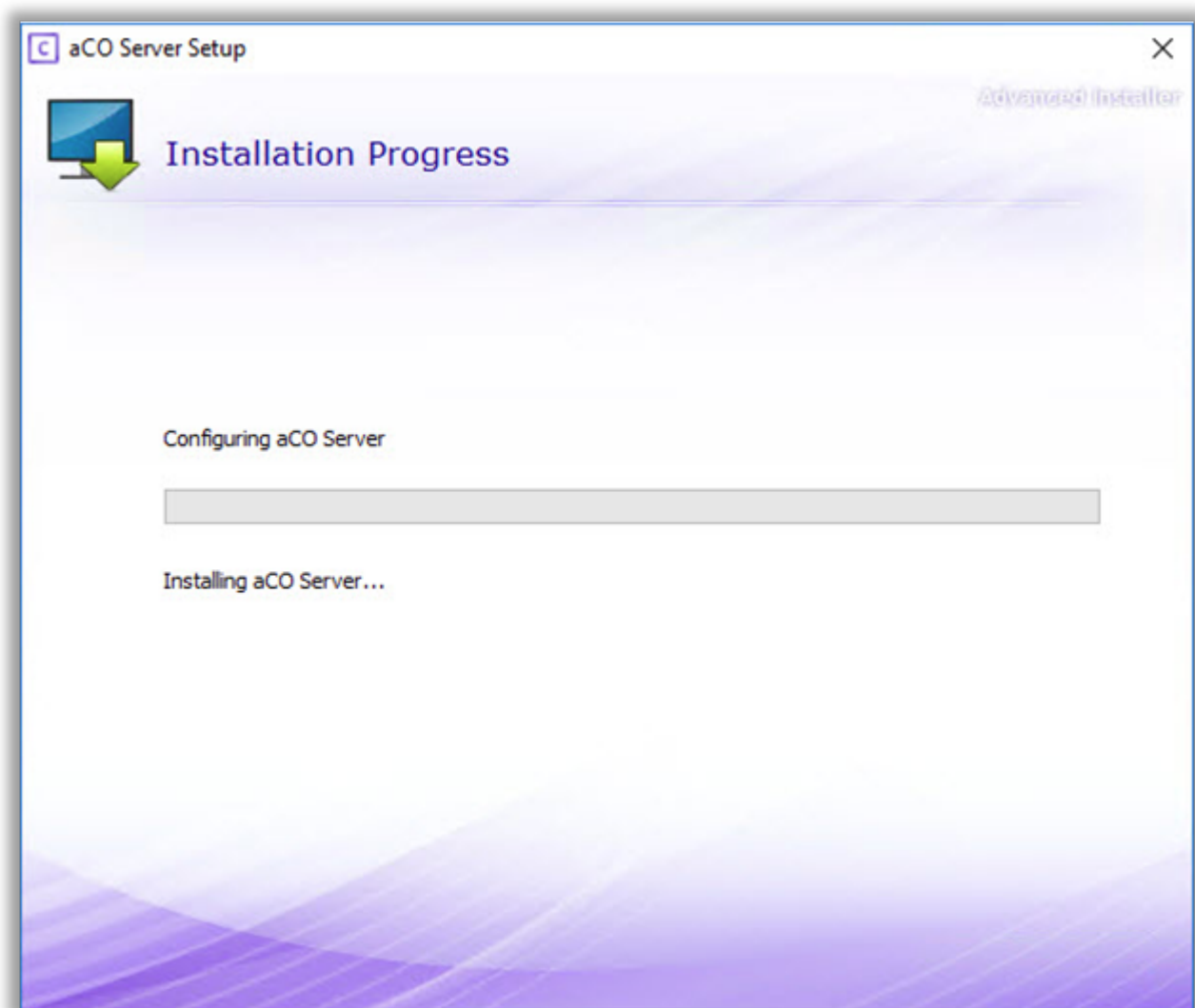
2. Read and accept the End-User License Agreement (EULA)

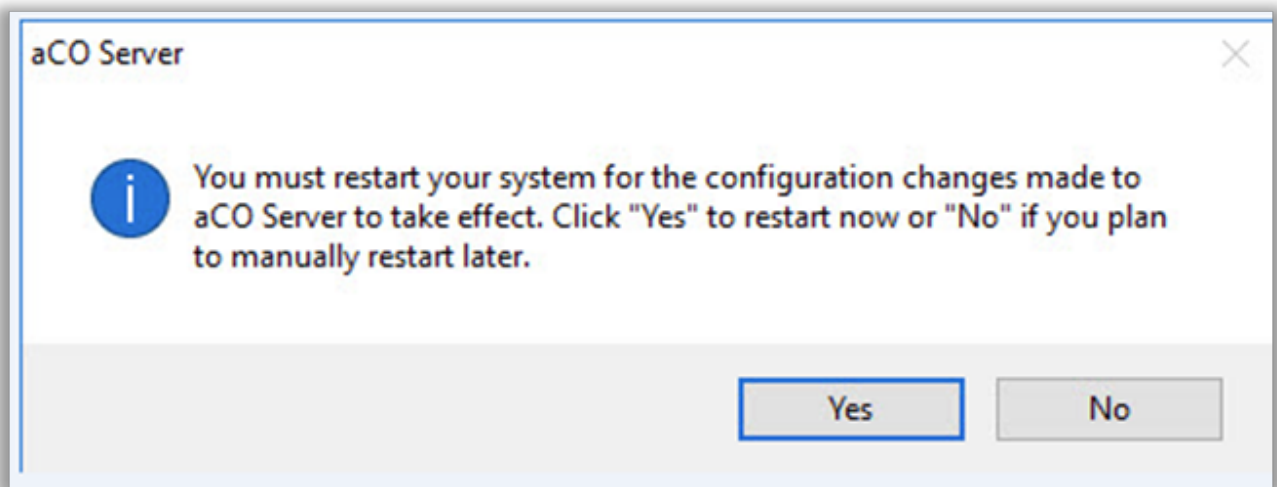
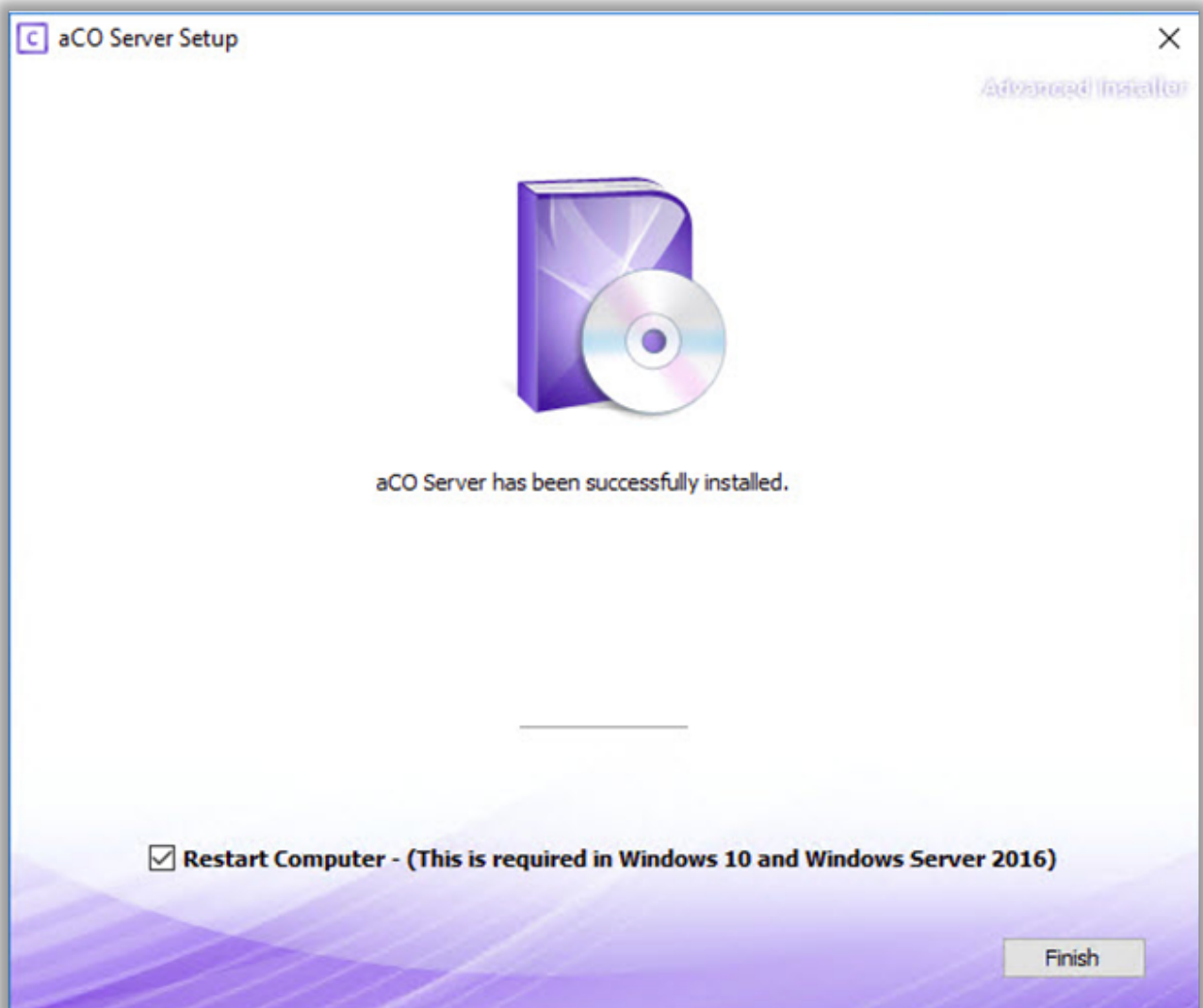


3. Specify the location folder where **CONSOLE \*Server** is installed and click **\*Next**.



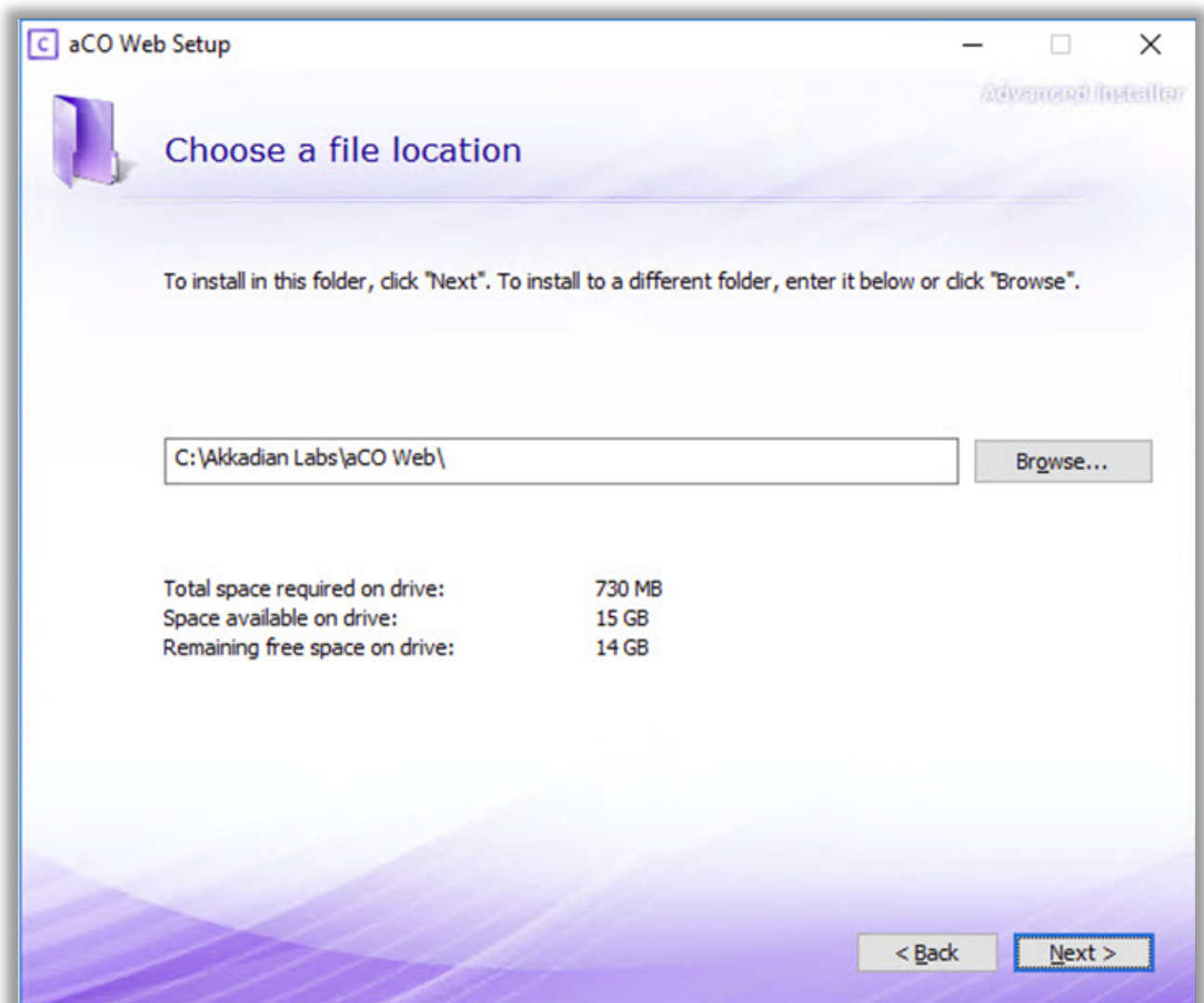


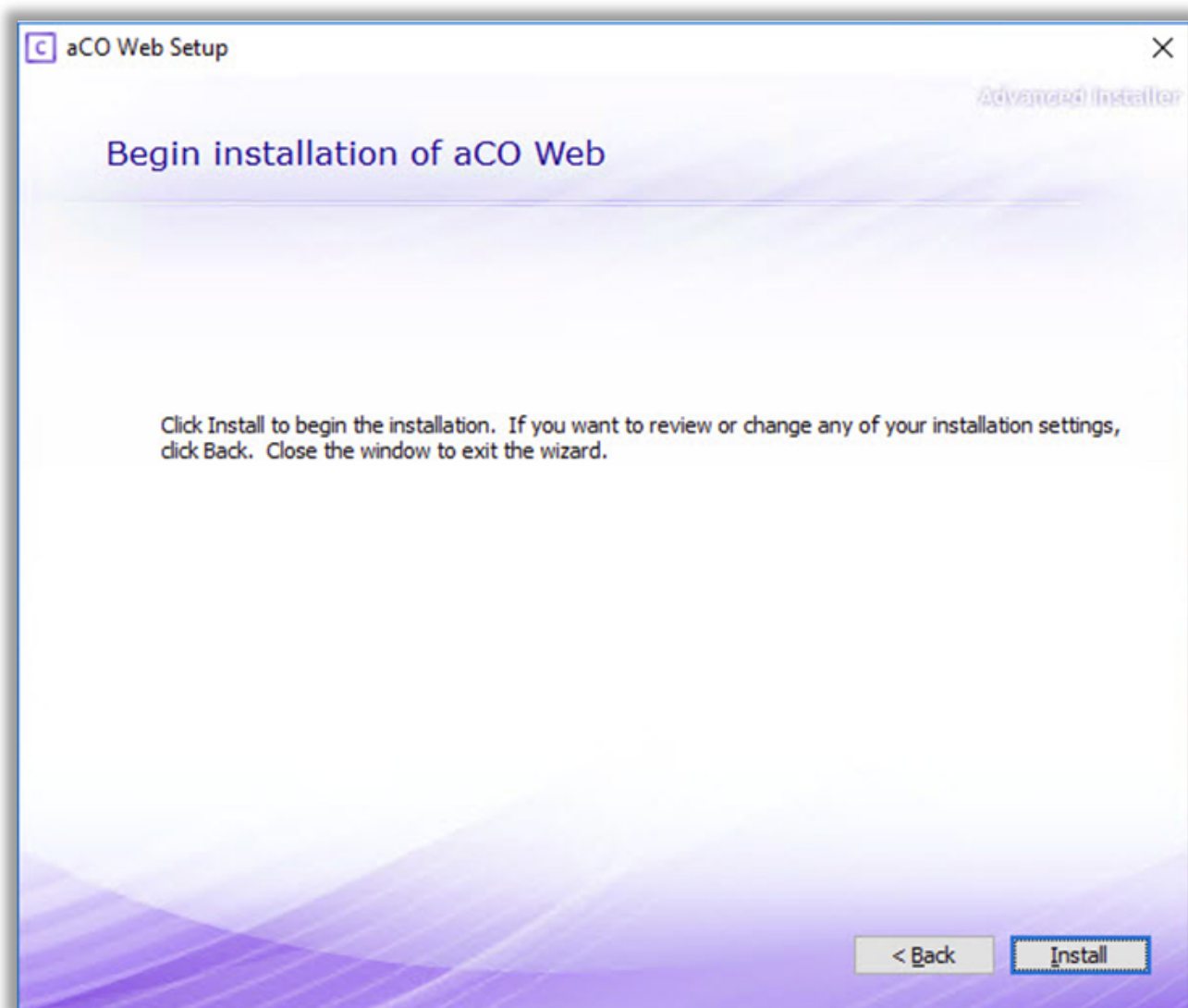




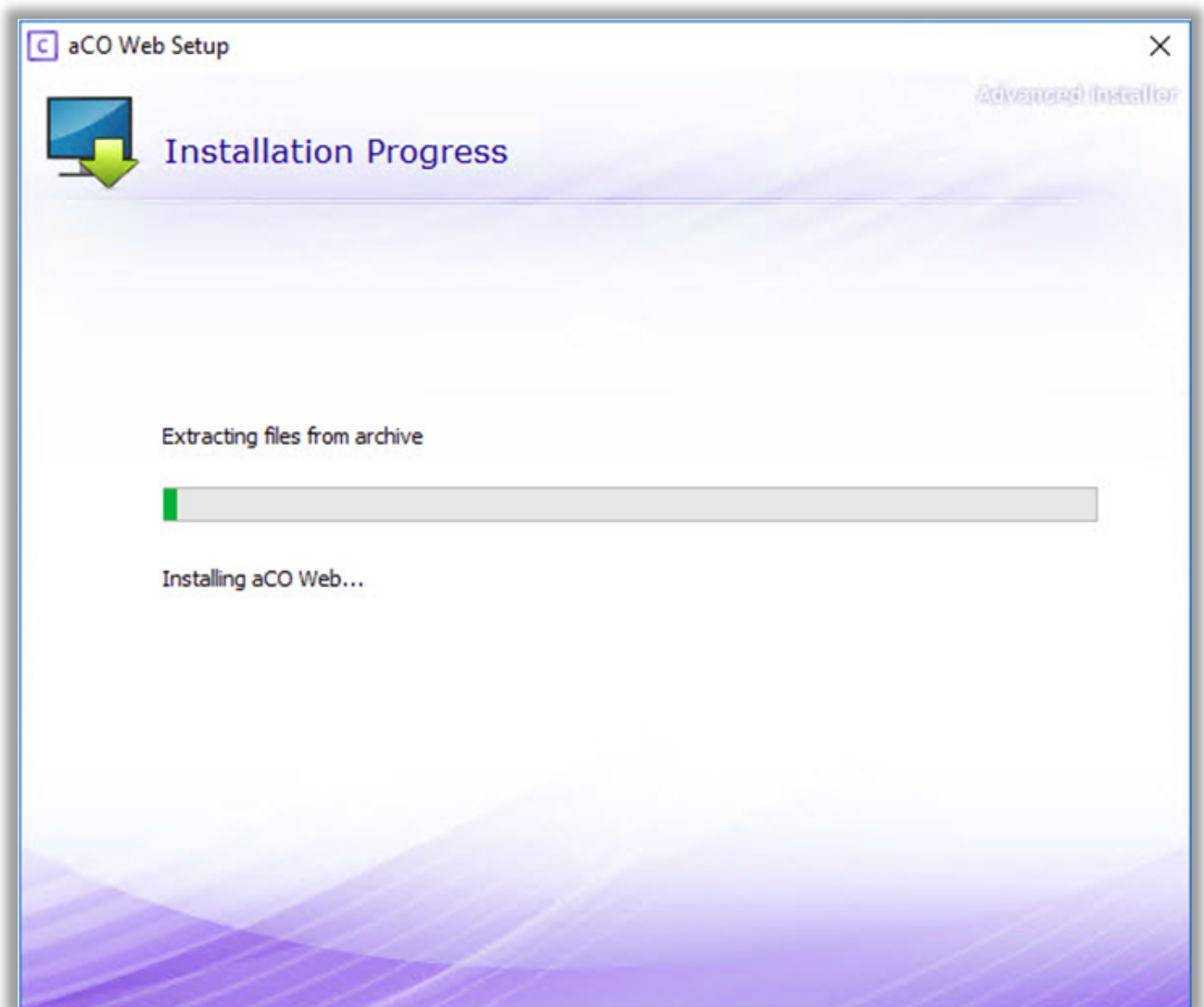
4. After console server is install successfully, the installer will launch Web Console automatically. Please see screen below and follow the instructions.

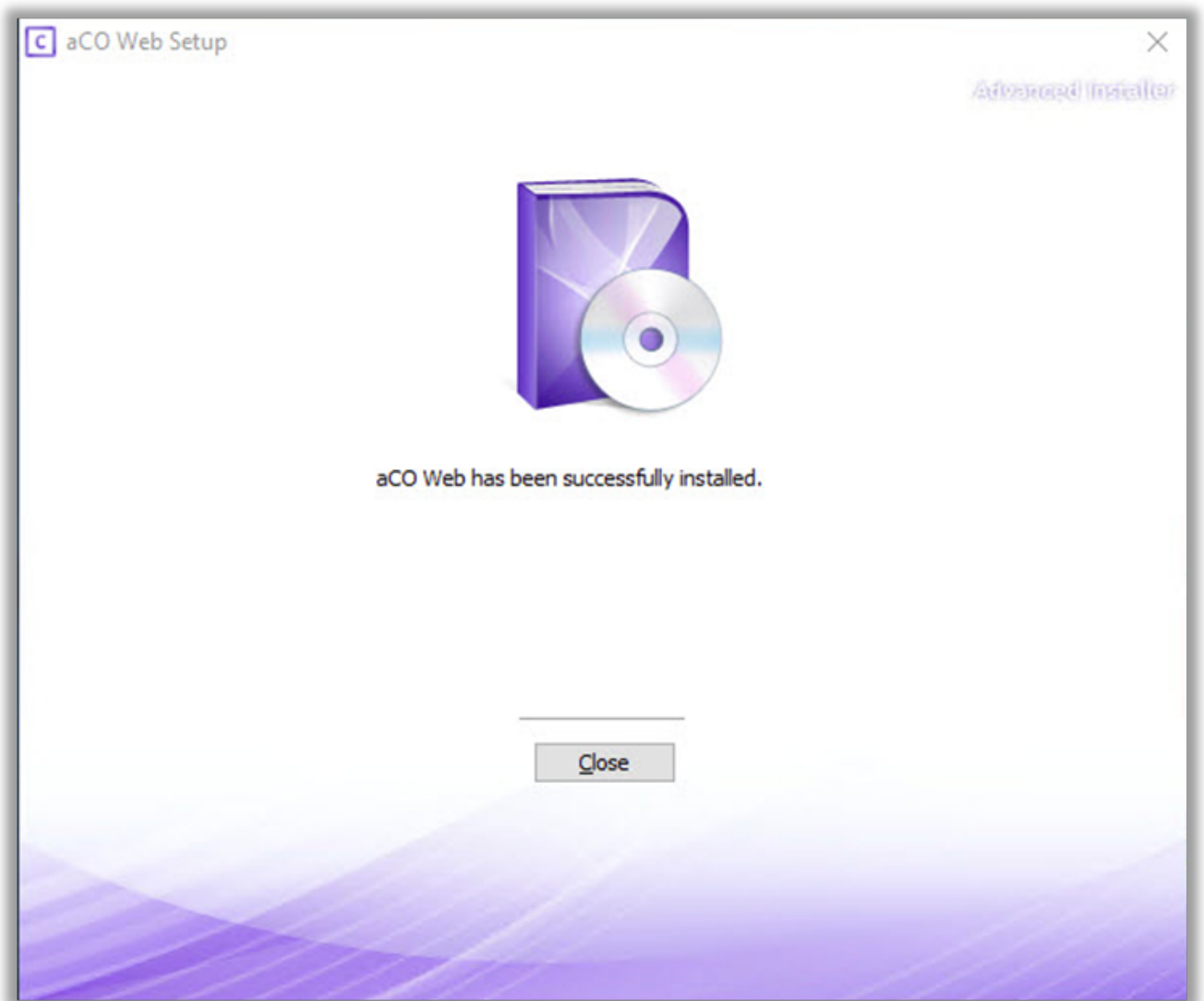












5. When the Console Server installation is complete, click Run Console Server to access the server in the local web browser or access the server from a remote computer by going to <https://{server name or IP address}>

## 5. 5. Configure Console Server

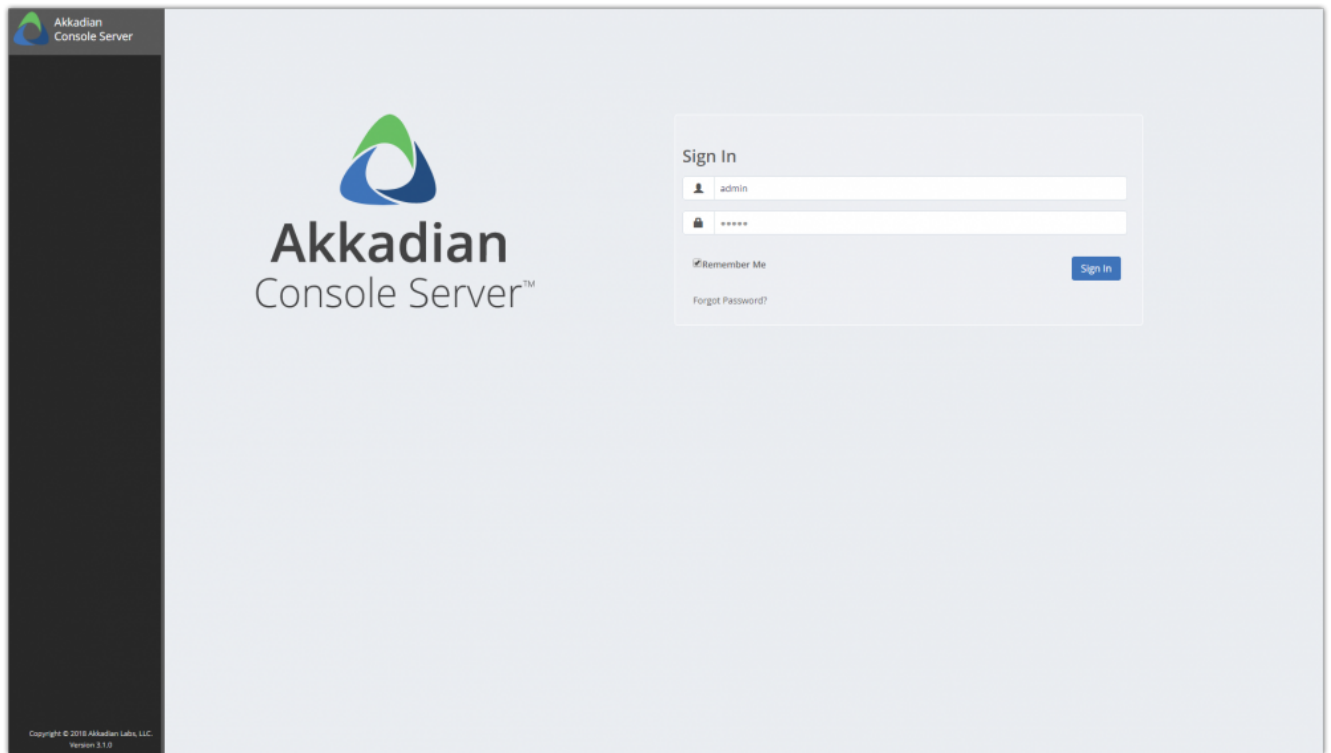
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After completing the installation, Akkadian Console Server requires some basic configuration before consoles can connect to the server. This section will guide you through the configuration process of configuring the system components in the System Management section of **Console Server**.

## 5.1. 5.1 Logging into Console Server

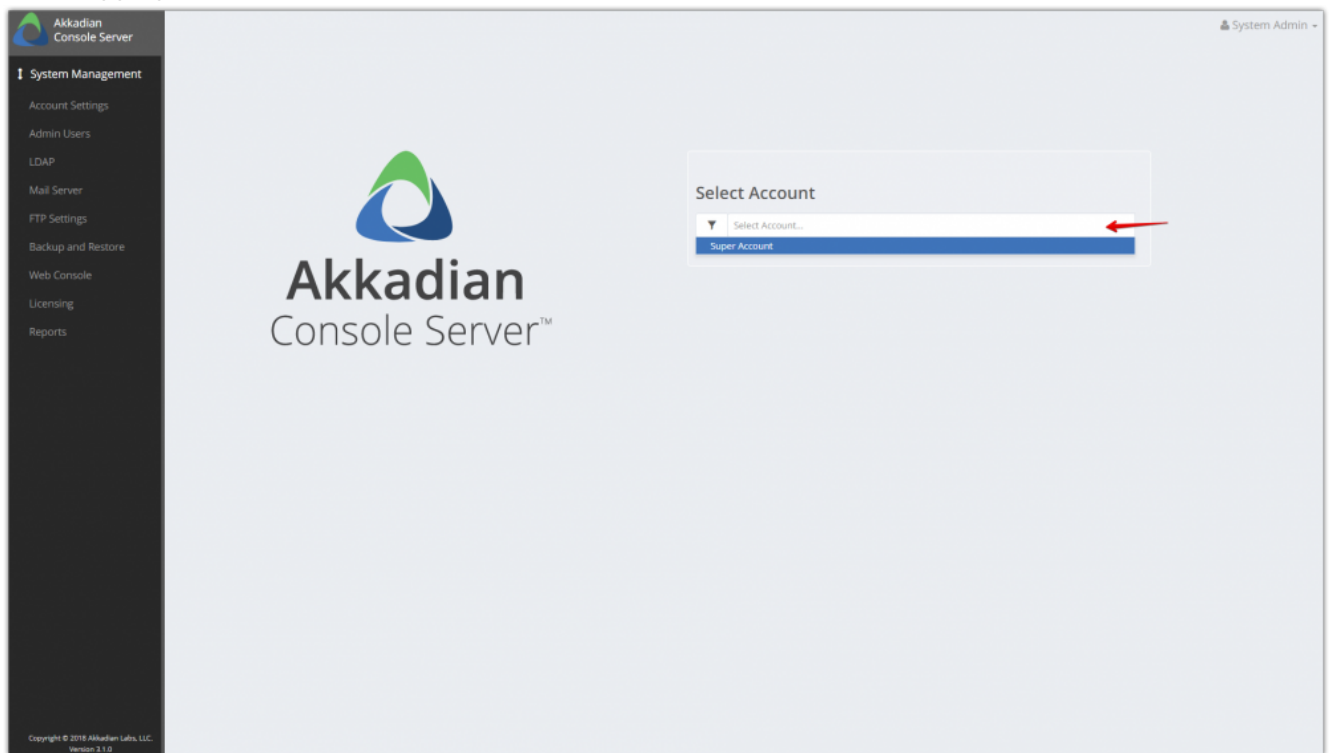
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- In a browser go to `HTTPS://{Server IP or NAME}/`



- Log on using the default credentials:
  1. Default Username: **admin**
  2. Default Password: **admin**

## 1. After logging in Select Account



After logging in, we advise to change the password for Admin user.

The screenshot shows the Akkadian Console Server dashboard. The top navigation bar includes the Akkadian Console Server logo, the title "Dashboard", and user information: "ACCOUNT: SUPER ACCOUNT", "Account ID", and "System Admin". The left sidebar contains a menu with "Dashboard" and "System Management" (which is expanded to show LDAP, Mail Server, Admin Users, PTP Servers, Backup and Restore, Web Console, and Licensing). Below "System Management" is "Console Management" (expanded to show Application Versions, Speed Dials, Directory Sources Types, Configurations, Groups, Operators, and Reports). The main dashboard area has a "Welcome to ACO Server" header, followed by license information: "Concurrent License: 12 License Used: 0" and a "Web aCO Link: aCO Web link". Below this are four large tiles: "Configurations" (Configurations for ACO client), "Operators" (ACO Clients Operators), "Speed Dials" (Speed Dials for ACO client), and "Application Version" (Manage ACO Client Versions). Each tile has a "view more" link. A modal titled "Change Super Admin Email" is open in the center. It contains a message: "Please change email associated to Super Admin user, this will be needed in case super user needs to reset password." Below the message are three fields: "Email:" (with "user@company.com" entered), "Password:" (with "\*\*\*\*\*" entered), and "Password Confirm:" (with "\*\*\*\*\*" entered). A note below the fields states: "Password: At least 6 characters, 1 letter and 1 number". At the bottom of the modal are two buttons: "Save Now" and "Not Now". The footer of the dashboard shows "Copyright © 2018 Akkadian Labs, LLC" and "Version 3.2.0".

**Akkadian Console Server**

**Dashboard**

ACCOUNT: SUPER ACCOUNT Account ID System Admin

Welcome to ACO Server

Concurrent License: 12 License Used: 0 Web aCO Link: aCO Web link

**Configurations**  
Configurations for ACO client.  
view more

**Operators**  
ACO Clients Operators  
view more

**Speed Dials**  
Speed Dials for ACO client.  
view more

**Application Version**  
Manage ACO Client Versions.  
view more

**Change Super Admin Email**

Please change email associated to Super Admin user, this will be needed in case super user needs to reset password.

\* Email:  
user@company.com

\* Password:  
\*\*\*\*\*

\* Password Confirm:  
\*\*\*\*\*

Password: At least 6 characters, 1 letter and 1 number

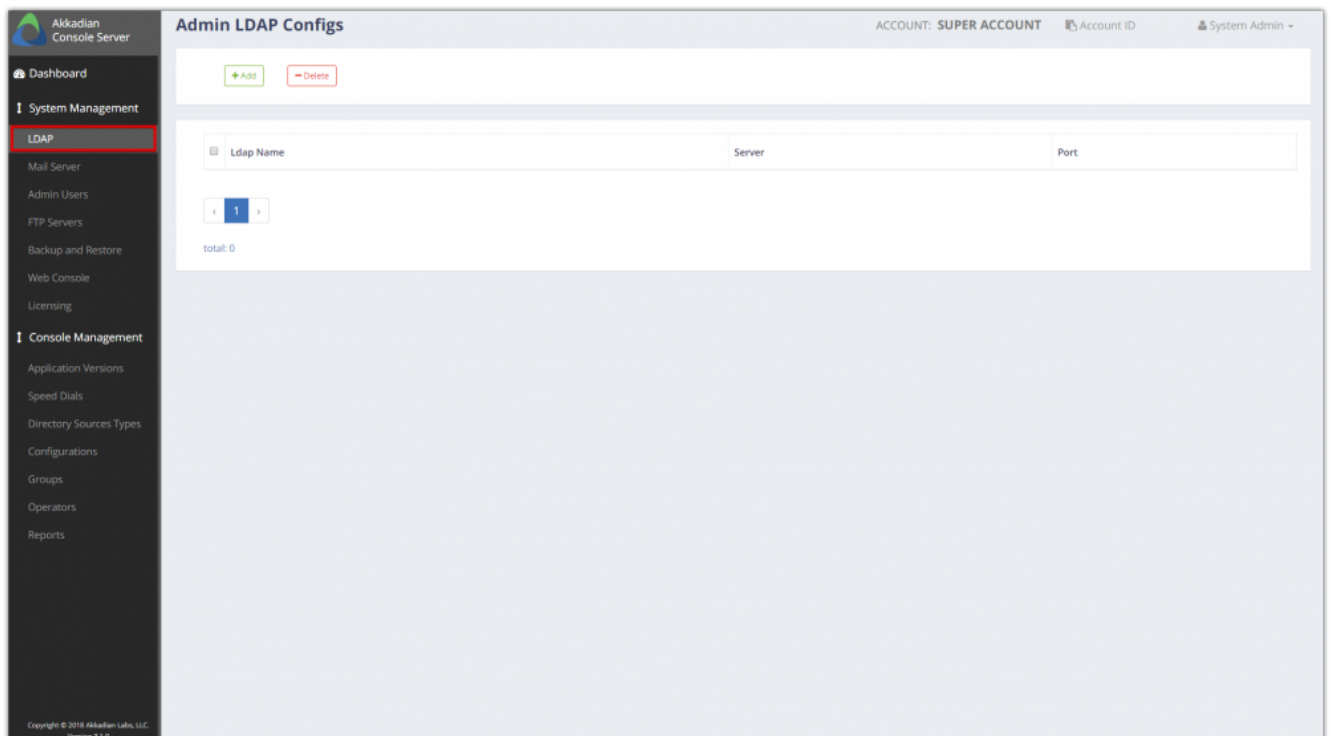
Save Now Not Now

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Version 3.2.0

## 5.2. 5.2 Configure LDAP Authentication

**Console Server supports LDAP authentication for admin users and additionally can support multiple LDAP authentication sources**

- Go to System Management -> LDAP



- Click Add to configure a new LDAP source.

- Configure appropriate settings for your LDAP source and click Save

The screenshot shows the 'LDAP Setting' page in the Akkadian Console Server. The left sidebar contains navigation links: Dashboard, System Management, LDAP, Mail Server, Admin Users, FTP Servers, Backup and Restore, Web Console, Licensing, Console Management, Application Versions, Speed Dials, Directory Sources Types, Configurations, Groups, Operators, and Reports. The main content area has a header with 'ACCOUNT: SUPER ACCOUNT', 'Account ID', and 'System Admin'. Below the header are 'Back', 'Save', and 'Copy' buttons. The form contains the following fields:

- \* LDAP Config Name: Default LDAP
- \* Base: dc=company,dc=com
- \* Server: 192.168.1.1
- \* Port: 389
- \* Username: cn=user account,ou=Users,dc=company,dc=com
- \* Password: \*\*\*\*\*
- \* Username Bind Attribute: sAMAccountName

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✿ To configure additional LDAP authentication sources, repeat above steps



## 5.3. 5.3 Configure Mail Server

- Console Server supports Local mail server configuration, This is used communicating users e.g. forgot password etc.\*

The screenshot shows the 'Mail Server Settings' page in the Akkadian Console Server. The left sidebar contains a navigation menu with 'Mail Server' highlighted. The main content area has a 'Save' button at the top left. The settings form includes the following fields:

- \* SMTP Host: 192.168.0.1
- \* SMTP Port: 25
- Sender Name: myusername
- Sender Email Address: user@company.com
- Password: \*\*\*\*\*
- Confirm Password: \*\*\*\*\*

The footer of the sidebar indicates 'Copyright © 2018 Akkadian Labs, LLC. Version 3.1.0'.

## 5.4. 5.4 Managing Admin Users

The Console Server installs with a built-in admin account with full administrative access. This account cannot be deleted and only supports local authentication. The Console Server supports creating additional admin users which support either local or LDAP authentication.

To Create Admin Users:

- Go to System Management ->Admin Users

The screenshot shows the 'Admin Users' management page in the Akkadian Console Server. The left sidebar contains navigation links: Dashboard, System Management (with sub-links for LDAP, Mail Server, Admin Users, FTP Servers, Backup and Restore, Web Console, Licensing), and Console Management (with sub-links for Application Versions, Speed Dials, Directory Sources Types, Configurations, Groups, Operators, Reports). The main content area is titled 'Admin Users' and includes a top bar with 'ACCOUNT: SUPER ACCOUNT', 'Account ID', and 'System Admin'. Below the title are 'Add' and 'Delete' buttons. A search bar is present above a table of users. The table has columns: User Name, First Name, Last Name, Email, User Type, Role, and Account. One user is listed: 'naya' with first name 'naya', last name 'urena-rodriguez', email 'nurena@akkadianlabs.com', user type 'local', role 'ConsoleAdmin', and account 'Super Account'. Below the table is a pagination control showing '1' and a 'total: 1' indicator. The footer of the sidebar shows 'Copyright © 2018 Akkadian Labs, LLC. Version 3.1.0'.

User Name	First Name	Last Name	Email	User Type	Role	Account
naya	naya	urena-rodriguez	nurena@akkadianlabs.com	local	ConsoleAdmin	Super Account

- Click Add to configure a new Admin user.

- Select the appropriate User Type. For LDAP authentication, select LDAP followed by the appropriate LDAP source.

**Akkadian Console Server**

**Admin Users**

ACCOUNT: SUPER ACCOUNT Account ID System Admin

Back Save

\* User Type: Local

\* User Role: ConsoleAdmin

\* First Name: John

\* Last Name: Doe

\* User Name: jdoe

\* Email: jdoe@company.com

Phone: 12345678

\* Password: \*\*\*\*\*

\* Password Confirm: \*\*\*\*\*

Password: at least 6 characters, 1 letter and 1 number

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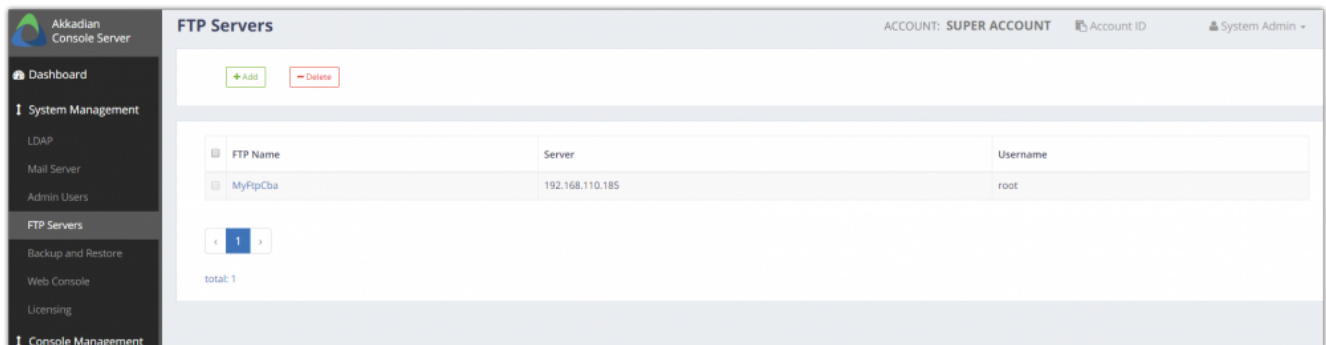
- Configure the remaining settings for the Admin user and click Save

## 5.5. 5.6 Configure FTP

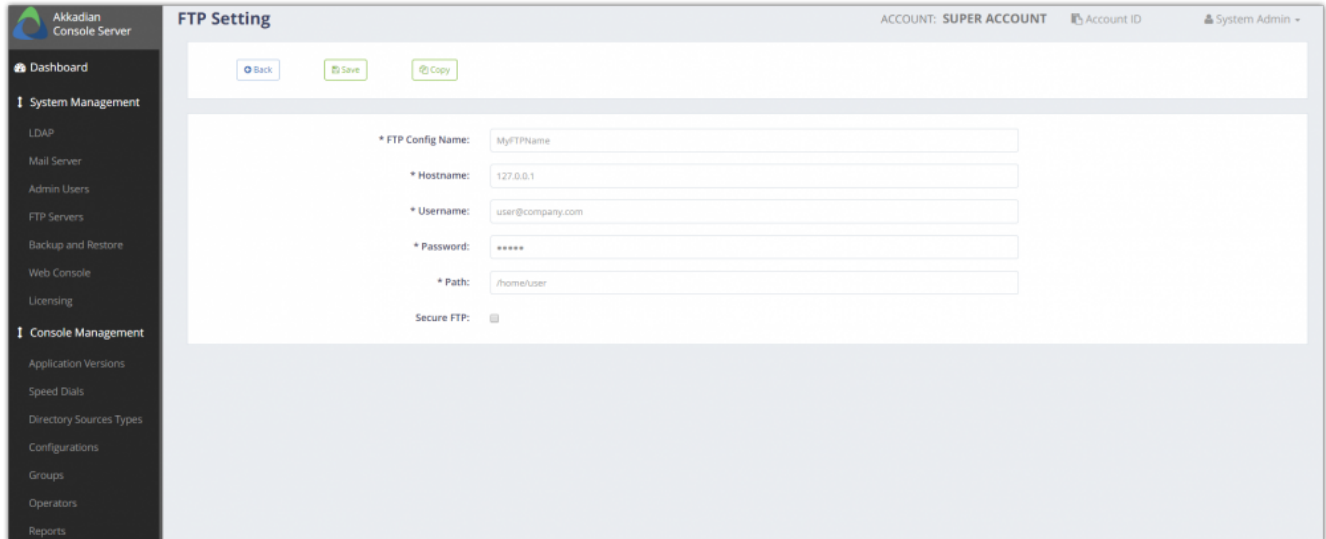
**Console** Server can backup automatically to multiple remote FTP servers. To configure remote backup, at least one FTP server must be configured.

To configure an FTP Server:

1. Go to System Management=>FTP Servers



2. Click **Add** to configure a new FTP server.
3. Configure the FTP server settings appropriate to your environment and click **Add**.



## 5.6. 5.7 Configure Backup and Restore

**Backup and Restore** provides the ability to backup or restore an **Console Server** configuration. Backups can be run manually to the local server or scheduled to backup to a **remote FTP server**.

To configure a Backup Schedule:

- Go to System Management -> Backup and Restore
- Select the Backup Schedule tab.

The screenshot displays the Akkadian Console Server web interface. On the left is a dark sidebar with a menu. The 'Backup and Restore' option is highlighted with a red rectangle. The main content area is titled 'Schedule Backup' and features a top navigation bar with tabs: 'Calls Collector', 'Backup', 'Restore', 'Backup Schedule' (which is active and highlighted with a red border), and 'Backup History'. Below the tabs, there are '+ Add' and '- Delete' buttons. A search bar is present above a table. The table has columns for 'Name', 'Backup Location', 'Frequency', 'Next Backup', 'User', and 'Status'. Below the table, there is a pagination control showing '1' and a 'total: 0' indicator. The footer of the sidebar contains copyright information: 'Copyright © 2018 Akkadian Labs, LLC. Version 3.1.8'.

- Click Add to configure a new backup schedule.

The screenshot shows the 'Schedule Backup' configuration page in the Akkadian Console Server. The left sidebar contains a menu with 'Backup and Restore' highlighted. The main content area has a tabbed interface with 'Backup Schedule' selected. The 'Add' button is highlighted with a red box. The form fields are as follows:

- \* Name: MyBackupName
- \* FTP Location: Select or search an FTP Location in the list...
- \* Frequency: Select Frequency in the list...
- \* Starting Date: mm/dd/yyyy
- \* Time: 04 : 55 PM

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## 6. 6. Console Management

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The Console Management is used to configure and manage Console Operators. Console Management provides the following functions:

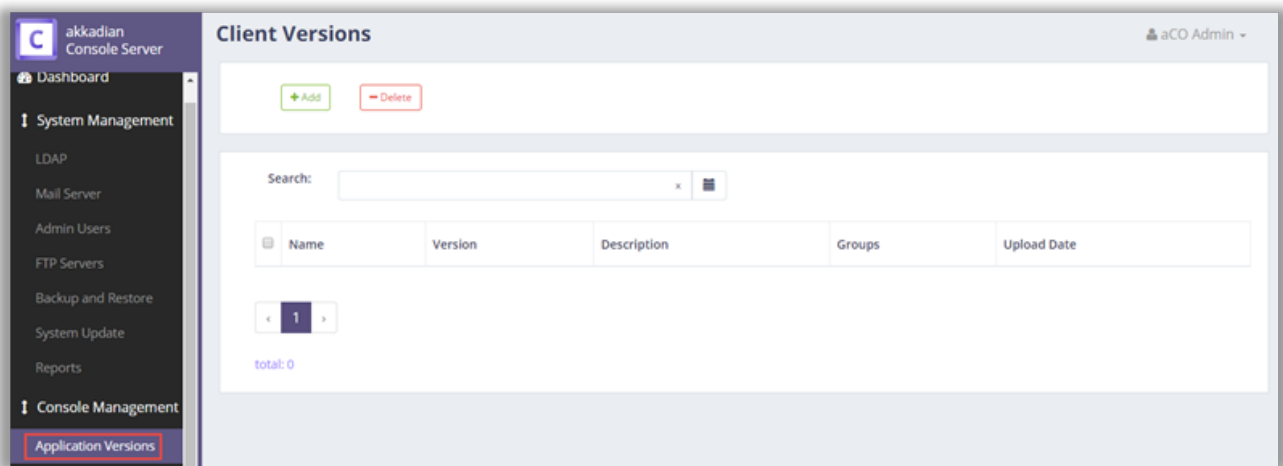
- Application Versions – upload Console client software for console upgrades
- Speed Dials – Create speed dial groups which can be published to consoles
- Configurations – Create and manage console configurations
- Groups – Create console operator management groups
- Operators – Create and assign operators to groups

## 6.1. 6.1 Manage Console Application

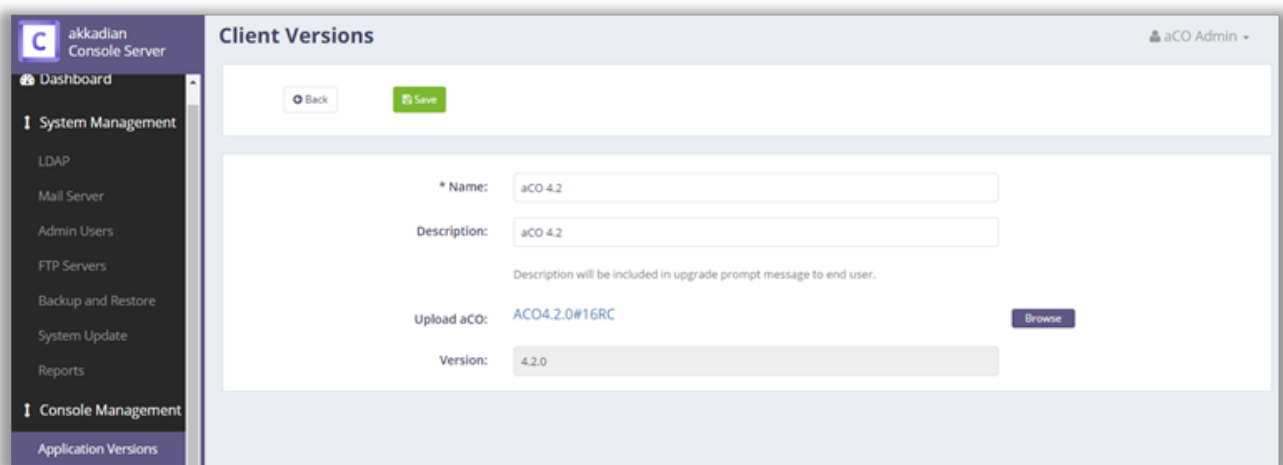
The Applications Version feature will allow you to control what Console version is running by publishing Application Versions using Groups. Client Versions will allow easier version management and will provide more flexibility to manage upgrades.

### To add Application Versions:

1. Go to Console Management => Application Versions
2. Click Add to configure a new Application Version.



3. Provide a name, description and upload the desired Console version for the Application Version and click Save.

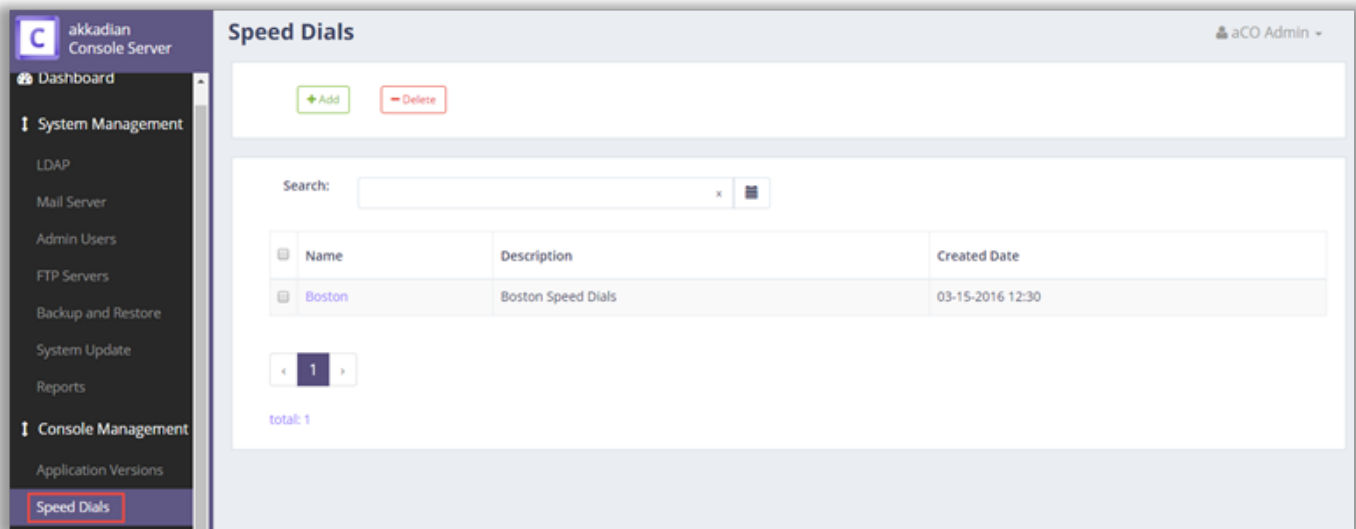


4. Repeat the process for additional Console Application Versions.



## 6.2. 6.2 Manage Speed Dials

The Speed Dial feature provides the ability to create speed dial groups which can be published to Console groups. Speed Dial groups are populated by uploading CSV files. When speed dials are published to Console groups, the speed dials will automatically be visible to all operators within that group. Multiple speed dial groups may be published to operator groups. These speed dial groups cannot be updated via the console and can only be updated on the Console Server.

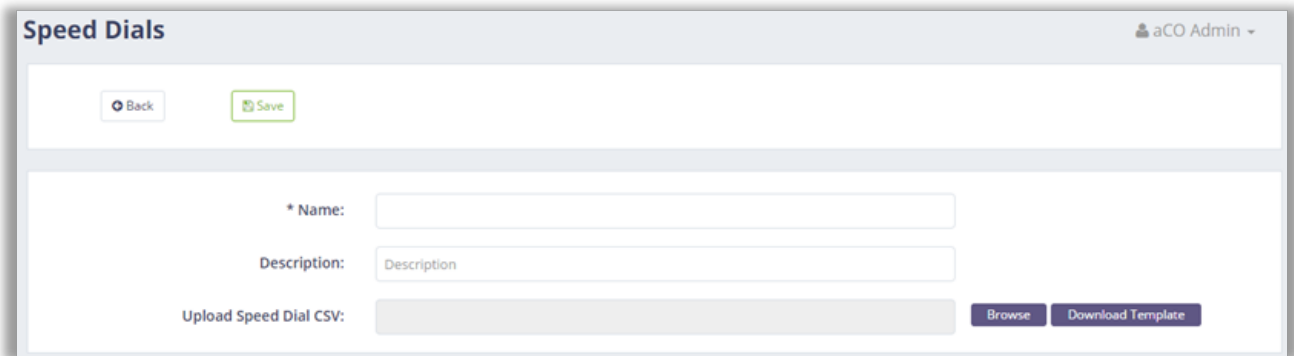


### To add Speed Dials

1. Go to Console **Management => Speed Dials**
2. Click Add to configure a new Speed Dial Group.
3. Download the Speed Dial CSV template by clicking "Download Template"
4. Populate the CSV template with your speed dial entries. The 'Display Name', 'Name' and 'Number' are all required fields.

	A	B	C	D	E	F
1	DISPLAY NAME	NAME	NUMBER	PARTITION	DEPARTMENT	EMAIL
2	JD	John Doe	12345678	New York	New York	jdoe@akkadianlabs.com
3						
4						

5. Provide a Speed Dial Group name, description and upload the CSV containing the speed dial entries. When finished, click Save.



The screenshot shows a web form titled "Speed Dials" in the top left corner. In the top right corner, there is a user profile icon and the text "aCO Admin". Below the title bar, there are two buttons: "Back" with a left-pointing arrow and "Save" with a floppy disk icon. The main form area contains three input fields. The first is labeled "\* Name:" and is empty. The second is labeled "Description:" and contains the placeholder text "Description". The third is labeled "Upload Speed Dial CSV:" and is a large, empty text area. To the right of this text area are two buttons: "Browse" and "Download Template".

## 6.3. 6.3 Manage Directory Sources

---

Akkadian Console Operator has added additional support for Directory Source. Users can now load directory sources from MySQL and MSSQL database. Directory Source can be set up from the server as well as locally on the client.

### To add a Directory Source

1. Go to **Console Management => Directory Sources**
2. Click **Add** to configure a new Directory Source.
3. Choose the Directory Source Type.
4. Complete the fields as required by the directory source.
5. Click **Save**.
6. Assign the **Directory Source** in the desired Group configuration.

## 6.4. 6.4 Manage CUCM Configurations

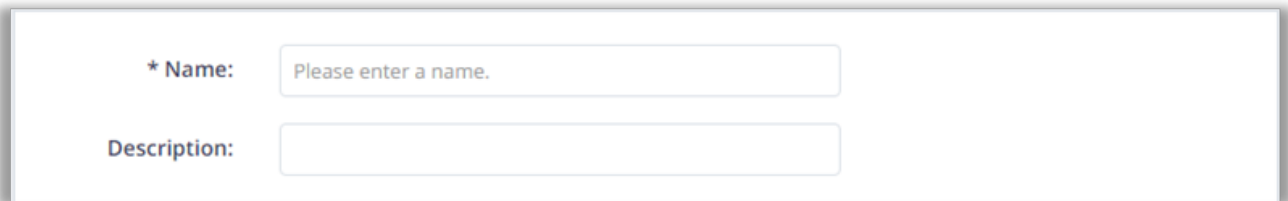
---

Configurations are used to apply configuration settings to Console groups.

## 6.4.1. 6.4.1 Add CUCM Configuration

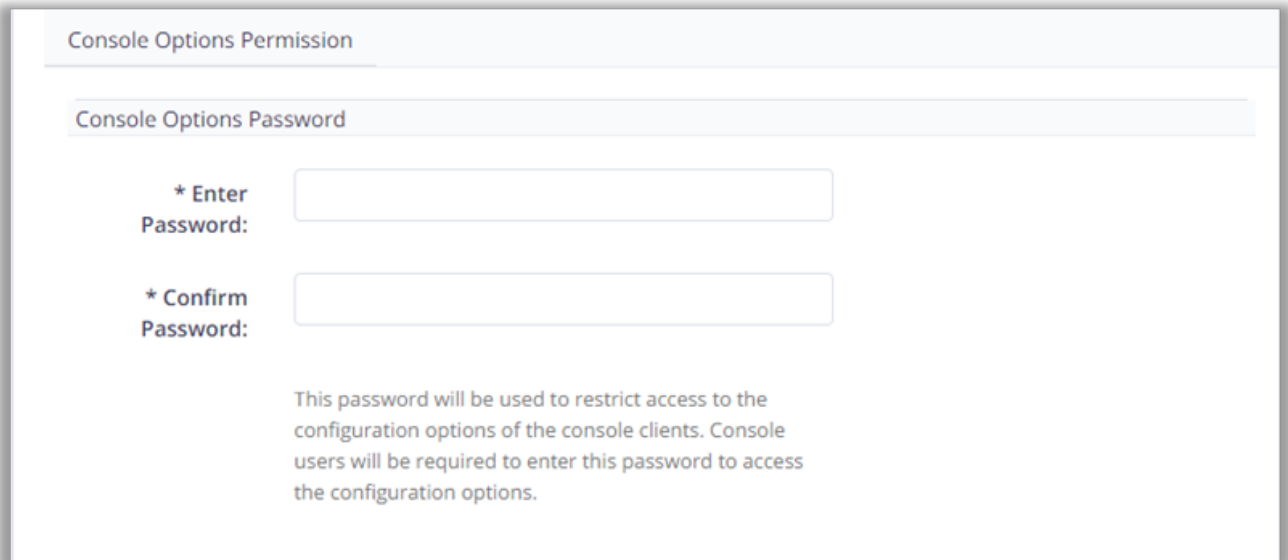
To add a new Configuration:

1. Go to Console **Management => Configurations**
2. Click **Add** to add a new Configuration.
3. Enter a Name and Description for the configuration.



A screenshot of a web form for adding a new configuration. It contains two input fields: one for 'Name' with a placeholder 'Please enter a name.' and one for 'Description'.

4. Enter the Console Options password. This password is used to protect the local console configuration.



A screenshot of the 'Console Options Permission' form. It includes a section for 'Console Options Password' with two input fields: '\* Enter Password:' and '\* Confirm Password:'. Below these fields is a text block explaining the password's purpose: 'This password will be used to restrict access to the configuration options of the console clients. Console users will be required to enter this password to access the configuration options.'

5. Enter the Cisco Communications Manager JTAPI information as shown below. You will need to validate the settings before they can be saved.

Server 1	Primary CM Server (Required)
Server 2	Secondary CM Server (Optional)
Server 3	Tertiary CM Server (Optional)
Application Username	CM Application User for JTAPI
Application Password	CM Application User Password

Cisco Communication Manager AXL Service

\* Server 1:

Server 2:

Server 3:

\* Service Username:

\* Service Password:

Validate

## 6.4.2. 6.4.2 Add AXL Congiguration

---

Enter the Cisco Communications Manager AXL information as shown below. You will need to validate the settings before they can be saved.

Server 1	Primary AXL Server (Required)
Server 2	Secondary AXL Server (Optional)
Server 3	Tertiary AXL Server (Optional)
Service Username	CM Application User for AXL
Service Password	CM Application User Password

Cisco Communication Manager AXL Service

\* Server 1:

Server 2:

Server 3:

\* Service Username:

\* Service Password:

Validate

## 6.4.3. 6.4.3 Configure Voicemail (Optional)

**Optional – Configure the voicemail options as shown below.**

Transfer Prefix	If applicable, enter or update a voice mail transfer prefix
Pilot Number	If applicable, enter or update a Voicemail Pilot Number
Allowed Parking Partition	If desired, enter the name of the Parking Partition that the attendant will have the ability to monitor. The name must match the park DN partition in CUCM. If this field is left blank, the attendant will see all parked calls.
Allowed Partitions	Name of allowed partition(s) the attendant will have access to search. Enter partitions names separated by commas. Console will only show directory entries contained in the partitions list. If this field is left blank, the attendant will see all partitions.

**Voicemail**

**Transfer Prefix:**

**Pilot Number:**

**Allowed Parking Partition:**

**Partitions**

**Allowed Partitions:**

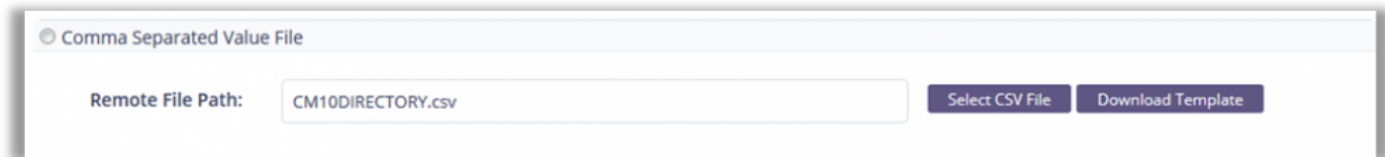


## 6.4.4. 6.4.4 Configure Directory Source

Console support multiple directory sources. By default, Console uses CUCM as the directory source and will pull in all the users and directory numbers based on the CUCM end user database. Console can also be configured to point to a local or remote CSV file or an LDAP source, such as Active Directory.

**Choose the Console directory source and provide the necessary configuration:**

- Communications Manager – Default. No additional configuration required.
- Comma Separated Value File (CSV) –  
If you want to select a CSV as your Directory Source, please select CSV as Directory Source. Be sure that if you are importing, the CSV format is correct. You can download the CSV Template to verify.



Comma Separated Value File

Remote File Path:  [Select CSV File](#) [Download Template](#)

- Microsoft Active Directory (LDAP) – For LDAP, configure the options applicable to your environment.

Authentication Method	Choose the appropriate authentication method for your LDAP source.
Connection String	<b>LDAP://{server name or IP}</b> or <b>LDAPS:// LDAP://{server name or IP}</b>
LDAP Username	Username required to authenticate with LDAP source
LDAP Password	Password required to authenticate with LDAP source
Search Filter	Optional search filter to narrow LDAP sync results
Field Mapping	LDAP bind attribute

● Microsoft Active Directory (LDAP)

Authentication Method:	<div>Select Authentication Method</div> <div>Select Authentication Method</div> <div>Secure</div> <div>Basic Authentication</div> <div>Anonymous</div>
Connection String:	
LDAP Username:	<input type="text" value="jdoe"/>
LDAP Password:	<input type="password" value="*****"/>
Search Filter:	<input type="text" value="(&amp;(objectclass=user)(!(objectclass=Computer))(!(UserAccountControl:=2))(ipPh"/>
Field Mapping:	<input type="text" value="sAMAccountName"/>

## 6.4.5. 6.4.5 Configure Directory Rules

---

Configure Console Directory Rules to provide presence to directory number 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.

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.

Directory Rules

Name	Prefix	Number Of Digits	Digits To Be Removed	Applied Prefix	Remove Non-Digits
------	--------	------------------	----------------------	----------------	-------------------

Rule Criteria

Name:

Extension

Begins With:

+1

Length:

14

Current Rule

Number Of Front Digits To Remove:

7

Applied Prefix:

Ignore Characters:

Remove Non-digit Characters:

☒

Apply After Remove Non-digits:

☐

Add

Save

Delete

## 6.4.6. 6.4.6 Configure Dial Rules

---

Configure Console Dial Rules to manipulate numbers dialed using the 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.

Dial Rules

Name	Prefix	Number Of Digits	Digits To Be Removed	Applied Prefix	Remove Non-Digits	
------	--------	------------------	----------------------	----------------	-------------------	--

Rule Criteria

Name:

Begins With:

Length:

Current Rule

Number Of Front Digits To Remove:

Applied Prefix:

Ignore Characters:

Remove Non-digit Characters:

☐

Apply After Remove Non-digits:

☐

Add

Save

Delete

## 6.4.7. 6.4.7 Configure Microsoft Exchange Server (Optional)

---

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

Exchange URL	URL to the current Exchange Server. The Exchange URL should reflect the following format: <a href="https://exch-mail.conteso.com/EWS/Exchange.asmx">https://exch-mail.conteso.com/EWS/Exchange.asmx</a>
Account Email	Service account with sufficient rights in Exchange to see presence status.
Password	Enter the Exchange password
Exchange Version	Available versions of the Exchange Server <a href="#">Exchange2007_SP1</a> <a href="#">Exchange2010</a> <a href="#">Exchange2010_SP1</a> <a href="#">Exchange2010_SP2</a> <a href="#">Exchange2013</a> <a href="#">Exchange2013 SP1</a>

## 6.4.8. 6.4.8 Configure Call Queue

---

**Configure queuing to display CUCM Hunt Group statistics within Console.**

**CONSOLE** Server requires the following items to be configured for the queuing functionality to operate:

- CUCM 10x or Higher
- In order to obtain queuing information, CONSOLE server leverages the Cisco Real Time Monitoring Tool (RTMT) service on call manager. To support the RTMT client, several services/servlets need to be active and running on the server. Please refer Cisco documentation for the current list of these services/servlets.

**Configure Queuing in Call Manager**



- Create a New CUCM Queue Monitor for Use with Akkadian Console Operator. Log into CUCM using administrative access. Then browse the **User Management => Application User => Click Add New**.

**Cisco Unified CM Administration**  
For Cisco Unified Communications Solutions

System ▾ Call Routing ▾ Media Resources ▾ Advanced Features ▾ Device ▾ Application ▾ User Management ▾ Bulk Administration ▾ Help ▾

**Application User Configuration**

Save X Delete Copy + Add New

**Status**  
Status: Ready

**Application User Information**

User ID\* QueueMonitor [Edit Credential](#)

Password .....

Confirm Password .....

Digest Credentials

Confirm Digest Credentials

BLF Presence Group\* Standard Presence group ▾

☐ Accept Presence Subscription

☐ Accept Out-of-dialog REFER

☐ Accept Unsolicited Notification

☐ Accept Replaces Header

**Permissions Information**

Groups

- Standard CCM Server Monitoring
- Standard RealtimeAndTraceCollection
- Standard TabSync User

[View Details](#)

Roles

- Standard AXL API Access
- Standard CCM Admin Users
- Standard CCMADMIN Read Only
- Standard RealtimeAndTraceCollection
- Standard SERVICEABILITY

[View Details](#)

[Add to Access Control Group](#)

[Remove from Access Control Group](#)

Save Delete Copy Add New

\* - indicates required item.

- Configure Queue Service Settings. To successfully configure Queues, a Hunt Group must have call queuing enabled in addition to the creation of an application user within Call Manager under Standard CUCM Admin Users and the Standard Real-time and Trace Collection Groups. Please fill out the

following fields for Queues.

Queue Service Settings

Server URL:

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

Username:

QTEST


Password:

\*\*\*\*\*

Hunt Pilot Numbers:

7272, 8282

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

 **Note:** Akkadian Console Operator does not validate the hunt pilot numbers; please ensure the hunt pilot numbers entered are valid within CUCM, as accurate information will only display with valid pilot numbers.

# 6.4.9. 6.4.9 Configure the Console Parameters (Optional)

## Configure the Console Parameters

Console Parameters

AXL Request Chunk Size:

1001

Displayed Speed Dials Limit:

64

Displayed Directories Limit:

64

Displayed Call History Limit:

100

Parked Call Warning After (Sec):

30

Parked Call Error After (Sec):

60

Notes Retention Time (Sec):

600

Call Hold Time Warning After (Sec):

30

Call Hold Time Error After (Sec):

60

Application Auto Focus:

☒

Enable Debug Logging:

☒

AXL Request Chunk Size:	System parameter. 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:	Maximal amount of speed dial items in one speed dial pane.

Displayed Directories Limit:	Maximal amount of directory items in the directory dial pane.
Displayed Call History Limit	Maximal amount of call history items in the call history pane.
Parked Call Warning After (Sec)	Time span before the parked call's highlight becomes yellow.
Parked Call Error After (Sec)	Time span before the parked call's 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)	This controls when the warning color is displayed for call on hold (orange)
Call Hold Time Error After (Sec)	This controls when the warning color is displayed for call on hold (red)
Application Auto-Focus:	Places the Console application to the forefront when a call is made to any monitored line.
Enable Debug Logging	CONSOLE client will be running in Debug Mode
Enable Reporting Information	Enables reporting data upload to the Console Server

## 6.5. 6.5 Manage Groups

---

**Groups are used to apply commons settings to groups of consoles. The following options are deployed using Groups:**

- Applications Versions
- Speed Dials
- Configurations

## 6.5.1. 6.5.1 Add New Group

### To add a new Group:

- Go to Console Management ? Groups
- Click Add to add a new Group.
- Enter the required information as shown below and click Save.

Name	Enter a name for the Group.
Description	Enter a description for the Group
Choose Configuration	Choose the Configuration to be applied to the Group.
Choose Client Version Optional	– Choose the client version to be applied to the Group. Any client not running this version will be prompted to upgrade.
Choose Speed Dials	Optional – Choose the Speed Dial(s) to be applied to the Group.

The screenshot shows the 'Groups' management page in the Akkadian Console Server. The left sidebar contains a navigation menu with 'Groups' highlighted. The main content area has a header with 'Back', 'Save', and 'Copy' buttons. Below the header, there are five form fields:
 

- \* Name: Default Group
- Description: Description
- Choose Configuration: Boston Office (dropdown menu)
- Choose Client Version: aCO 4.2 (dropdown menu)
- Choose Speed Dials: Boston (dropdown menu with an 'x' icon)

## 6.5.2. 6.5.2 Client Packager

Deploying Akkadian Console Operator is even easier now with the Client Packager. Admins can distribute an executable file containing all the configurations needed to use the Akkadian Console Operator. After installing Console using the packaged executable, the client will connect to the server without any need for local configuration.

To use this feature:

1. Upload a valid Akkadian Console Operator installer in Application Version section.
2. Assign the Client Configuration and Client Version to the Group and save the changes.
3. Click the Download Installer button located at the top of the page to download the executable package.

The screenshot shows the 'Groups' configuration page in the Akkadian Console Server. The page has a dark sidebar on the left with navigation links: Dashboard, System Management (LDAP, Mail Server, Admin Users, FTP Servers, Backup and Restore, System Update, Licensing), Console Management (Application Versions, Speed Dials, Directory Sources, Configurations), Groups (selected), Operators, and Reports. The main content area is titled 'Groups' and shows a form for configuring a group. The form includes fields for Name (Default Group), Description (Group for Default), Choose Configuration (Default Configuration), Choose Client Version (akkadian Console Setup 4.2.0), Choose Speed Dials (Default Speed Dial), and License Key (XXXXXXXX-XXXX-XXXX-XXXXXXXXXXXXXXXXXX). Red circles with numbers 1, 2, and 3 highlight the 'Choose Configuration', 'Choose Client Version', and 'Download Installer' button respectively. The top right of the page shows the account information: ACCOUNT: SUPER ACCOUNT, Account ID, and System Admin.

akkadian Console Server

Groups

ACCOUNT: SUPER ACCOUNT Account ID System Admin

Back Save Copy Download Installer 3

\* Name: Default Group

Description: Group for Default

Choose Configuration: Default Configuration x 1

Choose Client Version: akkadian Console Setup 4.2.0 x 2

Choose Speed Dials: Default Speed Dial x

License Key: XXXXXXXXXXX-XXXX-XXXX-XXXXXXXXXXXXXXXXXX

Copyright © 2016 Akkadian Labs, LLC. Version 2.0.0.1022

## 7. 7. Manage Operators

---



## 7.1. 7.1 Add New Operator

---


The Operators section is where you define console operators and assign them to an Console server Group. Please note that the console operators User ID will be used to authenticate against Cisco Communications Manager, so it must match an existing end user in CUCM.

\*To add a new Operator:

\*

1. Go to Console **Management => Operators**
2. Click **Add** to add a new Operator.
3. Enter the required information as shown below and click **Save**.

Choose Group	Select the Group to which the operator will belong.
User ID	Search and select the operator's User ID from CUCM.
First Name	Enter the operator's first name.
Last Name	Enter the operator's last name.
Description	Enter a description for the operator.
Extension	Search and select the operator's extension from CUCM.
Choose Device	Select the device for the operator to control.

 akkadian  
Console Server

Dashboard

System Management

LDAP

Mail Server

Admin Users

FTP Servers

Backup and Restore

System Update

Reports

Console Management

Application Versions

Speed Dials

Configurations

Groups

Operators

## Operators

Back

Save

\* Choose Group:

Default Group x

\* User ID:

reception x

First Name:

reception

Last Name:

reception

Description:

reception

\* Extension:

Extension Number

Search

Choose Device:

SEPB000B4BA49FA x

## 8. 8. Reports

The reports section displays three default metrics: Client Application Version, Operators Online, and Operators.

### To access Reports:

1. Go to System Management ? Reports
2. Click “view report” on the desired report to view the report data.

**Reports** Refresh

**Client Application Version**  
Client console application versions connected to server  
**3**  
[View Report](#)

**Operators Online**  
Operators currently logged into console  
**0**  
[Operator Login/Logout History](#)

**Operators**  
ACO Clients Operators  
**6**  
[Operator Calls History Report](#)

**Call Trends Report**

Calls	Transferred
Hold	Top Transferred
Parked	Consult Transferred
Abandoned	

[Call Summary Report](#)

**General Reports**

Report Title	Description
<a href="#">Performance Report</a>	Team Performance summary report. Can be filtered by operator, hour, day, week or month
<a href="#">Calls Data Export</a>	Download a CSV data export of calls information.
<a href="#">Traffic Analysis Report</a>	Call traffic aggregated report
<a href="#">Summary Calls by Operator Report</a>	Summary of each call that is dialed and received by the user
<a href="#">Summary Calls By Number Report</a>	Information about all the numbers that are dialed by an inside or outside caller.

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Version