



Akkadian Contact Manager

5.0.0 — Last update: Jun 15, 2022

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Introduction

Akkadian Contact Manager simplifies directory management for IT while providing an intuitive directory search interface, making it easy to locate and connect with contacts. This manual will guide you through the process of deploying and configuring Akkadian Contact Manager.

1. Requirements and Limitations

The following sections provide information about the requirements that your system must meet, and limitations that apply when you install or upgrade Akkadian Contact Manager.

1.1 Virtual Machine Requirements

Akkadian Contact Manager 5.0 is a Linux based Virtual Appliance supported on VMware ESXi.

Supported Versions of VMware vSphere ESXi = 5.x, 6.x, & 7.x

The recommended server requirements for Akkadian Contact Manager depend on several variables.

To assist with allocating the proper resources for Contact Manager 5.0, use the Table below to determine the appropriate system resources.

Size	Contacts	End Users	vCPU	vRAM	vDISK	vNIC
Small	500,000	1 – 5,000	2	8	1 × 120 GB	1
Medium	1,000,000	5,000 – 15,000	2	12	1 × 120 GB	1
Large	1,000,000+	15,000 – 30,000	4	16	1 × 120 GB	1

- Applications servers are defined as configured applications servers in Contact Manager and are not related to the number of servers with a cluster.
- Minimum of 2000 MHz reserved

1.2 Application Support

Contact Manager provides support for the following applications:

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

1.3 Supported Devices

Akkadian Contact Manager supports the following Cisco IP Phones:

- Cisco 7925
- Cisco 7937
- Cisco 794X/796X
- Cisco 797X
- Cisco 88XX
- Cisco 8961
- Cisco 9951
- Cisco 9971
- Cisco DX650
- Cisco DX70
- Cisco DX80

1.4 SMTP Requirements

Akkadian Contact Manager requires an SMTP server to send users their initial password as well as other important notifications. Ensure that the Contact Manager server is authorized to send mail via the configured SMTP server.

1.5. Browser Support

Contacting Manager supported browsers:

- Microsoft Edge (Desktop Notification Supported)
- Chrome (Desktop Notification Supported)
- Mozilla Firefox

1.6 Network Requirements

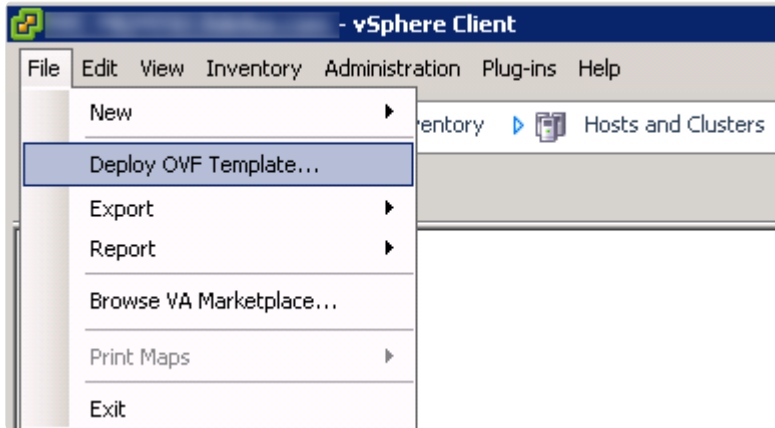
Akkadian Contact Manager communicates on the following ports:

Traffic	Port	Direction
Application Web Access	TCP Port 80 (HTTP) TCP Port 443 (HTTPS)	Inbound —> Contact Manager
SSH	TCP Port 22	Inbound —> Contact Manager
SMTP	TCP Port 25	Contact Manager —> Outbound to Mail Server
FTP	TCP Port 21	Contact Manager —> Outbound to FTP Server
Secure FTP	TCP Port 22	Contact Manager —> Outbound to SFTP Server
LDAP	TCP Port 389	Contact Manager —> LDAP Server
LDAP Global Catalog	TCP Port 3268	Contact Manager —> LDAP Global Catalog Server
CUCM UDS/AXL	TCP Port 8443	Contact Manager —> CUCM UDS/AXL

2. Virtual Appliance Deployment

Akkadian Contact Manager is deployed as a virtual appliance on VMware ESXi versions 5.x and above. The steps below will help guide you through the process of deploying the virtual appliance; however, you should understand VMware or contact your VMware administrator for assistance.

1. Download the latest Akkadian Contact Manager OVA from <http://portal.akkadianlabs.com> to a location accessible by the vSphere client.
2. From the vSphere client select **Deploy OVF Template** from the **File** menu.



3. Select the OVA from the computer or network location and click Next to continue.

Deploy OVF Template

1 Select an OVF template

2 Select a name and folder

3 Select a compute resource

4 Review details

5 Select storage

6 Ready to complete

Select an OVF template

Select an OVF template from remote URL or local file system

Enter a URL to download and install the OVF package from the Internet, or browse to a location accessible from your computer, such as a local hard drive, a network share, or a CD/DVD drive.

☐ URL

http | https://remoteserver-address/filetodeploy.ovf | .ova

☒ Local file

Choose Files ACM_5.0.0.ova

CANCEL

BACK

NEXT

4. Review the License Agreement and click **Next** to continue.

End User License Agreement

Accept the end user license agreements.

[Source](#)
[OVF Template Details](#)
End User License Agreement
 Name and Location
 Storage
 Disk Format
 Ready to Complete

AKKADIAN LABS LLC
 END-USER LICENSE AGREEMENT

LICENSE AGREEMENT for the Software application known as Akkadian Contact Manager™;
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- OTHER RIGHTS AND LIMITATIONS.
 - Limitations On Reverse Engineering, Decompilation, Disassembly. You agree not to, or

< ||| >

Accept

Help

< Back

Next >

Cancel

5. Specify the name and location for the VMware machine and click Next to continue.

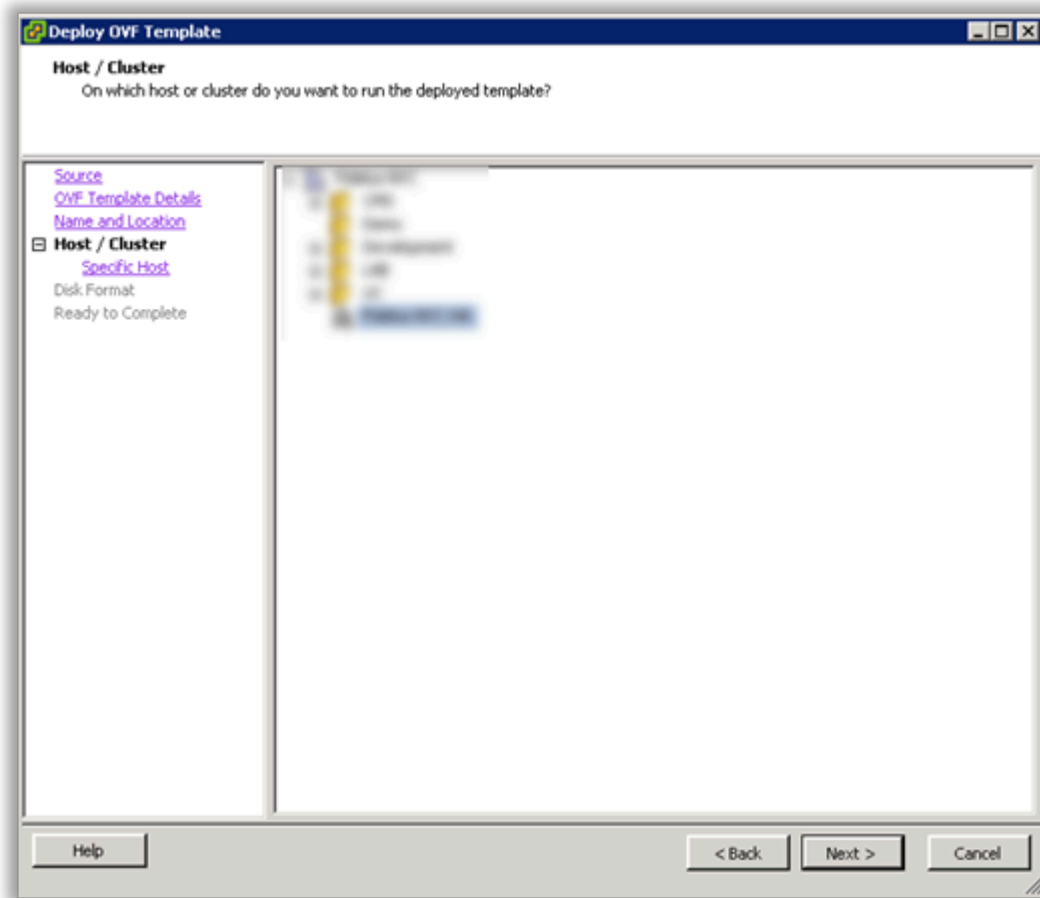
The screenshot shows a window titled "Deploy OVF Template" with standard Windows window controls (minimize, maximize, close). The main heading is "Name and Location" with the instruction "Specify a name and location for the deployed template".

On the left side, there is a vertical navigation pane with the following links: [Source](#), [OVF Template Details](#), [End User License Agreement](#), **Name and Location** (the current step), [Host / Cluster](#), [Resource Pool](#), [Disk Format](#), and [Ready to Complete](#). The "Host / Cluster" link is expanded, showing a tree view with a folder icon and the text "Host / Cluster".

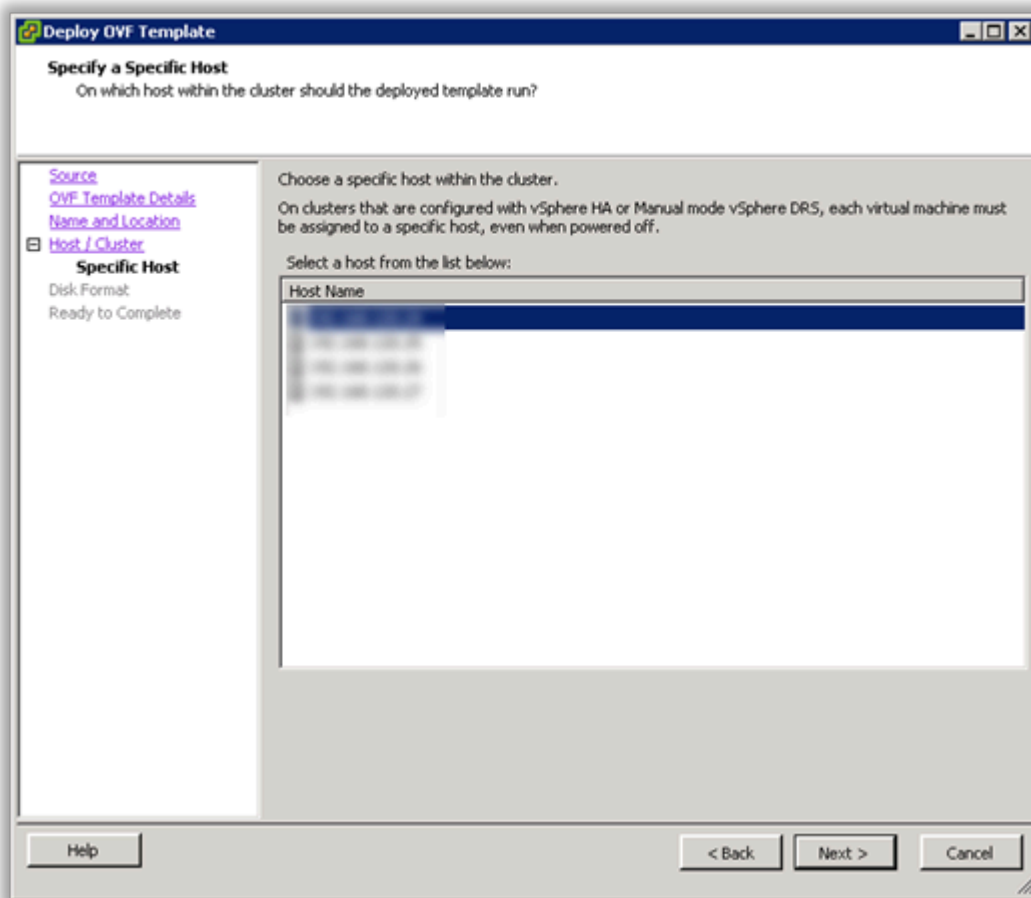
The main content area is divided into two sections. The top section is labeled "Name:" and contains a text input field with the value "akkadian Contact Manager". Below the input field, a note states: "The name can contain up to 80 characters and it must be unique within the inventory folder." The bottom section is labeled "Inventory Location:" and contains a large, empty rectangular area for selecting a location.

At the bottom of the window, there are four buttons: "Help", "< Back", "Next >", and "Cancel". The "Next >" button is highlighted with a black border, indicating it is the recommended action.

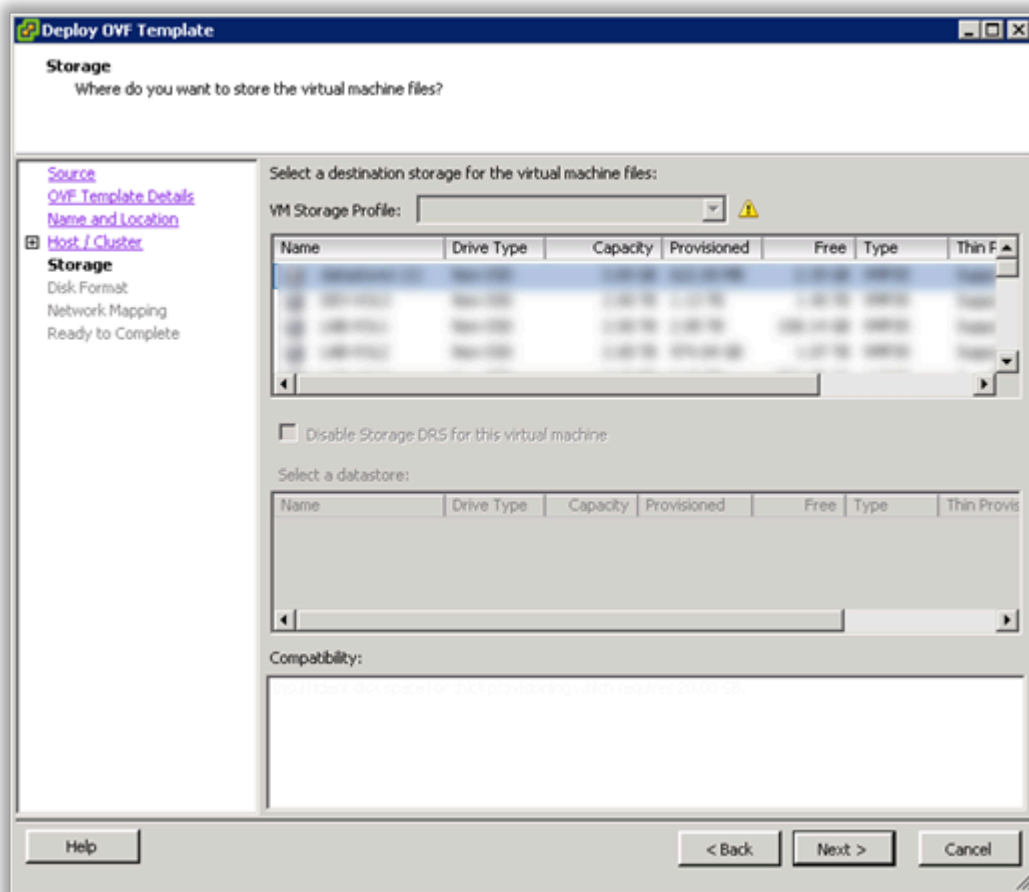
6. Specify the VMware Host / Cluster and click **Next** to continue.



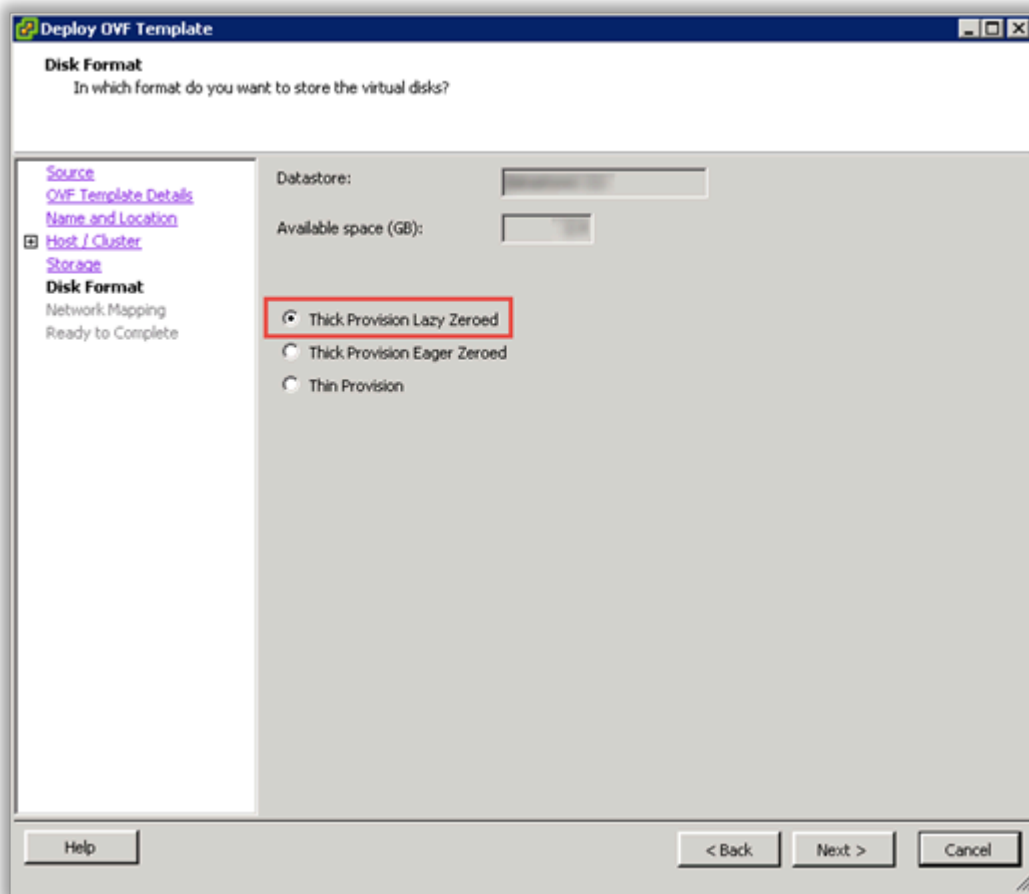
7. Specify a host within the cluster and click Next to continue.



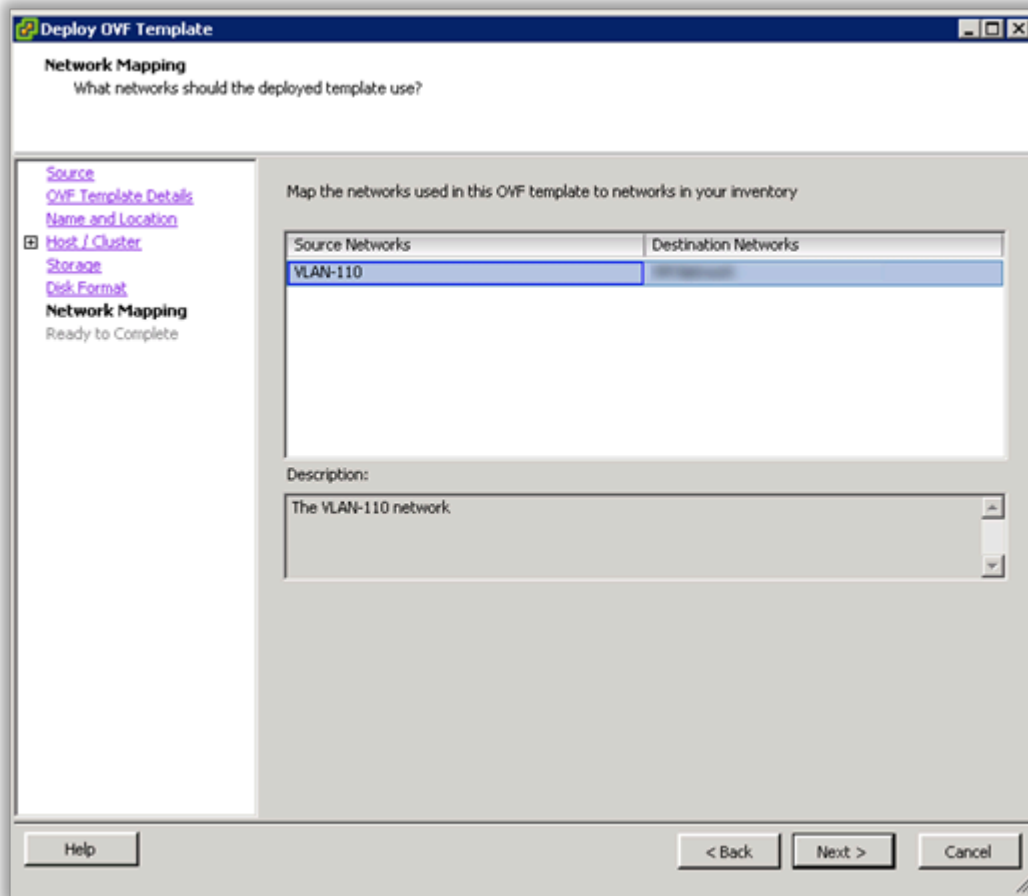
8. Specify the storage location for the virtual machine and click Next to continue.



9. Select Thick Provision Lazy Zeroed and click Next to continue.



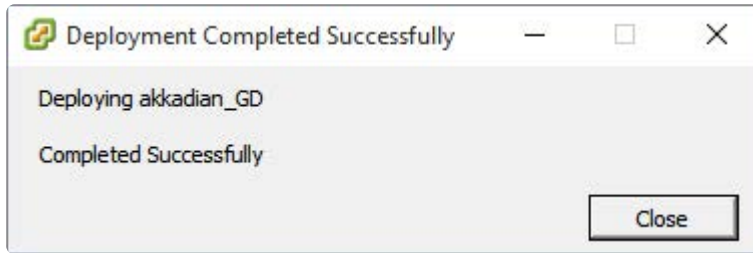
10. Select the Destination Network for the virtual machine and click Next to continue.



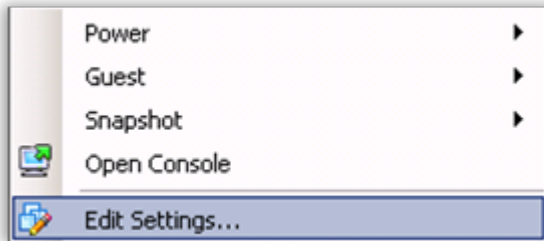
11. Verify the virtual machine settings. The initial OVA deploys with 2 vCPU and 8GB Memory. Depending on your system requirements, you may need to adjust the virtual CPU and Memory settings. Please refer to the [virtual machine requirements](#) to determine the appropriate settings for your environment.



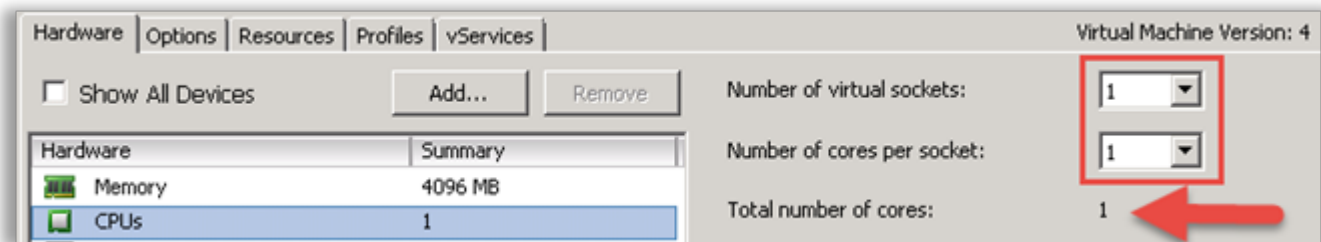
12. Click OK to complete the deployment.



13. To adjust the virtual machine CPU and Memory, locate the newly deployed virtual machine in vCenter, right click on the virtual machine and select Edit Settings.



14. On the Hardware tab, select CPU and adjust the setting to provide the required number of cores for your environment.



15. After adjusting the CPU, click on Memory and adjust the settings to provide the required resources for your environment. When completed, click OK to commit the changes.
16. Power on the virtual machine and proceed.
17. Locate the virtual machine in vSphere and open a console.
18. When the server boot process is complete, the system will arrive at a login prompt. Login using:

Username	akkadianuser
Password	akkadianpassword

```
login as: █
```

19. You Will be presented with the Akkadian Appliance Manager Main Menu

```
#####
#                                                                 #
# Welcome to Akkadian Appliance Manager - 4.2.1.636-a050b37      #
#                                                                 #
#####
#####
Main Menu:
 1: Configure Network
 2: Configure Time
 3: Update Akkadian Products
 4: Product Settings
 5: Appliance Manager Settings
 6: High Availability / Replication Support
 7: Akkadian Executor
 8: Server Performance Monitor
 x: Security Configuration
 l: System Logs
 r: Reboot Server
 s: Shutdown Server
 q: Quit Akkadian Appliance Manager
You can press 'CTRL+C' at any time to exit from an action
and return to the previous menu.

Use the following url to access the application
Secure URL, https://172.16.140.42

Select an option: █
```

20. From the Akkadian Appliance Manager main menu, select option 1 to Configure Network.

```
#####
#
# Welcome to Akkadian Appliance Manager - 4.2.1.636-a050b37
#
#####
#####
Main Menu:
 1: Configure Network ←
 2: Configure Time
 3: Update Akkadian Products
 4: Product Settings
 5: Appliance Manager Settings
 6: High Availability / Replication Support
 7: Akkadian Executor
 8: Server Performance Monitor
 x: Security Configuration
 l: System Logs
 r: Reboot Server
 s: Shutdown Server
 q: Quit Akkadian Appliance Manager
You can press 'CTRL+C' at any time to exit from an action
and return to the previous menu.

Use the following url to access the application
Secure URL, https://172.16.140.42

Select an option: █
```

21. Select option 8 to launch the nmtui (Network Manager).
22. Select “Edit a Connection”.
23. Configure the network settings for your environment and select OK.
24. Navigate back to the menu and select “Set system hostname”. It is recommended the hostname is entered using the fully qualified domain name.

Example – acm.yourdomain.com

25. Optionally you may configure the server time by selecting option 2 from the configure network menu.
26. When all configurations are complete, select “s” from the network configuration menu to save the configuration and restart the network.
27. From the main menu, select Reboot Server to finalize the configuration.
28. When the system returns to the login prompt, the Akkadian Contact Manager virtual appliance deployment is complete and can be accessed by going to https://{Server IP or Name}/acm.

2.1 Updating Appliance Manager

Akkadian Appliance Manager (AAM) is the command-line utility used to manage the Contact Manager platform. With the release of Contact Manager 5.0.0, a new version of Appliance Manager is required to support Master to Master Database Replication across ACM in different data centers with load balancer support. The AAM upgrade requires that Contact Manager has Internet access to download the AAM update. If no Internet access is available, the AAM update must be posted on an internal web server or you can simply redeploy the OVA and restore Contact Manager from backup.

Follow these steps to update AAM:

1. Access the Contact Manager CLI via Hostname/IP using SSH with an SSH tool such as Putty or WinSCP
2. When prompted to login using the following credentials

Username	akkadianuser
Password	akkadianpassword

3. From the Akkadian Appliance Manager main menu select Option 5: **Appliance Manager Settings**
4. From the Update Akkadian Appliance Manager menu select Option 1: **Update Appliance Manager Using URL/Local Media**

You will be prompted for update URL, paste the AAM Update URL at the prompt and hit “enter”
AAM URL: https://akkadianlabs.s3.amazonaws.com/Public/aam/AAM_TUI_3.0.1-501c577.tar.gz

**Alternatively, you can download the AAM update and post it on an internal web server if no Internet access is available from Contact Manager.*

5. Press any key when prompted after the update completes.

A restart of AAM is required to enable new functionality. From the Update Akkadian Appliance Manager menu, select Option 2: Restart Appliance Manager

2.2 High Availability

Akkadian Contact Manager supports **High Availability** using master-master replication. All nodes in High Availability (HA) cluster are active and can process requests, but only the master node will process scheduled requests to avoid task duplication. When using the built-in virtual IP, HA will always direct users to the primary node. If load balancing is required or you are geographical distributing the nodes, you must utilize an external load balancer.

HA Overview:

- HA can only be enabled via the CLI.
- Minimum of 2 nodes is required for an HA cluster.
- Application will be accessed via Virtual IP (VIP).
- Built-in VIP can be used within the same layer 2 network.
- External load balancer is required when nodes are on separate layer 3 networks.

Prerequisites for High Availability:

- All nodes have been assigned with a correct IP address.
- All nodes have a Fully Qualified Domain Name (FQDN) (name.domain.com).
- All nodes should be accessible via DNS.
- All nodes should have DNS configured with the ability to resolve all nodes within the cluster.

2.2.1 Enable High Availability

To enable High Availability in Contact Manager:

1. Login to the Akkadian Appliance Manager using:

Username	akkadianuser
Password	akkadianpassword

```
#
# Welcome to Akkadian Appliance Manager #
#
#####
Main Menu:
 1: Configure Network
 2: Configure Time
 3: Update Akkadian Products
 4: Product Settings Menu
 5: Update Appliance Manager
 6: High Availability
 r: Reboot Server
 s: Shutdown Server
 q: Quit Akkadian Appliance Manager
You can press 'CTRL+C' at any time to exit from an action
and return to the previous menu.

Use the following url to manage the application http://

With https://

Select an option: █
```

2. Select Option 6 **High Availability**
3. Select Option 1 – **Enable High Availability**

```
Please follow the steps to configure High Availability
Node 1: acmnode1

Please enter the second Hostname (maximum 15 characters).
Node 2: acmnode2
Do you want to add another Node? [y/N]: n
Virtual IP: 
Virtual IP Mask: 
Cluster Password:
Repeat for confirmation:

Changes to be saved:
Master node: acmnode1
Secondary node 0: acmnode2
Virtual IP: 
Virtual IP Mask: 
Do you want to save changes and enable High Availability? [y/N]: y
Please wait while High Availability is configured and enabled...
█
```

4. Enter the Secondary Hostname, Virtual IP, and Virtual IP Mask
5. Enter a **Cluster Password** and Repeat for confirmation
6. Enter “y” to save changes and Enable High Availability

When you go back to the main Appliance Manager menu, you will see High Availability is Enabled

```
#####  
#                                     #  
# Welcome to Akkadian Appliance Manager #  
#                                     #  
#####  
#####  
High Availability is Enabled  
Master Node: acmnode1  
  
Online:  
acmnode1  
acmnode2  
  
#####  
Main Menu:  
  1: Configure Network  
  2: Configure Time  
  3: Update Akkadian Products  
  4: Product Settings Menu  
  5: Appliance Manager Settings  
  6: High Availability  
  r: Reboot Server  
  s: Shutdown Server  
  q: Quit Akkadian Appliance Manager  
  You can press 'CTRL+C' at any time to exit from an action  
and return to the previous menu.
```

3. Initial System Configuration

After completing the installation, Akkadian Contact Manager requires some basic configuration. This section will guide you through the configuration process.

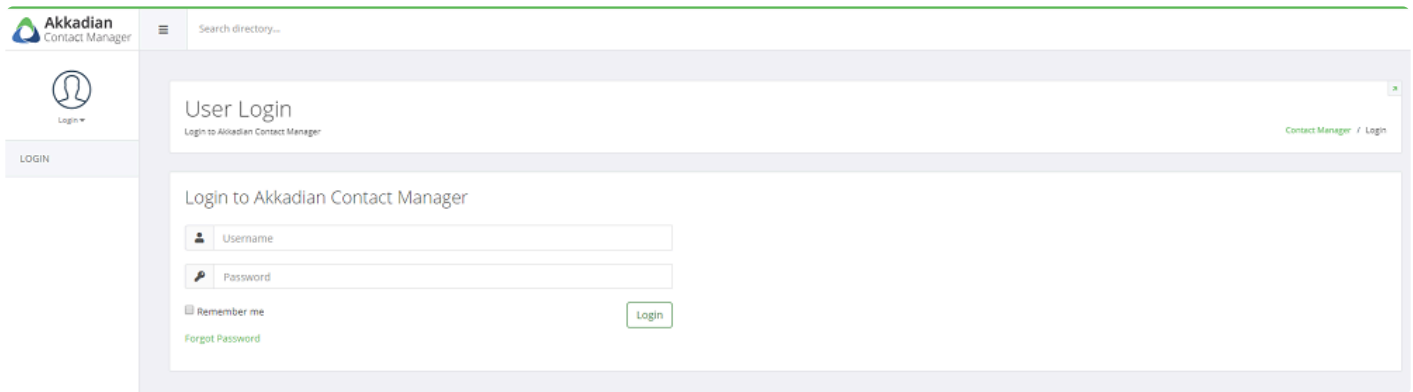
3.1. Logging into Akkadian Contact Manager

1. Akkadian Contact Manager can be accessed using the following URL:

https://{Server IP or NAME}/acm

2. Log in using the default credentials:

Username	gdadmin
Password	admin (Case sensitive)



The screenshot shows the Akkadian Contact Manager login interface. On the left is a sidebar with the Akkadian logo and a 'Login' button. The main area is titled 'User Login' and contains a form with fields for 'Username' and 'Password', a 'Remember me' checkbox, and a 'Login' button. A 'Forgot Password' link is also present. The top of the page features a search bar and a breadcrumb trail 'Contact Manager / Login'.

3. After logging in, you will be presented with the following menu items to access other features:

- [Dashboard](#)
- [Directory](#)
- [System](#)
- [Cover Me](#)
- [Web Directory](#)

3.1.2 User Profile

1. After logging in to Akkadian Contact Manager click on the user profile image

Admin User Profile

Update User Profile

 Profile

 Password

Default Admin's profile

* First Name:

Default

* Last Name:

Admin

* Email:

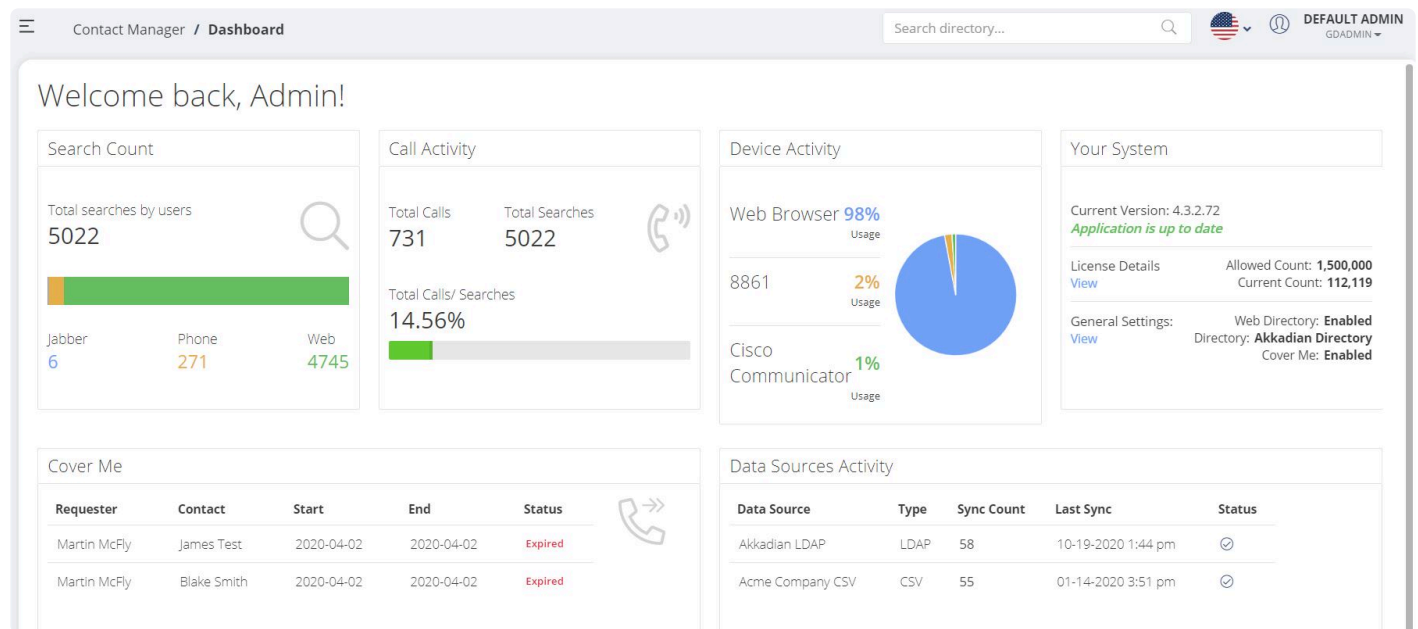
admin@company.com

Save

2. Update the Default Admin's Name, email address, and click save **Save**.
3. Click **Password** to update the Default Admin password
4. Enter the **Current Password**, **New Password** and Click **Save**

3.2 Dashboard

When logging into Contact Manager, you are presented with the user Dashboard



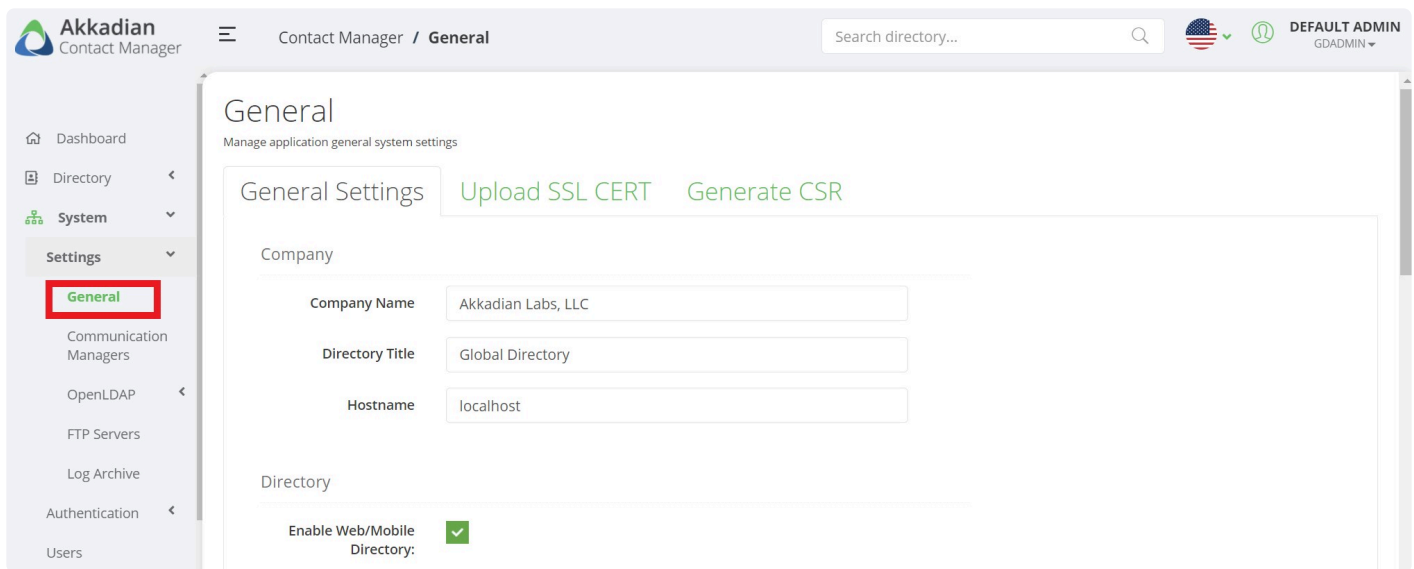
Field	Description
Search Count	Total directory searches by users
Call Activity	Total Calls by users
Device Activity	IP phone activity percentage
Your System	Checks with the licensing server to make sure your software is up to date
Cover Me	Shows Active Cover Me requests
Data Source Activity	Name, type, entry count, last sync log and status of Data Source

3.3 System

After licensing Contact Manager and successfully logging in, there are few system configuration items that should be completed. This System section will guide you through configuring the necessary items for your environment.

3.3.1 Settings

1. Expand **System** menu from the navigation bar and select **Settings** as shown below.



2. Modify the information in the **Company**, **Directory**, **Cover Me**, **CUCM Phone Authentication**, **Email Settings**, and **Language Settings** sections as needed.

Field	Description
Company	
Company Name	Company name to display on directories
Directory Title	Directory title to display on directories
Hostname	URL hostname to be used when publishing directories. Hostname must be resolvable. Default setting of localhost will use IP address.

Directory	
Enable Mobile Directory	Check this box to enable Mobile Directory services. This will allow mobile devices to access Contact Manager services.
Default Directory	Specify the directory service for mobile devices
Default View	Specify the preferred view for the Mobile Directory listing
Use Jabber	Check this box to enable the directory in Jabber.
Remove Web Directory Login Button	Check this box to remove the login button from the Web Directory.

Cover Me

Cover Me	Check this box to enable Cover Me. This will allow users to request another user to cover their phone calls for an allotment of time.
Communications Managers	Specify which CUCM you are using for Cover Me Requests

CUCM Phone Authentication

Authentication Required	Check this box to require Cisco phones to authenticate to access directory
Authentication URL	Provide CUCM authentication URL used for phones to authenticate

3. In the **Email Configuration** section, email is required in order to send initial access information to users and enable notifications. Enter the information for your SMTP server. Ensure Contact Manager is authorized to send mail via your SMTP server.

Email Settings

Host	Enter the IP address or hostname of the SMTP server
Port	Enter the SMTP server port
Domain	Enter the Company Domain
Username	Enter the username for SMTP authentication
Password	Enter the password for SMTP authentication
Encryption	Select the Encryption type
From Address	Enter the email address that will be displayed in the "From" field
Notifications email	Enter the email address for SMTP notifications

Language Settings

Default Language	Use the dropdown list to choose the default language
------------------	--

3.3.2 SSL Configuration

Contact Manager is deployed with a self-signed SSL certificate, but optionally can be configured with a certificate from a private or public certificate authority.

Contact Manager supports SSL certificates generated using its own private key or using an external private key.

1. Generate a Certificate Signing Request (CSR)
2. Use the CSR to generate a certificate with a Certificate Authority
3. Upload the certificate to Contact Manager and restart the server

Method 1 – Use Contact Manager’s private key

1. Select **Settings** from the **System** menu
2. Click the **Generate CSR** Tab
3. Enter the information for the certificate request as demonstrated in the table below
4. When complete, click **Generate** and choose a location to save the CSR file.

The screenshot shows the 'General' settings page with the 'Generate CSR' tab selected. The form contains the following fields:

- Common Name:** ex. acm.company.com
- Country:** ex. US
- State:** ex. NY
- City:** ex. New York City
- Organization:** ex. Company LLC
- Organization Unit:** ex. IT
- Email:** ex. security@company.com
- Subject Alternative Names:** ☐

A warning message is displayed: "⚠ CREATING A CSR WILL GENERATE A NEW PRIVATE KEY AND A NEW SELF-SIGNED SSL CERTIFICATE. THE CSR IS GENERATED USING THE NEW PRIVATE KEY." Below the warning is a green button labeled "Generate CSR".

5. Select the **Upload SSL Cert** tab
6. Select **Choose File** and locate the server.crt file, and click **Upload Certificate**
7. Restart Contact Manager server for the change to take affect

General Settings

Upload SSL CERT

Generate CSR

SSL Certificate

Choose File

No file chosen

Private Key

Choose File

No file chosen

NOTE: SSL Certificate must be generated from this private key.

Use Internal Certification
Authority (CA)☐

Upload Certificate


Self-signed SSL Certificate

Will generate a new private key and create a self-signed SSL certificate which will be valid for one year.

Please note this will replace the existing SSL certificate.

GENERATE

[View Current SSL Certificate](#)

 ***Note:** After making changes to the certificate you will need to restart the server for the changes to take effect.

Method 2 – Use an external private key

1. Select the **Upload SSL Cert** tab
2. Select the **Generate** button
3. Complete the Certificate Signing Request

With the CSR generated, the next step is to generate a certificate using your designated Certificate Authority. Contact Manager supports certificates from any valid public certificate authority such as DigiCert or Verisign as well as self-signed certificates authorities.

Using the CSR generated from Contact Manager, follow the instructions provided by your certificate authority to generate a certificate. Download the certificate bundle most appropriate for Apache Web Server, which is typically a ZIP file containing the individual certificate files. The Certificate should have a .crt extension and will need to be renamed to server.crt before being uploaded to Contact Manager.

3.3.3 Communications Managers

Add/Edit Communication Manager

Manage communication managers

Communication Manager Details

* Name:

* Server:

Port:

* Username:

Password:

Validate CM

* Route Partition

* Calling Search Space

Save

3.3.3 OpenLDAP

Contact Manager can be used as an LDAP Service. A service account is needed when creating an OpenLDAP [Service](#).

The Distinguished name can also be changed via the CLI. This should be done prior to any OpenLDAP Configuration

To Update the Distinguished Name via the CLI:

1. Login to the **Akkadian Appliance Manager (CLI)**
2. Enter option 4: **Product Settings Menu**
3. Enter option 3: **Akkadian Contact Manager Services**
4. Enter option 3: **OpenLDAP Settings**
5. Enter option 2: **Change Base DN**
6. Enter new Base DN

```
Change Base DN
Enter new Base DN ex. dc=company,dc=com: dc=akkadian,dc=com
```

To Create a Service account for OpenLDAP in Contact Manager

1. Select **OpenLDAP** from the System menu
2. Enter the information for the service account to be used to authenticate with OpenLDAP
 - a. Optionally, select [Enable Passthrough Authentication](#) to Authenticate end users on Active Directory through OpenLDAP

Edit OpenLDAP Settings

Manage OpenLDAP settings managers

OpenLDAP Settings Details

Distinguished Name: cn=acm user,ou=Users,dc=contact-manager,dc=local

Readonly User

* Given Name:	<input type="text" value="acm"/>
* Surname:	<input type="text" value="user"/>
* Username:	<input type="text" value="acmuser"/>
* Password:	<input type="password" value="....."/>

End User Authentication

Enable Passthrough Authentication: ☒ Authenticate end users on Active Directory through OpenLDAP.

LDAP Sources:	<input type="text" value="✖ Akkadian LDAP"/>
	<input type="text" value="✖ DEV LDAP"/>

Save

OpenLDAP Certificate & Key

OpenLDAP Certificate No file chosen

OpenLDAP Key No file chosen

Upload

1. When complete, click **Save**

3.3.3.1 Passthrough Authentication

To authenticate end-users from Active Directory through OpenLDAP

1. Select **Data Source** from the **Directory** menu
2. Check the Use For Auth Checkbox

Search directory...

* Type: LDAP

* Name: AD

LDAP Data

* LDAP Type: Microsoft Active Directory

Use For Auth: ☒ Allow users to authenticate against this AD source.

* Username (FQDN):

* Password:

* Host:

* Port:

* Domain:

* Base DN:

? * Filter:

3. Follow the Steps for Adding an [LDAP Data Source](#)
4. Create a new [Service](#) and select OpenLDAP and the Service Type
5. Select the Interface and Data Source you want to use (include LDAP Data Source created in step 3)
6. Select **OpenLDAP** from the **Systems->Settings** menu
7. Enter the Given Name, Surname, Username, and Password
8. Check the **Enable Passthrough Authentication**
9. Select the [LDAP Data Sources](#)

End User Authentication

Enable Passthrough Authentication:

☒ Authenticate end users on Active Directory through OpenLDAP.

LDAP Sources:

✖ Akkadian LDAP Prod

Save

1. Login to Communications Manager
2. Go to System->LDAP->LDAP System
3. Check Enable Synchronizing from LDAP Server in the LDAP System Configuration
4. Select OpenLDAP in the LDAP Server type and choose the LDAP Attribute for User ID

LDAP System Configuration

Status



Please Delete All LDAP Directories Before Making Changes on This Page



Please Disable LDAP Authentication Before Making Changes on This Page

LDAP System Information

☒ Enable Synchronizing from LDAP Server

LDAP Server Type

OpenLDAP

LDAP Attribute for User ID

uid

uid

mail

employeeNumber

telephoneNumber



*- indicates required

5. Go to System->LDAP-> LDAP Directory
6. Create a new LDAP Directory
7. Enter **LDAP Manager Distinguished Name** from the Directory Service created in Step 4 and OpenLDAP Password
8. Create a Sync Schedule
9. Specify the LDAP Server and Port
10. Click Save
11. Go to System->LDAP-> LDAP Authentication
12. Enter LDAP Manager Distinguished Name, Password, and LDAP User Search Base
13. Enter Contact Manager Server IP and Port

3.3.3.2 Services Browser

OpenLDAP Services sync contacts from DataSources to OpenLDAP running locally on Contact Manger

OpenLDAP Browser
Select an OpenLDAP service to search users

cn=Aaron Mayo,ou=akkadian,dc=contact-manager,dc=local

Name	Value	Type	Size	Actions
telephonenumber	7809	attribute	4	✎
givenname	Aaron	attribute	5	✎
cn	Aaron Mayo	attribute	10	✎
displayname	Aaron Mayo	attribute	10	✎
uid	AaronMayo	attribute	9	✎
mail	AaronMayo@demo.com	attribute	18	✎
ou	akkadian	attribute	8	
sn	Mayo	attribute	4	✎
objectclass	organizationalPerson	attribute	20	
objectclass	person	attribute	6	
objectclass	top	attribute	3	
title	Trader	attribute	6	✎

3.3.4 FTP Servers

Configuring an FTP server is optional, but is highly recommended and required to support scheduled backups.

1. Select **FTP Servers** from the System menu
2. Click **Add New** to create a new FTP connection
3. Enter the information for your FTP server
 - a. Optionally, select **Secure FTP** if using a Secure FTP

FTP Server Information

* Name:	<input type="text"/>
* Hostname:	<input type="text"/>
* Username:	<input type="text"/>
* Password:	<input type="password"/>
Path:	<input type="text"/>
Secure FTP:	<input type="checkbox"/>
<input type="button" value="Save"/>	

4. When complete, click **Save**

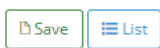
3.3.5 Log Archive

The **Log Archive** is used to enable archiving of audit logs. It is recommended that you enable log archiving to reduce disk space consumption.

Note: Remote Archiving cannot be enabled until an FTP server has been configured and selected.

To enable Log Archiving in Contact Manager:

1. Select **Log Archive** from the **System** menu
2. Click **Enable Archiving**
3. Enter the required fields



Log Archiving Settings

<input type="checkbox"/>	Enable Archiving	
* Mode:	Time Based	
* Archive Files Older than:	6	Month
* Storage Location:	Local	
* Archive Every (Frequency):	1	Week
* Starting Date:		

4. Click **Save**

3.4 Authentication

Akkadian Contact Manager is accessible via Web Browsers and Mobile Devices (Android and IOS) using the mobile apps available in the Play Store and Apple App Store.

Web and Mobile Users can be authenticated using LDAP and/or Cisco UDS.

Add **Web Directory/API Authentication** sources to enable users to access the Contact Manager via the web browser and mobile devices.

3.4.1 Authentication Servers

To Authorize Web Directory/API Authentication in Contact Manager:

1. Log in as gdadmin
2. Select **Authentication** from the **System** menu
3. Select **Authentication Servers**
4. Click the **Add New** button
5. Select **Authentication Type** (Active Directory LDAP or Cisco UDS), fill in the information related to your environment and click **Save**.

Add/Edit End Users Auth

Manage Mobile Users Authentication Sources

Authentication Information

* Authentication Type:	LDAP ▼
* Name:	
* Host URL:	ldap:// ▼ ex. 192.168.0.1
* Port:	389
* Base DN:	dc=company,dc=com
* Username (FQDN):	
* Password:	
* LDAP Username Bind Attribute:	sAMAccountName
<div>Save</div>	

3.4.2 Service Groups

Add/Edit Service Group

Manage service groups

Service Group Details

* Name:	<input type="text" value="Main Service Group"/>		
Description:	<input type="text" value="Enter service group description"/>		
* Services:	<div><div>✕ Akkadian Directory</div><div>✕ Akkadian Dynamic Directory</div><div>✕ Brian Directory</div><div>✕ Austin Directory</div></div>		
Domain Rules	<div><div>Contains</div><div>▼</div></div>	<input type="text" value="demo.com"/>	<div><div>+</div></div>
<div><input type="checkbox"/> Show 0 directories when user's domain fails to match any service group domain rules</div>			
<div>Save</div>			

3.4.3 Permissions

Add/Edit Authentication Server Permissions

Manage authentication server permissions

Permission Group Details

* Name:

Default Permissions

Description:

Enter service group description

Authentication
Server:

CUCM 188



Service Groups:

× Main Service Group

Cover Me

Enable Cover Me



Communication
Managers:

× CUCM 188

Save

3.5 Users

Akkadian Contact Manager **Users** provide additional users administrative access to the system. Based on the initial Admin User Authentication Type selected in the [Settings](#), you may add Local or LDAP users to Akkadian Contact Manager as admins.

To create a Local or LDAP User in Contact Manager:

1. Log in as gdadmin
2. Select **Users** from the **System** menu
3. Click the **Add New** button
4. Select **User Type** (Local or LDAP), fill in user information and click **Save**

Add/Edit User

Manage Administrative User Accounts

User Information

Authentication
Type:

All



* Authentication
Server:

Local



* First Name:

* Last Name:

* Username:

* Email:

Role:

admin



Save

3.6 Branding

Optionally, Contact Manager can be branded with your organization's name, logo, and colors. This will be displayed in the [Web Directory](#)

To enable Branding in Contact Manager:

- Select **Branding** from the **System** menu
- Set desired customer branding attributes
- Optionally you may specify a custom Help URL for the system, which will replace the standard administration guide
- When complete, click **Apply**

Branding

Manage branding options for web directory

Success

Branding successfully updated

* Company Name:

Company Help URL:

Company Logo:

Upload Logo

* Recommendations:

Image (PNG, JPEG or GIF), must be less than 200KB and have dimensions with an aspect ratio of 9:5 ex. 450px by 300px.

* Color Theme:

Save

Reset to Default

3.7 Backup and Restore

Contact Manager administrators may create and download a database backup of their server.

The **Backup** section provides the ability to:

- Generate manual backups
- Schedule backups
- Restore backups
- Manage scheduled backups

3.7.1 Generate a Backup

To generate a Backup in Contact Manager:

1. Log in as gadmin
2. Select **Backup** from the **System** menu
3. Click **Generate and download backup**, save the download file to a secured location

Generate Backup

Restore from backup

Generate and download backup

Generate and download backup

3.7.2 Restore Database from Backup

Database restore backup is recommended for the following:

- When moving to a new Akkadian Contact Manager instance
- Restoring Akkadian Contact Manager to a previous working state

1. Log in as gdadmin
2. Select **Backup** from the **System** menu
3. Click on **Restore from backup** tab
4. Click **Choose file** button to select the backup file and click **Restore** button.

Generate Backup

Restore from backup

Restore database backup

Choose File

No file chosen

Restore

5. Confirm database was successfully restored.

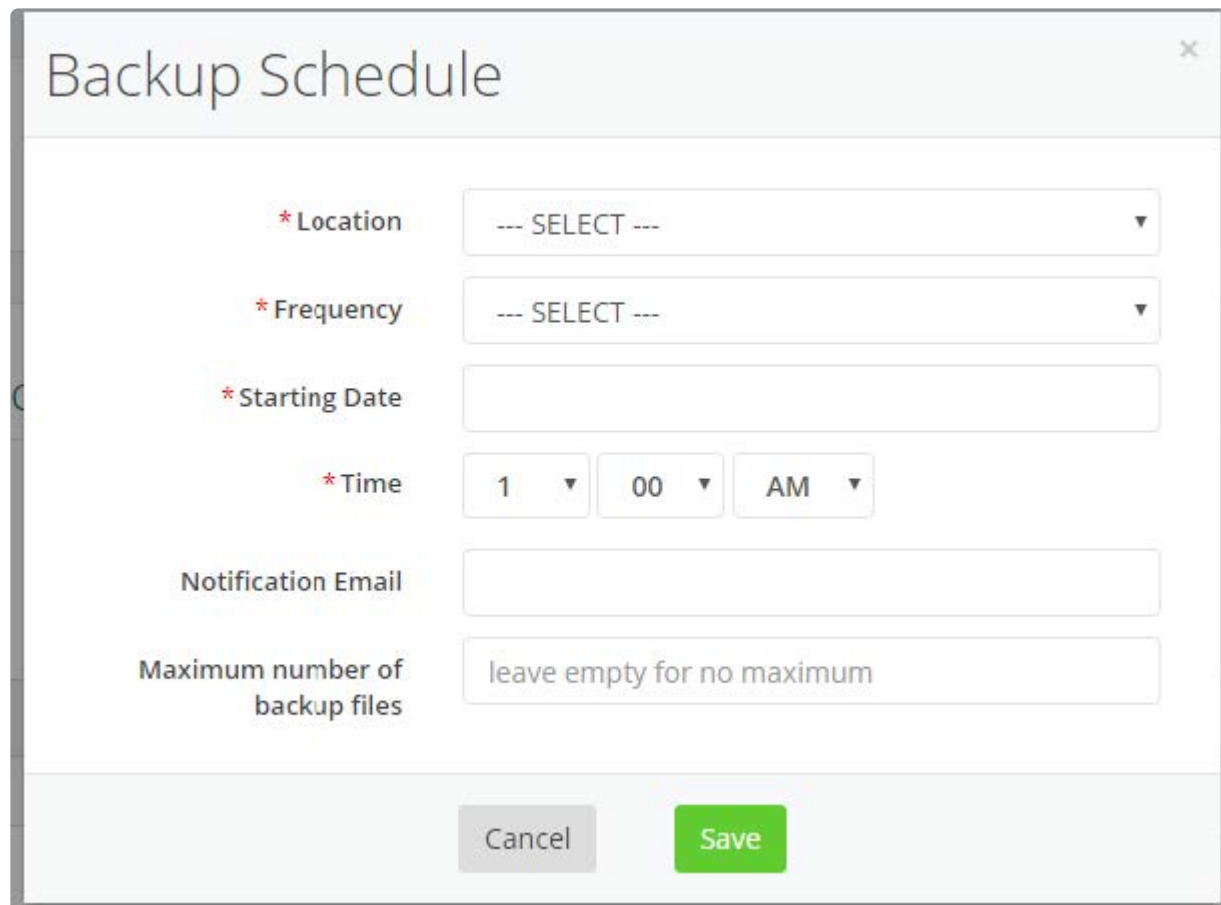
Info
Database restored successfully.

3.7.3 Schedule a Backup

Scheduling a backup is recommended for the following:

- Before running a system update
- Before making configuration changes to Contact Manager

1. Log in as gdadmin
2. Select **Schedule Backup** from the *System *menu
3. Click **Add New** backup, choose location, frequency, start date, time, notification email and maximum number of backup files



The screenshot shows a 'Backup Schedule' dialog box with a light blue header and a close button (X) in the top right corner. The dialog contains several input fields and buttons:

- * Location**: A dropdown menu with the text '--- SELECT ---' and a downward arrow.
- * Frequency**: A dropdown menu with the text '--- SELECT ---' and a downward arrow.
- * Starting Date**: A text input field.
- * Time**: Three separate dropdown menus for hour, minute, and period. The first shows '1', the second shows '00', and the third shows 'AM'.
- Notification Email**: A text input field.
- Maximum number of backup files**: A text input field containing the text 'leave empty for no maximum'.
- Buttons**: At the bottom, there are two buttons: a grey 'Cancel' button and a green 'Save' button.

3.8 Licensing

You can obtain a 30-day trial license for Akkadian Contact Manager after which it requires a license file to be installed.

✿ If you are already a client with access to the Akkadian Customer Portal, your license information will be accessible via the portal.

1. Once the license file has been obtained, log in as gadmin
2. Select **Licensing** from the **System** menu
3. If Contact Manager has internet connectivity enter **License Key** and other required fields and click **Submit**.
4. If Contact Manager does not have internet connectivity, upload a **License File**.

License
Product License Information

Contact Manager / License

User Information

License Status: FULL

Licensed To: Akkadian Labs

Contact E-mail:

License Details

Issued: 2018-12-19 22:21:37

ACM Version: 4.0.0

Allowed Directory Entries: 100000

Current Directory Entries: 29861

Server MAC Address:

Update License

Enter License Key:

XXXXXXXX-XXXX-XXXX-XXXX-XXXXXXXXXXXX

Company Name:

ex. Acme Inc

Contact Name:

ex. Jane Smith

Contact Email:

ex. jsmith@acme.com

Submit

Upload License File

✿ If you are not yet a customer contact Akkadian Sales by email at sales@akkadianlabs.com

3.9 Updates

A **System Update** provides the ability for Contact Manager to be updated through the Web interface.

To Perform a System Update:

1. Log in as gdadmin
2. Select **Updates** from the **System** menu
3. If an update is available, click the **Update Available!** link to download the file
4. After downloading the update click **Choose File** and select the file from the download location
5. Select **Run Update**, once the update is complete, select **OK**

Note: Occasionally, an update will be released as an OVA rather than a zip file. In these cases, special instructions may apply. Please be sure to read any associated instructions as part of that update.

- It is always recommended to perform a [backup](#) prior to running any updates.
- If your server does not have access to the internet, you can also access the latest updates using the following link <http://portal.akkadianlabs.com> and selecting **Contact Manager** from the **Products** menu

4. Directory Configuration

The Directory configuration in Contact Manager consists of the following components:

1. **Attribute Labels:** Create up to 20 custom Local and Sync-Enabled Contact Attributes to update values in data sources.
2. **Number Formats:** Create rules that will be applied during a sync.
3. **Data Source:** Allows LDAP, CSV, Microsoft SQL, MySQL and Cisco Communications Manager (Cisco UDS) to be used as a source for contacts.
4. **Contacts:** Searchable contacts listing of all available data sources.
5. **Dial Rules:** Create dial rules to manipulate numbers to desired dial patterns
6. **Interface:** Ability to set the order and names of fields as presented on IP Phones
7. **Locales:** Ability to set directory language based on the user's locale.
8. **Clients:** Ability to associate Client to Service URL
9. **Service URLs:** Create Cisco Communications Manager format service URLs
10. **Directory Groups:** Ability to add multiple Service URLs into a single directory or a single Service URL across many directories.

4.1 Attribute Labels

Attribute Labels in Contact Manager allows admins to create up to 10 custom Local and 10 Sync-Enabled Contact Attributes to update values in data sources.

Attribute Labels give the flexibility to assign meaningful names to fields that will be displayed when a value is presented in the [Interface](#) and [Web Directory](#) listing.

Edit Attribute Labels

Contact Manager / Data-Source Listing / Edit Attribute Labels

Sync-Enabled Contact Attributes

Field:	Custom Attribute 1	Label:	Address	Field:	Custom Attribute 2	Label:	City
Field:	Custom Attribute 3	Label:	State	Field:	Custom Attribute 4	Label:	Zip Code
Field:	Custom Attribute 5	Label:		Field:	Custom Attribute 6	Label:	
Field:	Custom Attribute 7	Label:		Field:	Custom Attribute 8	Label:	
Field:	Custom Attribute 9	Label:		Field:	Custom Attribute 10	Label:	

Local Contact Attributes

Field:	Local Data 1	Label:	Notes	Field:	Local Data 2	Label:	
Field:	Local Data 3	Label:	Skills	Field:	Local Data 4	Label:	
Field:	Local Data 5	Label:		Field:	Local Data 6	Label:	
Field:	Local Data 7	Label:		Field:	Local Data 8	Label:	
Field:	Local Data 9	Label:		Field:	Local Data 10	Label:	

Save

4.2 Number Formats

Number Formats allow an Administrator to create a rule that will be applied during sync. These rules allow for a directory number to have a prefix appended to it, have a portion of a directory number extracted, or both.

Once a Number Format has been applied, all directory numbers matching the rule will be displayed with the rule applied.

Note: Administrators can select the type of formatting that would be used, and whether or not regex is to be used.

4.2.1 Adding a Number Format

To add a Number Format in Contact Manager:

1. Select **Number Format** from the **Directory** menu
2. Click **Add New** to add a new Number Format (Test rule for European Numbers shown)

Number Format Details

*

Name:

European Numbers

*

Type:

☐ Prefix

☒ Extract

☐ Extract & Prefix

*

Use regex:

☒ Yes

☐ No

Filter regex:

\d+x\d

Extract regex:

x[0-9]+

Extract replacement:

Enter extracted pattern replacement

Notes:

Save

3. Fill out the required fields and click **Save**

4.2.1.1 Prefix

Prefix allows Administrators to append an existing directory number.

Field	Description
Number begins with	Allows Administrators to set a series of numbers, which must be matched in order for a Number Format to apply
Number length	Allows Administrators to set the number of digits that a directory number must contain in order for a Number format to apply
Number Prefix	Allows Administrators to select the prefix to be appended to a directory number that matches the Number Format

Note: Number Formatting matches **Number begins with** or **Number length**. If both fields are in use, Number Format will be applied to any directory number that matches either field.

Number Format Details

* Name:

* Type:

☒ Prefix ☐ Extract ☐ Extract & Prefix

* Use regex:

☐ Yes ☒ No

Number begins with:

Number length:

Number Prefix:

Notes:

Save

4.2.1.2 Extract

Extract allows Administrators to extract ending sections of a directory number.

Field	Description
Number begins with	Allows Administrators to set a series of numbers, which must be matched in order for a Number Format to apply
Number length	Allows Administrators to set the number of digits that a directory number must contain in order for a Number format to apply
Extract number length	Allows Administrators to select the prefix to be appended to a directory number that matches the Number Format

Note: Number Formatting matches **Number begins with:** or **Number length**. If both fields are in use, Number Format will be applied to any directory number that matches either field.

Number Format Details

* Name:

Enter # format name



* Type:

☐

Prefix

☒

Extract

☐

Extract & Prefix

* Use regex:

☐

Yes

☒

No

Number begins with:

Number begins with ex. 212

Number length:

Enter # length to filter

Extract number
length:

Enter # length to extract starting from the end

Notes:

Save

4.2.1.3 Extract & Prefix

Extract & Prefix allows Administrators to combine Prefix Number Formats and Extract Number Formats simultaneously.

Field	Description
Number begins with	Allows Administrators to set a series of numbers, which must be matched in order for a Number Format to apply
Number length	Allows Administrators to set the number of digits that a directory number must contain in order for a Number format to apply
Extract number length	The number of digits from a directory number that would be extracted for use starting from the last digit and going towards the first number.
Number Prefix	Allows Administrators to select the prefix to be appended to a directory number that matches the Number Format.

Note: Number Formatting matches **Number begins with:** or **Number length**. If both fields are in use, Number Format will be applied to any directory number that matches either field.

Number Format Details

* Name:

Enter # format name



* Type:



Prefix



Extract



Extract & Prefix

* Use regex:



Yes



No

Number begins with:

Number begins with ex. 212

Number length:

Enter # length to filter

Extract number
length:

Enter # length to extract starting from the end

Number Prefix:

Enter # prefix

Notes:

Save

4.2.1.4 Using Regex

Number Formats allows the use of regex to set rules to match after they are configured.

Note: The **Number begins with:** and **Number Length:** fields are replaced with a **Regex:** field.

Number Format Details

* **Name:**

Enter # format name



* **Type:**



Prefix



Extract



Extract & Prefix

* **Use regex:**



Yes



No

Regex:

Enter regex to filter #

Number Prefix:

Enter # prefix

Notes:

Save

4.3 Data Source

An LDAP, CSV, SQL Server, MySQL and/or Cisco UDS **Data Source** can be configured in Contact Manager.

- Contact Manager synchronizes with Data Source entries and displays them in the [Contacts](#).
- Data Sources are also needed when configuring [Service URLs](#).

4.3.1 Adding a Data Source

To add a new **Data Source** in Contact Manager:

1. Select **Data Source** from the **Directory** menu
2. Click **Add New**

Contact Data Sources

Manage directory data sources

[Add New](#) [Delete](#) [Sync](#)

Show 10 entries

	Name	Type
No data available in table		

Showing 0 to 0 of 0 entries

3. Select Data Source **Type** and enter desired **Name**

Field	Description
Type	Select Data Source Type: LDAP, CSV File, SQL Server, MySQL or Cisco UDS
Name	Enter the data source name

4. Fill out the required fields and click **Save**

4.3.1.1 LDAP Data Source

Enter the LDAP Data Source information as shown in the table below

Field	Description
LDAP Type	Select the appropriate LDAP source: Microsoft Active Directory, Oracle Directory or OpenLDAP
Use For Auth	Check if you are allowing users to authenticate against this AD source
Username (FQDN)	Enter the username (or FQDN) for passthrough authentication , User should have a minimum of read access to the LDAP server directory
Password	Enter the password for the LDAP username
Host	Enter the hostname or IP address of the server where the data for LDAP directory resides.
Port	Enter the hostname or IP address of the server where the data for LDAP directory resides.
Domain	Enter LDAP domain. Ex. company.com
Base DN	Enter the location of the top-level container. This will vary based on how the LDAP environment is setup. E.x. dc=company,dc=com
Filter	Must contain (sn=*) to ensure data integrity. LDAP entries that match the filter will be imported into the Akkadian Contact Manager database, but LDAP users

These are example LDAP filters:

- Microsoft Active Directory (AD): (&(sn=*)(givenName=*)(ipPhone=*))
- OpenLDAP: (&(sn=*)(objectclass=inetOrgPerson))

Properties Last Name	Enter the LDAP last name bind attribute. Example – “surname”
Properties First Name	Enter the LDAP first name bind attribute. Example – “givenName”
Properties Main Number	Enter the LDAP attribute to map to Main Number. Example – “ipPhone” Note: <i>Number Formats can be applied to this field</i>
Properties Mobile Number	Enter the LDAP attribute to map to Mobile Number. Example – “mobile” Note: <i>Number Formats can be applied to this field</i>
Properties Other Number	Enter the LDAP attribute to map to Other Number. Example – “homephone”

Properties Location	Enter the LDAP attribute to map to Location example – “l”
Properties Title	Enter the LDAP attribute to map to Title. Example – “title”
Properties Username	Enter the LDAP attribute to map to Username. Example – “sAMAccountName” Note: <i>If no username is present local contact attributes will be disabled</i>
Properties Email	Enter the LDAP attribute to map to Email. Example – “mail”
Properties Department	Enter the LDAP attribute to map to Department. Example – “department”
Properties Directory URI	Enter the LDAP attribute to map to Title. Example – “title”
Additional Properties	Enter any additional corresponding attribute ex “mail” to pull the email address <i>Note: Some of properties terms may change depending on the configuration</i>

Click **Save** to add and proceed to the [Syncing a Data Source](#) section.

4.3.1.2 CSV Data Source

Enter CSV Data Source information as shown below:

1. Select the **CSV Source** from the drop-down menu
2. Click **Download CSV template** if you do not have a properly formatted pre-existing CSV file. Populate the CSV template with data corresponding to the fields and save
3. For local CSV file, click **Choose File**, browse and select desired CSV file
4. For External CSV file, specify the external file source URL

Field	Description
CSV Source	Upload CSV File or External File – CSV file can be hosted at an external location and synced with Contact Manager periodically based on the sync schedule
Sync Filter	Build a custom filter to match your filtering preferences to only sync wanted contacts
Last Name Column	Enter the csv header name which corresponds to Last Name Example – “Last Name”
First Name Column	Enter the csv header name which corresponds to First Name Example – “First Name”
Main Number Column	Enter the csv header name which corresponds to Main Number Example – “Office Number” Note: <i>Number Formats can be applied to this field</i>
Mobile Number Column	Enter the csv header name which corresponds to Mobile Number Example – “Cell Phone” Note: <i>Number Formats can be applied to this field</i>
Other Number Column	Enter the csv header name which corresponds to Other Number Example – “Home Number” Note: <i>Number Formats can be applied to this field</i>
Location Column	Enter the csv header name which corresponds to Location Example – “City”
Title Column	Enter the csv header name which corresponds to Title Example – “Title”
Additional Column	Enter any additional corresponding name ex “mail” to pull email address Note: <i>Some of properties terms may change depending on the configuration</i>
Username Column	Enter the csv header name which corresponds to Username Example – “username”. Note: <i>If no username is present local contact attributes will be disabled for contact</i>
Additional Columns	Associate any other additional attributes to be synced from data source

5. Click **Save**.

4.3.1.3 SQL Server Data Source

To obtain the information required for configuring a SQL Server Data Source, consult a SQL Server administrator.

Configure the information required for a SQL Server as shown in the table below

Field	Description
Database Server Name	Enter Database Server Name or IP Address
Database Username	Enter Database Username
Database Password	Enter Database Password
Database Name	Enter Database Name
Database Table Name	Enter Database Table Name
Sync Filter	Enter a valid SQL WHERE clause condition to match filter preferences and sync desired contacts
Last Name Column	Enter Database Table Column containing Last Name
First Name Column	Enter Database Table Column containing First Name
Main Number Column	Enter Database Table Column containing Main Number Note: <i>Number Formats can be applied to this field</i>
Mobile Number Column	Enter Database Table Column containing Mobile Number Note: <i>Number Formats can be applied to this field</i>
Other Number Column	Enter Database Table Column containing Other Number Note: <i>Number Formats can be applied to this field</i>
Location Column	Enter Database Table Column containing Location Number
Title Column	Enter Database Table Column containing Title
Additional Column	Enter any additional corresponding name ex “mail” to pull email address Note: <i>Some of properties terms may change depending on the configuration</i>
Username Column	Enter the csv header name which corresponds to Username Example – “username”. Note: <i>If no username is present local contact attributes will be disabled for contact</i>
Additional Columns	Associate any other additional attributes to be synced from data source

Click **Save** to add and proceed to the [Syncing a Data Source](#) section.

4.3.1.4 MySQL Server Data Source

To obtain the information required for configuring a MySQL Server Data Source, consult an administrator.

Configure the MySQL Data Source information as shown in the table below

Field	Description
Database Host Name	FQDN or IP Address of MySQL server, host should be reachable by the GD server
Database Name	Name of designated database in MySQL server containing tables with information to be used to populate directory
Database Username	MySQL user with at least read access to the database and tables to be used for directory
Database Password	Password for MySQL User
Table Name	Name of table in MySQL database containing information to be used to populate directory
Database Charset (optional)	Database character set i.e. UTF8 – Last Name Column
Sync Filter	Enter a valid SQL WHERE clause condition to match filter preferences and sync desired contacts
Last Name Column	Name of column containing last names data
First Name Column	Name of column containing first names data
Main Number Column	Name of column containing main telephone numbers data Note: Number Formats can be applied to this field
Mobile Number Column	Name of column containing mobile telephone numbers data Note: Number Formats can be applied to this field
Other Number Column	Name of column containing any other telephone numbers data Note: Number Formats can be applied to this field
Location Column	Name of column containing location data
Title Column	Name of column containing title data
Additional Column	Enter any additional corresponding name ex “mail” to pull email address Note: Some of properties terms may change depending on the configuration
Username Column	Enter the csv header name which corresponds to Username Example – “username”. Note: If no username is present local contact attributes will be disabled for contact

Additional Columns	Name of column containing any other data which you would like to be present in the directory.
--------------------	---

Click **Save** to add and proceed to the [Syncing a Data Source](#) section.

4.3.1.5 Cisco UDS Data Source

A Communications Manager UDS can be used as a data source for Contact Manager

Note: Versions 10.x – 12.x of Communications Manager are supported

Enter the Cisco UDS information as shown in the table below

Field	Description
UDS Host Name	FQDN or IP Address of Communications Manager publisher, host should be reachable by the Akkadian Contact Manager server
Username (Optional)	Application user, not required
Password (Optional)	Application user password, not required
Sync Filter	Build a custom filter to match your filtering preferences to sync wanted contacts
Last Name Column	Name of column containing last names data
First Name Column	Name of column containing first names data
Main Number Column	Name of column containing main telephone numbers data Note: <i>Number Formats can be applied to this field</i>
Mobile Number Column	Name of column containing mobile telephone numbers data Note: <i>Number Formats can be applied to this field</i>
Other Number Column	Name of column containing any other telephone numbers data Note: <i>Number Formats can be applied to this field</i>
Location Column	Name of column containing location data
Title Column	Name of column containing title data
Additional Column	Enter any additional corresponding name ex “mail” to pull email address Note: <i>Some of properties terms may change depending on the configuration</i>
Username Column	Enter the csv header name which corresponds to Username. Example – “userName”.
Email Column	Enter the UDS attribute to map to Email. Example – “email”
Department	Enter the UDS attribute to map to Department. Example – “department”

Column	
Directory URI	Enter the UDS attribute to map to Directory URI. Example – “directoryUri”
Middle Name	Enter the UDS attribute to map to Middle Name. Example – “middleName”
Nick Name	Enter the UDS attribute to map to Nick Name. Example – “nickName”
Display Name	Enter the UDS attribute to map to Display Name Example – “displayName”.
MS URI	Enter the UDS attribute to map to MS URI. Example – “msUri”.
Manager	Enter the UDS attribute to map to Manager. Example – “directoryUri”.
Additional Properties	Associate any other additional attributes to be synced from data source.

Click **Save** to add and proceed to the [Syncing a Data Source](#) section.

4.3.2 Syncing a Data Source

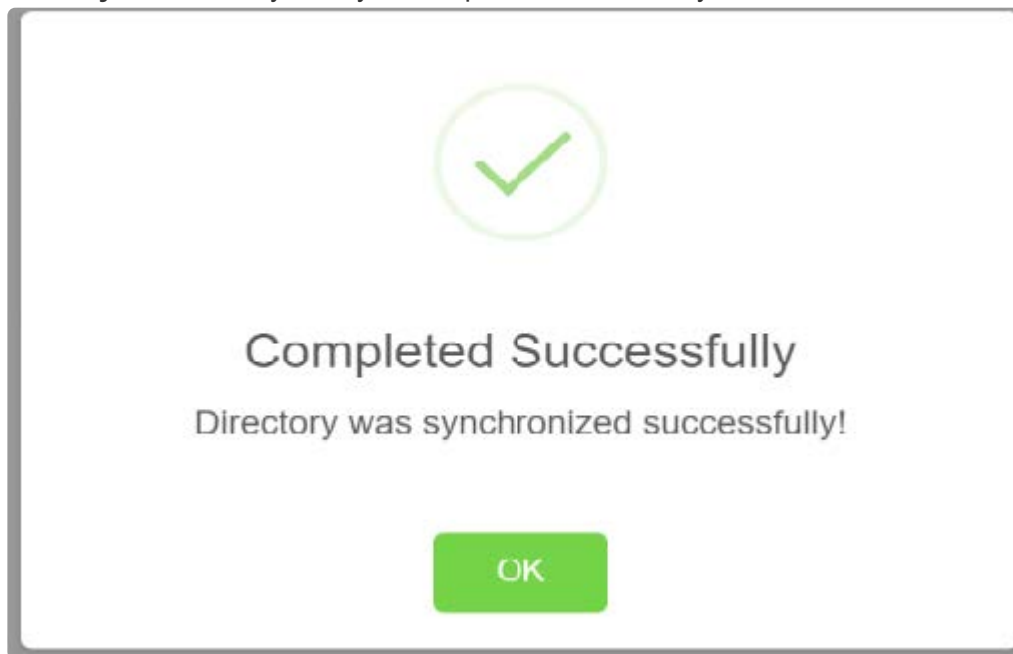
To sync a Data Source in Contact Manager:

1. Select **Data Source** from the **Directory** menu
2. **Click** the checkbox(es) next to the Data Source you want to sync with Contact Manager

Show entries

<input type="checkbox"/>	Name
<input checked="" type="checkbox"/>	Acme Company LDAP
<input type="checkbox"/>	Akkadian LDAP

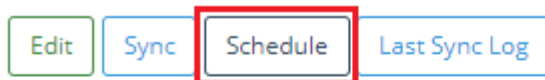
3. Click **Sync** and verify the sync completed successfully



4.3.3 Scheduling a Data Source Sync

To schedule a Data Source sync in Contact Manager:

1. Select **Data Source** from the **Directory** menu
2. Click on the Name of Data Source to be synced
3. Click **Schedule**



4. Configure the **Scheduled Details** by selecting the sync increment, starting date, and time.

Note: Time zone is set to Coordinated Universal Time (UTC) by default and can be changed to any time zone via the [Virtual Appliance Manager](#).

Scheduled Details

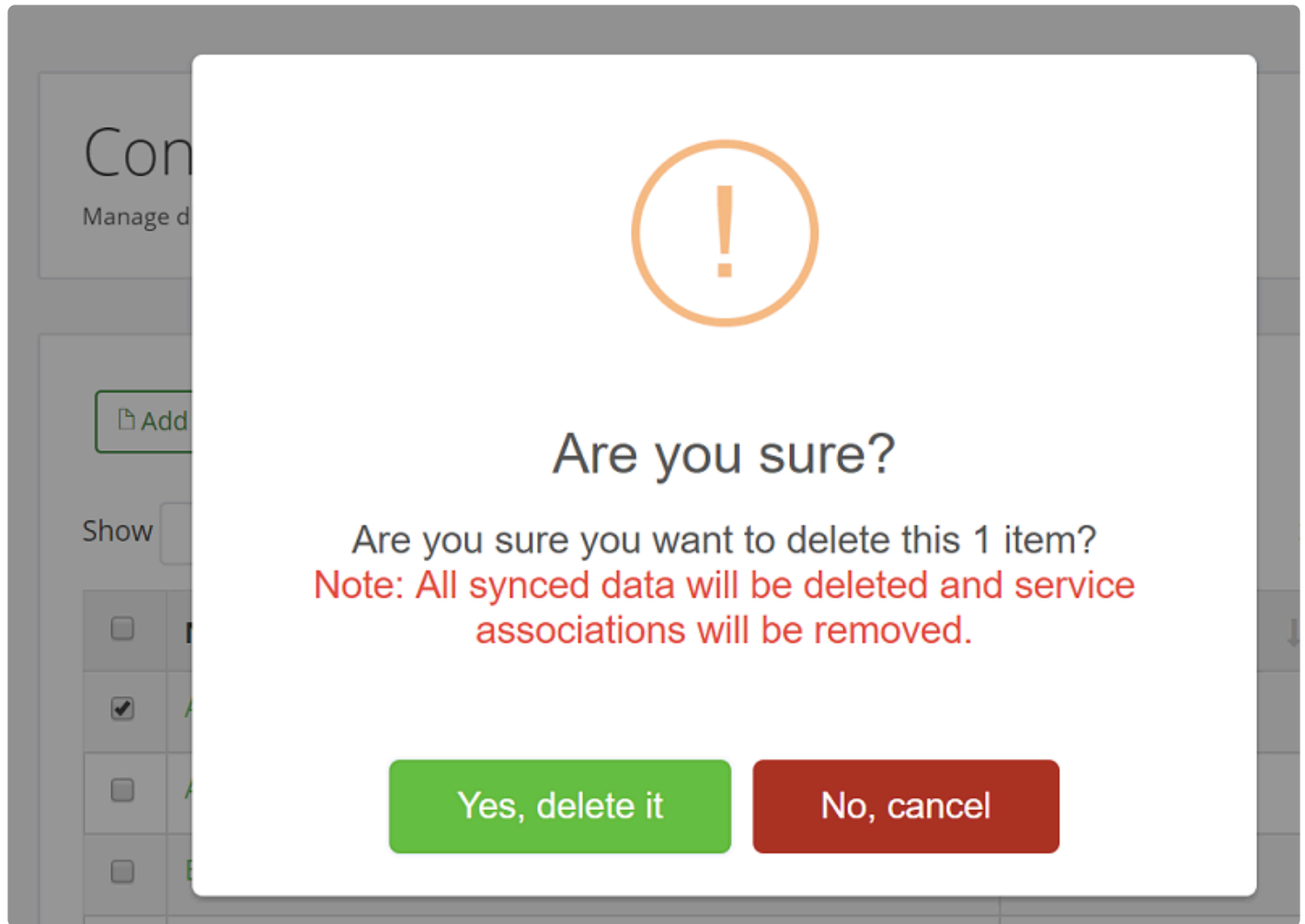
* Run Every:	Hour ▼
* Starting:	01/03/2019 2:44 PM
Send Email Notifications:	<input type="checkbox"/>
<div>Save</div>	

5. Click **Save**

4.3.4 Deleting a Data Source

To delete a **Data Source** in Contact Manager

1. Select **Data Source** from the **Directory** menu
2. Check the checkbox(s) to the right of the **Name** of **Data Source** to be deleted



3. Click **Delete** and select **Yes, delete it** it to confirm data source deletion

4.4 Contacts

The **Contacts** allow administrators to search for contacts added from the [Data Source](#).

Note: If the **Contacts** have no data, verify a **Data Source** is [configured](#) and [synced](#).

4.4.1 Contacts Search

To search for **Contacts** in Contact Manager:

1. Select **Contacts** from the **Directory** menu
2. Use the **Global Search** to search for contact by name
3. Use Data Source filter to filter contacts by **Data Source**

The screenshot displays the 'Contacts' search results page in Akkadian Contact Manager. The interface includes a header with the title 'Contacts' and a subtitle 'Search All Contacts Contained in Data Sources'. A 'Data Source' dropdown menu is set to 'Acme Inc.'. A 'Global Search' input field is also visible. The main content area shows a grid of 16 contact cards, each featuring a profile picture, name, title, location, and three phone numbers (Main, Mobile, Other). The contacts listed are:

- Angelita Parris: ACCOUNT EXECUTIVE - SOFTWARE SALES, New York
- Annie Lopez: ACCOUNT EXECUTIVE - SOFTWARE SALES, New York
- Arlena Conlee: ACCOUNT EXECUTIVE - SOFTWARE SALES, London
- Breann Kea: ACCOUNT EXECUTIVE - SOFTWARE SALES, London
- Breann Smith: SOFTWARE ENGINEER, San Francisco
- Brian Mason: VP OF SOFTWARE DEVELOPMENT AND INFORMATION TECHNOLOGY, San Francisco
- Chad Klein: RECEIVING ANALYST, New York
- Claude Macintyre: SOFTWARE SUPPORT SPECIALIST, San Francisco
- Coleman Hollowell: ACCOUNT EXECUTIVE - SOFTWARE SALES, New York
- Danae Stimpson: VP OF FINANCE, London
- Dawne Drennan: PROCUREMENT SPECIALIST, London
- Dawne Martins: SOFTWARE ENGINEER, San Francisco
- Dede Beatty: DIRECTOR OF SALES, London
- Dede Coleman: SOFTWARE ENGINEER, San Francisco
- Dora Cavender: OFFICE ADMINISTRATOR, London
- Edward Ramsey: PRODUCT MANAGER, London

A 'Load More' button is located at the bottom center of the grid.

4. Click on the contact's name to view **Directory Entry Details**

Directory Entry Details

Last Name:	Abrego
First Name:	Aaron
Title:	Merchant marine officer
Main Number:	9184847143
Username:	AAbrego

OK

4.4.2 Contact Local Data

Local Attributes can be added to contacts with usernames specified.

Contact Local Attributes can be edited in bulk or per contact

To add or edit Local Contact Attributes via the [Contacts](#):

1. Click the **Local Data** to the right of the contact to Add/Edit **Local Contact Attributes**

2. Click **Save** after adding or editing the Local Data

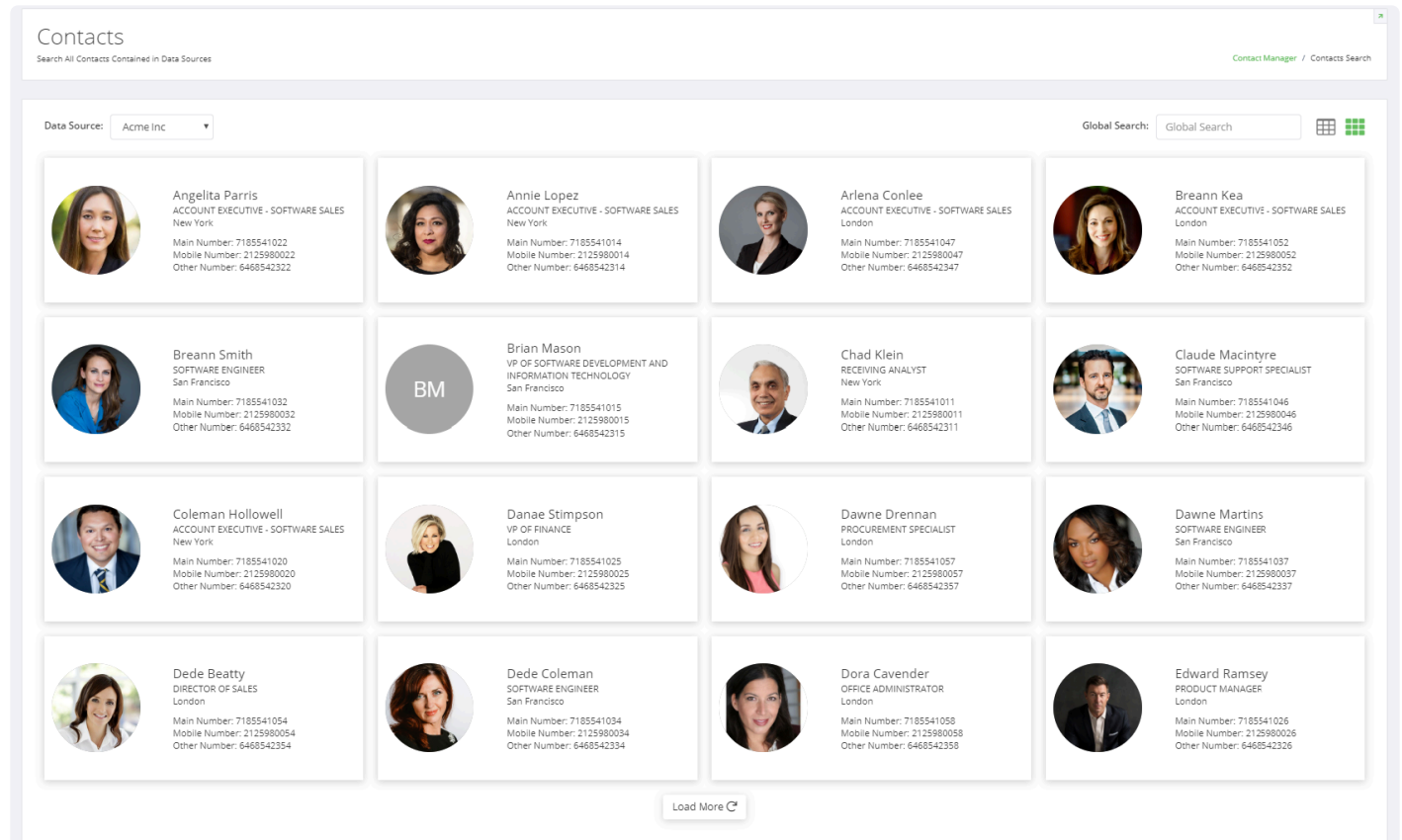
To Bulk add or edit Local Contact Attributes:

1. Select **Data Source** from the **Directory** menu
2. Click on the **Name of Data Source** to add or edit
3. Click on **Export Contacts** from the selected Data Source. A .csv file of your Data Source listing will download
4. Click on **Import Local Data** from the selected Data Source to import the edited .csv file

4.4.3 Contact Photos

Contact Manager can be used as a photo server by importing photos from LDAP or through CSV file using the **Photo URL** attribute.

Note: If there is no username associated with a user, the user photo cannot be changed or edited.



To Import a *Contact Photo via CSV*


1. Follow the instructions for [importing a CSV Data Source](#)
2. Enter the **Photo URL** in the CSV file

Users also have the ability to Edit or Update Contact Photos via Contact Manager

Note: If there is no username associated to a user, they will not be able to import a photo.

To Edit a Contact Photo:

1. Select **Contacts** from the **Directory** menu
2. Use the **Global Search** and/or **Data Source** to filter contacts
3. Click **Edit** to display the [Contact Local Data](#)
4. Click **Upload** or **Delete**

 Upload Delete

Last Name	Devivo
First Name	Kenna
Title	Account Executive
Main Number	7185541050
Mobile Number	2125980050
Username	kdevivo
Email	kdevivo@acme.com
Directory URI	kdevivo@acme.com
Department	Sales
City	New York

4.5 Dial Rules

Dial Rules can be enabled to enforce call routing rules.

Creating dial rules in Contact Manager will enable more efficient enforcement of call routing using a customer's WAN.

This may in many cases, prevent calls from being routed out through the PSTN.

Add New Directory Dial Rule

1. Select **Dial Rules** from the **Directory** menu
2. Click **Add New**
3. Fill out the **New Dial Rule** form and click **Submit** When Complete

New Dial Rule

*** Cluster :**

Enabled Regex Filter : ☐

*** Number Begins With :**

Phone Number Length :

Extension Length :

Prefix :

Notes :

Submit

Cancel

Edit Dial Rule

1. Select **Dial Rules** from the **Directory** menu
2. Click the **Dial Rule Cluster** to be edited
3. Edit dial rule and click **Submit**

Edit Dial Rule

*** Cluster :**

Enabled Regex Filter : ☐

*** Number Begins With :**

Phone Number Length :

Extension Length :

Prefix :

Notes :

Delete Dial Rule

1. Select **Dial Rules** from the **Directory** menu
2. Check the checkbox next to dial rule to be deleted and click **Delete**



Phone Number:

Show entries

<input type="checkbox"/>	Cluster	Number Begins With	Phone N
<input type="checkbox"/>	Default	0	
<input checked="" type="checkbox"/>	default		4

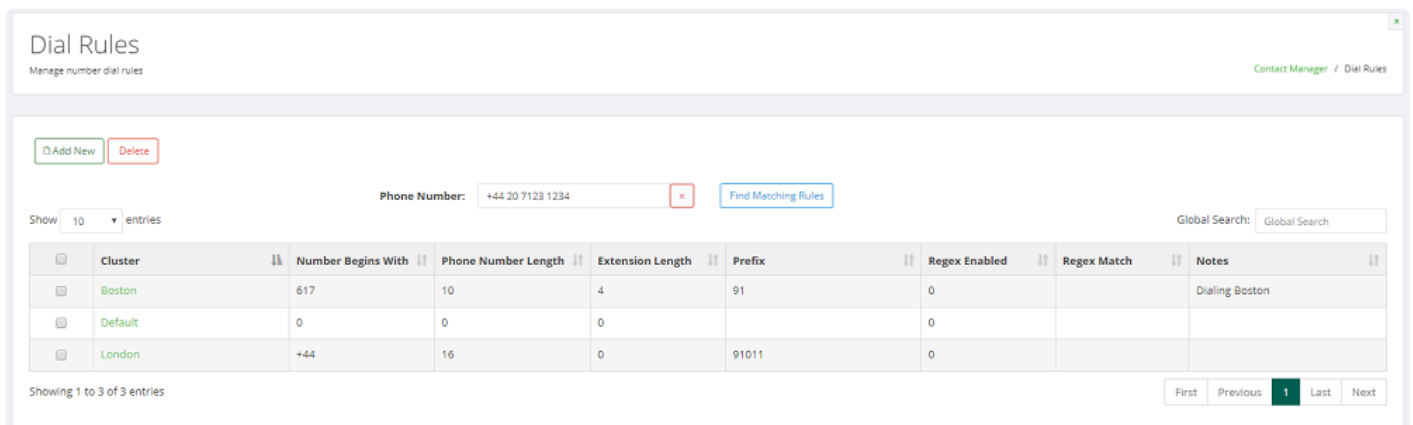
Showing 1 to 2 of 2 entries

3. Confirm by clicking **Yes, delete it**

Administrators can **Find Matching Dial Rules by Phone Number**
 Dial Rules can also be found via the **Global Search**

To Find Matching Dial Rules by Phone Number:

1. Enter the **Phone Number**



Dial Rules

Manage number dial rules

Phone Number:

Show entries

Global Search:

<input type="checkbox"/>	Cluster	Number Begins With	Phone Number Length	Extension Length	Prefix	Regex Enabled	Regex Match	Notes
<input type="checkbox"/>	Boston	617	10	4	91	0		Dialing Boston
<input type="checkbox"/>	Default	0	0	0		0		
<input type="checkbox"/>	London	+44	16	0	91011	0		

Showing 1 to 3 of 3 entries

2. Select **Find Matching Rules**

Dial Rules

Manage number dial rules

Contact Manager / Dial Rules

Add New

Delete

Phone Number:

+44 20 7123 1234

Find Matching Rules

Show

10

entries

Global Search:

Global Search

	Cluster	Number Begins With	Phone Number Length	Extension Length	Prefix	Regex Enabled	Regex Match	Notes
	London	+44	16	0	91011	0		

Showing 1 to 1 of 1 entries

First

Previous

1

Last

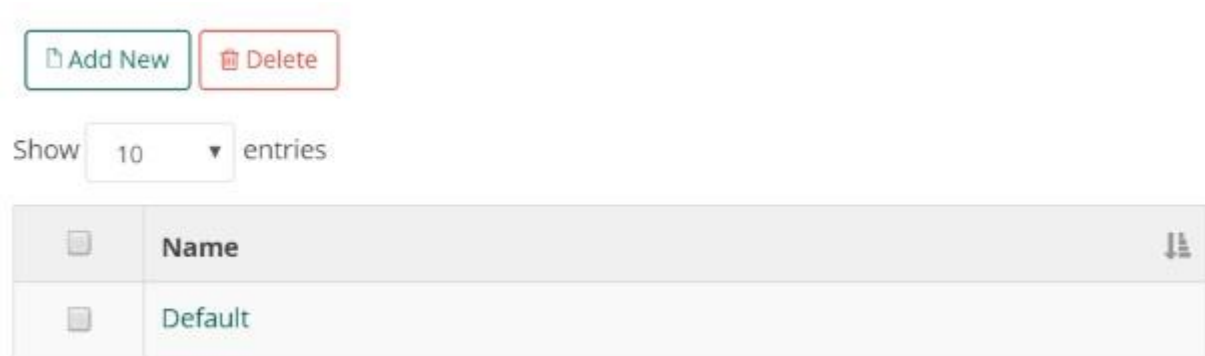
Next

4.6 Interface

Administrators have the ability to set the order and names of fields as presented on IP Phones using the **Interface** customization feature.

Add new Interface

1. Select **Interface** from the **Directory** menu
2. Click **Add New**




The screenshot shows a user interface with two buttons at the top: 'Add New' (green border) and 'Delete' (red border). Below the buttons is a 'Show' dropdown menu set to '10' with a downward arrow, followed by the text 'entries'. Below this is a table with a light gray header and one data row. The header row has a small square icon on the left, the text 'Name' in the center, and a double arrow icon on the right. The data row has a small square icon on the left and the text 'Default' in the center.

	Name	
	Default	

3. Drag and drop field names and edit as needed
4. Click **Save**

Edit Interface

1. Select **Interface** from the **Directory** menu.
2. Click on the **Name** of the Interface to be edited ex. **Default**.



The screenshot shows the same user interface as the previous one, but with an additional line of text at the bottom. The 'Add New' and 'Delete' buttons are at the top. Below them is the 'Show' dropdown menu set to '10' with a downward arrow, followed by the text 'entries'. Below this is the same table with a light gray header and one data row. The header row has a small square icon on the left, the text 'Name' in the center, and a double arrow icon on the right. The data row has a small square icon on the left and the text 'Default' in the center. Below the table is the text 'Showing 1 to 1 of 1 entries'.

	Name	
	Default	

Showing 1 to 1 of 1 entries

3. Drag and drop field names and edit as needed.

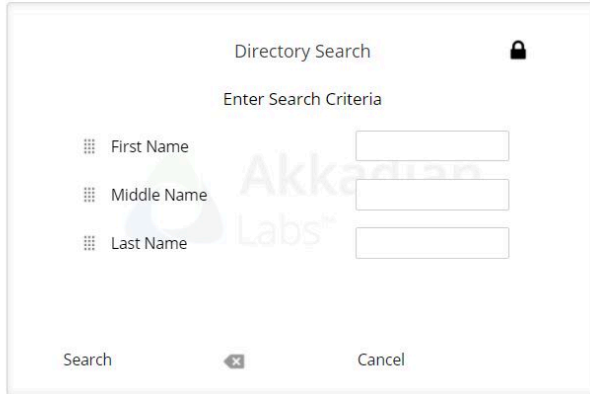
Phone Interface


Manage phone user interface

Phone Interface

Web Interface

Search Display




Directory Search 

Enter Search Criteria

First Name

Middle Name

Last Name

Search  Cancel

Minimum 1 field, maximum 4 fields

Add/remove field:

Drag field from the list of available fields to the phone interface to be a used in your directory. To remove field from interface drag field from the interface and drop in available fields list.

Customize field label:

Clicking on [edit] next to the field label will give you ability to customize. The original label will appear when you mouse over the field.

Available Fields

Additional [Edit]	City [Edit]
Department [Edit]	Directory URI [Edit]
Display Name [Edit]	Email [Edit]
Filter [Edit]	First Name2 [Edit]
Home Number [Edit]	Last Name [Edit]
Location [Edit]	MS URI [Edit]

Detail Display



Akkadian Labs, LLC

John Doe

First Name: [edit] [remove]

Last Name: [edit] [remove]

Username: [edit] [remove]

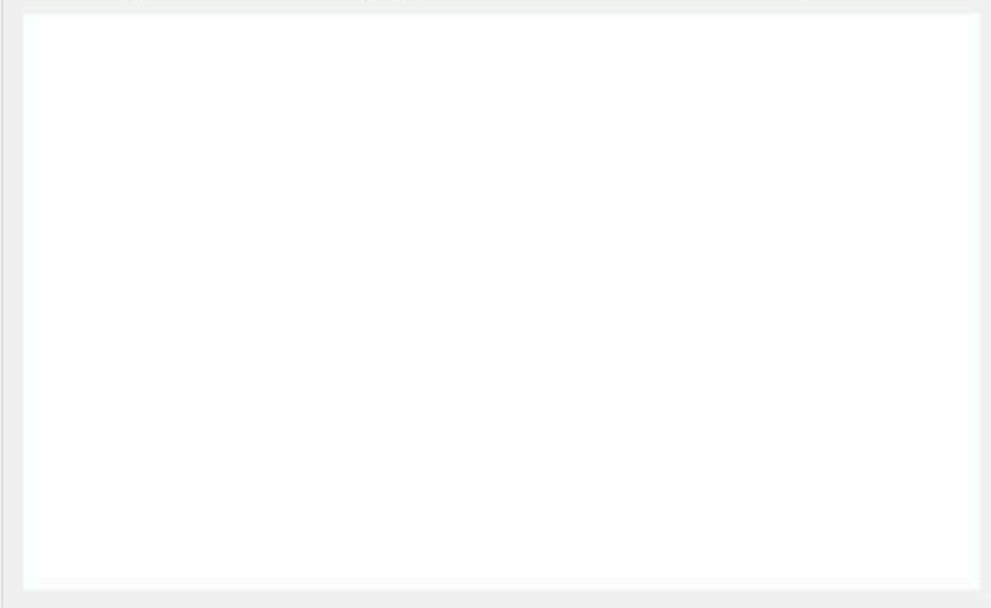
Location: [edit] [remove]

Dial Dial Others [x] Exit

Minimum 1 field

Additional fields for web directory table display.

Fields dropped here will only appear on the table and not on phone.





4. Click **Save** after completing changes

Delete Interface

1. Select **Interface** from the **Directory** menu

2. Check the **checkbox** next to the interface(s) to be deleted and click **Delete**



 Add New

 Delete

Show

10 ▼

 entries

	Name	
<input checked="" type="checkbox"/>	Default	

3. Confirm deletion

4.7 Locales

Admins have the ability to set directory language based on the user's locale. By Default Contact Manager has locale support for English, French, Spanish, Dutch and German

To add a new Locale

1. Select Locales from the Directory menu
2. Click Add New
3. Use the dropdown menu to select your locale

Add Locale

Manage Locale Details and Translations

General Locale Information

Locale: Afrikaans (Namibia)

Afrikaans (Namibia)
Afrikaans (South Africa)
Akan (Ghana)
Albanian (Albania)
Amharic (Ethiopia)
Arabic (Algeria)
Arabic (Bahrain)
Arabic (Egypt)

Translation	Keyword	Translation
	Exit	
	Help	
	Next	

4. Enter the translations

4.8 Clients

Clients enable [Directory Groups](#) and produce a predictable service URL.

Add Client

To add a Client to Contact Manager:

1. Select **Clients** from the **Directory** menu
2. Click **Add New** button



3. Enter client name, company code, status, and optional notes

Note Make sure client status is set to *Enabled* for the client to be available to be associated with a Directory Service URL.

4. Filter devices using dynamic URL (Using a Dynamic URL will utilize the end user's domain name or device pool to filter results).

Client Information

* Company	<input type="text" value="Akkadian Labs"/>
* Company Code	<input type="text" value="236349"/>
Status	<input type="text" value="Enabled"/>
Notes	<div></div>

Dynamic Directory Configuration

CUCM Connection	<input type="text" value=""/>	
Device Pool Rules	<input type="text" value="Is exactly"/>	<input type="text" value="NYC_AKKADIAN"/> 
Domain Rules	<input type="text" value="Contains"/>	<input type="text" value="akkadian"/> 

Additional Client Directory Services

Directory Services:	<input type="text" value="x Akkadian Directory"/> <input type="text" value="x Akkadian Main Directory gh"/>
<div>Save</div>	

5. Click **Save** to add client

Edit Client

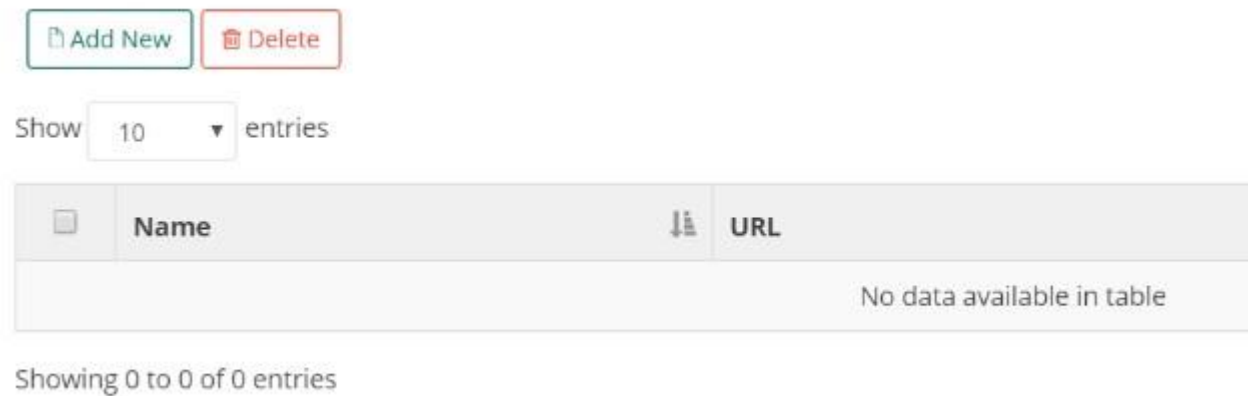
1. Select **Clients** from the **Directory** menu
2. Click on the Name of Company to be edited
3. Make desired changes and click **Save**

4.9 Services

A **Service URL** is required to provision a directory service in Communications Manager. Each directory will have its own unique Service URL. This will translate to an individual directory on the end user's phone.

To add a new Service URL in Contact Manager

1. Select **Services URLs** from the **Directory** menu
2. Click **Add New**



The screenshot shows a user interface for adding a new service. At the top, there are two buttons: 'Add New' (green) and 'Delete' (red). Below these buttons is a 'Show' dropdown menu set to '10' entries. Below the dropdown is a table with two columns: 'Name' and 'URL'. The table is currently empty, and a message 'No data available in table' is displayed at the bottom of the table. Below the table, it says 'Showing 0 to 0 of 0 entries'.

3. Fill out the **Directory Service Options** information.

Select each **Data Source** to be included in the directory from the drop-down list. To remove a selected data source, click on the X next to the name of the data source.

Choosing **Edit Dial** will enable the users to edit any telephone number through their Cisco IP Phone.

4. Click **Save**

Services
Manage services

Directory Service Options

* Service Name:

Akkadian Directory

Enable Dynamic Directory:

☐

Service Type:

Directories

Service Prompt:

Cluster:

default

Directory Groups:

Please select directory group

Default Locale:

<None>

Client:

Please Select Item

* Interface Name:

Default

* Data Source:

☒ Fidelus UDS

☒ Akkadian LDAP

Edit Dial:

☐

Disable T9:

☐

Display all numbers:

☐ Require list of available numbers to display in order for the end user to select a number to dial.

Save

CUCM Service Provisioning Information

Service Name:

Akkadian Directory

ASCII Service Name:

Akkadian Directory

Service Description:

Akkadian Labs, LLC Global Directory

Service URL:

Secure-Service URL:

Service Category:

XML Service

Service Type:

Directories

Service Vendor:

Akkadian Labs, LLC

Service Version:

4.3.2.35

Web Directory Information

Browser Directory URL

Authentication Required

☐

Hidden

☐

Editing a Service URL

1. Select **Services URLs** from the **Directory** menu
2. Click on the name of **Services URL** to be edited
3. Make changes to Service URL and **Save**

Deleting a Service URL

1. Select **Service URLs** from the **Directory** menu
2. Check the **checkbox** next to the service url to be deleted and click **Delete**
3. Confirm deletion

4.10 Directory Groups

Directory Groups allow admins to add multiple [Service URLs](#) into a single directory or a single Service URL across many directories.

Note: Directory Groups can only be used on IP phones.

To Add Directory Groups in Contact Manager:

1. Select **Directory Groups** from the **Directory** menu
2. Click **Add New**
3. Fill out Directory Group Details and click **Save**

1. Select **Directory Groups** from the **Directory** menu
2. Check the checkbox(es) next to directory group to be deleted

<input type="checkbox"/>	Name	Description
<input checked="" type="checkbox"/>	Akkadian Sales	Akkadian Sales Directory
<input type="checkbox"/>	New York	NY Group
<input type="checkbox"/>	Test Group	Test Group using UDS
<input type="checkbox"/>	Test Group	Description

3. Click **Delete** and confirm by clicking **Yes, delete it**

4.11 Deploying Directory Services

Directory Services can be deployed in the following methods:

1. IP Phone Services
2. User Data Service for Jabber, Akkadian Console
3. Web Directory
4. Mobile App (Android and iOS)

4.11.1 Deploying an IP Phone Service

The generated service information in Akkadian Contact Manager corresponds to CUCM required information to create a service.

Phone Services URLs
Manage phone services urls

Directory Service Options

* Phone Service Name: Acme company

Phone Service Prompt:

Cluster: Default

Directory Groups: x Full Group

Client: Please Select Item

Service Type: Standard IP Phone Service

* Interface Name: Default

* Data Source: x Acme Company LDAP

Edit Dial: ☐

Display all numbers: ☐ Require list of available numbers to display in order for the end user to select a number to dial.

Save

CUCM Service Provisioning Information

Service Name: Acme company

ASCII Service Name: Acme company

Service Description: Akkadian Labs, LLC Contact Manager

Service URL: http://[redacted]/acm/directory?service=9

Secure-Service URL: https://[redacted]/acm/directory?service=9

Service Category: XML Service

Service Type: Standard IP Phone Service

Service Vendor: Akkadian Labs, LLC

Service Version: 4.0.0

Web Directory Information

Browser Directory URL: https://[redacted]/acm/web/directories/9

Authentication Required: ☐

Create Service In CUCM

1. Log in to CUCM as with an account with administrative access.
2. Browse to IP Phone Services page: Device > Device Settings > Phone Services
3. Click **Add New**

Cisco Unified CM Administration
For Cisco Unified Communications Solutions

Navigation Cisco Unified CM Administration Go

axladmin | Search Documentation | About | Logout

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

Find and List IP Phone Services

+ Add New

IP Phone Service

Find IP Phone Service where IP Phone Service begins with Find Clear Filter + -


No active query. Please enter your search criteria using the options above.

Add New


4. Fill in the service information using the Akkadian Contact Manager provided **CUCM Service**

Provisioning Information.

IP Phone Services Configuration

 Save

Status

 Status: Ready

Service Information

Service Name*

ASCII Service Name*

Service Description

Service URL*

Secure-Service URL

Service Category* XML Service

Service Type* Standard IP Phone Service

Service Vendor

Service Version

☐ Enable

☐ Enterprise Subscription

Save

Enable: This check box allows you to enable or disable the service without removing the configuration from Cisco Unified Communications Manager Administration (and without removing the service from the database). Unchecking the check box removes the service from the phone configuration file and the phone

Enterprise Subscription: This check box automatically provisions the service to all devices in the cluster that can support the service.

Note: Checking the **Enterprise Subscription** checkbox will provision the service to every phone in the call manager cluster and cannot be reversed, service will have to be deleted to reverse.

5. Check **Enable** and click **Save**

4.11.2 Deploying UDS for Jabber

1. Before making any changes, back up your existing jabber-config.xml file. You can view the config file in your browser by going here: **http://{ CUCM TFTP }:6970/jabber-config.xml**
2. Download a copy of the jabber-config.xml file
3. Replace the directory UdsServer value in the config file with your UDS service URL without the protocol e.g. **/acm/directory?clientid=AL001**

```
<?xml version="1.0" encoding="utf-8"?>
<config version="1.0">
  <Options>
    <StartCallWithVideo>>false</StartCallWithVideo>
  </Options>
  <Voicemail>
    <VoicemailPrimaryServer>unity1</VoicemailPrimaryServer>
  </Voicemail>
  <Phone>
    <TftpServer1>ccm1</TftpServer1>
    <TftpServer2>ccm2</TftpServer2>
    <CtiServer1>ccm2</CtiServer1>
    <CtiServer2>ccm3</CtiServer2>
    <CcmcipServer1>ccm1</CcmcipServer1>
    <CcmcipServer2>ccm2</CcmcipServer2>
  </Phone>
  <Policies>
    <TelemetryCustomerID>com.mycompany</TelemetryCustomerID>
    <EnableSIPURIDialing>true</EnableSIPURIDialing>
  </Policies>
  <Presence>
    <PresenceServerAddress>cups1</PresenceServerAddress>
  </Presence>
  <Directory>
    <DirectoryServerType>UDS</DirectoryServerType>
    <PresenceDomain>mycompany.com</PresenceDomain>
    <BDIPresenceDomain>mycompany.com</BDIPresenceDomain>
    <UdsServer>{ HOSTNAME }/agd/index.php/directory?clientid=AL001</UdsServer>
  </Directory>
</config>
```

4. Save jabber-config.xml file
5. Upload the jabber-config.xml file to each one of your TFTP servers
6. Restart the TFTP service on each of the servers
7. Client Jabber application will pick up the config file when they user signs into Jabber. In some

situations, you may have to reset Jabber for change to take effect.

4.11.3 Deploying Mobile App Directory

To Enable the Mobile App Directory for Contact Manager

1. From the Mobile App ensure you have connectivity to the Akkadian Contact Manager.
2. Enter the hostname or IP Address of the Akkadian Contact Manager and Service ID (optional).



Server Authentication

| Host Name/IP Address

Validate

3. You will be redirected to the login page to authenticate against the Mobile Auth sources specified in **System > Mobile Auth** section of Contact Manager.
4. You will be presented with the mobile directory.



The Presidents

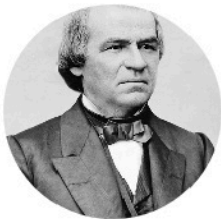
A



Abraham Lincoln
16th President



Andrew Jackson
7th President



Andrew Johnson
17th President



B



Barack Obama
44th President



Benjamin Harrison
23rd President



4.12 Placing calls using Contact Manager and Jabber

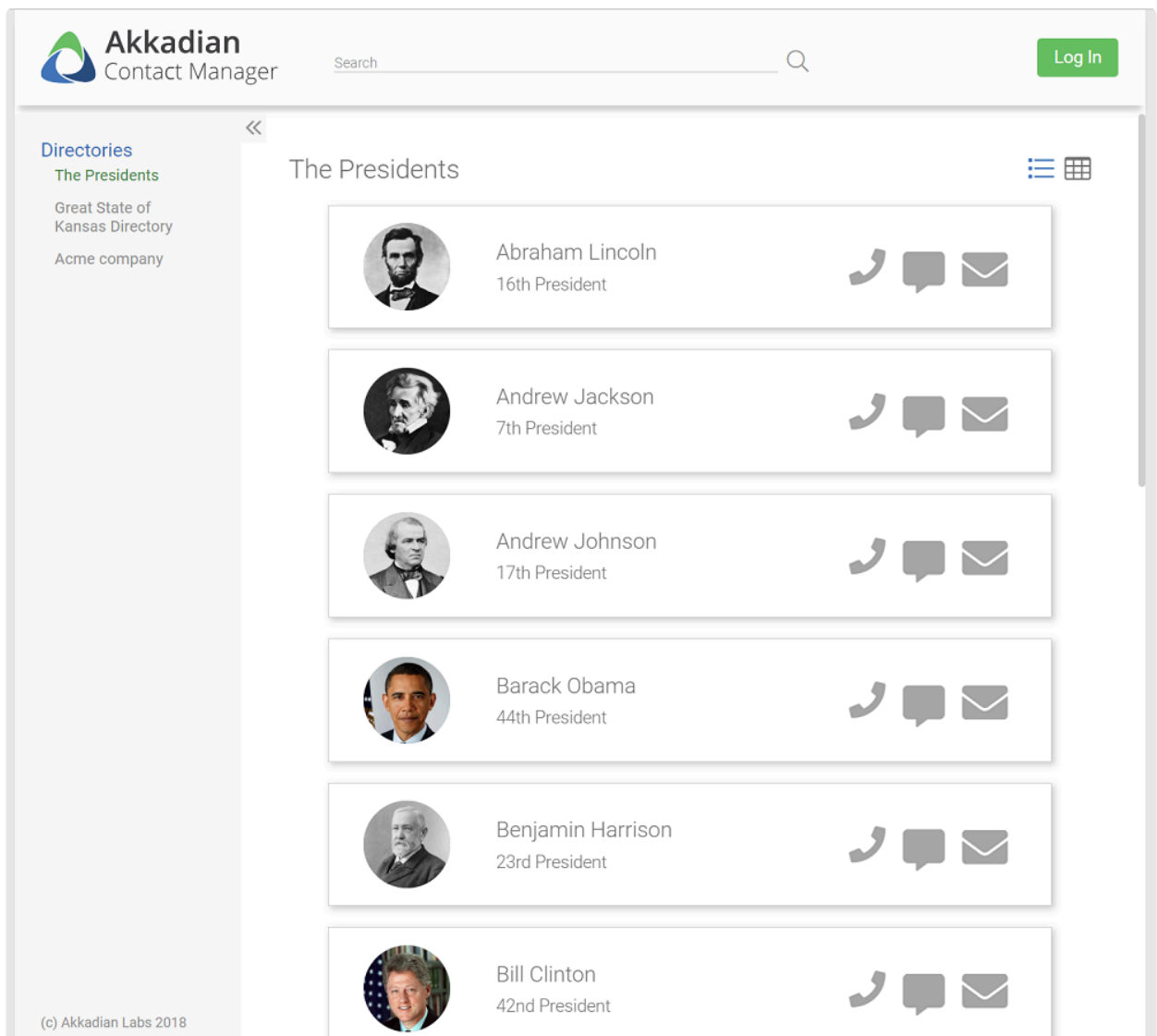
Contact Manager now supports placing calls through Jabber from the web and mobile directories. When viewing a contact's details, click on the phone icon to place a call.

To place a call using Contact Manager and Jabber:

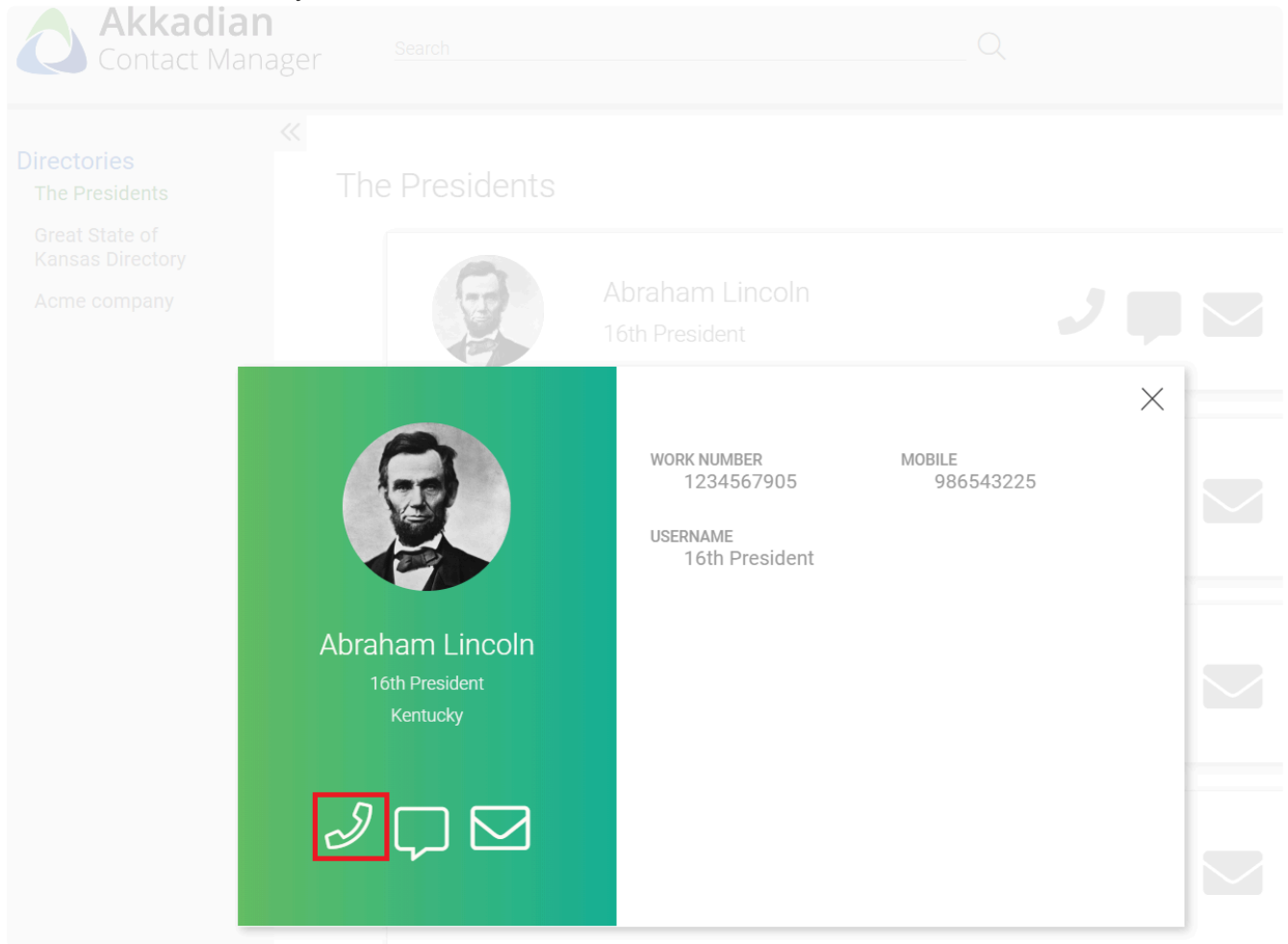
- Ensure that Contact Manager has been configured with a [Service URL](#)
- The **Enable Web/Mobile Directory** checkbox in **System > Settings** have been configured.

To place a call using Contact Manager and Jabber:

1. Log in to **https://{ HOSTNAME }/acm/web/**
 - a. Alternatively **https://{Server IP or NAME}/acm/web/directories/{service number}** can be used



2. Select the contact that you wish to call.



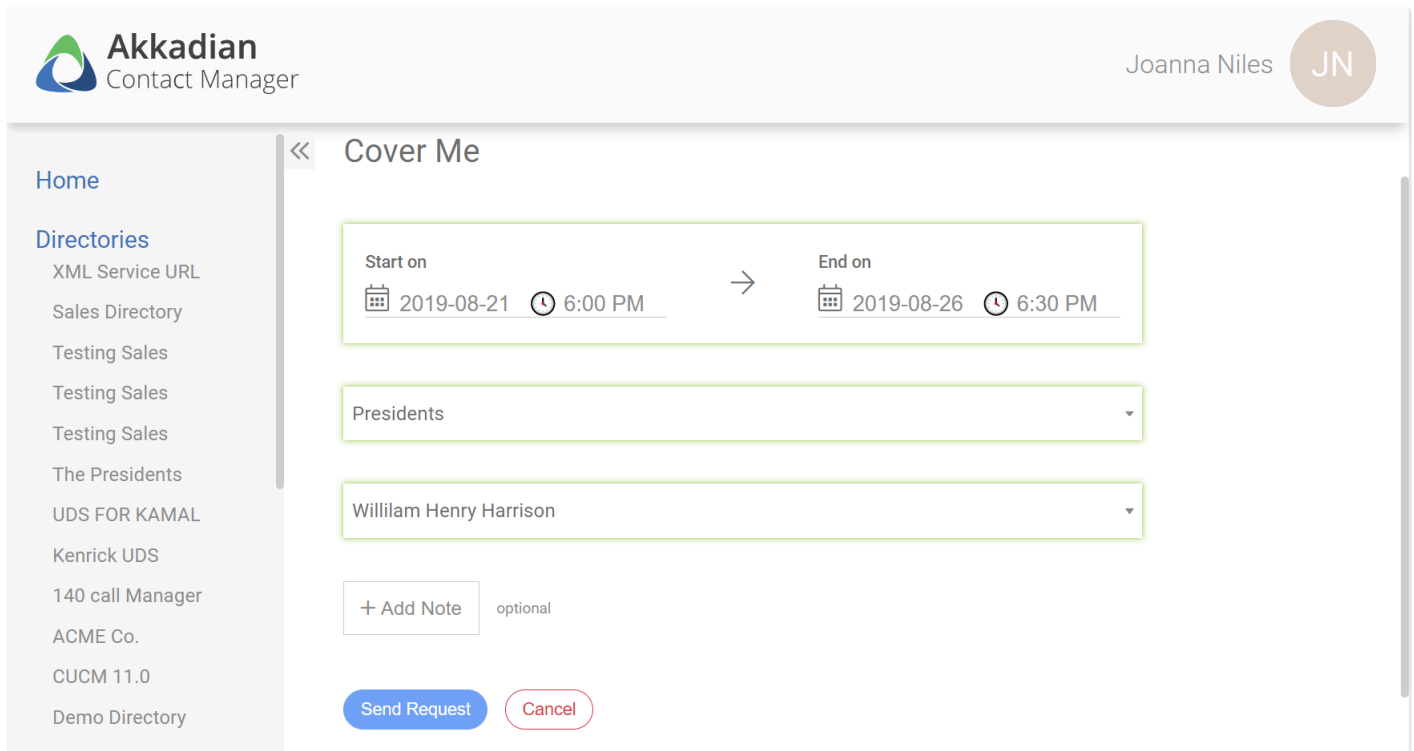
3. Click on the phone icon

Note: Different clients approach this differently. See below for details.

- When using the web directory via a computer's browser, you may be prompted to select a default application or launch Cisco Jabber.
- When using Android and the mobile directory, you may be prompted to select the default calling app.
- When using iOS and the mobile directory, Jabber will automatically launch and place a call if the Jabber app is already installed.

5. Cover Me

Cover Me allows users to request another user to cover their phone calls for an allotment of time. This request is made through the web directory.



Akkadian
Contact Manager

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<< Cover Me

Start on 2019-08-21 6:00 PM → End on 2019-08-26 6:30 PM

Presidents

Willilam Henry Harrison

+ Add Note optional

Send Request Cancel

Cover Me Requirements

- Communications Manager must be configured in the [Communications Managers](#) section
- The same Communication Manager must be configured as a directory source and service URL
- Cover Me must be enabled in the [Settings](#)

5.1 Integrating CUCM for Cover Me

Integrating CUCM for Cover Me

1. Configure CUCM in **System** > Communications Managers
2. Enable Cover Me in **System** > **Settings**
 - a. Select the CUCM you want to use for Cover Me
3. Add CUCM as a [Data Source](#)
4. Add CUCM as a [Service URL](#)

5.2 Configuring Cover Me

Configuring Cover Me

1. Log into the **Web Directory**
2. Go to **My Account > Cover Me**
3. Select **Create New Request**
4. Select the Start and End Date and Time Range for the Cover Me Request
5. Select the CUCM
6. Type in 3 letters to find and select the contact you want to send the request to
7. Add a note to the request.
8. Click **Send Request**
 - a. User B will get an email stating User A submitted a Cover Me Request
 - i. Upon approval or denial of the request, User A and B will get an email stating the request was approved or denied
 - ii. If approved, User A's Calls will be forwarded to User B's device for the duration of the request. Upon expiration of the request, call forwarding will stop.



Admin Users can also view, approve, or deny Cover Me Requests in **System > Cover Me Request**

6. Web Directory

To access a Web Directory in Contact Manager

- It must be enabled in the [Settings](#)
- Use the following URL:

https://{Server IP or HOSTNAME}/acm/web

or

https://{Server IP or NAME}/acm/web/directories/{service number}

To access the Web Directory for a specific Directory Service from the browser, use the URL under the Web Directory Information section.

Phone Services URLs
Manage phone services urls
Contact Manager / Service URLs / Edit

Directory Service Options

* Phone Service Name:

Phone Service Prompt:

Cluster:

Directory Groups:

Client:

Service Type:

* Interface Name:

* Data Source:

Edit Dial:

☐

Display all numbers:

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Require list of available numbers to display in order for the end user to select a number to dial.

CUCM Service Provisioning Information

Service Name:

XML Service URL

ASCII Service Name:

XML Service URL

Service Description:

Akkadian Labs, LLC Global Directory

Service URL:

http://{redacted}/acm/directory?service=10

Secure-Service URL:

https://{redacted}/acm/directory?service=10

Service Category:

XML Service

Service Type:

Standard IP Phone Service

Service Vendor:

Akkadian Labs, LLC

Service Version:

4.0.0

Web Directory Information

Browser Directory URL:

https://{redacted}/acm/web/directories/10

Authentication Required:

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If the **Authentication is Required** box is checked on the service URL, log in using the mobile username and password



Username

Password

Login

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Enhanced Caller ID
