



# FAQ and Solutions

28 Mar 2024



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## FAQ and Solutions

### IVR Module for QME - Scheduled Reports Export Error

Applies from Application Suite 2018.1.1  
to version Application Suite 2018.1.1

#### Applies to

Imagicle Application Suite 2018.1.1

#### Description

In Auto Attendant | Scheduled Reports | "Last message" field shows "Export Error" and the scheduled report is not sent.

In the log file ( <StonevoiceAS>\Var\Log\ApplicationSuite.Core.Service\QME.log ) you can find the error:

```
0116 00:42:06.177 ERROR { 49} [ScheduledReportTaskBase] Unable to complete report
System.ArgumentOutOfRangeException: Unexpected report name: TimePeriodAnalysisReport
Parameter name: dataSetName
at QME.Data.Plugins.IvrReport.GetReportData(String dataSetName, ReportFilterBuilder filters, GroupByTimeInterval gro
at QME.Data.Plugins.IvrReport.GetDataTable(String dataSourceName, ReportDescriptor reportDescriptor, IReportBuilder I
at FW.Scheduler.Service.ScheduledReportTaskBase.GetDataTables(IEnumerable`1 dataSourceNames, ICollection`1 detailsDa
at FW.Scheduler.Service.ScheduledReportTaskBase.GetDataTables(IReportBuilder reportBuilder, ReportDescriptor reportD
at FW.Scheduler.Service.ScheduledReportTaskBase.ProcessReport(IasScheduledReport task, CultureInfo cultureInfo, ISvM
at FW.Scheduler.Service.ScheduledReportTaskBase.Execute(IasSchedule offlineSchedule)
```

#### Cause

Bug in the Application Suite version 2018.1.1

#### Solution

Apply the patch in attachment:

1. Stop "Imagicle Service Host" Windows service
2. Unzip the content into <StonevoiceAS>, overwriting existing files
3. Restart the service

## IVR Module for QME reports "Unable to retrieve list of users" error when trying to add a manager user

Applies from Application Suite 2017.6.1  
to version Application Suite 2017.6.1

### Applies to

Application Suite 2017.6.1

### Description

When you try to add a manager user to an IVR service, you can see this error "Unable to retrieve list of users"

The screenshot shows a web application window titled "Add new managers" with a close button (X) in the top right corner. Below the title bar, there is a text instruction: "Use this section to add new manager for the current IVR service".

Below the instruction, there is a search section with the label "Rechercher un utilisateur", a text input field containing the value "rail", and a button labeled "Chercher".

Below the search section, there is a table with the following headers: "NOM D'UTILISATEUR", "PRÉNOM", "NOM", "POSTE", and "DÉPARTEMENT". The table is empty, and there is a vertical scrollbar on the right side.

At the bottom of the dialog, there is a red error message: "Unable to retrieve list of users".

At the bottom right of the dialog, there are two buttons: "Ajouter" and "Annuler".

### Cause

Bug of version 2017.6.1

You can find this exception in the log files <StonevoiceAS>\Var\Log\w3wp\ApplicationSuite.log.txt

```
ERROR {373} [ReverseProxy] Exception while proxying the request: Original URI {https://192.168.1.51/fw/Apps/ApplicationSuite}
{
  Exception Type {System.Net.WebException}
  Message {Le serveur distant a retourné une erreur : (400) Demande incorrecte.}
  StackTrace {
    a System.Net.HttpWebRequest.GetResponse()
    ApplicationSuite.Web.Apps.ApplicationSuite.HttpProxy.ReverseProxy.ProcessRequest(HttpContext context)
  }
}
```

**Solution**

No patch available, please upgrade the application suite to a newer version

## In Avaya Communication Manager incoming calls from anonymous numbers are unable to reach QME agents

### Applies to

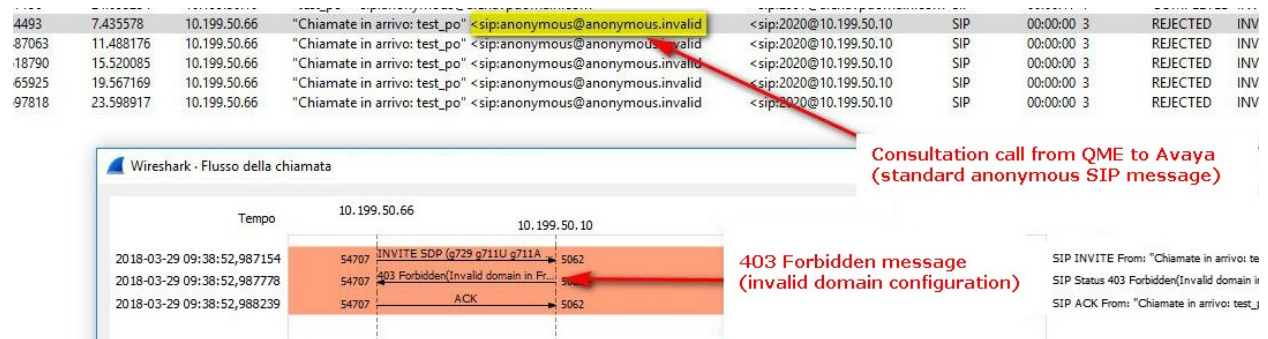
- QME working with Avaya CM

### Description

In Avaya CM (Communication Manager) incoming calls from anonymous numbers are unable to reach QME agents

### Cause

Queue Manager receives a 403 Forbidden (Invalid Domain) SIP message from Avaya pbx when it tries to make consultation call to the agents like in the screenshot:



### Solution

- Delete the domain in **Far-end Domain** field like in the screenshot:

|        |         |       |       |      |            |           |           |
|--------|---------|-------|-------|------|------------|-----------|-----------|
| cancel | refresh | enter | clear | help | go to page | next page | prev page |
|--------|---------|-------|-------|------|------------|-----------|-----------|

change signaling-group 300 Page 1 of 2

SIGNALING GROUP

Group Number: 300                      Group Type: sip

IMS Enabled? n                      Transport Method: tcp\_\_\_\_\_

Q-SIP? n

IP Video? n    Enforce SIPS URI for SRTP? y

Peer Detection Enabled? y    Peer Server: Others

Prepend '+' to Outgoing Calling/Alerting/Diverting/Connected Public Numbers? n

Remove '+' from Incoming Called/Calling/Alerting/Diverting/Connected Numbers? y

Alert Incoming SIP Crisis Calls? n

Near-end Node Name: procr\_\_\_\_\_                      Far-end Node Name: IMAGICLE\_\_\_\_\_

Near-end Listen Port: 5062\_\_\_\_\_                      Far-end Listen Port: 5062\_\_\_\_\_

Far-end Network Region: 3\_\_\_\_\_

Far-end Domain: \_\_\_\_\_

Incoming Dialog Loopbacks: eliminate                      Bypass If IP Threshold Exceeded? n

DTMF over IP: rtp-payload                      RFC 3389 Comfort Noise? n

Session Establishment Timer(min): 3\_\_\_\_\_                      Direct IP-IP Audio Connections? n

Enable Layer 3 Test? y                      IP Audio Hairpinning? n

Alternate Route Timer(sec): 6\_\_\_\_\_



## **Avaya Aura PBX and Imagicle Suite specific configurations to enable Queue Manager Enterprise, auto attendant and Blue's Attendant console applications.**

### **Applies to**

Imagicle Customer Service solution on Avaya ACM IP telephony environments

### **Scope**

This article contains all required information for configuring Imagicle Customer Service bundle in Avaya CM / Aura telephony environments, with focus on SIP and CTI-based communications.

### **Attendant Console limitations**

Some CTI-related actions are not supported from Imagicle Attendant Console, in Avaya CM/Aura telephony environments:


- Call Toggle feature is not working, so the operator should manually hold connected call and resume the other call from hold.

### **Avaya architecture**

Imagicle solution for Avaya CM / Aura environment requires the installation, in the Imagicle server, of an Imagicle CTI driver able to communicate via CSTA to the Avaya Application Enablement Service (AES). The connection is summarized in the diagram below, where all the various Imagicle / Avaya components involved are represented.



## Avaya AES Configurations



# Application Enablement Services

## Management Console

Welcome: User craft  
 Last login: Tue May 24 15:45:54 2011 from 10.10.16.62  
 HostName/IP: devconaes61/10.10.16.30  
 Server Offer Type: TURKEY  
 SW Version: r6-1.0-20-0

[Home](#)

[Home](#) | [Help](#) | [Logout](#)

- ▶ AE Services
- ▶ Communication Manager Interface
- ▶ Licensing
- ▶ Maintenance
- ▶ Networking
- ▶ Security
- ▶ Status
- ▶ User Management
- ▶ Utilities
- ▶ Help

### Welcome to OAM

The AE Services Operations, Administration, and Management (OAM) Web provides you with tools for managing the AE Server. OAM spans the following administrative domains:

- AE Services - Use AE Services to manage all AE Services that you are licensed to use on the AE Server.
- Communication Manager Interface - Use Communication Manager Interface to manage switch connection and dialplan.
- Licensing - Use Licensing to manage the license server.
- Maintenance - Use Maintenance to manage the routine maintenance tasks.
- Networking - Use Networking to manage the network interfaces and ports.
- Security - Use Security to manage Linux user accounts, certificate, host authentication and authorization, configure Linux-PAM (Pluggable Authentication Modules for Linux) and so on.
- Status - Use Status to obtain server status informations.
- User Management - Use User Management to manage AE Services users and AE Services user-related resources.
- Utilities - Use Utilities to carry out basic connectivity tests.
- Help - Use Help to obtain a few tips for using the OAM Help system

Depending on your business requirements, these administrative domains can be served by one administrator for both domains, or a separate administrator for each domain.

## Configuring Switch Connection

Select Communication Manager Interface → Switch Connections

Enter here the connection to a new Avaya CM server (i.e. CM81) and click Add Connection. Please note that you must use alphanumeric name, without any special character.

Communication Manager Interface | Switch Connections

Switch Connections

CM81 Add Connection

| Connection Name | Processor Ethernet | Msg Period |
|-----------------|--------------------|------------|
| CM81            | No                 | 30         |

Edit Connection Edit PE/CLAN IPs Edit H.323 Gatekeeper Delete Connection Survivability Hierarchy

Enter a password (i.e. **avaya1234567**) which will be later on required during Avaya CM configuration, to create AES link. Password should have from 12 up to max 16 characters.

Connection Details - CM81

• Passwords must be 12 - 16 characters.

Switch Password ..... avaya1234567

Confirm Switch Password ..... avaya1234567

Msg Period 30 Minutes (1 - 72)

Provide AE Services certificate to switch ☐

Secure H323 Connection ☐

Processor Ethernet ☐

Apply Cancel

Then click on "Edit PE/CLAN IPs"

Switch Connections

CM81 Add Connection

| Connection Name | Processor Ethernet | Msg Period |
|-----------------|--------------------|------------|
| CM81            | No                 | 30         |

Edit Connection Edit PE/CLAN IPs Edit H.323 Gatekeeper Delete Connection Survivability Hierarchy

Specify here Avaya CM IP address and hit "Add Name or IP"

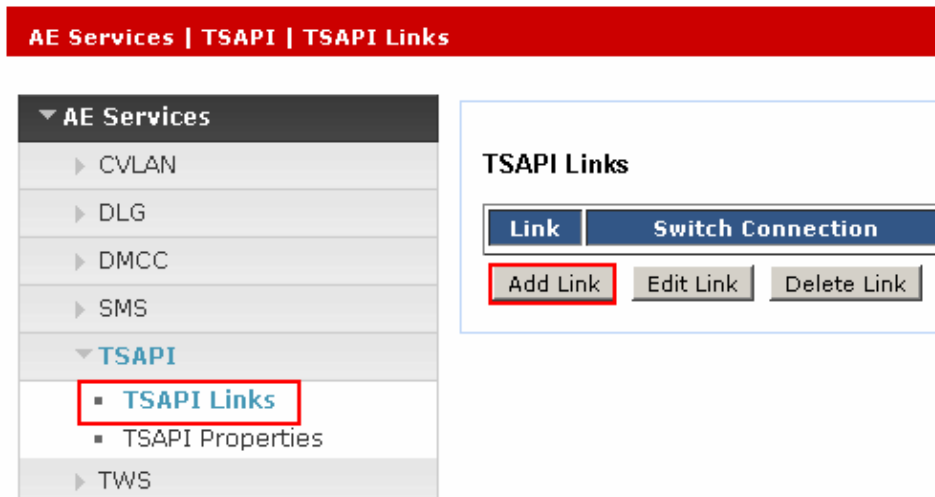
Edit CLAN IPs - CM81

192.168.89.120 Add Name or IP

| Name or IP Address |
|--------------------|
|                    |

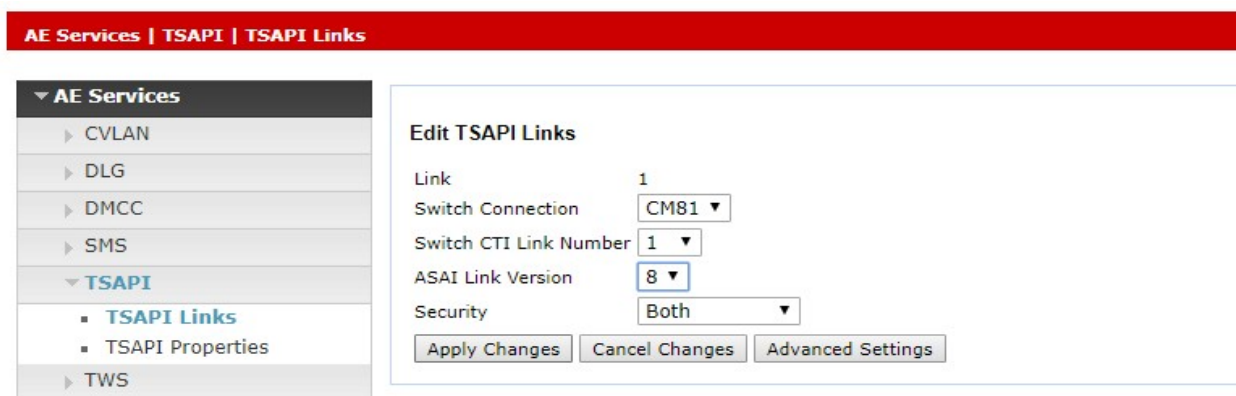
Delete IP Back

## Configuring TSAPI Link



Click on **Add Link**

On the page that opens, enter the data as shown below:



- In the Link field field, select the link number (usually 1)
- In the Switch Connection field, select the previously defined Avaya CM connection.
- In the Switch CTI Link Number field, select 1.
- In the ASAI Link Version field, select the value 8

**Note:** ASAI Link Version 8 is the appropriate value for Avaya Aura / CM ver. 7.1.1 and above, with AES ver. 7.1.1 and above.

Security field can be populated as follows:

- Unencrypted: Connection to the client without encryption.
- Encrypted: Connection encrypted to the client, for this link TSAPI.
- Both: To enable encrypted and non-encrypted connections.

By selecting "Both", all TSAPI clients using an encrypted "Advertised TLINK" require AES ver. 4.1 or higher. TSAPI clients using an unencrypted "Advertised TLINK" can use an AES prior to 4.1.

Click on **Apply Changes** to save configuration.

Click again on **Apply** and restart the TSAPI service to enable the changes. To restart the service:

- From the left panel of the AES console select Maintenance -> Service Controller.
- On the Service Controller page, select TSAPI Service.

- Press on Restart Service. TSAPI restarts and the "Controller Status" column displays the message Running.

**Maintenance | Service Controller**

**Service Controller**

| Service   | Controller Status |
|---|-------------------|
| <input type="checkbox"/> ASAI Link Manager        | Running           |
| <input type="checkbox"/> DMCC Service             | Running           |
| <input type="checkbox"/> CVLAN Service            | Running           |
| <input type="checkbox"/> DLG Service              | Running           |
| <input type="checkbox"/> Transport Layer Service  | Running           |
| <input checked="" type="checkbox"/> TSAPI Service | Running           |

For status on actual services, please use [Status and Control](#)

## Configuring TSAPI CTI User

Select User Management â User Admin â Add User

Please create a user that will be configured into Imagicle CTI driver:

- Enter user Id, Common Name and Surname (i.e. imagicle)
- Enter password (i.e. imagicle01!)
- In Avaya Role, select **userservice.useradmin**
- In CT User select **Yes**

**Add User**

Fields marked with \* can not be empty.

\* User Id:   
 \* Common Name:   
 \* Surname:   
 User Password:   
 Confirm Password:   
 Admin Note:   
 Avaya Role:   
 Business Category:   
 Car License:   
 CM Home:   
 Csx Home:   
 CT User:   
 Department Number:   
 Display Name:   
 Employee Number:

Click "Apply Changes" to save data.

Now select Security > Security database > List All Users

You will find previously defined CTI user. Click on "edit" and check **Unrestricted Access** flag.

Click "Apply Changes" to save data.

Finally, in Utilities > Diagnostic > AE Service > TSAPI Test , you can test the correct functionality of newly created CTI user.

Please pull down TLink field and select first item including "#CSTA#"

User and Password fields should be populated with above defined CTI User credentials

**From** field should be populated with any registered internal extension from which you initiate the call

**To** field should be populated with any registered internal extension which receives the call

Hit Dial to start test.

If test is successful, you'll see a short internal call between two extensions, with the following test result:

## TSAPI Test Result

cstaMakeCall() succeeded!  
cstaClearConnection() succeeded!

[Back](#)

## Avaya CM/Aura Configurations

Avaya CM configuration has to be accessed via an SSH client, for example "Putty". Enter the administrator login credentials. To access the console with the correct display type the following commands:

- "SAT" + PIN (usually it's the same as the Admin password)
- "STUN"

## Configuring interfaces toward Avaya AES and Imagicle Server

Enter the name and IP address of AES, in the example "aes-01" and "192.168.89.134" respectively. Enter here Imagicle Suite's IP, too: imagicleva-01 & 192.168.89.143

| change node-names ip |                |               |
|----------------------|----------------|---------------|
| Name                 | IP Address     | IP NODE NAMES |
| aam-01               | 192.168.89.139 |               |
| aes-01               | 192.168.89.134 |               |
| default              | 0.0.0.0        |               |
| imagicleva-01        | 192.168.89.143 |               |
| procr                | 192.168.89.120 |               |
| procr6               | ::             |               |
| sm-01                | 192.168.89.128 |               |
| sm-02                | 192.168.89.138 |               |

Then modify the IP-Services with the "change ip-services" command, entering the data highlighted in the screen below for the AESVCS service:

- in Service Type, please enter **AESVCS** service
- in Enabled, just type **Y**
- in Local Node, enter CM interface **procr**
- in Local Port, just leave **8765** port

| change ip-services |         |            |                        |             |             | Page 1 of 3 |
|--------------------|---------|------------|------------------------|-------------|-------------|-------------|
| Service Type       | Enabled | Local Node | IP SERVICES Local Port | Remote Node | Remote Port |             |
| AESVCS             | Y       | procr      | 8765                   |             |             |             |
|                    |         |            |                        |             |             |             |
|                    |         |            |                        |             |             |             |
|                    |         |            |                        |             |             |             |
|                    |         |            |                        |             |             |             |

Now proceed to page 3 of same command and fill the first line with:

- in AE Services Server, please enter the AES server name (AES hostname)
- in password, enter the password above defined into Switch Connection (i.e. **avaya1234567**)



- in Enabled, just enter **y**

| change ip-services         |                    |          |         |        | Page 3 of 3 |
|----------------------------|--------------------|----------|---------|--------|-------------|
| AE Services Administration |                    |          |         |        |             |
| Server ID                  | AE Services Server | Password | Enabled | Status |             |
| 1:                         | aes-01             | *        | y       |        |             |
| 2:                         |                    |          |         |        |             |
| 3:                         |                    |          |         |        |             |
| 4:                         |                    |          |         |        |             |
| 5:                         |                    |          |         |        |             |
| 6:                         |                    |          |         |        |             |

â To enable the connection of Avaya CM to the Application Enablement Services, enter a new CTI Link as shown below. Specify an unused Extension number and the Type as "ADJ-IP", which represents an IP link to the "Adjunct Server", finally assigning a Name that corresponds to the AES hostname configured before.

| add cti-link 1  |                      |  |        | Page 1 of 3 |
|-----------------|----------------------|--|--------|-------------|
| CTI LINK        |                      |  |        |             |
| CTI Link: 1     |                      |  |        |             |
| Extension: 8997 |                      |  |        |             |
| Type: ADJ-IP    | Security Code: _____ |  |        |             |
| Name: aes-01    |                      |  | COR: 1 |             |
| Unicode Name? n |                      |  |        |             |

To check connection status to AES, enter the **status aesvcs link** command. If the configuration is correct, status will be **established**. See below sample:

| status aesvcs cti-link      |         |          |                    |               |           |           |
|-----------------------------|---------|----------|--------------------|---------------|-----------|-----------|
| AE SERVICES CTI LINK STATUS |         |          |                    |               |           |           |
| CTI Link                    | Version | Mnt Busy | AE Services Server | Service State | Msgs Sent | Msgs Rcvd |
| 1                           | 8       | no       | aes-01             | established   | 4         | 5         |

Moreover, to view the list of cti-links and their status, type **status aesvcs cti-link**.

## TSAPI CTI Link Status and TLink Acquisition

Please login to AES and go to Status â Status and Control â TSAPI Service Summary

Verify that link status toward Avaya CM is **"Talking"**. If there are communications problem, the status will be **"Down"**

- ▶ AE Services
- ▶ Communication Manager Interface
- ▶ High Availability
- ▶ Licensing
- ▶ Maintenance
- ▶ Networking
- ▶ Security
- ▼ Status
  - Alarm Viewer
  - ▶ Logs
  - ▶ Log Manager
  - ▼ Status and Control
    - CVLAN Service Summary
    - DLG Services Summary
    - DMCC Service Summary
    - Switch Conn Summary
    - **TSAPI Service Summary**

#### TSAPI Link Details

☐ Enable page refresh every 60 seconds

|                                  | Link | Switch Name | Switch CTI Link ID | Status  | Since                   | State  | Switch Version | Associations | Msgs to Switch | Msgs from Switch | Msgs Period |
|----------------------------------|------|-------------|--------------------|---------|-------------------------|--------|----------------|--------------|----------------|------------------|-------------|
| <input checked="" type="radio"/> | 1    | CM81        | 1                  | Talking | Mon Sep 9 17:36:36 2019 | Online | 18             | 1            | 14             | 17               | 30          |

For service-wide information, choose one of the following:

Now you can retrieve the TLink ID from AES. Go to Utilities → AE Service → TSAPI Test

TLink is normally available with this syntax: AVAYA#<switch connection>#CSTA#<AES hostname>

Example: AVAYA#CM81#CSTA#AES-01

- ▶ AE Services
- ▶ Communication Manager Interface
- ▶ High Availability
- ▶ Licensing
- ▶ Maintenance
- ▶ Networking
- ▶ Security
- ▶ Status
- ▶ User Management
- ▼ Utilities
  - ▼ Diagnostics
    - ▣ AE Service
      - ASAI Test
      - DMCC Test
      - TR/87 Test
      - **TSAPI Test**
    - ▣ Server

#### TSAPI Test

TLink: AVAYA#CM81#CSTA#AES-01 ▼

User:   
 Password:   
 From:   
 To:

Save this data for Imagicle CTI configuration, below explained.

## SIP Trunk toward IAS Configuration

Calls to Imagicle Queue Manager are transferred to the IAS through a SIP trunk defined in Avaya. This must be configured without encryption and without authentication, using TCP port 5062.

SIP trunk is associated with a "Trunk-group" and configured as follows:

trunk-group:





- service type: public-ntwrk
- numbering format: private
- Send Transferring Party Information: y
- Network Call Redirection: y
- Send Diversion Header: y
- Support Request History: y
- Always use re-invite for display-updates: y

Please note that Avaya SIP license must allow for a number of simultaneous conversations equal to the number of Queue Manager X 2 channels (the double).

For each queue defined in the queue manager, a route must be provided in Avaya CM / Aura. An additional route is also needed to manage the camp-on, based on the chosen prefix.

## Configurations on Imagicle Server

Connect to the Imagicle server via Remote Desktop and download the following software packages from the web:

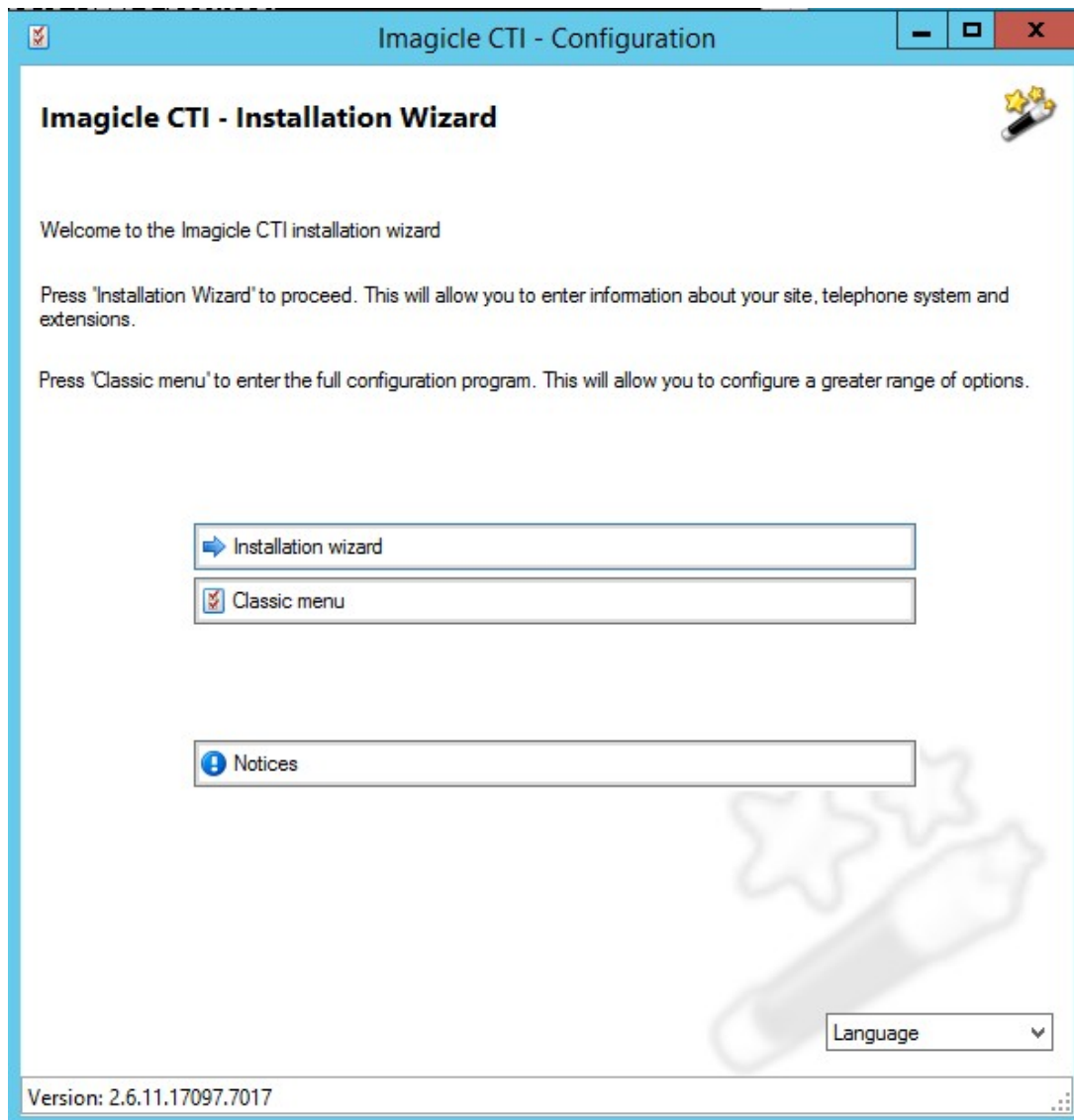
- [GoConnect CTI Server](#)
- [UC Full TSP](#)

Run both the executables and install everything with default parameters.

The new GoConnect Server application is now available on Windows Start menu:

If it is not available, restart the machine and restart the setup.

Launch the GoConnect configuration application. The main menu appears:




#### Select **Installation Wizard**

If the licenses are not activated immediately, the trial must be requested and activated, this requires an internet connection.

To activate a license, an Internet connection is required. After entering all the requested data and the serial number received, click on Register online. If the Internet connection is not available, fill in all the fields and select Manual registration, then send all the information and codes generated to [support@imagicle.com](mailto:support@imagicle.com) requesting manual activation of the Mondago driver.

Avaya Aura® PBX and Avaya Aura® Call Center Elite Suite specific configurations to enable Queue Manager Enterprise, auto attendant and Blue's Attendant console applications.



Imagicle CTI - Configuration

Site

Name:

Avaya

Region

Language:

Italiano

Country:

39 - Italy

Area code:

- No area code selected

Back

Next

Version: 2.6.11.17097.7017

Avaya PBX connection screen appears, to be filled with CM / AES data.

**Imagicle CTI - Configurazione**

Status:

**Configurazione**

Tipo:

PBX IP address:

Nome utente:

Password:

Auto creazione: ☒

Accesso alla linea:

Server TSAPI:  [Vedi note](#)

Flusso del TSAPI:

Username TSAPI:  Password:

Sono necessarie due credenziali: quella per la rete telefonica e quella per il server TSAPI

Registro:

```

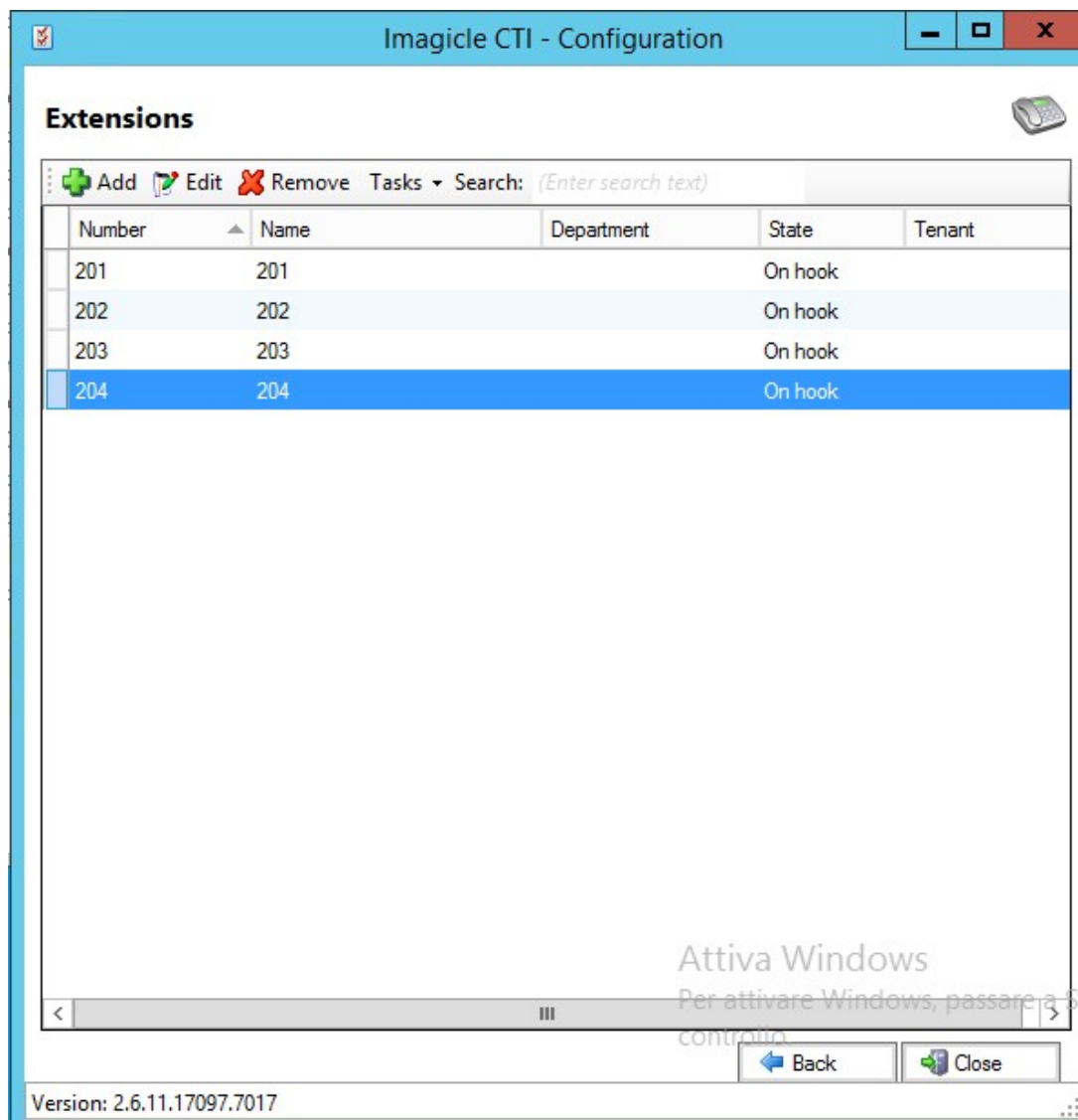
10:49:29.4 Library version: AES4.2.1 Build
10:49:29.4 TSAPI server version: 7.1.1 Build 34
10:49:29.4 Driver version: 7.1.1 Build 34
10:49:29.4 Connection completed
10:49:29.4 Monitor start: 200
10:49:29.4 Downloading directory from: 10.55.63.35
10:49:30.4 Monitor start: 201
10:49:30.4 Monitor success: 200
10:49:30.4 Monitor start: 203
10:49:30.4 Monitor success: 201
10:49:30.4 Monitor success: 203
10:49:39.5 Directory session failed

```

Versione: 2.6.11.17097.7017

- In the Type field, select Avaya CM
- PBX IP address contains the IP address of the Avaya Aura / CM server
- Username / Password refer to Avaya CM login credentials (usually dadmin - dadmin01)
- Auto creation must be flagged, to automatically acquire extensions
- In the TSAPI Server field, enter the IP of the AES server
- In the TSAPI Flow field, enter the connection string to the CTI-Link. This is TLink ID previously saved.
- Username TSAPI / Password refers to previously configured credentials for accessing the AES web console

Save the data and then click on **Internal Phones**, in the left panel. Check that all the lines monitored via CTI appear.



If CTI monitoring works correctly, you can see real-time phone status by looking into phone system logs. See below sample:

**Imagicle CTI - Configurazione**

**Sistema telefonico**

Status:

**Configurazione**

Tipo:

PBX Indirizzo IP:

Nome utente:

Password:

Auto creazione: ☒

Accesso alla linea:

Server TSAPI:  [Vedi note](#)

Flusso del TSAPI:

Username TSAPI:  Password:

Sono necessarie due credenziali: quella per la rete telefonica e quella per il server TSAPI

Registro:

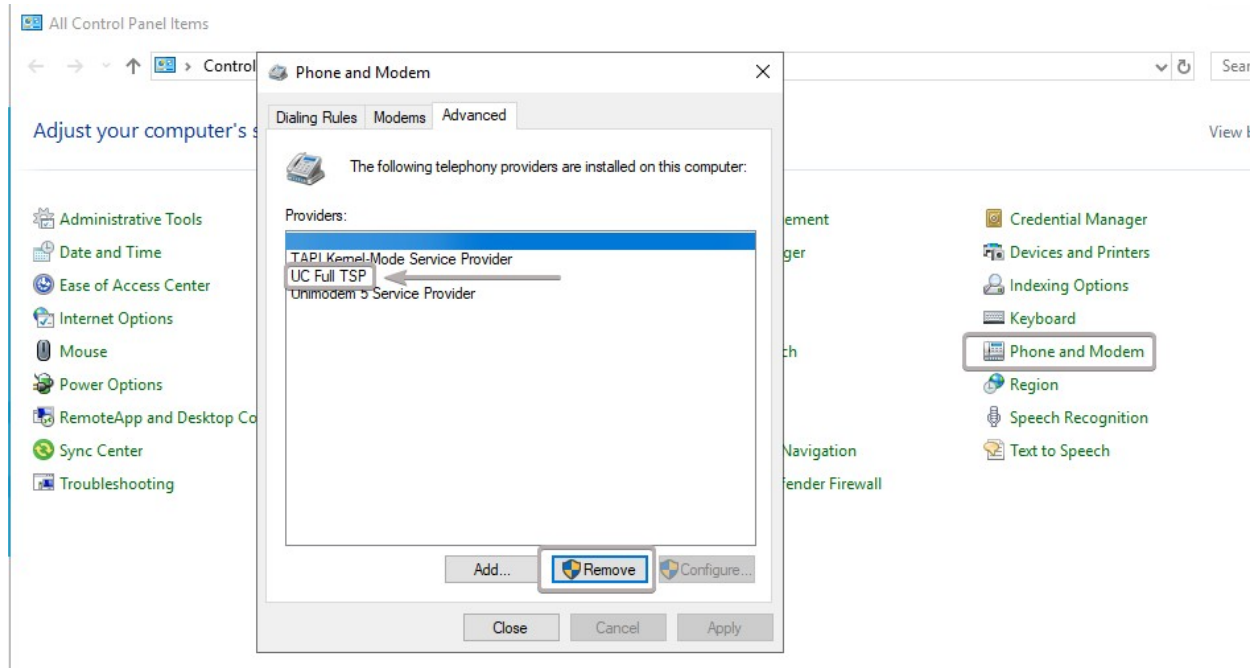
```

15:43:48.2 Monitor start: 2794
15:43:48.2 Monitor start: 2795
15:43:48.2 Downloading directory
15:43:48.7 Monitor success: 2794 = 2h
15:43:48.7 Monitor start: 2796

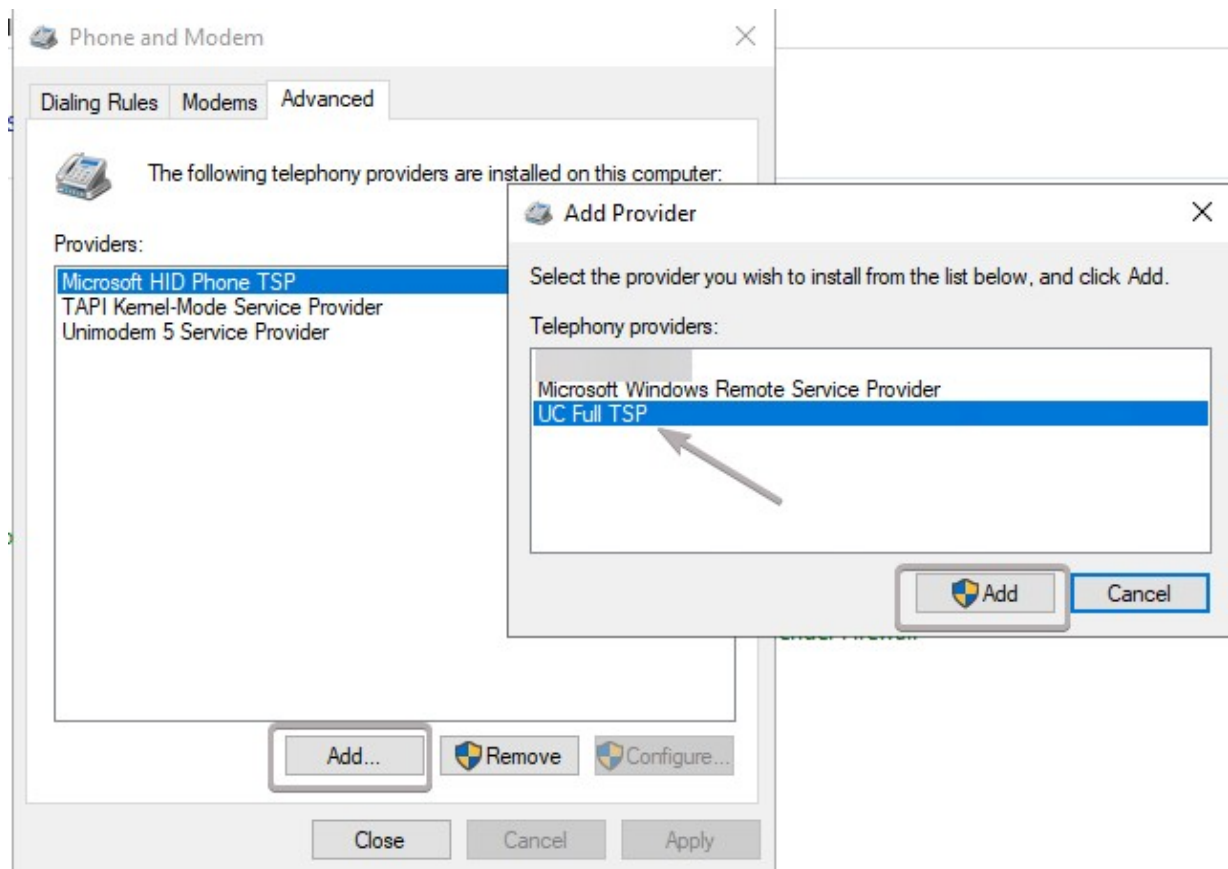
```

Versione: 2.6.12.17146.9535

Open "Phone and Modem" in the Windows Control Panel  
Remove UC Full TSP

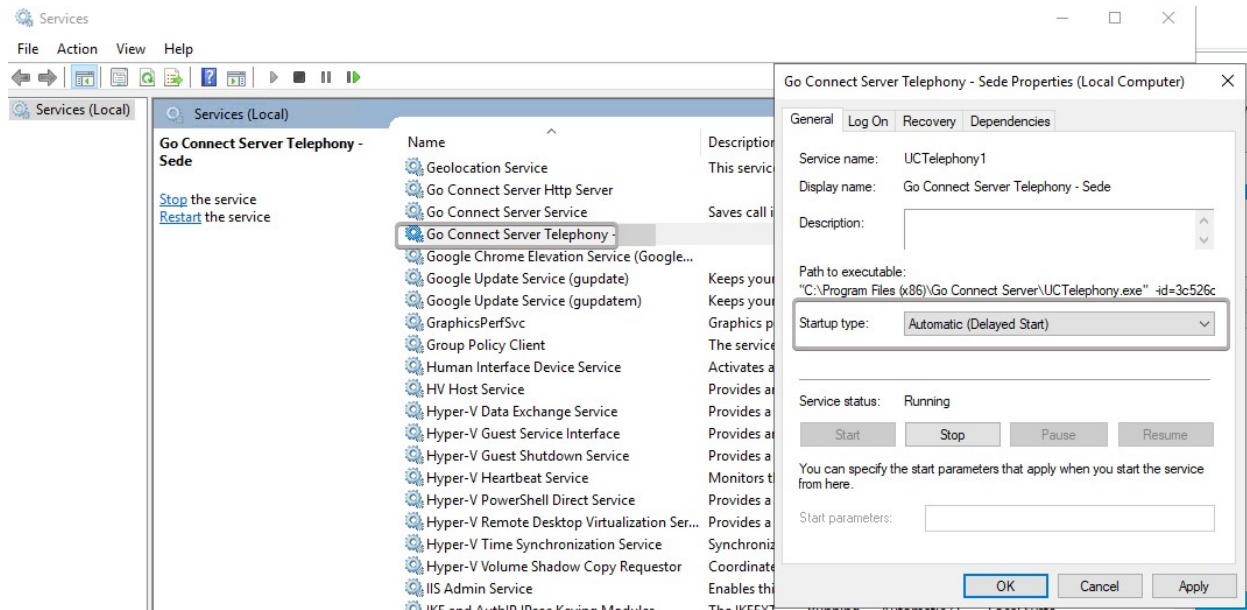


Click on "Add.." and select UC Full TSP again



Open Windows Service Panel, find "Go Connect Server Telephony...."  
Change Startup Type from Automatic to Automatic (Delayed Start)





We suggest a completely server restart.

## Imgacle Application Suite Summer 2018 (2018.6.1) or older

If the phones do not appear automatically on the internal phones screen, download the following components from the web:

- <https://www.dropbox.com/s/ygm8el55mlbecsm/ApplicationSuite.Phone.Control.schema.xml?dl=1>
- [https://www.dropbox.com/s/vbwwcwz4gpii8en/ApplicationSuite.Phone.Control.GO\\_ACM.config.xml?dl=1](https://www.dropbox.com/s/vbwwcwz4gpii8en/ApplicationSuite.Phone.Control.GO_ACM.config.xml?dl=1)
- [https://www.dropbox.com/s/40z1dzoag19y7el/ApplicationSuite.Phone.Control.GO\\_ACM.schema.xml?dl=1](https://www.dropbox.com/s/40z1dzoag19y7el/ApplicationSuite.Phone.Control.GO_ACM.schema.xml?dl=1)

then paste the above three files into the following folder:

**C:\Program Files (x86)\StonevoiceAS\Apps\ApplicationSuite\Settings\**

Override any already existing file(s), if necessary

From Windows services panel (services.msc), pls. restart:

- Imgacle Phone control
- Imgacle Queue Manager Enterprise