# FAQ and Solutions

28 Mar 2024



TM and copyright © 2010-2024 Imagicle spa

imagicle

# Table of Contents


**FAQ and Solutions** ..... **1/18**
- How to enable custom fields ..... 1/18
  - How to enable and display custom fields in IP Phones ..... 2/18
- Wrong name and visibility for Contact Manager local directory ..... 3/18
- The Contact Manager lookup doesn't work - Troubleshooting basics ..... 4/18
- These are the most common problems: ..... 4/18
  - Some Imagicle Services are stopped ..... 4/18
    - The IP Phone cannot be controller by the IAS through TAPI ..... 5/18
    - Calling number is not matched ..... 5/18
- Configure Cisco XML Service in HTTPS ..... 7/18
- Estos MetaDirectory configurations backup / migration ..... 9/18
- How to change search results ranking ..... 10/18
- Swap First/Last name in the XML Contact Manager service ..... 11/18
- Display Department instead of Company in XML phone service search ..... 12/18
- How to show searched contacts in format first name - last name also using web search ..... 13/18
- Applies to: ..... 13/18
- How to License Estos Metadirectory 4.0 ..... 14/18
- How to solve SQL Full-Text Search service failure on a IAS joined in a domain ..... 17/18

imagicle

# FAQ and Solutions

## How to enable custom fields

Applies from Application Suite 201x (any version)
to version Application Suite 201x (any version)

### Description:

Enable and customize custom fields

### *Enabling the IAS Custom Fields*

Access to Imagicle UC Suite server via RDP and edit file:

C:\Program Files (x86)\StonevoiceAS\Apps\Speedy\Settings**CustomFields.config.xml**

Add the required lines for each internal and/or external custom field to be enabled (see sample below).

```
<?xml version="1.0" encoding="utf-8"?>
<configuration>
  ...
  <!-- External phone-type Custom field -->
  <preference key="EnableFieldExternalCustom1"  value="true" />
  <preference key="LabelExternalCustom1"        value="Assistant Number" />
  <preference key="FieldTypeCustom1"            value="Telephone" />

  <!-- External string-type Custom field -->
  <preference key="EnableFieldExternalCustom2"  value="true" />
  <preference key="LabelExternalCustom2"        value="Assistant Name" />
  <preference key="FieldTypeCustom2"            value="String" />
...

  <!-- Internal string-type Custom field -->
  <preference key="EnableFieldInternalCustom1"  value="true" />
  <preference key="LabelInternalCustom1"        value="Manager Name" />
  <preference key="FieldTypeCustom1"            value="String" />

  <!-- Internal phone-type Custom field -->
  <preference key="EnableFieldInternalCustom2"  value="true" />
  <preference key="LabelInternalCustom2"        value="Manager Number" />
  <preference key="FieldTypeCustom2"            value="Telephone" />
  ...

  <!-- Add the following two lines to show enabled custom fields in web portal -->
  <preference key="InternalHiddenColumns" value="Businessphone,Companyname,Custom10,Custom3,Custom4,Custom5,Custom6,
  <preference key="ExternalHiddenColumns" value="Custom10,Custom3,Custom4,Custom5,Custom6,Custom7,Custom8,Custom9,Ho
  ...
</configuration>
```

Save and close the file
Restart CTI service from this menu item: Attendant Console â  Manage Service

**Note:** You can have the same custom field enabled for Internal (UC Suite users) and External (Contact Manager) contacts, providing they share same field type (both String or Telephone).

"Telephone" custom field type is associated to a phone number that can be dialed by Attendant Console and IP Phones.

### *How to enable and display custom fields in Attendant Console*

Internal custom: "Colleagues" tab, by checking relevant custom field from "Show" pull-down menu

External custom: "Contacts" tab, by checking relevant custom field from "Show" pull-down menu

## *How to enable and display custom fields in IP Phones*

Edit file: C:\Program Files (x86)\StonevoiceAS\Apps\Speedy\Settings**SpeedyPhoneService.config.xml**
- Add the following lines between "configuration" statements:

```
<preference key="Speedy.contacts.DisplayPhones" value="Custom1" />
<preference key="SearchFormFields.field.label.Custom.GetFrom" value="External" />
```

Save and close file

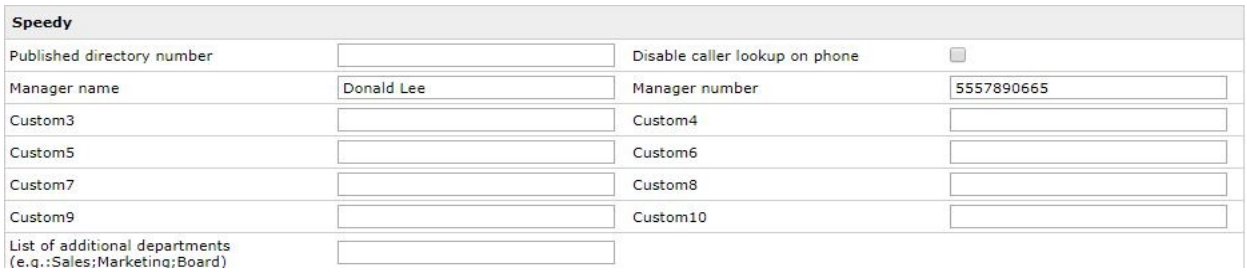
Please remember that "Telephone" type custom fields are displayed in the list of contact's associated phone numbers and they can selected to trigger an outgoing calls. "String" type custom fields are displayed while selecting "Details" softkey.

## *Edit the label name for Internal custom fields in UC Suite's user management web portal (optional)*

Edit file: C:\Program Files (x86)\StonevoiceAS\Locale**EN\users.dat.asp**
"EN" is the language folder in use. You can change data for other languages, too: IT, FR, ES, DE, AR
Pls. change below lines as required.

```
strUsersField_user_Custom1              = "Manager name"
strUsersField_user_Custom2              = "Manager number"
strUsersField_user_Custom3              = "Label_name_custom_field_3"
strUsersField_user_Custom4              = "Label_name_custom_field_4"
strUsersField_user_Custom5              = "Label_name_custom_field_5"
strUsersField_user_Custom6              = "Label_name_custom_field_6"
strUsersField_user_Custom7              = "Label_name_custom_field_7"
strUsersField_user_Custom8              = "Label_name_custom_field_8"
strUsersField_user_Custom9              = "Label_name_custom_field_9"
strUsersField_user_Custom10             = "Label_name_custom_field_10"
```

Save and close file
See below a screenshot from user's data, with new custom labels:



| Speedy | | | |
|---|---|---|---|
| Published directory number | | Disable caller lookup on phone | ☐ |
| Manager name | Donald Lee | Manager number | 5557890665 |
| Custom3 | | Custom4 | |
| Custom5 | | Custom6 | |
| Custom7 | | Custom8 | |
| Custom9 | | Custom10 | |
| List of additional departments (e.g.:Sales;Marketing;Board) | | | |

Please remember that above labels change is lost after an Imagicle release update. You must edit **users.dat.asp** again, to restore custom labels.

imagicle

# Wrong name and visibility for Contact Manager local directory

## Applies to

Imagicle Application Suite 2017.Summer.2 or 2017.Summer.3 - installed from scratch

## Description

An installation from scratch of 2017.Summer.2 or 2017.Summer.3 will have a pre-defined Contact Manager configuration that:

- changes the name of the local directory to "Contatti Locali"
- assigns the local contacts directory to department "Department Contacts"

## Cause

The configuration file <StonevoiceAS>\Apps\Speedy\Settings\Speedy.Configuration.Global.config.xml contains wrong pre-defined values, instead an empty config.

## Solution

1. Edit file <StonevoiceAS>\Apps\Speedy\Settings\Speedy.Configuration.Global.config.xml" and remove the following preference keys:
    - "directory.internalsdefaultdirname"
    - "directory.LocalDirectorySpecialDepartment"
    - "directory.ExcludeThisUsernameFromLocalDirectories"

2. Edit file <StonevoiceAS>\Apps\Speedy\Server\System\Speedy.ini" and delete the following keys from section [Settings]:
    - internalsdefaultdirname
    - LocalDirectorySpecialDepartment
    - ExcludeThisUsernameFromLocalDirectories

3. Update directories content, following these steps:
    - Login to the IAS web portal as administrator and go to Contact Manager, Manage Service web page
    - Locate the "Internal contacts settings" section and change the radio button value. Click Save. This will start the local contacts update procedure, that may take some seconds..
    - Reload the page until the radio button becomes enabled (the local contacts update completed)
    - Change again the radio button value, back to the original value. Click Save.

imagicle

# The Contact Manager lookup doesn't work - Troubleshooting basics

## Applies to:

Application Suite

## Description:

Troubleshooting XML service in Contact Manager

## Solution:

Contact Manager Directory Lookup - Caller ID Service

Please double-check the Contact Manager configuration in the system guide.

### Cisco PBX Configuration

It can be that theDirectories are available on the IP Phone when pressing the Directory button,but the Caller ID popup is not displayed.

When the Application Suiteconfiguration is not correct, no error is displayed on the IP Phone but thepopup is not displayed.

# These are the most common problems:

## License expired

This can be easilychecked through the "Licenses" web page.

#### Some Imagicle Services are stopped

Please check in the Windows Service Manager thatthe following services are running (start | Run | services.msc):

*"ImagicleService Host", "Imagicle AXL service", "Imagicle Phone Control"*

## No IAS user can be associated to the IP Phone

Please check that in IAS such user exists, andthat his/her properties which are used to associate the IP phone are correctlyset (primary extension, MAC address, Pbx username). Please verify the deviceassociation in the IAS diagnostic page (Main | Support |PBX Devices:Details). From this pageyou can also test the popup through a button.
A message should be displayed on the associated IP device.

## The phone IP address is not available in the IAS database

Please check the device IP address through the IAS diagnostic page.
If it is missing, please check that AXL is correctly configured (and doublecheck the password)

### Enabling AXL

The AXL service must be running on the CUCM node configured on the IAS (On CUCM9.1: CiscoUnified Serviceability --> Tools --> Service Activation --> Cisco AXLWeb Service).
You can restart such service on the CuCM through Cisco Unified Serviceability.

#### The IP Phone cannot be controller by the IAS through TAPI

Please check the flag on the IAS diagnostic webpage in the"Detected by TAPI" column. You could also look for the device and line in the Windows TAPI snap-in (running "tapimgmt.msc"). If the device is not listed there, you need to associate theIP phone to the ImagicleCTI application user in CUCM.
Another helpful tool is "Phone.exe", located in <StonevoiceAS install dir>\Troubleshooting

## Failed IP Phone authorization

Please execute a test from the IAS diagnosticpage (see above). If the "authorization error" message is displayed in the webpage, please check the "URL authentication" on the IP phone and set it on theCuCM in the IP Phone properties (or in the Enterprise Parameters) like this:

http://[APP_SUITE_IP]/fw/authenticate.asp

#### Calling number is not matched

This can have several causes.

a) The calling number is not listed in anydirectory available to the IAS user associated to the phone. It can be listedin a directory which is owned by another user or associated to a specificdepartment. Check that the contact is available to the user searching for itthrough the directories button on the IP phone.

b) Number mismatch because of the IncomingPrefix
If the voice gateway or the PBX adds a '0' (o another prefix) before the callingnumber, that prefix must also be specified in the IAS (Administration | SystemParameters | Numbering Plan Settings) as Incoming Prefix.

WARNING: some CuCMconfigurations cause the calling number to be displayed on the IP Phone to bedifferent to the one received by Contact Manager in the TAPI signaling. Please check thetrue number through the Call History of the IP phone, which, usually, is thesame number seen through TAPI.

Other information can be gatherer enabling debuglogs in Speed, placing a test call and looking in this file:varlogApplicationSuite.Core.ServiceSpeedy.log.txt
for a line similar to:

*DEBUG { 32}[LookupAgent] FormatDetailsOfCallerNumber(user=nome_utente,CLI=034567890123):Search returned no contact in 52 ms.*

This tells the user associated to the Ip device,to the calling number received by Contact Manager (CLI), and to the number of matches inthe directories.

## When the call arrives, the Display name has already been set by the PBX inthe signaling

In this case, by design, Contact Manager does not send thepopup to the phone. You can force the popup to be sent anyway through a hiddenparameter. Contact Manager Caller ID service does not rely on the calling number length(as the Imagicle Attendant Console does).

## The popup http message is too long

The maximum body size for the message supportedby Cisco IP Phones is 512 bytes. This case can be verified through Contact Manager logsand it is triggered when you add too many custom fields to the information tobe displayed or if a First Name/Last Name is too long. In this case you have todisable some additional filed or to shorten the contact data.

The free online CSS cleaner tool helps you to organize style for websites.

imagicle

# Configure Cisco XML Service in HTTPS

## Applies to:

Imagicle UC Suite for Cisco UC, all versions

## Description:

This article details how to configure a Cisco XML to use HTTPS toward Imagicle UC Suite.
This can be used for different UC Suite application: Phone Lock, Contact Manager Lookup and/or SmartNumbers, Call Recording announcement.

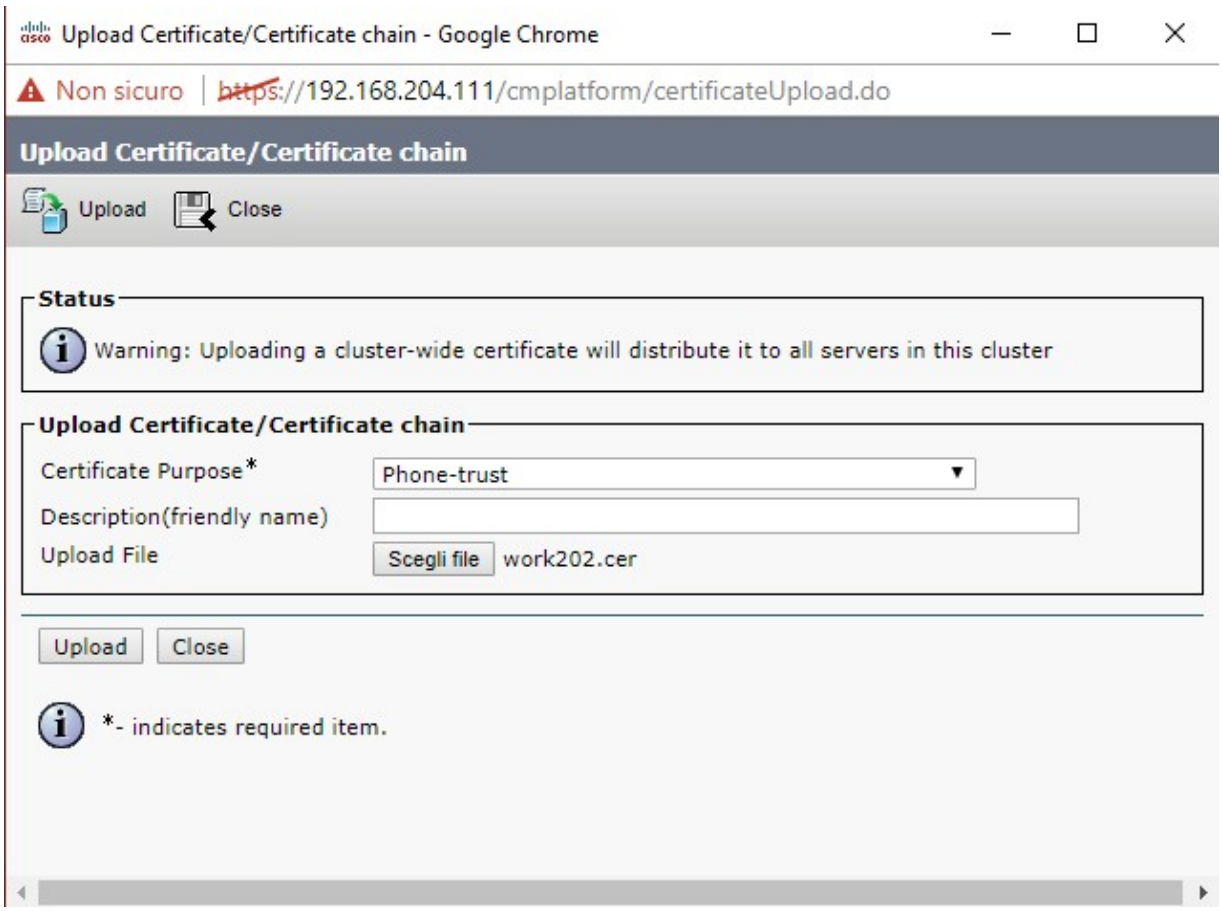
## How-to:

### Export the certificate from the UC Suite server

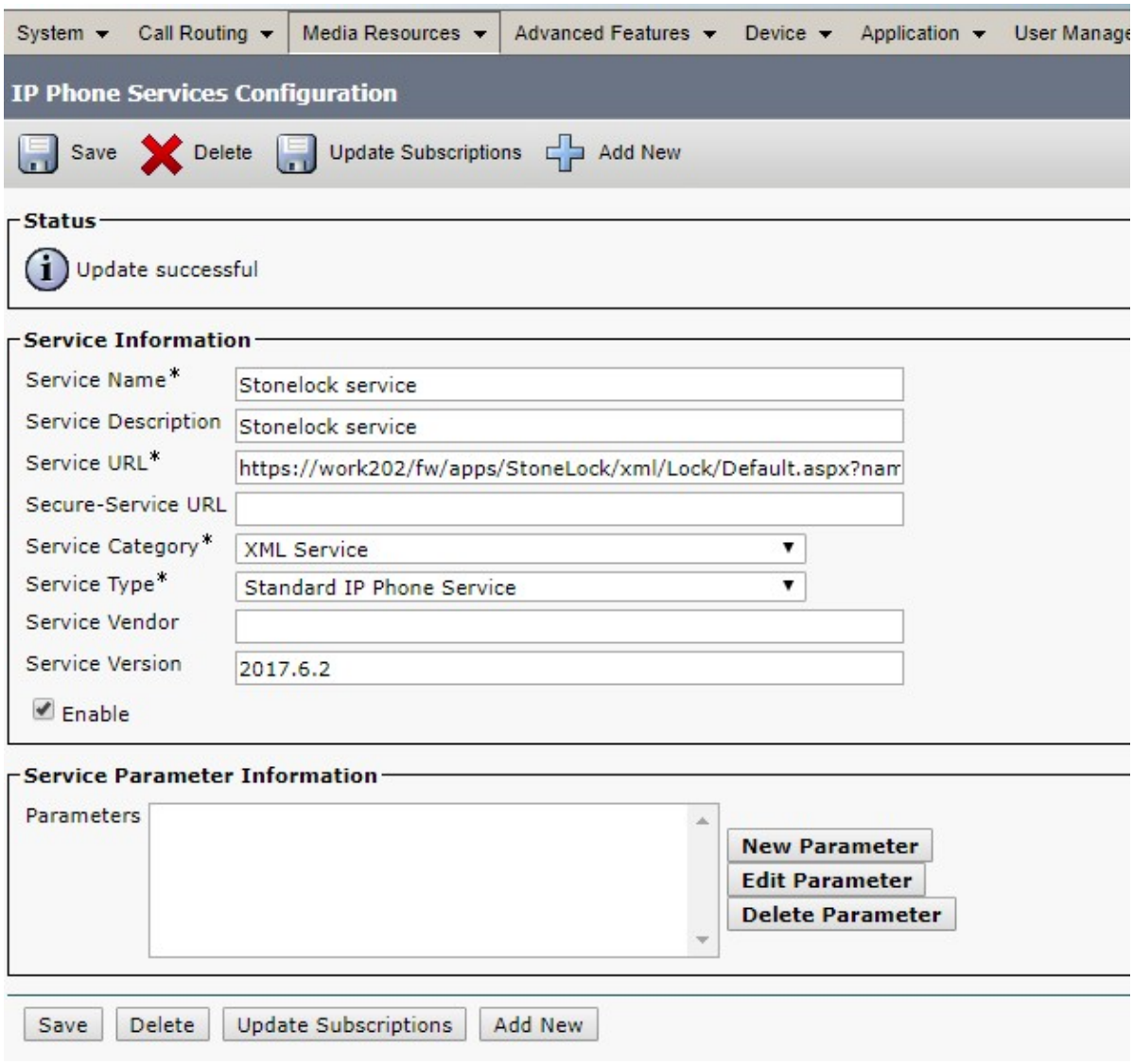
Follow procedure explained in Configure Cisco ECC Curri in HTTPS

### Import the certificate into CUCM

Follow the same steps explained in Configure Cisco ECC Curri in HTTPS but choose "**Phone-trust**" as Certificate purpose.

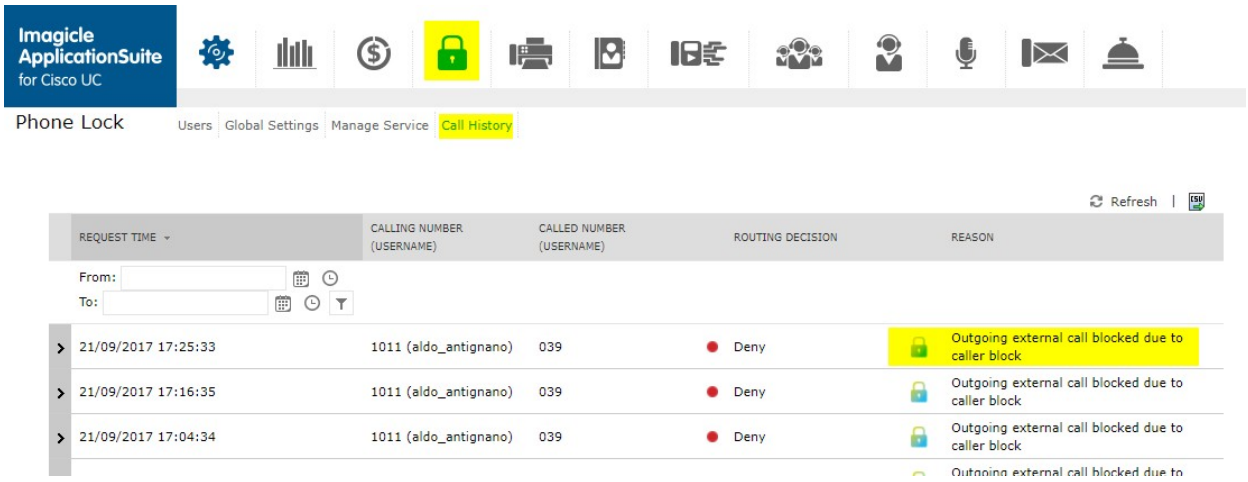



### Configure XML service




Note to use the FQDN (and not the IP or other) of the IAS host as defined in its certificate in the "Service URL".

After this configuration you can test -for example- the Phone Lock service making a call from a locked phone and checking that ECC is working like shown in "Phone Lock" | "Call History" page in the UC Suite:



imagicle

# Estos MetaDirectory configurations backup / migration

## Applies to:

Estos MetaDirectory - Any version

## Description:

Procedure to backup or migrate Estos MetaDirectory configurations

## How-to:

1. Stop the main service: from windows administrative tools -> Services -> Stop "**ESTOS MetaDirectory**"
2. Copy/Backup "**database**" and "**config**" folders from Estos installation directory
3. Install Estos MetaDirectory on the new server
4. Stop Estos service on the new server
5. Replace "database" and "config" folders with ones saved at point 2
6. Start Estos service on the new server
7. Activate Estos license on the new server

imagicle

# How to change search results ranking

## Applies to:

Imagicle Contact Manager Enterprise, Summer 2018 release and above.

## Description:

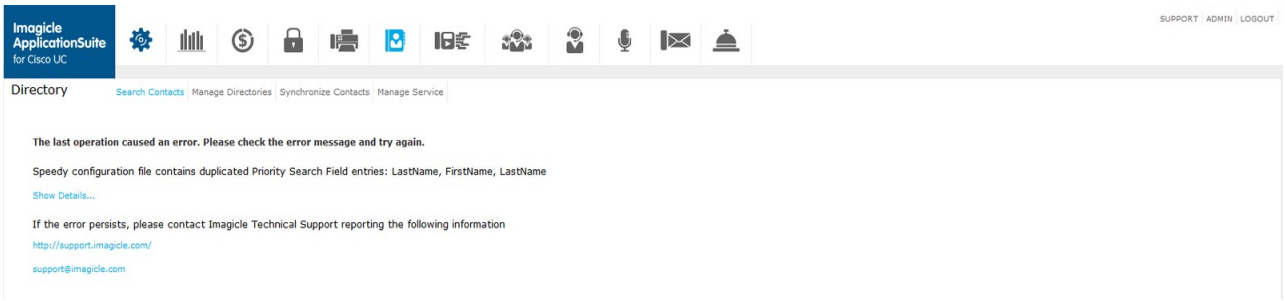
Change the priority of returned search results

How-to:

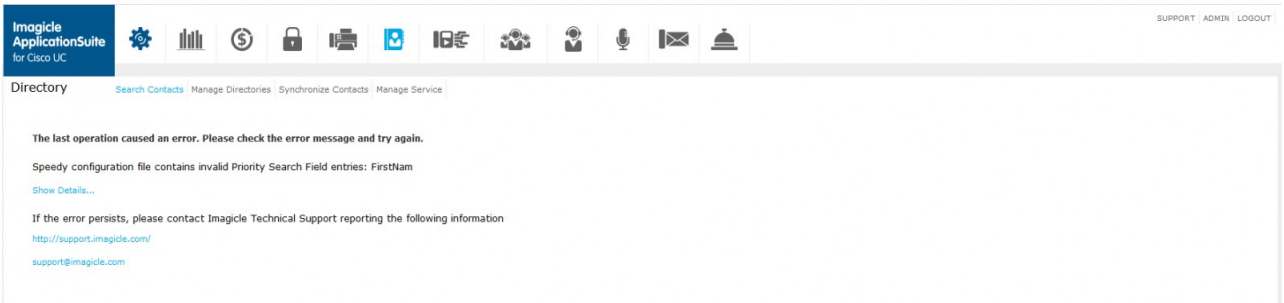
1. Access to Imagicle server via RDP and edit file:
2. C:\Program Files (x86)\StonevoiceAS\Apps\Speedy\Server\system**Speedy.defaults**
3. Find this line:
   `PrioritySearchFieldSet=LastName,FirstName,CompanyName,Email,Department,PostalAddress,Prima`
4. Copy above line
5. Close Speedy.default file
6. Edit **Speedy.ini** file, available in the same folder
7. Add copied line at the bottom of this file, and change field priority according to specific needs
8. Save file

Forbidden PrioritySearchFieldSet values

Once above configuration has been applied, please test it from web portal. If duplicated fields has been entered (E.g. *LastName,FirstName,LastName*), the following error appears:




If a wrong field name is entered (E.g. *LastName,FirstNam*), the following error appears:



imagicle

# Swap First/Last name in the XML Contact Manager service

to version Application Suite 201x (any version)

## Applies to:

- Contact Manager XML Phone service

## Description:

- To swap First/Last name in the XML service of the phone. So names will displayed as Firstname Lastname instead of Lastname Firstname

## How-to:

- Edit the file StonevoiceAS\Apps\Speedy\Settings\SpeedyPhoneservice.config.xml
- Add the below line:

```
<configuration>

    <preference key="Speedy.contacts.ShowFirstNameBeforeLastName" value="true" />

</configuration>
```

imagicle

# Display Department instead of Company in XML phone service search

to version Application Suite 201x (any version)

## Applies to:

- Contact Manager Phone XML service

## Description:

- By default, the XML service allows you to search (in Advanced) by "First name", "Last name" or "Company". This tutorial will allow you to change company to department

## How-to:

- Edit the file  StonevoiceAS\Apps\Speedy\Settings\SpeedyPhoneservice.config.xml
- Add the below line:

<preference key="SearchFormFields.field.nornal.CompanyName" value="false" />

<preference key="SearchFormFields.field.nornal.Department" value="true" />

imagicle

# How to show searched contacts in format first name - last name also using web search

Applies from Application Suite 2019.1.1

## Applies to:

Application Suite Winter '19 or newer

### Description:

Now is possible to show searched contacts in format first name - last name also using web search

### How-to:

Connect to Imagicle Application Suite Server and look at the folder:
<StonevoiceAS>\Apps\Speedy\Settings\

Open file Speedy.config.xml and look for parameter "WebSearch.ShowFirstNameBeforeLastName".
Change its value to true.

Save and exit text editor.

imagicle

# How to License Estos Metadirectory 4.0

## Applies to:

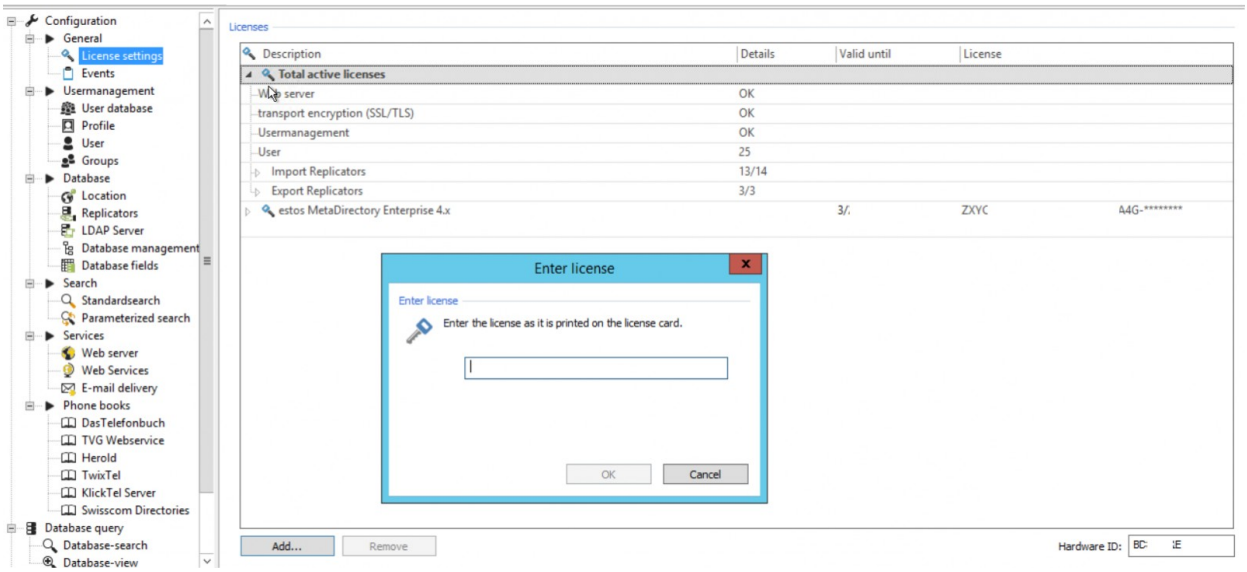
Estos Metadirectory 4.0

## Description:

How to License Estos Metadirectory 4.0

## How-to:

1. Open Estos Metadirectory software and click on Configuration | General | License Settings
   Click 'Add', type in your license code then click 'OK'.




2. Check your license code and click on "Bind license..."




3. Now you can choose whether to activate online or offline:




4. Click on "Link license online..." if the server is able to reach the Internet, then wait for the end of the procedure
5. If the server is not able to reach the Internet, you can proceed with the offline activation
   click on "Show details"
   On a PC that is connected to the Internet, go to www.estos.de/licensing and use the reported information
   *or*
   On a device (ie. a mobile phone) that is connected to the Internet, use the QR code.... as shown:


estos License Tool
Link license to hardware online
The following data is transferred with the request:
{
"checksum" : "a2c2ba6c3004
"code" :
"hwid" : "E
"language" : "1033",
"method" : "bindlicense",
"productid" : "1107",
"requestversion" : "1.1",
"systemid" : "618c04b53af0e0fdafca0670cd66e33e3a5cb
"version" : "4.0.12.6296"
Link license online...
If this PC cannot connect to the license server, open the following link on a PC with an Internet connection. You will need the above information on the website. Alternatively, scan the QR code shown.
www.estos.de/licensing
Cancel

imagicle

# How to solve SQL Full-Text Search service failure on a IAS joined in a domain

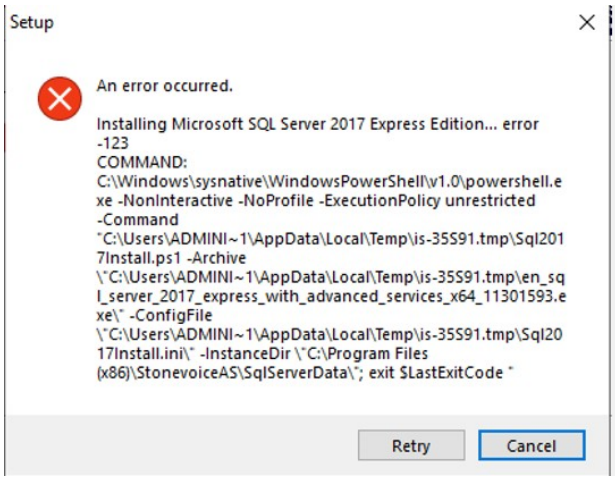
## Applies to:

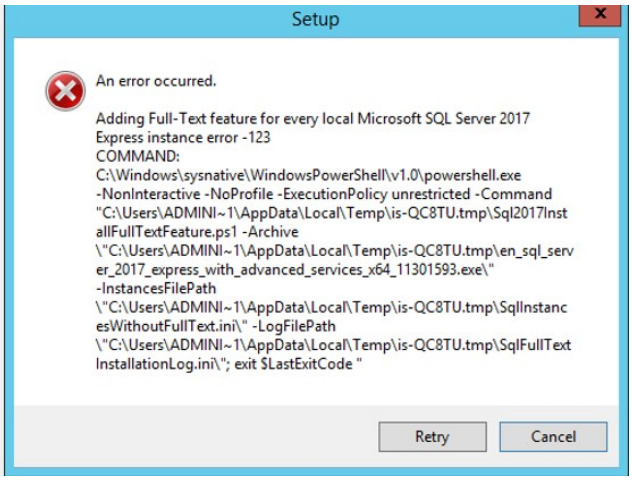
Imagicle ApplicationSuite rel. 2020.Spring.1 and above

## Description:

While installing a new SQL Server 2017 Express instance from scratch or while just adding Full-Text Search feature on an existing instance, a specific SQL service called "Full-Text Filter Daemon Launcher" is stopped by domain policies, because it is using a virtual Windows account and the "log on as a service" policy does not allow the service to startup.

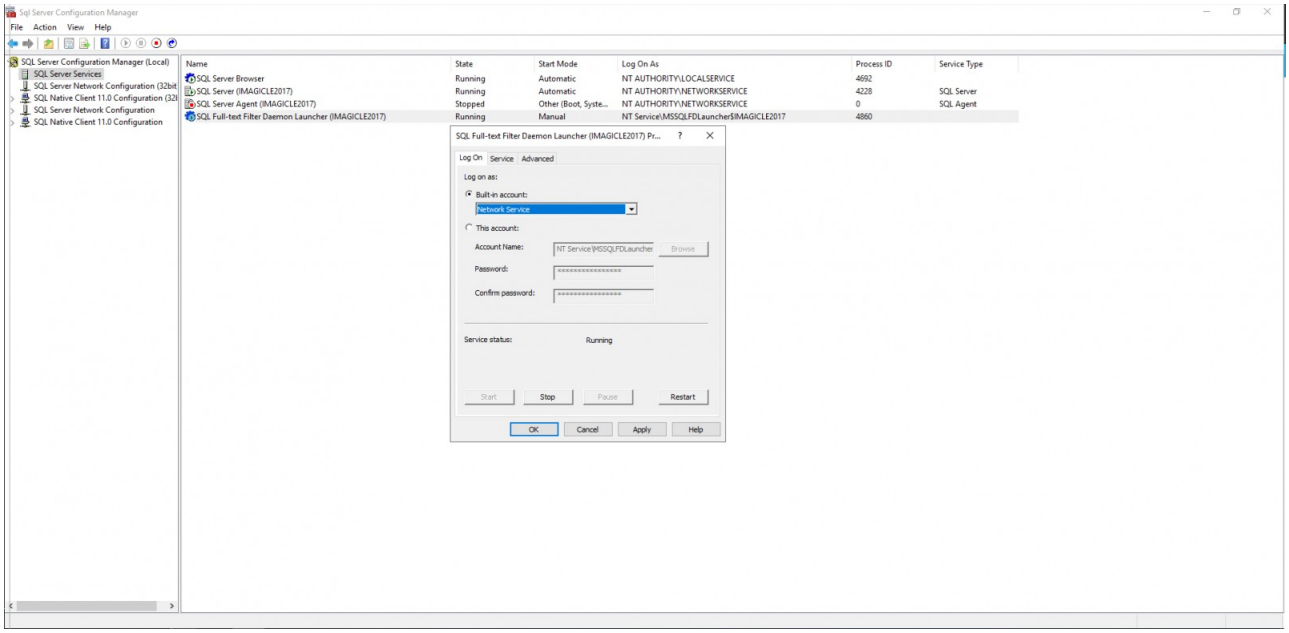
Above issue is causing a SQL Server error -123 during the installation and setup is aborted. See below samples:




Two available solutions:

1. Ask the domain administrator to change the domain policy in order to grant "log on as a service" privilege to the virtual account used for running run the Full-Text service (usually *NT Service\MSSQLFDLauncher$IMAGICLE2017*). This is surely the preferred and easiest solution.
2. Change the account used to run the Full-Text service to ***Network Service*** built-in account, the same used to run the SQL Server service (if installed by the ApplicationSuite). This should fix the issue since the network service account should meet the minimum privilege requirements . The account can be changed via the SQL Server Configuration Manager, included with any SQL Server installation. From this tool, select the "SQL Server Services" menu on the left, then right-click on the target service (e.g. SQL Full-Text Filter Daemon Launcher (IMAGICLE2017), select "Properties" and set *Network Service* account from the "Log on" tab. See below:


Sql Server Configuration Manager
File Action View Help
SQL Server Configuration Manager (Local)
SQL Server Services
SQL Server Network Configuration (32bit
SQL Native Client 11.0 Configuration (32
SQL Server Network Configuration
SQL Native Client 11.0 Configuration
Name State Start Mode Log On As Process ID Service Type
SQL Server Browser Running Automatic NT AUTHORITY\LOCALSERVICE 4692
SQL Server (IMAGICLE2017) Running Automatic NT AUTHORITY\NETWORKSERVICE 4228 SQL Server
SQL Server Agent (IMAGICLE2017) Stopped Other (Boot, Syste... NT AUTHORITY\NETWORKSERVICE 0 SQL Agent
SQL Full-text Filter Daemon Launcher (IMAGICLE2017) Running Manual NT Service\MSSQLFDLauncher$IMAGICLE2017 4860
SQL Full-text Filter Daemon Launcher (IMAGICLE2017) Pr...
Log On Service Advanced
Log on as:
Built-in account:
Network Service
This account:
Account Name:
NT Service\MSSQLFDLauncher
Browse
Password:
Confirm password:
Service status:
Running
Start Stop Pause Restart
OK Cancel Apply Help