



FAQ and Solutions

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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,Custom7,Custom8,Custom9,Custom10" />
    <preference key="ExternalHiddenColumns" value="Custom10,Custom3,Custom4,Custom5,Custom6,Custom7,Custom8,Custom9,Custom10" />
    ...
</configuration>
```

Save and close the file

Restart CTI service from this menu item: Attendant Console & 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 be selected to trigger an outgoing call. "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	<input type="text"/>	Disable caller lookup on phone	<input type="checkbox"/>
Manager name	<input type="text" value="Donald Lee"/>	Manager number	<input type="text" value="5557890665"/>
Custom3	<input type="text"/>	Custom4	<input type="text"/>
Custom5	<input type="text"/>	Custom6	<input type="text"/>
Custom7	<input type="text"/>	Custom8	<input type="text"/>
Custom9	<input type="text"/>	Custom10	<input type="text"/>
List of additional departments (e.g.:Sales;Marketing;Board)	<input type="text"/>		

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

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.

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 the Directories are available on the IP Phone when pressing the Directory button, but the Caller ID popup is not displayed.

When the Application Suite configuration is not correct, no error is displayed on the IP Phone but the popup is not displayed.

These are the most common problems:

License expired

This can be easily checked through the "Licenses" web page.

Some Imagicle Services are stopped

Please check in the Windows Service Manager that the 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, and that his/her properties which are used to associate the IP phone are correctly set (primary extension, MAC address, Pbx username). Please verify the device association in the IAS diagnostic page (Main | Support | PBX Devices: Details). From this page you 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 the IP 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 diagnostic page (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 the CuCM 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 any directory available to the IAS user associated to the phone. It can be listed in a directory which is owned by another user or associated to a specific department. Check that the contact is available to the user searching for it through the directories button on the IP phone.

b) Number mismatch because of the Incoming Prefix

If the voice gateway or the PBX adds a '0' (or another prefix) before the calling number, that prefix must also be specified in the IAS (Administration | System Parameters | Numbering Plan Settings) as Incoming Prefix.

WARNING: some CuCM configurations cause the calling number to be displayed on the IP Phone to be different to the one received by Contact Manager in the TAPI signaling. Please check the true number through the Call History of the IP phone, which, usually, is the same number seen through TAPI.

Other information can be gathered enabling debug logs in Speedy, 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 in the directories.

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

In this case, by design, Contact Manager does not send the popup to the phone. You can force the popup to be sent anyway through a hidden parameter. 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 supported by Cisco IP Phones is 512 bytes. This case can be verified through Contact Manager logs and it is triggered when you add too many custom fields to the information to be displayed or if a First Name/Last Name is too long. In this case you have to disable some additional field or to shorten the contact data.



The [free online CSS cleaner](#) tool helps you to organize style for websites.

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

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

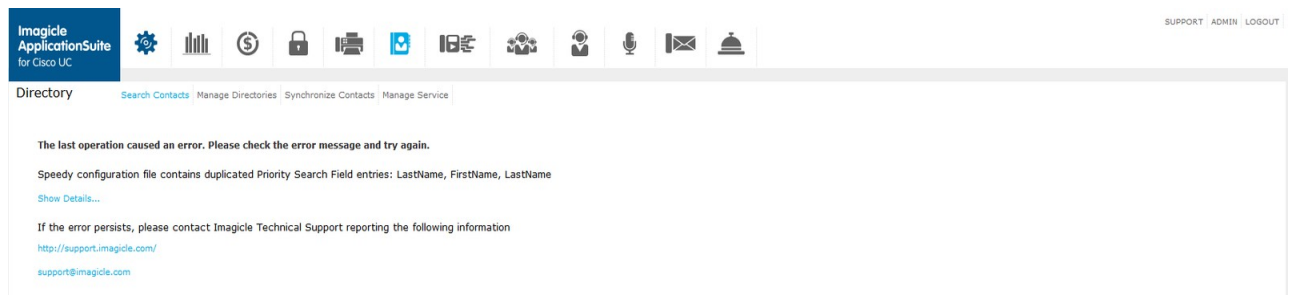
How-to:

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:

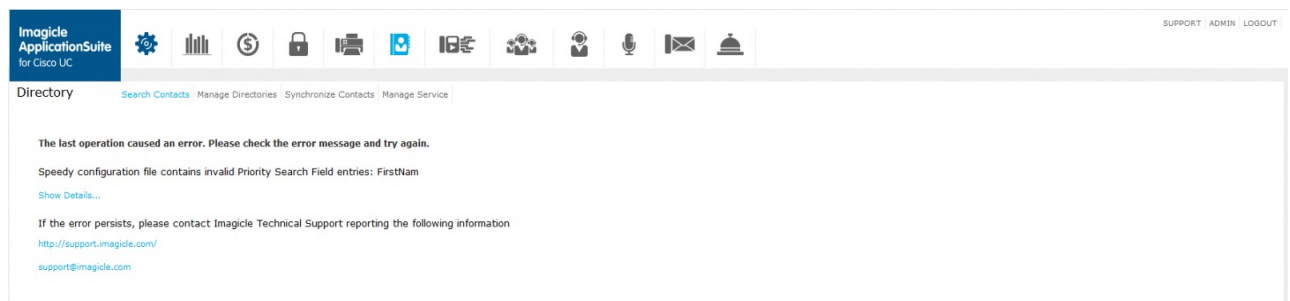
```
PrioritySearchFieldSet=LastName,FirstName,CompanyName,Email,Department,PostalAddress,Prima
```
4. Copy above line
5. Close Speedy.default file
6. Edit **Speedy.ini** file, available in the same folder
7. Add copied line at the bottom of this file, and change field priority according to specific needs
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:





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.

How to License Estos Metadirectory 4.0

Applies to:

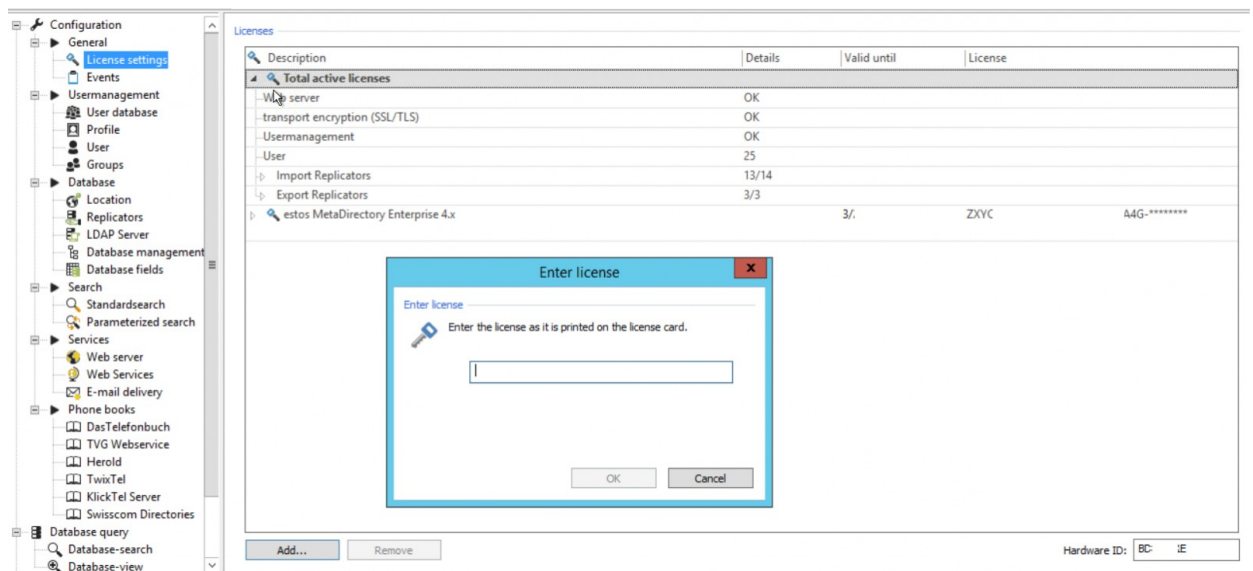
Estos Metadirectory 4.0

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:



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

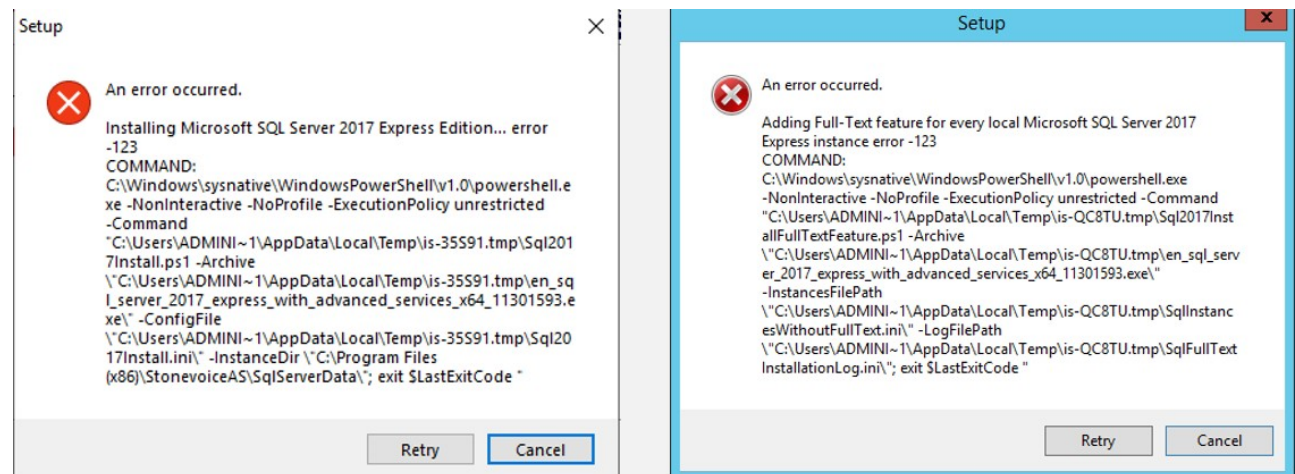
Applies to:

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 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:

