Administration Guide

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Administration Guide

Webex Gadgets Setup

This is a guide that explains how to add Imagicle Gadgets to Webex client from Webex Control Hub.

Applies to:

- Webex version >= 41.9.0
- IAS Version >= 2023.Winter.1

Limitations:

- Gadgets don't work if the Imagicle UC Suite has a self-signed certificate and secure connection is used, this is because Webex only admits trusted sites/gadgets
- The certificate must be trusted by a public certification authority (or an internal certification authority if the UCSuite is reached internally)
- Webex Mobile app and Webex web version are still not supporting this feature
- Connection to the gadgets is not tunneled through Expressway (you need to allow access from the internet, in case a direct connection to Imagicle server is not available)

How to add gadgets

Sign in to Webex Control Hub as Administrator and open the Apps page.

Scroll down to Shortcuts section and click on **Add shortcut**

Enter the Display Name and URL for the shortcut, as per below table:

Imagicle Application	Gadget URL
Call Recording	https://imagicle_FQDN/gadgets/callrecording
Contact Manager	https://imagicle_FQDN/gadgets/contactmanager
Digital Fax	https://imagicle_FQDN/gadgets/digitalfax
Call Analytics	https://imagicle_FQDN/gadgets/callanalytics
Expense Management	https://imagicle_FQDN/gadgets/budgetcontrol

Please replace imagicle_FQDN with the proper Imagicle UCX Suite host name.

Select "Upload custom image" and drag or upload relevant icon using the Imagicle images set suitable for both light and dark background. See ZIP file attached to this KB.

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Once done, please hit Save and repeat same procedure for each Imagicle gadget you wish to add into your Corporate's Webex clients. Maximum number of shortcuts is six.

Special URL for Contact Manager "click-to-call" feature

Imagicle Contact Manager gadget includes click-to-call feature, allowing to search for a contact a click on relevant phone number to initiate the outbound call.

The Webex behaviour changes, depending on the Calling Platform in place:

- If Webex Desktop client is registered to Control Hub for IM and to Cisco UCM for actual phone dialling, then you need to change the URL to:

```
https://imagicle_FQDN/gadgets/contactmanager?CallingPlatform=JABBER
```
- If Webex Desktop client is registered to Control Hub for both IM and phone dialling (i.e. Webex Calling MT), then you need to change the URL to:

```
https://imagicle_FQDN/gadgets/contactmanager?CallingPlatform=WEBEX
```

How to edit gadgets

- In Apps â   Shortcuts, you can see the list of available gadgets.
- Click the gadget you want to edit.
- Click the pencil.

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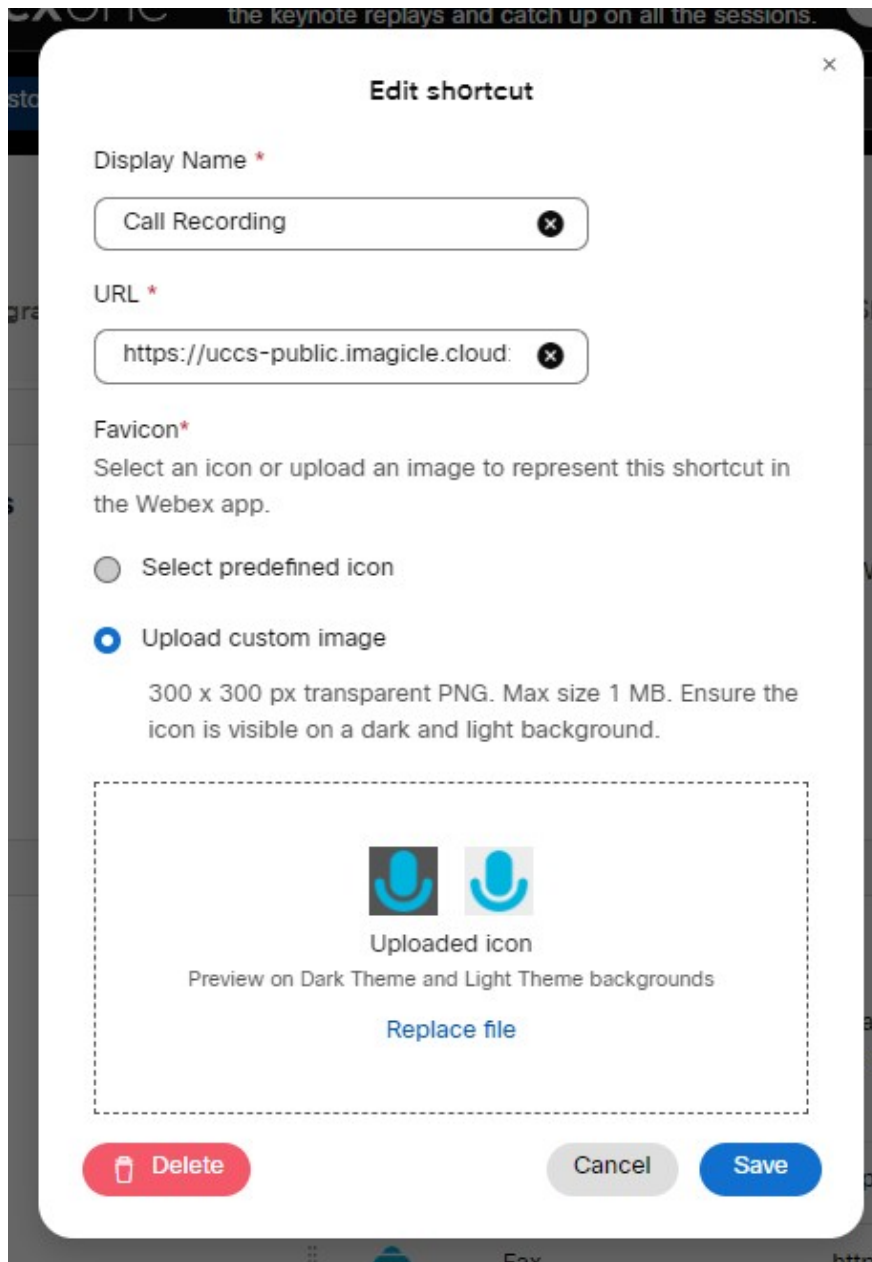
- Change the Display Name, URL, or custom icon.
- Click Save.
- The edited gadget shows in the list

How to delete gadgets

- In Apps â   Shortcuts you can see the list of available gadgets.
- Select the gadget you want to delete.
- Hit the trashcan icon.
- Click Delete.
- The gadget is removed from the list.

How to reorder gadgets

- In Apps â   Shortcuts you can see the list of available gadgets.

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- Click and hold the dimples on the left end of the gadget you want to move.
- Drag the gadget to a new place in the list.
- Repeat until the gadgets are in the order you want.

The top 3 from your list show on the side menu in the Webex App. The rest of the list show up on the 'more shortcuts' menu.
See here for mode details.

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Jabber Gadgets Setup

Imagicle Gadgets for Cisco Jabber integrate Imagicle UC Suite's applications into Jabber clients. For example, a Jabber user in your system can search internal and external contacts directories, send faxes, check their calls list and remaining budget, and so on.

User's access to the company data is limited by his/her access permissions to Imagicle UCSuite.

Although the Imagicle Gadgets for Jabber are free, accessing Imagicle UC Suite's applications requires them to be licensed, activated and correctly configured in the Imagicle UC Suite.

NOTE: If your UC Suite is in a version prior to 2023.Winter.1, gadget URLs are different. If you need to configure previous gadget URLs, please contact Imagicle Support for details.

Architecture

A Cisco Jabber gadget is actually a web page which seamlessly integrates with the Jabber client. The client sends a request to a given URL and the server replies with the gadget contents. With Imagicle, gadget content is sent to the clients by the Imagicle UC Suite embedded web server.

Obviously, the company firewall must allow access from the user's PCs to the Imagicle server on port 80 (HTTP) or port 443 (HTTPS).

If Cisco MRA (Expressway) is in place, above HTTP(s) requests are tunneled through MRA, as described in this section.

URLs for each Imagicle application should be configured on Cisco Unified CallManager. This section describes step by step configuration, depending on your CUCM version.

Cisco Unified Call Manager version <= 12.0

Configuration task list

1. Check access to the Imagicle server from the PC
2. Upload a new Jabber-config.xml file to the CallManager or modify the existing one
3. Restart the CuCM TFTP service
4. Restart the Cisco Jabber client

Check access to the Imagicle server from the PC

From your PC, open the web browser and navigate to this URL:

```
http://<IAS_IP_ADDRESS>/
```

E.g. **http://192.168.0.1/**

The UC Suite login page should be displayed. If you cannot reach the URL, please check the local network settings, local Windows firewall, and company firewall settings.

If Cisco MRA is in place, access to Imagicle web portal might be forbidden, but still Imagicle gadgets will work. Pls. contact your CUCM administrator for more details.

Ensure Imagicle UC Suite integrated Active Directory authentication is enabled

The first time you use the Contact Manager gadget, you are asked to authenticate on the Imagicle UC Suite server. The user can login through embedded UC Suite username and password, but Imagicle suggests to allow the user to authenticate on UC Suite by using integrated Active Directory authentication. In this way, the user should enter own Windows credentials and doesn't need to learn another set of credentials.

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If the user's password is changed, the session expires and the user should authenticate again at the next access.

To enable Active Directory authentication on UC Suite, please fill the users **Active directory username** and **Domain** fields in the users list, as described in the User Management section of this guide.

Note: the Speedy gadget session will be persistent on the user's PC. If the user accesses the Contact Manager gadget from another PC, he or she will be requested to authenticate again.

Upload a new Jabber-config.xml file to the CallManager or modify the existing one

If you never configured Jabber on your CuCM

The configuration file for all Jabber clients must be created on a PC and uploaded on the CallManager. All Jabber clients will download and use the configuration file upon Jabber client reset and restart. The configuration file must include a section which defines URLs pointing to the UC Suite server. Here is how to do it.

Recommended procedure

Log into UC Suite web interface as administrator. Navigate to the Admin â Jabber web page. The **Jabber configuration file builder** creates a jabber configuration file for you. Download the file and move to next step to upload the file to CuCM.

Manual procedure

Create a new XML file like the following:

```xml
<?xml version="1.0" encoding="utf-8"?>
<config version="1.0">
 <CUCM>
   <PhoneService_UseCredentialsFrom>presence</PhoneService_UseCredentialsFrom>
 </CUCM>
  <Directory>
    <ConnectionType>1</ConnectionType>
    <BusinessPhone>ipPhone</BusinessPhone>
    <OtherPhone>telephoneNumber</OtherPhone>
  </Directory>
  <Client>
      <jabber-plugin-config>
             <browser-plugin>
                    <page refresh="false" preload="true">
                          <tooltip>Call Recording</tooltip>
                          <icon>http://imagicle_server_address/gadgets/callrecording/callrecording.png</icon>
                          <url>http://imagicle_server_address/gadgets/callrecording?User=${UserID}</url>
                    </page>
                    <page refresh="false" preload="true">
                          <tooltip>Contacts</tooltip>
                          <icon>http://imagicle_server_address/gadgets/contactmanager/speedy.png</icon>
                          <url>http://imagicle_server_address/gadgets/contactmanager?User=${UserID}</url>
                    </page>
                    <page refresh="false" preload="true">
                          <tooltip>Fax</tooltip>
                          <icon>http://imagicle_server_address/gadgets/digitalfax/stonefax.png</icon>
                          <url>http://imagicle_server_address/gadgets/digitalfax?User=${UserID}</url>
                    </page>
                    <page refresh="false" preload="true">
                          <tooltip>Call Analytics</tooltip>
                          <icon>http://imagicle_server_address/gadgets/callanalytics/billing.png</icon>
                          <url>http://imagicle_server_address/gadgets/callanalytics?User=${UserID}</url>
                    </page>
             <page refresh="false" preload="true">
                          <tooltip>Phone Lock</tooltip>
                          <icon>http://imagicle_server_address/gadgets/phonelock/stonelock.png</icon>
                          <url>http://imagicle_server_address/gadgets/phonelock?User=${UserID}</url>
                    </page>
             <page refresh="false" preload="true">
                    <tooltip>Expense Management</tooltip>
```

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```
                    <icon>http://imagicle_server_address/gadgets/budgetcontrol/budgetcontrol.png</icon>
                    <url>http://imagicle_server_address/gadgets/BudgetControl?User=${UserID}</url>
                        </page>
                </browser-plugin>
        </jabber-plugin-config>
</Client>
 <Policies>
   <EnableSIPURIDialing>true</EnableSIPURIDialing>
 </Policies>
</config>
```

Replace **imagicle_server_address** with the Imagicle UC Suite server IP address or DNS name.

To create a new XML file, create a new file with Notepad, Notepad++ or your favorite text editor and save it **in UTF-8 format** with this name:

```
Jabber-config.xml
```

If you are already using a customized Jabber configuration file:

Edit your existing Jabber-config.xml file and add the following lines, just before the </config> tag.

```
<Client>
        <jabber-plugin-config>
                <browser-plugin>
            <page refresh="false" preload="true">
                                <tooltip>Call Recording</tooltip>
                                <icon>HTTP://imagicle_server_address/gadgets/callrecording/callrecording.png</icon>
                                <url>HTTP://imagicle_server_address/gadgets/callrecording?User=${UserID}</url>
                        </page>
                        <page refresh="false" preload="true">
                                <tooltip>Contacts</tooltip>
                                <icon>http://imagicle_server_address/gadgets/contactmanager/speedy.png</icon>
                                <url>http://imagicle_server_address/gadgets/contactmanager?User=${UserID}</url>
                        </page>
                        <page refresh="false" preload="true">
                                <tooltip>Fax</tooltip>
                                <icon>http://imagicle_server_address/gadgets/digitalfax/stonefax.png</icon>
                                <url>http://imagicle_server_address/gadgets/digitalfax?User=${UserID}</url>
                        </page>
                        <page refresh="false" preload="true">
                                <tooltip>Call Analytics</tooltip>
                                <icon>http://imagicle_server_address/gadgets/callanalytics/billing.png</icon>
                                <url>http://imagicle_server_address/gadgets/callanalytics?User=${UserID}</url>
                        </page>
                        <page refresh="false" preload="true">
                                <tooltip>Phone Lock</tooltip>
                                <icon>http://imagicle_server_address/gadgets/phonelock/stonelock.png</icon>
                                <url>http://imagicle_server_address/gadgets/phonelock?User=${UserID}</url>
                        </page>
                        <page refresh="false" preload="true">
                                <tooltip>Expense Management</tooltip>
                                <icon>http://imagicle_server_address/gadgets/budgetcontrol/budgetcontrol.png</icon>
                                <url>http://imagicle_server_address/gadgets/budgetcontrol?User=${UserID}</url>
                        </page>
                </browser-plugin>
        </jabber-plugin-config>
</Client>
```

Replace **imagicle_server_address** with the Imagicle UC Suite server IP address or DNS name.

Notes:

- The file format must be UTF-8.
- In the jabber-config file, the protocol keywords 'http' or 'https' of the URLs must be written **lowercase.**
- If the Imagicle suite is a cloud suite or it is reachable over Internet with a trusted certificate, you need to add the attribute internal=false to the *page* tags above:

```
<page refresh="false" preload="true" internal="false">
```

Doing this way, the Jabber client will access the suite over Internet, even if working in MRA mode.

Specific settings for Jabber Desktop MacOS ver. 12.7 and above

Starting from this specific version of Jabber Desktop client for MacOS, a new set of Imagicle icons have been prepared to support new Jabber GUI. To display new icons, you need to change some XML commands, pointing to a different location. See below the list of amended XML lines:

```
<icon>http://imagicle_server_address/JabberForMac/callrecording/callrecording_12_7_MAC.png</icon>
<icon>http://imagicle_server_address/JabberForMac/speedy/speedy_12_7_MAC.png</icon>
<icon>http://imagicle_server_address/JabberForMac/stonefax/stonefax_12_7_MAC.png</icon>
<icon>http://imagicle_server_address/JabberForMac/billing/billing_12_7_MAC.png</icon>
<icon>http://imagicle_server_address/JabberForMac/stonelock/stonelock_12_7_MAC.png</icon>
<icon>http://imagicle_server_address/JabberForMac/budgetcontrol/budgetcontrol_12_7_MAC.png</icon>
```

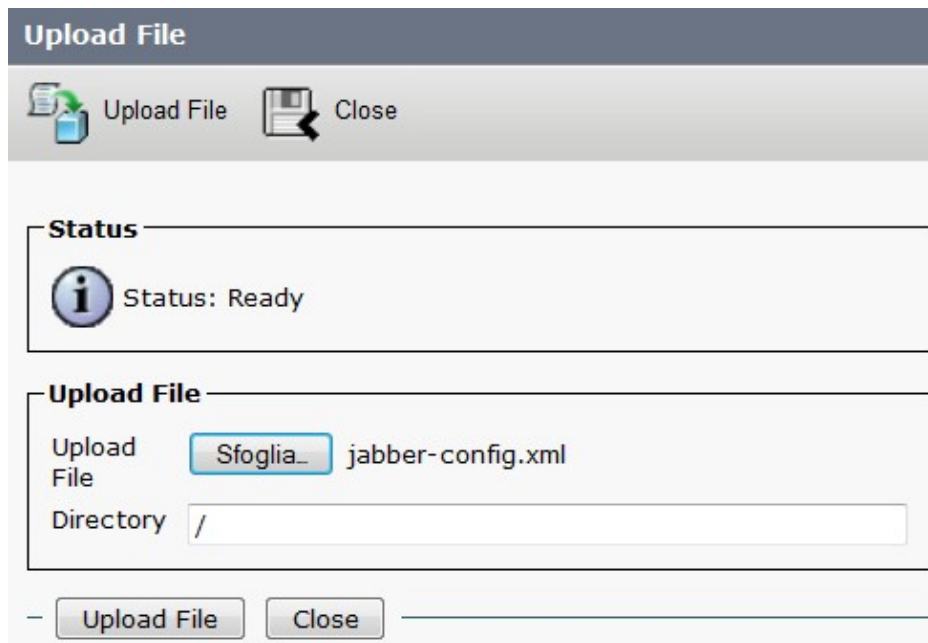## Upload the Jabber configuration file to the CuCM

Log onto the CuCM "Operating system interface" and select "Software upgrades", then "TFTP File Management".
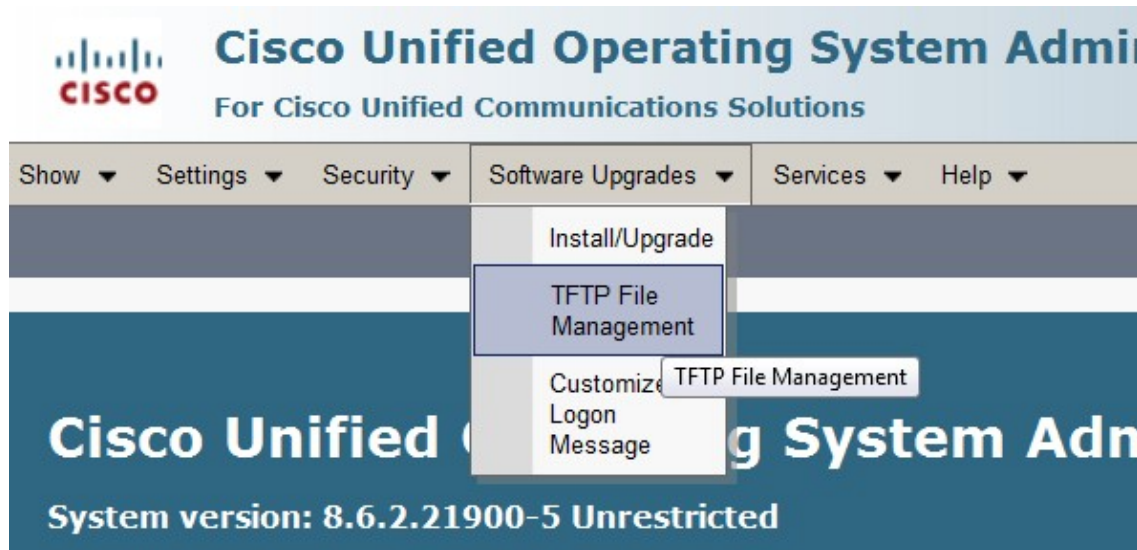
Locate the current jabber-config-xml file and delete it.
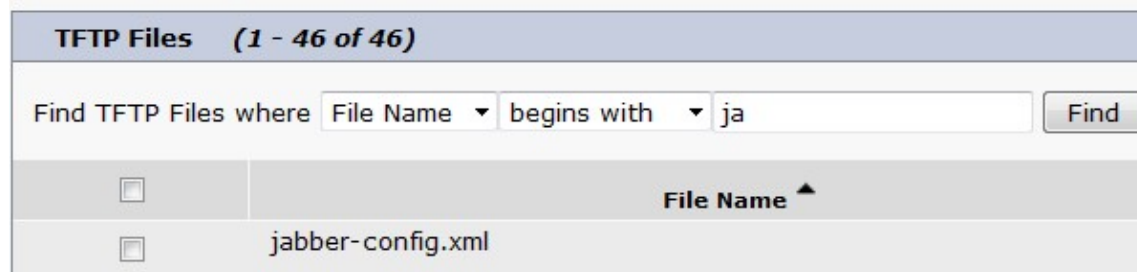
Upload the file you created or edited, entering root folder "/" as destination path.

When the file upload is complete, you should be able to see your jabber-config.xml file in your CuCM TFTP files list.

Restart the CuCM TFTP service

Please restart CuCm TFTP service. Log onto CuCM Serviceability and select **Tools â   Control Center - Feature Services**. In the **CM Services** list, please select **Cisco Tftp** and press the **Restart** button.

Restart the Cisco Jabber client

To let the Jabber client download the new configuration, pls. **reset** and **restart** it.

Cisco Unified Call Manager version >= 12.5

Configuration task list

1. Check access to the Imagicle server from the PC
2. Configure UC Service(s) for each Jabber client type
3. Restart the Cisco Jabber client

First two steps are the same available above into CuCM version <= 12.0 paragraph

Configure UC Service(s) for each Jabber client type

CuCM 12.5 allows to create multiple UC Services, related to specific Jabber configurations to associate to different Jabber clients type. Pls. access to this feature by logging into "Cisco Unified CM Administration" web portal and select **User Management** â **User Settings** â   **UC service**

Click on **Add New** to create a new UC Service Type "Jabber Client Configuration (jabber-config.xml)"

If not yet available, you can start compiling the first part of UC Service with some parameters related to Cisco environment. See a sample below:

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Cisco Unified CM Administration
For Cisco Unified Communications Solutions

Navigation Cisco Unified CM Administration ▼
appadmin | Search Documentation | About | Logout

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

UC Service Configuration

Related Links: Back To Find/List ▼

💾 Save   ❌ Delete   📄 Copy   ➕ Add New

Status
ⓘ Status: Ready

UC Service Information
UC Service Type: Jabber Client Configuration (jabber-config.xml)
Product Type: Jabber
Name*   Imagicle gadgets for Desktop PC clients
Description   Imagicle gadgets for Desktop PC clients

Jabber Configuration Parameters

Section	Parameter	Parameter Description	Value	Operations
Policies ▼	EnableLocalAddressBookSearch ▼	Enables search for local contacts	false	⊟ Delete
Policies ▼	VoiceServicesDomain ▼	Specifies the Fully Qualified Domain Name that represents the DNS domain	imagicle.com	⊟ Delete
Policies ▼	EnableGroupCallPickup ▼	Enables pick up incoming calls	true	⊟ Delete
Policies ▼	EnableCallPickup ▼	Enables call pickup group	true	⊟ Delete
Policies ▼	EnableSIPURIDialling ▼	Enables SIP URI dialling	true	⊟ Delete
Policies ▼	Voicemail_Enabled ▼	Enables voicemail capabilities	false	⊟ Delete
Policies ▼	UserDefinedRemoteDestinations ▼	Defines remote destinations	true	⊟ Delete
Phone ▼	TftpServer1 ▼	The address of the primary CUCM TFTP service	192.168.10.10	⊟ Delete
Phone ▼	CcmcipServer1 ▼	The address of the primary CCMCIP server	192.168.10.10	⊟ Delete
Phone ▼	CtiServer1 ▼	The address of the primary CTI server	192.168.10.10	⊟ Delete
Options ▼	AllowUserCustomTabs ▼	Allows user create custom embedded tabs	true	⊟ Delete
Directory ▼	PhotoUriSubstitutionEnabled ▼	Specifies if a URI is used to display photos	true	⊟ Delete
Directory ▼	PhotoSource ▼	The name of a directory attribute that stores a photo	thumbnailPhoto	⊟ Delete
Directory ▼	DirectoryServerType ▼	Specifies the directory server type	UDS	⊟ Delete
Directory ▼	DirectoryUri ▼	Attribute for Directory URI	mail	⊟ Delete
Directory ▼	UseSipUriToResolveContacts ▼	Use SIP URI to resolve contacts	true	⊟ Delete
Directory ▼	BusinessPhone ▼	Attribute for office phone number	ipPhone	⊟ Delete
Directory ▼	SipUri ▼	Specifies the directory attribute field	mail	⊟ Delete
Client ▼	spell_check_enabled ▼	Enables spell check	true	⊟ Delete
Presence ▼	PresenceServerAddress ▼	Specifies the address of a presence	192.168.10.11	⊟ Delete
-- Not Selected -- ▼	-- Not Selected -- ▼			⊞ Add ⊞ Add Custom

Then you can add a "Client" section for each Jabber Gadget to enable, following the sample below:

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Section	Multipart Parameter				Parameter Description	Value	Operations
Client ▼	jabber-plugin-config ▼	browser-plugin-v2 ▼	page ▼		Icon	http://1.1.1.1/jabber/speed	⊟ Delete
				icon			
				preload	Preload	true	
				refresh	Refresh	false	
				internal	Internal	true	
				url	URL	http://1.1.1.1/jabber/speed	
				tooltip	Tooltip	Contacts	
Client ▼	jabber-plugin-config ▼	browser-plugin-v2 ▼	page ▼		Icon	http://1.1.1.1/jabber/stone	⊟ Delete
				icon			
				preload	Preload	true	
				refresh	Refresh	false	
				internal	Internal	true	
				url	URL	http://1.1.1.1/jabber/stone	
				tooltip	Tooltip	Fax	

Here is a list of URLs to add into **Icon** and **URL** fields:

Call Recording Icon:

```
http://imagicle_IP_address/gadgets/callrecording/callrecording.png
```

Call Recording URL:

```
http://imagicle_IP_address/gadgets/callRecording?User=${UserID}
```

Contact Manager Icon:

```
http://imagicle_IP_address/gadgets/contactmanager/speedy.png
```

Contact Manager URL:

```
http://imagicle_IP_address/gadgets/contactmanager?User=${UserID}
```

Call Analytics Icon:

```
http://imagicle_IP_address/gadgets/callanalytics/billing.png
```

Call Analytics URL:

```
http://imagicle_IP_address/gadgets/callanalytics?User=${UserID}
```

Digital Fax Icon:

```
http://imagicle_IP_address/gadgets/digitalfax/stonefax.png
```

Digital Fax URL:

```
http://imagicle_IP_address/gadgets/digitalfax?User=${UserID}
```

Phone Lock Icon:

```
http://imagicle_IP_address/gadgets/phonelock/stonelock.png
```

Phone Lock URL:

```
http://imagicle_IP_address/gadgets/phonelock?User=${UserID}
```

Please replace "imagicle_IP_address" with UC Suite IP address or DNS name. The parameter "internal" should be set to **true** to allow gadget tunneling over MRA. This is the correct configuration for gadgets associated to PC/Mobile Jabber clients.

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For MacOS-based and Mobile Jabber clients, where gadget traffic MRA tunneling is currently not supported, this means that you will need direct access to Imagicle UC Suite Web Portal (via Internet or via VPN), in order to force Jabber to NOT use MRA tunneling, you need to set "internal" parameter to **false,** we suggest to create a specific profile for Jabber mobile/MAC.

Specific settings for Jabber Desktop MacOS ver. 12.7 and above

Starting from this specific version of Jabber Desktop client for MacOS, a new set of Imagicle icons have been prepared to support new Jabber GUI. In order to display new icons, you need to change some XML commands, pointing to a different location. See below the list of amended XML lines:

```
https://imagicle_server_address/jabberformac/callrecording/callrecording_12_7_MAC.png
https://imagicle_server_address/jabberformac/speedy/speedy_12_7_MAC.png
https://imagicle_server_address/jabberformac/stonefax/stonefax_12_7_MAC.png
https://imagicle_server_address/jabberformac/billing/billing_12_7_MAC.png
https://imagicle_server_address/jabberformac/stonelock/stonelock_12_7_MAC.png
https://imagicle_server_address/jabberformac/budgetcontrol/budgetcontrol_12_7_MAC.png
```

Assigning UC Services into CuCM Service Profile

Once required UC Service(s) have been defined, please configure them into the CuCM **Service Profile** associated to each **End User**. You can add three different UC Services into each Service Profile. See sample below:

Troubleshooting

The gadget configuration is trivial. The most common mistakes are: wrong configuration file name, invalid xml syntax because of broken tags, wrong XML file format (must be UTF-8), invalid characters in the Jabber URL inside the config file. Please ensure you are typing only ANSI characters in the Imagicle Server DNS name and in the file name.

To test the Imagicle Applications configuration, open the web browser and enter one by one of the application URLs, replacing **imagicle_server_address** with the Imagicle Application Suite server IP address or DNS name.

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```
http://imagicle_server_address/gadgets/callrecording

http://imagicle_server_address/gadgets/contactmanager

http://imagicle_server_address/gadgets/digitalfax

http://imagicle_server_address/gadgets/callanalytics

http://imagicle_server_address/gadgets/phonelock

http://imagicle_server_address/gadgets/budgetControl
```
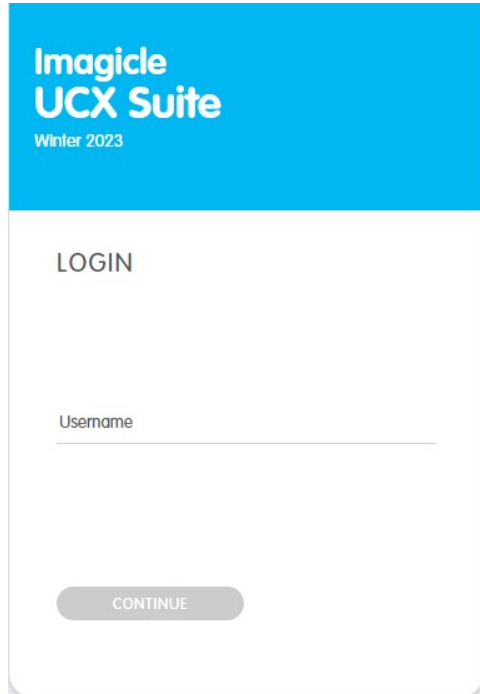
The login form should be displayed.

You can then test the access from a Cisco Jabber client, by manually adding the gadget:

From the **File** menu select **New** -> **Custom tab** and enter this URL:

```
http://imagicle_server_address/gadgets/contactmanager?User=userid
```

Replace **imagicle_server_address** with the Imagicle server IP address and **userid** with the Windows user login or UC Suite username.