# FAQ and Solutions

18 Apr 2024

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# FAQ and Solutions

## Problems transferring/answering calls with Blue's attendant client

### Applies to:

Imagicle Application Suite
Imagicle Blue's Attendant client
Conditions:

- Using a headset with a 7900 series Cisco IP Phone
- Running firmware 9.3(1)SR4

### Description:

- When a user attempts to transfer a call, the original call is placed on hold, but the user is not able to dial the transfer destination.
- When a user already has an active call on their phone, they are unable to answer a new incoming call. The original call is placed on hold, and the new call is simply disconnected.

### Cause:

Bug affecting that specific firmware
See CSCun26289 and supportforums

- Do not use a headset
- Rollback to 9.3(1)SR3 or earlier
- Upgrade to 9.4(2) or newer

### Solution:

- When a user attempts to transfer a call, the original call is placed on hold, but the user is not able to dial the transfer destination.
- When a user already has an active call on their phone, they are unable to answer a new incoming call. The original call is placed on hold, and the new call is simply disconnected.

- Using a headset with a 7900 series Cisco IP Phone
- Running firmware 9.3(1)SR4

Bug affecting that specific firmware See CSCun26289 and supportforums

- Do not use a headset
- Rollback to 9.3(1)SR3 or earlier
- Upgrade to 9.4(2) or newer

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# How to copy or move contacts available in the "Favorites" tab of the Attendant Console from an user to another one

**Applies to:**

Any version of Attendant Console/Application Suite

**Description:**

How to copy or move contacts available in the "Favorites" tab of the Attendant Console from an user to another one

**How-to:**

1. Close both ("user_a" and "user_b") Attendant Console clients

2. Copy the contacts:

Open the "user_a" folder
<StonevoiceAS>\Settings\Users\[u]\[user_a]
Copy (or move) the file **Attendant.UserSpeedDials.config.xml** in the "user_b" folder
<StonevoiceAS>\Settings\Users\[u]\[user_b]

3. Copy the tab style:

Open the "user_a" folder
<StonevoiceAS>\Settings\Users\[u]\[user_a]
Edit the file **Attendant.UserSettings.config.xml** and copy all the line "FavouritesTabManager"
(ex. <preference key="FavouritesTabManager" value="DEFAULT||0|-1|GRIDSELECTOR_LIST|1|1Â§" />)

Open the "user_b" folder
<StonevoiceAS>\Settings\Users\[u]\[user_b]
Edit the file **Attendant.UserSettings.config.xml** and replace all the line "FavouritesTabManager" copied previously; save this and close the files.

4. Run the Attendant Console clients and test

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## How to let a system admin deploy the Attendant Console in silent mode, without user intervention

### Applies to:

All the Attendant Console versions

### Description:

How to install the Attendant console in silent mode.
This is useful to let a system admin install the Attendant Console through a batch or remotely using deployment tools.

### How-to:

You can install the Attendant Console by leveraging on the CLI switches, the command to run is:

```
<package_path_and_name> /SP- /VERYSILENT /NOICONS /LANG=EN /DIR="C:\Programs\Imagicle Blue's Attendant" /SUPPRESSMSG
```

Where these are some switches you can set:

/DIR="C:\Programmi\Imagicle Blue's Attendant"
using this command to specify the installation path

/LANG=EN
using this command to specify the installation language

/VERYSILENT
using this command to completely hide the installation steps for the users
If you use /SILENT the user can see the installation progress but no action is allowed.

/SUPPRESSMSGBOXES
remove all messagebox

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# Attendant Console Automatic pause for PC Lock/Sleep

to version Application Suite 201x (any version)

## Applies to

Blue's Attendant Winter 2019 or newer

## Troubleshooting

Agents can now automatically set themselves in pause in ACD queues when moving away from their workstation by locking the Windows session or when PC enters in standby status. This helps avoiding missing calls and optimizes overall call waiting management. This is controlled by the Agents tab, in Blue's Attendand Client options on Agents' PC

**NOTE**

This features is available only for agents on Windows platform, and not on Mac.

In the **UserSettings.schema.xml** settings file, new Boolean variables have been introduced:

- AutoPauseOnWinSessionLock
- AutoPauseOnPcSleep
- AutoUnpauseOnWinSessionUnlock
- AutoUnpauseOnPcWakeup

When investigating issues, it is recommended to search for the following keywords inside ApplicationLogFile.txt log file:

- **OnSessionsSwitch**: helpful to understand if the session has been clicked or unloaded (Debug);
- **OnPowerModeChanged**: helpful to understand if Windows Suspend / Resume has occurred (Debug);
- **Server connection changed**: helpful to understand client-server connection status;
- **The Unpause request will be sent**: application is disconnected and will send the unpause command as soon as it will be connected again (Info);
- **Unable to send PauseRequest**: it has not been possible to send pause request to the server (Warning);
- **Request sent**: The pause / unpause command has been properly sent (Debug).
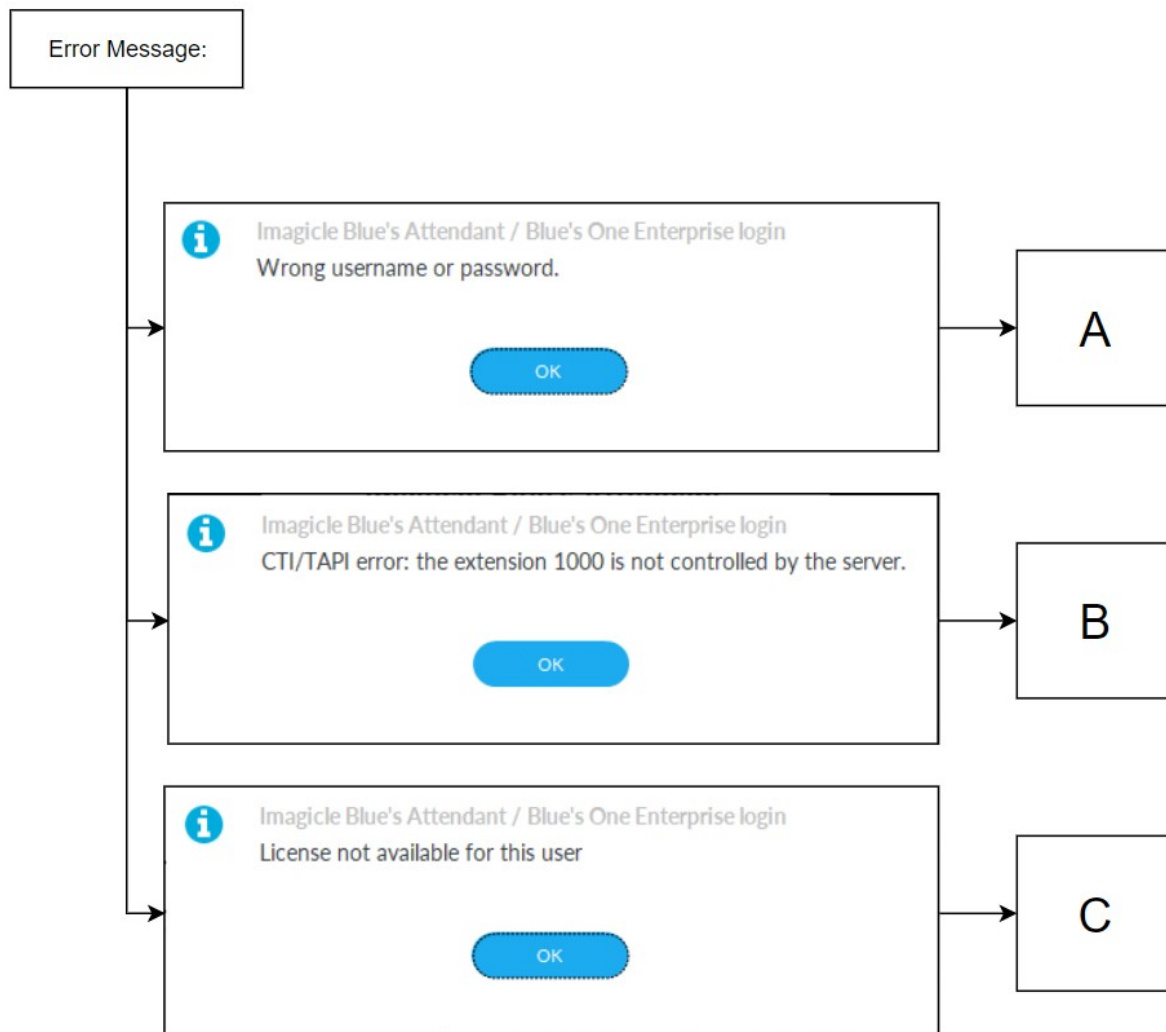
# Attendant Console Login Failed

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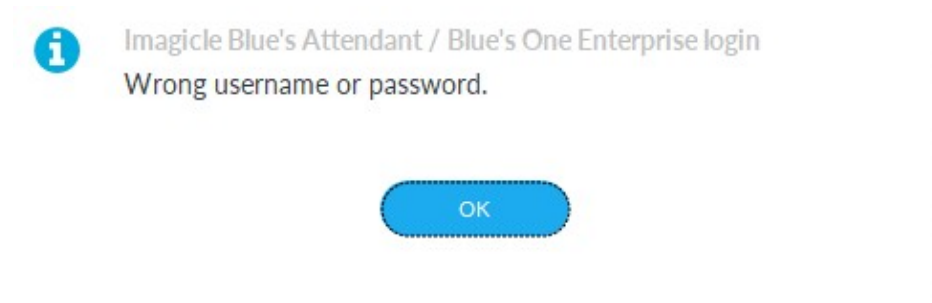Applies from Application Suite 201x (any version)

## Applies to

All Versions

## Troubleshooting guide "Attendant Console Login Failed"

Error Message:

```
(i)  Imagicle Blue's Attendant / Blue's One Enterprise login
     Wrong username or password.

              OK
```
→ A

```
(i)  Imagicle Blue's Attendant / Blue's One Enterprise login
     CTI/TAPI error: the extension 1000 is not controlled by the server.

              OK
```
→ B

```
(i)  Imagicle Blue's Attendant / Blue's One Enterprise login
     License not available for this user

              OK
```
→ C

## A) Wrong Username and Password

> ℹ️ **Imagicle Blue's Attendant / Blue's One Enterprise login**
> Wrong username or password.
>
> [ OK ]

**Check if you are able to login to web interface,using the same credentials (does it works?)**
**No:** see  Authentication Issue (AD / CUCM / IAS) below
**Yes:** Open a Support ticket with Imagicle here sending our logs

## ---Cisco Call Manager Authentication---

1. Are you able to login ito the Cisco Web Interface using the same credentials?
   **No:** Fix the issue Cucm side in order to be able to login in to web interface and to the Attendant Console
   **Yes:** Proceed below

2. Is the UsernamePBX field filled in, in User Configuration (Admin | UserManagement)?
   **No:** The issue can be related to User Sync.
   You can use our guide here
   **Yes:** Proceed below
   Open a Support ticket with Imagicle here sending our logs

## ---Active Directory and Ldap Authentication---

1. Check if the user is configured correctly within User Management.
   In order to authenticate over Ad/Ldap we use Active Directory Username and Domain.
2. Is the domain reachable from our server (Open Command Prompt and Ping the AD/Ldap source)?
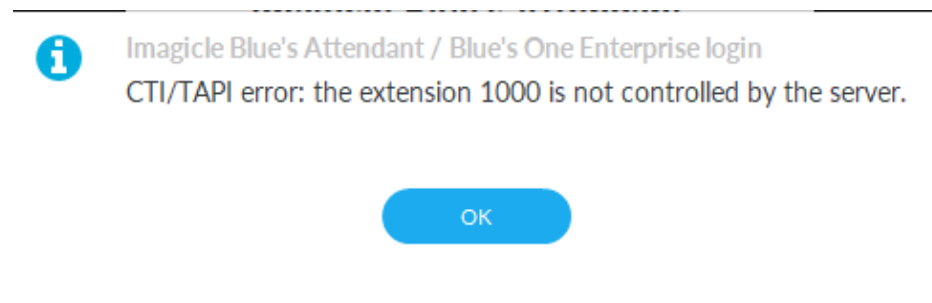   **No:** Check your Network Configuration with your IT
   **Yes:** Proceed below
3. Download AdExplorer here and run it on our server, are you able to login?
   **No:** Check the AD/Ldap configuration with your IT
   **Yes:** Open a Support ticket with Imagicle here sending our logs

## B) Error CTI/TAPI

> ℹ️ **Imagicle Blue's Attendant / Blue's One Enterprise login**
> CTI/TAPI error: the extension 1000 is not controlled by the server.
>
> [ OK ]

1. Check if your device is controlled by Application User (es. ImagicleCTI) in your CUCM.
   if device is not controlled by Application User, please add it.
   You can use our guide here
2. On the server, run Phone.exe in <StonevoiceAS>\TroubleShooting if your device is available:
   **No:** if your device is controlled by Application User but it's not available in Phone.exe list:
   a. Restart "CTI Manager" Service in CUCM Serviceability (Attendant Console - Stonelock - Speedy will be in out of service
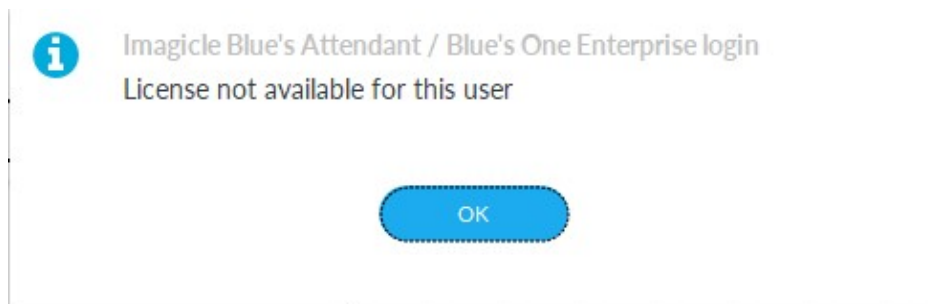
![imagicle]

for a minute)



**CM Services**

| | Service Name |
|---|---|
| ○ | Cisco CallManager |
| ○ | Cisco Unified Mobile Voice Access Service |
| ○ | Cisco IP Voice Media Streaming App |
| ○ | Cisco CTIManager |
| ○ | Cisco Extension Mobility |
| ○ | Cisco DHCP Monitor Service |
| ○ | Cisco Intercluster Lookup Service |
| ○ | Cisco Location Bandwidth Manager |
| ○ | Cisco Directory Number Alias Sync |
| ○ | Cisco Directory Number Alias Lookup |
| ○ | Cisco Dialed Number Analyzer Server |
| ○ | Cisco Dialed Number Analyzer |
| ○ | Cisco Tftp |

b. If CTIManager restarts does not solve the issue, we suggest to restart "Telephony" service in Windows Panel
(Attendant Console - Stonelock - Stonefax will be in out of service for a minute)



## C) License not available for this user



Imagicle Blue's Attendant / Blue's One Enterprise login
License not available for this user

OK

1. Check on our web interface Admin | License if Blue's CTI Server is licensed correctly
2. Check under Admin | UserManagement if the user is configured to use BAE/BAP/BOE and if there are available licenses
   How to see how many console licenses are used.
   a. Open Performance Monitor on our server and follow the screenshot guide here:

![imagicle]
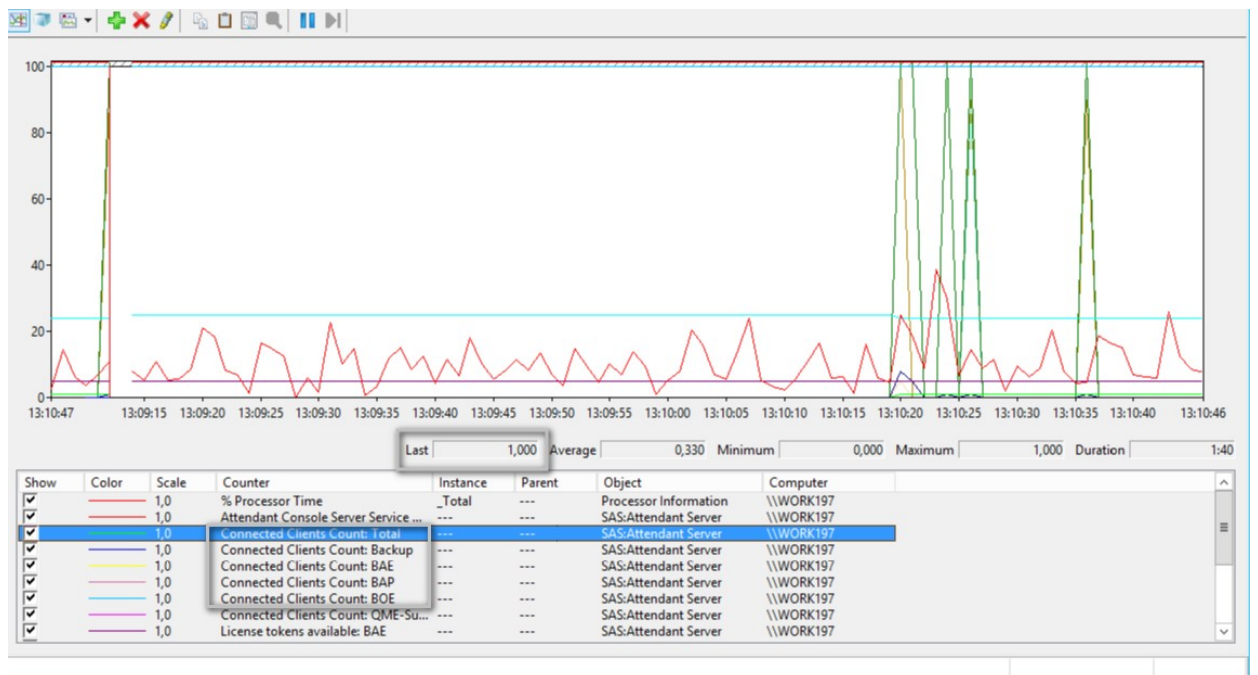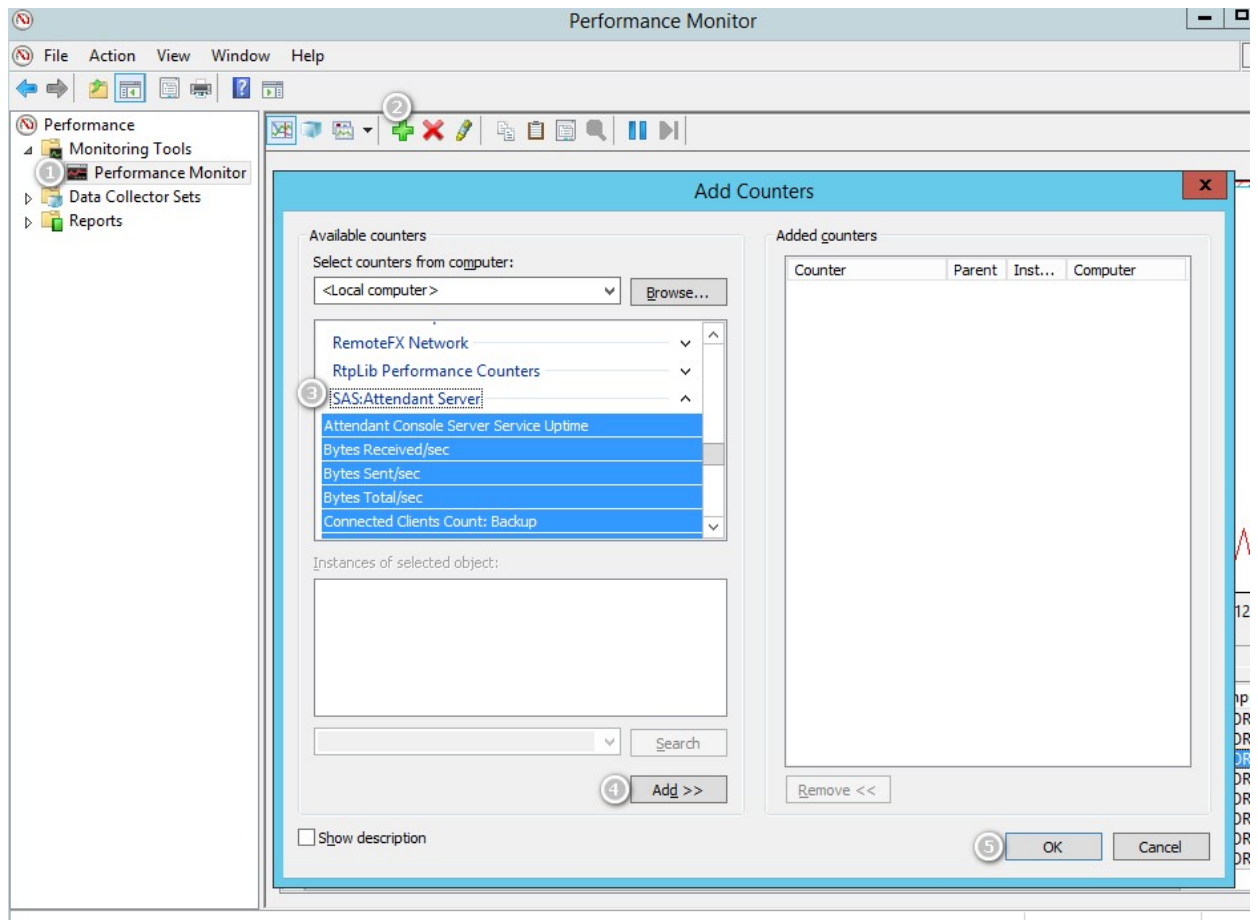




In Last field there is the number of console connected

## How to enable and collect Application Suite Log

Enable LOGS

1) Login as Administrator in the SAS web interface

2) Go to Main | Support

3) Tick "EnableLog"

4) Recreate the issue

Collect LOG

1) Login as Administrator in the SAS web interface

2) Go to Main | Support

3) Select "All" under "Extract for application:"

4) Select the correct date when the issue has been recreated under "Extract log with date:"

5) Click on "Extract" and provide us the file

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# How to configure a different data folder from default one (document)

to version Application Suite 201x (any version)

## Applies to:

IAS 2019.3.1 or newer

## Description

Starting from IAS 2019.3.1 version Attandant Console supports the possibility to configure a different folder for its logs and settings. "Documents" folder is where by default Console user settings and logs are saved . A subfolder named "Imagicle Blue's Attendant" is created by default in"Documents" but a different location path can now be specified during installation.

## Solution

Run full setup program (please note that full program is required, live update does not support this capability), with the following command line.

```
{attedant installer}.exe /HOMEDIR=%APPDATA%
```

In this example user roaming directory is specified.

```
{attedant installer}.exe /HOMEDIR="c:\my dir\some other"
```

In this example  "c:\my dir\some other" dirctory is specified. Please note quotation marks usage is required in case blanks are present into the path.

### Caveats

This capability is not supported by "light" setup package. In case a HOMEDIR  change is required, it is necessary to reinstall/update current installtion by using the FULL package and using above command line.

### Diagnostic

Open last modified file "Setup Log*.txt" and look for "Custom HomeDir" String

```
2018-12-10 18:30:51.180   Custom HomeDir:D:\Test bae\another folder
```

```
2018-12-10 18:30:51.180   Custom HomeDir has been set to:D:\Test bae\another folder
```

Check that **installer.ini** file is present in c:\{pf}\Imagicle Blue's Attendant folder, with the following content:

```
[App]
```

```
HomeDir=%APPDATA%
```

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# How to change Blue's Attendant settings and logs recipient folder

## Applies to:

Blue's Attendant and Blue's One PC (Windows) clients, starting from 2019.Winter.1 release

## Description:

This article explains how to change Blue's Attendant recipient folder for settings and logs, from default "Documents" folder to any other folder of your choice.

## How-to:

From the Windows client PC, please open a command prompt CMD and launch Blue's Attendant **full** installation package with the following syntax:

```
"Imagicle Blue's CTI One-Attendant client {version} (build x).exe" /HOMEDIR=%APPDATA%
```

where %APPDATA% is the chosen settings/logs folder. See below an actual example:

```
"Imagicle Blue's CTI One-Attendant client Spring 2019 (build 2).exe" /HOMEDIR="c:\my
dir\BAE_settings"
```

Don't forget to add quotes, if you are using a folder name including spaces.

## Limitations

Please don't perform this procedure while using the updater "light" package. If your Blue's Attendant client is already installed on your PC and you want to change HOMEDIR, you first need to uninstall the application and re-install it by using FULL installation package and above command syntax.

## Diagnostics

Open latest "Setup Log*.txt" file and search for "Custom HomeDir" string. You should find the following two sample lines:

```
2018-12-10 18:30:51.180   Custom HomeDir:D:\Test bae\another folder
```

```
2018-12-10 18:30:51.180   Custom HomeDir has been set to:D:\Test bae\another folder
```

Please check that **installer.ini** file has been created in your new folder: c:\{new homedir}\Imagicle Blue's Attendant

This file should include the following lines:

```
[App]
```

```
HomeDir=%APPDATA%
```

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## Blue's CTI One Attendant client onTerminal Server environment

to version Application Suite 201x (any version)

### Applies to:

Any Version

### Description:

Blue's CTI Attendant client on Terminal Server environment

### How-to:

If you need to use Blue's CTI Attendant client onTerminal Server environment you need to run the application with an extra parameter.

Modify the Blue's Attendant shortcut from:

<Imagicle Blue's Attendant>\BluesAttendantConsole.exe

To:

<Imagicle Blue's Attendant>\BluesAttendantConsole.exe **-MultiInstance**
(Warning: this parameter is case sensitive)

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# Attendant Console and Desktop CTI failover using DNS SRV entries

## Applies to:

Attendant Console or Desktop CTI clients rel. 2018.6.1 and above, regardless the UC Suite version.

## Description:

This article explains how to enable the DNS mechanism that allows the Imagicle Attendant Console to automatically discover the list of the eligible UC Suite servers.

This mechanism allows to manage the scenarios having the Imagicle Attendant servers behind a NAT, that is a common scenario when clients need to reach the Imagicle UC Suite nodes on the Internet, without a VPN.
It also allows to expose on the Internet the Attendant Console Service of several Imagicle nodes using only one public IP address, as described below.

## How it works

1. When logging in the Attendant Console client, the end-user specifies an a fully qualified domain name (FQDN) as Attendant server in place of an IP address or LAN hostname. For instance: *acme.com*

2. The client runs a DNS SRV query to discover the hostnames (DNS A entries) and TCP port numbers of the Imagicle servers associated to the invoked FQDN.

3. The DNS server replies the query sending to the client a weighted list of hostnames of available UC Suite servers. The one having the highest priority will be the first node the clients will try to reach.

4. The client process th SRV reply and collects the hostnames-ports list.

5. The client performs a DNS query (A query) to solve the hostname of the first server (the one with highest priority) and tries to connect to it.

6. The DNS server queries its A entries and replies sending the IPv4 of the first Imagicle server.

7. The client tries to connect to the returned IP address and TCP port

8. If failing, the client automatically escalate to the next server, accordingly with the (decreasing) priority of each server in the SRV list and repeats the procedure since point 5.

## Single datacenter scenario:

Suppose you want to manage a scenario where:

- users of company "Acme Inc." wants to connect their Attendant Console clients to UC Suite over the Internet;
- the Imagicle servers (primary and backup node) run in the same remote datacenter with only **one public IP address** 123.100.100.100 that is known to the Internet as "acme.com"
- the Imagicle primary server has a private IP address 172.17.20.11 and the backup server has a private IP address 172.17.20.12.

Please find below how to manage such scenario with DNS discovery mechanism:

## Unencrypted connection to UC Suite

**1)** In the datacenter create two NAT rules to expose the internal TCP port 51234 (default port used by Attendant Console) of each Imagicle server into a different port of the same public IP address, for instance:

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- 123.100.100.100:28101 ==> 172.17.20.11:51234
- 123.100.100.100:28102 ==> 172.17.20.12:51234

**2)** In the DNS server used by the Attendant Console client workstations*, create the 2 following DNS SRV rules:

| _service._proto.name. | TTL | class | SRV | priority | weight | port | target |
|---|---|---|---|---|---|---|---|
| **_iac._tcp.**acme.com. | 86400 | IN | SRV | 10 | 100 | 28101 | acme.com |
| **_iac._tcp.**acme.com. | 86400 | IN | SRV | 8 | 80 | 28102 | acme.com |

* this can be either the internal organization DNS (for clients running inside the organization) or a public DNS server.

These entries will allow the client to discover the weighted list of hostnames and TCP port number of available UC Suite servers. Please notice that the prefix **_iac._tcp** cannot be changed.

**3)** The end-user runs the Attendant Console client on his workstation and specifies as server hostname: *acme.com*

**4)** The client will run a SRV query *_iac._tcp.acme.com*, getting from the DNS server the weighted list of Imagicle servers and related TCP ports.
The client tries to connect to the first SRV entry *acme.com* at tcp port 28101 (routed to the internal port 51234 of the first Imagicle server). In order to do that, the client will run a DNS "A" query to its DNS server, to solve the hostname *acme.com*.

**5)** If failing, it will automatically try to the second SRV entry *acme.com* at tcp port 28102 (routed to the internal port 51234 of the second Imagicle server).

## Encrypted connection to UC Suite (2021.Winter.1 release and above)

**1)** In the datacenter create two NAT rules to expose the internal TCP port 51235 (default port used by Attendant Console) of each Imagicle server into a different port of the same public IP address, for instance:

- 123.100.100.100:28101 ==> 172.17.20.11:51235
- 123.100.100.100:28102 ==> 172.17.20.12:51235

**2)** In the DNS server used by the Attendant Console client workstations*, create the 2 following DNS SRV rules:

| _service._proto.name. | TTL | class | SRV | priority | weight | port | target |
|---|---|---|---|---|---|---|---|
| **_iacsec._tcp.**acme.com. | 86400 | IN | SRV | 10 | 100 | 28101 | acme.com |
| **_iacsec._tcp.**acme.com. | 86400 | IN | SRV | 8 | 80 | 28102 | acme.com |

* this can be either the internal organization DNS (for clients running inside the organization) or a public DNS server.

These entries will allow the client to discover the weighted list of hostnames and TCP port number of available UC Suite servers. Please notice that the prefix **_iacsec._tcp** cannot be changed.

**3)** The end-user runs the Attendant Console client on his workstation and specifies as server hostname: *acme.com*

**4)** The client will run a SRV query *_iacsec._tcp.acme.com*, getting from the DNS server the weighted list of Imagicle servers and related TCP ports.
The client tries to connect to the first SRV entry *acme.com* at tcp port 28101 (routed to the internal port 51235 of the first Imagicle server). In order to do that, the client will run a DNS "A" query to its DNS server, to solve the hostname *acme.com*.

**5)** If failing, it will automatically try to the second SRV entry *acme.com* at tcp port 28102 (routed to the internal port 51235 of the second Imagicle server).

## Dual datacenter scenario:

Suppose you want to manage a scenario where:

- users of company "Acme Inc." wants to connect their Attendant Console clients to UC Suite over the Internet;

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- the Imagicle servers  (primary and backup node) run in **2 different remote datacenters**, each one with its own public IP address:
  - ♦ Primary DC:  123.100.100.100, known to Internet as *dc1.acme.com*
  - ♦ Backup DC:  123.200.100.100, known to Internet as *dc2.acme.com*
- the Imagicle primary server has a private IP address 172.17.20.11 and the backup server has a private IP address 172.18.20.11.

Here how to manage such scenario with DNS discovery mechanism:

**1)** In each datacenter create a NAT rule to expose the internal TCP port 51234 (or 51235 in case of encrypted connection) of each Imagicle server into a TCP port of the corresponding public IP address, for instance:

- Primary DC:  123.100.100.100:21234 ==> 172.17.20.11:51234 (or 51235 for TLS 1.2)
- Backup DC:  123.200.100.100:21234 ==> 172.18.20.11:51234 (or 51235 for TLS 1.2)

Please, notice that the 2 public TCP ports can be different on the 2 datacenters.

**2)** In the DNS server used by the Attendant Console client workstations*, create the 2 following DNS SRV rules:

## Unencrypted connection:

| _service._proto.name. | TTL | class | SRV | priority | weight | port | target |
|---|---|---|---|---|---|---|---|
| **_iac._tcp.**acme.com. | 86400 | IN | SRV | 10 | 100 | 21234 | dc1.acme.com |
| **_iac._tcp.**acme.com. | 86400 | IN | SRV | 8 | 80 | 21234 | dc2.acme.com |

## Encrypted connection (2021.Winter.1 release and above):

| _service._proto.name. | TTL | class | SRV | priority | weight | port | target |
|---|---|---|---|---|---|---|---|
| **_iacsec._tcp.**acme.com. | 86400 | IN | SRV | 10 | 100 | 21234 | dc1.acme.com |
| **_iacsec._tcp.**acme.com. | 86400 | IN | SRV | 8 | 80 | 21234 | dc2.acme.com |

* this can be either the internal organization DNS (for clients running inside the organization) or a public DNS server.

These entries will allow the client to discover the weighted list of hostnames and TCP port number of available UC Suite servers. Please notice that the prefix "_iac._tcp" cannot be changed.

**3)** The end-user runs the Attendant Console client on his workstation and specifies as server hostname: *acme.com*

**4)** The client will run a SRV query *_iac._tcp.acme.com* (or *_iacsec._tcp.acme.com* for TLS connection), getting from the DNS server the weighted list of Imagicle servers and related TCP ports.
The client tries to connect to the first SRV entry *acme.com* at tcp port 21234 (routed to the internal port 51234 or 51235 of the first Imagicle server). In order to do that, the client will run a DNS "A" query to its DNS server, to solve the hostname *dc1.acme.com*.

**5)** If failing, it will automatically try to reach the second SRV entry *dc2.acme.com* at tcp port 21234 (routed to the internal port 51234 or 51235 of the second Imagicle server). In order to do that, the client will run a DNS "A" query to its DNS server, to solve the hostname *dc2.acme.com*.

## Notes

- if the SRV query run by client fails, the client automatically falls back to the regular login mechanism, trying to connect to the hostname *acme.com* on TCP port 51234 (or 51235 for TLS 1.2). This will involve a DNS "A" query to solve such hostname into a valid IPv4 address.
- if the SRV query gets answered, the private IP addresses of the Imagicle servers are not considered at all by the client.

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# How to solve Braille terminal problems with JAWS application installed on Windows 10 PC

## Applies to:

Blue's Attendant Professional Windows clients, installed on Windows 10 OS

## Description:

When JAWS ver. 18.0, Jaws 2018 e Jaws 2019 is installed on a Windows 10 PC, it does not display Blue's Attendant active lists on Braille display.

This problem is not happening with PC running Windows 7 OS.

## How-to:

Run JAWS application and access to JAWS Setting Center.

Please locate "Use Accessibility Driver for Screen Capture" flag and uncheck it, as shown in below screenshot:
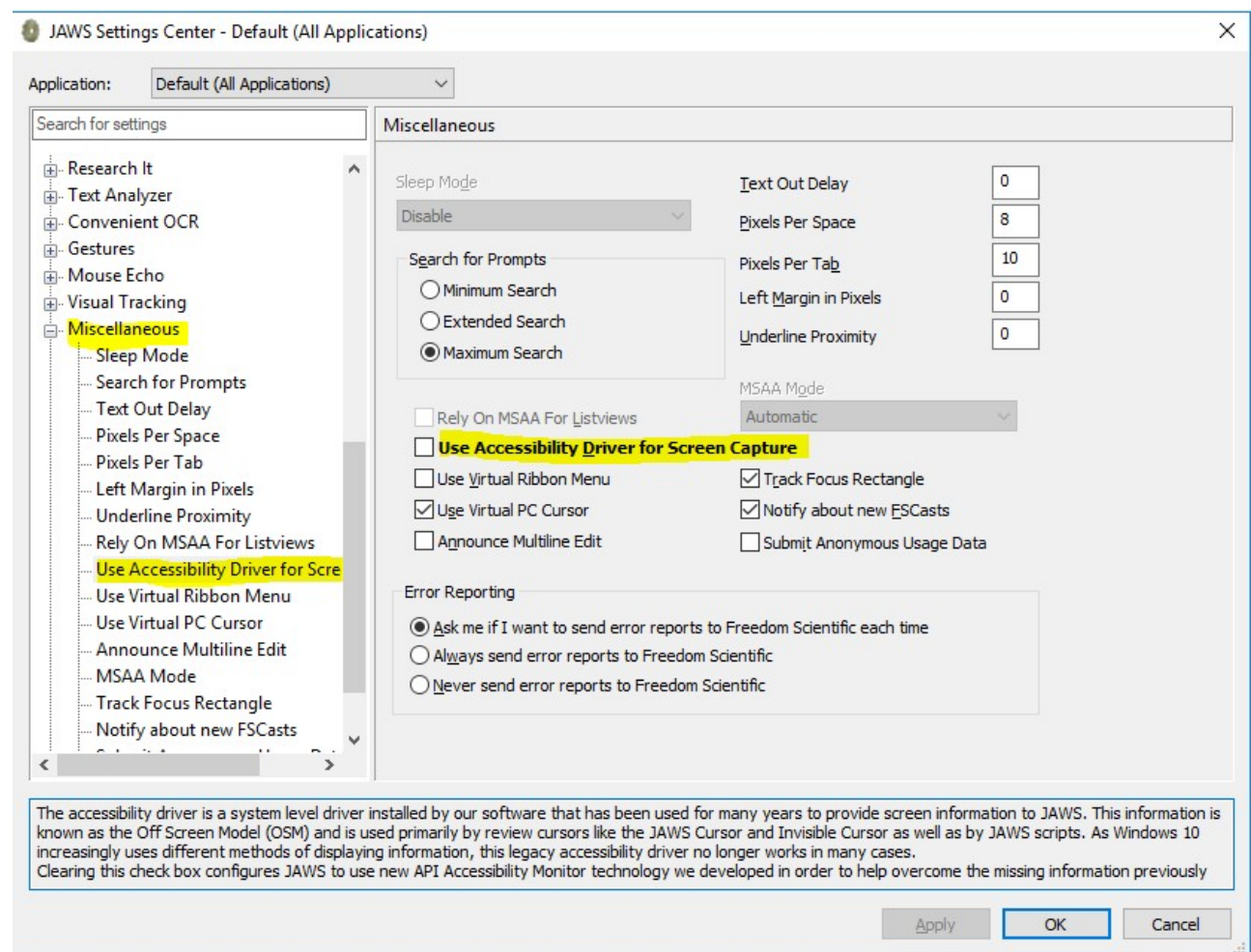


The accessibility driver is a system level driver installed by JAWS software that has been used for many years to provide screen information to JAWS. This information is known as the Off Screen Model (OSM) and is used primarily by review cursors like the

JAWS Cursor and Invisible Cursor as well as by JAWS scripts. **As Windows 10 increasingly uses different methods of displaying information, this legacy accessibility driver no longer works in many cases.**

Clearing this check box configures JAWS to use new API Accessibility Monitor technology, developed in order to help overcome the missing information previously obtained from the Accessibility Driver.

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# Attendant Console Fast Search Hotkey

## Applies to

Imagicle UC Suite rel. 2020.winter.1 and newer

## Description

Already existing Fast Search hotkey (<CTRL>+2 by default) now allows to search for contacts across Colleagues, Contacts and Favorites tabs, by entering text or numbers in search field. Search involves all contact fields and it works with exact values or "Starts with" values within each field.

Search results appear as you type data into search field, and they are divided into two categories: "Favorites and colleagues" and "Other Contacts". For each category, the following contact field are displayed:

- **Favorites and colleagues**
    - Contact name, shown as <Name> <Surname>
    - Source tab: 'Colleagues' or favorite tab name
    - Department (if coming from Colleagues) or company name (if coming from a favorite)
    - Phone status (only for internal extensions)
    - Phone type (fixed line, internal, mobile)
    - Phone number (if a mobile number, you can also send a SMS)
- **Speedy contacts**
    - Contact name, shown as <Name> <Surname>
    - Source Contact Manager directory
    - Company name
    - Phone type (fixed line, internal, mobile)
    - Phone number (if a mobile number, you can also send a SMS)

Both categories are sorted by 'Surname' 'Name'. If a duplicated entry is found within Colleagues and Favorites, then Colleague's entry will be displayed only.

To close Fast Search window, hit <ESC> button.

See a screenshot sample below:

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**Search contact**

abdul

⭐ FAVORITES AND COLLEAGUES

| | | | | |
|---|---|---|---|---|
| Abdul Alhamwi | Local contacts | 🟢 | 🎧 | 1016 |
| Abdul Alhamwi | Local contacts | | 🎧 | 00971564414920 |

👥 SPEEDY CONTACTS

| | | | | |
|---|---|---|---|---|
| Abdullah A. AlKhayyat | Resellers | STC Solutions | 🎧 | +966506423096 |
| Abdullah A. AlKhayyat | Resellers | STC Solutions | 🎧 | +966565669686 |
| Haleem Mohammed Abdul | Resellers | Wipro Arabia Ltd. | 🎧 | +96612192122 |

# How to know how many Attendant Console (BAE-BAP-BOE) clients are connected realtime on the server

Applies from Application Suite 2013.7.1

## Description:

How to know how many Attendant Console (BAE-BAP-BOE) clients are connected realtime on the server

## How-to:

1. Open "Performance Monitor" on the Imagicle Application Suite server (perfmon.msc) and follow these steps:
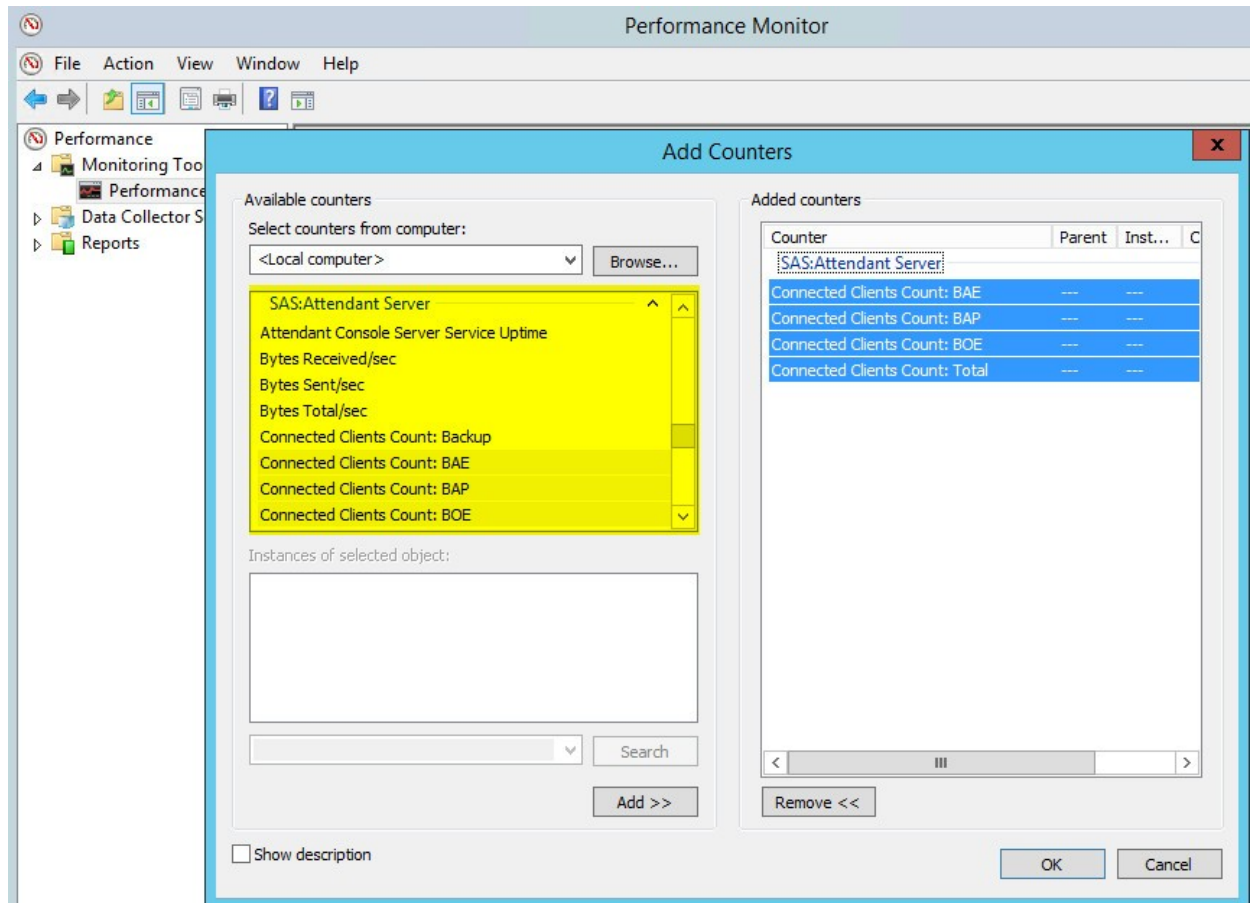


2. Click on Performance Monitor
3. Click Add (Ctrl+N)
4. Select the counter: "IAS: Attendant Server"
5. Select the desired counter "Connected Clients Count" among: Total / BAE / BAP / BOE
6. Click to "Add >>"
7. Click ok and see the Attendant Console clients connected real-time on that server

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# How to configure and troubleshoot Attendant Console Call Park feature

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

## Configuration

1. In the Attendant Console, the Call Parked tab is used to park calls using the CallManager Feature (CTI Call Park Monitoring)
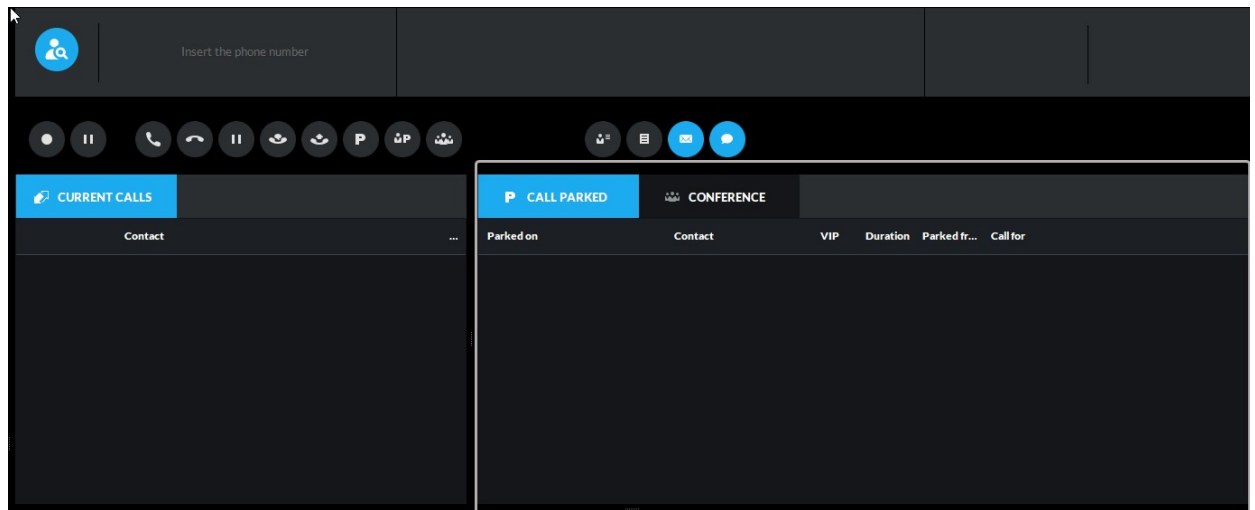


2. In order to configure this feature correctly, a Call Manager configuration is required
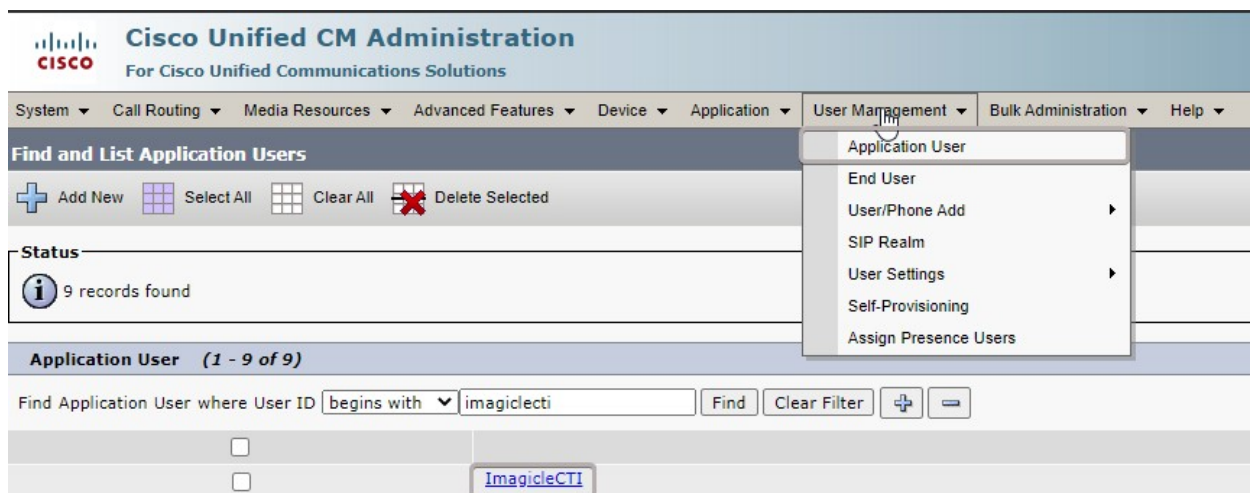


3. Add devices in "Controlled Devices"
4. Add Standard CTI Allow Call Park monitoring in Roles

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5. Configure the Cisco Call Park feature
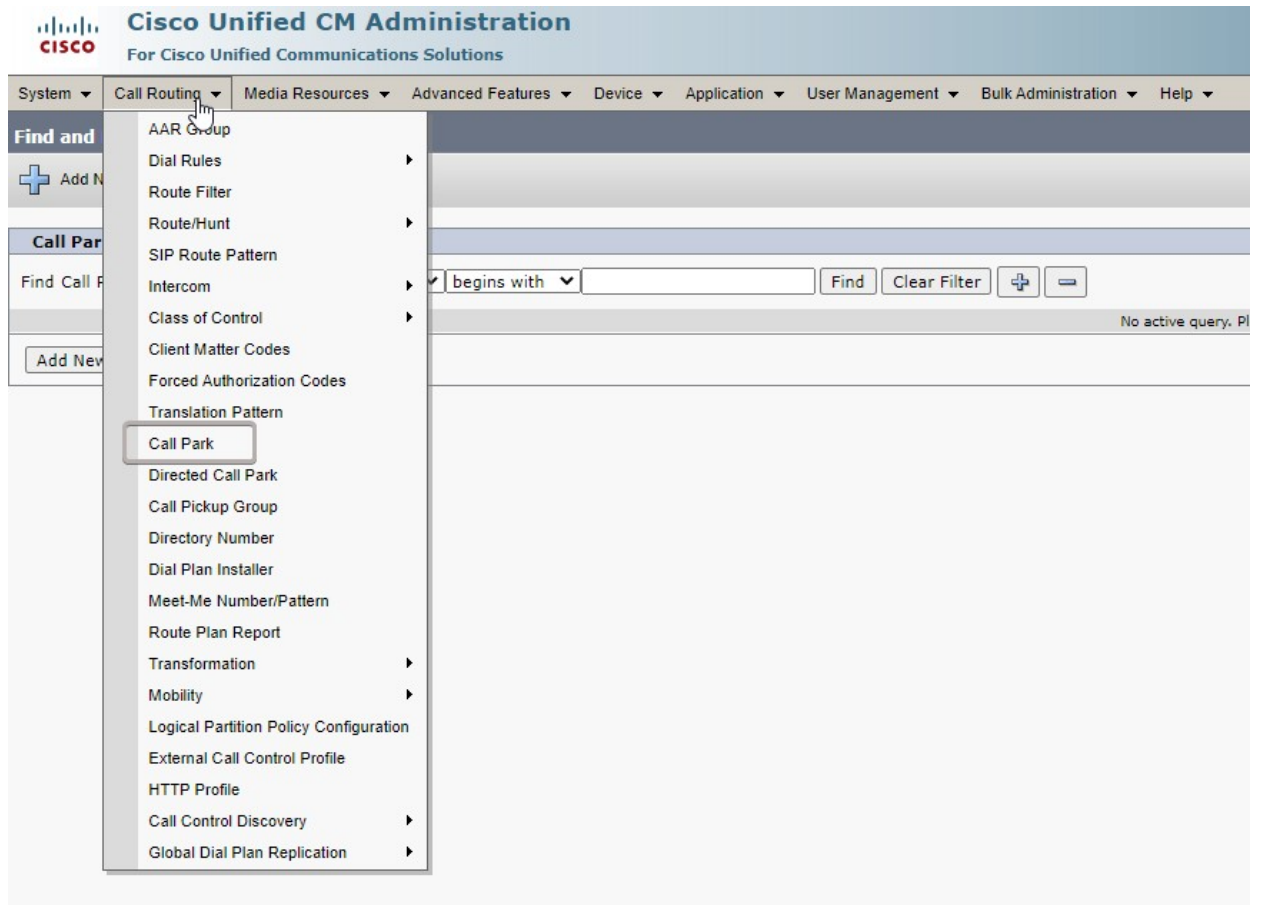
Configure a range for the CallPark devices (set a partition according to your dial plan). <u>Please do not configure more than 500 park ports, to avoid overloading CTI services.</u>

Example:

## Advanced Configuration

**Change the number of seconds to wait before returning a parked party to the user who parked the call**

In order to change it, follow this procedure:

1. Go to the Service Parameters of CUCM (System -> Service Parameters)
2. Find "Call Park Reversion Timer"
3. Change the default value (60 seconds) with the new value (30-1000 seconds is the range configurable)



4. Save the new configuration

## Troubleshooting

1. Try to park a call from your phisical phone/Jabber and check the park number
2. Connect to the Imagicle server using RDP
3. Open this folder \StonevoiceAS\TroubleShooting
4. Double-click on "Phone.exe"
5. Look for "CTIParkDevice" in the Device list and search the park number
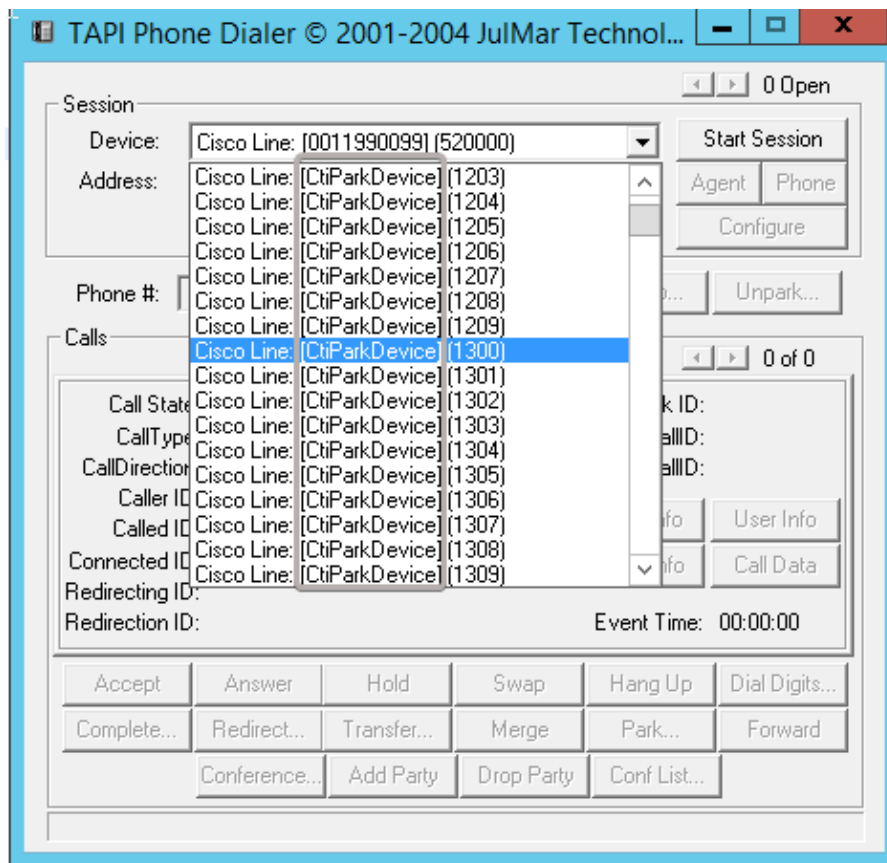


f you see the CtiParkDevice with the park number, click on "Start Session" and try again to park a call from a phisical phone/Jabber.

If you see information about your parked call, you'll be able to park calls from the Attendant Console

If the CtiParkDevices are not listed or you don't see information about the parked call, follow this procedure:

1. Open Phone and modem
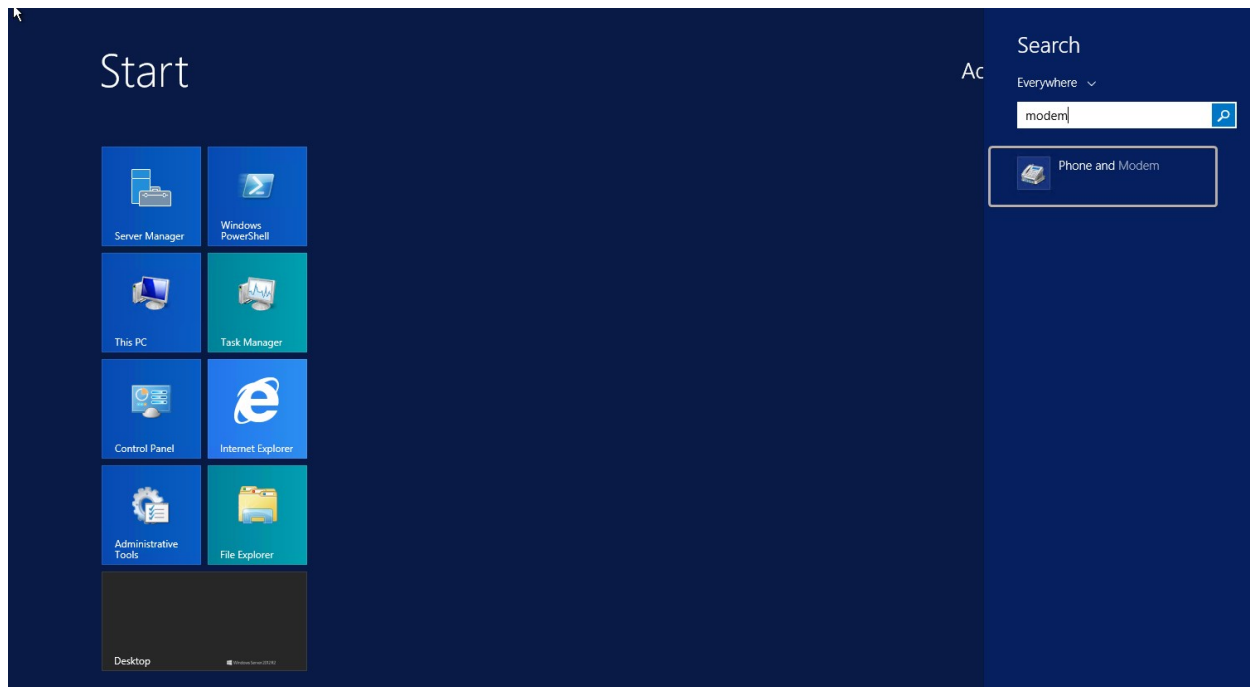
2. Click "Advanced" tab
3. Remove CiscoTSPXXX.tsp
4. Once removed, click "Add..." and select it again.
5. Again, look for CTIParkDevice in the Phone.exe tool

   **If the problem persist:**
6. Restart "Telephony" service from Windows Service Panel
7. Look again for CTIParkDevice in the Phone.exe tool

   **If the problem persists:**
8. Go to Cisco Unified Serviceability
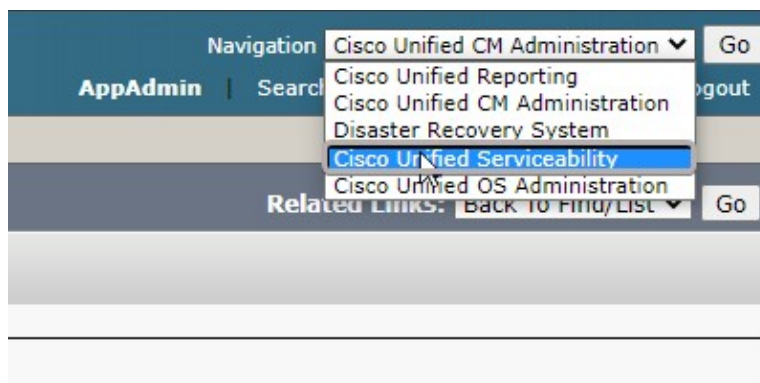


9. Click on Tools â    Control Center - Feature Services

10. Restart Cisco CTIManager
11. Look for CTIParkDevice in the Phone.exe tool

**If the problem persist:**

Contact Imagicle Support

# How to change Blue's Attendant font size

## Applies to:

Blue's Attendant and Blue's One Enterprise clients, starting from 2020.Summer.1 release

## Description:

This article explains how to change Blue's Attendant font size in 5 different display areas:

1. Text within contacts and call lists
2. Header text of contacts and call lists
3. Text within a FlySearch panel
4. Phone number on main display (input box)
5. Phone number on main display (incoming call)

## How-to:

- Make sure that user you want to tweak is not logged in with BAE/BAP/BOE
- Please access to Imagicle VM through Remote Desktop and locate the following personal profile's settings file:
  C:\Program Files (x86)\StonevoiceAS\Settings\Users\<user_initials>\<username>\**Attendant.UserSettings.config.xml**
  where:
    - <user_initials> = First username letter
    - <username> = Actual user's IAS username
- Edit file with Notepad++ and add or amend the following settings, corresponding to above list:
    - `<preference key="Appearence.CustomFontSize.RowDataTable" value="18" />`
    - `<preference key="Appearence.CustomFontSize.HeaderDataTable" value="18" />`
    - `<preference key="Appearence.CustomFontSize.FlySearchTextInput" value="18" />`
    - `<preference key="Appearence.CustomFontSize.CallDisplayNumberInput" value="18" />`
    - `<preference key="Appearence.CustomFontSize.CallDisplayPhoneNumber" value="18" />`
- Settings values (in red) are in dots. Do not exceed 18 dots, to avoid unreadable GUI.
- In same file, you can also amend overall font profile, through this setting:
    - `<preference key="Appearence.FontSize" value="Medium" />`
- Available values are: Small, Medium and Large
- Save file. Settings are applied on the fly and they will be available at next BAE login

# How to install a self-signed Digital Certificate in Attendant Console operator's workstation

## Applies to:

Imagicle UC Suite ver. 2021.Winter.1 and above

For Attendant running on Windows PC Client only

## Description:

Starting from 2021.Winter.1 release, the proprietary TCP connection between Imagicle Attendant Console client and UC Suite server can leverage TLS 1.2 encryption. If a self-signed Digital Certificate is used, then the same Certificate must be installed in both server and client side.

## How-to:

- Please copy your Digital Certificate in pfx format on your PC where Attendant Console client is installed. You can obtain the correct Certificate by exporting it from UC Suite server: IIS Control Panel â Server Certificates â Export.
- Double-click on Certificate to launch the import wizard.

← 🔖 Certificate Import Wizard

### Welcome to the Certificate Import Wizard

This wizard helps you copy certificates, certificate trust lists, and certificate revocation lists from your disk to a certificate store.
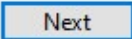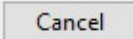
A certificate, which is issued by a certification authority, is a confirmation of your identity and contains information used to protect data or to establish secure network connections. A certificate store is the system area where certificates are kept.

Store Location
- ● Current User
- ○ Local Machine

To continue, click Next.

Next     Cancel

- You can choose to install the Certificate for current user only, or for whole local workstation. Hit Next to continue.

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← 🗔 Certificate Import Wizard

**File to Import**

Specify the file you want to import.

File name:

C:\Users\stefano.raffaelli\Desktop\ImagicleApplicationSuite.pfx    Browse...

Note:  More than one certificate can be stored in a single file in the following formats:

Personal Information Exchange- PKCS #12 (.PFX,.P12)

Cryptographic Message Syntax Standard- PKCS #7 Certificates (.P7B)

Microsoft Serialised Certificate Store (.SST)

Next    Cancel

• Certificate path appears. No need to change it. Just hit Next to continue.

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← 🔏 Certificate Import Wizard

**Private key protection**
To maintain security, the private key was protected with a password.

Type the password for the private key.

Password:

┌─────────────────────────────────────────┐
│ •••••│                                   │
└─────────────────────────────────────────┘

☐ Display Password

Import options:

☐ Enable strong private key protection. You will be prompted every time the
  private key is used by an application if you enable this option.

☐ Mark this key as exportable. This will allow you to back up or transport your
  keys at a later time.

☐ Protect private key using virtualised-based security(Non-exportable)

☑ Include all extended properties.

[ Next ]  [ Cancel ]

• Enter here the password which has been used during Certificate export. Hit Next.

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← ⬚ Certificate Import Wizard

**Certificate Store**
Certificate stores are system areas where certificates are kept.

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Windows can automatically select a certificate store, or you can specify a location for the certificate.

○ Automatically select the certificate store based on the type of certificate

◉ Place all certificates in the following store

Certificate store:

| Trusted Root Certification Authorities | Browse... |

[ Next ]   [ Cancel ]

• Please choose to save the Certificated into <u>Trusted Store</u>. Hit Next to continue.

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← 🖼 Certificate Import Wizard

## Completing the Certificate Import Wizard

The certificate will be imported after you click Finish.

You have specified the following settings:

| Certificate Store Selected by User | Trusted Root Certification Authorities |
| Content | PFX |
| File Name | C:\Users\stefano.raffaelli\Desktop\ImagicleApplicatic |

< ⋯ >

Finish    Cancel

• Summary page is displayed. Please hit Finish to complete the import procedure.

Certificate Import Wizard    ✕

ⓘ   The import was successful.

OK

• If you get an error message, please check your Digital Certificate with your IT administrator.

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# Attendant console could be slow if settings are in a shared network folder

## Applies to

Imagicle Attendant Console

## Description

The attendant console might appear very unresponsive if the settings directory is stored on a network drive like with roaming profiles, this would be particularly noticeable when the network is heavily used, the user(s) are connected over a VPN, there is high latency etc.

## Solution

Move the settings folder in a **place that is local and not synced/roamed**, to do so you can create a local folder in a location that is excluded from the roaming/sync profile. to do so, please, proceed as follow:

- Be sure the attendant console is completely close
- Locate the Attendant Console installation folder which is typically under "C:\Program Files (x86)\Imagicle Blue's Attendant"
- Locate and edit the file **installer.ini.** If the file doesn't already exists create it, otherwise make a backup before editing it
- Edit **installer.ini** to get the following configuration:

  ```
  [App]
  HomeDir=c:\LocalFolder
  ```

- The "HomeDir" should be replaced with the path where you would like the Attendant Console write the **local** settings files.
  for example, if you want the Attendant Console will save all local settings to the folder "C:\AttendantConsoleSettings" you have to edit the file as follow:

  ```
  [App]
  HomeDir=C:\AttendantConsoleSettings
  ```

- The folder ("HomeDir" parameter) can be in whatever path you wish, but you have to manually create the folder being sure the path is **not synced nor roamed**
- Save the file
- Run the Attendant Console and confirm everything is working

# Parked calls hiding on the Attendant console

### Applies to:

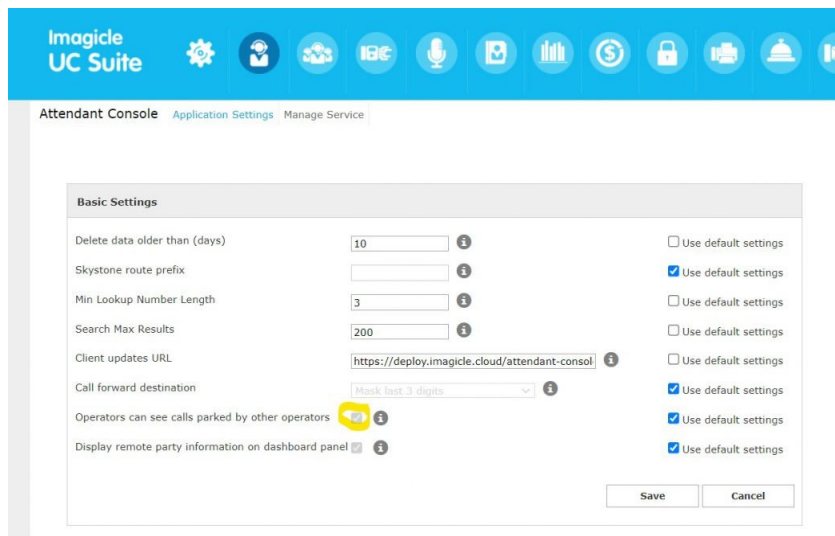Any version of Attendant Console/Application Suite

### Description:

By default, park resources are shared among all the operators, this means that all the operators are entitled to view (and retrieve) the list of parked calls, regardless who has parked them. This article explains how to make parked calls visible only to the operator that parked them and not to the others.

### How-to:

Navigate to Attendant console-->Application Settings:

In order to make parked calls by one operator invisible to others, the below check box (circled in yellow) should be unchecked . It should be checked if an opposite behavior is desired. (default setting)

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# How to keep the call note while using CUCM native park ports

## Applies to:

Imagicle UC Suite rel. 2022.Summer.1.h3 and above
Imagicle Attendant Console rel. 2022.Summer.1 and above

## Conditions:

CUCM Cluster including multiple cluster nodes

## Description:

When call is parked from Attendant Console, you do not have any control about which node is chosen to manage relevant park port. If chosen "park" node is different than the cluster node who is handling the incoming call, then call IDs become different and UC Suite can't associate the call note to the proper call ID.

## Solution:

A new parameter has been added in the following setting file:

C:\Program Files (x86)\StonevoiceAS\Apps\Attendant\Setting\**Attendant.config.xml**

Please add the following line, to enable a heuristic method to correctly associate the original inbound call and the parked call, allowing to keep the call note:

```
<preference key="Attendant.Core.ConsoleServer.Clients.EnableNotesHeuristicAssociation"
value="true" />
```

This parameter is disabled (false) by default, because it might rarely happen that a call note is wrongly associated to a different inbound call. Please test it, prior to enable it in production.

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# Call Park limitations in a Webex Calling MT environment

### Associate a text note to an ongoing call

During a call handled by an Attendant Console operator, it is possible to add a text, colored note to the ongoing call. If the call is subsequently parked by using the native WxC park feature, the note is lost.

### Solution:

This is known WxC platform limitation.

At the moment, the workaround is to add the note when the call is already parked. In this way the note is visible to all Attendant Console operators while parked.

When an operator retrieves the call from park, the note disappears.

### Park multiple calls

During a call handled by an Attendant Console operator, it is possible to hit the "P" button to park the ongoing call, leveraging the native WxC call park feature. By default, Webex Calling MT platform allows to just park one call at a time.

### Solution:

To override above limitation, you can define one or more "Call Park Group" objects, as below screenshot, adding the operators in it:



In this way, the number of calls that can be parked is the same as the number of WxC users belonging to the Call Park Group.