

# Administrators Guide

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## Conference Center



Version: Setup 5.x

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## 1 Presentation

### 1.1 Product Overview

Telisca Conference Center is a web-based audio and video conferences organization tool. It secures and schedules Cisco Unified Communications Manager conferences. This application makes use of audio and video conferences bridges resources available in the CUCM cluster and on the routers.

Telisca Conference Center is the perfect solution for customers who want:

- more features than Meet-Me conference center the barebone system shipped with CUCM, doesn't offer any access control nor any user-friendly booking interface
- more affordable and suited than a full specialized Conferencing solution which could be quite expensive (in price and resources) and do more than what is needed

telisca Conference Center offers the following features:

- Booking web interface with available resources monitoring
- Jabber client compatible
- Outlook plugin for booking
- Attendees email invites
- Uses the resources from the closest location (costs savings)
- Audio and Video meetings (for video enabled devices)
- Entry, exit, and end of conference notifications
- Usage reports and resources availability control

### 1.2 Architecture

telisca Conference Center uses available resources on the CUCM cluster and on the Voice Gateways. The conference bridges are managed by the application based on a dynamically created CTI Ports pool. The application allocates meetings ranges depending on the available resources.

telisca Conference Center balances the load on several resources (Voice Gateways) depending on the conference's organizer's location or the selected site if one has been selected. When entering the meeting, the application will check again that enough resources are available.

## 2 Pre-requisites, installation

### 2.1 Server

For more information, please read the common requirements for all telisca apps in [IPS Framework Administration Guide](#)

Windows servers supported:

- Windows Server 2012 R2 Essentials or Standard
- Windows Server 2016 Essentials or Standard
- Windows Server 2019 Essentials or Standard
- Windows Server 2022 Standard
- Minimum configuration: 1 vCPU, 4GB RAM, 70GB disk
- Virtual Machine VMware vSphere, Hyper-V or Cisco UCS, Cisco UCS-E
- Cloud ready

### 2.2 CUCM

CUCM version 10.5, 11, 11.5, 12, 12.5, 14.

Conference Center needs a Route Point created on the CUCM.

CTI Ports used are created by the Conference Center.

Administrators have to book a range of dedicated DN for these ports.

### 2.3 IP Phone

All Cisco IP Phones, IP Communicator, Jabber softphones are supported.

#### **Important**

- **Cisco IP Phone 8831** : this model need activation of the option « Media Termination Point Required » to hear correctly audio message send by Conference Center.

### 2.4 Network requirements

The following ports must be enabled for communication between the systems:

Source	Destination	Protocol/Port	Maximum RTT
Telisca server	CUCM	AXL, Serviceability SOAP: https TCP/8443	500ms
Telisca server	CUCM	JTAPI (CTI) : TCP/2748	500ms
Telisca administration interface	Telisca server	http (TCP/80+) or https (TCP/443+)	1000ms

User web interface	Telisca server	http (TCP/80 <sup>+</sup> ) or https (TCP/443 <sup>+</sup> )	1000ms
Outlook addin	Telisca server	http (TCP/8081 <sup>+</sup> ) or https (TCP/8443 <sup>+</sup> )	1000ms
IP Phone	Telisca server	RTP UDP/24576	200ms
IP Phone (internal call)	Telisca server (G711 audio)	RTP UDP/24576	200ms
User web interface	Telisca server	TCP/80	100ms

<sup>+</sup> Port number can be changed

If two telisca servers are installed in Fault Tolerance, following ports between them need to be enabled:

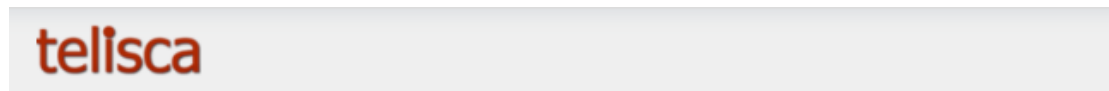
Source	Destination	Protocols/ports	Delay max RTT
Telisca server (Synchro Config)	Telisca server	TCP/80	1000ms
Telisca server (Synchro FT)	Telisca server	TCP/2011	1000ms
Telisca server (Check)	Telisca server	ICMP	1000ms

### 3 Installation

To install Telisca Conference Center, do you have a demo license or purchased licenses ready (or [ask for one](#)) and download "telisca\_setup" from <http://support.telisca.com> .

The license is named CONFMGR\_lic.xml.

Guidelines for setting up the telisca server can be found from the following document within our support section:



## Telisca Help Center

Welcome to Telisca Help Center

How to use the platform

+ [How to contact us](#)


+ [How to access our resources](#)

### Products Downloads and Admin Guides

Downloads

+ [Presentations and White Papers](#) ★

- [Administrator's Guides list](#) ★

Product Name	PDF
Requirements, install guide & global settings	

## 4 Administration

The configuration of telisca server applications is done from a web browser. The url is:

- [http://IP\\_telisca\\_server/ipscfg/admin/default.aspx](http://IP_telisca_server/ipscfg/admin/default.aspx)
- [https://IP\\_telisca\\_server/ipscfg/admin/default.aspx](https://IP_telisca_server/ipscfg/admin/default.aspx)

Access to the telisca administration is protected by Windows login / password.

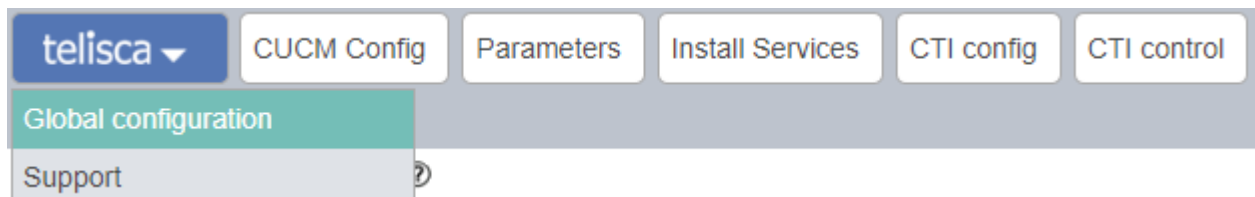
The user account used to access to administration console must be:

- Local administration account
- A user account which is in the group teliscaAmin created on the server
- Security group created on AD domain, if telisca server is being part of it.

For more information, please take a look at the administration guide (ISCFG\_ADMIN\_EN).

### 4.1 Minimal Global Config

From the administration interface, the global settings must be configured as a minimum.



For more information, please read the common requirements for all telisca apps in our server [setup & administration](#).

#### 4.1.1 Config CUCM

- CUCM's IP Address or DNS of CUCM server for AXL SOAP (primary and backup)
- Application User login and password; it has to be part of the following group:
  - Standard Super User (or a group with roles AXL SOAP writing, Serviceability and EM Proxy User).
  - Standard EM Authentication Proxy Rights
- CUCM's IP Address or DNS of CUCM server for Extension Mobility (primary and backup)
- After having set these parameters, do not forget to test them, and check CUCM version displayed. Then valid configuration screen.
- CUCM's IP Address or DNS of CUCM server for Extension Mobility (primary and backup)

telisca ▾
CUCM Config
Parameters
Install Services
CTI config
CTI control
Phone push config
Email config

[Global configuration](#)
[Validate](#)
[Cancel](#)

## AXL SOAP interface

**CUCM Publisher host \***  [?](#)  
 Backup CUCM host for AXL (read)  [?](#)  
**CUCM Application User (AXL, Serviceability) \***  [?](#)  
**Application User's password**  [?](#)  
 **10.5.1.10000(7)**  
 CUCM version saved 10.5.1.10000(7)  
**CUCM Extension Mobility host \***  [?](#)  
 Backup CUCM Extension Mobility host   
 TFTP server address  [?](#)  
 Unity Connection host  [?](#)  
 Use different credentials for Unity Connection  [?](#)

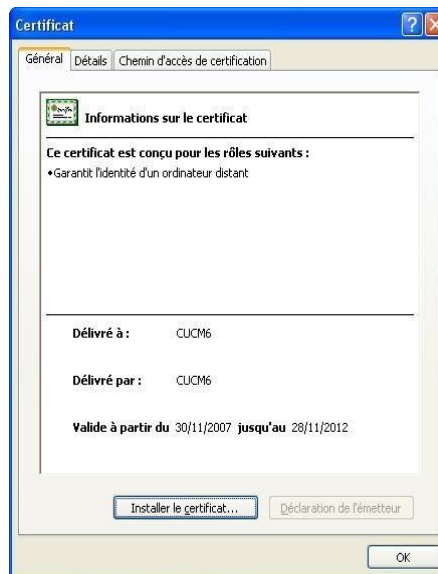
## IP Phone address list

Device List load mode  [?](#)  
 Reloaded a following times hh:mm       
 Phone name's prefix loaded in cache (separated by .)  [?](#)  
 Reload IP Phone list

[Display advanced parameters](#)

## CUCM SSL Certificate

Note: To avoid delays due to SSL in AXL SOAP https request, it is advisable to use a DNS for the CUCM's publisher host and install the CUCM SSL certificate on the IPSMA server. This can be done by calling CUCM Administration from the server's Web browser and clicking on the red URL header, then installing the certificate as seen below.



### 4.1.2 Parameters

Save Ip Address of this physical computer.

This is needed if more than one network card is installed or to avoid problems if the network is not connected when starting application.



## 4.1.3 SMTP Config

Configure the SMTP settings to enable emails invites and cancellation notifications.

The screenshot shows the 'Email config' tab in the telisca configuration tool. The 'Global configuration' section includes a 'Validate' button and a 'Cancel' link. The SMTP settings are as follows:

- Mail Server type: SMTP
- SMTP host: [Empty field]
- SMTP Port: 25
- Sender email address: administrator
- SMTP login: [Empty field]
- SMTP password: [Masked with dots]
- Secured password authentication: [Unchecked]
- e-mail address to send test message: [Empty field]

A link for 'Test email settings' is located below the test message field.

### SMTP settings for Conference Center emails

Configure the SMTP settings to enable emails invites and cancellation notifications.

- Address IPv4 or DNS name and port of the SMTP server which sends the emails.
- TCP port of the SMTP port
- The email of sender
- Login and password of connection to the SMTP server

## 4.1.4 Config CTI

CUCM's IP Address or DNS of CUCM server for AXL SOAP (primary and backup)

Application User login and password; it has to be part of the following group:

- Standard CTI Enabled
- Standard CTI Allow Control of All Devices
- Standard CTI Allow Control of Phones supporting Connected Xfer and conf (pour les modèles de téléphones 89XX et 99XX)

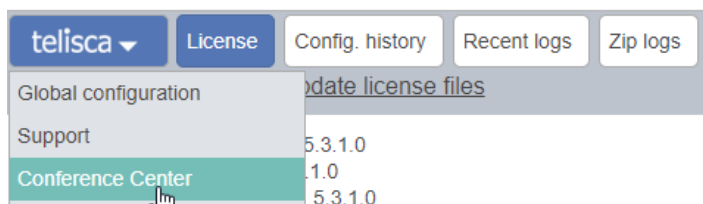
The screenshot shows the 'CTI config' tab in the telisca configuration tool. The 'Global configuration' section includes a 'Validate' button and a 'Cancel' link. The CTI settings are as follows:

- CTI server**
  - Primary CTI Manager host \*: 172.16.5.10
  - Backup CTI Manager host: [Empty field]
- Use same Application User as in CUCM Config: [Checked]
- Use a secured JTAPI CTI link: [Unchecked]
- IP Phones monitored by CTI: All IP Phones
- Internal/external calls: Detects external party by number's length
- Minimum internal numbers length: 1
- Maximum internal directory numbers length: 2

A link for 'Display advanced parameters' is located at the bottom left.

## 4.2 Conference Center configuration

This section describes how to use the settings specific to Conference Center.  
Go in MENU > Conference Center



### 4.2.1 Conference Center

A screenshot of the 'Conference Center' settings tab in the telisca application. The tab is active, and the page title is 'Conference Center'. Below the title bar are several sub-tabs: 'Authent./Design', 'Sites/CTI Ports', 'Unlimited conferences', 'Booking Report', 'Usage Report', and 'Reporting'. The main content area contains various configuration options:

- Enable Conference Center:** A checked checkbox with a help icon.
- CTI Route Point to play audio messages:** A text input field containing 'CRCONF' with a help icon.
- Length of auto-generated reservation code:** A dropdown menu set to '6'.
- Default number of phones by conference (used when list of recipient is undefined):** A text input field containing '4'.
- # minutes reserved before conference:** A text input field containing '20'.
- # minutes reserved after conference:** A text input field containing '80'.
- Default audio and email messages language:** A dropdown menu set to 'EN'.
- Special code for organizer:** A dropdown menu set to 'Always disabled' with a help icon.
- Conference invitation email body (EN):** A text area containing: 'To join the conference %TITLE% (duration %DURATION%), the %DATE% at %TIME%, please call the %CTI\_ROUTE\_POINT\_DN%, then enter the reservation code %CODE%'.
- Conference invitation email body (FR):** A text area containing: 'Pour vous connecter à la conférence %TITLE%, d'une durée de %DURATION%, le %DATE% à %TIME%, veuillez appeler le %CTI\_ROUTE\_POINT\_DN%, puis saisissez le code de réservation %CODE%'.
- Organizer's conference email body (EN):** A text area containing: 'To join the conference %TITLE% (duration %DURATION%), the %DATE% at %TIME%, please call the %CTI\_ROUTE\_POINT\_DN%, then enter the reservation code %CODE\_ORG%. Attendees will use the code %CODE%'.
- Organizer's conference email body (FR):** A text area containing: 'Pour vous connecter à la conférence %TITLE%, d'une durée de %DURATION%, le %DATE% à %TIME%, veuillez appeler le %CTI\_ROUTE\_POINT\_DN%, puis saisissez le code %CODE\_ORG%. Les invités utiliseront le code %CODE%'.
- Message added to Outlook (EN):** A text area containing: 'To join the conference, please call the %CTI\_ROUTE\_POINT\_DN%, then enter the reservation code %CODE%'.
- Message added to Outlook (FR):** A text area containing: 'Pour vous connecter à la conférence, veuillez appeler le %CTI\_ROUTE\_POINT\_DN%, puis saisissez le code de réservation %CODE%'.
- Opening time:** A dropdown menu set to '08:0' with a help icon.
- Closing time:** A dropdown menu set to '18:0' with a help icon.
- Update audio messages:** A dropdown menu set to 'FR', a text input field containing 'Welcome, please enter conference co', a 'Choose file' button, and a 'Save the file' button.

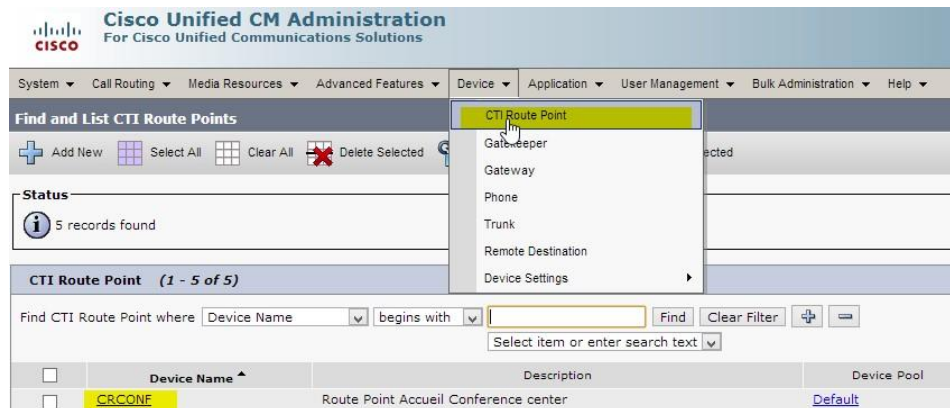
The conference center settings tab

#### 4.2.1.1 Enable Conference Center

To activate the application.

#### 4.2.1.2 CTI Route Point to play audio messages

Name of the CTI Route Point that needs to be manually created on the CallManager. It is used by the application to play audio messages to the participants. The CTI Route Point doesn't need any CSS and needs to be accessible to conference participants.



A CTI Route Point needs to be created for Conference Center on the call manager

**Important:** The CTI Route Point's DN is the number that all participants will call to join any conference. So choose the DN accordingly.

#### 4.2.1.3 Length of reservation code

[4-9] Preferred length of the generated conference codes. (Default: 6)

#### 4.2.1.4 Default number of phones by conference (used when list of recipient is undefined)

When [no email recipients](#) are defined by organisers, the application can provision a default number of participants. (Default: 4)

#### 4.2.1.5 # minutes reserved before conference

This will allow participants to join the conference call a few minutes before the programmed start. (Default: 20 minutes)

#### 4.2.1.6 # minutes reserved after conference

How long the Conference will remain opened after the official end time. Allows conferences to last longer than expected.

**Note:** the "[10 minutes before end](#)" and the "[end of conference](#)" audio messages will be played when these after conference minutes are elapsed. The conference bridge will definitely close at this time. The resources will be allocated on the Conference Bridge for full hours on the Call Manager. If a meeting is booked to start at 4PM with 10 minutes margin before and after, the resources will be taken from 3PM to 5PM.

#### 4.2.1.7 Default audio and email messages language

[EN, FR] Set language for all audio announcements and email messages. Once this language is set, the application will use email templates and audio messages in this language only.

#### 4.2.1.8 Conference invitation email body (EN)

Invitation text message when selected language is EN. Possible dynamic fields:

- %TITLE%
- %DATE%
- %TIME%
- %CTI\_ROUTE\_POINT\_DN%

- %CODE%

**Default:**

To join the conference %TITLE%, the %DATE% at %TIME%, please call the %CTI\_ROUTE\_POINT\_DN%, then enter the reservation code %CODE%.

#### 4.2.1.9 Conference invitation email body (FR)

Email content for invitations when selected language is French.

#### 4.2.1.10 Message added to Outlook (EN)

Invitation text message using Outlook when selected language is EN. Possible dynamic fields:

- %CTI\_ROUTE\_POINT\_DN% : Audio server # the user will have to call before entering his reservation number.
- %CODE% : reservation code

**Default:**

To join the conference, please call the %CTI\_ROUTE\_POINT\_DN%, then enter the reservation code %CODE%.

#### 4.2.1.11 Message added to Outlook (FR)

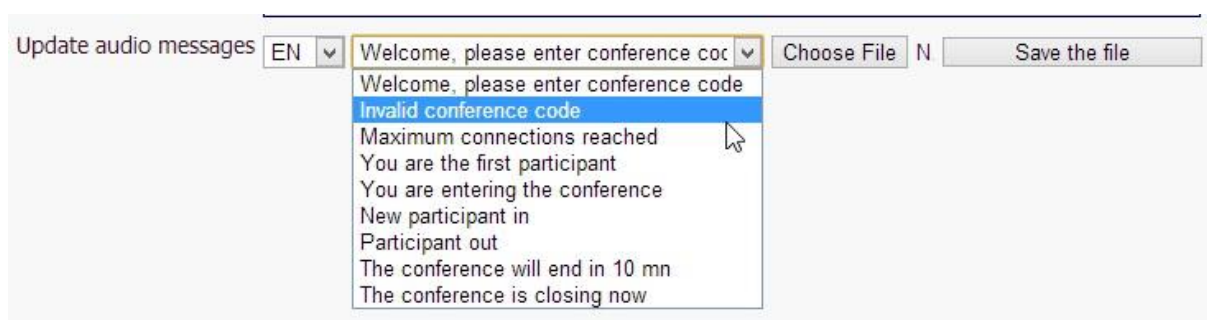
Email content for invitations using Outlook when selected language is French.

#### 4.2.1.12 Open Time & Closing Time

These values allow you to configure the time range used to present the results in the "Reservation Status and Usage Report". They do not modify the possibilities of reservations.

#### 4.2.1.13 Update audio messages

To customize the various audio messages in English or French.



Customizing the audio messages

The application comes with free default audio files which are stored on the server here:

```
c:\inetpub\wwwroot\IPSCFG\data\CONFMGR\EN
c:\inetpub\wwwroot\IPSCFG\data\CONFMGR\FR
```

Audio files location on the telisca server

#### 4.2.1.14 Audio format

The audio files need to be in .wav format, G711 µlaw encoded. You can use Audacity to convert your files: <http://audacity.sourceforge.net/>

When uploading a new file on the server, the old file will be overwritten. Each audio message has a specific name.

File name	Notification
WELCOME_ENTER_CODE.wav	Welcome, please enter conference code
INVALID_CODE.wav	Invalid conference code
MAX_CONNECTION.wav	Maximum connections reached
FIRST_IN_CONFERENCE.wav	You are the first participant
ENTER_IN_CONFERENCE.wav	You are entering the conference
NOTIFICATION_IN.wav	New participant in
NOTIFICATION_OUT.wav	Participant out
NOTIFICATION_END_PREVIEW.wav	The conference will end in 10 mn. <a href="#">See here for actual conference end time</a>
NOTIFICATION_END.wav	The conference is closing now <a href="#">See here for actual conference end time</a>

Filenames of audio notifications on the telisca server

## 4.2.2 Authent./Design

The "Authent./Design" tab allows the administrator to set some authentication parameters.

"Authent./Design" tab

There are four ways for a user to authenticate to « Conference Center » :

- CUCM userid/password
- CUCM userid/password or PIN
- Windows/AD/LDAP login/password

- Intergrated windows authentication

## CUCM userid/password

With this option selected, the user will need to authenticate with their CUCM user ID and password

## CUCM userid/password or PIN

With this option selected, the user will need to authenticate with their CUCM user ID and password or PIN

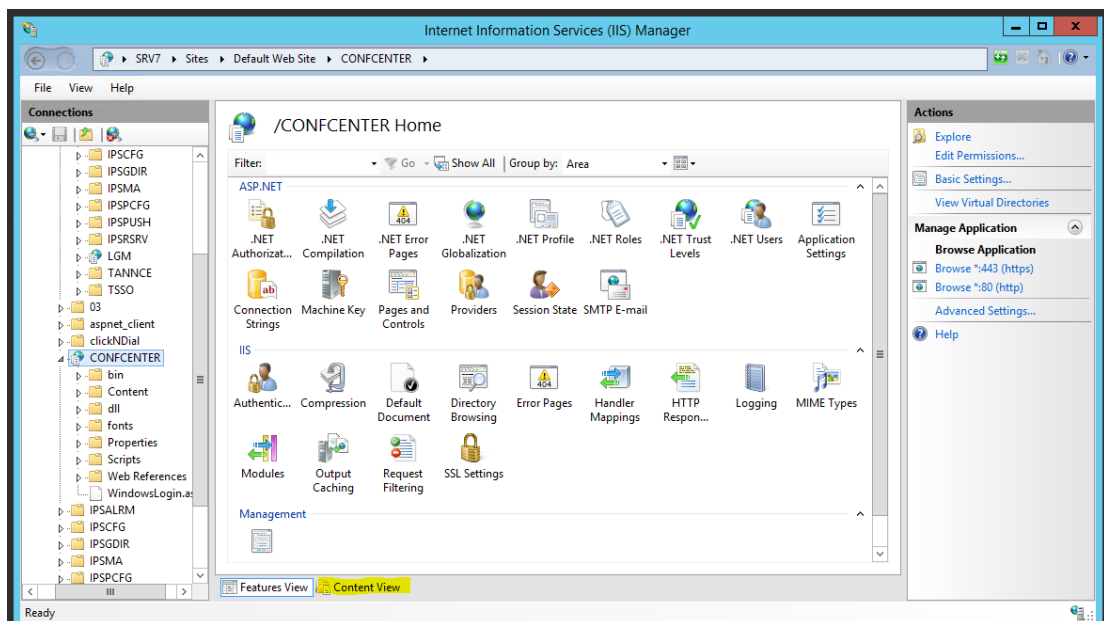
## Windows authentication

If this option is selected, the Conference Center server must be part of the Active Directory domain. Here is the URL to be used : [http://IP\\_Serveur\\_telisca\\_/CONFCENTER/WindowsLogin.aspx](http://IP_Serveur_telisca_/CONFCENTER/WindowsLogin.aspx)

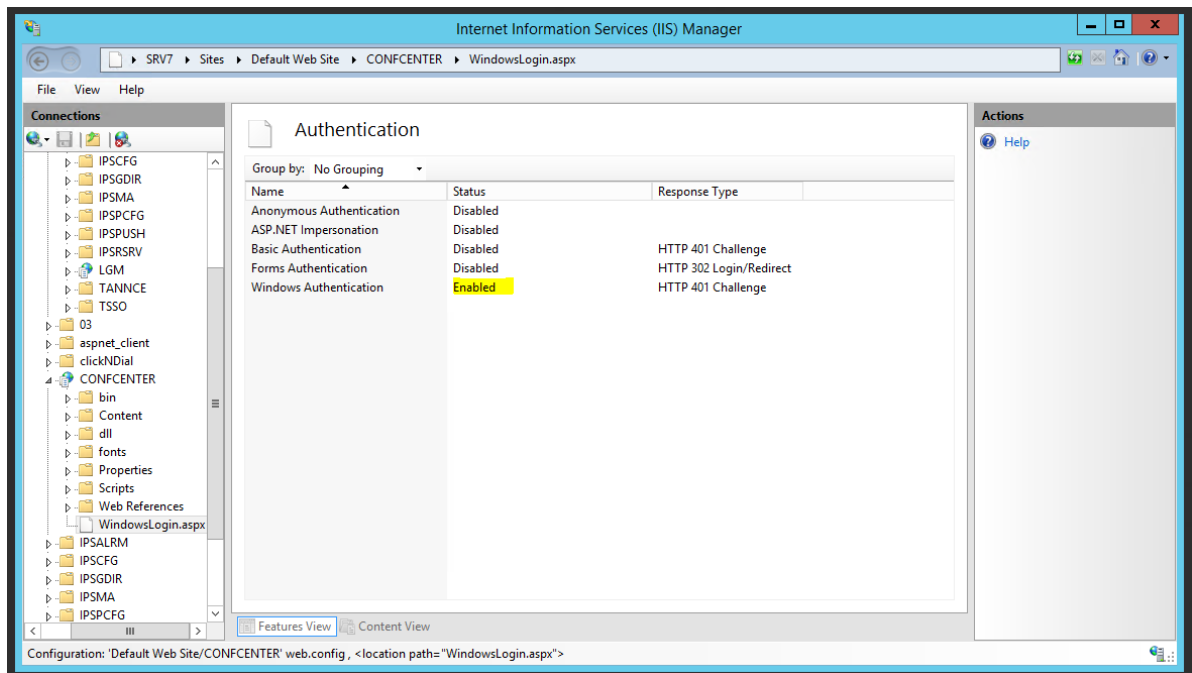
To allow this kind of operation, administrator will have to change settings of iis.

To do this :

- Connect to telisca server using RDC
- Open IIS Manager Console
- In the left panel, access to confcenter application.
- In the center panel, click on "Content View"



- Select WindowsLogin.aspx
- In the right panel, click on "Switch to Feature View"
- Select Authentication
- Disable everything except "Windows Authentication". Make sure that "Windows Authentication" is enabled



#### 4.2.2.2 Authentication from URL :

This option allows Jabber to provide the CUCM userId as a parameter of the URL :  
[http://IP\\_Serveur\\_telisca /CONFCENTER/Login.aspx?uid=\\${UserID}](http://IP_Serveur_telisca /CONFCENTER/Login.aspx?uid=${UserID})

#### 4.2.2.3 User ID / password + cookie :

If the user is not authenticated, a pop-up appears asking for login/password. If successfully authenticated, the given userID is saved into a cookie so that the pop-up is no more displayed during the next connections.

#### 4.2.2.4 Language

Choose which language to use on the browser

#### 4.2.2.6 Banners background colors (R,G,B)

The background color of the banner appearing at the top of the application,

#### 4.2.2.7 Titles font colors (R,G,B)

The color of the titles

### **4.2.3 Sites/CTI Ports**

Sites are used by the application to allocate resources on specific Device Pool audio bridges. Organisers choose a site when creating a new conference.

telisca ▾ Conference Center Authent./Design **Sites/CTI Ports** Unlimited conferences Booking Report Usage Report Reporting

[Conference Center](#) [Validate](#) [Cancel](#)

Conference CTI Ports prefix \*  ⓘ

CTI Port display name

CTI ports directory numbers range begin \*

CTI ports directory numbers range end \*

CTI port's line partition

		# Site	Site	# Audio server	Total conf. Res.	Nb. max. conf.	Max. user / conf	Alternate site	Device Pool
<a href="#">Edit</a>	<a href="#">Delete</a>	2GSVXI	London	88	40	10	5	2GSVYH ▾	Default ▾
<a href="#">Edit</a>	<a href="#">Delete</a>	2GSVYH	Paris	44	30	8	4	2GSVXI ▾	Default ▾

[Add](#)

## The sites/CTI Ports tab

### 4.2.3.1 Conference CTI Ports prefix

This will be the prefix used by Conference Center to dynamically create CTI Ports on CallManager.

**Cisco Unified CM Administration**  
For Cisco Unified Communications Solutions

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

**Phone Configuration**

Save Delete Copy Reset Apply Config Add New

**Status**  
Status: Ready

**Association Information**

- 7925 Line [1] - 89102 (no partition)
- 7925 Line [2] - Add a new DN
- 7925 Intercom [1] - Add a new Intercom

**Phone Type**  
Product Type: CTI Port  
Device Protocol: SCCP

**Device Information**

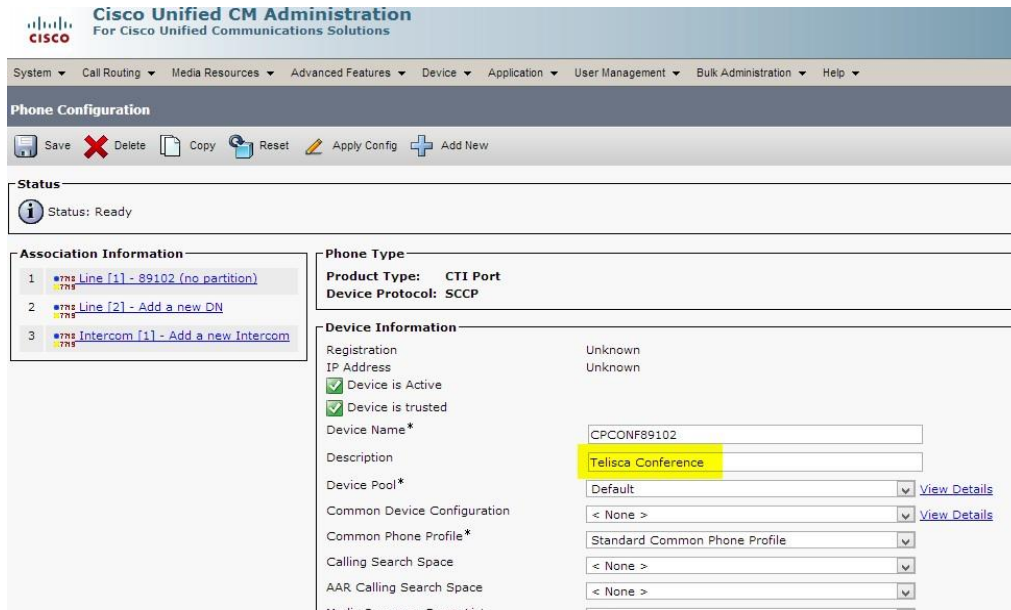
Registration: Unknown  
IP Address: Unknown  
 Device is Active  
 Device is trusted  
 Device Name\*: **CPCONF89102**  
 Description: Telisca Conference  
 Device Pool\*: Default [View Details](#)  
 Common Device Configuration: < None > [View Details](#)  
 Common Phone Profile\*: Standard Common Phone Profile  
 Calling Search Space: < None >  
 AAR Calling Search Space: < None >  
 Media Resource Group List: ...

Example with "CPCONF" CTI Port prefix

### 4.2.3.2 CTI Port display name

The display name will show on the participants' phones when joining a call. (Default: Conference) It is used when Conference Center dynamically creates the CTI Ports.





CTI Port display name

#### 4.2.3.3 Starting directory number

Beginning of the DN range to create the Conference Center CTI Ports. (example: start=9000)

**Important:** Only one CTI Port is used per conference. You only need to provision as many DNs as you need concurrent conferences. See [how the CTI Ports are created](#) by the application

#### 4.2.3.4 Maximum directory number

End of the DN range to create the Conference Center CTI Ports. (example: end=9999)

#### 4.2.3.5 Line partition

Partition of the CTI Ports. CTI Ports need to be accessible to participants, even if they don't call them directly.

#### 4.2.3.6 Sites

When creating a new conference, users can select a site that is geographically close and cost effective for the participants. Each site is given a name, a default number of participants, a fallback site and a device pool.

When creating a site, the application creates automatically [a number of CTI Ports](#) on the CallManager depending on the number of conference resources allocated.

		# Site	Site	# Audio server	# Conf. Res.	Alternate site	Device Pool
Edit	Delete	1	London	88	42	3	Default
Edit	Delete	2	Los Angeles	44	43	3	Default
Update	Cancel	3	New-York	33	44	1	Default
Add						1	
						2	

The

sites definition table

#### 4.2.3.7 # Site

Unique internal ID of a site, generated by the application.

#### 4.2.3.8 Site

Site name that is visible to users when choosing a conference site.

#### 4.2.3.9 # Audio Server

If a user wishes to join a meeting, he or she will have to dial first the # audio server, then the reservation code.

#### 4.2.3.10 # Conf. Res.

Maximum number of conference resources available for each site.

		# Site	Site	# Conf. Res.	Alternate site	Device Pool
<a href="#">Edit</a>	<a href="#">Delete</a>	1	London	10	2	Default
<a href="#">Edit</a>	<a href="#">Delete</a>	2	Paris	5	1	Default

[Add](#)

Conference resources equals number of participants max per site plus 1 (for the conference's CTI port)

The maximum number of resources is limited by your Cisco infrastructure for each Conference Bridge, for example on CUCM 9 without router resources (only software resources) the number of resources max per bridge is 48.

The Conference Center applications uses:

- one resource for the Conference CTI Port
- one resource for each participant

For **example** a site allocated 48 conference resources would allow:

- one conference with 47 participants
- 3 conferences with 15 participants each
- or any combination of: X conferences + Y number of participants = < 48

#### 4.2.3.11 Delete a Site

When a site is deleted, the [CTI Ports in CallManager are not deleted](#), they will be re-used the next time a site is created.

#### **CTI Ports created**

When saving a new site, Conference Center creates (# Conf. Res.) / 4 CTI Ports, rounded to the lowest integer. Because each conference is made of at least one CTI Port for the conference itself and 3 participants minimum (a two participants call, shouldn't require a conference), we provision as many CTI Ports as would be required if all conferences had only 3 participants.

Max number of resources for site / 4

Number of CTI Ports automatically created when adding a Site

Examples:

- Site's max resources: 48 -> 12 CTI Ports created (48/4)
- Site's max resources: 17 -> 4 CTI Ports created (17/4 = 4.25 rounded to lowest 4)

**Note:** CTI Ports are not deleted when [removing a Site](#), they stay in CallManager and will be re-used for other Sites creations.

#### 4.2.3.12 Alternate site

The fallback site that will be used if a conference is created on a site where the maximum number of available resources has been reached at a particular time.

#### 4.2.3.13 Device pool

The device pool for the CTI Ports of a site. The CTI Port being used to put all participants in conference, the resources used are the resources of the Device Pool's Conference Bridge.

### 4.3 Unlimited conferences

Description	# attendees	Site	Code	Delete
For CEO <a href="#">Add</a>	5	Issy	295220	<a href="#">Delete</a>

Administrator is able to create unlimited conferences. No e-mails will be sent, but needed resources will be reserved. Attendees will just need to call the audio server and use the conference's code.

### 4.4 Booking report

		8	9	10	11	12	13	14	15	16	17	18
Monday 05	Max. Num. Meet.											
	Nb of particip by meet.											
	Max number of port											
Tuesday 06	Max. Num. Meet.		1	1								
	Nb of particip by meet.		2	2								
	Max number of port		3	3								
Wednesday 07	Max. Num. Meet.		1	1								
	Nb of particip by meet.		2	2								
	Max number of port		3	3								
Thursday 08	Max. Num. Meet.	1	1	1	1	1	1	1	1	1	2	1
	Nb of particip by meet.	2	2	2	2	2	2	2	2	2	2	2
	Max number of port	3	3	3	3	3	3	3	3	3	4	3
Friday 09	Max. Num. Meet.	1	2	2	1	1	1	1	1	1	1	1
	Nb of particip by meet.	2	2	2	2	2	2	2	2	2	2	2
	Max number of port	3	6	6	3	3	3	3	3	3	3	3
Saturday 10	Max. Num. Meet.	1	2	2	1	1	1	1	1	1	1	1
	Nb of particip by meet.	2	2	2	2	2	2	2	2	2	2	2
	Max number of port	3	6	6	3	3	3	3	3	3	3	3
Sunday 11	Max. Num. Meet.	1	2	2	1	1	1	1	1	1	1	1
	Nb of particip by meet.	2	2	2	2	2	2	2	2	2	2	2
	Max number of port	3	6	6	3	3	3	3	3	3	3	3

It is possible to obtain reports concerning booked conference. The button "Display statistics for site" will display statistics for the selected site and the week of the selected day. If no day is selected, the report will be shown for the current week.

Conference Center - Functions telisca

MENU [Conference Center](#) [Authent./Design](#) [Sites/CTI Ports](#) [Unlimited conferences](#) **Booking Report** [Usage Report](#) [Reporting](#)

>>>>

Site:

Max Number of conferences 2  
Max Number of ports 20

LbOrganizer	Code	LbCTIPort	Time	End	# attendees	Delete
N/A	295220	24000	ConfCenterUnlimited	ConfCenterUnlimited	2	
croliet	309292	24001	9:30 AM	10:30 AM	2	<a href="#">Delete</a>

By clicking on "Show meetings of selected day", administrators will be able to display the list of the meetings for the selected day (or for the current day if no day is selected) and the selected site. He will be able to delete useless conference (excepted unlimited conference, see 4.3).

## 4.5 Usage report

Conference Center - Functions telisca

MENU [Conference Center](#) [Authent./Design](#) [Sites/CTI Ports](#) [Unlimited conferences](#) [Booking Report](#) **Usage Report** [Reporting](#)

>>>>

Site:

Max Number of conferences 2  
Max Number of ports 20

		8	9	10	11	12	13	14	15	16	17	18
Monday 05	Max. Num. Meet.											
	Nb of particip by meet.											
	Nb. of Rejects											
Tuesday 06	Max. Num. Meet.										1	1
	Nb of particip by meet.										3	2
	Nb. of Rejects										5	
Wednesday 07	Max. Num. Meet.				1	2						
	Nb of particip by meet.				3	5						
	Nb. of Rejects											
Thursday 08	Max. Num. Meet.											
	Nb of particip by meet.											
	Nb. of Rejects											
Friday 09	Max. Num. Meet.											
	Nb of particip by meet.											
	Nb. of Rejects											
Saturday 10	Max. Num. Meet.											
	Nb of particip by meet.											
	Nb. of Rejects											
Sunday 11	Max. Num. Meet.											
	Nb of particip by meet.											
	Nb. of Rejects											

It is possible to obtain reports concerning the real use of conference center. The button "Display statistics for site" will display statistics for the selected site and the week of the selected day. If no day is selected, the report will be shown for the current week.

It will be possible to monitor the number of conferences performed, the number of guests actually connected, and the number of guests who could not connect to a conference.

## 5 User experience

### 5.1 User access

Conference Center can be accessed from any web browser including from a custom tab in the Cisco Jabber Client.

The URL to open Conference Center is:

- [http://server\\_telisca/CONFCENTER/user/Login.aspx](http://server_telisca/CONFCENTER/user/Login.aspx).
- [https://server\\_telisca/CONFCENTER/user/Login.aspx](https://server_telisca/CONFCENTER/user/Login.aspx)

In these two urls, server\_telisca must be replaced by the address of access to the telisca server.

Users are presented with a login screen asking for their CUCM UserID and password.

### 5.2 User screens

If the user does not have a scheduled conference, the user enters directly into the conference creation screen. Otherwise, it displays the list of upcoming reservations.

Conference booking screen

		Date	Hour	Code
<input type="checkbox"/>	<input checked="" type="checkbox"/>	11/24	09:00	<a href="#">902620</a>
<input type="checkbox"/>	<input checked="" type="checkbox"/>	12/07	12:15	<a href="#">117322</a>

Conference management screen

#### 5.2.1 Conference booking screen

##### 5.2.1.1 Date

Date for the conference.

The screenshot shows the 'Create conference' form in the Telisca application. At the top, there is a blue header with the 'telisca' logo. Below it, the title 'Create conference' is displayed. A back arrow is on the left. The main input field contains the text '12/1/2016 10:00 am|' and a calendar icon. A calendar popup is open, showing 'December 2016'. The date '1' is selected. To the right of the calendar, the time is set to '10 : 00' with an 'AM' button. Below the calendar is a 'Create conference' button.

Date selection

#### 5.2.1.2 Time

Start of the conference. Participants and organisers can join the conference a few minutes before the start. The actual resources will be used by the application at Time T minus [number of minutes before conference](#). The timezone used is the Telisca server current time.

#### 5.2.1.3 Duration

Duration of the meeting. The conference bridge will stay opened for this duration plus [number of minutes after conference](#). All participants will hear "[10 minutes before end](#)" and the "[end of conference](#)" messages based on the actual (duration + margin) end time.

#### 5.2.1.4 Conference period

If this is a recurring conference users can select to repeat the conference:

- daily
- weekly
- do not repeat (left empty)

A recurring conference will use the same conference code for all conferences.

#### 5.2.1.5 Last Date

If the conference is recurring, users can choose an end date to the repeats.

#### 5.2.1.6 What is your Site?

Users choose a site that is geographically the closest to most participants (costs savings). If the selected site is overbooked ([site's resources limits](#) reached) [the fallback site](#) will be selected, if the fallback site is full too, an error message is displayed. Users then have to select another time for the conference.

### 5.2.1.7 Conference subject

This will be the title of the email invitations to participants.

### 5.2.1.8 Sender's email

This needs to be filled in the first time by the users and will be prefilled next time they access the application. It is the sender's email address for the invitations and cancellation notifications.

### 5.2.1.9 Add email of attendee

Users need to type in the email address of an attendee. The previously used addresses show up in the drop down menu.

- If a **new address** is typed, the user needs to press **ENTER** to add the address to the table of participants.
- If the user selects an address **from the menu**, the participant is **automatically** added.

Selecting a previous participant from the menu

or typing a new one, the address will appear in the menu if it was previously used

You can remove users from the autocompleting menu (ie previously used email addresses) by clicking the large red cross icon next to it:

Removing addresses from the autocompleting menu



This list is used to send email invites and also to book the exact number of resources needed on the Conference Bridge. If no email is entered (the organiser invites attendees verbally for instance) then resources for the [default number of participants](#) are allocated.

## 5.2.1.10 [Create conference](#)

Clicking on this button will take users to the conference management screen and immediately allocate resources and send the email invites.

## 5.2.2 Conference management screen

		Date	Hour	Code
		11/24	09:00	<a href="#">902620</a>
		12/01	10:00	<a href="#">502029</a>
		12/07	12:15	<a href="#">117322</a>

Create conference

The conference management screen

This screen displays the list of future conferences for the user. with the date, time, duration and access codes.

### 5.2.2.1 [Cancelling a conference](#)

Users can delete conferences, a cancellation email is immediately sent to participants and resources are freed.

		Date	Hour	Code
		11/24	09:00	<a href="#">902620</a>
		12/01	10:00	<a href="#">502029</a>
		12/07	12:15	<a href="#">117322</a>

Create conference

Deleting conferences



## 5.3 Deployment: Jabber tab integration

### 5.3.1 Limited deployment user by user

To test the Jabber tab on a few users, it is recommended to install a file on the local PCs named:

jabber-config-user.xml

i  
n  
:

%appdata%\Cisco\Unified Communications\Jabber\CSF\Config

(full path: C:\Users\username\AppData\Roaming\Cisco\Unified Communications\Jabber\CSF\Config)

With the following content:

```
<?xml version="1.0" encoding="utf-8"?>
<config version="1.0">
<Client>
<jabber-plugin-config>
<browser-plugin>
<page refresh="true" preload="true">
<tooltip>Conference Center</tooltip>
<icon>http://IP_SERVEUR_TELISCA/IPSCFG/icon/jabber_icon_CONFMGR.png</icon>
<url>http://IP_SERVEUR_TELISCA:8080/CONFCENTER/user/Login.aspx?uid=${UserID}</url>
</page>
</browser-plugin>
</jabber-plugin-config>
</Client>
</config>
```

Content of the Jabber config file

Replace the red text with the **telisca server IP or DNS** and the green text with the **application Web Server port** if the [default has been changed](#).

**Note:** Multiple custom tabs are defined as multiple pages, like this:

```
<?xml version="1.0" encoding="utf-8"?>
<config version="1.0">
<Client>
<jabber-plugin-config>
<browser-plugin>
<page refresh="true" preload="true">
**TAB1**
</page>
<page refresh="true" preload="true">
**TAB2**
</page>
<page refresh="true"
preload="true">
**TAB3**
</page>
</browser-plugin>
</jabber-plugin-config>
</Client>
</config>
```

Defining multiple tabs in Jabber config file

**Note:** when changing this file, the Jabber client must be restarted to see the changes.

## 5.3.2 Deployment to all users

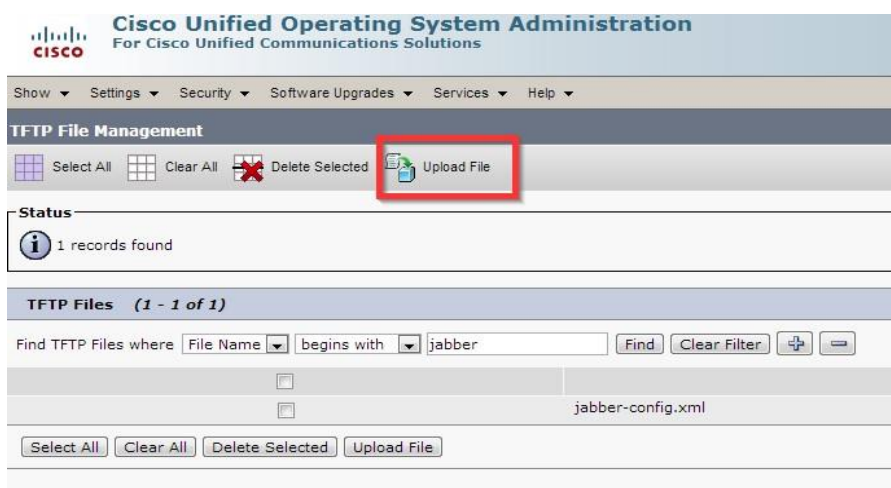
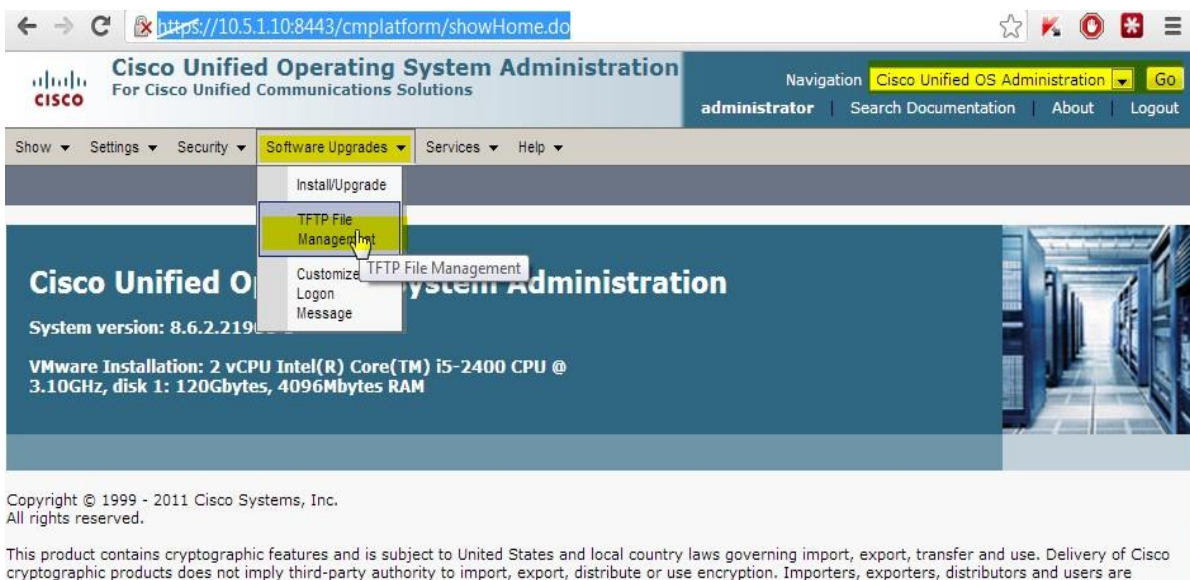
The Jabber client automatically gets its configuration settings from the CallManager TFTP server. The file is named:

```
jabber-config.xml
```

This file is necessary to add custom tabs in Jabber.

You can use an existing one (also accessible from a PC with Jabber installed at this location: %APPDATA%\Cisco\Unified Communications\Jabber\CSF\Config\jabber-config.xml ) and edit it or create a new one from scratch with the [same content as for single user deployment](#) above.

Change the settings in color accordingly and upload the file to the CUCM TFTP root:



Uploading jabber-config.xml on CUCM

Once uploaded a restart of the TFTP may be necessary. The Jabber client should pick this new config file when starting.

## 5.4 Plugin Outlook Deployment

An Outlook plugin is available for conference center. Outlook 2016, 2019 and 2021 are supported. The setup

ConfMgrOutlookSetup\_1.x.x.msi is located on the folder \data\ClientInstall. Two versions exist for 64 bits (x64) & 32 bits (x86). Outlook must be restarted after install.

Conference Center server's address must be provided during the install of the Outlook plugin:

**ConfMgrOutlookSetup\_1.5.1.2x64.msi HOST=xxx.xxx.xxx.xxx PORT=8081**

These parameters are stored on Windows registry:

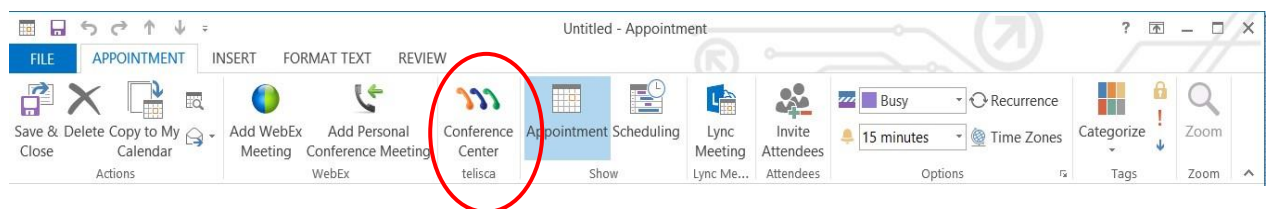
HKEY\_LOCAL\_MACHINE\SOFTWARE\telisca\ConfMgrOutlook\ServerPort

HKEY\_LOCAL\_MACHINE\SOFTWARE\telisca\ConfMgrOutlook\ServerIp

To use another port than 8081, the configuration must be change on the menu Global Config > CTI Config > advanced parameters.

For a multi-tenant install, this port is automatically modified. The configuration is displayed on the menu Global Config > CTI Config > advanced parameters.

After installation, an icon will appear on the appointment outlook ribbon.



The user has to select a site and the location will be automatically completed with the site.

When the user sends the invitation, the plugin will complete the email message with the information to join the conference (conference's number and code).

If the meeting is deleted from outlook it will be deleted on the server too.

If the meeting is modified, the plugin will delete the old meeting on the server and recreate a new one with the new information.

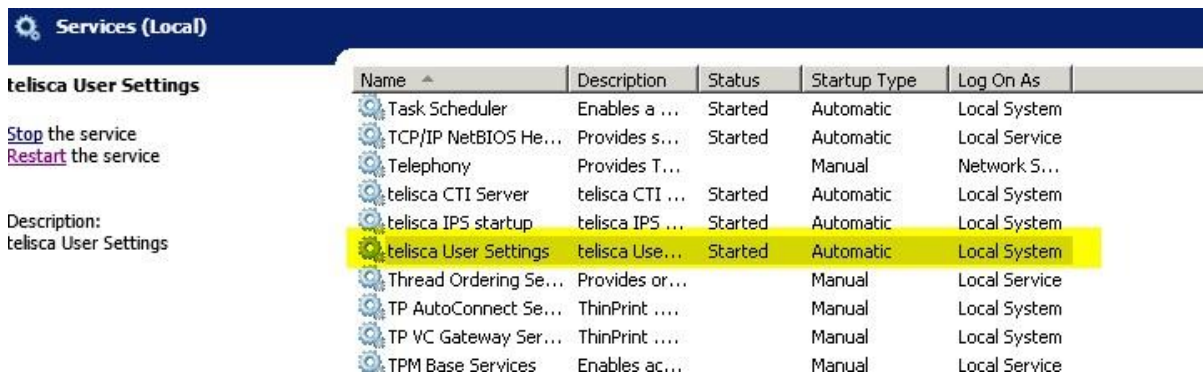
## 6 Maintenance

### 6.1 Windows Service

Conference Center runs with a Windows Service called "telisca User Settings". It is started with a utility called Java Service Wrapper installed in

`c:\inetpub\wwwroot\IPSCFG\useraset.`

The service launches a web server (Web Jetty Runner) with `USERSET.war` which contains the application User Settings.



The Windows Service running Conference Center and User Settings applications

### 6.2 Config backup

All the server settings and user configuration files are stored in xml and bin files in:

`c:\inetpub\wwwroot\IPSCFG\data`

This folder can be backed up without stopping the programs.

### 6.3 Config restauration

Data files can be restored simply by copying and pasting them back to the backup folder above.

Server configuration and xml files will be reloaded automatically.

Other files (bin) are loaded when the ASP.net telisca applications restart. This can be forced by restarting those services:

- World Wide Web Publication Service
- telisca User Settings

### 6.4 Backup and recovery of the applications

To backup telisca applications, you can save the whole `data` subfolders under:

`c:\inetpub\wwwroot\`

If we want to reinstall the applications completely, we will have to reinstall the server prerequisites (IIS, .NET), launch the `setup.exe` from `telisca_setup` and then paste the backed up files over the newly installed one.

You can also use an image of the whole drive that can be restored on a new server.

On virtual machines like VMWare ESX it is possible to take and restore snapshots of the server.

## 7 Troubleshooting

### 7.1 Jabber tab not showing

Make sure the configuration file is retrieved by the local Jabber by checking the local config files here:

```
%appdata%\Cisco\Unified Communications\Jabber\CSF\Config
```

A badly formatted config file can also disable all the tabs because Jabber cannot parse the XML correctly.