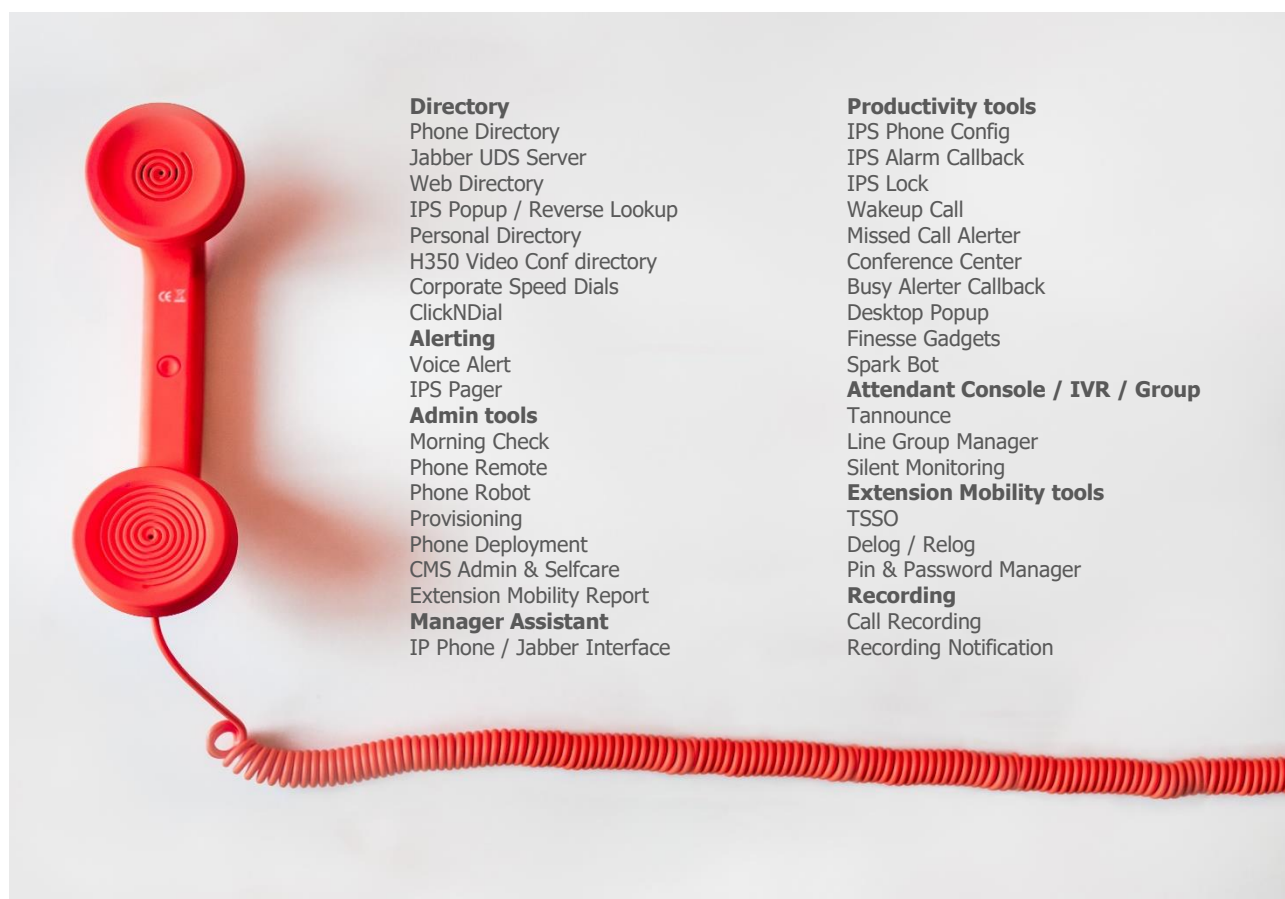


Administrators Guide

IPS Manager Assistant



Version Setup: 7.4.x

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1 Product description

1.1 Overview

IPS Manager Assistant permits managing, in a simple way, Manager / Assistant call filtering via the IP Phone of the Manager or of the Assistants. Day to day call filtering is facilitated by the use of shortcut buttons.

It is possible to define white lists and a bypass prefix. IPS Manager Assistant also permits the management of redirects toward a personal number, and to filter then consult the Manager on a personal number.

One assistant may manage several managers, and several assistants may manage a manager, with a notion of priority. The assistant may place himself in unavailable in order to redirect the filtering toward other assistants. A number of sharing solutions among assistants are also available (busy, multiple calls, no answer, interception).

IPS Manager Assistant may be completely operated from the IP Phone or a Webex Desk.

An optional Web interface is also available, in particular to be called from a Jabber tab. It permits the same configuration functions as the IP Phone interface.

The objective of this solution is also to simplify the work of the administrator, by permitting a centralized administration, the definition of managers and assistants may be modified in real time during production. IPS Manager Assistant is compatible with Extension Mobility mode.

1.2 Architecture

Filtering is based upon the forwarding of the Manager's line toward a CTI port. A CTI treatment is triggered when the call rings on the CTI port in order to redirect the call to the Assistant or transfer it to the Manager, while at the same time triggering possible notices for interception.

Starting with CUCM 10, IPS Manager Assistant uses an External Call Control Profile associated to the Manager's line, which queries the application to know if the call should be redirected to the Assistant or to the Manager. This solution makes it unnecessary to program the forwarding.

IPS Manager Assistant also effects a dynamic filtering, which permits the definition of numbers which are excluded from filtering. It also permits the Manager to intercept a filtered call.

IPS Manager Assistant assigns an illuminated button (BLF) to supervise the Manager and Assistant line, as well as the status of filtering.

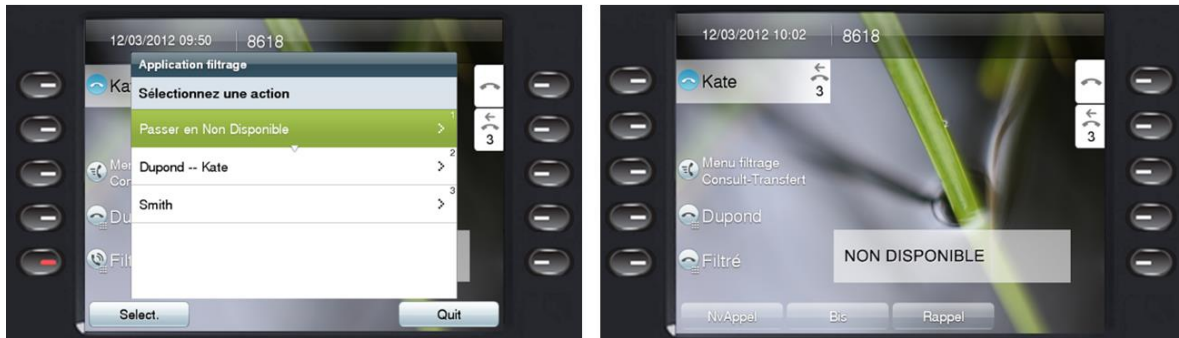
1.3 Assistant IP Phone user interface

An Assistant associated to a Manager or several Managers can activate or disable filtering of Managers calls by pressing a filter button or via the XML menus. Depending on the administration's configuration, the Assistant can also set call forward of Manager's line: to a personal phone number (configured from the IP Phone interface), to voice mail or to any number.

When calling the filtering service directly from a button (Service URL button), the application displays a contextual menu, indicating the actions 'Activate Filter' or 'Cancel Filter' with the name of the manager. Depending upon the configuration, the assistant may also define the forwarding of the Manager's line toward his personal number, voicemail, or another number.

The Assistant can also set the 'Not available' status when he/she is not available. If the Assistant selects 'Not Available', the filtered Manager lines are forwarded to the assistant defined (via administration) as priority n+1. If no Assistant associated to the Manager is available, filtering is

terminated or the line forwarded to Voicemail. When the Assistant becomes available again, the filterings related to the Managers are reactivated, and they are forwarded to the Assistant's line



A screen banner displays the status of the transferred lines. An icon indicates that the line is filtered (forwarded to this line) or forwarded to the defined personal number (generally the mobile) or forwarded to voicemail. The label for the Manager may be defined via administration. On the models 7940/7960 (with extension), up to six managers may be displayed. On models 7941 to 7975, 8851, 8861, 8961, 9951, 9971 up to 9 managers may be displayed (with extension). The width of the banner is dynamic in order to minimize the obscuring of line labels.

The Manager may be filtered, then forwarded to a personal number when the assistant transfers the call to him. The manager may also select the 'Do Not Disturb' status. In this case, an icon alerts the Assistant. The calls are filtered, but the assistant may no longer transfer calls. .

The buttons (on the right of the screen here below) may be used for:

- Activating the IPS Manager Assistant service (SURL)
- Supervise and call the Manager's line (BLF)
- Supervise/Change the filtering status of a Manager (BLF).

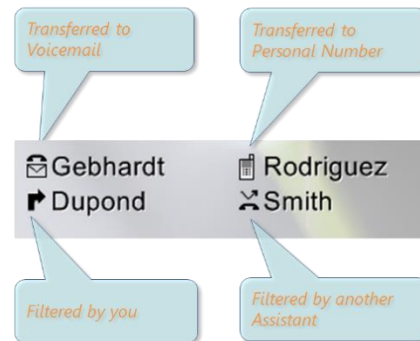
The applications administration can automatically change the buttons (BLF) for one or more Managers.



In this example, an Assistant is associated to two Managers: Verney is not filtered, but Guibert is filtered, which is visible via the banner but also via the Filter button which is illuminated. Pressing the extinguished filter button activates the filtering and the button illuminates.



On this 8961 screen copy, the Assistant is associated with three Managers: Dupond is filtered, Gebhardt not filtered and Smith forwarded to his mobile. The BLF associated with the other Managers are displayed on the IP Phone extension.



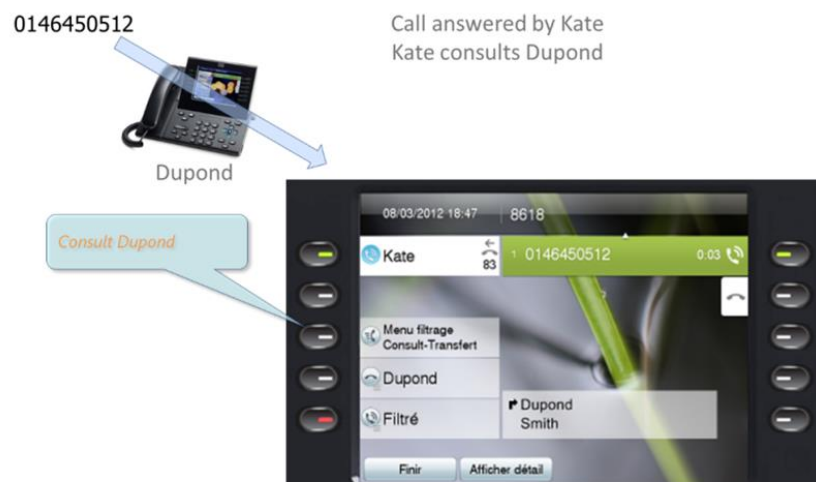
Ease of Use

To facilitate the management of filtering, the Assistant may perform the standard tasks of filtering by pushing a single button.

When a call rings on the Assistant's extension, the Assistant may visualize for which Manager it is intended. If the Manager is expecting this call, she may directly forward the call by pressing the filter button. If not, the Assistant answers the call.



The Assistant consults the manager by pressing the filter button. However, many managers are handled, a single button is used to minimize the risk of error.



The Assistant transfers to the Manager by again pressing the filter button or the Assistant ends the consultation call to resume the incoming call.

0146450512

Transfer to Dupond



Cooperation among assistants

When the Assistant is in available status but is unable to handle properly the filtering request, for Assistants associated to the same Manager, several cooperation or work-sharing solutions are available:

- Interception screen on the IP phones of the other Assistants,
- Forwarding on busy to the first available assistant,
- Redirection on multiple call to the first available assistant,
- Redirection on no answer to the first available assistant.

1.4 Manager IP Phone user interface

The Manager can activate or disable filtering from the IP Phone, by pressing a filter button or using the XML user interface. The Manager may forward the calls to a personal number (generally the mobile number), forward to voicemail, or supervise the status of forwards.

When activating the filtering service via the Services menu or directly via a Service URL button, the application displays a contextual menu.

With the option transfer to personal number, the Manager may define and save a mobile number and activate/cancel the forwarding. It is also possible to activate filtering and transfer the Assistant's calls toward this personal number.



The application's administration may define automatically a button to activate the application (SURL), a button (BLF) to supervise the Assistant's line, and a button (BLF) to indicate the filtering status. When pressing this last button, the filtering status is also changed: if extinguished, it activates filtering and is illuminated; if illuminated, filtering is stopped and it extinguishes.

Filtering status is displayed in a background banner.



With a 9971 IP Phone, the Manager's user interface is as follow:

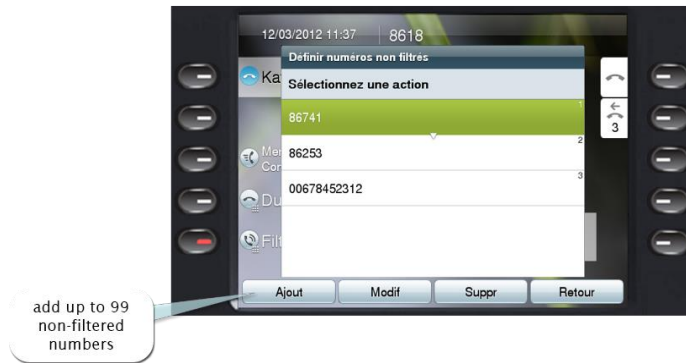


Filter Override

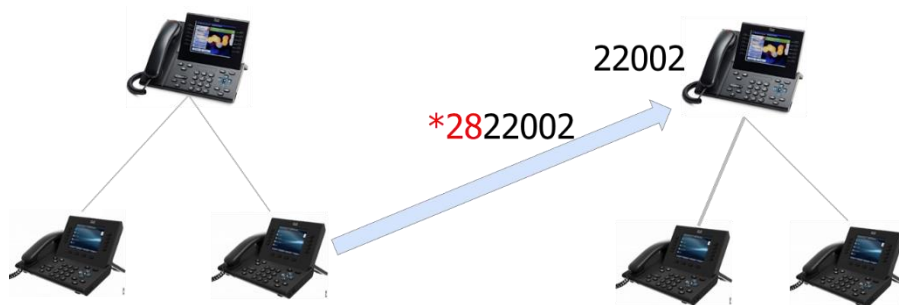
Another Assistant associated with a Manager may intercept a call directed to a filtering Assistant, if, for example, this Assistant is already on a call. The intercepting Attendant may handle the call and transfer to the Manager.

The Manager and even Assistants may define personal numbers which are not filtered. These are added to numbers which are defined globally via administration and to those which are associated to the additional assistants associated with the Manager. Optionally, it is also possible to define external numbers.

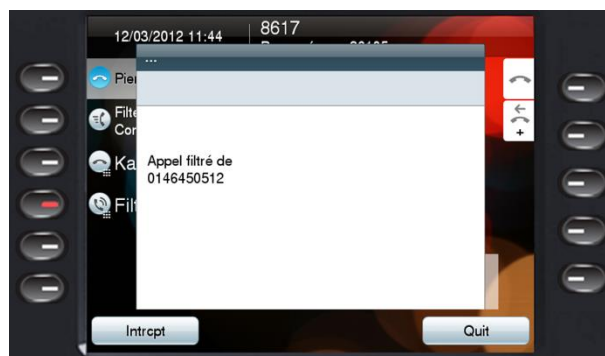
via the Manager or Assistant IP Phone



It is also possible to define filtering override prefixes, which permit other Managers and Assistants directly to call a Manager by preceding the Manager's number with this prefix.



The manager may also optionally receive a 'Popup' screen on the IP Phone when a filtered call rings on the Assistant's extension. Via this screen, the Manager may optionally intercept the call.

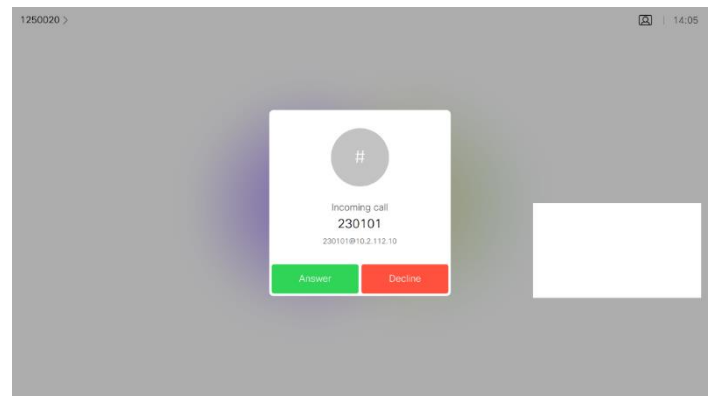
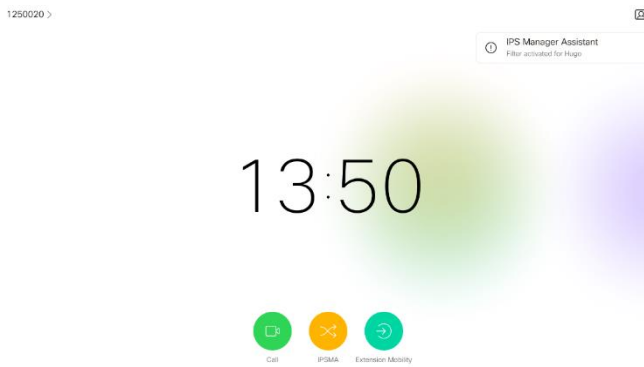
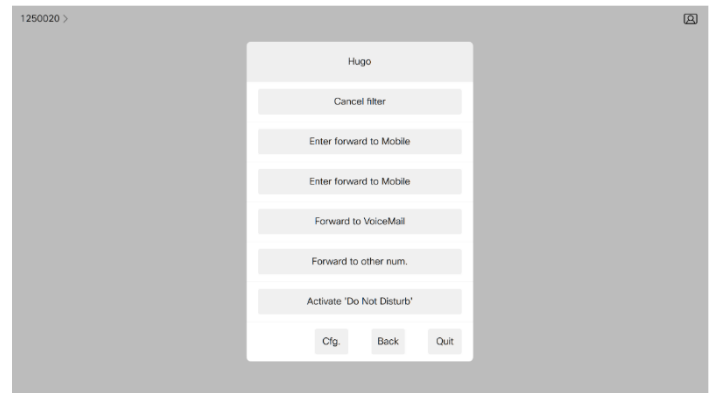
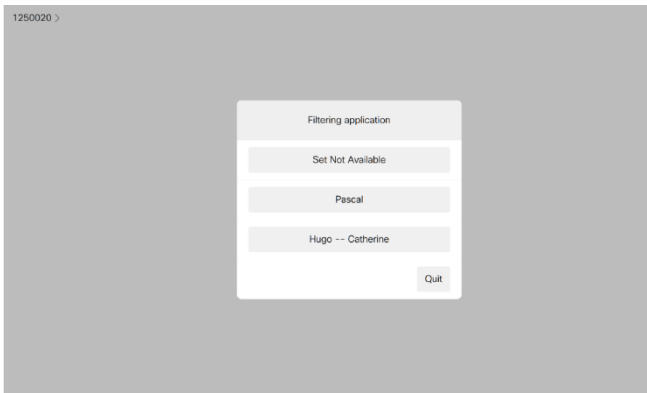


Otherwise, if a call arrives on the Manager's extension when his line is not filtered, the Manager may directly redirect the call to the attendant's line.

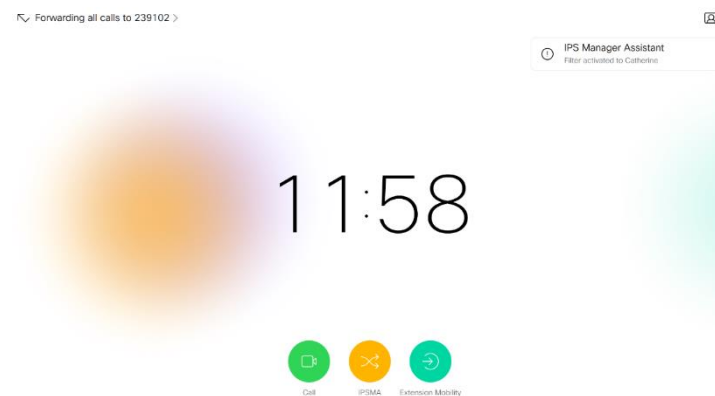
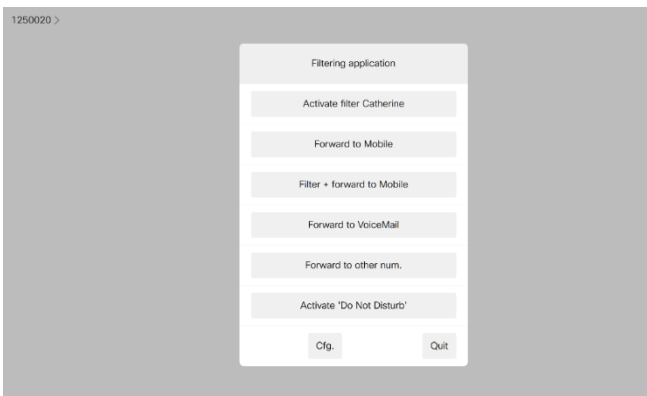
1.5 Interface for Webex Desk

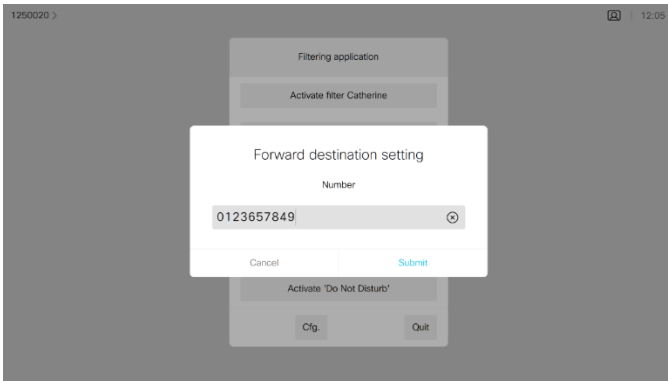
Below are screenshots of this feature via an assistant phone and a managers phone.

Assistant

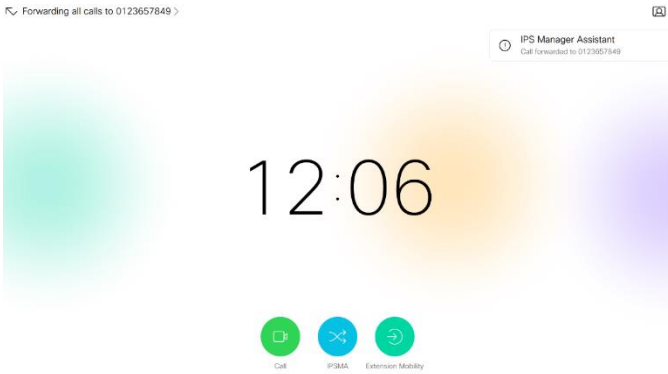


Manager





Forwarding all calls to 0123657849 >



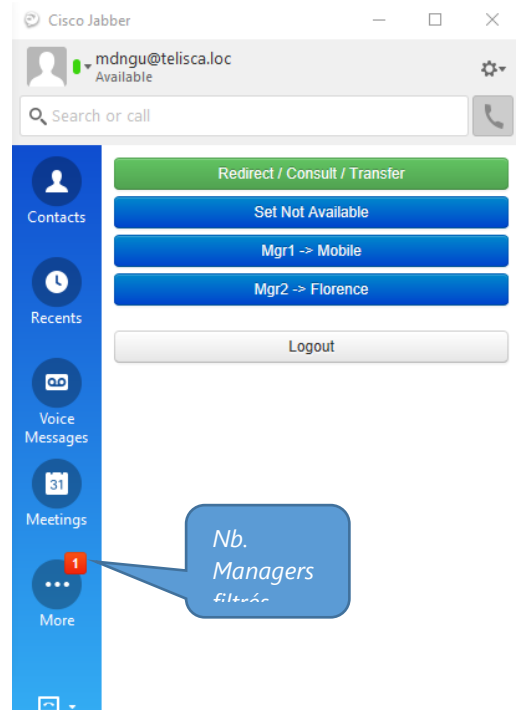
1.6 Interface Web for Jabber

An optional Web interface is also available. It offers the same features as the IP Phone interface. This interface may function within a Jabber tab.

Authentication may be managed via Windows (Kerberos) where a login is required the first time, and then subsequent recognition is by cookie.

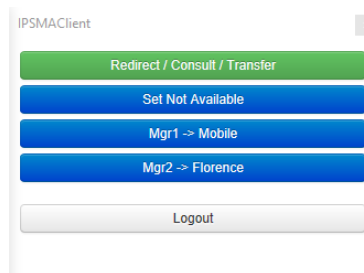
It is possible to check the filtering status which appears as a tooltip (n) on the IPSMA icon tab. With n being the number of filtered Managers on the Assistant side.

NB: This feature is only available on Windows Server 2012 or 2016.



1.1 Rich IPSMA client

IPSMA Web option also contains a rich (thick) client application that can be installed on Windows PC of the Manager and Assistant. The application is by default iconized in Windows taskbar, a tooltip displays the filtering status. When opened the user interface displays the same layout as IPSMA Web.



1.2 Administration

Configuration is centralized in a telisca administration. Two levels of administration are available, Administrator and Operation.

IPSM Manager Assistant - Assistants Config telisca

MENU Global Parameters BLF Parameters Assistants Managers Batch Trace

>>> Close

Search by: Begin with [Search](#) Nb. Managers:Assistants = 1:2/4

Operation	Type	User name	Line number	Manager/Assistant	User ID	Alerting name
Edit	IP phone	IP Phone ID or device profil	1037	Assistant		
Subscribe	Device profil	Resource description	118008			Duc_Test
Subscribe	Device profile	List all Assistants	1999			
Subscribe	Device profile	7965 Mobility Profile	111111		4060	
Subscribe	Device profile	DP_7960	1070		1070	Verney
Subscribe	Device profile	DP_7970_1070	118009			Duc_Test_ClickNDial
Subscribe	Device profile	DucTest_IPC_Profile	1115		4045	
Subscribe	Device profile	Mgr. 7975	1024			
Subscribe	IP phone	SEP0004F2E1F559	Auto 1024			
Subscribe	IP phone	SEP0008BD905886	Auto 1020			
Subscribe	IP phone	SEP0013C412C578	Auto 1042			
Subscribe	IP phone	SEP0016C7682B04	Auto 1003		3001	
Subscribe	IP phone	SEP001B54CA0D1D	Auto 1041			
Subscribe	IP phone	SEP001E4A922358	Auto 1045			Dmitry
Subscribe	IP phone	SEP001E4AF355A7	Auto 1036			jmlacoste
Subscribe	IP phone	SEP002414B37A58	Auto 1033			rdurand
Subscribe	IP phone	SEP0024C4FE380F	Auto 1044			jeanne

The definition of Managers / Assistants is effected in a centralized manner via the Web interface of IPS Administration. The interface permits the definition of Managers and Assistants, to associate Managers to one or more assistants with an order of decreasing priority and to define the utilization parameters of each Manager. The interface subscribes to service by IP Phone or Device Profile, defines the Service URL buttons, the Manager SoftKey Template of the Manager, the Phone Button Templates, the Speed Dial BLF (for supervising the Manager line and the filtering status).

Via the IPSMA administration interface, it is also possible to define the Speed Dials and BLF's not used by IPSMA, to avoid having to use CUCM administration.

Loading of Manager and Assistant configurations may also be effected via batch using a text file. This is particularly useful for migrations of Cisco IPMA toward telisca IPSMA.

1.3 Features

User interface
Up to 9 Assistants per Manager
Up to 9 Managers per Assistant
Full filtering control and configuration via the IP Phone interface
Activate/cancel filtering via button, with illuminated status lamp
Button for dialing, supervision, and interception for Manager and associated Assistants
Forwarding, consultation, transfer, interception via a single button
Optional Web interface (may be integrated in Jabber).
Optional Rich client interface
Screen banner Manager – status and filtering destination
Screen banner Assistant – status of forwarding, filtering of associated Managers
Screen banner on white and black backgrounds, transparent background 89/99XX
Managers and Assistants may be associated with IP Phones or Extension Mobility profiles
Possible to control filtering from two different IP Phones with line shared Manager or Assistant.
User interface available in English, French, German, Spanish, Russian.
Telephone Control
The Assistants associated with the Manager are not filtered
Option for not filtering of external calls
Up to 99 non-filtered numbers may be defined via the IP Phone interface
Forwarding of the Manager toward a personal number
Filtering of Manager calls and transfer of the Assistant toward a personal number
Forwarding of Manager line toward voicemail
Forwarding of Manager line toward another number

Do Not Disturb mode (absolute filtering)
When the Assistant selects unavailable, filterings in effect are reprogrammed toward the other available Assistants
When the Assistant again becomes available, the defined filterings are re-established
Manager may intercept a filtered call
Manager may redirect a non-filtered call via a single button
Assistant may redirect a filtered call to the Manager via a single button
Assistant may consult the Manager via a single button
Assistant may transfer to the Manager via a single button
Assistant may transfer to the Manager by hang-up (with CUCM function)
Filtered calls not answered by the Assistant may be transferred to either the voicemail of the Manager or of the Assistant.
An interception group is defined among the Assistants and optionally the Manager.
While a filtered call rings on the line of the Assistant, a Popup is displayed on the IP Phones of the other available Assistants, allowing them to intercept the call.
During a direct or non-filtered call to the Manager rings on the Manager's line, a popup is displayed on the IP Phones of the available Assistants, allowing them to intercept the call.
When the redirection of a filtered call toward the Assistant fails (busy, logged off, not signed-in), the call is redirected toward an available Assistant. If none is available, the call is redirected toward the voicemail or transferred to the Manager, depending upon parameters.
Depending upon parameters, a filtered call transferred to an Assistant with Multiple Calls may be redirected to another available Assistant.
Depending upon parameters, a filtered call transferred to an Assistant who does not answer may be redirected to another available Assistant.
Depending upon parameters, when the Manager is an Do Not Disturb status calling numbers from his private white list may be filtered or not.
Administration
Administration of IPS Manager allows the automatic configuration of the IP Phone or the profile of Managers and Assistants: (Phone Button Template, Softkey Template, Service URL Buttons, Speed Dial BLF)
The configuration of a Manager and an Assistant may be accomplished in 2 minutes
Two levels of administration : Operation & System/Application configuration
Administration interface is available in English and French
Configuration change is possible via batch mode
Configuration conversion according to filtering mode
SOAP provisioning API
Fault tolerance
Supports primary and backup CTI manager
Supports primary publisher and backup subscriber (read only)
Fault tolerance with Windows Network Load Balancer or external Load Balancer
Host Standby fault tolerance (automatic switchover),
Functions even in the event of Publisher failure (on CUCM 10).
Supports CUCM multi-clusters on a single server

1.4 Requirements

Supported Cisco CUCM:

- CUCM version 10.5, 11.5, 12, 12.5, 14

Available on private cloud company.telisca.cloud

On premise installation:

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

Supported IP Phones are: 6941(*), 6945(*), 7811(*), 7821(*), 7841(*), 7861(*), 7925(*), 7926(*), 7940(sccp), 7941, 7942, 7945, 7960(sccp), 7961, 7962, 7965, 7970, 7971, 7975, 8811, 8821, 8841, 8845, 8851, 8861, 8941, 8945, 8961, 9951, 9971. The DX 650, DX 70, DX 80 uses Android client.

(*): Without background banner.

With Web option: Jabber

The IP Phone and Web client interface is available in English, French, German, Spanish, Russian and Turkish.

1.5 CUCM settings

- The Service Parameter Call Forward Override must be set to true.
- A Softkey template or Features Control Keys template with the 'CFwdALL' SoftKey disabled, must be defined to avoid a mismatch between the information displayed on the banner and the programmed filtering.

1.6 Fault tolerant operation

IPS Manager Assistant supports an optional fault tolerant operation in Hot Standby. Two servers are synchronized. The backup server, in standby mode, monitors the primary server and may become active for the CTI Server module.

Queries originating from IP Phones are sent to a virtual IP address. The solution operates by activating the function Network Load Balancing of Windows 2008/2012 (Standard or Enterprise) or by deploying an external Load Balancer or intelligent DNS.

1.7 CUCM APIs used by IPSMA

1.7.1.1 AXL SOAP

AXL SOAP is an interface to CUCM Publisher that enables read/update in the CUCM configuration database.

In the administration, IPSMA uses AXL SOAP to list IP Phones or device profiles and get information on IP Phones, device profiles, lines, and associated users.

During the administration process, IPSMA updates the IP Phone and device profile to create a Service URL button used to call the application and Speed Dial BLFs to call/monitor Manager/Assistant as well as filtering CTI ports and setting some other parameters.

When the Manager or the Assistant uses IPSMA to set or cancel filtering, IPSMA reads and updates the line "Forward All" destination. The Manager line is forwarded to the Assistant line or, if CTI filtering mode has been enabled, to the filter CTI port created for all Manager/Assistant association.

In filter mode with forwarding to an Assistant with assistant pickup option, when several Assistants are associated to a Manager, a translation pattern is used to change the calling party with the currently filtering Assistant DN to enable all Assistants to call or transfer to the Manager.

1.7.1.2 Extension Mobility SOAP

This is a web service interface to Extension Mobility Service, which provides information on the user Extension mobility status.

It is used by IPSMA to find the IP Phone on which a defined device profile is logged. This is necessary for the administration to be able to restart the IP Phone to take into account the configuration changes. It is also used by IPSMA to push http requests to the IP Phone used by the Manager or Assistant in order to update the background status.

1.7.1.3 JTAPI

JTAPI is the CTI socket-based interface to CUCM CTI Manager Service.

IPSMA uses JTAPI to:

- Register CTI filtering ports (one per Manager/Assistant association)
- Register a CTI route point (called by CTI ports)
- Connect/Hang up CTI port (to light filter BLF)
- Monitor CTI port (to detect filter status change action when user press the filter BLF)
- Monitor CTI port (if CTI filtering mode is enabled, to exclude non filtered numbers)

1.7.1.4 Flow requirements

The following network flows must be opened for IPSMA:

Source	Destination	Protocole
IPSMA server	CUCM server	https 8443 (AXL SOAP, mobility) TCP 2748 (JTAPI)
Administration PC	IPSMA server	http (80) or https (443) Web interface
IP Phone	IPSMA server	http get (80) XML interface
CUCM server	IP Phone	http post (80) to Push status

1.7.1.5 Failure mode

When the IPSMA server is not running, the function's statuses are as follows:

- No calls are lost
- It is not possible to change filter status
- Filter status banners on IP Phones are cleared
- Filter BLFs are not lighted and the presence icon is cleared
- When calling application from the Service URL Button, the application is unavailable.
- If Manager's calls were filtered before the server went down:
 - In forward mode or forward + pickup mode: calls are always filtered by assistant. The Manager can see it is filtered on the IP Phone (arrow in the top/right corner).
 - In CTI filtering mode: calls are not filtered. The calls are still forwarded to the CTI port. As it is no longer registered, the call is forwarded again to the Manager (as defined by the Administration by CTI line forward condition).

1.8 Sizing rules

1.8.1.1 Server sizing

Server configuration for up to 2500 Managers and Assistants requires the following:

- 1 vCPU
- RAM 4GB
- Disk 70GB

Server configuration for up to 5000 Managers and Assistants requires the following:

- 2 vCPU
- RAM 6GB
- Disk 100GB

Note: The number of devices that can be monitored by CTI per CUCM depends on the CallManager version. Please check with the official Cisco documentation. Examples: 2500 max for 6.0 and 7.1, 3200 for 7.1.3, 5000 for 8.6.

1.8.1.2 CTI load

A CTI port is registered and monitored for each Manager/Assistant association.

To evaluate the workload on the CTI Manager, it must be considered that when CTI filtering is not enabled, the call state changes on the CTI port are limited to the filter status changes (four to six times a day), so BHCA on the CTI port is less than one.

When CTI filtering is enabled and the Manager is filtered, all calls to the Manager are forwarded to the CTI port, so the CTI port BHCA is then the same as the Manager's BHCA.

1.8.1.3 XML data flow

Here is a calculation of the data flow throughput between the IP Phone and IPSMA server.

Displaying an XML screen on the IP Phone creates a flow of 800 bytes to 1200 bytes, including http overhead. For a push request, an additional 800 bytes are transferred.

By default, a push to refresh status is sent every five minutes to the IP Phone. Changing status (four to six times a day, less than one per hour) will also generate 1 to 3 XML screens and 1 to 2 pushes.

The maximum data flow for one hour will then be approximately $12 \times 2000 + 2 \times 1000 + 2 \times 2000$ bytes = 20 KB/hour.

1.8.1.4 Security

The Web-based administration interface is protected by a login/password. Authentication is Windows based (NTLM). Users can be defined in the domain or on the local server.

The user must be part of the "Administrators" group or the "teliscaAdmin" group on the local server.

An SSL certificate is installed on the server to offer https connection to administration.

The administration saves CUCM configuration information in an XML file, including Application User login/password. Passwords are saved in AES encrypted (with private key) format.

The application internal architecture is SOA based. Exposed Web Services are limited to be accessed only by a local IP address and/or protected by an AES encrypted key generated with a private key from the method's parameters.

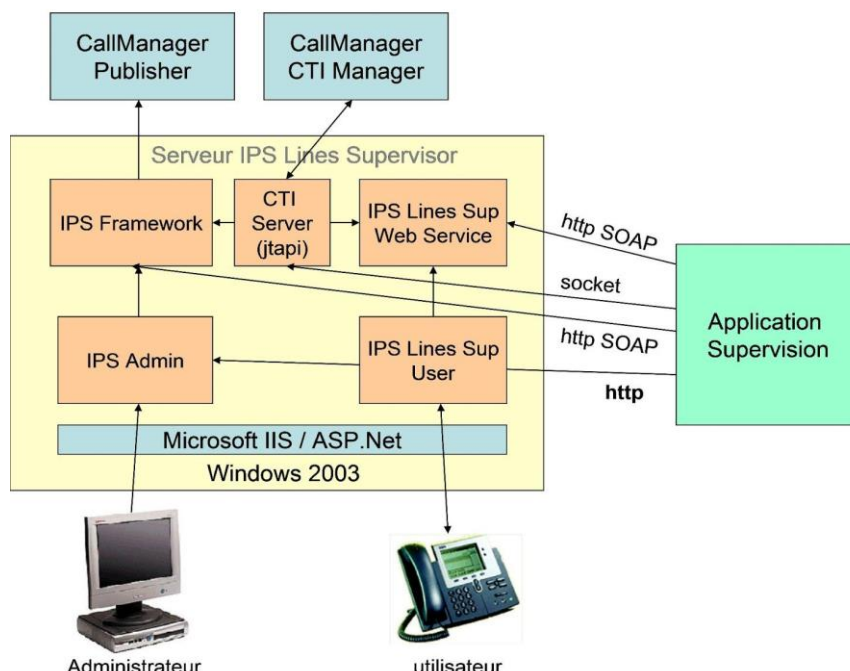
The IPSMA server IP address cannot be viewed from the IP Phone user interface or configuration nor from CUCM User interface.

1.8.1.5 telisca applications monitoring

Telisca IPS Framework and CTI server can be monitored via centralized monitor application as well as Windows system and Microsoft IIS.

An http URL is provided that can be polled periodically. It returns a simple text response that can be easily parsed to check that the application is running correctly.

The internal architecture is described hereafter:



The monitoring URL is <http://host/IPSCFG/admin/monitor.aspx>.

It returns health information on different components (IPS Framework, CTI Server, IPS Lines Supervisor).

It is possible to select one component by adding the 'mod=' query parameter as follows: <http://host/IPSCFG/admin/monitor.aspx?mod=CTI> in order to monitor the CTI server only.

Different modules are identified by the following IDs:

- IPSWS: IPS Framework
- IPSSLUP: IPS Lines Supervisor
- CTI: CTI Server

The result sent by the URL is in text format:

ID=result|ID=result|... (Result can be 'OK' or 'ERROR:description'), '|' character separate the answers for the different modules.

Example, without error, for three modules:

IPSW=OK|IPSSLUP=OK|CTI=OK|

Example, if CTI server is not running:

```
IPSW=OK|CTI=ERROR:Aucune connexion n'a pu être établie car l'ordinateur cible l'a  
expressément refusée|IPSLSUP=OK|
```

Note: As the method is executed synchronously, an important timeout (i.e., 12 seconds) should be allowed to get the full description of timeout error as above.

Example, CTI server cannot connect to CTI Manager:

```
CTI=ERROR:INIT=OK;CNX_JTAPI=STARTING;TERMS_OBSERVED=;CTI_ROUTE_POINT=N/A;CTI_PORTS  
=N/A;AUDIO=N/A;REC_DN=N/A|
```

Example, IPS Framework cannot connect to publisher by AXL SOAP:

```
IPSW=ERROR:AXL SOAP CONNECTION|
```

When applications are restarted (at night) or during the maintenance process, the monitor URL may return an error.

2 Administration

2.1 Overview

Administration is Web-based and secured by an administrator's login/password.

Administration is used to define the system configuration in order to be able to interface with CUCM using AXL SOAP, Extension Mobility, and JTAPI APIs.

An Application User must be defined as part of the following groups:

- CCM Super User
- CTI Enabled
- CTI Allow control of all devices
- Standard CTI Allow control of phone supporting Connected Xfer or Conf

The Administration is also used to define the default configuration parameters of the IP Phones and device profiles used by the Managers and Assistants: Phone Button templates, Softkey template, and Subscribe CSS.

The Administration is used to define the global IPSMA parameters.

The Administration is used to associate an IP Phone or a device profile with a Manager or an Assistant with several parameters as well as to associate Managers with Assistants. When validating the configuration, the Administration updates the IP Phone or the device profile to create a Service URL button and Speed Dial BLF, and to set global parameters. It also creates the CTI ports used for filtering.

2.2 Login

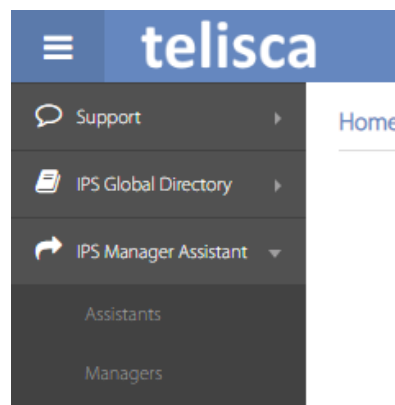
Administration URL is

<http://xxx.xxx.xxx.xxx/IPSCFG/admin>

or

<https://xxx.xxx.xxx.xxx/IPSCFG/admin>.

IPS Administration requires a local administrator login/password that must be part of the "Administrators" or "teliscaAdmin" group. If user is part of the group "teliscaProd," he/she can only access the Assistant's and manager's subscriptions.



Accessible tabs using a telisca production user

Note: The administration has been designed to be used by one administrator at a time. Concurrent updates are not supported.

2.3 System configuration

From the IPS Administration Global/Config CUCM screen, the following values must be set:

- CUCM's publisher IP Address or DNS
- Application User login and password
- CUCM version
- Maximum number of AXL Write/mn which has been set via CUCM Administration in CUCM System Parameters (Advanced section). This value must accept sufficient configuration setting + filter status changes. The configuration of a Manager with one associated Assistant executes 4 AXL writes + 2 by additional Assistant. Each time a Manager's filter status is updated, one AXL write is executed.

The screenshot shows the 'AXL SOAP interface' configuration page in the telisca web interface. The page is titled 'AXL SOAP interface' and is part of the 'Global configuration / Configuration' section. The configuration fields are as follows:

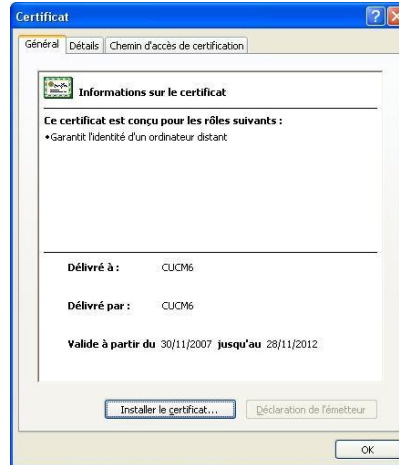
- CUCM Publisher host ***: 172.16.5.10
- Backup CUCM host for AXL (read)**: (empty)
- CUCM Application User ***: telisca
- Password**: (masked with dots)
- Test**: 10.5.1.10000(7)
- Current CUCM version saved in config**: 10.5.1.10000(7)
- CUCM Extension Mobility host ***: 172.16.5.10
- Backup CUCM Extension Mobility host**: (empty)
- TFTP server address**: 172.16.5.10
- Unity Connection host**: (empty)
- Use different credentials for Unity Connection**:

The **IP Phone address list** section includes:

- Device List load mode**: Loaded at defined time from CUCM
- Reloaded a following times hh:mm**: 06:30, 08:30, 09:30, 13:30, 18:30
- Phone name's prefix loaded in cache (separated by ,)**: SEP
- Reload IP Phone list**: Load, View IP Phone List, Clear all list

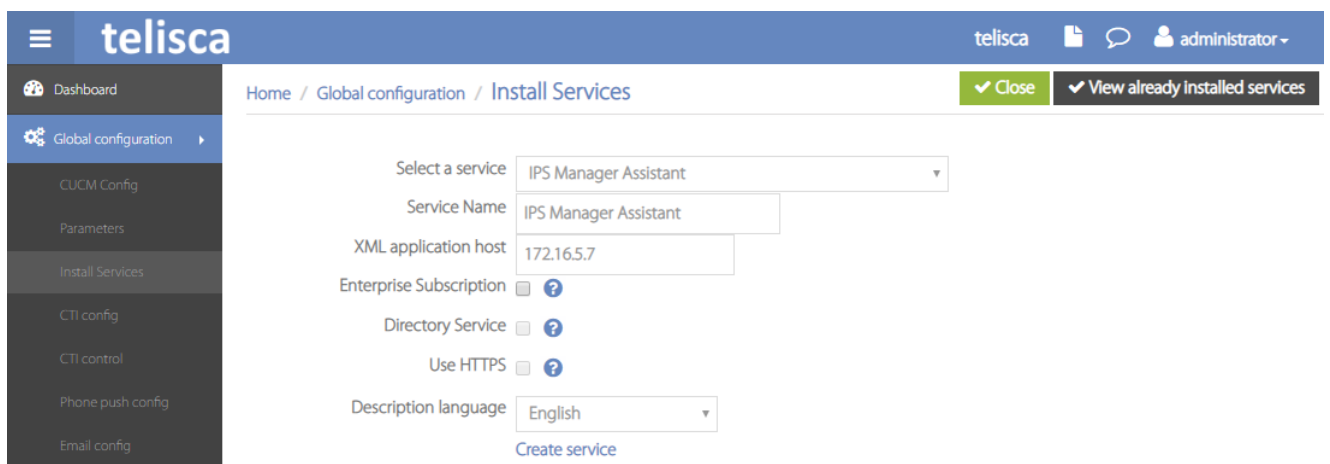
At the bottom of the page, there is a link: [Display advanced parameters](#)

Note: To avoid delays due to SSL in AXL SOAP https request, it is better 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 Web browser and clicking on the red URL header, then installing the certificate as seen below.



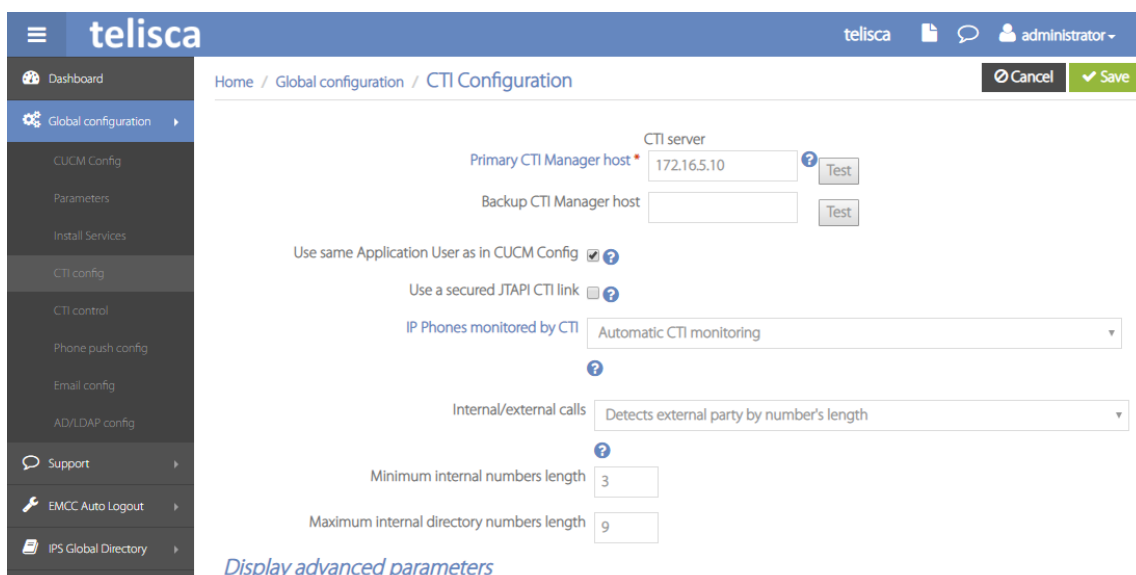
2.4 Create the IPSMA IP Phone Service

From screen IPS Administration Global/"Install Service," create the IPS Manager Assistant service on CUCM. Choose the label you want to see in the IP Phone Service menu. If possible, choose the same label as the one defined for the Service URL Button.



2.5 Define CTI configuration

From IPS Administration Global/Config CTI screen, define the CTI configuration of telisca CTI Server.



The same Application User is used to connect to the JTAPI provider.

A CTI server primary and backup address should be defined. You can have IPSMA working with the additional IPS Fault Tolerance module.

The "IP Phone monitored by CTI" selection should be set to "Automatic and dynamic monitoring." In this mode, the CTI ports required to be monitored by IPSMA will be created automatically. The IP phone will be created temporarily in the CTI provider just to push the status banner to the IP Phone and then removed.

If Cisco JTAPI client is not yet installed on IPSMA server, a red button is visible on the top left corner. By clicking on it, you can download and execute JTAPI installation from CUCM's server. It should install a JTAPI.jar library in directory %WINDIR%\java\lib (on Windows 2003, c:\windows\java\lib).

CTI Server will be restarted at night at the specified time. This time must after the IPS Framework restart time.

2.6 Functional parameters

Here is a list of global functional parameters defined in IPS Administration.

Name	Description
Use Speed Dial BLFs	BLFs are used to monitor Manager's or Assistant's line and filter status. By pressing filter BLF, filtering status is toggled. (1)
Filtering Mode	<ul style="list-style-type: none"> • Forward to Assistant • Forward to Assistant + call pickup: when several assistants are associated with a Manager, set a translation pattern that changes the calling party to be able to dial the Manager. Manager's line BLF monitors this translation pattern. • CTI filtering: Allows to define a list of unfiltered numbers, associated assistants are not filtered, "Do not Disturb" mode. (2) • ECCP filtering: same possibilities as CTI filtering.
List of global unfiltered phone numbers prefixes	Use to avoid accidentally filtering voicemail.
Inverse video banner status (default value)	Filtering information is written in white on a black background.
Filter status banner on Manager's phone (default value)	May be also set at Manager's level.
Filter status banner on Assistant's phone (default value)	May be also set at the Assistant's level.
Enable Service URL button on Manager's IP Phone (default value)	May be also set at Manager's level. (1)
Label for Service URL button	Used to call IPSMA Service; may be the same as the IP Phone Service available from the menu or eventually shorter. (1)
Label for personal forward number	Ex: "mobile" or "perso"
Label for monitor BLF	Default: "*"," replaced by Manager or Assistant name. (1)
Label for filter BLF	Default: "filter" (1)

"Not Available" menu item	Used to inform that the Assistant is not available and change filtering destination to another available Assistant. Values available are "Never," "always," and "only if several Managers are associated with the Assistant."
Forward to other number (default value)	Enable setting forward (from Manager's or Assistant's IP Phone) for a temporary destination number entered when forwarded. This function is linked to user's option Forward personal number when enabled.
Authorize Assistant to view and change unfiltered numbers (default value)	In CTI filtering mode, the Assistant may or may not be able to read or update the unfiltered numbers using XML interface.
Assistant's Line BLF on Manager's IP Phone	Can be disabled, or monitors Line or Line + Call pickup. (1) May be also set at Manager's level.
Manager's Softkey template	Softkey template to apply on Manager's IP Phone. Must have "FwdAll" Softkey removed. (1)
Manager's and Assistant's Phone Button Template	Phone button template to apply depending on IP Phone model, protocol, and extensions. (1)
Authorizes the Manager to pick up filtered calls (default value)	When a filtered call rings on the Assistant's Phone, a Popup screen appears on the Manager's phone, from which he/she can pick up the call.
Audio notification on filtered calls (default value)	An audio notification is played while displaying the Popup screen.
Authorizes the Manager to divert unfiltered calls (default value)	When an unfiltered call rings on the Manager's Phone, the Manager can divert it to the Assistant by pressing the filter BLF.
Save unanswered filtered calls in Assistant's voicemail (default value)	When a filtered call is redirected to the voicemail because the Assistant did not answer, the Original Called DN is changed to the Assistant's DN so that the voicemail is stored in the Assistant's voicemail.

Warning: All the parameters marked with a "1" require the Manager's or Assistant's definition to be created or updated. Parameters marked "2" (i.e. filtering mode) require the user to click on the batch update button in Batch screen in order to take previously configured Managers and Assistants into account.

Here is a list of user level functional parameters defined in IPS Administration:

Name	Description
Alternate IP Phone	The Manager or Assistant can use IPSMA XML interface from a secondary IP Phone sharing the line with the main IP Phone.
Manager has a Service URL button to call XML application	Can be disabled if Manager uses only BLF to set/unset filters and does not set Forward to personal number or voicemail. (1)
Assistant's Line BLF on Manager's IP Phone	Can be disabled, or monitors Line or Line + Call pickup. (1)
Assistant or Manager status banner on IP Phone	Can use default value or can be force enabled or disabled. (1)
Assistant can set forward to personal number, enter personal number, and forward to voicemail.	If global option "Forward to other number" is set, can then also forward to another number depending on the user's options at the Manager's level.
Forward to personal number menu item	Can define a personal number and forward to it. IIS global forward other number options and can also forward to another set number.

Forward to voicemail menu item	Manager or Assistant can forward Manager's line to voicemail.
Forward to voicemail when no Assistant available	If the Manager is filtered and no Assistant is available, Manager's calls are forwarded to voicemail or no longer filtered.
Do not disturb menu item	Manager or Assistant can set/unset "Do not Disturb" mode.
Enter list of unfiltered numbers	From "Config" Softkey, the Manager can enter a list of five numbers that will not be filtered (except if "Do not Disturb" is set).
Specific phone template for Assistant	It is possible to define a specific phone template for an Assistant.

Warning: All the parameters marked with a "1" require the Manager's or Assistant definition to be created or updated.

2.7 IPSMA filter mode

From the Filter mode's tab, you must first activate IPSMA CTI services.

Then you will choose the filter process. This choice should be done before the application is used in production as changing the process mode afterward, while possible, is difficult.

2.7.1.1 Use BLF button filter status

Enables activation/deactivation of the managers' line filtering from the BLF on assistants' phones. When the BLF is lit up in Red it means the filter is activated.

2.7.2 Choose the Filter mode

Then you will choose the filter mode. This choice should be done before the application is used in production as changing the mode afterward, while possible, is difficult because you need to run batch process to update phone settings.

The two modes are:

"**CTI filtering**" corresponds to the strategy that consists in forwarding calls to an Assistant over the control of the Telisca CTI server. In such situation, Manager's line is forwarded to a CTI Port (one CTI Port per Manager/Assistant association). When a call rings on the CTI Port, it may be redirected either to the Assistant or to the Manager. In order to authorize redirection of the call to the Manager, **CFA Destination Override** must be set to "true".

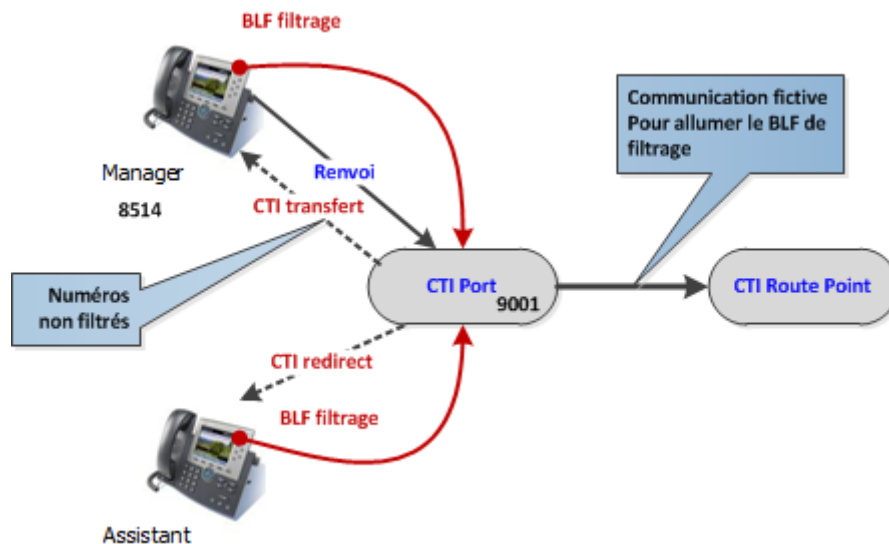
“**ECCP filtering**” corresponds to the strategy consisting in associating the Manager’s line to an External Call Control Profile. This mode is available with CUCM version 10 or more. With this mode filtering status can be changed even if CUCM Publisher is down because it is not requiring Forward setting changes using AXL SOAP.

2.7.3 CTI Filter mode

When the Manager is filtered his line is forwarded to the IPSMA CTI Port that has been created by IPSMA Administration for each Manager/Assistant association. This CTI Port is also used to create a dumb communicatio with IPSMA CTI Route Point in order to light the filter BLF.

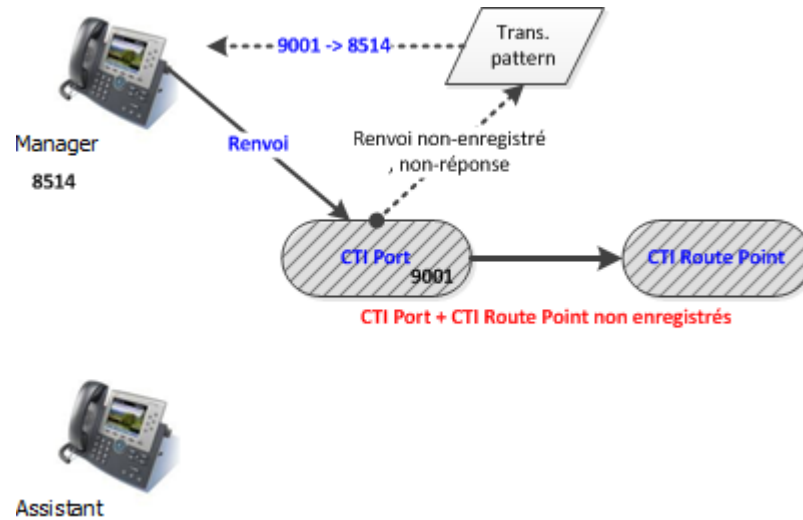
When ringing on the CTI Port an IPSMA CTI process is executed.

If the call needs to be filtered it is redirected to the assistant (using CTI Port Calling Search Space or calling party Calling Search Space, depending of the setting).



If the calling party is an associated assistant or is in the global or personal not filtered numbers list, the call is answered by the CTI Port and transferred to the Manager. The CTI Port is allowed to transfer to the Manager because it is the destination of the forward and the CFA Destination Override has been set to true in CUCM System Parameters.

If IPSMA server is down the CTI Port is not registered then the call is forwarded (Forward on not registered and no answer destination) to a Translation Pattern (by default, * + Manager’s number) created by IPSMA Administration, that changes the calling party to the CTI Port number and redirect the call to the Manager’s Line. In this case the calls are not filtered but not lost.



2.7.4 ECCP filter mode

This mode is available only for CUCM 10 or more. An External Call Control Profile must be defined in CUCM administration to call IPSMA application on primary and backup telisca server. The URL will be by default <http://host:8081/ECCIIPSMA/.name=IPSMA> or <https://host:8444/ECCIIPSMA/?name=IPSMA> (**need to install CUCM certificate on telisca server, see IPSCFG_ADMIN_EN.pdf**).

External Call Control Profile Configuration

Save
Delete
Copy
Add New

Status

Update successful

External Call Control Information

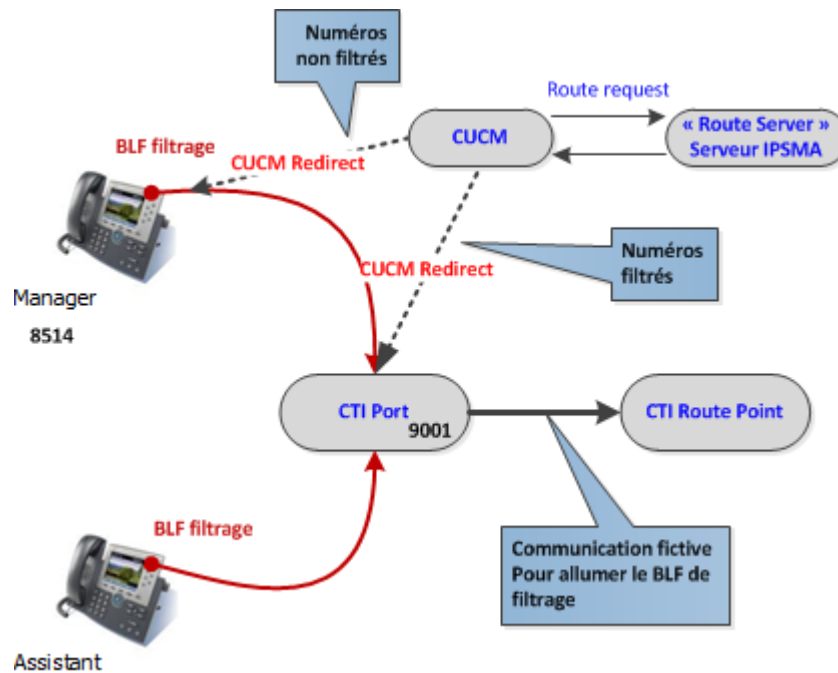
Name*	IPSMA-srv3
Primary Web Service*	http://10.1.1.220:8081/ECCIIPSMA/?name=IPSMA
Secondary Web Service	http://10.1.1.221:8081/ECCIIPSMA/?name=IPSMA
<input type="checkbox"/> Enable Load Balancing	
Routing Request Timer	2000
Diversion Rerouting Calling Search Space	CSS_ALL
Call Treatment on Failures*	Allow Calls

Save
Delete
Copy
Add New

The Calling Search space needs to allow calling the manager's and assistant' line.
 The timeout needs to be set to 2 seconds.
 On timeout the call should continue and ring the Manager.

When provisioning a Manager, IPSMA associates the ECCP to the Manager's line

In this mode, the CTI port is only used to lighten the IPSMA BLF by creating a dumb call with IPSMA CTI Route Point.



If IPSMA' server is down, the ECCP does not answer and on timeout (after 2 seconds) the call rings on the Manager's line.

Before a call rings on the Manager's line the ECCP send a request to IPSMA which answers either to redirect the call to the assistant's line or just continue and ring on the Manager's line when the Manager is not filtered or the calling party is in the Manager's White list.

For these two filtering modes, following features are available:

- Internal numbers may not be filtered (option at Manager level).
- Not to filter a global list of numbers; numbers may be specified as complete number or prefix.
- Automatically avoid filtering all Assistants associated to a Manager. This is required to allow another Assistant to pick up the call ringing on filtering Assistant's line or to allow the call to be transferred to the Manager.
- Define (from the Manager's IP Phone) a list of 99 phone numbers that will not be filtered.
- Manager's Mode "Do Not Disturb." In this mode, all calls are filtered, and even the Assistant cannot call the Manager.
- Define a call forward override prefix allowing to directly call the Manager.

Warning: after changing of filtering mode, you must go to the Batch screen to change the configuration and forwards of existing Assistants and Managers. You must also restart the CTI Server. This operation should not be done while in production.

In CTI filtering mode, when the Manager receives a call, it is forwarded to the CTI port. The CTI application detects that the original called number was the Manager's number. In this case the CTI application checks if the caller number is in the list of unfiltered numbers. If this is not the case, the call is redirected to the Assistant. Otherwise, it checks if the manager mode is set to "Do Not Disturb." If so, the call is redirected to the Assistant. If not, the call is transferred again to the Manager.

In case of incoming external call, the application may add a prefix to the calling number before comparing it to the list of numbers not to be filtered.

Note: In CTI filter mode, if the Manager is busy (all lines are busy, according to busy trigger parameter), the Assistant currently filtering will not be able to call the Manager and will be put on hold by the CTI port instead of getting a "busy" tone.

2.7.4.1 Translation pattern prefix

If the CTI port is not registered (i.e., the IPS Manager Assistant is not running) or the filter process cannot be executed within two seconds, the call is forwarded to a translation pattern, as defined in CTI port's line forward settings. This translation pattern is built by adding the defined prefix to the CTI port directory number. The translation pattern redirect the call to the Manager changing the calling number to the CTI port number so that the call is not forwarded again. (When Call Forward All Override is enabled, the destination of the forward is authorized to call the forwarded number.)

Note: If the prefix used for the Translation Pattern is modified, then a "batch" update is required to create corresponding Translation Patterns to be used by IPS Manager Assistant.

2.7.4.2 Force CTI monitoring of Mgr/Ass phones

If some features are enabled, the Manager's and/or Assistant's IP Phone will be automatically CTI Monitored. When pushing IPSMA's banner status on the phone, it is also temporary CTI monitored. It may be necessary to force the CTI monitoring to accelerate the banner's push or to avoid the banner to disappear in some case.

2.7.4.3 Filter override by prefix

In CTI filtering mode and with CUCM version 8.5 or higher, it is possible to authorize a number to call directly a filtered Manager by adding a prefix before the Manager's number. To make it possible, the Administrator has to create a translation pattern with the selected prefix that will be removed in the transformed called party. The translation pattern must call an External Call Control with the URL `http://host:8081/ECCIIPSMA/`.

Warning: On CUCM 8.5 and 8.6, it is necessary to restart CUCM service after creating the External Call Control Profile".

2.7.4.4 Calling Search Space used to redirect filtered call to Assistant

When a Manager is filtered (in CTI Filter mode), the Manager's line is forwarded to a CTI Port. When the call rings on the CTI Port, if the calling party is not excluded, the call is then redirected to the Assistant's line. The Calling Search Space used may be the calling CSS or the CTI Port CSS. By default the calling CSS is used, but if a Translation Pattern has updated the CSS, the change is lost and the original CSS is used.

2.7.4.5 Voice mail directory number

When the redirection of a filtered call to the assistant fails (busy, not logged, unregistered, ...) the call is redirected to another available assistant. If none is available, the call is either redirected to the Voice Mail or transferred to the Manager depending on the default and Manager by Manager setting 'Forward to voicemail when no assistant is available'.

2.8 Global parameters

IP SMA global parameters can be set from IPS Administration: Manager Assistant/Global Parameters tab.

Warning: Most of the parameters changed in this screen will be taken into account only when creating or updating the Assistant's or Manager's definition. See online help for more information.

Home / IPS Manager Assistant / Manager assistant global parameters

Cancel Save

IP Phone session timeout(mn) 2

IP Phone status/BLF refresh period (mn) 10

External forward numbers prefix

Internal number minimum length 3

Internal number maximum length 8

IP Phone application trace level Methods

IP Phone default language English

English French German

Personal / mobile forward label

Mobile	Mobile	Mobiltelefon
--------	--------	--------------

Service URL Button application label

Filter App.	Consult-Tran	Menu filtrage	Consult-Ti	Filterung Menü Transfer
-------------	--------------	---------------	------------	-------------------------

Line monitoring BLF label mask *

Filter BLF label mask

Filter	Filtre	gefiltert
--------	--------	-----------

The session duration for the IP Phones is the time after which the XML screens are automatically closed.

It is possible to set a period to refresh the status banner on the IP Phone. Refresh is just a security measure in case the banner has been deleted (for instance, after a restart of the IP Phone). If you do not want to set a refresh mechanism, you can enter a value of 1440 (mn), which corresponds to a full day (applications are reset once every night).

It is possible to define a prefix that will be added automatically to external numbers (more than eight digits long) set as personal numbers (mobile phone).

If the application is called from a Service URL Button, the language of the associated user (Local User) is detected and the IPS Manager Assistant will appear in French or English. If the application is invoked from the Services menu (using the Services button), it does not transmit the User Locale setting and the default language defined here will be used.

We recommend leaving the trace level default level set to "Methods."

The administrator can set different labels in English and French. For the texts of the BLF, the wildcard "*" will be replaced by the label of the Assistant or the Manager respectively, as defined in the administration of IPS Manager Assistant.

2.8.1.1 Parameters globals

Global parameters

Filter banner colors	<input type="text" value="Black on white (79XX) or transparent (89XX)"/>
Use Mgr's device/line CSS as forward CSS	<input type="checkbox"/> ?
Assistant's Not Available feature	<input type="text" value="If at least two managers or at least two assist"/> ?
Assistant Not Available on user logout	<input type="checkbox"/> ?
Assistant Not Available when IP Phone unregisters	<input type="checkbox"/> ?
IPSMA Web/Jabber authentication	<input type="text" value="CUCM userid by PIN/PASSWORD"/> ?
IPSMA Web/Jabber style sheet	<input type="text" value="default.css"/>
Filtered calls audio notification for Mgr	<input type="text" value="(none)"/>
Divert ringing calls by pressing filter BLF	<input checked="" type="checkbox"/> ?
Delay to redirect filtered call on no answer	<input type="text" value="15"/> ?
Check Manager's line is not forwarded	<input type="checkbox"/>
Identify called Manager on Assistant's phone	<input type="text" value="disabled"/> ?
Reject calls to Manager's unregistered IP phone	<input type="checkbox"/> ?

A status banner is normally activated on the IP Phone and displayed in a background graphic banner. You can disable this feature, especially if the user relies on information supplied by BLF filtering. We specify here the default value for this parameter. It is possible to modify it afterwards Assistant by Assistant or Manager by Manager.

The Manager can also have a smaller banner.

The Assistants can use the function "NOT AVAILABLE," accessible from the application menu on the XML IP Phone. This feature can be disabled, always enabled, or enabled only when the Assistant is associated with several Managers. Indeed, if the Assistant has only one Manager, this function holds less interest, and it is more useful to directly access the menu to set the Manager's status and configuration.

The operation mode "NOT AVAILABLE" works as defined below:

- When the assistant wishes to be absent or is at the end of the working day, he/she selects the option "NOT AVAILABLE" in the application menu on the XML IP Phone.
- If at this moment, he/she is filtering one or more Managers, the filter will be redirected to another available Assistant who is also associated with this Manager, starting from the highest priority (1 to n).
- If no other Assistant is available at this time, filtering is canceled or the Manager's calls are forwarded to his/her voicemail, depending on the option chosen for the Manager in the administration.
- If the Manager then tries to activate the filter from the application menu on the XML IP Phone or by pressing the BLF filtering, a warning message appears on the screen indicating that "no Assistant" or, respectively, "this" Assistant is not available.
- When the Assistant becomes available, he/she chooses the option "SET TO AVAILABLE" in the application menu on the XML IP Phone.
- The Assistant then filters the Manager's previously filtered calls if the Assistant's priority for this Manager is higher than the one who is currently filtering.

2.9 Default Parameters

☰
telisca
telisca

- Dashboard
- Global configuration
- Support
- EMCC Auto Logout
- IPS Global Directory
- IPS Manager Assistant
- Filter mode
- BLF Parameters
- Global Parameters
- Default Parameters
- Assistants
- Managers
- Global white list
- Batch
- Reports
- IPS Phone Config
- Phone Robot
- Morning Check
- Recording Notification
- TSSO
- Wake Up Call

Home / IPS Manager Assistant / Default parameters

Default parameters

- Enable Assistant banner ?
- Enable Manager banner ?
- Enable Manager IPSMA Phone Service ?
- Enable Assistant IPSMA Phone Service ?
- Set a BLF to monitor Assistant's line Enable BLF + Pickup ?
- Set Pickup Group Manager+Assistant ?
- Use BLF to change filtering Manager+Assistant(s) ?
- Do not filter internal calls ?
- Define not filtered numbers' list ?
- Allow Assistants to define not filtered numbers ?
- Enables Manager to pickup filtered calls ?
- Filtered calls audio notification ?
- No answered filtered calls in voicemail Manager ?
- Assistant redirect/consult/transfer to Mgr by IPSMA SURL ?
- Enable forward to personal / mobile ?
- Enable filtered then forwarded to personal number/mobile ?
- Enable voice mail forward ?
- Enable forward to other destination ?
- Enable 'Do Not Disturb' mode ?
- Do not filter non-filtered numbers in DND mode ?
- Allow Assistants to set Manager's forward ?
- Forward filter call to voice mail when there is no assistant available ?
- Popup to pickup filter call ringing on other assistant ?
- Popup to pickup Manager's line ringing ?
- Redirect filtered call on assistant no-answer ?
- Redirect filtered call when assistant is on line ?
- No filtering on redirection failure ?
- Enable whisper for assistant when manager on line ?

Define not filtered numbers' list

The manager can enter a list of DNs that will not be filtered by an assistant this is the whitelist.

Note: a prefix can automatically be added in front of the number entered by the user, otherwise the full number has to be entered as it appears on incoming call.

Note: if numbers are presented with a plus sign (+) in front, users have to type in the hash (#) key on their phones.

Depending on the configuration, the Manager can save a personal number (ex: mobile phone). He/she then can forward this line easily from IPSMA menu. He /she can also enter a temporary forward number when setting "forward all." This replaces the action of the "CFwdAll" Softkey, which has been disabled in the Manager's SoftKey Template.

The Manager can monitor the Assistant's line using a BLF (with or without pickup option). It may be useful to disable this feature (as well as the SURL button) if the Manager's IP Phone is a 794x in order to use the second button for the filter BLF.

When not registered, the CTI ports are forwarded to the Manager's in CTI filter mode. This may require the usage of a Calling Search Space.

When a filter call rings on the Assistant's Phone, a Popup screen can appear on the Manager's phone, from which he/she can pick up the call.

When a filter call rings on the Assistant's Phone, a Popup screen can appear on other available assistants so that they can pick up the call.

When a direct call or not filtered (excluded calling number, except assistant's number) call rings on the Assistant's Phone, a Popup screen can appear on all available assistants so that they can pick up the call.

2.10 BLF Parameters

Warning: Most of the parameters changed in this screen will be taken into account only when creating or updating the Assistant's or Manager's definitions. See online help for more information.

If you want to use the BLF or CTI filtering, you need to check this option and fill the configuration in the "BLF settings" screen.

In addition to or instead of filtering the information displayed on the wallpaper, it is possible to use Speed Dial BLF Buttons on the IP Phone to view the status of the filter. These buttons are defined by the administrator when creating or updating a Manager associated with one or more Assistants. The Phone Button Template assigned to the IP Phone or Device Profile must be able to display the requisite number of Speed Dial BLF buttons. On the Manager's IP Phone, the IPS Administration assigns each Assistant line and filtering CTI ports to BLF. On the Assistant's IP Phone, IPS Administration assigns for each Manager a BLF to monitor his/her line as well as a BLF check and control filtering CTI port.

Home / IPS Manager Assistant / BLF Parameters

CTI Route Point and filter CTI Ports

CTI Route Point name:

CTI ports name prefix:

CTI ports directory number range begin:

CTI ports directory number range end:

Device pool:

Partition:

Calling Search Space:

IP Phone Configuration

Manager Softkey template:

Manager feature control keys:

Subscribe Calling Search Space:

Phone Button template by IP Phone

Type template	Protocol	Phone Model	Expansion	# expansions	Phone Button Template
Manager	SCCF	Cisco 8851	<...>	0	
Assistant(e)	SCCF	Cisco IP Communicator	<...>	0	Standard CIPC SCCP
Assistant(e)	SCCF	Cisco 7841	<...>	0	
Ass./Mgr.	SCCF	Analog Phone	<...>	0	Standard Analog
Ass./Mgr.	SCCF	Analog Phone	<...>	0	Standard Analog
Ass./Mgr.	SCCF	Analog Phone	<...>	0	Standard Analog

Do not create SURL nor BLF buttons

2.10.1.1 CTI Route Point Name

It is necessary to create a Route Point on CallManager, please use capital letters only for the name.

2.10.1.2 CTI Ports name prefix

This is the prefix that will be added to the CTI ports created dynamically by IPSMA. It needs to be all capital letters.

The filtering BLF monitors the CTI port line created by IPS Administration. To turn on the BLF, the port calls a CTI route point (which must have been previously defined in CallManager). The CTI route point answers automatically to establish a dummy communication. IPS Administration creates a CTI port for each Manager-Assistant association. The name of the CTI port is built from the defined prefix and the line number. Line numbers are assigned in the range of numbers defined in the administration. The CTI port is created with the Device Pool and Calling Search Space defined. The CTI port's line is created with the Partition and Calling Search Space defined. Note that to take into account changes in the global settings on the CTI ports, the Manager's configuration will need to be validated again. Services URL and Speed Dial BLF are added to the IP Phones or device profiles during validation of the definition of a Manager. The IP Phones are then restarted to reflect these changes and the devices profile are logged out and logged in again.

2.10.1.3 Manager Softkey template

You must define a Softkey template to be used by the Manager's IP Phone. It must not have a "Call Forward All" SoftKey, in On Hook state.

Softkey Template Configuration

Save Reset Apply Config

Status
 Status: Ready

Notes
 Use this window to specify the Softkeys and their relative order for any phone models that support downloadable Softkey guide for the phone. If you choose a Softkey that is not supported by the phone, the Softkey will not display on the phone

Softkey Layout Configuration
 Softkey Template: Standard User IPSMA
 Select a call state to configure On Hook

Unselected Softkeys

- Direct Transfer (DirTrfr)
- Group Pick Up (GPickUp)
- HLog (HLog)
- Immediate Divert (iDivert)
- Join (Join)
- Meet Me (MeetMe)
- Mobility (Mobility)
- Other Pickup (oPickup)
- Pick Up (PickUp)
- Quality Report Tool (QRT)
- Remove Last Conference Party (RmLstC)
- Select (Select)
- Toggle Do Not Disturb (DND)
- Undefined (Undefined)
- Video Mode Command (VidMode)
- Forward All (CfwdAll)

Selected Softkeys (ordered by position)**

- Redial (Redial)
- **NewCall (NewCall)

Save Reset Apply Config

2.10.1.4 Manager feature control keys

The Manager's Feature Control Policy is used to define the SoftKeys on 89xx and 99x phone models. The Call Forward All Softkey should be disabled.

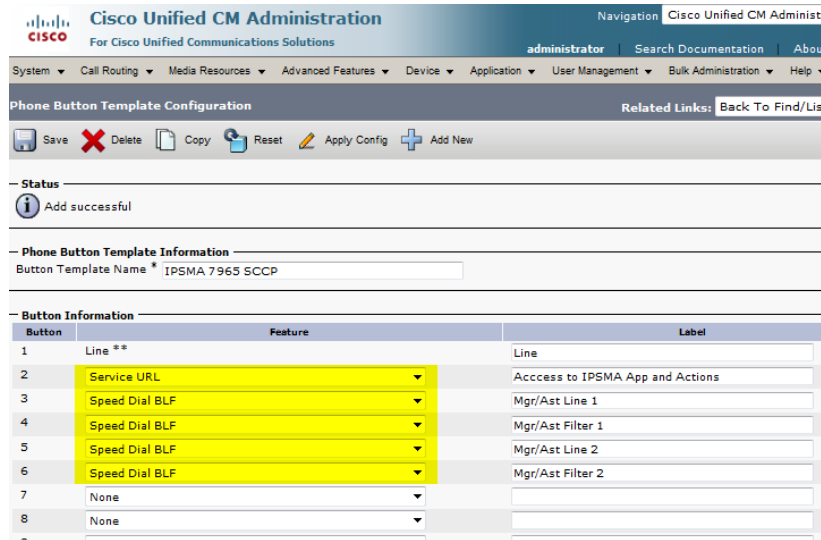
2.10.1.5 Subscribe Calling Search Space

You must set the SUBSCRIBE Calling Search Space for the BLF to have the right to monitor the status of Manager/Assistant (e) and of the filtering CTI port.

2.10.1.6 IPSMA Phone Button Templates

You must define Phone Button Templates for all the models of IP Phones that will be used by the Managers and Assistants. These Phone Button Templates should include (depending on configuration) a Service URL

Button and two Speed Dial BLFs by associated Managers or Assistants. The Phone Button template is assigned to the IP Phone by IPS Administration.



Example of a PBT with 2 Managers or Assistants

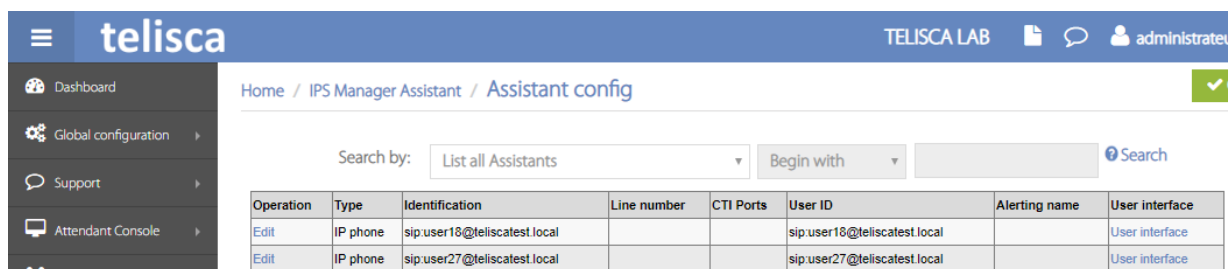
Note: if you want to let assistants work in pools (an assistant can intercept calls on another assistant if they are associated to the same manager), the phone button template will have to have more SD BLF buttons provisioned. Then in the Assistant definition tab, it will be possible to add new speed dial BLFs for the other assistants in the pool.

2.11 Manager and Assistants selection

The subscription of IPSMA service to IP Phone and the definition of the Assistant and Manager parameters is done centrally from IPS Administration.

You must first define the Assistant(s), then the Managers who are associated with the defined Assistants.

The administrator searches the IP Phone or Device Profile (Extension Mobility mode) to associate with the IPS Manager Assistant service. The search criteria can be the line number, the name of the IP Phone or Device Profile, the description, or CallManager UserID. The search can be of either "Starts with," "Ends with," "Contains," or "Exact" type.



It is also possible to view all the Assistants or Managers already subscribed.

2.12 Assistant's definition

When adding/updating an Assistant, the following screen is displayed:

Manager	IP Phone/profile	Dir. number	Priority
Mgr105010	SEP5C5015A8964A	105010	1

Assistant definition tab (without any associated manager)

2.12.1.1 IP Phone / Device Profile

This parameter corresponds to the name of the IP Phone or the Device Profile the Assistant is associated to.

2.12.1.2 Secondary phone name

If the assistant has access to two lines, another line number can be entered here. When a call for a manager is filtered, the two lines will ring and the call can be picked up from one or the other. Useful for Wi-Fi Phones or IP Communicator with a shared line. The telisca Framework will subscribe the devices to the IPSMA Service. Example: SEP054660EA4

2.12.1.3 Line number

The line number (default is the first line)

2.12.1.4 Label banner

Description of the label on phone

2.12.1.5 Label BLF and Menu XML

The label that will appear on the BLF and in the application menu (default uses the Alerting Name).

2.12.1.6 IPSMA IP phone Service

Recommended to use the default, can be used to select another ip phone service URL.

2.12.1.7 Enable display banner

Choose whether or not to display a status banner or leave the default choice in global settings.

If the option "Personal Forward and voicemail" is checked, the Assistant can forward/un-forward the Manager's line to the personal number of the voicemail. In the case, the Assistant menu will be as follows:

- "Not Available" (if this option has been enabled in global settings)
- Manager1 – <destination>
- Manager2 -- <destination>

<destination> can be the name of the Assistant, "Perso," "VoiceMail," or a specific number.

Otherwise, the Assistant menu will be

- "Not Available" (if this option has been enabled in global settings)
- "Enable filter Manager1" or "Remove filter Manager1."
- "Enable filter Manager2" or "Remove filter Manager2."

2.12.1.8 Transfer to Manager on hangup

2.12.1.9 Phone Button Template

If the Assistant uses a specific Phone Button Template, it is possible to specify it in this screen.

2.12.1.10 Edit BLF and Speeddial



Speed Dial BLF			
Index	Destination	Label	Call Pickup
1	105860	Ready/Not Ready	<input type="checkbox"/>
2	0	.	<input type="checkbox"/>

Speed Dial		
Index	Destination	Label
1		
2		
3		
4		
5		

Edit Speed Dials and BLF with Call Pickup option

Allows the administrator to edit speed dials and BLFs on the Assistant's phone. In this popup are listed all the speed dials and BLFs slots of the phone that are not used by IPSMA. If the Assistant's line is in a Pickup Group, the Speed Dial can be Pickup enabled with a check box appearing at the right of the table.

Note: The pickup enable checkbox, is only visible for free SD BLF slots on the phone (not simple SD)

This screen is useful to configure speed dials for assistants working in teams in a pickup group.

The administration screen lists the Managers associated with this Assistant with the relevant priority (on the Manager's side).

After validation, the Service URL button is added/updated, as well as the Phone Button Template. As the IP Phone is restarted, the banner is cleared. It will be activated at the next periodical push or when changing status.

2.13 Manager's definition

On the Manager's screen it is possible to update the line number and the label.

Home / IPS Manager Assistant / Edit manager parameters

IP Phone / Device Profile

Secondary phone name

Line number

Manager's label for banner

Manager's label for Speed Dial BLF button

Associated assistants list

Edit	Delete	Assistant		IP Phone/profile	CTI port name	Priority
Edit	Delete	AssLacoste-105007	105007-AssLacoste	SEP5C5015A8964A		1

Specific Parameters

IPSMA IP phone Service

Phone Button Template

Enable display banner By default : Enabled

Enable subscribe service via SURL By default : Enabled

Set a BLF to monitor Assistant's line By default : Enable BLF

Set Pickup Group By default : Manager

Use BLF to change filtering By default : Manager+Assistant(s)

Call pickup group

Do not filter internal calls By default : Disabled

Define not filtered numbers' list By default : Enabled

Not filtered calling numbers (,)

Allow Assistants to define not filtered numbers By default : Enabled

Enables Manager to pickup filtered calls By default : Disabled

Filtered calls audio notification By default : Disabled

No answered filtered calls in voicemail By default : Manager

Enable forward to personal / mobile By default : Disabled

Enable filtered then forwarded to personal number/mobile By default : Enabled

Enable voice mail forward By default : Enabled

Enable forward to other destination By default : Disabled

Enable 'Do Not Disturb' mode By default : Disabled

Do not filter non-filtered numbers in DND mode By default : Disabled

Allow Assistants to set Manager's forward By default : Enabled

Forward filter call to voice mail when there is no assistant available By default : Disabled

Pickup filter call between Assistants By default : Disabled

Pickup call ringing on Manager's line By default : Disabled

Redirect filtered call on assistant no-answer By default : Disabled

You can choose whether to display a status banner in the background or leave the default choice defined in global settings.

It is possible to choose to allow the Manager (and his/her Assistant) to define a personal number (for example, a mobile number).

Similarly, it may or may not forward the Manager's calls to voicemail depending on the configuration.

When the last Assistant associated with the Manager is no longer available, filtering is either canceled or the calls are forward to voicemail.

If CTI filtering mode is enabled, you may allow the Manager to use "Do Not Disturb" mode and allow the Manager to define a personal list of unfiltered numbers.

In CTI filtering mode, it is possible to display an option to set "Do not Disturb" mode in the XML menu. In this case, no one can call the Manager.

You can enable or disable the creation of a Service URL Button on the IP Phone to run IPSMA Service. However, the service is still available from the Services menu.

The Manager may or may not monitor the Assistant's Line using a BLF or can pick up using the BLF (in this case, the BLF blinks on ringing).

When a filter call rings on the Assistant's Phone, a Popup screen can appear on the Manager's phone, from which he/she can pick up the call.

When a filter call rings on the Assistant's Phone, a Popup screen can appear on other available assistants so that they can pick up the call.

When a direct call or not filtered (excluded calling number, except assistant's number) call rings on the Assistant's Phone, a Popup screen can appear on all available assistants so that they can pick up the call.

2.13.1.1 Associated Assistants list

Finally you have to associate one or several Assistants to the Manager, defining each one's priority (1 being the highest priority). The name of the CTI port is created by IPS Administration to enable the BLF filtering.

Priority concept: the priority number assigned to an assistant impacts two things:

- **The order in which the Managers Line and Filter BLFs are displayed on the Assistant phone.**
On the assistant's interface, Managers will be ordered by priority number affected to the Assistant: Managers for which the Assistant has priority level 1 will be listed first, other Managers will be listed by increasing with priority level value. It is however possible to rearrange the BLFs from the CallManager directly (but such update will be reset when updating the manager/assistant configuration from telisca administration interface).
- **The order in which the filter is going to move between assistants when becoming unavailable.**
When becoming unavailable, the filter will switch to the assistant who has the highest (lowest number) priority number in the list.
When becoming available, the filters will come back if the assistant currently filtering is of lower (higher number) priority, otherwise becoming available again will leave the filter to the other assistant.

After validation, the Service URL button is added/updated, as well as the Phone Button Template and Softkey Template. The BLF is set on the Manager's phone as well as on the associated Assistants' phones. As the IP Phones are restarted, the banners are cleared. They will be activated at the next periodical push or when changing status.

2.13.1.2 Manager/Assistants data

Managers and Assistants configuration is saved in a binary file (serialized dataset): DevServSub_YYMMDD_hhmmss.bin in C:\inetpub\wwwroot\IPSCFG\data.

Each time the user configuration is validated, a new file is created with date and time postfix. Older files are purged after 14 days.

The more recent file is loaded. If it is necessary to go back to a previous configuration, it is possible to erase the last file. However, to update the IP Phone and device profile configuration it will be necessary to validate from the administration the last modified Managers and Assistants.

2.13.1.3 Status data

Filtering status information is saved on CUCM itself by setting the Manager's line's Forward All destination.

However two statuses are also saved on the IPSMA Server:

- Assistant's "Not available" status is saved in DevServSubHT_YYMMDD_hhmmss.bin
- Manager's "Do not disturb" status is saved in DevServSubDND_YYMMDD_hhmmss.bin

Files are in C:\inetpub\wwwroot\IPSCFG\data. Older files are purged after 14 days.

2.14 Batch actions

From this screen the administrator can:

- Export current definition of Assistants and Managers in a text file.
- Import the definitions of Assistants and Managers from a text file.
- Update Assistant and Manager configuration in CallManager when changing filtering mode.

The screenshot shows the telisca web interface. The left sidebar contains navigation options: Dashboard, Global configuration, Support, Attendant Console, Conference Center, Silent Monitoring, Desktop PopUp, Busy Alerter Callback, IPS Global Directory, IPS Lock, and IPS Manager Assistant. The main content area is titled 'Home / IPS Manager Assistant / Import / Export data SMA'. It features several controls: 'Export all Managers and Assistants config' with an 'Export' button, 'Import the Managers and Assistants config' with an 'Import' button, 'Trace data import' with a dropdown menu and a 'View' button, 'Update subscription / filter mode' with a 'Batch update' button, and 'Trace update filtering' with a dropdown menu and a 'View' button. A terminal window displays the following log output:

```
091029-012204 **** Start Update ****
091029-012204 Update Manager : Genin
091029-012212 - Update Assistant : Ass1003
091029-012219 - Update Assistant : Dupuy01
091029-012219 Update Manager : Genin
091029-012219 Update Manager : Mg7010
091029-012225 - Update Assistant : Ass7105
091029-012225 **** Update completed ****
```

The **Export** button allows to back up the subscription parameters (Manager/Assistants associations) to the service associated to IPS Manager Assistant as a text file.

WHEN_NO_ASS_FWD_VOICEM ALL	True False
SURL_BUTTON	True False
DO_NOT_DISTURB	True False
EXCLUDE_ENABLED	True False
ASSOCIATED_ASS	List of Assistant's devices associated with Manager (separated by commas)
ASS_PRIORITIES	List of Assistant's priorities (from 1 to n) associated with Manager (separated by commas)
CTI_PORTS_NAMES	Name of CTI port reserved for filtering (will be created by IPS Administration)
CTI_PORTS_DN	CTI port line number
PERSONAL_NUMBER	Predefined personal/mobile phone number - optional
EXCLUDED_DN	Predefined list of unfiltered numbers (separated by commas) - optional
BANNER	Filter status banner: 0 (disabled) 1 (enabled) 2 (use global default value)
FILTER_BLF	Enable Assistant's Line BLF: 0 (disabled) 1 (enabled) 2 (use global default value)
SURL	Enable SURL button: 0 (disabled) 1 (enabled) 2 (use global default value)

The **Batch Update** changes the following items, depending on the CTI filter mode selected:

- Forward mode: if necessary,
 - Delete CTI Port's Translation Pattern
 - Delete CTI Port's forwards if not registered
 - Delete Manager's line Translation Pattern
 - Delete the ECCP IPS Manager Assistant configured at Manager's line level
 - Configure Manager monitoring BLF with Manager's line dn
 - Set Manager's forward to Assistant dn
- Forward mode + assistant pickup: if necessary,
 - Delete CTI Port's Translation Pattern
 - Delete CTI Port's forwards if not registered
 - Delete the ECCP IPS Manager Assistant configured at Manager's line level
 - Create Translation Pattern *+N°MGR (calling= filtering ASS dn, called=MGR dn) if several Assistants are associated with a single Manager
 - Configure Manager monitoring BLF with Manager's line *+N°MGR if several Assistants are associated with a single Manager, otherwise set it to Manager's line dn
 - Set Manager's forward to assistant dn
- CTI filtering mode: if necessary,
 - Delete Manager's line Translation Pattern *+MGR dn
 - Delete the ECCP IPS Manager Assistant configured at Manager's line level
 - Create CTI Port's Translation Pattern *+N°CTI Port (calling=CTI port dn, called=MGR dn)
 - Forward CTI Port lines on no answer and not registered to Translation Pattern.

- Configure Manager monitoring BLF with Manager's line dn
- Set Manager's forward to CTI port dn
- ECCP filtering mode: if necessary,
 - Delete CTI Port's forward if not registered
 - Delete CTI Port's Translation Pattern
 - Delete Manager's forward
 - Delete Manager's line Translation Pattern *+MGR dn
 - Configure the ECCP IPS Manager Assistant at Manager's line level
 - Configure Manager monitoring BLF with Manager's line dn

Warning: when performing a Batch Update or when importing from a file, BLFs used by IPS Manager Assistant are added first and existing BLFs are moved just after.

Note: the batch update only adds/updates Manager/Assistants, it doesn't delete the Users already configured in CallManager if they are missing from the script.

2.15 Reports

The Reports tab allows you to see:

- The status of all the filtered managers,
- The status of all the assistants
- The IPSMA reports

Status of Managers and Assistant:

DEVICE	LABEL	LINE NUMBER	STATUS
SEP00077D64C6AE	Mgr. 1	18600	FILTERED BY 18658 ()
SEP00FFFD60E0BA	TestID	18623	FILTERED BY 18658 ()
BAT445757717236	DISPLAY 1	189901	

2.16 IPSMA configuration for Jabber

You need to configure a tab for Jabber to display IPSMA Web interface.

4.8.1 CUCM version < 12.5

4.8.1.1 Global deployment

Jabber client downloads it's configuration from CUCM TFTP Server, file « jabber-config.xml ».

In order to create a Tab for IPSMA, the file must include the following XML, in browser-plugin section:

```
<?xml version="1.0" encoding="utf-8"?>
<config version="1.0">
  <Client>
    <jabber-plugin-config>
      <browser-plugin>

        <page refresh="true" preload="true">
          <tooltip>IPSMA</tooltip>
          <icon>http://TELISCA-SERVER/IPSMA/user/icon/ipsma.png</icon>
          <url>http://TELISCA-SERVER/IPSMA/user/web.aspx?user=${UserID}</url>
        </page>
      </browser-plugin>
      Other tabs
    </jabber-plugin-config>
  </Client>
</config>
```

Notes:

- **TELISCA-SERVER is telisca's server IPv4 or FQDN.**
- **CUCM userId is appended by Jabber to the URL using parameter ?user=\${UserID}**
- **If you use instead the Windows authentication, the URL should call the page IPSMA/user/WindowsLogin.aspx instead.**

Jabber-config.xml should be uploaded on the root of CUCM's TFTP server. The TFTP server should then be restarted to take into account the change.

4.8.1.2 Deploy on a single PC

If you want to test the settings on a single PC, you can define a specific configuration file, « jabber-ipsma.xml ». It should contain the same XML tags as for jabber-config.xml:

```
<?xml version="1.0" encoding="utf-8"?>
<config version="1.0">
  <Client>
    <jabber-plugin-config>
      <browser-plugin>

        <page refresh="true" preload="true">
          <tooltip>IPSMA</tooltip>
          <icon>http://TELISCA-SERVER/IPSMA/user/icon/ipsma.png</icon>
          <url>http://TELISCA-SERVER/IPSMA/user/web.aspx?user=${UserID}</url>
        </page>
      </browser-plugin>
      Définition autre onglet Jabber
    </jabber-plugin-config>
  </Client>
</config>
```

Notes:

- **TELISCA-SERVER is telisca's server IPv4 or FQDN.**
- **CUCM userId is appended by Jabber to the URL using parameter ?user=\${UserID}**
- **If you use instead the Windows authentication, the URL should call the page IPSMA/user/WindowsLogin.aspx instead.**

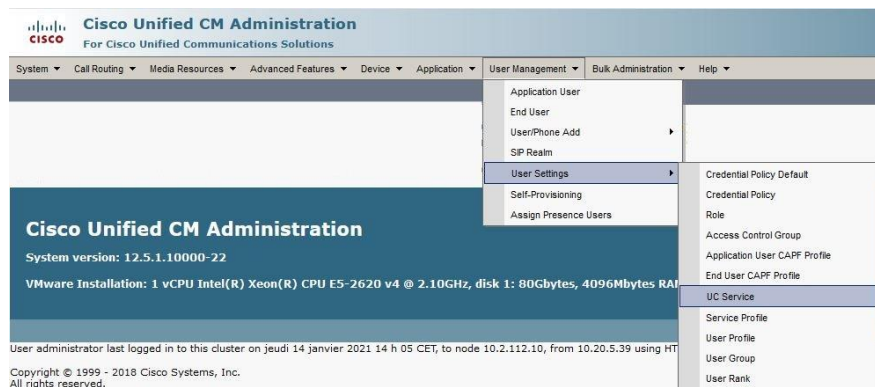
Jabber-ipsma.xml should be uploaded on the root of CUCM's TFTP server. The TFTP server should then be restarted to take into account the change.

Then configure Jabber, from CUCM administration, to load the specific configuration file:

Desktop Client Settings		
Automatically Start in Phone Control *	Disabled	<input type="checkbox"/>
Automatically Control Tethered Desk Phone *	Disabled	<input type="checkbox"/>
Extend and Connect Capability *	Enabled	<input type="checkbox"/>
Display Contact Photos *	Enabled	<input type="checkbox"/>
Number Lookups on Directory *	Enabled	<input type="checkbox"/>
Jabber For Windows Software Update Server URL		<input type="checkbox"/>
Problem Report Server URL		<input type="checkbox"/>
Analytics Collection *	Disabled	<input type="checkbox"/>
Analytics Server URL		<input type="checkbox"/>
Cisco Support Field	configurationFile=jabber-ipsma.xml	<input checked="" type="checkbox"/>

4.8.2 CUCM version >= 12.5

With CUCM version 12.5 and above, the configuration of Jabber can be done from CUCM, menu User Management -> User Settings -> UC Service.



Create or update an UC Service, with type Jabber Client Configuration.

The screenshot shows the 'UC Service Configuration' page. At the top, there is a 'Next' button with a green arrow. Below this, the 'Status' section shows 'Status: Ready' with an information icon. The 'Add a UC Service' section has a dropdown menu for 'UC Service Type' set to 'Jabber Client Configuration (jabber-config.xml)'. A 'Next' button is located at the bottom of the form.

Set the two parameters:

Icon = http://SERVEUR_TELISCA/IPDMA/user/icon/ipsma.png
 URL = [http://SERVEUR_TELISCA/IPDMA/user/web.aspx?user=\\${UserID}](http://SERVEUR_TELISCA/IPDMA/user/web.aspx?user=${UserID})

The UC Service is then associated to a Service Profile, that will be selected for the Jabber's users. The Service Profile is defined in the menu User Manager -> User Settings -> Service Profile

At the bottom of the Service Profile's page, select the new UC Service :

On the user page, from User Management -> End User, in the Service Settings panel, select the new Service Profile.

2.17 Manager and Assistant provisioning API

The Web Service IPS Framework exposes a SOAP interface allowing to list, create/modify or suppress Managers and Assistants.

The URL of this Web Service is the following: <https://host/IPSCFG/ws/DevServSub.asmx>

Following methods are available :

- [IPSMAddUpdAss](#)
Add/Update Assistant information
- [IPSMAddUpdMgr](#)
Add/Update manager information in dataset and configure Manager's IP phone/device profile and associated Assistants
- [IPSMDeAss](#)
Delete Assistant information
- [IPSMDeMgr](#)
Delete manager information, update URL phones, update BLF
- [IPSMGetAllAss](#)
Get IPSMA information for all Assistants defined

- [IPSMAGetAllMgr](#)
Get IPSMA information for all Managers defined

Classes describing Manager and Assistant entities gather all the parameters that can be defined through IPS Administration.

3 Operation

3.1 Backup of configuration data

System and user configuration data are stored in files with « .xml » or « .bin » extension located in sub-directories « data » of the different virtual directories associated to Telisca applications (by default : "C:\inetpub\wwwroot\IPSCFG\data").

Note: the system configuration is saved in an XML file IPSCFG_cfg.xml, in "C:\inetpub\wwwroot\IPSCFG\data". A copy of this file is saved each night with an YYMDD postfix. Older files are purged after 14 days.

In case of multi-cluster installation, following directories must be back up too:

- directory "c:\inetpub\wwwroot\MCADMIN\data" ;
- directory "data" of each cluster, example "c:\inetpub\wwwroot\01\IPSCFG\data", "c:\inetpub\wwwroot\02\IPSCFG\data".

Backup of all these directories do not require to stop the applications.

3.1.1 Restoring configuration data

Data can be restored by a simple copy to their original place.

Configuration data in « .xml » files are automatically reloaded on detection of a file update. Data of other configuration file types are reloaded at startup of ASP.Net applications (after a restart of the « World Wide Web publication Service »).

3.1.2 Application backup, reinstallation

All the applications are installed in IIS directory (default is c:\inetpub\wwwroot):

- C:\inetpub\wwwroot\IPSCFG
- C:\inetpub\wwwroot\IP SMA

To back up all the applications and their data, both directories listed here-above must be saved.

To ease reinstallation, it is recommended to also back up the Setup and license files used to install the application as well as any installed patch files.

In this case, a restore process on a fresh server would be as follows:

- Reinstall IIS
- Reinstall .Net 3.5 SP1
- Run SETUP, which will ask for the license files
- Copy patched DLL in the correct directories (search file in installed directories)
- Copy backup data in C:\inetpub\wwwroot\IPSCFG\data
- Start telisca IPS Startup Service and telisca CTI Server service

Another solution as an alternative to a complete re-installation is to perform a disk image. This image can be reinstalled on another machine without any limitation due to the license; indeed, the license is not bound to any hardware parameter of the machine, as the disk where the installation is performed or the network card.

The applications can run under a virtual machine VMWare ESX. In such case, it is possible to create a snapshot which can be restarted on another server.

3.1.3 Debugging, support

All application processes' descriptions are saved in log files.

The administration includes a Global/Support screen that eases the selection and compression of log files to be sent to telisca's support on <http://support.telisca.com>.

The screenshot shows the telisca web interface. The top navigation bar includes the telisca logo, 'TELISCA LAB', and a user profile 'administrateur'. The left sidebar contains a menu with items: Dashboard, Global configuration, Support (selected), License, Documentation, Release, Config. history, Recent logs, and Zip logs. The main content area displays the following text:

Home / Support / Support information Close

Please, contact the support by email at support@telisca.com or by phone at +33 1 4645 0512 or +44 1273 89 43 99.

Download the latest software updates, documentation and access the telisca forum at: <http://support.telisca.com>.
 Allow distant control by telisca Support: <http://get.teamviewer.com/teliscaSupport>.

To accelerate and facilitate the support, always send the application logs :

Application: Date: Start Hour: End Hour:

The main log files generated by IPSMA application (including IPS Framework and Administration) are

- C:\inetpub\wwwroot\IPSCFG\LOGS\IPSCFGWS_XXXX.log
- C:\inetpub\wwwroot\IPSCFG\LOGS\TACTI_XXXX.log
- C:\inetpub\wwwroot\IPSMA\LOGS\IPSMA_XXXX.log

4 Appendix

4.1 CFA Destination override

This parameter is essential for IPSMA to work correctly in CTI mode, call transfers to the manager will not work (voicemail usually and unexpected behaviour).

Activating the parameter

In System ⇒ Service Parameters ⇒ IP + Service: Cisco Call Manager ⇒ Clusterwide Parameters - CFA Destination Override ⇒ set to "true".

There are match parameters in this group. Click on Advanced button to see match parameters.

Clusterwide Parameters (Feature - Hold Reversion)			
Hold Reversion Duration *	<input type="text" value="0"/>		0
Hold Reversion Notification Interval *	<input type="text" value="30"/>		30
CFA Destination Override *	<input type="text" value="True"/>		False

Clusterwide Parameters (Feature - Call Pickup)

Parameter description from CallManager

CFA Destination Override:

This parameter determines whether Cisco CallManager ignores call forward all (CFA) destinations when the CFA destination is the same as the calling party number. For example, John (on Phone A) has CFA set to Jane (on Phone B). With this parameter enabled, Jane has the ability to transfer a call to John's phone without having that same call sent back to Jane due to John's CFA setting. This capability proves useful when Jane receives a call forwarded from John's phone, but which must go back to John's phone so that the caller can leave a voice message for John. If this parameter is set to False, Jane cannot send any calls to John's phone and the caller will not be able to leave a voice message for John.

Note: This override capability only works when the calling party number matches precisely with the number specified in the call forward all destination. In cases where the calling party number has been transformed, the calling party number may not match the CFA destination and override will not be allowed. Valid values specify True (CFA overrides are permitted) or False (CFA overrides are not permitted).

This is a required field.

Default: False