

Administrators Guide

IPS Phone Config / IPS Lock



Version: 4.X

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1 Product's description

telisca IPS Phone Config enables a Cisco IP Phone's user to change and configure his IP Phone settings directly from his IP Phone.

With IPS Phone Config, users can set/cancel:

- Forward All,
- No Answer/Busy Voice Mail Forward,
- Lock phone & clear call history,
- Group login/logout,
- Do not Disturb.

Users can also configure:

- Forward destination (all, no answer ext./int., busy ext./int.),
- No answer duration,
- Support of two calls (busy trigger),
- Change PIN code,
- Change language,
- Speed dial setting,
- BLF setting,
- Call history clear schedule.

A sub set of IPS Phone Config, called **IPS Lock**, is also available. It includes:

- Lock phone & clear call history,
- Change PIN code,
- Call history clear schedule.

IPS Phone Config is also very useful to define and use Speed Dials (up to 99). Users can enter new speed dial phones and labels and change speed dial order. They can list them or do a simple query to dial directly.

Config Status (forward all, voice mail on no answer/busy, group login, lock) may be displayed on the background of the IP Phone.

IPS Phone Config supports associated phones or Extension Mobility mode. On multi-lines IP Phones, configuration and toggle action may be set on selected line.

IPS Phone Config IP Phone interface is available in English, French, German, Spanish, Italian and Hungarian.

IPS Phone Config administration is available in English and French.

2 Pre-requisites, installation

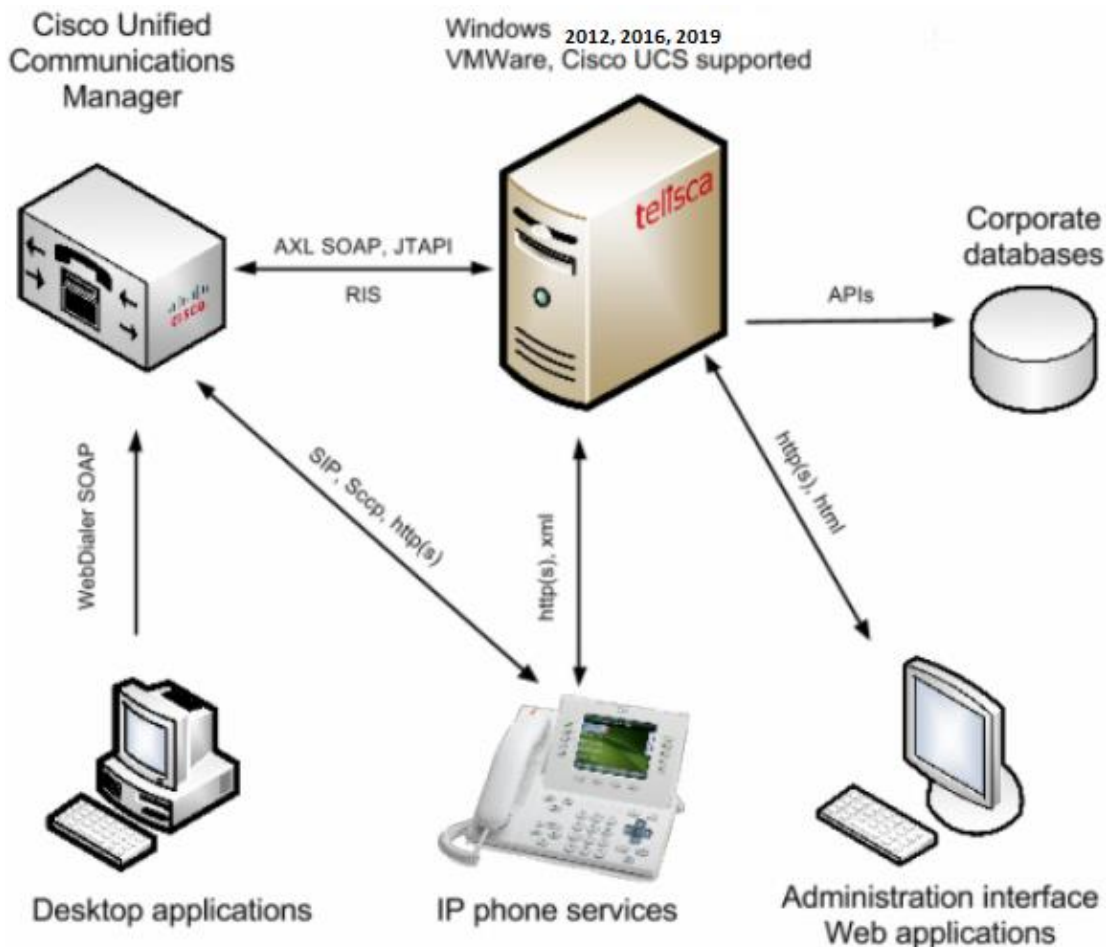
For more information, please read the common requirements for all telisca apps in [IPS Framework Administration Guide](#)

Supported Cisco CUCM:

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

3 Architecture

telisca applications global architecture is described in this figure:



Telisca applications communicate with Cisco CUCM Publisher through AXL SOAP et RIS interface. CTI Server communicates through JTAPI. IP Phone user interface is based on Cisco XML on http while administration interface is based on html/http.

Applications are organized in 3 modules:

- Web Services: they provide common services as settings, list of terminals, mobility API and application specific services as CUCM AXL interface, Alarm server.
- Administration: provides a web based administration interface.
- IP Phone App (user): provide IP Phone XML interface.

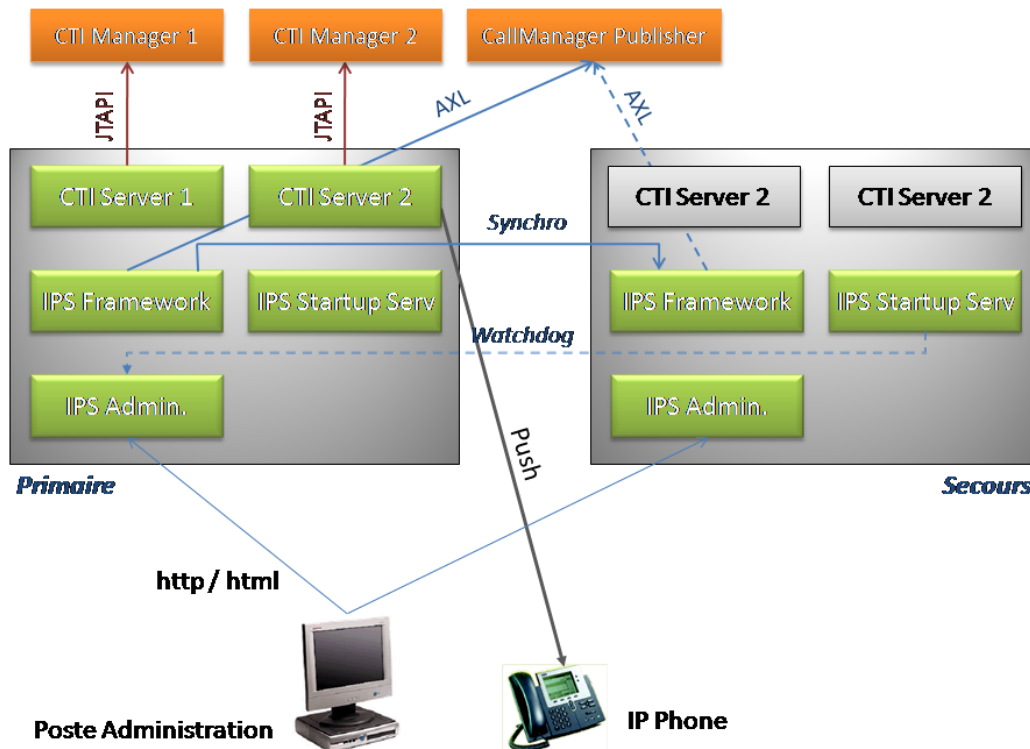
Protocols used, security requirements

In order to work properly data flows need to be possible between telisca applications, CUCM, IP Phones, Web administration.

Source	Destination	Protocol
IPS Framework IPS applications	Call Manager	http 80, https 443 (CUCM4) , http 8080, https 8443, tftp, TCP 2748 (JTAPI)
Administration PC	IPS Administration	http (80) or https (443)

IP Phone	IPS Phone Service	http get (80)
IPS application (using push)	IP Phone	http post (80)

IPS applications may be installed on fault tolerant / load balancing server.



Hot Standby mode is supported for some telisca applications and requires a specific license. See Hot Standby Administration Guide for more information.

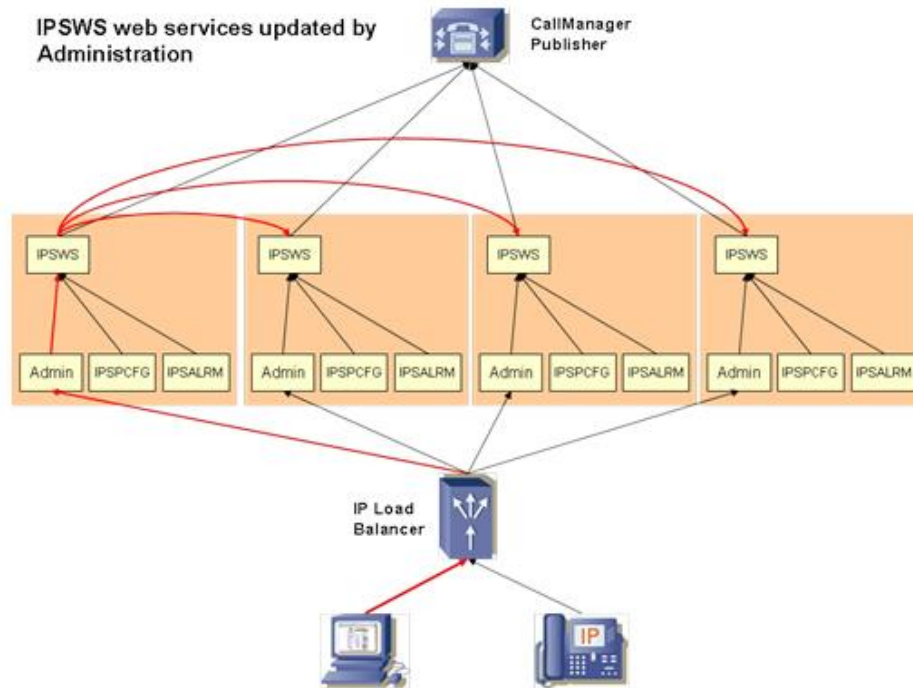
This requires the use of an IP Load Balancer which redirect IP Phone requests on a primary server. It should detect the primary server is not responding or IIS is down and redirect to the secondary server.

IPS applications Web Services replicate the configuration and user information between the two servers. When one server is out of service, the IP Load Balancer redirects all requests to one server. When the failed server is launched again, it queries the other server and get all the updates that have been registered during fail time.

Note: Installation of fault tolerant mode is dependant of Load Balancer used and operation requirement. Failover and recovery process need to be installed and tested by telisca. Professional services must be ordered from telisca.

3.1 Configuration replication

Administrator use IPS Administration Web interface, connected to one of the server. Configuration is replicated to all the servers.



3.2 IPS Phone Config Active/Standby server

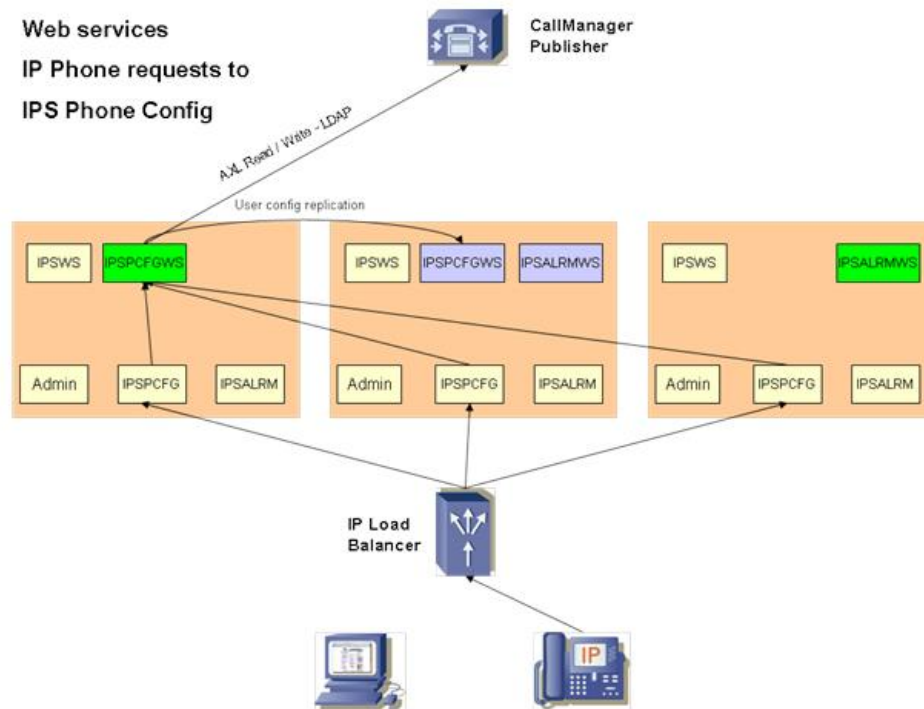
Only one Phone Config Web Service is Active and handles AXL interface with CUCM to control AXL Queuing. It replicates user configuration changes (Forward all and lock function) on the Standby server.

In normal mode, the server configured as Primary is running the Active Web Service and the server configured as Secondary is running the Standby Web Service.

The Web Service in Standby mode becomes active if the first one does not answer after almost one minute.

When the Web Service restarts or reconnects it become Active or Standby depending on which server (primary/secondary) it runs and resynchronize with other Web Service to get user configuration changes.

Every 20 seconds, IP phone interface application (IPSPCFG) get status from both web service to detect which one is active and directs all request to the active Web Service.



3.3 IPS Alarm Web Service Active/Standby

Only one Alarm Call-back Web Service is Active and push the alarms to the IP Phones. It replicates alarm settings on the Standby server.

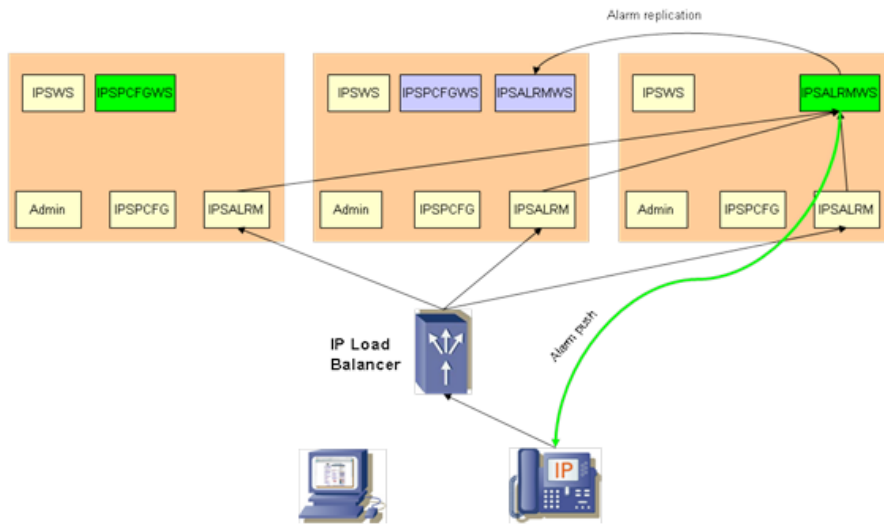
In normal mode, the server configured as Primary is running the Active Web Service and the server configured as Secondary is running the Standby Web Service.

The Web Service in Standby mode becomes active if the first one do not answer after almost one minute.

When the Web Service restarts or reconnects it become Active or Standby depending on which server (primary/secondary) it runs and resynchronize with other Web Service to get alarm setting changes.

Every 20 seconds, IP phone interface application (IPSALRM) get status from both web service to detect which one is active and directs all request to the active Web Service.

Web services
IP Phone requests to
IPS Alarm Callback



When using the CTI Server module, automatic failover will require to install the Hot Standby fault tolerant module.

4 Installation

4.1 telisca application installation

IPS Phone Config should be installed from global **telisca_setup** that installs all the necessary telisca modules and configure IIS adequately.

4.2 IPS Administration

Internet shortcuts have been installed on you server Programs Menu (in telisca folder) as well as in Internet Explorer favourites.

IPS administration URL:

<http://127.0.0.1/IPSCFG/admin> or <https://127.0.0.1/IPSCFG/admin>

If you want to use these URLs from another PC, replace "127.0.0.1" by your telisca server address or DNS name.

Authorized admin users (of IPS Server or domain if the server is part of the domain) will then need to be in "Administrators" group or in "teliscaAdmin" group to access IPS Administration.

Note: When IPS Administration start the first time, you may experience a more than 30 second's delay. This is because Administration and Web service application needs to load. If CUCM host address has not yet been adequately configured, web service will try to connect to CUCM and will fail after a timeout which increase load delay.

4.3 Directories and files installed

Installation will have created IIS Virtual Directories on application server. Default IIS virtual directory root is c:\inetpub\wwwroot. On this root the following directories are created (do not change them):

- IPSCFG\admin - Web based administration,
- IPSCFG\authenticate –authentication proxy,
- IPSCFG\service – Windows service that start all other applications,
- IPSCFG\ws - web service global,
- IPSCFG\data - licence and configuration file
 - IPSPCFG_lic.xml - licence file for IPS Phone Config ,
 - IPSALRM_lic.xml - licence file for IPS Alarm Callback ,
 - IPSCFG_cfg.xml - Xml configuration file (will be created by IP Administration),
- IPSCFG\help\en-US - English help files
- IPSCFG\help\fr-FR – French help files
- IPSCFG\LOGS - log files, one per day
 - IPSAdmin_YYMMDD.log - administration log files,
 - AuthProxy_YYMMDD.log - authentication proxy log file,
 - IPSWS_YYMMDD.log - Global web service log file.

IPS Phone Config / IPS Lock:

- IPSPCFG\user - XML application IP Phones interface,
- IPSPCFG\ws - Application specific Web Service,
- IPSPCFG\data - configuration and settings
 - IPSPCFG.mdb - user settings database file.
- IPSPCFG\LOGS - specific log files,
 - IPSPCFG_YYMMDD.log - IP phone interface log file,
 - IPSPCFGWS_YYMMDD.log - Web service log file.

- AXLSTATS_YMMMDD.log – CUCM AXL read/write/queue statistics per minute

IPS Alarm call-back:

- IPSALRM\user - XML IP Phones interface application,
- IPSALRM\ws - specific Alarm Web Service,
- IPSALRM\data
 - IPSALRM.mdb - Alarm settings database
- IPSALRM\LOGS - specific log files,
 - IPSALRM_YMMMDD.log - IP phone interface log file,
 - IPSALRMWS_YMMMDD.log - Web service log file.

4.3.1 Reinstallation

If your server has crashed and a complete reinstall is necessary, do as follow:

- Install IPS Phone Config / Alarm Callback as it was the first time.
- Restore data in directories:
 - c:\inetpub\wwwroot\IPSCFG\data
 - c:\inetpub\wwwroot\IPSPCFG\data
 - c:\inetpub\wwwroot\IPSALRM\data

4.4 System Configuration

Administrator must then enter CUCM configuration information from IPS Administration Configuration form. See 'telisca application installation and configuration guide'.

4.5 CUCM performance issue: maximum AXL Write per minutes

Application like IPS Phone Config, IPS Lock are used to configure IP Phone setting. This is done using CUCM administration AXL SOAP APIs. This API is subject to limitation on Writes.

AXL Write request are limited by CUCM to guarantee real time performances of CUCM been altered.

Maximum number of write request per minute allowed are defined using CUCM administration. Go to Services > Service Parameter > Database Layer Monitor > Advanced.

Set 'Maximum AXL Writes allowed per minute' parameter. Default value is 20, maximum value is 60.

IPS Phone Config will slow down AXL Writes, queue extra updates demand according to maximum AXL Write per minute defined value. IPS Phone Config will also slow done AXL Read and stop processing according to maximum AXL Read per minute defined.

See [Performance control](#) chapter to configure these values.

4.6 CUCM performance issue: use authentication proxy

When the application push alarm or display status information on IP Phone screen background, it use push mechanism to IP Phone. For security reason, this mechanism is protected. When application push a URL to display or execute to the IP Phone, this one send a request to CUCM, to check user login/password provided is associated to IP Phone. For large use of this feature it is recommended to implement the authentication proxy provided by telisca.

It avoids creating a user associated to all IP Phone used with application. It reduces CUCM load of checking

user/password and user/IP Phone association (done by calling LDAP server). It provides a higher security by pushing a generated one-time user / password.

To implement authentication proxy, CUCM administrator must change authentication URL of IP Phones (default is http://CCM_host/CCMCIP/authenticate.asp) to http://IPS_Application_host/IPSCFG/authenticate/default.aspx

This is done by changing Authentication URL in enterprise parameter and restarting IP Phones. It may be necessary to check that no other authentication proxy is installed by another application. In this case they must be linked together.

Authentication proxy will redirect request with a user not handled by the proxy to CUCM or another authenticate proxy.

4.7 Network security and protocol used by IPS Applications

IPS Phone Config / Alarm Callback require different protocols to be opened in company network security plan in order to work properly. For more information see [Architecture](#) chapter.

5 Create/subscribe IP Phone Service on CUCM

5.1 Install service from IPS Administration

From screen IPS Administration, Global / 'Install Service', create the IPS Phone service on CUCM. Choose the label you want to see in the IP Phone Service menu.

To execute telisca XML applications from the IP Phones the corresponding IP Phone Services must be created on Cisco CUCM and IP Phone must subscribe to the service.

From IPS Administration, select 'Global' folder, then 'Install Services'. Select the telisca IPS application you want to install, update application name if necessary.

Click on 'Install', this will add the IP Phone Service in CUCM configuration with all parameters available for this application. It is possible to delete some of the parameters from CUCM administration if you do not want to make them available to user through ccmUser web interface.

If the IP Phone Service is already created, the application will ask you to delete it first before reinstalling.

The installation should end with the message 'Installation successfully completed'.

5.2 Subscribe service

Finally, to access IPS Phone Service from the IP Phone, the IP Phone or the user Profile in extended mobility mode must subscribe to the Service.

This can be done:

- By the user from CCMUser web interface,
- By the administrator using CCAdmin or BAT,
- From CUCM 7.1, the IP Phone Service may be create as type Enterprise. In this case all the IP Phones are automatically subscribes.

Using CCAdmin:

- Select an IP Phone or a device profile
- Click on "Subscribe a new Service", then select the IPS Phone Service and click on continue.

Enter values for optional parameters.

Note: For a device profile, the parameter Device Profile 'dp' must be filled with the current device profile value.

Click on the parameters' description to get more details on the use of the parameter and on valid parameters values.

5.3 Lock IP Phone after idle time

It is possible to define an 'Idle URL' in CUCM's Enterprise Parameters (for all IP Phones) or IP Phone by IP Phone that will be called after a defined IP Phone idle time. This URL can be used to call IPS Lock and lock the phone. The Idle URL should then contain: <http://host/IPSPCFG/user?pn=#DEVICENAME#&tg=L> .

5.4 Phone Service subscription parameters

Service Subscription: IPS Phone Config	
Service Information	
Service Name*	<input type="text" value="IPS Phone Config"/>
ASCII Service Name*	<input type="text" value="IPS Phone Config"/>
Ask for voice mail forward	<input type="text"/>
Clear phone call history when locking	<input type="text"/>
Display temporary messages	<input type="text"/>
Supervisor display mode	<input type="text"/>
Line to forward dn	<input type="text"/>
Device Profile	<input type="text"/>
Display background status	<input type="text"/>
Default is forward to voice mail	<input type="text"/>
Predefined dn for no answer/busy forward	<input type="text"/>
Line group(s) for do not disturb	<input type="text"/>
Line group(s) label	<input type="text"/>
Line group(s)	<input type="text"/>
Lines Supervisor Line group(s)	<input type="text"/>
Lines Supervisor group type	<input type="text"/>
Hunt Pilot dn	<input type="text"/>
Lines Supervisor mode	<input type="text"/>
Prefix for external dialed number	<input type="text"/>
Menu actions	<input type="text"/>

IPS Phone Config Phone Service subscription parameters

The service subscription can be customised with the following optional parameters. The parameters if they are set will override the settings configured in the administration.

To set a parameter to true, type: 1, Y or O (the letter), to false: 0 (the digit) or N.

- **pn**
Phone Name (example: SEP000FF7653E), should be left as #DEVICENAME# to be retrieved automatically. Can be used when the service is accessed from an SURL button. It will reduced queries to find the phone by its IP address only.
- **dp**
Device Profile name: to specify in the same scenario as above with Extension Mobility.
- **tg**
Toggle action on or off.
 - A) Forward all
 - M) forward to voicemail on no answer/busy
 - G) group login
 - S) IPS Lines Supervisor (if installed)
 - L) lock
- **dn**
Directory Number for the forward.

- **afm**
Forward All to Voicemail
- **fm**
Forward to voicemail
- **pp**
External calls prefix (more than 6 digits)
- **fwdAllDn**
Static predefined number for the forward all.
- **fwdDn**
Static predefined number on busy/no answer.
- **gr**
Line Group ID to update status for
- **gl**
Line Group label, will replace the Line Group ID displayed in the menu.
- **ds**
Display Status on the phone's background (forward all/voicemail/group login/lock)
- **dm**
Displays a notification message after the action is successful.
- **gs**
Groups to Supervise (with IPS Lines Supervisor installed).
- **gts**
Groups Types to Supervise :
 - LG) Line Group
 - PG) Pickup Group
 - SD) Speed Dial
 - UD) User defined
- **ms**
Supervision Mode:
 - D) on demand
 - A) always
 - I) idle lines
 - P) on interception group call
 - PI) on idle interception group call
 - PS) on interception group call in schedule programmed
- **dms**
Display Mode Supervision
 - I) icons
 - 12) 12 contacts
 - 18) 18 contacts
 - T) text
 - B) banner.
- **ch**
Clear History when Locking
- **user**
CUCM UserID for locking

Important! The total length of the URL must not exceed 264 characters.

6 Actions

From this screen administrator will define IPS Phone Config user interface menu, icons and display rules.

Home / IPS Phone Config / Default actions Cancel Save

Default actions

- Fwd config ▼ ...
- Lock ▼ ...
- Group login/logout ▼ ...
- PIN code change ▼ ...
- Clear call history ▼ ...
- (none) ▼ ...
- (none) ▼ ...
- (none) ▼ ...
- (none) ▼ ...
- (none) ▼ ...
- (none) ▼ ...
- (none) ▼ ...

Miscellaneous

Display temporary messages ?

Extra push status delay (s) ?

Push status continuously

Push status continuously period, min. 5 (mn)

Delay to clear screen after inactivity (s) ?

Delay to retrieve current screen after interruption (s) ?

Display menu even for one action ?



Administrator defines the default list of actions that will appear in IP Phone menu when user will call IPS Phone Config service. This list may be changed if toggle 'tg' service subscription parameter is set.

Option menu	IPS Lock	IPS Phone Config
Forward all		YES
Forward noAnswer/busy on VoiceMail		YES
Forward settings		YES
Line group Login / Logout		YES
Lock (by changing Calling Search Space)	YES	YES
Clear call history on phone	YES	YES
Do not disturb (by changing partition)	YES	YES

PIN code change	YES	YES
Speed dial setting		YES
Change language		YES
Call supervision (with IPS Lines Supervisor module)	YES	YES
Call Alarm/Callback (with IPS Alarm callback module)	YES	YES

IPS Lock and IPS Phone Config features comparison

By default, if only one action is configured, it will be called directly when IPS Phone Config is called menu of the services. In few cases, it may be useful to display a menu even of only one line, then select this action (ex: To enter Reception group/To leave Reception group).

If you check "Display messages", a message will be posted during 2 seconds to confirm that the required action succeeded.

If you check "Display status in background", one or more icons will appear in the background of screen to display status of: lock, forward all, voicemail, group logging, do not disturb. This parameter can be altered by the service subscription parameter "ds".

For certain actions needing a restart of the IP Phone, it is necessary to push again the status towards the IP Phones after the restart. In this case IPS Phone Config pushes the status again after 3 seconds, then 8 seconds. It is possible to add another push by indicating a delay (after action) higher than 8 seconds.

Note: In the case or the station is logged in a group, the label of the group (defined in parameter of subscription for the service "gl") or if it is not defined, the name of the group(s) (parameter "gr.") is posted in title of the basic window of screen.

When IPS Lines Supervisor is installed (on the same cluster) it is possible to transmit in real time to IPS Lines Supervisor the information on group login/logout. This makes it possible to update in real time the screen of supervision.

It is possible to parameterize the label of the functions appearing the menu of the application.

One can define, in all cases:

- The label describing the function

For the functions forward, login/logout grouping, reference transport, available/not available (do not disturb):

- The label to activate the function,
- The label to deactivate the function,
- The header of the icon activated,
- The icon activated (with format GIF, jpg, png with the format 26x21 in 4 nuance of gray),
- The header of the icon unset,
- The icon unset (with format GIF, jpg, png with the format 26x21 in 4 nuance of gray),

Delay to clear screen after inactivity: when user leave IPS Phone Config application open, the screen clears automatically after a few seconds, as defined here.

Delay to retrieve current screen after interruption: if an IPS Phone Config screen have been cleared by a phone call, a push or previous timeout, it is possible when calling again the application from the service menu to go directly in the screen on which the application was interrupted. This does not apply for tempory messages at the end of action that clears after a few seconds. Value entered in an input screen may also be lost if user had not yet validated the screen.

7 IPS Phone Config performance control

IPS Phone Config integrates an interface with the functions of administration of Cisco CUCM (called AXL) making it possible to visualize and modify the configuration of the IP Phones. In order to optimize this interface and to limit the load of CUCM various systems parameters can be defined in this screen.

Home / IPS Phone Config / Performance control parameters Cancel Save

AXL CUCM interface parameters

Cache validity for phone, user, line, ... (s)	30
Cache validity for group, CSS, ... (s)	300
Cache validity for line group members (s)	30
Cache validity for forced AXL read (s)	5
IP Phone session params purge delay (mn)	60
Automatic lock, nb. phones / minute	900 ?

Trace parameter

Trace level

In order to preserve the operation of the telephone system, Cisco CUCM limits the number of updates in writing via applicative interface AXL. The maximum number of requests in updates per minute is defined via the administration of Cisco Unified CUCM in: Services > Service Parameter > Database Layer Monitor > Button Advanced. Click [here](#) for more information.

IPS Phone Config application also contains a throttling and queuing mechanism to avoid charging CUCM and getting an error while updating configuration. One will indicate here the maximum number of updates per minute granted to IPS Phone Config. This number must be lower or equal to the number defined in the CUCM administration and must take into account other applications using interface AXL in writing.

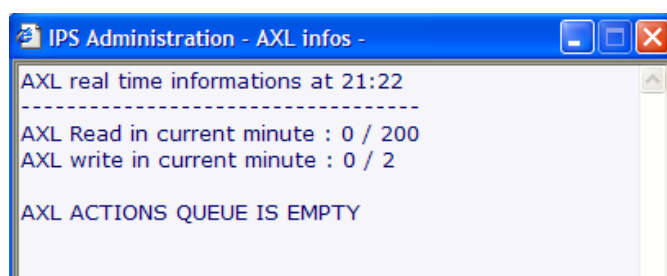
When the number of updates per minute defined here is reached, the requests for updates will be put in queue. The users of IPS Phone Config are informed and an approximate completion time is given. If the user requests the same change, the request is not added again in queue but an estimated latency completion time is returned.

Note: In order to work properly the throttling and queuing feature requires that IPS Phone Config server time is accurately synchronized with Cisco CUCM publisher time.

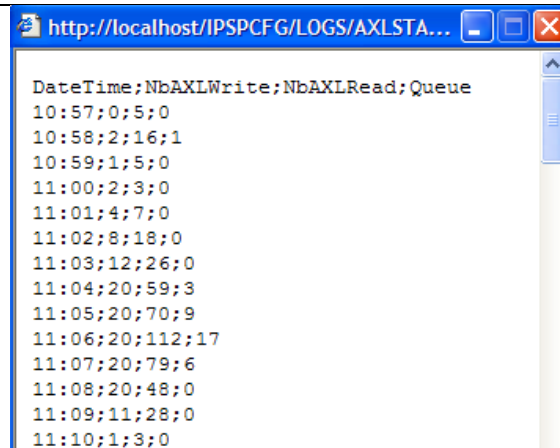
The number of read requests is not limited by CUCM but its use is limited by IPS Phone Config to protect CUCM. If the maximum number of readings per minute is reached, the access to IPS Phone Config is temporarily blocked. When the number of request in reading approaches the maximum number the requests are spaced.

If the maximum withdrawal period in queue defined here is reached, IPS Phone Config refuses to take into account the required modification.

You can view real time AXL Queue information by clicking on button, it displays AXL Read in current minute versus maximum, AXL Write in current minute v.s. maximum, AXL Write Queue count and detail.



You can display current day AXL statistics, minute per minute, including number of AXL Write, Read and Queue size.



```
http://localhost/IPSPCFG/LOGS/AXLSTA...
DateTime;NbAXLWrite;NbAXLRead;Queue
10:57;0;5;0
10:58;2;16;1
10:59;1;5;0
11:00;2;3;0
11:01;4;7;0
11:02;8;18;0
11:03;12;26;0
11:04;20;59;3
11:05;20;70;9
11:06;20;112;17
11:07;20;79;6
11:08;20;48;0
11:09;11;28;0
11:10;1;3;0
```

In order to optimize the function of the application and to limit the accesses in reading to interface AXL of CUCM the data collected are put in cache.

The period of validity of the cache could be different according to the object put in cache. Indeed definitions of groups, partition, Calling Search Space are seldom modified whereas configuration of the users, IP phone, device profiles or lines can be modified more often as well as the list of the members of the groups. The modifications carried out via IPS Phone Config are updated also in the cache. There may however be a difference between the cache and the values in CUCM if the modifications are carried out with the administration or the BAT command of CUCM.

At the time of the entry in the menu or a function of IPS Phone Config, the application forces a read via CUCM AXL interface, even if the data is already in cache. One can however define a second level cache validity for these forced requests. This avoids requesting CUCM when user navigate IPS Phone Config menu.

In order to implement fault tolerant mechanism, you must set Primary server (running Active Web Service) and Secondary Server (running Standby Web Service) IP Addresses.

By clicking on "View Status" button you will get the status of the Web Services.

Status values may be:

1. Starting : server is re synchronizing from other server,
2. Active : web service is handling requests and replicate to Standby server,
3. Standby : get replication from Active Web Service,
4. No answer: failed or disconnected.

Note: After restarting Web Service may be both Active at the same time. However this should not last more than one minute.

It is possible to define a trace level specific to IPS Phone Config IP Phone interface and Web Service.

8 IPS Phone Config Forward & group parameters

This screen makes it possible to define parameters of the operation of IPS Phone Config / IPS Forward. To reach this screen, click on the button "Forward" in the bar of menu.

Home / IPS Phone Config / Forward & group parameters Cancel Save

Use last IP Phone dn <input type="checkbox"/>	Default Calling Search Space If not already set
Enable Forward All <input checked="" type="checkbox"/>	Forward All <...>
Display/Update fwd all in forward status screen <input checked="" type="checkbox"/>	Forward on busy, external <...>
Timeout to press Config button (s) <input type="text" value="2"/>	Forward on busy, internal <...>
Authorize, forward to voice mail <input checked="" type="checkbox"/>	Forward on no answer, external <...>
Default, forward to voice mail <input type="checkbox"/>	Forward on no answer, internal <...>
Authorize no answer forward setting <input checked="" type="checkbox"/>	
Authorize user to change no answer duration <input type="checkbox"/>	
Default no answer duration <input type="text" value="20"/>	
Action when no forward on NO ANSWER EXT is set <input type="text" value="Disabled"/>	
Forced NO ANSWER EXT duration <input type="text" value="20"/>	
Action when no forward on BUSY EXT is set <input type="text" value="Disabled"/>	
Authorize busy forward setting <input checked="" type="checkbox"/>	
Do not differentiate internal and external forward <input type="checkbox"/>	
Disable all softkey in fwd config menu <input checked="" type="checkbox"/>	
External number dial prefix <input type="text"/>	
Confirm disable fwd all & lock <input checked="" type="checkbox"/>	
Authorized forward destination patterns <input type="text"/>	

IPS Phone Config / IPS Forward allows Cisco IP Phones users to define the configuration from their IP Phone. They can for instance set or cancel the forward all function on a line. They can also toggle no answer/busy forward between voice mail and a fixed number. In configuration mode, IPS Phone Config / IPS Forward also makes it possible to define the all forward (all, no-answer, busy) settings as well as the duration of detection of no-answer. IPS Phone Config allows moreover the use and the fast configuration of the speed dials, the change of the language, the change of code PIN, the locking of the station.

The operation of IPS Phone Config / IPS Forward is totally configurable in order to satisfy various types of use.

This parameter setting can be defined:

- Via IPS Administration,
- Via the [service subscription parameters](#) (for certain parameters only), define via the administration of Cisco CUCM or CCMUser, at the time of the subscription to this service.

For the empty values left in the parameters of the service, IPS Phone Config/IPS Forward uses the values defined in IPS Administration.

8.1 Parameters of use of the functions of reference

If the directory number to be forwarded is not provided as a parameter of the service and that there is more than one line defined on the phone, either the first line, or the last will be selected according to whether one notched the parameter **"Use last line"**.

It is possible to program from IPS Phone Config the **forward all** function (also called immediate forward). Contrary to the button available on the IP Phone, that makes it possible to program a reference on the second line and to present a forward destination number.

When calling IPS Forward by pressing a button of the IP Phone, the application automatically commutates from

one state to another by positioning or cancelling forward. A message of confirmation is posted during a few seconds and in the meantime it is possible to press on the button "Config". You can define, the duration of posting of this screen (in seconds) by **Delay to press on the Config button**.

The screen of configuration makes it possible to define the forward destination number. It also makes it possible, optionally, forward to voice mail. For that, check **Propose voicemail in forward**.

In the case, you have checked, Propose voicemail, define the default value, **Default, forward to voicemail**.

It is possible to authorize or not the user to set **no-answer** and **busy forward**. In addition, even if is authorized at administration level, this function can be disabled in service subscription parameter.

It is also possible to authorize or not the user to define the **time of detection of no-answer**. It should be noted that the time of detection of non-response is the same one for the internal and external calls.

Forward external no-answer forward on Standard directory number

It is possible to define a directory number (for example the standard) towards which the calls will be forwarded on external no-answer/busy call if the user have cancelled no-answer/busy forward. It is also possible to present in this case the no answer detection delay (which will then also be applied to the internal calls). It should be noted that the user does not see on IPS Phone Config / IPS Forward interface that a no answer/busy forward is set to the standard directory number. For him the external no-answer/busy forward is cancelled.

The administrator can activate or deactivate the possibility for the IP Phone user to set forward on busy.

The administrator can activate or deactivate deactivate the possibility for the IP Phone user **to differentiate external and internal** no answer/busy forward. In the case internal/external is not differentiated and current external / internal forward conflict, the status displayed is based on internal forward.

When setting forward, user have a three item menu:

- Destination
- Voice Mail
- Cancel

It is possible **to mask the choice "Cancel"**, in this case to cancel forward the user must select the destination menu item and erase the possibly definite number. Voice may must also be disabled.

It is possible **define forward setting** from an input screen. In this case the user can type the destination number and type "Y" or "N" for voice mail. To forward to a destination voice mail must be disabled by type "?".

It is possible to define an **"external Prefix"** which will be added to the forward destination number if this one has more than 6 digits.

When the user disable all forward from forward status screen, an optional **confirmation message** can be prompted.

The administrator can define the default dialling rights (Calling Search Space) for the different forwards type. This will be applied only if no Calling Search Space were defined by the administrator for the forwards on the IP Phone or device profile.

8.2 Parameters of the operation of the swing reference towards transport

By default the function that toggle between destination and voicemail forward is applied to the selected IP Phone line. It is also possible to apply the forward toggle to a Hunt Pilot. The Hunt Pilot number must then be supplied as the service subscription parameter 'hp' for the phone or device profile.

Note: If the number of Hunt Pilot is not provided in the parameter of subscription "HP", forward applies to the selected IP Phone line.

In this case the administrator may also define the **voice mail number** towards which Hunt Pilot will be forwarded.

8.3 Parameters of the group login/logout function

Administrator define here the behaviour of the application when login out of a Line Group. The possible choices are as follows:

- Prohibited,
- Warning,
- No warning.

In IPS Forward/IPS Phone Config main menu, the name or label defined for the group(s) to login/logout may appear: Enter group XXXX, Leave group XXXX). It is possible of mask the name of the group, the menu item is then: Enter group / Leave Group

9 Lock parameters

The administrator can set in this screen the parameters of Lock, do not disturb, change PIN and change language functions.

Home / IPS Phone Config / Lock, do not disturb, change PIN and language parameters

Cancel

Save

Lock modes

Lock mechanism	By External Call Control Profile
Use directory number as user id	<input type="checkbox"/>
List of proxy users (separated by commas) to exclude	
List of masks of allowed numbers, separated by "	
Authorized numbers and/or not forbidden numbers	AND
List of masks of forbidden numbers, separated by "	
CTI Ports playing audio notification to locked phones	List / Delete Create CUCM's CTI ports
Action after entering a valid PIN code	Drop the call and make a new call
Prefix for external numbers	
Unlock on audio server	Disabled
Fixed PIN code length (DTMF w/o #)	0
Automatically lock / unlock all phones	Disabled

Lock parameters

Get user with Extension Mobility	<input type="checkbox"/>
Prompt PIN code when locking the first time	<input checked="" type="checkbox"/>
Clear call history when locking	<input type="checkbox"/>
Lock status display mode	Banner status or text screen

PIN code validation

Nb max PIN code retries	5
Delay before retrying PIN code after nb. max. errors (mn)	3
Minimum PIN code length	4

9.1 Lock by Calling Search Space

To lock an IP Phone, IPS Phone Config updates the Calling Search Space of the IP Phone or Calling Search Space of the IP Phone. It applies 'locked' Calling Search Space giving access only to the emergency numbers or the internal numbers, according to the policy adopted. It is recommended to use a specific **Calling Search Space** for locking.

When the station is unlocked, the initial Calling Search Space of the IP Phone is restore or the phone lines Calling Search Space. This one is saved in the database of IPS Phone Config. By safety and in the event of problem of access to the database, it can be useful to define **Cbackup Calling Search** (by default) which would then be applied to the IP Phone during unlocking. Another operating mode consists in adding a postfix to the Calling Search Space. Administrator must then define for each Calling Search Space another one with for instance a `'_LOCK'` postfix.

CAUTION: In order for lock function to work, administrator must define for each Calling Search Space used by IP Phone who may use the lock function, Calling Search Space pairs locked and unlocked. Otherwise, locking will fail.

CAUTION: IPS Phone Config seeks, during the first locking, the user associated with the IP Phone which one wishes to lock. However, some of the applications using the CTI or the push towards the IP Phones can create a global user associated with the totality of the IP Phones. In order to exclude these CUCM users from research, seize the list of the users separated by commas.

Either the lock modifies Calling Search Space on the level of the IP Phone, or on the lines level: **"Use Calling Search Spaces at line level"**.

It is also possible **to erase the IP Phone call history when locking**. This option is also accessible in a

parameter from subscription for service IPS Lock.

To authorize the user of the IP Phone to unlock its IP Phone, the application requires from him to enter its PIN code defined by the CUCM administrator. However, this code PINE is related to the user and not the IP Phone.

If this user were defined in the configuration of the IP Phone (field User Login), this one will be used by defect. If no user were defined for this IP Phone, during the first locking, IPS Phone Config will ask the user to enter the user login as well as his PIN code. In order to avoid this and if the policy adopted on CUCM use for the user login the first directory number of the IP Phone, check **'Use directory number as user id'**.

9.2 Lock by CTI

In this mode locked IP Phones are automatically supervised in CTI.

When the phone is locked, there is a way to redirect calls to the audio server:

- At dialing, the called number is compared to the masks of authorized and forbidden numbers. Calls to unauthorized numbers are redirected to the audio server. The user can then enter his PIN and the call is redirected to the initial destination. It should be noted that if internal calls are prohibited for a locked extension, a phantom call is received by the called party before redirecting to the audio server.
- On the hook, calls from a locked station are all directed to the audio server. The user can only enter an emergency number followed by #.

9.3 Lock by translation pattern + Extended Call Control Profile

In order to use this mode, you need to use a Route Pattern which is triggered when calling external phone numbers and associate to this Route Pattern an External Call Control Profile that will query IPS Lock.

The External Call Control Profile should query the l'URL : <http://teliscahost:80/IPSPCFG/ECCP/> with a 2000ms timeout.

Other parameters are the same as for CTI mode CTI.

Lock modes

Lock mechanism ?

Use directory number as user id ?

List of proxy users (separated by commas) to exclude

List of masks of allowed numbers, separated by ',' ?

Authorized numbers and/or not forbidden numbers ?

List of masks of forbidden numbers, separated by ',' ?

CTI Ports playing audio notification to locked phones [Create CUCM's CTI ports](#)

Action after entering a valid PIN code ?

Prefix for external numbers ?

Unlock on audio server ?

Fixed PIN code length (DTMF w/o #) ?

Automatically lock / unlock all phones ?

9.4 Lock filter parameters

In these two modes the numbers allowed when the IP Phone is locked is set in IPS Lock itself and not by a Calling Search Space. It is possible to define masks of authorized and forbidden numbers. The syntax is based on this CUCM route patterns and translation pattern:

10 Discard incoming calls, PIN code and language parameters

Other features are available from IPS Phone Config menu, 'Misc' item.

Home / IPS Phone Config / MiSC

Cancel Save

Language

CUCM default language (none) ▼

SpeedDial BLF Settings

Display Call Pickup option ?

Accept / discard incoming external calls

Change partition + group(s) login

Login/Logout group(s)

Change partition

Partition to discard external calls (none) ▼

Partition to accept external calls (none) ▼

Update only first line's partition

10.1 Accept/discard external incoming calls parameters

The function available / not available can be set in different modes:

- By **changing the partition** on the line (All or first line only, according to the value checked).
 - In this case one partition is corresponding to the state 'available' and one partition is corresponding to the state 'not available'.
- By login in and out of one or more groups.
 - In this case, group(s) separated by a comma, need to be provide in the service subscription parameters "gd".
- By **changing the partition and login/logout of group(s)**. The following order is respected:
 - To make itself available : change partition, login group(s),
 - To make itself not available: logout from group(s), change partition.

Note: In the case available / not available acts on the partition and the groupings, to determine the state available / not, the application rely on the state of the partition. If during the execution, a change of partition or a login/logout grouping fail, the other action is not carried out or if it were already carried out a return back is carried out.

CAUTION: If one modifies, via the administration, the partition of a line which is in a grouping, a new fictitious line is created temporarily. This line is unobtrusive only at the end of a certain time after exiting of the group and/or logout/login of extension mobility. For this period it is not possible any more to modify the partition via IPS Phone Config (which is based on the interface of CUCM programming AXL).

10.2 Change code PIN parameters

When the user enters his current PIN code, to allow him to change it is possible to limit the number of retry. When the maximum retry is reached, the user must wait for a few minutes (equal to session duration to retry). If maximum retry is 0, this means there is no limits.

10.3 Change language parameters

In the change language screen, one choice is <default>. Administrator must enter here the default language that have been set in the system.

11 Troubleshooting

11.1 Administration and log files

You may check IPS Phone Config and IPS Alarm Callback is working properly from IPS Administration.

To understand exactly what is going on you may want to check the trace files. You may read trace files directly from Administration Web interface.

To read configuration Web Service and Administration log files, click on trace button in the main menu. To check Phone Config or Alarm trace, select first the application button and then click on the trace button.

You can select trace of Web Services, IP Phone interface, and administration interface.

These trace (LOG) files are located in the following directories (assuming default IIS directory is used):

- Configuration Web Services : c:\inetpub\wwwroot\IPSCFG\LOGS\IPSCFGWS_yymmdd.log
- Administration interface : c:\inetpub\wwwroot\IPSCFG\LOGS\IPSCFGADMIN_yymmdd.log
- Authentication proxy : c:\inetpub\wwwroot\IPSCFG\LOGS\AuthProxy_yymmdd.log
- IPS Phone Config/Forward Web Services :
c:\inetpub\wwwroot\IPSCFG\LOGS\IPSCFGWS_yymmdd_hh.log
- IPS Phone Config/Forward IP Phone interface :
c:\inetpub\wwwroot\IPSCFG\LOGS\IPSCFG_yymmdd_hh.log
- IPS Alarm Callback Web Services : c:\inetpub\wwwroot\IPSALRM\LOGS\IPSALRMWS_yymmdd_hh.log
- IPS Alarm Callback IP Phone interface : c:\inetpub\wwwroot\IPSALRM\LOGS\IPSALRM_yymmdd_hh.log

The level of detail in the trace files can be defined in IPS Administration, configuration screen.

You can set trace level to:

- Minimum : Only start up – ending messages are logged,
- Errors : Idem + error messages,
- Treatments : Idem + main treatments with main parameters (including phone names)
- Methods : Idem + all call two low level methods,
- Maximum: includes XML and AXL data flow.

It is possible to define a different level of trace for Framework, IPS Phone Config and IPS Alarm.

Each trace file line includes the following columns separated by semi-colons:

- Date,
- Time with milliseconds,
- Executing thread (which help following the execution log for a particular user session),
- Phone Name (may be empty),
- Module name,
- Function name,
- Description.

It is possible to load the trace file (or part of it, identified by the time of the issue) in Microsoft Access or Microsoft Excel to ease sorting and filtering.

Trace files are purged after a delay (default 14 days) defined in IPS Administration configuration screen.

11.2 Typical configuration issues

11.3 IPS Phone Config menu do not display on the IP Phone

This means that either the IP Phone cannot reach the IPS Phone Config server or the server or the application is down.

From Cisco CUCM Administration, check the URL defined for IPS Phone Config service. Copy and paste URL in your browser to check the result. An XML description should appear on the browser, it is normal if XML display fails because it may include forbidden characters.

You should also check that http call flow is open between IP Phone VLAN and IPS Phone Config application server. To be sure it is not a call flow issue, you should try to call the application URL directly on the server browser.

If even on the server, the browser do not display an XML object, then check IPS Phone Config user log:
c:\inetpub\wwwroot\IPSPCFG\LOGS\IPSPCFG_YYMMDD.log.

11.4 Application displays an error instead of the menu

11.4.1 Error message: No phone name or device profile parameters provided

The application needs to know which IP Phone is calling the application by providing the phone name in parameter 'pn' or in mobility mode the device profile to which application have been subscribed in parameter 'dp'.

Phone name parameter is automatically provided by adding in the URL ?pn=#DEVICENAME#. #DEVICENAME# is replaced by current IP Phone name.

If 'dp' optional parameter is filled, then it is used instead of the phone name.

11.4.2 Error message: Due to many calls the telephony system cannot process you request

This error message shows when the maximum number of reads per minute is reached for the current minute or the maximum waiting delay set in IPS Administration for the actions in the queue have been reached.

The administrator can check the number of reads, writes in the current minute and the size of the queue from Performance Control screen in IPS Administration. It may then know if the application will be available again the next minute depending of the size of the queue.

11.5 IPS Phone Config menu is empty

Check that either actions have been defined in IPS Administration in Actions screen or actions have been defined (separated by commas) in service subscription parameter 'tg'.

11.6 Delay to display IPS Phone Config menu

The first time after IPS Phone Config server have just started, it may take 10 to 15 seconds for the application to load and the menu appears.

In normal use, IPS Phone Config menu should appears after a few seconds on the IP Phone. The delay to display the first menu will depend of the number of menu items selected in Administration or in the subscription parameter 'tg'. For some menu item, the application may check the current IP Phone status: for Forward All toggle, Voice Mail toggle, Login/Logout, Lock/Unlock, Do not disturb.

To check status, the application will query CUCM through AXL SOAP interface. Depending of the amount of read per minutes configured in IPS Administration Performance Control screen, the request will be slowed down to limit it to the authorized number. For instance if 120 read per minutes has been configured, maximum one read per half second is authorized.

11.7 All functions return an error: function change have failed

This may occurs if the interface with CUCM AXL SOAP is not set properly.

Go in configuration screen in IPS Administration. The version of CUCM should be displayed. If question marks are displayed instead, this means that the AXL SOAP interface is not working properly.

In this case, check, CUCM IP Address set, administration login and password. You should also check you can access to CUCM publisher from IPS Phone Config server (http and https flow, is open).

11.8 Alarm do not displays and icon status do not display

This means there is an issue when pushing information on the IP Phone.

This is generally an authentication issue. You should then check the IP Phone push parameters in IPS Administration configuration screen. You may check the error in:
c:\inetpub\wwwroot\IPALRM\LOGS\IPALRMWS_yymmdd.log or
c:\inetpub\wwwroot\IPSPCFG\LOGS\IPSPCFGWS_yymmdd.log or

Here are the push error codes:

- Error 1 = Error parsing CiscoIPPhoneExecute object
- Error 2 = Error framing CiscoIPPhoneResponse object
- Error 3 = Internal file error
- Error 4 = **Authentication error**

You should also get error 6 which means that the IP Phone is a correct status to receive a push. This may happens when IP Phone have received two many push in a defined time.

If 'IP Phone associated to push user' have been selected in configuration screen then the push user login/password defined should be correct and the push user should be associated with all the IP Phone on which IPS Phone Config is used and requires a push (icon status or alarm).

If 'Use authenticate proxy' or 'use secured authenticate proxy' have been selected, you should check from CUCM administration that the Authenticate URL for all IP phone (in Enterprise parameters' or for a particular IP Phone in 'IP Phone definition' have been set to:

<http://IPS Phone Config server host/IPSCFG/authenticate/default.aspx> .

You may also check the http call flow is open from the IPS Phone Config server to the IP Phone and from the IP Phone to the IPS Phone Config server.

11.9 Forward all toggle return an error

You should check destination phone number entered. If line has been forwarded to voice mail, check voice mail profile.

Depending Forward configuration in IPS Administration, forward all will be executed on the first line or the last line. You may also provide as a parameter 'fwdAllDn' le line directory number you want to forward. Check you have forwarded the line you wish.

11.10 Login / Logout group return an error

Check the service subscription parameter `gr`. It should contains the Line Group name or several Line groups names separated by commas. Check the spelling of the groups in CUCM administration.

11.11 Lock / unlock return an error

There is two way to configure the way lock is working. One way is to change your current Calling Search Space to a restricted one to lock and restore your previous Calling Search Space to unlock. Another way is to add a predefine postfix (for instance `-lock`) to your current Calling Search Space to set a restricted Calling Search Space. In this mode lock will only work if you have define a locked Calling Search Space based on current Calling Search Space + defined postfix.

Calling Search Space may also apply on the phone or the line, check your configuration.

11.12 While having set Do not Disturb you still can receive calls from a Hunt Group

This is normal, Do not disturb change your line partition which only affect direct calls. Calls distributed by a Hunt Group will not be stopped. In this case you may configure in IPS Administration to both change partition and logout from the group when you want to set do not Disturb.

Note: In the case available / not available acts on the partition and the groupings, to determine the state available / not, the application rely on the state of the partition. If during the execution, a change of partition or a login/logout grouping fails, the other action is not carried out or if it were already carried out a return back is carried out.

CAUTION: If one modifies, via the administration, the partition of a line which is in a grouping, a new fictitious line is created temporarily. This line is unobtrusive only at the end of a certain time after exiting of the group and/or logout/login of extension mobility. For this period it is not possible any more to modify the partition via IPS Phone Config (which is based on the interface of CUCM programming AXL).

11.13 When setting Lock or changing PIN code, input screen ask for enter a user

This will occur if the application cannot find user associated with the IP Phone. Check there is a user already associated to this IP Phone. Otherwise check LDAP configuration in IPS Administration configuration screen. If default CUCM configuration have been set you need to make sure that LDAP password is the same as administrator password. If not or if your CUCM is integrated with Microsoft Active Directory you need to define all LDAP parameters (see on line help).

11.14 When setting Lock or changing PIN code, input show a wrong user

This may occur if several users are associated with this IP Phone. For instance, a CTI user have been associated with all Call Center IP Phones. You then need to define in IPS Administration, Lock parameters screen the list of `proxy users` separated by commas that needs to be excluded when looking for the user associated with the IP Phone.

11.15 When changing PIN code, application accept previous PIN code as current code instead of new one

Application checks current PIN Code using CUCM authenticate.asp script. This script accept both password and PIN code. So if your password was the same as your PIN code it may be possible to enter it as current PIN code even if you have changed the PIN code.

11.16 I have set two alarms on the same day and do not receive the second one

Setting two alarms from one IP Phone at the same day and time is not supported.

11.17 I have set an alarm yesterday and never received it

To push the alarm on the IP Phone the Alarm Callback Web Service need to know the IP Phone IP Address. One mode is to use the IP Address saved when the IP Phone has set an alarm. However if you allow setting the alarm for a future day, the IP address may have changed after a DHCP release. In this case you should setup in administration configuration screen the device list mechanism. For large telephony systems (more than 2000 IP Phones) it is recommended to use 'by polling IP Phones' mechanism to avoid loading the list from CUCM.