XIMA

CISCO CONFIGURATION GUIDE

Updated March 15, 2016

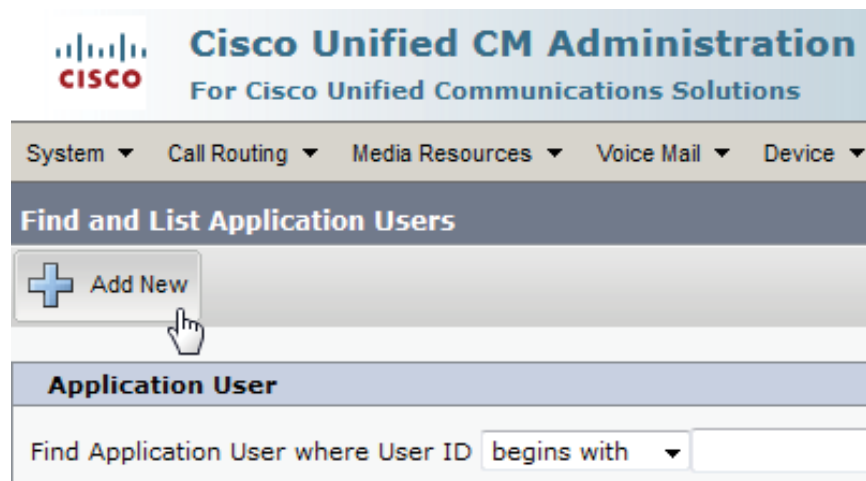# Table Of Contents

Section 1 – Cisco Configuration

1.1 Configure Cisco Unified Application Users

An application user must be created and configured inside of the Cisco Unified CM Administration tool to allow Chronicall to connect to the system. Chronicall also requires user access to the administrative XML (AXL) API to query for users, groups, voice-mail information, call park timeouts, and to automatically configure devices to be monitored (if requested within Chronicall). To create an application user:

    1. Sign in as an with administrator rights to Cisco Unified CM Administration.

    2. Select User Management > Application User.

3. Select Add New

4. Enter a user ID and password for Chronicall to use in the application user

5. In the Permissions Information section click the Add to User Group button.

6. Then click Find and select the following groups: Standard CCM Read Only, Standard CCM Super Users, Standard CTI Allow Call Monitoring, Standard CTI Allow Call Park Monitoring, Standard CTI Allow Call Recording, and Standard CTI Enabled. Then click the Add Selected button.

Find and List User Groups

Select All | Clear All | Add Selected | Close

Status
ⓘ 24 records found

User Group (1 - 24 of 24)   Rows per Page 50 ⌄

Find User Group where Name begins with ⌄ [   ] Find | Clear Filter | ➕ | ➖

☐	Name ▲	Roles	Copy
☐	Standard Audit Users	ⓘ	▣
☐	Standard CAR Admin Users	ⓘ	▣
☐	Standard CCM Admin Users	ⓘ	▣
☐	Standard CCM End Users	ⓘ	▣
☐	Standard CCM Gateway Administration	ⓘ	▣
☐	Standard CCM Phone Administration	ⓘ	▣
☑	Standard CCM Read Only	ⓘ	▣
☐	Standard CCM Server Maintenance	ⓘ	▣
☐	Standard CCM Server Monitoring	ⓘ	▣
☑	Standard CCM Super Users	ⓘ	▣
☑	Standard CTI Allow Call Monitoring	ⓘ	▣
☑	Standard CTI Allow Call Park Monitoring	ⓘ	▣
☑	Standard CTI Allow Call Recording	ⓘ	▣
☐	Standard CTI Allow Calling Number Modification	ⓘ	▣
☐	Standard CTI Allow Control of All Devices	ⓘ	▣
☑	Standard CTI Allow Control of Phones supporting Connected Xfer and conf	ⓘ	▣
☑	Standard CTI Allow Control of Phones supporting Rollover Mode	ⓘ	▣
☐	Standard CTI Allow Reception of SRTP Key Material	ⓘ	▣
☑	Standard CTI Enabled	ⓘ	▣
☐	Standard CTI Secure Connection	ⓘ	▣
☐	Standard EM Authentication Proxy Rights	ⓘ	▣
☐	Standard Packet Sniffer Users	ⓘ	▣
☐	Standard RealtimeAndTraceCollection	ⓘ	▣
☐	Standard TabSync User	ⓘ	▣

Select All | Clear All | Add Selected | Close

7. Click Save. The user should now look like the image below

1.2 Configure Cisco Unity Connection Monitoring

In order for Chronicall to know what happens to a call while it is inside the unity system (voice-mail or auto-attendant), remote port status monitoring must be enabled for the Chronicall server. Please do the following:

1. Sign-in as an administrative user to Cisco Unity Connection Administration.

2. Select System Settings > Advanced > Conversations from the menu on the left.
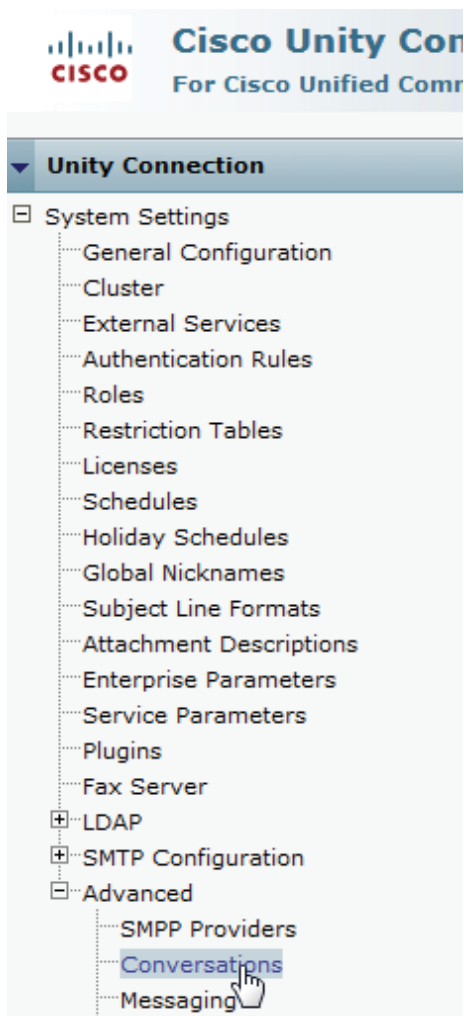
3. Make sure the Enable Remote Port Status Monitor Output option is selected and the IP address of the Chronicall server is added to the field IP Addresses Allowed To Connect For Port Status Monitor Output (comma-separated). The example below has the output going to two different PC's 10.0.0.216 and 10.0.0.233.

4. Click the Save button.

Section 2 – Install Chronicall

2.1 - Installation Setup

Default username is Administrator and default password is password. You can change the password after the initial setup.
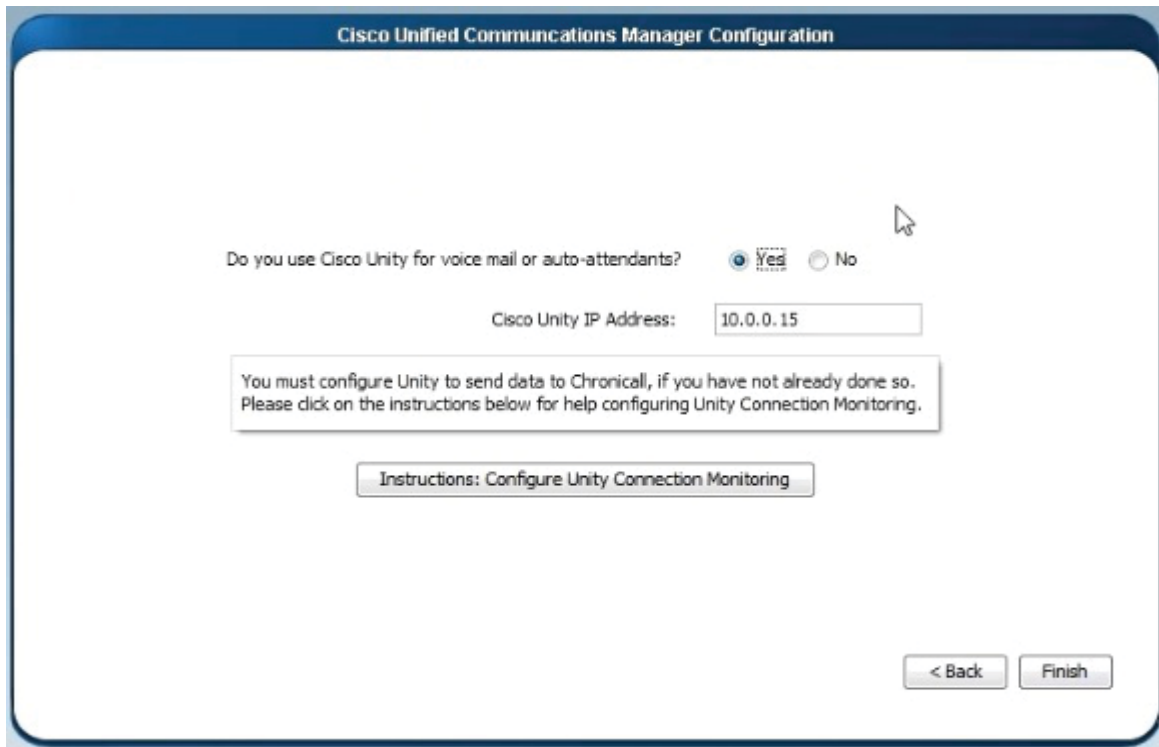
Enter the IP Address of your Cisco Unified Communications Manager. Enter the user-name and password you created on step 1.1. If you forgot this step you can click on the Help: Creating a CTI/AXL Application User tab and it will provide you the instructions.

Select the extensions you want Chronicall to report on.

Enter the IP Address of your Cisco Unity System. You will need have previously set up Unity Monitoring outlined in step 1.2. If you forgot click on the Instructions: Configure Unity Connection Monitoring Tab.

Select the extension you want to monitor in Realtime. This requires Realtime Agent Licenses. If you don't have any Realtime Agent licenses you can skip this step.

Select the extension you want to assign an Agent Dashboard License. This requires a
Realtime Agent Licenses and Agent Dashboard License. If you don't have any Realtime
Agent licenses or Agent Dashboard Licenses you can skip this step.

Finish

Section 3 – Recording Library Setup

3.1 – Installation Setup

The following setup will help configure Xima's Recording Library. If you don't have a Recording library license you can skip this section. Please assign Recording Library an extension. This will have to fall into the systems extension range and must not be in use by another devise. You will also need to select the extensions you wish to record. If an extension doesn't appear it doesn't have a compatible phone / devise. See below for compatible recording devises.

Select the device pool Chronicall should use. If you don't see this option you only have one devise pool configured.
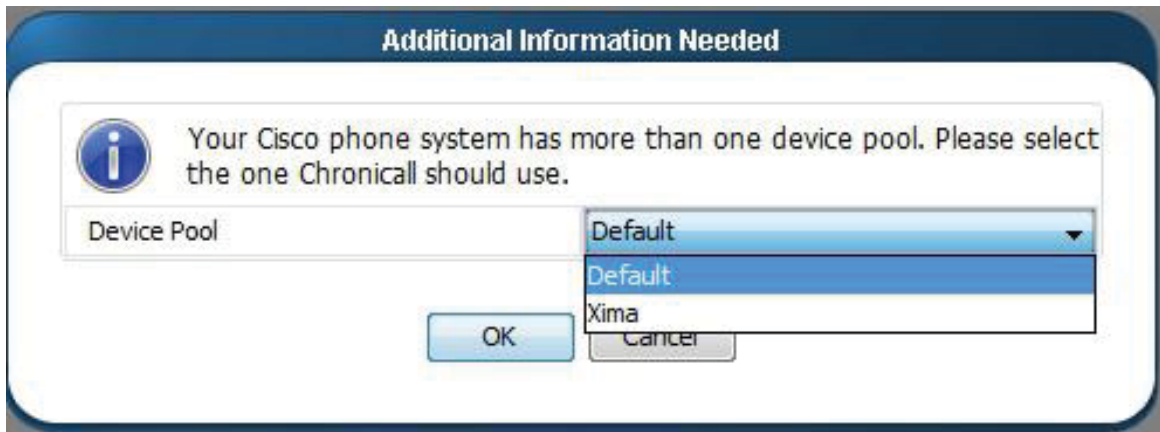
Below is a list of commands Chronicall will send to your cisco system to complete the recording setup.
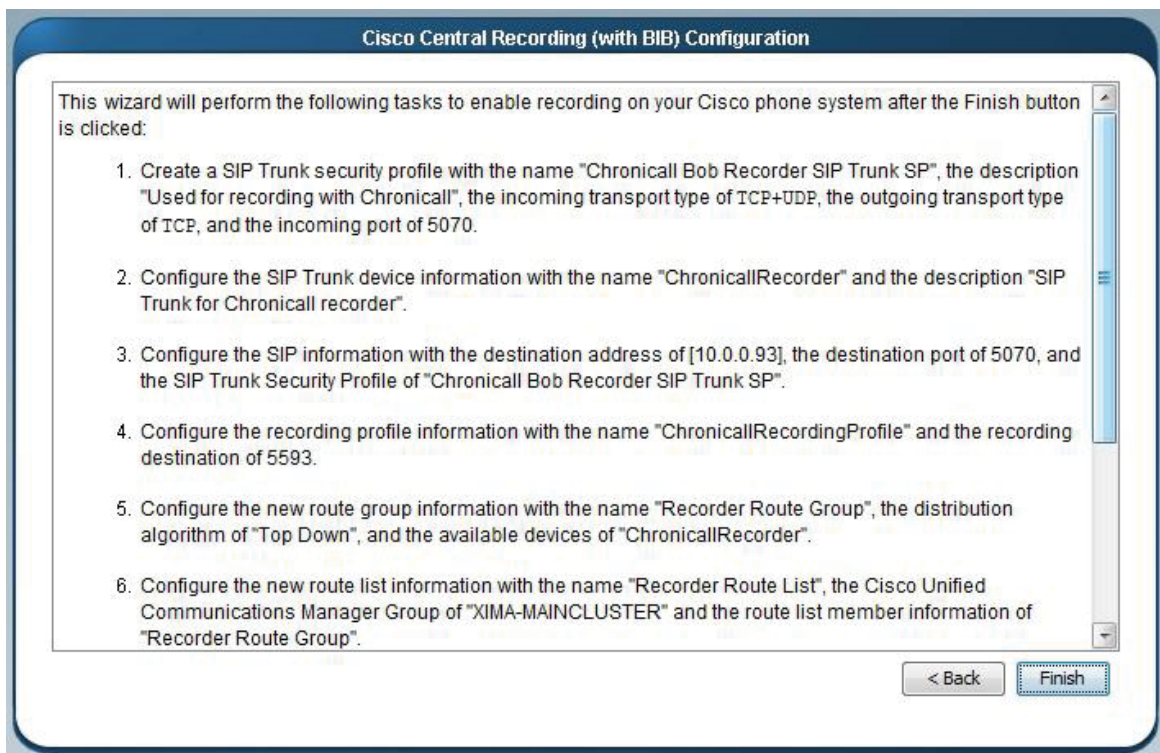
Finish

Phones supporting Cisco Central Recording:

Device/Phone Model	SCCP	SIP	Device-based (built-in-bridge) RTP- Unencrypted Media	Automatic Recording
Cisco 6911	XX	XX	Requires UCM 7.1(3) or later	Yes
Cisco 6921	XX	XX	Requires UCM 7.1(3) or later	Yes
Cisco 6941	XX	XX	Requires UCM 7.1(3) or later	Yes
Cisco 6945	XX	XX	Requires UCM 7.1(3) or later	Yes
Cisco 6961	XX	XX	Requires UCM 7.1(3) or later	Yes
Cisco 7821	I	XX	Requires SIP firmware 10.1(1)	Yes
Cisco 7841	I	XX	Requires SIP firmware 10.1(1)	Yes
Cisco 7861	I	XX	Requires SIP firmware 10.1(1)	Yes
Cisco 7906	XX	XX	Requires UCM 6.0(1) or later	Yes
Cisco 7911	XX	XX	Requires UCM 6.0(1) or later	Yes
Cisco 7914 Sidecar	XX	I	Requires UCM 6.0(1) or later	Yes
Cisco CKEM Sidecar		XX	Requires UCM 7.1(3) or later	Yes
Cisco 7921	XX	I	Requires UCM 6.0(1) or later	Yes

Cisco 7925 & 7925-EX	XX	I	Requires UCM 6.0(1) or later	Yes
Cisco 7926	XX	I	Requires UCM 7.0(1) or later	Yes
Cisco 7941G-GE	XX	XX	Requires UCM 6.0(1) or later	Yes
Cisco 7942	XX	XX	Requires UCM 6.0(1) or later	Yes
Cisco 7945	XX	XX	Requires UCM 6.0(1) or later	Yes
Cisco 7961G-GE	XX	XX	Requires UCM 6.0(1) or later	Yes
Cisco 7962	XX	XX	Requires UCM 6.0(1) or later	Yes
Cisco 7965	XX	XX	Requires UCM 6.0(1) or later	Yes
Cisco 7970	XX	XX	Requires UCM 6.0(1) or later	Yes
Cisco 7971	XX	XX	Requires UCM 6.0(1) or later	Yes
Cisco 7975	XX	XX	Requires UCM 6.0(1) or later	Yes
Cisco 8831	I	XX	Requires SIP firmware 9.3(2)	Yes
Cisco 8941	XX	XX	Requires UCM 7.1(5) or later	Yes
Cisco 8945	XX	XX	Requires UCM 7.1(5) or later	Yes
Cisco 8961	I	XX	Requires UCM 7.1(3) or later	Yes
Cisco 9951	I	XX	Requires UCM 7.1(3) or later	Yes

Cisco 9971	I	XX	Requires UCM 7.1(3) or later	Yes
Cisco DX650	I	XX	Requires UCM 7.1(3) or later	Yes
Cisco IP Communi-cator	XX	XX	Requires CIPC v7.0(1) or later	Yes
Cisco Jabber for Windows - Softphone Mode	I	XX	Requires Jabber for Windows 9.2 or later	Yes
Cisco Jabber for Windows - Extend/-Connect Mode	NA	NA	NA	Yes
Cisco Jabber for Win-dows - Remote Desk-top Control Mode	NA	NA	Refer to the device model under remote control to determine support.	Refer to the device model under remote control to deter-mine support.
Cisco Jabber for Mac - Softphone Mode	I	XX	Requires Jabber for Mac 9.2 or later	Yes
Cisco Jabber for Mac - Remote Desktop Con-trol Mode	NA	NA	Refer to the device model under remote control to determine support.	Refer to the device model under remote control to deter-mine support.
Cisco Jabber for iPad (Wifi-only)	NA	NA	NA	Yes
Cisco Jabber for iPhone	NA	NA	NA	Yes
Cisco Jabber for Android	NA	NA	NA	Yes
Cisco Unified Personal Communicator - Remote Desktop Con-trol Mode	NA	NA	Refer to the device model under remote control to determine support.	Refer to the device model under remote control to deter-mine support.

Cisco Unified Communications Integration for Microsoft Office Communicator/Lync - Softphone Modes	NA	NA	NA	Yes
Cisco Unified Communications Integration for Microsoft Office Communicator/Lync - Remote Desktop Control Mode	NA	NA	Refer to the device model under remote control to determine support.	Refer to the device model under remote control to determine support.
Cisco Unified Communications for RTX (CUCRTX) - Remote Desktop Control Mode	NA	NA	Refer to the device model under remote control to determine support.	Refer to the device model under remote control to determine support.
Cisco Web Communicator for Wx Social - Softphone Mode	NA	NA	NA	Yes
Cisco Web Communicator for Wx Social - Remote Desktop Control Mode	NA	NA	Refer to the device model under remote control to determine support.	Refer to the device model under remote control to determine support.
Cisco Unified Communications Integration for WebEx Connect - Remote Desktop Control Mode	NA	NA	Refer to the device model under remote control to determine support.	Refer to the device model under remote control to determine support.
CTI Port	NA	NA	NA	Yes
CTI Remote Device (Extend & Connect)	NA	NA	NA	Yes
Carrier Integrated Mobile	NA	NA	NA	Yes
IMS Client	NA	NA	NA	Yes

| Nokia S60 | NA | NA | NA | Yes |
| Remote Destination Profile (Single Number Reach) | NA | NA | NA | Yes |

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