

XIMA



CISCO CONFIGURATION GUIDE

Updated March 15, 2016

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Section 1 – Cisco Configuration

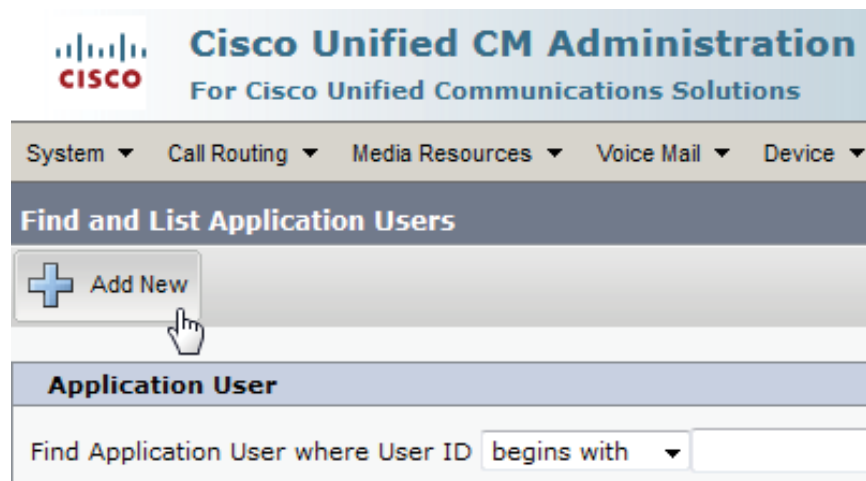
1.1 Configure Cisco Unified Application Users

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

Application User Information	
User ID*	<input type="text" value="chronicall"/>
Password	<input type="password" value="....."/>
Confirm Password	<input type="password" value="....."/>
Digest Credentials	<input type="text"/>
Confirm Digest Credentials	<input type="text"/>
Presence Group*	<input type="text" value="Standard Presence group"/>
<input type="checkbox"/> Accept Presence Subscription	
<input type="checkbox"/> Accept Out-of-dialog REFER	
<input type="checkbox"/> Accept Unsolicited Notification	
<input type="checkbox"/> Accept Replaces Header	

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 + -

<input type="checkbox"/>	Name ^	Roles	Copy
<input type="checkbox"/>	Standard Audit Users	i	📄
<input type="checkbox"/>	Standard CAR Admin Users	i	📄
<input type="checkbox"/>	Standard CCM Admin Users	i	📄
<input type="checkbox"/>	Standard CCM End Users	i	📄
<input type="checkbox"/>	Standard CCM Gateway Administration	i	📄
<input type="checkbox"/>	Standard CCM Phone Administration	i	📄
<input checked="" type="checkbox"/>	Standard CCM Read Only	i	📄
<input type="checkbox"/>	Standard CCM Server Maintenance	i	📄
<input type="checkbox"/>	Standard CCM Server Monitoring	i	📄
<input checked="" type="checkbox"/>	Standard CCM Super Users	i	📄
<input checked="" type="checkbox"/>	Standard CTI Allow Call Monitoring	i	📄
<input checked="" type="checkbox"/>	Standard CTI Allow Call Park Monitoring	i	📄
<input checked="" type="checkbox"/>	Standard CTI Allow Call Recording	i	📄
<input type="checkbox"/>	Standard CTI Allow Calling Number Modification	i	📄
<input type="checkbox"/>	Standard CTI Allow Control of All Devices	i	📄
<input checked="" type="checkbox"/>	Standard CTI Allow Control of Phones supporting Connected Xfer and conf	i	📄
<input checked="" type="checkbox"/>	Standard CTI Allow Control of Phones supporting Rollover Mode	i	📄
<input type="checkbox"/>	Standard CTI Allow Reception of SRTP Key Material	i	📄
<input checked="" type="checkbox"/>	Standard CTI Enabled	i	📄
<input type="checkbox"/>	Standard CTI Secure Connection	i	📄
<input type="checkbox"/>	Standard EM Authentication Proxy Rights	i	📄
<input type="checkbox"/>	Standard Packet Sniffer Users	i	📄
<input type="checkbox"/>	Standard RealtimeAndTraceCollection	i	📄
<input type="checkbox"/>	Standard TabSync User	i	📄

Select All Clear All Add Selected Close

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





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


Navigation Cisco Unified CM Administration Go

chronicall | About | Logout

System ▾ Call Routing ▾ Media Resources ▾ Voice Mail ▾ Device ▾ Application ▾ User Management ▾ Bulk Administration ▾ Help ▾

Application User Configuration Related Links: Back To Find/List Go

 Save  Delete  Copy  Add New

Status
 Status: Ready

Application User Information
User ID* chronicall Edit Credential
Password
Confirm Password
Digest Credentials
Confirm Digest Credentials
Presence Group* Standard Presence group ▾
☐ Accept Presence Subscription
☐ Accept Out-of-dialog REFER
☐ Accept Unsolicited Notification
☐ Accept Replaces Header

Device Information
Available Devices Assistant_RP Find more Phones
Find more Route Points
Find more Pilot Points
Controlled Devices SEP00000005525
SEP00036BE7BEA3
SEP0004272F4C95
SEP000A8AA21503
SEP000BBE1CFA00

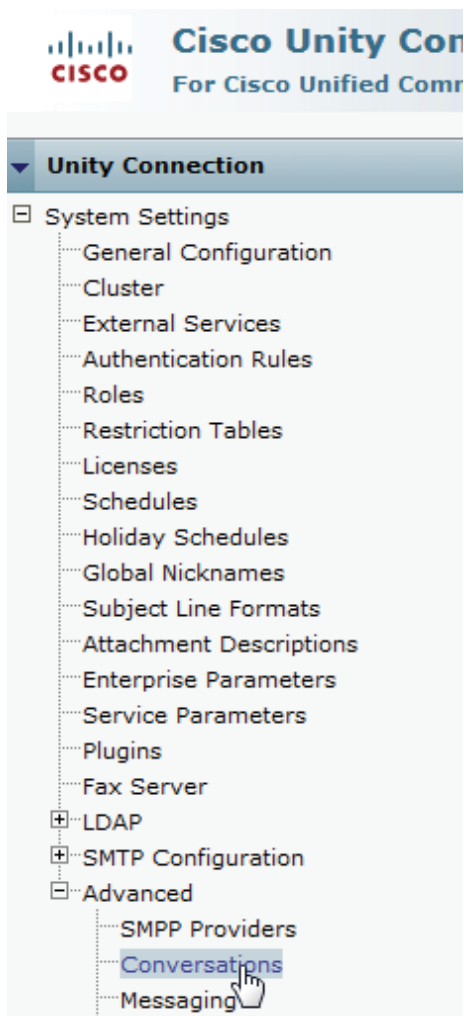
CAPF Information
Associated CAPF Profiles View Details

Permissions Information
Groups Standard CCM Admin Users
Standard CCM Read Only
Standard CCM Super Users
Standard CTI Allow Call Monitoring
Standard CTI Allow Call Park Monitoring View Details
Add to User Group
Remove from User Group
Roles Standard AXL API Access
Standard Admin Rep Tool Admin
Standard CCM Admin Users
Standard CCMADMIN Administration
Standard CCMADMIN Read Only View Details

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 Chronical 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.

Conversation Configuration	
Name	Value
Enable Remote Port Status Monitor Output	<input checked="" type="checkbox"/>
IP Addresses Allowed To Connect For Port Status Monitor Output (comma-separated)	10.0.0.216,10.0.0.233,

4. Click the Save button.

Section 2 – Install Chronical

2.1 - Installation Setup

Default username is Administrator and default password is password. You can change the password after the initial setup.



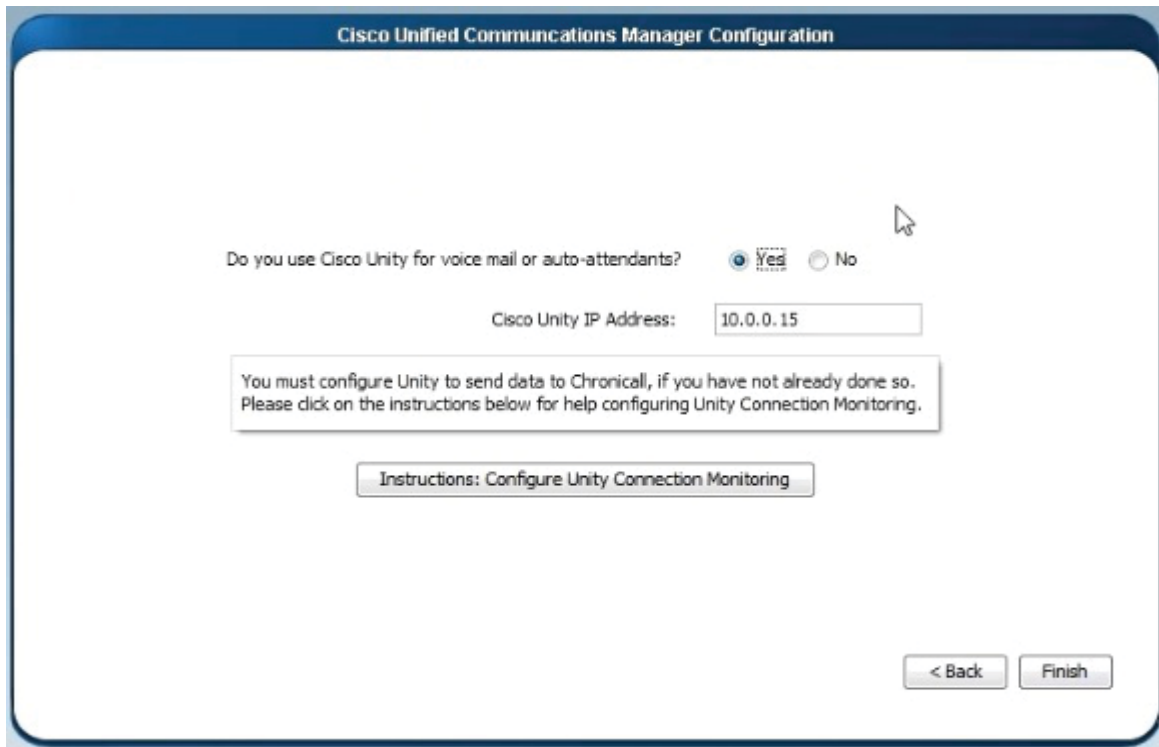
Enter the IP Address of your Cisco Unified Communications Manager. Enter the user-name and password you created on step 1.1. If you forgot this step you can click on the Help: Creating a CTI/AXL Application User tab and it will provide you the instructions.

The screenshot shows a configuration window titled "Cisco Unified Communications Manager Configuration". It contains three input fields: "Cisco Unified Communications Manager IP Address:", "CTI/AXL Application User:", and "CTI/AXL Application User Password:". Below these fields is a button labeled "Help: Creating a CTI/AXL Application User". At the bottom right, there are two buttons: "< Back" and "Next >".

Select the extensions you want Chronicall to report on.

The screenshot shows a configuration window titled "Cisco Unified Communications Manager Configuration". The main heading is "Which users should Chronicall report on?". Below this is a search bar with the placeholder text "Search: (i.e. '200-299, 400-499' or 'Agent Name(204)')". A list of users is displayed, each with a checked checkbox: Devious(5523), Ed PC(5530), Far Right(5522), Jabroni(5520), Jon IP Phone(5512), Pink Star(5524), Right(5521), SEP000000005525(5525), and Sippy(5526). At the bottom left, there are two buttons: "Select All" and "Deselect All". To the right of these buttons, it says "9 / 100 selected". At the bottom right, there are two buttons: "< Back" and "Next >".

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.



The screenshot shows the 'Cisco Unified Communications Manager Configuration' window. It contains a question 'Do you use Cisco Unity for voice mail or auto-attendants?' with 'Yes' selected. Below it is a text field for 'Cisco Unity IP Address' containing '10.0.0.15'. A message box states: 'You must configure Unity to send data to Chronical, if you have not already done so. Please click on the instructions below for help configuring Unity Connection Monitoring.' Below the message is a button labeled 'Instructions: Configure Unity Connection Monitoring'. At the bottom right are '< Back' and 'Finish' buttons.

Cisco Unified Communications Manager Configuration

Do you use Cisco Unity for voice mail or auto-attendants? ☒ Yes ☐ No

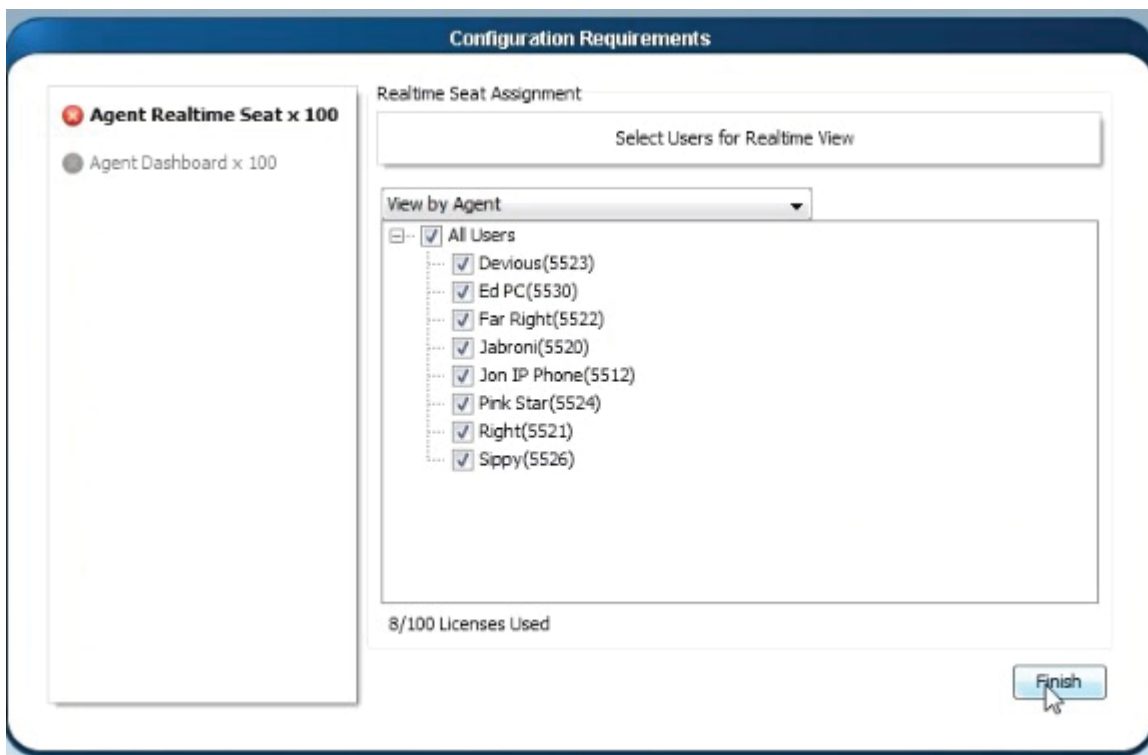
Cisco Unity IP Address: 10.0.0.15

You must configure Unity to send data to Chronical, if you have not already done so. Please click on the instructions below for help configuring Unity Connection Monitoring.

Instructions: Configure Unity Connection Monitoring

< Back Finish

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.



The screenshot shows the 'Configuration Requirements' window. On the left is a sidebar with 'Agent Realtime Seat x 100' (selected) and 'Agent Dashboard x 100'. The main area is titled 'Realtime Seat Assignment' and contains a 'Select Users for Realtime View' button. Below this is a 'View by Agent' dropdown menu. A list of users is shown with checkboxes: 'All Users' (checked), 'Devious(5523)', 'Ed PC(5530)', 'Far Right(5522)', 'Jabroni(5520)', 'Jon IP Phone(5512)', 'Pink Star(5524)', 'Right(5521)', and 'Sippy(5526)'. At the bottom left, it says '8/100 Licenses Used'. At the bottom right is a 'Finish' button.

Configuration Requirements

Agent Realtime Seat x 100

Agent Dashboard x 100

Realtime Seat Assignment

Select Users for Realtime View

View by Agent

☒ All Users

- ☒ Devious(5523)
- ☒ Ed PC(5530)
- ☒ Far Right(5522)
- ☒ Jabroni(5520)
- ☒ Jon IP Phone(5512)
- ☒ Pink Star(5524)
- ☒ Right(5521)
- ☒ Sippy(5526)

8/100 Licenses Used

Finish

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.

The image shows a 'Configuration Requirements' dialog box with a blue header. On the left, there are two green checkmarks indicating requirements: 'Agent Realtime Seat x 100' and 'Agent Dashboard x 100'. The main area is titled 'Dashboards Seat Assignment' and contains a sub-header 'Select and Prioritize Dashboard Agents.' Below this, there are two columns: 'Unselected' and 'Selected'. The 'Unselected' column is empty. The 'Selected' column contains a list of eight agents, each with a blue person icon and a name followed by a number in parentheses: 1 - Devious(5523), 2 - Ed PC(5530), 3 - Far Right(5522), 4 - Jabroni(5520), 5 - Jon IP Phone(5512), 6 - Pink Star(5524), 7 - Right(5521), and 8 - Sippy(5526). Between the columns are two buttons: '--->' and '<---'. To the right of the 'Selected' list are two buttons: 'Up' and 'Down'. At the bottom right of the dialog is a 'Finish' button.

Configuration Requirements

Agent Realtime Seat x 100

Agent Dashboard x 100

Dashboards Seat Assignment

Select and Prioritize Dashboard Agents.

Unselected

Selected

1 - Devious(5523)

2 - Ed PC(5530)

3 - Far Right(5522)

4 - Jabroni(5520)

5 - Jon IP Phone(5512)

6 - Pink Star(5524)

7 - Right(5521)

8 - Sippy(5526)

Up

Down

Finish

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 device. 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 / device. See below for compatible recording devices.

Cisco Central Recording (with BIB) Configuration

Incoming Port: ⓘ

Recorder Extension: ⓘ

Play Tone To Agent: ☐ ⓘ

Play Tone To Other Parties: ☐ ⓘ

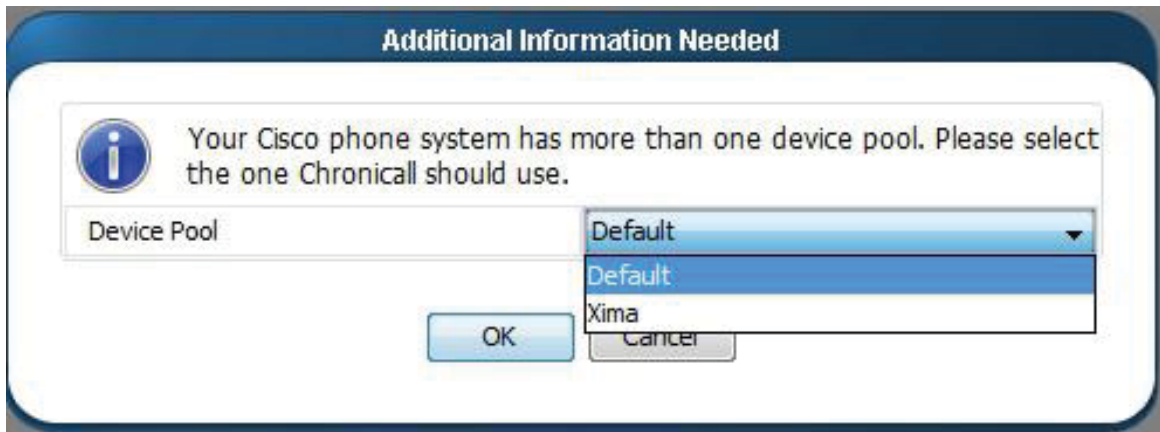
Search: (i.e. "200-299, 400-499" or "Agent Name(204)")

- ☒ Ed PC(5530)
- ☐ Jon IP Phone(5512)
- ☐ Pink Star(5524)
- ☐ Sippy(5526)

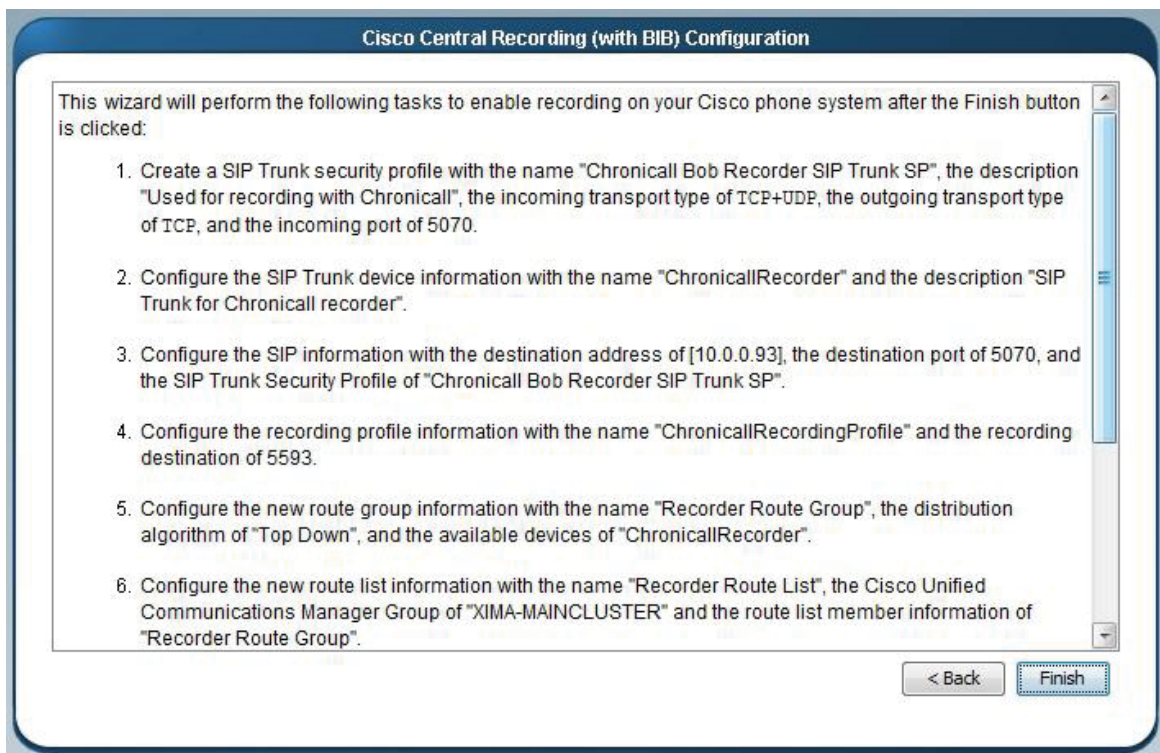
Select All ▼ Deselect All ▼ 1 / 100 selected

< Back Next >

Select the device pool Chronical should use. If you don't see this option you only have one device pool configured.



Below is a list of commands Chronical 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- Unen- crypted 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 Communicator	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 Windows - 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 Jabber for Mac - Softphone Mode	I	XX	Requires Jabber for Mac 9.2 or later	Yes
Cisco Jabber for Mac - 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 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 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 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