



akkadian Console Operator

---

Version 4.0 - Installation and Configuration Guide

## Copyright and Trademarks:

### I. Copyright:

This website and its content is copyright © 2014 Akkadian Labs, LLC. All rights reserved.

Except with the prior written permission of Akkadian Labs, LLC, any redistribution or reproduction of part or all of the contents of this website, including the redistribution or reproduction of any documentation or other materials downloaded from this website, in any form and in any media, is prohibited.

### II. Trademarks:

Akkadian Labs, the Akkadian Labs logo and other trademark

Section 1 - System Requirements.....	3
1.1 - System Requirements.....	3
1.2 - Cisco Communications Manager Requirements .....	3
Section 2 – Preparing Cisco Unified Communications Manager .....	4
2.1 – Required CUCM Services .....	4
2.2 – Creating CUCM Application User .....	4
Section 3.0 - Installation & Setup.....	6
3.1 – Installing akkadian Console Operator .....	6
3.2 - First Time Configuration.....	6
3.2.1 – Select a Language.....	7
3.2.2 – Importing a Configuration.....	7
3.2.3 – Cisco Unified Communication Manager Settings.....	8
3.2.1 - Select a Device to Monitor .....	10
3.3 - Configure Dial & Directory Rules .....	10
3.4 - Set a Configuration Password.....	12
Section 4 - akkadian Operator Console Centralized Configuration .....	13
4.1 - Locating your .XML File .....	13
4.2 - Deploying the .XML File.....	14
Section 5 - Exchange Integration Configuration .....	15
Section 4 – Licensing akkadian Console Operator.....	16
Section 5 - Checking for Updates .....	18

# Section 1 - System Requirements

## 1.1 - System Requirements

Client hardware requirements of the akkadian Console Operator:

- 1 GHz Intel or AMD CPU
- 1 GB or greater RAM
- 16.0 GB disk space
- 100 Mbps network card
- 17-in. monitor or larger (recommended)
- Windows Small Fonts
- Windows XP SP3 (32-bit)
- Windows 7 (32 and 64-bit)
- akkadian Console Operator requires .NET 4.0 SP1 (comes pre-installed on Windows 7)

<http://www.microsoft.com/en-us/download/confirmation.aspx?id=17851>

- akkadian Console Operator supports a Windows Virtual Machine
- akkadian Console Operator supports multiple DN partitions

Permissions are granted for users to the following directory:

- **Windows XP:** C:\Documents and Settings\\Local Settings\Application Data\akkadian Labs\akkadian Console
- **Windows 7 and Higher:** C:\Users\\AppData\Local\akkadian Labs\akkadian Console

Supported End Devices:

akkadian Concole Operator supports all phone models that are CTI enabled

## 1.2 - Cisco Communications Manager Requirements

- Cisco Communications Manager versions 9.x to 11.x
- Cisco Communications Manager BE6K, BE7K version 9.x to 11.x
- IP access to Communications Manager required

# Section 2 – Preparing Cisco Unified Communications Manager

## 2.1 – Required CUCM Services

akkadian Console Operator requires the following items to be configured in Cisco Unified Communications Manager in order for the application to operate:

- The **Cisco AXL Web Service** is activated and started on all call processing nodes in the cluster.
- The **Cisco CTIManager** service is activated and started on all call processing nodes in the cluster.

## 2.2 – Creating CUCM Application User

Create a New CUCM Application User for Use with akkadian Console Operator:

1. To get started, log in to CUCM using the administrative access.
2. Navigate to User Management page: Application User> Click Add New.
3. Create a new application user. (example “aco”)

**Application User Information**

User ID*	aco
Password	.....
Confirm Password	.....
Digest Credentials	
Confirm Digest Credentials	
BLF Presence Group*	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	

4. Scroll to down Permission Information and click on Add to Access Control Group.
5. Add the user to the following Groups:
  - Standard CTI Allow Call Monitoring
  - Standard CTI Allow Call Park Monitoring
  - Standard CTI Allow Control of All Devices

- Standard CTI Allow Control of Phones Supporting Connected Xfer and Conf
- Standard CTI Enabled
- Standard TabSync User
- Standard CCM Server Monitoring (Optional for Queue Monitoring)

6. Click **Add Selected**.

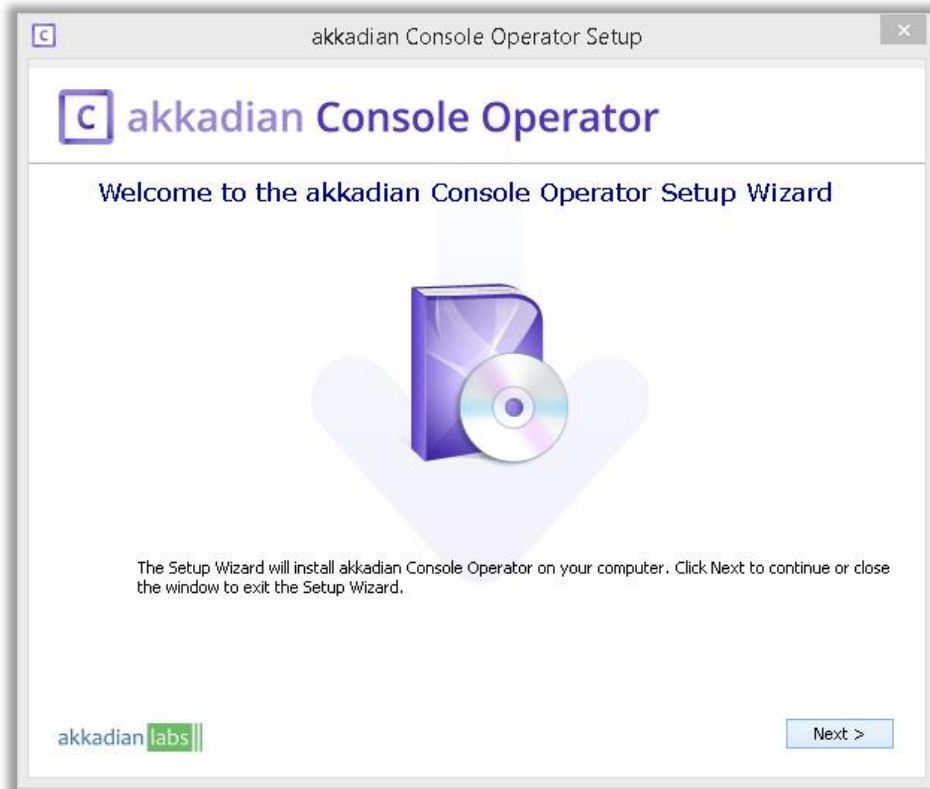
7. Click **Save** at the bottom of the page when finished.

# Section 3.0 - Installation & Setup

## 3.1 – Installing akkadian Console Operator

**To install akkadian Console Operator:**

1. Download the software from the Akkadian Labs.
2. Follow the prompts to install the application.



3. Once completed, launch akkadian Console Operator by double clicking the icon that appears on your desktop and proceed to **Section 3.2.**



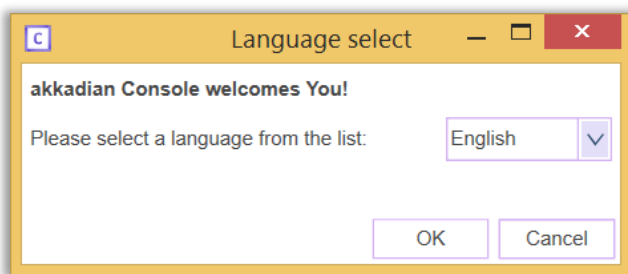
## 3.2 - First Time Configuration

The first time akkadian Console Operator is started, it will run the initial configuration wizard to gather information required to integrate with Cisco Unified Communications Manager. This section requires information from the [Preparing Cisco Communications Manager](#) for akkadian Console Operator section and should be completed by a system administrator.

### 3.2.1 – Select a Language

To select a language:

1. Choose a language from the drop-down menu.
2. Select **OK**.



### 3.2.2 – Importing a Configuration

Next, you will be presented with the option to import the configuration. Once a single copy of the akkadian Console Operator is configured, you can import the same configuration settings when installing subsequent copies of the console on other machines.

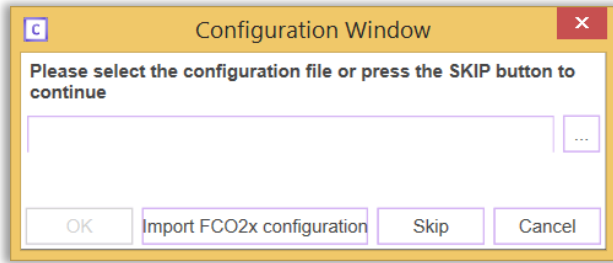
**Important:** This step is optional. If you do not wish to import a configuration, press **Skip** and proceed to the next section.

For directions on working with Centralized Configuration **.XML** files, please review [akkadian Console Centralized Configuration](#).

To import an existing configuration:

1. For aCO version 3.x+, browse to the import file and click **OK**.
2. To import the configuration for aCO 2.x, click **Import FCO 2.x configuration**.
3. Locate the file and click **OK**.

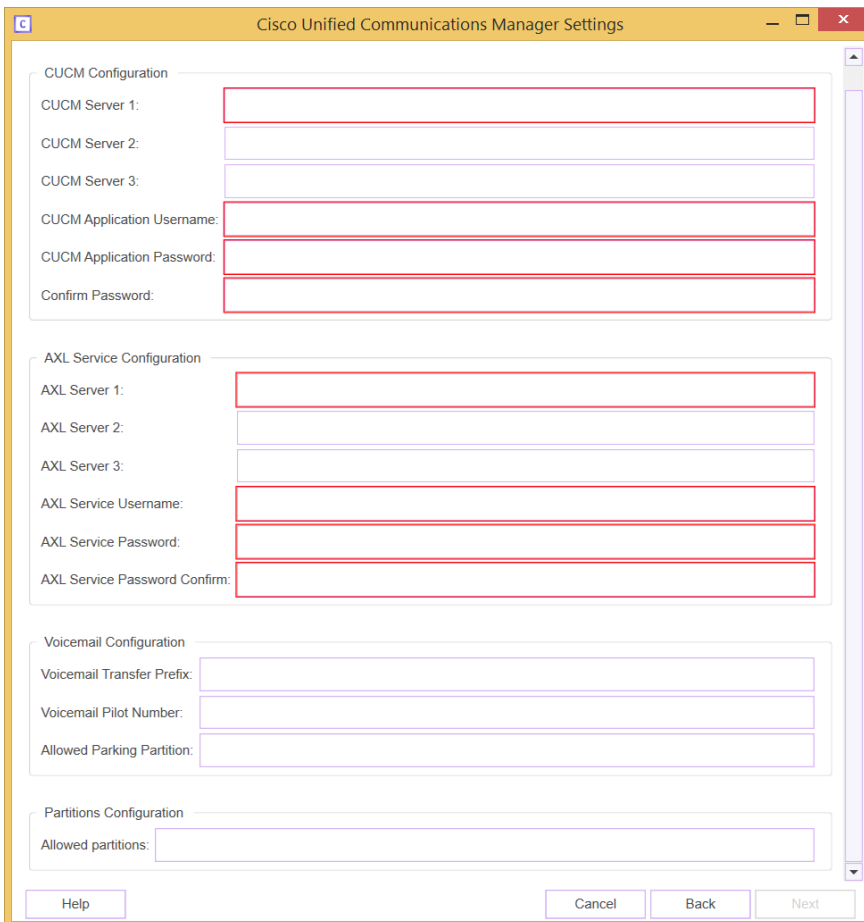
4) If this is your first setup and you do not have an existing **.XML** configuration file, select **Skip** from the Remote Configuration Window to continue with a manual configuration.



### 3.2.3 – Cisco Unified Communication Manager Settings

To integrate aCO with CUCM, complete the following task:

- 1) Fill out all required fields marked in red in the following windows.
- 2) Click **Next**.



#### CUCM Configuration

CUCM Server 1:	Primary CUCM Server
CUCM Server 2:	Secondary CUCM Server (Optional)
CUCM Server 3:	Tertiary CUCM Server (Optional)



CUCM Application Username:	CUCM Application User for JTAPI
CUCM Application Password:	CUCM Application User Password
Confirm Password:	Confirm CUCM Application User Password

#### AXL Configuration

AXL Server 1:	Primary CUCM Server
AXL Server 2:	Secondary CUCM Server (Optional)
AXL Server 3:	Tertiary CUCM Server (Optional)
AXL Application Username:	CUCM Application User for JTAPI
AXL Application Password:	CUCM Application User Password
Confirm Password:	Confirm CUCM Application User Password

#### Voice Mail Configuration

Voicemail Transfer Prefix:	Prefix for voicemail transfer pattern
Voicemail Pilot Number:	Voicemail pilot number
Allowed Parking Partitions:	Searchable CUCM Park Partitions

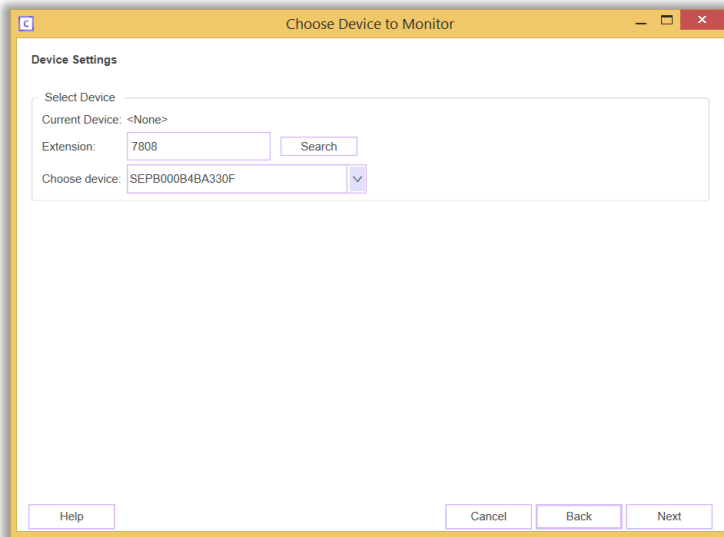
#### Partition Configuration

Allowed Partitions:	Searchable CUCM Partitions for Directories
---------------------	--

Click **OK** when finished.

### 3.2.1 - Select a Device to Monitor

Enter the extension of the device you would like to monitor.

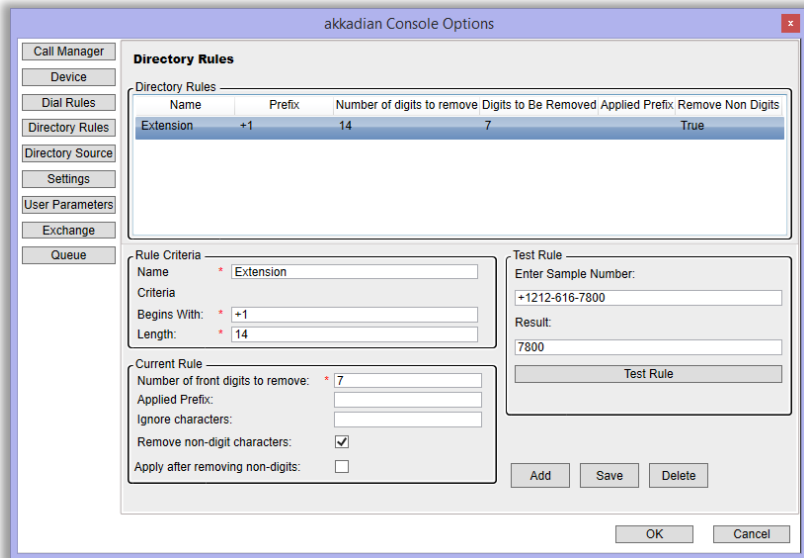


- Click the **Search** button to locate the MAC address of the phone(s) associated with the extension.
- From the **Choose device** field use the drop-down menu to select the appropriate MAC address of the device you wish to control.
- Click **OK** when finished.

### 3.3 - Configure Dial & Directory Rules

Dial and directory rules can be used to manipulate a telephone numbers in the console.

- **Dial Rules** – Manipulate the number dial based on the rule created.
- **Directory Rules** – Manipulate the Directory telephone number and is typically used to match the extension number in CUCM to provide presence.



## To create Dial/Directory rules:

1. Configure the required fields:

<b>Name</b>	Populate the Name field with a descriptive name for the dial rule.
<b>Begins With</b>	Specify which numbers the rule will apply to by matching the starting digits from left to right. <i>Example - if the rule should apply to all numbers beginning with +1-212-555XXXX, then this field would be populated with 1212555</i>
<b>Length</b>	Use this field to apply rules based on the length of the number. All characters including dashes, plus signs and numbers are counted in the length field. <i>Example - +1-212-555-1212 would be considered 15 digits in length.</i>
<b>Number of Front Digits to Remove</b>	Strip digits from a number matched by a Dial Rule. Digits are removed from left to right. <i>Example - if you specified 1 digit to be removed from +1-212-555-1212, the number would be dialed as 2125551212.</i>
<b>Applied Prefix</b>	Populate this field to prefix digits on numbers matching a Dial Rule. The Applied Prefix occurs subsequent to the Digits Removed function. <i>Example: if +1-212-555-1212 was converted to 2125551212 as shown above, populating this field with 9 would convert the number to 92125551212.</i>
<b>Ignore Character</b>	Populate to remove certain characters from a number.

	<i>Example: entering "+1-212-555" in the Ignore Characters box will convert +1212-555-1212 to simply the extension 1212.</i>
<b>Remove non-digit characters</b>	To strip all non-numeric characters from a number. This must be applied if your telephone numbers contain non-numeric characters or the dial rules may not function properly.

2. After populating the desired fields, click **Add** to save the new dial/directory rule. It will now appear as an option under the Dial Rules Header.
3. Test the Dial Rule, in the **Test Rule** section:
  - a. **Enter Sample Number:** Select the dial/directory rule and enter the Sample Number you would like to test.
  - b. **Test Rule:** Click this button to see what the result will be following the applied Dial Rule.



If **Remove Non-Digit Characters** is checked, then this takes precedence over other rules. So, to match pattern +44-123-3456, **Begins With** should be 44 instead of +44. This removes non-digit characters (+) and dashes (-), leaving a pattern of 441233456 for other rules to use. Click **OK** when finished.

### 3.4 - Set a Configuration Password

Choose a configuration password for the akkadian Console Operator. Users will log in to the console using their personal credentials, while administrators can access protected settings within the console using this configuration password.

Select **Finish**.

# Section 4 - akkadian Operator Console Centralized Configuration

Once you have been through the first manual configuration of the akkadian Console Operator, you can take advantage of the centralized configuration option when setting up additional consoles. Locate the **.XML** file containing the configuration coding you just created on your computer. Then, use that file when installing the console on other machines to duplicate it, rather than manually inputting the configuration settings.

Centralized Configuration will copy the following coding to a new instance of the console:

1. Dial Rules
2. Directory Rules
3. CUCM Server (IP Address)
4. Monitored Line
5. Username (non-encrypted)
6. PWD (encrypted)
7. VM Configuration
8. VM Transfer Prefix
9. VM Pilot Number
10. Parking Partition
11. Directory Source

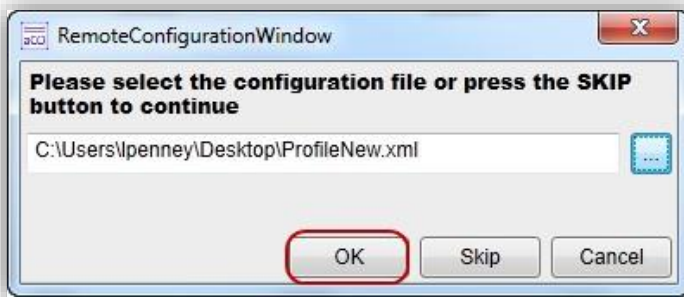
## 4.1 - Locating your .XML File

Once you have manually walked through the initial set up on your machine, the akkadian Console Operator will automatically create an **.XML** file containing the configuration coding from that walkthrough.

1. To access this file with **Windows Vista and above** go to: <C:\ProgramData\akkadian Labs\akkadian Console> and copy profile3.xml to a central location
2. To access this file with **Windows XP** go to: <C:\Documents and Settings\All Users\Application Data\akkadian Labs\akkadian Console> and copy profile3.xml to a central location

## 4.2 - Deploying the .XML File

When you have located the **.XML** file, copy it to a centralized location. During the installation of subsequent consoles, you can now utilize this file.




Follow the steps in [Section 3.2.2](#) to import the **XML**.

**Note:** Whenever the akkadian Console Operator that is pulling from an **.XML** file is launched, it will read the file for any updates. If akkadian Console Operator loses connection with the file or central location, it will load the configuration from its last successful login.

Repeat the process for additional akkadian Console Operator installations.

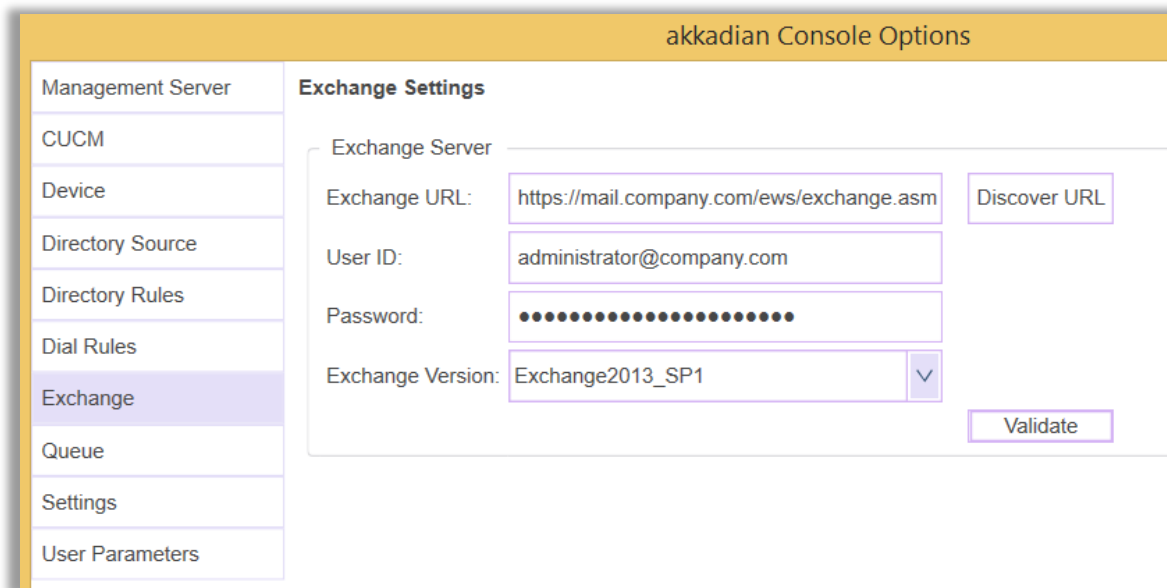
# Section 5 - Exchange Integration Configuration

## To configure Exchange integration:

1. Click on the  icon in the upper right-hand corner of the application.
2. From the menu, select **Options**.
3. Click on the **Exchange** tab.
4. Enter the **Exchange Settings** information:

<b>Exchange URL</b>	Enter the Exchange web services URL or click Discover URL
<b>User ID</b>	Enter the user ID for an account with access to all Calendar Data
<b>Password</b>	Enter the password for the account
<b>Exchange Version</b>	Select the appropriate Exchange version

5. Click **Validate** to verify connectivity.




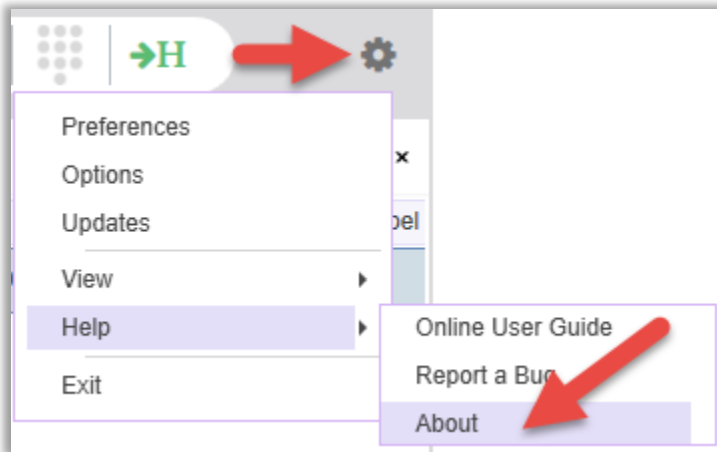
The screenshot shows the 'akkadian Console Options' interface. On the left is a sidebar with a list of menu items: Management Server, CUCM, Device, Directory Source, Directory Rules, Dial Rules, Exchange (highlighted), Queue, Settings, and User Parameters. The main area is titled 'Exchange Settings' and contains the following fields and buttons:

- Exchange Server**: A section header.
- Exchange URL**: A text input field containing 'https://mail.company.com/ews/exchange.asm' and a 'Discover URL' button to its right.
- User ID**: A text input field containing 'administrator@company.com'.
- Password**: A text input field with masked characters (dots).
- Exchange Version**: A dropdown menu currently showing 'Exchange2013\_SP1'.
- Validate**: A button located at the bottom right of the settings area.

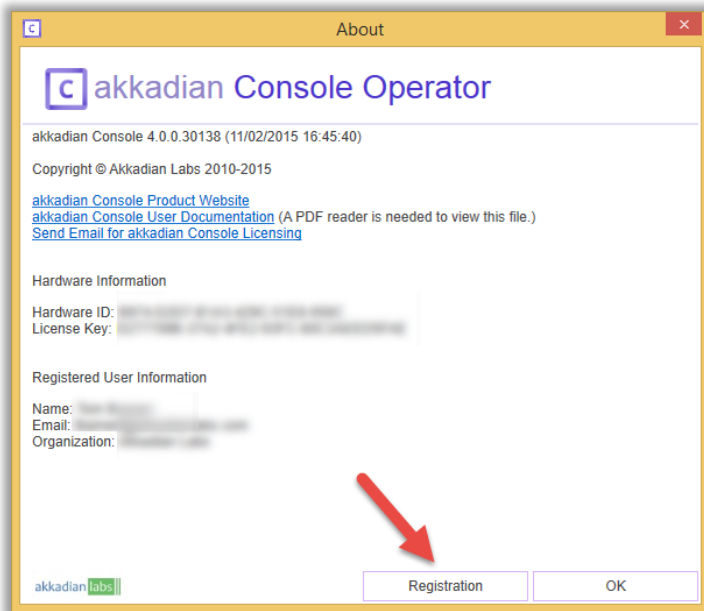
# Section 4 – Licensing akkadian Console Operator

## To apply a license to akkadian Console Operator:

6. Click on the  icon in the upper right-hand corner of the application.
7. Go to **Help** → **About**



8. Click on **Registration**.





9. Enter the Licensing Information and click **Submit**.

sales@akkadianlabs.com'."/>

**akkadian Console Licensing**

**Enter License Key**  
Enter your key below to generate a license.

First name:

Last name:

Email:

Organization:


License Key:

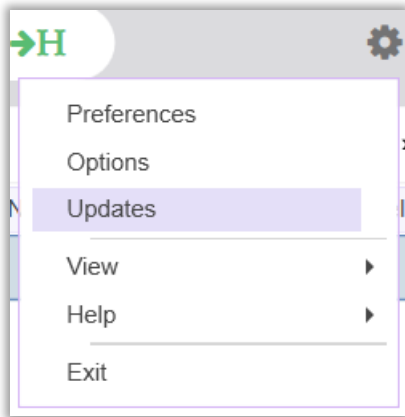
If you do not have a license, please contact us at:  
[sales@akkadianlabs.com](mailto:sales@akkadianlabs.com)

# Section 5 - Checking for Updates

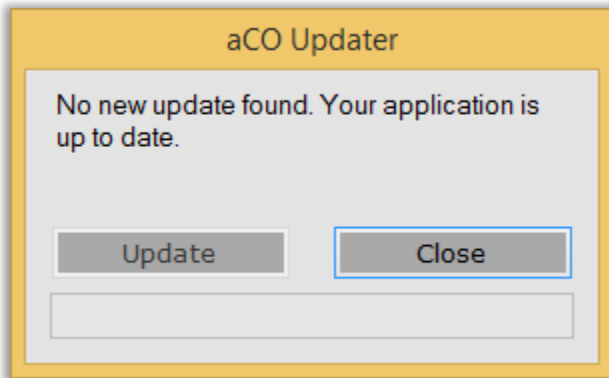
This section will show you how to update the akkadian Console Operator. This feature will allow you to update the console to the latest version available.

## To Check for Updates:

1. Click on the  icon in the upper right-hand corner of the application.
2. Select **Updates**.



3. aCO will check for updates.



4. If an update is available, click **Update** to process the install. If no update is available, click **Close** to return to the application.

If you would like more information on an update or are unable to download updates from aCO, please visit <http://www.akkadianlabs.com> for more information.