



akkadian **Provisioning Manager Express**

Version 4.8.02 – Release Notes

October 3rd, 2016

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Upgrade Notes

Make sure you have a complete backup of aPME before running the upgrade. The aPME 4.8.02 upgrade process preserves all data and does not require a server reboot.

Support for Upgrading from Previous Versions of aPME

aPME 4.8.02 supports direct upgrades from the following version of aPME:

- ✓ aPME 4.7.02 and above

aPME 4.8.02 supports upgrades from the following version of aPME with the addition of a pre-upgrade patch:

- ✓ aPME 4.1.08
- ✓ aPME 4.5.02
- ✓ aPME 4.6.02, 4.6.04, 4.6.06 & 4.6.08



Prior to upgrading from any release requiring the pre-upgrade patch, please download the respective patch here:

aPME for Windows - Download Patch [here](#)

aPME for Linux- Download Patch [here](#)

New and Changed Features

CUCM End User Database - LDAP Status Monitoring

Provisioning Manager Express now includes the ability to monitor the CUCM end user database for Disabled LDAP Synchronized Users and take one or both of the following actions:

1. Send an email notification
2. Deprovision the user

This feature is not active by default and is only applicable when aPME is integrated to a CUCM cluster using LDAP synchronization.

To activate the LDAP Status Monitoring feature:

1. Select **Service Groups** from the **System** menu
2. Navigate to the **CUCM End User Database - LDAP Status Monitoring** section
3. Click the Enable LDAP Status Monitor checkbox to enable the feature
4. Set the polling **Frequency**. This is the frequency in hours that aPME will query the CUCM end user database to check for disabled LDAP synchronized users.
5. Check the **Send Email Notification** Checkbox and provide a valid email address for aPME to send a notification when disabled LDAP users are located.
6. Check the **Deprovision User** box to activate automatic deprovisioning when a user becomes inactive. Any combination of the following items can be automatically deprovisioned:
 - Lines
 - Hard Phones (Devices)
 - Soft Phones (Devices)
 - Mobility (RDP & RD)
 - Device Profiles

- Webex accounts
- Voice Mail (Unity)

Deprovisioned item details will be included in the email notification

Client Matter & Forced Authorization Code Support

Provisioning Manager Express now includes the ability to create, edit and delete Client Matter Codes (CMC) and Forced Authorization Codes (FAC).

Client Matter & Forced Authorization Code Rules

In CUCM, CMC and FACs have no logical association to end users, but aPME has the ability to create a logical association using CMC and FAC Rules. The rules are used to create a link by using a common aPME Global Variable between the user and the code.

For example, if a CUCM end user's ID is bsmith, you might want to create a rule that configures the Client Matter Code description as CMC_bsmith. Let's say the Global Variable in the End User Template is {{LDAP User}}. The rule would be CMC_{{LDAP User}}.

To configure Client Matter Code Rule:

1. Select **Service Groups** from the **System** menu
2. Navigate to the **Client Matter Code Rule** section
3. Check the **Enable Client Matter Code Rules** checkbox
4. Enter the Rule. In the case of CMCs, the rule will be used to populate the CMC description field. In most cases, the rule should have a prefix followed by same Global Variable (GV) used in the User Template Username Field. Example – CMC_{{LDAP User}}

To configure Forced Authorization Code Rule:

1. Select **Service Groups** from the **System** menu

2. Navigate to the **Forced Authorization Code Rule** section
3. Check the **Enable Client Matter Code Rules** checkbox
4. Enter the Rule. In the case of FACs, the rule will be used to populate the FAC name field. In most cases, the rule should have a prefix followed by same Global Variable (GV) used in the User Template Username Field. Example – FAC_{{LDAP User}}

The screenshot shows two sections of a configuration interface. The first section is titled "Client Matter Code Rule" and contains a checked checkbox for "Enable Client Matter Codes Rules", a text input field labeled "* Rule" containing "CMC_{{LDAP User}}", and a checked checkbox for "Delete with linked enduser". The second section is titled "Forced Authorization Code Rule" and contains a checked checkbox for "Enable Forced Authorization Codes Rules", a text input field labeled "* Rule" containing "FAC_{{LDAP User}}", and a checked checkbox for "Delete with linked enduser".

In order for Client Matter or Forced Authorization Code rules to have any effect, they need to be configured on one or more aPME End User Template.

To configure Client Matter Codes on End User Template:

1. Select **End User** from the **Templates** menu
2. Navigate to the **Client Matter Code** section
3. Check the **Enable Client Matter Code Creation** checkbox
4. Enter a code or Global Variable in the **Code** field. In most cases you should use a Global Variable as CMCs must be unique in CUCM.
5. When Client Matter Code Rules are enabled on the Service Group the Description Field will not be editable.
6. Click Save when complete.

To configure Forced Authorization Codes on End User Template:

1. Select **End User** from the **Templates** menu
2. Navigate to the **Forced Authorization Code** section
3. Check the **Enable Forced Authorization Code Creation** checkbox
4. When Forced Authorization Code Rules are enabled on the Service Group the Name Field will not be editable.
5. Enter a code or Global Variable in the **Code** field. In most cases you should use a Global Variable as FACs must be unique in CUCM.

The screenshot shows a configuration form with two main sections: "Client Matter Code" and "Forced Authorization Code".

Client Matter Code

- Enable Client Matter Codes Creation
- * Code:
- Description:

Forced Authorization Code

- Enable Forced Authorization Codes Creation
- * Name:
- * Code:
- * Authorization Level:

Provisioning Enhancements

Bulk Phone Swap

aPME now includes the ability to process Phone Swaps in bulk using a simple CSV template.

To perform a Bulk Phone Swap:

1. Select **Phone Swap** from the **Actions** menu
2. Select the appropriate **Service Group**
3. At this point, you can download the CSV template by clicking **Export** located at the top right corner of the page. Optionally you can proceed to populate the remaining fields and Export the template with all the settings prepopulated.
4. Populate the Exported CSV Template and when complete, click the Import button to upload the template.
5. Upon uploading the Template, the system will process the phones swaps. Do not close your browser or navigate away from the page.
6. The process will complete and provide a summary of the processed items.

Automatically Generate Dummy MAC address

Support to automatically generate a unique dummy MAC address when provisioning. This feature will generate a dummy MAC using the Cisco supported BATXXXXXXXXXXXXX MAC address format. This feature compliments the aPME self-provisioning service where users are provisioned with a Dummy MAC and can take ownership of a real device using our XML phone service.

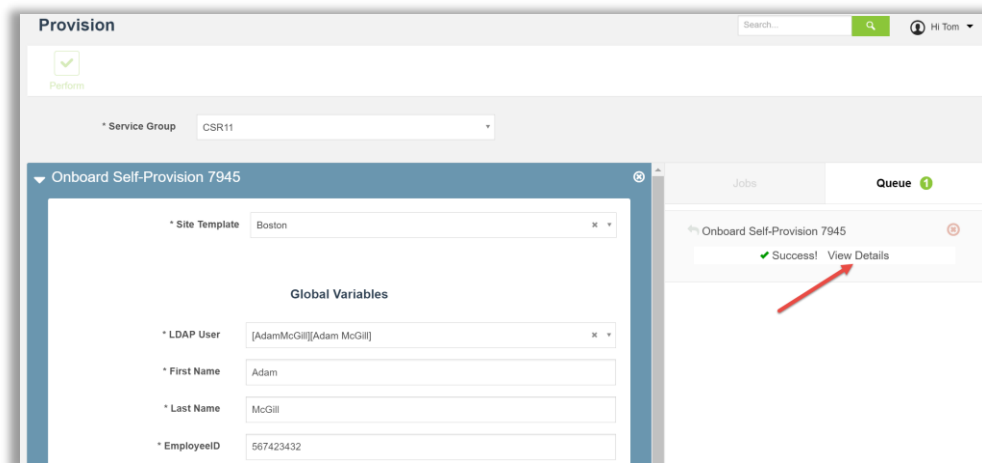


View and Email Provision Results

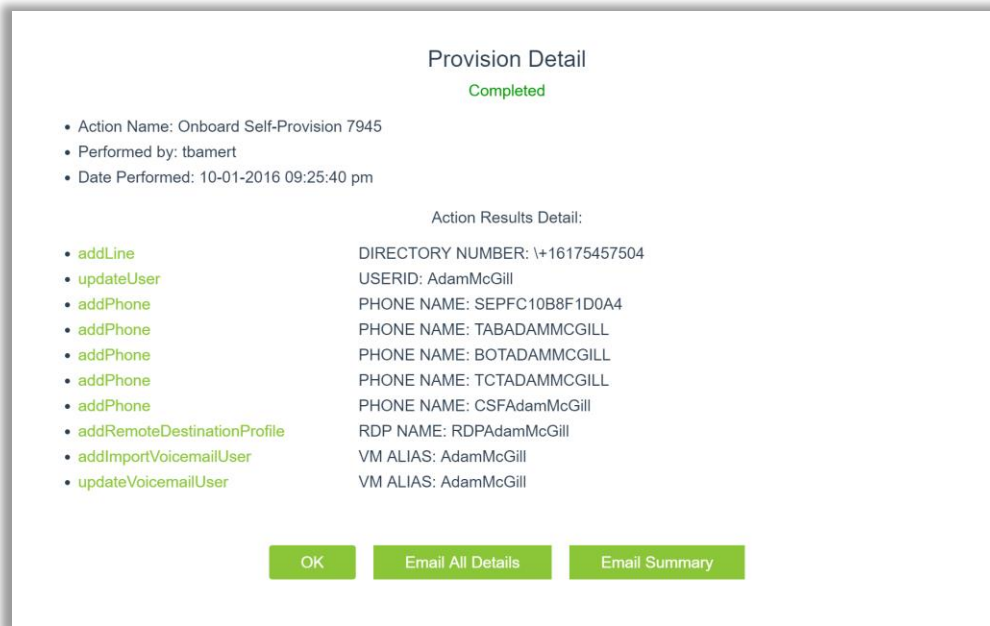
aPME 4.8 now supports the ability to not only view the details of a provisioning action, but the ability to send those results with a summary or detail via email.

To view provisioning details:

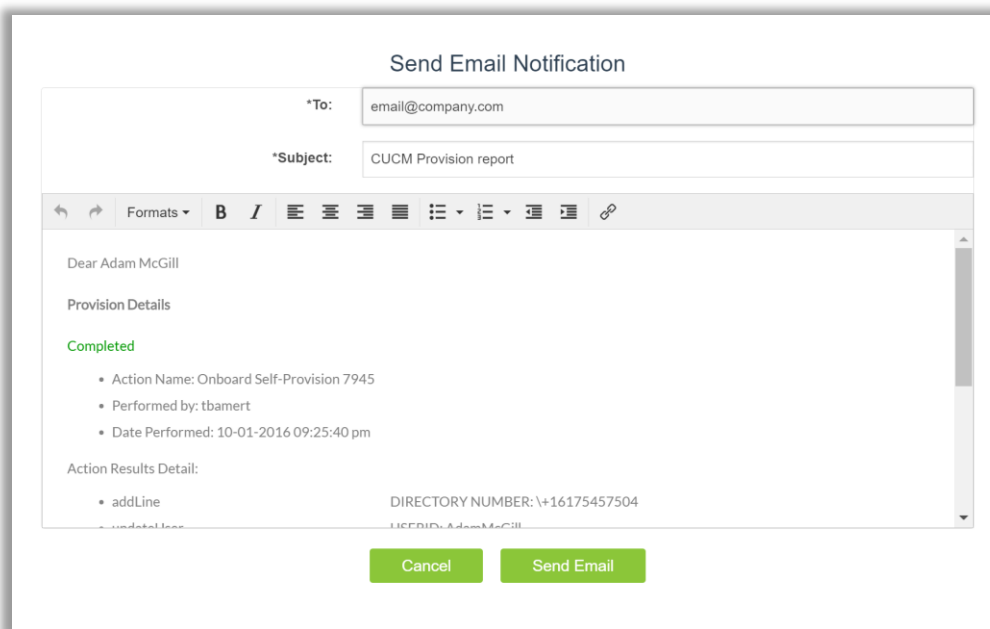
1. After performing a provision, click on View Details



2. The Provision Detail window will open
3. **Option 1** - Click on **Email All Details** to email all the details of the provisioning action
4. **Option 2** - Click on **Email Summary** to email a summary of the provisioning action



5. Enter an email address and optionally modify the email content
6. When finished, click **Send Email**



Overwrite Device Option

When provisioning, aPME now provides the option to overwrite an existing device. This means the same job can be used to add a user with a new device or

existing device of the same model and protocol, saving administrative overhead. If the device is not the same model and protocol, the overwrite existing device option will not appear.

To overwrite and existing device:

1. Select a provision job with a template containing the same Model and Protocol as the target device
2. Enter the MAC address of the target device



* MAC Address

⚠ Existing Device - *This device exists and matches template.*

Overwrite existing data

Preserve current line associations

3. The Existing Device warning will appear
4. Check the Overwrite existing data checkbox to overwrite the existing device
5. Check the Preserve current line associations checkbox to preserve the existing lines on the device

Extension Mobility Auto-logout feature on Delete

CUCM will not allow a Device Profile to be deleted when it is logged into a device. aPME will now automatically logout the Device Profile from all devices before processing a delete.

Site Template Enhancements

New Provisioning Options

aPME 4.8 adds several new provisioning options to Site Templates:

Device Section	
Description	This field provides the ability to configure the Device Description Field. This field does not support Global Variables.
Line Section	
Description	This field provides the ability to configure the Line Description Field. This field does not support Global Variables.
External Phone Number Mask	This field provides the ability to configure the External Phone Number Mask. This field does not support Global Variables.
Line Groups	This fields provides the ability to assign the line to one or multiple line groups.
End User Section	
UC Service Profile	This fields provides the ability to configure the end user UC Service Profile.
Device Profile Section	
Extension Mobility Cross Cluster CSS	This field provides the ability to configure the Device Profile Extension Mobility Cross Cluster CSS field.
Unity Connection Section	
Alternate Extension Partition	This field provides the ability to configure the Alternate Extension Partition field.

Site Template Bulk Import

aPME now provides the ability to import Site Templates in bulk using a CSV template.

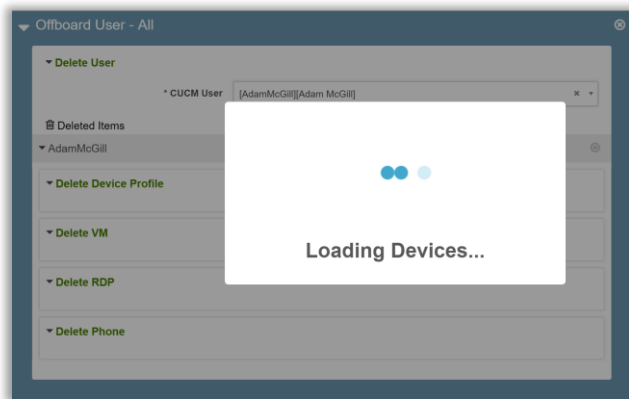
To bulk import Site Templates:

1. Select **Site Templates** from the **Templates** menu
2. Select the Site Template to use as the template
3. Click **Export** located in the upper right-hand corner to download the CSV template
4. Open the CSV template and populate with new site data
5. Save the CSV template to an accessible location
6. Return to Site Templates and click Import located in the upper right-hand corner
7. Select the CSV file and click **Upload** to import. Select **Overwrite Existing Templates** to update existing Site Templates.

Provisioning User Interface Enhancements

aPME 4.8 adds several user interface enhancements.

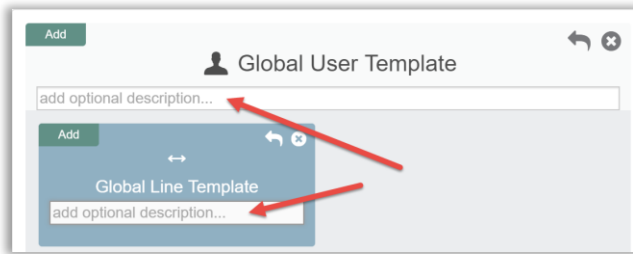
1. The new Loading Modal provides enhanced status when aPME is processing transactions.



2. The apply changes checkbox has been removed from all unnecessary provisioning actions. In certain actions, such as delete, the checkbox was unnecessary and was removed.



3. The Job description field adds the ability to provide an optional description to the Job and each template within the job.



Job Template Export and Import

aPME 4.8 adds support for exporting and importing Job Templates. Currently the Job export and import function uses the JSON format. JSON files can be manipulated using any standard text editor.

The Job export/import function can be used to:

- Copy Jobs between different aPME servers that share the same Template names
- Copy Jobs between Service Groups that share the same Template names
- Copy Jobs between different aPME servers by modifying Template names
- Copy Jobs between Service Groups by modifying Template names
- Modifying existing Jobs by exporting the Job, modifying and importing with a different Job name

To export Job Templates:

1. Select **Jobs** from the **Templates** menu
2. Select and open the Job to export
3. Click **Export** located in the upper right-hand corner to download the export file

Editing Job Template Export File:

1. Open the Job Template export file
2. When the Job Template was exported, the Job name was removed to prevent the duplication attempts. To import the Job file, at minimum, the new Job Template name must be configured in the

export file. Populate the new Job name between the quotes after the name attribute as shown below.





`{"name":"","servicegroup_id"`

3. Update any other desired attributes, such as template names, but ensure all values are valid or the import will fail.
4. Multiple Job Templates may be imported using the same file by creating an array. To create an array, the file must begin a [, end with a] and each Job Template JSON string must be separated by a comma. Reference the examples below for details.

Example of a one Job Template in a single JSON import file:

```
{"name":"Add Phone1","servicegroup_id":"US Cluster","job_access":"Administrator","job":[{"element":"phone","name":"Loc 7 - Common Area Phone","element_id":"device-1973853203","parent":null}]}
```

Example of two Job Templates in a single JSON import file:

```
[  Marks start of array  
{ "name":"Add Phone1","servicegroup_id":"US Cluster","job_access":"Administrator","job":[{"element":"phone","name":"Loc 7 - Common Area Phone","element_id":"device-1973853203","parent":null}]},  comma separates Jobs  
{ "name":"Add Phone2","servicegroup_id":"US Cluster","job_access":"Administrator","job":[{"element":"phone","name":"Loc 7 - Common Area Phone","element_id":"device-1973853203","parent":null}] }  
]  Marks end of array
```

5. When finished, save the import file

To import Job Templates:

1. Select **Jobs** from the **Templates** menu
2. Click **Import** located in the upper right-hand

3. Select and **Upload** the file to begin the import process
4. The system will import the Job Templates and display a status message in the upper right-hand corner when complete

Resolved Caveats

Tracking Number	Description
PME-3346	CTI Route Point provisioning actions not showing in reporting
PME-3390	Unassigned DN features for DN Pool should exclude Translation & Route Patterns
PME-3413	Unity Connection LDAP VM users are being built with incorrect Title fields
PME-3187	Processed Jobs not being sorted properly
PME-3370	Phone swap fails when "&" (ampersand) is included in Speed dial label
PME-3418	License Pool list is not showing correct header
PME-3419	DN Pool Import template missing DN aging column
PME-3442	GV converted from default type to list are retaining RegEx and Input Validation settings
PME-3457	Unable to Bulk Provision Job Containing Unity Template