InformaCast integration with CUCM using CTI Route Point

This document explains the integration of InformaCast Paging Server with CUCM using CTI RP with an Example.

Scenario:

Directory Numbers in the CUCM are 1001, 1002, 1003 and 1004.

1003 will dial InformaCast number 1555 to broadcast live audio to 1001,1002 and 1004.

The region is configured to have G.711 µLaw between Informcast CTI RP and Phones.

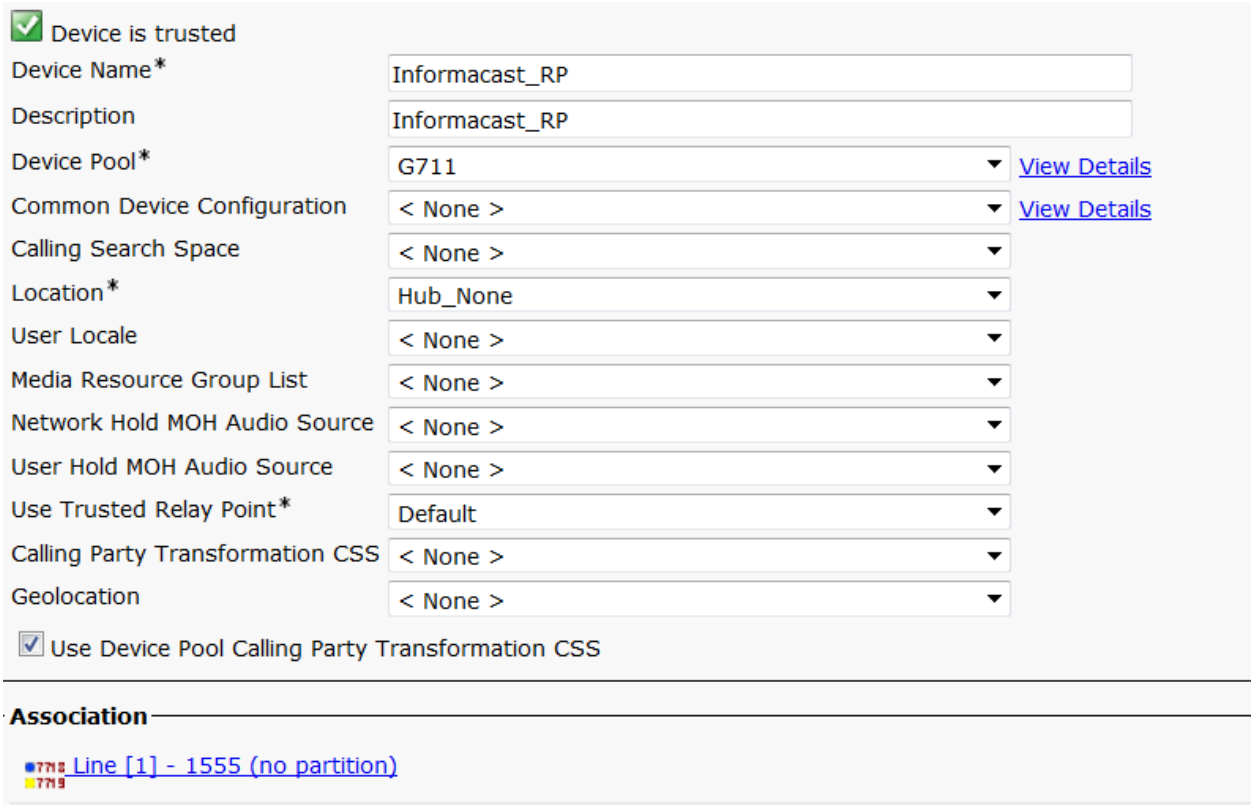
Configuration Steps:

Step 1:

Create an SNMP public string in CUCM under Cisco Unified Serviceability/Snmp/V1V2/Community String.

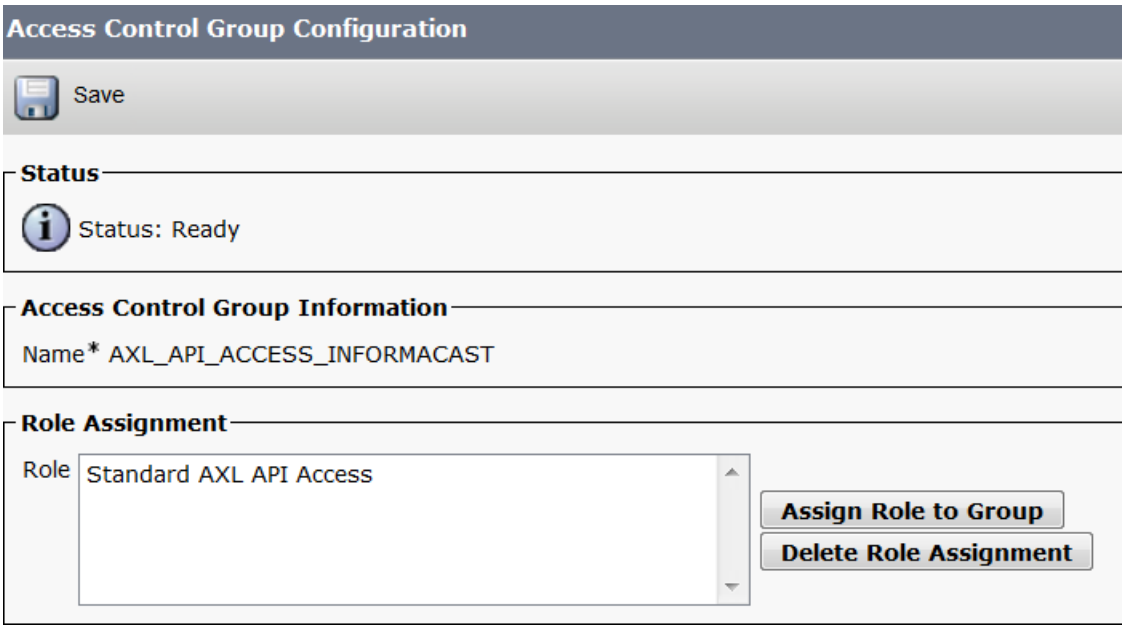
Step 2:

Create CTI Route Point with Directory Number 1555.



Step 3:

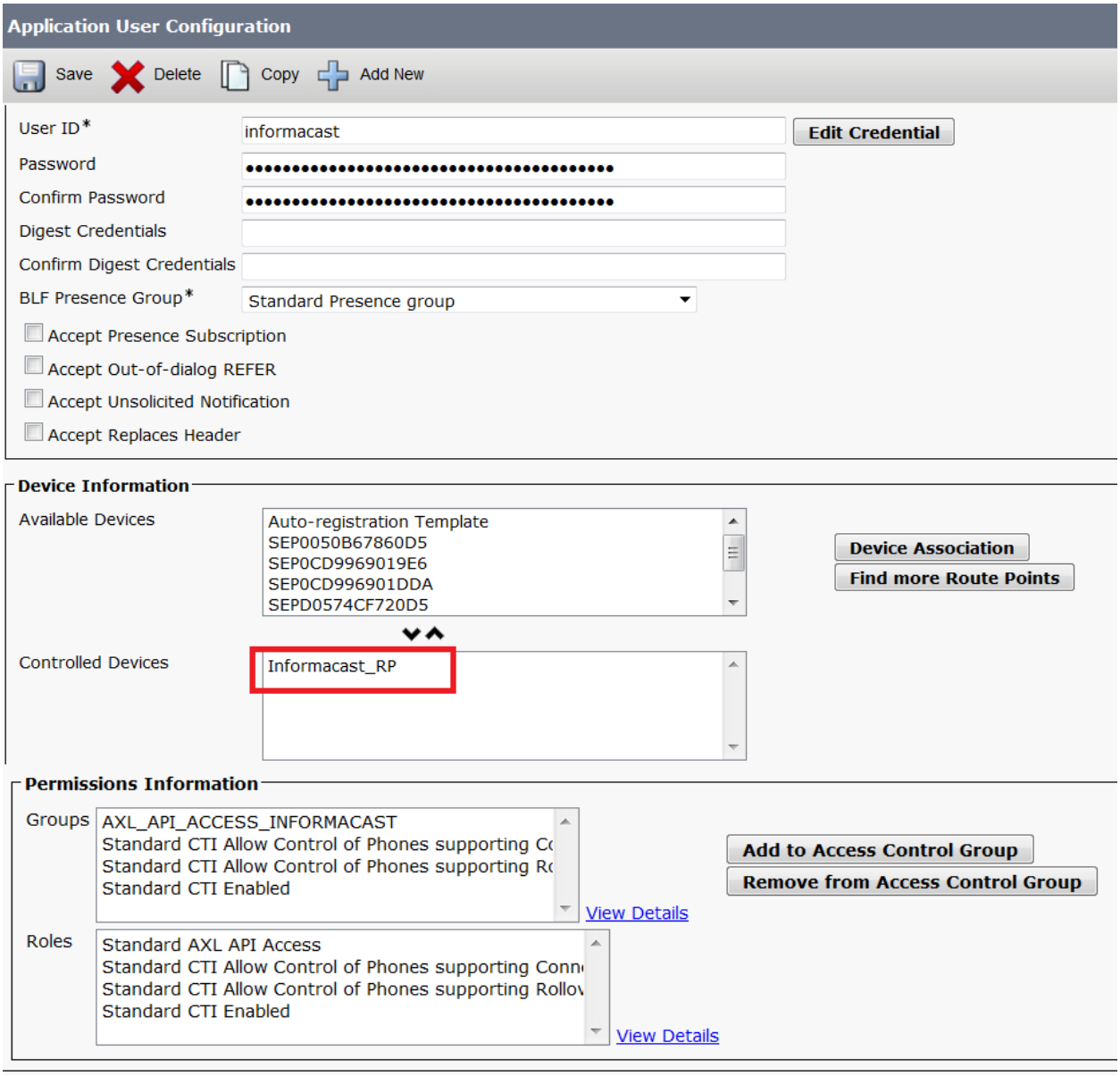
Create an Access Control Group and assign Role “Standard AXL API Access” to it.



Step 4:

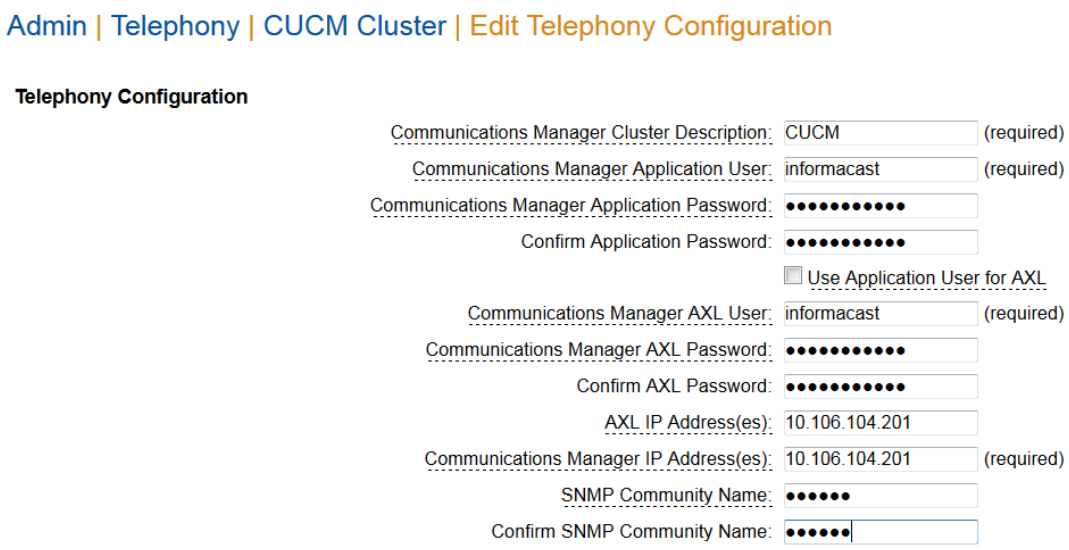
Create an Application user with the following Access Control Groups and Select the created CTI Route Point in Controlled Devices.

- Standard AXL API Access Group (The one Created in Step 3)
- Standard CTI enabled
- Standard CTI Allow Control of Phones supporting Connected Xfer and conf,
- Standard CTI Allow Control of Phones supporting Rollover Mode,



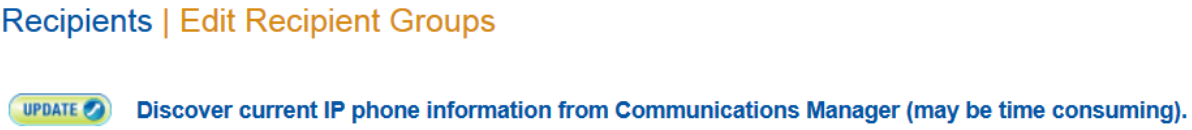
Step 5:

Enter the Application user credential, IP address of the CUCM, SNMP community name etc as below in the InformaCast Webpage;



Step 6:

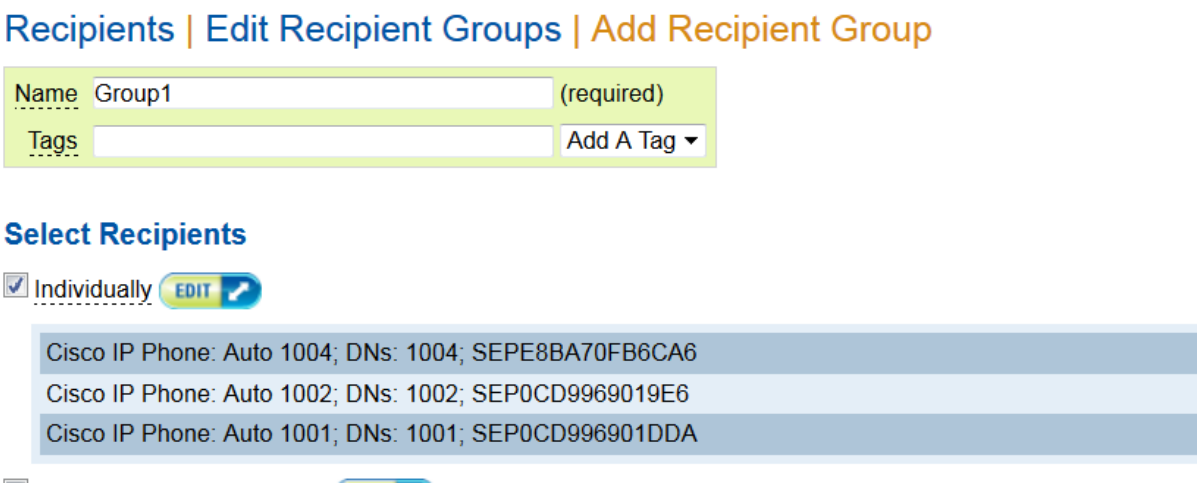
Got to Recipients and do the “update”, this will pull the Phones those are registered to CUCM.



Step 7:

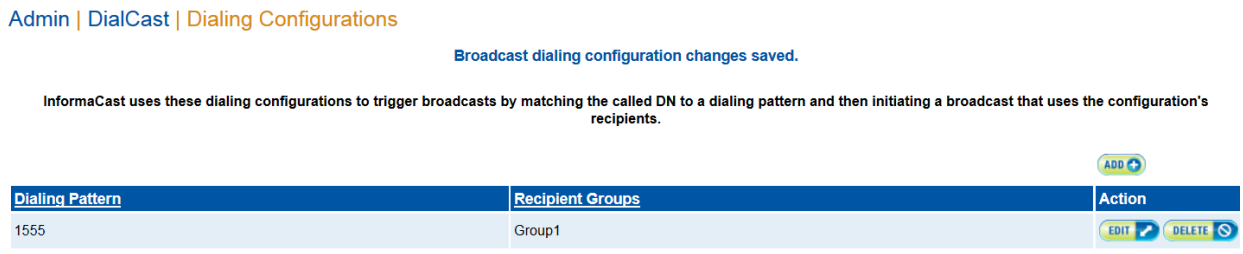
Create a Recipient Groups with the phones required to be part of the broadcast.

In this example, Group 1 for Directory Numbers 1001, 1002 and 1004.



Step 8:

Go to Dial Cast and Configure the Dialing Pattern for the Group 1. Dialing Pattern nothing but the CTI RP Number created.



Step 9:

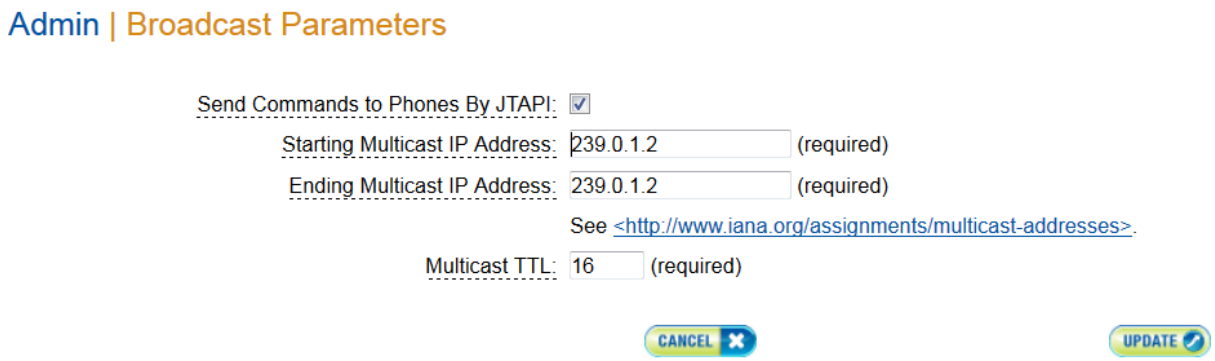
This is an Important Step. InformaCast can send the commands for broadcast either using JTAPI or HTTP.

Here below explains both the methods, “Option A” for JTAPI and “Option B” for HTTP.

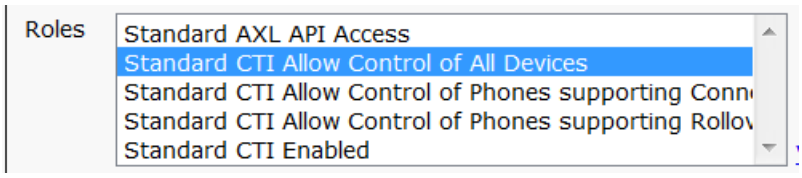
Customers can select either Option A or B. Prefer configuring “Option A” because it doesn’t need any changes in the enterprise parameters.

Option A - JTAPI METHOD

- Check the “Send Commands to Phones by JTAPI”



- Associate role “Standard CTI allow control for all Devices” to the application user created in step 4.



Option B - HTTP Method

- Enable Web access for supported IP Phones and reset phones.
- Configure the URL “http://<InformaCast IP>:8081/InformaCast/phone/auth” for Secured Authentication URL and URL Authentication under CUCM Enterprise Parameters Configuration.

Secured Phone URL Parameters

Secured Authentication URL	http://10.106.104.226:8081/InformaCast/phone/auth

By completing the all 9 Steps above, User 1003 can dial InformaCast number 1555 then broadcast live audio to all phones in the Group 1.

Troubleshooting

- Verify the CTI Route Point shows IN_SERVICE and the CTI RP is registered in CUCM.

Device Name	Description	Device Pool	Calling Search Space	Partition	Extension	Status	IPv4 Address
Informacast_RP	Informacast_RP	G711			1555	Registered with cucm11.adfs.ucce.com	10.106.104.226

Admin | Overview

Welcome to the InformaCast configuration overview page. For specific configuration tasks, please use the "Admin" menu.

InformaCast Server

Version	9.1.1 - 378 Basic Paging license
Start Time	2015-09-15 01:07:06
Current Time	2015-09-15 13:28:08
Application Mode	Stand-alone

Backup

Backup Activated	false
Next Scheduled Backup	
Backup Location	

Cisco Unified Communications Manager

Cluster Version	CUCM 11.0.1.20000-2
JTAPI Version	Cisco Jtapi version 3.1(3.7) Release
Send Commands to Phones By JTAPI	false

Phone Updates

Last Attempted Phone Rebuild	2015-09-15 13:10:00
Last Successful Phone Rebuild	2015-09-15 13:10:01
Last Attempted Phone Refresh	never
Last Successful Phone Refresh	never
Number of Phones Retrieved	4
Number of Phones Used / Licensed	3 / 50
Next Phone Rebuild	2015-09-15 14:10:00
Phone Refresh Interval (minutes)	disabled

CTI Route Points

Name	DN	State
Informacast_RP	1555	IN_SERVICE

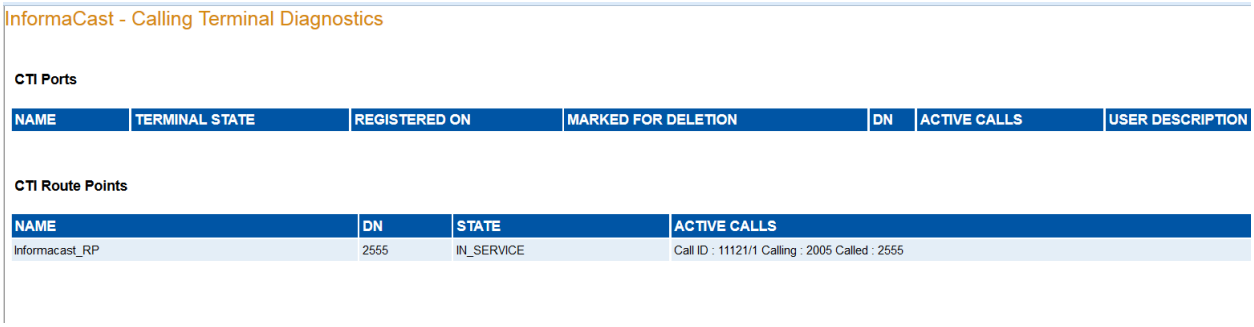
SIP User Agent Status

User Agent is running

SIP Calls

There are no SIP calls.

- To see the active calls;



InformaCast - Calling Terminal Diagnostics

CTI Ports

NAME	TERMINAL STATE	REGISTERED ON	MARKED FOR DELETION	DN	ACTIVE CALLS	USER DESCRIPTION

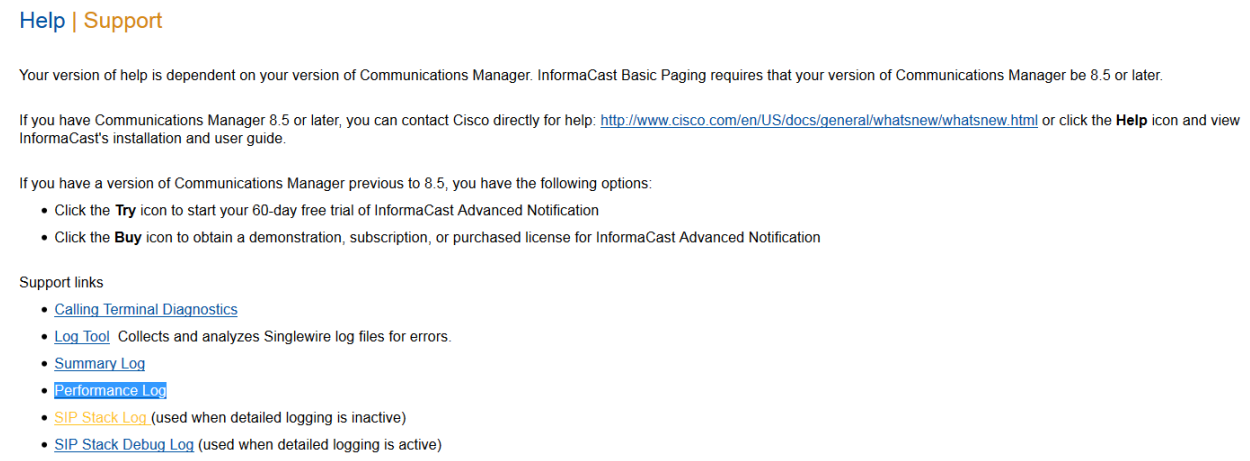
CTI Route Points

NAME	DN	STATE	ACTIVE CALLS
Informacast_RP	2555	IN_SERVICE	Call ID : 11121/1 Calling : 2005 Called : 2555

Logs :-

- CTI Manager and Call Manager Logs from CUCM

- Summary Log, Performance Log from InformaCast



Help | Support

Your version of help is dependent on your version of Communications Manager. InformaCast Basic Paging requires that your version of Communications Manager be 8.5 or later.

If you have Communications Manager 8.5 or later, you can contact Cisco directly for help: http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html or click the **Help** icon and view InformaCast's installation and user guide.

If you have a version of Communications Manager previous to 8.5, you have the following options:

- Click the **Try** icon to start your 60-day free trial of InformaCast Advanced Notification
- Click the **Buy** icon to obtain a demonstration, subscription, or purchased license for InformaCast Advanced Notification

Support links

- Calling Terminal Diagnostics
- Log Tool Collects and analyzes Singlewire log files for errors.
- Summary Log
- Performance Log
- SIP Stack Log (used when detailed logging is inactive)
- SIP Stack Debug Log (used when detailed logging is active)

- Packet Capture from Informacast:

Here below the procedure to collect the packet capture from InformaCast.

a. Connect to the CLI of the InformaCast over SSH.
b. To start the Capture Enter the command “sudo capturePackets <File Name>”
c. Use CTrl+C to stop the capture.
d. To transfer the file to the SFTP;
   sftp <username>@<IP address of the SFTP Server>
   Put <filename>

Example:

```
admin@singlewire:~$ sudo capturePackets siptest.cap
tcpdump: listening on eth0, link-type EN10MB (Ethernet), capture size 1500 bytes
```

```
admin@singlewire:~$ ls
siptest.cap
admin@singlewire:~$
```

```
admin@singlewire:~$ sftp cisco@10.106.104.247
Authenticated with partial success.
cisco@10.106.104.247's password:
Hello, I'm freeFTPd 1.0Connected to 10.106.104.247.
sftp> put siptest.cap
Uploading siptest.cap to /siptest.cap
siptest.cap                                   100% 4226     4.1KB/s   00:00
sftp>
```