InformaCast integration with CUCM over SIP

This document explains the integration of InformaCast Paging Server with CUCM over SIP 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 SIP Trunk and Phones.

Configuration Steps:

Step 1:

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

Search Results

	Community String Name	Access Privileges
☐	public	ReadNotifyOnly

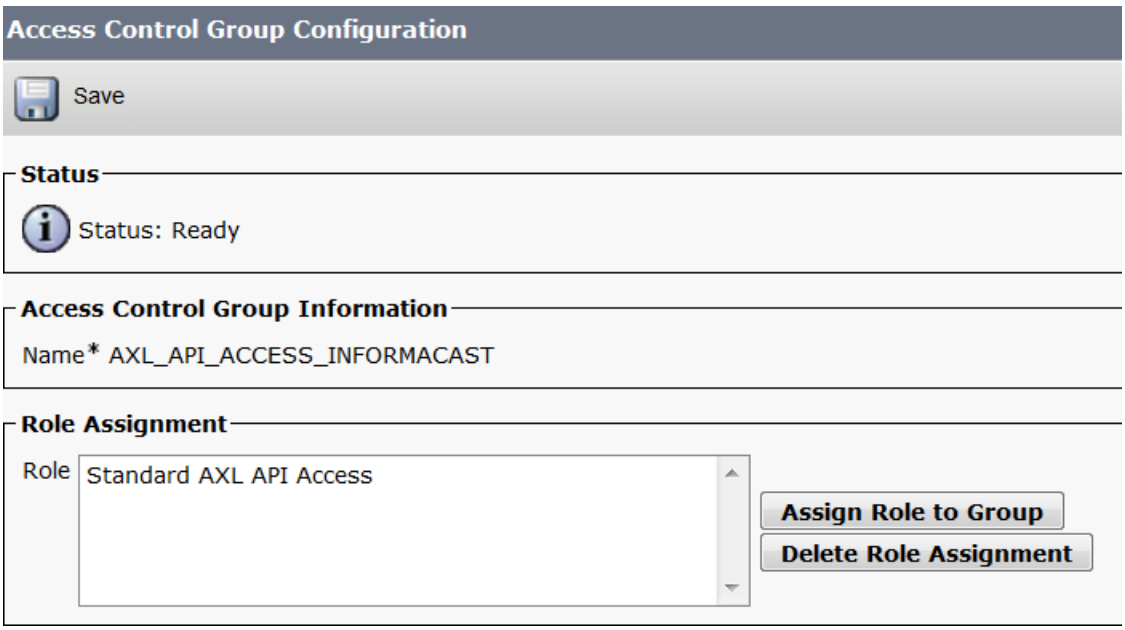
Step 2:

Create a SIP Trunk. Manage the destination IP address as InformaCast IP address.

	Name	Description	Calling Search Space	Device Pool	Route Pattern	Partition	Route Group	Priority	Trunk Type	SIP Trunk Status	SIP Trunk Duration	SIP Trunk Security Profile
	SIPTRUNK_Informacast	SIPTRUNK_Informacast		G711	1555				SIP Trunk	Unknown - OPTIONS Ping not enabled		Non Secure SIP Trunk Profile

Step 3:

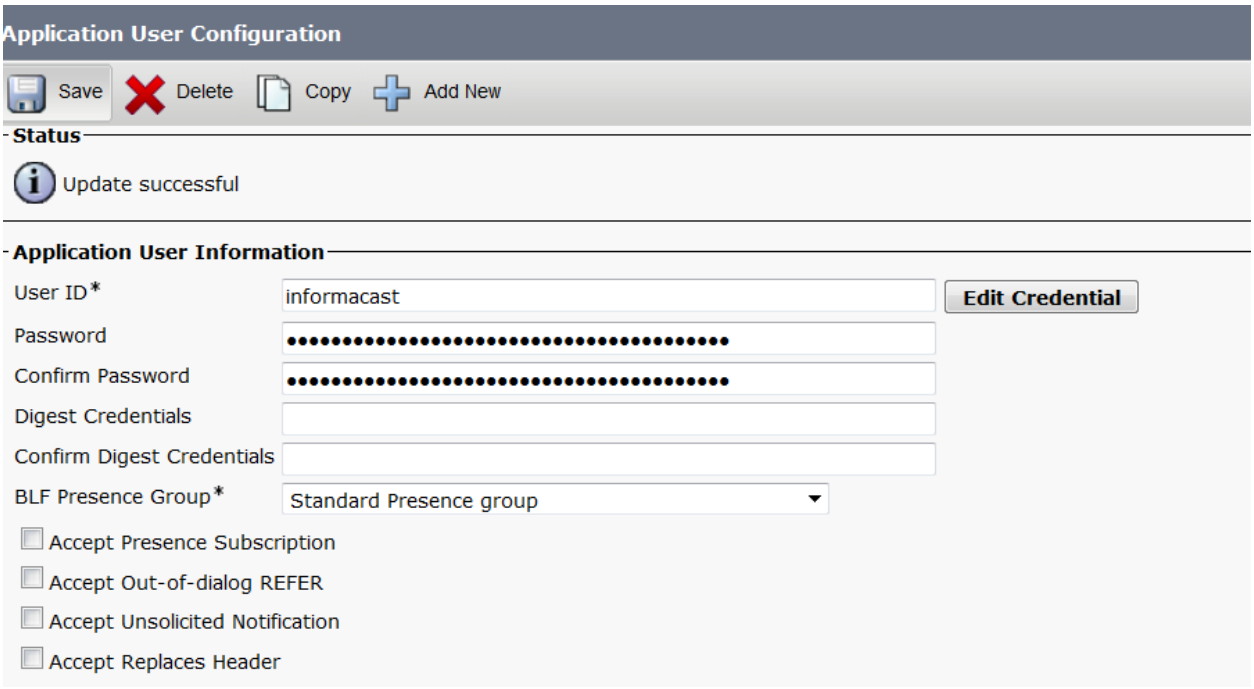
Create an Access Control Group and assign Role “Standard AXL API Access” to it.



Step 4:

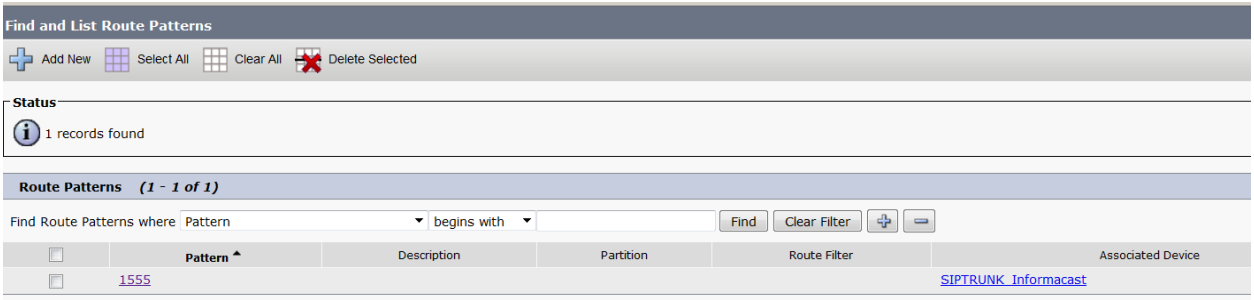
Create an Application user with the following Access Control Groups;

- 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,



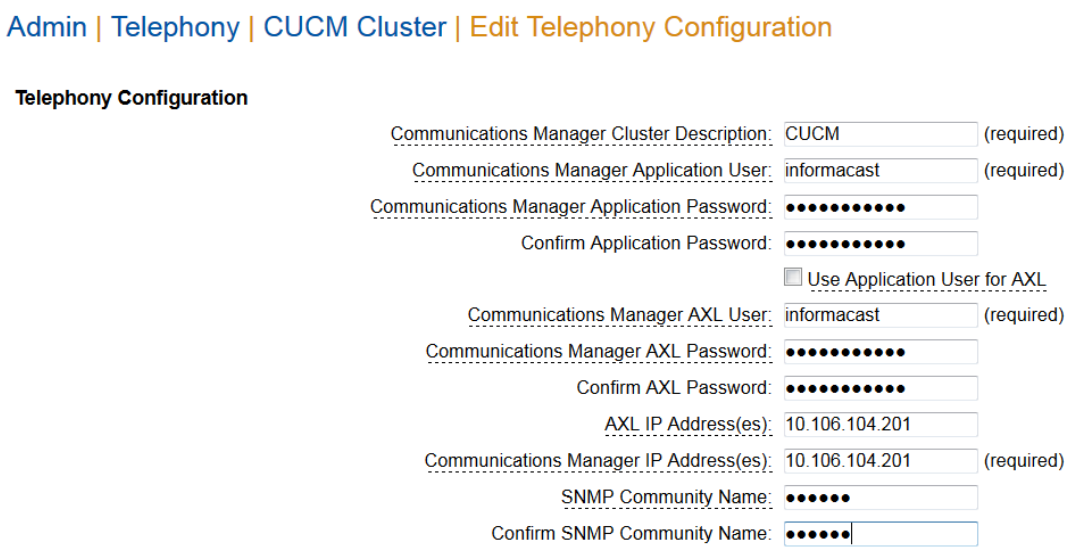
Step 5:

Create a Route pattern to reach InformaCast and associate the SIP trunk created. In this example, Route Pattern number is 1555.



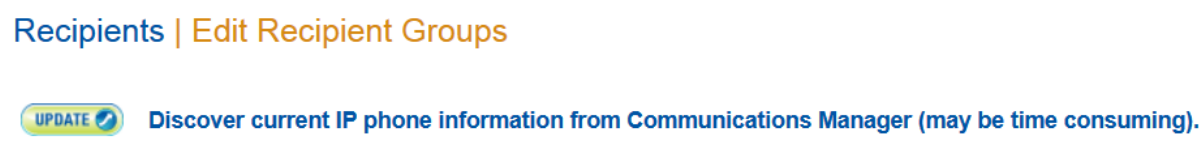
Step 6:

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



Step 7:

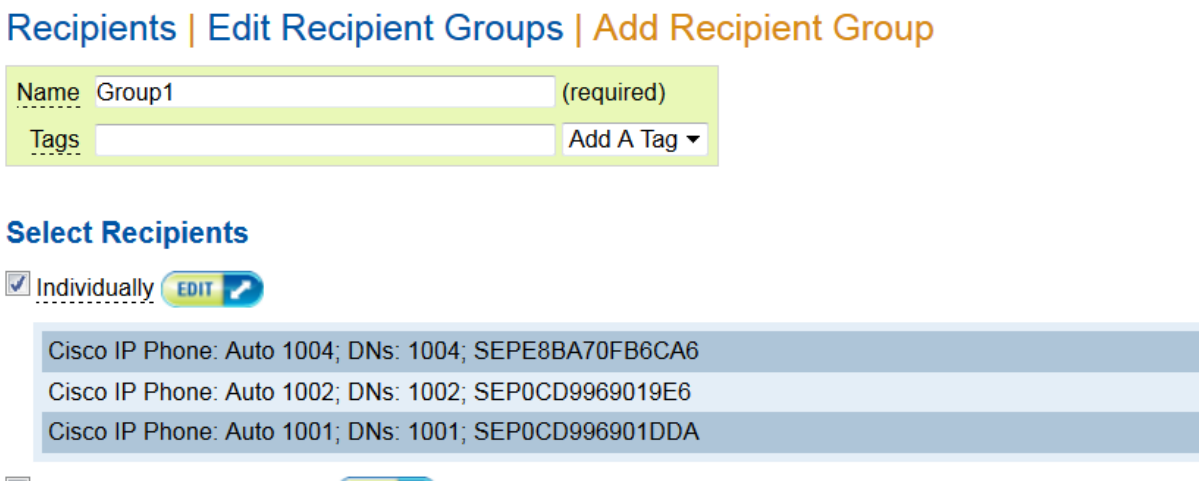
Got to Recipients and do the “update”, this will pull the Phones those are registered to CUCM.



Step 8:

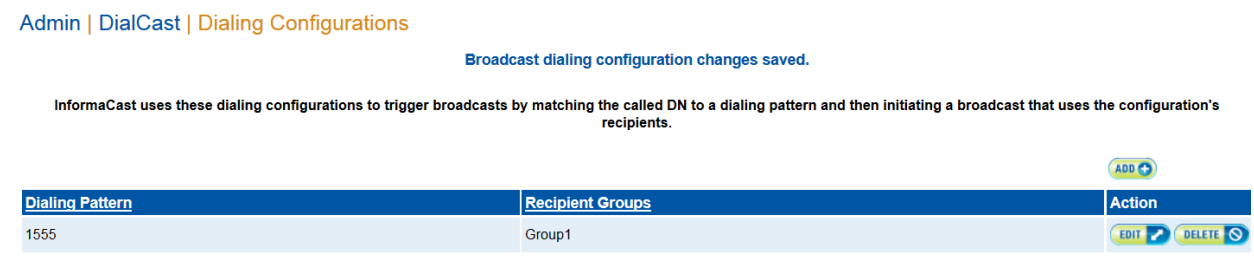
Create a Recipient Groups with the phones required to be part of the broadcast.

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



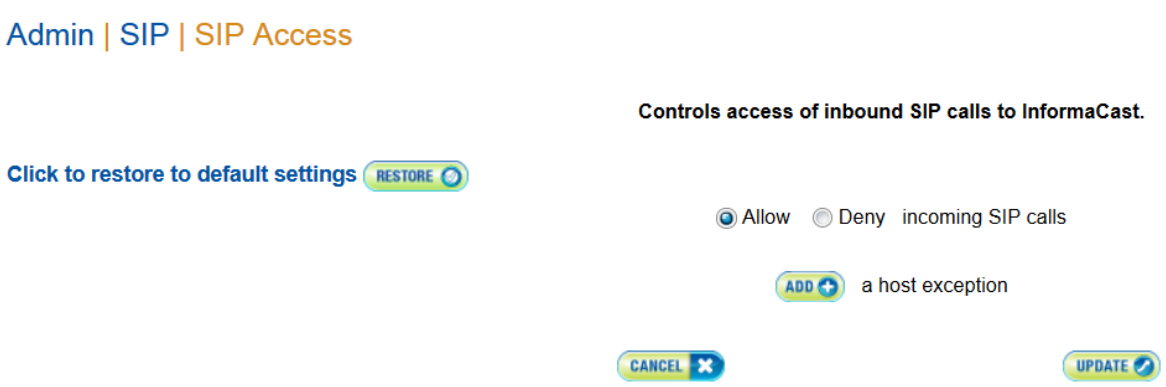
Step 9:

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



Step 10:

Allow SIP access in InformaCast.



Step 11:

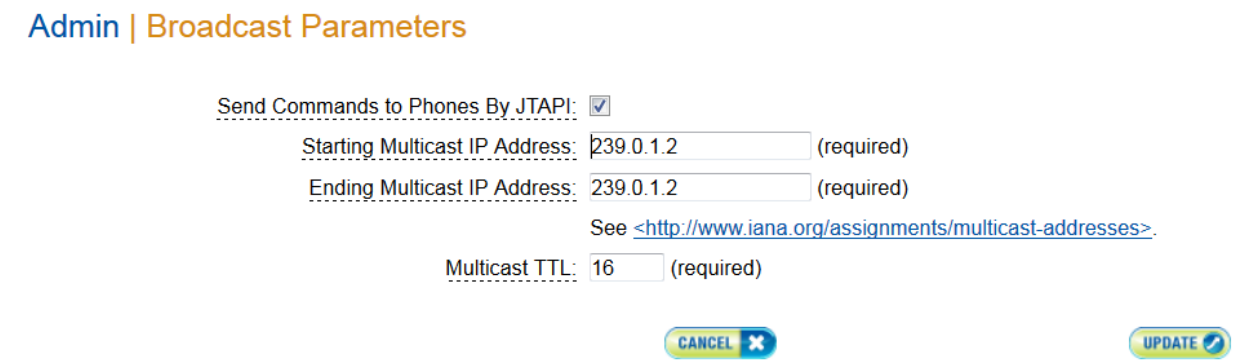
This is an Important Step. InformaCast can send the commands for broadcast either using JTAPI or HTTP.

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

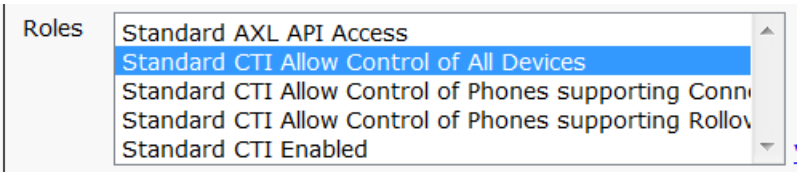
Customers can select either Option A or B. Prefer configuring “Option A” because it doesn’t need any changes in the enterprise parameters.

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.

By completing the all 11 Steps above, User 1003 can dial InformaCast number 1555 then broadcast live audio to all phones in the Group 1.

Logs to Troubleshoot

- CTI Manager and Call Manager Logs from CUCM

- SIP Stack log/ SIP Stack debug Log, Summary Log and 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.

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>
```