



ALM

How to create an AXL application user



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How to create an AXL application user?

This document describes the steps to create an AXL application user.

This AXL application user is required for several features of ALM. One of this feature is to logon to a phone by entering the DN of the logged of phone. This is a feature which can be used in Terminal Networks, Split Networks or Wireless Networks.

If no Automatic Device Detection (ADD) can take place because there is no physical 1-on-1 network connection between the computer and the device this method can be used. It is an alternative to the method of using a mapping file.

It allows a user to enter the Directory Number (DN) of the logged off Phone, ALM will query the Communications Manager (CUCM) and will login the user to the phone.

Prerequisites

This manual describes steps suited for Communications Manager 10.x. older versions of CUCM may differ.

Step 0

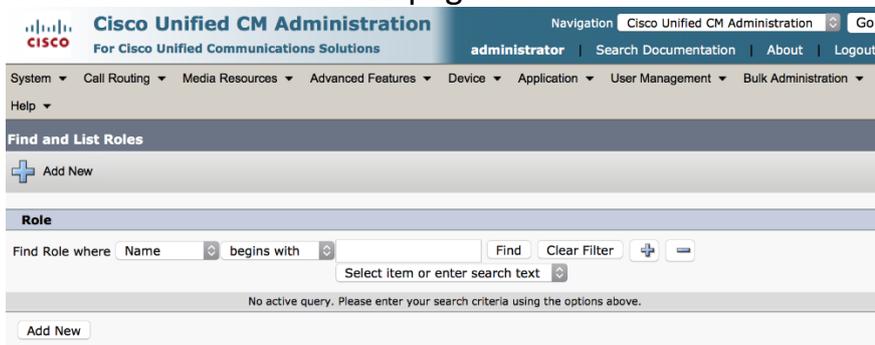
Login to Cisco Unified Communications Manager as an Administrator and navigate to *User Management \ Application User* and create a new Application user with the username **almaxluser** and password **almaxluser**

Step 1

Login to Cisco Unified Communications Manager as an Administrator and navigate to *User Management \ User Settings \ Role*

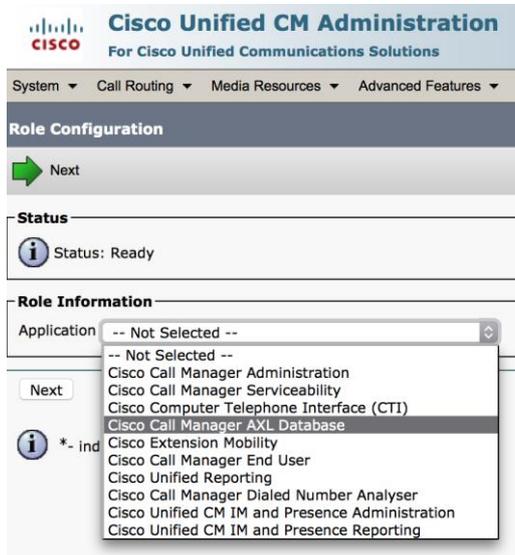
Step 2

On the *Find and List Roles* page click **Add New**



Step 3

On the next page select “Cisco CallManager AXL Database” from the pull-down menu and click **Next**



Cisco Unified CM Administration
For Cisco Unified Communications Solutions

System ▾ Call Routing ▾ Media Resources ▾ Advanced Features ▾

Role Configuration

Next

Status

Status: Ready

Role Information

Application: -- Not Selected --

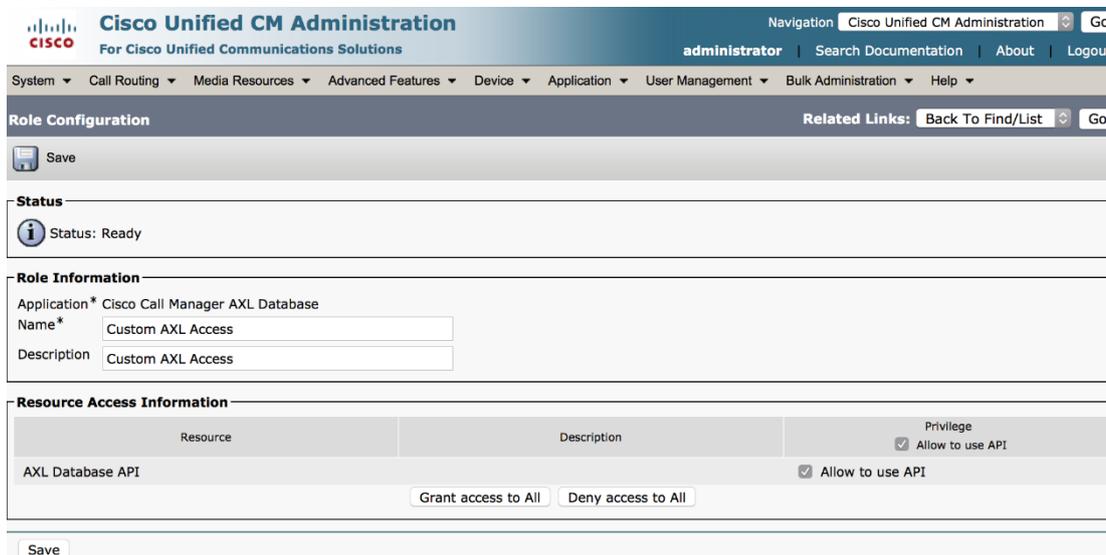
- Not Selected --
- Cisco Call Manager Administration
- Cisco Call Manager Serviceability
- Cisco Computer Telephone Interface (CTI)
- Cisco Call Manager AXL Database**
- Cisco Extension Mobility
- Cisco Call Manager End User
- Cisco Unified Reporting
- Cisco Call Manager Dialed Number Analyser
- Cisco Unified CM IM and Presence Administration
- Cisco Unified CM IM and Presence Reporting

Next

*- ind

Step 4

Add a “Name” and a “Description” and tick the box called “Allow to use API”
Click **Save**



Cisco Unified CM Administration
For Cisco Unified Communications Solutions

Navigation: Cisco Unified CM Administration Go

administrator | Search Documentation | About | Logout

System ▾ Call Routing ▾ Media Resources ▾ Advanced Features ▾ Device ▾ Application ▾ User Management ▾ Bulk Administration ▾ Help ▾

Role Configuration Related Links: Back To Find/List Go

Save

Status

Status: Ready

Role Information

Application* Cisco Call Manager AXL Database

Name* Custom AXL Access

Description Custom AXL Access

Resource Access Information

Resource	Description	Privilege
AXL Database API		<input checked="" type="checkbox"/> Allow to use API

Grant access to All Deny access to All

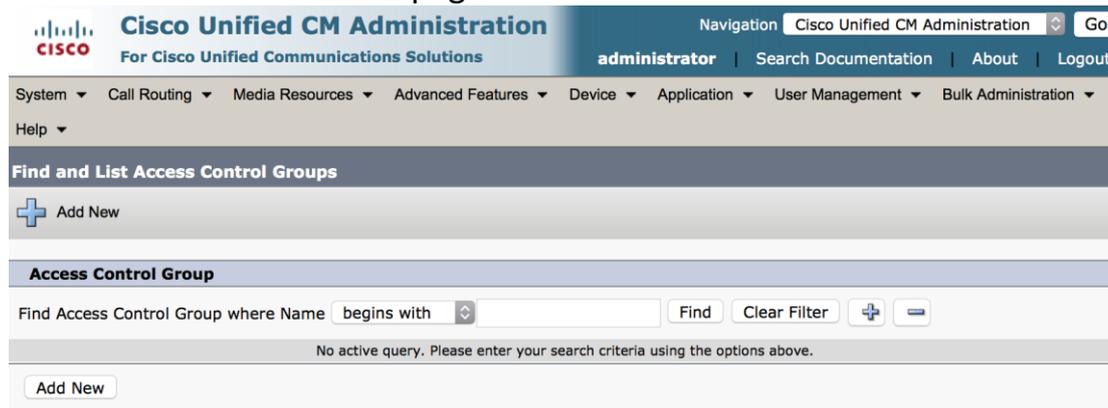
Save

Step 5

Navigate to *User Management \ User Settings \ Access Control Group*

Step 6

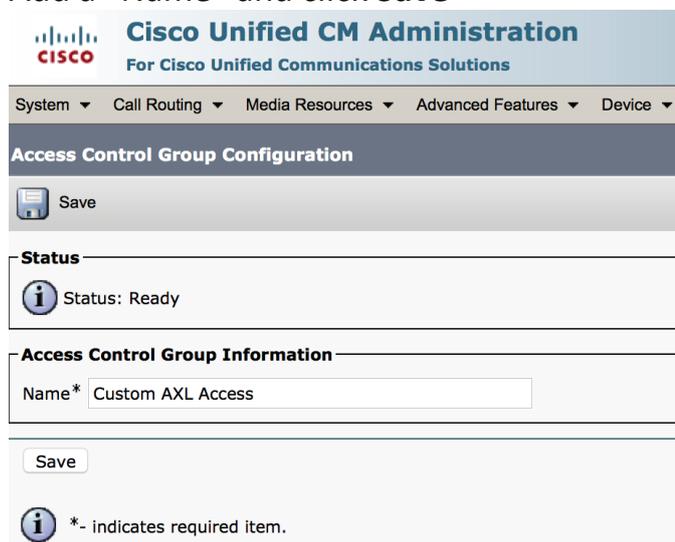
On the *Find and List Roles* page click **Add New**



The screenshot shows the Cisco Unified CM Administration interface. The top navigation bar includes the Cisco logo, the title 'Cisco Unified CM Administration', and the user role 'administrator'. Below the navigation bar, there are several menu items: System, Call Routing, Media Resources, Advanced Features, Device, Application, User Management, and Bulk Administration. The main content area is titled 'Find and List Access Control Groups' and features a '+ Add New' button. Below this, there is a search section for 'Access Control Group' with a text input field containing 'begins with', a 'Find' button, and a 'Clear Filter' button. A message below the search section reads: 'No active query. Please enter your search criteria using the options above.' At the bottom of the search section, there is another '+ Add New' button.

Step 7

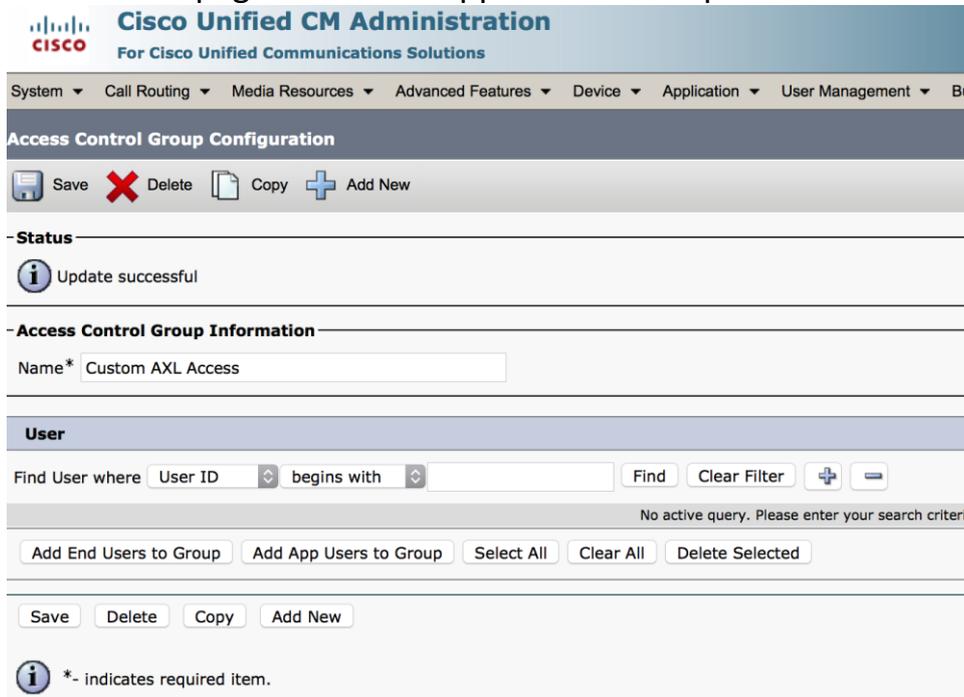
Add a "Name" and click **Save**



The screenshot shows the 'Access Control Group Configuration' page in Cisco Unified CM Administration. The top navigation bar is the same as in Step 6. The main content area is titled 'Access Control Group Configuration' and features a 'Save' button. Below this, there is a 'Status' section with an information icon and the text 'Status: Ready'. The 'Access Control Group Information' section contains a 'Name*' field with the value 'Custom AXL Access'. At the bottom of the form, there is a 'Save' button and an information icon with the text '*- indicates required item.'

Step 8

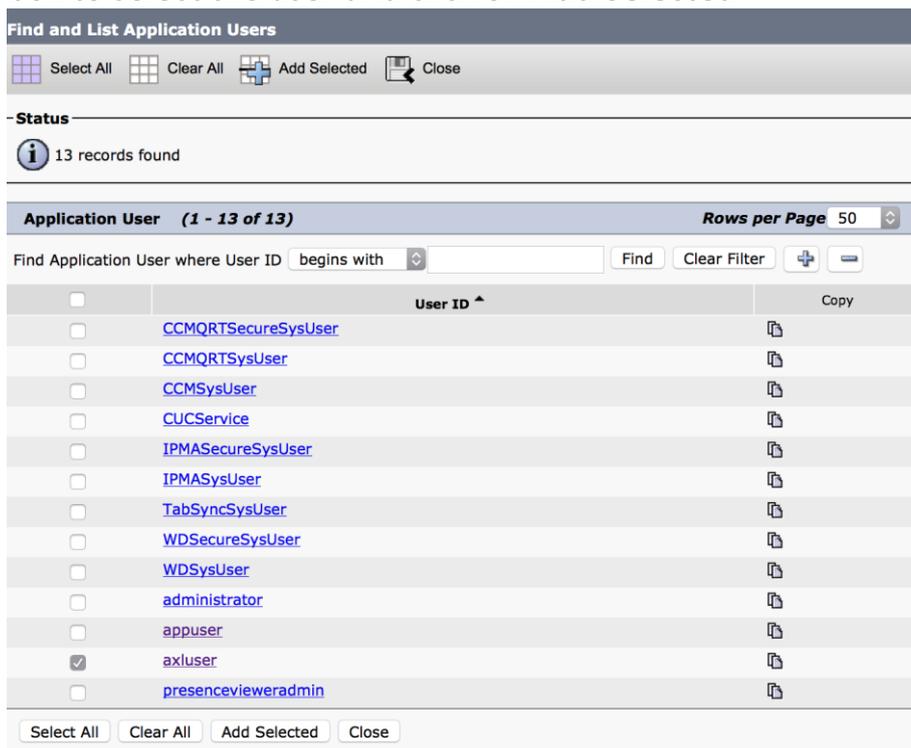
On the next page click “Add App User to Group”



The screenshot shows the 'Access Control Group Configuration' page in Cisco Unified CM Administration. The page title is 'Cisco Unified CM Administration For Cisco Unified Communications Solutions'. The breadcrumb trail is: System > Call Routing > Media Resources > Advanced Features > Device > Application > User Management > Bu... The main heading is 'Access Control Group Configuration'. Below the heading are icons for Save, Delete, Copy, and Add New. A status message indicates 'Update successful'. The 'Access Control Group Information' section shows the name 'Custom AXL Access'. The 'User' section has a search bar with 'User ID' selected and 'begins with' as the filter. Below the search bar are buttons for 'Add End Users to Group', 'Add App Users to Group', 'Select All', 'Clear All', and 'Delete Selected'. At the bottom, there are 'Save', 'Delete', 'Copy', and 'Add New' buttons, and a note that '*' indicates a required item.

Step 9

Within the new page that pops-up search for the user with UserID **almaxluser**, tick the box to select the user and click on **Add Selected**



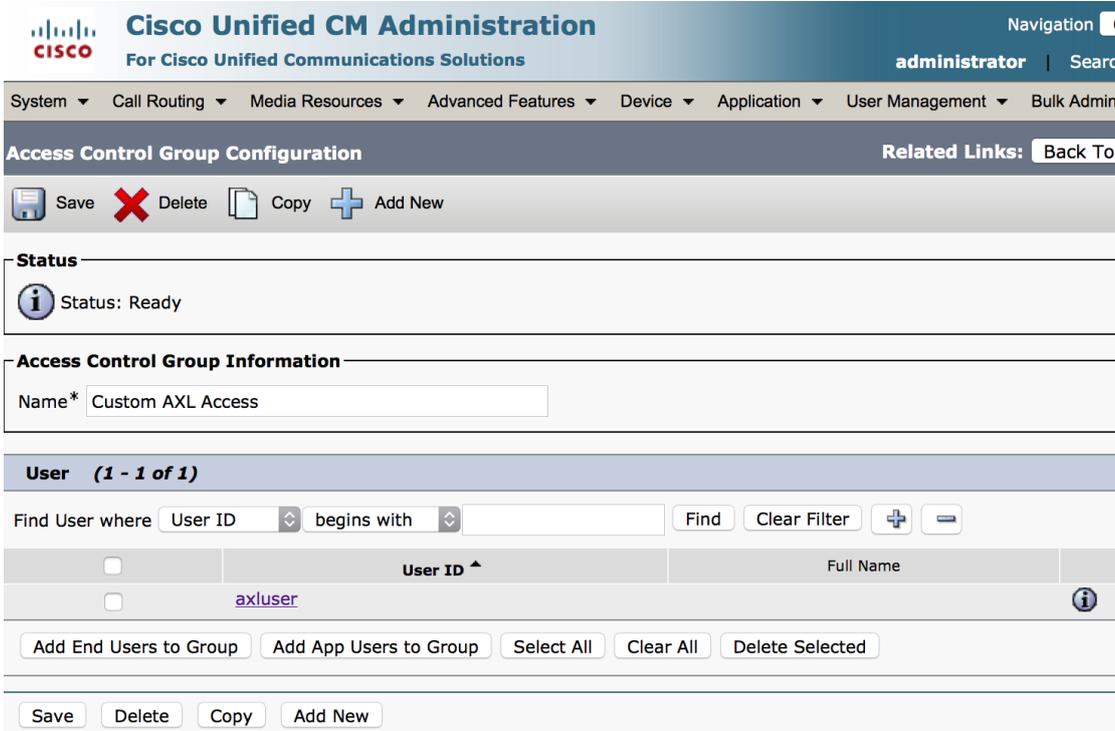
The screenshot shows the 'Find and List Application Users' dialog box. It has buttons for 'Select All', 'Clear All', 'Add Selected', and 'Close'. A status message says '13 records found'. The table below shows a list of application users with checkboxes for selection. The 'almaxluser' entry is selected. The table has columns for 'User ID' and 'Copy'.

	User ID ^	Copy
<input type="checkbox"/>	CCMQRTSecureSysUser	
<input type="checkbox"/>	CCMQRTSysUser	
<input type="checkbox"/>	CCMSysUser	
<input type="checkbox"/>	CUCService	
<input type="checkbox"/>	IPMASecureSysUser	
<input type="checkbox"/>	IPMASysUser	
<input type="checkbox"/>	TabSyncSysUser	
<input type="checkbox"/>	WDSecureSysUser	
<input type="checkbox"/>	WDSysUser	
<input type="checkbox"/>	administrator	
<input type="checkbox"/>	appuser	
<input checked="" type="checkbox"/>	almaxluser	
<input type="checkbox"/>	presencevieweradmin	

At the bottom of the dialog are buttons for 'Select All', 'Clear All', 'Add Selected', and 'Close'.

Step 10

On the previous page click **Save**



Cisco Unified CM Administration
For Cisco Unified Communications Solutions

Navigation | administrator | Search

System ▾ Call Routing ▾ Media Resources ▾ Advanced Features ▾ Device ▾ Application ▾ User Management ▾ Bulk Administration ▾

Access Control Group Configuration Related Links: [Back To](#)

Save Delete Copy Add New

Status
Status: Ready

Access Control Group Information
Name* Custom AXL Access

User (1 - 1 of 1)

Find User where User ID begins with Find Clear Filter + -

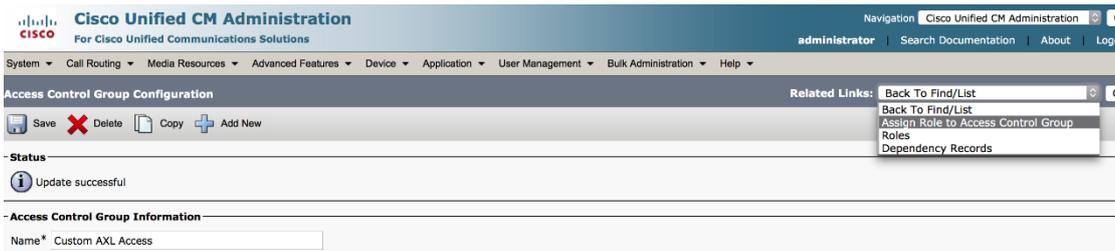
<input type="checkbox"/>	User ID ↑	Full Name
<input type="checkbox"/>	axluser	

Add End Users to Group Add App Users to Group Select All Clear All Delete Selected

Save Delete Copy Add New

Step 11

In the top right corner select “Assign Role to Access Control Group” from the pull-down menu



Cisco Unified CM Administration
For Cisco Unified Communications Solutions

Navigation | Cisco Unified CM Administration | administrator | Search Documentation | About | Log

System ▾ Call Routing ▾ Media Resources ▾ Advanced Features ▾ Device ▾ Application ▾ User Management ▾ Bulk Administration ▾ Help ▾

Access Control Group Configuration Related Links: [Back To Find/List](#)

Save Delete Copy Add New

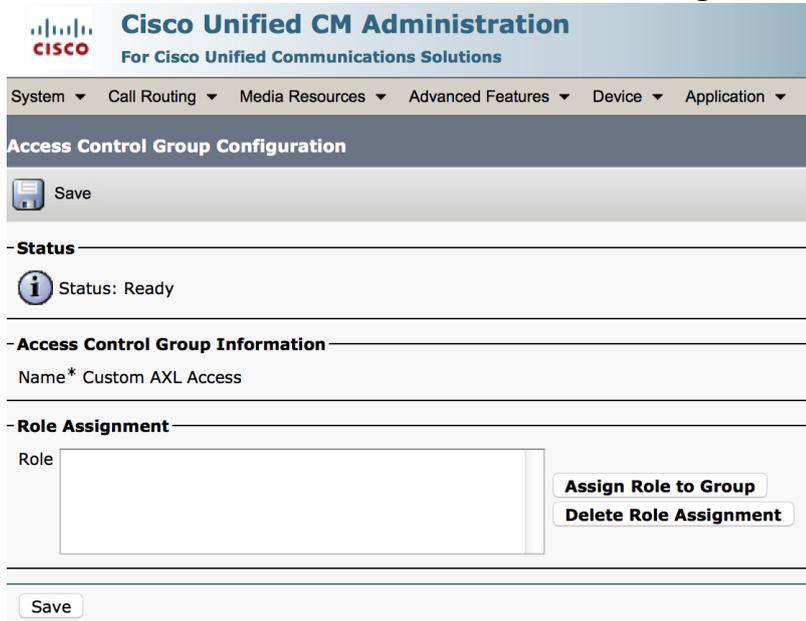
Status
Update successful

Access Control Group Information
Name* Custom AXL Access

Back To Find/List
Assign Role to Access Control Group
Roles
Dependency Records

Step 12

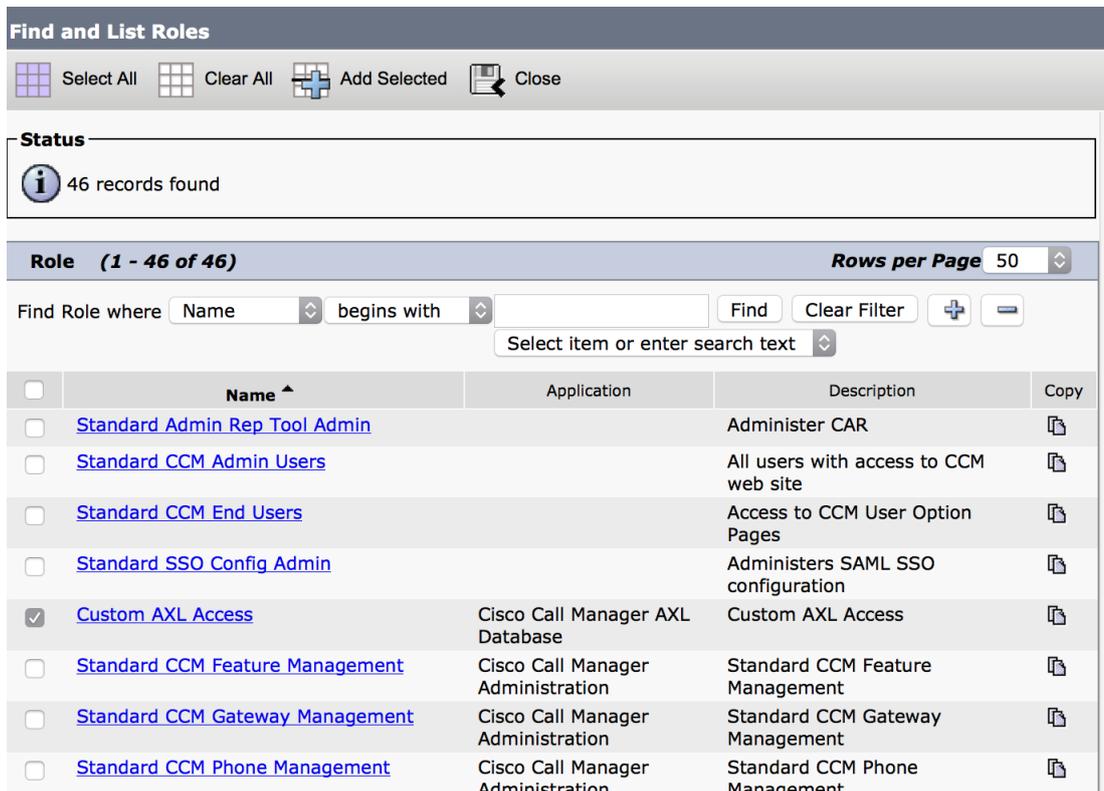
In the next windows click on the button “Assign Role to Group”



The screenshot shows the 'Access Control Group Configuration' page in Cisco Unified CM Administration. The page title is 'Cisco Unified CM Administration For Cisco Unified Communications Solutions'. The breadcrumb trail is: System > Call Routing > Media Resources > Advanced Features > Device > Application > U. The page has a 'Save' button at the top left. Below the breadcrumb trail, there is a 'Save' button. The 'Status' section shows 'Status: Ready'. The 'Access Control Group Information' section shows 'Name* Custom AXL Access'. The 'Role Assignment' section has a text input field for 'Role' and two buttons: 'Assign Role to Group' and 'Delete Role Assignment'. At the bottom, there is another 'Save' button.

Step 13

On the Find and List Roles page click on find button and select “Custom AXL Access” tick the box to select the Role and click on **Add Selected**

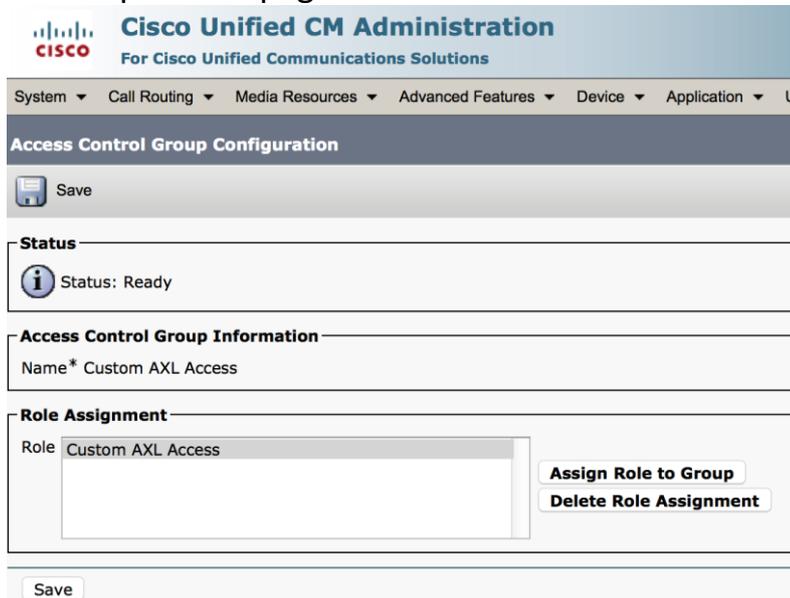


The screenshot shows the 'Find and List Roles' page. At the top, there are buttons for 'Select All', 'Clear All', 'Add Selected', and 'Close'. The 'Status' section shows '46 records found'. Below this, there is a 'Role (1 - 46 of 46)' header and a 'Rows per Page' dropdown set to 50. The search section includes 'Find Role where' with a dropdown for 'Name', a dropdown for 'begins with', a search input field, and buttons for 'Find', 'Clear Filter', and a minus sign. Below the search section is a table with columns: Name, Application, Description, and Copy. The table lists several roles, with 'Custom AXL Access' selected (checked box).

<input type="checkbox"/>	Name ^	Application	Description	Copy
<input type="checkbox"/>	Standard Admin Rep Tool Admin		Administer CAR	
<input type="checkbox"/>	Standard CCM Admin Users		All users with access to CCM web site	
<input type="checkbox"/>	Standard CCM End Users		Access to CCM User Option Pages	
<input type="checkbox"/>	Standard SSO Config Admin		Administers SAML SSO configuration	
<input checked="" type="checkbox"/>	Custom AXL Access	Cisco Call Manager AXL Database	Custom AXL Access	
<input type="checkbox"/>	Standard CCM Feature Management	Cisco Call Manager Administration	Standard CCM Feature Management	
<input type="checkbox"/>	Standard CCM Gateway Management	Cisco Call Manager Administration	Standard CCM Gateway Management	
<input type="checkbox"/>	Standard CCM Phone Management	Cisco Call Manager Administration	Standard CCM Phone Management	

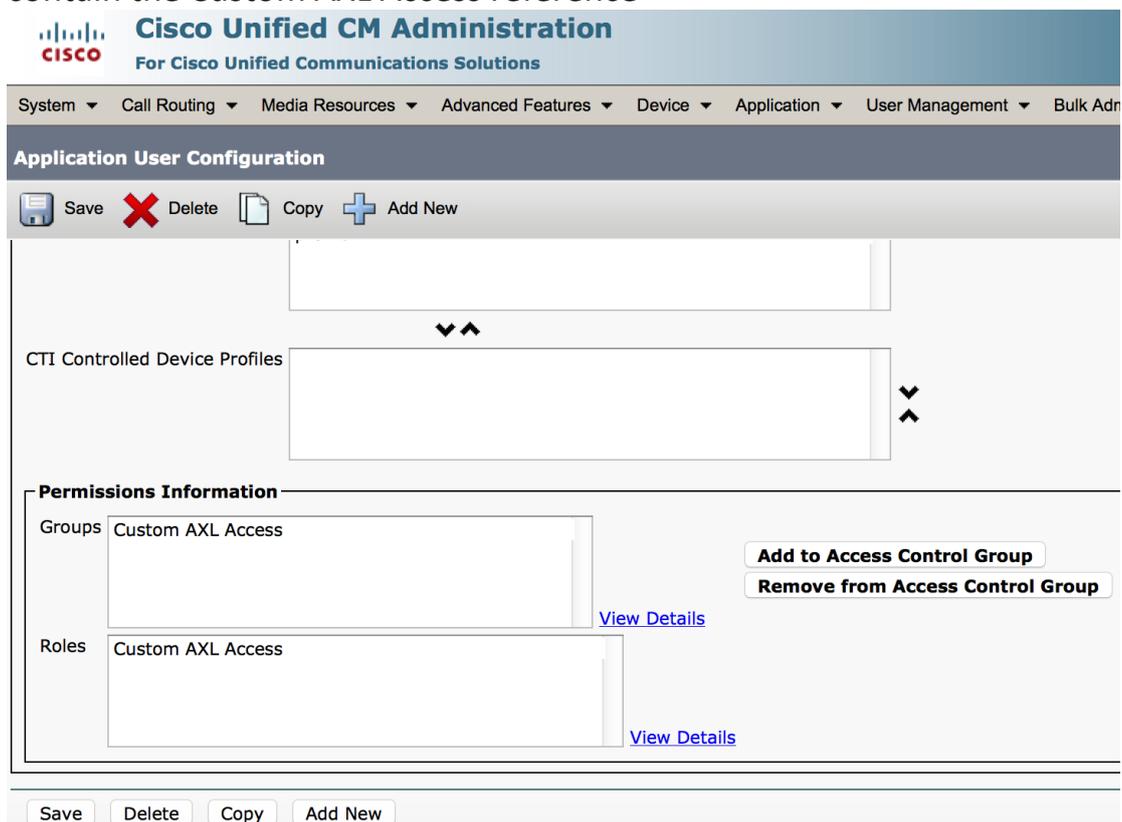
Step 14

On the previous page click **Save**



Step 15

Return to the Application User page under User Management, search for the in step 0 created Application User and verify the Groups and Roles configuration, it must not contain the Custom AXL Access reference



Additional Information

For any additional information please contact or visit:

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