ALM5 PRO 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





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



Step 4

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

abala	Cisco Unified CM Administrat	tion		Navigation Cisco Unified CM Administration 🗐 Go
CISCO	For Cisco Unified Communications Solutions		administ	trator I Search Documentation About Logout
System + C	Call Routing + Media Resources + Advanced Feat	ures - Device -	Application + User Managemen	nt • Bulk Administration • Help •
Role Config	uration			Related Links: Back To Find/List 📴 Go
Save				
Status				
(i) Status	Ready			
Role Infor	nation			
Application	Cisco Call Manager AXL Database			
Name*	Custom AXL Access			
Description	Custom AXL Access			
Resource A	ccess Information			
	Resource		Description	Privilege Allow to use API
AXL Databa	sse APL			Allow to use API
		Grant access to Ail	Deny access to Ail	



Navigate to User Management \ User Settings \ Access Control Group

Step 6

On the Find and List Roles page click Add New

Cisco Unified CM Administration For Cisco Unified Communications Solutions	Navigation Cisco Unified CM Administration G Go administrator Search Documentation About Logout
System Call Routing Media Resources Advanced Features Help	Device Application User Management Bulk Administration
Find and List Access Control Groups	
🕂 Add New	
Access Control Group	
Find Access Control Group where Name begins with	Find Clear Filter 💠 👄
No active query. Please enter your	search criteria using the options above.
Add New	

Step 7

Add a "Name" and click Save





On the next page click "Add App User to Group"

cisco	Cisco Un For Cisco Unif	ified CM Ad	ministration	1			
System 👻	Call Routing +	Media Resources 🔻	Advanced Features	Device	Application +	User Management	• Bi
Access Co	ontrol Group Co	nfiguration					
Save	X Delete	Copy 👍 Add M	ław				
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Access C Name* C	Control Group Inf	ormation					
User							
Find User	where User ID	begins with	0	Fin	d Clear Filter	4 -	
				No	active query. Plea	se enter your searc	h criteri
Add End	d Users to Group	Add App Users to	Group Select Al	I Clear All	Delete Select	ed	
Save	Delete Copy	Add New					
	ndicates required i	tem.					

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**

Status	is found						
Application	User (1 - 13 of 13)	Rows per Page 50 👸					
Find Applicatio	n User where User ID begins with 📓	Find Clear Filter 🌵 😑					
	User ID *	Сору					
	CCMQRTSecureSysUser	D					
0	CCMQRTSysUser	D					
	CCMSysUser	D					
	CUCService	B					
	IPMASecureSysUser	0					
0	IPMASysUser	D					
	TabSyncSysUser	D					
10	WDSecureSysUser	ß					
	WDSysUser	ß					
	administrator	ß					
10	appuser	Ø					
0	exluser	Ø					
10	presencevieweradmin	D					



On the previous page click Save

cisco	Cisco U	nified CM Ad	minis	tration					N	lavigation
System •	Call Routing -	Media Resources -	Advance	d Features •	Device	- A	oplication -	User Mar	agement +	Bulk Admir
Access Co	ntrol Group C	Configuration						Rel	ated Links	Back To
Save	🗙 Delete [🗋 Copy 👍 Add I	New							
- Status — (j) Statu	is: Ready									
- Access Co Name* C	ontrol Group I	nformation								
User (1 - 1 of 1)									
Find User	where User ID	begins with	0			Find	Clear Filte	4		
		U	ser ID *				Fu	II Name		
		axluser								G
Add End	Users to Group	Add App Users to	o Group	Select All	Clear	All	Delete Select	ed		
Save	Delete Co	py Add New								

Step 11

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





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

cisco	Cisco U For Cisco U	Inified CM Ad	ministration		
System ·	Call Routing +	Media Resources +	Advanced Features +	Device +	Application +
Access Co	ontrol Group	Configuration			
Save					
Status -	us: Ready	• • • • • • • • • • • • • • • • • • •			
Name [*] C	ustom AXL Acc	Ess			
Role Assi	ignment				
Role				ssign Role	to Group

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**

Find and List Roles			
Select All Clear All Add Selected	Close		
Status 46 records found			
Role (1 - 46 of 46)		Rows per Page 50	6
Find Role where Name 🔄 begins with	0	Find Clear Filter 👍 📟	
	Select item or enter s	earch text 🔄	
Name *	Application	Description	Сору
Standard Admin Rep Tool Admin		Administer CAR	Ð
Standard CCM Admin Users		All users with access to CCM web site	Ð
Standard CCM End Users		Access to CCM User Option Pages	Ø
Standard SSO Config Admin		Administers SAML SSO configuration	ß
Custom AXL Access	Cisco Call Manager AXL Database	Custom AXL Access	Ø
Standard CCM Feature Management	Cisco Call Manager Administration	Standard CCM Feature Management	Ø
Standard CCM Gateway Management	Cisco Call Manager Administration	Standard CCM Gateway Management	10
Standard CCM Phone Management	Cisco Call Manager Administration	Standard CCM Phone Management	Ø



On the previous page click Save

cisco	Cisco For Cisco	Unified	ed CM	Ad	minis na Solutio	tratio	m				
System +	Call Routing	• Me	ila Resources	٠	Advanced	l Features		Device	•	Application	• U
Access Co	ntrol Grou	p Confi	guration								
Save											
Status	is: Ready										
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Role Assi	gnment —						_				
Role Cust	om AXL Acc	ess					As De	sign R dete R	ole i	to Group Assignmer	it)
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 no contain the Custom AXL Access reference

cisco	Cisco Unified	ed CM Ad	Iministra	tion		
System 👻	Call Routing + Medi	a Resources 👻	Advanced Feat	ures - Device -	Application -	User Management 👻 Bulk Ad
pplicatio	on User Configurati	on				
Save	X Delete	opy 🛟 Add	New			
			**			
CTI Contr	rolled Device Profiles		111122			
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Permis	sions Information —					
Groups	Custom AXL Access					
					Add to Acce	ss Control Group
				View Details	Renoveno	
Roles	Custom AXL Access					
				View Details	É.	

Save Delete Copy Add New



Additional Information

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