



ALMPRO

Advanced Deployment guide



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ALMPRO Advanced Deployment

The installation of ALMPRO has always been very straightforward. But within large organisations there is often a need to have more control over the method of deploying ALMPRO.

Therefore, we have added several enhancements to the ALMPRO installation procedure to allow custom installation of the ALMPRO software, configuration settings and License file.

Preparation

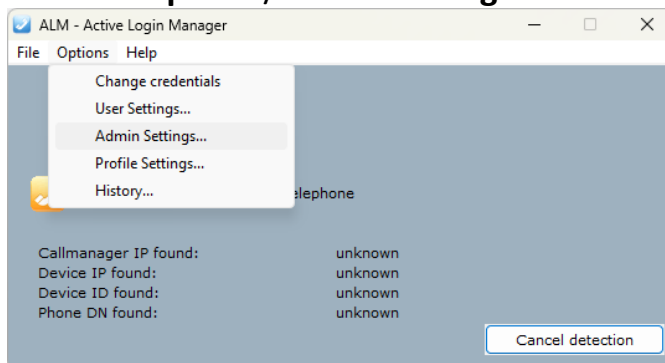
To benefit from the enhanced installation features of ALMPRO follow the steps below:

> Step 1

1. Download the ALMPRO software from the [software] section from the RSconnect Customer Service Centre (CSC)
 - a. <http://www.rsconnect.net/en/login>
 - b. Forgot password ? Click the [forgot password] link
2. Download the appropriate license file from the [License] section
3. Extract the setup file and the license file in the same directory
 - a. Make sure the license file is named ***almmodule.lic***
 - b. Run the installation on the local machine and verify the license in the About menu

> Step 2

1. Generate a customer specific settings file
 - a. run ALMPRO as an administrator
 - b. double click ALMPRO from the system tray
 - c. click the **Options/Admin Settings** menu



d. Configure all required settings

ALM - Admin Settings

Phone device | User interface | **Integration** | Logging | Advanced | Export

Active Directory integration

Enable Fields

App User: *****

App Password: *****

Application user required in CallManager with Standard EM Authentication Proxy Rights

IM&P integration

Enable

App User: *****

App Password: *****

IM&P server URL
cups1.thesims.local

MOC/OCS/Lync/Skype integration

Enable

CUCM application user

AXL User: *****

AXL Password: *****

Application user required in CallManager with permissions to use the AXL API Test AXL

When to use Active Directory?

By default ALM is using your Windows login username to login your Extension Mobility profile. The user is required to enter his PIN at first login.

However, when the Active Directory option is checked, ALM can read another LDAP field to be used as EM login name. When Active Directory is enabled, CUCM will handle the authentication and the user doesn't need to enter his PIN anymore.

IM&P integration allows ALM to set the status of chat clients such as Jabber to appropriate values when the PC is locked (e.g. away)

A CUCM application user with permissions to use the AXL API is required to use the detection method "Enter Phone DN" and the Call Forward feature.

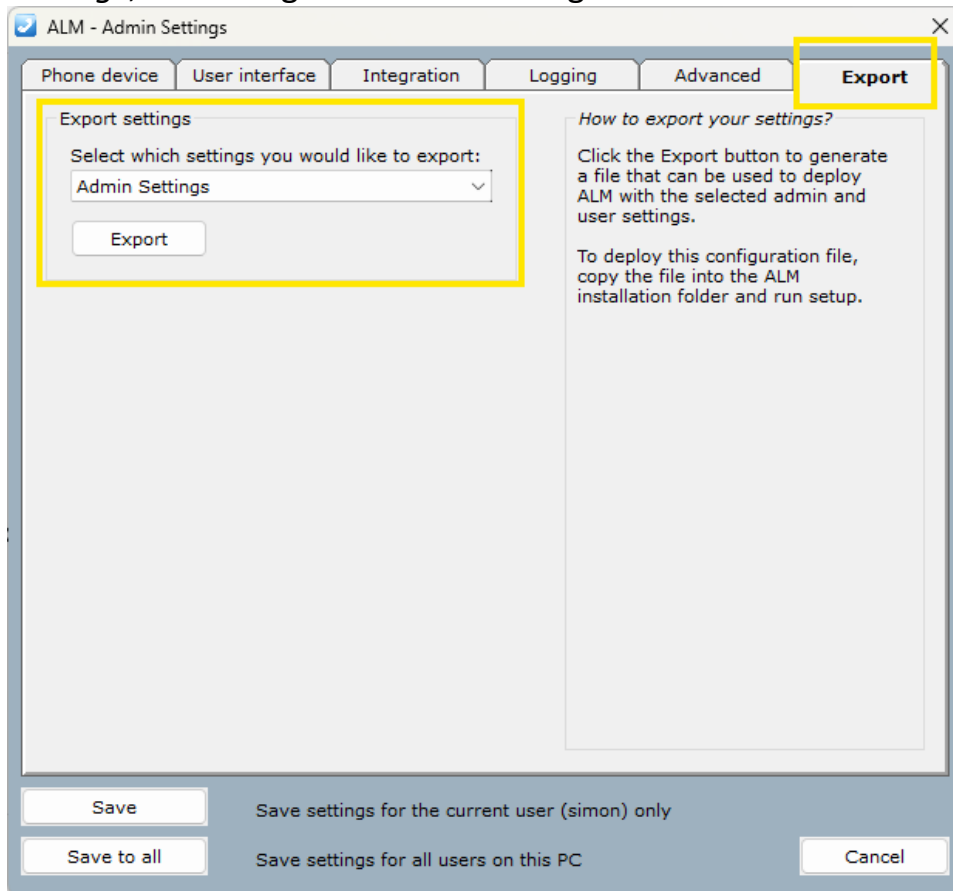
Save Save settings for the current user (simon) only

Save to all Save settings for all users on this PC Cancel

e. Click *Save*

f. Reopen the *ALMPRO Admin Settings*

- g. Open the Export TAB, click the Export button to store, only the *Admin Settings*, the configuration in a settings file



2. Store the settings file in the same directory as the other two files
- a. make sure the settings file is named ***almsettings.txt***
 - b. The folder should now list 3 files or 4 when using .msi
 - 1) alm_v6.msi (optional)
 - 2) alm_v6.exe
 - 3) almmodule.lic
 - 4) almsettings.txt

Deployment

Now when you start the ALMPRO setup manually (run as Administrator) or via a scripted installation, ALMPRO setup will use the files located in the same source directory and will deploy and apply these during the installation process.

Ordering Information

Please send your quotation requests to sales@rsconnect.net along with the number of required licenses.

1 license is required for 1 PC/Phone combination, the license is not user or phone based.

If two employees use 1 computer in combination with 1 IP Phone you will require 1 license.

Additional licenses may be required when using ALMPRO Application Manager.

Additional Information

For any additional information please contact or visit:

- United Kingdom: +44 203 608 8259
- Other countries: +31 88 1221 800
- <http://www.rsconnect.net>
- sales@rsconnect.net