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# **XiVO Solutions Documentation**

**Avencall**

**Oct 27, 2023**



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**Important: What's new in this version ?**

- New Unique Account users
- WebRTC users:
  - Can change its ringtone
  - Can mute itself from Call control
  - Plantronics headset integration (Windows only)
- Link to download Desktop Application from Web Application login page.
- CC Agent: can play a beep to agent when spied on
- CC Agent/Switchboard: enhanced history with successive calls of same caller aggregated
- XiVO PBX:
  - New Users' label to be able to organize users inside the XiVO PBX
  - Easier to configure WebRTC and or Unique Account users
  - Be able to create or update WebRTC or Unique Account users via CSV import/update
- XDS:
  - ease voicemail notification by email configuration on MDS
  - new mds-upgrade script for minor upgrade
- Debian 10 (Buster) support

See [Frey \(2020.18\)](#) page for the complete list of **New Features** and **Behavior Changes**.

**Deprecations**

- End of Support for LTS Polaris (2017.11).

See [Deprecations](#).

---



## open-minded voice platform

XiVO solutions developed by [Avencall](#) is a suite of PBX applications based on several free existing components including [Asterisk](#) and our own developments. This powerful and scalable solution offers a set of features for corporate telephony and call centers to power their business.

You may also have a look at our [development blog](#) for technical news about the solution



XiVO solutions is a suite of PBX applications developed by [Avencall](#), based on several free existing components including [Asterisk](#), [Play Akka](#) and [Scala](#). It provides a solution for enterprises who wish use modern communication services (IPBX, Unified Messaging, ...) api and application to businesses.

It gives especially access to outsourced statistics, real-time supervision screens, third-party CTI integration and recording facilities.

XiVO solutions is [free software](#). Most of its distinctive components, and XiVO solutions as a whole, are distributed under the *GPLv3 license* and or the *LGPLv3 license*..

XiVO solutions documentation is also available as a downloadable HTML, EPUB or PDF file. See the [downloads page](#) for a list of available files or use the menu on the lower right.

## 1.1 XiVO History

XiVO was created in 2005 by Sylvain Boily (Proformatique SARL). The XiVO mark is now owned by [Avencall SAS](#) after a merge between Proformatique SARL and [Avencall SARL](#) in 2010. The XiVO core team now works for [Avencall](#) in Lyon (France) and Prague (Czech Republic)

- XiVO 1.2 was released on February 3, 2012.
- XiVO 13.07 was the last version with Asterisk 1.8.21.0
- XiVO 13.08 includes Asterisk 11.3.0 in May 2013
- XiVO 13.25 is running under Wheezy in December 2013
- XiVO 14.02 is now called XiVO Five to celebrate the editor 5th year
- XiVO 15.13 runs Asterisk 13 in July 2015
- XiVO 15.20 is running under Jessie in January 2016
- XiVO 2016.02 starts the new versioning system including XiVO-CC and XiVO-UC modules in October 2016
- XiVO solutions 2016.04 includes new XiVO assistant, web edition, mobile edition and Desktop edition in December 2016
- XiVO solutions 2017.03 in April 2017 is the first Long Term Support version known as [Five](#). The main goal is to offer a stable version every 6 months even if the team is still doing small and agile iterations of 3 weeks.

- XiVO solutions 2017.11 in October 2017, second LTS release known as [Polaris](#)
- XiVO solutions 2018.05 in April 2018, third LTS release known as [Aldebaran](#),
- XiVO solutions 2019.16 in October 2018, 4th LTS release known as [Borealis](#),
- XiVO solutions 2019.05 in April 2019, 5th LTS release known as [Callisto](#),
- XiVO solutions 2019.12 in October 2019, 6th LTS release known as [Deneb](#),
- XiVO solutions 2020.07 in April 2020, 7th LTS release known as [Electra](#) that set [Five](#) version as out of support,
- XiVO solutions 2020.18 in October 2020, 8th LTS release known as [Freya](#) that set [Polaris](#) version as out of support,

Next release is on the way, will be called XiVO Freya and will be available in October 2020.

## 1.2 GDPR

XiVO architecture was redesigned to be GDPR compliant by being “privacy by design”, which is the GDPR DNA. We have in this respect refined all the features since Polaris to be 100% compliant.

## CHAPTER 2

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### Getting Started

---

This section will show you how to create a user with a SIP line. This simple use case covers what a lot of people need to start using a phone. You can use these steps for configuring a phone (e.g a softphone, an Analog-to-Digital switch or a SIP phone).

This tutorial doesn't cover how to automatically provision a [supported device](#). For this, consult the [provisioning section](#).

We first need to log into the XiVO web interface. The web interface is where you can administer the whole system.

When logged in, you will see a page with all the status information about your system. This page helps you monitor the health of your system and gives you information about your network. Please note the IP address of your server, you will need this information later on when you will configure your device (e.g. phone)

To configure a device for a user, start by navigating to the IPBX menu. Hover over the *Services* tab, a dropdown menu will appear. Click on *IPBX*.

Select the *Users* setting in the left menu.

From here, press on the “plus” sign. A pop up will appear where you can click on *Add*.

We now have the form that will allow us to create a new user. The three most important fields are ‘First name’, ‘Last name’ and ‘Language’. Fill in the fields and click on *Save* at the bottom. For our example, we will create a user called ‘Alice Wonderland’.

Afterwards, click on the “Lines” tab.

Enter a number for your phone. If you click inside the field, you will see the range of numbers you can use. For our example, we will use ‘1000’.

By default, the selected protocol is SIP, which is what we want for now. Click on *Save* to create the line.

We now have a user named ‘Alice Wonderland’ with the phone number ‘1000’.

Now we need to go get the SIP username and password to configure our phone. Go back to the IPBX menu on the left, and click on ‘Lines’.

You will see a line associated with the user we just created. Click on the pencil icon to edit the line.

We can now see the username and password for the SIP line. you can configure your phone using the IP for your server, the username and the password.

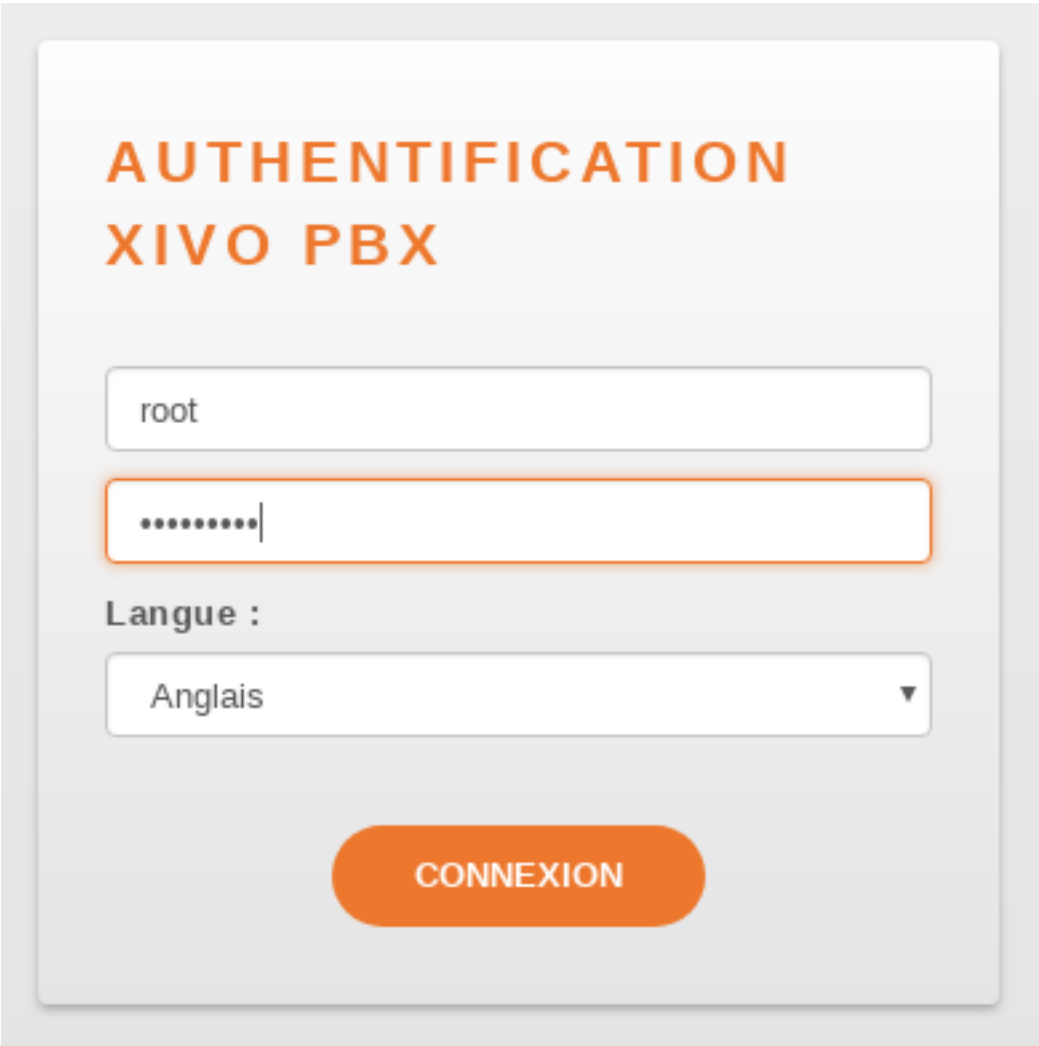


Fig. 1: Logging into the XiVO

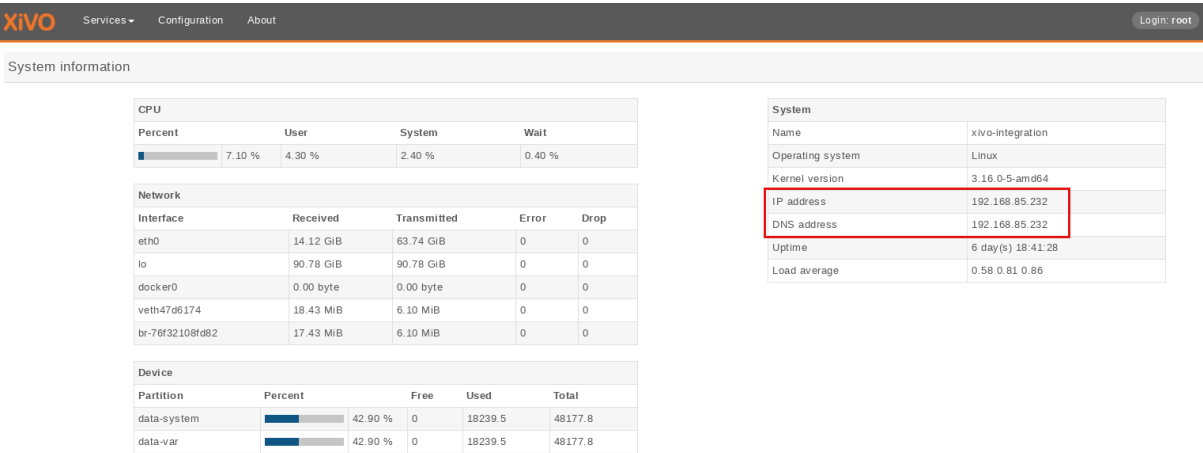


Fig. 2: System informations



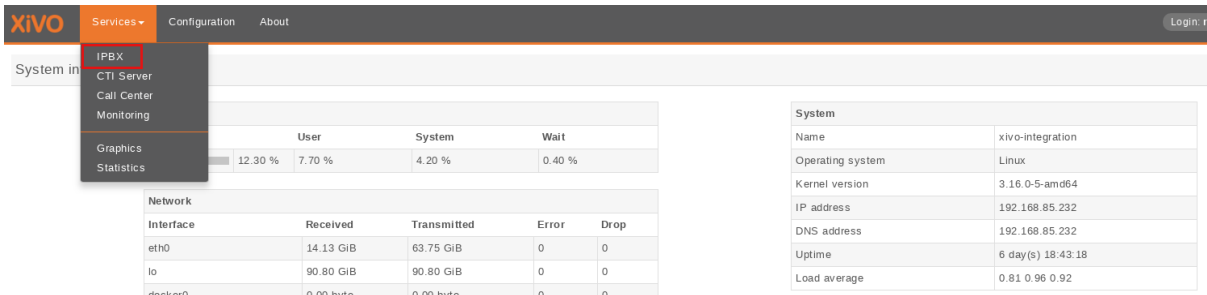


Fig. 3: Menu IPBX

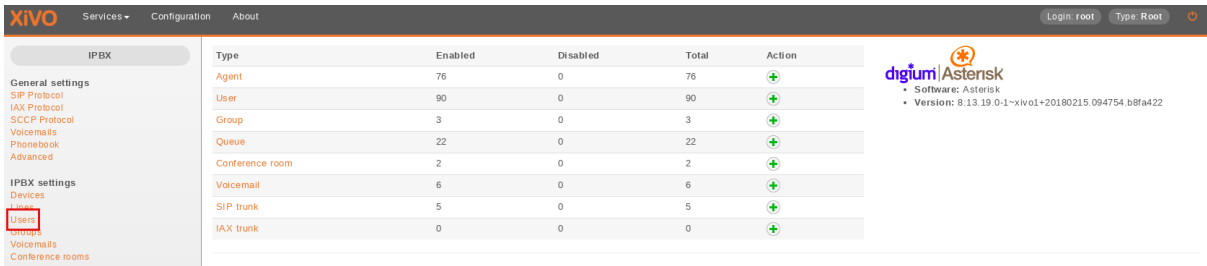


Fig. 4: Users settings



Fig. 5: Adding a new line

Users > Edit

General

Lines

No answer

Services

Voicemail

Groups

Func Keys

First name:

Alice

Last name:

Wonderland

Mobile phone number:

E-mail:

Schedules:

Ringing time:

20 seconds

Simultaneous calls:

2

On-Hold Music:

default

Language:

en US

Timezone:

Caller ID:

Alice Wonderland

Outgoing Caller ID:

Default

Preprocess subroutine:

User field :

XiVO Client

Enable XiVO Client:

☐

Login:

Password:

Profile:

Description:

SAVE

Fig. 6: User information

General settings

SIP Protocol

IAX Protocol

SCCP Protocol

Voicemails

Phonebook

Advanced

IPBX settings

Devices

Lines

Users

Groups

Voicemails

Conference rooms

Users > Edit

General

Lines

No answer

Services

Voicemail

Groups

Func Keys

Entity:

showroom

Protocol	Name	Context	Number	Site	Device	Line (N°)	
No line							

SAVE

Fig. 7: Lines menu

Users > Edit

General Lines No answer Services Voicemail Groups Func Keys

Entity: xivo-dev

Protocol	Name	Context	Number	Site	Device	Line (N°)
SIP		loadtest	298	local	MAC / IP	

SAVE

2298  
2980  
2981

Fig. 8: Line information

General settings  
SIP Protocol  
IAX Protocol  
SCCP Protocol  
Voicemails  
Phonebook  
Advanced

IPBX settings  
Devices  
Lines  
Users  
Groups  
Voicemails  
Conference rooms

Users > Edit

General Lines No answer Services Voicemail Groups Func Keys

Entity: showroom

Protocol	Name	Context	Number	Site	Device	Line (N°)
SIP		Appels internes	1000	local	MAC / IP	

SAVE

Fig. 9: Save

XiVO Services Configuration Help Contact Login: root Type: Root

IPBX

General settings  
SIP Protocol  
IAX Protocol  
SCCP Protocol

Full_name	Provisioning	Protocol	Phone number	Entity	Action
Alice Wonderland	625684	sip	1000	xivo-aldebaran	

Fig. 10: User added information

XiVO Services Configuration Help Contact Login: root Type: Root

IPBX

General settings  
SIP Protocol  
IAX Protocol  
SCCP Protocol  
Voicemails  
Phonebook  
Advanced

IPBX settings  
Devices  
Lines  
Users  
Groups  
Voicemails  
Conference rooms

Context

Identity	Protocol	Entity	Provisioning	User	Phone number	Action
SIP/Zxa3etgc	SIP	xivo-aldebaran	446765	Alice Wonderland	1000	

Legend

- Line associated to a device
- Line not associated to a device

Fig. 11: Lines information

XiVO Services Configuration Help Contact Login: root Type: Root

IPBX

General settings  
SIP Protocol  
IAX Protocol  
SCCP Protocol  
Voicemails  
Phonebook  
Advanced

IPBX settings  
Devices  
Lines  
Users  
Groups  
Voicemails  
Conference rooms

Context

Identity	Protocol	Entity	Provisioning	User	Phone number	Action
SIP/Zxa3etgc	SIP	xivo-aldebaran	446765	Alice Wonderland	1000	

Legend

- Line associated to a device
- Line not associated to a device

Fig. 12: Edit line

The screenshot displays the XiVO web interface for configuring a line. The top navigation bar includes 'Services', 'Configuration', and 'About'. The left sidebar lists various settings categories: 'General settings' (SIP Protocol, IAX Protocol, SCCP Protocol, Voicemail, Phonebook, Advanced), 'IPBX settings' (Devices, Lines, Users, Groups, Voicemail, Conference rooms), and 'Call management' (Incoming calls, Outgoing calls, Call permissions, Call filters, Call pickups, Schedules, Calls Logs). The main content area is titled 'Lines > Edit | Alice Wonderland <1000>'. It features three tabs: 'General', 'Advanced', and 'IPBX Info'. The 'General' tab is active, showing fields for 'Username' (j21g3df), 'Password' (qcy6fkh), 'Context' (Appels internes (default)), 'Language' (dropdown), 'Caller ID' (Alice Wonderland <1000>), 'NAT' (dropdown), 'DTMF' (dropdown), and 'Monitoring' (dropdown). A 'Codecs' section at the bottom has a 'Customize codecs' checkbox.

Fig. 13: General line information

---

## Installation & Upgrade Guide

---

In-depth documentation on installation and deployment of XiVO solution systems.

### 3.1 XiVO Installation & Upgrade

#### 3.1.1 Installing the System

Please refer to the section *Troubleshooting* if ever you have errors during the installation.

There are two official ways to install XiVO:

- using the official ISO image
- using a minimal Debian installation and the XiVO installation script

XiVO can be installed on both virtual (QEMU/KVM, VirtualBox, ...) and physical machines. That said, since Asterisk is sensitive to timing issues, you might get better results by installing XiVO on real hardware.

**Warning:** By default XiVO installation will pre-empt network subnets 172.17.0.0/16 and 172.18.1.0/24. If these subnets are already used, some manual steps will be needed to be able to install XiVO. These steps are not described here.

#### Installing from the ISO image

---

**Note:** Our ISO image does not support UEFI system

---

- Download the ISO image. ([latest LTS version](#)) ([all versions](#))
- Boot from the ISO image, select `Install` and follow the instructions. You must select locale `en_US.UTF-8`.
- At the end of the installation, you can continue by running the *configuration wizard*.

During the installation of Debian, only a proxy that supports proxying http/https requests may eventually be entered. Otherwise GPG key of XiVO repository will not be installed and must be added manually:

```
wget http://mirror.xivo.solutions/xivo_current.key -O - | apt-key add -
```

### Installing from a minimal Debian installation

XiVO can be installed directly over a **64-bit Debian 10 (Buster)**. When doing so, you are strongly advised to start with a clean and minimal installation of Debian **Buster**.

The latest installation image for Debian **Buster** can be found at <https://www.debian.org/releases/buster/debian-installer>.

### Requirements

The installed Debian must:

- use the architecture amd64
- have a default locale en\_US.UTF-8
- use ext4 filesystem (for compatibility with docker overlay2 storage driver)
- use legacy network interface naming eth#. To change the network interface naming to eth# use this procedure:
  - Edit /etc/default/grub, find line GRUB\_CMDLINE\_LINUX and set it to GRUB\_CMDLINE\_LINUX="net.ifnames=0"
  - Run update-grub
  - Edit interface names in /etc/network/interfaces
  - Reboot the machine

### Installation

---

**Note:** If your server needs a proxy to access Internet, configure the proxy for apt, wget and curl as documented in [Proxy Configuration](#).

---

Once you have your Debian Buster properly installed, download the XiVO installation script and make it executable:

```
wget http://mirror.xivo.solutions/xivo_install.sh
chmod +x xivo_install.sh
```

And run it:

```
./xivo_install.sh -a 2020.18-latest
```

At the end of the installation, you can continue by running the [configuration wizard](#).

### Alternative versions

The installation script can also be used to install an [archive version](#) of XiVO (14.18 or later only). For example, if you want to install XiVO 2018.05-latest:

```
./xivo_install.sh -a 2018.05-latest
```

When installing an archive version, note that:

- versions 14.18 to 15.19 of XiVO can only be installed on a Debian 7 (wheezy) system
- the 64-bit versions of XiVO are only available starting from 15.16

You may also install development versions of XiVO with this script. These versions may be unstable and should not be used on a production server. Please refer to the usage of the script:

```
./xivo_install.sh -h
```

## Other installation methods

It's also possible to install XiVO by PXE. It is not documented here.

### 3.1.2 Running the Wizard

After the system installation, you must go through the wizard before being able to use your XiVO. Open your browser and enter your server's IP address in the navigation bar. (For example: <http://192.168.1.10>)

## Language

You first have to select the language you want to use for the wizard.

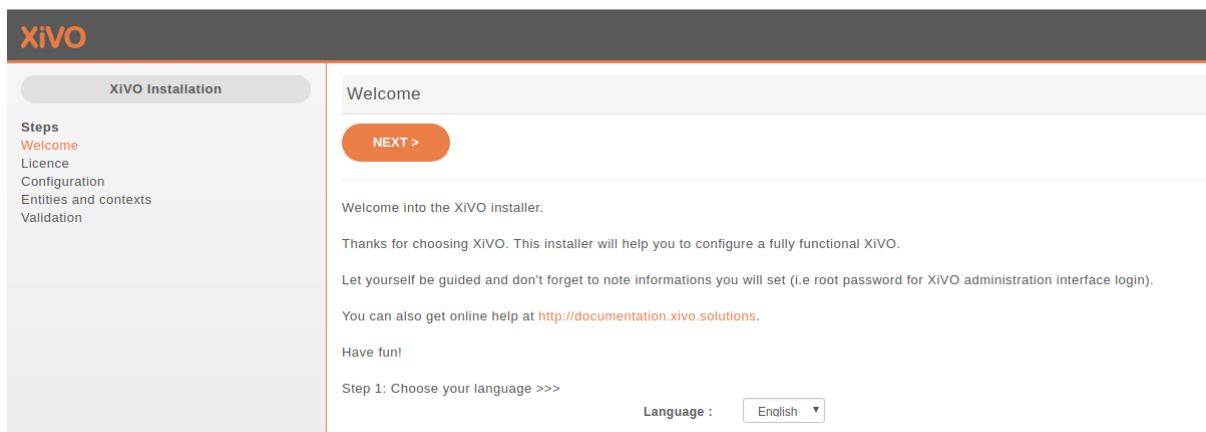


Fig. 1: Select the language

## License

You then have to accept the *GPLv3 License* under which XiVO is distributed.

## Configuration

1. Enter the hostname (Allowed characters are : a-z 0-9 -, do not user uppercase letter)
2. Enter the domain name (Allowed characters are : a-z 0-9 - ., do not user uppercase letter)
3. Enter the password for the `root` user of the web interface,
4. Configure the IP address and gateway used by the VoIP interface
5. Modify the DNS server information if needed
6. And finally, choose (or not) to apply the default configuration for France (see: *Default configuration for France*).

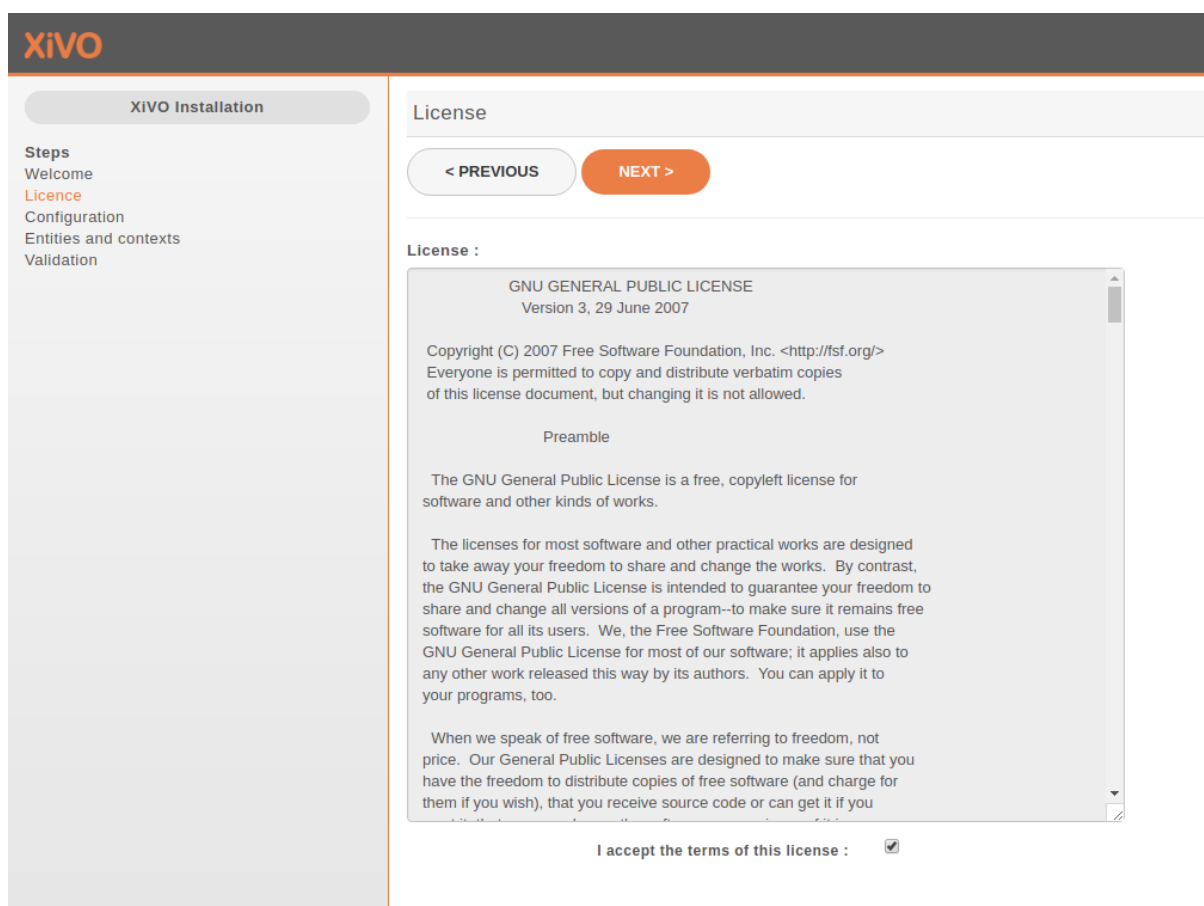


Fig. 2: Accept the license



XiVO

XiVO Installation

Steps

Welcome  
Licence  
**Configuration**  
Entities and contexts  
Validation

Configuration

< PREVIOUS

NEXT >

Hostname

Hostname :

xivo

1

Domain name

Domain name :

lan-limonest.avencall

2

WebInterface root password

Password :

Re-enter password :

3

Interface VoIP

Address :

192.168.18.29 (eth0)

Default gateway :

192.168.18.254 (eth0)

4

DNS servers

Primary :

192.168.16.254

Secondary :

192.168.240.8

5

Default configuration

Apply default configuration for France :

☒ ⓘ

6

Fig. 3: Basic configuration

## Entities and Contexts

Contexts are used for managing various phone numbers that are used by your system.

- The Internal calls context manages extension numbers that can be reached internally
- The Incalls context manages calls coming from outside of your system
- The Outcalls context manages calls going from your system to the outside

The screenshot shows the 'Entities and contexts' configuration page in the XiVO interface. On the left is a sidebar with a 'Steps' section containing links for Welcome, Licence, Configuration, **Entities and contexts** (highlighted), and Validation. The main content area is titled 'Entities and contexts' and features two navigation buttons: '< PREVIOUS' and 'NEXT >'. Below these are four numbered configuration sections:

- Entity** (labeled with a red '1'): Contains a field for '\* Display name'.
- Internal calls context** (labeled with a red '2'): Contains fields for '\* Display name' (set to 'Default'), '\* Numbers interval start', and '\* Numbers interval end'.
- Incalls context** (labeled with a red '3'): Contains fields for '\* Display name' (set to 'Incalls'), 'Numbers interval start', 'Numbers interval end', and 'DID length' (set to 4 with a dropdown arrow).
- Outcalls context** (labeled with a red '4'): Contains a field for '\* Display name' (set to 'Outcalls').

Fig. 4: Entities and Contexts

1. Enter the entity name (e.g. your organization name) (Allowed characters are : A-Z a-z 0-9 - .)
2. Enter the number interval for you internal context. The interval will define the users's phone numbers for your system (you can change it afterwards)
3. Enter the DID range and DID length for your system.
4. You may change the name of your outgoing calls context.

## Validation

Finally, you can validate your configuration by clicking on the `Validate` button. Note that if you want to change one of the settings you can go backwards in the wizard by clicking on the `Previous` button.

**Warning:** This is the last time the `root` password will be displayed. Take care to note it.

Congratulations, you now have a fully functional XiVO server.

To start configuring XiVO, see [Getting Started](#).

### 3.1.3 Default configuration for France

**Note:** This option was introduced in 2017.01 version.

During the wizard you can choose to apply a default configuration for France : see [Wizard configuration step](#). This option introduce a set of default parameters that will be useful particularly for a *XiVO PBX* installed in France.

The default parameters configured are listed in the sections below.

#### Default SIP parameters

In *Services -> IPBX -> General settings -> SIP Protocol* the following parameters are changed:

- for call presentation (in tab *Default*):
  - *Trust the Remote-Party-ID* is set to **Yes**
  - *Send the Remote-Party-ID* is set to **PAI**
- for codecs order (in tab *Signaling*): *G.711 A-law > G.722 > G.729A > H.264* is the default order.

#### Outgoing call rules

A set of default outgoing call rules according to the [French numbering plan](#) is set up by default. In *Services -> IPBX -> Call management -> Outgoing calls* two outgoing call rules are defined:

1. *sortants-france*: pattern for french numbering plan numbers,
2. *urgences-france*: pattern for french emergency numbers.

**Note:** For these outgoing call rules, a 'void' customized trunk named 'Local/template\_a\_changer' is defined. This one must be deleted or modified according to your configuration.

#### Right call rules

Also, a set of right call is predefined according to the set of outgoing call rules. In *Services -> IPBX -> Call management -> Call permissions* you will find the following preconfigured right call group:

Name <sup>1</sup>	Action	Description
national	Allow	Patterns for national numbers.
urgences	Allow	Patterns for emergency numbers.
mobiles	Allow	Patterns for mobile numbers.
numeros-a-valeur-ajoutee	Allow	Patterns for services numbers.
international	Allow	Patterns for international numbers.
refuser-tout	Allow	Patterns for all.

#### Default template device

The 'Default config device' template (in *Configuration -> Provisioning -> Template device*) has preconfigured language and time zone.

<sup>1</sup> this name can be used when importing users. See *Call permissions* section in [User import](#).

### 3.1.4 Post Installation

Here are a few configuration options that are commonly changed once the installation is completed. Please note that these changes are optional.

#### Display called name on internal calls

---

**Note:** Configured by default if you checked the *Apply default onfiguration for France* at the wizard time (see *Wizard configuration step*).

---

When you call internally another phone of the system you would like your phone to display the name of the called person (instead of the dialed number only). To achieve this you must change the following SIP options:

- *Services* → *IPBX* → *General settings* → *SIP Protocol* → *Default*:
  - Trust the Remote-Party-ID: yes,
  - Send the Remote-Party-ID: select PAI

#### Incoming caller number display

The caller ID number on incoming calls depends on what is sent by your provider. It can be modified via the *Caller Number Normalization*.

#### Time and date

- Configure your locale and default time zone device template => *Configuration* → *Provisioning* → *Template Device* by editing the default template
- Configure the timezone in => *Services* → *IPBX* → *General settings* → *Advanced* → *Timezone*
- If needed, reconfigure your timezone for the system:

```
dpkg-reconfigure tzdata
```

#### Codecs

---

**Note:** Configured by default if you checked the *Apply default onfiguration for France* at the wizard time (see *Wizard configuration step*).

---

You should also select default codecs. It obviously depends on the telco links, the country, the phones, the usage, etc. Here is a typical example for Europe (the main goal in this example is to select *only* G.711 A-Law instead of both G.711 A-Law and G.711 μ-Law by default):

- SIP : *Services* → *IPBX* → *General settings* → *SIP Protocol* → *Signaling*:
  - Customize codec : enabled
  - Codec list:

```
G.711 A-Law
G.722
G.729A
H.264
```

### 3.1.5 Telephony Hardware

This section describes how to configure the telephony hardware on a XiVO server.

**Note:** Currently XiVO supports only Digium Telephony Interface cards

The configuration process is the following :

#### Load the correct DAHDI modules

For your Digium card to work properly you must load the appropriate DAHDI kernel module. This is done via the file `/etc/dahdi/modules` and this page will guide you through its configuration.

#### Know which card is in your server

You can see which cards are detected by issuing the `dahdi_hardware` command:

```
dahdi_hardware
pci:0000:05:0d.0      wcb4xxp-      d161:b410 Digium Wildcard B410P
pci:0000:05:0e.0      wct4xxp-      d161:0205 Wildcard TE205P (4th Gen)
```

This command gives the card name detected and, more importantly, the DAHDI kernel module needed for this card. In the above example you can see that two cards are detected in the system:

- a Digium B410P *which needs* the `wcb4xxp` module
- and a Digium TE205P *which needs* the `wct4xxp` module

#### Create the configuration file

Now that we know the modules we need, we can create our configuration file:

1. Create the file `/etc/dahdi/modules`:

```
touch /etc/dahdi/modules
```

2. Fill it with the modules name you found with the `dahdi_hardware` command (one module name per line). In our example, your `/etc/dahdi/modules` file should contain the following lines:

```
wcb4xxp
wct4xxp
```

**Note:** In the `/usr/share/dahdi/modules.sample` file you can find all the modules supported in your XiVO version.

#### Apply the configuration

To apply the configuration, restart the services:

```
xivo-service restart
```

### Next step

Now that you have loaded the correct module for your card you must:

1. check if you need to follow one of the *Specific configuration* sections below,
2. and continue with the next configuration step which is to *configure the echo canceller*.

### Specific configuration

This section lists some specific configuration. You should not follow them unless you have a specific need.

#### TE13x, TE23x, TE43x: E1/T1 selection

With E1/T1 cards you must select the correct *line mode* between:

- E1 : the European standard,
- and T1 : North American standard

For old generation cards (TE12x, TE20x, TE40x series) the *line mode* is selected via a physical jumper.

For new generation cards like TE13x, TE23x, TE43x series the *line mode* is selected by configuration.

If you're configuring one of these **TE13x, T23x, T43x** cards then you **MUST** create a configuration file to set the line mode to E1:

1. Create the file `/etc/modprobe.d/xivo-wcte-linemode.conf`:

```
touch /etc/modprobe.d/xivo-wcte-linemode.conf
```

2. Fill it with the following lines replacing DAHDI\_MODULE\_NAME by the correct module name (wcte13xp, wcte43x...):

```
# set the card in E1/T1 mode
options DAHDI_MODULE_NAME default_linemode=e1
```

3. Then, restart the services:

```
xivo-service restart
```

### Hardware Echo-cancellation

It is *recommended* to use telephony cards with an hardware echo-canceller module.

**Warning:** with **TE13x, TE23x and TE43x** cards, you **MUST** install the echo-canceller firmware. Otherwise the card won't work properly.

### Know which firmware you need

If you have an hardware echo-canceller module you **have to** install its firmware.

You first need to know which firmware you have to install. The simplest way is to restart dahdi and then to lookup in the dmesg which firmware does DAHDI request at startup:

```
xivo-service restart
dmesg |grep firmware
[5461540.738209] wct4xxp 0000:01:0e.0: firmware: agent aborted loading dahdi-fw-
↳oct6114-064.bin (not found?)
[5461540.738310] wct4xxp 0000:01:0e.0: VPM450: firmware dahdi-fw-oct6114-064.bin
↳not available from userspace
```

In the example above you can see that the module `wct4xxp` requested the `dahdi-fw-oct6114-064.bin` firmware file but did not find it. But you now know that you need the `dahdi-fw-oct6114-064.bin` firmware.

## Install the firmware

When you know which firmware you need you can install it with `xivo-fetchfw` utility.

1. Use `xivo-fetchfw` to find the name of the package. You can search for `digium` occurrences in the available packages:

```
xivo-fetchfw search digium
```

2. Find the package name which matches the firmware file you need. In our example, we need the `dahdi-fw-oct6114-064.bin` file which is supplied by the package named `digium-oct6114-064`:

```
xivo-fetchfw install digium-oct6114-064
```

## Activate the Hardware Echo-cancellation

Now that you installed hardware echo-canceller firmware you must activate it in `/etc/asterisk/chan_dahdi.conf` file:

```
echocancel = 1
```

## Apply the configuration

To apply the configuration, restart the services:

```
xivo-service restart
```

## Next step

Now that you have loaded the correct module for your card you must:

1. check if you need to follow one of the [Specific configuration](#) sections below,
2. and continue with the next configuration step which is to [configure your card](#) according to the operator links.

## Specific configuration

This section describes some specific configuration. You should not follow them unless you have a specific need.

### Use the Hardware Echo-canceller for DTMF detection

If you have an hardware echo-canceller you *may* want to use it to detect the DTMF signal (instead of asterisk).

1. Create the file `/etc/modprobe.d/xivo-hwec-dtmf.conf`:

```
touch /etc/modprobe.d/xivo-hwec-dtmf.conf
```

2. Fill it with the following lines replacing `DAHDI_MODULE_NAME` by the correct module name (`wctel3xp`, `wct4xxp`...):

```
options DAHDI_MODULE_NAME vpmdtmfsupport=1
```

3. Then, restart the services:

```
xivo-service restart
```

### Card configuration

Now that you have *loaded the correct DAHDI modules* and *configured the echo canceller* you can proceed with the card configuration. Follow one of the appropriate link below :

#### BRI card configuration

#### Verifications

Verify that the `wcb4xxp` module is uncommented in `/etc/dahdi/modules`.

If it wasn't, do again the step *Load the correct DAHDI modules*.

#### Generate DAHDI configuration

Issue the command:

```
dahdi_genconf
```

**Warning:** it will erase all existing configuration in `/etc/dahdi/system.conf` and `/etc/asterisk/dahdi-channels.conf` files !

### Configure

#### DAHDI system.conf configuration

First step is to check `/etc/dahdi/system.conf` file:

- check the span numbering,
- if needed change the clock source,

See detailed explanations of this file in the *`/etc/dahdi/system.conf`* section.

Below is **an example** for a typical french BRI line span:



```
# Span 1: B4/0/1 "B4XXP (PCI) Card 0 Span 1" (MASTER) RED
span=1,1,0,ccs,ami
# termtype: te
bchan=1-2
hardhdlc=3
echocanceller=mg2,1-2
```

## Asterisk dahdi-channels.conf configuration

Then you have to modify the `/etc/asterisk/dahdi-channels.conf` file:

- remove the unused lines like:

```
context = default
group = 63
```

- change the context lines if needed,
- the signalling should be one of:
  - `bri_net`
  - `bri_cpe`
  - `bri_net_ptmp`
  - `bri_cpe_ptmp`

See some explanations of this file in the `/etc/asterisk/dahdi-channels.conf` section.

Below is **an example** for a typical french BRI line span:

```
; Span 1: B4/0/1 "B4XXP (PCI) Card 0 Span 1" (MASTER) RED
group = 0,11 ; belongs to group 0 and 11
context = from-extern ; incoming call to this span will be sent in 'from-extern
↪' context
switchtype = euroisdn
signalling = bri_cpe ; use 'bri_cpe' signalling
channel => 1-2 ; the above configuration applies to channels 1 and 2
```

## Next step

Now that you have configured your BRI card:

1. you must check if you need to follow one of the *Specific configuration* sections below,
2. then, if you have another type of card to configure, you can go back to the *configure your card* section,
3. if you have configured all your card you have to configure the *DAHDI interconnections* in the web interface.

## Specific configuration

You will find below 3 configurations that we recommend for BRI lines. These configurations were tested on different type of french BRI lines with success.

**Note:** The pre-requisites are:

- XiVO >= 14.12,
- Use per-port dahdi interconnection (see the *DAHDI interconnections* section)

If you don't know which one to configure we recommend that you try each one after the other in this order:

1. *PTMP without layer1/layer2 persistence*
2. *PTMP with layer1/layer2 persistence*
3. *PTP with layer1/layer2 persistence*

### PTMP without layer1/layer2 persistence

In this mode we will configure asterisk and DAHDI:

- to use Point-to-Multipoint (PTMP) signalling,
- and to leave Layer1 and Layer2 DOWN

Follow these steps to configure:

1. **Before** the line `#include dahdi-channels.conf` add, in file `/etc/asterisk/chan_dahdi.conf`, the following lines:

```
layer1_presence = ignore
layer2_persistence = leave_down
```

2. In the file `/etc/asterisk/dahdi-channels.conf` use `bri_cpe_ptmp` signalling:

```
signalling = bri_cpe_ptmp
```

3. Create the file `/etc/modprobe.d/xivo-wcb4xxp.conf` to deactivate the layer1 persistence:

```
touch /etc/modprobe.d/xivo-wcb4xxp.conf
```

4. Fill it with the following content:

```
options wcb4xxp persistentlayer1=0
```

5. Then, apply the configuration by restarting the services:

```
xivo-service restart
```

---

**Note:** Expected behavior:

- The `dahdi show status` command should show the BRI spans in *RED* status if there is no call,
  - For outgoing calls the layer1/layer2 should be brought back up by the XiVO (i.e. asterisk/chan\_dahdi),
  - For incoming calls the layer1/layer2 should be brought back up by the operator,
  - You can consider that there is *a problem* only if incoming or outgoing calls are rejected.
- 

### PTMP with layer1/layer2 persistence

In this mode we will configure asterisk and DAHDI:

- to use Point-to-Multipoint (PTMP) signalling,
- and to keep Layer1 and Layer2 UP

Follow these steps to configure:

1. **Before** the line `#include dahdi-channels.conf` add, in file `/etc/asterisk/chan_dahdi.conf`, the following lines:

```
layer1_presence = required
layer2_persistence = keep_up
```

2. In the file `/etc/asterisk/dahdi-channels.conf` use `bri_cpe_ptmp` signalling:

```
signalling = bri_cpe_ptmp
```

3. If it exists, delete the file `/etc/modprobe.d/xivo-wcb4xxp.conf`:

```
rm /etc/modprobe.d/xivo-wcb4xxp.conf
```

4. Then, apply the configuration by restarting the services:

```
xivo-service restart
```

**Note:** Expected behavior:

- The `dahdi show status` command should show the BRI spans in **OK** status even if there is no call,
- In asterisk CLI you may see the spans going Up/Down/Up : it is *a problem* only if incoming or outgoing calls are rejected.

## PTP with layer1/layer2 persistence

In this mode we will configure asterisk and DAHDI:

- to use Point-to-Point (PTP) signalling,
- and use default behavior for Layer1 and Layer2.

Follow these steps to configure:

1. In file `/etc/asterisk/chan_dahdi.conf` remove all occurrences of `layer1_presence` and `layer2_persistence` options.
2. In the file `/etc/asterisk/dahdi-channels.conf` use `bri_cpe` signalling:

```
signalling = bri_cpe
```

3. If it exists, delete the file `/etc/modprobe.d/xivo-wcb4xxp.conf`:

```
rm /etc/modprobe.d/xivo-wcb4xxp.conf
```

4. Then, apply the configuration by restarting the services:

```
xivo-service restart
```

**Note:** Expected behavior:

- The `dahdi show status` command should show the BRI spans in **OK** status even if there is no call,
- In asterisk CLI you should not see the spans going Up and Down : if it happens, it is *a problem* only if incoming or outgoing calls are rejected.

## PRI card configuration

### Verifications

Verify that the correct module is configured in `/etc/dahdi/modules` depending on the card you installed in your server.

If it wasn't, do again the step *Load the correct DAHDI modules*

**Warning:** *TE13x, TE23x, TE43x* cards :

- these cards need a specific dahdi module configuration. See *TE13x, TE23x, TE43x: E1/T1 selection* paragraph,
- you **MUST** install the correct echo-canceller firmware to be able to use these cards. See *Hardware Echo-cancellation* paragraph.

### Generate DAHDI configuration

Issue the command:

```
dahdi_genconf
```

**Warning:** it will erase all existing configuration in `/etc/dahdi/system.conf` and `/etc/asterisk/dahdi-channels.conf` files !

### Configure

#### DAHDI system.conf configuration

First step is to check `/etc/dahdi/system.conf` file:

- check the span numbering,
- if needed change the clock source,
- usually (at least in France) you should remove the `crc4`

See detailed explanations of this file in the */etc/dahdi/system.conf* section.

Below is **an example** for a typical french PRI line span:

```
# Span 1: TE2/0/1 "T2XXP (PCI) Card 0 Span 1" CCS/HDB3/CRC4 RED
span=1,1,0,ccs,hdb3
# termtype: te
bchan=1-15,17-31
dchan=16
echocanceller=mg2,1-15,17-31
```

#### Asterisk dahdi-channels.conf configuration

Then you have to modify the `/etc/asterisk/dahdi-channels.conf` file:

- remove the unused lines like:

```
context = default
group = 63
```

- change the context lines if needed,

- the signalling should be one of:
  - pri\_net
  - pri\_cpe

Below is **an example** for a typical french PRI line span:

```
; Span 1: TE2/0/1 "T2XXP (PCI) Card 0 Span 1" CCS/HDB3/CRC4 RED
group = 0,11          ; belongs to group 0 and 11
context = from-extern ; incoming call to this span will be sent in 'from-extern'
↪context
switchtype = euroisdn
signalling = pri_cpe   ; use 'pri_cpe' signalling
channel => 1-15,17-31 ; the above configuration applies to channels 1 to 15 and
↪17 to 31
```

## Next step

Now that you have configured your PRI card:

1. you must check if you need to follow one of the *Specific configuration* sections below,
2. then, if you have another type of card to configure, you can go back to the *configure your card* section,
3. if you have configured all your card you have to configure the *DAHDI interconnections* in the web interface.

## Specific configuration

### Multiple PRI cards and sync cable

If you have several PRI cards in your server you should link them with a synchronization cable to share the exact same clock.

To do this, you need to:

- use the coding wheel on the Digium cards to give them an order of recognition in DAHDI/Asterisk (see [Digium\\_telephony\\_cards\\_support](#)),
- daisy-chain the cards with a sync cable (see [Digium\\_telephony\\_cards\\_support](#)),
- load the DAHDI module with the `timingcable=1` option.

Create `/etc/modprobe.d/xivo-timingcable.conf` file and insert the line:

```
options DAHDI_MODULE_NAME timingcable=1
```

Where `DAHDI_MODULE_NAME` is the DAHDI module name of your card (e.g. `wct4xxp` for a TE205P).

## Analog card configuration

### Limitations

- XiVO does not support hardware echocanceller on the TDM400 card. Users of TDM400 card willing to setup an echocanceller will have to use a software echocanceller like OSLEC.

### Verifications

Verify that one of the {wctdm, wctdm24xxp} module is uncommented in `/etc/dahdi/modules` depending on the card you installed in your server.

If it wasn't, do again the step *Load the correct DAHDI modules*

---

**Note:** Analog cards work with card module. You must add the appropriate card module to your analog card. Either:

- an FXS module (for analog equipment - phones, ...),
  - an FXO module (for analog line)
- 

### Generate DAHDI configuration

Issue the command:

```
dahdi_genconf
```

**Warning:** it will erase all existing configuration in `/etc/dahdi/system.conf` and `/etc/asterisk/dahdi-channels.conf` files !

### Configure

#### DAHDI system.conf configuration

First step is to check `/etc/dahdi/system.conf` file:

- check the span numbering,

See detailed explanations of this file in the *`/etc/dahdi/system.conf`* section.

Below is **an example** for a typical FXS analog line span:

```
# Span 2: WCTDM/4 "Wildcard TDM400P REV I Board 5"
fxoks=32
echocanceller=mg2,32
```

#### Asterisk dahdi-channels.conf configuration

Then you have to modify the `/etc/asterisk/dahdi-channels.conf` file:

- remove the unused lines like:

```
context = default
group = 63
```

- change the `context` and `callerid` lines if needed,
- the signalling should be one of:
  - `fxo_ks` for **FXS** lines -yes it is the reverse
  - `fxs_ks` for **FXO** lines - yes it is the reverse

Below is **an example** for a typical french PRI line span:

```
; Span 2: WCTDM/4 "Wildcard TDM400P REV I Board 5"
signalling=fxo_ks
callerid="Channel 32" <4032>
mailbox=4032
group=5
context=default
channel => 32
```

## Next step

Now that you have configured your PRI card:

1. you must check if you need to follow one of the *Specific configuration* sections below,
2. then, if you have another type of card to configure, you can go back to the *configure your card* section,
3. if you have configured all your card you have to configure the *DAHDI interconnections* in the web interface.

## Specific configuration

### FXS modules

If you use **FXS** modules you should create the file `/etc/modprobe.d/xivo-tdm` and insert the line:

```
options DAHDI_MODULE_NAME fastringer=1 booststringer=1
```

Where `DAHDI_MODULE_NAME` is the DAHDI module name of your card (e.g. `wctdm` for a TDM400P).

### FXO modules

If you use **FXO** modules you should create file `/etc/modprobe.d/xivo-tdm`:

```
options DAHDI_MODULE_NAME opermode=FRANCE
```

Where `DAHDI_MODULE_NAME` is the DAHDI module name of your card (e.g. `wctdm` for a TDM400P).

## Voice Compression Card configuration

### Verifications

Verify that the `wctc4xxp` module is uncommented in `/etc/dahdi/modules`.

If it wasn't, do again the step *Load the correct DAHDI modules*.

## Configure

To configure the card you have to:

1. Install the card firmware:

```
xivo-fetchfw install digium-tc400m
```

2. Comment out the following line in `/etc/asterisk/modules.conf`:

```
noload = codec_dahdi.so
```

### 3. Restart asterisk:

```
service asterisk restart
```

## Next step

Now that you have configured your Voice Compression card:

1. you must check if you need to follow one of the *Specific configuration* sections below,
2. then, if you have another type of card to configure, you can go back to the *configure your card* section.

## Specific configuration

### Select the transcoding mode

The Digium TC400 card can be used to transcode:

- 120 G.729a channels,
- 92 G.723.1 channels,
- or 92 G.729a/G.723.1 channels.

Depending on the codec you want to transcode, you can modify the `mode` parameter which can take the following value:

- `mode = mixed` : this the default value which activates transcoding for 92 channels in G.729a or G.723.1 (5.3 Kbit and 6.3 Kbit)
- `mode = g729` : this option activates transcoding for 120 channels in G.729a
- `mode = g723` : this option activates transcoding for 92 channels in G.723.1 (5.3 Kbit et 6.3 Kbit)

#### 1. Create the file `/etc/modprobe.d/xivo-transcode.conf`:

```
touch /etc/modprobe.d/xivo-transcode.conf
```

#### 2. And insert the following lines:

```
options wtc4xsp mode=g729
```

#### 3. Apply the configuration by restarting the services:

```
xivo-service restart
```

#### 4. Verify that the card is correctly seen by asterisk with the `transcoder show` CLI command - this command should show the encoders/decoders registered by the TC400 card:

```
*CLI> transcoder show
0/0 encoders/decoders of 120 channels are in use.
```

## Apply configuration

If you didn't do it already, you have to restart the services to apply the configuration:

```
xivo-service restart
```

At the end of this page you will also find some general notes and DAHDI.



## Notes on configuration files

### /etc/dahdi/system.conf

A *span* is created for each card port. Below is an example of a standard E1 port:

```
span=1,1,0,ccs,hdb3
dchan=16
bchan=1-15,17-31
echocanceller=mg2,1-15,17-31
```

Each span has to be declared with the following information:

```
span=<spannum>,<timing>,<LBO>,<framing>,<coding>[,crc4]
```

- `spannum` : corresponds to the span number. It starts to 1 and has to be incremented by 1 at each new span. This number **MUST** be unique.
- `timing` : describes the how this span will be considered regarding the synchronization :
  - 0 : do not use this span as a synchronization source,
  - 1 : use this span as the primary synchronization source,
  - 2 : use this span as the secondary synchronization source etc.
- `LBO` : 0 (not used)
- `framing` : correct values are `ccs` or `cas`. For ISDN lines, `ccs` is used.
- `coding` : correct values are `hdb3` or `ami`. For example, `hdb3` is used for an E1 (PRI) link, whereas `ami` is used for T0 (french BRI) link.
- `crc4` : this is a framing option for PRI lines. For example it is rarely use in France.

Note that the `dahdi_genconf` command should usually give you the correct parameters (if you correctly set the cards jumper). All these information should be checked with your operator.

### /etc/asterisk/chan\_dahdi.conf

This file contains the general parameters of the DAHDI channel. It is not generated via the `dahdi_genconf` command.

### /etc/asterisk/dahdi-channels.conf

This file contains the parameters of each channel. It is generated via the `dahdi_genconf` command.

Below is an example of span definition:

```
group=0,11
context=from-extern
switchtype = euroisdn
signalling = pri_cpe
channel => 1-15,17-31
```

Note that parameters are read from top to bottom in a last match fashion and are applied to the given channels when it reads a line `channel =>`.

Here the channels 1 to 15 and 17 to 31 (it is a typical E1) are set:

- in groups 0 and 11 (see [DAHDI interconnections](#))
- in context `from-extern` : all calls received on these channels will be sent in the context `from-extern`

- and configured with switchtype euroisdn and signalling pri\_cpe

### Debug

#### Check IRQ misses

It's always useful to verify if there isn't any *missed IRQ* problem with the cards.

Check:

```
cat /proc/dahdi/<span number>
```

If the *IRQ misses* counter increments, it's not good:

```
cat /proc/dahdi/1
Span 1: WCTDM/0 "Wildcard TDM800P Board 1" (MASTER)
IRQ misses: 1762187
 1 WCTDM/0/0 FXOKS (In use)
 2 WCTDM/0/1 FXOKS (In use)
 3 WCTDM/0/2 FXOKS (In use)
 4 WCTDM/0/3 FXOKS (In use)
```

Digium gives some hints in their *Knowledge Base* here : <http://kb.digium.com/entry/1/63/>

PRI Digium cards needs 1000 interruption per seconds. If the system cannot supply them, it increment the IRQ missed counter.

As indicated in Digium *KB* you should avoid shared IRQ with other equipments (like HD or NIC interfaces).

### XiVO UC

#### 3.1.6 XiVO UC add-on

This page describes how to install *XiVO UC* on the *XiVO PBX* server and how to use it. By *XiVO UC* we mean a subset of *XiVO CC* application, namely the *Web and Desktop Assistant*.

#### Prerequisites

---

**Important:** Your **XiVO PBX** server **MUST** meet the following requirements:

---

- OS : **Debian 10** (Buster), **64 bits**
- **4 GB of RAM**
- 4-core CPU
- 20 GB of free disk space
- you have a *XiVO PBX* installed in a compatible version (basically the two components *XiVO* and *XiVO UC* have to be in the *same* version).
- the *XiVO PBX* **is setup** (wizard must be passed) with users, queues and agents, you must be able to place and answer calls.

#### Warning:

- By default XiVO-UC installation will pre-empt network subnets 172.17.0.0/16 and 172.18.0.0/24. If these subnets are already used, some manual steps will be needed to be able to install XiVO-UC. These steps are not described here.

- After installing the XiVO UC the XiVO PBX Administration will be only available at [https://XiVO\\_PBX\\_IP/admin](https://XiVO_PBX_IP/admin)

## Install process overview

The installation and configuration of *XiVO UC* is handled by the `xivouc-installer` script provided with XiVO. You will be asked few questions during the process:

- the XiVO PBX IP address,
- and whether or not you want to restart *XiVO PBX* by the installer or later

The `xivouc-installer` script will install packages *xivouc* and *xivocc-docker-components*.

These packages contain these docker compose files:

- `/etc/docker/compose/docker-xivocc.yml` adds UC components which are managed by `xivocc-dcomp` script
- `/etc/docker/xivo/docker-xivo.override.yml` adds DB Replic to XiVO services
- `/etc/docker/xivo/docker-xivo-uc.override.yml` which adds the UC env variable to nginx container so it is started in UC-mode.

## Install XiVO UC

On *XiVO PBX*, run XiVO UC installer script:

```
xivouc-installer
```

If you choose to restart *XiVO PBX* later, please do so as soon as possible to apply the modifications made by the installer. Until then, the *XiVO UC* will not be able to connect correctly to the database.

To restart XiVO services manually, run

```
xivo-service restart all
```

XiVO will start with DB Replic and Nginx container configured for XiVO UC.

## After-install steps

After a successful installation, start docker containers using the installed `xivocc-dcomp` script:

```
xivocc-dcomp up -d
```

**Note:** Please, ensure your server date is correct before starting. If system date differs too much from correct date, you may get an authentication error preventing download of the docker images.

## Install Chat Backend

*Chat Backend*

### Upgrade

Packages *xivouc* and *xivocc-docker-components* will be upgraded automatically during *XiVO PBX upgrade*.

The XiVO UC upgrade must then be completed by pulling new docker containers and starting them:

```
xivocc-dcomp pull
xivocc-dcomp up -d
```

### Using XiVO UC

After this installation you have on your *XiVO PBX* the *XiVO UC*.

You can now use the *UC Assistant* using the XiVO PBX IP address. For example you can access it at:

- [https://XIVO\\_PBX\\_IP](https://XIVO_PBX_IP)

The XiVO PBX Admin interface is now available at: [https://XIVO\\_PBX\\_IP/admin](https://XIVO_PBX_IP/admin)

### Monitoring

You can monitor and control XiVO UC components from the XiVO web interface (see *Monitoring*).

### Uninstallation

Uninstallation consists of these steps:

1. stop Chat backend: `xivocc-dcomp stop mattermost`
2. purge Chat backend: `apt-get purge xivo-chat-backend`
3. purge the xivouc package: `apt-get purge xivouc`
4. purge DB Replic compose file and monit check: `apt-get purge xivocc-docker-components`
5. remove docker network: `docker network rm xivocc_default`

**Warning:** Do not purge the `xivouc-installer` package! It is required by XiVO.

### Upgrading

#### 3.1.7 Upgrade

Upgrading a *XiVO PBX* is done by executing commands through a terminal on the server.

---

**Note:** Downgrade is not supported

---

### Overview

The upgrade consists of the following steps:

- switch the version via `xivo-dist` utility
- upgrade via the `xivo-upgrade` utility: it will upgrade the system (Debian packages) and the *XiVO PBX* packages

**Warning:** The following applies to *XiVO PBX* **>= 2016.03**. For older version, see [Version-specific upgrade procedures](#) section.

---

**Important:** You must stop all services (`xivo-service stop all`) on Media Servers linked to your XiVO Main before the upgrade.

---

## Preparing the upgrade

There are two cases:

1. *Upgrade to another LTS XiVO PBX version,*
2. *Upgrade to the latest Bugfix release of your current installed LTS version.*

### Upgrade to another LTS version

To prepare the upgrade you should:

1. Switch the sources to the new XiVO PBX **LTS** version with `xivo-dist`, for example, to switch to Deneb LTS version:

```
xivo-dist xivo-deneb
```

2. **Read carefully the [Release Notes](#)** starting from your current version to the version you target (read **even more carefully** the New features and Behavior changes between LTS)
3. **Check** the specific instructions and manual steps *from your current LTS to your targetted LTS* and all intermediate LTS: see [Manual steps for LTS upgrade](#)
4. **Check also** if you are in a specific setup that requires a *specific procedure* to be followed (e.g. [Upgrading a cluster](#)).
5. And then upgrade, see [Upgrading](#)

### Upgrade to latest Bugfix release of an LTS version

After the release of an **LTS version** (e.g. *Polaris*) we may backport some bugfixes in this version. We will then create a **subversion** (e.g. *Polaris.04*) shipping these bugfixes. These bugfix version does not contain any behavior change.

To upgrade to the **latest subversion** of your current installed *version* you need to:

1. **Read carefully the [Release Notes](#)** starting from your installed version (e.g. *Polaris.00*) to the latest bugfix release (e.g. *Polaris.04*).
2. Verify that the debian sources list corresponds to your *installed LTS* or refix it, for example for *Polaris*:

```
xivo-dist xivo-polaris
```

3. And then upgrade, see [Upgrading](#)

## Upgrading

---

**Note:** About *xivo-upgrade* script usage see [xivo-upgrade script](#)

---

After having prepared your upgrade (see above), you can upgrade:

1. When ready, launch the upgrade process. **All XiVO PBX services will be stopped during the process:**

```
xivo-upgrade
```

2. Verify that the docker services were downloaded:

```
xivo-dcomp pull
```

3. Upgrade the docker services:

```
xivo-dcomp up -d --remove-orphans
```

### Post Upgrade

When finished:

- Check that all services are running:

```
xivo-service status all
```

- Check that all the docker services are in the correct version. Compare the output of `xivo-dcomp version` with the table in [Release Notes](#)
- Check that services are correctly working like SIP registration, ISDN link status, internal/incoming/outgoing calls etc.

### Manual steps for LTS upgrade

This section was moved [here](#).

### Specific procedures

#### Upgrading a cluster

Here are the steps for upgrading a cluster, i.e. two XiVO with [High Availability \(HA\)](#):

1. On the master : deactivate the database replication by commenting the cron in `/etc/cron.d/xivo-ha-master`
2. On the slave, deactivate the `xivo-check-master-status` script cronjob by commenting the line in `/etc/cron.d/xivo-ha-slave`

3. On the slave, start the upgrade:

```
xivo-slave:~$ xivo-upgrade
```

4. When the slave has finished, start the upgrade on the master:

```
xivo-master:~$ xivo-upgrade
```

5. When done, launch the database replication manually:

```
xivo-master:~$ xivo-master-slave-db-replication <slave ip>
```

6. Reactivate the cronjobs (see steps 1 and 2)

## Migrate XiVO from i386 (32 bits) to amd64 (64 bits)

There is no fully automated method to migrate XiVO from i386 to amd64.

The procedure is:

1. *Upgrade* your i386 machine to XiVO >= 15.13
2. *Install* a XiVO amd64 **using the same version as the upgraded XiVO i386**
3. Make a backup of your XiVO i386 by following the *backup procedure*
4. Copy the backup tarballs to the XiVO amd64
5. Restore the backup by following the *restore procedure*

Before starting the services after restoring the backup on the XiVO amd64, you should ensure that there won't be a conflict between the two machines, e.g. two DHCP servers on the same broadcast domain, or both XiVO fighting over the same SIP trunk register. You can disable the XiVO i386 by running:

```
xivo-service stop
```

But be aware the XiVO i386 will be enabled again after you reboot it.

## Asterisk upgrade procedure

### Introduction

There are three distributions available for each release (since release 2017.03).

For XiVO archive repositories

```
deb http://mirror.xivo.solutions/archive/ xivo-VERSION-latest main
deb http://mirror.xivo.solutions/archive/ xivo-VERSION-candidate main
deb http://mirror.xivo.solutions/archive/ xivo-VERSION-oldstable main
```

Alike for XiVO production repositories

```
deb http://mirror.xivo.solutions/debian/ xivo-five main
deb http://mirror.xivo.solutions/debian/ xivo-five-candidate main
deb http://mirror.xivo.solutions/debian/ xivo-five-oldstable main
```

- The distribution **latest** contains the current stable version of *XiVO PBX* and Asterisk.
- The distribution **candidate** contains only Asterisk in higher version than the current.
- The distribution **oldstable** contains only Asterisk in the previous stable version.

### Example

Repository	Distribution	Section	Content
mirror.xivo.solutions/archive	xivo-2017.03-candidate	main	latest-built-and-tested-version (e.g. asterisk-13.14.0)
mirror.xivo.solutions/archive	xivo-2017.03-latest	main	most-stable-known-version (e.g. asterisk-13.13.1)
mirror.xivo.solutions/archive	xivo-2017.03-previous	main	old-most-stable-known-version (e.g. asterisk-13.10.0)

### Upgrade to asterisk candidate

Before integrating a new version of asterisk in *XiVO PBX*, we first build it and deliver it in the `xivo-VERSION-candidate` distribution of our repository.

The goal is to make it available for specific cases (e.g. urgent bugfixes) before shipping it as the default version. This page explains how to upgrade/downgrade to/from this candidate version.

**Warning:** This is a specific procedure. You should know what you are doing.

### Upgrade to candidate version

**Warning:** This will upgrade your asterisk version and trigger a *restart* of asterisk. You should know what you are doing.

1. Edit the xivo sources list file `/etc/apt/sources.list.d/xivo-dist.list` and add the `xivo-VERSION-candidate` distribution (see **last line entry** below):

```
# xivo-2017.03-latest
deb http://mirror.xivo.solutions/archive/ xivo-VERSION-latest main
# deb-src http://mirror.xivo.solutions/archive/ xivo-VERSION-latest main
deb http://mirror.xivo.solutions/archive/ xivo-VERSION-candidate main
```

2. Update the packages list:

```
apt-get update
```

3. Check the proposed versions with `apt-cache policy asterisk`. For example it will give you the following result:

```
# apt-cache policy asterisk
asterisk:
  Installed: 8:13.13.1-1~xivo9+13.13.1+20170105.165406.d2ff9a5
  Candidate: 8:13.13.1-1~xivo9+13.13.1+20170105.165406.d2ff9a5
  Version table:
     8:13.14.0-1~xivo9+13.13.1+20170105.165406.d2ff9a5 0
        100 http://mirror.xivo.solutions/archive/ xivo-2017.03-candidate/main_
↪amd64 Packages
*** 8:13.13.1-1~xivo9+20170321.182632.9ad94c7 0
        500 http://mirror.xivo.solutions/archive/ xivo-2017.03-latest/main_
↪amd64 Packages
```

4. Install the new version (install also `asterisk-dbg` package if applicable):

```
apt-get -t xivo-VERSION-candidate install asterisk
```

5. Restart the services (if you have a *XiVO CC*, you should restart its services too):

```
xivo-service restart
```

**Note:** The priority will prevent installing asterisk from `xivo-VERSION-candidate` whenever running `apt-get upgrade` or `xivo-upgrade`.



## Downgrade to oldstable version

**Warning:** This will downgrade your asterisk version and trigger a *restart* of asterisk. You should know what you are doing.

1. Edit the xivo sources list file `/etc/apt/sources.list.d/xivo-dist.list` and add the `xivo-VERSION-oldstable` distribution (see **last line entry** below):

```
# xivo-2017.03-latest
deb http://mirror.xivo.solutions/archive/ xivo-2017.03-latest main
# deb-src http://mirror.xivo.solutions/archive/ xivo-2017.03-latest main
deb http://mirror.xivo.solutions/archive/ xivo-2017.03-oldstable main
```

2. Update the sources list:

```
apt-get update
```

3. Check the proposed versions with `apt-cache policy asterisk`. For example it will give you the following result:

```
# apt-cache policy asterisk
asterisk:
  Installed: 8:13.13.1-1~xivo9+20170321.130355.9ad94c7
  Candidate: 8:13.13.1-1~xivo9+20170321.130355.9ad94c7
  Version table:
 *** 8:13.13.1-1~xivo9+20170321.130355.9ad94c7 1
      100 http://mirror.xivo.solutions/archive/ xivo-2017.03-latest/main amd64
↳ Packages
      8:13.10.0-1~xivo9+2017.01+master+20170208.085934.3b143b7 0
      1 http://mirror.xivo.solutions/archive/ xivo-2017.03-oldstable/main
↳ amd64 Packages
```

4. And downgrade the version by giving the version in the **oldstable** distribution of the repository. With the example below (do the same with `asterisk-dbg` if applicable):

```
apt-get install asterisk='8:13.10.0-1~xivo9+2017.01+master+20170208.085934.
↳ 3b143b7'
```

5. Restart the services (if you have a *XiVO CC*, you should restart its services too):

```
xivo-service restart
```

## Return to the current version

**Warning:** This will return your asterisk version to the current most stable version and trigger a *restart* of asterisk. You should know what you are doing.

1. Change the source lists with `xivo-VERSION-latest`:

```
xivo-dist xivo-2017.03-latest
```

2. Check the proposed versions with `apt-cache policy asterisk`. For example it will give you the following result:

```
# apt-cache policy asterisk
asterisk:
  Installed: 8:13.10.0-1~xivo9+2017.02+master+20170301.144142.3b143b7
  Candidate: 8:13.13.1-1~xivo9+20170321.182632.9ad94c7
  Version table:
     8:13.13.1-1~xivo9+20170321.182632.9ad94c7 0
        500 http://mirror.xivo.solutions/archive/ xivo-2017.03-latest/main_
→amd64 Packages
*** 8:13.10.0-1~xivo9+2017.02+master+20170301.144142.3b143b7 0
        100 /var/lib/dpkg/status
```

3. And install the version. With the example below (do the same with asterisk-dbg if applicable):

```
apt-get install asterisk
```

4. Restart the services (if you have a XiVO CC, you should restart its services too):

```
xivo-service restart
```

### XiVOCC Recording upgrade procedure

---

**Note:** Since 2017.03.02, xivo-recording and call-recording-filtering packages are deprecated and are replaced by package xivocc-recording. This page describe the upgrade procedure (for *feature description*, see [here](#)).

---

xivo-recording and call-recording-filtering packages are deprecated and they were **uninstalled, but not purged** from your **XiVO PBX** during the upgrade.

You now have to follow this manual procedure:

---

**Note:** This has to be done on **XiVO PBX**

---

1. Configure xivocc-recording package (when ask, **take care** to enter same IP for Recording server and same *XiVO PBX* name as in previous configuration):

```
xivocc-recording-config
```

2. **Update all the different locations** where the old xivo-incall-recording or xivo-outcall-recording subroutines were called.

For queues, you must remove the subroutines and activate recording by checkbox, see *Enable recording in the Queue configuration*.

For other objects, **change them** to call the new xivocc-incall-recording or xivocc-outcall-recording subroutines:

1. in file /etc/xivo/asterisk/xivo\_globals.conf
2. in Custom dialplan
3. per object

See *Enable recording via subroutines* for details.

3. If you made specific recording subroutines you should also compare files /etc/asterisk/extensions\_extra.d/xivo-recording.conf and /etc/asterisk/extensions\_extra.d/xivocc-recording.conf and transfer all custom changes to the new xivocc-recording.conf.
4. If there are some audio files in the failed directory of previous installation you should move them:

```
mv /var/spool/xivo-recording/failed/*.wav /var/spool/xivocc-recording/failed/
```

5. When you're done, test that recording still works. Test that files are recorded, correctly sent to Recording server (see `/var/log/xivocc-recording/replication.log`), correctly displayed in the Recording server interface,
6. If it works correctly, you should **purge** deprecated packages with (**take care**, it will remove the package and all associated configuration files):

```
apt-get purge xivo-recording call-recording-filtering
```

## Debian 9 (stretch) Upgrade Notes

Debian was upgraded to Debian 9 (stretch) in XiVO 2018.14 release.

**Warning:** Upgrade from versions XiVO 15.19 or earlier are not supported. You MUST first upgrade to at least XiVO 15.20 or, more recommended, to XiVO Five before upgrading to XiVO Borealis.

**Warning:** Docker storage driver changed from aufs to overlay2. To not suffer data loss you must follow a manual procedure which is not documented yet. Therefore:

- XiVO PBX / UC / CC is **not installable or upgradable on XFS partition created without `ftype=1` option**. If the partition is XFS, you **MUST** check if the option is enabled with the `xfs_info` command.
- Upgrade for **XiVO CC** to Debian 9 is **currently not supported**.

## Before the upgrade

- It is not possible to upgrade from XiVO 15.19 or earlier. You first need to upgrade to XiVO Five.
- **Make sure you have sufficient space for the upgrade.** You should have more than 2GiB available in the filesystem that holds the `/var` and `/` directories.
- Note that the upgrade will take longer than usual because of all the system upgrade.
- You **MUST** deactivate all non-xivo apt sources list:
  - in directory `/etc/apt/sources.list.d/` you should only have the files `xivo-dist.list` and (from Aldebaran) `docker.list`.
  - you **MUST** suffix all other files with `.save` to deactivate them.
- You **MUST** check the Debian sources list are correct: the file `/etc/apt/sources.list` must contain the following and only the following:

```
deb http://ftp.fr.debian.org/debian/ jessie main
deb-src http://ftp.fr.debian.org/debian/ jessie main

deb http://security.debian.org/ jessie/updates main
deb-src http://security.debian.org/ jessie/updates main

# jessie-updates, previously known as 'volatile'
deb http://ftp.fr.debian.org/debian/ jessie-updates main
deb-src http://ftp.fr.debian.org/debian/ jessie-updates main
```

- You may want to clean your system before upgrading:
  - Remove package that were automatically installed and are not needed anymore:

```
apt-get autoremove --purge
```

- Purge removed packages. You can see the list of packages in this state by running `dpkg -l | awk '/^rc/ { print $2 }'` and purge all of them with:

```
apt-get purge $(dpkg -l | awk '/^rc/ { print $2 }')
```

- Remove `.dpkg-old`, `.dpkg-dist` and `.dpkg-new` files from previous upgrade. You can see a list of these files by running:

```
find /etc -name '*.dpkg-old' -o -name '*.dpkg-dist' -o -name '*.dpkg-new'
```

### After the upgrade

- After having check your network configuration and the grub configuration, you **MUST** *reboot your system*. It is necessary for the upgrade to the Linux kernel to be effective.
- Check that customization to your configuration files is still effective.

During the upgrade, new version of configuration files are going to be installed, and these might override your local customization. For example, the vim package provides a new `/etc/vim/vimrc` file. If you have customized this file, after the upgrade you'll have both a `/etc/vim/vimrc` and `/etc/vim/vimrc.dpkg-old` file, the former containing the new version of the file shipped by the vim package while the later is your customized version. You should merge back your customization into the new file, then delete the `.dpkg-old` file.

You can see a list of affected files by running `find /etc -name '*.dpkg-old'`. If some files shows up that you didn't modify by yourself, you can ignore them.

- Purge removed packages. You can see the list of packages in this state by running `dpkg -l | awk '/^rc/ { print $2 }'` and purge all of them with:

```
apt-get purge $(dpkg -l | awk '/^rc/ { print $2 }')
```

### Changes

Here's a non-exhaustive list of changes that comes with XiVO on Debian 9:

- Network utility: the tools from the `net-tools` package are no longer part of new installations by default. They are replaced by the `iproute2` toolset. For a complete summary of the `net-tools` commands with their `iproute2` equivalent see the [Official Debian 9 Release notes related chapter](#). Here are 4 examples:
  - Instead of `arp`, use `ip n` (short for `ip neighbor`)
  - Instead of `ifconfig`, use `ip a` (short for `ip addr`)
  - Instead of `netstat`, use `ss`
  - Instead of `route`, use `ip r` (short for `ip route`)
- Docker recommended storage driver is `overlay2` and the usage of `aufs` storage driver was deprecated in Debian 9 (stretch). Thus we recommend to use `overlay2` as storage driver and our upgrade procedure will try to stick to this choice if possible. (Note that, via a manual procedure and installation of extra packages, it is still possible to use `aufs` storage driver but we do not recommend it).

### External Links

[Official Debian 9 Release Notes](#)

## Debian 10 (Buster) Upgrade Notes

Debian was upgraded to Debian 10 (Buster) in XiVO 2020.10 release.

**Warning:** Upgrade from versions *earlier* than XiVO Boréalis (2018.16) are not supported. You **MUST** first upgrade to at least XiVO Boréalis (2018.16) or more before upgrading to XiVO Freya.

### Before the upgrade

**Important:** Make sure you have sufficient space for the upgrade. You should have more than 2GiB available in the filesystem that holds the `/var` and `/` directories.

- It is not possible to upgrade from XiVO below Boréalis (2018.16) version. You first need to upgrade to XiVO Boréalis.
- Note that the upgrade will take longer than usual because of all the system upgrade.
- You **MUST** deactivate all non-xivo apt sources list:
  - in directory `/etc/apt/sources.list.d/` you should only have the files `xivo-dist.list` and (from Aldebaran) `docker.list` `pgdg.list`.
  - you **MUST** suffix all other files with `.save` to deactivate them.
- You **MUST** check the Debian sources list are correct: the file `/etc/apt/sources.list` must contain the following and only the following:

```
deb http://ftp.fr.debian.org/debian/ stretch main
deb-src http://ftp.fr.debian.org/debian/ stretch main

deb http://security.debian.org/ stretch/updates main
deb-src http://security.debian.org/ stretch/updates main

# stretch-updates, previously known as 'volatile'
deb http://ftp.fr.debian.org/debian/ stretch-updates main
deb-src http://ftp.fr.debian.org/debian/ stretch-updates main
```

- You may want to clean your system before upgrading:
  - Remove package that were automatically installed and are not needed anymore:

```
apt-get autoremove --purge
```

- Purge removed packages. You can see the list of packages in this state by running `dpkg -l | awk '/^rc/ { print $2 }'` and purge all of them with:

```
apt-get purge $(dpkg -l | awk '/^rc/ { print $2 }')
```

- Remove `.dpkg-old`, `.dpkg-dist` and `.dpkg-new` files from previous upgrade. You can see a list of these files by running:

```
find /etc -name '*.dpkg-old' -o -name '*.dpkg-dist' -o -name '*.dpkg-new'
```

### After the upgrade

- After having check your network configuration and the grub configuration, you **MUST** *reboot your system*. It is necessary for the upgrade to the Linux kernel to be effective.

- Check that customization to your configuration files is still effective.

During the upgrade, new version of configuration files are going to be installed, and these might override your local customization. For example, the vim package provides a new `/etc/vim/vimrc` file. If you have customized this file, after the upgrade you'll have both a `/etc/vim/vimrc` and `/etc/vim/vimrc.dpkg-old` file, the former containing the new version of the file shipped by the vim package while the later is your customized version. You should merge back your customization into the new file, then delete the `.dpkg-old` file.

If `collectd` is installed, you will need to do the same with the `/etc/collectd/collectd.conf` file.

You can see a list of affected files by running `find /etc -name '*.dpkg-old'`. If some files shows up that you didn't modify by yourself, you can ignore them.

- Purge removed packages. You can see the list of packages in this state by running `dpkg -l | awk '/^rc/ { print $2 }'` and purge all of them with:

```
apt-get purge $(dpkg -l | awk '/^rc/ { print $2 }')
```

## Changes

No major change to advertise here that would come with XiVO on Debian 10.

## External Links

[Official Debian 10 Release Notes](#)

## Outcall to Route Upgrade Guide

This page gives some indication to migrate the Outgoing Calls configuration to the new *Routes introduced in LTS Callisto*.

## Deal with the warning in migration script

## Could not find an internal context matching the outgoing context

## Outcall WAS NOT MIGRATED TO ROUTE because it is deactivated ib db

## Deal with your configuration

## ELK 7 Upgrade Notes

ELK was upgraded to version 7 in XiVO 2019.10 release.

Data/Dashboard of previous Elastic/Kibana version:

- were backuped before upgrade
- but **were not upgraded**.

This page describes the procedure to

1. activate the old Elastic/Kibana version
2. so it can be used during the time the dashboard are created in the new Kibana
3. and then how to remove backup and old Elastic/Kibana version

## Use Previous Version of Totem Panels

With Deneb, new version of the ELK stack is included. The old Kibana panels are disabled, but you can still reactive them manually while loosing access to the new one. To do so, you have to rename the docker compose override file on the *XiVO CC* server and recreate services:

```
mv /etc/docker/compose/docker-xivocc.override.yml.elk17 /etc/docker/compose/docker-
↪xivocc.override.yml
xivocc-dcomp up -d
```

These commands will restart the **old** Elasticsearch and Kibana on the XiVOCC.

Then, on *XiVO PBX*, you need to edit the `/etc/docker/xivo/docker-xivo.override.yml` file to reactivate the replication from `db_replic` to Elasticsearch.

```
- - DISABLEELASTIC
+ - DISABLEELASTIC=false
```

Then you'll need to do a `xivo-dcomp up -d`. This will recreate the `db_replic` on the *XiVO PBX*.

You'll then be able to access the data using the URL [http://XIVOCC\\_SERVER\\_ADDRESS/prevKibana](http://XIVOCC_SERVER_ADDRESS/prevKibana)

**Important:** While using the previous version of Totem Panels, these are not accessible from the fingerboard, only through the [http://XIVOCC\\_SERVER\\_ADDRESS/prevKibana](http://XIVOCC_SERVER_ADDRESS/prevKibana) link.

## Put Back the New ELK 7

To put back the new version of ELK:

- On *XiVO CC*, remove the override file:

```
rm /etc/docker/compose/docker-xivocc.override.yml
```

- and re-create the containers:

```
xivocc-dcomp up -d --remove-orphans
```

- On *XiVO PBX*, set the `DISABLEELASTIC` env variable to `true` directly in the `/etc/docker/xivo/docker-xivo.override.yml`:

```
- DISABLEELASTIC=true
```

- and re-create the containers:

```
xivo-dcomp up -d
```

## Cleaning Backup of Old Dashboards

If you're not going to use the previous version of the Elasticsearch or if you're done creating the Dashboard in the new Kibana, please delete the folder with backuped data (on *XiVO CC*):

```
rm -rf /var/local/elasticsearch-1.7/
```

## Version-specific upgrade procedures

---

**Note:** If your *XiVO PBX* is **below 2016.03** you have first to *Switch to xivo.solutions* mirrors.

---

### Switch to xivo.solutions

---

**Note:** If you are in *XiVO PBX* **below 2016.03** you should first switch to xivo.solutions mirrors.

---

In order to do that follow the following procedure:

1. Download the `switch-to-xivo-solutions` script:

```
wget http://mirror.xivo.solutions/debian/tools/migration-tools/switch-to-xivo-
↪solutions.sh
chmod +x ./switch-to-xivo-solutions.sh
```

2. Execute the script:

```
./switch-to-xivo-solutions.sh

...

Your XiVO has been switched to xivo.solutions successfully.
Votre XiVO a été basculé vers xivo.solutions avec succès.
```

3. Update the sources list:

```
apt-get update
```

### Other Version Specific Procedures

Several version specific procedure are listed here.

#### Upgrading from XiVO 14.11 and before

When upgrading from XiVO 14.11 or earlier, you must do the following, before the normal upgrade:

```
sed -i 's/xivo\.fr/xivo.solutions/g' /etc/apt/sources.list.d/*.list
```

#### Upgrading from XiVO 14.01, 14.02, 14.03, 14.04 installed from the ISO

In those versions, xivo-upgrade keeps XiVO on the same version. You must do the following, before the normal upgrade:

```
echo "deb http://mirror.xivo.solutions/debian/ xivo-five main" > /etc/apt/sources.
↪list.d/xivo-upgrade.list \
&& apt-get update \
&& apt-get install xivo-fai \
&& rm /etc/apt/sources.list.d/xivo-upgrade.list \
&& apt-get update
```



## Upgrading from XiVO 13.24 and before

When upgrading from XiVO 13.24 or earlier, you must do the following, before the normal upgrade:

1. Ensure that the file `/etc/apt/sources.list` is *not* configured on `archive.debian.org`. Instead, it must be configured with a non-archive mirror, but still on the `squeeze` distribution, even if it is not present on this mirror. For example:

```
deb http://ftp.us.debian.org/debian squeeze main
```

2. Add `archive.debian.org` in another file:

```
cat > /etc/apt/sources.list.d/squeeze-archive.list <<EOF
deb http://archive.debian.org/debian/ squeeze main
EOF
```

And after the upgrade:

```
rm /etc/apt/sources.list.d/squeeze-archive.list
```

## Upgrading from XiVO 13.03 and before

When upgrading from XiVO 13.03 or earlier, you must do the following, before the normal upgrade:

```
wget http://mirror.xivo.solutions/xivo_current.key -O - | apt-key add -
```

## Upgrading from XiVO 12.13 and before

When upgrading from XiVO 12.13 or earlier, you must do the following, before the normal upgrade:

```
apt-get update
apt-get install debian-archive-keyring
```

## Upgrading from XiVO 1.2.1 and before

Upgrading from 1.2.0 or 1.2.1 requires a special procedure before executing `xivo-upgrade`:

```
apt-get update
apt-get install xivo-upgrade
/usr/bin/xivo-upgrade
```

## Upgrading to/from an archive version

### Upgrade involving archive version of XiVO

#### Introduction

#### What is an archive version?

An archive version refers to a XiVO installation whose version is frozen: you can't upgrade it until you manually change the upgrade server.

## What is the point?

Using archive versions enable you to upgrade your XiVO to a specific version, in case you don't want to upgrade to the latest (which is not recommended, but sometimes necessary). You will then be able to upgrade your newer archive version to the latest version or to an even newer archive version.

## Prerequisites

**Warning:** These procedures are *complementary* to the upgrade procedure listed in [Version-specific upgrade procedures](#). You must follow the version-specific procedure *before* running the following procedures.

## Archive package names

Archive packages are named as follow:

XiVO version	Archive package name
1.2 to 1.2.12	pf-fai-xivo-1.2-skaro-1.2.1
12.14 to 13.24	xivo-fai-skaro-13.04
13.25 to 14.17	xivo-fai-14.06
14.18+	<i>packages removed</i>

## Upgrade from an archive to the latest version

Archive version < 13.25:

```
apt-get update
apt-get install {xivo-fai,xivo-fai-skaro}/squeeze-xivo-skaro-$(cat /usr/share/pf-
↪xivo/XIVO-VERSION)
sed -i 's/xivo\.fr/xivo.solutions/g' /etc/apt/sources.list.d/*.list
xivo-upgrade
```

Archive version >= 13.25 and < 14.18:

```
apt-get update
apt-get install xivo-fai
sed -i 's/xivo\.fr/xivo.solutions/g' /etc/apt/sources.list.d/*.list
xivo-upgrade
```

Archive version >= 14.18:

```
xivo-dist xivo-five
xivo-upgrade
```

As a result, xivo-upgrade will upgrade XiVO to the latest stable version.

## Upgrade from an older non-archive version to a newer archive version

Non-archive version means any “normal” way of installing XiVO (ISO install, script install over pre-installed Debian, xivo-upgrade).

Downgrades are not supported: you can only upgrade to a greater version.

We only support upgrades to archive versions >= 13.25, e.g. you can upgrade a 12.16 to 14.16, but not 12.16 to 13.16

### Current version before 14.18 (here 13.25)

```
apt-get install xivo-fai-13.25
sed -i 's/xivo\.fr/xivo.solutions/g' /etc/apt/sources.list.d/*.list
```

You are now considered in an archived version, see the section *Upgrade from an older archive version to a newer archive version* below.

### Current version after 14.18

```
xivo-dist xivo-15.12
apt-get update
apt-get install xivo-upgrade/xivo-15.12
xivo-upgrade
```

### Upgrade from an older archive version to a newer archive version

Downgrades are not supported: you can only upgrade to a greater version.

We only support upgrades to archive versions  $\geq 13.25$ , e.g. you can upgrade a 12.16 to 14.16, but not 12.16 to 13.16

### 1.2 - 13.24 to 13.25 - 14.17 (here 1.2.3 to 14.16)

```
cat > /etc/apt/sources.list.d/squeeze-archive.list <<EOF
deb http://archive.debian.org/debian/ squeeze main
EOF

apt-get update
apt-get install {xivo-fai,xivo-fai-skaro}/squeeze-xivo-skaro-1.2.3
sed -i 's/xivo\.fr/xivo.solutions/g' /etc/apt/sources.list.d/*.list
apt-get update
apt-get install xivo-fai-14.16
sed -i 's/xivo\.fr/xivo.solutions/g' /etc/apt/sources.list.d/*.list
apt-get update
apt-get install xivo-upgrade/xivo-14.16

cat > /etc/apt/preferences.d/50-xivo-14.16.pref <<EOF
Package: *
Pin: release a=xivo-five
Pin-Priority: -10

Package: *
Pin: release a=xivo-14.16
Pin-Priority: 700
EOF

xivo-upgrade
rm /etc/apt/preferences.d/50-xivo-14.16.pref
rm /etc/apt/sources.list.d/squeeze-archive.list
apt-get update
```

### 13.25 - 14.16 to 13.25 - 14.17 (here 13.25 to 14.16)

```
apt-get update
apt-get install xivo-fai
apt-get purge xivo-fai-13.25
sed -i 's/xivo\.fr/xivo.solutions/g' /etc/apt/sources.list.d/*.list
apt-get update
apt-get install xivo-fai-14.16
sed -i 's/xivo\.fr/xivo.solutions/g' /etc/apt/sources.list.d/*.list
apt-get update
apt-get install xivo-upgrade/xivo-14.16

cat > /etc/apt/preferences.d/50-xivo-five.pref <<EOF
Package: *
Pin: release a=xivo-five
Pin-Priority: -10
EOF

xivo-upgrade
rm /etc/apt/preferences.d/50-xivo-five.pref
```

### 13.25 - 14.17 to 14.18+ (here 14.05 to 15.11)

```
apt-get update
apt-get install xivo-fai
sed -i 's/xivo\.fr/xivo.solutions/g' /etc/apt/sources.list.d/*.list
apt-get update
apt-get install xivo-dist
xivo-dist xivo-15.11
apt-get purge 'xivo-fai*'
apt-get update
apt-get install xivo-upgrade/xivo-15.11
xivo-upgrade
```

### 14.18+ to 14.19+ (here 14.18 to 15.12)

```
xivo-dist xivo-15.12
apt-get update
apt-get install xivo-upgrade/xivo-15.12
xivo-upgrade
```

## Upgrade Notes

See [Release Notes](#) for version specific informations.

## 3.2 XiVOcc Installation & Upgrade

The XiVO-CC software suite is made of several independent components. Depending on your system size, they can be installed on separate virtual or physical machines. In this section, we will explain how to install these components on a single machine.

---

**Important:** Before installing XiVO CC, study carefully the [Architecture & Flows](#) diagram.

---

### 3.2.1 Installation

This page describes how to install the XiVO CC.

- *Overview*
- *Prerequisites*
- *Architecture & Flows*
- *XiVO PBX Restrictions and Limitations*
  - *General Configuration*
  - *Queue Configuration*
  - *User And Agent Configuration*
- *Install from repository*
  - *Install process overview*
  - *Launch install script*
  - *After-install steps*
    - \* *Configure ntp server*
    - \* *Adjust xuc memory*
    - \* *Launch the services*
  - *Reinstallation*
  - *Known Issues*
  - *Checking Installed Version*
  - *Using XivoCC*
- *Chat Backend*
  - *Chat Backend Installation*
- *Post Installation*
  - *User Configuration*
  - *SpagoBI*
    - \* *Update default language*
    - \* *Upload Statistics Reports*
  - *Totem Panels*
  - *Post Installation Check List*
- *Recording*

It describes the installation with the debian package of the whole XiVO CC.

**Note:** As a reference, the manual installation page is here *Manual configuration and installation*.

#### Warning:

- the wizard **MUST** be passed on the XiVO PBX

- *XiVO PBX* will be reconfigured during the installation and must be restarted. You may accept the automatic restart during the installation or you need to restart it manually later before starting the docker containers.
- If you configure HA on XiVO, you have to re-configure postgres to accept connection of XiVO CC - see [PostgreSQL configuration section](#)
- By default XiVO CC installation will pre-empt network subnets 172.17.0.0/16 and 172.18.0.0/16. If this subnet is already used, some manual steps will be needed to be able to install XiVO CC. These steps are not described here.

### Overview

The following components will be installed :

- XuC : outsourced CTI server providing telephony events, statistics and commands through a WebSocket
- XuC Management : supervision web pages based on the XuC
- Pack Reporting : statistic summaries stored in a PostgreSQL database
- Totem Support : near-real time statistics based on [ElasticSearch](#)
- SpagoBI : BI suite with default statistic reports based on the Pack Reporting
- Recording Server : web server allowing to search recorded conversations
- Xuc Rights Management : permission provider used by XuC and Recording Server to manage the user rights

### Prerequisites

We will assume your **XiVO CC** server meets the following requirements:

- OS : **Debian 10** (Buster), 64 bits.
- you have a *XiVO PBX* installed in a compatible version (basically the two components XiVO and *XiVO CC* have to be in the *same* version).
- the *XiVO PBX* is reachable on the network (ping and ssh between *XiVO CC* and *XiVO PBX* must be possible).
- the *XiVO PBX* **is setup** (wizard must be passed) with users, queues and agents, you must be able to place and answer calls.

For the rest of this page, we will make the following assumptions :

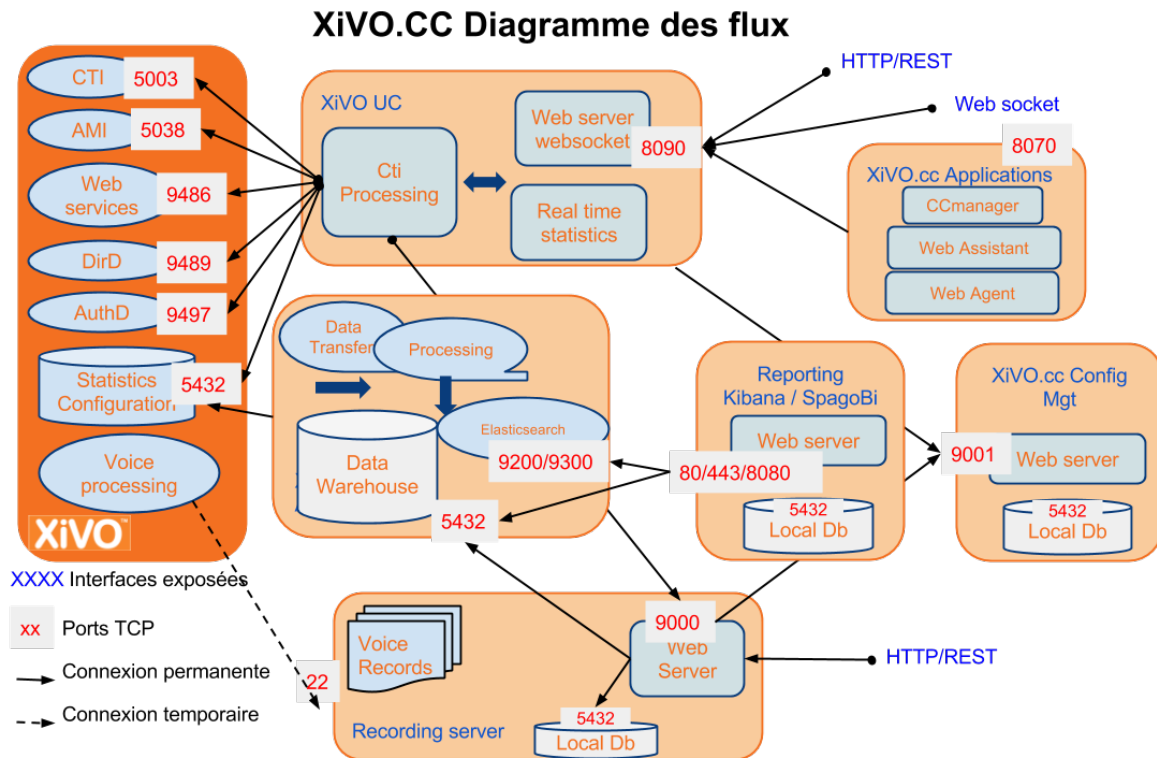
- the *XiVO PBX* has the IP 192.168.0.1
- some data (incoming calls, internal calls etc.) might be available on XiVO (otherwise, you will not see *anything* in the [check-list](#) below).
- the *XiVO CC* server has the IP 192.168.0.2

### Architecture & Flows

This diagram is very important and shows the architecture between the different components inside XiVO CC and also interactions with XiVO PBX components.

### XiVO PBX Restrictions and Limitations

XiVO PBX enables a wide range of configuration, XiVO-CC is tested and validated with a number of restriction concerning configurations of *XiVO PBX*:



## General Configuration

- Do not activate Contexts Separation in *xivo-ctid* Configuration
- Users deactivation is not supported

## Queue Configuration

- Queue ringing strategy should not be *Ring All*
- Do not use pause on one queue or a subset of queues status, only pause or ready on all queues
- Do not activate Call a member already on (*Asterisk ringinuse*) on xivo queue advanced configuration
- When creating a new queue, this queue will not appear immediately in *CCAgent* and *CCManager* until the agent or the manager is not relogged to these applications accordingly.
- When deleting an existing queue, this queue will still appear in *CCAgent* and *CCManager* until the Xuc server is not restarted.

## User And Agent Configuration

- All users and queues have to be in the same context
- Agent and Supervisors profiles should use the same Presence Group
- Agents and Phones should be in the same context for mobile agents
- Agents must not have a password in XiVO agent configuration page
- All users must have the supervision on the XiVO (IPBX-Users-Edit-Services-Enable supervision checked)
- When and agent is disassociated from its user, xuc server has to be restarted.

- We strongly advise to not delete any user or agent to keep reporting available for them. Even so when an agent is deleted, xuc server has to be restarted,

### Install from repository

The installation and configuration of *XiVO CC* (with its *XiVO PBX* part) is handled by the *xivocc-installer* package which is available in the repository.

### Install process overview

---

**Note:** If your server needs a proxy to access Internet, configure the proxy for `apt`, `wget` and `curl` as documented in *Proxy Configuration*.

---

The install process consists of three parts:

1. The first part is to manually run the `xivocc_install.sh` script to install the dependencies (`ntp`, `docker`, `docker-compose`...) and which will trigger the *XiVO CC* installation.
2. The second part is to install the extra package for the chat.
3. The third part is to install the extra package for the recording.

The installation is automatic and you will be asked few questions during the process:

- Before copying the authentication keys, you will be prompted for the *XiVO PBX* root password.
- Enter IP addresses of *XiVO PBX* and *XiVO CC*.
- *XiVO PBX* must restart, the question will prompt you to restart during the process or to restart later.

### Launch install script

---

**Note:** To be run on the *XiVO CC* server

---

Once you have your Debian Buster properly installed, download the *XiVO CC* installation script and make it executable:

```
wget http://mirror.xivo.solutions/xivocc_install.sh
chmod +x xivocc_install.sh
```

Running the script will install the *XiVO CC* components via the *xivocc-installer* package. It is required to restart *XiVO PBX* during or after the setup process. The installer will ask whether you wish to restart *XiVO PBX* later.

#### Warning:

- Wizard **MUST** be passed on the *XiVO PBX*.
- *XiVO PBX* services will need to be restarted. The installer will ask whether you wish to restart *XiVO PBX* during or after the setup process.

Also, check that you have following information:

- *XiVO PBX* root password;
- OpenSSH `PermitRootLogin` set to `yes` (you could revert to `no` after installation of XivoCC);



- *XiVO PBX*'s IP address;
- *XiVO CC* DNS name or IP address (the one visible *by XiVO PBX*);
- Number of weeks to keep statistics;
- Number of weeks to keep recordings (beware of disk space);

The number of weeks to keep statistics **must be higher** than the number of weeks to keep recordings. Recording purging is based on the statistic data, so the statistic data must not be removed before purging recordings.

Launch installation:

```
./xivocc_install.sh -a 2020.18-latest
```

## After-install steps

### Configure ntp server

The *XiVO CC* server and the *XiVO PBX* server must be synchronized to the same NTP source.

Recommended configuration : you should configure the NTP server of the *XiVO CC* server towards the *XiVO PBX*. In our example it means to add the following line in the file `/etc/ntp.conf`:

```
server 192.168.0.1 iburst
```

### Adjust xuc memory

Xuc memory must be increased on these installations:

Condition	XUC Xmx	
	Default	Required
> 50 agents or > 500 users	2048m	4096m

1. Set new variable in the `/etc/docker/compose/custom.env` file:

```
JAVA_OPTS_XUC=-Xms512m -Xmx4g
```

2. Use the variable in the `/etc/docker/compose/docker-compose.yml` file:

```
xuc:
  ...
  environment:
    - JAVA_OPTS=${JAVA_OPTS_XUC}
```

## Launch the services

**Note:** Please, ensure your server date is correct before starting. If system date differs too much from correct date, you may get an authentication error preventing download of the docker images.

After a successful installation, start docker containers using the installed `xivocc-dcomp` script:

```
xivocc-dcomp up -d
```

To restart XiVO services, on *XiVO PBX* server run

```
xivo-service restart all
```

### Reinstallation

To reinstall the package, it is required to run `apt-get purge xivocc-installer` then `apt-get install xivocc-installer`. This will re-run the configuration of the package, download the docker compose template and setup *XiVO PBX*.

Purging the package will also **remove** the *xuc* and *stats* users from the *XiVO PBX* database.

### Known Issues

#### To avoid uninstallation problems:

- please use the following command to uninstall `apt-get purge xivocc-installer`
- if the process is aborted, it will break the installation. Then run `apt-get purge` and `apt-get install` again

### Checking Installed Version

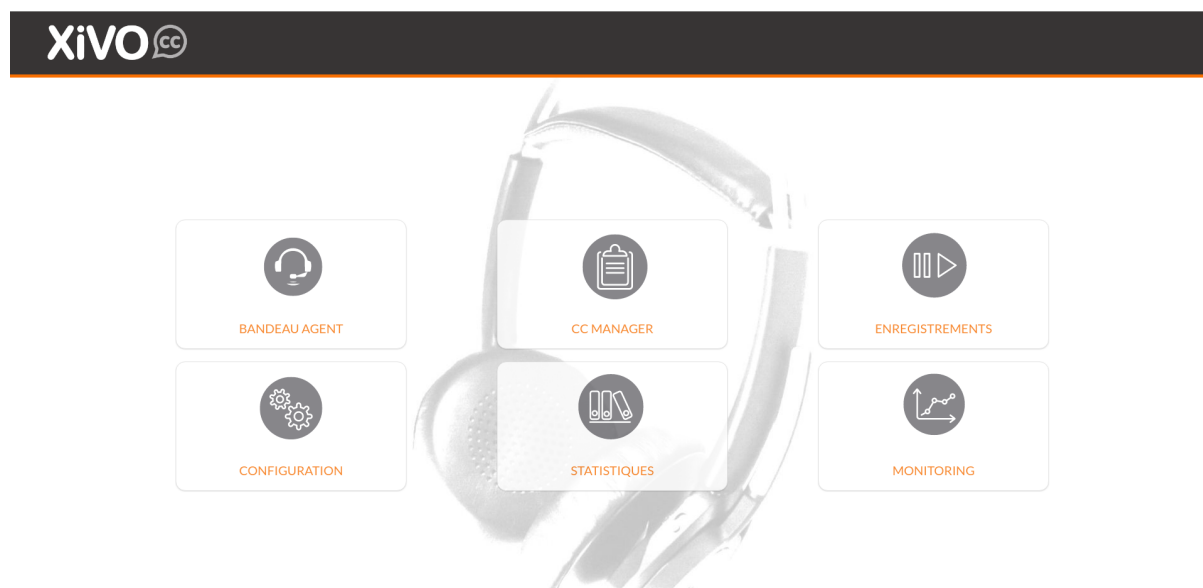
Version of the running docker containers can be displayed by typing (see *Show containers and images versions* for other commands):

```
xivocc-dcomp version
```

Component version can also be found in the log files and on the web pages for web components.

### Using XivoCC

The various applications are available on the following addresses:



- Xuc-related applications: <http://192.168.0.2:8070/>
- SpagoBI: <http://192.168.0.2:9500/>
- Config Management: <http://<XiVO IP Address>:9100/configmgt/>

- Recording server: <http://192.168.0.2:9400/>
- Kibana: <http://192.168.0.2/kibana>

## Chat Backend

Since *Electra* version, you **MUST install and configure** the chat backend to have the *Chat feature* working properly.

Installation type:

- *UC Addon*: the chat backend package must be installed on the XiVO PBX with the UC Addon.
- *CC/UC mono-server*: the chat backend package must be installed on your CC/UC server.
- *CC/UC multi-server*: the chat backend package must be installed on the server which hosts the `xuc`. You will be asked to give the IP Address of the server hosting the `pgxivocc`.

**Warning:** Installing the Chat backend will configure a linux user on the host with UID 2000. Therefore you should check that no user with UID 2000 (you can do it with command `id 2000`) is existing on the host before installing the Chat backend.

**Warning:** XiVO CC containers will be recreated. Therefore you must not install the chat backend before initialization of all databases in `pgxivocc` was completed. DB replication to the stats database must be also completed before installing the chat backend.

## Chat Backend Installation

1. Install the `xivo-chat-backend` package on your XIVO CC (on the server hosting the `xuc` server):

```
apt-get install xivo-chat-backend
```

2. In case of multi-server installation remove the `links` section from `/etc/docker/compose/docker-xivo-chat-backend.yml`

```
mattermost:
  ...
-   links:
-     - pgxivocc:db
```

3. When done, run the configuration script:

```
/var/lib/xivo-chat-backend/scripts/xivo-chat-backend-initconfig.sh
```

**Note:** This will configure

- the database
- the chat backend (currently mattermost server)
- and the link between `xuc` and mattermost services

### Post Installation

#### User Configuration

You should configure users and their rights in the Configuration manager <http://<XiVO IP Address>:9100/configmgr/> (default user avencall/superpass).

**Warning:** If you change the cti login username in xivo configuration, user has to be recreated with appropriate rights in configuration manager.

#### SpagoBI

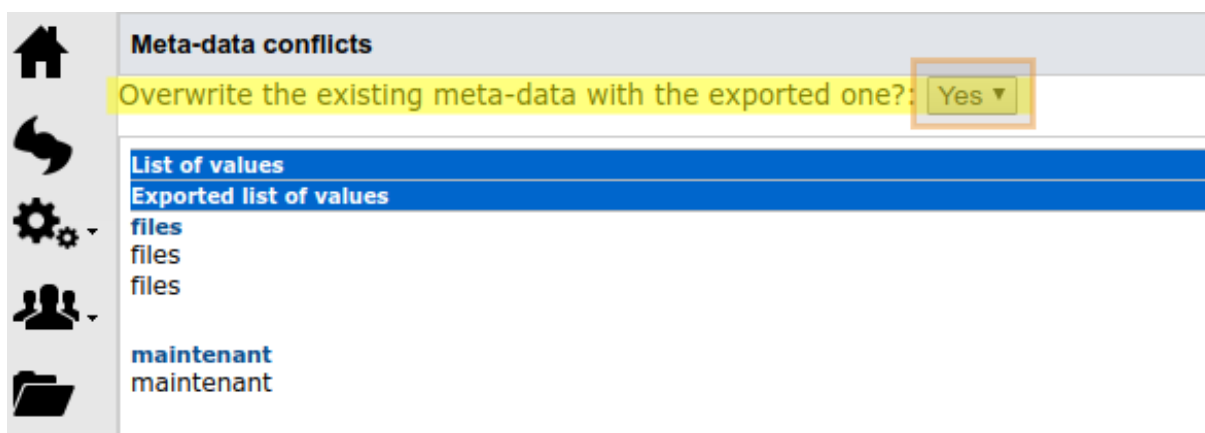
To configure SpagoBI, go to <http://192.168.0.2:9500/SpagoBI> (by default login: biadmin, password: biadmin).

#### Update default language

1. Go to “Resources” > “Configuration management”
2. In the “Select Category” field, chose “LANGUAGE\_SUPPORTED”
3. change value of the label “SPAGOB.LANGUAGE\_SUPPORTED.LANGUAGE.default” in your language : fr,FR , en,US , ...

#### Upload Statistics Reports

1. Download the sample reports from [https://gitlab.com/xivocc/sample\\_reports/-/raw/master/spagobi/samples\\_from\\_borealis\\_v23.zip](https://gitlab.com/xivocc/sample_reports/-/raw/master/spagobi/samples_from_borealis_v23.zip) For **Contact Center** reporting
2. Import zip file in SpagoBI:
  1. Goto “Repository Management” -> “Import/Export”
  2. Click on “Browse/Choose your file” and choose the previous \*\_vxx.zip downloaded file
  3. Click on “Import” icon
  4. Click next with default options until you are asked to override metadata, set **Yes** as shown in screen below



You can now browse the sample reports in *Document->Rapports->Exemples*.

Use the database status report to check if replication and reporting generation is working :

Periode: Du 01/01/2017 au 09/10/2017

Granularité: Heure

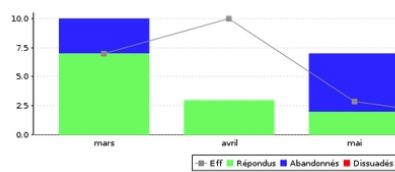
T1	15
T2	20

#### Légende :

Appels de File d'attente  
 \*Présents: Nombre total d'appels présentés en période ouverte  
 \*Reçu: Nombre total d'appels reçus en période non ouverte  
 \*Répondus: Nombre d'appels répondus  
 \*TMC: Temps moyen de communication (Temps de communication total / Appels Répondus)  
 \*Dissuadés: Nombre d'appels dissuadés (Saturé, Agents Loggués, diversion, Temps d'Attente Maximal)  
 \*Raccrochés en FA: Nombre d'appels abandonnés en File d'attente  
 \*Abandonnés (en moins de T1, entre T1 et T2, en plus de T2): Nombre d'appels abandonnés en File d'attente  
 \*Répondus (en moins de T1, entre T1 et T2, en plus de T2): Nombre d'appels répondus en File d'attente en moins de T1  
 \*TMA: Temps moyen d'attente (Temps d'attente Total / Présents)  
 \*Transférés: Nombre d'appels transférés  
 \*MIS en garde: Nombre d'appels total mis en garde  
 \*QoS(T1): Qualité de service en fonction de T1 (Appels répondus en moins T1/ Appels répondus)  
 \*TA: Taux Accueil (Appels répondus / Appels Présents)

#### commerce

Mois	Présents	Répondus	Reçu HNO	TMC	Dissuadés	Raccrochés en file d'attente	Abandonnés en moins de T1	Abandonnés entre T1 et T2	Abandonnés en plus de T2	Répondus en moins de T1	Répondus entre T1 et T2	Répondus en plus de T2	TMA	Transférés	Mis en garde	QoS (T1)	TA
mars	10	7	0	00:00:04	0	3	2	1	0	4	0	3	00:00:13	0	3	57.14 %	70 %
avril	3	3	0	00:00:02	0	0	0	0	0	2	0	1	00:00:08	0	0	66.67 %	100 %
mai	7	2	0	00:00:03	0	5	5	0	0	2	0	0	00:00:02	0	0	100 %	28.57 %
juin	7	1	0	00:00:09	0	5	5	0	0	1	0	0	00:00:00	0	1	100 %	14.29 %
Total	27	13	0	-	0	13	12	1	0	9	0	4	-	0	4	69.23 %	48.15 %



## Etat de la base de données

#### Dernier CEL

id	time
24143704	2016-06-28 14:29:39.850582

#### Dernier Queue log

id	time
4243356	2016-06-28 14:29:15.513830

#### Queue specific

time	queue ref	nb offered
6/28/16 2:00 PM		null

#### Queue periodic

time	queue	total
6/28/16 2:00 PM	cnr	1

#### Agent periodic

time	agent	login time
6/28/16 2:00 PM	482	00:14:59

#### Agent specific

time	agent num	nb offered
6/28/16 2:00 PM	429	null

#### Agent queue specific

time	agent num	queue ref
6/28/16 2:00 PM	525	

#### Call data

start time	src num	dst num	status	uniqueid
6/28/16 2:29 PM	489	496	answer	1467116971.417999
6/28/16 2:29 PM	397	391	answer	1467116957.417997

#### Call on queue

queue time	queue r	agent n	status
6/28/16 2:29 PM		257	answered
6/28/16 2:28 PM		406	answered

#### Configuration object

Agents	Queues	Agent groups	Extensions
369	69	11	707

### Totem Panels

You have to manually import demo dashboards in Kibana, see *Totem Panels* for required steps.

### Post Installation Check List

- All components are running : `xivocc-dcomp ps`
- Xuc internal database is synchronized with xivo check status page with <http://xivoccserver:8090/>
- CCManager is running, log a user and check if you can see and manage queues : <http://xivoccserver:8070/ccmanager>
- Check database replication status using spagobi system report <http://xivoccserver:9500/SpagoBI>
- Check elasticsearch database status (totem panels) [http://xivoccserver:9200/queuelogs/\\_status](http://xivoccserver:9200/queuelogs/_status)
- Check that you can listen to recordings <http://xivoccserver:9400/>
- Check totem panels <http://xivoccserver/kibana/>

**Warning:** Make sure to have few calls made in your XiVO, despite you will not see **anything** in totem or spagobi.

### Recording

This feature **needs additional configuration steps on XiVO PBX**, see:

1. *Recording*,
2. and (optionally) *Recording filtering configuration*.

## 3.2.2 Components Configuration

---

**Important:** When reading this section, keep in mind the *Architecture & Flows* diagram.

---

### Overview

This section describes files installed by *xivocc-installer*. Some of these files may be modified for these reasons:

- *Editing basic XiVO CC configuration*
- *Components customization*
- *Multi-server installation*

XiVO CC system configuration is stored in the `/etc/docker/compose` directory. All files are configured by the *xivocc-installer* and don't need to be edited. The directory contains these files:

- `docker-xivocc.yml`, called *compose file*, defines XiVO CC components and their configuration. It uses variables defined in the `.env` file.
- `.env` file assigns values to variables used in the *compose file*. But this file is being generated by *xivocc-dcomp* script and **MUST NOT be edited directly**.
- `factory.env` file stores XiVO CC version number and distribution and **should not be edited**.
- `custom.env` file may be used for component customization and multi-server installation.

## Compose File

`docker-xivocc.yml`

## Sections

- The main headers in the compose file (without indent) are container names.
- `image` - links to container image url on <https://hub.docker.com/r/> page.
- `ports` - exposes container internal ports to host in format `HOST:CONTAINER`.
- `volumes_from` - mounts all of the volumes from another container
- `environment` - adds environment variables into container system
- `extra_hosts` - adds host address to `/etc/hosts`
- `links` - adds another container's host address to `/etc/hosts`

See detailed documentation on [docker web](#).

## Variables

Compose file contains more kinds of variables:

- Variable in the `environment` section without assignment is replaced by the same variable from `.env` file. If it's not defined or assigned in the `.env` file, it doesn't appear in the container system.
- Variable in the `environment` section with assigned value overrides value defined in the `.env` file.
- Variable defined in the `links` section can be assigned to variable in the `environment` section.
- Variable inside `${ }` block is replaced by value defined in `.env` file and can be used anywhere.
- `JAVA_OPTS` - allocates Java memory and sets other Java options. If you want to use different values for containers, they must be assigned inside compose file. Or you can define new variable for this purpose - e.g.: `JAVA_OPTS=${JAVA_OPTS_XUC}` and set the value in the `custom.env` file.

## Factory env file

`factory.env`

This file should not be edited. XiVO CC version matches version of `xivocc-installer` and the other distributions are only for testing purposes.

- `XIVOCC_TAG` - XiVO CC version number
- `XIVOCC_DIST` - XiVO CC distribution

## Custom env file

`custom.env`

## Editing basic XiVO CC configuration

In this file you can edit main configuration of XiVO CC originally set by the `xivocc-installer`:

- `XIVO_HOST`
- `XUC_HOST`
- `CONFIG_MGT_HOST`

- WEEKS\_TO\_KEEP
- RECORDING\_WEEKS\_TO\_KEEP

### Components customization

You can also change value of any option defined in the compose file. For example:

- SHOW\_RECORDING\_CONTROLS
- SHOW\_QUEUE\_CONTROLS

The option value must not be assigned inside the compose file, otherwise it will not apply.

### Multi-server installation

Some XiVO CC components can run a separate server, but the installation procedure is not documented. For this purpose these variables can be set:

- ELASTICSEARCH
- REPORTING\_HOST
- RECORDING\_SERVER\_HOST

### 3.2.3 Phone Integration

XUC based web applications like agent interface or UC Assistant integrates buttons for phone control. This section details necessary configuration, supported phones and limitations.

---

**Note:** The VoIP VLAN network have to be accessible by the xivocc xuc server

---

### Required configuration

The following steps are not required if you updated the Provisioning plugins.

#### Polycom phones

**Warning:** This is required only for plugins:

- xivo-polycom-4.0.9 version below v1.9
- xivo-polycom-5.4.3 version below v1.8

To enable phone control buttons on web interfaces you must update the basic template of Polycom phones:

- go to the plugin directory: `/var/lib/xivo-provd/plugins/xivo-polycom-VERSION`
- copy the default template from `templates/base.tpl` to `var/templates/`
- then you must update `app.push` parameters in the else section (**do not replace switchboard settings**) as follows:

```
apps.push.messageType="5"
apps.push.username="guest"
apps.push.password="guest"
```



## Snom phones

For transfer to work on Polaris version you must have plugins with version v2.2 or above.

## Yealink phones

**Warning:** This is required only for plugins xivo-yealink-v80 below v1.31

To enable phone control buttons on web interfaces you must update the basic template of Yealink phones:

- go to the plugin directory: `/var/lib/xivo-provd/plugins/xivo-yealink-VERSION`
- copy the default template from `templates/base.tpl` to `var/templates/`
- enable sip notify even for non switchboard profiles (**do not replace switchboard settings**)

```
{% if XX_options['switchboard'] -%}
push_xml.sip_notify = 1
call_waiting.enable = 0
{% else -%}
push_xml.sip_notify = 1
call_waiting.enable = 1
{% endif %}
```

## Update Device Configuration

- to update device configuration you must run `xivo-provd-cli -c 'devices.using_plugin("xivo-polycom-VERSION").reconfigure()'`
- and finally you must resynchronize the device: `xivo-provd-cli -c 'devices.using_plugin("xivo-polycom-VERSION").synchronize()'`
- refer to [provisioning](#) documentation for more details
- if the phone synchronization fails check if the phone uses the version of the plugin you have updated, you can use `xivo-provd-cli -c 'devices.find()'`

## Configuration Customization

If you changed, via the *XiVO PBX* Web Interface in *Configuration* → *Provisioning* → *Template Device*, the phone **administrator username** or **administrator password**, you need to customize the xuc server configuration.

For this you need to:

1. Include the a specific configuration file for the xucserver onment variable to specify the alternate config file location

```
xuc:
...

environment:
...
- CONFIG_FILE=/conf/xuc.conf

volumes:
- /etc/docker/xuc:/conf
```

2. Create the directory `/etc/docker/xuc/`:

```
mkdir -p /etc/docker/xuc/
```

3. Create the `/etc/docker/xuc/xuc.conf` configuration file with the following content:

- For **Snom**: change the user and password values accordingly:

```
include "application.conf"

Snom {
    user="guest"
    password="guest"
}
```

- For **Polycom**: change the user and password values accordingly:

```
include "application.conf"

Polycom {
    user="guest"
    password="guest"
}
```

### Known limitations

Phone integration with Agent and Web / Desktop application has these limitations:

### Transfer

- If the second call was initiated from Agent / Assistant and the called user rejected the call, the first call will stay hold until it is manually resumed
- If the second call was initiated from the phone, the transfer must be also completed from the phone. It can't be completed from Agent / Assistant.
- You cannot complete a transfer initiated from the Agent / Assistant by hanging up.

### Conference with Yealink / Polycom

- Conference can't be created from Agent or Web / Desktop Assistant

## 3.2.4 XiVOcc Installation Troubleshooting

In order for the XiVOcc components to be fully functional, some customizations need to be done on the XiVOcc and the XiVO PBX.

This page can help to check that all the correct customization have been done by the installation package.

For the rest of this page we will make the following assumptions: - XiVO PBX has the IP 192.168.0.1 - XiVO CC has the IP 192.168.0.2

---

**Important:** Refer to the *Architecture & Flows* diagram.

---

## Check XiVOcc Configuration

### Check the prerequisites

- the OS must be Debian 10 (Buster), 64 bit,
- Docker must be installed,
- Docker-compose must be installed,
- the XiVO PBX must be reachable on the network.

### Check ntp installation

The XiVO CC server and the XiVO server must be synchronized to the same source NTP source.

### Check Logrotate configuration

A file `/etc/logrotate.hourly/docker-container` must be present which should log rotate files `/var/lib/docker/containers/*/*.log`

You can test it with `logrotate -fv /etc/logrotate.hourly/docker-container`. You should get some output and a new log file with suffix `[CONTAINER ID]-json.log.1` should be created. This file is compressed in next rotation cycle.

### Check Docker compose

- No alias for docker-compose should be defined. The following command should return “OK”:

```
alias |grep -E 'docker-compose|dcomp' || echo "OK"
```

- The version of the docker images in the file `/etc/docker/compose/docker-xivocc.yml` must be in the form `${XIVOCC_TAG}.${XIVOCC_DIST}` and these variables must be set in the `/etc/docker/compose/factory.env` file:

```
...
xivo_stats:
  image: xivocc/xivo-full-stats:${XIVOCC_TAG}.${XIVOCC_DIST}
...
xuc:
  image: xivocc/xuc:${XIVOCC_TAG}.${XIVOCC_DIST}
...
```

### Check the services

The list of the services launched should look like :

# xivocc-dcomp ps			
Name	Command	State	
Ports			
-----			
xivocc_elasticsearch_1	/usr/local/bin/docker-entr ...	Up	0.0.0.
↔0:9200->9200/tcp, 0.0.0.0:9300->9300/tcp			
xivocc_kibana_1	/usr/local/bin/dumb-init - ...	Up	0.0.0.
↔0:5601->5601/tcp			

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xivocc_logstash_1	/usr/local/bin/docker-entr ...	Up	0.0.0.
↪0:5044->5044/tcp, 9600/tcp			
xivocc_pack_reporting_1	/bin/sh -c echo "WEEKS_TO_ ...	Up	
xivocc_pgxivocc_1	docker-entrypoint.sh postgres	Up	0.0.0.
↪0:5443->5432/tcp			
xivocc_recording_rsync_1	/usr/local/sbin/run-rsync.sh	Up	0.0.0.
↪0:873->873/tcp			
xivocc_recording_server_1	bin/recording-server-docker	Up	0.0.0.
↪0:9400->9000/tcp			
xivocc_spagobi_1	/bin/sh -c /root/start.sh	Up	0.0.0.
↪0:9500->8080/tcp			
xivocc_xivo_stats_1	/usr/local/bin/start.sh /o ...	Up	
xivocc_mattermost_1	/entrypoint.sh mattermost	Up (healthy)	8000/
↪tcp			
xivocc_nginx_1	/bin/sh -c /bin/bash -c "e ...	Up	0.0.0.
↪0:443->443/tcp, 0.0.0.0:80->80/tcp,			
			0.0.0.
↪0:8443->8443/tcp, 0.0.0.0:9100->9100/tcp			
xivocc_xuc_1	bin/xuc_docker	Up	0.0.0.
↪0:8090->9000/tcp			
xivocc_xucmgt_1	bin/xucmgt_docker	Up	0.0.0.
↪0:8070->9000/tcp			

## Check the XiVO PBX

### Check PostgreSQL configuration

- Connection from the XiVO CC for user asterisk must be authorized. See file /var/lib/postgresql/11/main/pg\_hba.conf which must contain a line:

```
host asterisk all 192.168.0.2/32 md5
```

- A user *stats* must exists. Use command \dg in psql.

### Check AMI configuration

- A *xuc* user must be configured in the file /etc/asterisk/manager.d/02-xivocc.conf
- The command:

```
asterisk -rx "manager show user xuc"
```

must show the user.

### CEL Configuration

The correct events must be activated in the file /etc/asterisk/cel.conf:

```
[general]
enable = yes
apps = dial,park,queue
events = APP_START,CHAN_START,CHAN_END,ANSWER,HANGUP,BRIDGE_ENTER,BRIDGE_EXIT,USER_
↪DEFINED,LINKEDID_END,HOLD,UNHOLD,BLINDTRANSFER,ATTENDEDTRANSFER

[manager]
enabled = yes
```

### Check CTI configuration

In *Services* → *IPBX* → *Users* a user the must be created with the following parameters:

- CTI login : xuc
- CTI password : 0000
- Profile supervisor

### Check WS configuration

In *Configuration* → *Web Services Access* a user must be created with the following parameters :

- Login : xivows
- Password : xivows
- Host : 192.168.0.2

### Check ACD configuration

In *Services* → *Ipbx* → *Advanced configuration* make sure Multiqueues call stats sharing is checked.

### Check the phone integration

Verify that the phone configuration where customized as detailed in [Required configuration for phone integration](#).

### Check the recording

The package `xivocc-recording` must be installed on XiVO PBX (see [Recording](#)) and configured (see [Recording](#)).

#### For specific installations

## 3.2.5 Manual configuration and installation

This section describes the manual installation of the XiVO CC components. In most cases you **SHOULD NOT** follow this page, and install the XiVO CC components via the *xivocc-installer* package (see [Installation](#)).

---

**Important:** You **SHOULD NOT** follow this page to install XiVO CC. We leave this page here :

- to document how to install only a subset of the XiVO CC components (since it is not currently possible via the *xivocc-installer* package).
  - to help with reconfiguring XiVO for XiVO CC after it has been [restored from backup](#)
  - as a reference
- 

---

**Note:** Since XiVO PBX 2017.06 some parts of the installation were moved from *xivocc-installer* to installation of XiVO PBX.

---

### Prerequisites

We will assume your *XiVO CC* server meets the following requirements:

- OS : **Debian 10** (Buster), 64 bit
- the latest stable version of [Docker](#) is installed
- the latest stable version of [Docker-compose](#) is installed
- the XiVO PBX is reachable on the network
- the XiVO PBX is setup with users, queues and agents, you must be able to place and answer calls.

Note : Install only stable version of docker and docker compose.

We will make the following assumptions :

- the *XiVO PBX* has the IP 192.168.0.1
- some data (incoming calls, internal calls etc.) might be available on XiVO (otherwise, you will not see *anything* in the [Post Installation Check List](#)).
- the *XiVO CC* server has the IP 192.168.0.2

### XiVO PBX configuration

#### PostgreSQL configuration

Add this line to `/var/lib/postgresql/11/main/pg_hba.conf`:

```
host asterisk all 192.168.0.2/32 md5
```

Create a user *stats* with read permissions :

```
sudo -u postgres psql asterisk << EOF
CREATE USER stats WITH PASSWORD 'stats';
GRANT SELECT ON ALL TABLES IN SCHEMA PUBLIC TO stats;
EOF
```

And run `xivo-service restart all` to apply these modifications.

### AMI configuration

- Add file `/etc/asterisk/manager.d/02-xivocc.conf` directory with the following content, replacing `X.X.X.X` by your xucserver IP address :

```
[xuc]
secret = xucpass
deny=0.0.0.0/0.0.0.0
permit=X.X.X.X/255.255.255.255
read = system,call,log,verbose,command,agent,user,dtmf,originate,dialplan
write = system,call,log,verbose,command,agent,user,dtmf,originate,dialplan
writetimeout = 10000
```

- And reload the AMI :

```
asterisk -rx "manager reload"
asterisk -rx "manager show user xuc" and check your if previous configuration is_
↪displayed.
```

## CEL Configuration

- Replace content of file `/etc/asterisk/cel.conf` by the following :

```
[general]
enable = yes
apps = dial,park,queue
events = APP_START,CHAN_START,CHAN_END,ANSWER,HANGUP,BRIDGE_ENTER,BRIDGE_EXIT,USER_
↳DEFINED,LINKEDID_END,HOLD,UNHOLD,BLINDTRANSFER,ATTENDEDTRANSFER

[manager]
enabled = yes
```

- and reload the cel module in Asterisk :

```
asterisk -rx "module reload cel"
```

## Customizations in the web interface

- Create a user *xuc* in *Services -> IPBX -> Users* with the following parameters:
  - CTI login : xuc
  - CTI password : 0000
  - profil supervisor
- Create a Web Services user in *Configuration -> Web Services Access* with the following parameters :
  - Login : xivows
  - Password : xivows
  - Host : 192.168.0.2

Make sure **Multiqueues call stats sharing** is enabled in *Services -> IPBX -> Advanced configuration* tab.

## Phone integration

Do not forget to follow configuration steps detailed in *Required configuration for phone integration*.

## Recording

This feature **needs additional configuration steps on XiVO PBX**, see:

1. *Recording*,
2. and (optionally) *Recording filtering configuration*.

## XiVO CC configuration

Now we switch to the installation of the XiVO CC server.

### Install ntp server

```
apt-get install ntp
```

*XiVO CC* server and *XiVO PBX* server must be synchronized to the same source.

### Enable Docker LogRotate

Docker container log output to /dev/stdout and /dev/stderr. The Docker container log file is saved in /var/lib/docker/containers/[CONTAINER ID]/[CONTAINER\_ID]-json.log.

Create a new Logrotate config file for your Docker containers in the Logrotate folder /etc/logrotate.d/docker-container.

```
/var/lib/docker/containers/*/*.log {
    rotate 7
    daily
    compress
    missingok
    delaycompress
    copytruncate
}
```

You can test it with logrotate -fv /etc/logrotate.d/docker-container. You should get some output and a new log file with suffix [CONTAINER ID]-json.log.1 should be created. This file is compressed in next rotation cycle.

Retrieve the configuration script and launch it:

### Containers installation

```
wget https://gitlab.com/xivo.solutions/packaging/raw/master/install/install-
↪docker-xivocc.sh
bash install-docker-xivocc.sh
```

During the installation, you will be asked for :

- the XiVO IP address (e.g. 192.168.0.1)
- the number of weeks to keep for the statistics
- the number of weeks to keep for the recording files
- the external IP of the machine (i.e. the address used afterwards for http URLs)

The number of weeks to keep statistics **must be higher** than the number of weeks to keep recordings. Recording purging is based on the statistic data, so the statistic data must not be removed before purging recordings.

Create the following alias in your .bashrc file:

```
vi ~/.bashrc
alias dcomp='docker-compose -p xivocc -f /etc/docker/compose/docker-xivocc.yml'
```

### Containers modification

The yml file /etc/docker/compose/docker-xivocc.yml should have the correct tag version for each image.

Check also that the **XIVO\_CTL\_VERSION** is correct for the xuc container.

```
xivo_replic :
    image: xivocc/xivo-db-replication:2016.03.latest

xivo_stats :
    image: xivocc/xivo-full-stats:2016.03.latest

pack_reporting:
    image: xivocc/pack-reporting:2016.03.latest
```

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```
config_mgt:
  image: xivoxc/config-mgt:2016.03.latest

recording_server:
  image: xivoxc/recording-server:2016.03.latest

xuc:
  image: xivoxc/xuc:2016.03.latest

environment:
- XIVO_CTI_VERSION=2.1

xucmgt:
  image: xivoxc/xucmgt:2016.03.latest
```

## Starting XivoCC

Then you can launch the XiVO CC with the following command :

```
dcomp up -d
```

List XivoCC services :

```
# dcomp ps
```

Name	Command	State	
Ports			
-----			
xivocc_elasticsearch_1	/docker-entrypoint.sh elas ...	Up	0.0.0.0:9200-
↪>9200/tcp, 0.0.0.0:9300->9300/tcp			
xivocc_fingerboard_1	/bin/sh -c /usr/bin/tail - ...	Up	
xivocc_kibana_volumes_1	/bin/sh -c /usr/bin/tail - ...	Up	
xivocc_nginx_1	nginx -g daemon off;	Up	443/tcp, 0.0.
↪0.0:80->80/tcp			
xivocc_pack_reporting_1	/bin/sh -c echo ...	Up	
xivocc_pgxivocc_1	/docker-entrypoint.sh postgres	Up	0.0.0.0:5443-
↪>5432/tcp			
xivocc_postgresvols_1	/bin/bash	Exit 0	
xivocc_recording_server_1	bin/recording-server-docker	Up	0.0.0.0:9400-
↪>9000/tcp			
xivocc_reporting_rsync_1	/usr/local/sbin/run-rsync.sh	Up	0.0.0.0:873->
↪873/tcp			
xivocc_spagobi_1	/bin/sh -c /root/start.sh	Up	0.0.0.0:9500-
↪>8080/tcp			
xivocc_timezone_1	/bin/bash	Exit 0	
xivocc_xivo_replic_1	/usr/local/bin/start.sh /o ...	Up	
xivocc_xivo_stats_1	/usr/local/bin/start.sh /o ...	Up	
xivocc_xivocclogs_1	/bin/bash	Exit 0	
xivocc_xuc_1	bin/xuc_docker	Up	0.0.0.0:8090-
↪>9000/tcp			
xivocc_xucmgt_1	bin/xucmgt_docker	Up	0.0.0.0:8070-
↪>9000/tcp			

## Upgrading

### 3.2.6 Upgrade

Upgrading a XiVO CC is done by executing commands through a terminal on the server.

---

**Note:** Downgrade is not supported

---

### Overview

The upgrade consists of the following steps:

- switch/verify the version in the debian sources list
- update of the `xivocc-installer` package
- update of the Docker images

**Warning:** This upgrade procedure applies only to XiVO CC installed via the `xivocc-installer` package.

### Preparing the upgrade

There are two cases:

1. *Upgrade to another LTS XiVO CC version,*
2. *Upgrade to the latest Bugfix release* of your current installed LTS version.

### Upgrade to another LTS version

To upgrade to another XiVO Solution **LTS**:

1. Switch the debian sources to the targetted **LTS** version (it should be located in the file `/etc/apt/sources.list.d/xivo-dist.list`). For example, to switch to Deneb LTS version:

```
deb http://mirror.xivo.solutions/debian/ xivo-deneb main
```

2. **Read carefully the [Release Notes](#)** starting from your current version to the version you target (read **even more carefully** the New features and Behavior changes between LTS)
3. **Check** the specific instructions and manual steps *from your current LTS to your targetted LTS* and all intermediate LTS: see [Manual steps for LTS upgrade](#)
4. **Check also** if you are in a specific setup that requires a *specific procedure*
5. And then upgrade, see [Upgrading](#)

### Upgrade to latest Bugfix release of an LTS version

---

**Important:** For version older than Five (2017.03), see [XiVO Five documentation](#)

---

After the release of a *version* (e.g. *Polaris (2017.11)*) we may backport some bugfixes in this version. We will then create a **subversion** (e.g. *Polaris .04 (2017.11 .04)*) shipping these bugfixes. These bugfix version does not contain any behavior change.

To upgrade to the **latest subversion** of your current installed *version* you need to:

1. **Read carefully the [Release Notes](#)** starting from your installed version (e.g. *Polaris.00*) to the latest bugfix release (e.g. *Polaris.04*).

2. Verify that the debian sources list corresponds to your *installed LTS* (it should be located in the file `/etc/apt/sources.list.d/xivo-dist.list`)
3. Verify that the `/etc/docker/compose/factory.env` file has
  - `XIVOCC_TAG=VERSION` (where `VERSION` is your current installed *version* - e.g. *2017.11*)
  - and `XIVOCC_DIST=latest`
4. And then upgrade, see [Upgrading](#)

## Upgrading

After having prepared your upgrade (see above), you can upgrade:

1. When you have checked the `sources.list` you can upgrade with the following commands:

```
apt-get update
apt-get install xivo-dist
apt-get update # needed only if you are also upgrading Debian
apt-get install xivocc-installer xivo-chat-backend
```

2. If there is any change, you should accept the new `docker-compose.yml` file. Then compare it with the old `docker-compose.yml`. `dpkg-old` file and report in the new any specific configuration.
3. Then download the new docker images:

```
xivocc-dcomp pull
```

4. And run the new containers (**Corresponding XiVO CC services will be restarted**):

```
xivocc-dcomp up -d --remove-orphans
```

**Note:** Please, ensure your server date is correct before starting. If system date differs too much from correct date, you may get an authentication error preventing download of the docker images.

## Post Upgrade

When finished:

- Check your upgrade through [Post Installation Check List](#).
- Check that all the services are in the correct version. Compare the output of `xivocc-dcomp version` with the table in [Release Notes](#)

## Manual steps for LTS upgrade

See [Manual steps for LTS upgrade](#) in XiVO Upgrade page.

## Specific procedures

### Old Pack Reporting Upgrade Procedures

These notes include upgrade procedures for old versions of the **Pack reporting**, before **XivoCC** starts and before it was packaged with Docker. In those cases, run the following command to find the installed version of the pack reporting:

```
dpkg -l|grep pack-reporting
```

### From version < 1.6

- data retention time will be lost during upgrade : save it and write it back in */etc/xivo-reporting-db.conf*
- the upgrade is likely to be long if there is a lot of data in *queue\_log*. Purge old data out of this table if possible in order to accelerate the upgrade
- at the end of the upgrade, run *apt-get autoremove* (deletion of xivo-stat, xivo-libdao and xivo-lib-python)

### From version < 1.8

- XiVO in version < 14.08 is not supported anymore
- if it is required, the upgrade of the XiVO must be done before the upgrade of the pack reporting, and no call must be performed between the two upgrades

### From a version using Debian packaging to a version using Docker

- **Beware:** this will require a migration of the original PostgreSQL database to the Dockerised one. For this you need to have free disk space : the amount of free disk space must equal the size of */var/lib/postgresql*. This check must be performed after docker images have been pulled.
- Run the following commands:

```
apt-get update
service xivo-db-replication stop
service xivo-full-stats stopsource/releasesnotes/index.rst
apt-get install pack-reporting xivo-full-stats xivo-reporting-db xivo-db-
↪replication db-utils
service xivo-db-replication stop
service xivo-full-stats stop
```

- Install docker, docker-compose and xivocc-installer
- Open *docker-xivocc.yml* and remove sections *recording\_rsync*, *config\_mgt*, *recording\_server*, *xuc*, *xucmgt*
- Run *xivocc-dcomp pull*
- CHECK THE FREE DISK SPACE. The next command will migrate the database. This may take several hours.

```
sudo -u postgres pg_dump --format c xivo_stats | docker exec -i xivocc_pg xivocc_1_
↪pg_restore -U postgres -d xivo_stats
```

- Start by *xivocc-dcomp up -d*

### From a dockerized version before callbacks

- Run the following commands:

```
docker exec -ti compose_pg xivocc_1 psql -U postgres -c 'CREATE EXTENSION IF NOT_
↪EXISTS "uuid-oss" ' xivo_stats
docker exec -ti compose_pg xivocc_1 psql -U postgres -c 'CREATE EXTENSION IF NOT_
↪EXISTS "uuid-oss" ' xuc_rights
```

## XiVO UC/CC Debian 9 (Stretch) Upgrade Procedure

This page describes what to do to upgrade your XiVO UC/CC to Debian 9 (Stretch).

**Important:** Upgrade your XiVO UC/CC to Debian 9 (Stretch) is a **mandatory** step when upgrading to Electra because system freezes were detected during test of Electra version with kernel 3.16. Problem was solved with kernel 4.9 and higher.

**Warning:** In Debian 9 (Stretch) docker storage driver changed from aufs to overlay2. Therefore all containers and images need to be recreated. Note that overlay2 is incompatible with **XFS partition created without ftype=1 option**. If the partition is XFS, you **MUST** check if the option is enabled with the `xfs_info` command.

### Checks

What to check before upgrading to Debian 9 (Stretch):

- your XiVO UC/CC **MUST** be in Deneb version otherwise all the database data **will be lost !**
- the partition where docker data is stored must not be using XFS file system with ftype different from 1. You can use e.g. this command to check file system:

```
docker info 2> /dev/null | grep "Backing Filesystem"
```

If it is XFS, you can check ftype with the following command (assuming that docker data dir is `/var/lib/docker`):

```
apt-get install xfsprogs
xfs_info /var/lib/ 2> /dev/null | grep ftype
```

### When

The upgrade to Debian 9 (Stretch) should be done **before** upgrading to Electra (if you are already in Deneb).

It can be done *after* upgrading to Electra, but it should be done *just after*. Otherwise your system won't be stable.

### Backups

During upgrade all **Kibana configuration** (including the dashboard) will be lost (they are stored in *elasticsearch* container).

You **MUST** *backup Kibana configuration* before the upgrade.

Since Deneb version, the database data was exported to the host. Therefore no data loss should happen even when removing the pgxivocc container.

Though we **strongly advise** to *backup the database* for safety.

### Upgrade

After having backup your configuration you're ready to upgrade the host to Debian 9 (Stretch). We don't cover the Debian upgrade procedure itself here, this can be found on [Debian 9 release notes](#).

Here we'll only give the main steps and **where specific actions are to be performed in a XiVO UC/CC context**.

The upgrade consist of:

1. Updating the host to latest Debian 8 (Jessie) version
2. Switching the sources list to Debian 9 (Stretch). **Specifically on a XiVO UC/CC** you must also update the sources list of the docker repo:

```
sed -i 's/jessie/stretch/' /etc/apt/sources.list /etc/apt/sources.list.d/  
↪docker.list
```

3. Launch the Debian 8 to Debian 9 upgrade
4. **Specifically on a XiVO UC/CC** and **before** rebooting you **MUST** remove the aufs dir. **All** docker data will be removed - it is safe only in Deneb version:

```
xivocc-dcomp stop  
xivocc-dcomp rm  
systemctl stop docker  
rm -rf /var/lib/docker/aufs
```

5. Reboot the machine
6. Check if the docker storage driver was changed to overlay2:

```
docker info 2> /dev/null | grep "Storage Driver"
```

7. If overlay2 is not used yet, you must repeat the previous steps to remove (again) the aufs dir
8. **Specifically on a XiVO UC/CC** and **after** the reboot you must pull the images again:

```
xivocc-dcomp pull  
xivocc-dcomp up -d
```

## Restore

At last you must *restore the Kibana configuration*.

## Upgrade notes

See *Release Notes* for version specific informations.

## 3.3 XiVO Distributed System

### 3.3.1 Installing XDS

---

**Important:** Before installing, make sure you understand the *XDS Architecture* and links between components.

---

- *Requirements*
- *XiVO Configuration*
  - *AMI configuration*
  - *Define Media Servers*
  - *Define Media Servers for Provisionning*

- *Media Servers connection to the XiVO database*
- *SMTP relay configuration*
- *Media Server Configuration*
  - *Requirements*
  - *Installation*
  - *Configuration*
  - *Mail configuration*
- *Outgoing Call Configuration*
  - *Create the Provider Trunk*
  - *Create Outgoing Call Rule*
- *XiVO CC Configuration*
  - *Enable WebRTC on MDS*
- *Known Limitations*
  - *Agent states after XUC restart*

The XDS architecture has the following components:

- XiVO
- Media Server (MDS) (one or more)

An XDS needs also:

- a XiVO UC/CC with the UC/CC features (i.e. the CTI Server),
- a XiVO UC/CC with the Reporting features for the centralized call history (i.e. the Reporting Server).

This page will guide you through:

1. the configuration of the XiVO (see *XiVO Configuration* section)
2. the installation and configuration of the MDS (see *Media Server Configuration* section)
3. and the configuration of the UC/CC server (CTI and Reporting Server) (see *XiVO CC Configuration* section)

## Requirements

Before starting you need to have 3 servers. Here's a table summarizing what we are installing. Replace the IP by those you chose.

Server	server1	server2	server3
Role	XiVO	Media Server	UC/CC (CTI/Reporting Server)
Name	mds0	mds1	cc
IP Data	10.32.0.1	10.32.0.101	10.32.0.9
IP VoIP	10.32.5.1	10.32.5.101	10.32.5.9

## XiVO Configuration

On *server1*:

- install XiVO (see *Installing the System*).
- pass the Wizard

### AMI configuration

---

**Note:** Once a *media server is defined* in webi, the *xucserver* from UC/CC Server will immediately start to use the VoIP interface for AMI connection to all media servers **and also to XiVO**. Therefore we must ensure that UC/CC Server is able to connect to XiVO AMI via its VoIP interface.

---

**Warning:** If a XiVO UC/CC is already installed, you **MUST** do the following steps **BEFORE** adding media server.

Otherwise you can first define media servers and do these steps right after XiVO CC installation, but before starting it to prevent problems with fail2ban.

1. Edit **existing** file `/etc/asterisk/manager.d/02-xivocc.conf` to add permission for *xucserver\** of UC/CC Server (CTI Server):

- `permit` to authorize the VoIP IP of the UC/CC Server (CTI Server). E.g.:

```
...
deny=0.0.0.0/0.0.0.0
permit=10.32.5.9/255.255.255.255
permit=10.32.0.9/255.255.255.255
...
```

2. Apply the configuration:

```
asterisk -rx 'manager reload'
```

### Define Media Servers

---

**Note:** Here we define our Media Servers (MDS) names and VoIP IP address.

---

In XiVO webi,

1. Go to *Configuration -> Management -> Media Servers*
2. Add a line per Media Server (MDS) (below an example for mds1):
  1. *Name:* mdsX (e.g. mds1)
  2. *Displayed Name:* Media Server X (e.g. Media Server 1)
  3. *IP VoIP:* <VoIP IP of mdsX> (e.g. 10.32.5.101) - *note:* the VoIP streams between XiVO and mdsX will go through this IP

Once you define a media server, you will be able to create local SIP trunks that exist only there. The location can be set in *tab General -> Media server* in the SIP trunk configuration.

### Define Media Servers for Provisionning

---

**Note:** Here we configure the Media Servers (MDS) for the phones.

---

In XiVO webi

1. Go to *Configuration -> Provisioning -> Template Line*



2. Create a template line per MDS (below the example for mds1):

1. *Unique name*: <mdsX> (e.g. mds1) - *note*: it **must be** the same name as the one defined in section [Define Media Servers](#)
2. *Displayed Name*: <Media Server X> (e.g. Media Server 1)
3. *Registrar Main*: <VoIP IP of mdsX> (e.g. 10.32.5.101)
4. *Proxy Main*: <VoIP IP of mdsX> (e.g. 10.32.5.101)

## Media Servers connection to the XiVO database

**Note:** The MDS need to connect to the XiVO database.

In file `/var/lib/postgresql/11/main/pg_hba.conf` add an authorization **per mds** to connect to the db. Here you will probably want to use the Data IP of mdsX:

```
host      asterisk      all      10.32.4.201/32      md5
```

And reload the database configuration:

```
xivo-dcomp reload-db
```

## SMTP relay configuration

SMTP relay must be configured to receive voicemail notifications from media servers. [Mail](#) on XiVO must be configured also.

1. Create custom template for postfix configuration:

```
mkdir -p /etc/xivo/custom-templates/mail/etc/postfix/
cp /usr/share/xivo-config/templates/mail/etc/postfix/main.cf /etc/xivo/
↪ custom-templates/mail/etc/postfix/
```

2. Open `/etc/xivo/custom-templates/mail/etc/postfix/main.cf` for editing

3. Add MDS Data IP value to the `mynetworks` option:

```
mynetworks =      127.0.0.0/8
                  [::1/128]
+                10.32.0.101/32
```

4. Update configuration

```
xivo-update-config
```

## Media Server Configuration

### Requirements

On *server2* install a **Debian 10** with:

- amd64 architecture,
- `en_US.UTF-8` locale,
- ext4 filesystem

- a hostname correctly set (files `/etc/hosts` and `/etc/hostname` must be coherent).

Before installing the MDS you **have to** have added:

- the MDS to the XiVO configuration (see [Define Media Servers](#) section)

## Installation

---

**Important:** The MDS installer will ask you:

- the XiVO Data IP Address
  - the Media Server you're installing (taken from the Media Server you declared at step [Define Media Servers](#))
  - the Media Server Data IP
  - the Reporting Server IP (i.e. the XiVO UC/CC with reporting features - database, xivo\_stats ...)
- 

To install the MDS, download the XiVO installation script:

```
wget http://mirror.xivo.solutions/mds_install.sh
chmod +x mds_install.sh
```

and run it:

---

**Important:** Use `-a` switch to chose **the same version** as your XiVO (mds0)

---

```
./mds_install.sh -a 2020.18-latest
```

When prompted:

- give the IP of XiVO (mds0): <XiVO Data IP> (e.g. 10.32.0.2)
  - select the MDS you're installing: <mdsX> (e.g. mds1)
  - enter the MDS Data IP: <mdsX Data IP> (e.g. 10.32.0.101)
  - and finally the Reporting Server Data IP: <reporting Data IP> (e.g. 10.32.0.5)
- 

**Important:** In case of re-installation, you will be prompted to drop the existing database replication slot.

---

## Configuration

To finalize the MDS configuration you have to:

1. Configure NTP to synchronize on XiVO (mds0) by replacing preconfigured servers/pools in file `/etc/ntp.conf` by:

```
server 10.32.0.1 iburst
```

2. And restart NTP:

```
systemctl restart ntp
```

3. Create file `/etc/asterisk/manager.d/02-xuc.conf` to add permission for Xuc Server to connect with:

- secret must be the same as the secret for xuc user on XiVO,

- permit to authorize the VoIP IP of the UC/CC Server (CTI Server). E.g.:

```
cat > /etc/asterisk/manager.d/02-xuc.conf << EOF
[xuc]
secret = muq6IWgNU1Z
deny=0.0.0.0/0.0.0.0
permit=10.32.5.9/255.255.255.255
read = system,call,log,verbose,command,agent,user,dtmf,originate,
↳dialplan
write = system,call,log,verbose,command,agent,user,dtmf,originate,
↳dialplan
writetimeout = 10000
EOF
```

4. Restart the services:

```
xivo-service restart all
```

## Mail configuration

The install script installs and configures postfix:

- to relay mails towards the XiVO Main - see relayhost parameter in /etc/postfix/main.cf file,
- and use the content of /etc/mailname file as the domain part of the from address - see myorigin parameter in /etc/postfix/main.cf.

**Note:** Note that the content of /etc/mailname file is taken during installation from the domain if set or the hostname.

Therefore if mail sent from the MDS are not correctly relayed by the XiVO Main, you should check and play with the value of the /etc/mailname file. And then reload the postfix if needed `service postfix reload`.

## Outgoing Call Configuration

### Create the Provider Trunk

Add on the XiVO the trunk towards your provider (it can be an ISDN or SIP trunk). When creating the trunk, select the Media Server on which it will be located.

### Create Outgoing Call Rule

**Note:** This outgoing call rule will handle outgoing call from XDS to Provider.

In XiVO Webi:

1. Go to *Services -> IPBX -> Call Management -> Outgoing calls*
2. Create a route for XDS:
  1. Call pattern: X.
  2. Trunks: <your provider trunk>
  3. (after opening the advanced form) Caller ID: <main DID of the system>

## XiVO CC Configuration

On *server3*:

- install a XiVO CC (see *Installation*)
- configure it
- before starting it, change the *AMI configuration* on XiVO.

## Enable WebRTC on MDS

WebRTC users can be configured on the MDS if you follow this manual procedure. These steps are to be done on the XiVO CC/UC (i.e. CTI Server).

1. First, create a directory `/etc/docker/nginx/sip_proxy/` and the inside the file `sip_proxy.conf`:

```
mkdir -p /etc/docker/nginx/sip_proxy/
cd /etc/docker/nginx/sip_proxy/
touch sip_proxy.conf
```

2. Then edit this file `sip_proxy.conf` and add the following template section *for each MDS on which there will be WebRTC users*.

```
location /wssip-MDS_NAME {
    auth_request /validatetoken;

    proxy_pass http://MDS_VOIP_IP:5039/ws;
    proxy_http_version 1.1;
    proxy_set_header Upgrade $http_upgrade;
    proxy_set_header Connection "upgrade";
    proxy_set_header Host $host;
    proxy_buffering off;
    proxy_connect_timeout 1m;
    proxy_read_timeout 5m;
    proxy_send_timeout 5m;
    keepalive_timeout 180s;
}
```

3. Then replace:
  - `MDS_NAME` with `mdsX` (i.e. `mds1`, the technical name of your MDS)
  - `MDS_VOIP_IP` with the <VoIP IP of mdsX> (e.g. `10.32.5.101`).
4. Then, you have to edit file `docker-xivocc.yml`, in `/etc/docker/compose/` Add the highlighted line in the volumes section of the nginx service:

```
nginx:
...

volumes:
- /etc/docker/nginx/sip_proxy:/etc/nginx/sip_proxy
```

5. Finally, apply the changes on your nginx docker container:

```
xivocc-dcomp up -d
```

## Known Limitations

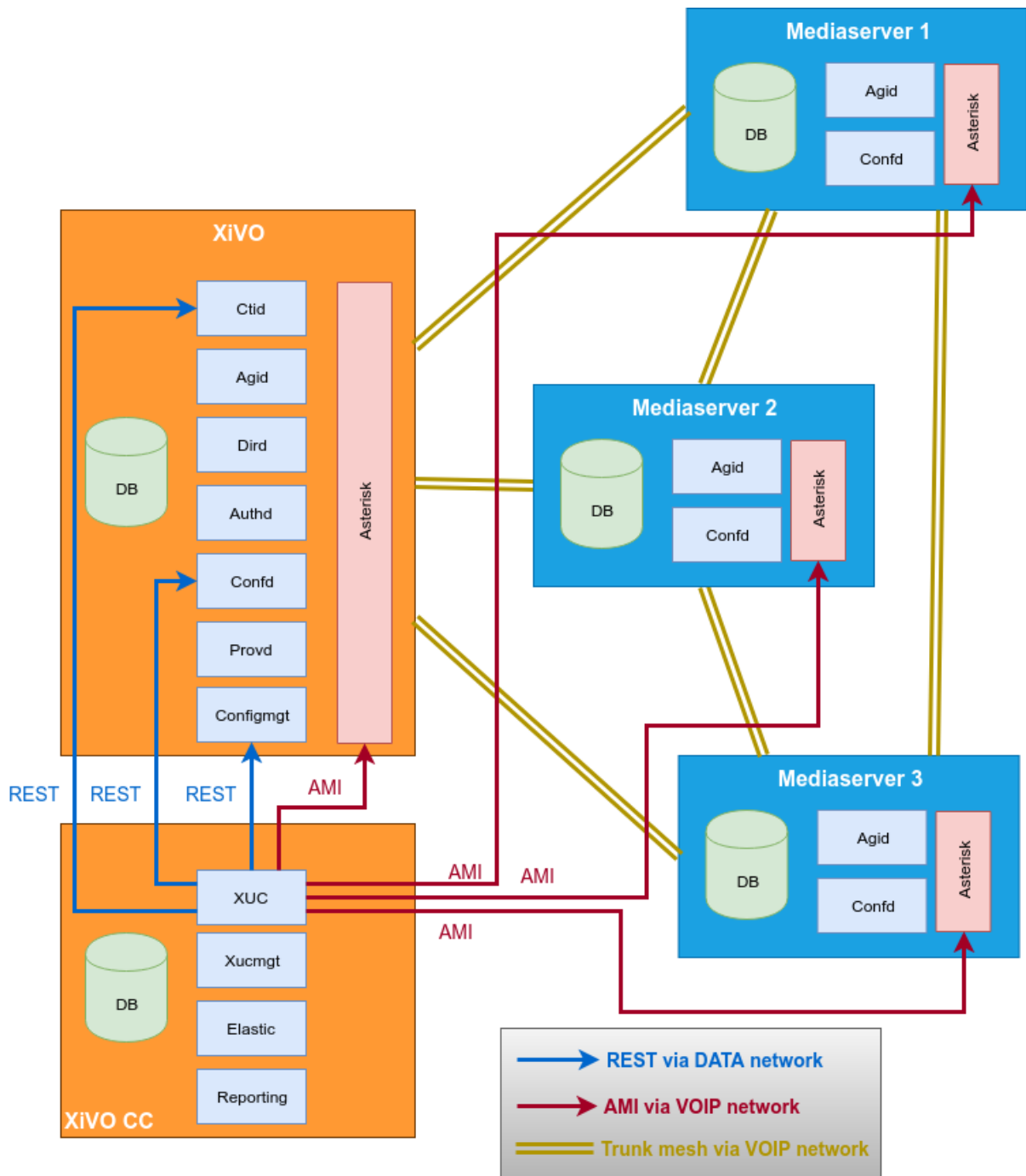
### Agent states after XUC restart

Restarting XUC server with active calls in XDS environment will result in having some agents in incorrect state. Please see the note in [restarting](#) XUC server with active calls.

### 3.3.2 XDS Architecture

The following diagram presents the XDS architecture with:

- one XiVO Main
- one CTI / Reporting Server (XiVO CC)
- and three MDS



As you can see:

- each MDS and the Main are linked together via an internal SIP trunk (the yellow lines) - via the VoIP IP Address of the MDS
- the *xuc* components of the CTI / Reporting Server is connected to each MDS AMI - via the VoIP IP Address of the MDS

### 3.3.3 Upgrading XDS

Upgrading an XDS implies upgrading all components:

- XiVO (see *XiVO Server Upgrade*)
- Media Server (MDS) (one or more, see *Media Server Upgrade*)

#### XiVO Server Upgrade

1. Stop all services (`xivo-service stop all`) on **Media Servers** linked to your XiVO Main
2. Perform the upgrade as documented in *Upgrade* section

#### Media Server Upgrade

---

##### Important:

- This procedure must be done on all media servers belonging to the upgraded XDS.
  - **Before upgrading a MDS, the MDS Main must be fully upgraded**
- 

The upgrade process requires to run the following command on a shell prompt on each media server.

1. Switch version using `xivo-dist` utility and specifying the LTS or specific version you want to upgrade to. For example:

```
xivo-dist xivo-freya
```

2. Launch the upgrade process. **All MDS services will be stopped during the process:**

```
mds-upgrade
```

3. Update monitoring configuration by launching the script:

```
xivo-monitoring-update-mds
```

### 3.3.4 Media Server Uninstallation

This procedure is to remove a media server permanently.

#### On XiVO

1. Disassociate all Users/Groups/SIP Trunk from the Media server you want to remove (remove these objects or associate them to another MDS),
2. Then remove the media server from XDS by removing it from webi (if needed refer to related sections in *XiVO Configuration*):
  - remove the media server in *Configuration -> Management -> Media Servers*

- remove the corresponding template line in *Configuration -> Provisioning -> Template Line*
3. Clean connection permissions from all places and apply new configuration (see related sections in *XiVO Configuration*):
    - in AMI configuration
    - in Postgres conf (pg\_hba.conf)
    - and in SMTP conf if applicable
  4. And remove replication slot on XiVO Main server. Connect to postgres database find the correct replication slot and drop it:

```
select * from pg_replication_slots;
select pg_drop_replication_slot('slot_name');
```

## On Media Server

Only reinstallation is supported.

### 3.3.5 Media Server Reinstallation

#### On XiVO

All settings can remain if they are still valid - if the new media server has the same name and IP as a previous (for example crashed) media server.

#### On Media Server

If the mds install script failed with error, you can re-run it.

To fully reinstall media server, you need to reinstall xivo-mds-installer and recreate database on the media server. This procedure will also remove database replication slot on XiVO:

```
xivo-service stop all
apt-get purge xivo-mds-installer
```

But the database subscription will remain with old configuration on the media server. Sql commands to create for the replication are inside the db container and they run only when the database is initialized. Therefore the database must be reinitialized.

**Warning:** Call and chat history will be lost from the media server

```
rm -rf /var/lib/postgresql/11
```

Then finish the reinstallation. The `custom.env` will be recreated with new values:

```
apt-get install xivo-mds-installer
xivo-service start all
xivo-dcomp up -d
```





In-depth documentation on administration of XiVO solution systems.

## 4.1 XiVO Administration

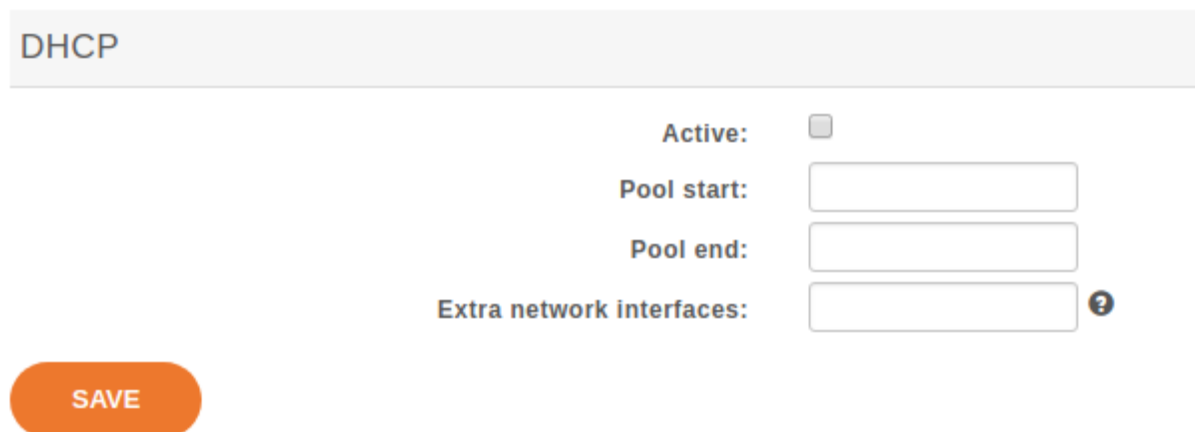
### 4.1.1 System

#### DHCP Server

XiVO includes a DHCP server used for assisting in the provisioning of phones and other devices. (See [Basic Configuration](#) for the basic setup). This section contains additional notes on how to configure more advanced options that may be helpful when integrating the server with different VOIP subnets.

#### Activating DHCP on another interface

DHCP Server can be activated through the XiVO Web Interface *Configuration* → *Network* → *DHCP* :



DHCP

Active: ☐

Pool start:

Pool end:

Extra network interfaces:  ?

SAVE

Fig. 1: *Configuration* → *Network* → *DHCP*

By default, it will only answer to DHCP requests coming from the VoIP subnet (defined in the *Configuration → Network → Interfaces* section). If you need to activate DHCP on an other interface, you have to fill in the *Extra network interfaces* field with the interface name , for example : `eth0`

After saving your modifications, click on *Apply system configuration* so that the new settings can take effect.

### Changing default DHCP gateway

By default, the XiVO DHCP server uses the XiVO's IP address as the routing address. To change this you must create a custom-template:

1. Create a custom template for the `dhcpd_subnet.conf.head` file:

```
mkdir -p /etc/xivo/custom-templates/dhcp/etc/dhcp/  
cd /etc/xivo/custom-templates/dhcp/etc/dhcp/  
cp /usr/share/xivo-config/templates/dhcp/etc/dhcp/dhcpd_subnet.conf.head .
```

2. Edit the custom template:

```
vim dhcpd_subnet.conf.head
```

3. In the file, replace the string `#XIVO_NET4_IP#` by the routing address of your VoIP network, for example:

```
option routers 192.168.2.254;
```

4. Re-generate the dhcp configuration:

```
xivo-update-config
```

DHCP server should have been restarted and should now use the new routing address.

### Configuring DHCP server to serve unknown hosts

By default, the XiVO DHCP server serves only known hosts. That is:

- either hosts which MAC address prefix (the **OUI**) is known
- or hosts which Vendor Identifier is known

Known OUIs and Vendor Class Identifiers are declared in `/etc/dhcp/dhcpd_update/*` files.

If you want your XiVO DHCP server to serve also unknown hosts (like PCs) follow these instructions:

1. Create a custom template for the `dhcpd_subnet.conf.tail` file:

```
mkdir -p /etc/xivo/custom-templates/dhcp/etc/dhcp/  
cd /etc/xivo/custom-templates/dhcp/etc/dhcp/  
cp /usr/share/xivo-config/templates/dhcp/etc/dhcp/dhcpd_subnet.conf.tail .
```

2. Edit the custom template:

```
vim dhcpd_subnet.conf.tail
```

3. And add the following line at the head of the file:

```
allow unknown-clients;
```

4. Re-generate the dhcp configuration:

```
xivo-update-config
```

DHCP server should have been restarted and should now serve all network equipments.

## DHCP-Relay

If your telephony devices aren't located on the same site and the same broadcast domain as the XiVO DHCP server, you will have to add the option *DHCP Relay* to the site's router. This parameter will allow the DHCP requests from distant devices to be transmitted to the IP address you specify as DHCP Relay.

**Warning:** Please make sure that the IP address used as DHCP Relay is the same as one of XiVO's interfaces, and that this interface is configured to listen to DHCP requests (as described in previous part). Also verify that routing is configured between the distant router and the chosen interface, otherwise DHCP requests will never reach the XiVO server.

## Configuring DHCP server for other subnets

This section describes how to configure XiVO to serve other subnets than the VOIP subnet. As you can't use the Web Interface to declare other subnets (for example to address DATA subnet, or a VOIP subnet that isn't on the same site as the XiVO server), you'll have to do the following configuration on the Command Line Interface.

### Creating "extra subnet" configuration files

First thing to do is to create a directory and to copy into it the configuration files:

```
mkdir /etc/dhcp/dhcpd_sites/
cp /etc/dhcp/dhcpd_subnet.conf /etc/dhcp/dhcpd_sites/dhcpd_siteXXX.conf
cp /etc/dhcp/dhcpd_subnet.conf /etc/dhcp/dhcpd_sites/dhcpd_lanDATA.conf
```

**Note:** In this case we'll create 2 files for 2 different subnets. You can change the name of the files, and create as many files as you want in the folder `/etc/dhcp/dhcpd_sites/`. Just adapt this procedure by changing the name of the file in the different links.

After creating one or several files in `/etc/dhcp/dhcpd_sites/`, you have to edit the file `/etc/dhcp/dhcpd_extra.conf` and add the according include statement like:

```
include "/etc/dhcp/dhcpd_sites/dhcpd_siteXXX.conf";
include "/etc/dhcp/dhcpd_sites/dhcpd_lanDATA.conf";
```

## Adjusting Options of the DHCP server

Once you have created the subnet in the DHCP server, you must edit each configuration file (the files in `/etc/dhcp/dhcpd_sites/`) and modify the different parameters. In section **subnet**, write the IP subnet and change the following options (underlined fields in the example):

```
subnet 172.30.8.0 netmask 255.255.255.0 {
```

- subnet-mask:

```
option subnet-mask 255.255.255.0;
```

- broadcast-address:

```
option broadcast-address 172.30.8.255;
```

- routers (specify the IP address of the router that will be the default gateway of the site):

```
option routers 172.30.8.1;
```

In section **pool**, modify the options:

```
pool {
```

- log (add the name of the site or of the subnet):

```
log(concat("[", binary-to-ascii(16, 8, ":", hardware), "] POOL VoIP Site XXX  
→"));
```

- range (it will define the range of IP address the DHCP server can use to address the devices of that subnet):

```
range 172.30.8.10 172.30.8.200;
```

**Warning:** XiVO only answers to DHCP requests from [supported devices](#). In case of you need to address other equipment, use the option *allow unknown-clients*; in the `/etc/dhcp/dhcpd_sites/` files

- If you have checked the “DHCP integration” (See [Advanced Configuration](#) for the basic setup) in provisioning configuration, you will also **MUST** add the parameter below: **(Otherwise provd won’t be able to route the devices to the correct plugins)**

```
on commit {
    execute("dxtorc",
            "commit",
            binary-to-ascii(10, 8, ".", leased-address),
            binary-to-ascii(16, 8, ":", suffix(hardware, 6)),
            pick-first-value(concat("060", binary-to-ascii(16, 8, ":",  
→option vendor-class-identifier))), "")
    );
}
```

At this point, you can apply the changes of the DHCP server with the command:

```
service isc-dhcp-server restart
```

After that, XiVO will start to serve the DHCP requests of the devices located on other sites or other subnets than the VOIP subnet. You will see in `/var/log/daemon.log` all the DHCP requests received and how they are handled by XiVO.

## Mail

This section describes how to configure the mail server shipped with XiVO (Postfix) and the way XiVO handles mails.

In *Configuration* → *Network* → *Mail*, the following options can be configured:

- *Domain Name messaging* : the server’s displayed domain. Will appear in “Received” mail headers.
- *Source address of the server* : domain part of headers “Return-Path” and “From”.
- *Relay SMTP* and *FallBack relay SMTP* : relay mail servers.
- *Rewriting shipping addresses* : Canonical address Rewriting. See [Postfix canonical documentation](#) for more info.

**Warning:** Postfix, the mail server shipped with XiVO, should be stopped on an installed XiVO with no valid and reachable DNS servers configured. If Postfix is not stopped, messages will bounce in queues and could end up affecting core pbx features.

If you need to disable Postfix here is how you should do it:

```
systemctl stop postfix
systemctl disable postfix
```

If you ever need to enable Postfix again:

```
systemctl enable postfix
systemctl start postfix
```

Alternatively, you can empty Postfix's queues by issuing the following commands on the XiVO server:

```
postsuper -d ALL
```

## Network

This section describes how to configure additional network devices that may be used to better accommodate more complex network infrastructures. Network interfaces are managed in the XiVO web interface via the page *Configuration → Network → Interfaces*.

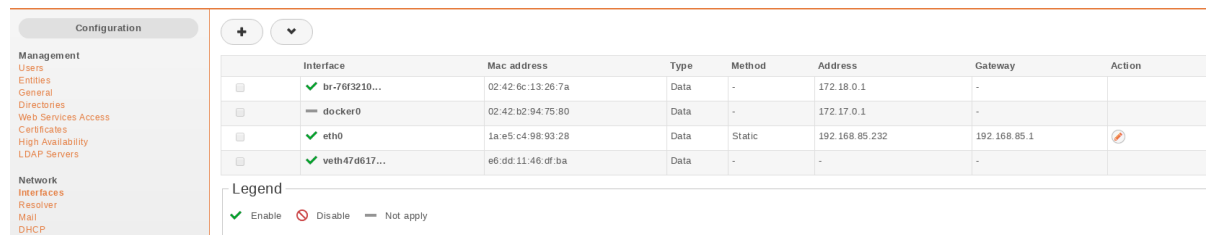
XiVO offers 2 types of interfaces: *VoIP* and *Data*. The *VoIP* interface is used by the DHCP server, provisioning server, and phone devices connected to your XiVO. These services will use the information provided on the *VoIP* interface for their configuration. For example, the DHCP server will only listen on the *VoIP* interface by default.

To change these settings, you must either create a new interface or edit an existing one and change its type. When adding a new *VoIP* interface, the type of the old one will automatically be changed to *Data*.

### Configuring a physical interface

In this example, we'll add and configure the **eth1** network interface on our XiVO.

First, we see there's already an unconfigured network interface named **eth1** on our system:



Interface	Mac address	Type	Method	Address	Gateway	Action
br-76f3210...	02:42:6c:13:26:7a	Data	-	172.18.0.1	-	
docker0	02:42:b2:94:75:80	Data	-	172.17.0.1	-	
eth0	1a:e5:c4:98:93:28	Data	Static	192.168.85.232	192.168.85.1	
veth47d617...	e6:dd:11:46:df:ba	Data	-	-	-	

Legend  
 Enable Disable Not apply

Fig. 2: *Configuration → Network → Interfaces*

To add and configure it, we click on the small plus button next to it, and we get to this page:

In our case, since we want to configure this interface with static information (i.e. not via DHCP), we fill the following fields:

Note that since our **eth0** network interface already has a default gateway, we do not enter information in the Default gateway field for our **eth1** interface.

Once the changes have been saved, the action **Apply network configuration** will appear in bold. This action must be clicked in order for the changes to take effect.

### Adding a VLAN interface

In this example, the XiVO already has 2 network interfaces configured:

Listing the network interfaces

Interfaces > Edit

General

Interface:

Type:  ?

Method:

Address:

Netmask:

Default gateway:

Description:

Wizard Configuration

SAVE

Fig. 3: Configuration → Network → Interfaces → eth1 → Add

Interfaces > Edit

General

Interface:

Type:  ?

Method:

Address:

Netmask:

Default gateway:

Description:

Wizard Configuration

SAVE

Fig. 4: Configuration → Network → Interfaces → eth1 → Add

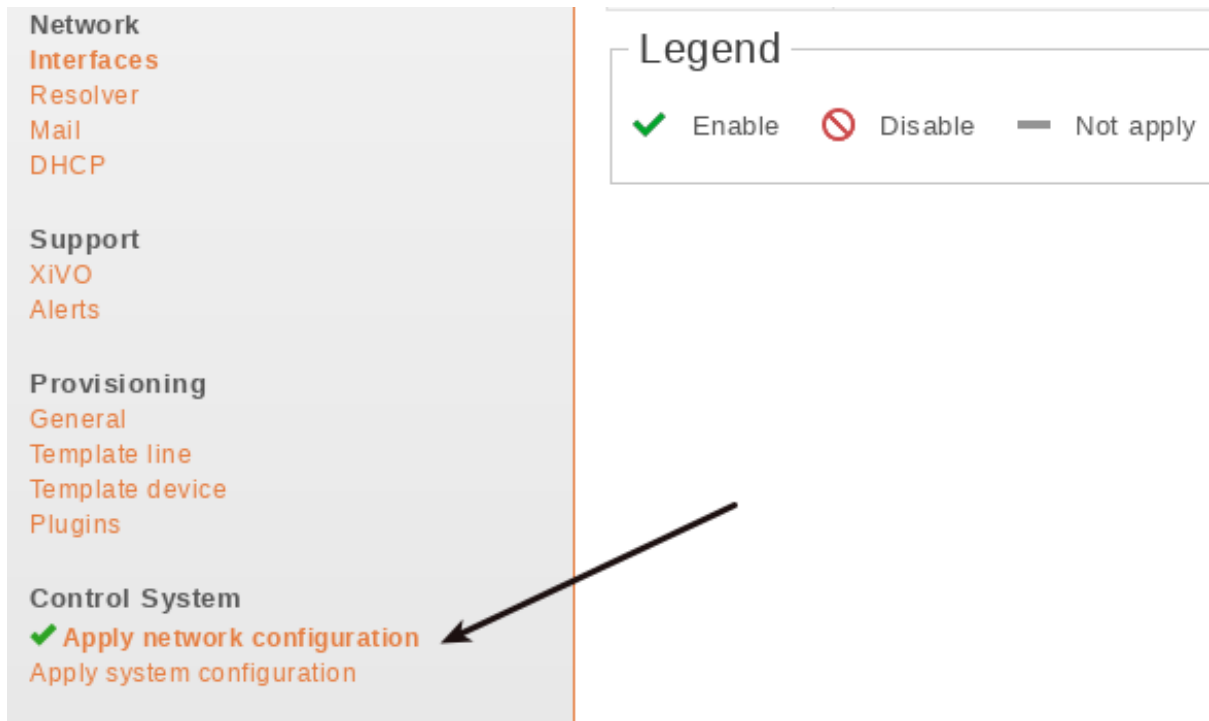


Fig. 5: Apply after modify interface

	Interface	Mac address	Type	Method	Address	Gateway	Action
<input type="checkbox"/>	✓ br-76f3210...	02:42:6c:13:26:7a	Data	-	172.18.0.1	-	
<input type="checkbox"/>	— docker0	02:42:b2:94:75:80	Data	-	172.17.0.1	-	
<input type="checkbox"/>	✓ eth0	1a:e5:c4:98:93:28	Data	Static	192.168.85.232	192.168.85.1	
<input type="checkbox"/>	✓ veth47d617...	e6:dd:11:46:df:ba	Data	-	-	-	

Legend  
 ✓ Enable    ⛔ Disable    — Not apply

Fig. 6: Configuration → Network → Interfaces

To add and configure a new VLAN interface, we click on the small plus button in the top right corner,



Fig. 7: *Configuration → Network → Interfaces → Add button*

and we get to this page:

**Interfaces > Add**

General

Physical Interface of VLAN :

ID of VLAN :

Type:  ?

Method:

Address:

Netmask:

Default gateway:

Description:

**SAVE**

Fig. 8: *Configuration → Network → Interfaces → Add*

In our case, since we want to configure this interface with static information:

Click on **Save** list the network interfaces:

- The new virtual interface has been successfully created.

**Note:** Do not forget after you finish the configuration of the network to apply it with the button: **Apply network configuration**

After applying the network configuration:

### Add static network routes

Static routes cannot be added via the web interface. However, you may add static routes to your XiVO by following following the steps described below. This procedure will ensure that your static routes are applied at startup (i.e. each time the network interface goes up).



General

Physical Interface of VLAN :

eth0

ID of VLAN :

101

Type:

Data

Method:

Static

Address:

10.97.6.2

Netmask:

255.255.255.0

Default gateway:

Description:

SAVE

Fig. 9: Configuration → Network → Interfaces → Add

	Interface	Mac address	Type	Method	Address	Gateway	Action
<input type="checkbox"/>	✓ br-76f3210...	02:42:6c:13:26:7a	Data	-	172.18.0.1	-	
<input type="checkbox"/>	— docker0	02:42:b2:94:75:80	Data	-	172.17.0.1	-	
<input type="checkbox"/>	✓ eth0	1a:e5:c4:98:93:28	Data	Static	192.168.85.232	192.168.85.1	
<input type="checkbox"/>	✓ veth47d617...	e6:dd:11:46:df:ba	Data	-	-	-	

Legend  
 ✓ Enable    ✗ Disable    — Not apply

Fig. 10: Configuration → Network → Interfaces

Configuration

Management  
 Users  
 Entities  
 General  
 Directories  
 Web Services Access  
 Certificates  
 High Availability  
 LDAP Servers  
 Network  
**Interfaces**  
 Resolver  
 Mail

• Network configuration successfully applied

+

	Interface	Mac address
<input type="checkbox"/>	✓ br-76f3210...	02:42:6c:13:26:7a
<input type="checkbox"/>	— docker0	02:42:b2:94:75:80
<input type="checkbox"/>	✓ eth0	1a:e5:c4:98:93:28
<input type="checkbox"/>	✓ veth47d617...	e6:dd:11:46:df:ba

Fig. 11: Network configuration successfully apply

1. Create the file `/etc/network/if-up.d/xivo-routes`:

```
touch /etc/network/if-up.d/xivo-routes
chmod 755 /etc/network/if-up.d/xivo-routes
```

2. Insert the following content:

```
#!/bin/sh

if [ "${IFACE}" = "<network interface>" ]; then
    ip route add <destination> via <gateway>
    ip route add <destination> via <gateway>
fi
```

3. Fields `<network interface>`, `<destination>` and `<gateway>` should be replaced by your specific configuration. For example, if you want to add a route for `192.168.50.128/25` via `192.168.17.254` which should be added when `eth0` goes up:

```
#!/bin/sh

if [ "${IFACE}" = "eth0.2" ]; then
    ip route add 192.168.50.128/25 via 192.168.17.254
fi
```

---

**Note:** The above check is to ensure that the route will be applied only if the correct interface goes up. This check should contain the actual name of the interface (i.e. `eth0` or `eth0.2` or `eth1` or ...). Otherwise the route won't be set up in every cases.

---

## Change interface MTU

**Warning:** Manually changing the MTU is risky. Please only proceed if you are aware of what you are doing.

These steps describe how to change the MTU:

```
#. Create the file :file:`/etc/network/if-up.d/xivo-mtu`::
```

```
touch /etc/network/if-up.d/xivo-mtu chmod 755 /etc/network/if-up.d/xivo-mtu
```

1. Insert the following content:

```
#!/bin/sh

# Set MTU per iface
if [ "${IFACE}" = "<data interface>" ]; then
    ip link set ${IFACE} mtu <data mtu>
elif [ "${IFACE}" = "<voip interface>" ]; then
    ip link set ${IFACE} mtu <voip mtu>
fi
```

2. Change the `<data interface>` to the name of your interface (e.g. `eth0`), and the `<data mtu>` to the new MTU (e.g. 1492),
3. Change the `<voip interface>` to the name of your interface (e.g. `eth1`), and the `<voip mtu>` to the new MTU (e.g. 1488)

---

**Note:** In the above example you can set a different MTU per interface. If you don't need a per-interface MTU you can simply write:

```
#!/bin/sh

ip link set ${IFACE} mtu <my mtu>
```

## Database

### Creation and Initialization

Starting from the Callisto version, the database on the **XiVO PBX** and **all mediaservers** is started inside a docker container based on custom image. On first startup the database will be initialized and the required structure and data will be created inside a host mounted folder `/var/lib/postgresql/11/main/`.

### Custom database configuration

The database image contains a default postgres configuration and some specific defaults required by our application:

- the postgres default configuration is located in `/var/lib/postgresql/11/main/postgresql.conf`
- and our custom defaults are in `/var/lib/postgresql/11/main/conf.d/00-xivo-default.conf`.

**Warning:** Do not change these files!

If you need to change some parameters, create another file in `/var/lib/postgresql/11/main/conf.d/` prefixed with a number like 01 or upper and with a `.conf` extension. This file will be loaded after all defaults and can override any parameter.

### Sample configuration

Here is an example to increase the default number of concurrent connection to the database:

`/var/lib/postgresql/11/main/conf.d/10-custom-max-connection.conf:`

```
max_connections = 300
```

### Apply the configuration

Run this command to reload postgres configuration:

```
xivo-dcomp reload-db
```

It will not restart db container despite the message *“Killing xivo\_db\_1”*.

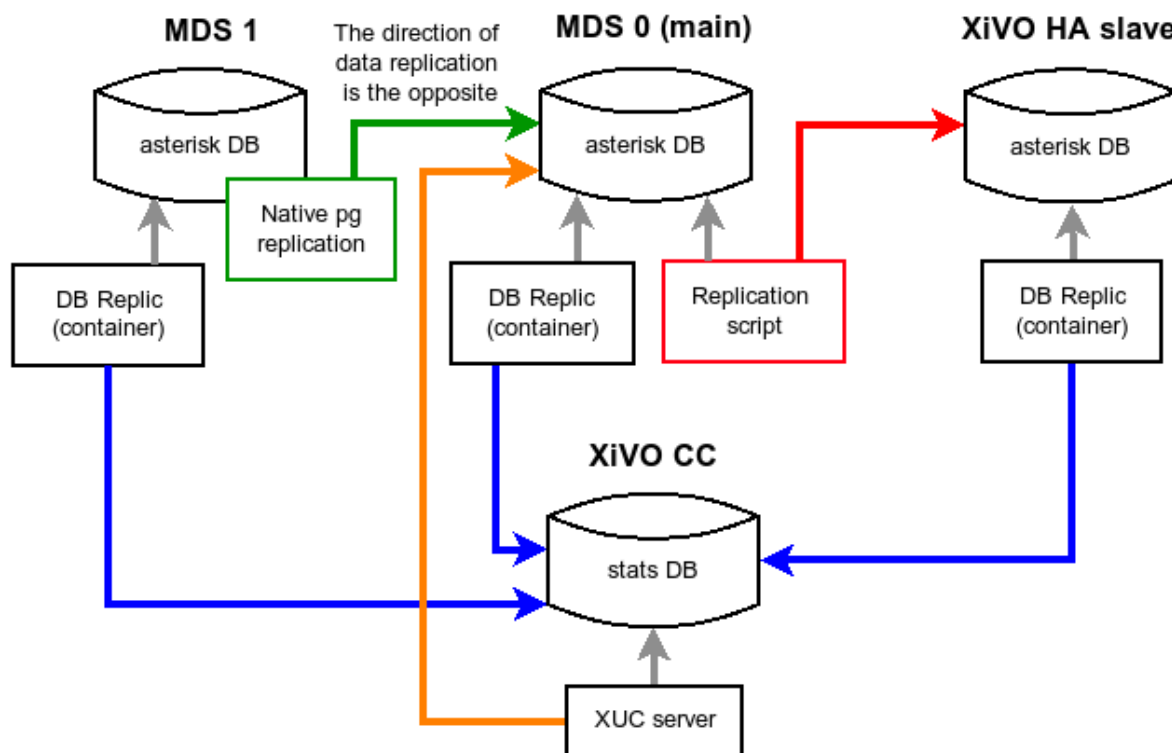
## Files path summary table

File	Path	Comment
post-gresql.conf	/var/lib/postgresql/11/main	Please, do not edit this file but use overriding mechanism explained in <a href="#">Custom database configuration</a>
conf.d files	/var/lib/postgresql/11/main/conf.d	Files are handled in Lexicographical order
pg_hba.conf	/var/lib/postgresql/11/main/pg_hba.conf	Configure connection authorization in this file
postgresql-11-main.log	/var/log/postgresql/	Database log file.

## Connections to database and replication schema

This schema shows required database connections between different types of servers. These connections must be authorized in `pg_hba.conf` file. It is being done automatically or it is described in installation or upgrade documentation.

It also shows how asterisk database is replicated. Only *configuration* tables are replicated between asterisk databases and only *event* tables (`cel` and `queue_log`) are replicated to stats database.



## Backup

### Periodic backup

A backup of the database and the data are launched every day with a logrotate task. It is run at 06:25 a.m. and backups are kept for 7 days.

Logrotate task:

```
/etc/logrotate.d/xivo-backup
```

Logrotate cron:

```
/etc/cron.daily/logrotate
```

## Retrieve the backup

You can retrieve the backup from the web-interface in *Services → IPBX → IPBX Configuration → Backup Files* page.

Otherwise, with shell access, you can retrieve them in `/var/backups/xivo`. In this directory you will find `db.tgz` and `data.tgz` files for the database and data backups.

Backup scripts:

```
/usr/sbin/xivo-backup
```

Backup location:

```
/var/backups/xivo
```

## What is actually backed-up?

### Data

Here is the list of folders and files that are backed-up:

- `/etc/asterisk/`
- `/etc/consul/`
- `/etc/crontab`
- `/etc/dahdi/`
- `/etc/dhcp/` This will overwrite the network configuration when the backup is restored
- `/etc/hostname` This will overwrite the network configuration when the backup is restored
- `/etc/hosts` This will overwrite the network configuration when the backup is restored
- `/etc/ldap/`
- `/etc/network/if-up.d/xivo-routes`
- `/etc/network/interfaces` This includes the host IP address / netmask and will overwrite the network configuration when the backup is restored
- `/etc/ntp.conf`
- `/etc/profile.d/xivo_uuid.sh`
- `/etc/resolv.conf` This will overwrite the network configuration when the backup is restored
- `/etc/ssl/`
- `/etc/systemd/`
- `/etc/wanpipe/`
- `/etc/xivo-agentd/`
- `/etc/xivo-agid/`
- `/etc/xivo-amid/`
- `/etc/xivo-auth/`
- `/etc/xivo-call-logd/`
- `/etc/xivo-confd/`
- `/etc/xivo-configend-client/`

- /etc/xivo-ctid/
- /etc/xivo-dird/
- /etc/xivo-dird-phoned/
- /etc/xivo-dxtora/
- /etc/xivo-purge-db/
- /etc/xivo/
- /etc/xivo-xuc.conf
- /usr/local/bin/
- /usr/local/sbin/
- /usr/share/xivo/XIVO-VERSION
- /var/lib/asterisk/
- /var/lib/consul/
- /var/lib/xivo-provd/
- /var/lib/xivo/
- /var/log/asterisk/
- /var/spool/asterisk/
- /var/spool/cron/crontabs/
- /etc/docker/
- /etc/fail2ban/
- /var/lib/postgresql/11/main/\*.conf
- /var/lib/postgresql/11/main/conf.d/\*.conf

The following files/folders are excluded from this backup:

- folders:
  - /var/lib/consul/checks
  - /var/lib/consul/raft
  - /var/lib/consul/serf
  - /var/lib/consul/services
  - /var/lib/xivo-provd/plugins/\*/var/cache/\*
  - /var/spool/asterisk/monitor/
  - /var/spool/asterisk/meetme/
- files
  - /var/lib/xivo-provd/plugins/xivo-polycom\*/var/tftpboot/\*.ld
- log files, coredump files
- audio recordings
- and, files greater than 10 MiB or folders containing more than 100 files if they belong to one of these folders:
  - /var/lib/xivo/sounds/
  - /var/lib/asterisk/sounds/custom/
  - /var/lib/asterisk/moh/
  - /var/spool/asterisk/voicemail/

```
- /var/spool/asterisk/monitor/
```

## Database

The database `asterisk` from PostgreSQL is backed up. This include almost everything that is configured via the web interface.

## Creating backup files manually

**Warning:** A backup file may take a lot of space on the disk. You should check the free space on the partition before creating one.

## Database

You can manually create a *database* backup file named `db-manual.tgz` in `/var/tmp` by issuing the following commands:

```
xivo-backup db /var/tmp/db-manual
```

## Files

You can manually create a *data* backup file named `data-manual.tgz` in `/var/tmp` by issuing the following commands:

```
xivo-backup data /var/tmp/data-manual
```

## Restore

### Introduction

A backup of both the configuration files and the database used by a XiVO installation is done automatically every day. These backups are created in the `/var/backups/xivo` directory and are kept for 7 days.

**Warning:** A XiVO backup includes the entirety of the original machine's network configuration : **it WILL overwrite any present network settings when you restore it.** Remember to change those settings back if required before restarting network services or the machine itself, especially if you do not have physical or console access!

## Limitations

- You must restore a backup on the **same version** of XiVO that was backed up (though the architecture – `i386` or `amd64` – may differ)
- You must restore a backup on a machine with the **same hostname and IP address**
- Be aware that this procedure applies **only to XiVO >= 14.08**
- XiVO CC configuration files are not backed up. Follow [Manual XiVO PBX configuration](#) to restore them.

### Before Restoring the System

**Warning:** Before restoring a XiVO on a fresh install you have to setup XiVO using the wizard (see [Running the Wizard](#) section).

Stop monit and all the xivo services:

```
xivo-service stop
```

Before restoring the database, all other services connected to it (XiVO CC, MDS) must be stopped also. You can list active connections: `sudo -u postgres psql -c "SELECT * FROM pg_stat_activity WHERE pid <> pg_backend_pid() "`

If you want to restore XiVO < 2017.06 that was configured for XiVO CC, you must create PostgreSQL user *stats* before restoring the database. See [Creating user stats](#).

### Restoring System Files

System files are stored in the `data.tgz` file located in the `/var/backups/xivo` directory.

This file contains for example, voicemail files, musics, voice guides, phone sets firmwares, provisioning server configuration database.

To restore the file

```
tar xvf /var/backups/xivo/data.tgz -C /
```

### Restoring the Database

**Warning:**

- This will destroy all the current data in your database.
- You have to check the free space on your system partition before extracting the backups.

Database backups are created as `db.tgz` files in the `/var/backups/xivo` directory. These tarballs contains a dump of the database used in XiVO.

In this example, we'll restore the database from a backup file named `db.tgz` placed in the home directory of root.

First, extract the content of the `db.tgz` file into the `/var/tmp` directory and go inside the newly created directory:

```
tar xvf db.tgz -C /var/tmp
cd /var/tmp/pg-backup
```

Drop the asterisk database and restore it with the one from the backup:

```
sudo -u postgres dropdb asterisk
sudo -u postgres pg_restore -C -d postgres asterisk-*.dump
```

To finalize the restore, see [After Restoring The System](#).



## Troubleshooting

When restoring the database, if you encounter problems related to the system locale, see [PostgreSQL localization errors](#).

### Alternative: Restoring and Keeping System Configuration

System configuration like network interfaces is stored in the database. It is possible to keep this configuration and only restore xivo data.

Rename the asterisk database to asterisk\_previous:

```
sudo -u postgres psql -c 'ALTER DATABASE asterisk RENAME TO asterisk_previous'
```

Restore the asterisk database from the backup:

```
sudo -u postgres pg_restore -C -d postgres asterisk-*.dump
```

Restore the system configuration tables from the asterisk\_previous database:

```
sudo -u postgres pg_dump -c -t dhcp -t netiface -t resolvconf asterisk_previous |_
↪ sudo -u postgres psql asterisk
```

Drop the asterisk\_previous database:

```
sudo -u postgres dropdb asterisk_previous
```

**Warning:** Restoring the data.tgz file also restores system files such as host hostname, network interfaces, etc. You will need to reapply the network configuration if you restore the data.tgz file.

### After Restoring The System

Resynchronize the xivo-auth keys:

```
xivo-update-keys
```

Update systemd runtime configuration:

```
source /etc/profile.d/xivo_uuid.sh
systemctl set-environment XIVO_UUID=$XIVO_UUID
systemctl daemon-reload
```

Restart the services you stopped in the first step:

```
xivo-service start
```

You may also reboot the system. Remember that the network settings were overwritten by the backed up settings, check and fix if necessary before rebooting!

## CLI Tools

XiVO comes with a collection of console (CLI) tools to help administer the server.

### xivo-dist

xivo-dist is the xivo repository sources manager. It is used to switch between distributions (production, development, release candidate, archived version). Example use cases :

- switch to production repository : `xivo-dist xivo-five`
- switch to development repository : `xivo-dist xivo-dev`
- switch to release candidate repository : `xivo-dist xivo-rc`
- switch to an archived version's repository (here 14.18) : `xivo-dist xivo-14.18`

### HTTPS certificate

X.509 certificates are used to authorize and secure communications with the server. They are mainly used for HTTPS, but can also be used for SIPS, CTIS, WSS, etc.

There are two categories of certificates in XiVO:

- the default certificate, used for HTTPS in the web interface, REST APIs and WebSockets
- the certificates created and managed via the web interface

This article is about the former. For the latter, see *Telephony certificates*.

### Default certificate

XiVO uses HTTPS where possible. The certificates are generated at install time (or during the upgrade to 15.12+). The main certificate is placed in `/usr/share/xivo-certs/server.crt`.

However, this certificate is self-signed, and HTTP clients (browser or REST API client) will complain about this default certificate because it is not signed by a trusted Certification Authority (CA).

### The default certificate is untrusted

To make the HTTP client accept this certificate, you have two choices:

- configure your HTTP client to trust the self-signed XiVO certificate by adding a new trusted CA. The CA certificate (or bundle) is the file `/usr/share/xivo-certs/server.crt`.
- replace the self-signed certificate with your own trusted certificate.

### Regenerating the default certificate

**Warning:** If you use your own certificate, you should NOT replace it by the default certificate.

1. Regenerate the default certificate by this command:

```
openssl req -x509 -sha256 -nodes -days 3650 -newkey rsa:2048 \
-config "/usr/share/xivo-config/x509/openssl-x509.conf" \
-keyout "/usr/share/xivo-certs/server.key" \
-out "/usr/share/xivo-certs/server.crt"
```

2. Change ownership and permissions:

```
chown root:www-data "/usr/share/xivo-certs/server.key" "/usr/share/xivo-certs/
↪server.crt"
chmod 640 "/usr/share/xivo-certs/server.key" "/usr/share/xivo-certs/server.crt"
```

- Restart all XiVO services by running `xivo-service restart all`.

## Use your own certificate

For this, follow these steps:

- Replace the following files with your own private key/certificate pair:

- Private key: `/usr/share/xivo-certs/server.key`
- Certificate: `/usr/share/xivo-certs/server.crt`

- Set correct ownership and permissions:

```
chown root:www-data "/usr/share/xivo-certs/server.key" "/usr/share/xivo-certs/
↪server.crt"
chmod 640 "/usr/share/xivo-certs/server.key" "/usr/share/xivo-certs/server.crt"
```

- Change the hostname of XiVO for each XiVO component: the different processes of XiVO heavily use HTTPS for internal communication, and for these connection to establish successfully, all hostnames used must match the Common Name (CN) of your certificate. Basically, you must replace all occurrences of `localhost` (the default hostname) with your CN in the *configuration of the XiVO services*. For example:

```
mkdir /etc/xivo/custom
cat > /etc/xivo/custom/custom-certificate.yml << EOF
consul:
  host: xivo.example.com
auth:
  host: xivo.example.com
confd:
  host: xivo.example.com
dird:
  host: xivo.example.com
ajam:
  host: xivo.example.com
agentd:
  host: xivo.example.com
EOF
for config_dir in /etc/xivo-*/conf.d/ ; do
  ln -s "/etc/xivo/custom/custom-certificate.yml" "$config_dir/010-custom-
↪certificate.yml"
done
```

- Also, you must replace `localhost`, in the definition of your directories in the web interface under *Configuration* → *Directories*, by the hostname matching the CN of your certificate.
- Then, when done, you must re-save, the CTI Directories definition:
  - Go to *Services* → *CTI Server* → *Directories* → *Definitions*
  - Edit each directory to re-select the new URI
  - And save it
- If your certificate is not self-signed, and you obtained it from a third-party CA that is trusted by your system, you must enable the system-based certificate verification. By default, certificate verification is set to consider `/usr/share/xivo-certs/server.crt` as the only CA certificate.

First you need to install the debian `ca-certificates` package:

```
apt-get install ca-certificates
```

If one of the CA (or intermediate CA) of your certificate is not present in the CA shipped by the `ca-certificates` package you will need to add it manually:

- Create the following dir if not present:

```
mkdir /usr/local/share/ca-certificates/
```

- Copy inside this directory the certificate of the missing CA in a `.cert` file
- And finally upload `ca-certificates` configuration:

```
update-ca-certificates
```

Then to activate the certificat verification, the options are the following:

- Consul: `verify: True`
- Other XiVO services: `verify_certificate: True`

The procedure is the same as 2. with more configuration for each service. For example:

```
cat > /etc/xivo/custom/custom-certificate.yml << EOF
consul:
  host: xivo.example.com
  verify: True
auth:
  host: xivo.example.com
  verify_certificate: True
dird:
  host: xivo.example.com
  verify_certificate: True
...
```

Setting `verify_certificate` to `False` will disable the certificate verification, but the connection will still be encrypted. This is pretty safe as long as XiVO services stay on the same machine, however, this is dangerous when XiVO services are separated by an untrusted network, such as the Internet.

7. Ensure your CN resolves to a valid IP address with:

- a DNS entry
- and an entry in `/etc/hosts` resolving your CN to 127.0.0.1. Note that `/etc/hosts` will be rewritten by `xivo-sysconfd`. To make the change persistent, you need to create **custom templates**:
  1. in `/etc/xivo/custom-templates/system/etc/hosts` (based on template `/usr/share/xivo-config/templates/system/etc/hosts`)
  2. and in `/etc/xivo/sysconfd/custom-templates/resolvconf/hosts` (based on template `/usr/share/xivo-sysconfd/templates/resolvconf/hosts`)

8. Your X.509 certificate must have `subjectAltName` defined. See the example at [cacert.org](http://cacert.org) or detailed documentation at [ietf.org](http://ietf.org).

9. Restart all XiVO services:

```
xivo-service restart all
```

### Asterisk HTTP server

Asterisk HTTP server is used for WebRTC and `xivo-outcall`.

**Warning: Security warning:** Asterisk HTTP server is configured to accept websocket connections from outside. You must ensure that the configuration is secure.

- ARI connection **must** be secured. Open file `/etc/asterisk/ari.conf` and check if the default password `Nasheow8Eag` was changed. If not, change it:

- Generate a password (e.g. with `pwgen -s 16`)
- replace:

```
password = Nasheow8Eag
```

by:

```
password = <YOUR_GENERATED_PASSWORD>
```

- Open file `/etc/asterisk/http.conf` and check if `bindaddr` option is set to `0.0.0.0` (to accept outside websocket connections).
- You should also secure (e.g. via an external firewall) access to the asterisk HTTP server (which listens on port 5039).

### WebSocket connection limit

By default, asterisk HTTP server has a limit of 100 websocket connections. You can change this limit in the `/etc/asterisk/http.conf` file:

```
sessionlimit=200
```

Restart XiVO PBX services to apply the new settings:

```
xivo-service restart
```

### Configuration Files

This section describes some of the XiVO configuration files.

- *XiVO Daemons Configuration*
  - *Configuration priority*
  - *File configuration structure*
  - *xivo-agentd*
  - *xivo-amid*
  - *xivo-auth*
  - *xivo-confgend*
  - *xivo-ctid*
  - *xivo-dao*
  - *xivo-dird-phoned*
- *Other Configurations*
  - *xivo\_in\_callerid.conf*
  - *xivo\_ring.conf*

– *ipbx.ini*

## XiVO Daemons Configuration

### Configuration priority

Usually, the configuration is read from two locations: a configuration file `config.yml` and a configuration directory `conf.d`.

Files in the `conf.d` extra configuration directory:

- are used in alphabetical order and the first one has priority
- are ignored when their name starts with a dot
- are ignored when their name does not end with `.yml`

For example:

`.01-critical.yml:`

```
log_level: critical
```

`02-error.yml.dpkg-old:`

```
log_level: error
```

`10-debug.yml:`

```
log_level: debug
```

`20-nodebug.yml:`

```
log_level: info
```

The value that will be used for `log_level` will be `debug` since:

- `10-debug.yml` comes before `20-nodebug.yml` in the alphabetical order.
- `.01-critical.yml` starts with a dot so is ignored
- `02-error.yml.dpkg-old` does not end with `.yml` so is ignored

### File configuration structure

Configuration files for every service running on a XiVO server will respect these rules:

- Default configuration directory in `/etc/xivo-{service}/conf.d` (e.g. `/etc/xivo-agentd/conf.d/`)
- Default configuration file in `/etc/xivo-{service}/config.yml` (e.g. `/etc/xivo-agentd/config.yml`)

The files `/etc/xivo-{service}/config.yml` should not be modified because **they will be overridden during upgrades**. However, they may be used as examples for creating additional configuration files as long as they respect the *Configuration priority*. Any exceptions to these rules are documented below.

### xivo-agentd

- Default configuration directory: `/etc/xivo-agentd/conf.d`
- Default configuration file: `/etc/xivo-agentd/config.yml`

### xivo-amid

- Default configuration directory: `/etc/xivo-amid/conf.d`
- Default configuration file: `/etc/xivo-amid/config.yml`

### xivo-auth

- Default configuration directory: `/etc/xivo-auth/conf.d`
- Default configuration file: `/etc/xivo-auth/config.yml`

### xivo-confgend

- Default configuration directory: `/etc/xivo-confgend/conf.d`
- Default configuration file: `/etc/xivo-confgend/config.yml`
- Default templates directory: `/etc/xivo-confgend/templates`

### xivo-ctid

- Default configuration directory: `/etc/xivo-ctid/conf.d`
- Default configuration file: `/etc/xivo-ctid/config.yml`

### xivo-dao

- Default configuration directory: `/etc/xivo-dao/conf.d`
- Default configuration file: `/etc/xivo-dao/config.yml`

This configuration is read by many XiVO programs in order to connect to the Postgres database of XiVO.

### xivo-dird-phoned

- Default configuration directory: `/etc/xivo-dird-phoned/conf.d`
- Default configuration file: `/etc/xivo-dird-phoned/config.yml`

## Other Configurations

### xivo\_in\_callerid.conf

- Path: `/etc/xivo/asterisk/xivo_in_callerid.conf`
- Purpose: This file is used to normalize the caller number received from the provider.

**Warning:** Please read [Caller Number Normalization](#) to understand what are the impacts of changing or not changing the caller number.

This file `xivo_in_callerid.conf` consists of:

- sections of configuration like `[national1]`
- each section having:

- comment a comment to explain the role of this section
- callerid a pattern matching a number
- strip the number of digits to strip from the caller number
- add what to add to the caller number

How the file is processed:

- Sections are only used to make differentiations and give sense to options.
- Sections are scanned for matching in file order, so you can implement priorities easily.
- If the callerid didn't match: do nothing
- If a number matched:
- If strip only: strip specified number at the beginning of the number
- If add only: add the specified digits at the beginning of the number
- If both: begin with striping and finish with add. Usefull if incoming callerid need to be set in the "international format" : for example in France, replace (0) by (+33)

Examples (but again, take care of the important note above):

- If you use a prefix to dial outgoing numbers (like a 0) you should add a 0 to all the add = sections,
- You may want to display incoming numbers in E.164 format. For example, you can change the [national1] section to:

```
callerid = ^0[1-9]\d{8}$
strip = 1
add = +33
```

To enable the changes you have to restart xivo-agid:

```
systemctl restart xivo-agid
```

### xivo\_ring.conf

- Path: /etc/xivo/asterisk/xivo\_ring.conf
- Purpose: This file can be used to change the ringtone played by the phone depending on the origin of the call.

**Warning:** Note that this feature has not been tested for all phones and all call flows. This page describes how you can customize this file but does not intend to list all validated call flows or phones.

This file xivo\_ring.conf consists of :

- profiles of configuration (some examples for different brands are already included: [aastra], [snom] etc.)
- one section named [number] where you apply the profile to an extension or a context etc.

Here is the process you should follow if you want to use/customize this feature :

1. Create a new profile, e.g.:

```
[myprofile-aastra]
```

2. Change the phonetype accordingly, in our example:



```
[myprofile-aastra]
phonetype = aastra
```

3. Chose the ringtone for the different type of calls (note that the ringtone names are brand-specific):

```
[myprofile-aastra]
phonetype = aastra
intern = <Bellcore-dr1>
group = <Bellcore-dr2>
```

4. Apply your profile, in the section [number]

- to a given list of extensions (e.g. 1001 and 1002):

```
1001@default = myprofile-aastra
1002@default = myprofile-aastra
```

- or to a whole context (e.g. default):

```
@default = myprofile-aastra
```

5. Restart xivo-agid service:

```
service xivo-agid restart
```

## ipbx.ini

- Purpose: This file specifies various configuration options and paths related to Asterisk and used by the web interface.
- As file is embedded in docker, to edit it, you should execute:

```
docker cp xivo_webi_1:/etc/xivo/web-interface/ipbx.ini /tmp
vi /tmp/ipbx.ini # And save your modification
docker cp /tmp/ipbx.ini xivo_webi_1:/etc/xivo/web-interface/ipbx.ini
```

Here is a partial glimpse of what can be configured in file `ipbx.ini` :

1. Enable/Disable modification of SIP line username and password:

```
[user]
readonly-idpwd = "true"
```

When editing a SIP line, the username and password fields cannot be modified via the web interface. Set this option to false to enable the modification of both fields. This option is set to “true” by default.

**Warning:** This feature is not fully tested. It should be used only when absolutely necessary and with great care.

## Consul

The default `consul` installation in XiVO uses the configuration file in `/etc/consul/xivo/*.json`. All files in this directory are installed with the package and *should not* be modified by the administrator. To use a different configuration, the administrator can add it's own configuration file at another location and set the new configuration directory by creating a systemd unit drop-in file in the `/etc/systemd/system/consul.service.d` directory.

The default installation generates a master token that can be retrieved in `/var/lib/consul/master_token`. This master token will not be used if a new configuration is supplied.

### Variables

The following environment variables can be overridden in a systemd unit drop-in file:

- `CONFIG_DIR`: the consul configuration directory
- `WAIT_FOR_LEADER`: should the “start” action wait for a leader ?

Example, in `/etc/systemd/system/consul.service.d/custom.conf`:

```
[Service]
Environment=CONFIG_DIR=/etc/consul/agent
Environment=WAIT_FOR_LEADER=no
```

### Agent mode

It is possible to run consul on another host and have the local consul node run as an agent only.

To get this kind of setup up and running, you will need to follow the following steps.

### Downloading Consul

For a 32 bits system

```
wget --no-check-certificate https://releases.hashicorp.com/consul/0.5.2/consul_0.5.2_linux_386.zip
```

For a 64 bits system

```
wget --no-check-certificate https://releases.hashicorp.com/consul/0.5.2/consul_0.5.2_linux_amd64.zip
```

### Installing Consul on a new host

```
unzip consul_0.5.2_linux_386.zip
```

Or

```
unzip consul_0.5.2_linux_amd64.zip
```

```
mv consul /usr/bin/consul
mkdir -p /etc/consul/xivo
mkdir -p /var/lib/consul
adduser --quiet --system --group --no-create-home \
        --home /var/lib/consul consul
```

### Copying the consul configuration from the XiVO to a new host

On the new consul host, modify `/etc/consul/xivo/config.json` to include the following lines.

```
"bind_addr": "0.0.0.0",
"client_addr": "0.0.0.0",
"advertise_addr": "<consul-host>"
```

```
# on the consul host
scp root@<xivo-host>:/lib/systemd/system/consul.service /lib/systemd/system
systemctl daemon-reload
scp -r root@<xivo-host>:/etc/consul /etc
scp -r root@<xivo-host>:/usr/share/xivo-certs /usr/share
consul agent -data-dir /var/lib/consul -config-dir /etc/consul/xivo/
```

**Note:** To start consul with the systemd unit file, you may need to change owner and group (consul:consul) for all files inside /etc/consul, /usr/share/xivo-certs and /var/lib/consul

## Adding the agent configuration

Create the file /etc/consul/agent/config.json with the following content

```
{
  "acl_datacenter": "<node_name>",
  "datacenter": "xivo",
  "server": false,
  "bind_addr": "0.0.0.0",
  "advertise_addr": "<xivo_address>",
  "client_addr": "127.0.0.1",
  "bootstrap": false,
  "rejoin_after_leave": true,
  "data_dir": "/var/lib/consul",
  "enable_syslog": true,
  "disable_update_check": true,
  "log_level": "INFO",
  "ports": {
    "dns": -1,
    "http": -1,
    "https": 8500
  },
  "retry_join": [
    "<remote_host>"
  ],
  "cert_file": "/usr/share/xivo-certs/server.crt",
  "key_file": "/usr/share/xivo-certs/server.key"
}
```

- node\_name: Arbitrary name to give this node, xivo-paris for example.
- remote\_host: IP address of your new consul. Be sure the host is accessible from your XiVO and check the firewall. See the documentation [here](#).
- xivo\_address: IP address of your xivo.

This file should be owned by consul user.

```
chown -R consul:consul /etc/consul/agent
```

## Enabling the agent configuration

Add or modify /etc/systemd/system/consul.service.d/custom.conf to include the following lines:

```
[Service]
Environment=CONFIG_DIR=/etc/consul/agent
```

Restart your consul server.

```
service consul restart
```

### Updating the consul section of xivo-ctid

Add a file in `/etc/xivo-ctid/conf.d/remote_consul.yml` with the following content

```
rest_api:
  http:
    listen: 0.0.0.0

service_discovery:
  advertise_address: <xivo-ctid-host>
  check_url: http://<xivo-ctid-host>:9495/0.1/infos
```

- `xivo-ctid-host`: Hostname to reach xivo-ctid

### Log Files

Every XiVO service has its own log file, placed in `/var/log`.

#### asterisk

The Asterisk log files are managed by logrotate.

It's configuration files `/etc/logrotate.d/asterisk` and `/etc/asterisk/logger.conf`

The message log level is enabled by default in `logger.conf` and contains notices, warnings and errors. The full log entry is commented in `logger.conf` and should only be enabled when verbose debugging is required. Using this option in production would produce VERY large log files.

- Files location: `/var/log/asterisk/*`
- Number of archived files: 15
- Rotation frequency: Daily

#### postgresql

- File location: `/var/log/postgresql-11-main.log`
- Rotate configuration: `/etc/logrotate.d/postgresql`
- Number of archived files: 15
- Rotation frequency: Daily

#### xivo-agentd

- File location: `/var/log/xivo-agentd.log`
- Rotate configuration: `/etc/logrotate.d/xivo-agentd`
- Number of archived files: 15
- Rotation frequency: Daily

### **xivo-agid**

- File location: `/var/log/xivo-agid.log`
- Rotate configuration: `/etc/logrotate.d/xivo-agid`
- Number of archived files: 15
- Rotation frequency: Daily

### **xivo-amid**

- File location: `/var/log/xivo-amid.log`
- Rotate configuration: `/etc/logrotate.d/xivo-amid`
- Number of archived files: 15
- Rotation frequency: Daily

### **xivo-auth**

- File location: `/var/log/xivo-auth.log`
- Rotate configuration: `/etc/logrotate.d/xivo-auth`
- Number of archived files: 15
- Rotation frequency: Daily

### **xivo-call-logd**

- File location: `/var/log/xivo-call-logd.log`
- Rotate configuration: `/etc/logrotate.d/xivo-call-logd`
- Number of archived files: 15
- Rotation frequency: Daily

### **xivo-confd**

- File location: `/var/log/xivo-confd.log`
- Rotate configuration: `/etc/logrotate.d/xivo-confd`
- Number of archived files: 15
- Rotation frequency: Daily

### **xivo-confgend**

The `xivo-confgend` daemon output is sent to the file specified with the `--logfile` parameter when launched with `twistd`.

The file location can be changed by customizing the `xivo-confgend.service` unit file.

- File location: `/var/log/xivo-confgend.log`
- Rotate configuration: `/etc/logrotate.d/xivo-confgend`
- Number of archived files: 15

- Rotation frequency: Daily

### **xivo-ctid**

- File location: `/var/log/xivo-ctid.log`
- Rotate configuration: `/etc/logrotate.d/xivo-ctid`
- Number of archived log files: 15
- Rotation frequency: Daily

### **xivo-dird**

- File location: `/var/log/xivo-dird.log`
- Rotate configuration: `/etc/logrotate.d/xivo-dird`
- Number of archived files: 15
- Rotation frequency: Daily

### **xivo-dird-phoned**

- File location: `/var/log/xivo-dird-phoned.log`
- Rotate configuration: `/etc/logrotate.d/xivo-dird-phoned`
- Number of archived files: 15
- Rotation frequency: Daily

### **xivo-dxtora**

- File location: `/var/log/xivo-dxtora.log`
- Rotate configuration: `/etc/logrotate.d/xivo-dxtora`
- Number of archived files: 15
- Rotation frequency: Daily

### **xivo-provd**

- File location: `/var/log/xivo-provd.log`
- Rotate configuration: `/etc/logrotate.d/xivo-provd`
- Number of archived files: 15
- Rotation frequency: Daily

### **xivo-purge-db**

- File location: `/var/log/xivo-purge-db.log`
- Rotate configuration: `/etc/logrotate.d/xivo-purge-db`
- Number of archived files: 15
- Rotation frequency: Daily

### **xivo-stat**

- File location: `/var/log/xivo-stat.log`
- Rotate configuration: `/etc/logrotate.d/xivo-stat`
- Number of archived files: 15
- Rotation frequency: Daily

### **xivo-sysconfd**

- File location: `/var/log/xivo-sysconfd.log`
- Rotate configuration: `/etc/logrotate.d/xivo-sysconfd`
- Number of archived files: 15
- Rotation frequency: Daily

### **xivo-upgrade**

- File location: `/var/log/xivo-upgrade.log`
- Rotate configuration: `/etc/logrotate.d/xivo-upgrade`
- Number of archived files: 15
- Rotation frequency: Daily

### **xivo-web-interface**

- File location: `/var/log/xivo-web-interface/*.log`
- Rotate configuration: `/etc/logrotate.d/xivo-web-interface`
- Number of archived files: 21
- Rotation frequency: Daily

## **Nginx**

XiVO uses nginx docker container as a web server and reverse proxy.

In its default configuration, the nginx server listens on port TCP/80 and TCP/443 and allows these services to be used:

- web interface (webi container)
- API documentation (xivo-swagger-doc)

## **XiVO UC Add-on**

If you install the *UC Add-on* then the nginx container also listen on TCP/8443 and serves the UC application (via xuc/xucmgt container).

## **Notes**

Customization of the services to be used through the nginx container are not supported.

### NTP

XiVO has a NTP server, that must be synchronized to a reference server. This can be a public one or customized for specific target networking architecture. XiVO's NTP server is used by default as NTP server for the devices time reference.

### Usage

Show NTP service status:

```
service ntp status
```

Stop NTP service:

```
service ntp stop
```

Start NTP service:

```
service ntp start
```

Restart NTP service:

```
service ntp restart
```

Show NTP synchronization status:

```
ntpq -p
```

### Configuring NTP service

1. Edit `/etc/ntp.conf`
2. Give your NTP reference servers:

```
server 192.168.0.1                # LAN existing NTP Server
server 0.debian.pool.ntp.org iburst dynamic # default in ntp.conf
server 1.debian.pool.ntp.org iburst dynamic # default in ntp.conf
```

3. If no reference server to synchronize to, add this to synchronize locally:

```
server 127.127.1.0                # local clock (LCL)
fudge 127.127.1.0 stratum 10      # LCL is not very reliable
```

4. Restart NTP service
5. Check NTP synchronization status.

**Warning:** If #5 shows that NTP doesn't use NTP configuration in `/etc/ntp.conf`, maybe have you done a `dhclient` for one of your network interface and the `dhcp` server that gave the IP address also gave a NTP server address. Thus you might check if the file `/var/lib/ntp/ntp.conf.dhcp` exists, if yes, this is used for NTP configuration prior to `/etc/ntp.conf`. Remove it and restart NTP, check NTP synchronization status, then it should work.

### Proxy Configuration

If you use XiVO behind an HTTP proxy, you must do a couple of manipulations for it to work correctly.



**Warning:** We do not recommend to use `http_proxy` environment variable. It may break some services. Instead you should configure the proxy on a per service basis as described below.

## System Applications

Installation and upgrade operations use different tools for which the proxy must be configured if any.

### apt

**Important:** This is needed because `apt` is used for installation and upgrade

Create the `/etc/apt/apt.conf.d/90proxy` file with the following content:

```
Acquire::http::Proxy "http://domain\username:password@proxyip:proxyport";
```

### curl

**Important:** This is needed because `curl` is used during installation and upgrade

Create the `~/.curlrc` file with the following content:

```
proxy = http://proxyip:proxyport  
proxy-user = "username:password"
```

### docker

**Important:** This is needed because docker images will be downloaded during installation or upgrade

When upgrading or installing XiVO it will attempt to download docker images. For the proxy configuration, you need to create a systemd configuration file. See Docker documentation: <https://docs.docker.com/config/daemon/systemd/#httphttps-proxy>

### wget

**Important:** This step is needed because this tool is used by `xivo-upgrade` script and install scripts

Create the `~/.wgetrc` file with the following content:

```
use_proxy=yes  
http_proxy=http://username:password@proxyip:proxyport
```

## XiVO Services

Several XiVO services need also the proxy to be configured, if any.

### dhcp-update

---

**Important:** This is needed if you use the DHCP server of the XiVO. Otherwise the DHCP configuration won't be correct. It must be set before the wizard is run.

---

Proxy information is set via the `/etc/xivo/dhcpd-update.conf` file.

Edit the file and look for the `[proxy]` section.

### provd

---

**Note:** This is needed to download plugins

---

Proxy information is set via the *Configuration* → *Provisioning* → *General* page.

### xivo-fetchfw

---

**Note:** This is needed to download firmwares

---

Proxy information is set via the `/etc/xivo/xivo-fetchfw.conf` file.

Edit the file and look for the `[proxy]` section.

## Service Discovery

### Overview

XiVO uses [consul](#) for service discovery. When a daemon is started, it registers itself on the configured consul node.

[Consul template](#) may be used to generate the configuration files for each daemons that requires the availability of another service. Consul template can also be used to reload the appropriate service.

### Service Authentication

XiVO services expose more and more resources through REST API, but they also ensure that the access is restricted to the authorized programs. For this, we use an *authentication daemon* who delivers authorizations via tokens.

### Call flow

Here is the call flow to access a REST resource of a XiVO service:

1. Create a username/password (also called `service_id/service_key`) with the right *ACLs*, via *Web Services Access*.
2. *Create a token* with these credentials and the backend *xivo-service*.
3. *Use this token* to access the REST resource defined by the *ACL*.

**Service** Service who needs to access a REST resource.

**xivo-{daemon}** Server that exposes a REST resource. This resource must have an attached ACL.

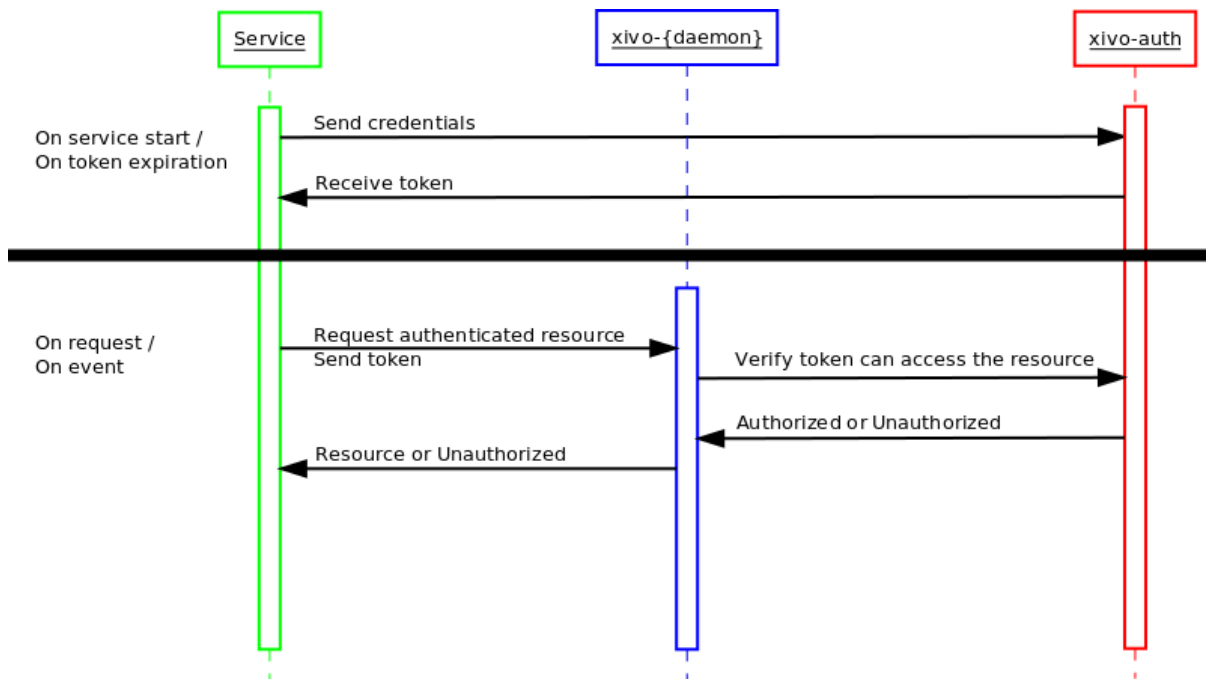


Fig. 12: Call flow of service authentication

**xivo-auth** Server that authenticates the *Service* and validates the required ACL with the token.

XiVO services directly use this system to communicate with each other, as you can see in their Web Services Access.

## Webi admin users

Webi users with limited rights can be configured in the *Configuration* → *Management* → *Users* menu.

	Login	Type	Creation date	Enabled	Entity	Action
<input type="checkbox"/>	admin	admin	09/07/2020	Yes		
<input type="checkbox"/>	root	root	01/02/2019	Yes		

Fig. 13: *Configuration* → *Management* → *Users*

## Rules

Newly created webi user can't see any webi menus. To add them, use the *key* action button. Then choose objects which can be edited by this user and save the form.

**Important:** These menus require additional permissions to allow webi to access ConfigMgt and external Confd port:

- *Configuration* → *Management* → *Media Servers*
- *Services* → *IPBX* → *IPBX Settings* → *Labels*

- *Services* → *IPBX* → *IPBX Settings* → *Users*
- *Services* → *IPBX* → *Call Management* → *Outgoing calls*
- *Services* → *IPBX* → *Trunk management* → *SIP Protocol*
- *Services* → *IPBX* → *Trunk management* → *SIP Provider*
- *Services* → *Call Center* → *Queues*

To allow admin users to use these menus, you must also give them the permission *Authenticate configuration server web services request (required for admin users)* from the *Rules* → *IPBX* → *Control System* menu.

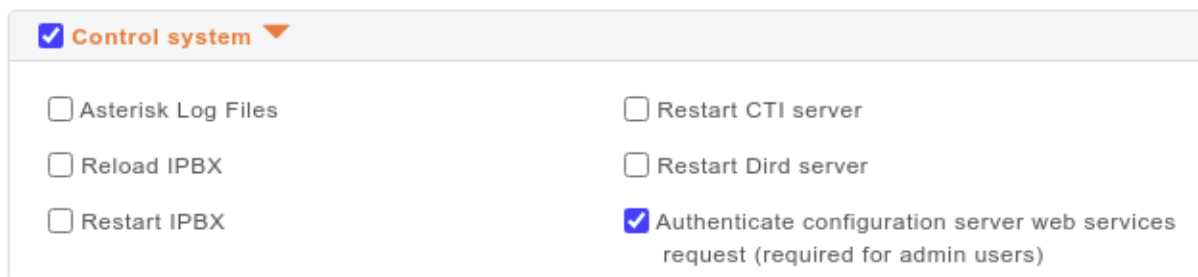


Fig. 14: *Rules* → *IPBX* → *Control System*

You can find detailed explanation in the *XiVO Session* authentication backend documentation and the *xivo-auth Developer's Guide*.

---

### xivo-auth

xivo-auth is a scalable, extendable and configurable authentication service. It uses an HTTP interface to emit tokens to users who can then use those tokens to identify and authenticate themselves with other services compatible with xivo-auth.

### xivo-auth HTTP API Changelog

#### 2020.16

- *XiVO Session* backend now send correct ACL for webi administrator of type admin, depending on the admin webi permissions.

#### 2020.14

- *XiVO Session* backend can now authenticate webi administrator of type admin.

#### 2020.12

- Added *XiVO Session* backend

#### 2018.04

- Added static tokens for internal service authentication

## 16.02

- POST /0.1/token, field `expiration`: only integers are accepted, floats are now invalid.
- Experimental backend `ldap_user_voicemail` has been removed.
- New backend `ldap_user` has been added.

## 15.19

- POST /0.1/token do not accept anymore argument `backend_args`

## 15.17

- New backend `ldap_user_voicemail` has been added. **WARNING** this backend is **EXPERIMENTAL**.

## 15.16

- HEAD and GET now take a new `scope` query string argument to check ACLs
- Backend interface method `get_acls` is now named `get_consul_acls`
- Backend interface method `get_acls` now returns a list of ACLs
- HEAD and GET can now return a 403 if an ACL access is denied

## 15.15

- POST /0.1/token accept new argument `backend_args`
- Signature of backend method `get_ids()` has a new argument `args`
- New method `get_acls` for backend has been added
- New backend `service` has been added

## xivo-auth Developer's Guide

### Architecture

xivo-auth contains 4 major components, an HTTP interface, a celery worker, authentication backends and a consul client. All operations are made through the HTTP interface, tokens are stored by consul as well as the persistence for some of the data attached to tokens. The celery worker is used to schedule tasks that outlive the lifetime of the xivo-auth process. Backends are used to test if a supplied username/password combination is valid and provide the xivo-user-uuid.

xivo-auth is made of the following modules and packages.

### plugins

the plugin package contains the xivo-auth backends that are packaged with xivo-auth.

### http

The http module is the implementation of the HTTP interface.

- Validate parameters
- Calls the backend to check the user authentication
- Forward instructions to the *token\_manager*
- Handle exceptions and return the appropriate *status\_code*

### controller

The controller is the plumbin of xivo-auth, it has no business logic.

- Start the HTTP application
- Start the celery worker
- Load all enabled plugins
- Instantiate the *token\_manager*

### token

The token module contains the business logic of xivo-auth.

- Creates and delete tokens
- Creates ACLs for XiVO
- Schedule token expiration
- Read/write token data to consul

### tasks

The tasks module contains implementation of celery tasks that are executed by the worker.

- Called by the celery worker
- Forwards instructions to the *token manager*

### extension

This is a place holder for a global variable for the celery app. It will be removed and should not be used.

Other modules that should not need documentation are *helpers*, *config*, *interfaces*

### Plugins

xivo-auth is meant to be easy to extend. This section describes how to add features to xivo-auth.

## Backends

xivo-auth allows its administrator to configure one or many sources of authentication. Implementing a new kind of authentication is quite simple.

1. Create a python module implementing the [backend interface](#).
2. Install the python module with an entry point `xivo_auth.backends`

An example backend implementation is available [here](#).

## Internal services

To simplify authentication of internal services without renewing the Token we have added a command line tool `xivo-auth-static-token-manager` to manage static tokens. Currently you can get a static token, which is created automatically during the installation. The same tool can be used to create a new one if needed. The static token is created with default acl: `confd.users.read`.

## Call to confd from the Webi

In legacy webi PHP code, calls to confd are done *server side* through the internal confd port (listening only on localhost). On this endpoint, no authentication is necessary.

While moving some part of the webi code towards Js, needed calls to confd are done *client side* and therefore can only be done through the external confd port (listening on all IP interfaces). On this endpoint authentication is needed.

The following schema summarizes the approach:

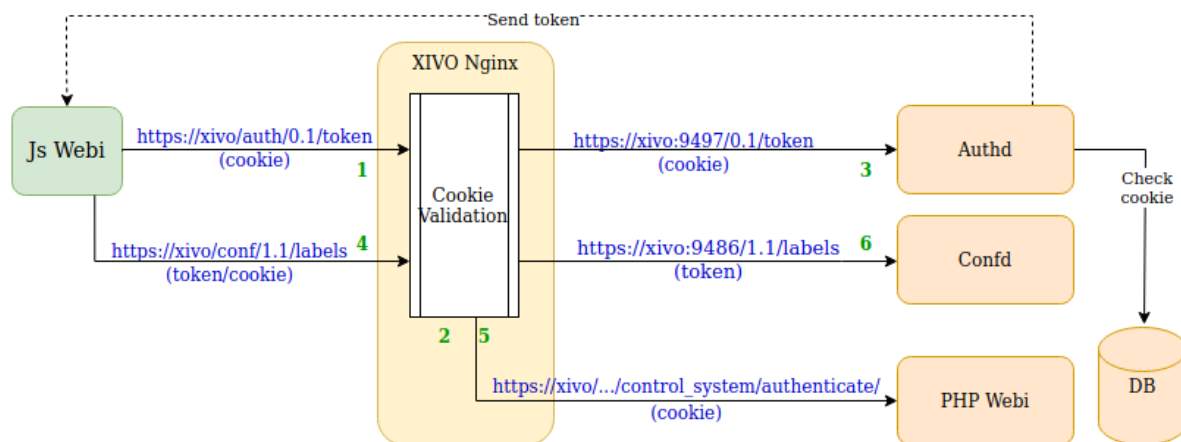


Fig. 15: Accessing confd API from Webi client side. (source)

Given a webi administrator is logged in the webi and opens a menu rewritten in Js:

1. Js client asks a token to `authd`, sending its Webi cookie
2. This call is proxified via Nginx to `authd` which first asks the Webi to validate the cookie before proxifying the request
3. `authd` returns a token based on the cookie. For this :
  1. it validates the cookie via the Webi
  2. it creates a token with ACL based on the logged webi admin's permission (see [XiVO Session](#) backend and [Webi permission to Confid ACL mapping](#))

4. Js client calls *confd* API with token (and cookie)
5. This call is proxified via Nginx to *confd* which first asks the Webi to validate the cookie before proxifying the request
6. Confd returns result

### Webi permission to Confd ACL mapping

Here's how the mapping between webi permission to confd ACL is done:

1. the *XiVO Session* backend retrieve the webi admin user and its configured webi permissions
2. these webi permissions are converted to a python dict
3. which is then flattened, read and compared to a mapping dict named *WEBI\_PERMS\_TO\_CONFD\_ACL* to retrieve the correct ACLs

If you want to add a mapping you simply have to edit the *WEBI\_PERMS\_TO\_CONFD\_ACL* dict to add a new mapping between a menu path to an confd ACL or list of ACL.

## Stock Plugins Documentation

### Backends Plugins

#### XiVO Admin

Backend name: `xivo_admin`

Purpose: Authenticate a XiVO administrator. The login/password is configured in *Configuration* → *Management* → *Users*.

#### XiVO Service

Backend name: `xivo_service`

Purpose: Authenticate a XiVO *Web Services Access*. The login/password is configured in *Configuration* → *Management* → *Web Service Access*.

#### XiVO User

Backend name: `xivo_user`

Purpose: Authenticate a XiVO user. The login/password is configured in *IPBX* → *Services* → *PBX Settings* → *Users* in the CTI client section.

#### XiVO Session

Backend name: `xivo_session`

Purpose: Authenticate a XiVO administrator's session. This backend receives an administrator's webi cookie with session id and returns a valid token with a confd ACL depending on the logged administrator webi permission:

- Webi administrator of type *root* receives a wildcard confd ACL
- Webi administrator of type *admin* receives a confd ACL depending on its webi permission (see table below)



Current mapping implemented:

Webi Permission	confd ACL
Services -> IPBX -> IPBX Settings -> User labels	confd.labels.#
Services -> IPBX -> IPBX Settings -> Users	confd.labels.read

See *Webi permission to Confd ACL mapping*.

## LDAP

Backend name: ldap\_user

Purpose: Authenticate with an LDAP user.

For example, with the given configuration:

```
ldap:
  uri: ldap://example.org
  bind_dn: cn=xivo,dc=example,dc=org
  bind_password: bindpass
  user_base_dn: ou=people,dc=example,dc=org
  user_login_attribute: uid
  user_email_attribute: mail
```

When an authentication request is received for username `alice` and password `userpass`, the backend will:

1. Connect to the LDAP server at `example.org`
2. Do an LDAP “bind” operation with bind DN `cn=xivo,dc=example,dc=org` and password `bindpass`
3. Do an LDAP “search” operation to find an LDAP user matching `alice`, using:
  - the base DN `ou=people,dc=example,dc=org`
  - the filter `(uid=alice)`
  - a SUBTREE scope
4. If the search returns exactly 1 LDAP user, do an LDAP “bind” operation with the user’s DN and the password `userpass`
5. If the LDAP “bind” operation is successful, search in XiVO a user with an email matching the `mail` attribute of the LDAP user
6. If a XiVO user is found, success

To use an anonymous bind instead, the following configuration would be used:

```
ldap:
  uri: ldap://example.org
  bind_anonymous: True
  user_base_dn: ou=people,dc=example,dc=org
  user_login_attribute: uid
  user_email_attribute: mail
```

The backend can also works in a “no search” mode, for example with the following configuration:

```
ldap:
  uri: ldap://example.org
  user_base_dn: ou=people,dc=example,dc=org
  user_login_attribute: uid
  user_email_attribute: mail
```

When the server receives the same authentication request as above, it will directly do an LDAP “bind” operation with the DN `uid=alice,ou=people,dc=example,dc=org` and password `userpass`, and continue at step 5.

---

**Note:** User’s email and voicemail’s email are two separate things. This plugin only use the user’s email.

---

### Configuration

**uri** the URI of the LDAP server. Can only contain the scheme, host and port of an LDAP URL.

**user\_base\_dn** the base dn of the user

**user\_login\_attribute** the attribute to login a user

**user\_email\_attribute (optional)** the attribute to match with the XiVO user’s email (default: mail)

**bind\_dn (optional)** the bind DN for searching for the user DN.

**bind\_password (optional)** the bind password for searching for the user DN.

**bind\_anonymous (optional)** use anonymous bind for searching for the user DN (default: false)

### Usage

xivo-auth is used through HTTP requests, using HTTPS. Its default port is 9497. As a user, the most common operation is to get a new token. This is done with the POST method.

Alice retrieves a token using her username/password:

```
$ # Alice creates a new token, using the xivo_user backend, expiring in 10 minutes
$ curl -k -X POST -H 'Content-Type: application/json' -u 'alice:s3cre7' "https://
↪localhost:9497/0.1/token" -d '{"backend": "xivo_user", "expiration": 600}';echo
{"data": {"issued_at": "2015-06-05T10:16:58.557553", "token": "1823clee-6c6a-0cdc-
↪d869-964a7f08a744", "auth_id": "63f3dc3c-865d-419e-bec2-e18c4b118224", "xivo_
↪user_uuid": "63f3dc3c-865d-419e-bec2-e18c4b118224", "expires_at": "2015-06-
↪05T11:16:58.557595"}}
```

In this example Alice used here XiVO CTI client login `alice` and password `s3cre7`. The authentication source is determined by the *backend* in the POST data.

Alice could also have specified an expiration time on her POST request. The expiration value is the number of seconds before the token expires.

After retrieving her token, Alice can query other services that use xivo-auth and send her token to those service. Those services can then use this token on Alice’s behalf to access her personal storage.

If Alice wants to revoke her token before its expiration:

```
$ curl -k -X DELETE -H 'Content-Type: application/json' "https://localhost:9497/0.
↪1/token/1823clee-6c6a-0cdc-d869-964a7f08a744"
```

See *Service Authentication* for details about the authentication process.

### Usage for services using xivo-auth

A service that requires authentication and identification can use xivo-auth to externalise the burden of authentication. The new service can then accept a token as part of its operations to authenticate the user using the service.

Once a service receives a token from one of its user, it will need to check the validity of that token. There are 2 forms of verification, one that only checks if the token is valid and the other returns information about this token's session if it is valid.

Checking if a token is valid:

```
$ curl -k -i -X HEAD -H 'Content-Type: application/json' "https://localhost:9497/0.1/token/1823clee-6c6a-0cdc-d869-964a7f08a744"
HTTP/1.1 204 NO CONTENT
Content-Type: text/html; charset=utf-8
Content-Length: 0
Date: Fri, 05 Jun 2015 14:49:50 GMT
Server: pcm-dev-0

$ # get more information about this token
$ curl -k -X GET -H 'Content-Type: application/json' "https://localhost:9497/0.1/token/1823clee-6c6a-0cdc-d869-964a7f08a744";echo
{"data": {"issued_at": "2015-06-05T10:16:58.557553", "token": "1823clee-6c6a-0cdc-d869-964a7f08a744", "auth_id": "63f3dc3c-865d-419e-bec2-e18c4b118224", "xivo_user_uuid": "63f3dc3c-865d-419e-bec2-e18c4b118224", "expires_at": "2015-06-05T11:16:58.557595"}}
```

## Launching xivo-auth

```
usage: xivo-auth [-h] [-c CONFIG_FILE] [-u USER] [-d] [-f] [-l LOG_LEVEL]

optional arguments:
  -h, --help                show this help message and exit
  -c CONFIG_FILE, --config-file CONFIG_FILE
                           The path to the config file
  -u USER, --user USER     User to run the daemon
  -d, --debug               Log debug messages
  -f, --foreground          Foreground, don't daemonize
  -l LOG_LEVEL, --log-level LOG_LEVEL
                           Logs messages with LOG_LEVEL details. Must be one of:
                           critical, error, warning, info, debug. Default: None
```

## HTTP API Reference

See also the *xivo-auth HTTP API Changelog*.

## Development

See *xivo-auth Developer's Guide*.

## xivo-confd

xivo-confd is a HTTP server that provides a RESTful API service for configuring and managing basic resources on a XIVO server.

## Developer's Guide (xivo-confd)

xivo-confd resources are organised through a plugin mechanism. There are 2 main plugin categories:

**Resource plugins** A plugin that manages a resource (e.g. users, extensions, voicemails, etc). A resource plugin exposes the 4 basic CRUD operations (Create, Read, Update, Delete) in order to operate on a resource in a RESTful manner.

**Association plugins** A plugin for associating or dissociating 2 resources (e.g a user and a line). An association plugin exposes an HTTP action for associating (either POST or PUT) and another for dissociating (DELETE)

The following diagram outlines the most important parts of a plugin:

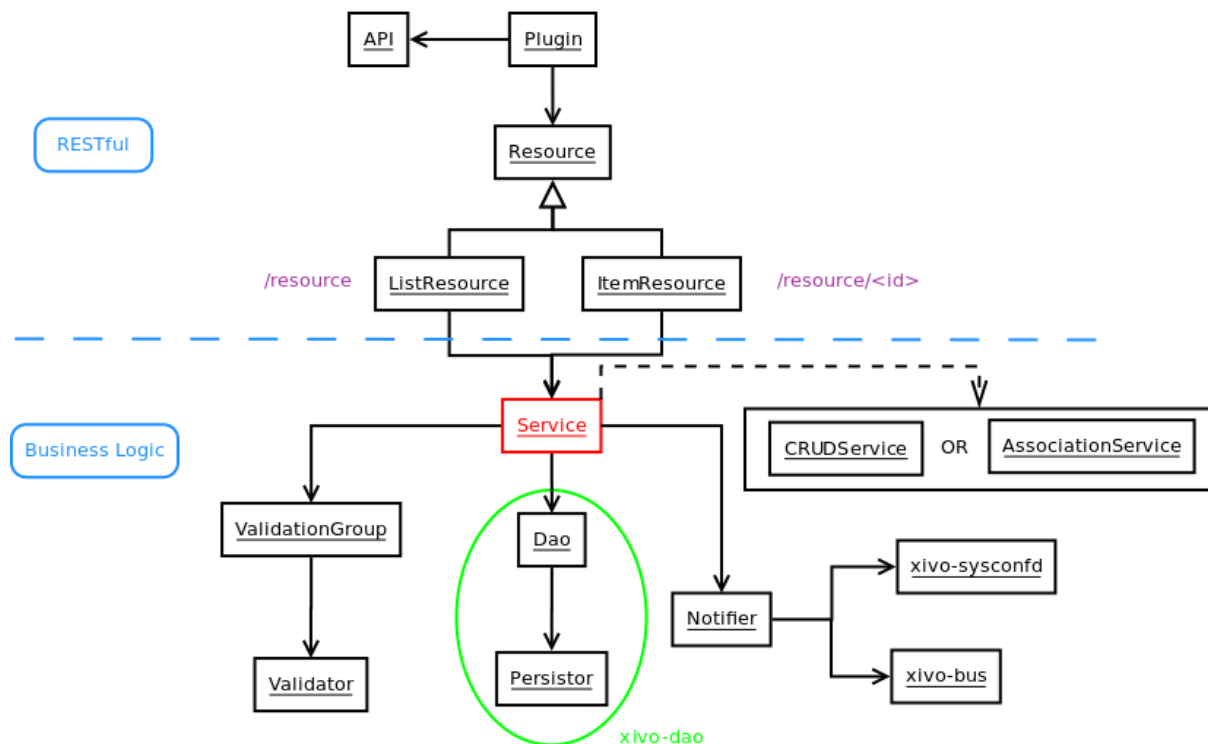


Fig. 16: Plugin architecture of xivo-confd

**Resource** Class that receives and handles HTTP requests. Resources use `flask-restful` for handling requests.

There are 2 kinds of resources: *ListResource* for root URLs and *ItemResource* for URLs that have an ID. *ListResource* will handle creating a resource (POST) and searching through a list of available resources (GET). *ItemResource* handles fetching a single item (GET), updating (PUT) and deleting (DELETE).

**Service** Class that handles business logic for a resource, such as what to do in order to get, create, update, or delete a resource. *Service* classes do not manipulate data directly. Instead, they coordinate what to do via other objects.

There are 2 kinds of services: *CRUDService* for basic CRUD operations in *Resource plugins*, and *AssociationService* for association/dissociation operations in *Association plugins*.

**Dao** Data Access Object. Knows how to get data and how to manipulate it, such as SQL queries, files, etc.

**Notifier** Sends events after an operation has completed. An event will be sent in a messaging queue for each CRUD operation. Certain resources also need to send events to other daemons in order to reload some configuration data. (i.e. asterisk needs to reload the dialplan when an extension is updated)

**Validator** Makes sure that a resource's data does not contain any errors before doing something with it. A *Validator* can be used for validating input data or business rules.

## XiVO confgend

xivo-confgend is a configuration file generator. It is mainly used to generate the Asterisk configuration files.

## XiVO confgend developer's guide

xivo-confgend uses drivers to implement the logic required to generate configuration files. It uses [stevedore](#) to do the driver instantiation and discovery.

Plugins in xivo-confgend use `setuptools`' entry points. That means that installing a new plugin to xivo-confgend requires an entry point in the plugin's `setup.py`.

### Drivers

Driver plugin are classes that are used to generate the content of a configuration file.

The implementation of a plugin should have the following properties.

1. It's `__init__` method should take one argument
2. It should have a `generate` method which will return the content of the file
3. A `setup.py` adding an entry point

The `__init__` method argument is the content of the configuration of xivo-confgend. This allows the driver implementor to add values to the configuration in `/etc/xivo-confgend/conf.d/*.yml` and these values will be available in the driver.

The `generate` method has no argument, the configuration provided to the `__init__` should be sufficient for most cases. `generate` is called within a `scoped_session` of xivo-dao, allowing the usage of xivo-dao without prior setup in the driver.

The namespaces used for entry points in xivo-confgend have the following form:

```
xivo_confgend.<resource>.<filename>
```

as an example, a generator for `sip.conf` would have the following namespace:

```
xivo_confgend.asterisk.sip.conf
```

### Example

Here is a typical `setup.py`:

```

1  #!/usr/bin/env python
2  # -*- coding: utf-8 -*-
3  # Copyright 2016 by Avencall
4  # SPDX-License-Identifier: GPL-3.0+
5
6  from setuptools import setup
7  from setuptools import find_packages
8
9
10 setup(
11     name='XiVO confgend driversample',
12     version='0.0.1',
13
14     description='An example driver',
15
16     packages=find_packages(),
17
18     entry_points={
19         'xivo_confgend.asterisk.sip.conf': [
20             'my_driver = src.driver:MyDriver',
21         ],
22     }
23 )
```

With the following package structure:

```
.
├── setup.py
└── src
    └── driver.py
```

driver.py:

```
1  # -*- coding: utf-8 -*-
2  # Copyright 2016 by Avencall
3  # SPDX-License-Identifier: GPL-3.0+
4
5
6  class MyDriver(object):
7
8      def __init__(self, config):
9          self._config = config
10
11      def generate(self):
12          return 'Hello World!'
```

To enable this plugin, you need to:

1. Install the plugin with:

```
python setup.py install
```

2. Create a config file in `/etc/xivo-confgend/conf.d`:

```
plugins:
    asterisk.sip.conf: my_driver
```

3. Restart xivo-confgend:

```
systemctl restart xivo-confgend
```

## XiVO dird

xivo-dird is the directory server for XiVO. It offers a simple REST interface to query all directories that are configured. xivo-dird is extendable with plugins.

## xivo-dird changelog

### 15.20

- The ldap plugins `ldap_network_timeout` default value has been incremented from 0.1 to 0.3 seconds

### 15.19

- Added the voicemail type in *Views* configuration
- Removed reverse endpoints in REST API:
  - GET `/0.1/directories/reverse/<profile>/me`

## 15.18

- Added reverse endpoints in REST API:
  - GET /0.1/directories/reverse/<profile>/<xivo\_user\_uuid>
  - GET /0.1/directories/reverse/<profile>/me

## 15.17

- Added directories endpoints in REST API:
  - GET /0.1/directories/input/<profile>/aastra
  - GET /0.1/directories/lookup/<profile>/aastra
  - GET /0.1/directories/input/<profile>/polycom
  - GET /0.1/directories/lookup/<profile>/polycom
  - GET /0.1/directories/input/<profile>/snom
  - GET /0.1/directories/lookup/<profile>/snom
  - GET /0.1/directories/lookup/<profile>/thomson
  - GET /0.1/directories/lookup/<profile>/yealink

## 15.16

- Added more cisco endpoints in REST API:
  - GET /0.1/directories/input/<profile>/cisco
- Endpoint /0.1/directories/lookup/<profile>/cisco accepts a new limit and offset query string arguments.

## 15.15

- Added cisco endpoints in REST API:
  - GET /0.1/directories/menu/<profile>/cisco
  - GET /0.1/directories/lookup/<profile>/cisco

## 15.14

- Added more personal contacts endpoints in REST API:
  - GET /0.1/personal/<contact\_id>
  - PUT /0.1/personal/<contact\_id>
  - POST /0.1/personal/import
  - DELETE /0.1/personal
- Endpoint /0.1/personal accepts a new format query string argument.

## 15.13

- Added personal contacts endpoints in REST API:
  - GET /0.1/directories/personal/<profile>
  - GET /0.1/personal
  - POST /0.1/personal
  - DELETE /0.1/personal/<contact\_id>
- Signature of backend method `list()` has a new argument `args`
- Argument `args` for backend methods `list()` and `search()` has a new key `token_infos`
- Argument `args` for backend method `load()` has a new key `main_config`
- Methods `__call__()` and `lookup()` of service plugin `lookup` take a new `token_infos` argument

## 15.12

- Added authentication on all REST API endpoints
- Service plugins receive the whole configuration, rather than only their own section

## XiVO dird configuration

There are three sources of configuration for xivo-dird:

- the *command line options*
- the main configuration file
- the sources configuration directory

The command-line options have priority over the main configuration file options.

## Main Configuration File

Default location: `/etc/xivo-dird/config.yml`. Format: YAML

The default location may be overwritten by the command line options.

Here's an example of the main configuration file:

```

1 debug: False
2 foreground: False
3 log_filename: /var/log/xivo-dird.log
4 log_level: info
5 pid_filename: /var/run/xivo-dird/xivo-dird.pid
6 source_config_dir: /etc/xivo-dird/sources.d
7 user: www-data
8
9 rest_api:
10     wsgi_socket: /var/run/xivo-dird/xivo-dird.sock
11
12 enabled_plugins:
13     backends:
14         - csv
15         - ldap
16         - phonebook
17     services:
```

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```

18     - lookup
19 views:
20     - cisco_view
21     - default_json
22
23 views:
24     displays:
25         switchboard_display:
26             -
27                 title: Firstname
28                 default: Unknown
29                 field: firstname
30                 type: name
31             -
32                 title: Lastname
33                 default: Unknown
34                 field: lastname
35                 type: name
36         default_display:
37             -
38                 title: Firstname
39                 field: fn
40                 type: name
41             -
42                 title: Location
43                 default: Canada
44                 field: country
45             -
46                 title: Number
47                 field: number
48                 type: number
49     displays_phone:
50         default:
51             name:
52                 - display_name
53             number:
54                 -
55                     field:
56                         - phone
57                 -
58                     field:
59                         - phone_mobile
60                     name_format: "{name} (Mobile)"
61     profile_to_display:
62         default: default_display
63         switchboard: switchboard_display
64     profile_to_display_phone:
65         default: default
66
67 services:
68     lookup:
69         default:
70             sources:
71                 - my_csv
72                 - ldap_quebec
73             timeout: 0.5
74         switchboard:
75             sources:
76                 - my_csv
77                 - xivo_phonebook
78                 - ldap_quebec

```

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```

79         timeout: 1
80
81 sources:
82     my_source:
83         name: my_source
84         type: ldap
85         ldap_option1: value
86         ldap_option2: value
87         ...

```

## Root section

**debug** Enable log debug messages. Overrides `log_level`. Default: `False`.

**foreground** Foreground, don't daemonize. Default: `False`.

**log\_filename** File to write logs to. Default: `/var/log/xivo-dird.log`.

**log\_level** Logs messages with LOG\_LEVEL details. Must be one of: `critical`, `error`, `warning`, `info`, `debug`. Default: `info`.

**pid\_filename** File used as lock to avoid multiple xivo-dird instances. Default: `/var/run/xivo-dird/xivo-dird.pid`.

**source\_config\_dir** The directory from which sources configuration are read. See [Sources Configuration](#). Default: `/etc/xivo-dird/sources.d`.

**user** The owner of the process. Default: `www-data`.

## enabled\_plugins section

This sections controls which plugins are to be loaded at xivo-dird startup. All plugin types must have at least one plugin enabled, or xivo-dird will not start. For back-end plugins, sources using a back-end plugin that is not enabled will be ignored.

## views section

**displays** A dictionary describing the content of each display. The key is the display's name, and the value are the display's content.

The display content is a list of fields. Each field is a dictionary with the following keys:

- **title**: The label of the field
- **default**: The default value of the field
- **type**: An arbitrary identifier of the field. May be used by consumers to identify the field without matching the label. For meaningful values inside XiVO, see [Integration of XiVO dird with the rest of XiVO](#).
- **field**: the key of the data from the source that will be used for this field.

The display may be used by a plugin view to configure which fields are to be presented to the consumer.

**displays\_phone** A dictionary describing the content of phone-related displays. Like `displays`, the key is the display's name and the value is the display's content. These displays are used by phone-related view plugins, like the `cisco_view` plugin.

The display content contains 2 keys, `name` and `number`.

The value of the `name` key is a list of source result fields. For a given source result, the first field that will return a non-empty value will be used as the display name on the phone. For example, if `name` is configured

with `["display_name", "name"]` and you have a source result with fields `{"display_name": "", "name": "Bob"}`, then “Bob” will be displayed on the phone.

The value of the `number` key is a list of number item. Each item is composed of a dictionary containing at least a `field` key, and optionally a `name_format` key. For example, if you have the following number configuration:

```
name:
  - display_name
number:
  -
    field:
      - phone
  -
    field:
      - phone_mobile
    name_format: "{name} (Mobile)"
```

and you have a source result `{"display_name": "Bob", "phone": "101", "phone_mobile": "102"}`, then 2 results will be displayed on your phone:

1. “Bob”, with number “101”
2. “Bob (Mobile)”, with number “102”

The `name_format` value is a python format string. There’s two substitution variables available, `{name}` and `{number}`.

**profile\_to\_display** A dictionary associating a profile to a display. It allows xivo-dird to use the right display when a consumer makes a query with a profile. The key is the profile name and the value is the display name.

**profile\_to\_display\_phone:** A dictionary associating a profile to a phone display. This is similar to `profile_to_display`, but only used by phone-related view plugins.

## services section

This section is a dictionary whose keys are the service plugin name and values are the configuration of that service. Hence the content of the value is dependent of the service plugin. See the documentation of the service plugin ([Stock Plugins Documentation](#)).

## sources section

This section is a dictionary whose keys are the source name and values are the configuration for that source. See the [Sources Configuration](#) section for more details about source configuration.

## Sources Configuration

There are two ways to configure sources:

- in the sources section of the main configuration
- in files of a directory, one file for each source:
  - Default directory location `/etc/xivo-dird/sources.d`
  - Files format: YAML
  - File names are ignored
  - Each file listed in this directory will be read and used to create a data source for xivo-dird.

Here is an example of a CSV source configuration in its own file:

```

1 type: csv
2 name: my_contacts_in_a_csv_file
3 file: /usr/local/share/my_contacts.csv
4 unique_column: id
5 searched_columns:
6     - fn
7     - ln
8 format_columns:
9     name: "{fn} {ln}"
10    number: "{num}"

```

This is strictly equivalent in the main configuration file:

```

1 sources:
2     my_contacts_in_a_csv_file:
3         type: csv
4         name: my_contacts_in_a_csv_file
5         file: /usr/local/share/my_contacts.csv
6         unique_column: id
7         searched_columns:
8             - fn
9             - ln
10        source_to_display_columns:
11            ln: lastname
12            fn: firstname
13            num: number

```

**type** the type of the source. It must be the same than the name of one of the enabled back-end plugins.

**name** is the name of this given configuration. The name is used to associate the source to profiles. The value is arbitrary, but it must be unique across all sources.

**Warning:** Changing the name of the source will make all favorites in that source disappear. There is currently no tool to help you migrate favorites between source names, so choose your source names carefully.

The other options are dependent on the source type (the back-end used). See the documentation of the back-end plugin (*Stock Plugins Documentation*). However, the following keys should be present in all source configurations:

**first\_matched\_columns (optional)** the columns used for the reverse lookup. Any column having the search term will be a reverse lookup result.

**format\_columns (optional)** a mapping between result fields and a format string. The new key will be added to the result, if this name already exists in the result, it will be replaced with the new value. The syntax is a python format string. See <https://docs.python.org/2/library/string.html#formatspec> for a complete reference.

**searched\_columns (optional)** the columns used for the lookup. Any column containing the search term substring will be a lookup result.

**unique\_column (optional)** This column is what makes an entry unique in this source. The `unique_column` is used to build the `uid` that is passed to the `list` method to fetch a list of results by unique ids. This is necessary for listing and identifying favorites.

## XiVO dird developer's guide

The XiVO dird architecture uses plugins as extension points for most of its job. It uses `stevedore` to do the plugin instantiation and discovery and `ABC` classes to define the required interface.

Plugins in xivo-dird use `setuptools`' entry points. That means that installing a new plugin to xivo-dird requires an entry point in the plugin's `setup.py`. Each entry point's *namespace* is documented in the appropriate documentation

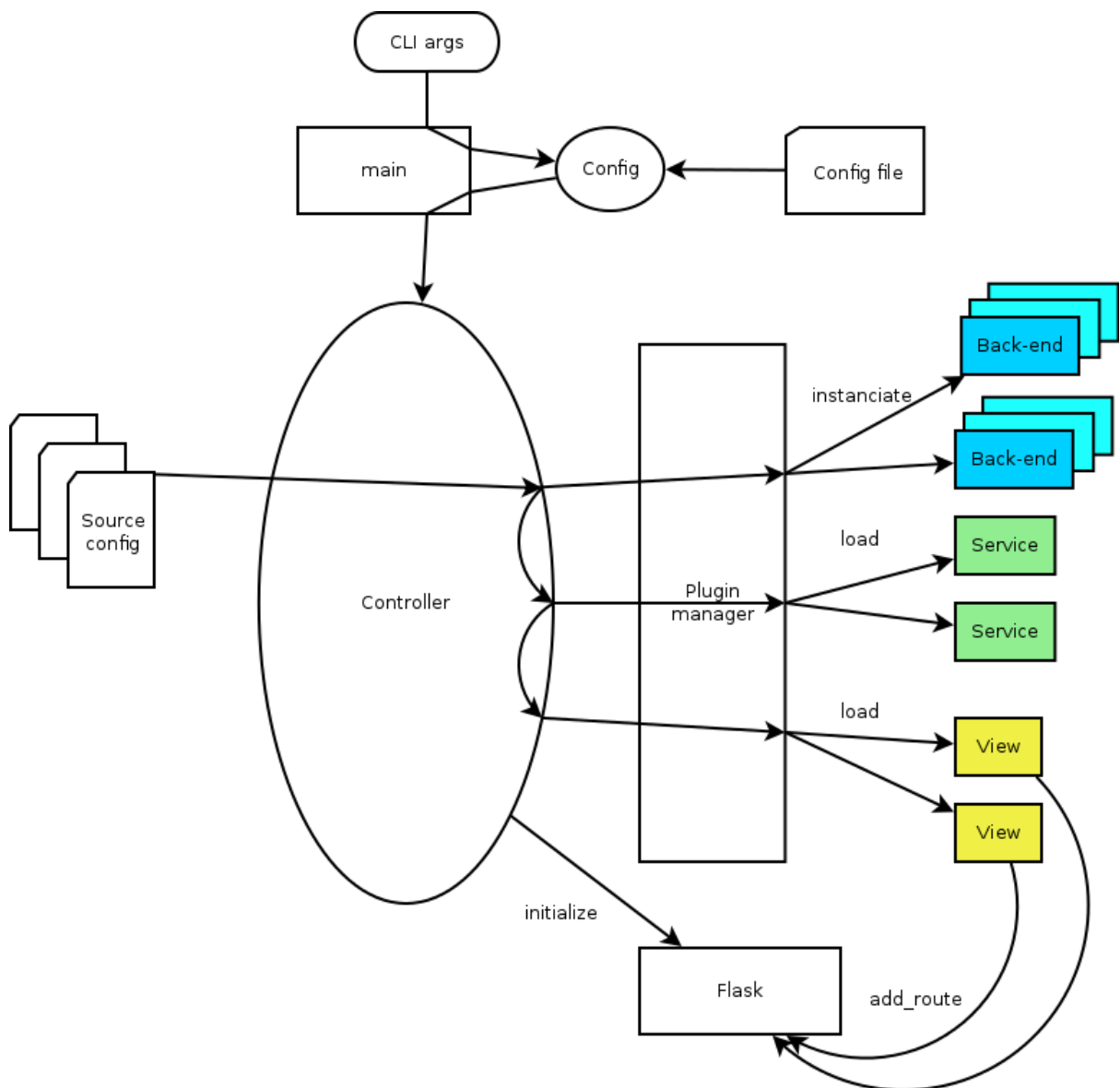


Fig. 17: xivo-dird startup flow

section. These entry points allow xivo-dird to be able to discover and load extensions packaged with xivo-dird or installed separately.

Each kind of plugin does a specific job. There are three kinds of plugins in dird.

1. *Back-End*
2. *Service*
3. *View*

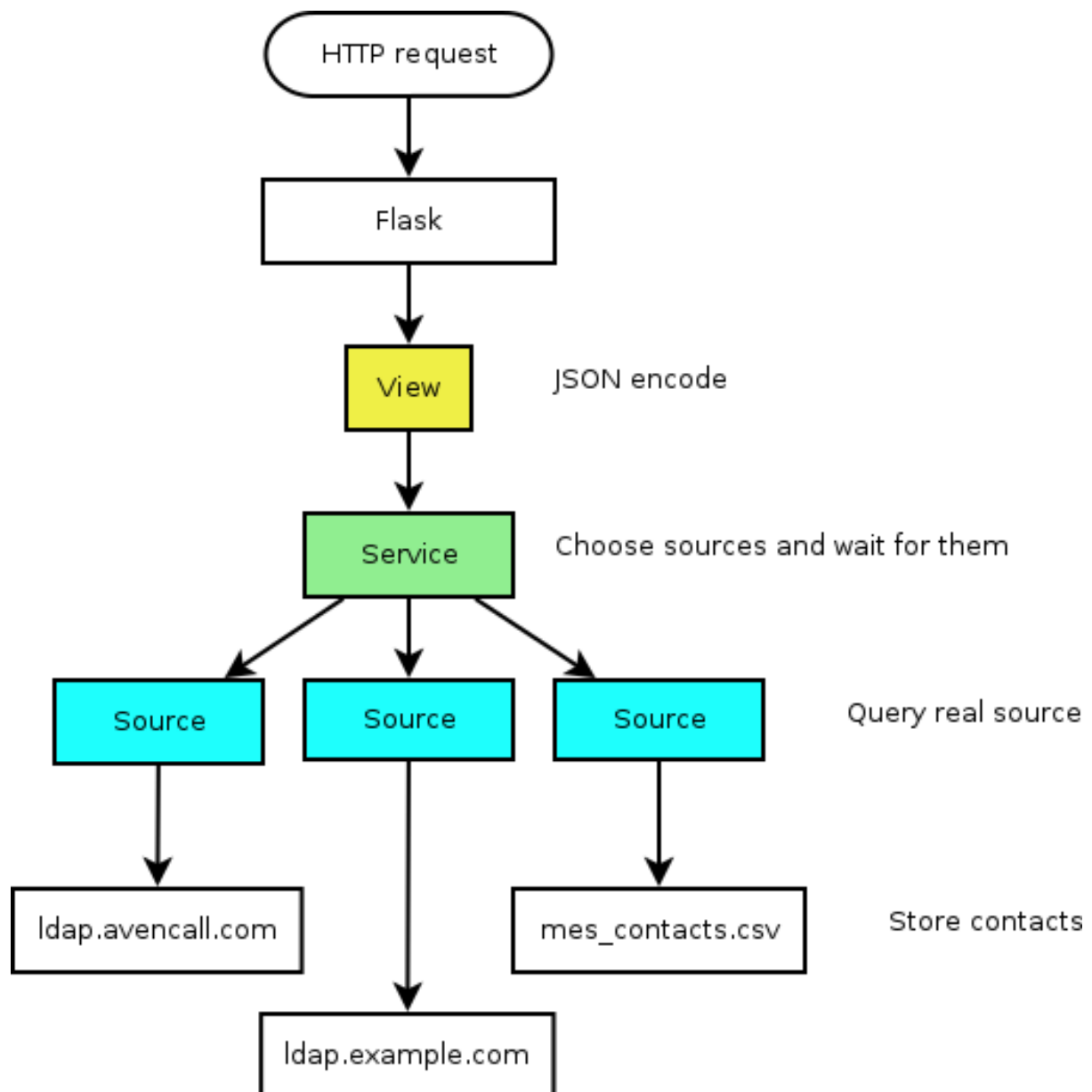


Fig. 18: xivo-dird HTTP query

All plugins are instantiated by the core. The core then keeps a catalogue of loaded extensions that can be supplied to other extensions.

The following `setup.py` shows an example of a python library that add a plugin of each kind to xivo-dird:

```

1  #!/usr/bin/env python
2  # -*- coding: utf-8 -*-
3

```

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```

4 from setuptools import setup
5 from setuptools import find_packages
6
7
8 setup(
9     name='XiVO dird plugin sample',
10    version='0.0.1',
11
12    description='An example program',
13
14    packages=find_packages(),
15
16    entry_points={
17        'xivo_dird.services': [
18            'my_service = dummy:DummyServicePlugin',
19        ],
20        'xivo_dird.backends': [
21            'my_backend = dummy:DummyBackend',
22        ],
23        'xivo_dird.views': [
24            'my_view = dummy:DummyView',
25        ],
26    }
27 )

```

## Back-End

Back-ends are used to query directories. Each back-end implements a way to query a given directory. Each instance of a given back-end is called a source. Sources are used by the services to get results from each configured directory.

Given one LDAP back-end, I can configure a source from the LDAP at alpha.example.com and another source from the other LDAP at beta.example.com. Both of these sources use the LDAP back-end.

## Implementation details

- Namespace: `xivo_dird.backends`
- Abstract source plugin: `BaseSourcePlugin`
- Methods:
  - `name`: the name of the source, typically retrieved from the configuration injected to `load()`
  - `load(args)`: set up resources used by the plugin, depending on the config. `args` is a dictionary containing:
    - \* `key config`: the source configuration for this instance of the back-end
    - \* `key main_config`: the whole configuration of xivo-dird
  - `unload()`: free resources used by the plugin.
  - `search(term, args)`: The search method returns a list of dictionary.
    - \* Empty values should be `None`, instead of empty string.
    - \* `args` is a dictionary containing:
      - `key token_infos`: data associated to the authentication token (see [xivo-auth](#))
  - `first_match(term, args)`: The `first_match` method returns a dictionary.

- \* Empty values should be None, instead of empty string.
- \* args is a dictionary containing:
  - key token\_infos: data associated to the authentication token (see [xivo-auth](#))
- list(uids, args): The list method returns a list of dictionary from a list of uids. Each uid is a string identifying a contact within the source.
- \* args is a dictionary containing:
  - key token\_infos: data associated to the authentication token (see [xivo-auth](#))

See [Sources Configuration](#). The implementation of the back-end should take these values into account and return results accordingly.

## Example

The following example add a backend that will return random names and number.

dummy.py:

```

1  # -*- coding: utf-8 -*-
2
3  import logging
4
5  logger = logging.getLogger(__name__)
6
7  class DummyBackendPlugin(object):
8
9      def name(self):
10         return 'my_local_dummy'
11
12     def load(self, args):
13         logger.info('dummy backend loaded')
14
15     def unload(self):
16         logger.info('dummy backend unloaded')
17
18     def search(self, term, args):
19         nb_results = random.randint(1, 20)
20         return _random_list(nb_results)
21
22     def list(self, unique_ids):
23         return _random_list(len(unique_ids))
24
25     def _random_list(self, nb_results):
26         columns = ['Firstname', 'Lastname', 'Number']
27         return [_random_entry(columns) for _ in xrange(nb_results)]
28
29     def _random_entry(self, columns):
30         random_stuff = [_random_string() for _ in xrange(len(columns))]
31         return dict(zip(columns, random_stuff))
32
33     def _random_string(self):
34         return ''.join(random.choice(string.lowercase) for _ in xrange(5))

```

## Service

Service plugins add new functionality to the dird server. These functionalities are available to views. When loaded, a service plugin receives its configuration and a dictionary of available sources.

Some service examples that come to mind include:



- A lookup service to search through all configured sources.
- A reverse lookup service to search through all configured sources and return a specific field of the first matching result.

## Implementation details

- Namespace: `xivo_dird.services`
- Abstract service plugin: [BaseServicePlugin](#)
- Methods:
  - `load(args)`: set up resources used by the plugin, depending on the config. `args` is a dictionary containing:
    - \* `key config`: the whole configuration file in dict form
    - \* `key sources`: a dictionary of source names to sources`load` must return the service object, which is any kind of python object.
  - `unload()`: free resources used by the plugin.

## Example

The following example adds a service that will return an empty list when used.

`dummy.py`:

```

1  # -*- coding: utf-8 -*-
2
3  import logging
4
5  from xivo_dird import BaseServicePlugin
6
7  logger = logging.getLogger(__name__)
8
9  class DummyServicePlugin(BaseServicePlugin):
10     """
11     This plugin is responsible for instantiating and returning the
12     DummyService. It manages its life time and should take care of
13     its cleanup if necessary
14     """
15
16     def load(self, args):
17         """
18         Ignores all provided arguments and instantiate a DummyService that
19         is returned to the core
20         """
21         logger.info('dummy loaded')
22         self._service = DummyService()
23         return self._service
24
25     def unload(self):
26         logger.info('dummy unloaded')
27
28
29  class DummyService(object):
30     """
31     A very dumb service that will return an empty list every time it is used
32     """
33
```

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```

34     def list(self):
35         """
36         This function must be called explicitly from the view, `list` is not a
37         special method name for xivo-dird
38         """
39         return []

```

## View

View plugins add new routes to the HTTP application in xivo-dird, in particular the REST API of xivo-dird: they define the URLs to which xivo-dird will respond and the formatting of data received and sent through those URLs.

For example, we can define a REST API formatted in JSON with one view and the same API formatted in XML with another view. Supporting the directory function of a phone is generally a matter of adding a new view for the format that the phone consumes.

## Implementation details

- Namespace: `xivo_dird.views`
- Abstract view plugin: [BaseViewPlugin](#)
- Methods:
  - `load(args)`: set up resources used by the plugin, depending on the config. Typically, register routes on Flask. Those routes would typically call a service. `args` is a dictionary containing:
    - \* key `config`: the section of the configuration file for all views in dict form
    - \* key `services`: a dictionary of services, indexed by name, which may be called from a route
    - \* key `http_app`: the [Flask application](#) instance
    - \* key `rest_api`: a [Flask-RestFul Api](#) instance
  - `unload()`: free resources used by the plugin.

## Example

The following example adds a simple view: GET `/0.1/directories/ping` answers `{"message": "pong"}`.

`dummy.py`:

```

1  # -*- coding: utf-8 -*-
2
3  import logging
4
5  from flask_restful import Resource
6
7  logger = logging.getLogger(__name__)
8
9
10 class PingViewPlugin(object):
11
12     name = 'ping'
13
14     def __init__(self):
15         logger.debug('dummy view created')
16

```

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```

17     def load(self, args):
18         logger.debug('dummy view args: %s', args)
19
20         args['rest_api'].add_resource(PingView, '/0.1/directories/ping')
21
22     def unload(self):
23         logger.debug('dummy view unloaded')
24
25
26 class PingView(Resource):
27     """
28     Simple API using Flask-Restful: GET /0.1/directories/ping answers "pong"
29     """
30
31     def get(self):
32         return {'message': 'pong'}

```

## Stock Plugins Documentation

### View Plugins

#### default\_json

View name: default\_json

Purpose: present directory entries in JSON format.

#### headers

View name: headers

Purpose: List headers that will be available in results from default\_json view.

#### personal\_view

View name: personal\_view

Purpose: Expose REST API to manage personal contacts (create, delete, list).

#### phonebook\_view

View name: phonebook\_view

Purpose: Expose REST API to manage xivo-dird's internal phonebooks.

#### aastra\_view

View name: aastra\_view

Purpose: Expose REST API to search in configured directories for Aastra phone.

### cisco\_view

View name: cisco\_view

Purpose: Expose REST API to search in configured directories for Cisco phone (see [CiscoIP-Phone\\_XML\\_Objects](#)).

### polycom\_view

View name: polycom\_view

Purpose: Expose REST API to search in configured directories for Polycom phone.

### snom\_view

View name: snom\_view

Purpose: Expose REST API to search in configured directories for Snom phone.

### thomson\_view

View name: thomson\_view

Purpose: Expose REST API to search in configured directories for Thomson phone.

### yealink\_view

View name: yealink\_view

Purpose: Expose REST API to search in configured directories for Yealink phone.

## Service Plugins

### lookup

Service name: lookup

Purpose: Search through multiple data sources, looking for entries matching a word.

## Configuration

Example (excerpt from the main configuration file):

```
1 services:
2     lookup:
3         default:
4             sources:
5                 - my_csv
6             timeout: 0.5
```

The configuration is a dictionary whose keys are profile names and values are configuration specific to that profile.

For each profile, the configuration keys are:

**sources** The list of source names that are to be used for the lookup

**timeout** The maximum waiting time for an answer from any source. Results from sources that take longer to answer are ignored. Default: no timeout.

## favorites

Service name: favorites

Purpose: Mark/unmark contacts as favorites and get the list of all favorites.

## personal

Service name: personal

Purpose: Add, delete, list personal contacts of users.

## phonebook

Service name: phonebook

Purpose: Add, delete, list phonebooks and phonebook contacts.

## Configuration

Example (excerpt from the main configuration file):

```
1 services:
2     favorites:
3         default:
4             sources:
5                 - my_csv
6             timeout: 0.5
```

The configuration is a dictionary whose keys are profile names and values are configuration specific to that profile.

For each profile, the configuration keys are:

**sources** The list of source names that are to be used for the lookup

**timeout** The maximum waiting time for an answer from any source. Results from sources that take longer to answer are ignored. Default: no timeout.

## reverse

Service name: reverse

Purpose: Search through multiple data sources, looking for the first entry matching an extension.

## Configuration

Example:

```
1 services:
2     reverse:
3         default:
4             sources:
5                 - my_csv
6             timeout: 1
```

The configuration is a dictionary whose keys are profile names and values are configuration specific to that profile.

For each profile, the configuration keys are:

**sources** The list of source names that are to be used for the reverse lookup

**timeout** The maximum waiting time for an answer from any source. Results from sources that take longer to answer are ignored. Default: 1.

### Back-end Configuration

This sections completes the *Sources Configuration* section.

#### CSV

Back-end name: csv

Purpose: read directory entries from a CSV file.

Limitations:

- the CSV delimiter is not configurable (currently: , (comma)).

### Configuration

Example (a file inside `source_config_dir`):

```
1 type: csv
2 name: my_csv
3 file: /var/tmp/test.csv
4 unique_column: id
5 searched_columns:
6   - fn
7   - ln
8 first_matched_columns:
9   - num
10 format_columns:
11   lastname: "{ln}"
12   firstname: "{fn}"
13   number: "{num}"
```

With the CSV file:

```
1 id,fn,ln,num
2 1,Alice,Abrams,55553783147
3 2,Bob,Benito,5551354958
4 3,Charles,Curie,5553132479
```

**file** the absolute path to the CSV file

### CSV web service

Back-end name: csv\_ws

Purpose: search using a web service that returns CSV formatted results.

Given the following configuration, *xivo-dird* would call “<https://example.com:8000/ws-phonebook?firstname=alice&lastname=alice>” for a lookup for the term “alice”.

## Configuration

Example (a file inside `source_config_dir`):

```

1 type: csv_ws
2 name: a_csv_web_service
3 lookup_url: "https://example.com:8000/ws-phonebook"
4 list_url: "https://example.com:8000/ws-phonebook"
5 verify_certificate: False
6 searched_columns:
7   - firstname
8   - lastname
9 first_matched_columns:
10  - exten
11 delimiter: ","
12 timeout: 16
13 unique_column: id
14 format_columns:
15   number: "{exten}"

```

**lookup\_url** the URL used for directory searches.

**list\_url (optional)** the URL used to list all available entries. This URL is used to retrieve favorites.

**verify\_certificate (optional)** whether the SSL cert will be verified. A `CA_BUNDLE` path can also be provided. Defaults to True.

**delimiter (optional)** the field delimiter in the CSV result. Default: ‘,’

**timeout (optional)** the number of seconds before the lookup on the web service is aborted. Default: 10.

### dird\_phonebook

back-end name: `dird_phonebook`

Purpose: search the xivo-dird’s internal phonebooks

#### Configuration:

```

1 type: dird_phonebook
2 name: phonebook
3 db_uri: 'postgresql://asterisk:proformatique@localhost/asterisk'
4 tenant: default
5 phonebook_id: 42
6 phonebook_name: main
7 first_matched_columns:
8   - number
9 searched_columns:
10  - firstname
11  - lastname
12 format_columns:
13   name: "{firstname} {lastname}"

```

**db\_uri** the URI of the DB used by xivo-dird to store the phonebook.

**tenant** the tenant of the phonebook to query.

**phonebook\_name** the *name* of the phonebook used by this source.

**phonebook\_id (deprecated, use phonebook\_name)** the *id* of the phonebook used by this source.

## ldap

Back-end name: ldap

Purpose: search directory entries from an LDAP server.

## Configuration

Example (a file inside `source_config_dir`):

```

1 type: ldap
2 name: my_ldap
3 ldap_uri: ldap://example.org
4 ldap_base_dn: ou=people,dc=example,dc=org
5 ldap_username: cn=admin,dc=example,dc=org
6 ldap_password: foobar
7 ldap_custom_filter: (l=québec)
8 unique_column: entryUUID
9 searched_columns:
10   - cn
11 first_matched_columns:
12   - telephoneNumber
13 format_columns:
14   firstname: "{givenName}"
15   lastname: "{sn}"
16   number: "{telephoneNumber}"

```

**ldap\_uri** the URI of the LDAP server. Can only contains the scheme, host and port part of an LDAP URL.

**ldap\_base\_dn** the DN of the entry at which to start the search

**ldap\_username (optional)** the user's DN to use when performing a "simple" bind.

Default to an empty string.

When both `ldap_username` and `ldap_password` are empty, an anonymous bind is performed.

**ldap\_password (optional)** the password to use when performing a "simple" bind.

Default to an empty string.

**ldap\_custom\_filter (optional)** the custom filter is used to add more criteria to the filter generated by the back end.

Example:

- `ldap_custom_filter: (l=québec)`
- `searched_columns: [cn,st]`

will result in the following filter being used for searches. `(&(l=québec)(|(cn=%Q*)(st=%Q*)))`

If only the custom filter is to be used, leave the `searched_columns` field empty.

This must be a valid [LDAP filter](#), where the string `%Q` will be replaced by the (escaped) search term when performing a search.

Example: `(&(o=ACME)(cn=%Q*))`

**ldap\_network\_timeout (optional)** the maximum time, in second, that an LDAP network operation can take. If it takes more time than that, no result is returned.

Defaults to 0.3.

**ldap\_timeout (optional)** the maximum time, in second, that an LDAP operation can take.

Defaults to 1.0.



**unique\_column (optional)** the column that contains a unique identifier of the entry. This is necessary for listing and identifying favorites.

For OpenLDAP, you should set this option to “entryUUID”.

For Active Directory, you should set this option to “objectGUID” and also set the “unique\_column\_format” option to “binary\_uuid”.

**unique\_column\_format (optional)** the unique column’s type returned by the queried LDAP server. Valid values are “string” or “binary\_uuid”.

Defaults to “string”.

## phonebook

Back-end name: phonebook

Purpose: search directory entries from a XIVO *phone book*.

## Configuration

Example (a file inside `source_config_dir`):

```
1 type: phonebook
2 name: my_phonebook
3 phonebook_url: https://example.org/service/ipbx/json.php/restricted/pbx_services/
  ↪phonebook
4 phonebook_username: admin
5 phonebook_password: foobar
6 first_matched_columns:
7   - phonebooknumber.office.number
8   - phonebooknumber.mobile.number
9 format_columns:
10  firstname: "{phonebook.firstname}"
11  lastname: "{phonebook.lastname}"
12  number: "{phonebooknumber.office.number}"
```

**phonebook\_url (optional)** the phonebook’s URL.

Default to `http://localhost/service/ipbx/json.php/private/pbx_services/phonebook`.

The URL to use differs depending on if you are accessing the phone book locally or remotely:

- Local: `http://localhost/service/ipbx/json.php/private/pbx_services/phonebook`
- Remote: `https://example.org/service/ipbx/json.php/restricted/pbx_services/phonebook`

**phonebook\_username (optional)** the username to use in HTTP requests.

No HTTP authentication is tried when `phonebook_username` or `phonebook_password` are empty.

**phonebook\_password (optional)** the password to use in HTTP requests.

**phonebook\_timeout (optional)** the HTTP request timeout, in seconds.

Defaults to 1.0.

To be able to access the phone book of a remote XIVO, you must create a web services access user (*Configuration -> Web Services Access*) on the remote XIVO.

### personal

Back-end name: personal

Purpose: search directory entries among users' personal contacts

You should only have one source of type `personal`, because only one will be used to list personal contacts. The `personal` backend needs a working Consul installation. This backend works with the `personal` service, which allows users to add personal contacts.

The complete list of fields is in *Personal contacts*.

### Configuration

Example (a file inside `source_config_dir`):

```
1 type: personal
2 name: personal
3 first_matched_columns:
4   - number
5 format_columns:
6   firstname: "{firstname}"
7   lastname: "{lastname}"
8   number: "{number}"
```

`unique_column` is not configurable, its value is always `id`.

### xivo

Back-end name: xivo

Purpose: add users from a XiVO (may be remote) as directory entries

### Configuration

Example (a file inside `source_config_dir`):

```
1 type: xivo
2 name: my_xivo
3 confd_config:
4   https: True
5   host: xivo.example.com
6   port: 9486
7   version: 1.1
8   username: admin
9   password: password
10  timeout: 3
11 unique_column: id
12 first_matched_columns:
13   - exten
14 searched_columns:
15   - firstname
16   - lastname
17 format_columns:
18   number: "{exten}"
19   mobile: "{mobile_phone_number}"
```

**confd\_config:host** the hostname of the XiVO (more precisely, of the `xivo-confd` service)

**confd\_config:port** the port of the `xivo-confd` service (usually 9486)

**confd\_config:version** the version of the xivo-confd API (should be 1.1)

## Integration of XiVO dird with the rest of XiVO

### Configuration values

#### Views

In the directory displays (also in the *main configuration file* of xivo-dird, in the `views` section), the following keys are interpreted and displayed in xlet people of the XiVO Client:

**title** The `title` will be shown as a header for the column

#### type

- **agent**: the field value will be ignored and replaced by an icon showing the status of the agent assigned to the contact (e.g. green icon for logged agent, red icon for unlogged agent, ...)
- **callable**: a dropdown action on the `number` field will be added to call the field value.
- **email**: a dropdown action on the `number` field will be added to send an email to the field value.
- **favorite**: the boolean field value will be replaced by an icon showing if the status is favorite (yellow star filled) or not (yellow star empty).
- **name**: a decoration will be added to the field value (typically a color dot) showing the presence status of the contact (e.g. Disconnected, Available, Away, ...)
- **number**: only one number type can be defined per profile. The field value will be:
  - added a decoration (typically a color dot) showing the status of the phone of the contact (e.g. Offline, Ringing, Talking, ...)
  - replaced with a button to call the contact with your phone when using the mouse
- **personal**: the boolean field value will be used to show a deletion action for the contact
- **voicemail**: the voicemail number of the contact

### Personal contacts

Here are the list of available attributes of a personal contact:

- `id`
- `company`
- `email`
- `fax`
- `firstname`
- `lastname`
- `mobile`
- `number`

To be able to edit and delete personal contacts, you need a column of type *personal* in your display.

## Adding the *personal* column to your display

In the web interface under *Services* → *CTI Server* → *Directories* → *Display filters*.

1. Edit the filter on which you wish to enable favorites.
2. Add a column with the type *personal* and display format *personal*.

## Favorites

Enabling favorites in the XiVO client.

- Add a *unique\_column* to your sources.
- Add a *favorite* column to your display

## Adding a *unique\_column* to your sources

The web interface does not allow the administrator to specify the *unique\_column* and *unique\_column\_format*. To add these configuration options, add a file to */etc/xivo-dird/sources.d* containing the same name than the directory definition and all missing fields.

Example:

Given an *ldap* directory source using Active Directory named *myactivedirectory*:

Definitions > Update directories

Name: myactivedirectory

URI: ldapfilter://ad-show-room

Delimiter:

Direct match: cn,telephoneNumber

Match reverse directories:

Mapped fields:

Fieldname	Value
lastname	{sn}
mobilephonenumber	{mobile}
phone	{telephoneNumber}
mail	{mail}
company	{company}
firstname	{givenName}
directory	ActiveDirectory
nom	{givenName} {sn}

Description: ActiveDirectory

You need to restart the Dird server to apply changes.

SAVE

Add a file */etc/xivo-dird/sources.d/myactivedirectory.yml* with the following content to enable favorites on this source.

```
name: myactivedirectory # the same name than the directory definition
unique_column: objectGUID
unique_column_format: binary_uuid
```

## Adding the *favorite* column to your display

In the web interface under *Services* → *CTI Server* → *Directories* → *Display filters*.

1. Edit the filter on which you wish to enable favorites.
2. Add a column with the type *favorite* and display format *favorite*.

## Customizing sources

Some configuration options are not available in the web interface. To add configuration to a source that is configured in the web interface, create a file in `/etc/xivo-dird/sources.d/` with the key *name* matching your web interface configuration and add all missing fields.

Example:

adding a timeout configuration to a CSV web service source

```
name: my_csv_web_service
timeout: 16
```

## Launching xivo-dird

```
usage: xivo-dird [-h] [-c CONFIG_FILE] [-d] [-f] [-l LOG_LEVEL] [-u USER]

optional arguments:
  -h, --help            show this help message and exit
  -c CONFIG_FILE, --config-file CONFIG_FILE
                        The path where is the config file. Default: /etc/xivo-dird/
                        ↪config.yml
  -d, --debug            Log debug messages. Overrides log_level. Default:
                        False
  -f, --foreground       Foreground, don't daemonize. Default: False
  -l LOG_LEVEL, --log-level LOG_LEVEL
                        Logs messages with LOG_LEVEL details. Must be one of:
                        critical, error, warning, info, debug. Default: info
  -u USER, --user USER The owner of the process.
```

## Terminology

### Back-end

A back-end is a connector to query a specific type of directory, e.g. one back-end to query LDAP servers, another back-end to query CSV files, etc.

### Source

A source is an instance of a back-end. One backend may be used multiples times to query multiple directories of the same type. For example, I could have the customer-csv and the employee-csv sources, each using the CSV back-end, but reading a different file.

## Plugins

A plugin is an extension point in xivo-dird. It is a way to add or modify the functionality of xivo-dird. There are currently three types of plugins:

- Back-ends to query different types of directories (LDAP, CSV, etc.)
- Services to provide different directory actions (lookup, reverse lookup, etc.)

- Views to expose directory results in different formats (JSON, XML, etc.)

### API

See [http://MY\\_XIVO/api](http://MY_XIVO/api), section XiVO Dird.

### XiVO dird phoned

xivo-dird-phoned is an interface to use directory service with phone. It offers a simple REST interface to authenticate a phone and search result from *XiVO dird*.

### Usage

xivo-dird-phoned is used through HTTP requests, using HTTP and HTTPS. Its default port is 9498 and 9499. As a user, the common operation is to search through directory from a phone. The phone need to send 2 informations:

- *xivo\_user\_uuid*: The XiVO user uuid that the phone is associated. It's used to search through personal contacts (see *personal*).
- *profile*: The profile that the user is associated. It's used to format results as configured.

---

**Note:** Since most phones don't support HTTPS, a small protection is to configure `authorized_subnets` in *Configuration Files* or in *Services* → *General settings* → *Phonebook* → *Hosts*

---

### Launching xivo-dird-phoned

On command line, type `xivo-dird-phoned -h` to see how to use it.

### Purge Logs

Keeping records of personal communications for long periods may be subject to local legislation, to avoid personal data retention. Also, keeping too many records may become resource intensive for the server. To ease the removal of such records, `xivo-purge-db` is a process that removes old log entries from the database. This allows keeping records for a maximum period and deleting older ones.

By default, `xivo-purge-db` removes all logs older than a year (365 days). `xivo-purge-db` is run nightly.

---

**Note:** Please check the laws applicable to your country and modify `days_to_keep` (see below) in the configuration file accordingly.

---

### Tables Purged

The following features are impacted by `xivo-purge-db`:

- *Call Logs*
- *Statistics*

More technically, the tables purged by `xivo-purge-db` are:

- `call_log`
- `cel`

- queue\_log
- stat\_agent\_periodic
- stat\_call\_on\_queue
- stat\_queue\_periodic
- stat\_switchboard\_queue

## Configuration File

We recommend to override the setting `days_to_keep` from `/etc/xivo-purge-db/config.yml` in a new file in `/etc/xivo-purge-db/conf.d/`.

**Warning:** Setting `days_to_keep` to 0 will NOT disable `xivo-purge-db`, and will remove ALL logs from your system.

See [Configuration priority](#) and `/etc/xivo-purge-db/config.yml` for more details.

## Manual Purge

It is possible to purge logs manually. To do so, log on to the target XiVO server and run:

```
xivo-purge-db
```

You can specify the number of days of logs to keep. For example, to purge entries older than 365 days:

```
xivo-purge-db -d 365
```

Usage of `xivo-purge-db`:

```
usage: xivo-purge-db [-h] [-d DAYS_TO_KEEP]

optional arguments:
  -h, --help            show this help message and exit
  -d DAYS_TO_KEEP, --days_to_keep DAYS_TO_KEEP
                        Number of days data will be kept in tables
```

## Maintenance

After an execution of `xivo-purge-db`, postgresql's [Autovacuum Daemon](#) should perform a `VACUUM ANALYZE` automatically (after 1 minute). This command marks memory as reusable but does not actually free disk space, which is fine if your disk is not getting full. In the case when `xivo-purge-db` hasn't run for a long time (e.g. upgrading to 15.11 or when `days_to_keep` is decreased), some administrator may want to perform a `VACUUM FULL` to recover disk space.

**Warning:** `VACUUM FULL` will require a service interruption. This may take several hours depending on the size of purged database.

You need to:

```
$ xivo-service stop
$ sudo -u postgres psql asterisk -c "VACUUM (FULL) "
$ xivo-service start
```

### Archive Plugins

In the case you want to keep archives of the logs removed by xivo-purge-db, you may install plugins to xivo-purge-db that will be run before the purge.

XiVO does not provide any archive plugin. You will need to develop plugins for your own need. If you want to share your plugins, please open a [pull request](#).

### Archive Plugins (for Developers)

Each plugin is a Python callable (function or class constructor), that takes a dictionary of configuration as argument. The keys of this dictionary are the keys taken from the configuration file. This allows you to add plugin-specific configuration in `/etc/xivo-purge-db/conf.d/`.

There is an example plugin in the [xivo-purge-db git repo](#).

### Example

Archive name: sample

Purpose: demonstrate how to create your own archive plugin.

### Activate Plugin

Each plugin needs to be explicitly enabled in the configuration of xivo-purge-db. Here is an example of file added in `/etc/xivo-purge-db/conf.d/`:

```
1 enabled_plugins:
2   archives:
3     - sample
```

### sample.py

The following example will be save a file in `/tmp/xivo_purge_db.sample` with the following content:

```
Save tables before purge. 365 days to keep!
```

```
1 sample_file = '/tmp/xivo_purge_db.sample'
2
3 def sample_plugin(config):
4     with open(sample_file, 'w') as output:
5         output.write('Save tables before purge. {0} days to keep!'.format(config[
6             ↪ 'days_to_keep']))
```

### Install sample plugin

The following `setup.py` shows an example of a python library that adds a plugin to xivo-purge-db:

```
1 #!/usr/bin/env python
2 # -*- coding: utf-8 -*-
3
4 from setuptools import setup
5 from setuptools import find_packages
6
```

(continues on next page)



(continued from previous page)

```

7
8  setup(
9      name='xivo-purge-db-sample-plugin',
10     version='0.0.1',
11
12     description='An example program',
13     packages=find_packages(),
14     entry_points={
15         'xivo_purge_db.archives': [
16             'sample = xivo_purge_db_sample.sample:sample_plugin',
17         ],
18     }
19 )

```

## XiVO service

XiVO has many running services. To restart the whole stack, the *xivo-service* command can be used to make sure the service is restarted in the right order.

### Usage

Show all services status:

```
xivo-service status
```

Stop XiVO services:

```
xivo-service stop
```

Start XiVO services:

```
xivo-service start
```

Restart XiVO services:

```
xivo-service restart
```

The commands above will only act upon XiVO services. Appending an argument *all* will also act upon *nginx* and *postgresql*. Example:

```
xivo-service restart all
```

UDP port 5060 will be closed while services are restarting.

## xivo-upgrade script

### Usage

#### Note:

- You can't use *xivo-upgrade* if you have not run the wizard yet
- Upgrading from a version prior to *XiVO PBX 1.2* is not supported.
- When upgrading XiVO, you **must** also upgrade **all** associated XiVO Clients. There is currently no retro-compatibility on older *XiVO PBX* Client versions.

This script will update *XiVO PBX* and restart all services.

There are 2 options you can pass to `xivo-upgrade`:

- `-d` to only download packages without installing them. **This will still upgrade the package containing `xivo-upgrade` and `xivo-service`.**
- `-f` to force upgrade, without asking for user confirmation

`xivo-upgrade` uses the following environment variables:

- `XIVO_CONFD_PORT` to set the port used to query the *HTTP API of xivo-confd* (default is 9486)

## Troubleshooting

### Postgresql

When upgrading XiVO, if you encounter problems related to the system locale, see *PostgreSQL localization errors*.

### xivo-upgrade

If `xivo-upgrade` fails or aborts in mid-process, the system might end up in a faulty condition. If in doubt, run the following command to check the current state of `xivo`'s firewall rules:

```
iptables -nvL
```

If, among others, it displays something like the following line (notice the DROP and 5060):

```
0      0 DROP      udp  --  *      *      0.0.0.0/0      0.0.0.0/0      ↵
↪ udp dpt:5060
```

Then your XiVO will not be able to register any SIP phones. In this case, you must delete the DROP rules with the following command:

```
iptables -D INPUT -p udp --dport 5060 -j DROP
```

Repeat this command until no more unwanted rules are left.

### XiVO sysconfd

`xivo-sysconfd` is the system configuration server for XiVO. It does quite a few different things; here's a non exhaustive list:

- configuring network (interfaces, hostname, DNS)
- configuring high availability
- starting/stopping/restarting services
- reloading asterisk configuration
- sending some events to components (`xivo-agentd`, `xivo-agid` and `xivo-ctid`)

## Configuration File

Default location: `/etc/xivo/sysconfd.conf`. Format: INI.

The default location may be overwritten by the command line options.

Here's an example of the configuration file:

```
[general]
xivo_config_path = /etc/xivo
templates_path = /usr/share/xivo-sysconfd/templates
custom_templates_path = /etc/xivo/sysconfd/custom-templates
backup_path = /var/backups/xivo-sysconfd

[resolveconf]
hostname_file = /etc/hostname
hostname_update_cmd = /etc/init.d/hostname.sh start
hosts_file = /etc/hosts
resolveconf_file = /etc/resolve.conf

[network]
interfaces_file = /etc/network/interfaces

[wizard]
templates_path = /usr/share/xivo-config/templates
custom_templates_path = /etc/xivo/custom-templates

[commonconf]
commonconf_file = /etc/xivo/common.conf
commonconf_generate_cmd = /usr/sbin/xivo-create-config
commonconf_update_cmd = /usr/sbin/xivo-update-config
commonconf_monit = /usr/sbin/xivo-monitoring-update

[openssl]
certsdir = /var/lib/xivo/certificates

[monit]
monit_checks_dir = /usr/share/xivo-monitoring/checks
monit_conf_dir = /etc/monit/conf.d

[request_handlers]
synchronous = false

[bus]
username = guest
password = guest
host = localhost
port = 5672
exchange_name = xivo
exchange_type = topic
exchange_durable = true
```

### request\_handlers section

**synchronous** If this option is true, when xivo-sysconfd receives a request to reload the dialplan for example, it will wait for the dialplan reload to complete before replying to the request.

When this option is false, xivo-sysconfd reply to the request immediately.

By default, this option is set to false to speed up some operations (for example, editing a user from the web interface or from xivo-confd), but this means that there will be a small delay (up to a few seconds in the worst case) between the time you create your user and the time you can dial successfully its extension.

### 4.1.2 High Availability (HA)

The HA (High Availability) solution in XiVO makes it possible to maintain basic telephony function whether your main XiVO server is running or not. When running a XiVO HA cluster, users are guaranteed to never experience a downtime of more than 5 minutes of their basic telephony service.

The HA solution in XiVO is based on a 2-nodes “master and slave” architecture. In the normal situation, both the master and slave nodes are running in parallel, the slave acting as a “hot standby”, and all the telephony services are provided by the master node. If the master fails or must be shutdown for maintenance, then the telephony devices automatically communicate with the slave node instead of the master one. Once the master is up again, the telephony devices failback to the master node. Both the failover and the failback operation are done automatically, i.e. without any user intervention, although an administrator might want to run some manual operations after failback as to, for example, make sure any voicemail messages that were left on the slave are copied back to the master.

#### Prerequisites

The HA in XiVO only works with telephony devices (i.e. phones) that support the notion of a primary and backup telephony server.

- Phones must be able to reach the master and the slave
- Master and Slave nodes must be in the same subnet
- If firewalling, the master must be allowed to join the slave on ports 22 and 5432
- If firewalling, the slave must be allowed to join the master with an ICMP ping
- Trunk registration timeout (`expiry`) should be less than 300 seconds (5 minutes)
- The slave must have **no** provisioning plugins installed.

The HA solution is guaranteed to work correctly with [the following devices](#).

#### Quick Summary

- You need two configured XiVO (wizard passed)
- Configure one XiVO as a master -> setup the slave address (VoIP interface)
- Restart services (`xivo-service restart`) on master
- Configure the other XiVO as a slave -> setup the master address (VoIP interface)
- Configure file synchronization by running the script `xivo-sync -i` on the master
- Start configuration synchronization by running the script `xivo-master-slave-db-replication <slave_ip>` on the master
- Resynchronize all your devices
- Configure the XiVO Clients

That's it, you now have a HA configuration, and every hour all the configuration done on the master will be reported to the slave.

#### Configuration Details

First thing to do is to [install 2 XiVO](#).

---

**Important:** When you upgrade a node of your cluster, you must also upgrade the other so that they both are running the same version of XiVO. Otherwise, the replication might not work properly.

---

You must configure the HA in the Web interface (*Configuration* → *Management* → *High Availability* page).

You can configure the master and slave in whatever order you want.

You must also run `xivo-sync -i` on the master to setup file synchronization. Running `xivo-sync -i` will create a passwordless SSH key on the master, stored under the `/root/.ssh` directory, and will add it to the `/root/.ssh/authorized_keys` file on the slave.

---

**Note:** If you want to try the ssh logging as advised by the `ssh-copy-id` script, you must select the new key to be used by ssh: `ssh -i /root/.ssh/xivo_id_rsa root@<slave_ip>`

---

The following directories will then be rsync'ed every hour:

- `/etc/asterisk/extensions_extra.d`
- `/etc/xivo/asterisk`
- `/var/lib/asterisk/agi-bin`
- `/var/lib/asterisk/moh`
- `/var/lib/xivo/certificates`
- `/var/lib/xivo/sounds/acd`
- `/var/lib/xivo/sounds/playback`

**Warning:** When the HA is configured, some changes will be automatically made to the configuration of Xivo.

SIP expiry value on master and slave will be automatically updated:

- min: 3 minutes
- max: 5 minutes
- default: 4 minutes

The provisioning server configuration will be automatically updated in order to allow phones to switch from Xivo power failure.

**Warning:** Do not change these values when the HA is configured, as this may cause problems. These values will be reset to blank when the HA is disabled.

---

**Important:** For the telephony devices to take the new proxy/registrar settings into account, you must *resynchronize the devices* or restart them manually.

---

## Disable node

Default status of HIGH AVAILABILITY (HA) is disabled:

**Warning:** You should not disable an HA node in production as it will break the configuration and restart some services.

---

**Important:** You have to restart services (`xivo-service restart`) once the master node is disabled.

---

SIP Protocol properties

General

Network

Security

Signaling

T38

Jitter Buffer

Default

Real time

Inter

Minimum time of the round trip (RTT) messages:

500 milliseconds

T1 timer:

500 milliseconds

Configuration timer:

32000 milliseconds

Relax DTMF:

Compensating for RFC 2833 DTMF from another IP PBX:

Compact headers:

RTP timeout:

Disabled

RTP hold timeout:

Disabled

RTP keepalive:

Disabled

Enable RTP Direct:

MIME type notification:

application/simple-message-summary

DNS request:

Conform to standards:

Minimum expiry:

1 minute

Maximum expiry:

1 hour

Default expiry time:

2 hours

MWI expiry:

2 hours

Registering timeout:

20 seconds

Fig. 19: Services → IPBX → General Settings → SIP Protocol

Configuration

Management

Users

Entities

General

Directories

Web Services Access

Certificates

High Availability

LDAP Servers

Network

Interfaces

Resolver

Mail

DHCP

Support

XiVO

Alerts

Provisioning

General

Template line

Template site > Edit | Unique name: 'default'

Display name:

local

Registrar

Main:

10.97.5.2

Secondary:

192.168.1.1

Proxy

Main:

10.97.5.2

Secondary:

192.168.1.1

SAVE

Fig. 20: Configuration → Provisioning → Template Line → Edit default

The screenshot shows the 'High Availability' configuration page. On the left, a sidebar lists various configuration categories: Management, Users, Entities, General, Directories, Web Services Access, Certificates, High Availability (selected), and LDAP Servers. The main content area has a header 'High Availability' and a dropdown menu 'Type of this node:' currently set to 'Disabled'. Below this is an orange 'SAVE' button.

Fig. 21: HA Dashboard Disabled (default state)

## Master node

In choosing the method `Master` you must enter the IP address **of the VoIP interface** of the slave node.

This screenshot shows the 'High Availability' configuration page with 'Type of this node:' set to 'Master'. A new section titled 'Slave' has appeared, containing a 'Remote address:' field with the value '192.168.1.2'. The 'SAVE' button remains at the bottom.

Fig. 22: HA Dashboard Master

**Important:** You have to restart all services (`xivo-service restart`) once the master node is configured.

## Slave node

In choosing the method `Slave` you must enter the IP address **of the VoIP interface** of the master node.

This screenshot shows the 'High Availability' configuration page with 'Type of this node:' set to 'Slave'. A new section titled 'Master' has appeared, containing a 'Remote address:' field with the value '192.168.1.1'. The 'SAVE' button remains at the bottom.

Fig. 23: HA Dashboard Slave

### Replication Configuration

Once master slave configuration is completed, XiVO configuration is replicated from the master node to the slave every hour (:00).

Replication can be started manually by running the replication scripts on the master:

```
xivo-master-slave-db-replication <slave_ip>
xivo-sync
```

The replication does not copy the full XiVO configuration of the master. Notably, these are **excluded**:

- All the network configuration **except DHCP configuration** (i.e. everything under the *Configuration* → *Network* → {*Interfaces*, *Resolver*, *Mail*} sections)
- All the support configuration (i.e. everything under the *Configuration* → *Support* section)
- HA settings
- Provisioning configuration
- Voicemail messages

These event data are also excluded:

- Queue logs
- CELs

### Interconnection with XiVO CC

Queue logs and CELs are not replicated from the master node to the slave. Instead, both servers have their own event data. Thanks to it you can install DB Replic on slave and run it in a special HA mode to replicate only queue logs and CELs to XiVO CC:

- Edit the `/etc/docker/xivo/custom.env` file on slave:
  - Set `REPORTING_DB_HOST` address
  - Set `ELASTICSEARCH` address
  - Set `IS_HA_SLAVE=true`
- Create log directory `/var/log/xivo-db-replication` with owner `daemon:daemon`
- Install the configuration package: `apt-get install xivocc-docker-components`
- Enable DB Replic: `touch /var/lib/xivo/xc_enabled`
- Start DB Replic: `xivo-servicestart`
- Refresh monitoring: `/usr/sbin/xivo-monitoring-update`

### XiVO Client

You have to enter the master and slave address in the *Connection* tab of the XiVO Client configuration :

The main server is the master node and the backup server is the slave node.

When connecting the XiVO Client with the main server down, the login screen will hang for 3 seconds before connecting to the backup server.



x

XiVO Client Configuration

User

Features

Administration

Advanced

Server

192.168.32.177

Port

5003

Backup server

192.168.32.193

Port

5003

Cancel

OK

### Internals

4 scripts are used to manage services and data replication.

- `xivo-master-slave-db-replication <slave_ip>` is used on the master to replicate the master's data on the slave server. It runs on the master.
- `xivo-manage-slave-services {start,stop}` is used on the slave to start, stop monit and asterisk. The services won't be restarted after an upgrade or restart.
- `xivo-check-master-status <master_ip>` is used to check the status of the master and enable or disable services accordingly.
- `xivo-sync` is used to sync directories from master to slave.

### Limitations

Architecture:

- Since DHCP parameters are replicated, Master and Slave node **MUST** be on the same VoIP network.

When the master node is down, some features are not available and some behave a bit differently. This includes:

- Call history / call records are not recorded.
- Voicemail messages saved on the master node are not available.
- Custom voicemail greetings recorded on the master node are not available.
- Phone provisioning is disabled, i.e. a phone will always keep the same configuration, even after restarting it.
- Phone remote directory is not accessible, because provisioned IP address points to the master.

Note that, on failover and on failback:

- DND, call forwards, call filtering, ..., statuses may be lost if changed recently.
- If you are connected as an agent, then you might need to reconnect as an agent when the master goes down. Since it's hard to know when the master goes down, if your CTI client disconnects and you can't reconnect it, then it's a sign the master might be down.

Additionally, only on failback:

- Voicemail messages are not copied from the slave to the master, i.e. if someone left a message on your voicemail when the master was down, you won't be able to consult it once the master is up again.
- More generally, custom sounds are not copied back. This includes recordings.

Here's the list of limitations that are more relevant on an administrator standpoint:

- The master status is up or down, there's no middle status. This means that if Asterisk is crashed the XiVO is still up and the failover will NOT happen.

### Berofos Integration

#### Berofos Integration

XiVO offers the possibility to integrate a [berofos failover switch](#) within a HA cluster.

This is useful if you have one or more ISDN lines (i.e. T1/E1 or T0 lines) that you want to use whatever the state of your XiVO HA cluster. To use a berofos within your XiVO HA installation, you need to properly configure both your berofos and your XiVOs, then the berofos will automatically switch your ISDN lines from your master node to your slave node if your master goes down, and vice-versa when it comes back up.

You can also use a Berofos failover switch to secure the ISDN provider lines when installing a XiVO in front of an existing PBX. The goal of this configuration is to mitigate the consequences of an outage of the XiVO : with this equipment the ISDN provider links could be switched to the PBX directly if the XiVO goes down.

**XiVO does not offer natively** the possibility to configure Berofos in this failover mode. The [Berofos Integration with PBX](#) section describes a workaround.

## Installation and Configuration

### Master Configuration

There is nothing to be done on the master node.

### Slave Configuration

First, install the bntools package:

```
apt-get install bntools
```

This will make the `bnfos` command available.

You can then connect your berofos to your network and power it on. By default, the berofos will try to get an IP address via DHCP. If it is not able to get such address from a DHCP server, it will take the 192.168.0.2/24 IP address.

---

**Note:** The DHCP server on XiVO does not offer IP addresses to berofos devices by default.

---

Next step is to create the `/etc/bnfos.conf` file via the following command:

```
bnfos --scan -x
```

If no berofos device is detected using this last command, you'll have to explicitly specify the IP address of the berofos via the `-h` option:

```
bnfos --scan -x -h <berofos ip>
```

At this stage, your `/etc/bnfos.conf` file should contains something like this:

```
[fos1]
mac = 00:19:32:00:12:1D
host = 10.34.1.50
#login = <user>:<password>
```

It is advised to configure your berofos with a static IP address. You first need to put your berofos into *flash mode* :

- press and hold the black button next to the power button,
- power on your berofos,
- release the black button when the red LEDs of port D start blinking.

Then, you can issue the following command, by first replacing the network configuration with your one:

```
bnfos --netconf -f fos1 -i 10.34.1.20 -n 255.255.255.0 -g 10.34.1.1 -d 0
```

---

**Note:**

- `-i` is the IP address

- `-n` is the netmask
- `-g` is the gateway
- `-d 0` is to disable DHCP

You can then update your berofos firmware to version 1.53:

```
wget http://www.beronet.com/downloads/berofos/bnfos_v153.bin
bnfos --flash bnfos_v153.bin -f fos1
```

Once this is done, you'll have to reboot your berofos in operationnal mode (that is in normal mode).

Then you must rewrite the `/etc/bnfos.conf` (mainly if you changed the IP address):

```
bnfos --scan -x -h <berofos ip>
```

Now that your berofos has proper network configuration and an up to date firmware, you might want to set a password on your berofos:

```
bnfos --set apwd=<password> -f fos1
bnfos --set pwd=1 -f fos1
```

You must then edit the `/etc/bnfos.conf` and replace the login line to something like:

```
login = admin:<password>
```

Next, configure your berofos for it to work correctly with the XiVO HA:

```
bnfos --set wdog=0 -f fos1
bnfos --set wdogdef=0 -f fos1
bnfos --set scenario=0 -f fos1
bnfos --set mode=1 -f fos1
bnfos --set modedef=1 -f fos1
```

This, among other things, disable the watchdog. The switching from one relay mode to the other will be done by the XiVO slave node once it detects the master node is down, and vice-versa.

Finally, you can make sure everything works fine by running the `xivo-berofos` command:

```
xivo-berofos master
```

The green LEDs on your berofos should be lighted on ports A and B.

## Connection

### Two XiVOs

Here's how to connect the ISDN lines between your berofos with:

- two XiVOs in high availability

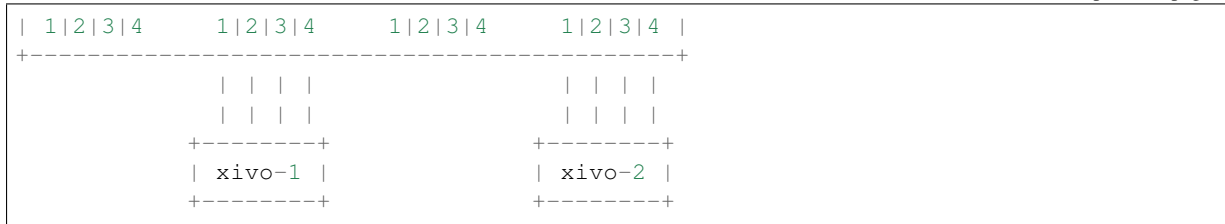
In this configuration you can protect **up two 4** ISDN lines. If more than 4 ISDN lines to protect, you must set up a *Multiple berofos* configuration.

Here's an example with 4 ISDN lines coming from your telephony provider:

```
ISDN lines (provider)
| | | |
| | | |
+-----+
|   A       B       C       D   |
```

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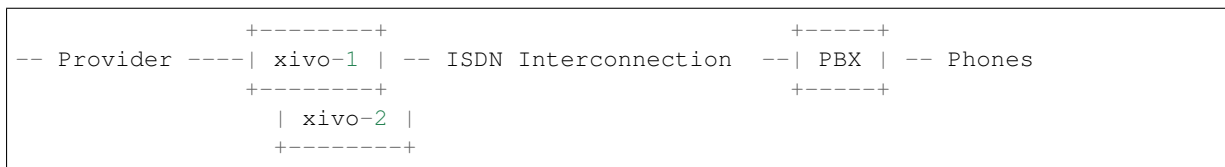
## Two XiVOs and one PBX

Here's how to connect your berofos with:

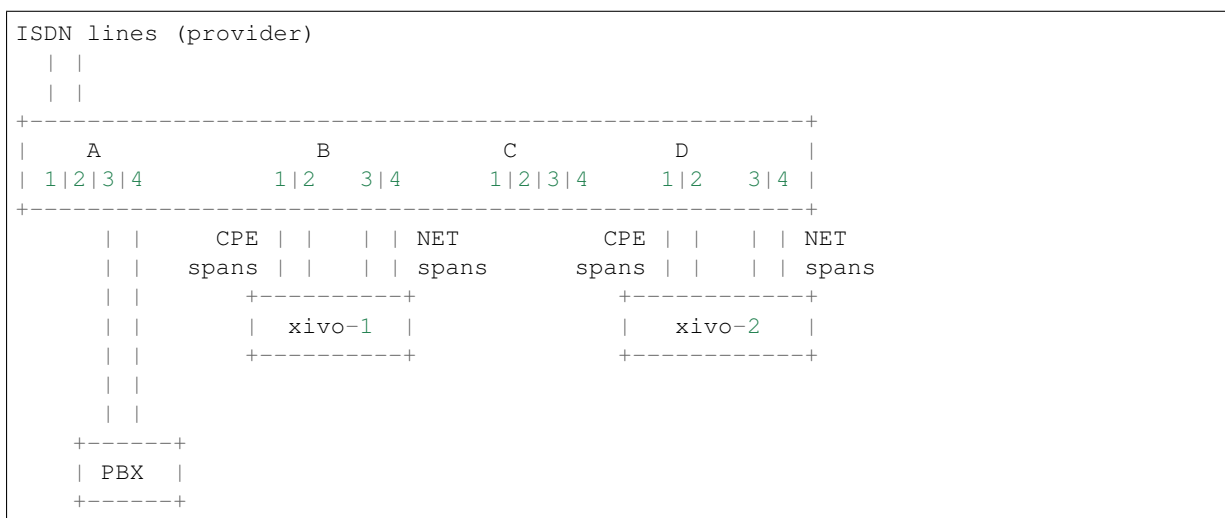
- two XiVOs in high availability,
- one PBX.

In this configuration you can protect **up two 2** ISDN lines. If more than 2 ISDN lines to protect, you must set up a [Multiple berofos](#) configuration.

Logical view:



This example shows the case where there are 2 ISDN lines coming from your telephony provider:



## One XiVO and one PBX

This case is not currently supported. You'll find a workaround in the [Berofos Integration with PBX](#) section.

## Multiple berofos

It's possible to use more than 1 berofos with XiVO.

For each supplementary berofos you want to use, you must first configure it properly like you did for the first one. The only difference is that you need to add a berofos declaration to the `/etc/bnfos.conf` file instead of creating/overwriting the file. Here's an example of a valid config file for 2 berofos:

```
[fos1]
mac = 00:19:32:00:12:1D
host = 10.100.0.201
login = admin:foobar

[fos2]
mac = 00:11:22:33:44:55
host = 10.100.0.202
login = admin:barfoo
```

**Warning:** berofos name must follow the pattern `fosX` where `X` is a number starting with 1, then 2, etc. The `bnfos` tool won't work properly if it's not the case.

## Operation

When your XiVO switch the relay mode of your berofos, it logs the event in the `/var/log/syslog` file.

## Default mode

Note that when the berofos is off, the A and D ports are connected together. This behavior is not customizable.

## Uninstallation

It is important to remove the `/etc/bnfos.conf` file on the slave node when you don't want to use anymore your berofos with your XiVOs.

## Reset the Berofos

You can reset the berofos configuration :

1. Power on the berofos,
2. When red and green LEDs are still lit, press & hold the black button,
3. Release it when the red LEDs of the D port start blinking fast
4. Reboot the beronet, it should have lost its configuration.

## External links

- [berofos user manual](#)

## Troubleshooting

When replicating the database between master and slave, if you encounter problems related to the system locale, see *PostgreSQL localization errors*.

## 4.2 XiVOcc Administration

### 4.2.1 System Configuration

#### Nginx path distribution

XiVO CC services can be installed on separate servers, but they can be opened through nginx as if they were running on the same server:

Service	URL	Target URL (should not be used)
Finger-board	https://XUC_HOST/fingerboard	http://XUC_HOST/
UC Assistant	https://XUC_HOST/	http://XUC_HOST/
CC Agent	https://XUC_HOST/ccagent	http://XUC_HOST:8070/ccagent
CC Manager	https://XUC_HOST/ccmanager	http://XUC_HOST:8070/ccmanager
Config Mgt	https://XUC_HOST/configmgt	http://XIVO_HOST:9100/configmgt
Kibana	https://XUC_HOST/kibana	http://XUC_HOST/kibana
Recording	https://XUC_HOST/recording	http://RECORDING_SERVER_HOST:RECORDING_SERVER_PORT/recording
SpagoBI	https://XUC_HOST/SpagoBI	http://REPORTING_HOST:9500/SpagoBI

#### ACD Outgoing Calls For Call Blending

Use the following only if you want to use “Least Recent” call distribution strategy and that outbound agent calls have to be taken into account by the distribution strategy.

By default, when your agents process incoming and outgoing calls, the call distribution will not take into account agents which are in outgoing calls in the *least recent* call strategy and at the end of an outgoing call there is no wrapup. So an agent can be distributed just after an outgoing calls even if another agent is free for a longer time, because the outgoing call is not taken into account by the distribution strategy.

You will find below how to improve that.

XiVO-CC agent can make outgoing calls through an outgoing queue. This brings the statistics and supervision visualization for outgoing ACD calls. However, some special configuration steps are required. The outgoing calls must be dialed from CC Agent application to use this feature.

#### Configuration Steps

- You need to create an outgoing queue with
  - in tab *General*:
    - \* *Name*: starting with ‘out’, e.g. outbound,
    - \* *Number*: some number
    - \* *Music On-Hold*: None
    - \* *Preprocess subroutine*: xuc\_outcall\_acd
  - in tab *Application*:
    - \* *Ringling Time*: 0
    - \* *Ring instead of On-Hold music*: activated
- Agent will have to be logged on this queue

## How to check correct configuration

Check if agent is logged in the outbound queue:

```
jyl-rennes*CLI> queue show outbound
outbound has 0 calls (max unlimited) in 'ringall' strategy (0s holdtime, 0s
↳talktime), W:0, C:0, A:0, SL:0.0% within 0s
Members:
  Agent/2500 (Local/id-19@agentcallback from SIP/ihvbur) (ringinuse disabled)
↳(dynamic) (Not in use) (skills: agent-19) has taken no calls yet
No Callers
```

Check the skills attached to the agent by displaying it's agent group:

```
jyl-rennes*CLI> queue show skills groups agent-19
Skill group 'agent-19':
- agent_19      : 100
- agent_no_2500 : 100
- genagent      : 100
```

If the agent dials an outbound call of more than 6 digits (default) you should see the internal queue statistics updated. The agent's state should be "(in call)" for ongoing call and when the call ends, the number of taken calls should be incremented:

```
jyl-rennes*CLI> queue show outbound
outbound has 0 calls (max unlimited) in 'ringall' strategy (0s holdtime, 34s
↳talktime), W:0, C:1, A:0, SL:100.0% within 0s
Members:
  Agent/2500 (Local/id-19@agentcallback from SIP/ihvbur) (ringinuse disabled)
↳(dynamic) (Not in use) (skills: agent-19) has taken 1 calls (last was 1 secs ago)
No Callers
```

Once done, calls requested by an agent through the Cti.js with more than 6 digits are routed via the outgoing queue. You can change the number of digits using the parameter `xuc.outboundLength` in the XuC's configuration.

## Login Timeout Configuration

When configuring external service as authentication provider, you may have trouble to login if the external system is slow. To overcome this issue, you can increase the default timeout (5000 milliseconds default) by setting the `LOGIN_TIMEOUT_MS` parameter in the `custom.env` of your xivocc installation. This value is the delay in milliseconds before aborting a login attempt.

```
LOGIN_TIMEOUT_MS=7000
```

## Ldap Authentication

### Xuc

Configure LDAP authent for CCmanager, UC Assistant and CC Agent

You need to include in the `docker-xivocc.yml` file a link to a specific configuration file by adding in xuc section a specific volume and an environment variable to specify the alternate config file location

```
xuc:
  image: ...

  environment:
    - ...
```

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```
- CONFIG_FILE=/conf/xuc.conf
```

#### volumes:

```
- /etc/docker/xuc:/conf
```

Edit in `/etc/docker/xuc/` folder a configuration file named `xuc.conf` to add ldap configuration (empty by default)

```
include "application.conf"

authentication {
  ldap {
    managerDN = "uid=company,ou=people,dc=company,dc=com"      # user with read_
    ↪rights on the whole LDAP
    managerPassword = "xxxxxxxxxx"                             # password for this_
    ↪user
    url = "ldap://ldap.company.com:389"                         # ldap URI
    searchBase = "ou=people,dc=company,dc=com"                  # ldap entry to use_
    ↪as search base
    userSearchFilter = "uid=%s"                                 # filter to use to_
    ↪search users by login, using a string pattern
  }
}
```

Recreate the container : `xivocc-dcomp up -d xuc`

## Kerberos Authentication

To enable Kerberos authentication and single sign on feature, you need to have an existing Kerberos infrastructure with a Key Distribution Center and a Ticket Granting Service. You need to be able to create a service, construct a kerberos server configuration and export a keytab to perform the following configuration. This service must be on the kerberos realm used by your users and must match the dns name of the server hosting the XUC server (or the nginx reverse proxy server if you use one). For example, assuming you have a realm named `MYDOMAIN`, you can create a service named `HTTP/xuc.mydomain` and a dns entry for `xuc.mydomain` pointing the server hosting the XUC.

**Warning:** The created domain name must be trusted by the user's browser.

## Prerequisites

- Create a service for the XUC host, for example:

```
addprinc HTTP/xuc.mydomain
```

- Export the keytab file, for example:

```
ktadd -k xuc.keytab HTTP/xuc.mydomain
```

**Warning:** The bash commands detailed here are for demonstration only and needs to be adapted to your specific environment. It shows how to create a service for the XUC Server named `HTTP/xuc`, associated to the example realm `mydomain`.

Only the following encryption types are supported by XiVOCC:

- aes256-cts-hmac-sha1-96

- arcfour-hmac
- des3-cbc-sha1
- des-cbc-crc

## XiVOCC Configuration

- Copy the previously generated `xuc.keytab` keytab file to the server hosting the XUC docker container, for example: `/etc/docker/kerberos/xuc.keytab`.
- Create or edit the file `/etc/krb5.conf` on the server hosting the XUC docker container and change settings according to your kerberos environment. For example, the file may contain (name and ip addresses must match your kerberos environment):

```
[libdefaults]
    default_realm = MYDOMAIN

[realms]
    MYDOMAIN = {
        kdc = 172.17.0.14
        admin_server = 172.17.0.14
    }
```

- Edit the docker compose file `/etc/docker/compose/docker-xivocc.yml` to add the following configuration in the xuc section (file name, service name, password may differ on your setup):

```
xuc:
  # ...
  environment:
    - JAVA_OPTS=-Dsecured.krb5.principal=HTTP/xuc.mydomain -Dsecured.krb5.
    - password=xuc -Dsecured.krb5.keyTab=/etc/kerberos/xuc.keytab
  # ...

  volumes:
    - /etc/docker/kerberos:/etc/kerberos
    - /etc/krb5.conf:/etc/krb5.conf
```

- Enable Single Sign On on the Agent, Manager, Web and Desktop application interface. Change the value of the following environment variables in the `/etc/docker/compose/custom.env`:

```
# ...
USE_SSO=true
XUC_HOST=xuc.mydomain
# ...
```

## Browser configuration

The created domain name must be trusted by the user's browser.

For Chrome (windows):

- Internet Option : Add domain with protocol to the list of trusted sites : <http://xuc.mydomain> (and/or <https://xuc.mydomain> ).

**Warning:** Kerberos authentication on Chrome is only available on Microsoft Windows.

For Firefox:

- Go to `about:config`
- add domain (without protocol) to the `network.negotiate-auth.delegation-uris` entry (ie. `xuc.mydomain`).
- add domain (without protocol) to the `network.negotiate-auth.trusted-uris` entry (ie. `xuc.mydomain`).

## CAS SSO Authentication

To enable CAS authentication and single sign on feature, you need to have an existing CAS infrastructure. You need to be able to create a service for the XiVOCC environment.

**Warning:** The CAS authentication server must be accessible from the user and the server hosting the XiVOCC containers. CAS Server users' username must match the XiVO username to allow login on the XiVOCC applications. The CAS server must support at least CAS Protocol version 2.0.

## XiVOCC Configuration

- Edit the docker compose file `/etc/docker/compose/docker-xivocc.yml` to add the following configuration in the `xuc` section (use your CAS server URL instead of `https://cas-server.example.org/cas` and set `CAS_LOGOUT_ENABLE` to `true` if you want to logout from CAS when logging out from the application):

```
xucmgt:
  # ...
  environment:
    - CAS_SERVER_URL=https://cas-server.example.org/cas
    - ...

  # ...

xuc:
  # ...
  environment:
    - CAS_SERVER_URL=https://cas-server.example.org/cas
    - CAS_LOGOUT_ENABLE=false
    - ...

  # ...
```

- Recreate and start the XiVOCC environment:

```
xivocc-dcomp up -d
```

## Install trusted certificate for nginx

To install a trusted certificate for the nginx reverse proxy instead of the self signed certificate, follow the following instructions:

- in directory `/etc/docker/nginx/ssl` replace content of files `xivoxc.crt`, `xivoxc.csr` and `xivoxc.key` while keeping filenames unchanged
- restart nginx container by command `xivocc-dcomp restart nginx`.

**Warning:** When configuring the certificate, please ensure the certificate chain is complete, especially for the XiVO Mobile Assistant. You can check the server certificate chain by using the following web site <https://www.ssllabs.com/ssltest/analyze.html> which will warn you if there is an error with the certificate (Chain issues - Incomplete)

## What is a complete certificate chain

When a client application (browser or mobile application) checks a certificate for a web site, it checks the received certificate is issued by a known certificate authority and matches the web site domain name. But sometimes, the certificate is not issued by a root certificate authority but by an intermediate authority.

Here is an example of a such a certificate chain:

```
GeoTrust Global CA
|--> RapidSSL SHA256 - CA - G3
    |--> *.company.com
```

The possible problem here is that even if the browser knows the root authority, it is unaware of the intermediate one. The solution is to create a bundle of the complete certificate chain by concatenating the certificates of all parties (root, intermediate & site). Please see [http://nginx.org/en/docs/http/configuring\\_https\\_servers.html#chains](http://nginx.org/en/docs/http/configuring_https_servers.html#chains) for more information.

## Mobile Assitant

If using an HTTPS connection for the XiVO Mobile Assistant, you must use a trusted certificate with a complete certification chain, see *Install trusted certificate for nginx*.

## 4.2.2 XiVOcc Applications Configuration

This section covers specific configuration parameters for the different application of *XiVO CC*.

### CC Agent configuration

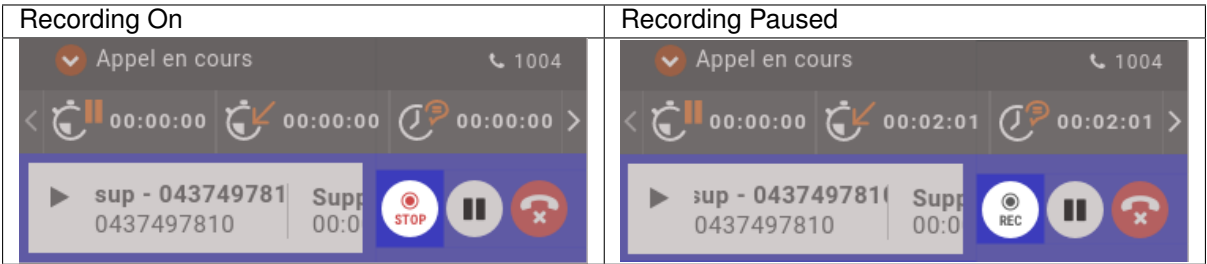
#### Contents

- *CC Agent configuration*
  - *Recording*
  - *Activity (Queue) control*
  - *Activity's Failed Destination Configuration*
    - \* *1. Import sound files in the XiVO PBX*
    - \* *2. Configure the default queue for dissuasion in the XiVO PBX*
    - \* *3. Give the rights to the XiVO User*
  - *On hold notification*
  - *Pause Cause and Status*
  - *Screen Popup*
  - *Run executable*
  - *Login or Pause management using function keys*

- \* Behavior
- \* Configuration
- Listened advertisement using function keys
  - \* Behavior
  - \* Configuration

Recording














Recording can be paused or started by an agent.



This feature can be disabled by changing `showRecordingControls` option in file `application.conf`. You can also set the environment variable `SHOW_RECORDING_CONTROLS` to `false` for your `xucmgt` container in `/etc/docker/compose/custom.env` file. When disabled the recording status is not displayed any more

Activity (Queue) control

By using the `showQueueControls` option in `application.conf`, you may allow an agent to enter or leave an activity. You can also use `SHOW_QUEUE_CONTROLS` environment variable in `/etc/docker/compose/custom.env` file.

NAME 	<input type="checkbox"/> My activities	SUBSCR. STATUS
big long queue name with ...		
Outbound		
sales		
support		
Switchboard		
Switchboard_hold		

## Activity's Failed Destination Configuration

An agent can see and change the sound file played to the caller when the Activity is temporarily closed<sup>1</sup>.

For this to work the XiVO Administrator needs to:

1. *import sound files in the XiVO PBX with the queue name prefix,*
2. *configure the default queue,*
3. *give the rights to the XiVO User.*

### 1. Import sound files in the XiVO PBX

To see the sound files, a XiVO Administrator must import them with the queue name prefix as described below:

- Given the queue *Sales* with its *Name* being *sales*,
- Given I want to have two messages available for this queue:
  - `closed_during_afternoon` ('*We are closed this afternoon ...*')
  - `in_a_meeting` ('*Currently in a meeting ...*')
- Then, as a XiVO Administrator I **MUST** import these sound files **with the prefix** `sales_`. For each file, do:
  - Go to *Services* → *IPBX* → *IPBX Services* → *Audio files*
  - Click to **Add** a file
    - \* *File name*: select the file on your disk
    - \* *Directory*: select **playback** directory (this is mandatory)
  - When file is added, edit it and *prefix the file name with the queue name followed by an underscore*, in our example `sales_`

Said differently the agent will be able to see and set all sound files prefixed with the queue name.

### 2. Configure the default queue for dissuasion in the XiVO PBX

You can configure a default queue for dissuasion by setting the queue name in `defaultQueueDissuasion` in `application.conf`. This option once set, will show the queue in the dissuasion dropdown. You can also use `QUEUEDISSUASION_DEFAULT_QUEUE` environment variable in `/etc/docker/xivo/custom.env` file on the XiVO PBX and restart the services with `xivo-dcomp up -d`.

### 3. Give the rights to the XiVO User

To see/change the dissuasion destination via the CC Agent or CC Manager, a XiVO User must have a supervisor right with *Update dissuasion* access. To do this a XiVO Administrator must connect to the configmgt ([https://XIVO\\_IP/configmgt](https://XIVO_IP/configmgt)) and configure the user with:

- *Profile*: Supervisor
- *Access*: check the box *Update dissuasions*
- *Queues*: select the queues the user can see

See *Profile Management*.

---

<sup>1</sup> Temporarily closed, here, means when no agent is logged in. More precisely when the call is sent to the *Fail* destination (see *Services* → *Call Center* → *Queues* in queue configuration, tab *No Answer* and *Fail* section). A call is sent to the *Fail* destination according to the *Join an empty queue* and *Remove callers if there are no agents* parameters in the *Advanced* tab of the queue.

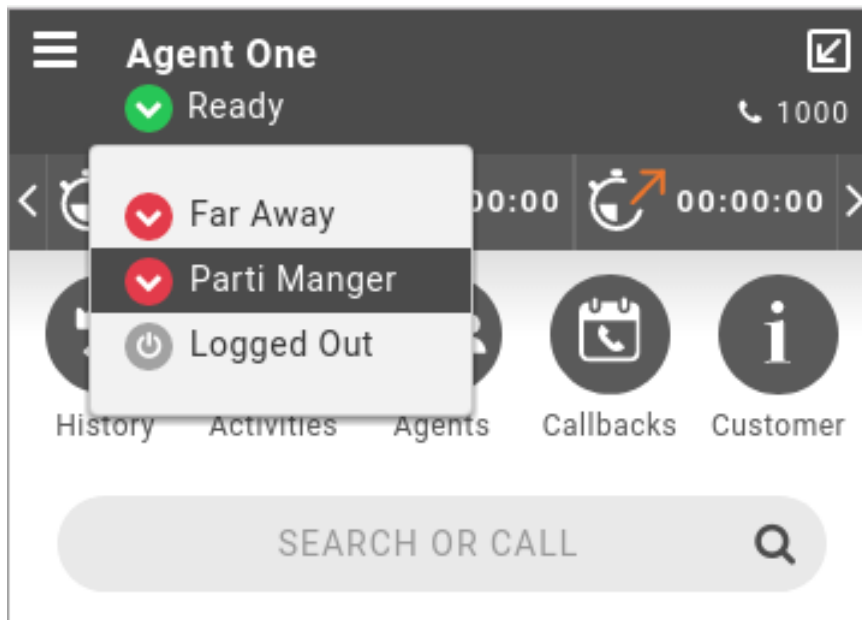
## On hold notification

You can configure `notifyOnHold` (in seconds)) in `application.conf`, this option once set, will trigger a popup and a system notification to user if he has a call on hold for a long time. You can also use `NOTIFY_ON_HOLD` environment variable in `/etc/docker/compose/custom.env` file.

## Pause Cause and Status

You can configure XiVO to have the following scenario:

- The agent person leaves temporarily his office (lunch, break, ...)
- He sets his presence in the CCAgent to the according state
- The agent will be automatically set in pause and his phone will not ring from queues
- He comes back to his office and set his presence to 'Available'
- The pause will be automatically cancelled



By default the pause action from the agent cannot be specified with a specific cause such as Lunch Time, or Tea Time. To be able to use a specific cause, you will have to define new Presences in the cti server configuration.

You **must** define pause status with action **Activate pause to all queue** to **true**, to be able to pause agent on all the queues he is working on.

**Note: Optional** You can edit *ready* presence defined with an action **Disable pause to all queue** to fallback to be available whenever the agent reconnects back to CCAgent. (for example, you closed the webpage, or did a F5 refresh). Once you reconnect you will be put in *ready* state.

By default, if you don't add option to *ready* state, you will reconnect with last presence state known.

When this presences are defined, you must restart the xuc server to be able to use them in ccagent, these presences will also be automatically available in *CCmanager* and new real time counters will be calculated.

--	--

• **Prevalence** = the proportion of a population that has a disease at a particular point in time



- if you login/logout via *XiVO CC* applications (CCAgent...), status will be updated and phone key LED will be updated.
- **Pause key:**
  - change status of agent: pause if it was ready, ready if it was paused or in wrapup
  - LED of phone key will be updated accordingly as well as the status in *XiVO CC* applications (CCAgent...)
  - if you pause/unpause via *XiVO CC* applications (CCAgent...), status will be updated and phone key LED will be updated
  - **Wrapup:** if agent is on wrapup, the phone key will *blink*. If you press key while on wrapup, agent status will be changed to ready

---

**Note:**

- \* The key blinks on Snom and Yealink phone sets. It doesn't blink on Polycom phone sets.
  - \* To be able to terminate Wrapup via the key on Snom phones you must use correct version of plugin (see [devices releasenotes](#)).
- 

## Configuration

There are two types of customizable *function keys* that can be used

- Login: it will toggle login/logout of agent. There are two configuration patterns (see also below):
  - either `***30<PHONE NUMBER>`: in this case it will ask for agent number and will then login the given agent on phone `<PHONE NUMBER>`
  - or `***30<PHONE NUMBER>*<AGENT NUMBER>`: in this case it will log agent `<AGENT NUMBER>` on phone `<PHONE NUMBER>`
- Pause: it will toggle pause/unpause of agent (and will blink if agent is on Wrapup). Configuration pattern (see also below):
  - `***34<PHONE NUMBER>` : it will toggle pause/unpause of agent logged on phone `<PHONE NUMBER>`

To use it you must:

1. On on XiVO PBX edit `/etc/xivo-xuc.conf` and change variables:
  - XUC\_SERVER\_IP to IP address of XivoCC
  - XUC\_SERVER\_PORT to port of XUC Server (default is 8090)
2. Configure function key on user (example with user 1000, 1001 and agent 8000 associated to user 1000):
  - Open *Services > IPBX > IPBX settings > Users*
  - Edit the user, open *Func Keys* tab and add keys like:
  - For Pause/Unpause agent logged on phone 1000 set:
    - *Type*: Customized,
    - *Destination*: `***341000`,
    - *Label*: Pause,
    - *Supervision*: Enabled
  - For Login/Logout agent on phone 1000 set:
    - *Type*: Customized,

- *Destination*: \*\*\*301000,
- *Label*: Login,
- *Supervision*: Enabled
- For Login/Logout agent 8000 on phone 1001 set:
  - *Type*: Customized,
  - *Destination*: \*\*\*301001\*8000,
  - *Label*: LoginOn1001,
  - *Supervision*: Enabled

Users > Edit | acd05 acd05 - Provisioning: <119688>

General Lines No answer Services Voicemail Groups **Func Keys**

Key	Type	Destination	Label	Supervision	
3	Customized	***341000	Pause	Enabled	✖
4	Customized	***301000	Login	Enabled	✖
5	Customized	***301001*8000	LoginOn1001	Enabled	✖

SAVE

## Listened advertisement using function keys

You can configure a *Listened* key on agent phone to warn him when his conversation is listened by a supervisor.

## Behavior

- **Listen key:**
  - LED of phone key will be lit if supervisor starts to listen to agent's conversation (see [Agents actions](#))

## Configuration

To configure add a customizable *function key*:

- Listened: the phone key will be lit when the agent's conversation is listened to by the supervisor. Configuration pattern (see also below):
    - \*\*\*35<PHONE NUMBER> : it will toggle listened status for agent logged on phone <PHONE NUMBER>
1. Configure function key on user (example with user 1000):
    - Open *Services > IPBX > IPBX settings > Users*
    - Edit the user, open *Func Keys* tab and add keys like:
    - For Pause/Unpause agent logged on phone 1000 set:
      - *Type*: Customized,
      - *Destination*: \*\*\*351000,
      - *Label*: Listened,
      - *Supervision*: Enabled
  2. Activate option for xucserver: see [Warn agent when spied](#) section.

## CC Manager

See *CC Manager features*.

## Access authorizations in CCManager

**Note:** Behavior was changed in 2017.LTS1 (see 2017.LTS1 release notes in *Release Notes*)

By default, CCManager access is authorized only for users with *Administrateur* or *Superviseur* rights (as defined in the Configuration Management server). If required, you can authorize all users to connect to the CCManager interface by setting the `ENFORCE_MANAGER_SECURITY` environment variable to `false` in the `/etc/docker/compose/custom.env` file:

```
...
ENFORCE_MANAGER_SECURITY=false
```

Then you need to recreate the xucmgt container with `xivocc-dcomp up -d`. Then each user will be able to log in the CCManager. Otherwise, each user that wants to connect to the CCManager will need to have a *Administrateur* or *Superviseur* profile in the Configuration Management server.

## Warn agent when spied

By default when a supervisor spies on an agent - see *Agents actions* - the agent is only warned via its *CC Agent Call control* listen icon. You can change the behavior to warn the agent when spied with a small beep and/or a function key lit on its deskphone.

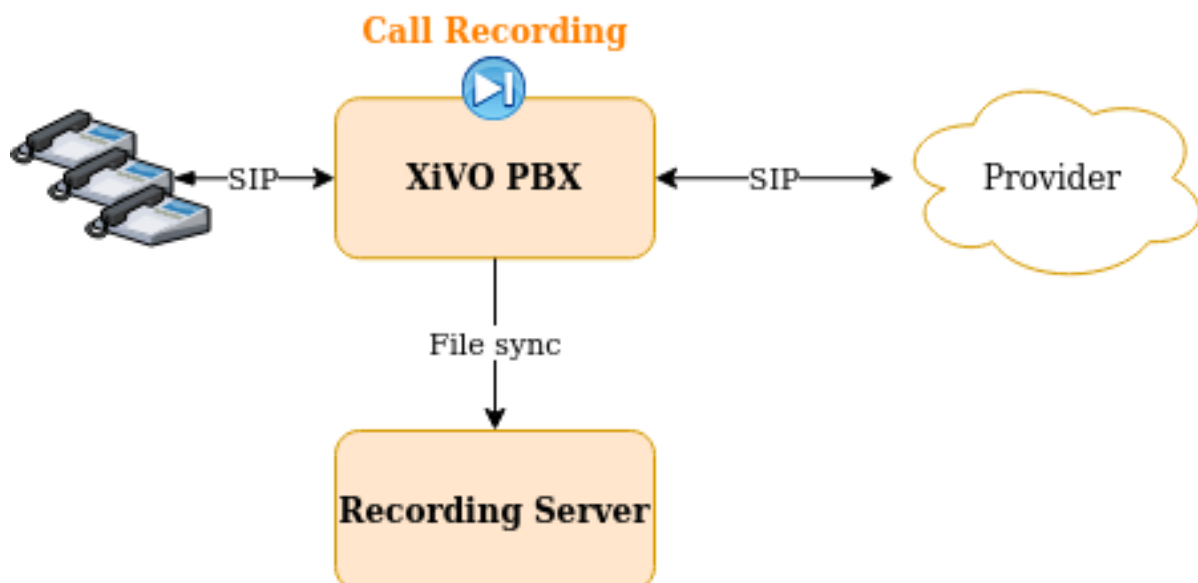
To do this, set the `ENABLE_CHANSPY_BEEP` environment variable to `true` in the `/etc/docker/compose/custom.env` file:

```
ENABLE_CHANSPY_BEEP=true
```

See also *Listened advertisement using function keys*.

## Recording

This page describes how to configure the recording feature on the XiVO PBX.



- *Recording Configuration*
  - 1. *Add link towards Recording Server*
  - 2. *Enable recording*
    - \* *Enable recording in the Queue configuration*
    - \* *Enable recording via subroutines*
- *Recording Features*
  - *Automatic Stop/Start Recording On Queues*
  - *Stop recording upon external transfer*
  - *Manual purge of recording*
  - *Recording filtering configuration*

---

**Important:** Recording can also be activated on the *XiVO Gateway*. For this, you need to follow the [Recording on Gateway](#) guide. **Beware that you cannot use both.**

---

## Recording Configuration

To configure recording there are two steps to follow on *XiVO PBX*:

1. Add link towards Recording Server,
2. and then enable recording, which can be done either:
  - in the Queue configuration
  - or via subroutines

### 1. Add link towards Recording Server

---

**Note:** Steps to be done on **XiVO PBX**

---

The first step is to configure the link towards the Recording Server by running the configuration script:

```
xivocc-recording-config
```

During the configuration, you will be asked for :

- the Recording Server IP (e.g. 192.168.0.2)
- the *XiVO PBX* name (it must not contain any space or “-” character). If you configure more than one *XiVO PBX* on the same Recording Server, you must give a different name to each of them.

After having configured the recording, you have to enable it in the Queue’s configuration or via sub-routines. See below.

### 2. Enable recording

#### Enable recording in the Queue configuration

**Note:** Steps to be done on **XiVO PBX**

To enable recording on a queue, go to *Services -> Contact Center -> Queues* and edit the queue.

Recording

Activate:
☒

Recording mode:

Recorded

Then, in the recording section:

- *Recording mode* set it to *Recorded* or *Recorded on demand*
  - *Recorded*: call will be recorded
  - *Recorded on demand*: recording starts in paused state and can be activated by the agent (see [agent recording configuration](#))
- *Activate* check it for the recording mode to be active
  - You need to check the *Activate* parameter for the recording to be enabled. When *Activate* is checked, the recording will be enabled according to the mode selected.

## Enable recording via subroutines

**Note:** Steps to be done on **XiVO PBX**

To enable the recording you have to configure one of the shipped subroutines.

The package `xivocc-recording` (see [recording installation section](#)) ships the following dialplan subroutines :

Subroutine	Description
<code>xivocc-incall-recording</code>	Records incoming calls
<code>xivocc-incall-recording</code>	Records incoming calls, but record starts in paused state and can be activated by the agent (see <a href="#">agent recording configuration</a> )
<code>xivocc-outcall-recording</code>	Records outgoing calls
<code>xivocc-outcall-recording</code>	Records outgoing calls, but record starts in paused state and can be activated by the agent (see <a href="#">agent recording configuration</a> )

These subroutines are to be configured on the following *XiVO PBX* objects (either globally or per-object):

**Warning:** They **MUST** be configured **only** on the following objects. Other configuration **are not supported**.

- Incalls,
- and/or Users,
- and/or Outcall

**Note:** Here is an **example** if you want to enable recording for:

- *All* outbound calls but started in pause state,

- And *only on* incoming call 0123456789

Then you would have to:

1. Create a `custom_global_subr.conf` file in the `/etc/asterisk/extensions_extra.d` directory
2. If not already defined elsewhere define the global subroutine:

```
[xivo-subrgbl-outcall]
exten = s,1,NoOp(=== Recording outbound calls in pause ===)
same = n,Gosub(xivocc-outcall-recording-paused,s,1)
same = n,Return()
```

3. Enable the call recording for incall 0123456789 by editing it via the *XiVO PBX* web interface and set the field *Pre-process subroutine* to `xivocc-incall-recording`

## Recording Features

### Automatic Stop/Start Recording On Queues

By default recording is stopped when a call is transferred to a queues in *Not Recorded* mode (see the feature description: [Automatic Stop/Start Recording On Queues](#)).

This can be deactivated by adding `ENABLE_RECORDING_RULES` environment variable to the `xuc` section of your `docker-xivocc.yml` file:

```
xuc:
  image: ...

  environment:
  - ...
  - SECURED_KRB5_PRINCIPAL
  - ENABLE_RECORDING_RULES
```

and `ENABLE_RECORDING_RULES=false` value to your `custom.env`.

```
XIVO_HOST=192.168.1.1
XUC_HOST=192.168.1.2
XUC_PORT=8090
...
ENABLE_RECORDING_RULES=false
```

and then relaunch the `xivocc` services with `xivocc-dcomp up -d` command.

### Stop recording upon external transfer

By default recording is stopped when both parties of the call are external (see the feature description: [Automatic Stop Recording Upon External Transfer](#)).

This can be deactivated by adding `STOP_RECORDING_UPON_EXTERNAL_XFER` environment variable to the `xuc` section of your `docker-xivocc.yml` file:

```
xuc:
  image: ...

  environment:
  - ...
  - SECURED_KRB5_PRINCIPAL
  - STOP_RECORDING_UPON_EXTERNAL_XFER
```

and `STOP_RECORDING_UPON_EXTERNAL_XFER=false` value to your `custom.env`.

```
XIVO_HOST=192.168.1.1
XUC_HOST=192.168.1.2
XUC_PORT=8090
...
STOP_RECORDING_UPON_EXTERNAL_XFER=false
```

and then relaunch the xivocc services with `xivocc-dcomp up -d` command.

## Manual purge of recording

Recording files are automatically deleted after the configured time (set during installation, see [Installation](#)).

However you can mark a recording to be deleted before the configured expiration time by attaching a specific data to the call you want to remove the recording. To do this, use the [Attach call data](#) API with the following body:

- key: `xivo_recording_expiration`
- value: a datetime formatted as `yyyy-MM-dd HH:mm:ss`

## Recording filtering configuration

---

**Note:** Steps to be done on **XiVO CC**

---

After having followed above paragraphs, you can also configure the recording filtering.

1. Add a user with Administrateur rights for Recording Server:
  1. Connect to the Config Management interface : [http://<XIVO\\_CC\\_IP>:9100](http://<XIVO_CC_IP>:9100) (login `aven-call/superpass`),
  2. Add one of the *XiVO PBX* user giving him *Administrateur* rights,
2. Configure excluded numbers on Recording Server
  1. Then, connect with this user to the Recording Server interface : [http://<XIVO\\_CC\\_IP>:9400](http://<XIVO_CC_IP>:9400)
  2. Navigate to the page `Contrôle d'enregistrement` and add the numbers to be excluded from the recording.

In list *Destinataire de l'appel* (*Numéro entrant, File d'attente, Utilisateur*) declare the:

- XiVO Incalls numbers,
- XiVO Queues numbers,
- or XiVO Users numbers

to be excluded from the recording on incoming or internal call. These numbers will be checked by the `xivocc-incall-recording` subroutines.

---

**Note:** numbers must be entered as they first appear in dialplan (check is made against `XIVO_DSTNUM` dialplan variable).

---

In list *Emetteur ou destinataire d'un appel sortant* (*Utilisateur ou numéro appelé externe*) declare the:

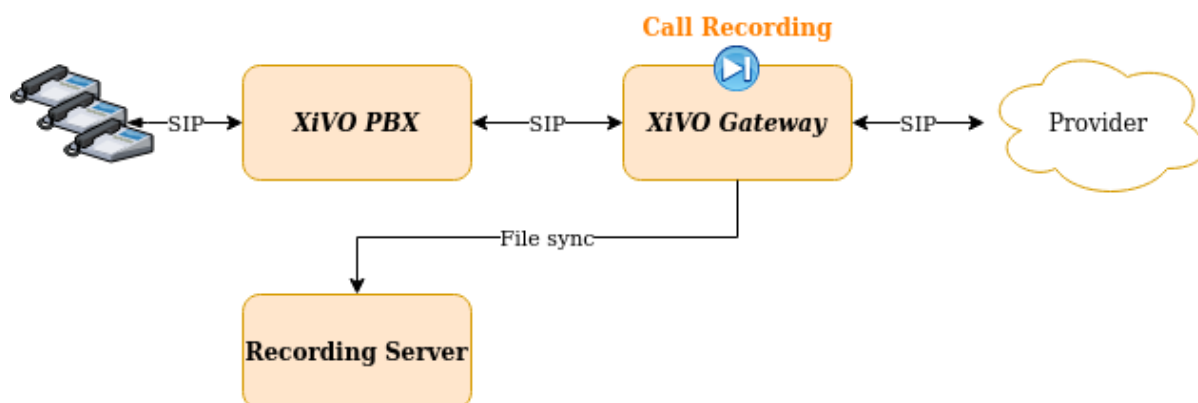
- XiVO Users internal numbers

to be excluded from recording on outgoing calls. These numbers will be checked by the `xivocc-outcall-recording` subroutines.

**Note:** check is made against XIVO\_SRCNUM dialplan variable.

## Recording on Gateway

Recording can be enabled on a gateway instead of the XiVO PBX where the users, queues and other objects are configured. This architecture will allow to off-load the recording process to a gateway server. Note that in this architecture not all the recording features are available - see [Recording On Gateway Features](#) section.



- *Activate Recording on Gateway*
    - 1. Add link towards Recording Server
    - 2. Enable recording
  - *Activate Recording on XiVO PBX*
  - *Recording On Gateway Features*
    - Available Features
    - Unavailable Features
- \* *Activate the Recording Control on CC Agent*

**Important:** This page describes the case when recording is activated on the **XiVO Gateway**. If you want to configure it on the **XiVO PBX** you MUST follow the [Recording](#) guide. **Beware that you cannot use both.**

## Activate Recording on Gateway

To configure recording there are two steps to follow on **XiVO Gateway**:

1. Add link towards Recording Server,
2. and then enable recording via subroutines

### 1. Add link towards Recording Server

**Note:** Steps to be done on **XiVO Gateway**



The first step is to configure the link towards the Recording Server by running the configuration script:

```
xivocc-recording-config
```

During the configuration, you will be asked for :

- the Recording Server IP (e.g. 192.168.0.2)
- the *XiVO Gateway* name (it must not contain any space or “-” character). If you configure more than one *XiVO PBX* on the same Recording Server, you must give a different name to each of them.

After having configured the recording, you have to enable via sub-routines. See below.

## 2. Enable recording

**Note:** Steps to be done on **XiVO Gateway**

You must activate the recording by adding subroutines:

- Create the subroutines in the file `/etc/asterisk/extensions_extra.d/gateway-recording.conf`:

```
[gateway-recording-outcall]
exten = s,1,NoOp(=== Recording calls from Gateway to XiVO PBX ===)
same = n,Set(gateway_name=xivogw1)
same = n,Set(recordingid=${gateway_name}-${UNIQUEID})
same = n,SIPAddHeader(X-Xivo-Recordingid: ${recordingid})
same = n,Set(MONITOR_EXEC=/usr/bin/xivocc-synchronize-file)
same = n,Monitor(/var/spool/xivocc-recording/audio/${recordingid},m)
same = n,Return()

[gateway-recording-incall]
exten = s,1,NoOp(=== Recording calls from Gateway to Provider ===)
same = n,Set(recordingid=${SIP_HEADER(X-Xivo-Recordingid)})
same = n,GotoIf("${recordingid}" = "")?norecord:)
same = n,Set(MONITOR_EXEC=/usr/bin/xivocc-synchronize-file)
same = n,Monitor(/var/spool/xivocc-recording/audio/${recordingid},m)
same = n(norecord),Return()
```

- Activate subroutines:
  - Configure the `gateway-recording-outcall` on the Outgoing call rule towards the XiVO PBX
  - Configure the `gateway-recording-incall` on the Outgoing call rule towards the Provider

## Activate Recording on XiVO PBX

**Note:** Step to be done on the *XiVO PBX*

On the XiVO PBX you need to use specific subroutines instead of the default ones.

- Create the subroutines in the file `/etc/asterisk/extensions_extra.d/xivo-gateway-recording.conf`:

```
; This subroutine is to be used only when recording is set up on gateway
[xivocc-incall-recording-viagw]
exten = s,1,NoOp(=== Recording incoming calls (XiVO PBX) ===)
same = n,Set(XIVO_RECORDINGID=${SIP_HEADER(X-Xivo-Recordingid)})
```

(continues on next page)

(continued from previous page)

```

same = n, Set (DO_RECORD=true)
same = n, System(test -f /usr/share/asterisk/agi-bin/xivocc-determinate-record-
→incall)
same = n, GotoIf("${SYSTEMSTATUS}" = "SUCCESS")?:noagi)
same = n, AGI(xivocc-determinate-record-incall)
same = n(noagi), GotoIf("${DO_RECORD}" = "true")?:norecord)
same = n, CelGenUserEvent (ATTACHED_DATA, recording=${XIVO_RECORDINGID})
same = n(norecord), Return()

[xivocc-outcall-recording-viagw]
exten = s,1,NoOp(=== Outgoing Call Recording (XiVO PBX) ===)
same = n, Set (DO_RECORD=true)
same = n, System(test -f /usr/share/asterisk/agi-bin/xivocc-determinate-record-
→outcall)
same = n, GotoIf("${SYSTEMSTATUS}" = "SUCCESS")?:noagi)
same = n, AGI(xivocc-determinate-record-outcall)
same = n(noagi), GotoIf("${DO_RECORD}" = "true")?:norecord)
same = n, Set (ipbx_name=xivo)
same = n, Set (XIVO_RECORDINGID=${ipbx_name}-${UNIQUEID})
same = n, SIPAddHeader (X-Xivo-Recordingid: ${XIVO_RECORDINGID})
same = n, CelGenUserEvent (ATTACHED_DATA, recording=${XIVO_RECORDINGID})
same = n(norecord), Return()

```

- Activate the subroutines:
  - Configure the xivocc-incall-recording-viagw on the Incoming calls/Queues in your XiVO PBX
  - Configure the xivocc-outcall-recording-viagw on the Outgoing call rule towards the Provider

## Recording On Gateway Features

### Available Features

When you activate the recording on a XiVO Gateway all features of the recording server are available:

- *Search, Download, Listen*
- *Disk Space*
- *Access logs*
- *Recording filtering*

### Unavailable Features

When you activate the recording on a XiVO Gateway these features **are not** available:

- *Automatic Stop/Start Recording On Queues*
- *Automatic Stop Recording Upon External Transfer*
- *Recording Control on CC Agent except if you follow the Activate the Recording Control on CC Agent procedure*

## Activate the Recording Control on CC Agent

When the recording is activated on the XiVO Gateway you can activate the Recording Control feature by following this specific procedure :

### Allow the xucserver to connect to your XiVO Gateways:

1. Copy the file `/etc/asterisk/manager.d/02-xivocc.conf` from the XiVO PBX to the same folder on the gateway.

### Configure the XiVO Gateway as a Media Server

1. On your XiVO PBX, add your *XiVO Gateway* as a Media Server in *Configuration* → *Media servers*

---

**Important:** After this step the xucserver will try to connect to the *XiVO Gateway* asterisk AMI

---

2. On your **XiVO PBX**, configure the provider trunks: you need to add on your *XiVO PBX* the **same** provider trunk that is already created on your *XiVO Gateway* BUT with selecting, for the field *Media Server* the *XiVO Gateway* you added.

### Configure the xuc

1. Disable the feature Stop recording upon external transfer feature: see [Stop recording upon external transfer](#)
2. Disable the Automatic Stop/Start Recording On Queues feature : see [Automatic Stop/Start Recording On Queues](#)
3. Restart the xuc:

```
xivocc-dcomp up -d
```

## Reporting

### Contents

- [Reporting](#)
  - [Totem Panels](#)
    - \* [Import Default Configuration and Demo Dashboards](#)
    - \* [Data flow](#)
      - [1. Replication from XiVO PBX to XiVO CC](#)
      - [2. Replication from XiVO CC to Elasticsearch](#)
    - \* [Elasticsearch data purging](#)
    - \* [Check the status](#)

### Totem Panels

The *XiVO CC* comes with the ELK<sup>1</sup> stack. This offers the possibility to do some dashboard to visualize, for example, your call center activity.

This can also be used to explore your data and analyze it.

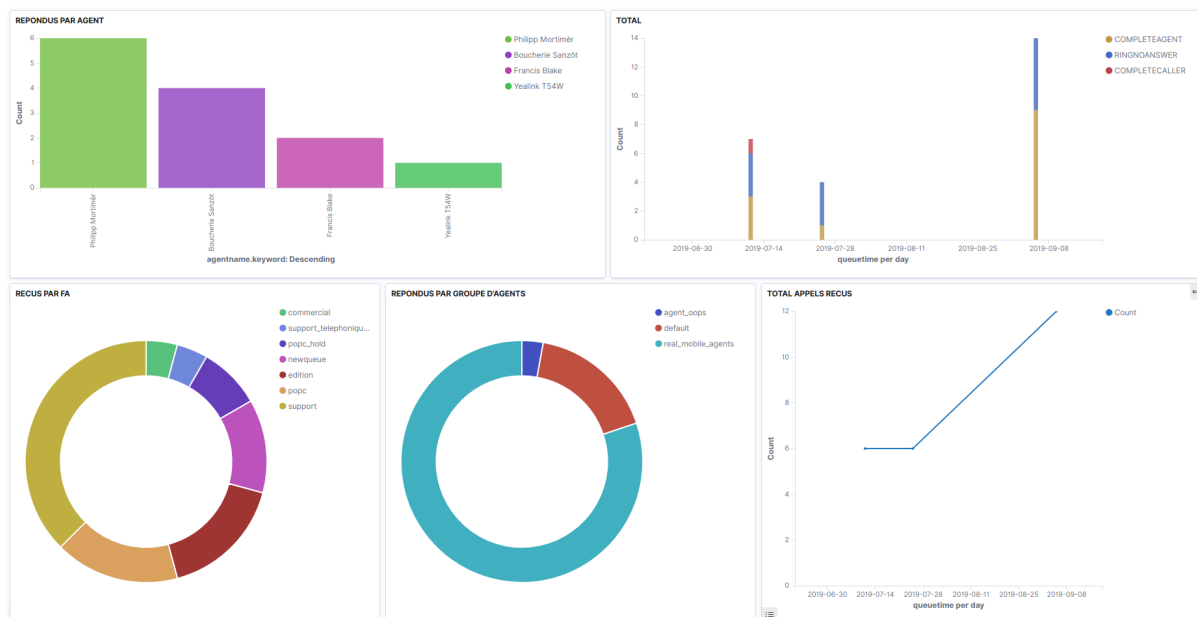
Example:

See also:

- [Import Default Configuration and Demo Dashboards](#) section to have the demo dashboard.
- [Data flow](#) section to learn about what is put inside Elasticsearch.

---

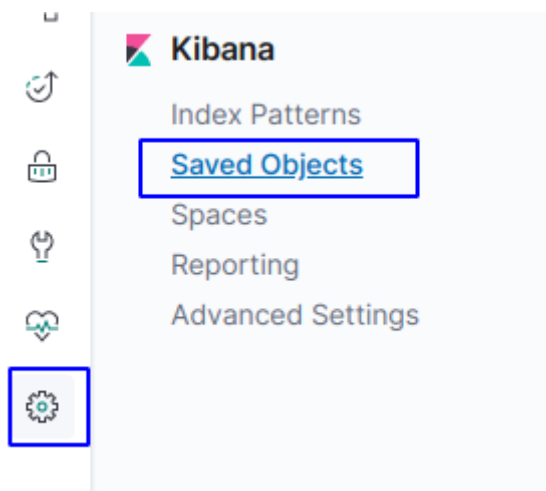
<sup>1</sup> ELK: Elasticsearch, Logstash, Kibana - see <https://www.elastic.co>



## Import Default Configuration and Demo Dashboards

Preconfigured panels and index pattern are available on our gitlab repository.

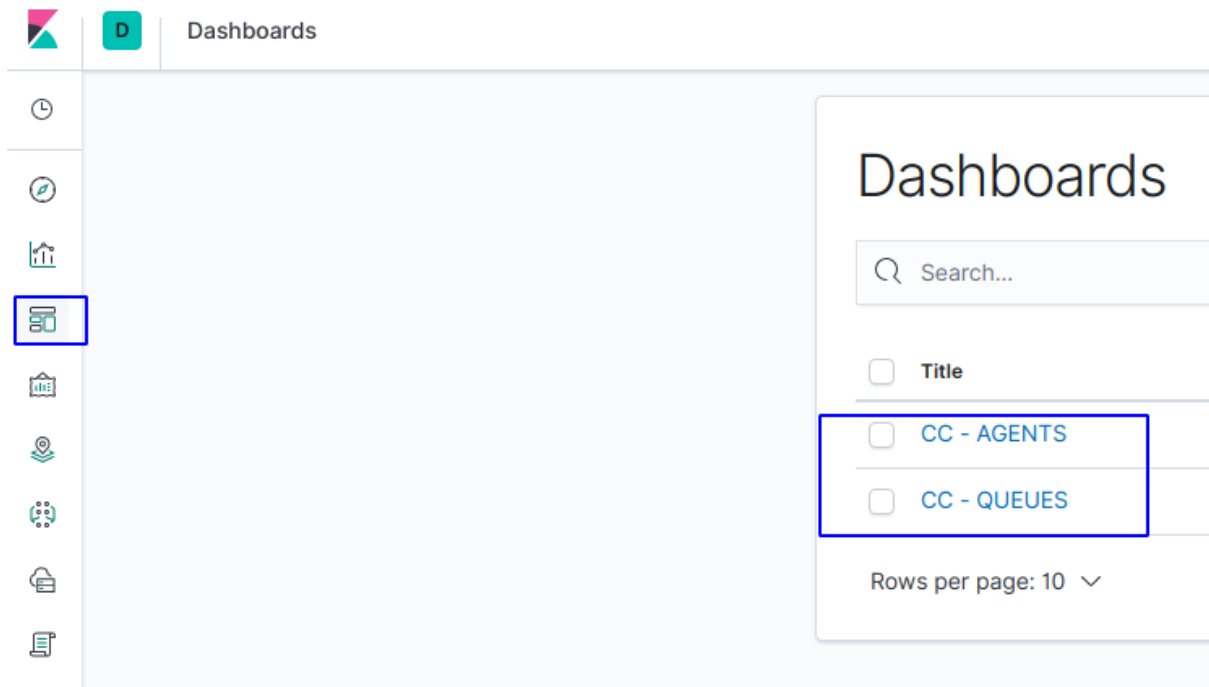
1. Download the sample panels from [https://gitlab.com/xivocc/sample\\_reports/blob/master/kibana-set/kibana.json](https://gitlab.com/xivocc/sample_reports/blob/master/kibana-set/kibana.json)
2. Import this json file in Kibana:
  - Goto *Kibana management* → *Saved objects* menu



- Click on *Import* button,
- In the new menu select the previously `kibana.json` downloaded file
- If not checked, activate the *Automatically overwrite all saved object ?* toggle
- Click on *Import* button

You can now browse the sample reports in *Dashboard*

Note that to work on your environment, the *CC - Queues* dashboard must be edited to change the queues name.



## Data flow

Event data (i.e. the `queue_log` table) is replicated in two steps:

### 1. Replication from XiVO PBX to XiVO CC

Data are replicated almost instantaneously with the `db_replic` service. See also the [Replication schema](#). To see replication status open `/var/log/xivo-db-replication/xivo-db-replication.log` on XiVO.

### 2. Replication from XiVO CC to Elasticsearch

Data are replicated every 1 minute with Logstash.

The information about the last replicated id is lost when the Logstash container is recreated (e.g. when upgrading to another LTS). In this case Logstash re-replicates the last 7 days of data. Note that as the data are already stored in Elasticsearch, no progress will be visible and no new data will appear for few minutes.

## Elasticsearch data purging

Elasticsearch is configured to keep at least 30 days of data.

## Check the status

To check the ELK stack:

- Go to the Kibana monitoring page



- Activate the monitoring if it wasn't:


We checked the cluster defaults settings and found that `xpack.monitoring.collection.enabled` is set to `false`.

Would you like to turn it on?

Turn on monitoring

- And then you can see

docker-cluster


**Elasticsearch**
• Health is green
[Basic license](#)

**Overview**


Version	7.3.1
Uptime	39 minutes

**Nodes: 1**

Disk Available	42.55%
	6.6 GB / 15.5 GB
JVM Heap	29.75%
	147.4 MB / 495.4 MB

**Indices: 5**

Documents	249
Disk Usage	474.3 KB
Primary Shards	5
Replica Shards	0



**Kibana**
• Health is green

**Overview**

Requests	1
Max. Response Time	74 ms

**Instances: 1**

Connections	0
Memory Usage	15.32%
	223.0 MB / 1.4 GB


**Logstash**

**Overview**

Events Received	121
Events Emitted	121

**Nodes: 1**

Uptime	34 minutes
JVM Heap	32.72%
	245.9 MB / 751.4 MB

**Pipelines: 1**

With Memory Queues	1
With Persistent Queues	0

## Web / Desktop Application

### Contents

- *Web / Desktop Application*
  - *Common features*
    - \* *Disabling WebRTC*
    - \* *Call History Number of Days*
    - \* *Disabling chat in UC Assistant and Switchboard*
    - \* *Change default fallback language*

- \* *External Directory*
- \* *Screen Popup*
  - *Screen popup on UC Assistant*
- *Desktop Assistant Specific Features*
  - \* *Run executable*

## Common features

### Disabling WebRTC

WebRTC can be disabled globally by setting the `DISABLE_WEBRTC` environment variable to `true` in `/etc/docker/compose/custom.env` file.

### Call History Number of Days

Call history by default shows the last 7 days. You can change it by setting the `CALL_HISTORY_NB_OF_DAYS` environment variable to a specific number of days in the `/etc/docker/compose/custom.env` file.

**Warning:** Note that setting this to a large number of days may slow down the solution.

### Disabling chat in UC Assistant and Switchboard

The chat feature can be disabled globally by setting the `DISABLE_CHAT` environment variable to `true` in `/etc/docker/compose/custom.env` file.

### Change default fallback language

Currently all web applications are translated in French if the locale of the browser (or the OS lang for desktop application) is not found. You can change, for example to fallback to english if the locale is not known by XiVO.

To do so, you need to set `APP_LANG_FALLBACK` in XiVO CC `/etc/docker/compose/custom.env` file with one of the following value:

- `fr` : French (default)
- `en` : English
- `de` : German

### External Directory

To enable External Directory feature you need to configure it in the `/etc/docker/compose/custom.env` file:

```
EXTERNAL_VIEW_URL=https://myxivocc/externaldir
```

**Note:** When `EXTERNAL_VIEW_URL` is set, it will be displayed in both UC Assistant and CC Agent

**Warning:** Take care of the following restrictions:

- The `EXTERNAL_VIEW_URL` must be seen as hosted by XiVO CC platform (otherwise it won't open because of CORS restriction).
- You **MUST** use the same HTTP protocol to access the CC application (UC Assistant or CC Agent) **AND** to access the external view. For example, if you access the application over HTTPS, you must access the external view over HTTPS too (to the avoid *Mixed Content* errors).
- The external URL **MUST NOT** have the 'X-Frame-Options' to 'sameorigin', else the feature will not work (e.g. you can't use google.com as directory. ...).

## Screen Popup

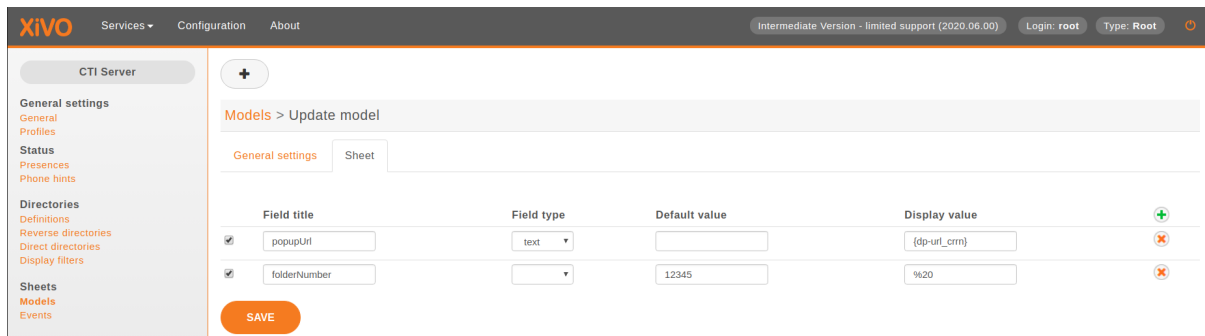
It is possible to display customer information in an external web application using Xivo *sheet* mechanism.

- Go to *Services > CTI Server > Sheets > Models* to configure a sheet:
  - Tab *General Settings*: Give a name
  - Tab *Sheet*: You must define a sheet with at least `folderNumber` and `popupUrl` fields set:
    - \* `folderNumber` (MANDATORY)
      - field type = text
      - It has to be defined. Can be calculated or use a default value not equal to “-”
      - Note: You could leave “empty” using a / symbol or using a whitespace (in hexadecimal: %20)
    - \* `popupUrl` (MANDATORY)
      - field type = text
      - The url to open when call arrives : i.e. `http://mycrm.com/customerInfo?folder=` the folder number will be automatically appended at the end of the URL
      - Additionally to the existing xivo variables, you can also use here the following variables(only available in Web Agent and Desktop Agent):
        - `{xuc-token}`: will be replaced by a token used for xuc websocket and rest api, for example `http://mycrm.com/customerInfo?token={xuc-token}&folder=`
        - `{xuc-username}`: will be replaced by the username of the logged on user, for example `http://mycrm.com/customerInfo?username={xuc-username}&folder=`
    - \* `multiTab` (OPTIONAL)
      - field type = text
      - set to the text `true` to open each popup in a new window.
  - Then go to *Services > CTI Server > Sheets > Events* and choose the right events for opening the URL (if you choose two events, url will opened twice etc.)

Example : Using the caller number to open a customer info web page

- Define `folderNumber` with any default value i.e. 123456
- Define `popupUrl` with a display value of `http://mycrm.com/customerInfo?nb={xivo-calleridnum}&fn=` when call arrives web page `http://mycrm.com/customerInfo?nb=1050&fn=123456` will be displayed





## Screen popup on UC Assistant

By default the sheet:

- on *CC Agent* application the sheet is opened by default,
- on *UC Assistant* application the sheet is **not** opened by default.

You can change the behavior with the following sheet variables:

- `popupUCActivated`:
  - if set to `true` the sheet will be opened on *UC Assistant* application
  - if set to `false` (default) the sheet won't be opened on *UC Assistant* application
- `popupAgentActivated`:
  - if set to `true` (default) the sheet will be opened on *CC Agent* application
  - if set to `false` the sheet won't be opened on *CC Agent* application

For example, if you want the sheet to **only** open on *UC Assistant* application you should add in your sheet configuration:

- in *Services > CTI Server > Sheets > Models*:
  - Tab *Sheet* add the following definition:
    - \* `popupAgentActivated`
      - field type = `text`
      - display value = `false`
    - \* `popupUCActivated`
      - field type = `text`
      - display value = `true`

**Note:** These variables can also be filled via a dialplan variable value with the `UserEvent` application and the `{dp- . . . }` syntax mechanism. See the XIVO PBX [sheet description](#).

## Desktop Assistant Specific Features

### Run executable

It is also possible to run an executable using Xivo [sheet](#) mechanism. This is only available in the desktop agent and desktop assistant.

**Warning:** For the executable to be run on a Desktop Assistant in **UC mode**, you need to activate the *Screen popup on UC Assistant* (in **CC Agent mode** the screen popup doesn't need to be activated and therefore the executable will be run out-of-the-box).





- Go to *Services > CTI Server > Sheets > Models*:
  - Tab *General Settings*: Give a name
  - Tab *Sheet*: You must define a sheet with at least `runAsExecutable` and `popupUrl` fields set:
    - \* `popupUrl` (MANDATORY)
      - field type = `text`
      - It should contain an executable name accessible by the client user (where the desktop application is) or a full executable path.
    - \* `runAsExecutable` (MANDATORY)
      - field type = `text`
      - Display value `true`
    - \* `executableArgs` (OPTIONAL)
      - field type = `text`
      - set the argument for the executable.
- Then go to *Services > CTI Server > Sheets > Events* and choose the right events for starting the application.

Example : Run the `notify-send` command on linux:

- Define `popupUrl` with a display value of `notify-send`
- Define `runAsExecutable` with a display value of `true`
- Define `executableArgs` with a display value of `caller:{xivo-calleridnum}` where the variable `xivo-calleridnum` will be replaced by the caller phone number.

Models > Update model

General settings Sheet

	Field title	Field type	Default value	Display value	
<input checked="" type="checkbox"/>	popupUrl	url		notify-send	 
<input checked="" type="checkbox"/>	runAsExecutable	text		true	
<input checked="" type="checkbox"/>	executableArgs	text		caller:{xivo-calleridnum}	

SAVE

## WebRTC configuration

See *Web RTC feature description*.

## Signed SSL/TLS certificate for WebRTC

XivoCC installation generates self-signed SSL/TLS into nginx server running as part of XivoCC. This limits WebRtc usage:

- *UC Assistant* shows warning about unsecure page and exception must be confirmed by user.

- *Desktop Applications* must be started with `--ignore-certificate-errors` parameter, which degrades security.

To avoid this, SSL/TLS certificate signed by authority recognized by Chrome in PEM format is required, see *Install trusted certificate for nginx*.

**Note:** Do **NOT** forget to check that `XUC_HOST` in `/etc/docker/compose/custom.env` is also configured with the same FQDN as in the certificate, not the IP address.

### 4.2.3 XiVOcc Administration

#### Start, stop or restart containers

Using the *xivocc-dcomp* script, you can control the run of the XiVO CC components:

```
xivocc-dcomp [command] [container]
```

List of commands:

- `up -d` - run containers
- `stop` - stop containers
- `restart` - restart containers

If you don't enter container name, the command applies on all containers. Use container names without the `xivocc_` prefix and `_1` suffix.

**Warning:** Restarting xuc server with active calls may result in some agent's having incorrect state after the restart. Hang-up of such call will return agent into correct state.

#### Show status

```
xivocc-dcomp ps
```

#### Show containers and images versions

**Note:** Introduced in 2017.03.03 release.

Docker images are labelled with the exact version of the embedded application.

You can display the:

- Version of the running docker containers by typing:

```
xivocc-dcomp version
```

- Version of all docker containers (including stopped ones) by typing:

```
xivocc-dcomp version -a
```

- Version of docker images:

```
xivocc-dcomp version -i
```

For example :

```
# xivocc-dcomp version
NAMES                                VERSION
xivocc_nginx_1                      2019.10.00
xivocc_spagobi_1                    2019.10.00
xivocc_xuc_1                        2019.10.00
xivocc_logstash_1                   2019.10.00
xivocc_kibana_1
xivocc_elasticsearch_1
xivocc_xucmgt_1                     2019.10.01
xivocc_xivo_stats_1                 2019.10.00
xivocc_recording_server_1           2019.10.00
xivocc_pack_reporting_1             2019.10.00
xivocc_pgxivocc_1
xivocc_recording_rsync_1
```

This only applies to the following images:

- nginx
- pack\_reporting
- logstash
- recording
- spagobi
- xivo\_stats
- xuc
- xucmgt

**Note:** You can also use docker commands to display information about containers or images:

- List all running containers with the exact version of application

```
$ docker ps --format 'table {{.Names}}\t{{.Image}}\t{{.Label "version"}}\t{{.
↪Status}}'
NAMES                                IMAGE
↪VERSION                            STATUS
xivocc_spagobi_1                    xivoxc/spagobi:2017.03.latest      2017.
↪03.02                               Up 14 hours
xivocc_nginx_1                      xivoxc/nginx:latest                2017.
↪03.02                               Up 32 hours
xivocc_xuc_1                        xivoxc/xuc:2017.03.latest          2017.
↪03.02                               Up 13 hours
xivocc_recording_server_1           xivoxc/recording-server:2017.03.latest 2017.
↪03.02                               Up 32 hours
xivocc_xivo_replic_1                xivoxc/xivo-db-replication:2017.03.latest 2017.
↪03.02                               Up 32 hours
xivocc_config_mgt_1                 xivoxc/config-mgt:2017.03.latest    2017.
↪03.02                               Up 32 hours
xivocc_pack_reporting_1             xivoxc/pack-reporting:2017.03.latest 2017.
↪03.02                               Up 32 hours
xivocc_xivo_stats_1                 xivoxc/xivo-full-stats:2017.03.latest 2017.
↪03.02                               Up 32 hours
xivocc_pgxivocc_1                   xivoxc/pgxivocc:latest              2017.
↪03.02                               Up 32 hours
xivocc_xucmgt_1                     xivoxc/xucmgt:2017.03.latest        2017.
↪03.02                               Up 32 hours
xivocc_elasticsearch_1              elasticsearch:1.7.2                2017.
↪03.02                               Up 32 hours
```

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```
xivocc_fingerboard_1      xivoxc/fingerboard:latest
↪                          Up 32 hours
xivocc_recording_rsync_1  xivoxc/recording-rsync:latest
↪                          Up 32 hours
xivocc_kibana_volumes_1   xivoxc/kibana_volume:latest
↪                          Up 32 hours
```

- You can also inspect an image or container to get it's exact version:

```
# Inspect an image
$ docker inspect --format '{{(index .Config.Labels "version")}}' xivoxc/
↪xuc:2017.03.latest
2017.03.02

# Inspect a running container
$ docker inspect --format '{{(index .Config.Labels "version")}}' xivocc_xuc_1
2017.03.02
```

## Log

The log of each container can be found in the `/var/log/xivocc` directory. Currently (it may change) the structure looks like this :

```
/var/log/xivocc:
├── purge-reporting-database.log
├── recording-server
│   ├── downloads.log
│   ├── recording-server.log
│   └── access.csv
├── spagobi
│   ├── Quartz.log
│   ├── SpagoBIBirtReportEngine.log
│   ├── SpagoBIChartEngine.log
│   ├── SpagoBIJasperReports.log
│   ├── SpagoBI.log
│   ├── SpagoBIQbeEngineAudit.log
│   ├── SpagoBIQbeEngine.log
│   └── SpagoBITalendEngine.log
├── specific-stats.log
├── xivo-full-stats
│   └── xivo-full-stats.log
├── xuc
│   ├── xuc_ami.log
│   └── xuc.log
├── xucmgt
│   └── xucmgt.log
```

## Backup

### Database Backup

You may backup your databases by using a similar command as below, make sure you have enough space on disk.

```
cd /var/backups
mkdir xivocc
cd xivocc
```

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```
docker run --rm --link xivocc_pgxivocc_1:db --net xivocc_default -v $(pwd):/backup_
↳-e PGPASSWORD=*** xivocc/pgxivocc pg_dump -h db -U postgres --format=c -f /
↳backup/spagobi_dump spagobi
docker run --rm --link xivocc_pgxivocc_1:db --net xivocc_default -v $(pwd):/backup_
↳-e PGPASSWORD=*** xivocc/pgxivocc pg_dump -h db -U postgres --format=c -f /
↳backup/recording_dump recording
docker run --rm --link xivocc_pgxivocc_1:db --net xivocc_default -v $(pwd):/backup_
↳-e PGPASSWORD=*** xivocc/pgxivocc pg_dump -h db -U postgres --format=c -f /
↳backup/xivo_stats_dump xivo_stats
```

## Kibana Backup

Connect to Kibana:

- Goto *Kibana management* → *Saved objects* menu
- Click on *Export* button,
- In the new menu click on *Export All* button
- It'll download a `export.ndjson` file

## Restore

### Database Restore

You may restore a backup using a similar command (to be adapted)

```
#Restore

cd /var/backups/xivocc

docker run --rm -it --link xivocc_pgxivocc_1:db --net xivocc_default -v $(pwd):/
↳backup xivocc/pgxivocc pg_restore -j 10 -h db -c -U postgres -d xivo_stats /
↳backup/xivo_stats_dump
docker run --rm -it --link xivocc_pgxivocc_1:db --net xivocc_default -v $(pwd):/
↳backup xivocc/pgxivocc pg_restore -j 10 -h db -c -U postgres -d spagobi /backup/
↳spagobi_dump
docker run --rm -it --link xivocc_pgxivocc_1:db --net xivocc_default -v $(pwd):/
↳backup xivocc/pgxivocc pg_restore -j 10 -h db -c -U postgres -d recording /
↳backup/recording_dump
```

## Kibana Restore

Connect to Kibana:

- Goto *Kibana management* → *Saved objects* menu
- Click on *Import* button,
- In the new menu select the backup'd `export.ndjson` file
- If not checked, activate the *Automatically overwrite all saved object ?* toggle
- Click on *Import* button

## 4.3 Troubleshooting

### Important:

- When reading this section, keep in mind the *Architecture & Flows* diagram.
- If you want to troubleshoot your installation see *XiVOcc Installation Troubleshooting*
- For desktop application see *Troubleshoot Application*

### 4.3.1 Troubleshooting

#### Transfers using DTMF

When transferring a call using DTMF (\*1) you get an *invalid extension* error when dialing the extension.

The workaround to this problem is to create a preprocess subroutine and assign it to the destinations where you have the problem.

Under *Services* → *IPBX* → *IPBX configuration* → *Configuration files* add a new file containing the following dialplan:

```
[allow-transfer]
exten = s,1,NoOp(## Setting transfer context ##)
same = n,Set(____TRANSFER_CONTEXT=<internal-context>)
same = n,Return()
```

Do not forget to substitute <internal-context> with your internal context.

Some places where you might want to add this preprocess subroutine is on queues and outgoing calls to be able to transfer the called person to another extension.

#### Fax detection

XiVO **does not currently support Fax detection**. The following describe a workaround to use this feature. The behavior is to answer all incoming (external) call, wait for a number of seconds (4 in this example) : if a fax is detected, receive it otherwise route the call normally.

**Note:** This workaround works only :

- on incoming calls towards an User (and an User only),
- if the incoming trunk is a DAHDI or a SIP trunk,
- if the user has a voicemail which is activated and with the email field filled
- XiVO >= 13.08 (needs asterisk 11)

Be aware that this workaround will probably not survive any upgrade.

1. In the Web Interface and under *Services* → *IPBX* → *IPBX configuration* → *Configuration files* add a new file named *fax-detection.conf* containing the following dialplan:

```
;; Fax Detection
[pre-user-global-faxdetection]
exten = s,1,NoOp(Answer call to be able to detect fax if call is external AND
↳user has an email configured)
same = n,GotoIf("${XIVO_CALLORIGIN}" = "extern"?:return)
same = n,GotoIf("${XIVO_USEREMAIL}?:return)
```

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```

same = n,Set(FAXOPT(faxdetect)=yes) ; Activate dynamically fax detection
same = n,Answer()
same = n,Wait(4) ; You can change the number of seconds it will wait for_
↳fax (4 to 6 is good)
same = n,Set(FAXOPT(faxdetect)=no) ; If no fax was detected deactivate_
↳dynamically fax detection (needed if you want directmedia to work)
same = n(return),Return()

exten = fax,1,NoOp(Fax detected from ${CALLERID(num)} towards ${XIVO_DSTNUM} -_
↳will be sent upon reception to ${XIVO_USEREMAIL})
same = n,GotoIf("${CHANNEL(channeltype)}" = "DAHDI")?
↳changeechocan:continue)
same = n(changeechocan),Set(CHANNEL(echocan_mode)=fax) ; if chan type is_
↳dahdi set echo canceller in fax mode
same = n(continue),Gosub(faxtomail,s,1(${XIVO_USEREMAIL}))

```

2. In the file `/etc/xivo/asterisk/xivo_globals.conf` set the global user subroutine to `pre-user-global-faxdetection`: this subroutine will be executed each time a user is called:

XIVO\_PRESUBR\_GLOBAL\_USER = pre-user-**global**-faxdetection

- ### 3. Reload asterisk configuration (both for dialplan and dahdi):

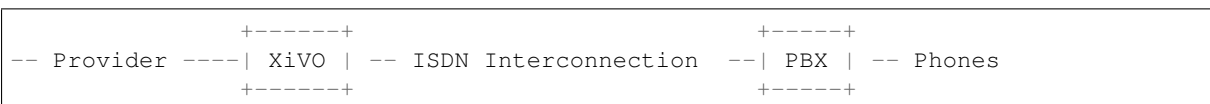
```
asterisk -rx 'core reload'
```

## Berofos Integration with PBX

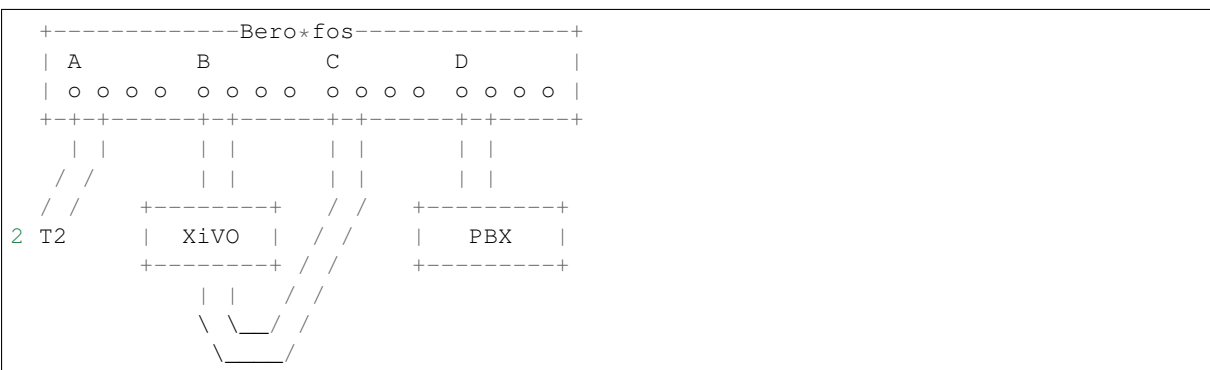
You can use a Berofos failover switch to secure the ISDN provider lines when installing a XiVO in front of an existing PBX. The goal of this configuration is to mitigate the consequences of an outage of the XiVO : with this equipment the ISDN provider links could be switched to the PBX directly if the XiVO goes down.

**XiVO does not offer natively** the possibility to configure Berofos in this failover mode. This section describes a workaround.

Logical view:



Connection:



The following describes how to configure your XiVO and your Berofos.

1. Follow the Berofos general configuration (firmware, IP, login/password) described in the the *Berofos Installation and Configuration* page.
2. When done, apply these specific parameters to the berofos:



```
bnfos --set scenario=1 -h 10.105.2.26 -u admin:berofos
bnfos --set mode=1 -h 10.105.2.26 -u admin:berofos
bnfos --set modedef=1 -h 10.105.2.26 -u admin:berofos
bnfos --set wdog=1 -h 10.105.2.26 -u admin:berofos
bnfos --set wdogdef=1 -h 10.105.2.26 -u admin:berofos
bnfos --set wdogitime=60 -h 10.105.2.26 -u admin:berofos
```

3. Add the following script `/usr/local/sbin/berofos-workaround`:

```
#!/bin/bash
# Script workaround for berofos integration with a XiVO in front of PABX

res=$(/usr/sbin/service asterisk status)
does_ast_run=$?
if [ $does_ast_run -eq 0 ]; then
    /usr/bin/logger "$0 - Asterisk is running"
    # If asterisk is running, we (re)enable wdog and (re)set the mode
    /usr/bin/bnfos --set mode=1 -f fosl -s
    /usr/bin/bnfos --set modedef=1 -f fosl -s
    /usr/bin/bnfos --set wdog=1 -f fosl -s

    # Now 'kick' berofos ten times each 5 seconds
    for ((i = 1; i <= 10; i += 1)); do
        /usr/bin/bnfos --kick -f fosl -s
        /bin/sleep 5
    done
else
    /usr/bin/logger "$0 - Asterisk is not running"
fi
```

4. Add execution rights to script:

```
chmod +x /usr/local/sbin/berofos-workaround
```

5. Create a cron to launch the script every minutes `/etc/cron.d/berofos-cron-workaround`:

```
# Workaround to berofos integration
MAILTO=""

*/1 * * * * root /usr/local/sbin/berofos-workaround
```

## Upgrading from XiVO 1.2.3

1. There is an issue with `xivo-libscdp` and `pf-xivo-base-config` during an upgrade from 1.2.3:

```
dpkg: error processing /var/cache/apt/archives/pf-xivo-base-config_13%3a1.2.4-
→1_all.deb (--unpack):
trying to overwrite '/etc/asterisk/scdp.conf', which is also in package xivo-
→libscdp 1.2.3.1-1
...
Errors were encountered while processing:
/var/cache/apt/archives/pf-xivo-base-config_13%3a1.2.4-1_all.deb
E: Sub-process /usr/bin/dpkg returned an error code (1)
```

2. You have to remove `/var/lib/dpkg/info/xivo-libscdp.conf`files:

```
rm /var/lib/dpkg/info/xivo-libscdp.conf
```

3. You have to edit `/var/lib/dpkg/info/xivo-libscdp.list` and remove the following line:

```
/etc/asterisk/sccp.conf
```

4. and remove `/etc/asterisk/sccp.conf`:

```
rm /etc/asterisk/sccp.conf
```

5. Now, you can launch `xivo-upgrade` to finish the upgrade process

### CTI server is unexpectedly terminating

If you observe that your CTI server is sometimes unexpectedly terminating with the following message in `/var/log/xivo-ctid.log`:

```
(WARNING) (main): AMI: CLOSING
```

Then you might be in the case where asterisk generates lots of data in a short period of time on the AMI while the CTI server is busy processing other things and is not actively reading from its AMI connection. If the CTI server takes too much time before consuming some data from the AMI connection, asterisk will close the AMI connection. The CTI server will terminate itself once it detects the connection to the AMI has been lost.

There's a workaround to this problem called the `ami-proxy`, which is a process which buffers the AMI connection between the CTI server and asterisk. This should only be used as a last resort solution, since this increases the latency between the processes and does not fix the root issue.

To enable the `ami-proxy`, you must:

1. Add a file `/etc/systemd/system/xivo-ctid.service.d/ami-proxy.conf`:

```
mkdir -p /etc/systemd/system/xivo-ctid.service.d
cat >/etc/systemd/system/xivo-ctid.service.d/ami-proxy.conf <<EOF
[Service]
Environment=XIVO_CTID_AMI_PROXY=1
EOF
systemctl daemon-reload
```

2. Restart the CTI server:

```
systemctl restart xivo-ctid.service
```

If you are on a XiVO cluster, you must do the same procedure on the slave if you want the `ami-proxy` to also be enabled on the slave.

To disable the `ami-proxy`:

```
rm /etc/systemd/system/xivo-ctid.service.d/ami-proxy.conf
systemctl daemon-reload
systemctl restart xivo-ctid.service
```

### Agents receiving two ACD calls

**Warning:** Procedure was removed since bug was fixed in asterisk version shipped in 2017.LTS1 (2017.03)

### PostgreSQL localization errors

The database and the underlying `database cluster` used by XiVO is sensitive to the system locale configuration. The locale used by the database and the database cluster is set when XiVO is installed. If you change your system locale without particular attention to PostgreSQL, you might make the database and database cluster temporarily unusable.

When working with locale and PostgreSQL, there's a few useful commands and things to know:

- `locale -a` to see the list of currently available locales on your system
- `locale` to display information about the current locale of your shell
- `grep ^lc_ /etc/postgresql/9.4/main/postgresql.conf` to see the locale configuration of your database cluster
- `sudo -u postgres psql -l` to see the locale of your databases
- the `/etc/locale.gen` file and the associated `locale-gen` command to configure the available system locales
- `systemctl restart postgresql.service` to restart your database cluster
- the PostgreSQL log file located at `/var/log/postgresql/postgresql-9.4-main.log`

**Note:** You can use any locale with XIVO as long as it uses an UTF-8 encoding.

### Database cluster is not starting

If the database cluster doesn't start and you have the following errors in your log file:

```
LOG:  invalid value for parameter "lc_messages": "en_US.UTF-8"
LOG:  invalid value for parameter "lc_monetary": "en_US.UTF-8"
LOG:  invalid value for parameter "lc_numeric": "en_US.UTF-8"
LOG:  invalid value for parameter "lc_time": "en_US.UTF-8"
FATAL:  configuration file "/etc/postgresql/9.4/main/postgresql.conf" contains
↳errors
```

Then this usually means that the locale that is configured in `postgresql.conf` (here `en_US.UTF-8`) is not currently available on your system, i.e. does not show up the output of `locale -a`. You have two choices to fix this issue:

- either make the locale available by uncommenting it in the `/etc/locale.gen` file and running `locale-gen`
- or modify the `/etc/postgresql/9.4/main/postgresql.conf` file to set the various `lc_*` options to a locale that is available on your system

Once this is done, restart your database cluster.

### Can't connect to the database

If the database cluster is up but you get the following error when trying to connect to the asterisk database:

```
FATAL:  database locale is incompatible with operating system
DETAIL:  The database was initialized with LC_COLLATE "en_US.UTF-8", which is not
↳recognized by setlocale().
HINT:  Recreate the database with another locale or install the missing locale.
```

Then this usually means that the database locale is not currently available on your system. You have two choices to fix this issue:

- either make the locale available by uncommenting it in the `/etc/locale.gen` file, running `locale-gen` and restarting your database cluster
- or *recreate the database using a different locale*

## Error during the upgrade

Then you are mostly in one of the cases described above. Check your log file.

## Error while restoring a database backup

If during a database restore, you get the following error:

```
pg_restore: [archiver (db)] Error while PROCESSING TOC:
pg_restore: [archiver (db)] Error from TOC entry 4203; 1262 24745 DATABASE_
↪ asterisk asterisk
pg_restore: [archiver (db)] could not execute query: ERROR:  invalid locale name:
↪ "en_US.UTF-8"
    Command was: CREATE DATABASE asterisk WITH TEMPLATE = template0 ENCODING =
↪ 'UTF8' LC_COLLATE = 'en_US.UTF-8' LC_CTYPE = 'en_US.UTF-8';
```

Then this usually means that your database backup has a locale that is not currently available on your system. You have two choices to fix this issue:

- either make the locale available by uncommenting it in the `/etc/locale.gen` file, running `locale-gen` and restarting your database cluster
- or if you want to restore your backup using a different locale (for example `fr_FR.UTF-8`), then restore your backup using the following commands instead:

```
sudo -u postgres dropdb asterisk
sudo -u postgres createdb -l fr_FR.UTF-8 -O asterisk -T template0 asterisk
sudo -u postgres pg_restore -d asterisk asterisk-*.dump
```

## Error during master-slave replication

Then the slave database is most likely not using an UTF-8 encoding. You'll need to *recreate the database using a different locale*

## Changing the locale (LC\_COLLATE and LC\_CTYPE) of the database

If you have decided to change the locale of your database, you must:

- make sure that you have enough space on your hard drive, more precisely in the file system holding the `/var/lib/postgresql` directory. You'll have, for a moment, two copies of the asterisk database.
- prepare for a service interruption. The procedure requires the services to be restarted twice, and the system performance will be degraded while the database with the new locale is being created, which can take a few hours if you have a really large database.
- make sure the new locale is available on your system, i.e. shows up in the output of `locale -a`

Then use the following commands (replacing `fr_FR.UTF-8` by your locale):

```
xivo-service restart all
sudo -u postgres createdb -l fr_FR.UTF-8 -O asterisk -T template0 asterisk_
↪ newlocale
sudo -u postgres pg_dump asterisk | sudo -u postgres psql -d asterisk_newlocale
xivo-service stop
sudo -u postgres psql <<'EOF'
DROP DATABASE asterisk;
ALTER DATABASE asterisk_newlocale RENAME TO asterisk;
EOF
xivo-service start
```

You should also modify the `/etc/postgresql/9.4/main/postgresql.conf` file to set the various `lc_*` options to the new locale value.

For more information, consult the [official documentation on PostgreSQL localization support](#).

## Originate a call from the Asterisk console

It is sometimes useful to ring a phone from the asterisk console. For example, if you want to call the 1234 extension in context default:

```
channel originate Local/1234@default extension 42@xivo-callme
```

## WebRTC

- *http.conf* - asterisk's webserver must accept connection from outside, the listen address must be updated, for the sake of simplicity let's use 0.0.0.0, you can also pick an address of one of the network interfaces:

```
[general]
enabled=yes
bindaddr=0.0.0.0
bindport=5039
prefix=
tlsenable=yes
tlsbindaddr=127.0.0.1:5040
tlscertfile=/usr/share/xivo-certs/server.crt
tlsprivatekey=/usr/share/xivo-certs/server.key
servername=XiVO PBX
```

Do not forget to reload the configuration by the *module reload http* command on the Asterisk CLI.

- *rtp.conf* - the ICE support must be activated:

```
;
; RTP Configuration
;
[general]
;
; RTP start and RTP end configure start and end addresses
;
; Defaults are rtpstart=5000 and rtpend=31000
;
rtpstart=10000
rtpend=20000
;
; Whether to enable or disable UDP checksums on RTP traffic
;
;rtpchecksums=no
;
; The amount of time a DTMF digit with no 'end' marker should be
; allowed to continue (in 'samples', 1/8000 of a second)
;
;dtmftimeout=3000
icesupport=yes
stunaddr=stun.l.google.com:19302
```

The configuration is reloaded by *module reload res\_rtp\_asterisk.so*.

- WebRTC requires DTLS keys to be generated in `/etc/asterisk/keys`. If you need to manually generate the DTLS certificates following instructions on the Asterisk Wiki: <https://wiki.asterisk.org/wiki/display/AST/Secure+Calling+Tutorial>. You just need to generate the TLS certificates (first call of *ast\_tls\_cert*),

other steps are not necessary. Make sure asterisk can read files by executing: `chown -R asterisk.asterisk /etc/asterisk/keys`

### Call Permission and Transfers

Some Call Permission issues may occur in case of call transfers. For example:

- Given user U1 with call permissions C1,
- Given user U2 with another call permissions set C2,
- When U1 calls U2 and transfers it somewhere
- Then, depending on the type of transfer it will take the call permissions C1 or C2.

Current behavior is described in [bug 1944](#).

### 4.3.2 Xuc & Xucmgt (CC & UC applications)

#### XUC overview page

XUC overview page available at `@XUC_IP:PORT`, usually `@SERVER_IP:8090`. You have to check if the “Internal configuration cache database” contains agents, queues etc.

#### XUC sample page

XUC sample page available at `@XUC_IP:PORT/sample`, usually `@SERVER_IP:8090/sample`. You can use this page to check user login and other API functions. CCManager, agent and assistant web use functions available on the sample page.

#### XUC Internal Metrics

Internal metrics are also available - see [XUC Internal Metrics](#) page.

#### XUC Internal Metrics

##### Contents

- *XUC Internal Metrics*
  - *Introduction*
  - *Configuration*
    - \* *Enable JMX*
    - \* *Explore JMX*
    - \* *Expose JMX through REST*
  - *Metrics description*
    - \* *Historical metrics*
    - \* *New metrics*
    - \* *Other JVM metrics*

## Introduction

The XUC process exposes some metrics to troubleshoot or monitor the health of the process. Some of these metrics were previously exposed in a sub-page of the XUC overview page. The metrics are not exposed using the JMX technology available in java.

## Configuration

### Enable JMX

JMX is enabled by default in java but only available on the local machine running the process. Moreover as we are using docker, it's only available inside the docker container itself. To make it available from the outside of the container and host running the XUC process, you need to explicitly configure it to do so.

In the following configuration, replace

- JMX\_PORT with the port number where you want to expose the JMX
- JMX\_HOST by the docker host IP address (not the container one but the IP of the server running docker)

Edit your docker compose file (/etc/docker/compose/docker-xivocc.yml) and change the configuration of the xuc container:

```
xuc:
  [...]
  ports:
    - JMX_PORT:JMX_PORT
  [...]

  environment:
    - JAVA_OPTS=-Xms512m -Xmx1024m -DtechMetrics.jmxReporter=true -Dcom.sun.
↪management.jmxremote -Dcom.sun.management.jmxremote.port=JMX_PORT -Dcom.sun.
↪management.jmxremote.local.only=false -Dcom.sun.management.jmxremote.
↪authenticate=false -Dcom.sun.management.jmxremote.ssl=false -Djava.rmi.server.
↪hostname=JMX_HOST -Dcom.sun.management.jmxremote.rmi.port=JMX_PORT
  [...]
```

For example, if we have JMX\_PORT=15701 and JMX\_HOST=192.168.228.100, you should set

```
xuc:
  [...]
  ports:
    - 15701:15701
  [...]

  environment:
    - JAVA_OPTS=-Xms512m -Xmx1024m -DtechMetrics.jmxReporter=true -Dcom.sun.
↪management.jmxremote -Dcom.sun.management.jmxremote.port=15701 -Dcom.sun.
↪management.jmxremote.local.only=false -Dcom.sun.management.jmxremote.
↪authenticate=false -Dcom.sun.management.jmxremote.ssl=false -Djava.rmi.server.
↪hostname=192.168.228.100 -Dcom.sun.management.jmxremote.rmi.port=15701
  [...]
```

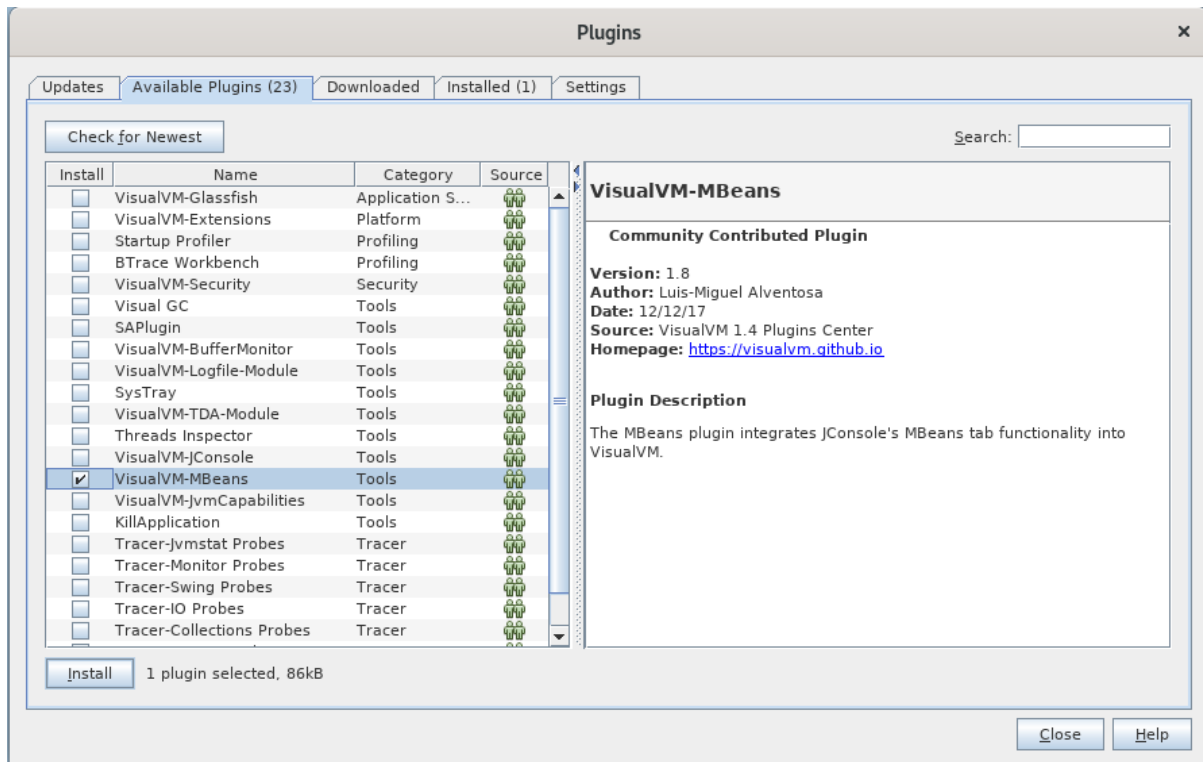
Then restart the XUC process with the new configuration by running the command `xivocc-dcomp up -d xuc`

## Explore JMX

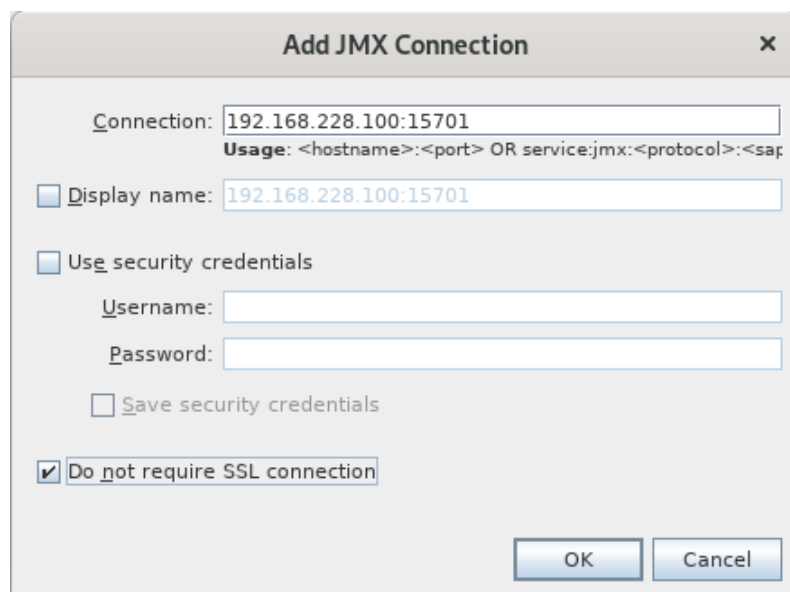
Once restarted you can then use tools to explore the metrics: jconsole, visualvm with MBeans plugin, eclipse,...

For example, here are the steps to configure visualvm and explore the JMX metrics:

- Download and install visualvm <https://visualvm.github.io/>
- Enable MBeans plugin

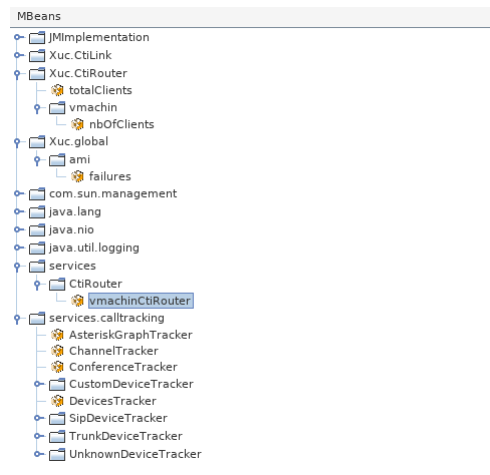


- Add remote host



- Double click on process under the newly added host
- Click on the MBeans tab
- Explore tree





## Expose JMX through REST

Alternatively you could integrate a JMX plugin to your running process which allows to gather JMX metrics over HTTP. You need to download jolokia JVM agent from their website: <https://jolokia.org/> and transfer the jar file on the server hosting the XUC container (for example in `/etc/docker/jolokia/jolokia-jvm-1.6.2-agent.jar`).

Then you should change your docker compose configuration for the xuc process in `docker-xivocc.yml`:

```
xuc:
  [...]
  ports:
    - JMX_HTTP_PORT:JMX_HTTP_PORT
  [...]

  environment:
    - JAVA_OPTS=-Xms512m -Xmx1024m -DtechMetrics.jmxReporter=true -javaagent:/opt/
    ↪jolokia/jolokia-jvm-1.6.2-agent.jar=port=JMX_HTTP_PORT,host=JMX_HTTP_HOST
  [...]

  volumes:
    - /etc/docker/jolokia:/opt/jolokia
```

Then restart the XUC process with the new configuration by running the command `xivocc-dcomp up -d xuc`. The JMX metrics are now available over HTTP, see jolokia website for help on available endpoints: <https://jolokia.org/documentation.html>

Here are some example url to test:

- \* List all jmx metrics available: `curl http://JMX_HTTP_HOST:JMX_HTTP_PORT/jolokia/list`
- \* Get metrics of a specific service: `curl http://JMX_HTTP_HOST:JMX_HTTP_PORT/jolokia/read/services.calltracking:type=AsteriskGraphTracker`

## Metrics description

### Historical metrics

These metrics were previously exposed in a sub-page of the XUC overview page.

- Xuc.CtiLink.\*: Information on the link per user between XUC and ctid on the XiVO PBX
- Xuc.CtiRouter.totalClients: Total number of client connected to the XUC
- Xuc.CtiRouter.<username>.nbOfClients: Number of client connected to the XUC with the given <username>

- `Xuc.global.ami.failures`: Number of failure/lost connection to the asterisk AMI

### New metrics

- `services.CtiRouter.<username>CtiRouter`: Information on the currently connected <username>
- `services.calltracking.AsteriskGraphTracker` \* `GraphSize`: Size of the call graph \* `LoopDetected`: Number of call loop detected \* `Notifications`: Number of Notifications published internally \* `Watchers`: Number of object monitoring the graph
- `services.calltracking.ChannelTracker` \* `HangupEvents`: Number of Hangup received since the process started \* `NewChannelEvents`: Number of channel created since the process started \* `Notifications`: Number of Notifications published internally \* `Watchers`: Number of object monitoring the channels
- `services.calltracking.ConferenceTracker` \* `Conferences`: Number of conferences \* `Participants`: Number of participants
- `services.calltracking.DevicesTracker.Devices`: Number of monitored device
- `services.calltracking.SipDeviceTracker.<SIP_PEER_NAME>`: Information about the SIP peer (Phone device) \* `Calls`: Number of active calls \* `ChannelEvent`: Number of channel event received \* `PartyInformation`: Number of event received from remote party \* `PathsFromChannel`: Number of event received from the `AsteriskGraphTracker`
- `services.calltracking.TrunkDeviceTracker.<TRUNK_NAME>`: Information about the trunk, same information as in `SipDeviceTracker`
- `services.calltracking.CustomDeviceTracker.<CUSTOM_NAME>`: Information about the custom device, same information as in `SipDeviceTracker`
- `services.calltracking.UnknownDeviceTracker.<CUSTOM_NAME>`: Information about other asterisk device, same information as in `SipDeviceTracker`

### Other JVM metrics

You may also find these metrics interesting when troubleshooting the process: \* `java.lang.Memory.HeapMemoryUsage`: Information about the java heap memory \* `java.lang.GarbageCollector`: Information about the java garbage collector process

### Agent states after XUC restart

Please see the note in [restarting](#) XUC server with active calls.

### Queue created

New queue will not appear immediately in *CCAgent* and *CCManager* until the agent or the manager is not relogged to these applications accordingly. The Xuc server restart **is not required**.

### Queue deleted

Deleted queue will still appear in *CCAgent* and *CCManager* until the Xuc server **is restarted**.

## 4.3.3 NGINX - proxy web

### Basic check

On the standard HTTP port of the machine (80) you are redirected to UC Assistant over HTTPS (443).

You can open the fingerboard page <https://xivocc/fingerboard>

### Docker says nginx is restarting

- Check logs for missing files or links, nginx refuses to start if one of servers is not accessible, e.g. xuc is down.

## 4.3.4 PostgreSQL

### Container keeps on restarting after upgrade

After upgrading Docker it can sometimes happen that the container *xivocc\_pgxivocc\_1* gets stuck in restarting mode. Logs show the following error

```
FATAL: data directory "/var/lib/postgresql/data" has group or world access
DETAIL: Permissions should be u=rwx (0700).
```

Error is caused by wrong permissions on the PostgreSQL data directory. Follow the below steps in order to fix the issue:

1. Find the location of the directory inside the container information:

```
docker inspect xivocc_pgxivocc_1 | grep volumes
```

2. Command output should give something like this:

```
"Source": "/var/lib/docker/volumes/
↳ 82898d65ae41174865211ff709c12b1f5e7b3c1b7d26e73500b6e6c7cffb3f10/_data",
```

3. Use the result above to change the permissions:

```
chmod -R 700 /var/lib/docker/volumes/
↳ 82898d65ae41174865211ff709c12b1f5e7b3c1b7d26e73500b6e6c7cffb3f10/_data
```

4. Restart the container:

```
xivocc-dcomp restart pgxivocc
```

## 4.3.5 Reporting

### DB Replic does not replicate call data

After experiencing a 'no space left on device' and restarting containers, it can sometimes happen that the data from XiVO is not replicated anymore. The following error can be found only in docker logs of DB Replic:

```
xivo-dcomp logs -tf --tail=10 db_replic
```

Error:

```
db_replic_1 | liquibase.exception.LockException: Could not acquire change_
↳ log lock. Currently locked by fe80:0:0:0:42:acff:fe11:8%eth0_
↳ (fe80:0:0:0:42:acff:fe11:8%eth0) since 4/10/17 3:28 PM
```

This error is caused by a lock in liquibase db. Follow the below steps in order to fix the issue:

**Warning:** This problem should not happen, so you should know what you are doing and not follow this procedure blindly.

1. Stop *db\_replic* (XiVO), *xivo\_stats* (XiVO CC) and *pack\_reporting* (XiVO CC)
2. On XiVOCC, enter inside the *pgxivocc* docker container:

```
docker exec -it xivocc_pgxivocc_1 /bin/bash
```

3. Log on the database as postgres:

```
su - postgres
psql xivo_stats
```

4. Find if there still is an active lock:

```
xivo_stats=# select * from databasechangelock;
 id | locked | lockgranted | lockedby
-----+-----+-----+-----
 1  | t      | 2017-04-10 15:28:10.684 | fe80:0:0:0:42:acff:fe11:8%eth0
(1 row)
```

5. If so, delete the lock:

```
xivo_stats=# truncate databasechangelock;
xivo_stats=# select * from databasechangelock;
 id | locked | lockgranted | lockedby
-----+-----+-----+-----
 1  | f      |              |
(1 row)
```

6. Restart the containers:

```
xivo-dcomp start db_replic (XiVO)
xivocc-dcomp start pack_reporting (XiVO CC)
xivocc-dcomp start xivo_stats (XiVO CC)
```

Now, if *xivo\_stats* is stuck in exit (126), try a `docker rm -v {xivo_stats container id}` followed by a `xivocc-dcomp up -d`.

## Totem panels (Elastic, Logstash and Kibana)

To debug the ELK stack bear in mind the *Data flow*.

### Logs

- Logstash:

```
xivocc-dcomp logs -tf --tail=10 logstash
```

- Elasticsearch:

```
xivocc-dcomp logs -tf --tail=10 elasticsearch
```

- Kibana:

```
xivocc-dcomp logs -tf --tail=10 kibana
```

When looking at logstash logs you should normally see:

- every minute the SQL request being run:

```
logstash_1 | 2019-09-18T11:59:00.475644639Z [2019-09-18T13:59:00,475] [INFO_
→][logstash.inputs.jdbc      ] (0.016828s) SELECT count(*) AS "count" FROM_
→(select
logstash_1 | 2019-09-18T11:59:00.475688759Z      ql.id as id,
logstash_1 | 2019-09-18T11:59:00.475694836Z      cast(time as timestamp) as_
→queuetime,
logstash_1 | 2019-09-18T11:59:00.475698712Z      ql.callid,
...
logstash_1 | 2019-09-18T11:59:00.475757232Z from
logstash_1 | 2019-09-18T11:59:00.475760377Z      queue_log as ql
...
logstash_1 | 2019-09-18T11:59:00.475782243Z where
logstash_1 | 2019-09-18T11:59:00.475785317Z      ql.id > 20503
logstash_1 | 2019-09-18T11:59:00.475788795Z order by ql.id asc) AS "t1" LIMIT 1
```

- in the SQL query you should see the *where condition* `ql.id > SOME_ID` changing

```
logstash_1 | 2019-09-18T12:00:00.475644639Z [2019-09-18T14:00:00,475] [INFO_
→][logstash.inputs.jdbc      ] (0.016828s) SELECT count(*) AS "count" FROM_
→(select
logstash_1 | 2019-09-18T12:00:00.475688759Z      ql.id as id,
logstash_1 | 2019-09-18T12:00:00.475694836Z      cast(time as timestamp) as_
→queuetime,
logstash_1 | 2019-09-18T12:00:00.475698712Z      ql.callid,
...
logstash_1 | 2019-09-18T12:00:00.475757232Z from
logstash_1 | 2019-09-18T12:00:00.475760377Z      queue_log as ql
...
logstash_1 | 2019-09-18T12:00:00.475782243Z where
logstash_1 | 2019-09-18T12:00:00.475785317Z      ql.id > 20602
logstash_1 | 2019-09-18T12:00:00.475788795Z order by ql.id asc) AS "t1" LIMIT 1
```

## How can I know if data is sent to Elasticsearch

See [Check the status](#) section.



## 5.1 Advanced Configuration

This section describes the advanced system configuration.

### 5.1.1 XiVO General Settings

XiVO offers the possibility to configure the general settings via the *Configuration* → *Management* → *General* page.

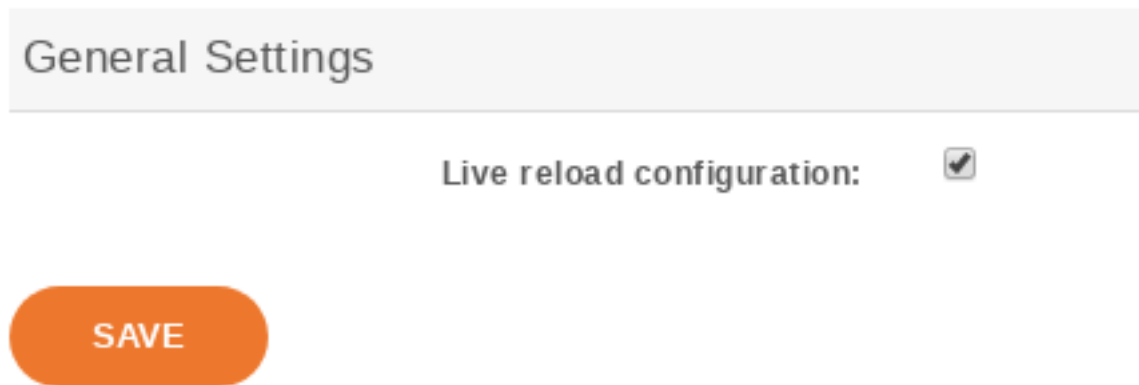


Fig. 1: Configure XiVO General Settings

Live reload configuration permit to reload its configuration on command received from WEBI (this option is enabled by default).

If you deactivate Live reload, apart from commands to xivo-ctid service, no config update command will be sent to update the services configuration. You must then reload the configuration accordingly.

The table below lists the parameters that will need a manual reload:

Services -> IPBX -> IPBX Settings			
Menu	Section	Parameter	Reload command
Users	General	<i>On-Hold Music, Caller ID</i>	sip reload
	Lines	<i>all</i>	sip reload dialplan reload
	Services	<i>Enable supervision</i>	dialplan reload
	Voicemail	<i>all</i>	voicemail reload sip reload
	Func Keys	<i>Type Customized with Supervision activated</i>	dialplan reload + phone reboot
Groups	General	<ul style="list-style-type: none"> <li>• <i>Name, Ring strategy,</i></li> <li>• <i>User reachability timeout,</i></li> <li>• <i>Time before retrying a call to a user,</i></li> <li>• <i>Call a member already in line,</i></li> <li>• <i>On-Hold Music</i></li> </ul>	queue reload all
		<i>Number</i>	dialplan reload
	Users	<i>all</i>	queue reload members
	Application	N.A.	N.A.
	Call permissions	N.A.	N.A.
	No answer	N.A.	N.A.
	Schedules	N.A.	N.A.
Voicemails	<i>all</i>	<i>all</i>	voicemail reload
Conference rooms	General	<i>Number, PIN code, Organizer PIN code</i>	dialplan reload
Services -> IPBX -> Call management			
Menu	Section	Parameter	Reload command
Incoming calls	<i>all</i>	N.A.	N.A.
Outgoing calls	Exten	<i>all</i>	dialplan reload
Call permissions	<i>all</i>	N.A.	N.A.
Call filters	<i>all</i>	N.A.	N.A.
Call pickups	Interceptors	<i>all</i>	sip reload
	Intercepted	<i>all</i>	sip reload
Schedule	<i>all</i>	N.A.	N.A.
Services -> Call center -> Call management			
Menu	Section	Parameter	Reload command
Agents	<i>all</i>	<i>all</i>	queue reload all
Queues	General	<i>Name, Ring strategy, On-Hold Music</i>	queue reload all
		<i>Number</i>	dialplan reload
	Announces	<i>all</i>	queue reload all
	Members	<i>all</i>	queue reload members
	Application	N.A.	N.A.
	No answer	N.A.	N.A.
	Advanced	<i>all</i>	queue reload all
	Schedules	N.A.	N.A.

Continued on next page



Table 1 – continued from previous page

	Diversions	N.A.	N.A.
	Qualifications	N.A.	N.A.
Agents	<i>all</i>	<i>all</i>	queue reload all
Queues penalties	<i>all</i>	<i>all</i>	queue reload all
Skills	<i>all</i>	<i>all</i>	queue reload all
Skill rules	<i>all</i>	<i>all</i>	queue reload all
Qualifications	<i>all</i>	N.A.	N.A.

## 5.1.2 Activate Directmedia with SIP Provider & DTMF RFC 2833

**Important:** This page describes how to enable Directmedia on your XiVO PBX in **the specific following context:**

- with a SIP Provider authorizing directmedia (or requiring it),
- and with this SIP Provider using DTMF according to RFC 2833

Other use cases are not covered here.

### Introduction

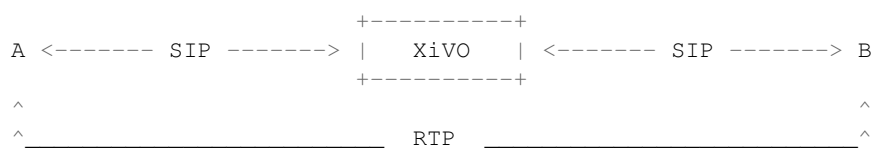
Directmedia is an Asterisk feature to optimize network streams. By default, when asterisk establishes a call between two phones, it establishes the media stream (voice or video RTP stream) via itself. Then, if A calls B, the media stream goes from A to asterisk and then from asterisk to B:

Without directmedia:



Enabling Directmedia make media streams to flow directly between A and B:

With directmedia activated:



This is particularly useful when your XiVO PBX and phones are not located on the same site. In this case, activating Directmedia could dramatically save network bandwidth.

### Prerequisites

- As written in the note above we only cover the case where your SIP Provider will accept media stream directly between your endpoints and its media gateways.
- Also it describes how to configure your system if your SIP Provider accepts DTMF in RFC 2833.
- And you **must** ensure that network routing is working between your different endpoints - as enabling directmedia means that media stream will flow directly between endpoints (phones, gateways, operators etc.).
- Note also that in this context network QoS should be taken into account with great care, but is outside the scope of this page.

### Configuration

#### Directmedia activation

First of all, enable directmedia on your XiVO PBX:

1. Go to *Services -> IPBX -> General settings -> SIP Protocol -> Default*
2. Set *Redirect media stream* to **Not behind NAT**
3. Set *DTMF* to **RFC2833**

#### Device configuration

Device configuration must be changed to activate the RFC 2833 DTMF mode:

1. Go to *Configuration -> Provisioning -> Template device*
2. Edit the *Default template device*
3. and set *DTMF* to **RTP-out-of-band**
4. **This requires a synchronization of all Devices** (see [Synchronize a device](#))

#### SIP Provider Trunk Configuration

Verify that your SIP Provider trunk configuration has also directmedia activated:

1. Edit your SIP Provider trunk,
2. In tab *Advanced* set *Redirect media streams* to **Not behind NAT**
3. In tab *Signalling* set *DTMF* to **RFC2833**

#### Other SIP Trunks

If you have other SIP trunks on your installation, you should verify that the DTMF mode is according to what the endpoint support. And, as it is not covered in this guide, we recommend that you deactivate directmedia:

1. Edit the SIP trunk,
2. In tab *Advanced* set *Redirect media streams* to **No**
3. In tab *Signalling* set *DTMF* to the one supported by the endpoint.

#### User configuration

For directmedia to work with DTMF set in RFC 2833 mode you **must** deactivate the following options for users:

1. Go to *Services -> IPBX -> IPBX Settings -> Users*,
2. edit each user - **except Switchboard user**,
3. go to tab *Services*
4. and un-check all following options:
  - *Enable call transfer*
  - *Enable online call recording*

## Groups configuration

For directmedia to work with DTMF set in RFC 2833 mode you **must** deactivate the following options for groups:

1. Go to *Services -> IPBX -> IPBX Settings -> Groups*,
2. edit each group,
3. go to tab *Application*
4. and un-check all following options:
  - *Allow called one to transfer the caller*
  - *Allow caller to transfer the call*
  - *Allow called on to record the call*
  - *Allow caller to record the call*

## Queues configuration

For directmedia to work with DTMF set in RFC 2833 mode you **must** deactivate the following options for queues:

1. Go to *Services -> Call Center -> Configuration -> Queues*,
2. edit each queue - **except the Switchboard queue**,
3. go to menu *Application*
4. and un-check all following options:
  - *Allow callee to hang up the call*
  - *Allow caller to hang up the call*
  - *Allow callee to transfer the call*
  - *Allow caller to transfer the call*
  - *Allow callee to record the call*
  - *Allow caller to record the call*

## Conclusion

After having followed the above configuration steps, your XiVO will be configured for directmedia with a SIP Provider using DTMF in RFC 2833 mode.

## Limitations

This configuration is not compatible with:

- XiVO Client transfer method:
  - after having un-checked the option *Enable call transfer* transfer won't be possible from legacy XiVO Client.
- Switchboard: calls towards Switchboard will be without directmedia. Directmedia will be activated on the call after having been transfered (as the legacy transfer method must be used for Switchboard CTI application)
- Jitterbuffer: jitterbuffer must be disabled on your XiVO PBX.
- Recording: if the call recording is activated for calls, it will disable Directmedia on these calls.

- ChanSpy: listening to an agent (see CCManager application documentation) will disable temporarily the directmedia. When listening is stopped, media flow will be re-established directly between agent and caller.

### 5.1.3 Telephony certificates

XiVO offers the possibility to create and manage X.509 certificates via the the *Configuration* → *Management* → *Certificates* page.

These certificates can be used for:

- enabling SIP TLS
- enabling encryption between the CTI server and the XiVO clients

For the certificate used for HTTPS, see [HTTPS certificate](#).

#### Creating certificates

You can add a certificate by clicking on the add button at the top right of the page. You'll then be shown this page:

You should look at the [examples](#) if you don't know which attributes to set when creating your certificates.

#### Removing certificates

When removing a certificate, you should remove all the files related to that certificates.

**Warning:** If you remove a certificate that is used somewhere in XiVO, then you need to manually reconfigure that portion of XiVO.

For example, if you remove the certificate files used for SIP TLS, then you need to manually disable SIP TLS or asterisk will look for certificate file but it won't be able to find them.

#### Examples

In the following examples, if a field is not specified than you should leave it at its default value.

#### Creating certificates for SIP TLS

You need to create both a CA certificate and a server certificate.

CA certificate:

- *Name* : phones-CA
- *Certification authority (checkbox)* : checked
- *Autosigned* : checked
- *Valid end date* : at least one month in the future
- *Common name* : the FQDN (Fully Qualified Domain Name) of your XiVO
- *Organization* : your organization's name, or blank
- *Email* : your email or organization's email

Server certificate:

- *Name* : phones
- *Certification authority (select)* : phones-CA

Certificates > Add

General

Name:

Certification authority:

☐

Autosigned:

☐

Certification authority:

aastra-CA ▼

CA password:

Password:

Cipher:

▼

Key length:

1024 ▼

Validity end date:

Common name:

?

Email :

Unit:

Organization:

City:

State:

Country:

SAVE

Fig. 2: Adding a certificate

- *Valid end date* : at least one month in the future
- *Common name* : the FQDN of your XiVO
- *Organization* : your organization's name, or blank
- *Email* : your email or organization's email

### Creating certificate for CTI server

- *Name* : xivo-ctid
- *Autosigned* : checked
- *Valid end date* : at least one month in the future
- *Common name* : the FQDN of your XiVO
- *Organization* : your organization's name, or blank
- *Email* : your email or organization's email

<b>Warning:</b> You must <i>not</i> set a password for the certificate. If the certificate is password protected, the CTI server will not be able to use it.
--

## 5.2 Boss Secretary Filter

The boss secretary filter allow to set a secretary or a boss role to a user. Filters can then be created to filter calls directed to a boss using different strategies.

### 5.2.1 Quick Summary

**In order to be able to use the boss secretary filter you have to :**

- Select a boss role for one the users
- Select a secretary role for one of the users
- Create a filter to set a strategy for this boss secretary filter
- Add a function key for the user boss and the user secretary

### 5.2.2 Defining a Role

The secretary or boss role can be set in the user's configuration page under the service tab. To use this feature, at least one boss and one secretary must be defined.

### 5.2.3 Creating a Filter

The filter is used to associate a boss to one or many secretaries and to set a ring strategy. The call filter is added in the *Services* → *IPBX* → *Call management* → *Call filters* page.

**Different ringing strategies can be applied :**

- Boss rings first then all secretaries one by one
- Boss rings first then secretaries are all ringing simultaneously
- Secretaries ring one by one

Users > Edit | Linda - Provisioning: <333356>

General Lines No answer Services Voicemail Groups Func Keys

### Services

Enable supervision: ☒  
 Enable call transfer: ☐  
 Enable online call recording: ☐  
 Call recording: ☐  
 Incoming call filtering: ☐  
 Do not disturb: ☐  
 Filter Boss - Secretary: Boss ▾  
 Agent: ▾

Entity: showroom ▾  
 Name: fernando  
 Call from: All ▾  
 Mode: Secretaries simultaneously ▾  
 Ringing time:  
 CallerID mode : Secretaries simultaneously

Identity: Fernando L'Iqùane ▾  
 Ringing time: Unlimited ▾

### Secretary

2 items selected	Remove all	
↕ Linda ( *3710 )		

- Secretaries are all ringing simultaneously
- Boss and secretaries are ringing simultaneously
- Change the caller id if the secretary wants to know which boss was initially called

When one of serial strategies is used, the first secretary called is the last in the list. The order can be modified by drag and drop in the list.

## 5.2.4 Usage

The call filter function can be activated and deactivated by the boss or the secretary using the \*37 extension. The extension is defined in *IPBX services > Extensions*.

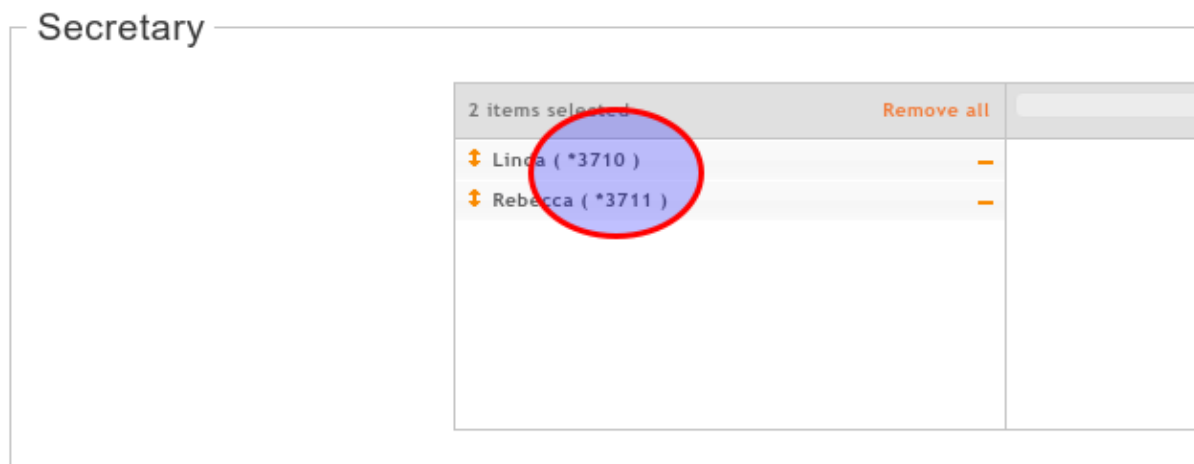
The call filter has to be activated for each secretary if more than one is defined for a given boss.

The extension to use is \*37<callfilter member id>.

In this example, you would set 2 Func Keys \*373 and \*374 on the Boss.

On the secretary Jina LaPlante you would set \*373.

On the secretary Ptit Nouveau you would set \*374.



## 5.2.5 Function Keys

A more convenient way to active the boss secretary filter is to assign a function key on the boss' phone or the secretary's phone. In the user's configuration under *Func Keys*. A function key can be added for each secretaries of a boss.

If supervision is activated, the key will light up when filter is activated for this secretary. If a secretary also has a function key on the same boss/secretary combination the function key's BLF will be in sync between each phones.

**Warning:** With SCCP phones, you must configure a custom *Func Keys*.

## 5.3 Call Completion

The call completion feature (or CCSS, for Call Completion Supplementary Services) in XiVO allows for a caller to be automatically called back when a called party has become available.

1. To illustrate, let's say Alice attempts to call Bob.



2. Bob is currently on a phone call with Carol, though, so Bob rejects the call from Alice
3. Alice then dials \*40 to request call completion.
4. Once Bob has finished his phone call, Alice will be automatically called back by the system.
5. When she answers, Bob will be called on her behalf.

This feature has been introduced in XiVO in version 14.17.

### 5.3.1 Description

Call completion can be used in two scenarios:

- when the called party is busy (Call Completion on Busy Subscriber)
- when the called party doesn't answer (Call Completion on No Response)

We have already discussed the busy scenario in the introduction section.

Let's now illustrate the no answer scenario:

1. Alice attempts to call Bob.
2. Bob doesn't answer the phone. Alternatively, Alice hangs up before Bob has the time to answer the call.
3. Alice then dial \*40 to request call completion.
4. When Bob's phone becomes busy and then is no longer busy, Alice is automatically called back.
5. When she answers, Bob will be called on her behalf.

The important thing to note here is step #4. Bob's phone needs to become busy and then no longer busy for Alice to be called back. This means that if Bob was away when Alice called him, but when he came back he did not received nor placed any call, then Alice will not be called back.

In fact, in all scenarios, after call completion has been requested by the caller, the called phone needs to transition from busy to no longer busy for the caller to be called back. This means that in the following scenario:

1. Alice attempts to call Bob.
2. Bob is currently on a phone call, so he doesn't answer the call from Alice.
3. Bob finish his call a few seconds later.
4. Alice then dials \*40 to request call completion (Bob is not busy anymore).

Then, for Alice to be called back, Bob needs to become busy and then not busy.

If Alice is busy when Bob becomes not busy, then the call completion callback will only happen after both Alice and Bob are not busy.

When call completion is active, it can be cancelled by dialing the \*40 extension.

Some timers governs the use of call completion. These are:

- offer timer: the time the caller has to request call completion. Defaults to 30 (seconds).
- busy available timer: when call completion on busy subscriber is requested, if this timer expires before the called party becomes available, then the call completion attempt will be cancelled. Defaults to 900 (seconds).
- no response available timer: similar to the "busy available timer", but when call completion on no response is requested. Defaults to 900 (seconds).
- recall timer: when the caller who requested call completion is called back, how long the original caller's phone rings before giving up. Defaults to 30 (seconds).

It's currently impossible to modify the value of these timers in XiVO.

### Special Scenarios

There are four special scenarios:

- the call completion will not activate
- the call completion will activate and call back for the original called party
- the call completion will activate and call back for the rerouted called party
- the call completion will activate and call back for the original called party but fail to join him

#### Call completion will not activate

It is not possible to activate call completion in the following two scenarios.

First scenario: Alice tries to call Bob, but Bob has currently reached its “simultaneous calls” limit. When activating call completion, Alice hears that the call completion can not be activated.

---

**Note:** The “simultaneous calls” option is configured per user via the XiVO web interface.

---

Second scenario: Alice tries to call Bob, but the call is redirected to Charlie.

This occurs when Bob redirects/rejects the call with any of the following:

- Unconditional call forwarding towards Charlie
- Closed schedule towards Charlie
- Call permission forbidding Alice to call Bob
- Preprocess subroutine forwarding the call towards Charlie

#### Call completion will activate and call back for the original called party

Scenario: Alice tries to call Bob, but the call is redirected to Charlie. When activating call completion, Alice hears that the call completion is activated and eventually Alice is called back to speak with Bob.

This occurs when Bob redirects/rejects the call with any of the following:

- No-answer call forwarding towards Charlie
- Busy call forwarding towards Charlie

#### Call completion will activate and call back for the rerouted called party

Scenario: Alice tries to call Bob, but the call is redirected to Charlie. When activating call completion, Alice hears that the call completion is activated and eventually Alice is called back to speak with Charlie.

This occurs when Bob redirects the call with any of the following:

- Boss-Secretary filter to the secretary Charlie

#### Call completion will activate and call back for the original called party but fail to join him

Scenario: Alice tries to call Bob, but the call is redirected to Charlie. When activating call completion, Alice hears that the call completion is activated and eventually Alice is called back to speak with Bob. But when Alice answers, Bob is not called. If Alice activates call completion again, she will hear that the call completion was cancelled.

This occurs when Bob redirects/rejects the call with any of the following:

- Do Not Disturb mode
- a new call forwarding rule that was applied after Alice activated call completion:
  - Unconditional call forwarding towards Charlie
  - Closed schedule towards Charlie
  - Call permission forbidding Alice to call Bob
  - Preprocess subroutine forwarding the call towards Charlie

## Limitations

- Call completion can only be used with SIP lines. It can't be used with SCCP lines.
- It can't be used with outgoing calls and incoming calls, except if these calls are passing through a customized trunk of type Local.
- It can't be used with groups or queues.
- The call completion feature can't be enabled only for a few users; either all users have access to it, or none.

## 5.3.2 Configuration

The call completion extension is enabled via the *Services* → *IPBX* → *IPBX services* → *Extensions* page, in the *General* tab.

Enable/disable call completion: ☒

Extension :

Fig. 3: Call Completion Extension

If your XiVO has been installed in version 14.16 or earlier, then this extension is by default disabled. Otherwise, this extension is by default enabled.

## 5.4 Caller Number Normalization

Providers can send the **caller** number in various formats (e.g. for french national number you could receive 0123456789 or +33123456789 or even 33123456789). You can change the caller number to adapt to your need. For examples:

- you may want to always display incoming numbers in E.164 format (e.g. +33123456789)
- or, if you use a prefix to dial outgoing numbers (like a 0), you should add a 0 to the received caller number so you can redial it.

This caller number normalization is done via the *xivo\_in\_callerid.conf* file.

**Important:** Before modifying this file, you must know:

- that any caller number modification **will break** the *Customer Call History*,
- and that the *Reverse lookup* is done with the caller number **after** it has been modified through the rules of this *xivo\_in\_callerid.conf* file.

**Therefore**, if you need to have the *Customer Call History* (used in *CC Agent* and *Switchboard* applications), then you must void all the rules in this file (i.e. remove the content of the `add` and `strip` lines so the caller number is not changed). *But then* you must take care that, if you also use the *Reverse lookup*, the phone numbers in your directory are stored in the same format than received from the provider (i.e. if your provider sends `+33123456789` the phone number must be stored in the directory as `+33123456789`).

---

### 5.4.1 Default rules

By default the following rules are applied

#### National number with missing prefix

- rule: if caller number does not start by 0 and is 9 digits long
- action: add a leading 0
- example: 123456789 is normalized to 0123456789

#### French national number E.164 format

- rule: if caller number starts with +33 and is followed by 9 digits
- action: replace +33 with 0
- example: +33123456789 is normalized to 0123456789

#### International number E.164 format

- rule: if caller number starts with + followed by at least 4 digits
- action: replace + with 00
- example: 33123456789 is normalized to 0033123456789

#### International number with missing prefix

- rule: if caller number does not start by 0 and is at least 11 digits long
- action: add a leading 00
- example: 33123456789 is normalized to 0033123456789

## 5.5 Call Permissions

You can manage call permissions via the *Services* → *IPBX* → *Call management* → *Call permissions* page.

Call permissions can be used for:

- denying a user from calling a specific extension
- denying a user of a group from calling a specific extension
- denying a specific extension on a specific outgoing call from being called
- denying an incoming call coming from a specific extension from calling you

More than one extension can match a given call permission, either by specifying more than one extension for that permission or by using extension patterns.

You can also create permissions that allow a specific extension to be called instead of being denied. This make it possible to create a general “deny all” permission and then an “allow for some” one.

Finally, instead of unconditionally denying calling a specific extension, call permissions can instead challenge the user for a password to be able to call that extension.

As you can see, you can do a lot of things with XiVO’s call permissions. They can be used to create fairly complex rules. That said, it is probably *not* a good idea to so because it’s pretty sure you’ll get it somehow wrong.

### 5.5.1 Notes

#### Internal Calls

---

**Note:** You can only deny **internal calls** towards **users’** extensions.

---

If you apply a *Deny* rule towards an extension to a User, it will only work if it is the extension of a user (or an extension that go through an outgoing call). It won’t work if the extension is the number of a Queue or a Conference room.

#### Forwarded Calls

---

**Note:** Forwarded calls will be checked against the **forwarder** call permissions (if forwarder is a user).

---

When a call is forwarded, the call permissions will be checked against the **forwarder** permissions (not the caller permissions).

This applies only to a call:

- forwarded by
  - **a user**
- thanks to
  - XiVO **forward extensions** (like unconditional forward (\*21), forward on no answer (\*22) ...),
  - or his phone **SIP forward** feature
- towards either:
  - another **user**
  - or a number which will go through an outgoing call

### 5.5.2 Examples

Note that when creating or editing a call permission, you must at least:

- fill the *Name* field
- have one extension / extension pattern in the *Extensions* field

### Denying a user from calling a specific extension

- Add the extension in the extensions list
- In the *Users* tab, select the user

---

**Note:** User's *Rightcall Code* (*Services* -> *IPBX* -> *IPBX Settings* -> *Users* under *Services* tab) overwrite all password call permissions for the user.

---

**Warning:** The extension can be anything but it will only work if it's the extension of a user or an extension that pass through an outgoing call. It does *not* work, for example, if the extension is the number of a conference room.

### Denying a user of a group from calling a specific extension

First, you must create a group and add the user to this group. Note that groups aren't required to have a number. Then,

- Add the extension in the extensions list
- In the *Groups* tab, select the group

### Denying users from calling a specific extension on a specific outgoing call

- Add the extension in the extensions list
- In the *Outgoing calls* tab, select the outgoing call

Note that selecting both a user and an outgoing call for the same call permission doesn't mean the call permission applies only to that user. In fact, it means that the user can't call that extension and that the extension can't be called on the specific outgoing call. This is redundant and you will get the same result by not selecting the user.

### Denying an incoming call coming from a specific extension from calling you

Call permissions on incoming calls are semantically different from the other scenarios since the extension that you add to the permission will match the extension of the caller (i.e. the caller number) and *not* the extension that the caller dialed (i.e. the callee number).

- Add the extension in the extensions list.
- In the *Incoming calls* tab, select the incoming call

## 5.6 Call Logs

Call logs are pre-generated from CEL entries. The generation is done automatically by xivo-call-logd. xivo-call-logd is also run nightly to generate call logs from CEL that were missed by xivo-call-logd.

---

**Note:** The oldest call logs are periodically removed. See *Purge Logs* for more details.

---

Call Logs

Start date:

2018-03-29

End date:

SEARCH

Fig. 4: Calls Records Dashboard

### 5.6.1 Search Dashboard

Call logs can be accessed using the menu *Services* → *IPBX* → *Call management* → *Call Logs* page.

Specifying no start date returns all available call logs. Specifying a start date and no end date returns all call logs from start date until now.

Call logs are presented in a CSV format. Here's an example:

```
Call Date,Caller,Called,Period,user Field
2015-01-02T00:00:00,Alice (1001),1002,2,userfield
```

The CSV format has the following specifications:

- field names are listed on the first line
- fields are separated by commas: ,
- if there is a comma in a field value, the value is surrounded by double quotes: "
- the UTF-8 character encoding is used

### 5.6.2 REST API

Call logs are also available from *xivo-confd* REST API.

### 5.6.3 Manual generation

Call logs can also be generated manually. To do so, log on to the target XiVO server and run:

```
xivo-call-logs
```

To avoid running for too long in one time, the call logs generation is limited to the N last unprocessed CEL entries (default 20,000). This means that successive calls to `xivo-call-logs` will process N more CELs, making about N/10 more calls available in call logs, going further back in history, while processing new calls as well.

You can specify the number of CEL entries to consider. For example, to generate calls using the 100,000 last unprocessed CEL entries:

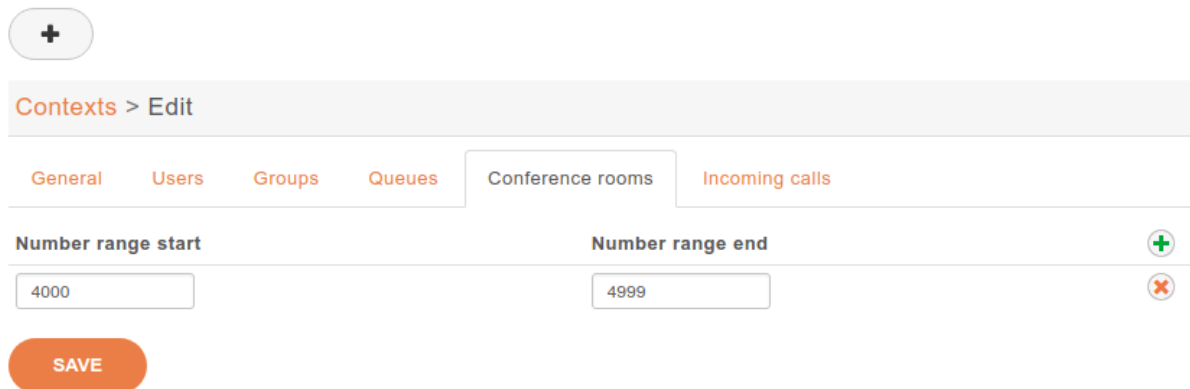
```
xivo-call-logs -c 100000
```

## 5.7 Conference Room

### 5.7.1 Adding a conference room

In this example, we'll add a conference room with number 4010.

First, you need to define a conference room number range for the "default" context via the *Services -> IPBX -> IPBX Configuration -> Contexts* page.



The screenshot shows the 'Contexts > Edit' page. At the top, there's a breadcrumb 'Contexts > Edit'. Below it are several tabs: 'General', 'Users', 'Groups', 'Queues', 'Conference rooms' (which is active), and 'Incoming calls'. Under the 'Conference rooms' tab, there are two input fields: 'Number range start' with the value '4000' and 'Number range end' with the value '4999'. To the right of the 'Number range end' field is a green plus icon. Below the input fields is an orange 'SAVE' button.

Fig. 5: Adding a conference room number range to the default context

You can then create a conference room via the *Services -> IPBX -> IPBX Settings -> Conference rooms* page.

In this example, we have only filled the "Name" and "Number" fields, the others have been left to their default value.

As you can see, there's quite a few options when adding / editing a conference room. Here's a description of the most common one:

#### General Tab

- *Pin code*: Protects your conference room with a PIN number. People trying to join the room will be asked for the PIN code.
- *Organizer Pin Code*: This pin code is used to define an organizer for the conference, organizer will have the right to mute or kick participants with the *Conferences* monitoring in uc assistant application.
- *Waiting room*: Once this option is checked the users are not able to speak in the room and have to wait the organizer to join the conference.

---

**Note:** You must define a general pin code if you want to be able to organize conferences and use the organizers features.

---

#### Advanced Tab

- *Don't play announce for first participant*: First user joining will not get any announce.
- *No incoming notification*: Users will not hear incoming announces. Deactivates the sound when user enters / leaves conference. It also deactivates the name recording feature, but not the announce of number of participants.
- *Announce number of participants*: Announce user(s) count on joining a conference.
- *Record name and announce when joining and leaving*: The user is allowed to record his name that will be heard by the other conference attendees. Can be reviewed afert record (yes) or not (No Review).



Conference rooms > Add

General

Advanced

Name:

room-4010

Number:

4010

Context:

Default (default) ▼

On-Hold Music:

default ▼

PIN code:

Organizer

Organizer PIN code:

Waiting Room:

☐

Description :

SAVE

Fig. 6: Creating conference room 4010

Conference rooms > Edit

General

Advanced

Don't play announce for first participant:

No incoming notification:

Announce number of participants:

Record name and announce when joining and leaving:

Recording:

Max participants :

Preprocess subroutine :

☐
☐
☐

No ▼

☐

0

SAVE

Fig. 7: Conference room configuration advanced tab

- *Recording*: This conference room is recorded.
- *Max participants*: Define the maximum number of participants, default to 0.
- *Preprocess subroutine*: See [Subroutine](#).

## 5.8 CTI Server

The CTI server configuration options can be found in the web-interface under the services tab.

### 5.8.1 General Options

The general options allow the administrator to manage network connections between the CTI server and the clients.

The section named `STARTTLS options` allows the administrator to enable encrypted communications between the clients and xivo-ctid and specify the certificate and private keys to use.

If no certificate and private key is configured, xivo-ctid will use the ones located in `/usr/share/xivo-certs`.

#### – STARTTLS options

STARTTLS: ☒

Certificate: 

aastra ▼

Private Key: 

aastra ▼

 ?

Parting options are used to isolate XiVO users from each other. These options should be used when using the same XiVO for different enterprises.

Context separation is based on the user's line context. A user with no line is not the member of any context and will not be able to do anything with the CTI client.

**Note:** xivo-dird must be restarted to take into account this parameter.

Contexts Separation: ☐

## 5.8.2 Authentication

xivo-ctid uses xivo-auth to authenticate users. The default authentication backend is *xivo\_user*. To change the authentication backend, add a configuration file in */etc/xivo-ctid/conf.d* with the following content:

```
auth:
  backend: backend_name
```

where *backend* name is the name of an enabled *xivo-auth Backends Plugins*.

## 5.8.3 Presence Option

In the *Status* menu, under *Presences*, you can edit presences group. The default presence group is *francais*. When editing a group, you will see a list of presences and their descriptions.

	Presence Name	Description	Action
<input type="checkbox"/>	berightback	Bientôt de retour	 
<input type="checkbox"/>	erreursaisie	Erreur Saisie	 
<input type="checkbox"/>	postappel	Autre Travail	 
<input type="checkbox"/>	away	Sorti	 
<input type="checkbox"/>	outtolunch	Parti Manger	 
<input type="checkbox"/>	donotdisturb	Ne pas déranger	 
<input type="checkbox"/>	disconnected	Déconnecté	
<input type="checkbox"/>	backoffice	Back Off.	 
<input type="checkbox"/>	chat	Chat	 
<input type="checkbox"/>	available	Disponible	

To use another presence group, you can edit the CTI profile you are using and select the appropriate presence group for that profile.

Profiles > Edit CTI profile

General

Xlets

Preferences

Name:

Status

custom

xivo

Presence:

Phonehints:

Services

0 items selected

Remove all

Add all

Enable voicemail

Call record

Incall record

Call filter

Enable DND

Unconditional transfer to a number

Transfer on busy

## Available configuration

- *Presence name* is the name of the presence
- *Display name* is the human readable representation of this presence
- *Color status* is not relevant
- *Other reachable statuses* is the list of presence that can be switched from this presence state
- *Actions* are post selection actions that are triggered by selecting this presence

Presence > Edit presence

Presence name :

Display name :

Color status :

The human readable name to be displayed

Color of icon status

Other reachable statuses from this mode

SEARCH

Erreur Saisie  
Autre Travail  
Déconnecté  
Back Off.  
Chat

Disponible  
Sorti  
Parti Manger  
Ne pas déranger

Action

Activate DND mode

Params

false

SAVE

## Actions

action	param
<i>Enable DND</i>	{ 'true', 'false' }
<i>Pause agent in all queues</i>	
<i>Unpause agent in all queues</i>	
<i>Agent logoff</i>	

### 5.8.4 Enable encryption

To enable encryption of CTI communications between server and clients, you have to enable STARTTLS in *CTI Server* → *General settings* → *General*

Custom certificates can be added in *Configuration* → *Certificates* and used in *CTI Server* → *General settings* → *General*

In your XiVO Client, in the menu *XiVO Client* → *Configure* → *Connection*, click on the lock icon.

**Note:** A client which chooses to use encryption will not be able to connect to a server that does not have STARTTLS enabled.

**Warning:** For now, there is no mechanism for strong authentication of the server. The connection is encrypted, but the identity of the server is not verified.

### 5.8.5 CTI profiles

The CTI profiles define which features are made available to a user. You can configure which profile will be used by a user in the menu *IPBX* → *PBX Settings* → *Users*:

You can also customize the default profiles or add new profiles in the menu *CTI Server* → *Profiles*:

Users > Edit | Accueil Limonest - Provisioning: <138657>

General

Lines

No answer

Services

Voicemail

Groups

Func Keys

First name:

Last name:

Mobile phone number:

E-mail:

Schedules:

Ringing time:

Simultaneous calls:

On-Hold Music:

Language:

Timezone:

Caller ID:

Outgoing Caller ID:

Preprocess subroutine:

User field :

## XiVO Client

Enable XiVO Client: ☒

Login:

Password:

Profile:

Description:



Add profile

Edit profile

	Profile	Action
<input type="checkbox"/>	standard	
<input type="checkbox"/>	profil1	
<input type="checkbox"/>	Client	
<input type="checkbox"/>	Switchboard	
<input type="checkbox"/>	Agent	
<input type="checkbox"/>	Supervisor	

## Xlets

To choose which features are available to users using a profile, you have to select which *Xlets* will be available.

The *Position* attribute determines how the Xlets will be laid out:

- *dock* will display a Xlet in its own frame. This frame can have some options:
  - *Floating* means that the frame can be detached from the main window of the CTI Client.
  - *Closable* means that the Xlet can be hidden
  - *Movable* means that the Xlet can be moved (either inside the main window or outside)
  - *Scroll* means that the Xlet will display a scroll bar if the Xlet is too large.
- *grid* will display a Xlet inside the main window, and it will not be movable. Multiple *grid* Xlets will be laid out vertically (the second below the first).
- *tab* will display a Xlet inside a tab of the Xlet *Tabber*. Thus the Xlet *Tabber* is required and can't be in a *tab* position.

The *Number* attribute gives the order of the Xlets, beginning with 0. The order applies only to Xlets having the same *Position* attribute.

## 5.9 Display customer informations

### 5.9.1 Sheet Configuration

Sheets can be defined under *Services* → *CTI Server* → *Models* in the web interface. Once a sheet is defined, it has to be assigned to an event in the *Services* → *CTI Server* → *Events* menu.

**Model** The model contains the content of the displayed sheet.

**Event** Events are actions that trigger the defined sheet. A sheet can be assigned to many events. In that case, the sheet will be raised for each event.



The screenshot shows the 'CTI Server' configuration page with the 'Models' tab selected. A table lists the following models:

	Model	Description	Action
<input type="checkbox"/>	XIVO	Modèle de fiche de base.	
<input type="checkbox"/>	basic		
<input type="checkbox"/>	customer		
<input type="checkbox"/>	demoweb	Montée d'url	

### General settings

You must give a name to your sheet to be able to select it later.

### Sheets

Sheets allows to list different fields and associated content to be displayed in XivoCC application such as *CC Agent*. The information will be automatically laid out in a linear fashion and will be read-only.

+

Models > Update model

General settings

Sheet

Name :

Description

Modèle de fiche de base.

SAVE

## List of fields

Default XiVO sheet example :

Models > Update model

General settings

Sheet

	Field title	Field type	Default value	Display value	
<input checked="" type="checkbox"/>	Nom	title		{xivo-calleridname}	
<input checked="" type="checkbox"/>	Numéro	text		{xivo-calleridnum}	
<input checked="" type="checkbox"/>	Origine	text		{xivo-origin}	
<input checked="" type="checkbox"/>	lien	url		https://192.168.3.252	
<input checked="" type="checkbox"/>	dp-numapp	text		{dp-numero-appelant}	

SAVE

Each field is represented by the following parameters :

- **Field title** : name of your line used as label on the sheet.
- **Field type** : define the type of field displayed on the sheet. Supported field types :
  - `title` : to create a title on your sheet
  - `text` : show a text
  - `url` : a simple url link, open your default browser.
  - `urlx` : **not implemented**
  - `phone` : **not implemented**
  - `form` : **not implemented**
- **Default value** : if given, this value will be used when all substitutions in the display value field fail.
- **Display value** : you can define text, variables or both. See the [variable list](#) for more information.

## Variables

Three kinds of variables are available :

- *xivo-* prefix is reserved and set inside the CTI server:
  - *xivo-where* for sheet events, event triggering the sheet
  - *xivo-origin* place from where the lookup is requested (did, internal, forclookup)
  - *xivo-direction* incoming or internal
  - *xivo-did* DID number
  - *xivo-calleridnum*
  - *xivo-calleridname*
  - *xivo-calleridrdnis* contains information whether there was a transfer
  - *xivo-calleridton* Type Of Network (national, international)
  - *xivo-calledidnum*
  - *xivo-calledidname*
  - *xivo-ipbxid* (*xivo-astid* in 1.1)
  - *xivo-directory* : for directory requests, it is the directory database the item has been found
  - *xivo-queue* queue called
  - *xivo-agentnumber* agent number called
  - *xivo-date* formatted date string
  - *xivo-time* formatted time string, when the sheet was triggered
  - *xivo-channel* asterisk channel value (for advanced users)
  - *xivo-uniqueid* asterisk uniqueid value (for advanced users)
- *db-* prefixed variables are defined when the reverse lookup returns a result.

For example if you want to access to the reverse lookup full name, you need to define a field `fullname` in the directory definition, mapping to the full name field in your directory. The `{db-fullname}` will be replaced by the caller full name. Every field of the directory is accessible this way.

- *dp-* prefixed ones are the variables set through the dialplan (through UserEvent application)

For example if you want to access from the dialplan to a variable `dp-test` you need to add in your dialplan this line (in a subroutine):

```
UserEvent(dialplan2cti,UNIQUEID: ${UNIQUEID},CHANNEL: ${CHANNEL},  
→VARIABLE: test,VALUE: "Salut")
```

The `{dp-test}` displays Salut.

## Event configuration

You can configure a sheet when a specific event is called. For example if you want to receive a sheet when an agent answers to a call, you can choose a sheet model for the Link event.

The following events are available :

- Dial: When the member's phone starts ringing for calls on a group or queue or when the user receives a call
- Link: When a user or agent answers a call
- Unlink: When a user or agent hangup a call received from a queue



- Incoming DID: Received a call in a DID
- Hangup: Hangup the call

Sheet Events

Dial:

Link:

Unlink:

Incoming DID:

Hangup:

SAVE

The informations about a call opens a url on new browser tab. (Before Electra it was displayed via the XiVO Client on forms called sheets.)

## 5.9.2 Example: Display a Web page when an agent answers a call

The first step is to assign the URL to a dialplan variable. Go in the *Services* → *IPBX* → *Configuration files* and create a new file called `setsheeturl.conf`. In this file, put the following:

```
[setsheeturl]
exten = s,l,NoOp(Starting Set Sheet URL)
same = n,Set(SHEET_URL_CTI=http://documentation.xivo.solutions)
same = n,UserEvent(dialplan2cti,UNIQUEID: ${UNIQUEID},CHANNEL: ${CHANNEL},
↪VARIABLE: mysheeturl,VALUE: ${SHEET_URL_CTI})
same = n,Return()
```

You can replace `documentation.xivo.solutions` by the URL you want.

The second step is to set the URL when the call is queued. To do that, we will use a preprocessing subroutine. This is configured in the queue configuration : go to *Services* → *Call center* → *Queues* and edit the queue. Set the field *Preprocessing subroutine* to `setsheeturl` (the same as above).

The third step is to configure the sheet to open the wanted URL. Go to *Services* → *CTI Server* → *Sheets* → *Models* and create a new sheet. It must have a name and at least two fields : one with Field title `popupUrl`, Default value `/` and Display value `{dp-mysheeturl}`, the other with Field title `folderNumber` and Display value `/`. See [Sheet Configuration](#) for more details.

The fourth and final step is to trigger the sheet when the agent answers the queued call. Go to *Services* → *CTI Server* → *Sheets* → *Events* and link the event `Linked` to the sheet you just created.

That's it, you can assign agents to your queue, log the agents and make them answer calls with the CC Agent opened, and your browser should open the specified URL.

## 5.10 Devices

### 5.10.1 Synchronize a device

First you have to display the list of devices.



Fig. 8: Click on the synchronize button for a device.

	MAC	IP	Phone number	Entity	Vendor	Model	Plugin	Action
<input type="checkbox"/>	00:04:13:70:31:46	10.70.0.100	1010	xivo	Snom	720	xivo-snom-8.7.5.35	   
<input type="checkbox"/>	00:08:5d:34:6a:17	10.70.0.101	-	-	Aastra	6757i	xivo-aastra-3.3.1-SP4	   
<input type="checkbox"/>	00:15:65:b2:e2:4e	10.70.0.104	1020	xivo	Yealink	T23G	xivo-yealink-v81	   
<input type="checkbox"/>	00:15:65:c4:c2:73	10.70.0.105	1030	xivo	Yealink	T46S	xivo-yealink-v81	   

















Fig. 9: List devices

You will see a pop-up to confirm synchronization. Click on the <ok> button.

Confirm Synchronize?

Zrušit OK

number SEARCH

	MAC	IP	Phone number	Entity	Vendor	Model	Plugin	Action
<input type="checkbox"/>	00:04:13:70:31:46	10.70.0.100	1010	xivo	Snom	720	xivo-snom-8.7.5.35	   
<input type="checkbox"/>	00:08:5d:34:6a:17	10.70.0.101	-	-	Aastra	6757i	xivo-aastra-3.3.1-SP4	   
<input type="checkbox"/>	00:15:65:b2:e2:4e	10.70.0.104	1020	xivo	Yealink	T23G	xivo-yealink-v81	   
<input type="checkbox"/>	00:15:65:c4:c2:73	10.70.0.105	1030	xivo	Yealink	T46S	xivo-yealink-v81	   

Legend

- Device properly configured
- Device configured in autoprov mode
- Device not configured (check if a plugin is installed for this device)

Fig. 10: Alert confirm synchronize

You must wait until the full synchronization process has completed to determine the state returned back from the device. This can take several seconds. It is important to wait and do nothing during this time.

If synchronization is successful, a blue information balloon notifies you of success.

If synchronization fails, a red information balloon warns you of failure.

### 5.10.2 Synchronize multiple devices

**Warning:** When using multiple synchronization, the individual return states will not be displayed.

Select the devices you want to synchronize by checking the boxes.

A pop-up will appear requesting confirmation.

If mass synchronization was successfully sent to the devices, a blue information balloon notifies you of success.

## 5.11 Directories

This page documents how to add and configure directories from custom sources. Directories added from custom sources can be used for lookup via the directory feature of phones or for *reverse lookup* on incoming calls.

An example of *adding a source* and *configuring source access* is made for each type of source:

	MAC	IP	Phone number	Entity	Vendor	Model	Plugin
<input type="checkbox"/>	00:04:13:70:31:46	10.70.0.100	1010	xivo	Snom	720	xivo-snom-8.7.35
<input type="checkbox"/>	00:08:5d:34:6a:17	10.70.0.101	-	-	Aastra	6757i	xivo-aastra-3.3.1-SP4
<input type="checkbox"/>	00:15:65:b2:e2:4e	10.70.0.104	1020	xivo	Yealink	T23G	xivo-yealink-v81
<input type="checkbox"/>	00:15:65:c4:c2:73	10.70.0.105	1030	xivo	Yealink	T46S	xivo-yealink-v81

Legend

- Device properly configured
- Device configured in autoprov mode
- Device not configured (check if a plugin is installed for this device)

Fig. 11: Request synchronization processing

Xivo

Services

Configuration

About

Login: root

Type: Root

IPBX

General settings

SIP Protocol

IAX Protocol

SCCP Protocol

Voicemails

Phonebook

Advanced

IPBX settings

Devices

Lines

Users

Groups

Voicemails

Device successfully synchronized

All fields except number

SEARCH

	MAC	IP	Phone number	Entity	Vendor	Model	Plugin	Action
<input type="checkbox"/>	<div></div> 00:04:13:70:31:46	10.70.0.100	1010	xivo	Snom	720	xivo-snom-8.7.5.35	<div><div></div><div></div><div></div><div></div></div>
<input type="checkbox"/>	<div></div> 00:08:5d:34:6a:17	10.70.0.101	-	-	Aastra	6757i	xivo-aastra-3.3.1-SP4	<div><div></div><div></div><div></div><div></div></div>
<input type="checkbox"/>	<div></div> 00:15:65:b2:e2:4e	10.70.0.104	1020	xivo	Yealink	T23G	xivo-yealink-v81	<div><div></div><div></div><div></div><div></div></div>
<input type="checkbox"/>	<div></div> 00:15:65:c4:c2:73	10.70.0.105	1030	xivo	Yealink	T46S	xivo-yealink-v81	<div><div></div><div></div><div></div><div></div></div>

Fig. 12: Device successfully synchronized

Xivo

Services

Configuration

About

Login: root

Type: Root

IPBX

General settings

SIP Protocol

IAX Protocol

SCCP Protocol

Voicemails

Phonebook

Advanced

IPBX settings

Devices

Lines

Users

Groups

Voicemails

Error during device synchronization

All fields except number

SEARCH

	MAC	IP	Phone number	Entity	Vendor	Model	Plugin	Action
<input type="checkbox"/>	00:04:13:70:31:46	10.70.0.100	1010	xivo	Snom	720	xivo-snom-8.7.5.35	<div></div> <div></div> <div></div> <div></div>
<input type="checkbox"/>	00:08:5d:34:6a:17	10.70.0.101	-	-	Aastra	6757i	xivo-aastra-3.3.1-SP4	<div></div> <div></div> <div></div> <div></div>
<input type="checkbox"/>	00:15:65:b2:e2:4e	10.70.0.104	1020	xivo	Yealink	T23G	xivo-yealink-v81	<div></div> <div></div> <div></div> <div></div>
<input type="checkbox"/>	00:15:65:c4:c2:73	10.70.0.105	1030	xivo	Yealink	T46S	xivo-yealink-v81	<div></div> <div></div> <div></div> <div></div>

Fig. 13: Error during device synchronization

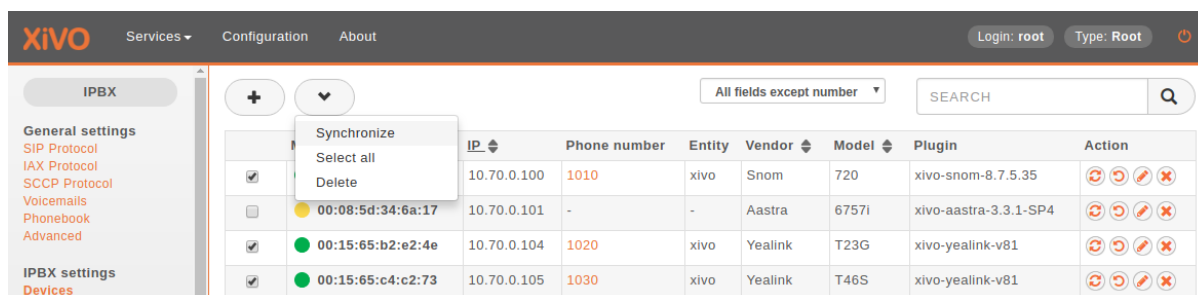


Fig. 14: Synchronize selected devices

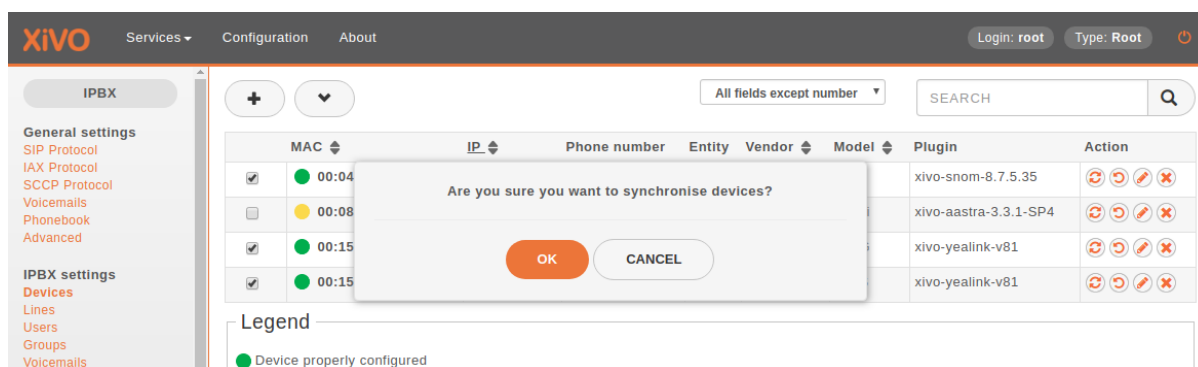


Fig. 15: Synchronize selected devices confirmation

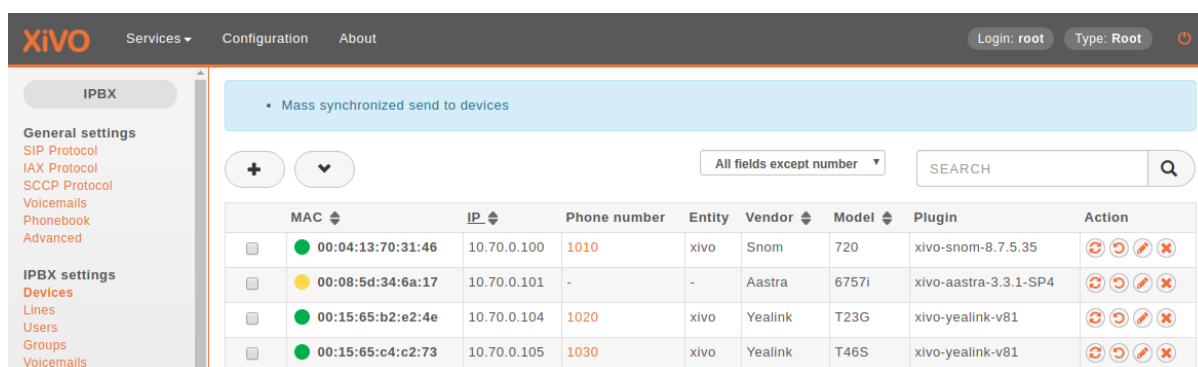


Fig. 16: Mass synchronization request sent successfully

### 5.11.1 XiVO directories

This type of directory is used to query the users of a XiVO. On a fresh install, the local XiVO is already configured. The URI field for this type of directory should be the base URL of a *xivo-confd* server.

This directory type matches the *xivo* backend in *xivo-dird*.

#### Available fields

- id
- agent\_id
- line\_id
- firstname
- lastname
- email
- exten
- context
- mobile\_phone\_number
- userfield
- description
- voicemail\_number

#### Example

#### Adding a source

#### Configuring source access

Here is an example of a configuration where the userfield was used as a free field to store the DID number of the user and the description to store its location.

### 5.11.2 LDAP

XiVO offers the possibility to integrate LDAP servers. Once configured properly, you'll be able to search your LDAP servers from your XiVO client and from your phones (if they support this feature).

---

**Note:** This page describes how to add LDAP servers as sources of contacts. For other sources of contacts, see [Directories](#).

---

#### Add a LDAP Server

You can add a LDAP server by clicking on the add button at the top right corner of the *Configuration → Management → LDAP Servers* page. You'll then be shown this page:

Enter the following information:

- Name: the server's display name
- Host: the hostname or IP address

Directories Servers > Edit

Directory name:

Type:

URI:

XiVO directory

Username:
?

Password:
?

Verify certificate:

Custom CA certificate:
?

Description

XiVO internal users

SAVE

Fig. 17: *Configuration → Management → Directories*

- Port: the port number (default: 389)
- Security layer: select SSL if it is activated on your server and you want to use it (default: disabled)
  - SSL means TLS/SSL (doesn't mean StartTLS) and port 636 should then be used
- Protocol version: the LDAP protocol version (default: 3)

**Warning:** When editing an LDAP server, you'll have to restart the CTI server for the changes to be taken into account.

## Notes on SSL/TLS usage

If you are using SSL with an LDAP server that is using a CA certificate from an unknown certificate authority, you'll have to put the certificate file as a single file ending with `.crt` into `/usr/local/share/ca-certificates` and run `update-ca-certificates`.

You also need to make sure that the `/etc/ldap/ldap.conf` file contains a line `TLS_CACERT /etc/ssl/certs/ca-certificates.crt`.

After that, restart `spawn-fcgi` with `service spawn-fcgi restart`.

Also, make sure to use the FQDN of the server in the host field when using SSL. The host field must match exactly what's in the CN attribute of the server certificate.

## Add a LDAP Filter

Next thing to do after adding a LDAP server is to create a LDAP filter via the *Services → IPBX configuration → LDAP Filters* page.

Definitions > Update directories

Name:

URI:

Delimiter:

Direct match:

Match reverse directories:

Mapped fields:

Fieldname	Value	
<input type="text" value="directory"/>	<input type="text" value="Répertoire XiVO Interne"/>	
<input type="text" value="firstname"/>	<input type="text" value="{firstname}"/>	
<input type="text" value="phone"/>	<input type="text" value="{exten}"/>	
<input type="text" value="lastname"/>	<input type="text" value="{lastname}"/>	
<input type="text" value="nom"/>	<input type="text" value="{firstname} {lastname}"/>	
<input type="text" value="display_name"/>	<input type="text" value="{firstname} {lastname}"/>	
<input type="text" value="email"/>	<input type="text" value="{email}"/>	
<input type="text" value="did"/>	<input type="text" value="{userfield}"/>	
<input type="text" value="location"/>	<input type="text" value="{description}"/>	

Description

You need to restart the Dird server to apply changes.

SAVE

Fig. 18: Services → CTI Server → Directories → Definitions

LDAP Servers > Add

Name:

debian-ldap

Host:

192.168.32.194

Port:

389

Security layer:

Protocol version:

3

Description:

SAVE

Fig. 19: Adding a LDAP server

You can add a LDAP filter by clicking on the add button at the top right of the page. You'll then be shown this page:

Enter the following information:

- Name: the filter's display name
- LDAP server: the LDAP server this filter applies to
- User: the dn of the user used to do search requests
- Password: the password of the given user
- Base DN: the base dn of search requests
- Filter: if specified, *it replace the default filter*

### Use a Custom Filter

In some cases, you might have to use a custom filter for your search requests instead of the default filter.

In custom filters, occurrence of the pattern %Q is replaced by what the user entered on its phone.

Here's some examples of custom filters:

- cn=%Q\*
- & (cn=%Q\*) (mail=%Q@example.org)
- | (cn=%Q\*) (displayName=%Q\*)

### Add a Directory Definition

The next step is to add a directory definition for the LDAP filter you just created. See the [directories](#) section for more information.

Here's an example of an LDAP directory definition:



LDAP filters > Add

Name:

LDAP Server:

debian-ldap (192.168.32.194) ▼

User:

Password:

Base DN:

Filter:

?

Description:

SAVE

Fig. 20: Adding a LDAP Filter

If a custom filter is defined in the LDAP filter configuration, the fields in *direct match* will be added to that filter using an `&`. To only use the *filter* field of your LDAP filter configuration, do not add any *direct match* fields in your directory definition.

Example:

- Given an LDAP filter with *filter* `st=Canada`
- Given a directory definition with a *direct match* `cn,o`
- Then the resulting filter when doing a search will be `&(st=Canada)(|(cn=%Q*)(o=%Q*))`

### 5.11.3 CSV File directories

The source file of the directory must be in CSV format. You will be able to choose the headers and the separator in the next steps. For example, the file will look like:

```
title|firstname|lastname|displayname|society|mobilenumber|email
mr|Emmett|Brown|Brown Emmett|DMC|5555551234|emmet.brown@dmc.example.com
```

This directory type matches the *csv* backend in *xivo-dird*.

For file directories, the *Direct match* and the *Match reverse directories* must be filled with the name of the column used to match entries.

#### Available fields

Available fields are the one's contained in the CSV file.

#### Example

csv-phonebook.csv:

Definitions > Update directories

Name:

test

URI:

ldapfilter://test

Delimiter:

Direct match:

cn,telephoneNumber

Match reverse directories:

Mapped fields:

Fieldname	Value	
<div>display_name</div>	<div>{cn}</div>	<div>+</div>
<div>phone</div>	<div>{telephoneNumber}</div>	<div>×</div>
<div>firstname</div>	<div>{givenName}</div>	<div>×</div>
<div>lastname</div>	<div>{sn}</div>	<div>×</div>

Description

You need to restart the Dird server to apply changes.

SAVE

Fig. 21: Services → IPBX → IPBX configuration → LDAP filters

```
title|firstname|lastname|displayname|society|phone|email
mr|Emmett|Brown|Brown Emmett|DMC|5555551234|emmet.brown@dmc.example.com
ms|Alice|Wonderland|Wonderland Alice|DMC|5555551235|alice.wonderland@dmc.example.
↪com
```

## Adding a source

Directories Servers > Add

Directory name:

Type:

URI:

Description

SAVE

Fig. 22: Configuration → Management → Directories

## Configuring source access

### 5.11.4 CSV Web service directories

The data returned by the Web service must have the same format than the file directory. In the same way, you will be able to choose the headers and the separator in the next step.

This directory type matches the *CSV web service* backend in *xivo-dird*.

For web service directories, the *Direct match* and the *Match reverse directories* must be filled with the name of the HTTP query parameter that will be used when doing the HTTP requests.

Note that the CSV returned by the Web service is not further processed.

Manual configuration needs to be done to use a secure (SSL) connection. See *CSV web service* for more details.

## Available fields

Available fields are the ones contained in the CSV result.

## Example

<http://example.org:8000/ws-phonebook> return csv:

```
title|firstname|lastname|displayname|society|phone|email
mr|Emmett|Brown|Brown Emmett|DMC|5555551234|emmet.brown@dmc.example.com
ms|Alice|Wonderland|Wonderland Alice|DMC|5555551235|alice.wonderland@dmc.example.
↪com
```

Definitions > Update directories

Name:

dmc

URI:

file:///file:///data/csv-phonebook.csv

Delimiter:

|

Direct match:

displayname

Match reverse directories:

phone

Mapped fields:

Fieldname	Value	
directory	DMC directory	+
display_name	{title} {displayname}	×
email	{email}	×
firstname	{firstname}	×
lastname	{lastname}	×
phone	{phone}	×
society	{society}	×
title	{title}	×

Description

You need to restart the Dird server to apply changes.

SAVE

Fig. 23: Services → CTI Server → Directories → Definitions

## Adding a source

Directories Servers > Add

Directory name:

Type:

URI:

Description

SAVE

Fig. 24: Configuration → Management → Directories

## Configuring source access

Given you have the following directory definition:

- *Direct match* : search
- *Match reverse directories* : phone

When a direct lookup for “Alice” is performed, then the following HTTP request:

```
GET /ws-phonebook?search=Alice HTTP/1.1
```

is emitted. When a reverse lookup for “5555551234” is performed, then the following HTTP request:

```
GET /ws-phonebook?phone=5555551234 HTTP/1.1
```

is emitted. On the reverse lookup, a filtering is performed on the result. In this example, it should have `phone` as column.

### 5.11.5 Phonebook directories

This type of directory source is the internal phonebook of a XiVO. The *URI* field is the one used to query the phonebook.

This directory type matches the *phonebook* backend in *xivo-dird*.

## Available fields

### General phone book section

These fields are set in the General tab of the phone book.

- phonebook.description
- phonebook.displayname

Definitions > Add directory

Name:

wsphonebook

URI:

http://example.org:8000/ws-phonebook

Delimiter:

|

Direct match:

search

Match reverse directories:

phone

Mapped fields:

Fieldname	Value	
directory	CSV web service example	+
firstname	{firstname}	×
lastname	{lastname}	×
display_name	{title} {displayname}	×
phone	{phone}	×
email	{email}	×
society	{society}	×

Description

You need to restart the Dird server to apply changes.

Fig. 25: Services → CTI Server → Directories → Definitions

- phonebook.email
- phonebook.firstname
- phonebook.fullname (this value is automatically generated as “<firstname> <lastname>”, e.g. “John Doe”)
- phonebook.lastname
- phonebook.society
- phonebook.title
- phonebook.url

## Phone numbers

These are the different phone numbers that are available

- phonebooknumber.fax.number
- phonebooknumber.home.number
- phonebooknumber.mobile.number
- phonebooknumber.office.number
- phonebooknumber.other.number

## Addresses

Each configured address can be accessed

Address uses the following syntax *phonebookaddress.[location].[field]*, e.g. *phonebookaddress.office.zipcode*.

## Locations

- home
- office
- other

## Fields

- address1
- address2
- city
- country
- state
- zipcode

Directories Servers > Edit

Directory name:

Type:

Phonebook ▼

URI:

Description

XiVO phonebook

SAVE

Fig. 26: *Configuration → Management → Directories*

URI : `http://localhost/service/ipbx/json.php/private/pbx_services/phonebook`

## Example

### Adding a source

### Configuring source access

Default phonebook is set in *Directories -> Definitions -> xivodir*.

---

**Note:** Phone IP should be in the authorized subnet to access the directories. See [Remote directory](#).

---

## 5.11.6 Adding a source

---

**Note:** See [LDAP](#) for adding this source.

---

You can add new data sources via the *Configuration → Management → Directories* page.

- *Directory name*: the name of the directory
- *Type*: there are 4 types of directory:
  - *XiVO*
  - *CSV File*
  - *CSV Web service*
  - *Phonebook*
- *URI*: the data source
- *Description*: (optional) a description of the directory

## 5.11.7 Configuring source access

Go in *Services → CTI Server → Directories → Definitions* and add a new directory definition.

- *Name*: the name of the directory definition



## Definitions > Update directories

**Name:**

**URI:**

**Delimiter:**

**Direct match:**

**Match reverse directories:**

Mapped fields:

Fieldname	Value	
<input type="text" value="mail"/>	<input type="text" value="{phonebook.email}"/>	
<input type="text" value="lastname"/>	<input type="text" value="{phonebook.lastname}"/>	
<input type="text" value="fullname"/>	<input type="text" value="{phonebook.fullname}"/>	
<input type="text" value="phone"/>	<input type="text" value="{phonebooknumber.office.number}"/>	
<input type="text" value="reverse"/>	<input type="text" value="{phonebook.fullname}"/>	
<input type="text" value="firstname"/>	<input type="text" value="{phonebook.firstname}"/>	
<input type="text" value="company"/>	<input type="text" value="{phonebook.society}"/>	
<input type="text" value="directory"/>	<input type="text" value="Répertoire XiVO Externe"/>	
<input type="text" value="nom"/>	<input type="text" value="{phonebook.firstname} {phonebook.lastname}"/>	
<input type="text" value="phone_mobile"/>	<input type="text" value="{phonebooknumber.mobile.number}"/>	
<input type="text" value="phone_home"/>	<input type="text" value="{phonebooknumber.home.number}"/>	
<input type="text" value="phone_other"/>	<input type="text" value="{phonebooknumber.other.number}"/>	
<input type="text" value="email"/>	<input type="text" value="{phonebook.email}"/>	

### Description

Répertoire XiVO Externe

You need to restart the Dird server to apply changes.

SAVE

Fig. 27: Services → CTI Server → Directories → Definitions

- *URI*: the data source
- *Delimiter*: (optional) the field delimiter in the data source
- *Direct match*: the list used to match entries for direct lookup (comma separated)
- *Match reverse directories*: (optional) the list used to match entries for reverse lookup (comma separated)
- *Mapped fields*: used to add or modify columns in this directory source
  - *Fieldname*: the identifier for this new field
  - *Value*: a python format string that can be used to modify the data returned from a data source

### Reverse lookup

It's possible to do reverse lookups on incoming calls to show a better caller ID name when the caller is in one of our directories.

Reverse lookup will only be tried if at least one of the following conditions is true:

- The caller ID name is the same as the caller ID number
- The caller ID name is “unknown”

---

**Important:** Reverse lookup is performed **after** *Caller Number Normalization* (since XiVO 13.11).

---

To enable reverse lookup, you need to add an entry in *Mapped fields*:

- *Fieldname*: `reverse`
- *Value*: the header of your data source that you want to see as the caller ID on your phone on incoming calls

### Example

- *Match reverse directories*: `phonebooknumber.office.number,phonebooknumber.mobile.number,phonebooknumber.home.number`
- *Fieldname*: `reverse`
- *Value*: `phonebook.society`

This configuration will show the contact's company name on the caller ID name, when the incoming call will match office, mobile or home number.

### Phone directory

Phone directory takes 2 *Fieldname* by default:

- `display_name`: the displayed name on the phone
- `phone`: the number to call

### Examples:

You will find below some useful configurations of *Mapped fields*.

Definitions > Update directories

Name:

xivodir

URI:

http://localhost/service/ipbx/json.php/private/pbx\_services/phonebook

Delimiter:

Direct match:

phonebook.firstname,phonebook.lastname

Match reverse directories:

phonebooknumber.office.number,phonebo

Mapped fields:

Fieldname	Value	
mail	{phonebook.email}	+
lastname	{phonebook.lastname}	×
fullname	{phonebook.fullname}	×
phone	{phonebooknumber.office.number	×
reverse	{phonebook.society}	×
firstname	{phonebook.firstname}	×
company	{phonebook.society}	×
directory	Répertoire XiVO Externe	×
nom	{phonebook.firstname} {phonebox	×
name	{phonebook.firstname} {phonebox	×

Fig. 28: Services → CTI Server → Directories → Definitions

### Adding a name field from firstname and lastname

Given a configuration where the directory source returns results with fields `firstname` and `lastname`. To add a *name* column to a directory, the administrator would add the following *Mapped fields*:

- *Fieldname*: `name`
- *Value*: `{firstname} {lastname}`

### Prefixing a field

Given a directory source that need a prefix to be called, a new field can be created from an existing one. To add a prefix `9` to the numbers returned from a source, the administrator would add the following *Mapped fields*:

- *Fieldname*: `number`
- *Value*: `9{number}`

### Adding a static field

Sometimes, it can be useful to add a field to the search results. A string can be added without any formatting. To add a *directory* field to the *xivodir* directory, the administrator would add the following *Mapped fields*:

- *Fieldname*: `directory`
- *Value*: `XiVO internal directory`

## 5.11.8 Configuring source display

### XiVO Client

Edit the default display filter or create your own in *Services* → *CTI Server* → *Directories* → *Display filters*.

Each line in the display filter will result in a header in your XiVO Client.

- *Field title*: text displayed in the header.
- *Field type*: type of the column, this information is used by the XiVO Client. (see [type description](#))
- *Default value*: value that will be used if this field is empty for one of the configured sources.
- *Field name*: name of the field in the directory definitions. The specified names should be available in the configured sources. To add new column name to a directory definition see above.

### Phone

The only way to configure display phone directory is through *XiVO dird configuration*.

## 5.11.9 Adding a directory

To include a directory in direct directory definition:

1. Go to *Services* → *CTI Server* → *Directories* → *Direct directories*.
2. Edit your context.
3. Select your display filter.
4. Add the directories in the *Directories* section.

To include a directory in reverse directory definition:

Filters > Update displays

Name:

default

Field title	Field type	Default value	Field name	
<div>Name</div>	<div>name</div>	<div></div>	<div>name</div>	<div>+</div> <div>✗</div>
<div>Number</div>	<div>number</div>	<div></div>	<div>number</div>	<div>✗</div>
<div>Favorite</div>	<div>favorite</div>	<div></div>	<div>favorite</div>	<div>✗</div>
<div>Personal</div>	<div>personal</div>	<div></div>	<div></div>	<div>✗</div>
<div>Source</div>	<div></div>	<div></div>	<div>directory</div>	<div>✗</div>
<div>Mobile</div>	<div>callable</div>	<div></div>	<div>mobile</div>	<div>✗</div>
<div>SDA</div>	<div>callable</div>	<div></div>	<div>sda</div>	<div>✗</div>
<div>Location</div>	<div></div>	<div></div>	<div>location</div>	<div>✗</div>

Description

You need to restart the Dird server to apply changes.

SAVE

Fig. 29: Services → CTI Server → Directories → Display filters

1. Go to *Services* → *CTI Server* → *Directories* → *Reverse directories*.
2. Add the directories to include to reverse lookups in the *Related directories* section.

### 5.11.10 Applying changes

To reload the directory configuration for XiVO Client, phone lookups and reverse lookups, use *one* of these methods:

- *Services* → *IPBX* → *Control* → *Restart Dird server*
- `console service xivo-dird restart`

## 5.12 Directed Pickup

Directed pickup allows a user to intercept calls made to another user.

For example, if a user with number 1001 is ringing, you can dial \*81001 from your phone and it will intercept (i.e. pickup) the call to this user.

The extension prefix used to pickup calls can be changed via the *Services* → *IPBX* → *IPBX services* → *Extensions* page.

### 5.12.1 Custom Line Limitation

There is a case where directed pickup does not work, which is the following:

Given you have a user U **with** a line of **type** "customized"  
 Given this custom line **is** using DAHDI technology  
 Given this user **is** a member of group G  
 When a call **is** made to group G  
 Then you won't be able to intercept the call made to U by pressing \*8<line number\_<br/>
 ↳ of U>

If you find yourself in this situation, you'll need to write a bit of dialplan.

For example, if you have the following:

- a user with a custom line with number 1001 in context default
- a custom line with interface DAHDI/g1/5551234

Then add the following, or similar:

```
[custom_lines]
exten = line1001,1,NoOp()
same  = n,Set(__PICKUPMARK=1001%default)
same  = n,Dial(DAHDI/g1/5551234)
same  = n,Hangup()
```

And do a `dialplan reload` in the asterisk CLI.

Then, edit the line of the user and change the interface value to `Local/line1001@custom_lines`

Note that you'll need to update your dialplan if you update the number of the line or the context.

## 5.13 Entities

### 5.13.1 Purpose

In some cases, as the telephony provider, you want different independent organisations to have their telephony served by your XiVO, e.g. different departments using the same telephony infrastructure, but you do not want each organisation to see or edit the configuration of other organisations.

### 5.13.2 Configuration

In *Configuration* → *Entities*, you can create entities, one for each independant organisation.

In *Configuration* → *Users*, you can select an entity for each administrator.

---

**Note:** Once an entity is linked with an administrator, it can not be deleted. You have to unlink the entity from all administrator to be able to delete it.

---

For the new entity to be useful, you need to create contexts in this entity. You may need:

- an Internal context for users, groups, queues, etc.
- an Incall context for incoming calls
- an Outcall context for outgoing calls, which should be included in the Internal context for the users to be able to call external numbers

### 5.13.3 Limitations

#### Global Fields

Some fields are globally unique and will collide when the same value is used in different entities:

- User CTI login
- Agent number
- Queue name
- Context name

An error message will appear when creating resources with colliding parameters, saying the resource already exists, even if the entity-linked administrator can not see them.

#### Affected Lists

Only the following lists may be filtered by entity:

- Lines
- Users
- Devices
- Groups
- Voicemails
- Conference Rooms
- Incoming calls
- Call filters

- Call pickups
- Schedules
- Agents
- Queues

For the devices:

- The filtering only applies to the devices associated with a line.
- The devices in autoprov mode or not configured mode are visible by every administrator.

## REST API

The REST API does not have the notion of entity. When creating a resource without context via REST API, the resource will be associated to an arbitrary entity. Affected resources are:

- Contexts
- Call filters
- Group pickups
- Schedules
- Users

## 5.14 Fax

### 5.14.1 Fax reception

---

**Note:** Only works for Fax in A4 paper format.

---

#### Adding a fax reception DID

If you want to receive faxes from XiVO, you need to add incoming calls definition with the *Application* destination and the *FaxToMail* application for every DID you want to receive faxes from.

This applies even if you want the action to be different from sending an email, like putting it on a FTP server. You'll still need to enter an email address in these cases even though it won't be used.

Note that, as usual when adding incoming call definitions, you must first define the incoming call range in the used context.

#### Changing the email body

You can change the body of the email sent upon fax reception by editing `/etc/xivo/mail.txt`.

The following variable can be included in the mail body:

- `%(dstnum)s`: the DID that received the fax
- `%(srcnum)s`: the sender number (as we received it)

If you want to include a regular percent character, i.e. `%`, you must write it as `%%` in `mail.txt` or an error will occur when trying to do the variables substitution.

The `agid` service must be restarted to apply changes:



IPBX

General settings

SIP Protocol

IAX Protocol

SCCP Protocol

Voicemails

Phonebook

Advanced

IPBX settings

Devices

Lines

Users

Groups

Voicemails

Conference rooms

Call management

Incoming calls

Outgoing calls

Call permissions

Call filters

Call pickups

Schedules

Calls Logs

Trunk management

SIP Protocol

SIP Provider

IAX Protocol

Customized

+

Incoming calls > Add

General

Call permissions

Schedules

DID:

5551234567

Context:

Incalls (from-extern) ▼

Destination :

Application ▼

Application:

FaxToMail ▼

E-mail:

foo@example.org

CallerID mode :

▼

Preprocess subroutine :

Description :

SAVE

```
service xivo-agid restart
```

## Changing the email subject

You can change the subject of the email sent upon fax reception by editing `/etc/xivo/asterisk/xivo_fax.conf`.

Look for the `[mail]` section, and in this section, modify the value of the `subject` option.

The available variable substitution are the same as for the email body.

The `agid` service must be restarted to apply changes:

```
service xivo-agid restart
```

## Changing the email from

You can change the from of the email sent upon fax reception by editing `/etc/xivo/asterisk/xivo_fax.conf`.

Look for the `[mail]` section, and in this section, modify the value of the `email_from` option.

The `agid` service must be restarted to apply changes:

```
service xivo-agid restart
```

### Changing the email realname

You can change the realname of the email sent upon fax reception by editing `/etc/xivo/asterisk/xivo_fax.conf`.

Look for the `[mail]` section, and in this section, modify the value of the `email_realname` option.

The `agid` service must be restarted to apply changes:

```
service xivo-agid restart
```

### Using the advanced features

The following features are only available via the `/etc/xivo/asterisk/xivo_fax.conf` configuration file. They are not available from the web-interface.

The way it works is the following:

- you first declare some backends, i.e. actions to be taken when a fax is received. A backend name looks like `mail`, `ftp_example_org` or `printer_office`.
- once your backends are defined, you can use them in your destination numbers. For example, when someone calls the DID 100, you might want the `ftp_example_org` and `mail` backend to be run, but otherwise, you only want the `mail` backend to be run.

Here's an example of a valid `/etc/xivo/asterisk/xivo_fax.conf` configuration file:

```
[general]
tiff2pdf = /usr/bin/tiff2pdf
mutt = /usr/bin/mutt
lp = /usr/bin/lp

[mail]
subject = FAX reception to %(dstnum)s
content_file = /etc/xivo/mail.txt
email_from = no-reply+fax@xivo.solutions
email_realname = Service Fax

[ftp_example_org]
host = example.org
username = foo
password = bar
directory = /foobar

[dstnum_default]
dest = mail

[dstnum_100]
dest = mail, ftp_example_org
```

The section named `dstnum_default` will be used only if no DID-specific actions are defined.

After editing `/etc/xivo/asterisk/xivo_fax.conf`, you need to restart the `agid` server for the changes to be applied:

```
service xivo-agid restart
```

### Using the FTP backend

The FTP backend is used to send a PDF version of the received fax to an FTP server.

An FTP backend is always defined in a section beginning with the `ftp` prefix. Here's an example for a backend named `ftp_example_org`:

```
[ftp_example_org]
host = example.org
port = 2121
username = foo
password = bar
directory = /foobar
convert_to_pdf = 0
```

The `port` option is optional and defaults to 21.

The `directory` option is optional and if not specified, the document will be put in the user's root directory.

The `convert_to_pdf` option is optional and defaults to 1. If it is set to 0, the TIFF file will not be converted to PDF before being sent to the FTP server.

The uploaded file are named like `${XIVO_SRCNUM}-${EPOCH}.pdf`.

## Using the printer backend

To use the printer backend, you must have the `cups-client` package installed on your XiVO:

```
$ apt-get install cups-client
```

The printer backend uses the `lp` command to print faxes.

A printer backend is always defined in a section beginning with the `printer` prefix. Here's an example for a backend named `printer_office`:

```
[printer_office]
name = office
convert_to_pdf = 1
```

When a fax will be received, the system command `lp -d office <faxfile>` will be executed.

The `convert_to_pdf` option is optional and defaults to 1. If it is set to 0, the TIFF file will not be converted to PDF before being printed.

**Warning:** You need a CUPS server set up somewhere on your network.

## Using the mail backend

By default, a mail backend named `mail` is defined. You can define more mail backends if you want. Just look what the default mail backend looks like.

### 5.14.2 Fax detection

XiVO **does not currently support Fax Detection**. A workaround is described in the [Fax detection](#) section.

### 5.14.3 Using analog gateways

XiVO is able to provision Cisco SPA122 and Linksys SPA2102, SPA3102 and SPA8000 analog gateways which can be used to connect fax equipments. This section describes the creation of custom template *for SPA3102* which modifies several parameters.

**Note:** With SPA ATA plugins >= v0.8, you **should not need** to follow this section anymore since all of these parameters are now set in the base templates of all, except for Echo\_Canc\_Adapt\_Enable, Echo\_Supp\_Enable, Echo\_Canc\_Enable.

**Note:** Be aware that most of the parameters are or could be country specific, i.e. :

- Preferred Codec,
- FAX Passthru Codec,
- RTP Packet Size,
- RTP-Start-Loopback Codec,
- Ring Waveform,
- Ring Frequency,
- Ring Voltage,
- FXS Port Impedance

1. Create a custom template for the SPA3102 base template:

```
cd /var/lib/xivo-provd/plugins/xivo-cisco-spa3102-5.1.10/var/templates/
cp ../../templates/base.tpl .
```

2. Add the following content before the </flat-profile> tag:

```
<!-- CUSTOM TPL - for faxes - START -->

{% for line_no, line in sip_lines.iteritems() %}
<!-- Dial Plan: L{{ line_no }} -->
<Dial_Plan_{{ line_no }}_ ua="na">([x*#].)</Dial_Plan_{{ line_no }}_>

<Call_Waiting_Serv_{{ line_no }}_ ua="na">No</Call_Waiting_Serv_{{ line_no }}_>
<Three_Way_Call_Serv_{{ line_no }}_ ua="na">No</Three_Way_Call_Serv_{{ line_no }}_>

<Preferred_Codec_{{ line_no }}_ ua="na">G711a</Preferred_Codec_{{ line_no }}_>
<Silence_Supp_Enable_{{ line_no }}_ ua="na">No</Silence_Supp_Enable_{{ line_no }}_>
<Echo_Canc_Adapt_Enable_{{ line_no }}_ ua="na">No</Echo_Canc_Adapt_Enable_{{ line_no }}_>
<Echo_Supp_Enable_{{ line_no }}_ ua="na">No</Echo_Supp_Enable_{{ line_no }}_>
<Echo_Canc_Enable_{{ line_no }}_ ua="na">No</Echo_Canc_Enable_{{ line_no }}_>
<Use_Pref_Codec_Only_{{ line_no }}_ ua="na">yes</Use_Pref_Codec_Only_{{ line_no }}_>
<DTMF_Tx_Mode_{{ line_no }}_ ua="na">Normal</DTMF_Tx_Mode_{{ line_no }}_>

<FAX_Enable_T38_{{ line_no }}_ ua="na">Yes</FAX_Enable_T38_{{ line_no }}_>
<FAX_T38_Redundancy_{{ line_no }}_ ua="na">1</FAX_T38_Redundancy_{{ line_no }}_>
<FAX_Passthru_Method_{{ line_no }}_ ua="na">ReINVITE</FAX_Passthru_Method_{{ line_no }}_>
<FAX_Passthru_Codec_{{ line_no }}_ ua="na">G711a</FAX_Passthru_Codec_{{ line_no }}_>
<FAX_Disable_ECAN_{{ line_no }}_ ua="na">yes</FAX_Disable_ECAN_{{ line_no }}_>
<FAX_Tone_Detect_Mode_{{ line_no }}_ ua="na">caller or callee</FAX_Tone_Detect_Mode_{{ line_no }}_>

<Network_Jitter_Level_{{ line_no }}_ ua="na">very high</Network_Jitter_Level_{{ line_no }}_>
```

(continues on next page)

(continued from previous page)

```
<Jitter_Buffer_Adjustment_{ { line_no } }_ ua="na">disable</Jitter_Buffer_
↪Adjustment_{ { line_no } }_>
{% endfor %}

<!-- SIP Parameters -->
<RTP_Packet_Size ua="na">0.020</RTP_Packet_Size>
<RTP-Start-Loopback_Codec ua="na">G711a</RTP-Start-Loopback_Codec>

<!-- Regional parameters -->
<Ring_Waveform ua="rw">Sinusoid</Ring_Waveform> <!-- options: Sinusoid/
↪Trapezoid -->
<Ring_Frequency ua="rw">50</Ring_Frequency>
<Ring_Voltage ua="rw">85</Ring_Voltage>

<FXS_Port_Impedance ua="na">600+2.16uF</FXS_Port_Impedance>
<Caller_ID_Method ua="na">Bellcore(N.Amer,China)</Caller_ID_Method>
<Caller_ID_FSK_Standard ua="na">bell 202</Caller_ID_FSK_Standard>

<!-- CUSTOM TPL - for faxes - END -->
```

### 3. Reconfigure the devices with:

```
xivo-provd-cli -c 'devices.using_plugin("xivo-cisco-spa3102-5.1.10") .
↪reconfigure() '
```

### 4. Then reboot the devices:

```
xivo-provd-cli -c 'devices.using_plugin("xivo-cisco-spa3102-5.1.10") .
↪synchronize() '
```

Most of this template can be copy/pasted for a SPA2102 or SPA8000.

## 5.14.4 Using a SIP Trunk

Fax transmission, to be successful, *MUST* use G.711 codec. Fax streams cannot be encoded with lossy compression codecs (like G.729a).

That said, you may want to establish a SIP trunk using G.729a for all other communications to save bandwidth. Here's a way to be able to receive a fax in this configuration.

**Note:** There are some prerequisites:

- your SIP Trunk must offer both G.729a and G.711 codecs
- your fax users must have a customized outgoing calleridnum (for the codec change is based on this variable)

1. We assume that outgoing call rules and fax users with their DID are created
2. Create the file `/etc/asterisk/extensions_extra.d/fax.conf` with the following content:

```
;; For faxes :
; The following subroutine forces inbound and outbound codec to alaw.
; For outbound codec selection we must set the variable with inheritance.
; Must be set on each Fax DID
[pre-incall-fax]
exten = s,1,NoOp(### Force alaw codec on both inbound (operator side) and
↪outbound (analog gw side) when calling a Fax ###)
exten = s,n,Set(SIP_CODEC_INBOUND=alaw)
exten = s,n,Set(__SIP_CODEC_OUTBOUND=alaw)
```

(continues on next page)

(continued from previous page)

```

exten = s,n,Return()

; The following subroutine forces outbound codec to alaw based on outgoing_
↳ callerid number
; For outbound codec selection we must set the variable with inheritance.
; Must be set on each outgoing call rule
[pre-outcall-fax]
exten = s,l,NoOp(### Force alaw codec if caller is a Fax ###)
exten = s,n,GotoIf("${CALLERID(num)}" = "0112697845"?alaw:)
exten = s,n,GotoIf("${CALLERID(num)}" = "0112697846"?alaw:end)
exten = s,n(alaw),Set(__SIP_CODEC_OUTBOUND=alaw)
exten = s,n(end),Return()

```

3. For each Fax users' DID add the following string in the `Preprocess` subroutine field:

```
pre-incall-fax
```

4. For each Outgoing call rule add the the following string in the `Preprocess` subroutine field:

```
pre-outcall-fax
```

## 5.15 Graphics

The Services/Graphics section gives a historical overview of a XiVO system's activity based on snapshots recorded every 5 minutes. Graphics are available for the following resources :

- CPU
- Entropy
- Interruptions
- IRQ Stats
- System Load
- Memory Usage
- Open Files
- Open Inodes
- Swap Usage

Each section is presented as a series of 4 graphics : daily, weekly, monthly and yearly history. Each graphic can be clicked on to zoom. All information presented is read only.

## 5.16 Groups

Groups are used to be able to call a set or users.

Group name cannot be `general` reserved in asterisk configuration.

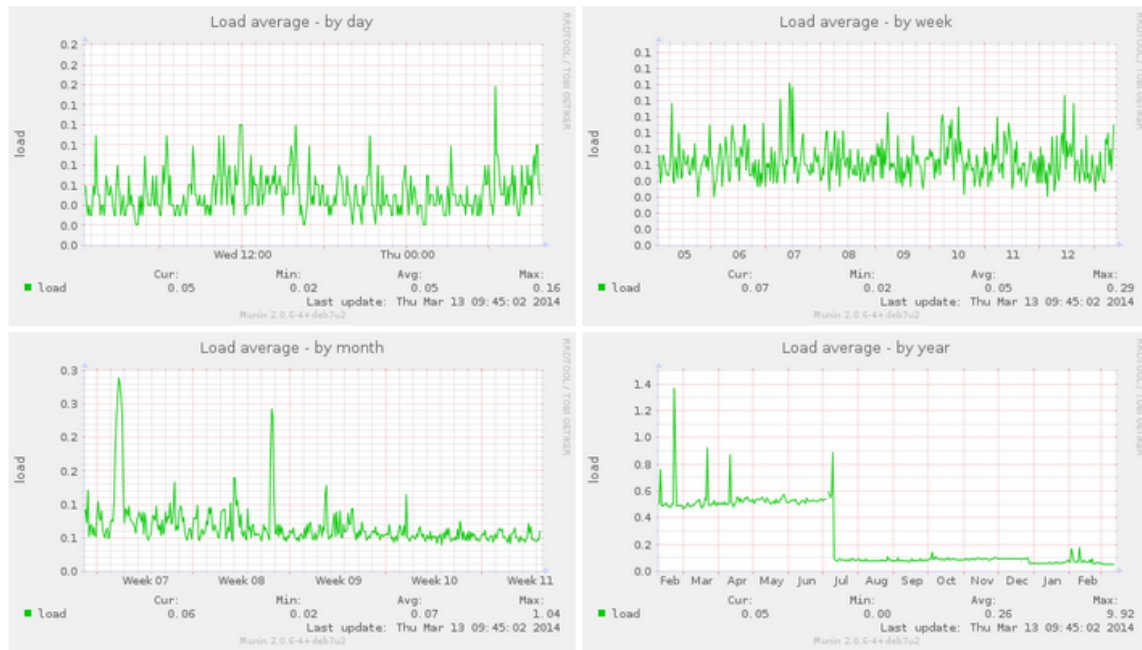
## 5.17 Group Pickup

Pickup groups allow users to intercept calls directed towards other users of the group. This is done either by dialing a special extension or by pressing a function key.

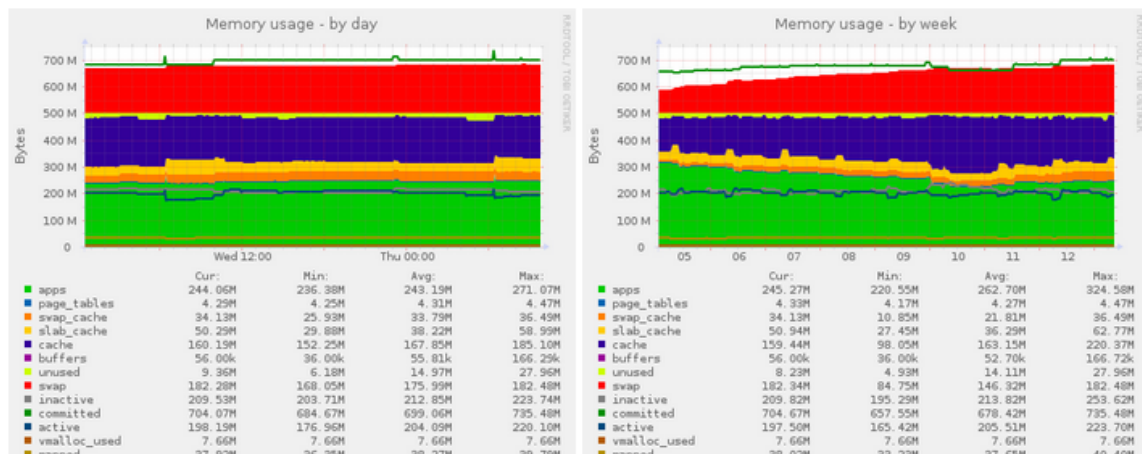
Local timer interrupts	349.73	219.98	948.42	412.76
Spurious interrupts	0.00	0.00	0.00	0.00
Performance monitoring interrupts	0.00	0.00	0.00	0.00
IRQ work interrupts	0.00	0.00	0.00	0.00
Rescheduling interrupts	0.00	0.00	0.00	0.00
Function call interrupts	0.00	0.00	0.00	0.00
TLB shootdowns	0.00	0.00	0.00	0.00
Thermal event interrupts	0.00	0.00	0.00	0.00
Threshold APIC interrupts	0.00	0.00	0.00	0.00
Machine check exceptions	0.00	0.00	0.00	0.00
Machine check polls	3.33m	3.22m	3.33m	3.45m
ERR	0.00	0.00	0.00	0.00
MIS	0.00	0.00	0.00	0.00

Last update: Thu Mar 13 09:45:01 2014

## System load



## Memory usage



### 5.17.1 Quick Summary

In order to be able to use group pickup you have to:

- Create a pickup group
- Enable an extension to intercept calls
- Add a function key to interceptors

### 5.17.2 Creating a Pickup Group

Pickup groups can be created in the *Services → IPBX → Call management → Call pickups* page.

In the *general* tab, you can define a name and a description for the pickup group. In the *Interceptors* tab, you can define a list of users, groups or queues that can intercept calls. In the *Intercepted* tab, you can define a list of users, groups or queues that can be intercepted.

### 5.17.3 Enabling an Interception Extension

The pickup extension can be defined in the *Services → IPBX → IPBX services → Extensions* page.

The extension used by group pickup is called *Group interception* it's default value is \*8.

**Warning:** The extension must be enabled even if a function key is used.

### 5.17.4 Adding a Function Key to an Interceptor

To assign a function to an interceptor, go to *Services → IPBX → IPBX settings → Users*, edit an interceptor and go to the *Func Keys* tab.

Add a new function key of type *Group Interception* and save.

## 5.18 Incall

### 5.18.1 General Configuration

You can configure incoming calls settings in *Services → IPBX → Call Management → Incoming calls*.

#### DID (Direct Inward Dialing) Configuration

You can use special characters to match extensions. The most useful are:

`. (period): will match one or more characters`  
`X: will match only one character`

You can find more details about pattern matching in Asterisk (hence in XiVO) on the [Asterisk wiki](#).

DID will not be validated against context ranges if pattern matching is used. Patterns are entered and displayed without the “\_” prefix in the web interface.



Pickup groups > Edit | test

General

Interceptors

Intercepted

## Groups

0 items selected	Remove all		Add all
		groupecycle (10051@default)	+
		groupegal (10050@default)	+
		sda-tournante (10052@default)	+

## Queues

0 items selected	Remove all		Add all
		Account Dpt WR (3553@loadtest)	+
		Accueil Limonest (3002@default)	+
		Accueil Limonest hold (3003@default)	+
		blue (3500@loadtest)	+
		Car Rental RRM (3557@loadtest)	+
		commerce (3200@default)	+
		Hotline FC (3556@loadtest)	+

## Users

3 items selected	Remove all		Add all
✚ Père Noël (2702@default)	—	Accueil Limonest (2300@default)	+
✚ Linda (2701@default)	—	Accueil Rennes (2800@default)	+
✚ Fernando L'Igüane (2700@default)	—	Accueil Suresnes (2400@default)	+
		acd01 acd01 (2551@loadtest)	+
		acd02 acd02 (2552@loadtest)	+
		acd03 acd03 (2553@loadtest)	+
		acd04 acd04 (2554@loadtest)	+

SAVE

+

Users > Edit | Linda - Provisioning: <333356>

General
Lines
No answer
Services
Voicemail
Groups
Func Keys

Key	Type	Destination	Label	Supervision	
1	Filtering Boss - Secretary	fernando / Fernando L'igüane	Linda	Enabled	✖
2	Group Interception		Interception	Disabled	✖

SAVE

## 5.19 Interconnections

### 5.19.1 Interconnect two XiVO directly

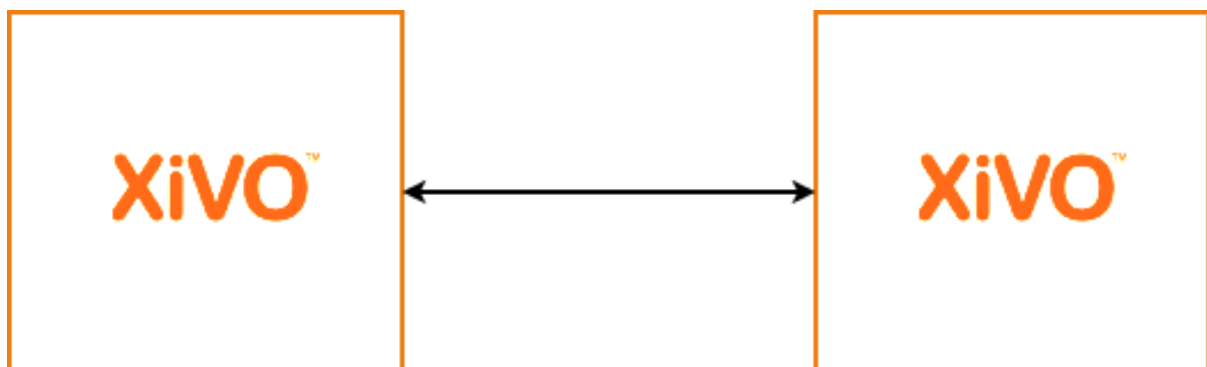


Fig. 30: Situation diagram

Interconnecting two XiVO will allow you to send and receive calls between the users configured on both sides.

The steps to configure the interconnections are:

- Establish the trunk between the two XiVO, that is the SIP connection between the two servers
- Configure outgoing calls on the server(s) used to emit calls
- Configure incoming calls on the server(s) used to receive calls

For now, only SIP interconnections have been tested.

#### Establish the trunk

The settings below allow a trunk to be used in both directions, so it doesn't matter which server is A and which is B.

Consider XiVO A wants to establish a trunk with XiVO B.

On XiVO B, go on page *Services* → *IPBX* → *Trunk management* → *SIP Protocol*, and create a SIP trunk:

Name : xivo-trunk  
 Username: xivo-trunk  
 Password: pass

(continues on next page)

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```
Connection type: Friend
IP addressing type: Dynamic
Context: <see below>
Media server: MDS Main
```

**Note:** For the moment, Name and Username need to be the same string.

The Context field will determine which extensions will be reachable by the other side of the trunk:

- If Context is set to default, then every user, group, conf room, queue, etc. that have an extension if the default context will be reachable directly by the other end of the trunk. This setting can ease configuration if you manage both ends of the trunk.
- If you are establishing a trunk with a provider, you probably don't want everything to be available to everyone else, so you can set the Context field to Incalls. By default, there is no extension available in this context, so we will be able to configure which extension are reachable by the other end. This is the role of the incoming calls: making bridges from the Incalls context to other contexts.

On XiVO A, create the other end of the SIP trunk on the *Services → IPBX → Trunk management → SIP Protocol*:

```
Name: xivo-trunk
Username: xivo-trunk
Password: pass
Identified by: Friend
Connection type: Static
Address: <XiVO B IP address or hostname>
Context: Incalls
Media server: MDS Main
```

Register tab:

```
Register: checked
Transport: udp
Username: xivo-trunk
Password: pass
Remote server: <XiVO B IP address or hostname>
```

On both XiVO, activate some codecs, *Services → IPBX → General Settings → SIP protocol*, tab Signaling:

```
Enabled codecs: at least GSM (audio)
```

**Warning:** Without customizing the codecs, problems with sound quality or one-way sound may occur.

At that point, the Asterisk command `sip show registry` on XiVO B should print a line showing that XiVO A is registered, meaning your trunk is established.

## Set the outgoing calls

The outgoing calls configuration will allow XiVO to know which extensions will be called through the trunk.

On the call emitting server(s), go on the page *Services → IPBX → Call management → Outgoing calls* and add a route.

Tab General:

```
Trunks: xivo-trunk
Extension: **99. (note the period at the end)
Target: \1
RegExp: .{4}(.*)
```

This will tell XiVO: if any extension begins with \*\*99, then try to dial it on the trunk `xivo-trunk`, after removing the 4 first characters (the \*\*99 prefix).

The most useful special characters to match extensions are:

```
. (period): will match one or more characters
X: will match only one character
```

You can find more details about pattern matching in Asterisk (hence in XiVO) on [the Asterisk wiki](#).

### Set the incoming calls

Now that we have calls going out from a XiVO, we need to route incoming calls on the XiVO destination.

---

**Note:** This step is only necessary if the trunk is linked to an Incoming calls context.

---

To route an incoming call to the right destination in the right context, we will create an incoming call in *Services* → *IPBX* → *Call management* → *Incoming calls*.

Tab General:

```
DID: 101
Context: Incalls
Destination: User
Redirect to: someone
```

This will tell XiVO: if you receive an incoming call to the extension 101 in the context `Incalls`, then route it to the user `someone`. The destination context will be found automatically, depending on the context of the line of the given user.

So, with the outgoing call set earlier on XiVO A, and with the incoming call above set on XiVO B, a user on XiVO A will dial \*\*99101, and the user `someone` will ring on XiVO B.

## 5.19.2 Interconnect XiVO with a known SIP Provider

Connection to global telephony network can be configured automatically in this version of XiVO. For instructions how to configure it manually, see [Interconnect XiVO with any VoIP provider](#).

### Requirements

This is a premium feature that is not included in XiVO and is not freely available. To enable it, please contact XiVO.Solutions customer support.

### Overview

The SIP provider configuration can be applied from the SIP provider page.

On this page, you will not see all the settings that will be applied, but only those that must be personalised.

These settings will apply when you save the form:

- SIP trunk with the settings required by the provider will be created

### Trunk management

SIP Protocol  
SIP Provider  
IAX Protocol  
Customized

#### SIP Provider properties

Provider:	Orange BTIP ▼ ?
Authentication username:	<input type="text"/>
Password:	<input type="password"/>
IP Address 1	<input type="text"/>
IP Address 2	<input type="text"/>
Media server:	MDS Main ▼

**SAVE** ?

- Data entered to the form will be included in the trunk
- If it is required by the provider, other XiVO settings will be changed. These settings can't be reverted by removing the trunk

### Installation

- Open SIP Provider page from menu *Services* → *IPBX* → *Trunk management* → *SIP Provider*
- Choose provider
- Fill up the form
- Save
- Some *manual steps* may be required to complete the configuration

### 5.19.3 Interconnect XiVO with any VoIP provider

When you want to send and receive calls to the global telephony network, one option is to subscribe to a VoIP provider. To receive calls, your XiVO needs to tell your provider that it is ready and to which IP the calls must be sent. To send calls, your XiVO needs to authenticate itself, so that the provider knows that your XiVO is authorized to send calls and whose account must be credited with the call fare.

The steps to configure the interconnections are:

- Establish the trunk between the two XiVO, that is the SIP connection between the two servers
- Configure outgoing calls on the server(s) used to emit calls
- Configure incoming calls on the server(s) used to receive calls

#### Establish the trunk

You need the following information from your provider:

- a username
- a password
- the name of the provider VoIP server
- a public phone number

On your XiVO, go on page *Services* → *IPBX* → *Trunk management* → *SIP Protocol*, and create a SIP trunk:

```
Name : provider_username
Username: provider_username
Password: provider_password
Connection type: Peer
IP addressing type: voip.provider.example.com
Context: Incalls (or another incoming call context)
Media server: MDS Main
```

Register tab:

```
Register: checked
Transport: udp
Name: provider_username
Username: provider_username
Password: provider_password
Remote server: voip.provider.example.com
```

---

**Note:** For the moment, Name and Username need to be the same value.

---

If your XiVO is behind a NAT device or a firewall, you should set the following:

```
Monitoring: Yes
```

This option will make Asterisk send a signal to the VoIP provider server every 60 seconds (default settings), so that NATs and firewall know the connection is still alive. If you want to change the value of this cycle period, you have to select the appropriate value of the following parameter:

```
Qualify Frequency:
```

At that point, the Asterisk command `sip show registry` should print a line showing that you are registered, meaning your trunk is established.

### Set the outgoing calls

The outgoing calls configuration will allow XiVO to know which extensions will be called through the trunk.

Go on the page *Services* → *IPBX* → *Call management* → *Outgoing calls* and add a route.

Tab General:

```
Trunks: provider_username
Extension: 418. (note the period at the end)
```

This will tell XiVO: if an internal user dials a number beginning with 418, then try to dial it on the trunk `provider_username`.

The most useful special characters to match extensions are:

```
. (period): will match one or more characters
X: will match only one character
```

You can find more details about pattern matching in Asterisk (hence in XiVO) on [the Asterisk wiki](#).

## Set the incoming calls

Now that we have calls going out, we need to route incoming calls.

To route an incoming call to the right destination in the right context, we will create an incoming call in *Services* → *IPBX* → *Call management* → *Incoming calls*.

Tab General:

```
DID: your_public_phone_number
Context: Incalls (the same than configured in the trunk)
Destination: User
Redirect to: the_front_desk_guy
```

This will tell XiVO: if you receive an incoming call to the public phone number in the context `Incalls`, then route it to the user `the_front_desk_guy`. The destination context will be found automatically, depending on the context of the line of the given user.

### 5.19.4 Interconnect XiVO with a PBX via an ISDN link

The goal of this architecture can be one of:

- start a smooth migration between an old telephony system towards IP telephony with XiVO
- bring new features to the PBX like voicemail, conference, IVR etc.

First, XiVO is to be integrated transparently between the operator and the PBX. Then users or features are to be migrated from the PBX to the XiVO.

**Warning:** It requires a special call routing configuration on both the XiVO and the PBX.

## Hardware

### General uses

You must have an ISDN card able to support both the provider and PBX ISDN links.

*Example :* If you have two provider links towards the PBX, XiVO should have a 4 spans card : two towards the provider, and two towards the PBX.

### If you use two cards

If you use two cards, you have to :

- Use a cable for clock synchronization between the cards
- Configure the *wheel* to define the cards order in the system.

Please refer to the section [Sync cable](#)

### Configuration

You have now to configure two files :

1. `/etc/dahdi/system.conf`
2. `/etc/asterisk/dahdi-channels.conf`

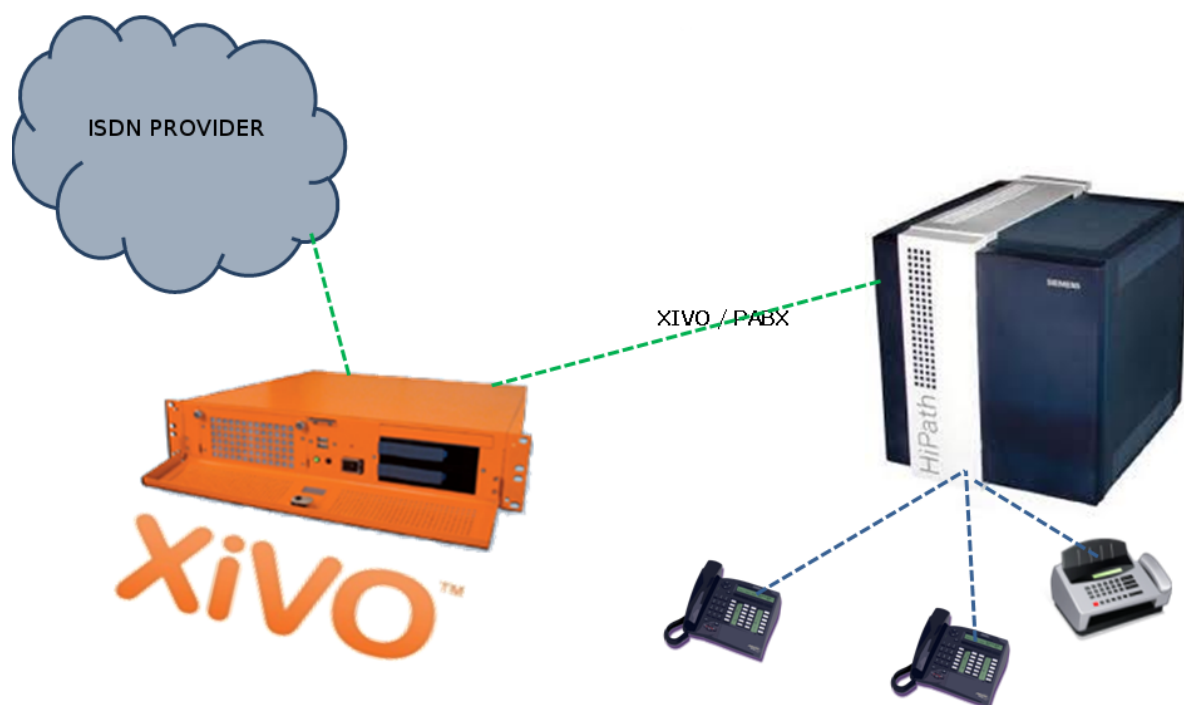


Fig. 31: Interconnect XiVO with a PBX



## system.conf

You mainly need to configure the `timing` parameter on each `span`. As a general rule :

- Provider `span` - XiVO will get the clock from the provider : the `timing` value is to be different from 0 (see `/etc/dahdi/system.conf` section)
- PBX `span` - XiVO will provide the clock to the PBX : the `timing` value is to be set to 0 (see `/etc/dahdi/system.conf` section)

Below is an example with two provider links and two PBX links:

```
# Span 1: TE4/0/1 "TE4XXP (PCI) Card 0 Span 1" (MASTER)
span=1,1,0,ccs,hdb3          # Span towards Provider
bchan=1-15,17-31
dchan=16
echocanceller=mg2,1-15,17-31

# Span 2: TE4/0/2 "TE4XXP (PCI) Card 0 Span 2"
span=2,2,0,ccs,hdb3          # Span towards Provider
bchan=32-46,48-62
dchan=47
echocanceller=mg2,32-46,48-62

# Span 3: TE4/0/3 "TE4XXP (PCI) Card 0 Span 3"
span=3,0,0,ccs,hdb3          # Span towards PBX
bchan=63-77,79-93
dchan=78
echocanceller=mg2,63-77,79-93

# Span 4: TE4/0/4 "TE4XXP (PCI) Card 0 Span 4"
span=4,0,0,ccs,hdb3          # Span towards PBX
bchan=94-108,110-124
dchan=109
echocanceller=mg2,94-108,110-124
```

## dahdi-channels.conf

In the file `/etc/asterisk/dahdi-channels.conf` you need to adjust, for each `span` :

- `group` : the group number (e.g. 0 for provider links, 2 for PBX links),
- `context` : the context (e.g. `from-extern` for provider links, `from-pabx` for PBX links)
- `signalling` : `pri_cpe` for provider links, `pri_net` for PBX side

**Warning:** most of the PBX uses overlap dialing for some destination (digits are sent one by one instead of by block). In this case, the `overlapdial` parameter has to be activated on the PBX spans:

```
overlapdial = incoming
```

Below an example of `/etc/asterisk/dahdi-channels.conf`:

```
; Span 1: TE4/0/1 "TE4XXP (PCI) Card 0 Span 1" (MASTER)
group=0,11
context=from-extern
switchtype = euroisdn
signalling = pri_cpe
channel => 1-15,17-31
```

(continues on next page)

(continued from previous page)

```
; Span 2: TE4/0/2 "TE4XXP (PCI) Card 0 Span 2"
group=0,12
context=from-extern
switchtype = euroisdn
signalling = pri_cpe
channel => 32-46,48-62

; PBX link #1
; Span 3: TE4/0/3 "TE2XXP (PCI) Card 0 Span 3"
group=2,13
context=from-pabx      ; special context for PBX incoming calls
overlapdial=incoming  ; overlapdial activation
switchtype = euroisdn
signalling = pri_net   ; behave as the NET termination
channel => 63-77,79-93

; PBX link #2
; Span 4: TE4/0/4 "T4XXP (PCI) Card 0 Span 4"
group=2,14
context=from-pabx      ; special context for PBX incoming calls
overlapdial=incoming  ; overlapdial activation
switchtype = euroisdn
signalling = pri_net   ; behave as the NET termination
channel => 94-108,110-124
```

## Passthru function

### Route PBX incoming calls

We first need to create a route for calls coming from the PBX

# Create a file named `pbx.conf` in the directory `/etc/asterisk/extensions_extra.d/`, # Add the following lines in the file:

```
[from-pabx]
exten = _X.,1,NoOp(### Call from PBX ${CARLLERID(num)} towards ${EXTEN} ###)
exten = _X.,n,Goto(default,${EXTEN},1)
```

This dialplan routes incoming calls from the PBX in the default context of XiVO. It enables call from the PBX : \* towards a SIP phone (in default context) \* towards outgoing destniation (via the `to-extern` context included in default context)

### Create the to-pabx context

In the webi, create a context named `to-pabx`:

- Name : to-pabx
- Display Name : TO PBX
- Context type : Outcall
- Include sub-contexts : No context inclusion

This context will permit to route incoming calls from the XiVO to the PBX.

Contexts > Add

General

Users

Groups

Queues

Conference rooms

Incoming calls

Name:

to-pabx

Displayed name:

Vers PABX

Entity:

showroom

Context type:

Outcall

Include sub-contexts

0 items selected	Remove all		Add all
		Appels entrants (from-extern)	+
		Appels internes (default)	+
		Appels sortants (to-extern)	+
		Keepcall (keepcall)	+
		loadtest (loadtest)	+
		Switchboard (__switchboard_directory)	+
		world (world)	+

Description:

SAVE

## Route incoming calls to PBX

In our example, incoming calls on spans 1 and 2 (spans plugged to the provider) are routed by from-extern context. We are going to create a default route to redirect incoming calls to the PBX.

Create an incoming call as below :

- DID : XXXX (according to the number of digits sent by the provider)
- Context : Incoming calls
- Destination : Customized
- Command : Goto(to-pabx,\${XIVO\_DSTNUM},1)

Incoming calls > Add

General

Call permissions

Schedules

**DID:**

**Context:**

Appels entrants (from-extern) ▼

**Destination :**

Customized ▼

**Command:**

**CallerID mode :**

▼

**Preprocess subroutine :**

**Description :**

SAVE

## Create the interconnections

You have to create two interconnections :

- provider side : dahdi/g0
- PBX side : dahdi/g2

In the menu *Services* → *IPBX* → *Trunk management* → *Customized* page :

- Name : t2-operateur
- Interface : dahdi/g0
- Context : to-extern

The second interconnection :

- Name : t2-pabx
- Interface : dahdi/g2
- Context : to-pabx

Customized trunk > Add

**Name:**

**Interface:**

**Interface suffix:**

**Context:**

**Description :**

SAVE

Customized trunk > Add

**Name:**

**Interface:**

**Interface suffix:**

**Context:**

**Description :**

SAVE

## Create outgoing calls

You must create two rules of outgoing calls in the menu *Services* → *IPBX* → *Call management* → *Outgoing calls* page :

1. Redirect calls to the PBX :
  - Name : fsc-pabx
  - Extension : XXXX
  - Context : to-pabx
  - Trunks : choose the *t2-pabx* interconnection
2. Create a rule “fsc-operateur”:
  - Name : fsc-operateur
  - Extension = X.
  - Context : to-extern
  - Trunks : choose the “t2-operateur” interconnection

## 5.19.5 Create an interconnection

There are two types of interconnections :

- Customized
- SIP

### Customized interconnections

Customized interconnections are mainly used for interconnections using DAHDI or Local channels:

- *Name* : it is the name which will appear in the outcall interconnections list,
- *Interface* : this is the channel name (for DAHDI see [DAHDI interconnections](#))
- *Interface suffix* (optional) : a suffix added after the dialed number (in fact the Dial command will dial:

<Interface>/<EXTEN><Interface suffix>

- *Context* : currently not relevant

### SIP interconnections

- *General*, *Signaling* and *Advanced* tabs create the SIP peer information
- *Register* tab creates the registration chain

---

**Note:** in *XiVO PBX* Web interface slash “/” character is not supported in the password field.

---

### DAHDI interconnections

To use your DAHDI links you must create a customized interconnection.

**Name** : the name of the interconnection like **e1\_span1** or **bri\_port1**

**Interface** : must be of the form dahdi/[group order] [group number] where :

- group order is one of :
  - g : pick the first available channel in group, searching from lowest to highest,
  - G : pick the first available channel in group, searching from highest to lowest,
  - r : pick the first available channel in group, going in round-robin fashion (and remembering where it last left off), searching from lowest to highest,
  - R : pick the first available channel in group, going in round-robin fashion (and remembering where it last left off), searching from highest to lowest.
- group number is the group number to which belongs the span as defined in the */etc/asterisk/dahdi-channels.conf*.

**Warning:** if you use a BRI card you MUST use per-port dahdi groups. You should not use a group like g0 which spans over several spans.

For example, add an interconnection to the menu *Services* → *IPBX* → *Trunk management* → *Customized*

Name : interconnection name  
Interface : dahdi/g0

#### Customized trunk > Add

Name:

Interface:

Interface suffix:

Context:

Description :

SAVE

### 5.19.6 Debug

Interesting Asterisk commands:

```
sip show peers
sip show registry
sip set debug on
```

### 5.19.7 Caller ID

When setting up an interconnection with the public network or another PBX, it is possible to set a caller ID in different places. Each way to configure a caller ID has it's own use case.

The format for a caller ID is the following "My Name" <9999> If you don't set the number part of the caller ID, the dialplan's number will be used instead. This might not be a good option in most cases. If you only need to set a *number* as an outgoing caller ID, you just have to put the number in the caller ID field like 0123456789.

## 5.19.8 Outgoing call caller ID

There are several behavior for the outgoing caller ID.

### Use outgoing caller ID

When the internal caller's caller ID is not usable to the called party, the outgoing call's caller id can be fixed to a given value that is more useful to the outside world. Giving the public number here might be a good idea.

Extension	Target ⓘ	RegExp ⓘ	Caller ID	« Collapse
Call pattern *	X.		'XIVO' <5555>	+

A user can also have a forced caller ID for outgoing calls. This can be useful for a user who has his own public number (DID number). This option can be set in the user's configuration page. For this, the *Outgoing Caller ID* option must be set to Customize.

The user can also set his outgoing caller ID to Anonymous.

If you use a SIP provider trunk, and if your provider supports the RFC3325 for Anonymous calls, you have to set the Send the Remote-Party-ID option of your SIP trunk to **PAI**:

1. *Services* → *Trunk management* → *SIP Protocol* → *Edit* → *tab Advanced*
2. set parameter *Send the Remote-Party-ID* to **PAI**

With this option anonymous calls will be sent to your SIP provider with the RFC 3325 standard. Note that in this case, the *P-Asserted-Identity* SIP Header will contain the Outgoing caller ID number if set. Otherwise it will use the user's internal caller id, which not a good idea. So you should configure a default caller ID in the outgoing call.

### Order of precedence

The order of precedence when setting the caller ID in multiple places is the following.

1. Internal
2. User's outgoing caller ID
3. Outgoing call caller ID
4. Default caller ID

## 5.20 Interactive Voice Response

### 5.20.1 Introduction

*Interactive voice response (IVR) is a technology that allows a computer to interact with humans through the use of voice and DTMF tones input via keypad. In telecommunications, IVR allows customers to interact with a company's host system via a telephone keypad or by speech recognition, after which they can service their own inquiries by following the IVR dialogue.*

—Wikipedia



Users > Edit

General

Lines

No answer

Services

Voicemail

Groups

Func Keys

First name: User1

Last name:

Mobile phone number:

E-mail:

Schedules:

Ringling time:

Simultaneous calls:

On-Hold Music:

Language:

Timezone:

Caller ID:

Outgoing Caller ID:

Preprocess subroutine:

User field :

XiVO Client

Enable XIVO Client: ☒

Login: bob

Password: passss

Profile: Client

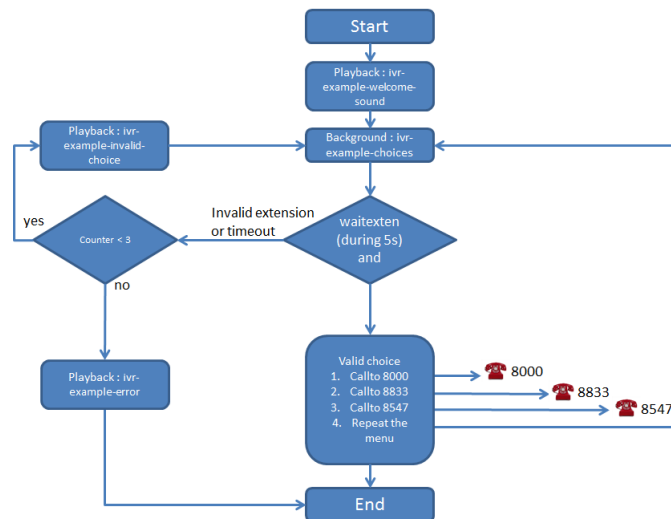
Description:

SAVE

The IVR can be easily added to XiVO using scripts. These scripts are written using the asterisk embedded language also named `dialplan`.

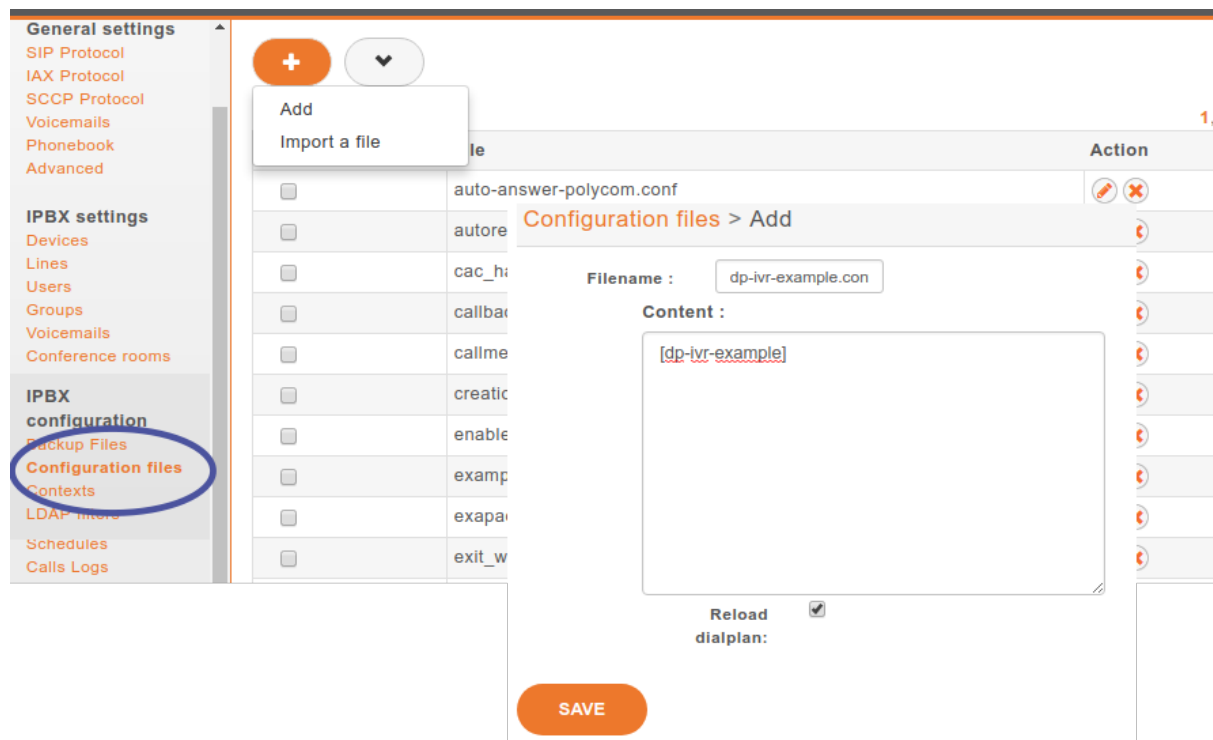
## 5.20.2 Use Case: Minimal IVR

### Flowchart



### Configuration File and Dialplan

First step, you need to create a configuration file, that contain an asterisk context and your IVR dialplan. In our example, both (file and context) are named `dp-ivr-example`.



Copy all these lines in the newly created configuration file (in our case, `dp-ivr-example`) :

```
[dp-ivr-example]

exten = s,1,NoOp(### dp-ivr-example.conf ###)
same = n,NoOp(Set the context containing your ivr destinations.)
same = n,Set(IVR_DESTINATION_CONTEXT=my-ivr-destination-context)
same = n,NoOp(Set the directory containing your ivr sounds.)
same = n,Set(GV_DIRECTORY_SOUNDS=/var/lib/xivo/sounds/ivr-sounds)
same = n,NoOp(the system answers the call and waits for 1 second before continuing)
same = n,Answer(1000)

same = n,NoOp(the system plays the first part of the audio file "welcome to ...")
same = n(first),Playback(${GV_DIRECTORY_SOUNDS}/ivr-example-welcome-sound)

same = n,NoOp(variable "counter" is set to 0)
same = n(beginning),Set(counter=0)

same = n,NoOp(variable "counter" is incremented and the label "start" is defined)
same = n(start),Set(counter=${counter} + 1)

same = n,NoOp(counter variable is now = ${counter})
same = n,NoOp(waiting for 1 second before reading the message that indicate all_
↳ choices)
same = n,Wait(1)
same = n,NoOp(play the message ivr-example-choices that contain all choices)
same = n,Background(${GV_DIRECTORY_SOUNDS}/ivr-example-choices)
same = n,NoOp(waiting for DTMF during 5s)
same = n,Waitexten(5)

;##### CHOICE 1 #####
exten = 1,1,NoOp(pressed digit is 1, redirect to 8000 in ${IVR_DESTINATION_CONTEXT}
↳ context)
exten = 1,n,Goto(${IVR_DESTINATION_CONTEXT},8000,1)

;##### CHOICE 2 #####
exten = 2,1,NoOp(pressed digit is 2, redirect to 8833 in ${IVR_DESTINATION_CONTEXT}
↳ context)
exten = 2,n,Goto(${IVR_DESTINATION_CONTEXT},8833,1)

;##### CHOICE 3 #####
exten = 3,1,NoOp(pressed digit is 3, redirect to 8547 in ${IVR_DESTINATION_CONTEXT}
↳ context)
exten = 3,n,Goto(${IVR_DESTINATION_CONTEXT},8547,1)

;##### CHOICE 4 #####
exten = 4,1,NoOp(pressed digit is 4, redirect to start label in this context)
exten = 4,n,Goto(s,start)

;##### TIMEOUT #####
exten = t,1,NoOp(no digit pressed for 5s, process it like an error)
exten = t,n,Goto(i,1)

;##### INVALID CHOICE #####
exten = i,1,NoOp(if counter variable is 3 or more, then goto label "error")
exten = i,n,GotoIf(${counter}>=3)?error)
exten = i,n,NoOp(pressed digit is invalid and less than 3 errors: the guide ivr-
↳ example-invalid-choice is now played)
exten = i,n,Playback(${GV_DIRECTORY_SOUNDS}/ivr-example-invalid-choice)
exten = i,n,Goto(s,start)
exten = i,n(error),Playback(${GV_DIRECTORY_SOUNDS}/ivr-example-error)
exten = i,n,Hangup()
```

## IVR external dial

To call the script `dp-ivr-example` from an external phone, you must create an incoming call and redirect the call to the script `dp-ivr-example` with the command :

```
Goto(dp-ivr-example,s,1)
```

**IPBX**

**General settings**

- SIP Protocol
- IAX Protocol
- SCCP Protocol
- Voicemails
- Phonebook
- Advanced

**IPBX settings**

- Devices
- Lines
- Users
- Groups
- Voicemails
- Conference rooms

**Call management**

- Incoming calls** (1)
- Outgoing calls
- Call permissions
- Call filters
- Call pickups
- Schedules
- Calls Logs

**Trunk management**

- SIP Protocol
- SIP Provider

**Incoming calls > Edit | 0972521691 (from-extern)**

**General** | Call permissions | Schedules

**DID:** 0972521691 (2)

**Context:** Incalls (from-extern) ▼

**Destination :** Customized ▼

**Command:** Goto(dp-ivr-example,s,1) (3)

**CallerID mode :** ▼

**Preprocess subroutine :** user\_data\_test

**Description :**

**SAVE**

## IVR internal dial

To call the script `dp-ivr-example` from an internal phone you must create an entry in the default context (`xivo-extrafeatures` is included in default). The best way is to add the extension in the file `xivo-extrafeatures.conf`.

**Configuration files > Edit | xivo-extrafeatures.conf** (1)

**File content**

```
; put extra extensions here
[xivo-extrafeatures]
exten => 8899,1,Goto(dp-ivr-example,s,1) (2)
```

**Reload dialplan:** ☒

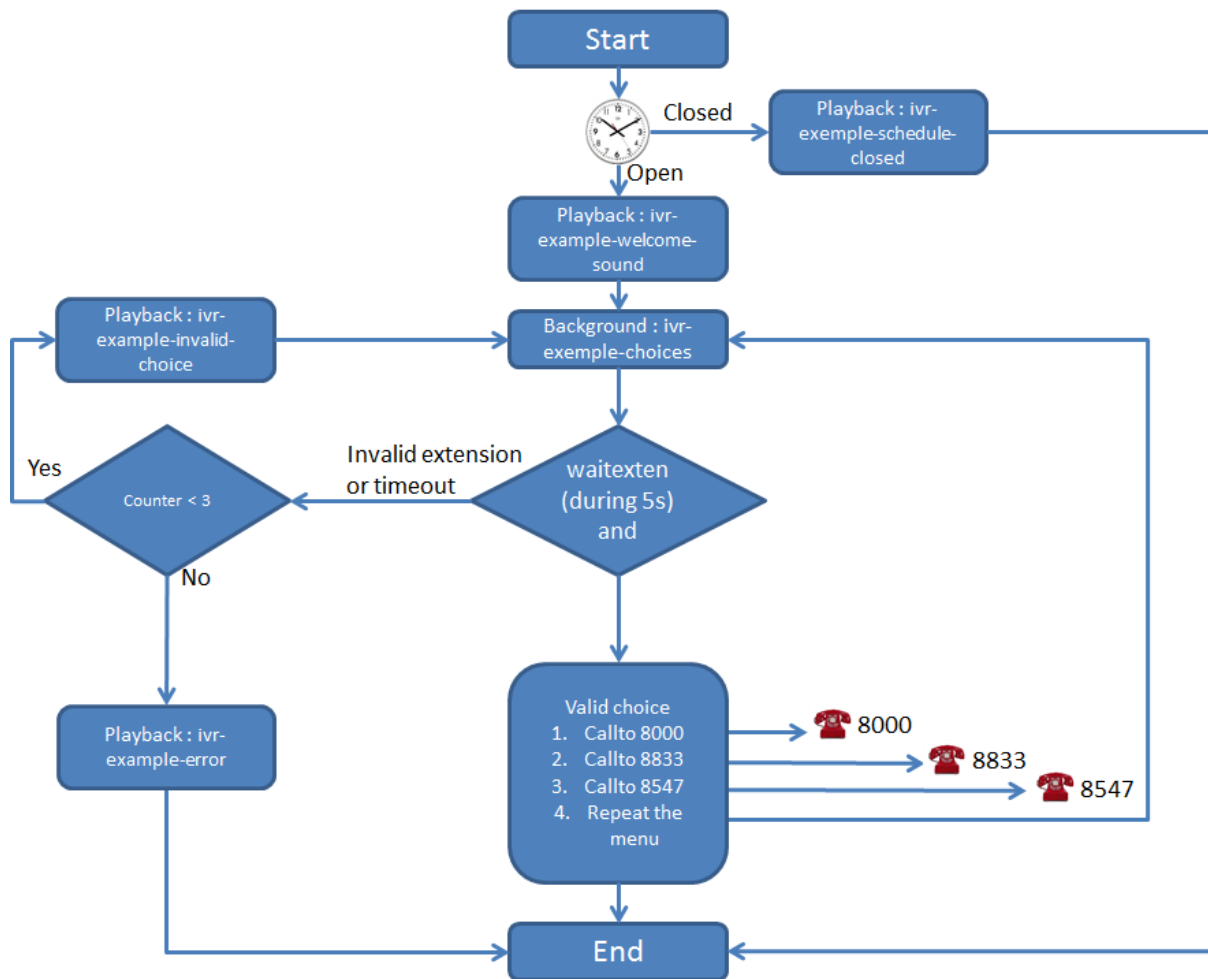
**SAVE**

```
exten => 8899,1,Goto(dp-ivr-example,s,1)
```

### 5.20.3 Use Case: IVR with a schedule

In many cases, you need to associate your IVR to a schedule to indicate when your company is closed.

#### Flowchart



#### Create Schedule

First step, create your schedule (1) from the menu *Call management* → *Schedules*. In the General tab, give a name (3) to your schedule and configure the open hours (4) and select the sound which is played when the company is closed.

In the Closed hours tab (6), configure all special closed days (7) and select the sound that indicate to the caller that the company is exceptionally closed.

The IVR script is now only available during workdays.

#### Assign Schedule to Incall

Return editing your Incall (*Call management* → *Incoming calls*) and assign the newly created schedule in the “Schedules” tab

**IPBX**

**General settings**

- SIP Protocol
- IAX Protocol
- SCCP Protocol
- Voicemails
- Phonebook
- Advanced

**IPBX settings**

- Devices
- Lines
- Users
- Groups
- Voicemails
- Conference rooms

**Call management**

- Incoming calls
- Outgoing calls
- Call permissions
- Call filters
- Call pickups
- Schedules**
- Calls

**Trunk management**

- SIP Protocol
- SIP Provider
- IAX Protocol
- Customized

**IPBX services**

- Audio files
- On-hold Music
- Extensions
- Paging
- Phonebook

**IPBX configuration**

- Backup Files
- Configuration files

**Schedules > Add**

General Closed hours

Entity: ivr-entity

Name: ivr-schedule

Timezone: Europe/Paris

**Opened hours**

Schedule

09h00 to 12h00, Mon to Fri, ...

12h00 to 18h00, Mon to Fri, ...

**Out of schedule / Default action**

Destination: Sound file

Filename: closed.wav

Play file is channel is answered: ☐

Do not answer channel before playing file: ☐

Use n+101 method: ☐

Description:

**Closed hours**

Schedule

18h00 to 23h59, Mon to Fri, ...

**Action**

Destination: Sound file

Filename: exceptional-closed.wav

Play file is channel is answered: ☐

Do not answer channel before playing file: ☐

Use n+101 method: ☐

**IPBX**

**General settings**

- SIP Protocol
- IAX Protocol
- SCCP Protocol
- Voicemails
- Phonebook
- Advanced

**IPBX settings**

- Devices
- Lines
- Users
- Groups
- Voicemails
- Conference rooms

**Call management**

- Incoming calls**
- Outgoing
- Call management

**Incoming calls > Edit | 0972521691 (from-extern)**

General Call permissions Schedules

Schedules: ivr-schedule

SAVE

## 5.20.4 Use Case: IVR with submenu

### Flowchart

### Configuration File and Dialplan

Copy all these lines (2 contexts) in a configuration file on your XiVO server :

```
[dp-ivr-example]

exten = s,1,NoOp(### dp-ivr-example.conf ###)
same = n,NoOp(Set the context containing your ivr destinations.)
same = n,Set(IVR_DESTINATION_CONTEXT=my-ivr-destination-context)
same = n,NoOp(Set the directory containing your ivr sounds.)
same = n,Set(GV_DIRECTORY_SOUNDS=/var/lib/xivo/sounds/ivr-sounds)
same = n,NoOp(the system answers the call and waits for 1 second before continuing)
same = n,Answer(1000)

same = n,NoOp(the system plays the first part of the audio file "welcome to ...")
same = n(first),Playback(${GV_DIRECTORY_SOUNDS}/ivr-example-welcome-sound)

same = n,NoOp(variable "counter" is set to 0)
same = n(beginning),Set(counter=0)

same = n,NoOp(variable "counter" is incremented and the label "start" is defined)
same = n(start),Set(counter=${counter} + 1)

same = n,NoOp(counter variable is now = ${counter})
same = n,NoOp(waiting for 1 second before reading the message that indicate all
↳ choices)
same = n,Wait(1)
same = n,NoOp(play the message ivr-example-choices that contain all choices)
same = n,Background(${GV_DIRECTORY_SOUNDS}/ivr-example-choices)
same = n,NoOp(waiting for DTMF during 5s)
same = n,Waitexten(5)

;##### CHOICE 1 #####
exten = 1,1,NoOp(pressed digit is 1, redirect to 8000 in ${IVR_DESTINATION_CONTEXT}
↳ context)
exten = 1,n,Goto(${IVR_DESTINATION_CONTEXT},8000,1)

;##### CHOICE 2 #####
exten = 2,1,NoOp(pressed digit is 2, redirect to 8833 in ${IVR_DESTINATION_CONTEXT}
↳ context)
exten = 2,n,Goto(${IVR_DESTINATION_CONTEXT},8833,1)

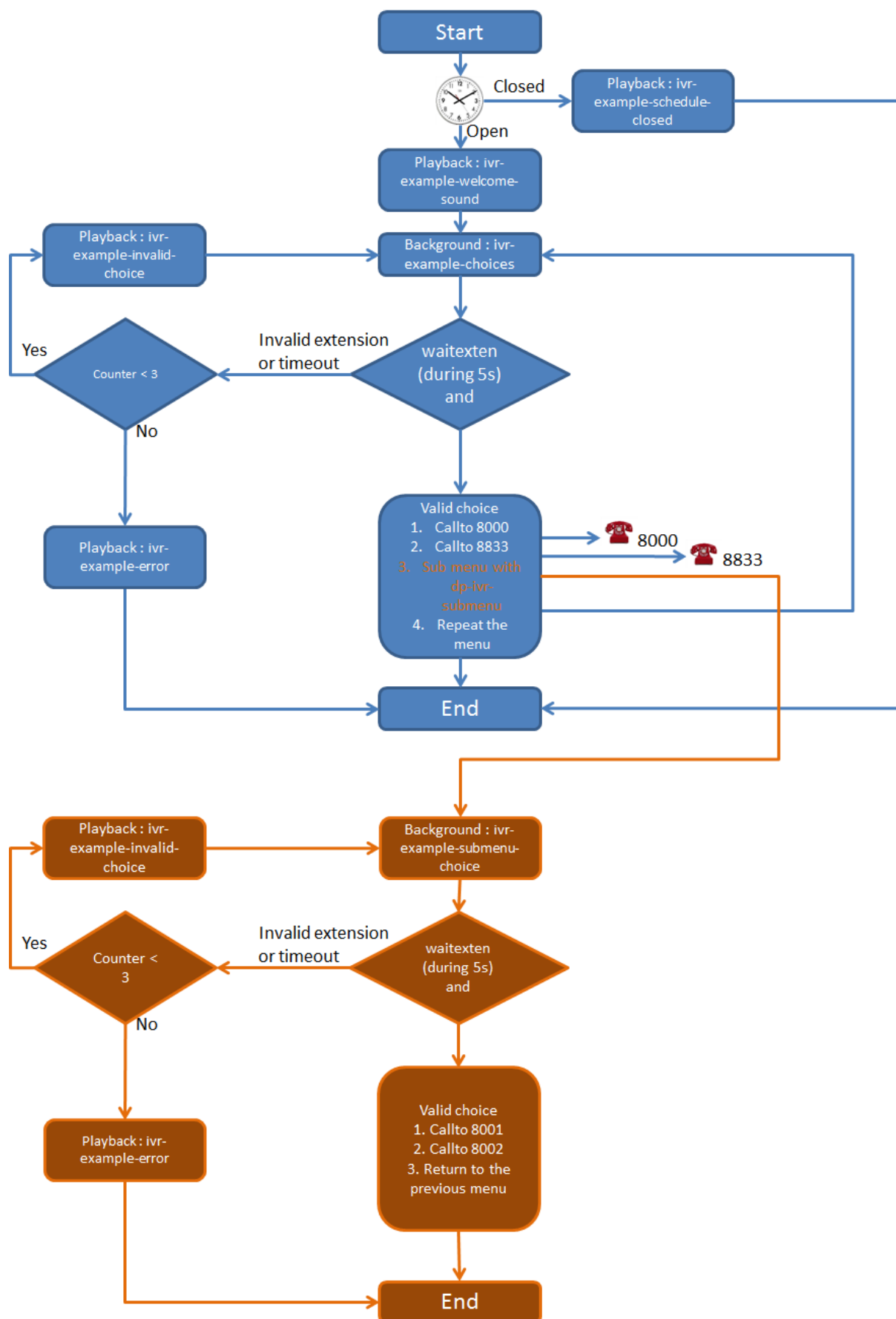
;##### CHOICE 3 #####
exten = 3,1,NoOp(pressed digit is 3, redirect to the submenu dp-ivr-submenu)
exten = 3,n,Goto(dp-ivr-submenu,s,1)

;##### CHOICE 4 #####
exten = 4,1,NoOp(pressed digit is 4, redirect to start label in this context)
exten = 4,n,Goto(s,start)

;##### TIMEOUT #####
exten = t,1,NoOp(no digit pressed for 5s, process it like an error)
exten = t,n,Goto(i,1)

;##### INVALID CHOICE #####
exten = i,1,NoOp(if counter variable is 3 or more, then goto label "error")
exten = i,n,GotoIf(${counter}>=3?error)
```

(continues on next page)





(continued from previous page)

```

exten = i,n,NoOp(pressed digit is invalid and less than 3 errors: the guide ivr-
↳example-invalid-choice is now played)
exten = i,n,Playback(${GV_DIRECTORY_SOUNDS}/ivr-example-invalid-choice)
exten = i,n,Goto(s,start)
exten = i,n(error),Playback(${GV_DIRECTORY_SOUNDS}/ivr-example-error)
exten = i,n,Hangup()

[dp-ivr-submenu]

exten = s,1,NoOp(### dp-ivr-submenu ###)
same = n,NoOp(the system answers the call and waits for 1 second before continuing)
same = n,Answer(1000)

same = n,NoOp(variable "counter" is set to 0)
same = n(beginning),Set(counter=0)

same = n,NoOp(variable "counter" is incremented and the label "start" is defined)
same = n(start),Set(counter=${counter} + 1)

same = n,NoOp(counter variable is now = ${counter})
same = n,NoOp(waiting for 1 second before reading the message that indicate all
↳choices)
same = n,Wait(1)
same = n,NoOp(play the message ivr-example-choices that contain all choices)
same = n,Background(${GV_DIRECTORY_SOUNDS}/ivr-example-submenu-choices)
same = n,NoOp(waiting for DTMF during 5s)
same = n,Waitexten(5)

;##### CHOICE 1 #####
exten = 1,1,NoOp(pressed digit is 1, redirect to 8000 in ${IVR_DESTINATION_CONTEXT}
↳ context)
exten = 1,n,Goto(${IVR_DESTINATION_CONTEXT},8000,1)

;##### CHOICE 2 #####
exten = 2,1,NoOp(pressed digit is 2, redirect to 8001 in ${IVR_DESTINATION_CONTEXT}
↳ context)
exten = 2,n,Goto(${IVR_DESTINATION_CONTEXT},8001,1)

;##### CHOICE 3 #####
exten = 3,1,NoOp(pressed digit is 3, redirect to the previous menu dp-ivr-example)
exten = 3,n,Goto(dp-ivr-example,s,beginning)

;##### TIMEOUT #####
exten = t,1,NoOp(no digit pressed for 5s, process it like an error)
exten = t,n,Goto(i,1)

;##### INVALID CHOICE #####
exten = i,1,NoOp(if counter variable is 3 or more, then goto label "error")
exten = i,n,GotoIf(${counter}>=3?error)
exten = i,n,NoOp(pressed digit is invalid and less than 3 errors: the guide ivr-
↳example-invalid-choice is now played)
exten = i,n,Playback(${GV_DIRECTORY_SOUNDS}/ivr-example-invalid-choice)
exten = i,n,Goto(s,start)
exten = i,n(error),Playback(${GV_DIRECTORY_SOUNDS}/ivr-example-error)
exten = i,n,Hangup()

```

## 5.21 Monitoring

The Monitoring section gives an overview of a XiVO system's status and of all monitored processes. It is divided into 6 sections :

- *System*
- *Device*
- *CPU*
- *Network*
- *Memory*
- *Other Services*

### 5.21.1 System

Displays generic information about the operating system, network addresses, uptime and load average. Read only.

### 5.21.2 Device

Displays free/used space on physical storage partitions. Read only.

### 5.21.3 CPU

Monitors the CPU usage. Read only.

### 5.21.4 Network

Displays network interfaces and corresponding network traffic. Read only.

### 5.21.5 Memory


Displays Physical and swap memory usage. Read only.

### 5.21.6 Other Services

Lists XiVO related processes (most of which are daemons) with their corresponding status, uptime, resource usage and controls to restart service, stop service and stop monitoring service.

## 5.22 Music on Hold

The menu *Services* → *IPBX* → *IPBX services* → *On-hold Music* leads to the list of available on-hold musics.


Services
Configuration
About

Login: root
Type: Root

### System information

#### CPU

Percent	User	System	Wait
<div><div></div></div> 6.70 %	5.10 %	1.60 %	0.00 %

#### System

Name	xivo
Operating system	Linux
Kernel version	3.16.0-5-amd64
IP address	192.168.56.2
DNS address	192.168.56.2
Uptime	0 day(s) 00:31:45
Load average	0.45 0.49 0.43

#### Network

Interface	Received	Transmitted	Error	Drop
vetha958582	33.28 KiB	39.93 KiB	0	0
br-bd3ffa5162c7	28.37 KiB	39.54 KiB	0	0
eth2	685.87 KiB	50.97 MiB	0	0
eth1	260.96 KiB	1.33 MiB	0	0
eth0	141.02 KiB	89.60 KiB	0	0
lo	117.79 MiB	117.79 MiB	0	0
docker0	0.00 byte	0.00 byte	0	0




























































#### Device

Partition	Percent	Free	Used	Total
data-system	<div><div></div></div> 87.40 %	0	7793.9	9489.5
data-var	<div><div></div></div> 87.40 %	0	7793.9	9489.5

#### Memory

Type	Percent	Free	Used	Buffers	Cached	Total
Physical memory	<div><div></div></div> 54.69 %	112.31 MiB	1.05 GiB	71.26 MiB	705.99 MiB	1.92 GiB
Swap partition	<div><div></div></div> 0.00 %	455.07 MiB	0.00 byte	-	-	455.07 MiB

#### Other services

Process	Status	Uptime	CPU	Memory	Action	
asterisk	Running	0 day(s) 00:30:45	0.00 %	<div><div></div></div> 2.59 %	50.92 MiB	  
configmgr	Accessible	-	-	<div><div></div></div> -	-	  
consul	Running	0 day(s) 00:31:05	0.00 %	<div><div></div></div> 1.31 %	25.70 MiB	  
data-system	Accessible	-	-	<div><div></div></div> -	-	
data-var	Accessible	-	-	<div><div></div></div> -	-	
docker	Running	0 day(s) 00:31:05	0.00 %	<div><div></div></div> 11.80 %	231.65 MiB	  
isc-dhcp-server	Running	0 day(s) 00:31:03	0.00 %	<div><div></div></div> 0.58 %	11.41 MiB	  
ntpd	Running	0 day(s) 00:31:03	0.00 %	<div><div></div></div> 0.20 %	4.02 MiB	  
rabbitmq	Running	0 day(s) 00:31:00	0.00 %	<div><div></div></div> 4.07 %	79.93 MiB	  
xivo-agentd	Running	0 day(s) 00:30:31	0.00 %	<div><div></div></div> 2.89 %	56.70 MiB	  
xivo-agid	Running	0 day(s) 00:30:49	0.00 %	<div><div></div></div> 2.52 %	49.57 MiB	  
xivo-amid	Running	0 day(s) 00:30:32	0.00 %	<div><div></div></div> 1.99 %	39.10 MiB	  
xivo-auth	Running	0 day(s) 00:30:41	0.00 %	<div><div></div></div> 3.42 %	67.17 MiB	  
xivo-call-logd	Running	0 day(s) 00:30:34	0.00 %	<div><div></div></div> 1.59 %	31.28 MiB	  
xivo-confd	Running	0 day(s) 00:30:49	0.00 %	<div><div></div></div> 3.69 %	72.45 MiB	  
xivo-confgend	Running	0 day(s) 00:30:44	0.00 %	<div><div></div></div> 3.41 %	66.97 MiB	  
xivo-ctid	Running	0 day(s) 00:30:27	0.00 %	<div><div></div></div> 3.66 %	71.86 MiB	  
xivo-dird	Running	0 day(s) 00:30:36	0.00 %	<div><div></div></div> 2.86 %	56.11 MiB	  
xivo-dird-phoned	Running	0 day(s) 00:30:37	0.00 %	<div><div></div></div> 2.15 %	42.11 MiB	  
xivo-provd	Running	0 day(s) 00:30:05	0.00 %	<div><div></div></div> 2.52 %	49.54 MiB	  
xivo-sysconfd	Running	0 day(s) 00:38:49	0.00 %	<div><div></div></div> 1.08 %	21.27 MiB	  

## 5.22.1 Categories

Available categories are:

- files: play sound files. Formats supported:

Format Name	Filename Extension
G.719	.g719
G.723	.g723 .g723sf
G.726	.g726-40 .g726-32 .g726-24 .g726-16
G.729	.g729
GSM	.gsm
iLBC	.ilbc
Ogg Vorbis	.ogg (only mono files sampled at 8000 Hz)
G.711 A-law	.alaw .al .alw
G.711 $\mu$ -law	.pcm .ulaw .ul .mu .ulw
G.722	.g722
Au	.au
Siren7	.siren7
Siren14	.siren14
SLN	.raw .sln .sln12 .sln16 .sln24 .sln32 .sln44 .sln48 .sln96 .sln192
VOX	.vox
WAV	.wav .wav16
WAV GSM	.WAV .wav49

Only 1 audio channel must be present per file, i.e. files must be in mono.

If your music on hold files don't seem to work, you should look for errors in the asterisk logs.

The on-hold music will always play from the start.

- mp3: play MP3 files.

The on-hold music will play from an arbitrary position on the track, it will not play from the start.

- custom: do not play sound files. Instead, run an external process. That process must send on stdout the same binary format than WAV files.

Example process: `/usr/bin/mpg123 -s --mono -y -f 8192 -r 8000 http://streaming.example.com/stream.mp3`

---

**Note:** Processes run by custom categories are started as soon as the category is created and will only stop when the category is deleted. This means that on-hold music fed from online streaming will constantly be receiving network traffic, even when there are no calls.

---

## 5.23 Outgoing Calls

You can configure outgoing calls settings in *Services* → *IPBX* → *Call Management* → *Outgoing calls*.

An outgoing call is composed with a **definition** of a outgoing route (the extension patterns that should match) and a **destination** (a trunk owned by a media server).

### 5.23.1 Definition

A route can define

- *Priority*: A number that will prioritize a route compare to another one, if both routes are available for a same matching extension.

Outgoing calls > Edit

General Rights and schedules

Definition

Priority \* 1

Extension Target RegExp Caller ID < Collapse

Call pattern \* X.

Internal

Media server All if not defined

Context default

Destination

Trunk \* Selected Delete all Available Add all

trunk-maq-tta

Subroutine

Description Notes about this route...

- **Call Pattern:**
  - *Extension:* The pattern that will match an extension. More details on [the Asterisk wiki](#).
  - (advanced) *RegExp:* A pattern that will match the dialed number - see [Dialed Number Transformation](#) below.
  - (advanced) *Target:* The transformation to apply to the dialed number - see [Dialed Number Transformation](#) below.
  - (advanced) *Caller ID:* Override the presented number once call is performed.
- *Internal:* set the route to forward the internal caller's caller ID to the trunk. This option is useful when the other side of the trunk can reach the user with it's caller ID number.
- *Media server:* define the route only for specific media server.
- *Context:* define the route only for specific context.

### 5.23.2 Dialed Number Transformation

The fields *RegExp* and *Target* can be used to change the dialed number before it is sent via the trunk defined in the *Route*.

Basically one uses:

- the *RegExp* field to define a pattern that will match the dialed number
- and the *Target* field to define how to transform the dialed number

Below are some examples of how you can take advantage of **RegExp** and **Target**:

## Add or Remove Prefix

Reg-exp	Target	Result
0(.*)	\1	Delete prefix 0 from dialed number and keep the rest (e.g. 00123456789 → 0123456789)
14(.*)..	\1	Delete prefix 14 and last two digits from dialed number and keep the rest (e.g. 1455660 → 556)
.{1}(.*)	\1	Delete leading digit from dialed number and keep the rest (e.g. 03601 → 3601)
+33(.*)	0\1	Replace leading +33 with 0 from dialed number and keep the rest (e.g. +33123456789 → 0123456789)
0(.*)	+33\1	Replace leading 0 with +33 from dialed number with 33 (e.g. 0123456789 → +33123456789)
14(.*)..	33\18	Delete prefix 14 and last two digits, and then prefix the dialed number with 33 and suffix it with 8 (1455660 → 335568)

## Change the Number

Regexp	Target	Result
(.*)	\1	Get whole called number (e.g. 0123456789 → 0123456789)
(.*)	445	Replace called number with 445 number (e.g. 0123456789 → 445)

### 5.23.3 Destination

Once route is defined and therefore can be selected if an extension match the route, you need to set the wanted destination. A route destination is materialized by:

- **Trunk:** SIP or Custom trunk that will be used to reach desired network.
- **Subroutine:** Subroutine to apply once route has been selected.

### 5.23.4 Rights and schedules

A route can define **rights** aka call permissions, it means that a call can be discarded if missing the right to use this route. The same applies for **schedules** where you can define time slots of availability of the route.

## 5.24 Paging

With XiVO, you can define paging (i.e. intercom) extensions to page a group of users. When calling a paging extension, the phones of the specified users will auto-answer, if they support it.

You can manage your paging extensions via the *Services* → *IPBX* → *Paging* page.

When adding a new paging extension, the number can be any numeric value; to call it, you just need to prefix the paging number with \*11.

## 5.25 Parking

With XiVO it is possible to park calls, the same way you may park your car in a car parking. If you define supervised keys on a phone set for all the users of a system, when a call is parked, all the users are able to see that some one is waiting for an answer, push the phone key and get the call back to the phone.

Paging > Edit

General

Users

Number:

601

Full duplex audio:

☐

Ignore attempts to forward the call:

☐

Record the page into a file:

☐

Quiet, do not play beep to caller:

☐

Timeout:

30

?

Do not play simultaneous announcement to caller:

☐

Play simultaneous announcement to called users:

☐

The announcement to playback in all devices:

Description:

SAVE

There is a default parking number, 700, which is already configured when you install XiVO, but you may change the default configuration by editing the parking extension in menu *Service* → *IPBX* → *IPBX Services* → *Extensions* → *Parking*

Using this extension, you may define the parking number used to park call, the parking lots, whether the system is rotating over the parking lots to park the calls, enable parking hint if you want to be able to supervise the parking using phone keys and other system default parameters.

You have two options in case of parking timeout :

- Callback the peer that parked this call

In this case the call is sent back to the user who parked the call.

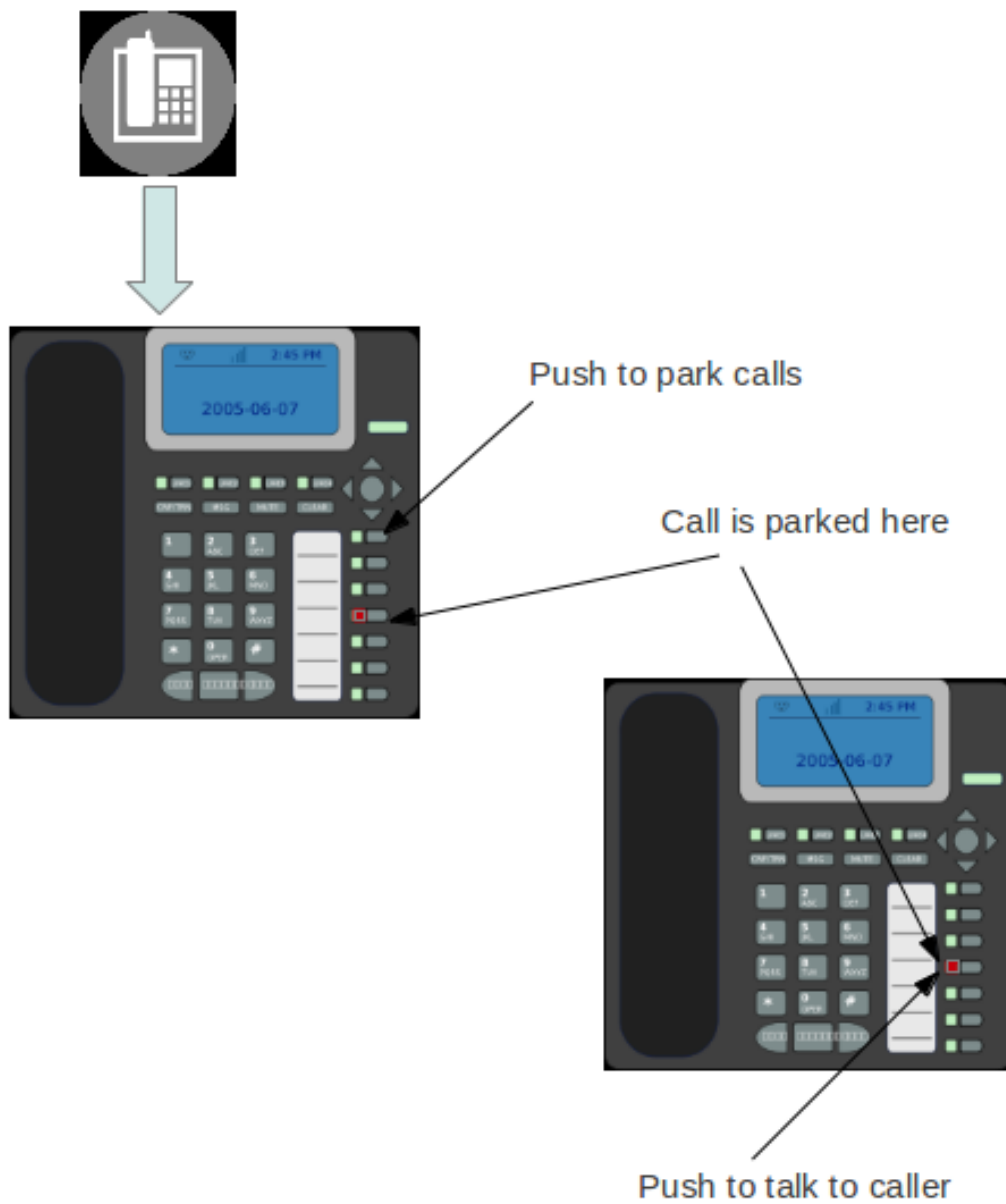
- Send park call to the dialplan

In case you don't want to call back the user who parked the call, you have the option to send the call to any other extension or application. If the parking times out, the call is sent back to the dialplan in context [parkedcallstimeout]. You can define this context in a dialplan configuration file *Service* → *IPBX* → *Configuration Files* where you may define this context with dialplan commands.

Example:

```
[parkedcallstimeout]
exten = s,1,Noop('park call time out')
same = n,Playback(hello-world)
same = n,Hangup()
```

It is also usual to define supervised phone keys to be able to park and unpark calls as in the example below.





## Extensions configuration

General
Calls
Transfers
Forwards
Voicemail
Agent
Parking
Paging
Advanced

Extension:

900

Context:

parkedcalls

Wait delay:

45 seconds

Extension to park calls:

901-850

Method for selecting parking spaces:

Next

Parkings hints:

☐

Allow dynamically created parkinglots:

☐

On parkedcall timeout:

Callback the peer that parked this call

Who to play courtesy tone when picking up parked call:

Caller

Allow DTMF based transfers when picking up parked call:

None

Allow DTMF based parking when picking up parked call:

None

Allow DTMF based hangups when picking up parked call:

None

Allow DTMF based one-touch recording when picking up parked call:

None

MOH class to play to parked calls:

default

SAVE

## Users > Edit | Fernando L'Igüane - Provisioning: <>

General
Lines
No answer
Services
Voicemail
Groups
Func Keys

Key	Type	Destination	Label	Supervision	
1	User	Linda	Linda	Enabled	
2	Parking	900	Parking	Disabled	
3	Parking position	901	701	Enabled	
4	Parking position	902	702	Enabled	
5	Parking position	903	703	Enabled	
6	Parking position	904	704	Enabled	

SAVE

## 5.26 Phonebook

A global phone book can be defined in *Services → IPBX → IPBX Services → Phonebook*. The phone book can be used from the XiVO Client, from the phones directory look key if the phone is compatible and are used to set the Caller ID for incoming calls.

You can add entries one by one or you can mass-import from a CSV file.

---

**Note:** To configure phonebook, see [Directories](#).

---

### 5.26.1 Mass-import contacts

Go in the *Services → IPBX → IPBX Services → Phonebook* section and move your mouse cursor on the + button in the upper right corner. Select *Import a file*.

The file to be imported must be a CSV file, with a pipe character | as field delimiter. The file must be encoded in UTF-8 (without an initial BOM).

Mandatory headers are :

- title (possible values : “mr”, “mrs”, “ms”)
- displayname

Optional headers are :

- firstname
- lastname
- society
- mobilenumbers<sup>1</sup>
- email
- url
- description
- officenumber<sup>1</sup>
- faxnumber<sup>1</sup>
- officeaddress1
- officeaddress2
- officecity
- officestate
- officezipcode
- officecountry<sup>2</sup>
- homenumbers<sup>1</sup>
- homeaddress1
- homeaddress2
- homecity
- homestate

---

<sup>1</sup> These fields must contain only numeric characters, no space, point, etc.

<sup>2</sup> These fields must contain ISO country codes. The complete list is described [here](#).

- homezipcode
- homecountry<sup>2</sup>
- othernumber<sup>1</sup>
- otheraddress1
- otheraddress2
- othercity
- otherstate
- otherzipcode
- othercountry<sup>2</sup>

## 5.27 Provisioning

XiVO supports the auto-provisioning of a large number of telephony devices, including SIP phones, SIP ATAs, and even softphones.

### 5.27.1 Introduction

The auto-provisioning feature found in XiVO make it possible to provision, i.e. configure, a lots of telephony devices in an efficient and effortless way.

#### How it works

Here's a simplified view of how auto-provisioning is supported on a typical SIP hardphone:

1. The phone is powered on
2. During its boot process, the phone sends a DHCP request to obtain its network configuration
3. A DHCP server replies with the phone network configuration + an HTTP URL
4. The phone use the provided URL to retrieve a common configuration file, a MAC-specific configuration file, a firmware image and some language files.

Building on this, configuring one of the supported phone on XiVO is as simple as:

1. *Configuring the DHCP Server*
2. *Installing the required provd plugin*
3. Powering on the phone
4. Dialing the user's provisioning code from the phone

And *voilà*, once the phone has rebooted, your user is ready to make and receive calls. No manual editing of configuration files nor fiddling in the phone's web interface.

#### Limitations

- Device synchronisation does not work in the situation where multiple devices are connected from behind a NAPT network equipment. The devices must be resynchronised manually.

## External links

- [Introduction to provd plugin model](#)
- [HTTP/TFTP requests processing in provd - part 1](#)
- [HTTP/TFTP requests processing in provd - part 2](#)

## 5.27.2 Basic Configuration

You have two options to get your phone to be provisioned:

- Set up a DHCP server
- Tell manually each phone where to get the provisioning informations

You may want to manually configure the phones if you are only trying XiVO or if your network configuration does not allow the phones to access the XiVO DHCP server.

You may want to set up a DHCP server if you have a significant number of phones to connect, as no manual intervention will be required on each phone.

### Configuring the DHCP Server

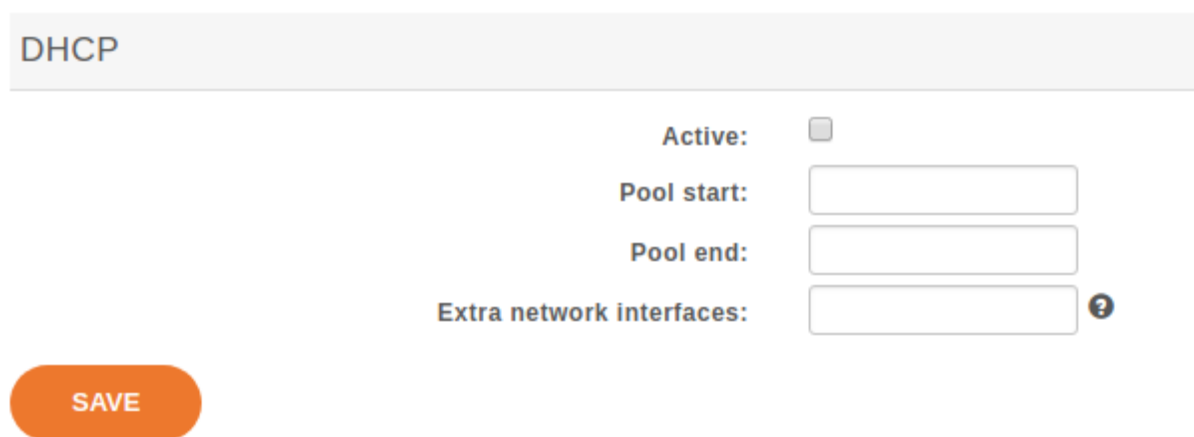
XiVO includes a DHCP server that facilitate the auto-provisioning of telephony devices. It is *not* activated by default.

There's a few things to know about the peculiarities of the included DHCP server:

- it only answers to DHCP requests from [supported devices](#).
- it only answers to DHCP requests coming from the VoIP subnet (see [network configuration](#)).

This means that if your phones are on the same broadcast domain than your computers, and you would like the DHCP server on your XiVO to handle both your phones and your computers, that won't do it.

The DHCP server is configured via the *Configuration* → *Network* → *DHCP* page:



DHCP

Active: ☐

Pool start:

Pool end:

Extra network interfaces:  ?

SAVE

Fig. 32: *Configuration* → *Network* → *DHCP*

**Active** Activate/desactivate the DHCP server.

**Pool start** The lower IP address which will be assigned dynamically. This address should be in the VoIP subnet.  
Example: 10.0.0.10.

**Pool end** The higher IP address which will be assigned dynamically. This address should be in the VoIP subnet.  
Example: 10.0.0.99.

**Extra network interfaces** A list of space-separated network interface name. Example: `eth0`.

Useful if you have done some custom configuration in the `/etc/dhcp/dhcpd_extra.conf` file. You need to explicitly specify the additional interfaces the DHCP server should listen on.

After saving your modifications, you need to click on *Apply system configuration* for them to be applied.

## Installing provd Plugins

The installation and management of `prov`d plugins is done via the *Configuration* → *Provisioning* → *Plugin* page.

The page shows the list of both the installed and installable plugins. You can see if a plugin is installed or not by looking at the *Action* column.

Name	Description	Version	Size	Action
xivo-polycom-5.4.3	Plugin for Polycom VVX101, VVX201, VVX300, VVX310, VVX400, VVX410...	2.1	7.18 KiB	
xivo-snom-8.7.5.35	Plugin for Snom 300, 320, 370, 710/D710, 715/D715, 720, D725, 760...	2.1 / 2.3	9.69 KiB	
xivo-snom-8.9.3.60	Plugin for Snom D710/710, D712, 715/D715, 720, D725, D745, 760, D...	2.5	8.89 KiB	
xivo-yealink-v70	Plugin for Yealink T32G, T38G and VP530P in version V70.	2.1.2	7.76 KiB	
xivo-yealink-v72	Plugin for Yealink T19P and T21P in version V72 (Community suppor...	2.1	7.76 KiB	
xivo-yealink-v73	Plugin for Yealink T20P, T22P, T26P, T28P and W52P in version V73...	2.1	8.55 KiB	
xivo-yealink-v81	Plugin for Yealink T19P E2, T21P E2, T23G, T40P, T41P, T41S, T42G...	2.1 / 2.3	20.83 KiB	
zero	Plugin that offers no configuration service and serves TFTP/HTTP ...	1.0	1.02 KiB	

Fig. 33: *Configuration* → *Provisioning* → *Plugin*

Here's the list of other things that can be done from this page:

- update the list of installable plugins, by clicking on the top left icon (1). On a fresh XiVO installation, this is the first thing to do.
- install a new plugin (2)
- edit an installed plugin (3), i.e. install/uninstall optional files that are specific to each plugin, like firmware or language files
- upgrade an installed plugin (4)
- uninstall an installed plugin (5)

After installing a new plugin, you are automatically redirected to its edit page. You can then download and install optional files specific to the plugin. You are strongly advised to install firmware and language files for the phones you'll use although it's often not a strict requirement for the phones to work correctly.

**Warning:** If you uninstall a plugin that is used by some of your devices, they will be left in an unconfigured state and won't be associated to another plugin automatically.

The search box at the top comes in handy when you want to find which plugin to install for your device. For example, if you have a Cisco SPA508G, enter "508" in the search box and you should see there's 1 plugin compatible with it.

---

**Note:** If your device has a number in its model name, you should use only the number as the search keyword since this is what usually gives the best results.

---

It's possible there will be more than 1 plugin compatible with a given device. In these cases, the difference between the two plugins is usually just the firmware version the plugins target. If you are unsure about which version you should install, you should look for more information on the vendor website.

It's good practice to only install the plugins you need and no more.

### Alternative plugins repository

By default, the list of plugins available for installation are the stable plugins for the officially supported devices.

This can be changed in the *Configuration* → *Provisioning* → *General* page, by setting the *URL* field to one of the following value:

- `http://provd.xivo.solutions/plugins/1/stable/` – officially supported devices “stable” repository (*default*)
- `http://provd.xivo.solutions/plugins/1/testing/` – officially supported devices “testing” repository
- `http://provd.xivo.solutions/plugins/1/archive/` – officially supported devices “archive” repository
- `http://provd.xivo.solutions/plugins/1/addons/stable/` – community supported devices “stable” repository
- `http://provd.xivo.solutions/plugins/1/addons/testing/` – community supported devices “testing” repository

The difference between the stable and testing repositories is that the latter might contain plugins that are not working properly or are still in development.

The archive repository contains plugins that were once in the stable repository.

After setting a new URL, you must refresh the list of installable plugins by clicking the update icon of the *Configuration* → *Provisioning* → *Plugin* page.

### How to manually tell the phones to get their configuration

If you have set up a DHCP server on XiVO and the phones can access it, you can skip this section.

The according provisioning plugins must be installed.

#### Aastra

On the web interface of your phone, go to *Advanced settings* → *Configuration server*, and enter the following settings:

#### Polycom

On the phone, go to *Menu* → *Settings* → *Advanced* → *Admin Settings* → *Network configuration* → *Server Menu* and enter the following settings:

- Server type: HTTP
- Server address: `http://<XiVO IP address>:8667/000000000000.cfg`

Then save and reboot the phone.

## Download Protocol



HTTP Server

HTTP Path

HTTP Port

HTTP

<XiVO IP address>

Aastra

8667

## Snom

On the web interface of your phone, go to *Setup* → *Advanced* → *Update* and enter the following settings:

[Network](#) [Behavior](#) [Audio](#) [SIP/RTP](#) [QoS/Security](#) [Update](#)

**Update:**

Update Policy: Update automatically

Setting URL: http://<XiVO IP address>:8667

Settings refresh timer: 0

PnP Config: ☐ on ☒ off

[Apply](#) [Reset](#) [Reboot](#)

## Yealink

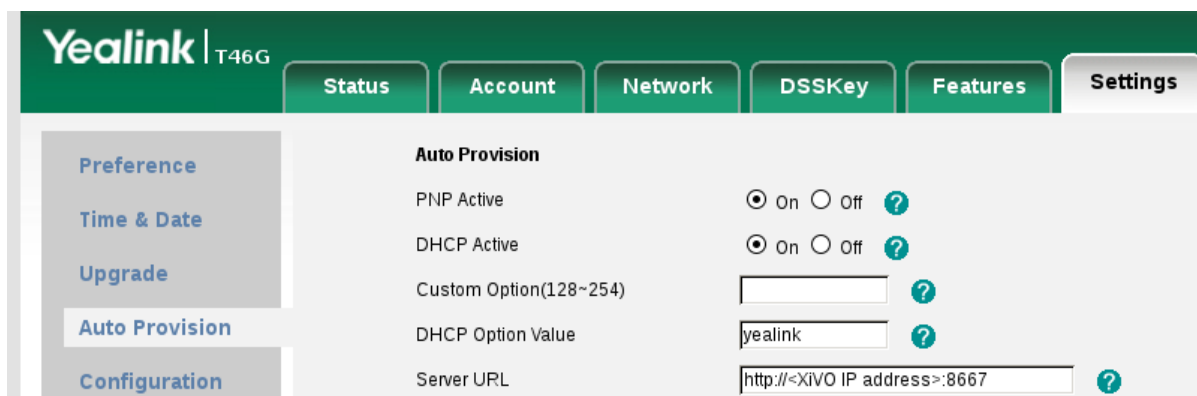
On the web interface of your phone, go to *Settings* → *Auto Provision*, and enter the following settings:

- Server URL: http://<XiVO IP address>:8667

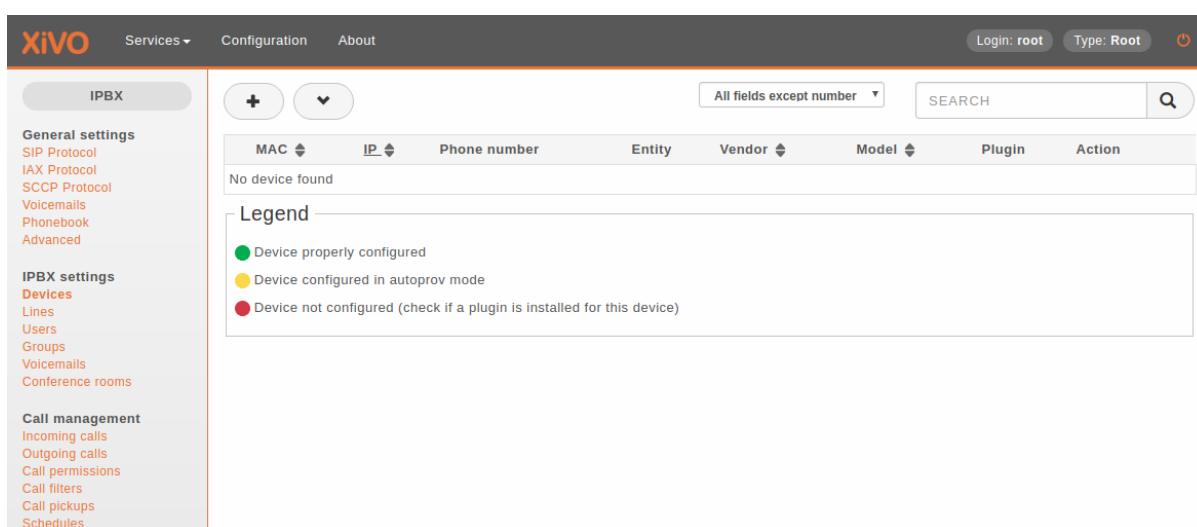
Save the changes by clicking on the *Confirm* button and then click on the *Autoprovision Now* button.

## Autoprovisioning a Device

Once you have installed the proper provd plugins for your devices and setup correctly your DHCP server, you can then connect your devices to your network.



But first, go to *Services* → *IPBX* → *Devices* page. You will then see that no devices are currently known by your XiVO:



You can then power on your devices on your LAN. For example, after you power on an Aastra 6757i and give it the time to boot and maybe upgrade its firmware, you should then see the phone having its first line configured as ‘autoprov’, and if you refresh the devices page, you should see that your XiVO now knows about your 6757i:

You can then dial from your Aastra 6757i the provisioning code associated to a line of one of your user. You will hear a prompt thanking you and your device should then reboot in the next few seconds. Once the device has rebooted, it will then be properly configured for your user to use it. And also, if you update the device page, you’ll see that the icon next to your device has now passed to green:

## Resetting a Device

### From the Device List in the Webi

To remove a phone from XiVO or enable a device to be used for another user there are two different possibilities :

- click on the `reset to autoprov` button on the web interface

The phone will restarts and display autoprov, ready to be used for another user.

### From the User Form in the Webi





### Device With one User Only Associated

Edit the user associated to the device and put the device field to null.

- click on the *Save* button on the web interface

The phone doesn't restart and the phone is in autoprov mode in the device list.

You can synchronize the device to reboot it.

### Device with Several Users Associated

Edit the primary user associated to the terminal (one with the line 1) and put the device field to null.

- click on the *Save* button on the web interface

The primary line of the phone has been removed, so the device will lose its funckeys associated to primary user but there others lines associated to the device will stay provisionned.

The phone doesn't restart and the phone is in autoprov mode in the device list.

You can synchronize the device for reboot it.

### From a Device

- Dial **\*guest** (\*48378) on the phone dialpad followed by **xivo** (9486) as a password

The phone restarts and display autoprov, ready to be used for another user.

## 5.27.3 Advanced Configuration

### DHCP Integration

If your phones are getting their network configuration from your XiVO's DHCP server, it's possible to activate the DHCP integration on the *Configuration* → *Provisioning* → *General* page.

What DHCP integration does is that, on every DHCP request made by one of your phones, the DHCP server sends information about the request to `provd`, which can then use this information to update its device database.

This feature is useful for phones which lack information in their TFTP/HTTP requests. For example, without DHCP integration, it's impossible to extract model information for phones from the Cisco 7900 series. Without the model information extracted, there's chance your device won't be automatically associated to the best plugin.

This feature can also be useful if your phones are not always getting the same IP addresses, for one reason or another. Again, this is useful only for some phones, like the Cisco 7900; it has no effect for Aastra 6700.

### Creating Custom Templates

Custom templates comes in handy when you have some really specific configuration to make on your telephony devices.

Templates are handled on a per plugin basis. It's not possible for a template to be shared by more than one plugin since it's a design limitation of the plugin system of `provd`.

---

**Note:** When you install a new plugin, templates are not migrated automatically, so you must manually copy them from the old plugin directory to the new one. This does not apply for a plugin upgrade.

---

Let's suppose we have installed the `xivo-aastra-3.3.1-SP2` plugin and want to write some custom templates for it.

First thing to do is to go into the directory where the plugin is installed:

```
cd /var/lib/xivo-provd/plugins/xivo-aastra-3.3.1-SP2
```

Once you are there, you can see there's quite a few files and directories:

```
tree
.
+-- common.py
+-- entry.py
+-- pkgs
|   +-- pkgs.db
+-- plugin-info
+-- README
+-- templates
|   +-- 6730i.tpl
|   +-- 6731i.tpl
|   +-- 6739i.tpl
|   +-- 6753i.tpl
|   +-- 6755i.tpl
|   +-- 6757i.tpl
|   +-- 9143i.tpl
|   +-- 9480i.tpl
|   +-- base.tpl
+-- var
|   +-- cache
|   +-- installed
|   +-- templates
|   +-- tftpboot
|       +-- Aastra
|           +-- aastra.cfg
```

The interesting directories are:

**templates** This is where the original templates lies. You *should not* edit these files directly but instead copy the one you want to modify in the `var/templates` directory.

**var/templates** This is the directory where you put and edit your custom templates.

**var/tftpboot** This is where the configuration files lies once they have been generated from the templates. You should look at them to confirm that your custom templates are giving you the result you are expecting.

**Warning:** When you uninstall a plugin, the plugin directory is removed altogether, including all the custom templates.

A few things to know before writing your first custom template:

- templates use the [Jinja2 template engine](#).
- when doing an `include` or an `extend` from a template, the file is first looked up in the `var/templates` directory and then in the `templates` directory.
- device in autoprov mode are affected by templates, because from the point of view of `provd`, there's no difference between a device in autoprov mode or fully configured. This means there's usually no need to modify static files in `var/tftpboot`. And this is a bad idea since a plugin upgrade will override these files.

### Custom template for every devices

```
cp templates/base.tpl var/templates
vi var/templates/base.tpl
xivo-provd-cli -c 'devices.using_plugin("xivo-aastra-3.3.1-SP2").reconfigure()'
```

Once this is done, if you want to synchronize all the affected devices, use the following command:

```
xivo-provd-cli -c 'devices.using_plugin("xivo-aastra-3.3.1-SP2").synchronize()'
```

### Custom template for a specific model

Let's suppose we want to customize the template for our 6739i:

```
cp templates/6739i.tpl var/templates
vi var/templates/6739i.tpl
xivo-provd-cli -c 'devices.using_plugin("xivo-aastra-3.3.1-SP2").reconfigure()'
```

### Custom template for a specific device

To create a custom template for a specific device you have to create a device-specific template named `<device_specific_file_with_extension>.tpl` in the `var/templates/` directory :

- for an Aastra phone, if you want to customize the file `00085D2EECFB.cfg` you will have to create a template file named `00085D2EECFB.cfg.tpl`,
- for a Snom phone, if you want to customize the file `000413470411.xml` you will have to create a template file named `000413470411.xml.tpl`,
- for a Polycom phone, if you want to customize the file `0004f2211c8b-user.cfg` you will have to create a template file named `0004f2211c8b-user.cfg.tpl`,
- and so on.

Here, we want to customize the content of a device-specific file named `00085D2EECFB.cfg`, we need to create a template named `00085D2EECFB.cfg.tpl`:

```
cp templates/6739i.tpl var/templates/00085D2EECFB.cfg.tpl
vi var/templates/00085D2EECFB.cfg.tpl
xivo-provd-cli -c 'devices.using_mac("00085D2EECFB").reconfigure()'
```

---

**Note:** The choice to use this syntax comes from the fact that `provd` supports devices that do not have MAC addresses, namely softphones.

Also, some devices have more than one file (like Snom), so this way make it possible to customize more than 1 file.

---

The template to use as the base for a device specific template will vary depending on the need. Typically, the model template will be a good choice, but it might not always be the case.

### Changing the Plugin Used by a Device

From time to time, new firmwares are released by the devices manufacturer. This sometimes translate to a new plugin being available for these devices.

When this happens, it almost always means the new plugin obsoletes the older one. The older plugin is then considered “end-of-life”, and won't receive any new updates nor be available for new installation.

Let's suppose we have the old `xivo-aastra-3.2.2.1136` plugin installed on our xivo and want to use the newer `xivo-aastra-3.3.1-SP2` plugin.

Both these plugins can be installed at the same time, and you can manually change the plugin used by a phone by editing it via the *Services* → *IPBX* → *Devices* page.

If you are using custom templates in your old plugin, you should copy them to the new plugin and make sure that they are still compatible.

Once you take the decision to migrate all your phones to the new plugin, you can use the following command:

```
xivo-provd-cli -c 'helpers.mass_update_devices_plugin("xivo-aastra-3.2.2.1136",
↳ "xivo-aastra-3.3.1-SP2") '
```

Or, if you also want to synchronize (i.e. reboot) them at the same time:

```
xivo-provd-cli -c 'helpers.mass_update_devices_plugin("xivo-aastra-3.2.2.1136",
↳ "xivo-aastra-3.3.1-SP2", synchronize=True) '
```

You can check that all went well by looking at the *Services* → *IPBX* → *Devices* page.

## NAT

The provisioning server has partial support for environment where the telephony devices are behind a NAT equipment.

By default, each time the provisioning server receives an HTTP/TFTP request from a device, it makes sure that only one device has the source IP address of the request. This is not a desirable behaviour when the provisioning server is used in a NAT environment, since in this case, it's normal that more than 1 devices have the same source IP address (from the point of view of the server).

If *all* your devices used on your XiVO are behind a NAT, you should disable this behaviour by setting the NAT option to 1 via the *Configuration* → *Provisioning* → *General* page.

Enabling the NAT option will also improve the performance of the provisioning server in this scenario.

If you have many devices behind a NAT equipment, you should also check the *security* section to make sure the IP address of your NAT equipment doesn't get banned unintentionally.

## Limitations

- You must only have phones of the following brands:
  - Aastra
  - Cisco SPA
  - Yealink
- All your devices must be behind a NAT equipment (the devices may be grouped behind different NAT equipments, not necessarily the same one)
- You must provision the devices via the Web interface, i.e. associate the devices from the user form. Using the 6-digit provisioning code on the phone will produce unexpected results (i.e. the wrong device will be provisioned)

## Security

By design, the auto-provisioning process is vulnerable to:

- Leakage of sensitive information: some files that are served by the provisioning server contains sensitive information, e.g. SIP credentials that are used by SIP phones to make calls. Depending on your network configuration and the amount of information an attacker has on your telephony ecosystem (phone vendor, MAC address, etc.), he could retrieve the content of some files containing sensitive information.

- Denial-of-service attack: in its default configuration, each time the provisioning server identify a request coming from a new device, it creates a new device object in its database. An attacker could spoof requests to the provisioning server to create a huge amount of devices, creating a denial-of-service condition.

That said, starting from XiVO 16.08, XiVO adds [Fail2ban](#) support to the provisioning server to drastically lower the likelihood of such attacks. Every time a request for a file potentially containing sensitive information is requested, a log line is appended to the `/var/log/xivo-provd-fail2ban.log` file, which is monitored by fail2ban. The same thing happens when a new device is automatically created by the provisioning server.

The fail2ban configuration for the provisioning server is located at `/etc/fail2ban/jail.d/xivo.conf`. You may want to adjust the `findtime` / `maxretry` value if you have special requirements. In particular, if you have many phones behind a NAT equipment, you'll probably have to adjust these values, since every request coming from your phones behind your NAT will appear to the provisioning server as coming from the same source IP address, and this IP address will then be more likely to get banned promptly if you, for example, reboot all your phones at the same time. Another solution would be to add your IP address to the list of ignored IP address of fail2ban. See the fail2ban(1) man page for more information.

## System Requirements

XiVO 16.08 or later is required. You also need to use compatible xivo-provd plugins. Here's the list of official plugins which are compatible:

Plugin family	Version
xivo-aastra	>= 1.6
xivo-cisco-sccp	>= 1.1
xivo-cisco-spa	>= 1.0
xivo-digium	>= 1.0
xivo-polycom	>= 1.7
xivo-snom	>= 1.6
xivo-yealink	>= 1.26

### 5.27.4 Remote directory

If you have a phone provisioned with XiVO and its one of the supported ones, you'll be able to search in your XiVO directory and place call directly from your phone.

See the list of [supported devices](#) to know if a model supports the XiVO directory or not.

## Configuration

For the remote directory to work on your phones, the first thing to do is to go to the *Services* → *IPBX* → (*General settings*) *Phonebook* page.

You then have to add the range of IP addresses that will be allowed to access the directory. So if you know that your phone's IP addresses are all in the 10.51.0.0/24 subnet, just click on the small "+" icon and enter "10.51.0.0/24", then save.

Once this is done, on your phone, just click on the "remote directory" function key and you'll be able to do a search in the XiVO directory from it.

## 5.28 SCCP Configuration

### 5.28.1 Provisioning

To be able to provision SCCP phones you should :

- activate the *DHCP Server*,
- activate the *DHCP Integration*,

Then install a plugin for SCCP Phone: *Configuration* → *Provisioning* → *Plugins*

Name	Description	Version	Size	Action
null	Plugin that offers no configuration service and rejects TFTP/HTTP...	1.0	955.00 bytes	
xivo-aastra-3.3.1-SP2	Plugin for Aastra 6730i, 6731i, 6735i, 6737i, 6739i, 6753i, 6755i...	0.5.9	-	
xivo-aastra-3.3.1-SP4-HF9	Plugin for Aastra/Mitel 67XXi in version 3.3.1 SP4 HF9.	1.8	8.25 KiB	
xivo-aastra-4.3.0	Plugin for Aastra/Mitel 6863i, 6865i, 6867i and 6869i in version ...	1.8	7.73 KiB	
xivo-aastra-switchboard	Plugin for Aastra 6731i, 6755i, 6757i in version 3.2.2.2112.	0.5.1	-	
xivo-cisco-pap2t-5.1.6	Plugin for Cisco PAP2T in version 5.1.6.	1.0	12.48 KiB	
xivo-cisco-sccp-8.5.2	Plugin for Cisco 7906G, 7911G, 7931G, 7941G, 7941G-GE, 7942G, 794...	1.1	6.63 KiB	
xivo-cisco-sccp-9.0.3	Plugin for Cisco 7906G, 7911G, 7941G, 7941G-GE, 7942G, 7961G and ...	0.5	-	
xivo-cisco-sccp-9.4	Plugin for Cisco 7906G, 7911G, 7931G, 7941G, 7941G-GE, 7942G, 796...	1.1	6.78 KiB	
xivo-cisco-sccp-cipc-2.1....	Plugin for Cisco IP Communicator in version 2.1.2.	1.1	5.59 KiB	
xivo-cisco-sccp-legacy	Plugin for Cisco 7905G, 7912G, 7920, 7940G and 7960G in different...	1.1.1	6.86 KiB	
xivo-cisco-sccp-wireless-...	Plugin for Cisco 7921G in version 1.4.5 of the SCCP software.<br/...	1.1	6.05 KiB	
xivo-cisco-spa-7.5.5	Plugin for Cisco SMB SPA301, 303, 501G, 502G, 504G, 508G, 509G, 5...	1.0	13.58 KiB	

Fig. 34: Installing xivo cisco-sccp plugin

At this point you should have a fully functional DHCP server that provides IP address to your phones. Depending on what type of CISCO phone you have, you need to install the plugin sccp-legacy, sccp-9.4 or both.

**Note:** Please refer to the [Provisioning](#) page for more information on how to install CISCO firmwares.

Once your plugin is installed, you'll be able to edit which firmwares and locales you need. If you are unsure, you can choose all without any problem.

**Plugins** > Edit plugin xivo-cisco-sccp-legacy v. 1.1.1

**Description**

Plugin for Cisco 7905G, 7912G, 7920, 7940G and 7960G in different versions of the SCCP software.  
Please see the documentation if you want to install Cisco firmwares.

Name	Description	Size	Version	Action
7905-fw	Firmware for Cisco 7905G	657.39 KiB	8.0.3	
7912-fw	Firmware for Cisco 7912G	331.06 KiB	8.0.4	
7920-fw	Firmware for Cisco 7920	1.10 MiB	3.0.2	
7940-7960-fw	Firmware for Cisco 7940G and 7960G	685.42 KiB	8.1.2 SR2	
networklocale	Network locale	8.99 MiB	11.5.1	
userlocale_de_DE	de_DE user locale	4.67 MiB	11.5.1	
userlocale_es_ES	es_ES user locale	5.38 MiB	11.5.1	
userlocale_fr_FR	fr_FR user locale	5.47 MiB	11.5.1	

Fig. 35: Editing the xivo-cisco-sccp-legacy plugin

Now if you connect your first SCCP phone, you should be able to see it in the device list.

**Listing the detected devices:** *Services* → *IPBX* → *IPBX settings* → *Devices*

When connecting a second SCCP phone, the device will be automatically detected as well.

+
▼

All fields except number ▼

7911
Q

MAC	IP	Phone number	Entity	Vendor	Model	Plugin	Action
<input type="checkbox"/> a8:b1:d4:fb:cc:20	192.168.22.51	-	-	Cisco	7911G	xivo-cisco-sccp-9.0.3	<span style="border: 1px solid #ccc; border-radius: 50%; padding: 2px 5px;">↺</span> <span style="border: 1px solid #ccc; border-radius: 50%; padding: 2px 5px;">↻</span> <span style="border: 1px solid #ccc; border-radius: 50%; padding: 2px 5px;">✎</span> <span style="border: 1px solid #ccc; border-radius: 50%; padding: 2px 5px;">✖</span>

**Legend**

- Device properly configured
- Device configured in autoprov mode
- Device not configured (check if a plugin is installed for this device)

Fig. 36: Device list

## 5.28.2 SCCP General Settings

**Review SCCP general settings:** *Services → IPBX → IPBX settings → SCCP general settings*

## 5.28.3 User creation

The last step is to create a user with a **SCCP line**.

**Creating a user with a SCCP line:** *Services → IPBX → IPBX settings → Users*

Before saving the newly configured user, you need to select the *Lines* menu and add a SCCP line. Now, you can save your new user.

Congratulations ! Your SCCP phone is now ready to be called !

## 5.28.4 Function keys

With SCCP phones, the only function keys that can be configured are:

- *Key*: Only the order is important, not the number
- *Type*: Customized; Any other type doesn't work
- *Destination*: Any valid extension
- *Label*: Any label
- *Supervision*: Enabled or Disabled

## 5.28.5 Direct Media

**SCCP Phones support directmedia (direct RTP). In order for SCCP phones to use directmedia, one must enable the directmedia**  
*Services → IPBX → IPBX settings → SCCP general settings*



### SCCP protocol properties

Enable direct media:

☐ ?

Dial timeout:

?

Keepalive:

?

Default language:

?

### Codecs

Customize codecs:

☒

Disabled codecs:

1 items selected	Remove all		Add all
↕ G.729A (Audio)	—	G.711 u-law (Audio)	+
		G.711 A-law (Audio)	+
		G.722 (Audio)	+

SAVE

Fig. 37: SCCP general settings

The screenshot shows the xivo Configuration page. The top navigation bar includes 'Services', 'Configuration', and 'About'. The 'Configuration' section is active, showing 'IPBX' settings. The left sidebar lists 'General settings' (SIP Protocol, IAX Protocol, SCCP Protocol, Voicemails, Phonebook, Advanced) and 'IPBX settings' (Devices, Lines, Users). A dropdown menu is open, showing options: 'Add', 'Import a file', 'Update from file', and 'Export to CSV'. The main content area shows a table with columns: 'Provisioning', 'Protocol', 'Phone number', 'Entity', and 'Action'. A search bar with 'xxx' and a magnifying glass icon is visible.

Fig. 38: Add a new user

**Users > Edit**

General Lines No answer Services Voicemail Groups Func Keys

First name:

Last name:

Mobile phone number:

E-mail:

Schedules:

Ringing time:

Fig. 39: Edit user informations

**Users > Edit**

General Lines No answer Services Voicemail Groups Func Keys

Entity:

Protocol	Name	Context	Number	Site	Device	Line (N°)
SCCP		Default	1028	local	MAC: 00:17:94:b8... *	1

SAVE

Fig. 40: Add a line to a user

## 5.28.6 Features

Features	Supported
Receive call	Yes
Initiate call	Yes
Hangup call	Yes
Transfer call	Yes
Congestion Signal	Yes
Autoanswer (custom dialplan)	Yes
Call forward	Yes
Multi-instance per line	Yes
Message waiting indication	Yes
Music on hold	Yes
Context per line	Yes
Paging	Yes
Direct RTP	Yes
Redial	Yes
Speed dial	Yes
BLF (Supervision)	Yes
Resync device configuration	Yes
Do not disturb (DND)	Yes
Group listen	Yes
Caller ID	Yes
Connected line ID	Yes
Group pickup	Yes
Auto-provisioning	Not yet
Multi line	Not yet
Codec selection	Yes
NAT traversal	Not yet
Type of Service (TOS)	Manual

## 5.28.7 Telephone

Device type	Supported	Firmware version	Timezone aware
7905	Yes	8.0.3	No
7906	Yes	SCCP11.9-4-2SR1-1	Yes
7911	Yes	SCCP11.9-4-2SR1-1	Yes
7912	Yes	8.0.4(080108A)	No
7920	Yes	3.0.2	No
7921	Yes	1.4.5.3	Yes
7931	Yes	SCCP31.9-4-2SR1-1	Yes
7937	Testing		
7940	Yes	8.1(SR.2)	No
7941	Yes	SCCP41.9-4-2SR1-1	Yes
7941GE	Yes	SCCP41.9-4-2SR1-1	Yes
7942	Yes	SCCP42.9-4-2SR1-1	Yes
7945	Testing		
7960	Yes	8.1(SR.2)	No
7961	Yes	SCCP41.9-4-2SR1-1	Yes
7962	Yes	SCCP42.9-4-2SR1-1	Yes
7965	Testing		
7970	Testing		
7975	Testing		
CIPC	Yes	2.1.2	Yes

Models not listed in the table above won't be able to connect to Asterisk at all. Models listed as "Testing" are not yet officially supported in XiVO: use them at your own risk.

The "Timezone aware" column indicates if the device supports the timezone tag in its configuration file, i.e. in the file that the device request to the provisioning server when it boots. If you have devices that don't support the timezone tag and these devices are in a different timezone than the one of the XiVO, you can look at the issue #5161 for a potential solution.

## 5.29 Schedules

Schedules are specific time frames that can be defined to open or close a service. Within schedules you may specify opening days and hours or close days and hours.

A default destination as user, group ... can be defined when the schedule is in closed state.

Schedules can be applied to :

- Users
- Groups
- Inbound calls
- Outbound calls
- Queues

### 5.29.1 Creating Schedules

A schedule is composed of a name, a timezone, one or more opening hours or days that you may setup using a calendar widget, a destination to be used when the schedule state is closed.

With the calendar widget you may select months, days of month, days of week and opening time.

You may also optionally select closed hours and destination to be applied when period is inside the main schedule. For example, your main schedule is opened between 08h00 and 18h00, but you are closed between 12h00 and 14h00.

### 5.29.2 Using Schedule on Users

When you have a schedule associated to a user, if this user is called during a closed period, the caller will first hear a prompt saying the call is being transferred before being actually redirected to the closed action of the schedule.

If you don't want this prompt to be played, you can change the behaviour by:

1. editing the `/etc/xivo/asterisk/xivo_globals.conf` file and setting the `XIVO_FWD_SCHEDULE_OUT_ISDA` to 1
2. reloading the asterisk dialplan with an `asterisk -rx "dialplan reload"`.

## 5.30 Sound Files

### 5.30.1 Add Sounds Files

On a fresh install, only `en_US` and `fr_FR` sounds are installed. Canadian French and German are available too.

To install Canadian French sounds you have to execute the following command:

```
apt-get install asterisk-sounds-wav-fr-ca xivo-sounds-fr-ca
```

Schedules > Add

General

Closed hours

Entity:

jyl-entity

Name:

workinghours

Timezone:

Europe/Paris

Opened hours

Schedule

09h00 to 18h00, Mon to Fri, ...

Out of schedule / Default action

Destination :

None

Description:

SAVE

Fig. 41: Creating a schedule

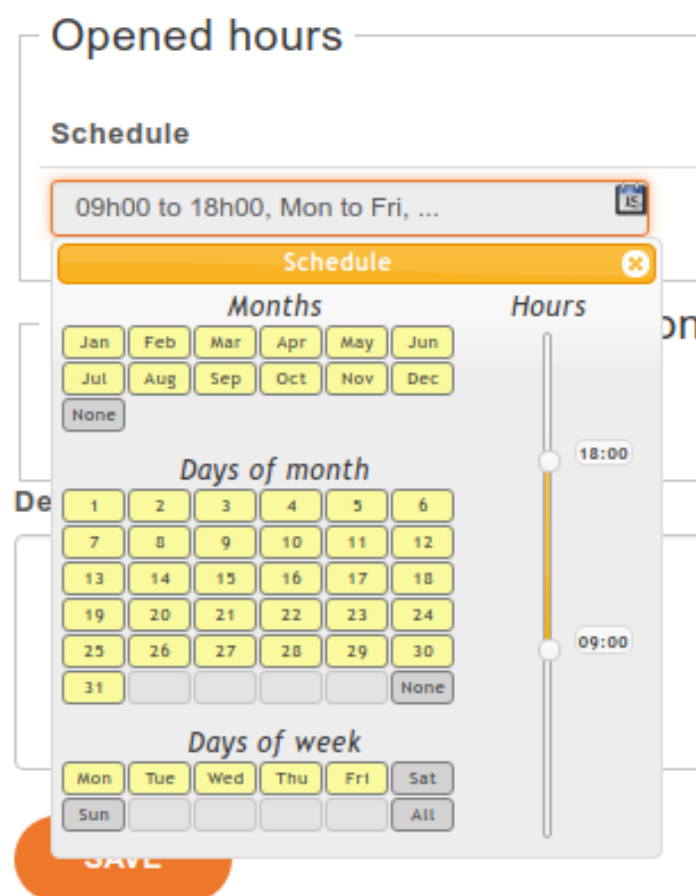


Fig. 42: Schedule calendar widget

Schedules > Add

General

Closed hours

Schedule

09h00 to 18h00, Mon to Fri, ...

Schedule

Months

Jan

Feb

Mar

Apr

May

Jun

Jul

Aug

Sep

Oct

Nov

Dec

None

Days of month

1

2

3

4

5

6

7

8

9

10

11

12

13

14

15

16

17

18

19

20

21

22

23

24

25

26

27

28

29

30

31

None

Days of week

Mon

Tue

Wed

Thu

Fri

Sat

Sun

All

Hours

18:00

09:00

Action

+

Destination

None

:

x

Fig. 43: Schedule closed hours

To install German sounds you have to execute the following command:

```
apt-get install asterisk-sounds-wav-de-de xivo-sounds-de-de
```

Now you may select the newly installed language for your users.

### 5.30.2 Convert Your Wav File

Asterisk will read natively WAV files encoded in wav 8kHz, 16 bits, mono.

The following command will return the encoding format of the <file>

```
$ file <file>
RIFF (little-endian) data, WAVE audio, Microsoft PCM, 16 bit, mono 8000 Hz
```

The following command will re-encode the <input file> with the correct parameters for asterisk and write into the <output file>:

```
sox <input file> -b 16 -c 1 -t wav <output file> rate -I 8000
```

## 5.31 Switchboard

This page describes the configuration needed to have a switchboard on your XiVO.

### 5.31.1 Overview

Switchboard functionality is available in *XiVO CC* or *UC Add-on*.

The switchboard application allows an operator to view incoming calls, answer them, put calls on hold, view and retrieve the calls on hold. See the [Switchboard](#) page for detailed explanation on usage.

The goal of this page is to explain how to configure your switchboard.

### 5.31.2 Configuration

#### Quick Summary

In order to configure a switchboard on your XiVO, you need to:

- Create a queue for your switchboard
- Create a queue for your switchboard's calls on hold
- Create the users that will be operators
- Create an agent for your user
- Assign the incoming calls to the switchboard queue
- For each operator, add a function key for logging in or logging out from the switchboard queue.
- Set "no answer" destinations on the switchboard queue

#### Supported Devices

The supported phones for the switchboard are:

Brand	Model	XiVO version	Plugin version
Snom	D735	>= Electra	>= xivo-snom-10.1.46.16, v3.0.3
Yealink	T54W	>= Electra	>= xivo-yealink-v84, v1.4.2
<b>WebRTC</b>		>= Electra	N.A.

#### Snom Phones

When using a Snom switchboard, you must not configure a function key on position 1.

To be able to use a Snom phone for the switchboard, the XiVO must be able to do HTTP requests to the phone. This might be problematic if there's a NAT between your XiVO and your phone. The following command should work from your XiVO's bash command line `wget http://guest:guest@<phone IP address>/command.htm?key=SPEAKER`. If this command does not activate the phone's speaker, your network configuration will have to be *fixed* before you can use the Snom switchboard.

If you changed the administrator username or administrator password for your phone, via *Configuration → Provisioning → Template Device*, you need to follow the [Configuration Customization](#) procedure.

#### Yealink Phones

When using a Yealink switchboard, you must not configure a function key on position 1.



## Create a Queue for Your Switchboard

All calls to the switchboard will first be distributed to a switchboard queue.

To create this queue, go to *Services* → *Call center* → *Queues* and click the add button.

The following configuration is mandatory :

- *General* tab:
  - *Name* field must end with `_switchboard` suffix (e.g. `standard_switchboard`)
  - *Number* field must **valid number** in a context
  - *Preprocess subroutine* field has to be `xivo_subr_switchboard`
- *Advanced* tab:
  - *Member reachability timeout* option must be **disabled**
  - *Time before retrying a call to a member* option should be **5 second**
  - *Delay before reassigning a call* option must be **disabled**
  - *Call a member already on* option must be **disabled**
  - *Autopause agents* option has to be **No**

General

Announces

Members

Application

No answer

Advanced

Name:

standard\_switchboard

Display name:

Standard

Number:

3008

Ring strategy:

Round robin memory ?

Context:

Appels internes (default) ▼

On-Hold Music:

default ?

Add an announce

Customize the name of the caller:

▼

Preprocess subroutine:

xivo\_subr\_switchboard

Recording

Activate:

☐

Recording mode:

▼

## Create Hold Queue

Depending on your customer workflow you can create:

- a single hold queue that will be shared among all the operator of the switchboard
- or a hold queue per switchboard operator

## Create a Single Hold Queue for Your Switchboard

The switchboard uses a queue to track its calls on hold.

To create this queue, go to *Services* → *Call center* → *Queues* and click the add button.

The following configuration is mandatory :

- *General* tab:
  - *Name* field **MUST**:
    - \* **start** with the name of your switchboard incoming call queue
    - \* and **end** with `_hold`

---

**Note:** For example, if the switchboard incoming call queue is *standard\_switchboard*, the name of the switchboard hold queue must be *standard\_switchboard\_hold*.

---

- *Number* field must a **valid number** in a context reachable by the switchboard operator

- *Advanced* tab:
  - *Join an empty queue* option list has to be **empty**
  - *Remove callers if there are no agents* option list has to be **empty**

## Create a Personal Hold Queue for Your Switchboard

A switchboard operator can have a personal hold queue instead of the general hold queue.

---

**Note:** A personal hold queue will always have the priority over the general one, meaning that the calls on hold for this operator will be sent by default to their personal hold queue.

---

To create this queue, go to *Services* → *Call center* → *Queues* and click the add button.

The following configuration is mandatory :

- *General* tab:
  - The *Name* field **MUST**:
    - \* **start** with the name of the switchboard incoming calls queue
    - \* and **end** with `_hold` and the operator's agent number

---

**Note:** For example, if the switchboard incoming call queue is *standard\_switchboard* and operator agent number is *8002*, the name of its personal switchboard hold queue must be *standard\_switchboard\_hold\_8002*.

---

- The *Number* field must a valid number in a context reachable by switchboard operator

- *Advanced* tab:
  - *Join an empty queue* option list has to be empty
  - *Remove callers if there are no agents* option list has to be empty.

## Create the Users that will be Operators

Each operator needs to have a user configured with a line.

The following configuration is mandatory for switchboard users

- *General* tab:
  - *First name* field has to be set
  - *Enable CTI account* option has to be *enabled*
  - *Login* field has to be set
  - *Password* field has to be set
- *Lines* tab:
  - *Number* field has to have a valid extension
  - *Device* field has to be a *supported device*
- *Services* tab:
  - *Enable supervision* option has to be *enabled*

## Create an Agent for the Operator

The operator needs to have an associated agent.

**Warning:** The agent must only be a member of the *switchboard* queue, they should not be a member of any other queue. The General Hold Queue and Personnal Hold Queue must have NO members.

To create an agent:

- Go to *Services* → *Call center* → *Agents*
- Click on the group *default*
- Click on the *Add* button
- Associate the user to the agent in the *Users* tab
- Assign the Agent to the *Switchboard* Queue.

## Send Incoming Calls to the *Switchboard* Queue

Incoming calls must be sent to the *Switchboard* queue to be distributed to the operators. To do this, we have to change the destination of our incoming call for the switchboard queue.

In this example, we associate our incoming call (DID 444) to our *Switchboard* queue:

## Set “No Answer” Destinations on the *Switchboard* Queue

When there are no operators available to answer a call, “No Answer” destinations should be used to redirect calls towards another destination.

You also need to set the timeout of the *Switchboard* queue to know when calls will be redirected.

The reachability timeout must not be disabled nor be too short.

The time before retrying a call to a member should be as low as possible (1 second).

In this example we redirect “No Answer”, “Busy” and “Congestion” calls to the *everyone* group and “Fail” calls to the *guardian* user.

Users > Edit | Poste1052 - Provisioning: <186242>

General

Lines

No answer

Services

Voicemail

Groups

Func Keys

First name:

Poste1052

Last name:

Mobile phone number:

E-mail:

Schedules:

Ringing time:

30 seconds

Simultaneous calls:

1

On-Hold Music:

default

Language:

Timezone:

Caller ID:

"Poste1052"

Outgoing Caller ID:

Default

Preprocess subroutine:

User field :

## XiVO Client

Enable XiVO Client:



Login:

p1052

Password:

p1052

Profile:

Switchboard

Description:

SAVE

## Agents > Add an agent

General
Users
Queues
Queueskills
Advanced

First name:
p1052

Last name:

Number:
11052

Password:

Context:
Default (default)

Language:

Group:
switchboard

Preprocess subroutine:

SAVE

## Agents > Add an agent

General
Users
Queues
Queueskills
Advanced

1 items selected	Remove all		Add all
<div> Poste1052 (1052@default) </div>	-	Pascal COUNIL (1304@default)	+
		Pascal GRELIE (1603@default)	+
		Paul Castalle (@)	+
		Position P1055 (1055@default)	+
		Poste1050 N1050 (1050@default)	+
		Poste1051 P1051 (1051@default)	+
		Poste1053 p1053 (1053@default)	+

SAVE

**Agents > Add an agent**

General
Users
Queues
Queueskills
Advanced

SEARCH

redtown
➤

sales
➤

superqueue
➤

\_\_switchboard\_hold
➤

yellow
➤

\_\_switchboard

Name	Penalty
__switchboard	<div style="border: 1px solid #ccc; padding: 2px; display: inline-block;"> 0 ▼ </div>

SAVE

You can also choose to redirect all the calls to another user or a voice mail.

### 5.31.3 Statistics

#### Report

Switchboard report includes the following columns:

- date: The date range at which the calls were received
- offered: The number of calls to the switchboard for the given date excluding calls when the switchboard was closed (e.g. with a *schedule*)
- answered: The number of calls that have been answered by the operator
- transferred: The number of calls that have been answered and then transferred by the switchboard operator to another destination
- abandoned: The number of calls that have been abandoned in the switchboard queue or while waiting in the hold queue
- diverted: The number of calls that have been forwarded to another destination:
  - a call reaching a full queue
  - a call waiting until the max ring time is reached
  - a call forwarded because of a diversion rule
  - a call forwarded because of a leave empty condition
- waiting time average: The average time spent either in switchboard or hold queue

## Incoming calls > Add

General

Call permissions

Schedules

DID:

444

Context:

Incalls (from-extern) ▼

Destination :

Queue ▼

Redirect to :

\_\_switchboard (9@default) ▼

Ring time :

CallerID mode :

Preprocess subroutine :

Description :

SAVE

**Queues** > Edit | \_\_switchboard (9@default)

**General**   **Announces**   **Members**   **Application**   **No**

**Ringing time:**  ?

**Timeout priority:**  ?

**Data quality:** ☐

**Allow callee to hang up the call:** ☐

**Allow caller to hang up the call:** ☒

**No retry when time has elapsed:** ☐

**Ring instead of On-Hold Music:** ☐

**Allow callee to transfer the call:** ☒

**Allow caller to transfer the call:** ☐

**Allow callee to record the call:** ☐

**Allow caller to record the call:** ☐

**Ignore call forward requests from members:** ☐ ?

**SAVE**



**Queues > Edit** | \_\_switchboard (9@default)

General Announces Members Application No answer **Advanced**

Exit context:  ?

Service level:  ?

Member reachability timeout:  ?

**Time before retrying a call to a member:**  ?

Weight:  ?

Delay before reassigning a call:  ?

Maximum number of people allowed to wait:  ?

## Usage

Switchboard statistics can be retrieved in PDF format via the web interface in *Services* → *Statistics* → *Switchboard* → *Statistics*.

**xivo** Services Configuration About

Statistics

Switchboard  
Statistics

Switchboard Statistics

Start date:  ?

End date:

**SEARCH**

- Start date: required field
- End date: if empty, the result will contain statistics until the current date

**Note:** Switchboard statistics older than number of weeks defined by `WEEKS_TO_KEEP` environment variable in `/etc/docker/xivo/custom.env` are automatically removed.

## 5.31.4 Limitations

- Incoming calls can only be answered in order of arrival. It means the agent can't choose which call to answer first, they must answer the first one of the list, then the second, etc. . .
- When operator retrieves a call, it will cancel the current *ringing* call. Mainly it will cancel the call the Incoming call queue was sending to him. It therefore puts back the Incoming call in the queue and gives the possibility to the operator to deal with the retrieved call. Note therefore that it will behaves the same for a *ringing* call on the operator phone which don't come from the queue: for example if someone inside the company called the operator without going through the queue. In this case the ringing call will be cancelled and lost. This is a limitation. To overcome this you must make sure that people inside the company should join the standard only via the Incoming call queue.

Queues > Edit | \_\_switchboard (9@default)

General

Announces

Members

Application

No answer

Advanced

### No answer

Destination :

Redirect to :

Ring time :

### Busy

Destination :

Redirect to :

Ring time :

### Congestion

Destination :

Redirect to :

Ring time :

### Fail

Destination :

Redirect to :

Ring time :

SAVE

## 5.32 Unique Account

The *Unique Account* feature is a new feature introduced in Freya (2020.18) LTS version.

This feature enables a user to use, with the same phone number, its Deskphone or UC Assistant (using WebRTC).

### 5.32.1 Description

---

**Important:** Prerequisites:

- have the *WebRTC Environment* configured
  - and to use UA user on MDS follow the *Enable WebRTC on MDS* section
- 

A *Unique Account* user can receive calls either on its deskphone or on its UC Assistant (via WebRTC) - check the *Features* section.

To configure a *Unique Account* user a XiVO Administrator must follow the *Configuration* section.

See also the *User's guide* for more details.

### 5.32.2 User's guide

#### Connection to UC Assistant

A *Unique Account* user can connect to the UC Assistant. When connected, the user will be connected as a WebRTC user.

1. Go to <https://xivocc/ucassistant>
2. Login with CTI credentials of UA user
3. The user is logged in with its WebRTC account
4. Then:
  - All calls towards your user's extension will be sent to your UC Assistant
  - You can also place internal our outgoing calls with your UC Assistant

---

**Note:** When connecting for the first time, the user will be using its WebRTC account. He can then chose the device he wants to use using the *Device selection* menu.

---

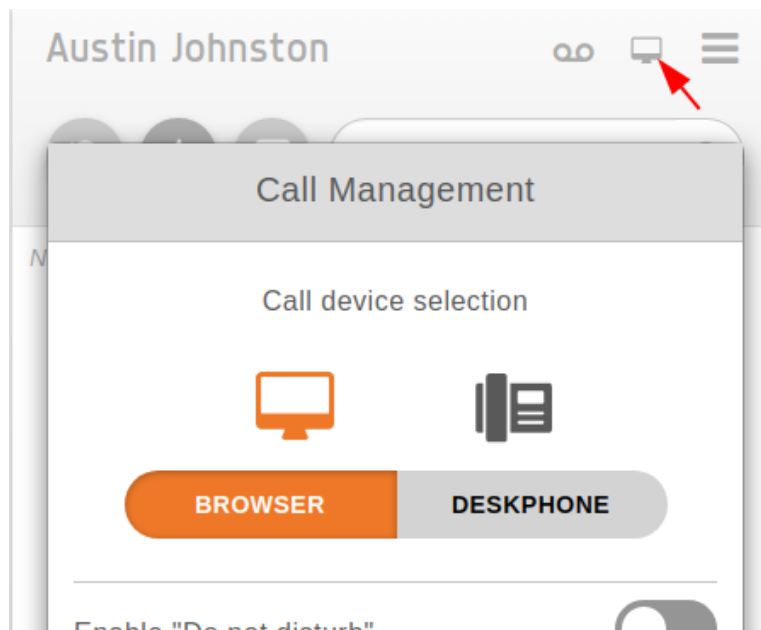
#### Device selection

The user can see which device he's using in the menu *Call Management* shown just above. In this menu he can change back his device to deskphone. That means the calls emitted or received will be on the deskphone and the user can only control the deskphone with the UC Assistant.

---

**Note:** The Device Selection is saved for a user.

---



### Call history

Once you are connected to UC assistant you are able to see mixed history of your deskphone and your calls made through webrtc.

---

**Note:** If someone is making a call with deskphone while you are connected to UC assistant, the call will be also displayed in call history.

---

### 5.32.3 Features

Given a user Alice configured as a *Unique Account* user with an internal phone number. Given Alice's account is provisioned on a deskphone.

#### Use UC Assistant

If Alice **logs in** UC Assistant, then:

- Alice can use her UC Assistant
- Alice can call people from her UC Assistant
- when someone calls Alice (through its internal extension or DID number if she has one), her UC Assistant rings

#### Use Deskphone

If Alice *switches device* from the `Call Management` menu, and chose the *Deskphone* then:

- Alice can call people from her Deskphone
- when someone calls Alice (through its internal extension or DID number if she has one), her Deskphone rings.

## Fallback

If Alice *logs out* from UC Assistant, then all call will be received on her *Deskphone*. Even if she had chosen the *Browser/XiVO Client* as device, when she logs out from UC Assistant, the call will fallback to her *Deskphone*.

## Presence

Alice's presence is seen by her colleague whether she uses her deskphone or UC Assistant:

- When Alice is logged out of UC Assistant then
  - presence shown to other users is the status of the Deskphone
- When Alice is logged in the UC Assistant then
  - presence shown to other users is the status of the device Alice selected
  - status of the WebRTC line takes precedence over the Deskphone status
    - \* unless Alice emits a call with its Deskphone while logged in (then status will be In Use)

## History

When Alice is logged in UC Assistant, then she sees history of both calls received/emitted via her deskphone and UC Assistant.

## Voicemail

Alice can check its voicemail with its Deskphone and UC Assistant.

## No Answer and Forwarding

For a *Unique Account* user, the forwarding rules are applied to the device the user is using.

For example if the user is connected to the UC Assistant using its WebRTC line, and if he doesn't answer a call, the non answer rule is directly applied without making the deskphone ring.

## Limitations

- If a *Unique Account* user logs in UC Assistant and then quits the page (without logging out), **it can take few minutes before the next call will ring on its deskphone** (the WebRTC line gets unregistered, but after a delay depending on XiVO configuration).

## Not supported features

These XiVO features **don't work** with a *Unique Account* user:

- **Group Pickup:** a *Unique Account* user cannot be part of a group pickup
- **Paging:** a *Unique Account* user cannot be part of a paging
- **Groups:** a *Unique Account* user cannot be part of a group.
- **Boss/Secretary:** a *Unique Account* user cannot have a boss/secretary filter.
- **Contact Center**
  - CC Agent: a *Unique Account* user cannot be an agent.
  - Queues: a *Unique Account* user cannot be part of a queue.
- **Switchboard:** a *Unique Account* user can't be used for a Switchboard agent.

## 5.32.4 Configuration

To enable the *Unique Account* feature for a user:

1. Create a user
2. Go to the *Lines* tab and select the **Unique Account** line type
3. Save the form

Line type	Name	Context	Number
Unique Account ▼		Appels internes ▼	1021

The *Unique Account* feature is activated for this user.

---

**Note:** You can also create users via *User Import, Export and Update*.

---

## 5.33 Users

Users Configuration.

### 5.33.1 User Import, Export and Update

#### CSV Import

Users can be imported and associated to other resources by use of a CSV file. CSV Importation can be used in situations where you need to modify many users at the same in an efficient manner, or for migrating users from one system to another. A CSV file can be created and edited by spreadsheet tools such as Excel, LibreOffice/OpenOffice Calc, etc.

#### CSV file

The first line of a CSV file contains a list of field names (also sometimes called “columns”). Each new line afterwards are users to import. CSV data must respect the following conditions:

- Files must be encoded in UTF-8
- Fields must be separated with a ,
- Fields can be optionally quoted with a "
- Double-quotes can be escaped by writing them twice (e.g. Robert " "Bob" " Jenkins)
- Empty fields or headers that are not defined will be considered null.
- Fields of type *bool* must be either 0 for false, or 1 for true.
- Fields of type *int* must be a positive number

Additionally, these restrictions for specific fields must also be respected:

- Field *labels*: All user labels in this field must already exist before the import

In the following tables, columns have been grouped according to their resource. Each resource is created and associated to its user when all required fields for that resource are present.

## User

Field	Type	Required	Values	Description
entity_id	int	Yes		Entity ID (Defined in menu <i>Configuration</i> → <i>Management</i> → <i>Entities</i> )
firstname	string	Yes		User's firstname
lastname	string			User's lastname
email	string			User's email
language	string		de_DE, en_US, es_ES, fr_FR, fr_CA	User's language
mobile_phone_number	string			Mobile phone number
outgoing_caller_id	string			Customize outgoing caller id for this user
enabled	bool			Enable/Disable the user
supervision_enabled	bool			Enable/Disable supervision
call_transfer_enabled	bool			Enable/Disable call transfers by DTMF
dtmf_hangup_enabled	bool			Enable/Disable hangup by DTMF
simultaneous_calls	int			Number of calls a user can have on his phone simultaneously
ring_seconds	int		Must be a multiple of 5	Number of seconds a call will ring before ending
call_permission_password	string			Overwrite all passwords set in call permissions associated to the user
labels	string		list separated by semi-colons (;)	Names of the labels to assign to the user

## CTI Profile

Field	Type	Required	Values	Description
cti_profile_enabled	bool	No		Activates the CTI account for this user
username	string	Yes, if profile enabled		CTI Login username
password	string	Yes, if profile enabled		CTI Login password
cti_profile_name	string	Yes, if profile enabled		CTI profile (Defined in menu <i>Services</i> → <i>CTI server</i> → <i>Profiles</i> )

## Phone

Field	Type	Re-quired	Values	Description
exten	string	Yes		Number for calling the user. The number must be inside the range of acceptable numbers defined for the context
context	string	Yes		Context
line_protocol	string	Yes	sip, sccp, webrtc, ua	Line protocol
line_site	string			Unique name of one of the <i>Template line</i> (defined in menu <i>Configuration</i> → <i>Provisioning</i> → <i>Template Line</i> )
sip_username	string			SIP username
sip_secret	string			SIP secret

## Incoming call

Field	Type	Re-quired	Values	Description
in-call_exten	string	Yes		Number for calling the user from an incoming call (i.e outside of XiVO). The number must be inside the range of acceptable numbers defined for the context.
in-call_context	string	Yes		context used for calls coming from outside of XiVO
in-call_ring_seconds	int			Number of seconds a call will ring before ending

## Voicemail

Field	Type	Re-quired	Values	Description
voicemail_name	string	Yes		Voicemail name
voicemail_number	string	Yes		Voicemail number
voicemail_context	string	Yes		Voicemail context
voicemail_password	string		A sequence of digits or #	Voicemail password
voicemail_email	string			Email for sending notifications of new messages
voice-mail_attach_audio	bool			Enable/Disable attaching audio files to email message
voice-mail_delete_messages	bool			Enable/Disable deleting message after notification is sent
voice-mail_ask_password	bool			Enable/Disable password checking

## Call permissions

Field	Type	Re-quired	Values	Description
call_permissions	string		list separated by semi-colons (;)	Names of the call permissions to assign to the user



## Importing a file

Once your file is ready, you can import it via *Services* → *IPBX* → *IPBX settings* → *Users*. At the top of the page there is a plus button. A submenu will appear when the mouse is on top. Click on Import a file.

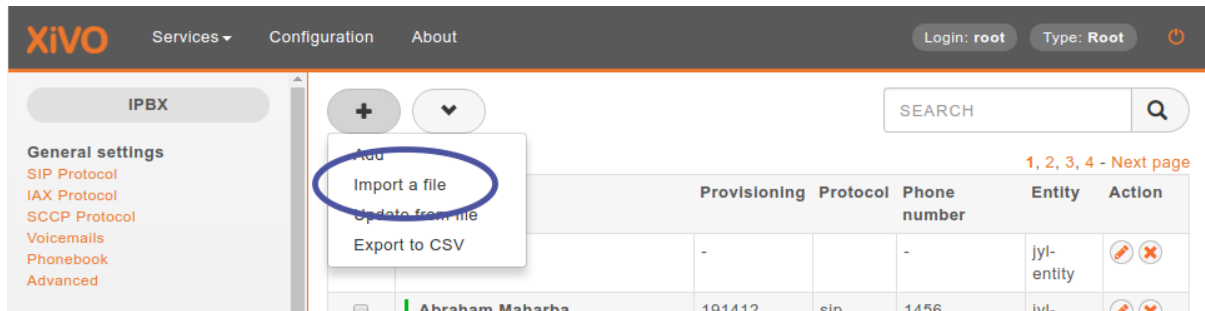


Fig. 44: Import Users

## Import log

Beginning, end and all import errors are logged to `/var/log/xivo-confd.log`. CSV import can take several minutes. If it reaches a timeout you'll see a message explaining that the update continues in the background and that you should check the log to verify that it was successfully finished. If there are any invalid CSV rows, it will be printed in the log and all changes will be rolled back.

- CSV import/update continues in the background.  
Please check `xivo-confd.log` to verify that the import/update was successfully finished.  
If there are any invalid CSV rows, it will be printed in the log and all changes will be rolled back.

Fig. 45: Import or Update timeout message

## Examples

The following example defines 3 users who each have a phone number. The first 2 users have a SIP line, where as the last one uses SCCP:

```
entity_id,firstname,lastname,exten,context,line_protocol
1,John,Doe,1000,default,sip
1,George,Clinton,1001,default,sip
1,Bill,Bush,1002,default,sccp
```

The following example imports a user with a phone number and a voicemail:

```
entity_id,firstname,lastname,exten,context,line_protocol,voicemail_name,voicemail_
↪number,voicemail_context
1,John,Doe,1000,default,sip,VoiceMail for John Doe,1000,default
```

The following example imports a user with both an internal and external phone number (e.g. incoming call):

```
entity_id,firstname,lastname,exten,context,line_protocol,incall_exten,incall_
↪context
1,John,Doe,1000,default,sip,2050,from-extern
```

## CSV Update

The field list for an update is the same as for an import with the addition of the column `uuid`, which is mandatory. For each line in the CSV file, the updater goes through the following steps:

1. Find the user, using the `uuid`
2. For each resource (line, voicemail, extension, etc) find out if it already exists.
3. If an existing resource was found, associate it with the user. Otherwise, create it.
4. Update all remaining fields

The following restrictions must also be respected during update:

- Columns that are not included in the CSV header will not be updated.
- A field that is empty (i.e., “”) will be converted to NULL, which will unset the value.
- A line’s protocol cannot be changed (i.e you cannot go from “sip” to “sccp” or vice-versa).
- An incall cannot be updated if the user has more than one incall associated.
- All user labels in the labels field must already exist before the update

Updating is done through the same menu as importing (*Services* → *IPBX* → *IPBX settings* → *Users*). A submenu will appear when the mouse is on top. Click on *Update from file* in the submenu.

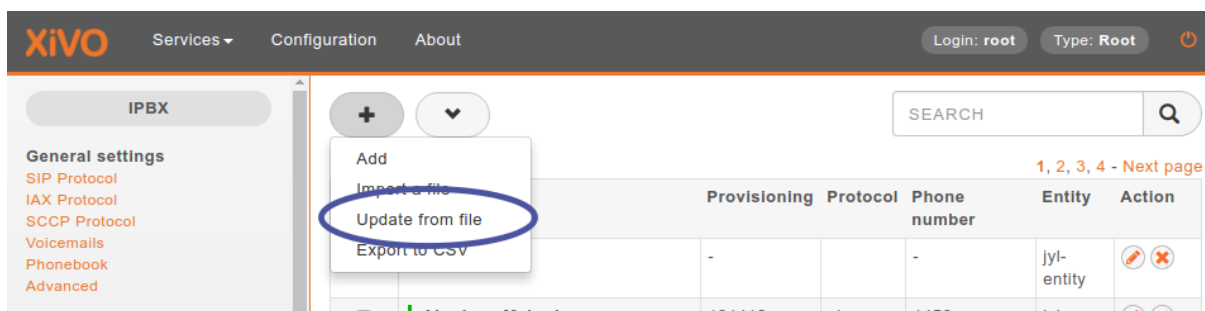


Fig. 46: *Services* → *IPBX* → *IPBX settings* → *Users* → *Update from file*

## Update log

Beginning, end and all update errors are logged to `/var/log/xivo-confd.log`. CSV update can take several minutes. If it reaches a timeout you’ll see a message explaining that the update continues in the background and that you should check the log to verify that it was successfully finished. If there are any invalid CSV rows, it will be printed in the log and all changes will be rolled back.

- CSV import/update continues in the background.  
Please check `xivo-confd.log` to verify that the import/update was successfully finished.  
If there are any invalid CSV rows, it will be printed in the log and all changes will be rolled back.

Fig. 47: Import or Update timeout message

## CSV Export

CSV exports can be used as a scaffold for updating users, or as a means of importing users into another system. An export will generate a CSV file with the same list of columns as an import, with the addition of `uuid` and `provisioning_code`.

Exports are done through the same menu as importing (*Services* → *IPBX* → *IPBX settings* → *Users*). Click on *Export to CSV* in the submenu. You will be asked to download a file.

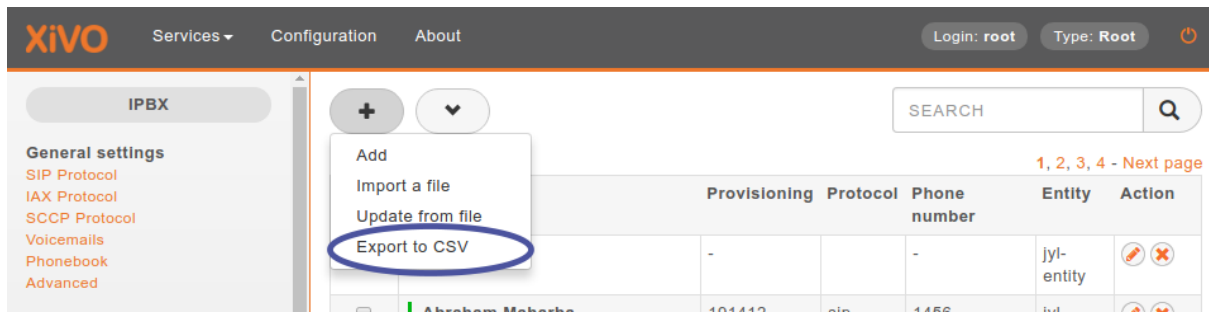


Fig. 48: *Services* → *IPBX* → *IPBX settings* → *Users* → *Export to CSV*

### 5.33.2 User lines

Lines can be configured from the Lines tab when creating a user. Users with line *Unique Account*, *Phone* or *WebRTC* can easily edit their line type from the same menu.

Line type	Name	Context	Number	Site	Device	Line (N°)
WebRTC	hnhftahj	Appels internes	1200	local		

Users with line type *SCCP* or *Custom* cannot change line type. In that case, the line should be deleted and created again with a new line type.

### 5.33.3 Function keys

Function keys can be configured to customize the user's phone keys. Key types are pre-defined and can be browsed through the Type drop-down list. The Supervision field allows the key to be supervised. A supervised key will light up when enabled. In most cases, a user cannot add multiple times exactly the same function key (example : two user function keys pointing to the same user). Adding the same function key multiple times can lead to undefined behavior and generally will delete one of the two function keys.

**Warning:** SCCP device only supports type "Customized".

For User keys, start to key in the user name in destination, XiVO will try to complete with the corresponding user.

If the forward unconditional function key is used with no destination the user will be prompted when the user presses the function key and the BLF will monitor *ALL* unconditional forward for this user.

### 5.33.4 Extensions

#### \*3 (online call recording)

To enable online call recording, you must check the "Enable online call recording" box in the user form.

When this option is activated, the user can press \*3 during a conversation to start/stop online call recording. The recorded file will be available in the `monitor` directory of the *Services* → *IPBX* → *Audio files* menu.

#### \*26 (call recording)

You can enable/disable the recording of all calls for a user in 2 different way:

Users > Edit | Bruc  Waill - Provisioning: <276273>

General
Lines
No answer
Services
Voicemail
Groups
Func Keys

Services

Enable supervision:
☒

Enable call transfer:
☒

Enable online call recording:
☒

Call recording:
☐

Incoming call filtering:
☐

Do not disturb:
☐

Filter Boss - Secretary:

No

Agent:

Bruc  Waill (2500@default)

Users > Edit | Bruc  Waill - Provisioning: <276273>

General
Lines
No answer
Services
Voicemail
Groups
Func Keys

Services

Enable supervision:
☒

Enable call transfer:
☒

Enable online call recording:
☒

Call recording:
☐

Incoming call filtering:
☐

Do not disturb:
☐

Filter Boss - Secretary:

No

Agent:

Bruc  Waill (2500@default)

Fig. 49: Users Services

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Chapter 5. IPBX Configuration Guide

1. By checking the “Call recording” box of the user form.

Users > Edit | Bruce Waill - Provisioning: <276273>

General
Lines
No answer
Services
Voicemail
Groups
Func Keys

Services

Enable supervision:
☒

Enable call transfer:
☒

Enable online call recording:
☒

Call recording:
☐

Incoming call filtering:
☐

Do not disturb:
☐

Filter Boss - Secretary:
No

Agent:
Bruce Waill (2500@default)

Fig. 50: Users Services

2. By using the extension \*26 from your phone (the “call recording” option must be activated in *Services* → *IPBX* → *Extensions*).

When this option is activated, all calls made to or made by the user will be recorded in the `monitor` directory of the *Services* → *IPBX* → *Audio files* menu.

### \*55 (echo test)

To test your microphone and speaker, you can call the echo test application. The application will echo everything what you speak.

1. Dial the \*55 number from your phone or application.
2. You should hear “Hello World” followed by the “Echo” announcement.
3. After the announcement, you will hear everything what you say.
4. Press # or hangup to exit the echo test application.

Using this application you may also get the latency between you and the server running the echo test.

## 5.34 User Labels

You can configure user labels in *Services* → *IPBX* → *IPBX Settings* → *User Labels*. Label allows an administrator to group its XiVO users.

### Important: Note for Webi admin user

For admin users of the Webi (see [Webi admin users](#)) edit its permission and add permission:

- for the *IPBX* -> *IPBX Settings* -> *User Labels* menu

- **and** for *Control System* → *Authenticate configuration server web services request (required for admin users)*

## 5.35 Voicemail

Voicemail Configuration.

### 5.35.1 General Configuration

The global voicemail configuration is located under *Services* → *IPBX* → *General Settings* → *Voicemails*.

### 5.35.2 Adding voicemails

There are 2 ways to add a voicemail:

- *Using Services* → *IPBX* → *IPBX settings* → *Voicemails*
- *Using the user's configuration*

**Using *Services* → *IPBX* → *IPBX settings* → *Voicemails***

New voicemails can be added using the + button.

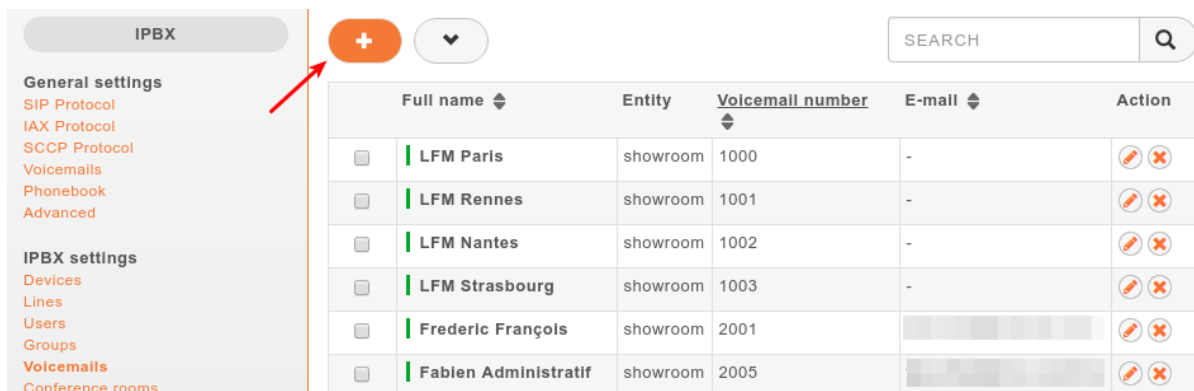


Fig. 51: Add voicemails from voicemail menu

Once your voicemail is configured, you have to edit the user configuration and search the voicemail previously created and then associate it to your user.

### Using the user's configuration

The other way is to add the voicemail from user's configuration in the 'voicemail' tab by

1. Clicking the + button
2. Filling the voicemail form
3. Saving

**Note:** The user's language *must* be set in the *general* tab

Users > Edit | Fernando L'Igüane - Provisioning: <478483>

General
Lines
No answer
Services
Voicemail
Groups
Func Keys

### Actions

Search for existing voicemail: 1001

Add a new voicemail: +

LFM Rennes  
(1001@default)

Enable voicemail: ☐

SAVE

Fig. 52: Search for a voicemail in the user's configuration

### 5.35.3 Disabling a voicemail

You can disable a user's voicemail by un-checking the 'Enable voicemail' option on the Voicemail tab from user's configuration.

### 5.35.4 Deleting a voicemail

Delete voicemail is done on *Services* → *IBX* → *IPBX settings* → *Voicemails* or from the user's *voicemail* tab.

#### Note:

- Deleting a voicemail is irreversible. It deletes all messages associated with that voicemail.
- If the voicemail contains messages, the message waiting indication on the phone will not be deactivated until the next phone reboot.

### 5.35.5 Disable password checking

Unchecking the option `Ask password` allows you to skip password checking for the voicemail only when it is consulted from an internal context.

- when calling the voicemail with \*98
- when calling the voicemail with \*99<voicemail number>

**Warning:** If the the \*99 extension is enabled and a user does not have a password on its voicemail, anyone from the same context will be able to listen to its messages, change its password and greeting messages.

However, the password will be asked when the voicemail is consulted through an incoming call. For instance, let's consider the following incoming call:

With such a configuration, when calling this incoming call from the outside, we will be asked for:


- the voicemail number we want to consult

**Users > Edit** | Fernando L'Igüane - Provisioning: <478483>

General Lines No answer Services **Voicemail** Groups Func Keys

### Actions

Search for existing voicemail:

Add a new voicemail:  **1**

Enable voicemail: ☒

### Voicemail

Full name:

Voicemail:

Password:

E-mail:

Context:  **2**

Time zone:

Language:

Maximum number of messages:

Ask password: ☒

Attach the audio file:

Delete message after notification: ☐

**SAVE** **3**

Fig. 53: Add a voicemail from the user's configuration



Users > Edit | Fernando L'Igüane - Provisioning: <478483>

General
Lines
No answer
Services
Voicemail
Groups
Func Keys

### Actions

Search for existing voicemail:

Add a new voicemail:

Enable voicemail:
1

### Voicemail

Full name: Fernando L'Igüane

Voicemail:

Password:

E-mail:

Context: Appels internes (default)

Time zone: eu-fr

Language:

Maximum number of messages:

Ask password:

Attach the audio file:

Delete message after notification:

SAVE
2

Fig. 54: Deactivate user's voicemail

Incoming calls > Add

General **Call permissions** Schedules

DID:

Context:

Destination :

Application:

Context:

CallerID mode :

Preprocess subroutine :

Description :

SAVE

- the voicemail password, **even if the “Disable password checking option” is activated**

And then, we will be granted access to the voicemail.

Take note that the second “context” field contains the context of the voicemail. Voicemails of other contexts will not be accessible through this incoming call.

**Warning:** For security reasons, such an incoming call should be avoided if a voicemail in the given context has no password.

### 5.35.6 E-mail notification

E-mail message can be configured to be sent to user of the voicemail :

- configure mail server in *Configuration → Network → Mail*
- set e-mail address of the user in configuration of his voicemail

Default message can be set in *Services → IBX → General Settings → Voicemails* and it can be customized from tab E-mail in *Services → IBX → IPBX settings → Voicemails*. Letters ; and \ must be preceded with backslash and , (comma) can be written only in the default message.

### 5.35.7 Advanced configuration

#### Remote *xivo-confd*

If *xivo-confd* is on a remote host, *xivo-confd-client* configuration will be required to be able to change the voicemail passwords using a phone.

This configuration should be done:

```
mkdir -p /etc/systemd/system/asterisk.service.d
cat >/etc/systemd/system/asterisk.service.d/remote-confd-voicemail.conf <<EOF
[Service]
Environment=CONFD_HOST=localhost
Environment=CONFD_PORT=9486
Environment=CONFD_HTTPS=true
Environment=CONFD_USERNAME=<username>
Environment=CONFD_PASSWORD=<password>
EOF
systemctl daemon-reload
```

## 5.36 WebRTC

### 5.36.1 General notes

---

**Note:** added in version 2016.04

---

XiVO comes with a WebRTC lines support, you can use in with XiVO *UC Assistant* and *Desktop Assistant*. Before starting, please check the [WebRTC Environment](#).

Current WebRTC implementation requires following configuration steps:

- configure *Asterisk HTTP server*,
- and create user *with one line configured for WebRTC*. To have user with both SIP and WebRTC line is not supported.

### 5.36.2 Configuration of user with WebRTC line

1. Create user
2. Add line to user without any device
3. Edit the line created and, in the *Advanced* tab, add *webrtc=yes* options:

### 5.36.3 Fallback Configuration

When the user is not connected to its WebRTC line, or disconnect from the assistant, you can route the call to a default number as for example the user mobile number. Update the fail option on the No Answer user tab configuration, and add an extension to the appropriate context.

### 5.36.4 Experimental video call feature

---

**Note:** Since 2018.02 as an experimental feature, susceptible to change or removal at any moment.

---

Since this feature is experimental, it is disabled by default. Video calls are enabled by setting the environment variable `ENABLE_VIDEO` to `true` in the `/etc/docker/compose/custom.env` file:

```
...
ENABLE_VIDEO=true
```

General

Advanced

IPBX Infos

Option	Value	
<input type="text" value="host"/>	<input type="text" value="dynamic"/>	
<input type="text" value="type"/>	<input type="text" value="friend"/>	
<input type="text" value="call-limit"/>	<input type="text" value="10"/>	
<input type="text" value="subscribermwi"/>	<input type="text" value="no"/>	
<input type="text" value="amaflags"/>	<input type="text" value="default"/>	
<input type="text" value="regseconds"/>	<input type="text" value="0"/>	
<input type="text" value="webrtc"/>	<input type="text" value="yes"/>	

SAVE

Fail

Destination :

Extension

Phone number :

0678995523

Context :

default

Then you need to recreate the xucmgt container with `xivocc-dcomp up -d xucmgt`.

WebRTC users are automatically configured with VP8 video codec to allow video calls, you must disable all other video codecs. Please avoid any specific codec configuration for WebRTC peers and be sure to remove all video codecs from the SIP General settings, tab Signalling, section Codecs. Either do not customize codecs, either do not select any video codecs.

**Important: Limitation** In the desktop assistant, there is no way to select or change the camera used to make video calls.

### 5.36.5 Manual configuration of user with WebRTC line

For the records

#### WebRTC manual configuration

**Note:** This is the manual way to configure a WebRTC line. It is here *for the record*. You should follow the *Configuration of user with WebRTC line* instead.

1. Create user
2. Optional: set codec to ulaw

Lines > Edit | webrtc <1019>

General

Advanced

IPBX Infos

Username:

ytrztily

Password:

5ivl5vkj

Context:

Default (default)

Language:

Caller ID:

"webrtc" <1019>

NAT:

DTMF:

Monitoring:

Codecs

Customize codecs:

☒

Codecs disallow:

All

1 items selected

Remove all

Add all

<div>⚡ G.711 u-law (Audio)</div> <div>—</div>	<div>G.723.1 (Audio)</div> <div>+</div>
	<div>GSM (Audio)</div> <div>+</div>
	<div>G.711 A-law (Audio)</div> <div>+</div>
	<div>ADPCM (Audio)</div> <div>+</div>
	<div>16 bit Signed Linear PCM (Audio)</div> <div>+</div>
	<div>LPC10 (Audio)</div> <div>+</div>
	<div>G.729A (Audio)</div> <div>+</div>

SAVE

3. Add line to user without any device
4. Configure Advanced Line options, so that it is usable with the softphone WebRTC

```
avpf = yes
call-limit = 1 ; use 2 from 2017.11.03
dtlsenable = yes ; Tell Asterisk to enable DTLS for this peer
dtlsverify = no ; Tell Asterisk to not verify your DTLS certs
dtlscertfile=/etc/asterisk/keys/asterisk.pem ; Tell Asterisk where your DTLS cert
↪file is
dtlsprivatekey = /etc/asterisk/keys/asterisk.pem ; Tell Asterisk where your DTLS
↪private key is
dtlssetup = actpass ; Tell Asterisk to use actpass SDP parameter when setting up
↪DTLS
encryption = yes
force_avp = yes
icesupport = yes
transport = ws
```

## 5.37 Web Services Access

You may configure Web Services / REST API permissions in *Configuration* → *Management* → *Web Services Access*.

Web services access may have two different meanings:

- Who may access REST APIs of various XiVO daemons, and which resources in those REST APIs?
- Who may access PHP web services under `https://xivo.example.com/xivo/configuration/json.php/*?`

### 5.37.1 REST API access and permissions

Those REST API interfaces are documented on <http://<youxivo>.api>. They all require an authorization token, obtained by giving valid credentials to the REST API of xivo-auth. The relevant settings are:

- Login/Password: the xivo-auth credentials (for the xivo-auth *backend* xivo\_service)
- ACL: The list of authorized REST API resources. See [REST API Permissions](#).

Unlike PHP web services, there is no host-based authorization, so the `Host` setting is not relevant.

A few REST API access are automatically generated during the installation of XiVO, so that XiVO services may authenticate each other.

You will probably only need to create such a REST API access when you want another non-XiVO service to communicate with XiVO via REST API.

### 5.37.2 PHP web services

**Warning: DEPRECATED**

Those web services are deprecated. There is no documentation about their usage, and the goal is to remove them.

They are still protected with HTTP authentication, requiring a login and password. The relevant settings are:

- Login/Password: the HTTP authentication credentials
- Host: the authorized hosts that are allowed to make HTTP requests:

Lines > Edit | webrtc <1019>

General

Advanced

IPBX Infos

Option	Value	
host	dynamic	
type	friend	
call-limit	1	
subscribermwi	no	
amaflags	default	
transport	ws	
regseconds	0	
encryption	yes	
dtlsenable	yes	
dtlscertfile	/etc/asterisk/keys/asterisk.pem	
dtlsprivatekey	/etc/asterisk/keys/asterisk.pem	
dtlssetup	actpass	
force_avp	yes	
icesupport	yes	
avpf	yes	
dtlsverify	no	

SAVE

- Empty value: HTTP authentication
- Non-empty value: no HTTP authentication, all requests coming from this host will be accepted. Valid hosts may be: a hostname, an IP address, a CIDR block.

There is no fine-grained permissions: either the user has access to every PHP web services, or none.

### 5.37.3 xivo-confd

<b>Warning: DEPRECATED</b>
----------------------------

There is also a special case for authentication with xivo-confd. See [XiVO REST API](#) for more details.





In XiVO, the contact center is implemented to fulfill the following objectives :

- Call routing  
Includes basic call distribution using call queues and skills-based routing
- Agent and Supervisor workstation.  
Provides the ability to execute contact center actions such as: agent login, agent logout and to receive real time statistics regarding contact center status
- Statistics reporting  
Provides contact center management reporting on contact center activities
- Advanced functionalities  
Call recording
- Screen Pop-up

### 6.1 Agents

*A call center agent is the person who handles incoming or outgoing customer calls for a business. A call center agent might handle account inquiries, customer complaints or support issues. Other names for a call center agent include customer service representative (CSR), telephone sales or service representative (TSR), attendant, associate, operator, account executive or team member.*

—SearchCRM

In this respect, agents in XiVO have no fixed line and can login from any registered device.

- *Creating agents*

- *Agent with external line*
  - \* *Creating agents with external line*
  - \* *Usage*
- *Managing agents in groups*
- *Assigning agents to queues*
- *Global settings for all agents*

### 6.1.1 Creating agents

- Create a user with a SIP line and a provisioned device
- Select agent group in *Services* → *Call Center* → *Agents*
- Add an agent from the dropdown menu

General tab:

- *Context* must be the same as the associated user's line context. If you change context of an existing agent, the agent must relog to apply the change.

Users tab:

- Associate the agent with the user (with SIP line and a provisioned device)

#### Agent with external line

XiVO system agents can be external to the system, the agent can use it's personal PSTN line, mobile phone or a terminal connected to some other PBX system. We call these remote lines external line. The same agent can login to a standard line, or to an external line. The choice is done via the line number on the login page.

#### Creating agents with external line

Agent settings are the same, the only difference is in the line which is used by the agent. You must create a user with a custom line:

- Start by creating a standard user, when creating a line pick up a line number and choose Customized line protocol.

Users > Edit

General Lines No answer Services Voicemail Groups Func Keys

Entity: jirka ?

Protocol	Name	Context	Number	Site	D
Customized		Default	1348	local	

SAVE

- Then save the user, go to lines listing and edit the created custom line.

Lines > Edit | <>

Interface:

Local/0612457896@d

Context:

Default (default) ▼

SAVE

- Replace the line Interface by a string with following format:

Local/EXTERNAL\_LINE\_NUMBER@default/n

where `EXTERNAL_LINE_NUMBER@default` is the number and context which can be used to join the remote phone, for a french mobile phone it would usually be `0xxxxxxxx@default`.

## Usage

The agent has to login using the custom line, the standard ccagent features are available. However, due to external line some phone control features are not available - the agent can't answer, put on hold or transfer calls from the ccagent interface. On the XiVO side, please ensure that the call distributed to the agent is canceled if the agent doesn't answer before the call is answered by for example the voicemail.

### 6.1.2 Managing agents in groups

Every agent must be in exactly one group. Groups can be used to:

- Assign group of agents to a queue in *CCmanager* Group View
- Filter agents by group in *CCmanager* Agent View

Groups can be created from *Services* → *Call Center* → *Agents* → *Add a group*. There is a limit of 120 groups.

### 6.1.3 Assigning agents to queues

There are three ways to assign agents to queues:

- Assign agents one by one in *CCmanager* Global View
- Assign one agent to any selection of queues: *Services* → *Call Center* → *Agents* → *Edit* → *Queues*
- Assign any selection of agents to a queue: *Services* → *Call Center* → *Queues* → *Edit* → *Members*

### 6.1.4 Global settings for all agents

This option can be set in *Services* → *IPBX* → *General settings* → *Advanced* → *Agent*:

- Autodisconnect if channel unavailable

## 6.2 Queues

Call queues are used to distribute calls to the agents subscribed to the queue. Queues are managed on the *Services* → *Call Center* → *Queues* page.

A queue can be configured with the following options:

Queues > Add

General Announces Members Application No answer Advanced Schedules Diversions

Name:

Display name:

Number:

Ring strategy: Round robin memory

Context: Appels internes (default)

On-Hold Music: default

Add an announce

Customize the name of the caller:

Preprocess subroutine:

SAVE

Fig. 1: Services → Call Center → Queues → Add

- Name: used as an unique id, cannot be `general`
- Display name: Displayed on the supervisor screen
- On-Hold music: The music the caller will hear. The music is played when waiting and when the call is on hold.

A ring strategy defines how queue members are called when a call enters the queue. A queue can use one of the following ring strategies:

- Linear: For each call, in the same order, starting from the same member
  - For agents: In login order
  - For static members: In definition order
- Least recent: call the member who least recently hung up a call
- Fewest calls: call the member with the fewest completed calls
- Round robin memory: call the “next” member after the one who answered last
- Random: call a member at random
- Weight random: same as random, but taking the member penalty into account

**Warning:** When editing a queue, you can’t change the ring strategy to linear. This is due to an asterisk limitation. Unfortunately, if you want to change the ring strategy of a queue to linear, you’ll have to delete it first and then create a new queue with the right strategy.

**Note:** When an agent is a member of many queues, configured with the **same** weight, the order of call distribution between multiple queues is nondeterministic and cannot be configured.

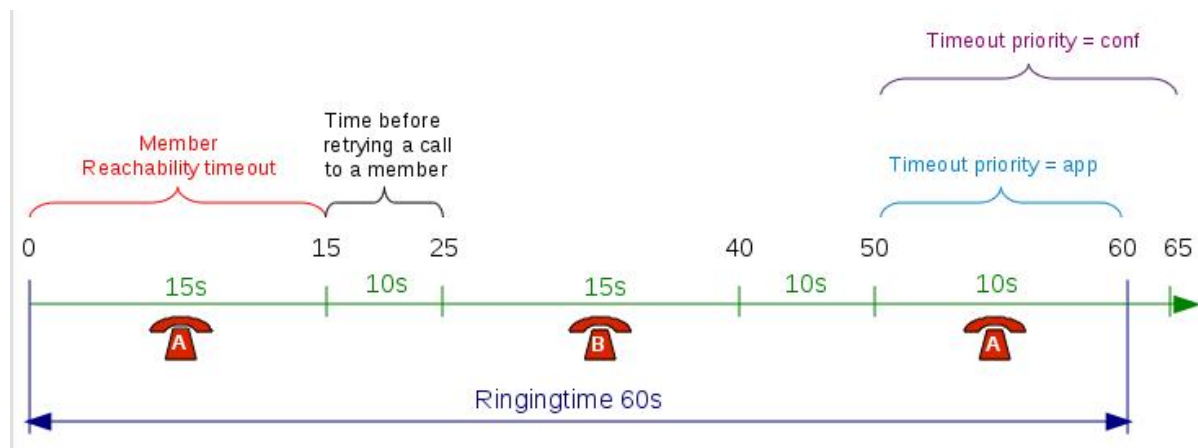
In order to have a deterministic behavior, you MUST *configure* different weight on each queues.

**Note:** When creating a new queue, this queue will not appear immediately in *CCAgent* and *CCManager* until the agent or the manager is not relogged to these applications accordingly.

## 6.2.1 Timers

You may control how long a call will stay in a queue using different timers:

- Member reachability time out (Advanced tab): Maximum number of seconds a call will ring on an agent's phone. If a call is not answered within this time, the call will be forwarded to another agent.
- Time before retrying a call to a member (Advanced tab): Used once a call has reached the "Member reachability time out". The call will be put on hold for the number of seconds allotted before being redirected to another agent.
- Ringing time (Application tab): The total time the call will stay in the queue.
- Timeout priority (Application tab): Determines which timeout to use before ending a call. When set to "configuration", the call will use the "Member reachability time out". When set to "dialplan", the call will use the "Ringing time".



## 6.2.2 No Answer

Calls can be diverted on no answer:

Queues > Add

General Announcements Members Application No answer Advanced Schedules Divisions

No answer

Destination: Queue

Redirect to: blue (3500@loadtest)

Ring time:

Congestion

Destination: User

Redirect to: ac003.ac003

Ring time:

Fail

Destination: Voicemail

Redirect to: LFM Pats (1000@default)

Play occupation message: ☐

Do not play introduction message: ☐

Do not play unavailable message: ☐

Use n=301 method: ☐

SAVE

- No answer: The call reached the "Ringing time" in Application tab and no agent answered the call
- Congestion: The number of calls waiting has reached the "Maximum number of people allowed to wait" limit specified on the advanced tab

- Fail: No agent was available to answer the call when the call entered the queue (“Join an empty queue” condition on the advanced tab) or the call was queued and no agents were available to answer (“Remove callers if there are no agents” on the advanced tab)

6.2.3 Advanced

Queues > Add

GeneralAnnouncementsMembersApplicationNo answerAdvancedSchedulesDiversions

Exit context:

Service level:

0

Member reachability timeout:

15 seconds

Time before retrying a call to a member:

1 second

Weight:

0

Delay before reassigning a call:

Disabled

Maximum number of people allowed to wait:

0

Recording:

Recording format:

Join an empty queue:

Remove callers if there are no agents:

Call a member already on:

Enable caller hold time reporting:

Delay before passing the call:

Disabled

Delay before resetting a member response time:

Autofill system:

☒

Autopause agents:

No

Set interface variables in dialplan:

Set queue entry variables in dialplan:

☒

Set queue variables in dialplan:

☒

Macro executed at member connection:

Penalties applied:

3 items selectedRemove allAdd all

unavailableinvalidunknown

pausedpenaltyinuseringingwrap up

3 items selectedRemove allAdd all

unavailableinvalidunknown

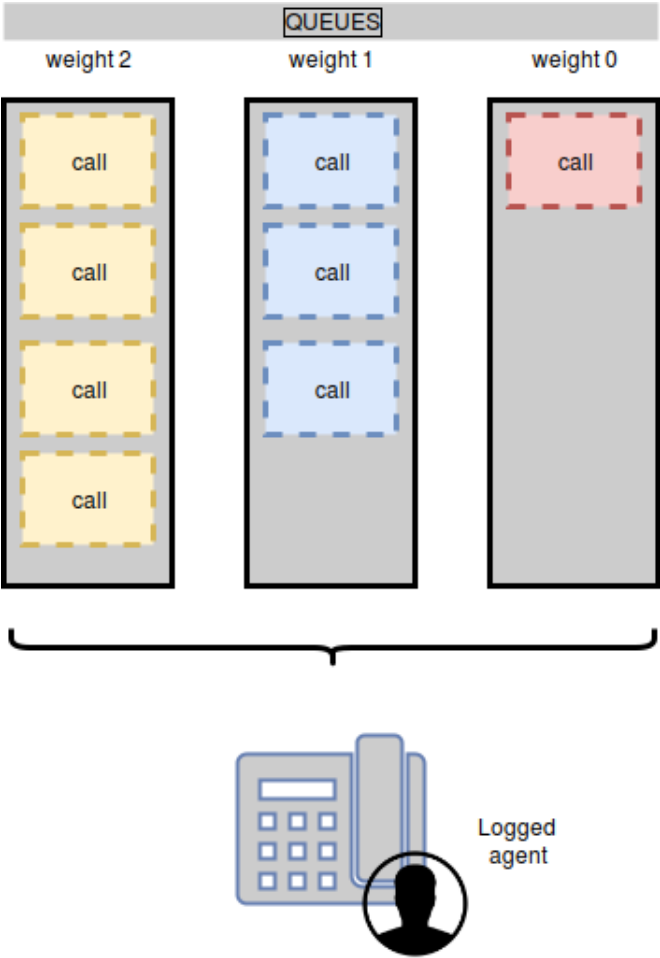
pausedpenaltyinuseringingwrap up

- **Weight:** Give the queue a priority to others queues (if agents belong to two or more queues). Check *weight warning* for

**Warning:** When configuring a queue with a higher weight, all the calls in this queue will be prioritized over the calls of other queues if they have the same set of members.

Here, the red call must wait end of orange and green calls. Even if the red calls ring agent first, if for some reasons agent did not answer red call, the red call will have to wait for orange and green. If some others orange or green calls come after, red call will also have to wait.

Actually, red call must wait that queue of weight 2 and queue of weight 1 be completely empty.



## 6.2.4 Diversions

Diversions can be used to redirect calls to another destination when a queue is very busy. Calls are redirected using one of the two following scenarios:

Queues > Add

General
Announces
Members
Application
No answer
Advanced
Schedules
Diversions

On estimated wait time overrun

Maximum estimated wait time: 5 minutes
Destination : End call
Choice: Busy
Delay before hangup:

On number of waiting calls per logged-in agent overrun

Maximum number of waiting calls per logged-in agent: 1
Destination : End call
Choice: Busy
Delay before hangup:

SAVE

The diversion check is done only once per call, before the *preprocess subroutine* is executed and before the call enters the queue.

In the following sections, a waiting call is a call that has entered the queue but has not yet been answered by a queue member.

### Estimated Wait Time Overrun

When this scenario is used, the administrator can set a destination for calls to be sent to when the estimated waiting time is over the threshold.

Note that if a new call arrives when there are no waiting calls in the queue, the call will **always** be allowed to enter the queue.

#### Note:

- this *estimated* waiting time is computed from the **actual hold time** of all **answered** calls in the queue (since last asterisk restart) according to an *exponential smoothing formula*
- the estimated waiting time of a queue is updated only when a queue member answers a call.

### Number of Waiting Calls per Logged-In Agent Overrun

When this scenario is used, the administrator can set a destination for calls to be sent to when the number of waiting calls per logged-in agent is over the threshold.

The number of waiting calls includes the call for which the check is currently being performed.



The number of logged-in agents is the sum of user members and currently logged-in agent members. An agent only needs to be logged in and a member of the queue to participate towards the count of logged-in agents, regardless of whether he is available, on call, on pause or on wrapup.

The maximum number of waiting calls per logged-in agent can have a fractional part.

Here are a few examples:

```
Maximum number of waiting calls per logged-in agent: 1
Current number of waiting calls: 2
Current number of logged-in agents: 2
Number of waiting calls per logged-in agent when a new call arrives: 3 / 2 = 1.5
Call will be redirected

Maximum number of waiting calls per logged-in agent: 0.5
Number of waiting calls: 5
Number of logged-in agents: 12
Number of waiting calls per logged-in agent when a new call arrives: 6 / 12 = 0.5
Call will not be redirected
```

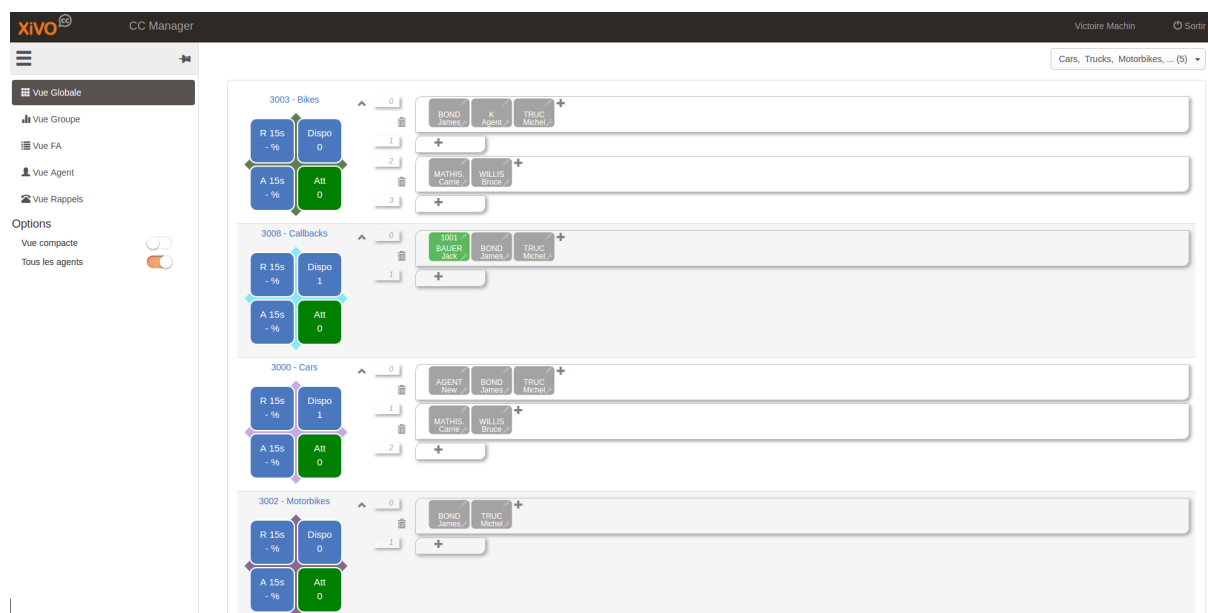
Note that if a new call arrives when there are no waiting calls in the queue, the call will **always** be allowed to enter the queue. For example, in the following scenario:

```
Maximum number of waiting calls per logged-in agent: 0.5
Current number of waiting calls: 0
Current number of logged-in agents: 1
Number of waiting calls per logged-in agent when a new call arrives: 1 / 1 = 1
```

Even if the number of waiting calls per logged-in agent (1) is greater than the maximum (0.5), the call will still be accepted since there are currently no waiting calls.

## 6.3 Contact Center Management

### 6.3.1 Introduction



CCmanager is a web application to manage and supervise a contact center, different menus are available from hamburger icon with following features:

Start the application : <http://<xucmgt:port>/ccmanager>

### Global view

Queues and penalties with real time activity of each agent, possible options are

- Enable Compact view (remove queue statistics)
- Show/Hide agents that are not logged in
- Manage agents in queues:
  - Add/Remove agents from queues,
  - Drag&Drop agents from queue to queue,
  - Change agent penalties
  - Login/Logout, Pause/Unpause, Call<sup>2</sup> or Listen to<sup>2</sup> an agent

### Group view

Distribution of agents per queues

### Queue view

Activity per queue

### Agent view

Activity per agent, possible *Agents actions* are<sup>1</sup>

- Login / Logout
- Pause / Available
- Listen<sup>2</sup>
- Call<sup>2</sup>

### Callback view

List of callbacks. See *Callbacks*.

### Qualification view

To export calls qualification. See *Exporting qualifications*.

## 6.3.2 Authorizations and Access Control

Access to the application is restricted to authorized users(see *Access authorizations in CCManager*).

---

<sup>2</sup> Only supervisors which have their own line can listen to or call agents, not supported for mobile supervisors, a line has to be affected to supervisors in xivo

<sup>1</sup> Available actions depend on the state of the agent

### 6.3.3 Agents actions

As a supervisor you have some actions available on agent<sup>1</sup>:

- Login / Logout
- Pause / Available
- Listen<sup>2</sup>
- Call<sup>2</sup>

#### Listen to agent's conversation

While an agent is on call, as a supervisor you can listen to it's call. To do this:

- use the *Listen* action on a agent,
- then you'll receive a call on your phone<sup>2</sup>
- when answered you'll be listening to the agent conversation
- use DTMF to change listening mode:
  - 4 spy mode: the supervisor listens to the conversation
  - 5 whisper mode: as *spy mode* plus the supervisor can speak to the agent without the other participant to hear
  - 6 barge mode: as *spy mode* plus the supervisor can speak to both the agent and the other participant (e.g. the customer)

**Note:** By default when a supervisor spies on an agent the agent is only warned via the *CC Agent Call control* listen icon.

*XiVO CC* can be configured to warn the agent via a beep and/or a lit key on its deskphone - see *Warn agent when spied*.

### 6.3.4 Queue statistics



This diagram shows some aggregation about statistics collected from queue activity

1. Percentage of calls answered before 15s
2. Percentage of calls abandoned after 15s

3. Number of available agents to take calls
4. Number of pending calls not answered yet

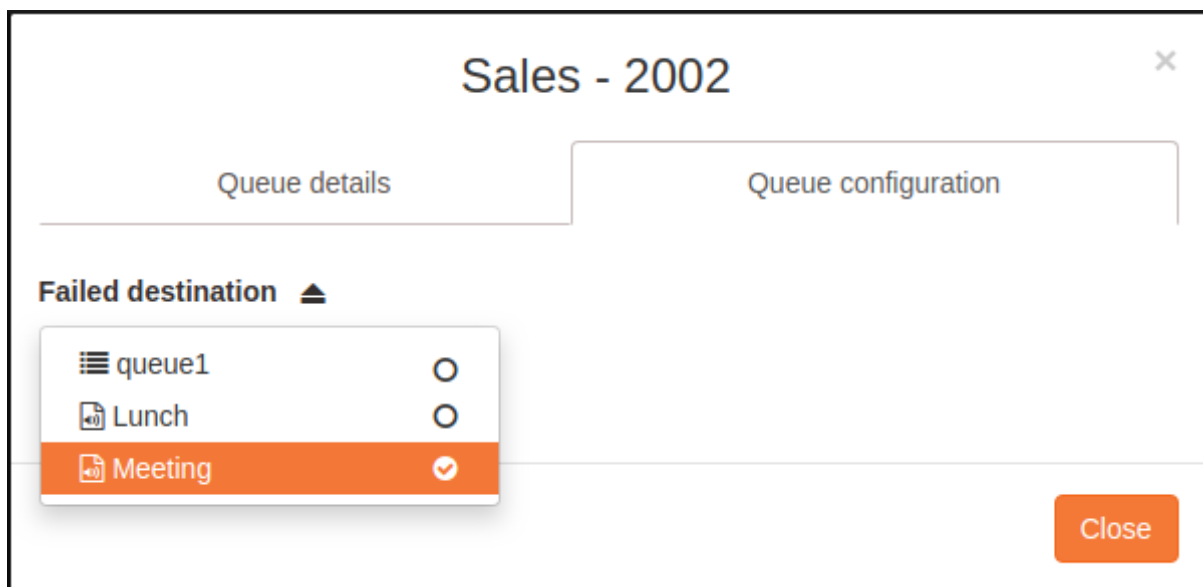
### 6.3.5 Queue details and configuration

By clicking on the name of the queue, a modal will appear. Supervisors with no access to dissuasion will see some details about the queue. Administrators and supervisors who have access to the dissuasion will see different tabs :

- One tab showing some information about the queue
- One tab to configure the dissuasion in case of an exceptional closing for this queue.

#### Configuring the dissuasion for a queue

In the configuration tab, click on the title “Failed Destination”. A dropdown appears, showing the sound files and/or the queue that can be set up as a failed destination. The failed destination can be changed from this dropdown.



To change the failed destination options for this queue, see *Activity's Failed Destination Configuration* section.

### 6.3.6 Editing Agent Configuration

This interface allows a user to change queue assignment and the associated penalty. The queue table display the following columns

- “Number”: The queue number
- “Name”: The queue name
- “Penalty”: The active penalty for the corresponding queue
- “default”: The default penalty for the corresponding queue

The queue/active penalty couples can be saved as default configuration by clicking the “Set default” button, then “Save”. The queue/default penalty couples can be saved as active configuration by clicking the “Set current” button, then “Save”.

---

**Note:** Removing an agent from a queue

1601 Roberto Akim
2701

Logout

Group
presales

Set default →
← Set current

Number	Name	Penalty	default
3554	Sales RRM	0	0
3552	Travels Lin	0	7
4553	Ast11 Account Dpt WR	0	2
4500	blue	1	1
4557	Ast11 Car Rental RRM	1	1

Queue
Penalty 0

Save
Cancel

- Emptying the penalty textbox and saving will remove the queue from the active configuration for the agent.
- Emptying the default textbox and saving will remove the queue from the default configuration for the agent.

### 6.3.7 Multiple Agent Selection

From agent view you are able to add or remove more than one agent at the same time.

Once the agent selection is done, click on the edit button to display the configuration window

Click on the plus button to add a queue for selection, click on the minus button to remove a queue to the selection. Once queue to add or removed are choosen, click on save button to apply your configuration change.

Click on “Apply default configuration” to apply existing default configuration to all selected users and make it the active configuration. This action only affects users with an existing default configuration, agents whithout default configuration remain unchanged.

### 6.3.8 Agent Base Configuration

From the agent view, after selecting one or more agents, you can create a base configuration by clicking on one of the menu item in the following drop down:

- ‘Create base configuration’ will allow you to create a base configuration from scratch for all the selected agents.
- ‘Create base configuration from active configuration’ will allow you to create a base configuration using the selected agents active configuration. The queue membership and penalty populated will be built based on the merged membership of all the selected agents. In case of conflict, the lowest penalty will be used.

⚙️

Click to toggle selection      Click to edit selection

Nb      First Name ▲

[-] [edit]

▼ a\_very\_long\_group\_name (1)

☒ [edit] 2500 Brucé

▼ bingba3nguh (2)

☒ [edit] 31000 Francois

☐ [edit] 123456 Isaac

▼ boats (1)

☒ [edit] 2018 Irène

### Update agents

Blanc Sec      Didascaux      Vee  
(1626)      (1599)      (1686)






### Add in queues

Number ▾	Name ▲	Penalty ▾
----------	--------	-----------

### Remove from queues

Number ▾	Name ▲
----------	--------

Queue  ▾      Penalty  ▴ ▾

	Nb	Group	First Name	Last Name	Login	Log
		<input type="text"/>	Select	<input type="text"/>	<input type="text"/>	
<input checked="" type="checkbox"/>				K	-	-
<input checked="" type="checkbox"/>				Willis	-	-
<input checked="" type="checkbox"/>		2007	default	Carrie Mathison	-	-

In both cases, you will be able to review your changes before applying them. The ‘Create base configuration’ popup is similar to the single agent edition popup:

The queue table display the following columns:

- “Number”: The queue number
- “Name”: The queue name
- “Penalty”: The active penalty for the corresponding queue

Click on the plus button to add a queue for selection. Once your configuration is complete, click on save button to apply your configuration change.

### Applying Default Configuration

In order to re-apply or apply a default configuration, you may select agent whose base configuration is different from active configuration.

In the agent view, you will find a new column (Base config.) displaying if the base configuration is different from the active one:

The possible values for this field are:

- “n/a”: The base configuration is not available for this agent
- “Ok” : The base configuration match the active configuration
- “Different”: The base configuration **does not** match the active configuration

You can use this column to filter agent whose base configuration is different from the active one and then apply the default configuration by using the “Edit agent” option.

## 6.3.9 Queue Recording

### Description

Once you setup queue recording in XiVO (see [Enable recording in the Queue configuration](#)), visual indicators are displayed next to queue name in **Global view**. Respectively following icons represents **recording mode** set on the queue.

Furthermore shortcut action is displayed in the left menu to control the activation / deactivation of **all** recorded queues. The switch will change its position in case the queue’s recording status is activated / deactivated through XiVO Web Interface accordingly.

Create base configuration

K (2006)

Mathison (2007)

Willis (2001)

	Number	Name	Penalty
	3000	Cars	1
	3001	Trucks	3
	3003	Bikes	1
	3006	Boats	4

Queue

Penalty 0

+

Save

cancel

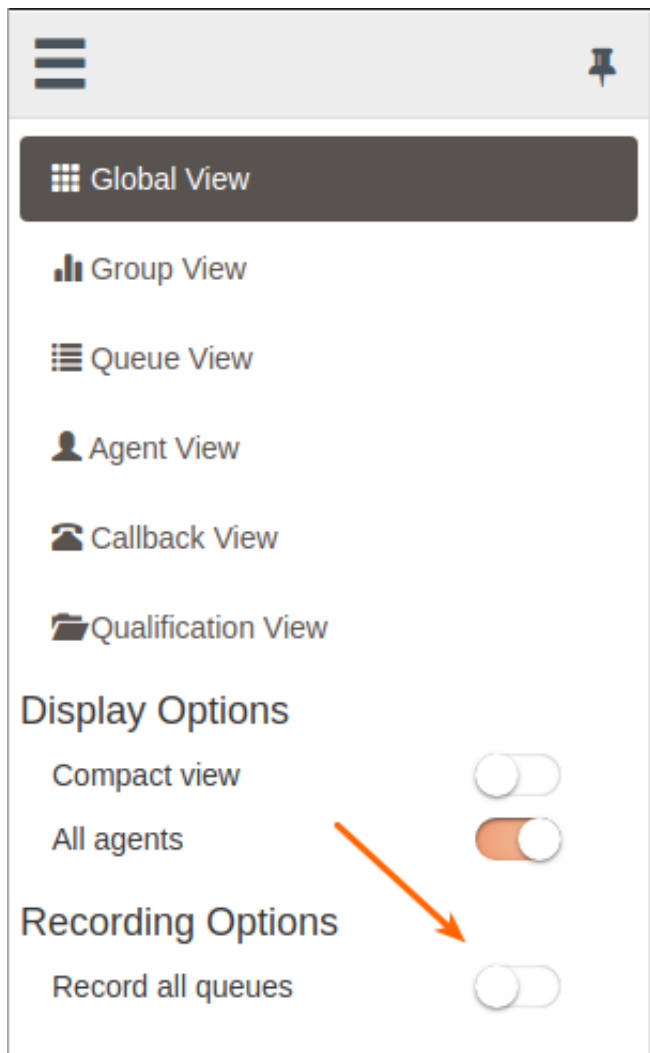
	Base config.	Nb	First Name	Last Name	Login	Logout	State	Since	Phone	Tot. Pause	Wrapup	Inb. Calls	Inb. Answ.	Inb. Moy. Com.	Inb. Total Com.	Inb. Unansw.
<input type="checkbox"/>		Select					Select									
<input type="checkbox"/>		Different	2003	Jack	Bauer	-	Logged Out									
<input type="checkbox"/>		Ok	2000	James	Bond	22 16:29:58	Ready	01:49:33	1001							
<input type="checkbox"/>		Ok	2006	Agent	K	-	Logged Out									
<input type="checkbox"/>		n/a	2001	Bruce	Willis	-	Logged Out									
<input type="checkbox"/>		n/a	2007	Carrie	Mathison	-	Logged Out									
<input type="checkbox"/>		n/a	2009	Switch	Board	-	Logged Out									
<input type="checkbox"/>		n/a	2010	New	Agent	-	Logged Out									
<input type="checkbox"/>		n/a	2005	Agent	J	-	Logged Out									
<input type="checkbox"/>		n/a	2008	Saul	Berenson	-	Logged Out									

- Recorded
- Recording deactivated
- Recorded on demand
- Recording on demand deactivated



## Global recording activation

The switch button will either activate all queues configured with **recording mode** set (*Recorded* or *Recorded on demand*), or stop the recording feature for all queues.



**Note:** Action is applied only for next calls. Ongoing call recording is not started nor stopped when switch is triggered.

## 6.3.10 Thresholds

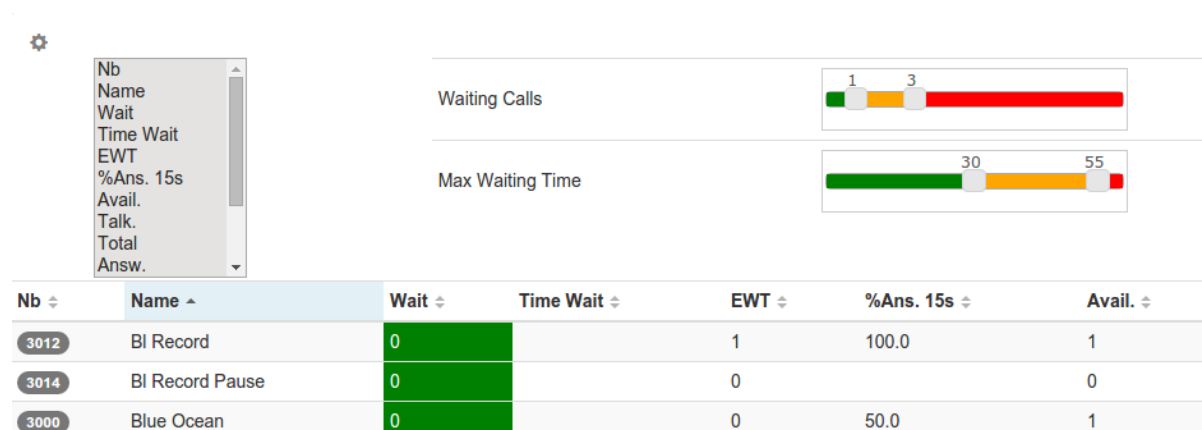
### Additional Queue statistics columns

It is possible to add columns to reflect more performance indicators, such as **Percentage of calls answered/abandoned within XX seconds**. See [Configuration](#) to add such stats thresholds.

Answ. ▾	%Ans. 15s ▾	%Ans. 30s ▾	%Ans. 60s ▾	Abn. ▾	%Abn. 15s ▾	%Abn. 30s ▾	%Abn. 60s ▾
---------	-------------	-------------	-------------	--------	-------------	-------------	-------------

### Colors

Color thresholds can be define for the waiting calls counter and the maximum waiting time counter



Once done, it is applied to the queue view and the global view

### 6.3.11 Callbacks

This view allows to manage callback request see *Managing Callbacks Using CCManager* for details.

### 6.3.12 Exporting qualifications

This view allows to export calls qualification see *Call Qualifications*.

To export the qualification answers, open **Qualification View** page.

The screenshot shows the 'Qualification View' page in the XiVO CC Manager. The left sidebar contains navigation options: Global View, Group View, Queue View, Agent View, Callback View, and Qualification View (which is highlighted). The main content area is titled 'Qualification result download' and contains two date input fields: '2018-05-14' and '2018-05-15'. Below these is a 'Select queue' dropdown menu. A 'Download' button is located at the bottom right of the main content area.

Select the date from, date to and queue. Then click to Download button. This will open new page with CSV file to download.

**Warning:** When exporting data from the same day, select **date to** to be +1 day of **date from**.

## 6.4 CC Agent Environment

**Note:** This section describes the CC Agent application features. It is available as a web application from your Web Browser. It is also available as a *desktop application* with these additional features:

- show integrated popup when receiving call
- get keyboard shortcut to answer/hangup and make call using *Select2Call feature*
- *handle callto: and tel: links*
- be able to *minimize the application to a side bar*

To install the *desktop application*, see *the desktop application installation* page.

### What is the CC Agent application ?

CC Agent is a Web application for contact center operators. Some parameters for Recording, Callbacks, Queue control, Pause statuses and Sheet popup may be configured. Instructions can be found in the *configuration section*.

#### From the interface you will be able to :

- Manage your activities you are subscribed to receive calls.
- See the customer history inside your organization when a call is coming
- Interact with your phone from the call control panel
- Get some real time statistics of your session

The web application can either be displayed in a minimal bar or be extended as seen in screen shot below when launched as standalone application. See *desktop application*.

**Warning:** The application offers support for the WebRTC lines, currently there's a limitation on complementary services like the second call which is only partially supported.

## 6.4.1 Login

Enter your CTI username, password and phone set you want to logged to on the login page.

If you are using Kerberos authentication and enabled SSO (see *Kerberos Authentication*), then you only have to set your phone set number, the authentication and login will be done automatically:

## 6.4.2 Statistics

At the top of the application, *computed statistics* from XUC are displayed to monitor the agent activity. Simply hover the icon to know its definition.

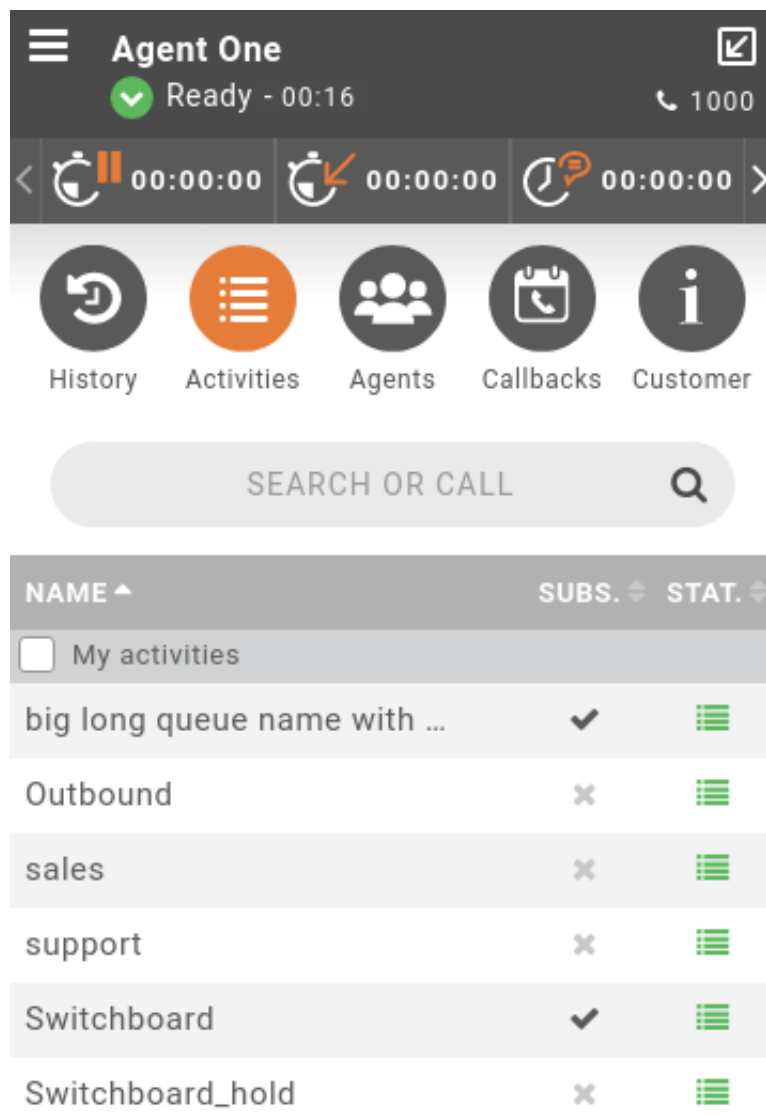
They are updated once current action is over.

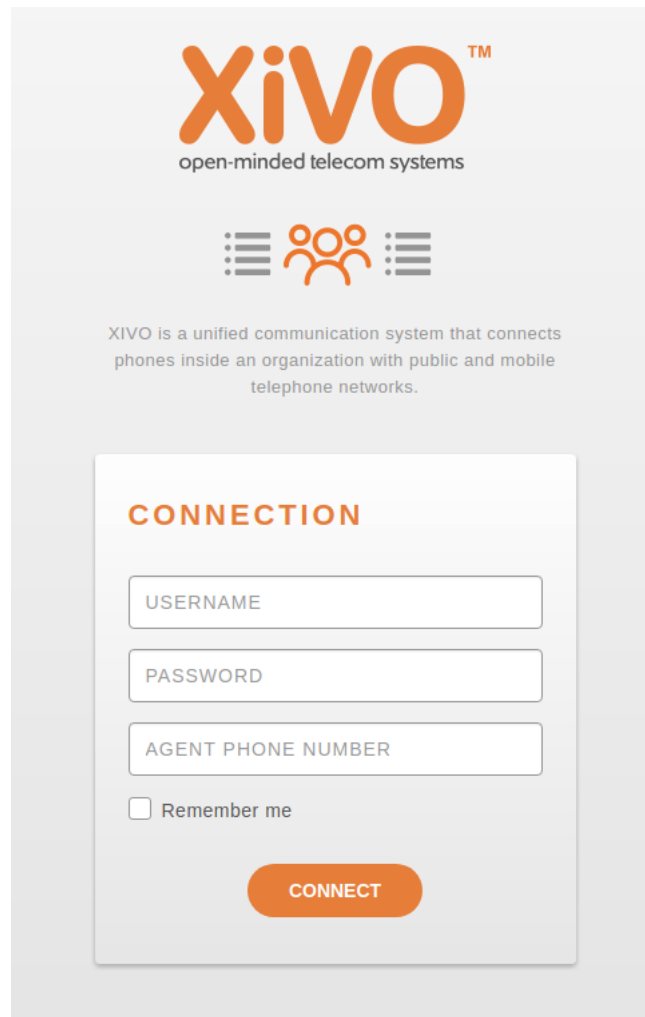
Those statistics are clickable and display dynamic charts on top of the counters. The goal is to offer a global view to agents on their activity during the day.

There are two different charts displayed.

The first one is a bar chart focusing on the time unit :

- Total Available Time
- Total Pause Time
- Inbound ACD Calls Total Time
- Outbound Calls Total Time
- Total Wrapup Time





The image shows the XiVO login interface. At the top is the XiVO logo with the tagline "open-minded telecom systems". Below the logo is an icon representing a group of people connected by lines. A descriptive sentence follows: "XiVO is a unified communication system that connects phones inside an organization with public and mobile telephone networks." The main part of the screen is a white box titled "CONNECTION" containing three input fields for "USERNAME", "PASSWORD", and "AGENT PHONE NUMBER". There is a "Remember me" checkbox and a prominent orange "CONNECT" button at the bottom of the box.

**XiVO**<sup>TM</sup>  
open-minded telecom systems

XiVO is a unified communication system that connects phones inside an organization with public and mobile telephone networks.

**CONNECTION**

USERNAME

PASSWORD

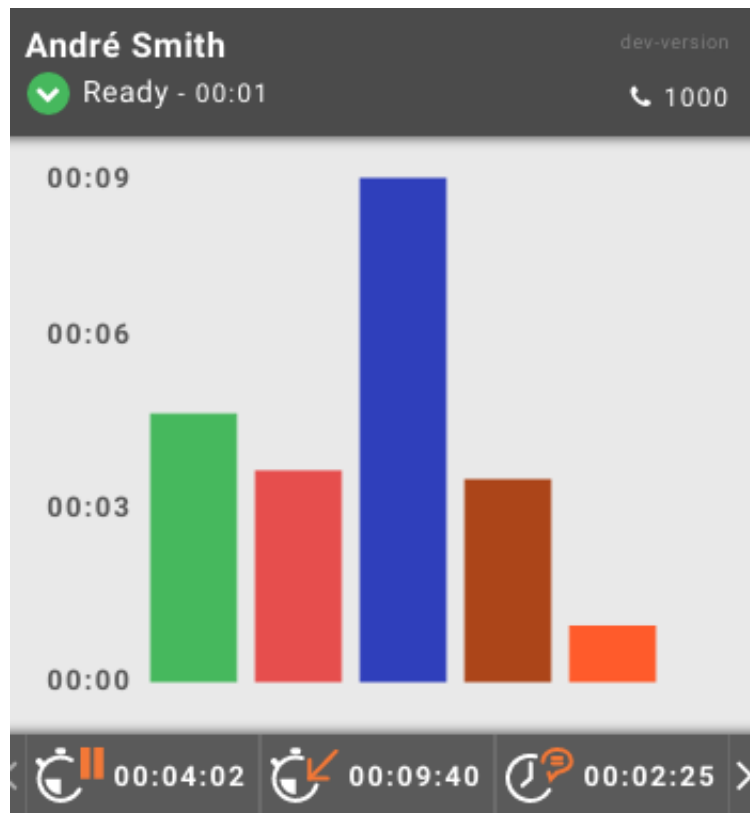
AGENT PHONE NUMBER

☐ Remember me

**CONNECT**



On click on each one of those buttons, the bar chart will be displayed. You can hover each bar to have the detailed time spent for a specific indicator (HH:MM:SS).



The second one is a donut chart focusing on the number of calls :

- Number of Inbound ACD calls
- Number of Inbound Answered ACD Calls
- Number of Outbound Calls

On click on each one of those buttons, the donut chart will be displayed. You can hover each part of the donut to have the number of calls for one indicator.

The charts are updated once current action is over.

### 6.4.3 Activities

Once logged in you are automatically redirected to `activities` view, this view contains the list of activities you are registered in.

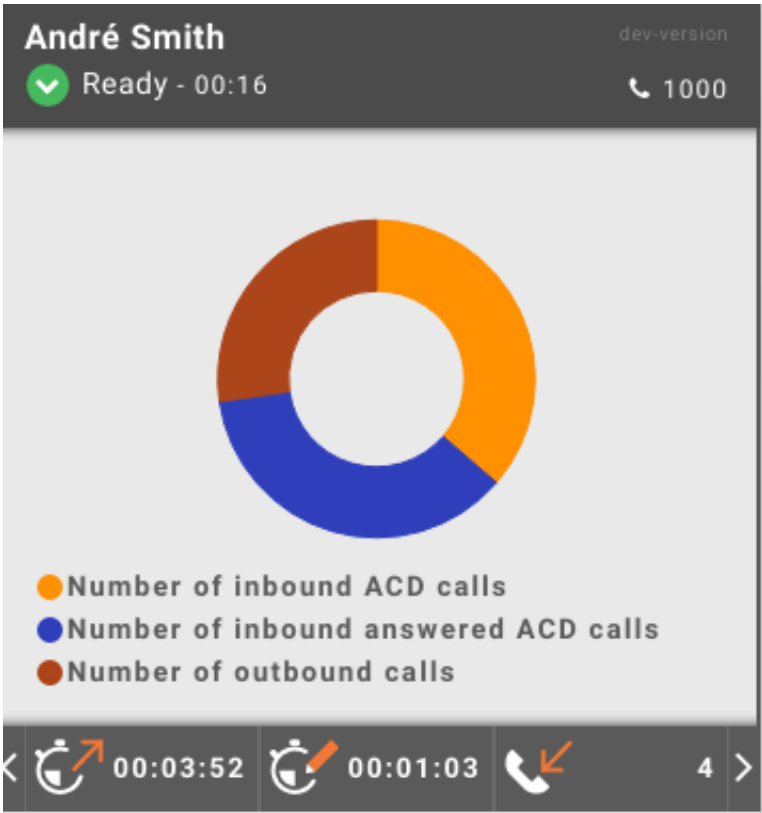
Hovering an activity triggers a popover which displays some real-time statistics about call distribution in this queue. You may also call or transfer a call to an activity using the displayed phone icon

It is possible to filter on *favorite* activities just by clicking `My activities` check box.

#### Activity Management

You can manage `subscription` if allowed globally for the application (see [CC Agent configuration](#)). If enabled you will be able to enter/quit an activity just by clicking on checkbox associated to it.

Each time you enter an activity, it is automatically added to your favorites. At any time you can remove it by clicking on *minus* sign next to the name in `My activities` view.



NAME ▲	SUBS. ▼	STAT. ▼
✓ My activities	[-] All	
BI Record	[-] ✕	☰
BI Record Pause	[-] ✓	☰
Blue Ocean	✓	📞
GRANDS COMPTES SAN		
green openerp		
Plane tickets		
red auto polycom	[-] ✕	☰

Number 3000

Waiting calls 1

Estimated wait 00:00:02

Avail. agents 0

**Note:** You can remove an activity if and only if you are not already registered in.

It's also possible to enter all your favorites activities just by one click on All checkbox.

NAME ▲	SUBS. ◆	STAT. ◆
<input checked="" type="checkbox"/> My activities	<input type="checkbox"/> All	
big long queue name with ...	– ✓	☰
Outbound	– ✕	☰
support	– ✓	☰
Switchboard	– ✓	☰

## Activity Colors

Activity color changes depending on call waiting and agent status:

- **Grey:** No call, No agents logged in this activity
- **Green:** At least one agent logged and available in this activity
- **Orange:** At least one agent logged, but no agents available in this activity
- **Red:** No agents logged in this activity, but one or more waiting calls in this activity

## Activity Waiting Calls

A little badge displays the number of waiting calls in each activity. The sum of all waiting calls in the agent activities is displayed in top menu and refreshed in real time.

History

Activities

Agents

Callbacks

Customer

3000

NAME ▲	SUBS. ◆	STAT. ◆
<input checked="" type="checkbox"/> My activities	<input type="checkbox"/> All	
support	– ✕	☰ 1



## Activity's Failed Destination

In XiVO, when an activity is exceptionnally closed, a sound file containing a message can be played to the caller. From its *CC Agent* application, an agent who has access to the dissuasion can:

- see which sound file or default queue is currently configured
- select another sound file to be played
- select a default queue as a failed destination, instead of a sound file.

An agent can change the dissuasion if they have been granted access, it means if they have an administrator profile or a supervisor profile with the permission to change the dissuasion. The agent profile can be set from the configmgt interface. See [Profile Management](#) section.

**Note:** The sound files available for the activity and displayed to the agent and the default queue are to be set by an administrator of the XiVO. See [Activity's Failed Destination Configuration](#) section.

In the Activity view, when clicking the *Dissuasion* button, a menu appears with the list of the sound files or default queues available for a queue. If one of the sound file or default queue is selected for this queue, it will be highlighted in orange and the circle icon will be checked.

NAME ^	DISS.	SUBS. ^	STAT. ^
<input checked="" type="checkbox"/> My activities			
Assurance			<input checked="" type="checkbox"/>
Car sale			<input checked="" type="checkbox"/>
Customer supp...			<input checked="" type="checkbox"/>
Support			<input checked="" type="checkbox"/>
switchboard	<input type="radio"/>		
AFK	<input checked="" type="radio"/>		
Lunch	<input type="radio"/>		
Meeting	<input type="radio"/>		

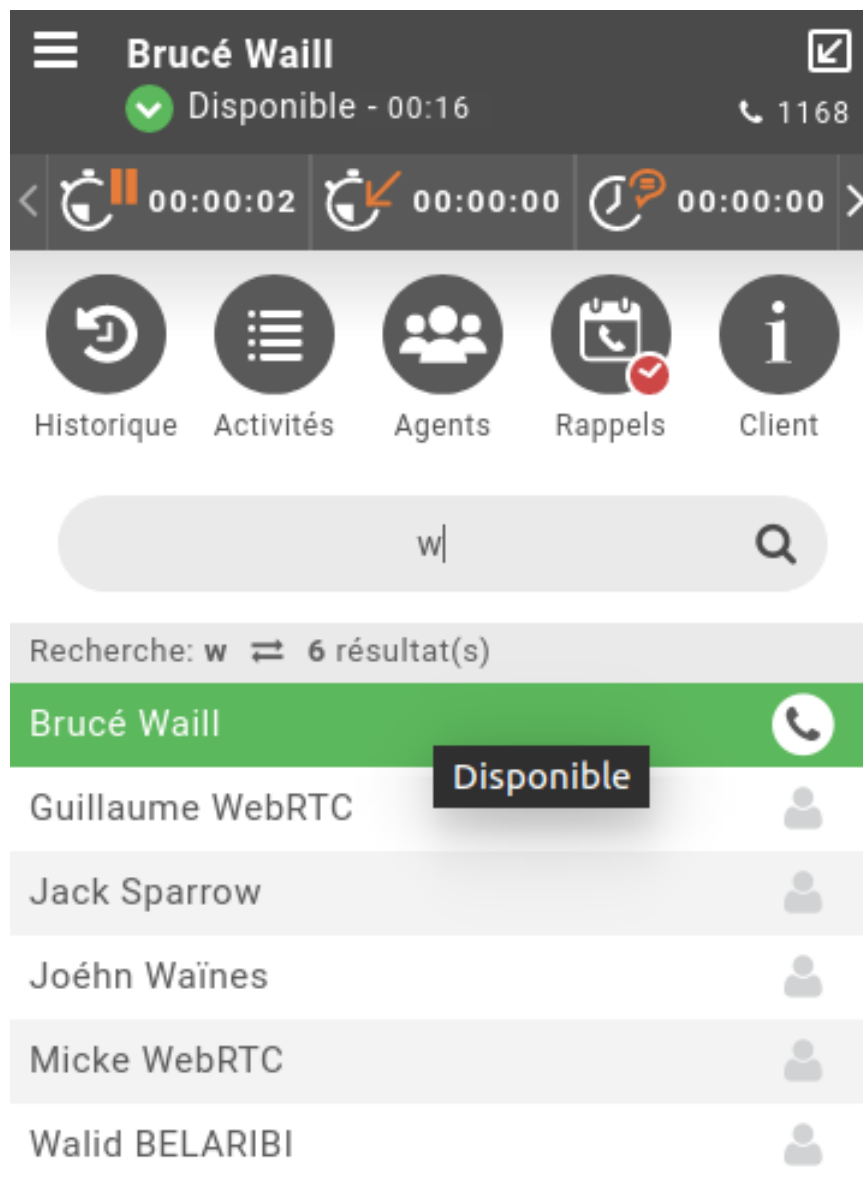
If no sound file or default queue are selected for the queue, the circle icon won't be checked.

NAME ^	DISS.	SUBS. ^	STAT. ^
<input checked="" type="checkbox"/> My activities			
Assurance			<input checked="" type="checkbox"/>
Car sale			<input checked="" type="checkbox"/>
Customer supp...			<input checked="" type="checkbox"/>
Support			<input checked="" type="checkbox"/>
switchboard	<input type="radio"/>		
AFK	<input type="radio"/>		
Lunch	<input type="radio"/>		
Meeting	<input type="radio"/>		

The agent can change the selected sound file or default queue from the dropdown menu.

## 6.4.4 Search

When using the Agent interface, you can at any time search for a user existing in your directory:



When clicking on the icon of a search result a sub-menu appears with the following actions:

**For phone numbers entries:**

- start call (if you click on the number)
- copy phone number into your clipboard (to paste it elsewhere)

**For email entry:**

- start writing an email (it will open the user's configured email client)
- copy email into your clipboard (to paste it elsewhere)

**Important:** Integration: to enable this feature, you must configure the directories in the *XiVO PBX* as described in [Directories](#) and [Views](#).

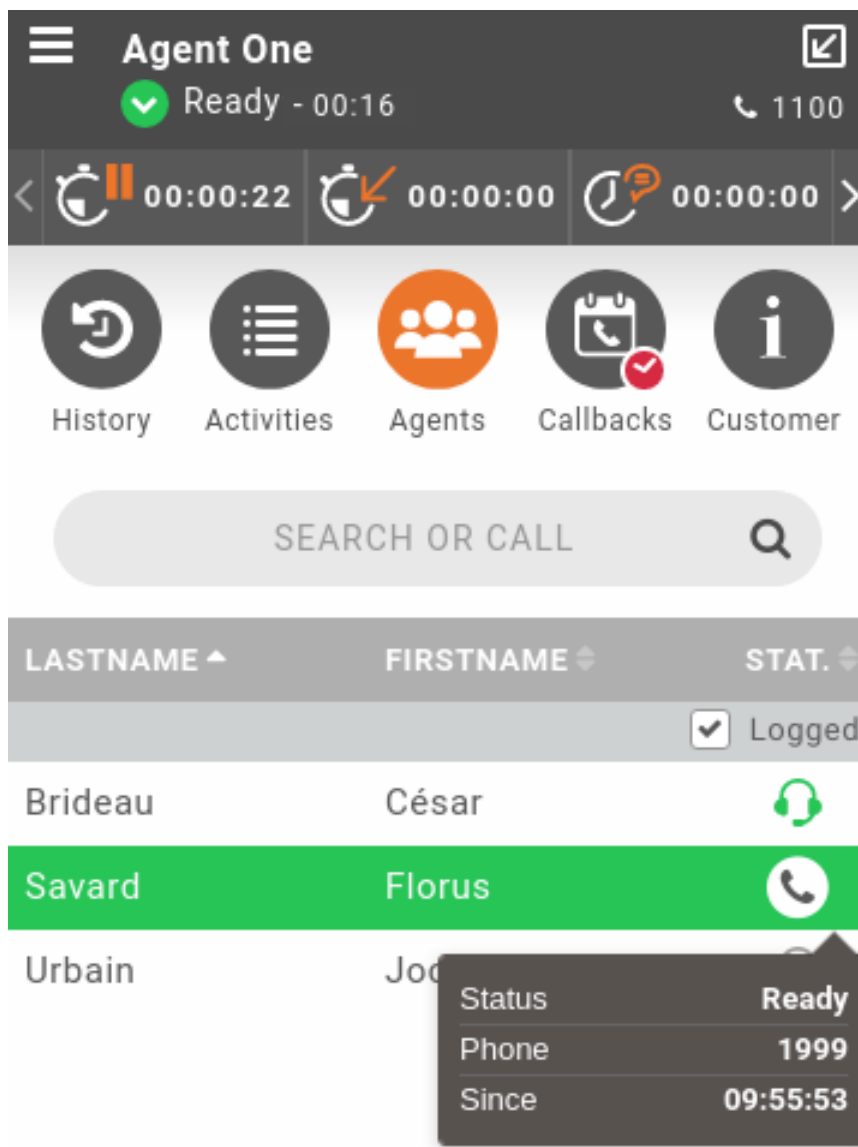
Though the *CC Agent* only supports the display of:

- 1 field for name (the one of type *name* in the directory display)

- 3 numbers (the one of type *number* and the first two of type *callable*)
- and 1 email

### 6.4.5 Agent list

When clicking on the **Agents** menu, you will see all the agents of **your group**. By hovering one of them, you will quickly find his current state (ready, calling, in pause...)

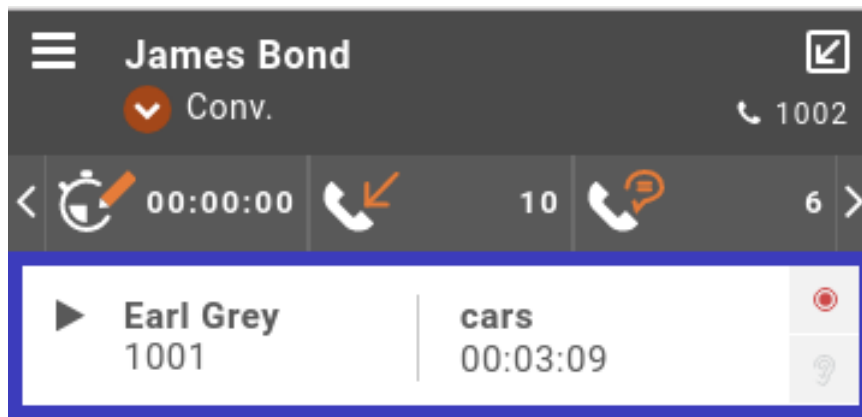


A simple click on the phone icon when agent is hovered will trigger a call to its phone number associated.

By default, agents are shown only if they are logged in (checkbox *Logged* checked). By unchecking the checkbox *Logged*, you will see all the agents of your group even if they are logged out.

## 6.4.6 Call tracking & control

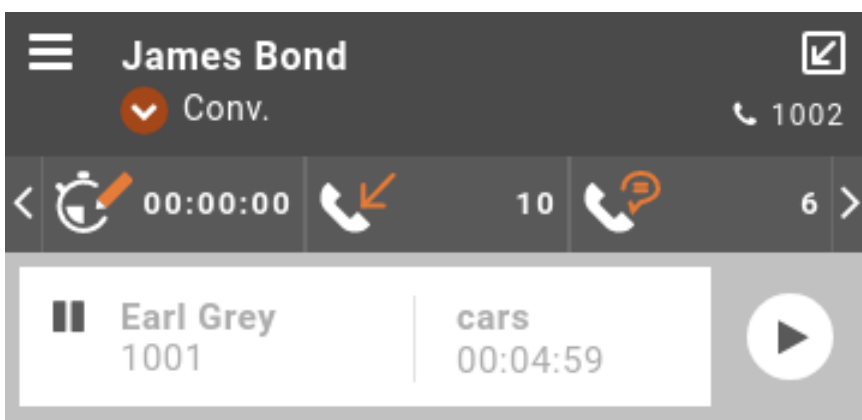
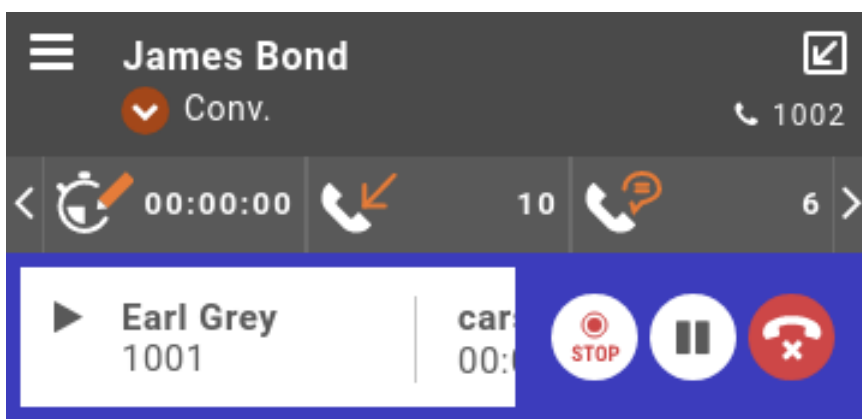
When using the Agent interface, you will see your current calls at the top of the screen:



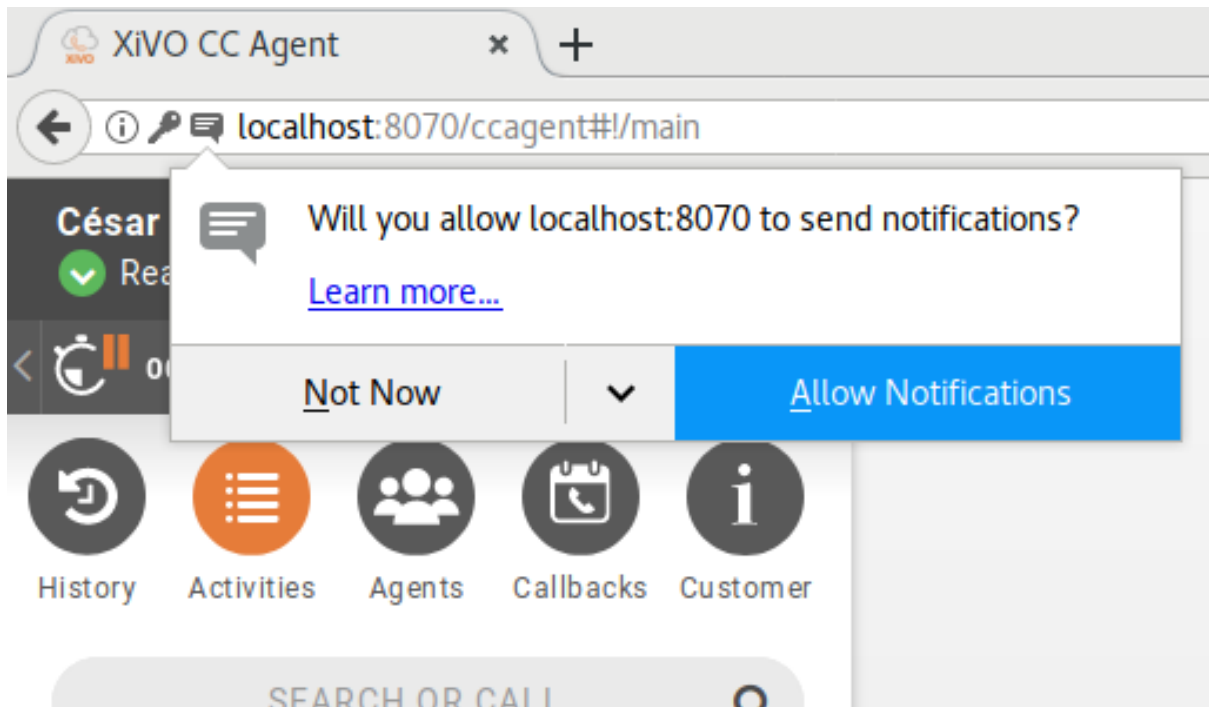
This panel will display the current caller name & number and also the associated activity if the call came from one. You also have two indicator on the right side letting you know:

- if the call is currently recorded
- and if the call is currently listened by a supervisor (on this subject see also [Warn agent when spied](#)).

By hovering your mouse on the call line, an action pane will slide to display action button on the related call. The available buttons depend on the call state.



The Agent interface use Desktop notification for incoming calls and notify long calls on hold, but this feature needs to be enabled from the browser window when logging in:



### Keyboard shortcuts for call control

Simple keyboard navigation (with **UP** and **DOWN** directional keys) is allowed to browse search results. Once a contact has been focused, **ENTER** key can be pressed to open drop-down menu and so choose, still with directional keys, the action to achieve.

The Agent can also use the basic keyboard shortcuts available to perform basic call control tasks :

- **F3** to **answer** a call
- **F4** to **hangup** the current ongoing call
- **F7** to **complete an attended transfer**
- **F10** to put the *focus* in the **search bar**

---

**Note:** The list of usable keybindings is available by clicking on the menu at the top-right corner of the ccagent and the switchboard.

---

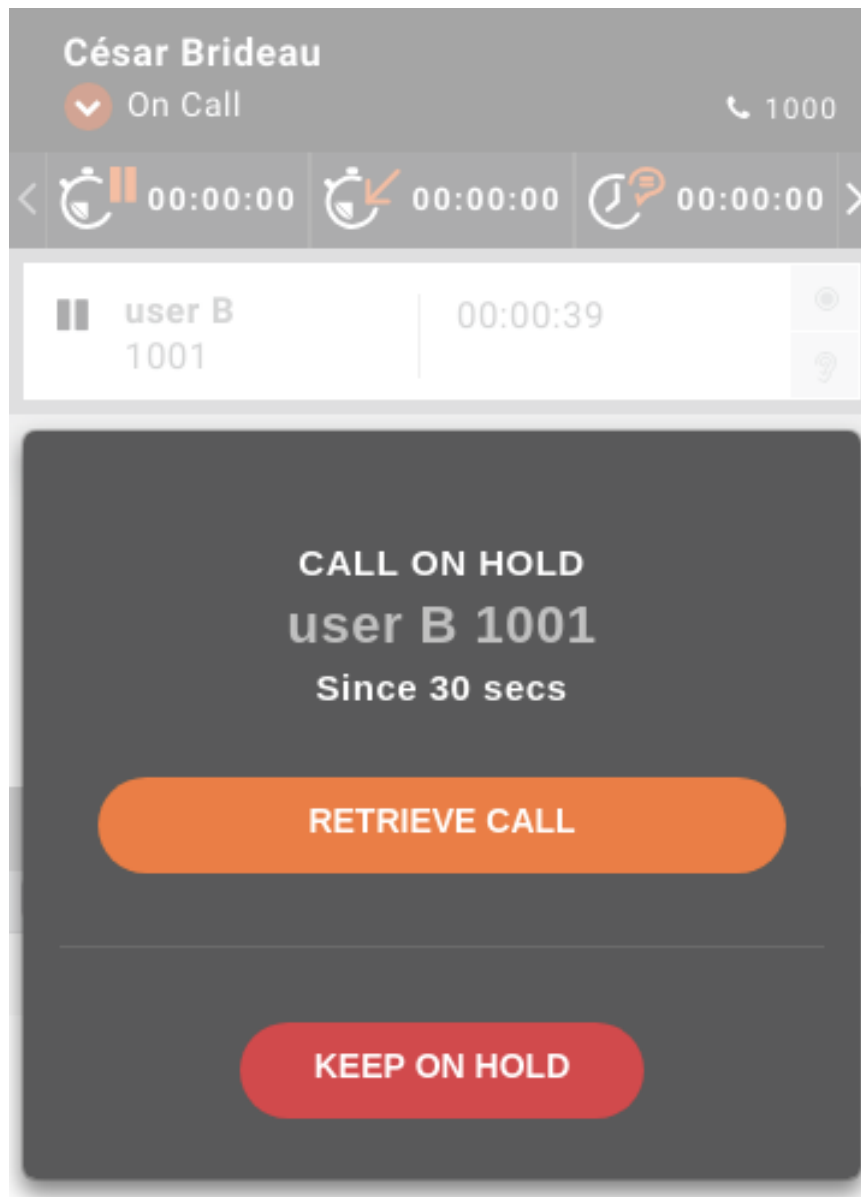
### On hold notifications

You can be notified if you forget a call in hold for a long time, see [configuration section](#).

### Known limitations

- For agents with default WebRTC lines that connects to another webrtc line (aka “roaming agent”) may randomly take the wrong line configuration (especially when you refresh the page). Only workaround so far is to logout/login the agent to force the retrieval of the correct line. For roaming agent, it is recommended to not set default line to agent and use free sitting to wanted line.

Also see the phone integration [Known limitations](#).



### 6.4.7 Agent Call history

First menu `History` tab is displaying the call history of connected agent. It displays the last 20 calls for the last 7 days period.

Information shown in the call list are :

- *destination number* or *name* of callee if call is *emitted*
- *source number* or *name* of caller if a call is *received* or *missed*
- Call icon status and call start date

By clicking on phone icon you will be able to call back if needed.

**Warning:** Pay attention that agent history is **not** the phone device history, but his call activity independently the device he is connected to. Actually when agent is logged out, if a call is received on his last used phone, nothing will be shown in his history.

---

**Note:** A call answered by another agent from the queue, will appear as answered in the history of the first agent.

---

### 6.4.8 Customer Call History

While phone is ringing or discussion is ongoing, it is possible to have a quick overview of the customer call history of the caller just by clicking `information` menu.

---

**Important:** *Caller Number Normalization* rules breaks the Customer Call History

---

The customer history is displayed from most recent to last one with an icon to know quickly waiting time of current or previous call :

- agent with grey *play* icon states for current call
- agent with red *bubble* icon states for an unanswered call
- agent with green *bubble* icon states for an answered call

---

**Note:** If a call is answered (*green icon*), hovering the line will give the name of the agent who took the call.

---

### 6.4.9 Customer Call Context

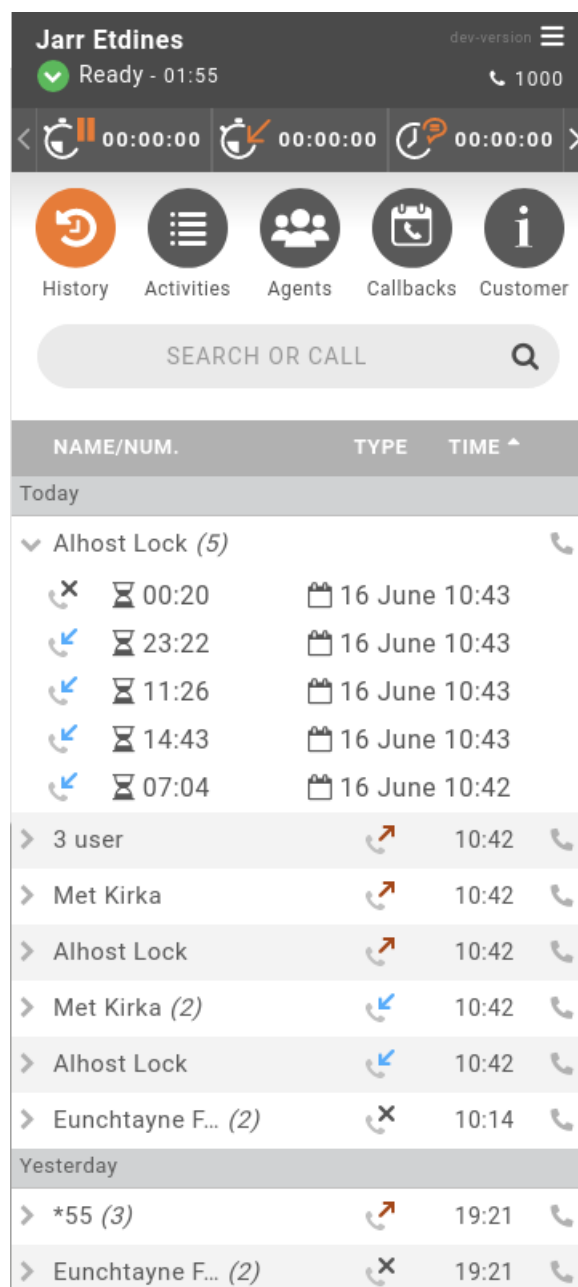
Second tab of `information` menu displays all attached data enriched to the ongoing call or display Sheet fields if you are using *Sheet Configuration*.

The customer history is displayed from most recent to last one with an icon to know quickly waiting time of current or previous call :

It's also possible to trigger either to open a web page, see *Screen Popup* or completely integrate a third party application while agent is having calls, see *Configuration*.

### 6.4.10 Callbacks

This view allows to manage callback request see *Processing Callbacks with CCAgent* for details.





HOUR ▲	ACTIVITY ◆	WAIT ◆	ANSWER ◆
Today			
17:16	support	00:00:28	 
17:16	support	00:00:05	 
17:15	support	00:00:13	 
15:33	support	00:00:29	 
15:30	support	00:02:06	 
15:13	support	00:00:53	 


César Brideau


▼


Ringing - 00:01

☎ 1000


<

 12:26:42

 00:33:37

 00:01:27



>


 user B


1001


support


---:--:--


 


 History

 Activities

 Agents

 Callbacks

 Customer

SEARCH OR CALL 

PATHWAY	CONTEXT
---------	---------

folderNumber

/

popupUrl

**https://google.com**

test\_1

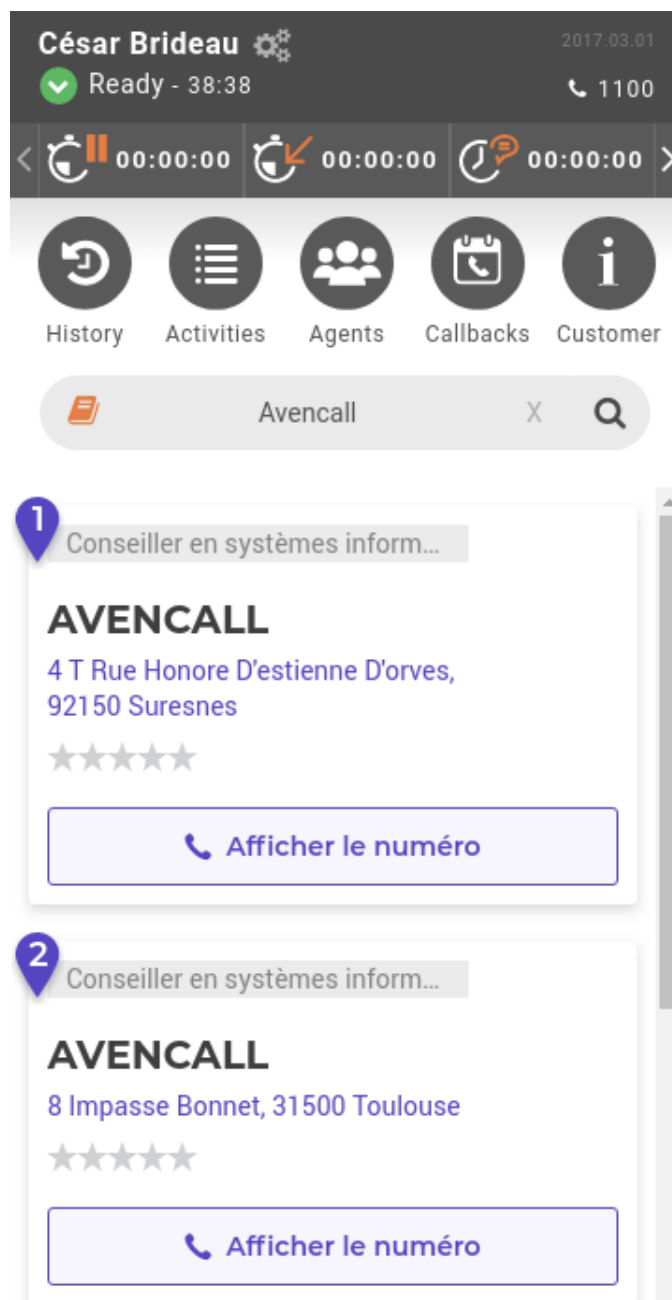
**myValue**

test\_2

**123456**

### 6.4.11 External directory

This feature will add an additional book button on the left side of the search bar. It allows to open and close an external directory and is integrated the same way as any other tab content.



To enable it, see [configuration section](#).

## 6.5 Call Qualifications

Call qualifications are used to describe a call in a queue with a certain qualification and its related sub qualification. For example, a call can be qualified as a qualification **Sales** and a sub qualification **Hardware**.


Qualifications are managed on the *Services* → *Call Center* → *Qualifications* page.

*Services* → *Call Center* → *Qualifications* → *Add*

Qualifications > Add

Name:

Sub Qualifications:

Name	
No information	

SAVE

### 6.5.1 Qualification

Qualification is a main description to which a sub qualification belongs.

A qualification can be configured with the following options:

- Name: used as name for the qualification
- Sub Qualifications: used as name for the sub qualification

### 6.5.2 Sub Qualification





A sub qualification can be configured with the following options:

- Name: used as name for the qualification

Qualifications > Edit

Name:

Sub Qualifications:

Name	
<input type="text" value="Hardware"/>	 
<input type="text" value="Software"/>	
<input type="text" value="Complaints"/>	

SAVE

### 6.5.3 Assign qualification to queue

In order to retrieve all qualifications for a certain queue, the qualification must be added to that queue. A queue can be assigned with multiple qualifications and a qualification can be assigned to multiple queues.

To assign a qualification or multiple qualifications to the queue, open

*Services* → *Call Center* → *Queues* → *Edit* → *Qualifications tab* page.

### 6.5.4 Removing qualifications

Removing a qualification will remove also all related sub qualifications. The sub qualifications can be removed by opening the qualification edit page.

Queues > Edit | queue1 (1010@default)

General
Announces
Members
Application
No answer
Advanced
Schedules
Diversions
Qualifications

Qualifications

2 Items selected	Remove all		Add all
General Questions	—	Sales	+
Support	—		

**Note:** The (sub)qualification will not be deleted from the database, but will be marked as inactive. This is due to the situation in which a call has been already qualified with now removed qualification. Therefore the information won't be lost.

## 6.5.5 Qualification answers

A call in a queue can be qualified by the qualification assigned to this queue.

## 6.5.6 Exporting qualification answers

See *Exporting qualifications* feature in CCmanager.

## 6.6 Recording

*XiVO CC* includes a call recording feature:

- recording is done on *XiVO PBX* (or the *XiVO Gateway*)
- and recorded files are sent to the *XiVO CC* Recording server.

It's then possible to search for recordings and download recorded files from *Recording server*.

If connected user is an administrator, he will also be able to download an access log file that tracks all actions made on files by all users having access to recording server.

- *Recording Server*
  - *Description*
  - *Search, Download, Listen*
  - *Disk Space*
  - *Access logs*
  - *File Sync*
- *Recording and Transfers*
- *Automatic Stop/Start Recording On Queues*
- *Automatic Stop Recording Upon External Transfer*

- *Recording filtering*
  - *Description*
  - *Limitations*

## 6.6.1 Recording Server

Recording must first be enabled on the *XiVO PBX*, see [Recording](#) (or on the *XiVO Gateway*, see [Recording on Gateway](#)).

### Description

When recording is enabled the whole conversation between caller and callee is recorded and then sent on dedicated recording server. All the files are then available for download only for predefined *granted* users (see [Profiles Definition](#)).

### Search, Download, Listen

Here's the recording search page:

Recherche standard

Tous Entrants Sortants

Appelant:  Appelé:  Agent:

File:  Entre: 01-05-2018 11:47 et

Rechercher

Recherche par identifiant d'appel

Identifiant d'appel:

Rechercher

Numéro appelant	Numéro appelé	Agent	File	Début	Données
1002	3001	César Brideau (8000)	sales (3001)	2018-05-23 11:07:43	recording : xivo-1527066463.2
1001	3001	César Brideau (8000)	sales (3001)	2018-05-17 14:30:02	recording : xivo-1526560202.43
1000	3002	Jean Ménage (8002)	3002 (3002)	2018-05-15 18:02:37	recording : was purged

You can then do following actions:

1. Find by caller, callee, agent number etc.
2. Find by callid
3. Listen or download the recording
4. Download access log to recording files

### Disk Space

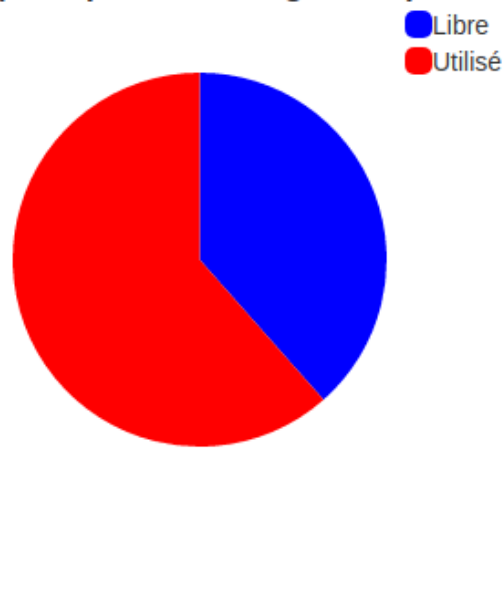
On *Recording server*, one can monitor the space used by the audio files stored in *Contrôle d'enregistrement* menu.

### Access logs

Any action made from the UI on a recording file (result, listen or download) is tracked in access log that can be downloaded by clicking on following icon if you have administrator role.

**Note:** This access log is defined to track information for 6 months by default.

### Partition des enregistrements (/var/spool/recording-server)



### File Sync

Recording is done on *XiVO PBX* and sent to *Recording server*. If recorded file can't be synchronized on *XiVO CC Recording Server*, files might be found on *XiVO PBX* in

```
ls -al /var/spool/xivocc-recording/failed
```

These files will be automatically resynchronized from *XiVO PBX* to *XiVO CC Recording server* each night.

## 6.6.2 Recording and Transfers

In case an agent has transferred a call to another queue, which was answered by the agent available in that queue, the recording feature will display both agents (name and number) in column **Agent** and both queues (name and number) under column **File** in one recording.

Numéro appelant	Numéro appelé	Agent	File	Début	Durée	Données
1002	1010	User Three (1003), User One (1001)	queue2 (1012), queue1 (1010)	2017-08-28 11:15:49	00:00:16	recording : xivo-1503911749.129
1002	1010	User Three (1003), User One (1001)	queue2 (1012), queue1 (1010)	2017-08-28 11:09:19	00:00:11	recording : xivo-1503911359.119
1002	1010	User Three (1003), User One (1001)	queue2 (1012), queue1 (1010)	2017-08-28 11:07:54	00:00:16	recording : xivo-1503911274.109
1002	1010	User Three (1003), User One (1001)	queue2 (1012), queue1 (1010)	2017-08-28 11:07:05	00:00:23	recording : xivo-1503911225.98
1002	1010	User Three (1003), User One (1001)	queue2 (1012), queue1 (1010)	2017-08-28 11:03:29	00:00:18	recording : xivo-1503911009.84
1002	1010	User Three (1003), User One (1001)	queue2 (1012), queue1 (1010)	2017-08-28 10:42:32	00:00:23	recording : xivo-1503909752.74

## 6.6.3 Automatic Stop/Start Recording On Queues

When a call enters a queue, the recording will be started (or not) according to the queue Recording mode (see *Enable recording in the Queue configuration*). If this call is transferred to another queue, it will stop or start the recording according to the following table:

Action on Recording		Recording mode of 'transferred to' Queue		
		Recorded	Recorded On Demand	Not Recorded
Current Call Recording State	Active			Stop recording
	Paused	Unpause recording		Stop recording
	Disabled	Stop recording	Stop recording	

This behavior can be deactivated, see [configuration section](#)

## 6.6.4 Automatic Stop Recording Upon External Transfer

Recording is stopped when both parties of the call are external.

For example if an external incoming call is recorded and if, at some point, it is transferred to an external party, as soon as the transfer is completed, the recording of the incoming call will be stopped.

In the same way if an internal user makes an outgoing call which is recorded and then transfers it to another external party, as soon as the transfer is completed, the recording of the outgoing call will be stopped.

This behavior can be deactivated, see [configuration section](#).

## 6.6.5 Recording filtering

To configure this feature, see [Recording filtering configuration](#).

### Description

*Recording server* allows to prevent some numbers not to be recorded.

You can deactivate recording either

- for specific called numbers (called Incalls or called Queues or called Users),
- or, on outgoing calls, for calling Users internal numbers

---

**Note:** This feature is designed to activate recording globally (e.g. for every Queues) and then deactivate it for some Queues (e.g. for queue 1001)

---

To do so, navigate to : [http://XIVOCC\\_IP:9400/recording\\_control](http://XIVOCC_IP:9400/recording_control) and in page Contrôle d'enregistrement you can add or remove the number to disable recording on this number.

### Limitations

- Recording can only be disabled for specific Incalls, Queues, Users and External called numbers.
- Recording can't be disabled for one Agent.
- Recording can only be disabled by the object number (to disable recording for one queue it must have a number).

## 6.7 Callbacks

### 6.7.1 Introduction

The goal of the callback system is to be able to perform scheduled outgoing calls. These requests can be completed with specific information such as a description or a personal name.

## Numéros à ne pas enregistrer

Destinataire de l'appel (Numéro Entrant, File d'attente, Utilisateur)	Ajouter un numéro : <input type="text" value="4890"/> 
10100	
4890	
555	
77	
Emetteur ou destinataire d'un appel sortant (Utilisateur ou numéro appelé externe)	Ajouter un numéro : <input type="text"/> 
564546	
9999	

The core object of the callback system is the **callback request**. A callback request is made of the following fields:

- First name of person to call
- Last name
- Phone number
- Mobile phone number
- Company name
- Description
- Due date

Each callback request is associated to a predefined **callback period**, which represents the preferred interval of the day in which the call should be performed.

A callback request cannot exist on its own: it must be stored in a **callback list**, which is itself associated to a queue.

Once a callback request has been performed, it generates a **callback ticket**. This ticket sums up the original information of the callback request, but adding some new fields:

- Start date: date at which the callback request was actually performed
- Last update: date of the last modification of the ticket
- Comment
- Status : the result of the callback
- Agent: the Call Center agent who performed the callback

### 6.7.2 Callback Lists

A callback list is an object which will contain callback request. It is associated to a queue, and several callback lists can be associated to the same queue. Callback lists are created using the **configuration manager**

Once created, a list can be populated whether through the *Callbacks tab* of the CManager, or programmatically through the web services of the configuration server.



Listes de rappel		Périodes de rappel
<div>+</div>		
Nom	File d'attente	Nombre de rappels
Liste de test	Wisconsin (wisconsin)	3

### 6.7.3 Callback Periods

A callback period represents an interval of the day, bounded by a start date and an end date. It can be set as the default interval, so that a newly created callback request will be associated to this period if none is specified.

Listes de rappel		Périodes de rappel
<div>+</div>		
Nom	Heure de début	Heure de fin
Après-midi	14:00:00	17:00:00
Matin	08:00:00	12:10:00
Toute la journée	07:00:00	17:00:00

### 6.7.4 Managing Callbacks Using CCManager

Using the CCManager callback view you may import a list of callbacks, monitor callback completion and download the associated tickets.

Total number of callbacks14

Number of lists2

Oldest callback: 2015-08-01 (0387963214) %

big - big long queue name2

Choisir un fichier

Aucun fichier choisi

Send

Download tickets

Phone	Mobile	First name	Last name	Company	Due date	Period	Description	Status	Taken by
								Todo	
0387963214	0989654123	Alice	O'Neill	YourSociety	2015-08-01		Toute la journée	Todo	
0230210092	0689746321	John	Doe	MyCompany	2019-02-06		Toute la journée	Call back quickly	Todo
<div>102550100</div>									

Mine - sales12

Choisir un fichier

Aucun fichier choisi

Send

Download tickets

Phone	Mobile	First name	Last name	Company	Due date	Period	Description	Status	Taken by
								Todo	
0587963214	0789654123	Alice	O'Neill	YourSociety	2016-08-01		Après-midi	Todo	
0230210092	0689746321	John	Doe	MyCompany	2017-09-27		Toute la journée	Call back quickly	Todo
0230210092	0689746321	John	Doe	MyCompany	2017-09-27		Toute la journée	Call back quickly	Todo
0230210092	0689746321	John	Doe	MyCompany	2017-09-28		Après-midi	Call back quickly	Todo
1001					2018-04-20		Après-midi	Todo	
1001					2018-04-20		Après-midi	Todo	
0387963214	0989654123	Alice	O'Neill	YourSociety	2018-08-01		Toute la journée	Todo	
0230210092	0689746321	John	Doe	MyCompany	2018-12-08		Après-midi	Call back quickly	Todo
0230210092	0689746321	John	Doe	MyCompany	2019-02-07		Toute la journée	Call back quickly	Todo
0230210092	0689746321	John	Doe	MyCompany	2019-02-07		Toute la journée	Call back quickly	Todo
<div>&lt;12&gt;</div> <div>102550100</div>									

### Importing Callbacks

Callbacks can be imported from a CSV file into a *callback list*.

Line delimiter must be a new line character and column separator must be one of: 'l' or ';' or ','. Columns can be optionally enclosed by double-quote "".

The file must look like the following:

```
phoneNumber|mobilePhoneNumber|firstName|lastName|company|description|dueDate|period
0230210092|0689746321|John|Doe|MyCompany|Call back quickly||
0587963214|0789654123|Alice|O'Neill|YourSociety||2016-08-01|Afternoon
```

The header line must contain the exact field named described below:

Field Name	Description
phoneNumber	The number to call (at least either phoneNumber or mobilePhoneNumber is required)
mobilePhoneNumber	Alternate number to call
firstName	The contact first name (optional)
lastName	The contact last name (optional)
company	The contact company (optional)
description	A text that will appear on the agent callback pane
dueDate	The date when to callback, using ISO format: YYYY-MM-DD, ie. 2016-08-01 for August, 1st, 2016. If not present the next day will be used as dueDate (optional)
period	The name of the period as defined in <a href="#">callback list</a> . If not present, the default period will be used (optional)

When an agent takes a callback, the column `Taken by` is updated with the number of the agent. The callback disappears when it is processed.

## Exporting Callbacks Tickets

The tickets of the processed callbacks can be downloaded by clicking on the `Download tickets` button.

The downloaded file is a csv file with the comma ‘,’ as delimiter.

## 6.7.5 Processing Callbacks with CCAgent

The agent can see the [callbacks](#) related to the queues he is logged on. They are available in the `Callbacks` menu. A notification is also shown to display pending callbacks in menu to know status at any time and from any other screen of the application.

On this page, the agent only has access to basic information about the callback: activity and due date, On the left of each callback line, a colored clock indicates the temporal status of this callback:

- *yellow* if the callback is to be processed later
- *green* if we are currently inside the callback period
- *red* if the callback period is over

To process one of these callbacks, the agent must click on one of the callbacks line.

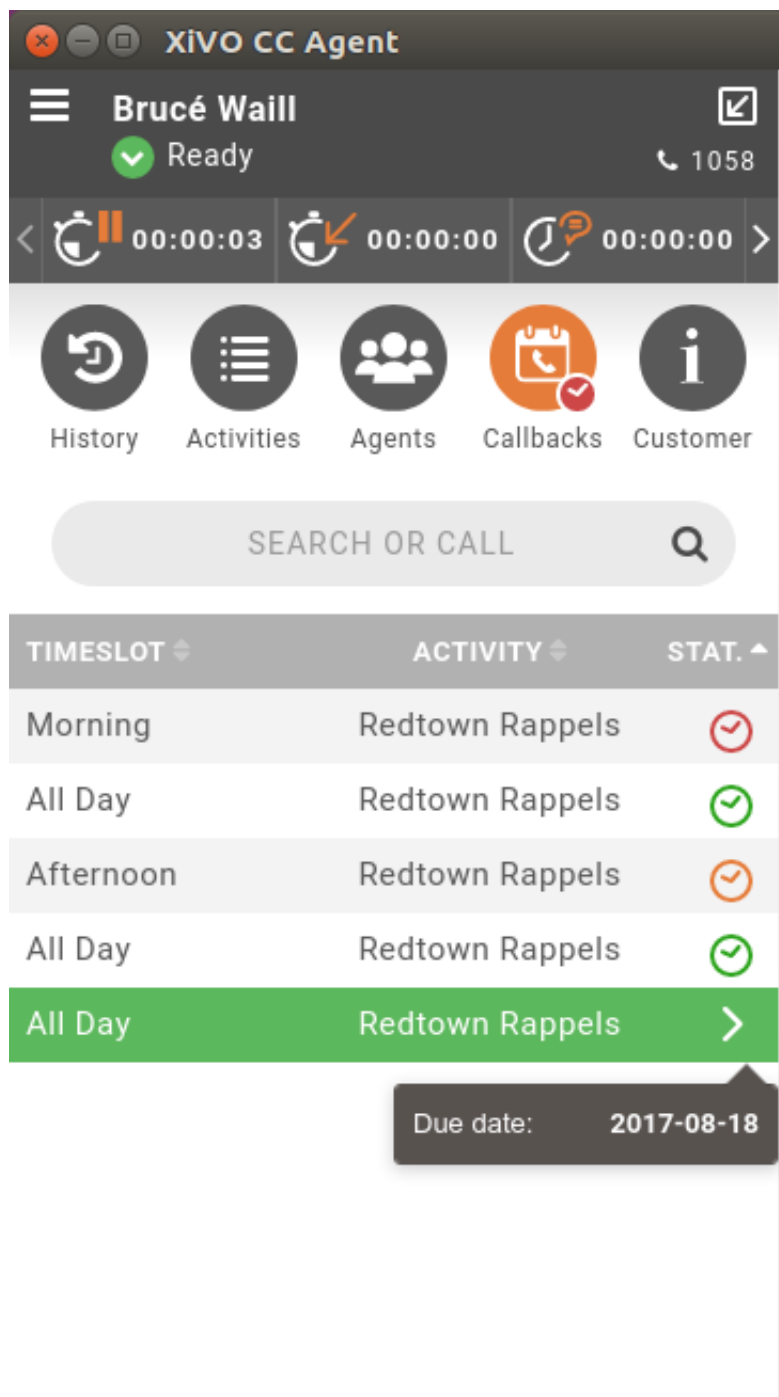
To launch the call, the agent must click on one of the available phone numbers.

Once the callback is launched, the status can be changed and a comment can be added.

If you set ‘To reschedule’ as status, the callback can be rescheduled at a later time and another period:

Other statuses are available to be set and will close callback once saved :

- *Answered* if caller accepted the call
- *NoAnswer* if caller were unreachable
- *Fax* if callback has been resolved thanks to a Fax message



CALLBACK DETAIL

IDENTITY

NOTES

Activity:

YourSociety

Identity:

Alice O'Neill

Request to call:

2016-08-01 / Toute la journée

09:00:00-17:00:00)

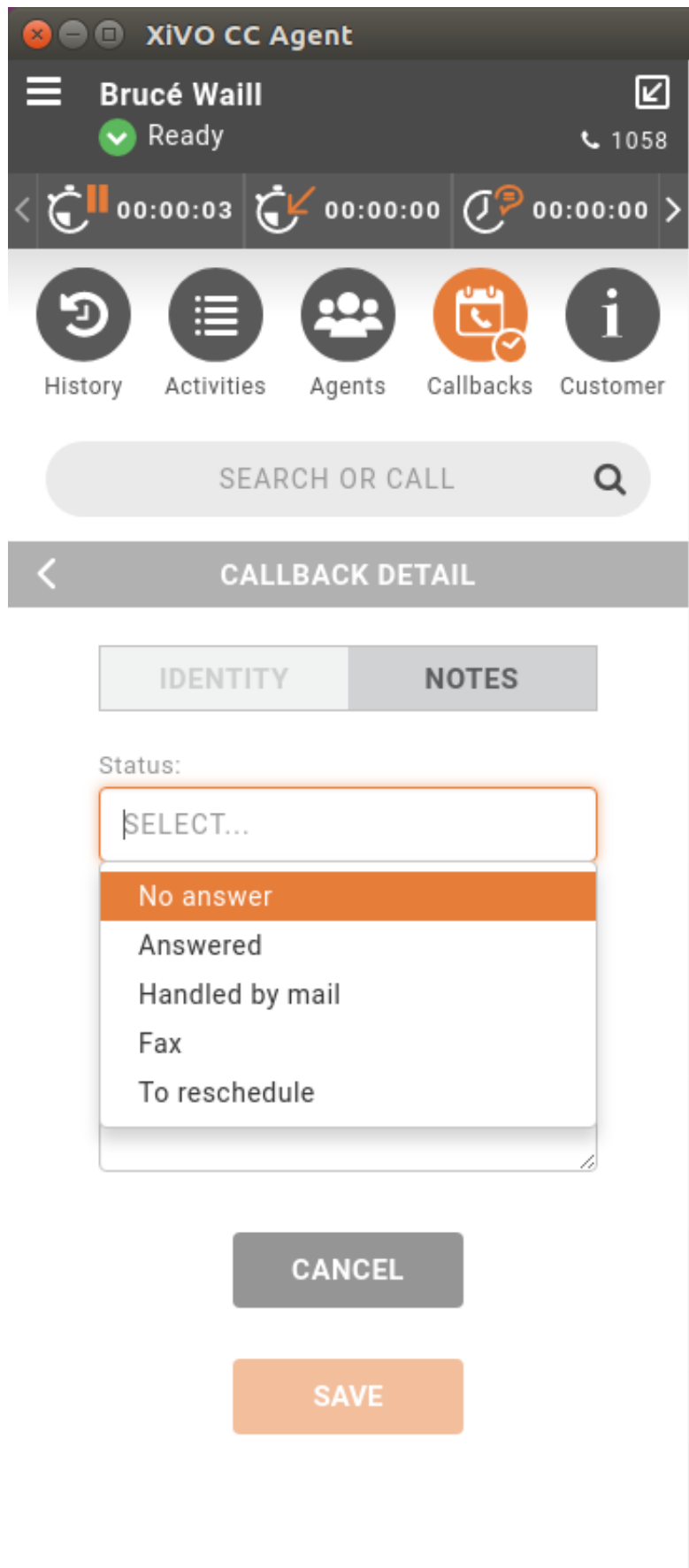
Description:

Numbers to call:

0587963214

0789654123

BACK



XIVO CC Agent

Brucé Waill

Ready

1058

00:00:03

00:00:00

00:00:00

History

Activities

Agents

Callbacks

Customer

SEARCH OR CALL

CALLBACK DETAIL

IDENTITY

NOTES

Status:

To reschedule

New date:

2017-08-23

Call period:

Afternoon

Comment:

Is not available today

CANCEL

SAVE

- *Handled by mail* if callback has been resolved thanks to an E-mail

Clicking on the calendar icon next to the “New due date” field, will popup a calendar to select another callback date.

## 6.8 Profile Management

With what is called the Configuration Management Server one can specify the profile of a user.

To do that one has to:

- log in the Configuration management server accessible at [https://XIVO\\_PBX/configmgt](https://XIVO_PBX/configmgt),
- as *Superadmin* (whose login is *avencall*)

When logged in as *Superadmin* one can:

- attribute a profile (see [Profiles Definition](#)) to a user (note that the user must have a CTI login to be listed),
- create callback lists (see [Callback Lists](#))
- and create callback periods (see [Callback Periods](#))

### 6.8.1 Profiles Definition

Profiles and their rights are summed up in the following table:

Profile	Application			
	CC Manager		Recording	
	Access	Actions	Access	Actions
<b>Administrator</b>	Yes	All	Yes	<ul style="list-style-type: none"> <li>• all recording</li> <li>• recordings filtering</li> </ul>
<b>Supervisor<sup>4</sup></b> <ul style="list-style-type: none"> <li>• w/ <i>Recording</i></li> </ul>	Yes	<ul style="list-style-type: none"> <li>• All on its queues<sup>1</sup></li> <li>• Recording switch</li> </ul>	Yes	Its queues’ <sup>1</sup> recordings
<b>Supervisor<sup>4</sup></b> <ul style="list-style-type: none"> <li>• wo/ <i>Recordings</i></li> </ul>		<ul style="list-style-type: none"> <li>• All on its queues<sup>1</sup></li> <li>• No recording switch</li> </ul>	No	N.A. <sup>2</sup>
<b>Teacher</b>	No	N.A. <sup>2</sup>	Yes	<ul style="list-style-type: none"> <li>• Its queues’<sup>1</sup> recordings</li> <li>• During configured period</li> </ul>
No profile	No <sup>3</sup>	N.A. <sup>2</sup>	No	N.A.

Also administrators and supervisors with “dissuasion” access right can change the exceptional closing dissuasion destination when logged in webagent or in the CCManager. see [Activity’s Failed Destination Configuration](#).

## Supervisor Profile Specificities

Compared to other profiles, supervisor profile has specific rights. That is, when logged in the Configuration Management Server, a *Supervisor* can:

- attribute a profile **Teacher** to another user (to a subset of its own attributed queues),
- and create callbacks list (on its own attributed queues)

## 6.8.2 Impact on CC Agent

Any agent can log in the CC Agent application.

Then, when logged in the CC Agent, this agent can see all the queues in the Activities view.

---

**Important:** But if an agent *is also a Supervisor*. When this agent is logged in the CC Agent, it will see **only** the set of queues and agents as it was given him in the *Supervisor* profile via the Configuration Management Server.

---

## 6.9 Skills-Based Routing

### 6.9.1 Introduction

*Skills-based routing (SBR), or Skills-based call routing, is a call-assignment strategy used in call centres to assign incoming calls to the most suitable agent, instead of simply choosing the next available agent. It is an enhancement to the Automatic Call Distributor (ACD) systems found in most call centres. The need for skills-based routing has arisen, as call centres have become larger and dealt with a wider variety of call types.*

—Wikipedia

In this respect, skills-based routing is also based on call distribution to agents through waiting queues, but one or many skills can be assigned to each agent, and call can be distributed to the most suitable agent.

In skills-based routing, you will have to find a way to be able to tag the call for a specific skill need. This can be done for example by entering the call distribution system using different incoming call numbers, using an IVR to let the caller do his own choice, or by requesting to the information system database the customer profile.

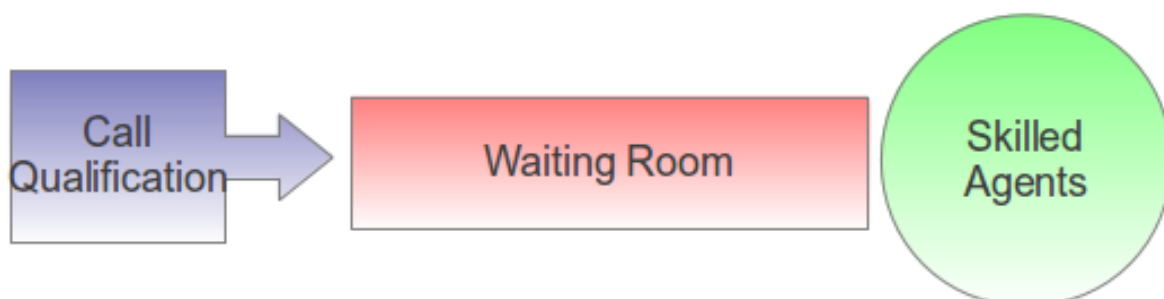


Fig. 2: Skills-Based Routing

---

<sup>4</sup> See *Supervisor Profile Specificities* section

<sup>1</sup> i.e. attributed queues to the user via the Config Mgt. Note also that agents groups should be attributed accordingly.

<sup>2</sup> Not Applicable

<sup>3</sup> Depending on the *Access authorizations in CCManager* configuration



## 6.9.2 Getting Started

- Create the skills
- Apply the skills to the agents
- Create the skill rule sets
- Assign the skill rule sets using a configuration file
- Apply the skill rule sets to call qualification, i.e. incoming calls by using the preprocess subroutine field

Note that you shouldn't use skill based routing on a queue with queue members of type user because the behaviour is not defined and might change in a future XiVO version.

## 6.9.3 Skills

Skills are created using the menu *Services* → *Call center* → *Skills*. Each skill belongs to a category. First create the category, and in this category create different skills.

Note that a skill name can't contain upper case letters and must be globally unique (i.e. the same name can't be used in two different categories).

Skills > Add

Category: language

Values:

Name	Description
english	
french	

SAVE

Fig. 3: Skills Creation

Once all the skills are created you may apply them to agents. Agents may have one or more skills from different categories.

Agents > Add an agent

General Users Queues Queueskills Advanced

Skill	Weight
english	75
french	25

SAVE

Fig. 4: Apply Skills to Agents

It is typical to use a value between 0 and 100 inclusively as the weight of a skill, although any integer is accepted.

## 6.9.4 Skill Rule Sets

Once skills are created, rule sets can be defined.

A rule set is a list of rules. Here's an example of a rule set containing 2 rules:

1. WT < 60, english > 50
2. english > 0

The first rule of this rule set can be read as:

If the caller has been waiting for less than 60 seconds ( $WT < 60$ ), only try to call agents which have the skill “english” set to a value higher than 50; otherwise, go to the next rule.

And the second rule can be read as:

Only try to call agents which have the skill “english” set to a value higher than 0.

Let’s examine some simple scenarios, because there’s actually some subtleties on how calls are distributed. We will suppose that we have a queue with the default settings and the following members:

- Agent A, with skill english set to 75
- Agent B, with skill english set to 25

### Scenario 1

Given:

- Agent A is logged and not in use
- Agent B is logged and not in use
- There is no call in the queue

When a new call enters the queue, then it is distributed to Agent A. As long as Agent A is available and doesn’t answer the call, the call will never be distributed to Agent B, even after 60 seconds of waiting time.

When another call enters the queue, then after 60 seconds of waiting time, this call will be distributed to Agent B (and the first call will still be distributed only to Agent A).

The reason is that there’s a difference between a call that is being distributed (i.e. that is making agents ring) and a call that is waiting for being distributed. When a call is being distributed to a set of members, no other rule is tried as long as there’s at least 1 of these members available.

### Scenario 2

Given:

- Agent A is not logged
- Agent B is logged and not in use
- There is no call in the queue

When a new call enters the queue, then it is *immediately* distributed to Agent B.

The reason is that when there’s no logged agent matching a rule, the next rule is immediately tried.

### Rules

Each rule set is composed of rules, and each rule has two parts, separated by a comma:

- the first part (optional) is the “*dynamic part*”
- the second part is the “*skill part*”

Each part contains an expression composed of operators, variables and integer constants.

## Operators

The following operators can be used inside rules:

Comparison operators:

- operand1 ! operand2 (is not equal)
- operand1 = operand2 (is equal)
- operand1 > operand2 (is greater than)
- operand1 < operand2 (is lesser than)

Logical operators:

- operand1 & operand2 (both are true)
- operand1 | operand2 (at least one of them are true)

‘!’ is the operator with the higher priority, and ‘|’ the one with the lower priority. You can use parentheses ‘()’ to change the priority of operations.

## Dynamic Part

The dynamic part can reference the following variables:

- WT
- EWT

The waiting time (WT) is the elapsed time since the call entered the queue. The time the call pass in an IVR or another queue is not taken into account.

The estimated waiting time (EWT) has never fully worked. It is mentioned here only for historical reason. You should not use it. It might be removed in a future XiVO version.

### Examples

- WT < 60

## Skill Part

The skill part can reference any skills name as variables.

You can also use meta-variables, starting with a ‘\$’, to substitute them with data set on the Queue() call. For example, if you call Queue() with the skill rule set argument equal to:

```
select_lang(lang=german)
```

Then every \$lang occurrence will be replaced by ‘german’.

Rules of expertise > Add

Name:

Rules

- WT < 10, \$lang > 90
- \$lang > 40

SAVE

Fig. 5: Create Skill Rule Sets

### Examples

- english > 50
- technic ! 0 & (\$os > 29 & \$lang > 39 | \$os > 39 & \$lang > 19)

### Evaluation

Note that the expression:

english | french

is equivalent to:

english ! 0 | french ! 0

Sometimes, a rule references a skill which is not defined for every agent. For example, given the following rule:

english > 0 | english < 1

Then, for an agent which has the skill english defined, the result of this expression is always true. For an agent which does not have the skill english defined, the result of this expression is always false.

Said differently, an agent without a skill X is not the same as an agent with the skill X set to the value 0.

Technically, this is what is happening when evaluating the rule “english > 0” for an agent without the skill english:

```

english > 0
=    <Substituting english with the agent value>
    "undefined" > 0
=    <A comparison with "undefined" in at least one operand yields undefined>
    "undefined"
=    <In a boolean context, "undefined" is equal to false>
    false

```

This behaviour applies to every comparison operators.

Also, the syntax that is currently accepted for comparison is always of the form:

```
variable cmp_op constant
```

Where “variable” is a variable name, “cmp\_op” is a comparison operator and “constant” is an integer constant. This means the following expressions are not accepted:

- 10 < english (but english > 10 is accepted)
- english < french (the second operand must be a constant)
- 10 < 11 (the first operand must be a variable name)

## 6.9.5 Apply Skill Rule Sets

A skill rule set is attached to a call using a bit of dialplan. This dialplan is stored in a configuration file you may edit using menu *Services* → *IPBX* → *Configuration Files*.

In the figure above, 3 different languages are selected using three different subroutines.

Each of this different selections of subroutines can be applied to the call qualifying object. In the following example language selection is applied to incoming calls.

### Example

Configuration file for simple skill selection :

Configuration files > Edit | skills.conf

File content

```
[skill_english]
exten=s,1,Set(XIVO_QUEUESKILLRULESET=select_lang(lang=english))
same= ,n,Return()

[skill_german]
exten=s,1,Set(XIVO_QUEUESKILLRULESET=select_lang(lang=german))
same= ,n,Return()

[skill_french]
exten=s,1,Set(XIVO_QUEUESKILLRULESET=select_lang(lang=french))
same= ,n,Return()
```

Fig. 6: Use Rule Set In Dialplan

Incoming calls > Edit | 73500 (from-extern)

General

Call permissions

Schedules

DID:

Context:

Destination :

Redirect to :

Ring time :

CallerID mode :

Preprocess subroutine :

Description :

SAVE

Fig. 7: Apply Rule Set to Incoming Call

```
[simple_skill_english]
exten = s,1,Set(XIVO_QUEUESKILLRULESET=english_rule_set)
same = n,Return()

[simple_skill_french]
exten = s,1,Set(XIVO_QUEUESKILLRULESET=french_rule_set)
same = n,Return()
```

## 6.9.6 Monitoring

You may monitor your waiting calls with skills using the asterisk CLI and the command `queue show <queue_name>`:

```
xivo-jylebleu*CLI> queue show services
services has 1 calls (max unlimited) in 'ringall' strategy (0s holdtime, 2s_
↳talktime), W:0, C:1, A:10, SL:0.0% within 0s
Members:
  Agent/2000 (Not in use) (skills: agent-1) has taken no calls yet
  Agent/2001 (Unavailable) (skills: agent-4) has taken no calls yet
Virtual queue english:
Virtual queue french:
  1. SIP/jyl-dev-assur-00000017 (wait: 0:05, prio: 0)
Callers:
```

You may monitor your skills groups with the command `queue show skills groups <agent_name>`:

```
xivo-jylebleu*CLI> queue show skills groups <PRESS TAB>
agent-2 agent-3 agent-4 agent-48 agent-7 agent-1
xivo-jylebleu*CLI> queue show skills groups agent-1
Skill group 'agent-1':
- bank : 50
- english : 100
```

You may monitor your skills rules with the command `queue show skills rules <rule_name>`:

```
xivo-jylebleu*CLI> queue show skills rules <PRESS TAB>
english french select_lang
xivo-jylebleu*CLI> queue show skills rules english
Skill rules 'english':
=> english>90
```

## 6.10 Reporting and statistics

### 6.10.1 Introduction

Pack reporting is a part of the XivoCC. It aims at computing historical statistics, which are stored in the **xivo\_stats** database. Sample reports based on them are accessible in **SpagoBI**.

---

**Important:** New tables in **xivo\_stats** schema are available (prefixed with **xc\_**). These tables are (so far) for internal use and can be changed without notice. Documentation will be available once this new statistic model will replace the existing one and fix the existing limitations of previous model described above.

---

### 6.10.2 Known limitations

- Queue members should only be agents. If users are members of a queue, their statistics will be incomplete.

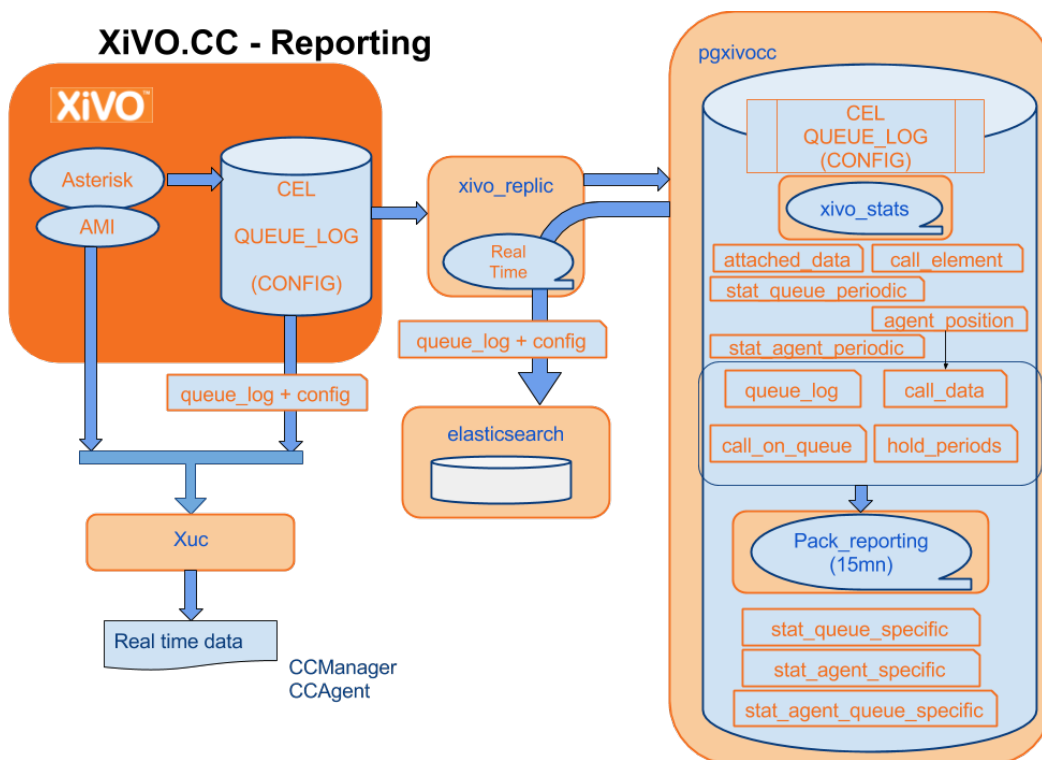
- Configuration modifications on the XiVO (such as an agent deletion) are replicated on the statistics server, and their previous value is not kept. However, statistics history is preserved.
- Calls longer than 4 hours are considered as unterminated calls and therefore communication time is set to 0 for these calls.
- If two agents are associated to the same call, they will have the same hold time for this call.
- Transfer statistics limitations in *call\_data* table:
  - Given two queues Q1 and Q2, two agents A1 and A2, and an external caller C.
    - \* C calls Q1 and A1 answers
    - \* A1 transfers to Q2 and A2 answers
    - \* A2 transfers to the outside

Then the second transfer is seen as a transfer to the outside.

- Given one queue Q1, Two agents A1 and A2 and an external caller C.
  - \* C calls Q1 and A1 answers
  - \* A1 transfers to A2 through internal phone number
  - \* A1 completes the transfer

Then the call between A2 and C is not computed at all in statistics.

### 6.10.3 Reporting Architecture



### 6.10.4 Attached Data

The reporting allows to attach as much data as wished to a given call, in order to find them in the reporting database for future use. This data must be in the form of a set of key-value pairs.

To attach data to a call, you must use the dialplan's **CELGenUserEvent** application:

```
exten = s,n,CELGenUserEvent (ATTACHED_DATA,my_key=my_value)
```

This will insert the following tuple in the **attached\_data** table:

key	value
my_key	my_value

## 6.10.5 Using SpagoBi

**Important:** All report samples (see [Upload Statistics Reports](#)) bundled with XiVOCC are aimed to work with french date format. By default dates are picked in french format (day/month/year). Either you need to type them explicitly in your locale format either you can set Locale to french thanks to Flag menu in Spago. See [#1662](#)

### Scheduling reports

Due to a SpagoBi limitation, when scheduling reports using string parameters, you need to enter manually the parameter using comma and quotes to separate values. Example for queues support, technical and sales, the parameters of the schedulers must be filled as follow:

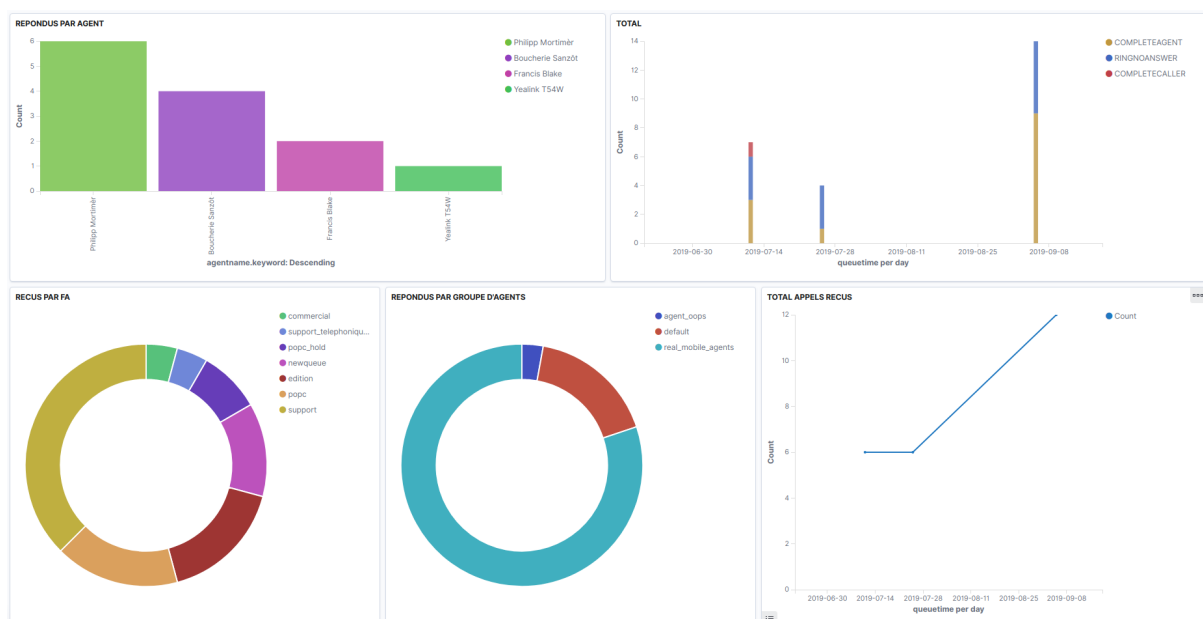
*'support','technical','sales'*

You may use **Jaspersoft® Studio** to design your own reports.

**Warning:** Due to a limitation in SpagoBi do not use single quotes in your reports name, otherwise you will not be able to schedule your report (see [#213](#)).

## 6.10.6 Using Kibana

Kibana is a web tool used to compute statistics based on Elasticsearch content. The reports packaged with the Pack reporting give you an outline of your recent call center activity. Here is a Kibana sample panel:





Graphs are based on the queue\_log table, enriched with agent names and agent groups, and inserted into an Elasticsearch index. It contains events about calls placed on queues, and events about agent presences.

For each entry in the queue\_log index, the following attributes are available:

- queueid:downloads page playname : Queue display name
- data1: basic queue\_log data, with a different meaning according to the event
- callid : Call unique identifier, generated by Asterisk
- event : Call or agent status event - please see below
- agentnumber: Agent number
- queueid : Technical queue name
- groupname : Agent group name
- queueid : Time of the event
- agentname : Name of the agent, if available

The event can be one of the following (for a detailed explanation, please refer to <https://wiki.asterisk.org/wiki/display/AST/Queue+Logs>):

- Call events:
  - FULL
  - CONNECT
  - EXITEMPTY
  - CLOSED
  - EXITWITHTIMEOUT
  - JOINEMPTY
  - ABANDON
  - ENTERQUEUE
  - TRANSFER
  - COMPLETEAGENT
  - COMPLETECALLER
  - RINGNOANSWER
- Agent or queue event:
  - ADDMEMBER
  - PAUSEALL
  - PAUSE
  - WRAPUPSTART
  - UNPAUSE
  - UNPAUSEALL
  - PENALTY
  - CONFIGRELOAD
  - AGENTCALLBACKLOGIN
  - AGENTCALLBACKLOGOFF
  - REMOVEMEMBER
  - PRESENCE

– QUEUESTART

## 6.10.7 Database schema

### Glossary

#### uniqueId :

- uniqueId are Ids generated by asterisk for each call leg.
- When **A** calls **B** we get a call leg for **A** and one for **B**, each one is a separate uniqueId.
- in *cel* asterisk table you can find all event linked to a call leg by looking for it in the column *uniqueId*.

#### linkedId :

- the column *linkedId* in *cel* Asterisk table contains a uniqueId which links the two legs of the call.
- The leg which initiates the call (**A** leg) will have the same value for both *uniqueId* and *linkedId* columns.
- The other leg (**B** leg) will have the uniqueId of **B** in *uniqueId* column and will have the uniqueId of **A** in *linkedId* one.

### Overview

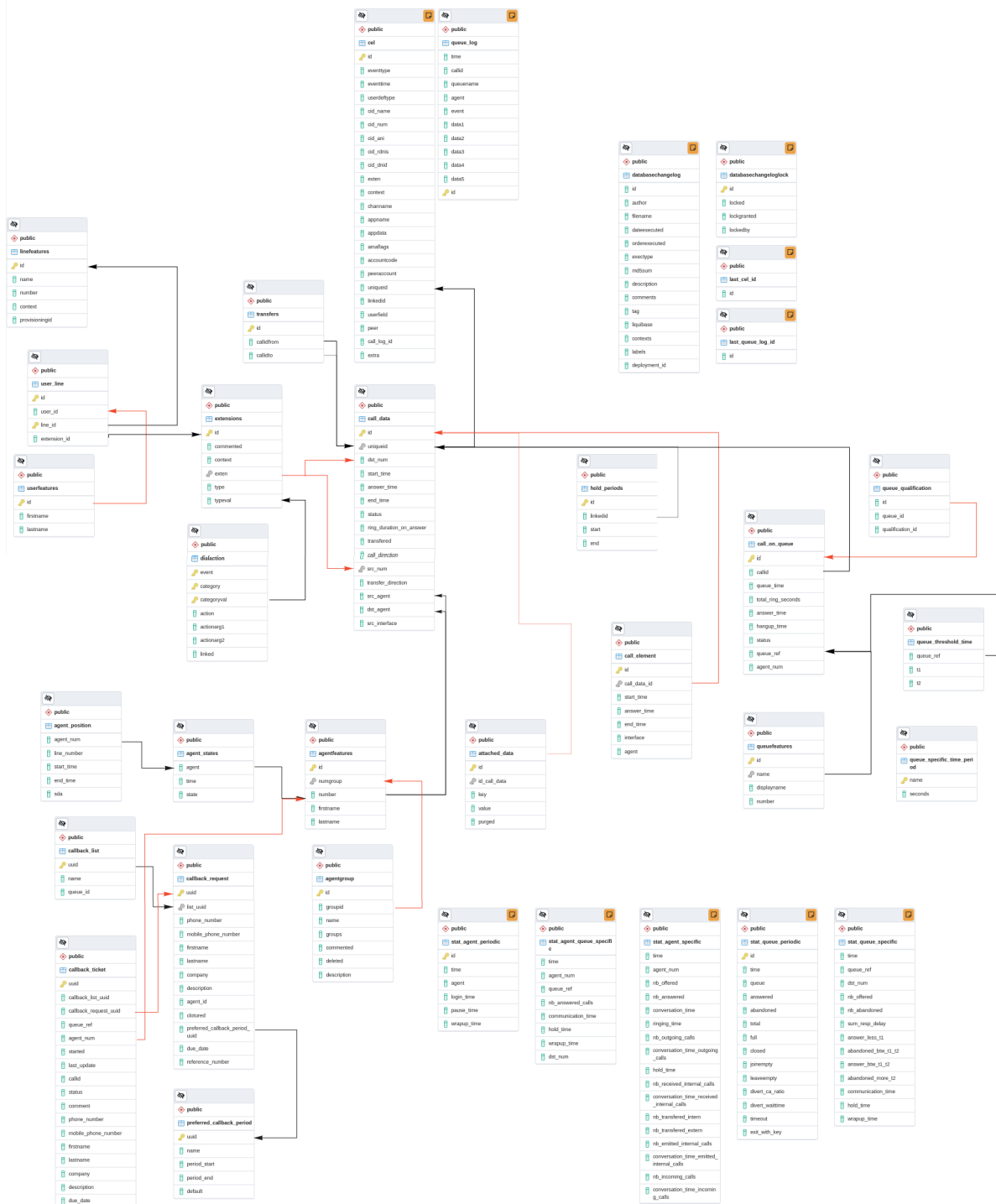
#### call\_data

Each line in *call\_data*, correspond to a unique call and contains only one uniqueId of one call leg. This table is aggregated in near real time with the data of *cel* Asterisk table.

---

**Important:** End of a call is considered when phone is hung up, we don't consider the time of transfers that can be done besides initial call.

---



Column	Type	Description
id	INTEGER	
uniqueid	VARCHAR	Call unique reference, generated by Asterisk
dst_num	VARCHAR	Called number
start_time	TIMESTAMP	Call start time
answer_time	TIMESTAMP	Call answer time
end_time	TIMESTAMP	Call end time (phone is hung up)
status	status_type	Call status. Beware: only <i>answered</i> is properly filled.
ring_duration	INTEGER	Ring time of the endpoint answering the call, in seconds
transferred	BOOLEAN	True if the call has been transferred
call_direction	call_direction_type	Call direction (“incoming” : call from the outside, received by XiVO ; “outgoing” : call to the outside, originated by an endpoint associated to XiVO ; “internal” : call taking place entirely inside the XiVO)
src_num	VARCHAR	Calling number
transfer_direction	call_direction_type	Indicates the transfer direction, if relevant
src_agent	VARCHAR	Agent originating the call
dst_agent	VARCHAR	Agent receiving the call, if it is a direct call on an agent. Not filled when the call is destined to a queue
src_interface	VARCHAR	Interface originating the call (in the Asterisk sense, ex : SCCP/01234)

## attached\_data

Data attached to the call (cf. [Attached Data](#))

Column	Type	Description
id	INTEGER	
id_call_data	INTEGER	Id of the associated tuple in <i>call_data</i>
key	VARCHAR	Name of the attached data
value	VARCHAR	Value of the attached data

## call\_element

Part of a call matching the reaching of an endpoint

Column	Type	Description
id	INTEGER	
call_data_id	INTEGER	Id of the associated tuple in <i>call_data</i>
start_time	TIMESTAMP	Time at which the endpoint was called
answer_time	TIMESTAMP	Answer time for the endpoint
end_time	TIMESTAMP	End time of this call part
interface	VARCHAR	Endpoint interface

## call\_on\_queue

Calls on a queue

Column	Type	Description
id	INTEGER	
callid	VARCHAR	Call unique reference, generated by Asterisk
queue_time	TIMESTAMP	Time of entrance in the queue
total_ring_time	INTEGER	Total ring time, in seconds (includes ringing of non-answered calls)
answer_time	TIMESTAMP	Answer time
hangup_time	TIMESTAMP	Hangup time
status	call_ext_type	Status ( <i>full</i> : full queue; <i>closed</i> : closed queue; <i>joinempty</i> : call arrived on empty queue; <i>leaveempty</i> : exit when queue becomes empty; <i>divert_ca_ratio</i> : call redirected because the ratio waiting calls/agents was exceeded; <i>divert_waittime</i> : call redirected because estimated waiting time was exceeded; <i>answered</i> : call answered; <i>abandoned</i> : call abandoned; <i>timeout</i> : maximum waiting time exceeded)
queue_name	VARCHAR	Technical queue name
agent_name	VARCHAR	Number of the agent taking the call, if relevant

## hold\_periods

Hold periods

Column	Type	Description
id	INTEGER	
linkedid	VARCHAR	Call unique reference, generated by Asterisk
start	TIMESTAMP	Hold start time
end	TIMESTAMP	Hold end time

## transfers

Table that follow transfers between calls

Column	Type	Description
id	INTEGER	id of the transfer
callidfrom	VARCHAR	initial call
callidto	VARCHAR	destination call

## stat\_queue\_periodic

Statistics aggregated by queue and time interval (15 minutes)

Column	Type	Description
id	INTEGER	
time	TIMESTAMP	Start time of the considered interval
queue	VARCHAR	Queue technical name
answered	INTEGER	Number of answered calls
abandoned	INTEGER	Number of abandoned calls
total	INTEGER	Total number of calls received on the queue (which excludes the calls dissuaded before entering the queue)
full	INTEGER	Number of calls arrived on a full queue (diversion before entering the queue)
closed	INTEGER	Number of calls arrived on a closed queue, outside of the configured schedules (diversion before entering the queue)
joinempty	INTEGER	Number of calls arrived on an empty queue (diversion before entering the queue)
leaveempty	INTEGER	Number of calls redirected because of a queue becoming empty
di-vert_ca_ratio	INTEGER	Number of calls arrived when the calls / available agents ratio is exceeded (diversion before entering the queue)
di-vert_waittime	INTEGER	Number of calls arrived when the estimated waiting time is exceeded (diversion before entering the queue)
timeout	INTEGER	Nombre of calls redirecting because maximum waiting time is exceeded

### stat\_agent\_periodic

Statistics aggregated by agent and time interval (15 minutes)

Column	Type	Description
id	INTEGER	
time	TIMESTAMP	Start time of the considered interval
agent	VARCHAR	Agent number
login_time	INTERVAL	Login time
pause_time	INTERVAL	Pause time
wrapup_time	INTERVAL	Wrap-up time

### stat\_queue\_specific

Statistics aggregated by queue, called number and time interval (15 minutes)

Column	Type	Description
time	TIMESTAMP	Start time of the considered interval
queue_ref	VARCHAR	Technical name of the queue
dst_num	VARCHAR	Called number
nb_offered	INTEGER	Number of presented calls
nb_abandoned	INTEGER	Number of abandoned calls
sum_resp_delay	INTEGER	Wait time, in seconds
answer_less_t1	INTEGER	Number of calls answered in less than t1 seconds
abandoned_btw_t1_t2	INTEGER	Number of calls abandoned between t1 and t2 seconds
answer_btw_t1_t2	INTEGER	Number of calls answered between t1 and t2 seconds
abandoned_more_t2	INTEGER	Number of calls answered in more than t2 seconds
communication_time	INTEGER	Total communication time in seconds
hold_time	INTEGER	Total hold time in seconds
wrapup_time	INTEGER	Total wrap-up time in seconds

The thresholds t1 and t2 are configurable:

- in the table `queue_specific_time_period` for the default values in seconds. Installation values are t1=15 seconds and t2=20 seconds. Data is saved in the form of (*name, seconds*) pairs, for example : ('t1', 15).
- in the table `queue_threshold_time` for values specific to a queue. Data is saved in the form of a tuple (queue name, t1, t2).

### stat\_agent\_specific

Statistics aggregated by agent and time interval (15 minutes)

---

**Important:** Hold times are considered as conversation time and so are included.

---

Column	Type	Description
time	TIMESTAMP	Start time of the considered interval
agent_num	VAR-CHAR	Agent number
nb_offered	INTEGER	Number of calls presented from a queue
nb_answered	INTEGER	Number of calls answered from a queue
conversation_time	INTEGER	Conversation time on incoming calls from a queue (ACD), in seconds
ringing_time	INTEGER	Ring time on incoming calls from a queue (ACD), in seconds
nb_outgoing_calls	INTEGER	Number of calls emitted to the outside
conversation_time_outgoing_calls	INTEGER	Conversation time in calls emitted to the outside, in seconds
hold_time	INTEGER	Hold time for any kind of calls (ACD, internal and outgoing) in seconds
nb_received_internal_calls	INTEGER	Number of received internal calls
conversation_time_received_internal_calls	INTEGER	Conversation time on received internal calls, in seconds
nb_transferred_intern	INTEGER	Number of calls coming from a queue and transferred to an internal destination
nb_transferred_extern	INTEGER	Number of calls coming from a queue and transferred to an external destination
nb_emitted_internal_calls	INTEGER	Number of emitted internal calls
conversation_time_emitted_internal_calls	INTEGER	Conversation time on emitted internal calls, in seconds
nb_incoming_calls	INTEGER	Number of received incoming calls
conversation_time_incoming_calls	INTEGER	Conversation time on received incoming calls, in seconds

### stat\_agent\_queue\_specific

Statistics aggregated by queue, called number, agent and time interval (15 minutes)

Column	Type	Description
time	TIMESTAMP	Start time of the considered interval
agent_num	VARCHAR	Agent number
queue_ref	VARCHAR	Technical name of the queue
dst_num	VARCHAR	Called number
nb_answered_calls	INTEGER	Number of answered calls
communication_time	INTEGER	Communication time, in seconds
hold_time	INTEGER	Hold time, in seconds
wrapup_time	INTEGER	Wrap-up time, in seconds

### agentfeatures

Gather information about agent profile

Column	Type	Description
id	INTEGER	
numgroup	INTEGER	Agent group number
number	VARCHAR	Agent number ( line number)
firstname	VARCHAR	Agent first name
lastname	VARCHAR	Agent last name



## queuefeatures

Gather information about queue

Column	Type	Description
id	INTEGER	Queue id
name	VARCHAR	Technical name
displayname	VARCHAR	Display name
number	VARCHAR	Number to reach the queue

## userfeatures

Gather information about user profile

Column	Type	Description
id	INTEGER	User id
firstname	VARCHAR	User first name
lastname	VARCHAR	User last name

## linefeatures

Gather information about line used by a user

Column	Type	Description
id	INTEGER	Line id
name	VARCHAR	SIP interface name
number	VARCHAR	Phone number
context	VARCHAR	Line context
provisioningid	INTEGER	Number to provision a device

## agent\_position

Line number used by agents

Column	Type	Description
agent_num	VARCHAR	Agent number
line_num	VARCHAR	Line number of the device used
start_time	TIMESTAMP	Begin date of line use
end_time	TIMESTAMP	End date of line use
sda	VARCHAR	Line direct inward dial

## agent\_states

Last state known for an agent

Column	Type	Description
agent	VARCHAR	Agent number
time	TIMESTAMP	Last state time
state	agent_state_type	logged_on, logged_off, paused, wrapup

## agentgroup

Agent group ownership

Column	Type	Description
id	INTEGER	Agent group Id
groupid	INTEGER	<i>Deprecated</i> use id
name	VARCHAR	Name of the group
groups	VARCHAR	<i>Deprecated</i>
commented	INTEGER	know if group is disabled
deleted	INTEGER	know if group is deleted
description	TEXT	description set in XiVO

## dialaction

Action to trigger when a number (extension) is matching some criteria (congestion, busy, no answer. . . )

Column	Type	Description
event	VAR-CHAR	Type of criteria (answer, noanswer, busy, congestion, chanunavail, qwaittime, qwaitratio)
category	VAR-CHAR	user, meetme, queue, incall, group, callfilter. . .
category-val	VAR-CHAR	Id applying to the category (user id if category is user)
action	VAR-CHAR	What to trigger (can be <b>custom</b> or any existing <b>category</b> defined above)
actionarg1	VAR-CHAR	Value associated to action. e.g. if queue must be called, arg1 will contain the queue id
actionarg2	VAR-CHAR	Rarely used to define a second value if category chosen need it
linked	INTEGER	<i>Deprecated</i>

## extensions

List of all numbers that you can call within XiVO

Column	Type	Description
id	INTEGER	Extension Id
commented	INTEGER	Define if extension is disabled
context	VARCHAR	Context of your extension (xivo-features are hardcoded ones)
exten	VARCHAR	Number to reach the extension
type	VARCHAR	user, meetme, queue, incall, group, extenfeatures. . .

## user\_line

Mapping table between a user, its line and associated extension

Column	Type	Description
id	INTEGER	User line association id
user_id	INTEGER	User id
line_id	INTEGER	Line id
extension_id	INTEGER	Extension id

## cel & queue\_log

These tables are generated by Asterisk and cloned in stats repository, for more information about it see <https://wiki.asterisk.org/wiki/pages/viewpage.action?pageId=5242932>

### 6.10.8 Tables join

Tables **call\_data**, **call\_on\_queue** and **hold\_periods** can be linked together by doing a join on a column holding the call reference. The columns are the following:

Table	Reference column
call_data	uniqueid
call_on_queue	callid
hold_periods	linkedid

On the other hand, tables **attached\_data** and **call\_element** contains foreign key referencing the **id** column of **call\_data**.

Tables **call\_on\_queue**, **agentfeatures** and **agent\_position** can be linked together by doing a join on a column holding the agent number reference. The columns are the following:

Table	Reference column
call_on_queue	agent_num
agentfeatures	number
agent_position	agent_num

Tables **agentgroups** and **agentfeatures** can be linked together by doing a join on a column holding the agent group id reference. The columns are the following:

Table	Reference column
agentfeatures	numgroup
agentgroups	id

Tables **transfers** and **call\_data** can be linked together by doing a join on a column holding the call uniqueid reference. The columns are the following:

Table	Reference column
transfers	callidfrom / callidto
call_data	uniqueid

### 6.10.9 Sample of statistic data from various call flow

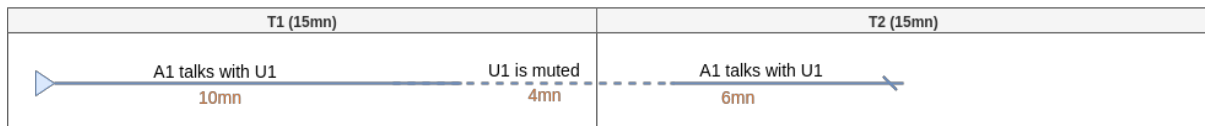
This section gives an overview of what kind of data can be found in the different statistics tables when performing usual contact center call flow.

For the following diagrams, here the legend that would apply to understand interactions:



### Single call put on hold

Let's take the assumption that one Agent ( *A1* with id *8000* and phone number *1000* ) calls an internal User ( *U1* with phone number *1001* ).



This simple call flow generates in *call\_data* 1 line (simplified table to keep only important fields):

id	uniqueId	dst_num	answer_time	end_time	src_agent
1	12345678.9	1001	2018-12-01 15:02:00	2018-12-01 15:22:00	8000

also get in *hold\_period* 1 line:

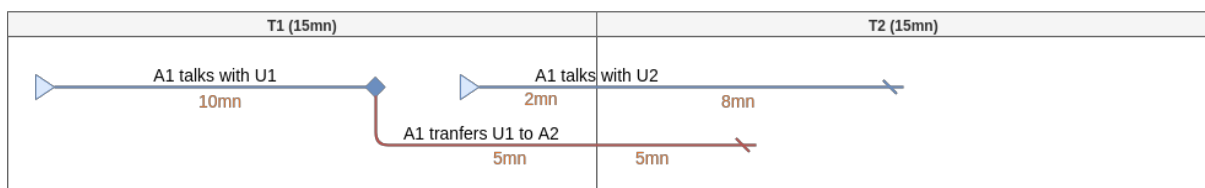
id	linkedId	start	end
1	12345678.9	2018-12-01 15:13:00	2018-12-01 15:17:00

Statistics (done by pack-reporting for spago reports) generates then *stat\_agent\_specific*:

time	agent_num	nb_emitted_internal_calls	conversation_time_emitted_internal_calls	hold_time
2018-11-29 15:15:00	8000	1	720	120
2018-11-29 15:30:00	8000	1	480	120

### Single call, direct transfer then new call

Let's take the assumption that one Agent (*A1* with id *8000* and phone number *1000*) calls an internal User ( *U1* with phone number *1001* ). This call is transferred to Agent *A2* (with id *8002* ) blindly. Then *A1* calls internal another User ( *U2* with phone number *1002* )



This call flow generates in *call\_data* 2 lines (simplified table to keep only important fields) one for each call ( *U1* and *U2* ):

id	uniqueId	dst_num	answer_time	end_time	src_agent	dst_agent	transferred	transfer_direction
1	12345678	91001	2018-12-01 15:02:00	2018-12-01 15:12:00	8000	8002	true	internal
2	12345679	01002	2018-12-01 15:13:00	2018-12-01 15:23:00	8000			

and get in *transfers* 1 line (where *callIdto* id the *uniqueId* of the leg of Agent A2 with user U1):

id	callIdfrom	callIdto
1	12345678.9	98765432.1

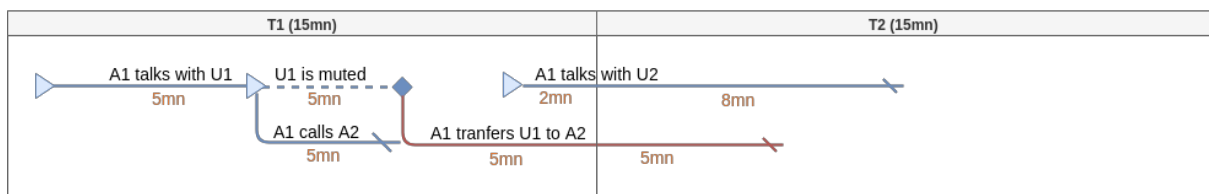
Statistics (done by pack-reporting for spago reports) generates then *stat\_agent\_specific*:

time	agent_num	nb_emitted_internal_calls	conversation_time_emitted_internal_calls	hold_time
2018-11-29 15:15:00	8000	1	720	0
2018-11-29 15:30:00	8000	1	480	0

**Important:** We don't consider the time of the transfer besides initial call and only time of established calls.

### Single call, attended transfer then new call

Let's take the assumption that one Agent (*A1* with id 8000 and phone number 1000) calls an internal User ( *U1* with phone number 1001 ). This call is transferred to Agent A2 (with id 8002 ) after talking with him. Finally *A1* calls internal another User ( *U2* with phone number 1002 )



This call flow generates in *call\_data* 3 lines (simplified table to keep only important fields) one for each call between *U1* and *U2* and one for *A2*:

id	uniqueId	dst_num	answer_time	end_time	src_agent	dst_agent	transferred	transfer_direction
1	12345678	91001	2018-12-01 15:02:00	2018-12-01 15:12:00	8000	8002	true	internal
2	12345679	01002	2018-12-01 15:13:00	2018-12-01 15:23:00	8000			

and get in *transfers* 1 line (where *callIdto* id the *uniqueId* of the leg of Agent A2 with user U1):

id	callIdfrom	callIdto
1	12345678.9	98765432.1

also get in *hold\_period* 1 line:

id	linkedId	start	end
1	12345678.9	2018-12-01 15:07:00	2018-12-01 15:12:00

Statistics (done by pack-reporting for spago reports) generates then *stat\_agent\_specific*:

time	agent_num	nb_emitted_internal_calls	conversation_time_emitted_internal_calls	hold_time
2018-11-29 15:15:00	8000	1	1020	300
2018-11-29 15:30:00	8000	1	480	0

**Important:** Conversation time can be over 900s (15mn) as hold time is included in this specific call flow.

### 6.10.10 Sample SQL statistic queries

This section describes some SQL query achievements done based on *Database schema*.

#### List all received agent calls

This query get the phone set number on which the agent took the call. It lists all calls answered by agent with line number on which he was logged in. The query here is limiting to all calls answered the first day of August, but it can be easily customized to your needs.

```

1 SELECT cq.answer_time,
2        cq.hangup_time,
3        COALESCE(af.firstname, '') || ' ' || COALESCE(af.lastname, '') AS agent_
   ↳name,
4        cd.src_num AS caller,
5        ap.line_number AS line_number
6 FROM call_on_queue cq
7 LEFT JOIN call_data cd ON cq.callid = cd.uniqueid
8 INNER JOIN agentfeatures af ON cq.agent_num = af.number
9 INNER JOIN agent_position ap ON cq.agent_num = ap.agent_num AND cq.answer_time_
   ↳between ap.start_time and ap.end_time
10 AND to_char(cq.answer_time, 'YYYY') = '2016'
11 AND to_char(cq.answer_time, 'MM') = '08'
12 AND to_char(cq.answer_time, 'DD') = '01'
13 AND cq.agent_num IS NOT NULL;

```

This query will result to something like:

Answer time	Hangup time	Agent name	Caller number	Line used
2016-08-01 09:01:36.803	2016-08-01 09:02:38.916	Agent A	xxxxxxxxxx	101
2016-08-01 09:08:52.8	2016-08-01 09:09:31.97	Agent B	xxxxxxxxxx	102
2016-08-01 09:03:43.797	2016-08-01 09:07:18.452	Agent A	xxxxxxxxxx	101
2016-08-01 09:09:06.895	2016-08-01 09:09:56.549	Agent C	xxxxxxxxxx	103

## Distribution of received call by month for a queue

This query aggregates all received call by month and by queue number.

```

1 SELECT extract(year from cq.queue_time) as Year,
2        to_char(cq.queue_time, 'Mon') as Month,
3        dst_num AS DID,
4        COUNT(CASE WHEN cq.status IN ('answered', 'abandoned', 'leaveempty',
5        ↳ 'timeout', 'exit_with_key') OR cq.status IS NULL THEN 1 END) AS Presented,
6        COUNT(CASE WHEN cq.answer_time IS NOT NULL THEN 1 END) as Answered,
7        to_char(AVG(CASE WHEN cq.answer_time IS NOT NULL THEN cq.hangup_time - cq.
8        ↳ answer_time END), 'HH24:MI:SS') as ACT,
9        COUNT(CASE WHEN cq.status = 'timeout' THEN 1 END) as Dissuaded,
10       COUNT(CASE WHEN cq.status = 'abandoned' THEN 1 END) as Hungup,
11       COUNT(CASE WHEN cq.status = 'closed' THEN 1 END) as Refused,
12       COUNT(CASE WHEN cq.status = 'abandoned' AND (cd.end_time - cq.queue_time) <
13        ↳ '15 seconds'::interval THEN 1 END) as Abandoned_T1,
14       to_char(SUM(CASE WHEN cq.status = 'answered' THEN
15        ↳ EXTRACT(epoch FROM (cq.answer_time - cq.queue_time)) ELSE 0 END) /
16        ↳ NULLIF(COUNT(CASE WHEN cq.status IN ('answered', 'abandoned',
17        ↳ 'leaveempty', 'timeout', 'exit_with_key')
18        ↳ OR cq.status IS NULL THEN 1 END), 0) * INTERVAL '1 second', 'HH24:MI:SS
19        ↳ ') as AWT,
20       SUM(CASE WHEN cd.transferred THEN 1 ELSE 0 END) AS Transferred,
21       ROUND(COUNT(CASE WHEN cq.answer_time IS NOT NULL THEN 1 END)::numeric /
22       ↳ NULLIF(COUNT(CASE WHEN cq.status IN ('answered', 'abandoned', 'leaveempty',
23       ↳ 'timeout', 'exit_with_key')
24       ↳ OR cq.status IS NULL THEN 1 END), 0)::numeric * 100, 2) as Accepted_ratio
25 FROM call_on_queue cq
26 LEFT JOIN call_data cd ON cq.callid = cd.uniqueid
27 GROUP BY 1, 2, 3;

```

This query will result to something like:

Year	Month	DID	Pre-sented	An-swered	Aver-age Call Time	Dis-suaded	Hangup	Re-fused	Aban-doned	Average Waiting Time	Trans-ferred	An-swered Rate
2016	Aug	1101	2	2	00:04:49	0	0	0	0	00:00:03	0	100
2016	Aug	1105	1	1	00:03:53	0	0	0	0	00:00:06	0	100
2016	Aug	1106	331	306	00:03:11	10	15	38	3	00:00:17	5	92.45
2016	Aug	1107	8	8	00:01:55	0	0	12	0	00:00:18	0	100
2016	Aug	1114	1	1	00:04:20	0	0	0	0	00:00:06	0	100
2016	Aug	1115	2	2	00:01:30	0	0	0	0	00:00:09	0	100
2016	Aug	1118	53	49	00:01:20	1	3	2	3	00:00:17	1	92.45
2016	Aug	1119	3	0		2	1	0	0	00:00:00	0	0
2016	Aug	1120	1	1	00:00:51	0	0	0	0	00:00:42	0	100

## Number of direct calls to user through its DID only

This query aggregates all received call through direct inward dial number. We are not counting here the internal calls of a user.

```

1 SELECT
2
3       CASE
4         WHEN call_direction='outgoing'
5         THEN (select ext_a.typeval::integer from extensions_
6        ↳ ext_a where ext_a.type = 'user' and ext_a.exten=src_num)
7         WHEN call_direction='incoming'

```

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```

6          THEN (select dl_a.actionarg1::integer from
↪ dialaction dl_a, extensions ext_b where dl_a.category = 'incall'
7          AND dl_a.action = 'user' and dl_a.
↪ categoryval = ext_b.typeval AND ext_b.type = 'incall' AND dst_num IN (ext_b.
↪ exten, '+' || ext_b.exten) )
8          ELSE 0
9          END as user_id,
10         sum(CASE WHEN call_direction= 'incoming' THEN 1 ELSE 0 END) AS nb_incoming_
↪ offered,
11         sum(CASE WHEN call_direction= 'incoming' and status = 'answer' THEN 1 ELSE
↪ 0 END) AS nb_incoming_answered,
12         sum(CASE WHEN call_direction= 'incoming' THEN 1 ELSE 0 END)-sum(CASE WHEN
↪ call_direction= 'incoming' and status = 'answer' THEN 1 ELSE 0 END) as nb_
↪ incoming_missed
13 FROM
14         call_data
15 GROUP BY user_id

```

This query will result to something like:

user_id	nb_incoming_offered	nb_incoming_answered	nb_incoming_missed
1	24	18	6



---

## XiVO Centralized User Management

---

The XiVO Centralized User Management allows to manage several XiVO servers through a unique web interface. Thanks to this interface, it becomes possible to quickly add users that are automatically routed across servers. This documentation will describe the installation process of the interface, how to use the web interface and the REST API it exposes.

### 7.1 Intended usage and features

The XiVO Centralized User Management (XCU) is intended for multi-Xivo systems with centralized routing and user management.

**Warning:** Using XCU for other use-cases than the one described bellow is neither supported nor recommended. If XCU routing schema or centralized user management does not fit your use case, XCU is not good solution for your telephony system. Using XCU for user management only is not recommended. Non-standard installations may be broken by update to future version without warning.

#### 7.1.1 Routing

Routing supports heterogeneous numbering plan administration:

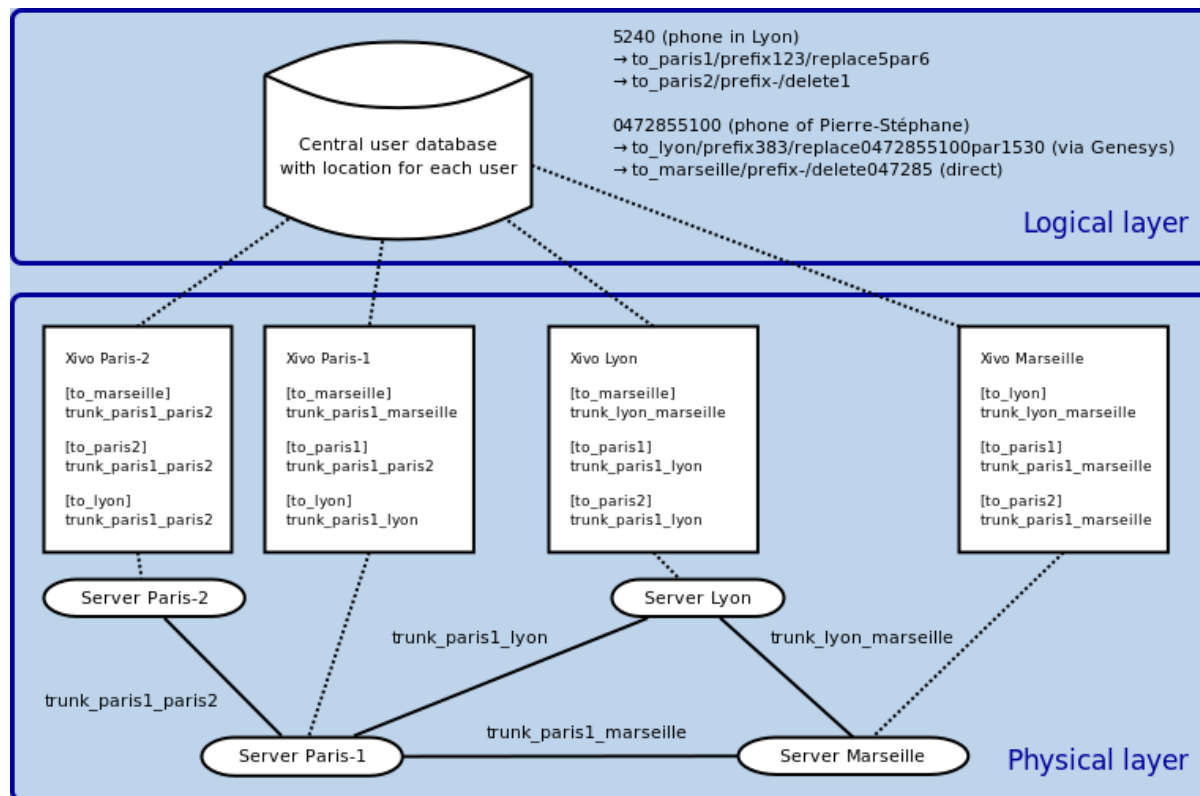
- Centralized dialplan management.
- Route incoming and outgoing calls, independently of the entry point to the target telephony subsystem hosting this number.
- Simple configuration of dialplan richness (prefix, short numbers, numbers of different length, emergency calls, live destination modification).
- Easily configurable protection against routing loops.

Routing is using concept of two layers:

1. “Logical” layer - based on contexts, users are routed using centralized database returning the context to be used to reach the user, with extensions correctly routed irrespective to point of entry of call.

2. “Physical” layer - arbitrary connection (direct or indirect) via trunks is supported. Trunks are associated to contexts to reflect the real network topology, there’s no need of full-mesh topology, a call can pass by multiple Xivos before reaching the user.

Mapping between “Logical” and “Physical” layer is done by routing contexts. Every Xivo has routing context for every other Xivo (attached to trunk it will use). Routing context with the same name on different Xivo will be configured accordingly to the position of the Xivo in the network. Intervals can overlap between Xivos, therefore logical structure of dialplan can be independent on physical location of users.



See *Configuration of Xivos for Centralized Routing* for more configuration details.

## Implementation of routing

When there is dial request on some Xivo and destination number is not found locally, AGI script in the dialplan requests a route from the routing database and gets:

- A context used to process the call.
- Rules to update the destination number.
- Requests can be chained.

**Note:** Routing systems provides also the conversion of the direct incoming number to the user’s short number, this conversion is done when the call enters the system, between Xivos only the short number is used. This condition needs to be respected when creating a new system or integrating an existing one. When integrating an existing one, you may need to create some routes manually.

Fault tolerance:

- Local calls work, even when other network links and/or centralized user database are unreachable.
- Routing server can be setup in High Availability master-slave mode. When master routing server is down, routing requests are automatically processed by the slave.

## 7.1.2 Centralized user management

User management allows centralized administration without knowledge of low-level telephony details:

- Configuration is done from point of view of organization administrator, not telephony technician.
- User creation is simplified by line templates.
- Only relevant choices and options are presented.
- Extension number for new user is checked to be unique among all Xivos.
- Numbers proposed when creating a user are based on their availability.
- XCU accounts can be restricted to manage only part of the system.
- All configuration changes are logged for auditability.

Compatibility with configuration via Xivo WebUI:

- Users added by Xivo WebUI before adding Xivo to XCU are imported, but they not reachable by centralized routing.
- Combining user management by XCU and by Xivo WebUI is bad idea, which usually leads to misconfiguration.
- Managing users by XCU and call-center configuration (Queues, Agents) via Xivo WebUI is possible, but queue numbers are not reachable by centralized routing automatically, you need to add manual routes if needed.
- Configuring conference rooms via Xivo WebUI is possible, but conference room numbers are not reachable by centralized routing automatically, you need to add manual routes if needed.

## 7.1.3 XiVO integration

Both freshly installed XiVO or an already configured XiVO can be added to the user management system. Steps to be followed are:

- When adding a freshly installed XiVO, you need to pass the XiVO Wizard and then follow steps described in [Create XiVO](#).
- When adding an already configured XiVO (a XiVO used since a while with users etc.), you follow the same procedure as for a freshly installed XiVO, but you must pay attention to following restrictions:
  - Existing users will be imported in the centralized management, but currently the system doesn't create any route and these users are not reachable automatically, you need to add manually required routes.
  - Existing internal contexts are converted to Entities and created in the management system.
  - Ensure to have considered the interval overlapping option described in the [Configuration](#).

## 7.2 Installation

### 7.2.1 Requirements & Limitations

The XiVO Centralized User Management requires :

- A server with:
  - Debian 8
  - PostgreSQL >= 9.5 (see [Debian backports](#) or [Postgresql Wiki](#) for installing instructions)
  - Docker > 1.12 and corresponding Docker-Compose. Since version 2018.04 XCU requires Docker-CE instead of Docker Engine.

- git installed
- sudo installed
- Some XiVOs to manage !
  - see the next section for limitations on managed XiVOs.

### 7.2.2 XiVO(s) Requirements & Limitations

**Warning:** Please double-check these requirements to prevent unexpected behavior.

For each Xivo which will be added to XCU ensure:

1. Create an Incoming calls interval in the *from-exten* context with a did length equal to the internal number length for each interval managed by XCU.
2. SCCP devices are not supported and may trigger error in the Centralized User Management. You must remove them on your XiVO before using this application.
3. On any context, Users interval *Number range start* and *Number range end* from must be 1-6 six digits (no other characters are allowed).
4. If you are making circular inclusions of asterisk context the XCU can potentially load users for a while, you should be **very** careful with such deployment.

Centralized routing will require further configuration - see [Configuration of Xivos for Centralized Routing](#).

### 7.2.3 Installation by installer package

Install the *gcu-installer* package via *apt*:

1. Create the xivo sources list file `/etc/apt/sources.list.d/xivo-dist.list` and add the following line (replace **VERSION** with the current version, e.g. *2017.11*):

```
deb http://mirror.xivo.solutions/archive/ xivo-VERSION-latest main
```

2. Add GPG key of XiVO repository:

```
wget http://mirror.xivo.solutions/xivo_current.key -O - | apt-key add -
```

3. Update your source list and install the package:

```
apt-get update
apt-get install gcu-installer
```

The configuration files are located in `/etc/docker`.

### 7.2.4 Configuration

The XCU configuration files are installed by the installer package to the `/etc/docker/` directory.

#### Authentication

Authentication is configured in `/etc/docker/interface-centralisee/application.conf`, section `authentication`:

- in `authentication.login` you can change initial user credentials (default admin / superpass)
- in `authentication.ldap` you can add configuration to use authentication via LDAP

## Interval overlapping

A parameter called *allowIntervalOverlap* with default value *false* is available in `/etc/docker/interface-centralisee/application.conf`. When set to *false*, the XCU does not allow use overlapping intervals, when an interval is created or edited the XCU checks whether the interval overlaps with other intervals on all XiVOs and if it does the action is rejected. This default setting helps you to preserve a coherent numbering plan.

If for some reason you need to allow interval overlapping, you just need to change the value in the configuration file to *true* and restart the XCU. It can be useful when some existing XiVO servers with overlapping intervals were imported or when you want to be able to migrate some user to another XiVO without changing its number.

## 7.2.5 Run the application

Star XCU by following command:

```
docker-compose -p icdu -f /etc/docker/compose/icdu.yml up -d
```

Alternatively, you can set a bash alias for conveniently run XCU:

```
alias dcomp='docker-compose -p icdu -f /etc/docker/compose/icdu.yml'
```

In that case you can use simpler command :

```
dcomp up -d
```

XCU should now be accessible through <http://my-server-ip> or <http://my-server-ip:9001>

## 7.2.6 Application logs

1. General application log is in `/var/log/interface-centralisee/application.log` with daily rotation, historic logs retained for 5 days.
2. User actions are logged to `/var/log/interface-centralisee/user_actions.log` with daily rotation, historic logs retained for 366 days.

By default `user_actions.log` contains only brief information about which authorize XCU user did what action. To log with more detail (including data of create and update actions), change in `/etc/docker/interface-centralisee/logback.xml` line:

```
<logger name="UserActions" level="INFO">
```

into:

```
<logger name="UserActions" level="DEBUG">
```

## 7.3 Upgrade

The XiVO Centralized User Management (XCUC) upgrade.

### 7.3.1 Prepare sources list

Before upgrading you have to create or change your sources list. It should be located in the file `/etc/apt/sources.list.d/xivo-dist.list`.

You must change the sources list to point towards the version you want to upgrade.

For example if you want to upgrade to Freya GCU:

```
deb http://mirror.xivo.solutions/debian/ xivo-freya main
```

## 7.3.2 Upgrade steps

### Preparing the upgrade

- Read *GCU Release Notes* starting from your version to the version you target.
- Read *Version specific XCU upgrade procedures* starting from your version to the version you target.

### Upgrade

When you have checked the sources.list you can upgrade:

1. Execute with the following commands:

```
apt-get update
apt-get install gcu-installer
```

2. If are using postgresql installed using sources from [Postgresql Wiki](#), upgrading gcu-installer may trigger installing new version of PostgreSQL (in parallel to current one). Suggested action is to disable this new version. If for example GCU use postgresql 9.5 and new version 9.6 was added:

- stop postgresql 9.6 manually by: `service postgresql stop 9.6`
- disable postgresql 9.6 autostart: in `/etc/postgresql/9.6/main/start.conf` replace `auto` with `disabled`
- ensure postgresql 9.5 is running by: `service postgresql start 9.5`

3. Download the new images:

```
docker-compose -p icdu -f /etc/docker/compose/icdu.yml pull
```

4. And run the new container (**All XCU services will be restarted**):

```
docker-compose -p icdu -f /etc/docker/compose/icdu.yml up -d
```

---

**Note:** Please, ensure your server date is correct before starting. If system date differs too much from correct date, you may get an authentication error preventing download of the docker images.

---

## 7.3.3 Version specific XCU upgrade procedures

### Upgrade from versions before 2020.18

**Before upgrading** to version 2020.18, you must change the `not_routed` mode of all entity's intervals.

For example, change `not_routed` mode to `routed` mode in table `entity_intervals`:

```
UPDATE entity_intervals SET interval_routing_mode = 'routed' WHERE interval_
↔routing_mode = 'not_routed';
```

You can also do it per-entity and per-interval by doing it manually in the GCU web interface **before the upgrade**.

### Upgrade from versions before 2018.04

Docker-CE must be installed instead of Docker Engine.

## Upgrade from versions before 2017.06

If you installed GCU version older than 2017.06, you can upgrade it by following [Installation](#) instructions. Further instructions and notices:

1. It is strongly recommended you backup your PostgreSQL `icx` database and SSH keys before proceeding.
2. Installation will install new version of configuration files (like `/etc/docker/compose/icdu.yml`). If some file already exists with different content, you be prompted to choose correctly version or merge differences. Unless you are sure you need special version, use choice: *install the package maintainer's version*.
3. Installation will reuse your SSH certificate stored in `/etc/docker/interface-centralisee/ssh_key` if exists.
4. Installation will reuse PostgreSQL user `icx` if exists - make sure it has password `icx` and access to database `icx`.
5. Installation will reuse PostgreSQL database `icx` if exists.

Check carefully output of `apt-get install gcui-installer`, you will be informed about each component reused and about any manual checks or actions needed, if necessary.

## 7.4 Configuration of Xivos for Centralized Routing

When you add Xivo with configuration, basic Xivo configuration is done automatically. However there are still some steps which have to be done manually on each Xivo using Xivo WebUI.

### 7.4.1 Xivo configuration for centralized routing

#### Things to verify on Xivo before manual configuration

Verify that:

1. Xivo was added to XCU with configuration.
2. Xivo was restarted (automatically when added to XCU or manually later).
3. You have known routing context name for each xivo in form `to_XXX` - it is configured in XCU when adding Xivo.
4. Routing script `/usr/share/asterisk/agi-bin/xivo_routing_agi.py` is there, executable by asterisk user.
5. Dialplan routing configuration `/etc/asterisk/extensions_extra.d/routing.conf` is there, readable by asterisk user.

#### Manually update address of routing server

There must be a configuration file `/etc/xivo_routing.conf` with `hosts = IP:9000` where IP is the IP address of XCU server. If you have a backup routing server, there can be multiple IP:PORT couples separated by comma. Example:

```
[general]
hosts = 192.168.111.222:9000,192.168.111.333:9000
```

#### Connect Xivos by trunks

Ensure there is (direct or indirect) trunk connection between every two Xivos - see [Interconnect two XiVO directly](#). This trunk must have Context set to `Incall`.

## Add routing contexts

In each Xivo create routing contexts for every other Xivo. In Xivo WebUI go to: Services / IPBX / IPBX configuration / Contexts and click Plus icon. For example: if you have three Xivos A, B, C with routing contexts `to_xivo_a`, `to_xivo_b`, `to_xivo_c`, then in Xivo B you create routing contexts `to_xivo_a` and `to_xivo_c`. Type of routing context must be Outcall and it must not include any sub-contexts.

## Add outgoing calls

For each routing context in every Xivo you need to add Outgoing call. In Xivo WebUI go to: Services / IPBX / Call management / Outgoing calls and click Plus icon. This outgoing call has:

- usually the same name as respective routing context
- Context set to respective routing context
- Trunk set to trunk connecting (directly or indirectly) to target Xivo
- in Exten tab single line with Exten = X. and Stripnum = 0

### 7.4.2 Debug centralized routing

On each Xivo you can check log requests and result for routing requests by command:

```
tail -F /var/log/asterisk/xivo-routage-agi.log
```

On XCU you can check log requests and result for routing requests by command:

```
docker logs -f icdu_routing_server_1
```

To test manually query on routing server (replace IP by XCU's):

```
curl -v 'http://192.168.32.68:9000/route?digits=1234'
```

Response is either 200 with body containing route in JSON or 404 with body containing `{"Result": "No such element"}` if not found.

## 7.5 Manual installation

**Warning:** Manual installation steps are provided for debugging purposes and for special cases - for common cases please follow [Installation](#).

The configuration files and the Docker-Compose files are available in a specific [Git repository](#).

### 7.5.1 Database setup

XCUI stores some data in a PostgreSQL database. By default, `application.conf` is configured to connect to a local database named `icx` with the username `icx` and password `icx`. You can change these parameters if you wish. We will use the default parameters in this documentation.

First, we need to install PostgreSQL extensions to use UUID functions :

```
sudo apt-get install postgresql-contrib
```

We can now create the user and the database associated :



```
sudo -u postgres psql -c "CREATE USER icx WITH PASSWORD 'icx'"
```

```
sudo -u postgres psql -c "CREATE DATABASE icx WITH OWNER icx"
```

We then have to enable UUID extension on the `icx` database. Connect as `root` on the `icx` database :

```
sudo -u postgres psql icx -c 'CREATE EXTENSION IF NOT EXISTS "uuid-oss";'
```

## I can't connect to PostgreSQL

It is possible that PostgreSQL complains when you're trying to connect. The solution is to modify the `pg_hba.conf` (in Debian, located in `/etc/postgresql/X.X/main`) and add the following line at the end :

```
local    all         all         trust
```

## 7.5.2 Generate SSH key

In order to let XCU communicate with the various XiVOs, an SSH key is used. Generate one using the following command :

```
ssh-keygen -t rsa -f /etc/docker/interface-centralisee/ssh_key
```

## 7.6 Web interface

The XiVO Centralized User Management (XCU) is managed through a web interface. In the following sections, we will highlight the main features of the system.

### 7.6.1 Definitions

XCU uses a few concepts that are important to understand in order to use the interface correctly.

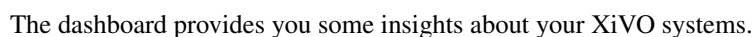
**XiVO** The XiVOs servers that are managed by XCU. XCU will automatically retrieve the entities and the users from them and apply the configuration to them.

**Entity** Entities, also called Contexts, are the parts of the dialplan. Users are attached to them.

**Line template** Line templates are used to quickly create users : they define a few default options (ringing time, voice mail, etc.) that will be applied to the new user. **A line template is required to create a user.**

**User** Actual users that are associated with a phone number

**Administrators** Users that are able to connect to the XCU and manage the XiVOs.



### 7.6.3 XiVO

This page allows you to add a new XiVO that will be managed by XCU.

The first step is to add the displayed SSH key to the authorized keys of your XiVO server. This will allow XCU to connect and configure the XiVO server. You could do this kind of command :

Then, you have to provide the following informations :

- You then have two options :

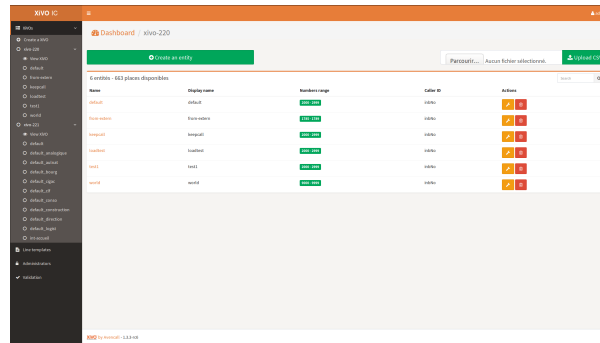
- ## Chapter 7. XiVO Centralized User Management

**Warning:** The configuration takes a while. Relax, go drink a coffee, XCU is doing the legwork for you :)

**Note:** If you want Xivo to be configured for centralized routing between multiple Xivos, please follow steps described in [Configuration of Xivos for Centralized Routing](#).

- **Create the XiVO without configuring it :** XCU will only save the informations.

## View XiVO



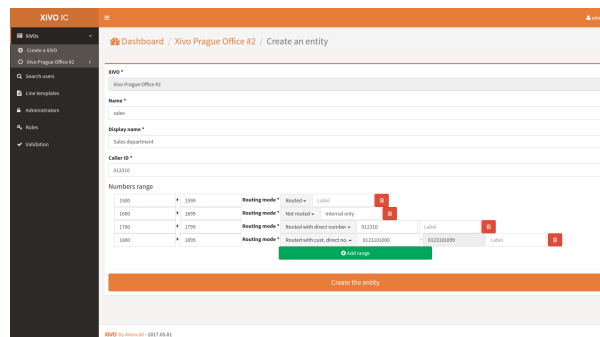
On the sidebar, each XiVO has its own **View XiVO** link. This page allows you to :

- **Add a new entity** to this XiVO by clicking on the green button
- **See the entities associated to this XiVO and perform some operations to them :**
  - **Edit one** by clicking on the yellow button with the wrench icon
  - **Delete one** by clicking on the red button with the trash icon

## 7.6.4 Entity

**Note:** Be sure to check the [Interval overlapping](#) configuration option before working with entities.

## Create entity



This page allows you to add a new entity to a XiVO. You have to provide the following informations :

- **Name :** name that will be used by the XiVO server
- **Display name :** name that will be displayed on XCU
- **Caller ID :** phone number that will be displayed on outgoing call from this entity

- **Media Server:** Media server chosen for this entity. One media server available by entity, the default one is Mds Main.
- **Intervals :** ranges of phone numbers that will be available to this entity. For each one, provide :
  - **Start**
  - **End**
  - **Routing mode** (see bellow)
  - **Direct number prefix** (only for interval Routed with direct number)
  - **First direct number** (only for interval Routed with custom direct number)

The system will return an error if the intervals overlap with other entities

**Routing mode** affects how numbers from given interval are routed via centralized routing:

Routing mode	centralized routing
Routed	Internal number is used for centralized routing
Routed with direct number	<i>Direct number prefix</i> + internal number is used for centralized routing
Routed with custom direct number	Users has custom routed numbers in range from <i>First direct number</i> up to the width of the interval

If you have user in interval *Routed with (custom) direct number* on XiVO-A and call him from XiVO-B using his long (external) number:

1. target user's long (external) number is translated to short (internal) number by the routing mechanism on the first XiVO (XiVO B in this case)
2. on XiVO-A there is an incoming call with short (internal) number of target user

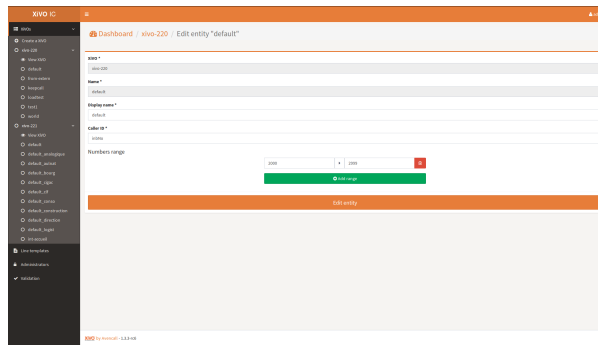
## View entity

last name	internal number	external number	provisioning file	actions
John	1000	"1000"	1000	[Add] [Edit] [Delete]
John	1001	"1001"	1001	[Add] [Edit] [Delete]
John	1002	"1002"	1002	[Add] [Edit] [Delete]
John	1003	"1003"	1003	[Add] [Edit] [Delete]
John	1004	"1004"	1004	[Add] [Edit] [Delete]
John	1005	"1005"	1005	[Add] [Edit] [Delete]
John	1006	"1006"	1006	[Add] [Edit] [Delete]
John	1007	"1007"	1007	[Add] [Edit] [Delete]
John	1008	"1008"	1008	[Add] [Edit] [Delete]
John	1009	"1009"	1009	[Add] [Edit] [Delete]
John	1010	"1010"	1010	[Add] [Edit] [Delete]
John	1011	"1011"	1011	[Add] [Edit] [Delete]
John	1012	"1012"	1012	[Add] [Edit] [Delete]
John	1013	"1013"	1013	[Add] [Edit] [Delete]
John	1014	"1014"	1014	[Add] [Edit] [Delete]
John	1015	"1015"	1015	[Add] [Edit] [Delete]
John	1016	"1016"	1016	[Add] [Edit] [Delete]
John	1017	"1017"	1017	[Add] [Edit] [Delete]
John	1018	"1018"	1018	[Add] [Edit] [Delete]
John	1019	"1019"	1019	[Add] [Edit] [Delete]
John	1020	"1020"	1020	[Add] [Edit] [Delete]

On the sidebar, each entity has its own link. This page allows you to :

- **Add a new user** to this entity by clicking on the green button
- **Edit the entity** by clicking on the yellow button with the wrench icon
- **See the users associated to this entity and perform some operations to them :**
  - **Edit one** by clicking on the yellow button with the wrench icon
  - **Delete one** by clicking on the red button with the trash icon. *At first click, the icon turns into a question mark. You have 5 seconds to click again to launch user deletion. This process prevents you from accidentally delete users.*

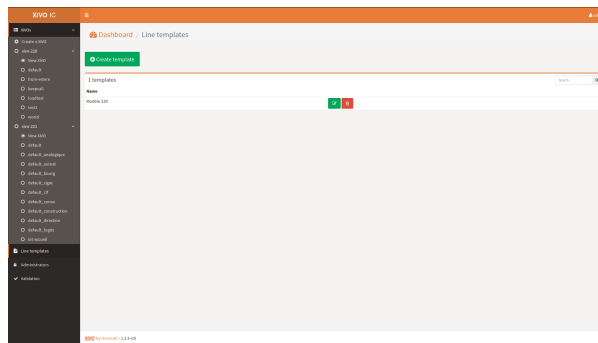
## Edit entity



This page allow you to modify an entity. Please refer to the [Create entity](#) section for fields details.

## 7.6.5 Line templates

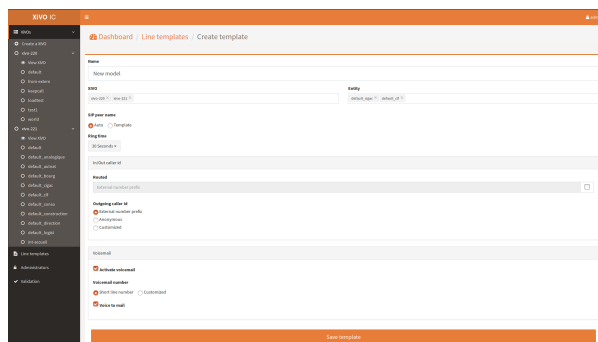
### List templates



On the sidebar, **Line template** has its own link. This page allows you to :

- **Add a new line template** by clicking on the green button
- **See all the line templates and perform some operations to them :**
  - **Edit one** by clicking on the yellow button with the wrench icon
  - **Delete one** by clicking on the red button with the trash icon

### Create template

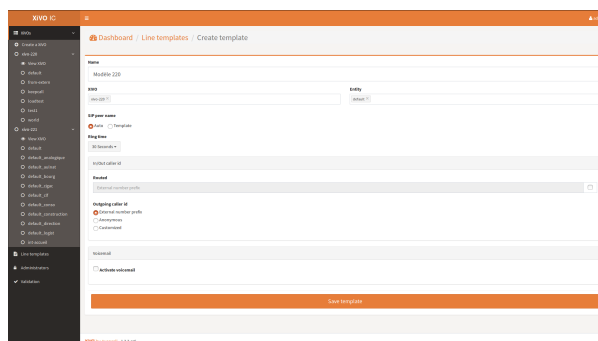


This page allows you to add a new line template. You have to provide the following informations :

- **Name** : name that will be displayed on XCU
- **XiVO** : select the XiVOs for which this template will be available

- **Entity** : select the entities for which this template will be available. *Only entities of the selected XiVOs are displayed*
- **SIP peer name** : *Auto, Model, WebRTC or Unique Account*
- **Ring time** : number of seconds before incoming call is rejected
- **Routed** :
  - The text field allows you to provide the SDA prefix to call the phone
  - Uncheck the checkbox if you don't want the phone to be called from the outside
- **Outgoing caller id** : specify what number is displayed on outgoing call. Possible values are :
  - External number prefix
  - Anonymous
  - Customized : a text field appears to provide the custom number
- **Voicemail** :
  - **Activate voicemail** : enable or not the voicemail
  - **Voicemail number** : specify what number is used to call the voice mail. Possible values are :
    - \* **Short line number** : use the default short number
    - \* **Customized** : a text field appear to provide the custom number
  - **Voice to mail** : whether or not to send an email when a new message is left, the email is the user's email for short line number box and the one configured in the customized voicemail for the customized box, see [Create user](#) for details.

## Edit template



This page allows you to modify a template. Please refer to the [Create template](#) section for fields details.

## 7.6.6 User

## Create user

This page allows you to add a new user to an entity. You have to provide the following information :

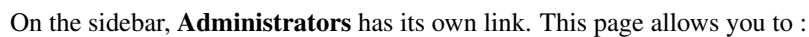
- **Template** : line template to use as a template to create the user. *The main options of the template are displayed below*
- **First name**
- **Last name**
- **Internal number** : number that will be used to internally call the user. *Only the available numbers are displayed*
- **Email** : shown in the directory and used when voice to mail feature is activated
- **Voicemail** : Optional, activated only if present in the used template
  - When a private box is chosen (short line number), the box is created and the user's email is obligatory when Voice to mail feature is activated.
  - When a custom voicemail box is used, the interface will create it if the box doesn't exist on XiVO, it will be created with user's email. Otherwise the existing one is used and the email is not changed.
  - Currently there's a limitation due to a XiVO bug - when you update a user with associated custom voicemail, the voicemail name is replaced with the user's name.
- **CTI credentials** : provide a login and a password to allow the user to connect through CTI interfaces

When saving the form, a confirmation is displayed on top of the user list with the name and provisioning number of the user newly created.

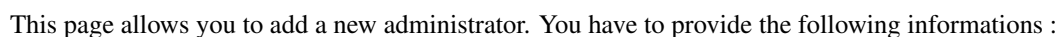
## Edit user

This page allows you to modify a user. Please refer to the [Create user](#) section for fields details.

## 7.6.7 Administrators



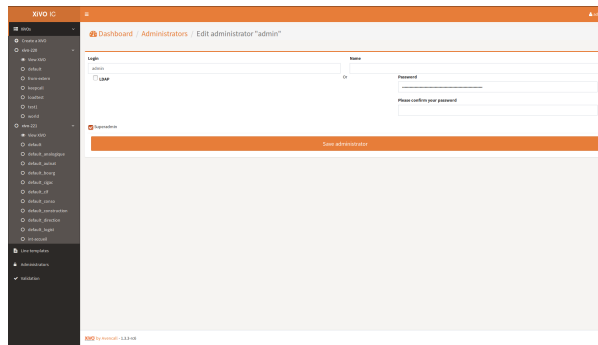
- ## Create administrator



- **Login** : login used by the administrator to connect to XCU
- **Name** : name that will be displayed on XCU
- **LDAP** : if checked, the LDAP authentication configured in `application.conf` will be used
- **Password** : password used by the administrator to connect to XCU. *Shown only if LDAP disabled*
- **Superadmin** : whether or not this administrator is a super-administrator. Super-administrators can manage everything in XCU
- **Entities** : select the entities this administrator will be able to manage *Shown only if Superadmin disabled*



## Edit administrator



This page allows you to modify an administrator. Please refer to the [Create administrator](#) section for fields details.

## 7.7 REST API

The XiVO Centralized User Management (XCU) exposes some REST API that you can use to integrate with your tools.

### 7.7.1 General form

`http://protect\T1\textdollarx-cuport/api/1.0/protect\T1\textdollarxmethod`

withHeaders(("Content-Type", "application/json"))

- \$xcuport : XCU port number (default 9001)
- \$method : See available methods below

### 7.7.2 Login

A login request is required before subsequent API calls in order to get a session cookie.

POST /api/1.0/login

Payload parameters :

**login (String)** Login to connect with

**password (String)** Password corresponding to the login

The server will return a cookie and you will be able to do other API calls. Example with CURL :

```
curl 'http://localhost:9000/api/1.0/login' -H 'Content-Type: application/json' -c
  ↳ 'xcu-cookie' --data-binary '{"login":"admin","password":"superpass"}'
curl 'http://localhost:9000/api/1.0/xivo' -H 'Content-Type: application/json' -b
  ↳ 'xcu-cookie'
```

### 7.7.3 XiVO

The following methods allow you to operate on the XiVOs managed by XCU.

### List

List all the XiVOs configured on XCU.

GET /api/1.0/xivo

```
{
  "items": [
    {
      "id": 1,
      "uuid": "8f159082-4b25-48b3-afec-1873491a60be",
      "name": "xivo-220",
      "host": "192.168.29.220",
      "remainingSlots": 664
    },
    {
      "id": 2,
      "uuid": "15585b75-1d75-45b1-8678-520d1210ec59",
      "name": "xivo-221",
      "host": "192.168.29.221",
      "remainingSlots": 280
    }
  ]
}
```

### Get

Get a XiVO by its id.

GET /api/1.0/xivo/\$id

```
{
  "id": 1,
  "uuid": "8f159082-4b25-48b3-afec-1873491a60be",
  "name": "xivo-220",
  "host": "192.168.29.220",
  "remainingSlots": 664
}
```

### Create

Create a new XiVO.

POST /api/1.0/xivo

Payload parameters :

**name (String)** Display name of the XiVO

**host (String)** Hostname or IP address of the XiVO

**configure (Boolean)** If set to `true`, XCI will immediately make the necessary configurations on the XiVO.  
If set to `false`, it will only be added to XCI but not configured.

### Synchronize configuration files

GET /api/1.0/xivo/synchronize\_config\_files

## 7.7.4 Entities

The following methods allow you to operate on the entities made available by the XiVOS.

### List

List all the entities available.

GET /api/1.0/entities

```
{
  "items": [
    {
      "id": 17,
      "combinedId": "default@15585b75-1d75-45b1-8678-520d1210ec59",
      "name": "default",
      "displayName": "default",
      "xivo": {
        "id": 2,
        "uuid": "15585b75-1d75-45b1-8678-520d1210ec59",
        "name": "xivo-221",
        "host": "192.168.29.221",
        "remainingSlots": 280
      },
      "intervals": [
        {
          "start": "1700",
          "end": "1799"
        },
        {
          "start": "1961",
          "end": ""
        },
        {
          "start": "2600",
          "end": "2799"
        }
      ],
      "presentedNumber": "inbNo"
    },
    {
      "id": 22,
      "combinedId": "default_analogique@15585b75-1d75-45b1-8678-520d1210ec59",
      "name": "default_analogique",
      "displayName": "default_analogique",
      "xivo": {
        "id": 2,
        "uuid": "15585b75-1d75-45b1-8678-520d1210ec59",
        "name": "xivo-221",
        "host": "192.168.29.221",
        "remainingSlots": 280
      },
      "intervals": [
        {
          "start": "3990000",
          "end": "3999999"
        },
        {
          "start": "39990000",
          "end": "39999999"
        }
      ]
    }
  ],
}
```

(continues on next page)

(continued from previous page)

```

    "presentedNumber": "inbNo"
  }
]
}

```

## Get

Get an entity by its `combinedId`.

GET /api/1.0/entities/\$combinedId

```

{
  "id": 22,
  "combinedId": "default_analogique@15585b75-1d75-45b1-8678-520d1210ec59",
  "name": "default_analogique",
  "displayName": "default_analogique",
  "xivo": {
    "id": 2,
    "uuid": "15585b75-1d75-45b1-8678-520d1210ec59",
    "name": "xivo-221",
    "host": "192.168.29.221",
    "remainingSlots": 280
  },
  "intervals": [
    {
      "start": "3990000",
      "end": "3999999"
    },
    {
      "start": "39990000",
      "end": "39999999"
    }
  ],
  "presentedNumber": "inbNo"
}

```

## Create

Create a new entity.

POST /api/1.0/entities

Payload parameters :

**name (String)** Name of the entity

**displayName (String)** Displayed name of the entity

**xivoId (Integer)** Id of the XiVO the entity will be attached to

**intervals (Array)** Intervals of numbers this entity will support

**start (String)** Starting number of the interval

**end (String)** Ending number of the interval

**presentedNumber (String)** Number to show on outgoing calls

## Delete

Delete an entity.

DELETE /api/1.0/entities/\$combinedId

## Edit

Edit an entity. See *Create entity* for fields details.

PUT /api/1.0/entities/\$combinedId

## List users

List users attached to an entity.

GET /api/1.0/entities/\$combinedId/users

```
{
  "items": [
    {
      "id": 559,
      "entity": {
        "id": 22,
        "combinedId": "default_analogique@15585b75-1d75-45b1-8678-520d1210ec59",
        "name": "default_analogique",
        "displayName": "default_analogique",
        "xivo": {
          "id": 2,
          "uuid": "15585b75-1d75-45b1-8678-520d1210ec59",
          "name": "xivo-221",
          "host": "192.168.29.221",
          "remainingSlots": 280
        },
        "intervals": [
          {
            "start": "3990000",
            "end": "3999999"
          },
          {
            "start": "39990000",
            "end": "39999999"
          }
        ],
        "presentedNumber": "inbNo"
      },
      "firstName": "Sous sol Logistique",
      "lastName": "CLF 88:40 P3",
      "internalNumber": "6260",
      "externalNumber": "\"Sous sol Logistique CLF 88:40 P3\"",
      "mail": null,
      "ctiLogin": null,
      "ctiPassword": null,
      "provisioningNumber": "114133"
    }
  ]
}
```

## List available numbers

List available numbers for an entity

GET /api/1.0/entities/\$combinedId/available\_numbers

```
{
  "items": [
    "3990000",
    "3990001",
    "3990002",
    "3990003",
    "3990004"
  ]
}
```

## 7.7.5 Users

The following methods allow you to operate on the users made available by the XiVOS.

### Get

Get a user by its id.

GET /api/1.0/users/\$id

```
{
  "id": 559,
  "entity": {
    "id": 22,
    "combinedId": "default_analogique@15585b75-1d75-45b1-8678-520d1210ec59",
    "name": "default_analogique",
    "displayName": "default_analogique",
    "xivo": {
      "id": 2,
      "uuid": "15585b75-1d75-45b1-8678-520d1210ec59",
      "name": "xivo-221",
      "host": "192.168.29.221",
      "remainingSlots": 280
    },
    "intervals": [
      {
        "start": "3990000",
        "end": "3999999"
      },
      {
        "start": "39990000",
        "end": "39999999"
      }
    ],
    "presentedNumber": "inbNo"
  },
  "firstName": "Sous sol Logistique",
  "lastName": "CLF 88:40 P3",
  "internalNumber": "6260",
  "externalNumber": null,
  "mail": null,
  "ctiLogin": null,
  "ctiPassword": null,
  "provisioningNumber": "114133"
}
```

### Create

Create a new user.

POST /api/1.0/users

Payload parameters :

**entityCId (String)** Entity combinedId the user will be attached to

**templateId (Integer)** Line template to apply to the user

**firstName (String)** First name of the user

**lastName (String)** Last name of the user

**internalNumber (String)** Internal phone number of the user

**ctiLogin (String) *Optional*** CTI login of the user

**ctiPassword (String) *Optional*** CTI password of the user

## Delete

Delete a user.

DELETE /api/1.0/users/\$id

## Edit

Edit a user. See [Create user](#) for fields details.

PUT /api/1.0/users/\$id

## 7.7.6 Templates

The following methods allow you to operate on the line templates used to create users.

## List

List all the templates available.

GET /api/1.0/templates

```
[
  {
    "id": 1,
    "name": "Modèle 220",
    "peerSipName": "auto",
    "routedInbound": false,
    "callerIdMode": "incomingNo",
    "ringingTime": 30,
    "voiceMailEnabled": false,
    "voiceMailNumberMode": "short_number",
    "xivos": [
      1
    ],
    "entities": [
      "default@8f159082-4b25-48b3-afec-1873491a60be"
    ]
  }
]
```

## Get

Get a template by its id.

GET /api/1.0/templates/\$id

```
{
  "id": 1,
  "name": "Modèle 220",
  "peerSipName": "auto",
  "routedInbound": false,
  "callerIdMode": "incomingNo",
  "ringingTime": 30,
  "voiceMailEnabled": false,
  "voiceMailNumberMode": "short_number",
  "xivos": [
    1
  ],
  "entities": [
    "default@8f159082-4b25-48b3-afec-1873491a60be"
  ]
}
```

## Create

Create a new template.

POST /api/1.0/templates

Payload parameters :

**name (String)** Name of the template

**xivos (Array of Integer)** List of XiVOs ids the template will be available to

**entities (Array of String)** List of entities combinedIds the template will be available to

**peerSipName (String)** Possible values are `auto` or `model`

**ringingTime (Integer)** Number of seconds before incoming call is rejected

**routedInbound (Boolean)** Whether or not the phone can be called from the outside

**routedInboundPrefix (String)** *Compulsory if routedInbound is true* SDA prefix to call the phone

**callerIdMode (String)**

Option specifying what number is displayed on outgoing call. Possible values are :

- `incomingNo` : use the SDA prefix
- `anonymous` : masked call
- `custom` : a custom number

**customCallerId (String)** *Compulsory if callerIdMode is custom* Custom number to display on outgoing call

**voiceMailEnabled (Boolean)** Whether or not to enable the voice mail

**voiceMailNumberMode (Boolean)**

Option specifying what number is used to call the voice mail. Possible values are :

- `short_number` : use the default short number
- `custom` : a custom number



**voiceMailCustomNumber (String)** *Compulsory if voiceMailNumberMode is custom* Custom number to call the voice mail

**voiceMailSendEmail (Boolean)** Whether or not to send an email when a new message is left

## Delete

Delete a template.

```
DELETE /api/1.0/templates/$id
```

## Edit

Edit a template. See [Create template](#) for fields details.

```
PUT /api/1.0/templates/$id
```

## 7.7.7 Administrators

The following methods allow you to operate on the administrators of the XCI.

### List

List all the administrators present.

```
GET /api/1.0/administrators
```

```
{
  "items": [
    {
      "id": 1,
      "login": "admin",
      "name": "",
      "password": "+\\\\"/rIncoyp\\Ai\\
↪813xSEeSY+P+x4uNle7cHkL6rpPS3ucgr2EAJIqnQbsIpSGwHj",
      "superAdmin": true,
      "ldap": false,
      "entities": [
    ]
  ]
}
```

### Get

Get an administrator by its id.

```
GET /api/1.0/administrators/$id
```

```
{
  "id": 1,
  "login": "admin",
  "name": "",
  "password": "+\\\\"/rIncoyp\\Ai\\813xSEeSY+P+x4uNle7cHkL6rpPS3ucgr2EAJIqnQbsIpSGwHj
↪",
  "superAdmin": true,
  "ldap": false,
```

(continues on next page)

(continued from previous page)

```
"entities": [  
  
]  
}
```

## Create

Create a new administrator.

POST /api/1.0/administrators

Payload parameters :

**login (String)** Login of the administrator

**name (String)** Displayed name of the administrator

**ldap (Boolean)** Whether or not to use the LDAP authentication configured in `application.conf`

**password (String)** *Compulsory if ldap is false* Password used by the administrator to login

**superAdmin (Boolean)** Whether or not this administrator is a super-administrator. Super-administrators can manage everything in XCI.

**entityIds (Array of Integer)** List of entities this administrator has the rights to manage

## Delete

Delete an administrator.

DELETE /api/1.0/administrators/\$id

## Edit

Edit an administrator. See [Create administrator](#) for fields details.

PUT /api/1.0/administrators/\$id

## 7.7.8 Example (Python 3)

```
#!/usr/bin/env python3  
# -*- coding: utf-8 -*-  
  
from urllib.parse import urlencode  
from urllib.request import Request, urlopen  
import json, sys  
  
class XCIapiExample:  
    base_url = None  
    cookie = None  
  
    def __init__(self, base_url, login, password):  
        self.base_url = base_url  
        self.make_login(login, password)  
  
    def make_login(self, login, password):  
        data = {"login": login, "password": password}  
        response = self.make_post_request("/login", data)  
        self.cookie = response.info()["Set-Cookie"]
```

(continues on next page)

(continued from previous page)

```

def get_entities(self):
    response = self.make_get_request("/entities")
    return self.handle_json_response(response)

def get_available_numbers(self, entity):
    response = self.make_get_request("/entities/" + entity["combinedId
↪"] + "/available_numbers")
    return self.handle_json_response(response)

def create_line_template(self, data):
    self.make_post_request("/templates", data)

def get_line_templates(self):
    response = self.make_get_request("/templates")
    return self.handle_json_response(response)

def create_user(self, data):
    self.make_post_request("/users", data)

def make_get_request(self, method):
    request = Request(self.base_url + method, headers = {"Cookie":
↪self.cookie})
    response = urlopen(request)
    return response

def make_post_request(self, method, data):
    header = {"Content-Type": "application/json", "Cookie": self.
↪cookie if self.cookie else ""}
    request = Request(self.base_url + method, json.dumps(data).
↪encode(), header)
    response = urlopen(request)
    return response

def handle_json_response(self, response):
    return json.loads(response.read().decode())

# Initialize API
api_example = XCIApiExample("http://192.168.29.103:9001/api/1.0", "admin",
↪"superpass")

# Get an entity and its Xivo
entities = api_example.get_entities()["items"]
if (len(entities) == 0):
    sys.exit("There isn't any Xivo configured yet or they don't have any
↪entity !")
else:
    entity = entities[1]
    xivo = entity["xivo"]
    print("Selected entity \"%s\" in Xivo \"%s\""%(entity["name"], xivo["name
↪"]))

# Create a line template
template_data = {
    "name": "My line template",
    "xivos": [xivo["id"]],
    "entities": [entity["combinedId"]],
    "peerSipName": "auto",
    "ringingTime": 30,
    "routedInbound": False,

```

(continues on next page)

(continued from previous page)

```
        "callerIdMode": "anonymous",
        "voiceMailEnabled": False
    }
    api_example.create_line_template(template_data)
    line_template = api_example.get_line_templates()[0]
    print("New line template created")

# Create a user
user_data = {
    "entityCId": entity["combinedId"],
    "templateId": line_template["id"],
    "firstName": "Alice",
    "lastName": "In Wonderland",
    "internalNumber": api_example.get_available_numbers(entity)["items"][0]
}
api_example.create_user(user_data)
print("New user created")
```

## 7.8 GCU Release Notes

### 7.8.1 2020.18

Below is a list of *New Features* and *Behavior Changes* in the Centralized User Management interface introduced in the 2020.18 version.

#### New Features

##### Templates

- It is possible to choose WebRTC or Unique Account as a peer type - see [Create template](#)

##### Entities

- When creating an entity we can now choose a Media Server - see [Create entity](#)

##### Users

- After creating a user, a confirmation message is displayed - see [User confirmation message](#)
- Internal number for a user can be now chosen by typing and narrowing the available numbers result. The number is selected by clicking on it or by pressing tab key.

#### Behavior Changes

##### Entities

- Removed *not routed* mode - see [routing modes](#)

End user help and documentation.

### 8.1 UC Assistant

---

**Note:** This section describes the feature of the UC Assistant application. It is available as a web application from your Web Browser. It is also available as a *desktop application* with these additional features:

- show OS integrated notifications when receiving call
- get keyboard shortcut to answer/hangup and make call using *Select2Call feature*
- *handle callto: and tel: links*
- open when machine startups
- close in tray

To install the *desktop application*, see *the desktop application installation* page.

---

#### What is the XiVO UC Assistant ?

The *XiVO UC Assistant* is a Web application that enables a user to:

- search contacts and show their presence, phone status
- make calls through physical phone or using WebRTC
- transfer incoming or outgoing calls
- access voicemail
- enable call forwarding and *Do Not Disturb* (aka DND)
- show history of calls
- chat between XiVO users also using UC assistant

### 8.1.1 Login

To login, you must have a user configured on the *XiVO PBX* with:

- CTI Login enabled,
- Login, password and profile configured
- A configured line with a number

**Warning:** If a user tries to login without a line, an error message is displayed and user is redirected to the login page (this applies also to *Desktop Applications* )




---

**Note:** A **Remember me** option is available at prompt page to keep you signed in, when you want automatic login.

---

### 8.1.2 Search

You can use the search section to lookup for people in the company, results will display all information known for the user (phone numbers and email).

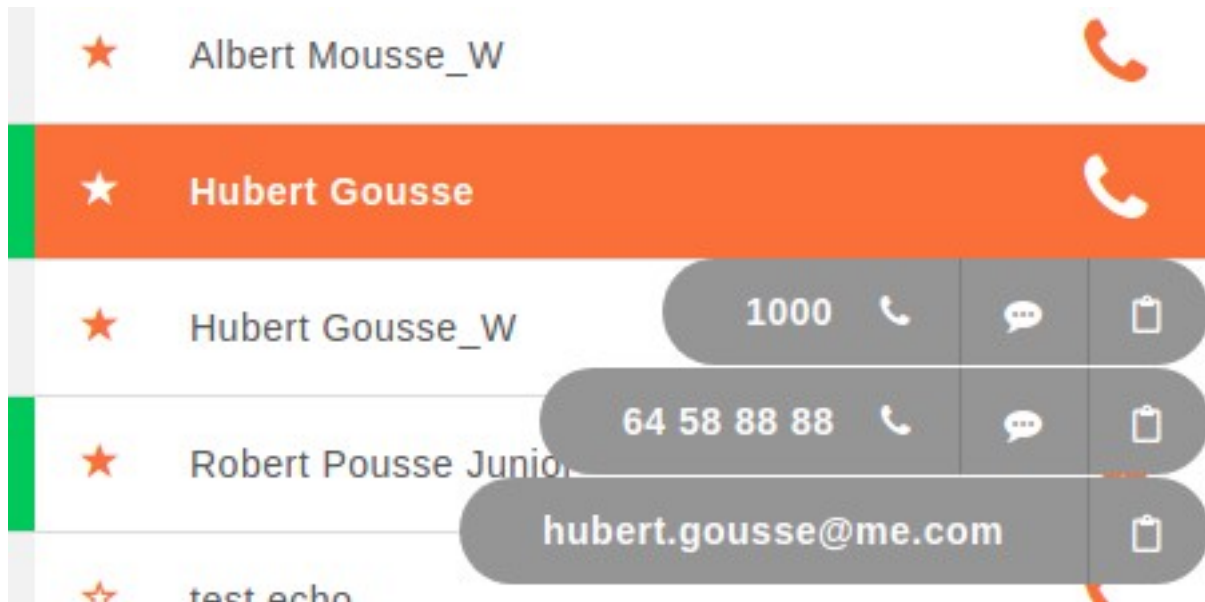
When clicking on the phone icon of a search result a sub-menu appears with the following actions:

**For phone numbers entries:**

- start call (if you click on the number)
- start chat conversation (if it is a XiVO user)
- copy phone number into your clipboard (to paste it elsewhere)

**For email entry:**

- start writing an email (it will open the user's configured email client)
- copy email into your clipboard (to paste it elsewhere)



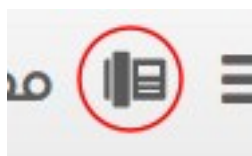
**Important:** Integration: to enable this feature, you must configure the directories in the *XiVO PBX* as described in [Directories](#) and [Views](#).

Though the *UC Assistant* only supports the display of:

- 1 field for name (the one of type *name* in the directory display)
- 3 numbers (the one of type *number* and the first two of type *callable*)
- and 1 email

### 8.1.3 Forwarding Calls and DND

From UC Assistant you can activate *Do Not Disturb* to block all incoming calls or forward call to any another number just by clicking on action button as seen on following screenshot:



You can then change your settings and enable them.

Action possibles are :

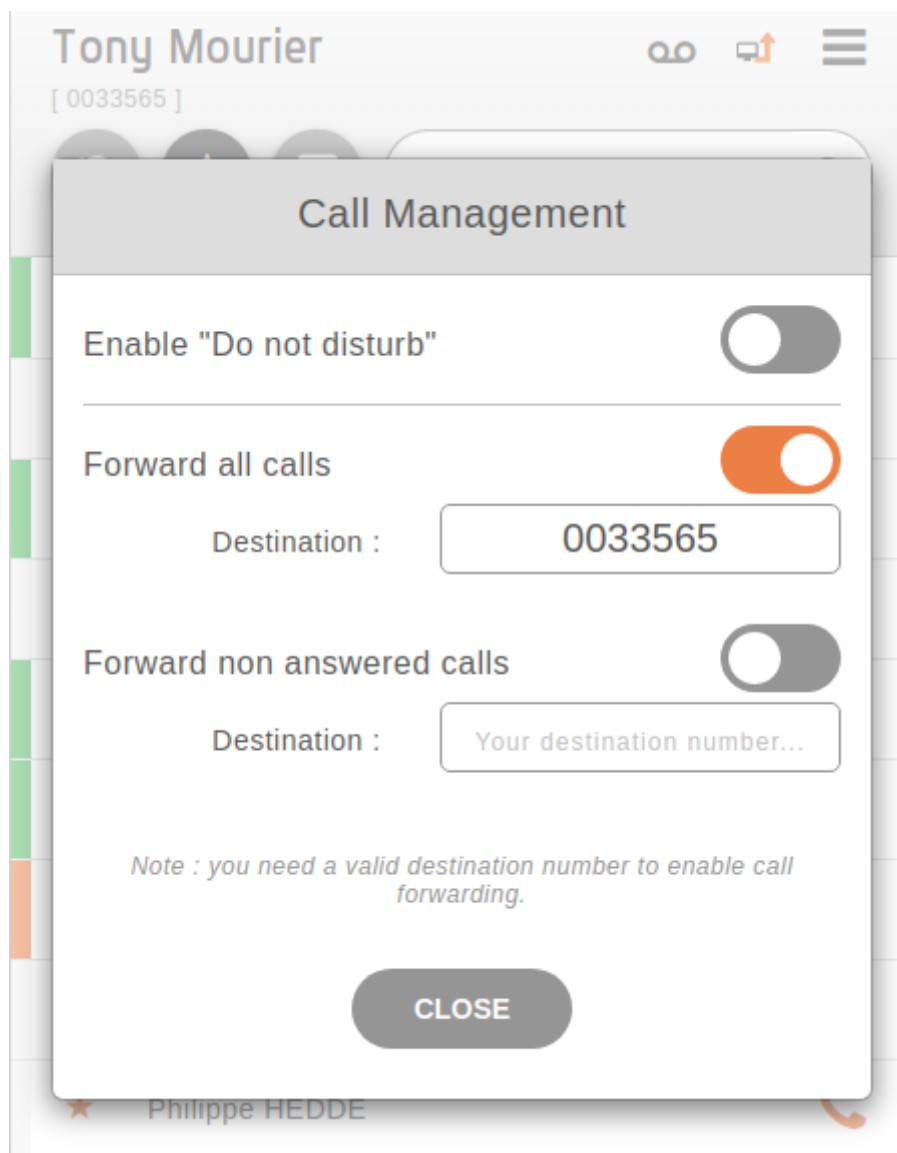
- Enable DND
- Disable DND
- Edit call forwarding (for both unconditional or on missed call only)

You know that all incoming calls will be rejected once you see the following logo in the header bar :

All calls are forwarded once you see this following one :

Finally, calls are forwarded only if you missed it when you see this one :

**Note:** If calls are redirected, the forward number will be shown under your name.





Nevertheless, there is a precedence, if DND mode is enabled and also call forwarding, calls will be rejected.

---

### 8.1.4 Call history

The call history tab lists all the recent calls you were part of. For each call, it displays the status (received, emitted...), the duration, as well as the time when the call happened. You can hover your mouse cursor on a call to add this phone to your contact, or call it. You can also click on it to unfold it and see the call(s) details.

### 8.1.5 Favorites

Click on the star to put a contact in its list of favorites. Favorites must be configured in the *XiVO PBX* as described in *Favorites*.

### 8.1.6 Personal contacts

From top-right hamburger menu, it is possible to display additional actions to handle you personal contacts. You will be able to **create**, **delete all**, **import** and **export** personal contact that you will be either able to search from toolbar or find them in *favorites* panel if starred.

#### Create a personal contact

Just fill wanted fields (such as name and number), click on star if you want this contact to be displayed in *favorites* panel.

**Warning:** It is not possible to have twice the same personal contact, at least one field must differ.

**Warning:** Every contact must have at least a name (either firstname or lastname) and a number (either number, mobile or other number).

It's also possible to create a personal contact from call history by hovering a call item and so have pre-filled fields.

#### Edit a personal contact

To edit a personal contact, you should search it first, then you just hover it, and a pencil icon should appear as in following screen:

Once clicked, you are redirected to edition pane where you just fill wanted fields.

#### Delete a personal contact

To delete a personal contact, you should edit it first, then you just need to click on trashcan icon :

Once clicked, you are invited to confirm or not the deletion of this contact.

#### Import personal contacts

From menu, you can upload a **.csv** file that contains all the data of your personal contacts. You can either use a file exported from this same interface or create yours.

Here are the list of available attributes of a personal contact:

user webrtc

NUMÉRO OU NOM

dimanche dernier

> 4001 (13) ⌚ 23:45

▼

⌚ 00:02

📅 15 septembre 22:18

> user B ⌚ 22:17

> echo (2) ⌚ 22:16

> user webrtc (2) ⌚ 20:57

> echo (14) ⌚ 20:51

▼

\*10 (4)

⌚ 00:22

📅 15 septembre 20:16

⌚ 00:06

📅 15 septembre 20:15

⌚ 00:03

📅 15 septembre 20:15

⌚ 00:08

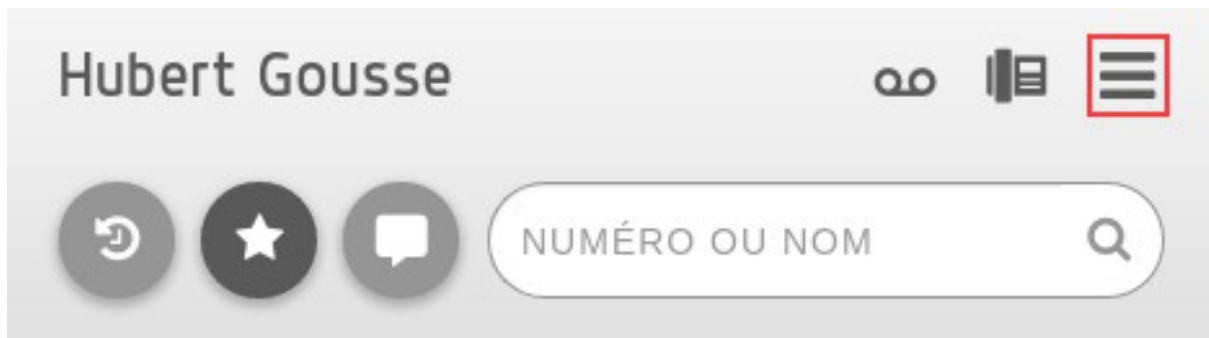
📅 15 septembre 20:14

> echo ⌚ 20:14

> user B (2) ⌚ 20:12


472

Chapter 8. User's Guide



CONTACTS

### Create a new contact



LASTNAME

FIRSTNAME

COMPANY

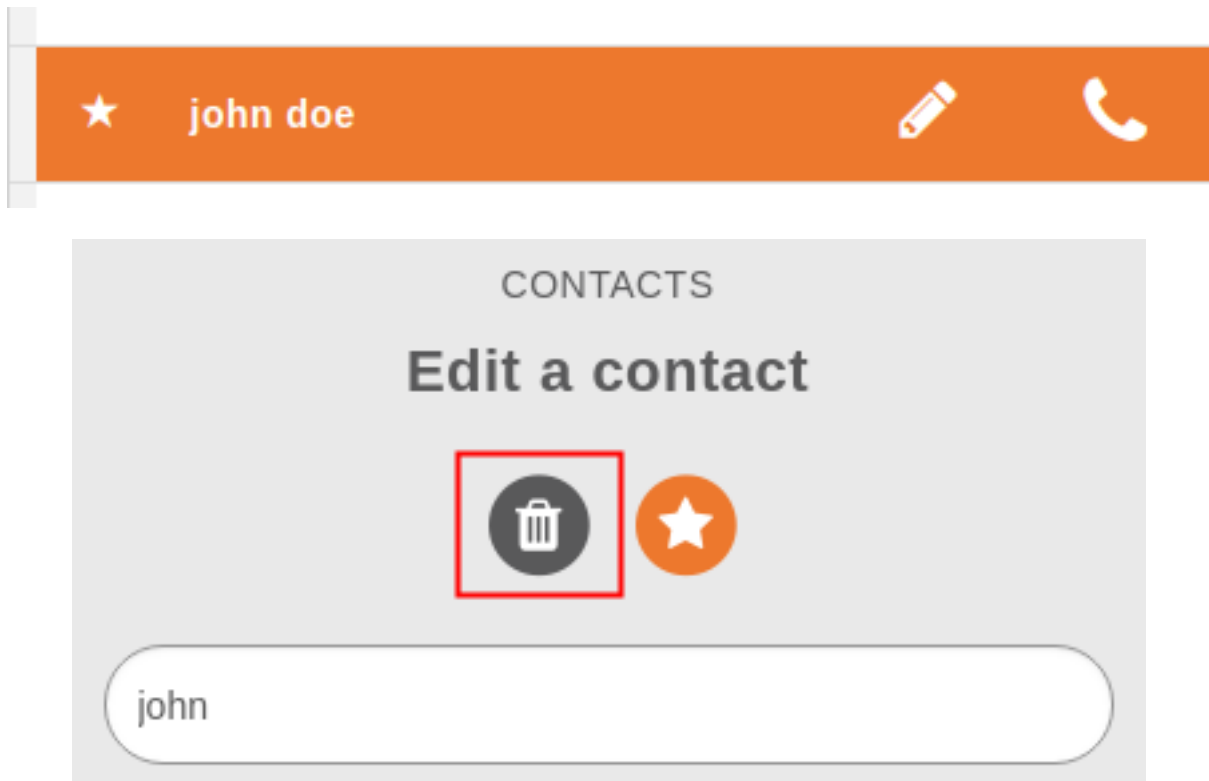
EMAIL

NUMBER

MOBILE

OTHER NUMBER

**CANCEL** **APPLY**



- company
- email
- fax
- firstname
- lastname
- mobile
- number

As an example here a csv file that can be imported

```
company,email,fax,firstname,lastname,mobile,number
corp,jdoe@company.corp,3333,John,Doe,2222,1111
```

**Note:** File exported from previous *xivo-client* is also compatible with *UC assistant*.

## Reverse lookup

By default, *reverse lookup* is enabled for personal contact display on incoming calls. Configuration is set to display *firstname* and *lastname* if *number* or *mobile* matches an existing personal contact.

### 8.1.7 Phone integration

The *UC Assistant* can integrate with the phone to :

- Call / Hangup
- Put on hold

- Do direct or attended transfers - check [Known limitations](#)
- Initiate 3-party conference - check [Known limitations](#)

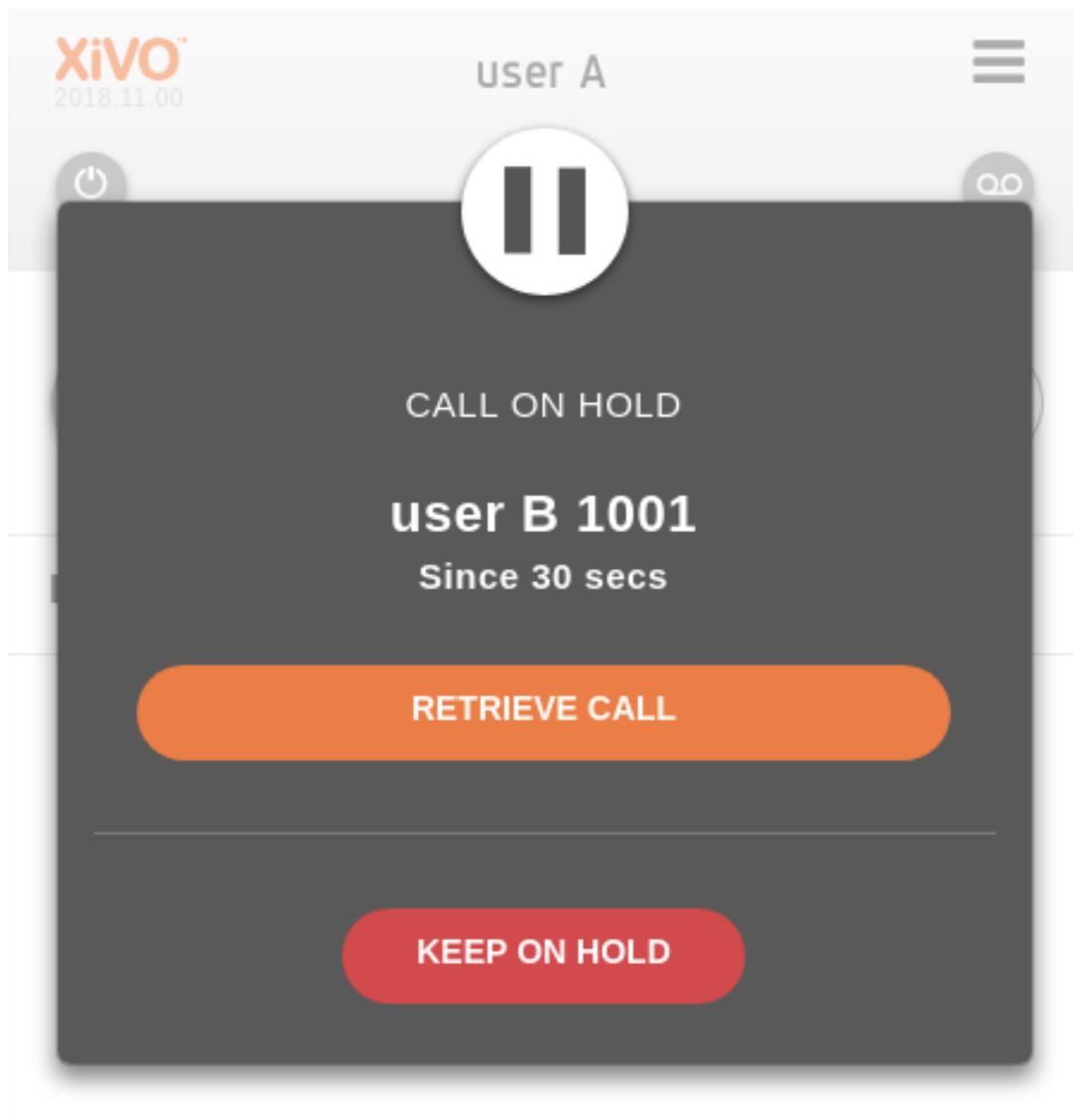
As these features are closely linked to the phone to work, you must check [supported phones for UC Assistant](#) and follow the [Required configuration](#) page.

Once, you're phone is properly configured and you are connected as a user, you know that your using SIP phone once you see the following logo in the header bar :



### 8.1.8 On hold notifications

You can be notified if you forget a call in hold for a long time, see [configuration section](#).



### 8.1.9 Conferences

When joining a conference, either as an attendee or an organizer, the *UC Assistant* will display specific informations about the conference you are joining.

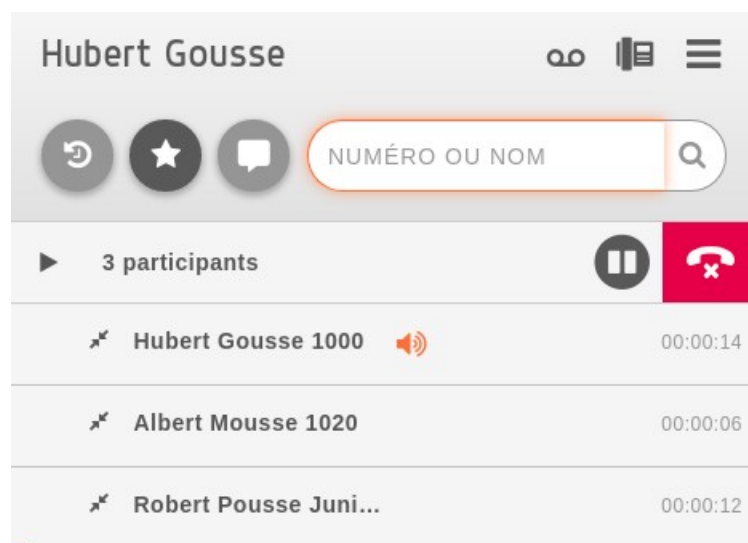
**Note:** On WebRTC and Snom phones you can also do a device hosted three-party conference, in this section we describe features of the XiVO hosted conferences.



#### Conference information:

- The timer next to the conference name displays how long the conference has been running
- When hovering, the number of attendee will be displayed

#### Conference actions:

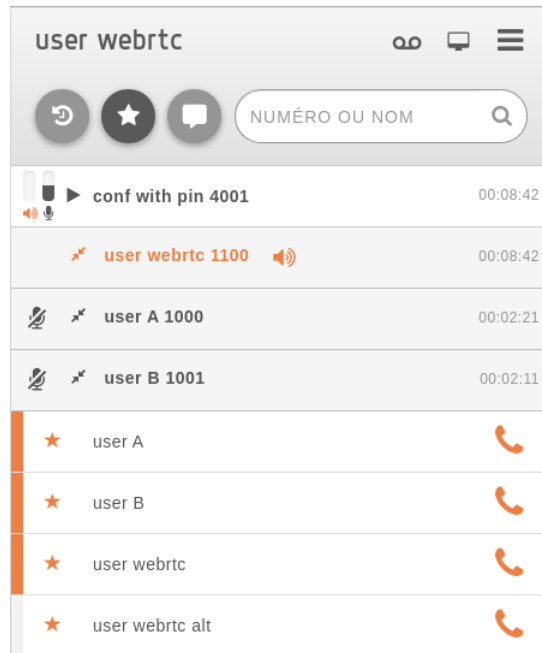


As an attendee, you can only:

- Exit a conference room by clicking the hangup button
- Put the conference on hold. Other attendees will not hear any hold music but will not be able to hear you neither you will be able to hear the conference room.

As an organizer, you will be able to mute and unmute all other attendee in the conference room.

#### Attendees information:



- Attendees name, number and timer are displayed below the conference name.
- Attendees are ordered by name with the exception of the first one which always reflect the current user
- Conference organizer are displayed in orange
- When an attendee is muted, a slashed microphone icon will be displayed next to its name
- When an attendee is talking, an orange speaker will be displayed next to its name

#### Attendee action:

When hovering your own user, you can mute and unmute yourself. Organizer can also:

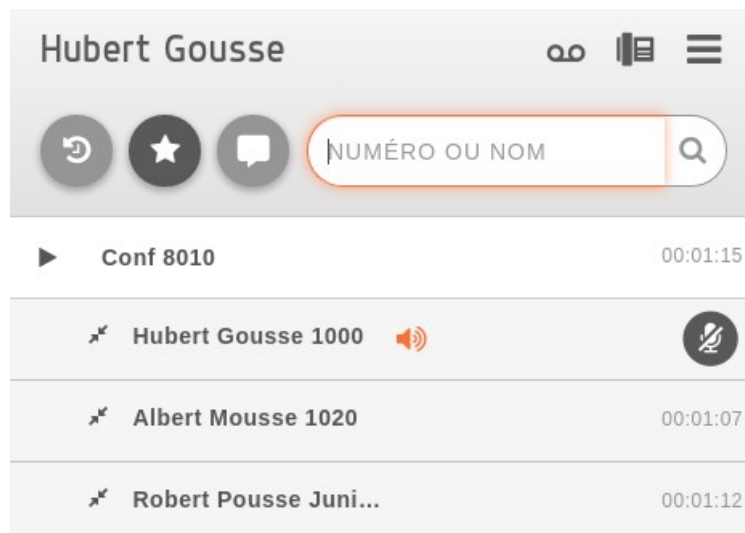
- Mute and unmute any attendee
- Kick out an attendee. A message will be played to the kicked out attendee before leaving the conference.

### 8.1.10 Instant Messaging

It is possible from the assistant to send chat messages and have private text conversation. It is possible to deactivate it if this feature is not suitable for your needs or if you have already an external chat application, see [Disabling chat in UC Assistant and Switchboard](#).

There are two possible behaviors for handling messages:

1. **No persistence** (default) : Each message is an *instant message* that can be sent to another user logged in. messages are not stored anywhere and will be discarded once you refresh the page or log out.
2. **With persistence** : Can be enabled with [Chat Backend](#). This allows then



- To send messages to offline users
- To retrieve your conversation history with other parties
- To receive notifications when you log in if you have unread messages that have been received while you were disconnected.

When you send a message, you are notified if the message was sent successfully or if the message was not received because the recipient is not logged in.

When you receive a message, you are notified with an orange badge on the message tabs. If you are using the desktop application, the electron tray icon also shows an orange badge. You will also have a notification from your web browser or a system notification if you are using the desktop application.

You can send links in messages; they will be clickable. You can also write emojis from your keyboard (e.g., `:smile:`). You can find here some [emojis example](#). The conversation window also allows you to call a user on their internal phone number directly from the chat. To do so, you can click on the phone icon next to the name of the user you are chatting with.

You can send a message from different places in the application :

- From the contact line :
- From an ongoing call, by placing your mouse over the call line:
- from a conference call, by placing your mouse over a participant :

You are also able to list, at any time, all your ongoing conversations from the message tab :

### 8.1.11 External directory

This feature will add an additional book icon on the left side of the search bar. When clicking on this *book icon*, it will open (or close) the defined **external directory** (the *external directory* being a directory accessible via an URL).

To enable it, see [configuration section](#).

---

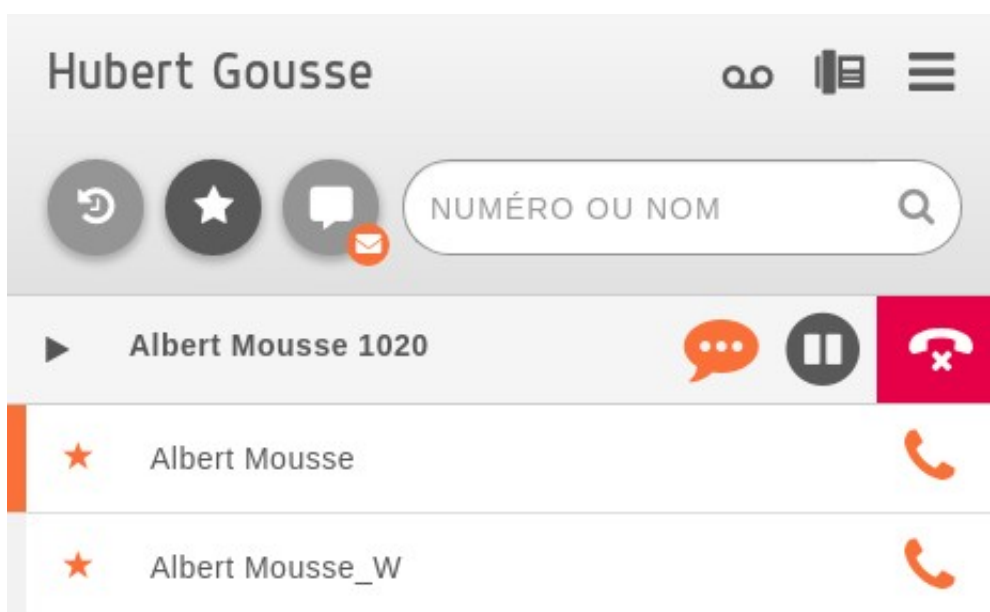
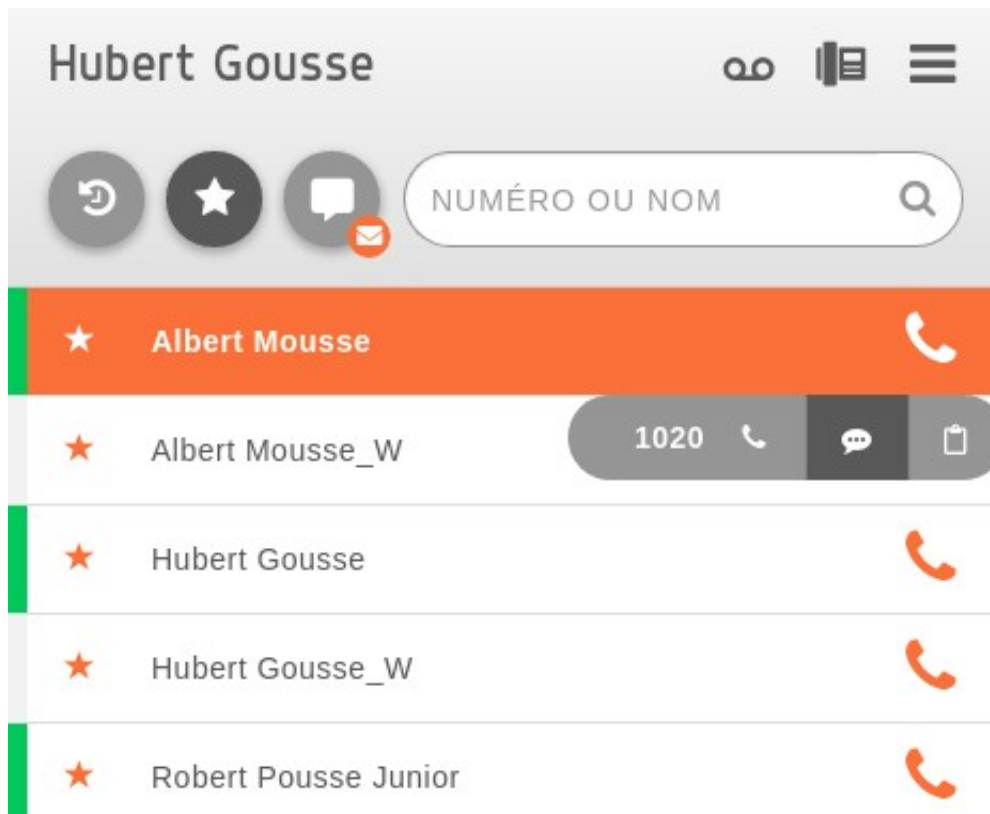
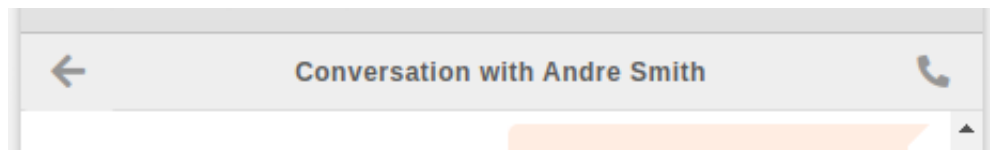
**Note:** The search in the search bar will not search in this directory. But a search could be implemented in this external directory.

---

The screenshot below shows an example: when clicking on the *book icon* the *external directory* is shown. Here this *external directory* was developed to list users per site.







Hubert Gousse

NUMÉRO OU NOM

▶ Conf 8010

00:00:12

	Hubert Gousse 1000	00:00:12
	Albert Mousse 1020	
	Robert Pousse Juni...	00:00:12

Hubert Gousse

NUMBER OR NAME

Hubert Gousse : *This conversation is empty.*

---

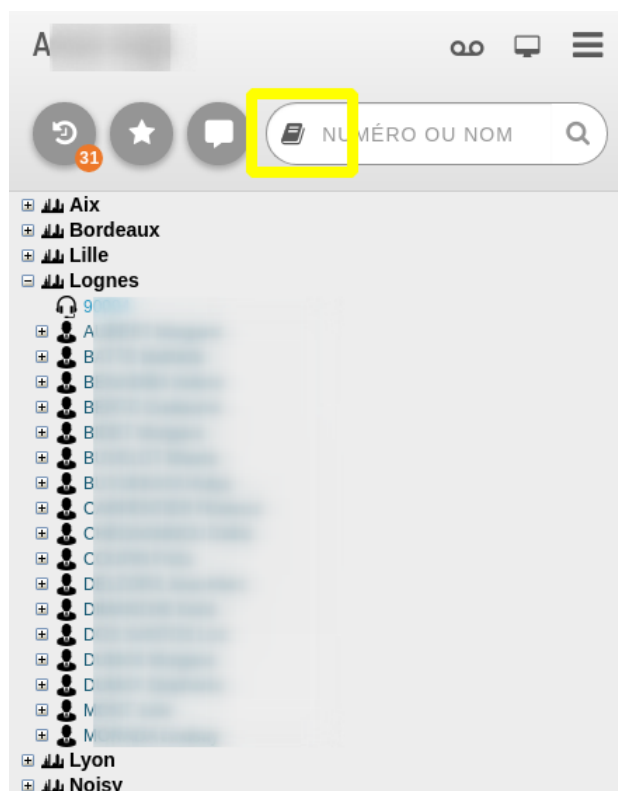
11:19

Robert Pousse Junior : Tra heñvel da diouzh ...

---

11:14

Albert Mousse : Aotrouniezh lezennel ...



### 8.1.12 Logout

The logout button can be found after going in the top-right hamburger menu, which looks like the screenshot below :

You will then be brought back to the login page.

## 8.2 Desktop Applications

The *XiVO Desktop Application* is a standalone executable for either *UC Assistant* or *CC Agent Environment*. It is available for Windows (64bits) and Linux Debian based distributions (64bits). It offers some additional features compares to the existing web version that can be run in a browser.

### 8.2.1 Installation

The **UC Assistant** and **CC Agent** are available as desktop application through Electron packaging, to be able to use these applications in a standalone executable you need to deploy this container first on client machine.

#### Windows (64bits)

There are two ways for downloading the latest version of the Desktop assistant on your environment.

- You can either do it by clicking the Windows button on the login page from your browser, on the CCAgent or UCAssistant applications.

---

**Note:** You can disable those download buttons from the login page by adding `SHOW_APP_DOWNLOAD` to your XiVO CC `custom.env` and setting it to false

---

- Or you can download it by opening the following url from your computer:

Configuration

Contact management

Create a contact

Import contacts

Export my contacts

Delete all my contacts

Audio parameters

Ringing device

Default

Ringtone sound

Default sound

Logout



Simplicité, évolutivité, performance : bienvenue sur votre espace XiVO. La solution Open Source de téléphonie au service de votre entreprise.

## CONNEXION




☐ Se souvenir de moi

**SE CONNECTER**

Déconnexion

dev-version

Cliquez pour télécharger la version de bureau



Windows



Linux-Debian

```
https://<xivo_uc_cc>/install/win64
```

and then start the downloaded program.

**Note:** If you have a secured installation (using https/wss) the port can be omitted as the default port is already 443, generally speaking use the uc-assistant URL followed by */install/win64*.

## Linux (Debian 64bits)

To install the latest version, you need to add a repository linked to the XiVO UC/CC CTI Server host. Create the file `/etc/apt/sources.list.d/xivo-desktop-assistant.list` containing the following line:

```
deb [trusted=yes] https://<xivo_uc_cc>/updates/debian jessie contrib
```

Then run

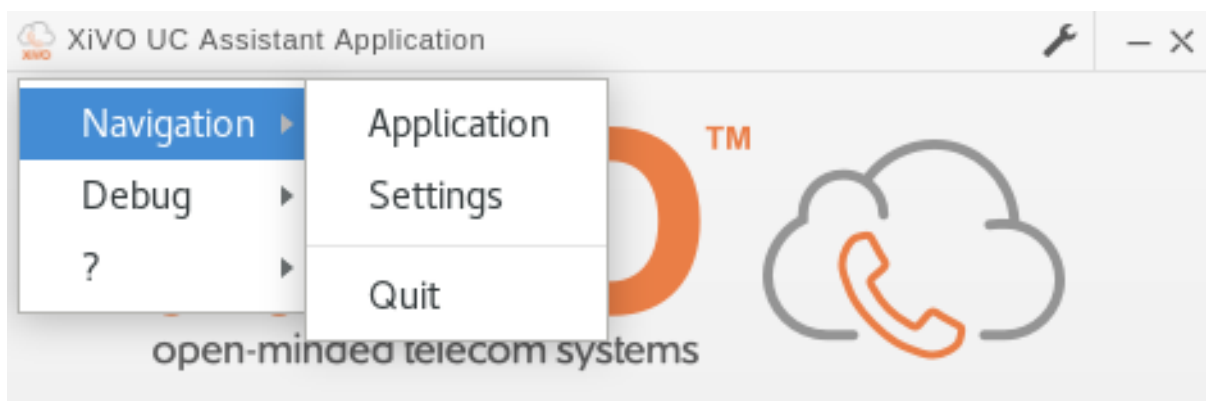
```
sudo apt-get update
sudo apt-get install xivo-desktop-assistant
```

**Note:** This repository is currently not signed at all.

## 8.2.2 Configuration

On first launch the application will display the settings page and ask for the application server. Basically it should be the IP address of your server. If you don't know it, you need to ask your system administrator or refer to [Protocol and Application Server](#) paragraph.

### Navigation



The top menu (accessible through tray icon or right click on the logo) allows you to navigate either to the application or to the settings page. If you did not enter any setting, the application will redirect you to the settings page.

### About

By clicking the `?` menu you will open a popup that show you technical information about the application that can be used to report bugs.

### Settings

Settings page is either accessible from top menu or by clicking directly on the wrench icon in topmost right bar.

### User Interface

Choose if you want to use the Desktop Assistant to access the UC Assistant application or the CC Agent application.

### Application Options

- **Launch at startup** if enabled, the app starts automatically when you log in to your machine.
- **Close in tray** if enabled, the app stays running in the notification area after app window is closed.

### Global keyboard shortcut and Select2Call

This field allow you to define one shortcut in application to handle all basic actions that can be done for managing calls. With one combination keypress you should be able to:

- **Call** the phone number contained in your clipboard (a.k.a **Select2Call**)
- **Answer** a call if phone is ringing
- **Hangup** if you are already on call

---

#### Note:

To be able to **call** someone, you **must** beforehand have copied in your clipboard a phone number from any source (web page, e-mail, text document...)

- **Linux**: select phone number then trigger *shortcut*
- **Windows**: select phone number, type `Ctrl+C` then trigger *shortcut*

Default **Select2Call** shortcut is `Ctrl+Space` for **Windows** and **Linux**, you can either change it or disable it by leaving the field blank.

---

**Warning:** You must be logged in for using global shortcut and automatic dialing to work.


### Protocol and Application Server


In these two fields you need to specify the protocol and address to reach the application. The table below list the possible value:

	<i>Connection URL</i>	
<i>Protocol</i>	<b>Secure (recommended)</b>	Non Secure (should not be used)
<i>Application server</i>	XiVOCC_IP	XiVOCC_IP:8070

Note that `XiVOCC_IP` or `XiVOCC_IP:8070` can be replaced by a FQDN if your administrator has set one and must **not** be prefixed by a protocol (e.g. `https`)




XiVO Application
⚙️
—
×


  
open-minded telecom systems

## SETTINGS

**User interface**
  
☒ UC Assistant    ☐ CC Agent

**Application options**
  
☐ Start app on login
  
☐ Close in the notification area

**Global shortcut**
  

Cmd Or Ctrl +

×

Space

×

**Protocol**
  
☐ Secured    ☒ Not Secured

**Application server**
  

myxivo.host

CANCEL

SAVE

### Handling callto: and tel: URLs

The *Desktop Application* can handle telephone number links that appear in web pages. The *Desktop Application* will automatically dial the number when you click on a link.

It is supported on both Windows and Linux Debian based distributions (with a desktop environment compatible with [Freedesktop](#)).

### Config file

You can specify your Desktop Assistant parameters by providing a `xivoconfig.ini` file or by editing the one that gets created automatically on first launch.

---

#### Note:

For Windows, this file must be located in user's `%APPDATA%/xivo-desktop-assistant/application/config`.

For Linux, this file must be located in user's `$HOME/.config/xivo-desktop-assistant/application/config`.

---

Below is an example of the file:*xivoconfig.ini* file content:

```
APP_PROTOCOL=HTTPS
APP_SERVER=xivo.mycorp.com
APP_INTERFACE=UCASSISTANT
APP_STARTUP=false
APP_CLOSE=true
```

**APP\_PROTOCOL** Define the use of HTTPS or HTTP connection. Values: HTTP or HTTPS (default to HTTPS)

**APP\_SERVER** The server used by the Desktop Assistant. Either an URL (e.g. xivo.mycorp.com) or an IP:PORT (e.g. 192.168.0.1:8070)

**APP\_INTERFACE** Which application to open between UC Assistant or CC Agent. Values: UCASSISTANT or CCAGENT

**APP\_STARTUP (optional)** Enable open at startup of OS. Values: true or false

**APP\_CLOSE (optional)** Enable minimization in the taskbar when closing the application. Values: true or false

### Update

On Windows, the application will check at startup for a new version of the application and offer to upgrade if one is available.

---

**Note:** The update will always use the protocol selected in the application settings.

---

---

**Important:** To have automatic update working on secured protocol, you need a valid SSL certificate (see [Install trusted certificate for nginx](#)).

---

On Debian, the update relies on the package manager behavior. However you can check for any update by issuing the following commands:

```
sudo apt-get update
apt-cache policy xivo-desktop-assistant
```



## Startup options

The Desktop Application can be started with following options:

- `--ignore-certificate-errors` to disable certificate verification, this option is meant **only** for test purposes. You can use it with self-signed certificates.
- `-d` to enable debug menu items
- `-t` with an authentication token as parameter (see [Autologin with a token](#))

---

**Note:** On **Windows** both options must be set to the shortcut `xivo-desktop-assistant.exe` pointing to application located in `C:\Users\<USER>\AppData\Local\xivo\xivo-desktop-assistant.exe` so that **Target** of shortcut looks like for example to: `C:\Users\IEUser\AppData\Local\xivo\xivo-desktop-assistant.exe --ignore-certificate-errors -d`

---

## Autologin with a token

You can autolog an user using his user token.

Pre-requisites:

1. Create a `xivoconfig.ini` file - see [Config file](#) - with at least the `APP_PROTOCOL`, `APP_SERVER` and `APP_INTERFACE` parameters
2. Retrieve the user token (you can retrieve it using curl - see [Obtain authentication token](#))

When you have the token, you can pass it to the **xivo-desktop-assistant** exe using arg `-t YOUR_TOKEN`

## Custom user data directory

It is possible to set an environment variable named `CUSTOM_USER_DATA` where will be stored application configuration. This is usefull if you want for example two shortcuts with two distincts configuration (one for *UC Assistant* and one for *CC Agent*) on the same desktop application installed.

On **Windows** here an example of two shortcuts that set the environment variable (**uc** or **cc**) and launch the application. Following lines must be updated with your **Windows** user name and correct *XiVO* version and must be set in Target field of the shortcut).

*UC assistant:*

```
C:\Windows\System32\cmd.exe /V /C "SET CUSTOM_USER_DATA=C:/Users/IEUser/AppData/
↪Local/xivo-desktop-assistant/uc&& START /D ^"C:\Users\IEUser\AppData\Local\xivo-
↪desktop-assistant\app-2018.7.0^" xivo-desktop-assistant.exe"
```

*CC ccagent:*

```
C:\Windows\System32\cmd.exe /V /C "SET CUSTOM_USER_DATA=C:/Users/IEUser/AppData/
↪Local/xivo-desktop-assistant/cc&& START /D ^"C:\Users\IEUser\AppData\Local\xivo-
↪desktop-assistant\app-2018.7.0^" xivo-desktop-assistant.exe"
```

---

**Note:** You can set *Run* mode to *Minimized* in shortcut *General* tab to avoid **cmd.exe** blinking at startup.

---

## Known limitations

- Click on links using protocol *tel:* on **Windows** may not work if any version of *Skype* / *Lync* is installed on the PC.

## Troubleshoot Application

### Logging

Logs of application are available in order to debug a crash at startup or during usage of the application. They do not contain Javascript console logs, but only the interactions with operating system, like global shortcut key or callto and tel protocol.

---

**Note:**

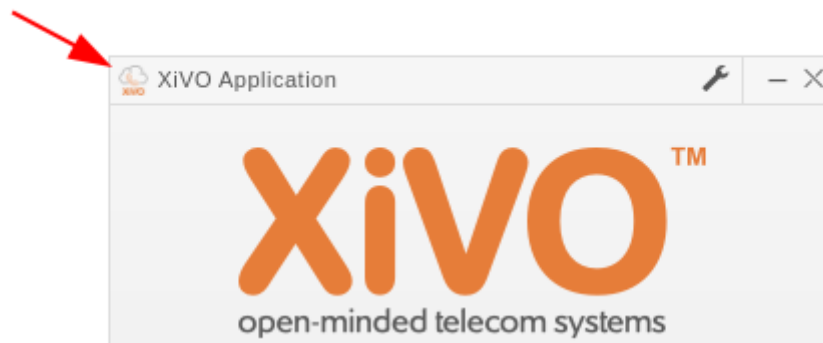
On Windows, logs are located in user's `%APPDATA%/xivo-desktop-assistant/application/logs`.

On Linux, logs are located in user's `$HOME/.config/xivo-desktop-assistant/application/logs`.

---

### Desktop Application Developer Tools

If needed, you can use the developer console to diagnose a problem “live”. To access the console, right click on the xivo cloud on the top left corner of your application



Then, in the ‘debug’ menu, you can either open the devtool, or the webview’s devtool

The normal devtool is the one for the electron application. In this one, you will mostly find errors about shortcut keys, callto and tel protocol, network, and everything system-related.

The webview devtool is the one for what’s opened inside the desktop application, so the ccagent or the ucassistant. this devtool is the same one that you get when you open the devtool from the web application in Chrome. You will mostly find network errors or the errors that are specific to the ucassistant and ccagent features.

The main reason to open devtools is to display the console, but you have another functionality used by the desktop application that you might need to debug : the localStorage. It’s located in the application tab of the electron devtool. To check the variables set there, you need to click localStorage on the left, and click `file://`.

The variables that are set in there are the one coming from the xivoconfig.ini (except for the shortcut) and could be the cause of a wrong configuration.

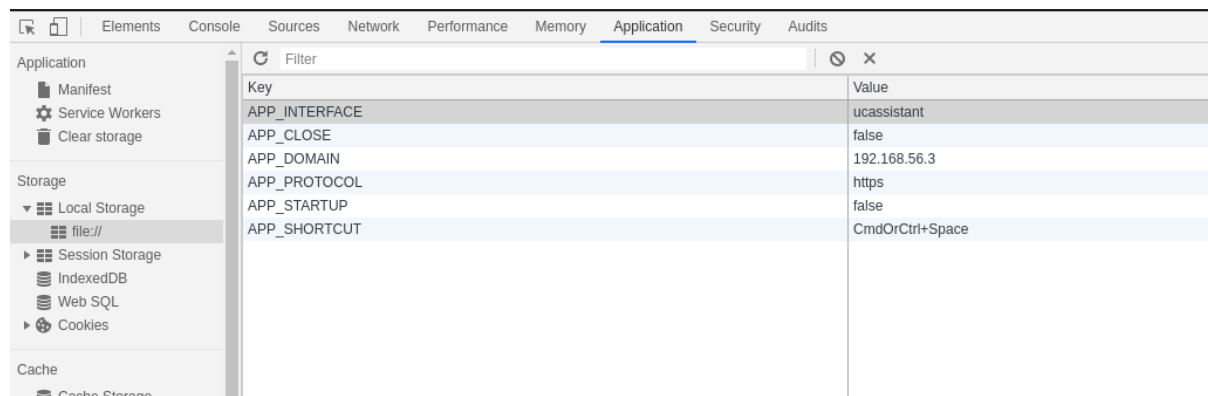
### Desktop Application Useful shortcuts

Ctrl + Shift + D toggle the docking of the devtool.

Ctrl + Shift + R refresh the page and clear the cache at the same time.

Ctrl + L clear the console.

Ctrl + Q kill the application.



## Certificate

If you don't succeed to reach login page of desired application (i.e. just give you the possibility to retry or to change parameters) and if you observe some errors about certificate in debug mode, you should

- Check that you installed correctly the certificate under `/etc/docker/nginx/ssl` (*Signed SSL/TLS certificate for WebRTC*).
- Take care if your move a `*.cer` to `*.crt`. You must concatenate a key file to your `*.cer` (`cat certificate.cer certificate.key > certificate.crt`). Just rename it will not work
- Check that `XUC_HOST` in `/etc/docker/compose/custom.env` is also configured with the same FQDN as in the certificate, not the IP address.

## 8.2.3 Specific Features

This section lists the specific features per application available with the desktop application.

### CC Agent

#### Resize Window

Once *CC Agent* is launched through standalone application, a new button appears to be able to switch between a vertical minimalist view and default one.

## 8.3 Switchboard

**Note:** This section describes the Switchboard application features. It is available as a web application from your Web Browser. Currently it is not available as a desktop application.

### What is the Switchboard application ?

Switchboard is a Web application for switchboard operators. It is designed to handle the call flow of a company switchboard:

- see current incoming calls,
- answer incoming calls,
- easy search/transfer to user of the company
- being able to put calls in hold



All these actions can be used through keyboard shortcuts.

---

**Important:** You need to follow the *switchboard configuration section* to be able to use the switchboard application.

---

### Contents

- *Switchboard*
  - *Login*
  - *Answer an incoming call*
  - *Hangup a Call*
  - *Handle Current Call*
    - \* *Transferring a call*
      - *Attended transfer to a user*
      - *Direct transfer to a user*
    - \* *Putting a call on hold*
  - *Retrieving a call on hold*
  - *Keyboard Navigation*
  - *Chat*
  - *Common features with CC Agent*

### 8.3.1 Login

The user can connect to the Switchboard application using [https://YOUR\\_HOST/popc](https://YOUR_HOST/popc).

### 8.3.2 Answer an incoming call

When the switchboard receives a call, the new call is added to the *Incoming Calls* list on the top right and the phone starts ringing. The ccagent panel displays the client history tab of the person who is calling.

The operator can answer this call by:

- clicking the *Answer* button on the left side, from the *CCagent* frame.
- Pressing the *F3* key.

Once the call has been answered, it is removed from the incoming calls list and only displayed in the *CCagent* frame on the left side.

### 8.3.3 Hangup a Call

The switchboard operator can hangup its current call by:

- clicking the *Hangup* button in the call control
- Pressing the *F4* key.



Yèalink T54W

2021.01.00

☰

📞 Ringing - 00:06

☎ 1023

🔄 Usër WebRTC

POPC

📞

📞

🕒 History

💬 Messages

👤 Agents

📅 Callbacks

👤 Customer

🔍

SEARCH OR CALL

🔍

PATHWAY

CONTEXT

HOUR ▲	ACTIVITY ▼	WAIT ▼	ANSWER ▼
Today			
18:18	POPC	00:00:20	👤📞
18:17	POPC	00:00:07	👤📞
18:17	POPC	00:00:14	👤📞
18:14	POPC	00:00:45	👤📞
05/11/2020			
17:45	File Nouve...	00:00:11	👤📞
17:41	File Nouve...	00:00:10	👤📞
17:40	Edition	00:00:10	👤📞
17:38	Edition	00:01:33	👤📞

Current calls

📞 Incoming calls 1

📞 Usër WebRTC

1013

00:00:05

🕒 Calls on hold 0

### 8.3.4 Handle Current Call

Once the call has been answered and placed in the current call frame, the operator has 3 choices:

- transfer the call to another user
- put the call on hold by transferring it to the hold queue
- retrieve the call from the hold queue
- end the call using the *Hangup* button

#### Transferring a call

When the switchboard operator has answered the call, they can transfer it by making either an attended transfer or a direct transfer to a user.

#### Attended transfer to a user

To make an attended transfer the operator can :

- dial a number in the search bar and press Enter
- call a number from the search result

Then complete the transfer by either:

- clicking the *transfer button* from the ccagent call line
- pressing the *F7* key

#### Direct transfer to a user

To make a direct transfer the operator can :

- dial a number in the search bar and press the *F8* key
- search for a user and click the Direct Transfer button from the search results

#### Putting a call on hold

The switchboard operator can put a call on hold by :

- clicking the *Hold* button (*hourglass* icon) in the call control
- pressing the *F9* key



When placing the call on hold, it will be removed from the *Call control* frame and displayed in the *Calls on hold* list on the bottom right. The time counter shows how long the call has been on hold. The calls are ordered from the oldest to the newest.

In the example below, the switchboard operator put two calls on hold and can now answer the incoming call that is currently ringing.

Yèalink T54W

2021.01.00

1023

Ringling - 00:04

1401

POPC

1401

1023

History

Messages

Agents

Callbacks

Customer

SEARCH OR CALL

PATHWAY

CONTEXT

HOUR	ACTIVITY	WAIT	ANSWER
Today			
18:23	POPC	00:00:12	
05/11/2020			
10:07	Edition	00:00:12	
10:06			
30/07/2020			
17:20	Support	00:01:31	
17:20	Support	00:01:31	
17:20	Support	00:01:31	

Current calls

Incoming calls 1

Francis Blake (UAMD... 1401 00:00:15

Calls on hold 2

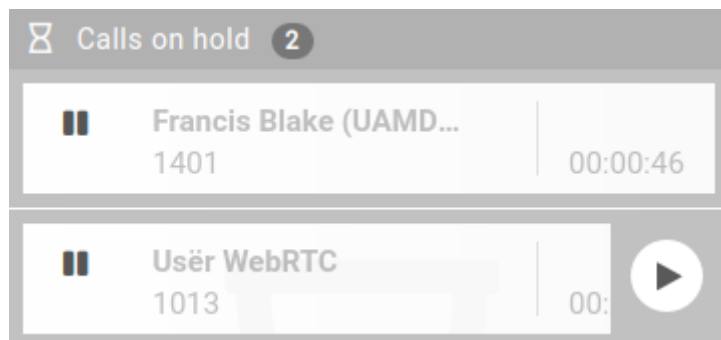
Usèr WebRTC 1013 00:01:29

Mistèr UA w/ device 1201 00:01:20

### 8.3.5 Retrieving a call on hold

After a call was put on hold, the switchboard operator can retrieve it.

To retrieve a call on hold you need to hover the call you want to retrieve and click on the “play” icon:



Note that you can chose which call you want to retrieve (i.e. you can retrieve the third one before the first one).

### 8.3.6 Keyboard Navigation

---

**Note:** The same shortcuts as the ones defined in CC Agent are available in the switchboard : see [CC Agent shortcuts](#)

---

In addition, the switchboard allow you to navigate in the hold queue calls list using **Pageup** and **Pagedown** keys, and to retrieve a call by pressing **Enter**.

It also has two exclusive keybindings :

- **F8** to **complete a direct transfer** the current ongoing call to the phone number in the search bar
- **F9** to **send to hold queue** the ongoing call

### 8.3.7 Chat

The switchboard operator can use the chat to start a conversation with an UC Assistant user or another switchboard operator. For more information about available chat features you can refer to [Instant Messaging](#)

### 8.3.8 Common features with CC Agent

The switchboard shares some of the CC Agent features:

- History - see [Agent Call history](#)

---

**Important:** the Switchboard call history returns a maximum of 100 entries (instead of 20 entries in CC Agent).

---

- Search - see [CC Agent Search](#)

---

**Important:** the Switchboard search result adds the possibility

- to start a Chat conversation to another user of the system
- to do a direct transfer when having an ongoing call

---

Laurent Thomasset

dev-version

On Call

1010

▶ Rémi Allovon

1050

Switchboard

00:02:54

History

Messages

Agents

Callbacks

Customer

etienne

X

Q

←

Conversation with Etienne Faure-Vincent

Hey ! 😊

12:38

Somebody wanna talk with you

12:39

Can I transfer the call to your phone ?

12:39

Hi there !

12:39

I'll be available in 15 minutes, I have something important to deal with ...

12:39

Alright I'll put him on hold, send me a message when you're ready !

12:40

Okay !

12:40

Message to send...

Current calls

Incoming calls 0

Calls on hold 0

- Agents - see *Agent list*
- Callbacks - see *Callbacks*
- Customer Info - see *Customer Call History* and *Customer Call Context*
- External Directory - see *External directory*

## 8.4 WebRTC Environment

One can use WebRTC with *XiVO PBX* and *XiVO CC* in the following environment:

- LAN network (currently no support for WAN environment),
- with the:
  - *UC Assistant* or *CC Agent* with Chrome browser version **73.0.3683.121** or later
  - or *Desktop Application*

### 8.4.1 Requirements

The **requirements** are:

- to have a microphone and headphones for your PC,
- to configure your *XiVO PBX*:
  - configure *Asterisk HTTP server*,
  - and then create users with a WebRTC line (see: *Configuration of user with WebRTC line*),
- have a SSL/TLS certificate signed by a certification authority installed on the nginx of *XiVO CC* (see: *Signed SSL/TLS certificate for WebRTC*),
- and use *https*:
  - *UC Assistant*: you must connect to the *UC Assistant* via *https* protocol,
  - *Desktop Application*: you must check *Protocol -> Secure* in the application parameters.

---

**Note:** Currently you can not have a user configured for both WebRTC and a phone set at the same time.

---

### 8.4.2 WebRTC integration

The *UC Assistant*, *CC Agent* and *Switchboard* can be used by users with WebRTC configuration, without physical phone.

For configuration and requirements, see *WebRTC Environment*.

#### **\*55 (echo test)**

To test your microphone and speaker, you may call the echo test application. After a welcome message, the application will echo everything what you speak.

1. Dial the \*55 number.
2. You should hear the “Echo” announcement.
3. **After the announcement, you will hear back everything you say.** If you hear what you are saying it means that your microphone and speakers are working.
4. Press # or hangup to exit the echo test application.

## Plantronics Devices Actions (Windows only)

**Note:** New feature of Freya. Works only with devices in the [supported list](#) on Windows 10.

This new feature allows plantronics devices among the [supported list](#) to answer or hangup calls with their associated button. Besides the plantronics device, it requires the [plantronics hub](#) to be installed and running on the user Windows 10 machine.

The plantronics service is loaded when logging in. To use it correctly be sure to have your device connected and to have the plantronics hub (referenced as plantronics software) running while logging in.

Depending of the case, pushing the button should start the followings actions :

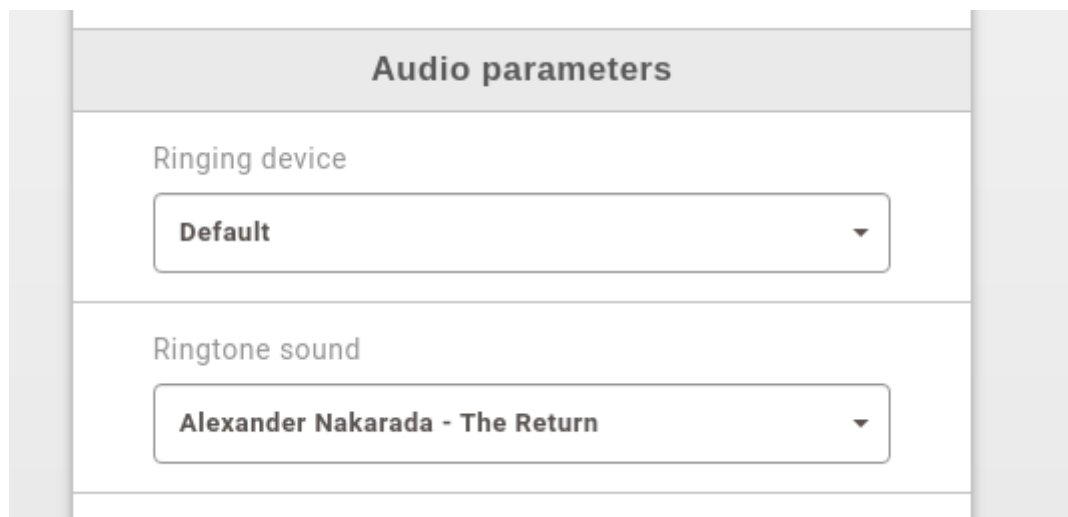
- if your webrtc is ringing, you will answer
- if your webrtc is dialing, you will hangup
- if you are in a call or a conference, you will hangup
- if the only call or conference you have is on hold, you will retrieve it

Each of those actions can still be completed as usual, but the service offers you a new way to do them.

## Ringing device and ringing tone

When receiving a call, your computer will play a ringing sound. However, you can choose to play this sound on a separate audio device than the default selected by your operating system. For example, on a configuration with a headset, this device may be your default device but you can override this selection to play the ringing sound on your computer instead.

You can also choose to change your ringtone sound, both those options are available in the respective menu of the UCAssistant, CCAgent, and Switchboard, on the top right corner.

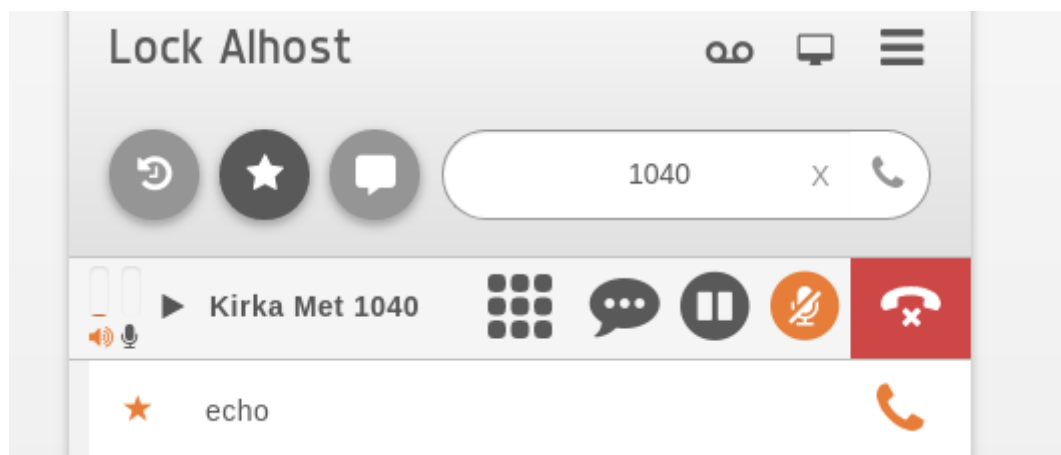


This feature is only available when using a WebRTC line.

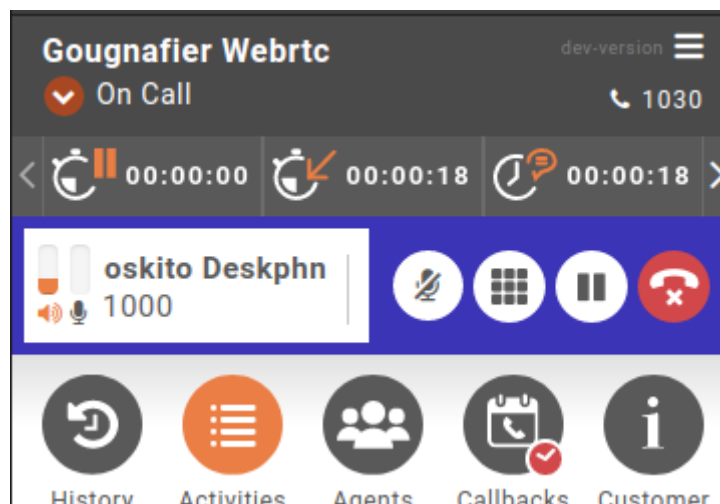
## Mute your microphone

Being a webrtc user allows you to mute your microphone while being in a call with somebody. Clicking this button again will unmute the microphone. Clicking directly on the volume meter will have the same effect as clicking on the mute button. The little microphone icon in the volume meter will change according to your mute state.

On UC Assistant :



On CC Agent and Switchboard :



### Volume indication (UC Assistant)

Two progress bars show the volume level of the speaker and the microphone. It certifies that the audio flow has been sent.

### Experimental video call feature (UC Assistant)

**Note:** This experimental feature needs to be enabled in the configuration (see [Experimental video call feature](#)).

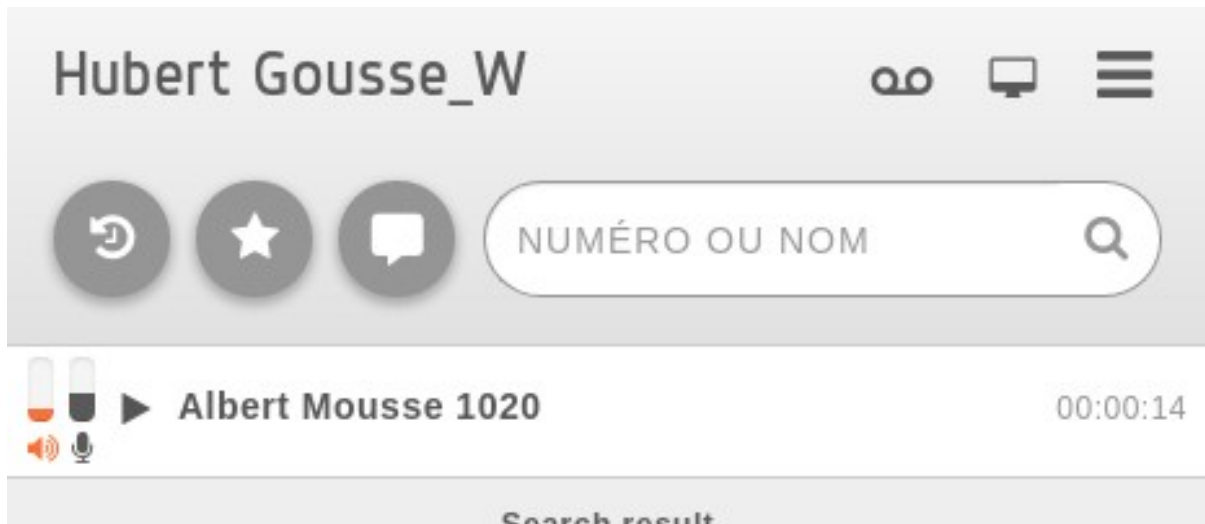
When logged in as a user with a WebRTC line you can initiate and receive an audio/video call. The video call is possible only from your favorite contacts or the directory search result through the video camera icon. When the called user doesn't support video calls, call is established as audio only.

In the current implementation you can put the call on hold, go fullscreen, but for the moment you can have only one video call at a time and you can't transfer the video call. Conference is not supported yet.

### 8.4.3 Limitations

Known limitation are :





- Voice may not be able to hear if your computer have more than 4 network interfaces up at the same time (this can happen if you use virtualization)

---

**Note:**

To check if you have more than 4 network interfaces you can type following command:

```
ls /sys/class/net
```

Then just use:

```
ifdown <ifname>
```

This will switch off network interface not required to make your call.

---

## 8.4.4 Additional chrome WebRTC-specific options

There are various additional settings used in the code. They are used to improve audio quality by enabling or disabling chrome WebRTC-specific flags.

---

**Note:**

These options are not customisable. They are set in the code.

---

**Chrome currently supports these audio quality options :**

- **Automatic gain control** : Adjust voice sound level to make it linear, lowering sound level when the user speaks too loudly.
- **Echo cancellation** : Detect and delete echo coming from the playback of the user's own voice.
- **Noise suppression** : Cancel background noises coming from the user's environment.
- **Highpass filter** : Filters out low frequencies noises (like microphone background buzzing permanent sound).
- **Audio mirroring** : Reflect sound coming from different directions into a focus point (similar to a parabola).
- **Typing noise detection** : Detect and delete keypress sounds.

**The current production code is set as follows :**

- googAutoGainControl is set to *false*
- googAutoGainControl2 is set to *false*
- googEchoCancellation is set to *true*
- googEchoCancellation2 is set to *true*
- googNoiseSuppression is set to *false*
- googNoiseSuppression2 is set to *false*
- googHighpassFilter is set to *false*
- googAudioMirroring is set to *false*
- googTypingNoiseDetection is set to *true*

---

**Note:**

This flag used to be valid but is now deprecated :

- Ducking : Reduce an audio signal by the presence of another signal (multiple people talking at the same time).
-

### 9.1 Unified Communication Framework

This framework is mainly provided by the xuc server. It provides

- Javascript API
- Rest Web services
- Sample application
- Real Time Statistics

#### 9.1.1 Web Socket API

The xivo solutions web socket API enables you to integrate enterprise communication functions to your business application. It exposes Cti functions using javascript methods calls and web socket events.

You may add your own handlers for your application to react to telephony / contact center events.

This API is using [websockets](#), and therefore needs a modern browser supporting them ([firefox](#), [chrome](#) ...)

#### Developers Guide

##### Integration Principles

- Download the javascript API files from the project [xucserver](#) on our [gitlab](#) repository

```
wget https://gitlab.com/xivo.solutions/xucserver/raw/master/app/assets/javascripts/  
↪cti.js  
wget https://gitlab.com/xivo.solutions/xucserver/raw/master/app/assets/javascripts/  
↪callback.js  
wget https://gitlab.com/xivo.solutions/xucserver/raw/master/app/assets/javascripts/  
↪membership.js  
wget https://gitlab.com/xivo.solutions/xucserver/raw/master/app/assets/javascripts/  
↪xc_webrtc.js  
wget https://gitlab.com/xivo.solutions/xucserver/raw/master/app/assets/javascripts/  
↪SIPml-api.js
```

- Include the files in your projects

```
<!-- jquery needed as a dependency CDN from https://code.jquery.com/ -->
<script src="https://code.jquery.com/jquery-2.2.4.min.js"
        integrity="sha256-BbhdLvQf/xTY9gja0Dq3HiwQF8LaCRTXxZKRutelT44="
        crossorigin="anonymous"></script>

<script src="http://<xucserver>:<xucport>/assets/javascripts/shotgun.js" type=
↪"text/javascript"></script>
<script src="cti.js" type="text/javascript"></script>
<script src="callback.js" type="text/javascript"></script>
<script src="membership.js" type="text/javascript"></script>

<!-- Optionnaly Include also the xc_webrtc and SIPml5 javascript APIs for the_
↪webRTC support -->

<script src="xc_webrtc.js" type="text/javascript"></script>
<script src="SIPml-api.js" type="text/javascript"></script>
```

- Connect to the Xuc server using new Authentication token (see *Obtain authentication token*)

```
var wsurl = "ws://" + server + "/xuc/api/2.0/cti?token=" + token;
Cti.WebSocket.init(wsurl, username, phoneNumber);
```

- **Setup event handlers to be notified on**

- Phone state changes
- Agent state changes
- Statistics
- ...

- **Eventually also webRTC handlers**

- general
- register
- incoming
- outgoing

- **Once web socket communication is established you are able to call XuC Cti javascript methods.**

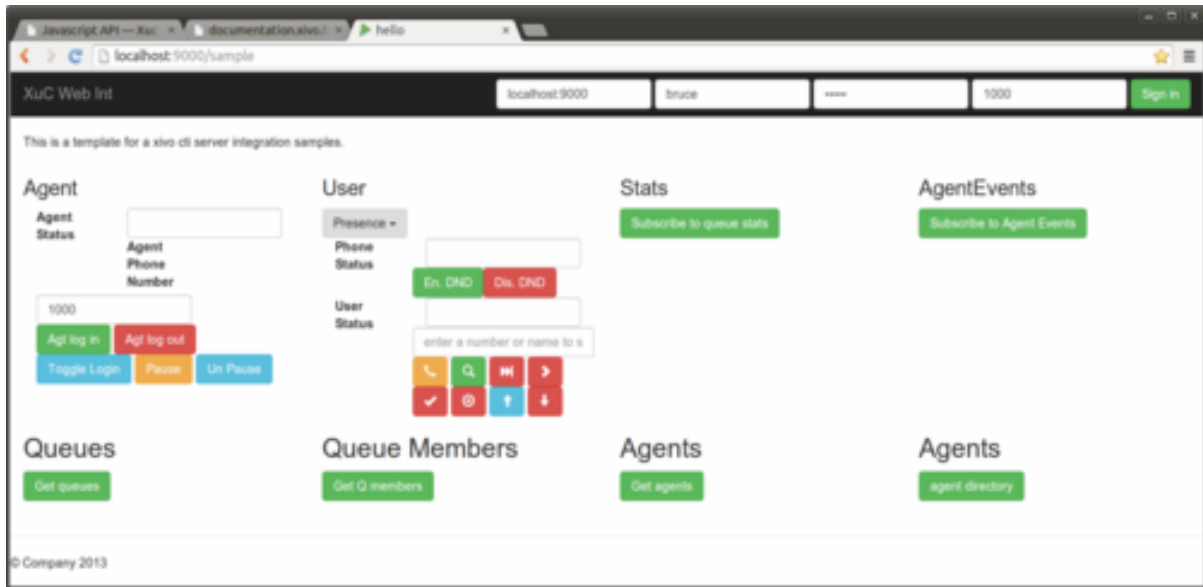
- Place a call, log an agent ....

```
...
$('#login_btn').click(function(event) {
    Cti.loginAgent($('#agentPhoneNumber').val());
});
$('#logout_btn').click(function(event) {
    Cti.logoutAgent();
});
$('#xuc_dial_btn').click(function(event) {
    Cti.dial($('#xuc_destination').val());
});
...
```

## Sample Application

A sample application is provided by the XuC server. This application allows to display events and using different methods exposed by the XuC

`http://<sucserver>:<xucport>/sample`



You may browse and use the `sample.js` javascript file as an example

- Calling Cti methods :

```

$('#xuc_login_btn').click(function(event) {
    Cti.loginAgent($('#xuc_agentPhoneNumber').val());
});

$('#xuc_logout_btn').click(function(event) {
    Cti.logoutAgent();
});

$('#xuc_pause_btn').click(function(event) {
    Cti.pauseAgent();
});

$('#xuc_unpause_btn').click(function(event) {
    Cti.unpauseAgent();
});

$('#xuc_subscribe_to_queue_stats_btn').click(function(event) {
    Cti.subscribeToQueueStats();
});

$('#xuc_answer_btn').click(function(event) {
    Cti.answer();
});

$('#xuc_hangup_btn').click(function(event) {
    Cti.hangup();
});

$('#xuc_login_btn').click(function(event) {
    Cti.loginAgent($('#xuc_agentPhoneNumber').val());
});

$('#xuc_logout_btn').click(function(event) {
    Cti.logoutAgent();
});

$('#xuc_togglelogin_btn').click(function(event) {
    Cti.toggleAgentLogin();
});

$('#xuc_pause_btn').click(function(event) {
    Cti.pauseAgent();
});

$('#xuc_unpause_btn').click(function(event) {
    Cti.unpauseAgent();
});

```

(continues on next page)

(continued from previous page)

```

        Cti.unpauseAgent();
    });
    $('#xuc_subscribe_to_queue_stats_btn').click(function(event) {
        Cti.subscribeToQueueStats();
    });
    $('#xuc_answer_btn').click(function(event) {
        Cti.answer();
    });
    $('#xuc_hangup_btn').click(function(event) {
        Cti.hangup();
    });
    $('#xuc_get_agent_call_history').click(function() {
        Cti.getAgentCallHistory(7);
    });
    $('#xuc_get_user_call_history').click(function() {
        Cti.getUserCallHistory(7);
    });
    $('#xuc_get_user_call_history_by_days').click(function() {
        Cti.getUserCallHistoryByDays(7);
    });
    .....

```

- Declaring events handlers :

```

Cti.setHandler(Cti.MessageType.USERSTATUSES, usersStatusesHandler);
Cti.setHandler(Cti.MessageType.USERSTATUSUPDATE, userStatusHandler);
Cti.setHandler(Cti.MessageType.USERCONFIGUPDATE, userConfigHandler);
Cti.setHandler(Cti.MessageType.LOGGEDON, loggedInHandler);
Cti.setHandler(Cti.MessageType.PHONESTATUSUPDATE, phoneStatusHandler);
Cti.setHandler(Cti.MessageType.VOICEMAILSTATUSUPDATE, voiceMailStatusHandler);
Cti.setHandler(Cti.MessageType.LINKSTATUSUPDATE, linkStatusHandler);
Cti.setHandler(Cti.MessageType.QUEUESTATISTICS, queueStatisticsHandler);
Cti.setHandler(Cti.MessageType.QUEUECONFIG, queueConfigHandler);
Cti.setHandler(Cti.MessageType.QUEUELIST, queueConfigHandler);
Cti.setHandler(Cti.MessageType.QUEUEMEMBER, queueMemberHandler);
Cti.setHandler(Cti.MessageType.QUEUEMEMBERLIST, queueMemberHandler);
Cti.setHandler(Cti.MessageType.DIRECTORYRESULT, directoryResultHandler);

Cti.setHandler(Cti.MessageType.AGENTCONFIG, agentConfigHandler);
Cti.setHandler(Cti.MessageType.AGENTLIST, agentConfigHandler);
Cti.setHandler(Cti.MessageType.AGENTGROUPLIST, agentGroupConfigHandler);
Cti.setHandler(Cti.MessageType.AGENTSTATEEVENT, agentStateEventHandler);
Cti.setHandler(Cti.MessageType.AGENTERROR, agentErrorHandler);
Cti.setHandler(Cti.MessageType.ERROR, errorHandler);
Cti.setHandler(Cti.MessageType.AGENTDIRECTORY, agentDirectoryHandler);

Cti.setHandler(Cti.MessageType.CONFERENCES, conferencesHandler);
Cti.setHandler(Cti.MessageType.CALLHISTORY, callHistoryHandler);

xc_webrtc.setHandler(xc_webrtc.MessageType.GENERAL, webRtcGeneralEventHandler);
xc_webrtc.setHandler(xc_webrtc.MessageType.REGISTRATION, ↵
↵webRtcRegistrationEventHandler);
xc_webrtc.setHandler(xc_webrtc.MessageType.INCOMING, webRtcIncomingEventHandler);
xc_webrtc.setHandler(xc_webrtc.MessageType.OUTGOING, webRtcOutgoingEventHandler);

```

## Debugging

## Cti features

Cti events can be logged in the console if the `Cti.debugMsg` variable is set to `true`, you can do it directly in the developer tools console:

```
Cti.debugMsg=true;
```

You'll then get send and received events in the console log (prefixed by `S>>>` and `R<<<` respectively):

```
2016-11-23 14:48:59.180 S>>> {"claz":"web","command":"dial","destination":"111",
↪ "variables":{}}
2016-11-23 14:48:59.557 R<<< {"msgType":"PhoneStatusUpdate","ctiMessage":{"status":
↪ "CALLING"}}
```

## Generic API

### Generic CTI Methods

#### Cti.getList(objectType)

Request a list of configuration objects, `objectType` can be :

- queue
- agent
- queuemember

Triggers handlers `QUEUelist`, `AGENTlist`, `QUEUEMEMBERlist`. Subscribes to configuration modification changes, handlers `QUEUECONFIG`, `AGENTCONFIG`, `QUEUEMEMBER` can also be called

### Generic CTI Events

#### Error

- Cti.MessageType.ERROR

Is triggered whenever service answered abnormally to the request.

#### LoggedOn

- Cti.MessageType.LOGGEDON

Is triggered once a user is properly authenticated and logged in.

#### Link Status Update

- Cti.MessageType.LINKSTATUSUPDATE

Is triggered when connection to server is lost.

## User API

### Login and Authentication

Users can connect using login, password and phone number:

```
var wsurl = "ws://" + server + "/xuc/api/2.0/cti?token=" + token;
Cti.WebSocket.init(wsurl, username, phoneNumber);
```

## Directory And Favorites

### Cti.directoryLookUp: function(term)

This command deprecates previously used *Cti.searchDirectory(pattern)*. This command deprecates previously used *Cti.searchDirectory(pattern)* removed in xuc xivo16 versions.

### Associated Handler

- Cti.MessageType.DIRECTORYRESULT

Triggered by command *Cti.directoryLookUp(pattern)*.

```
{ "msgType": "DirectoryResult",
  "ctiMessage": {
    "entries": [
      { "status": 0, "entry": [ "hawkeye", "pierce", "1002", "0761187406",
↪ "false"] },
      { "status": -2, "entry": [ "peter", "pan", "1004", "", "false"] } ],
    "headers":
      [ "Firstname", "Lastname", "Number", "Mobile", "Favorite"] }
```

### Cti.getFavorites: function()

Retrieve all the favorites defined for the user connected

### Cti.addFavorite: function(contactId, source)

To set a contact (e.g. from search results) as favorite, source is the directory where favorite will be owned.

### Cti.removeFavorite: function(contactId, source)

## User Methods

### Cti.changeUserStatus(reason)

**Deprecated** Update user status using a Cti server configured status name. (Use *Cti.pauseAgent(agentId, reason)* instead for agent only)

### Cti.displayNameLookup(username)

Retrieves user's display name by providing it's username.



## User Events

### User Statuses

- Cti.MessageType.USERSTATUSES : “UsersStatuses”

List all the statuses configured on XiVO to know which are possible pause reasons.

```
{ "msgType": "UsersStatuses",
  "ctiMessage": [{ "name": "disconnected", "color": "#9E9E9E", "longName": "Déconnecté",
    ↪ "actions": [{ "name": "agentlogoff", "parameters": "" }], { "name": "away", "color": "
    ↪ #FFDD00", "longName": "Sorti", "actions": [{ "name": "enablednd", "parameters": "false" }
    ↪ ] }, { "name": "berightback", "color": "#F2833A", "longName": "Bientôt de retour",
    ↪ "actions": [{ "name": "enablednd", "parameters": "false" }], { "name": "available", "color
    ↪ ": "#9BC920", "longName": "Disponible", "actions": [{ "name": "enablednd", "parameters":
    ↪ "false" }], { "name": "ook", "color": "#FF0F0F", "longName": "Far Away", "actions": [{
    ↪ "name": "queuepause_all", "parameters": "true" }], { "name": "outtolunch", "color": "
    ↪ #6CA6FF", "longName": "Parti Manger", "actions": [{ "name": "queuepause_all",
    ↪ "parameters": "true" }, { "name": "enablednd", "parameters": "false" }], { "name":
    ↪ "donotdisturb", "color": "#D13224", "longName": "Ne pas déranger", "actions": [{ "name":
    ↪ "enablednd", "parameters": "true" } ] } ] }
```

### User Status Update

- Cti.MessageType.USERSTATUSUPDATE : “UserStatusUpdate”,

**Deprecated** Triggered when user changes status (while calling *Cti.changeUserStatus()*)

### User Config Update

- Cti.MessageType.USERCONFIGUPDATE : “UserConfigUpdate”,

Triggered when config of the user is updated. This happens if forward config is modified or voicemail for example. Any change of the following attribute might trigger this event.

```
{ "msgType": "UserConfigUpdate",
  "ctiMessage": { "userId": 9, "dndEnabled": false, "naFwdEnabled": false,
    ↪ "naFwdDestination": "", "uncFwdEnabled": false, "uncFwdDestination": "",
    ↪ "busyFwdEnabled": false, "busyFwdDestination": "",
    ↪ "firstName": "Alice", "lastName": "Johnson", "fullName": "Alice Johnson",
    ↪ "mobileNumber": "064574512", "agentId": 22, "lineIds": [5], "voiceMailId": 58,
    ↪ "voiceMailEnabled": true } }
```

## Phone API

This API allow you to remotely control a device once a user associated to the device through a line is authenticated.

A sample of implementation is available in *app/assets/javascripts/pages/sample.js* and *app/views/sample/sample.scala.html*

### Phone Methods

#### Cti.setData(variables)

Attach data to the device current calls. When there is a call connected to a device, Data can be attached by passing key values as a json object *Cti.setData(“{‘var1’:‘val1’,‘USR\_var2’:‘val2’}”);*

The following json message is then sent to the server :

```
{ "claz": "web", "command": "setData", "variables": { "var1": "val1", "USR_var2": "val2" } }
```

When the call is transferred i.e. (*Cti.directTransfer(destination)*), data is sent in the event ringing see *Phone Events*, and in subsequent events. Data is not propagated in the reporting database.

```
{ "eventType": "EventRinging", "DN": "1000", "otherDN": "0427466347", "linkedId":  
→ "1469709757.74", "uniqueId": "1469709960.78", "queueName": "bluesky",  
  "userData": {  
    "XIVO_CONTEXT": "from-extern",  
    "XIVO_USERID": "1",  
    "USR_var1": "val1",  
    "USR_var2": "val2",  
    "XIVO_EXTENPATTERN": "_012305XXXX",  
    "XIVO_SRCNUM": "0427466347",  
    "XIVO_DST_FIRSTNAME": "Brucé",  
    "XIVO_DSTNUM": "0123053012", "XIVO_DST_LASTNAME": "Wail" } }
```

Note that *USR\_* prefix is added to the key, if the key does not start with it. Only attached data beginning with *USR\_* are sent back to the client API.

**Warning:** When transferring a call, these variables are attached to the new channel however to prevent propagation on all trunk channels, your trunk name must contain 'trunk' so they can be distinguished from sip devices.

### Cti.dial(destination, variables)

Place a call to destination with the provided variables. Variables must take the following form:

```
{  
  var1: "value 1",  
  var2: "value 2"  
}
```

USR\_var1 and USR\_var2 will be attached to the call and propagated to *Phone Events*

### Cti.dialFromMobile(destination, variables)

Place a call from logged user's mobile number to destination with the provided variables. Variables must take the following form:

```
{  
  var1: "value 1",  
  var2: "value 2"  
}
```

USR\_var1 and USR\_var2 will be attached to the call and propagated to *Phone Events*

When placing a call using this api, *Phone Events* will be sent through the websocket when calls state change. If a call is made to a conference room hosted on the XiVO, *Conference Events* will be sent also.

**Warning:** When entering a conference room **using this API**, if the conference room is configured with an administrator PIN, the user will **enter directly** the conference room **as an administrator** without having to enter a PIN code. If the conference room has only a user PIN, the user will also enter directly without having to enter a PIN code.

**Cti.dialByUsername(username, variables)**

Place a call to destination, defined by username, with the provided variables. Variables must take the following form:

```
{
  var1: "value 1",
  var2: "value 2"
}
```

USR\_var1 and USR\_var2 will be attached to the call and propagated to *Phone Events*

**Cti.originate(destination)**

Originate a call

**Cti.hangup()**

Hangup a call

**Cti.answer()**

Answer a call

**Cti.hold()**

Put current call on hold

**Cti.directTransfer(destination)**

Tranfert to destination

**Cti.attendedTransfer(destination)**

Start a transfer to a destination

**Cti.completeTransfer()**

Complete previously started transfer

**Cti.cancelTransfer()**

Cancel a transfer

**Cti.getCurrentCallsPhoneEvents()**

Request PhoneEvents for current device calls. See *Phone Events* for answer description.

### **Cti.naFwd(destination,state)**

Forward on non answer

### **Cti.uncFwd(destination,state)**

Unconditionnal forward

### **Cti.busyFwd(destination,state)**

Forward on busy

### **Cti.dnd(state)**

Set or unset do not disturb, state true or false

## **Phone Events**

- Cti.MessageType.PHONEEVENT
- Cti.MessageType.CURRENTCALLSPHONEEVENTS

Phone events are automatically sent when application is connected.

Format

```
{
  "msgType": "PhoneEvent",
  "ctiMessage": {
    "eventType": "EventRinging",
    "DN": "1118",
    "otherDN": "1058",
    "otherDName": "Jane Black",
    "linkedId": "1447670380.34",
    "uniqueId": "1447670382.37",
    "queueName": "blue",
    "callDirection": "Incoming",
    "userData": {
      "XIVO_CONTEXT": "default", "XIVO_USERID": "9", "XIVO_SRCNUM": "1058", "XIVO_
↪ DSTNUM": "3000"
    },
    username: "jblack"
  }
}
```

fields	Description
Event types	<ul style="list-style-type: none"> <li>• EventReleased</li> <li>• EventDialing</li> <li>• EventRinging</li> <li>• EventEstablished</li> <li>• EventOnHold</li> </ul>
DN	The directory number of the event
otherDN	Can be calling number of called number
otherDNName	Can be name of caller of called number
queueName	Optional, the queue name for inbound and calls
callDirection	Can be Incoming or Outgoing
UserData	Contains a list of attached data, system data XIVO_ or data attached to the call key beginning by USR_
username	Can be the username cti of called number, it's only defined when the called user is an internal user

If you use the following preprocess subroutine

```
[user_data_test]
exten = s,1,Log(DEBUG,**** set user data ****)
same  =      n,SET(USR_DATA1=hello)
same  =      n,SET(USR_DATA2=24)
same  =      n,SET(USR_DATA3=with space)
same  =      n,Return()
```

you will get these data in the events. Data can also be attached using the *Cti.dial* command.

You can also request a message with a concatenation of PhoneEvents for current calls by *Cti.getCurrentCallsPhoneEvents* command. The response to this command is formatted as follows:

```
{
  "msgType": "CurrentCallsPhoneEvents",
  "ctiMessage": {
    "events": [
      {
        "eventType": "EventRinging",
        "DN": "1118",
        "otherDN": "1058",
        "otherDNName": "Jane Black",
        "linkedId": "1447670380.34",
        "uniqueId": "1447670382.37",
        "queueName": "blue",
        "callDirection": "Incoming",
        "userData": {
          "XIVO_CONTEXT": "default", "XIVO_USERID": "9", "XIVO_SRCNUM": "1058",
          ↪ "XIVO_DSTNUM": "3000"
        }
      },
      {
        "eventType": "EventEstablished",
        ...
      },
      ...
    ]
  }
}
```

## Phone Status Update

- `Cti.MessageType.PHONESTATUSUPDATE`

## Phone Hint Status Methods

### `Cti.subscribeToPhoneHints(phoneNumbers)`

- `phoneNumbers` (Array of string): list of phone numbers to subscribe

Subscribe to `PhoneHintStatusEvents` for a list of phone numbers. You will get an initial event with the current Phone Hint Status (see [Phone Hint Status Events](#) for details) for every subscribed phone number and then a new [Phone Hint Status Events](#) for every change to the phone number state. After the Xuc server restart it may happen that the current phone state is unknown, in which case you will not get the initial event, only the first event update. You can repeat the command to subscribe to more numbers. The subscription is valid for the current websocket and can be cancelled either by closing the websocket, or by the `Cti.unsubscribeFromAllPhoneHints()` command.

### `Cti.unsubscribeFromAllPhoneHints()`

This command allows you to cancel all previous subscription to phone hints.

## Phone Hint Status Events

You can subscribe to `PhoneHintStatusEvents` using `Cti.subscribeToPhoneHints`, allowing you to monitor state of the phone line with a given number. `PhoneHintStatusEvents` has the following format:

```
{
  "msgType": "PhoneHintStatusEvent",
  "ctiMessage": {
    "number": "1005", "status": 0
  }
}
```

The phone hint status code can be resolved to a name using the `Cti.PhoneStatus` object in the `cti.js`. E.g., the status 0 from the example above stands for “AVAILABLE”.

## Voice Mail Status Events

- `VOICEMAILSTATUSUPDATE` : “VoiceMailStatusUpdate”,

```
{ "msgType": "VoiceMailStatusUpdate", "ctiMessage": { "voiceMailId": 58, "newMessages": 2,
↪ "waitingMessages": 1, "oldMessages": 1 } }
```

## Agent API

This API is dedicated to handle Agents for CC activities.

A sample of implementation is available in `app/assets/javascripts/pages/sampleAgents.js` and `app/views/sample/sampleAgents.scala.html`

## Login and Authentication

An agent can be logged in using *Cti.loginAgent(agentPhoneNumber, agentId)*. For the moment, the phone number used for agent login should be the same as the one used for user login, otherwise you will get many error messages “LoggedInOnAnotherPhone”.

Following cases are handled:

- agent is not logged and requests a login to a known line: the agent is logged in
- agent is not logged and requests a login to an unknown line: an error is raised:

```
{ "Error": "PhoneNumberUnknown" }
```

- agent is already logged on the requested line: the agent stays logged
- agent is already logged on another line: an error is raised and the agent stays logged (on the number where he was logged before the new request). It's up to the implementation to handle this case.

```
{ "Error": "LoggedInOnAnotherPhone", "phoneNb": "1002", "RequestedNb": "1001" }
```

- agent is not logged and requests a login to a line already used by another agent: the agent takes over the line and the agent previously logged on the line is unlogged

## Security considerations

Defining a profile in the ConfigMGT impact the behavior of this api.

### No Profile

If no profile is found, the behavior falls back on the Admin Profile behavior.

### Admin Profile

An admin profile will be allowed to receive all events and send all commands.

### Supervisor Profile

A supervisor profile has the some properties impacting the events he can receive:

- A list of queue which will filter the following events based on the queues in this list (send event only for queues defined in the list):
  - QueueList
  - QueueMemberList
  - QueueStatistics
- A list of groups which will filter the following events based on the groups in this list (send event only if matching agent group is in the list):
  - AgentStateEvent
  - AgentStatistics
  - AgentGroupList
  - AgentList

## Agent Methods

### Cti.loginAgent(agentPhoneNumber, agentId)

Log an agent

### Cti.logoutAgent(agentId)

Un log an agent

### Cti.pauseAgent(agentId, reason)

Change agent state to pause.

- *agentId*: Id of the agent to set state for. Can be omitted to change current loggedin agent state.
- *reason*: Optional string to label the kind of pause to set.

### Cti.unpauseAgent(agentId)

Change agent state to ready

- *agentId*: Id of the agent to set state for. Can be omitted to change current loggedin agent state.

### Cti.listenAgent(agentId)

Listen to an agent

### Cti.setAgentQueue(agentId, queueId, penalty)

- *agentId* (Integer) : id of agent, returned in message *Agent Configuration*
- *queueId* (Integer) : id of queue, returned in message *Queue Configuration*
- *penalty* (Integer) : positive integer

If agent is not associated to the queue, associates it, otherwise changes the penalty

On success triggers a *Queue Member* event, does not send anything in case of failure :

```
{ "agentId":<agentId>, "queueId":<queueId>, "penalty":<penalty> }
```

### Cti.removeAgentFromQueue(agentId, queueId)

- *agentId* (Integer) : id of agent, returned in message *Agent Configuration*
- *queueId* (Integer) : id of queue, returned in message *Queue Configuration*

On success triggers a queue member event with penalty equals to -1, does not send anything in case of failure :

```
{ "agentId":<agentId>, "queueId":<queueId>, "penalty":-1 }
```



### Cti.dialFromQueue(destination, queueId, callerId, variables)

Creates outgoing call to `destination` from some free Agent attached to `queueId`. Caller id on both sides is set to `callerId`.

Variables must take the following form:

```
{
  var1: "value 1",
  var2: "value 2"
}
```

USR\_var1 and USR\_var2 will be attached to the call and propagated to *Phone Events*

**Limitations:** Queue No Answer settings does not work - see *No Answer*. Except: when there is no free Agent to queue (none attached, all Agents on pause or busy), then No answer settings work (but Fail does not).

**Note:** Line should be configured with enabled “Ring instead of On-Hold Music” enabled (on “Application: tab in queue configuration - see *Queues*). Otherwise the queue will answers the call and the destination rings even if there are no agents available.

### Cti.monitorPause(agentId)

Pause call recording

**Note:** You can only pause the recording of a call answered by an agent (i.e. a call sent via a Queue towards an Agent).

### Cti.monitorUnpause(agentId)

Unpause call recording

**Note:** You can only pause the recording of a call answered by an agent (i.e. a call sent via a Queue towards an Agent).

### Cti.subscribeToAgentStats()

Subscribe to agent statistics notification. When called all current statistics are receive, and a notification is received for each updates. Both initial values and updates are transmitted by the *Statistics* events.

## Agent Events

### Sheet

- Cti.MessageType.SHEET

```
{
  "msgType": "Sheet",
  "ctiMessage": {
    "timenow": 1425055334,
```

(continues on next page)

(continued from previous page)

```

"compressed": true,
"serial": "xml",
"payload": {
  "profile": {
    "user": {
      "sheetInfo": [
        {
          "value": "http://www.google.fr/",
          "name": "popupUrl",
          "order": 10,
          "type": "url"
        },
        {
          "value": "&folder=1234",
          "name": "folderNumber",
          "order": 30,
          "type": "text"
        },
        {
          "value": "http://www.google.fr/",
          "name": "popupUrl1",
          "order": 20,
          "type": "url"
        }
      ]
    }
  }
},
"channel": "SIP/1k4yj2-00000013"
}
}

```

## Right Profile

- Cti.MessageType.RIGHTPROFILE: “RightProfile”

```

{"msgType":"RightProfile","ctiMessage":{"profile":"Supervisor", "rights":["dissuasion","recording"]}}

```

This message is sent upon connection to the xuc websocket. The profile can be one of: “Supervisor”, “Admin”, “NoRight”. The rights property contains an array with additional rights:

- “recording”: User has access to recording management settings on queues
- “dissuasion”: User has access to dissuasion management settings on queues

## State Event

- Cti.MessageType.AGENTSTATEEVENT
  - AgentLogin (DEPRECATED: Agent are now going directly from AgentLoggedOut to AgentReady)

```

{"name":"AgentLogin","agentId":19,"phoneNb":"1000","since":1423839787,"queues":[8,14,170,4,1]}

```

- AgentReady

```
{ "name": "AgentReady", "agentId": 19, "phoneNb": "1000", "since": 0, "queues": [8, 14, 170, 4, 1], "cause": "available" }
```

#### – AgentOnPause

```
{ "name": "AgentOnPause", "agentId": 19, "phoneNb": "1000", "since": 0, "queues": [8, 14, 170, 4, 1], "cause": "available" }
```

#### – AgentOnWrapup

```
{ "name": "AgentOnWrapup", "agentId": 19, "phoneNb": "1000", "since": 2, "queues": [8, 14, 170, 4, 1] }
```

#### – AgentRinging

```
{ "name": "AgentRinging", "agentId": 19, "phoneNb": "1000", "since": 0, "queues": [8, 14, 170, 4, 1] }
```

#### – AgentDialing

```
{ "name": "AgentDialing", "agentId": 19, "phoneNb": "1000", "since": 0, "queues": [8, 14, 170, 4, 1] }
```

#### – AgentOnCall

```
{ "msgType": "AgentStateEvent", "ctiMessage": { "name": "AgentOnCall", "agentId": 19, "phoneNb": "1000", "since": 0, "queues": [8, 14, 170, 4, 1], "acd": false, "direction": "Incoming", "callType": "External", "monitorState": "ACTIVE" } }
```

#### – AgentLoggedOut

```
{ "name": "AgentLoggedOut", "agentId": 19, "phoneNb": "1000", "since": 0, "queues": [8, 14, 170, 4, 1] }
```

## Agent Error

- Cti.MessageType.AGENTERROR

## Agent Directory

- Cti.MessageType.AGENTDIRECTORY

Triggered by command *Cti.getAgentDirectory*

```
{ "directory": [ { "agent": { "context": "default", "firstName": "bj", "groupId": 1, "id": 8, "lastName": "agent", "number": "2000", "agentState": { "agentId": 8, "cause": "", "name": "AgentReady", "phoneNb": "1001", "queues": [1, 2], "since": 2 } } } ] }
```

## Agent Configuration

- AGENTCONFIG: “AgentConfig”

Triggered when agent configuration changes

```
{ "id":23, "firstname":"Jack", "lastname":"Flash", "number":"2501", "context":"default",
↪ "member": [
    { "queue_name":"queue1", "queue_id":1, "interface":"Agent/2501", "penalty":1,
↪ "commented":0, "usertype":"Agent", "userid":1, "channel":"Agent", "category":"Queue",
↪ "position":1},
    { "queue_name":"queue2", "queue_id":2, "interface":"Agent/2501", "penalty":2,
↪ "commented":0, "usertype":"Agent", "userid":1, "channel":"Agent", "category":"Queue",
↪ "position":1}},
"numgroup":1, "userid":1}
```

## Agent List

- Cti.MessageType.AGENTLIST

Receives agent configuration list in a javascript Array : Command *Cti.getList("agent")*;

```
[
    { "id":24, "firstName":"John", "lastName":"Waynes", "number":"2601", "context":
↪ "default", "groupId":1},
    { "id":20, "firstName":"Maric  ", "lastName":"Sapritch  ", "number":"2602", "context":
↪ "default", "groupId":1},
    { "id":147, "firstName":"Etienne", "lastName":"Burgad", "number":"30000", "context":
↪ "default", "groupId":1},
    { "id":148, "firstName":"Caroline", "lastName":"HERONDE", "number":"29000", "context
↪ ": "default", "groupId":2},
    { "id":149, "firstName":"Eude", "lastName":"GARTEL", "number":"75000", "context":
↪ "default", "groupId":3},
    { "id":22, "firstName":"Alice", "lastName":"Johnson", "number":"2058", "context":
↪ "default", "groupId":5}
]
```

## Listen call

- AGENTLISTEN: "AgentListen",

Receives agent listen stop / start event, received automatically if user is an agent, no needs to subscribe.

```
{ "started":false, "phoneNumber":"1058", "agentId":22}
```

## Group List

- AGENTGROUPLIST : "AgentGroupList"

Agent group list triggered by command : *Cti.getList("agentgroup")*

```
[
    { "id":1, "name":"default"},
    { "id":2, "name":"boats"},
    { "id":3, "name":"broum"},
    { "id":4, "name":"bingba3nguh"},
    { "id":5, "name":"salesexpert"},
    { "id":6, "name":"a_very_long_group_name"}
]
```

## Statistics

Received on subscribe to agent statistics with method *Cti.subscribeToAgentStats()*, current statistics are received automatically on subscribe.

- AGENTSTATISTICS : “AgentStatistics”

```
{ "id": 22,
  "statistics": [
    { "name": "AgentPausedTotalTime", "value": 0 },
    { "name": "AgentWrapupTotalTime", "value": 0 },
    { "name": "AgentReadyTotalTime", "value": 434 },
    { "name": "LoginDateTime", "value": "2015-04-27T08:15:01.081+02:00" },
    { "name": "LogoutDateTime", "value": "2015-04-27T08:14:49.427+02:00" }
  ]
}
```

## Callback Methods

### Callback.getCallbackLists()

Retrieve the lists of callbacks with their associated callback requests, and subscribe to callback events.

### Callback.takeCallback(uuid)

Take the callback with the given uuid with the logged-in agent.

### Callback.releaseCallback(uuid)

Release the callback which was previously taken

### Callback.startCallback(uuid, phoneNumber)

Launch the previously taken callback with the provided phone number.

### Callback.updateCallbackTicket(uuid, status, description, dueDate, periodUuid)

Update a callback ticket with the provided description and status. Allowed values for status are:

- NoAnswer
- Answered
- Fax
- Callback

dueDate is an optional parameter specifying the new due date using ISO format (“YYYY-MM-DD”).

periodUuid is an optional parameter specifying the new preferred period for the callback.

### Callback.listenCallbackMessage(uuid)

Make your device ring to be able to listen recorded message if exists.

## Callback Events

### Callback lists

Received when calling *Callback.getCallbackLists()*.

- CALLBACKLISTS : “CallbackLists”

```
{ "uuid": "b0849ac0-4f4a-4ed0-9386-53ab2afd94b1",
  "name": "Liste de test",
  "queueId": 1,
  "callbacks": [
    { "uuid": "a967da84-bc41-4bf4-a4fc-2bcc54e11606",
      "listUuid": "b0849ac0-4f4a-4ed0-9386-53ab2afd94b1",
      "phoneNumber": "0230210082",
      "mobilePhoneNumber": "0789654123",
      "firstName": "Alice",
      "lastName": "O'Neill",
      "company": "YourSociety",
      "description": null,
      "agentId": null,
      "dueDate": "2016-08-01",
      "preferredPeriod": {
        "default": false,
        "name": "Afternoon",
        "periodStart": "14:00:00",
        "periodEnd": "17:00:00",
        "uuid": "d3270038-e20e-498a-af71-3cf69b5cc792"
      }
    }
  ]
}
```

### Callback Taken

Received after taking a callback with *Callback.takeCallback(uuid)*.

- CALLBACKTAKEN : “CallbackTaken”

```
{ "uuid": "a967da84-bc41-4bf4-a4fc-2bcc54e11606",
  "agentId": 2 }
```

### Callback Started

Received after starting a callback with *Callback.startCallback(uuid, phoneNumber)*.

- CALLBACKSTARTED : “CallbackStarted”

```
{ "requestUuid": "a967da84-bc41-4bf4-a4fc-2bcc54e11606",
  "ticketUuid": "8e82de0f-847a-4606-97bf-bef5a18ea8b0" }
```

### Callback Clotured

Received after giving to a callback a status different of *Callback*.

- CALLBACKCLOTURED : “CallbackClotured”

```
{ "uuid": "a967da84-bc41-4bf4-a4fc-2bcc54e11606" }
```

## Callback Released

Received after releasing a callback with *Callback.releaseCallback(uuid)*.

- CALLBACKRELEASED : “CallbackReleased”

```
{ "uuid": "a967da84-bc41-4bf4-a4fc-2bcc54e11606" }
```

## Callback Updated

Received when calling *Callback.updateCallbackTicket(uuid, status, description, dueDate, periodUuid)* with a new due date or period.

- CALLBACKREQUESTUPDATED : “CallbackRequestUpdated”

```
{ "request": {
  "uuid": "a967da84-bc41-4bf4-a4fc-2bcc54e11606",
  "listUuid": "b0849ac0-4f4a-4ed0-9386-53ab2afd94b1",
  "phoneNumber": "0230210082",
  "mobilePhoneNumber": "0789654123",
  "firstName": "Alice",
  "lastName": "O'Neill",
  "company": "YourSociety",
  "description": null,
  "agentId": null,
  "dueDate": "2016-08-01",
  "preferredPeriod": {
    "default": false,
    "name": "Afternoon",
    "periodStart": "14:00:00",
    "periodEnd": "17:00:00",
    "uuid": "d3270038-e20e-498a-af71-3cf69b5cc792"
  }
}}
```

## Queue API

This API is dedicated to manipulate queues for CC activities.

A sample of implementation is available in *app/assets/javascripts/pages/sampleQueues.js* and *app/views/sample/sampleQueues.scala.html*

## Queue Methods

### Cti.subscribeToQueueStats()

This command subscribes to the queue statistics notifications. First, all actual statistics values are sent for initialisation and then a notification is sent on each update. Both initial values and updates are transmitted by the QUEUESTATISTICS events.

### Cti.subscribeToQueueCalls(queueId)

### Cti.unsubscribeToQueueCalls(queueId)

## Cti.retrieveQueueCall(queueCall)

Allow to pickup one call from queue and connect it to current agent connected.

a QueueCall is one element of *Queue Calls*, i.e

```
{ "position": 1, "name": "John Doe", "number": "33356782212", "queueTime": "2015-07-16T10:40:16.626+02:00" }
```

**Warning:** Retrieve a queue call may fail if your device is already ringing or connected.

## Queue Events

### Queue Statistics

- Handler on : Cti.MessageType.QUEUESTATISTICS

The handler is executed when a notification of new statistic values is received. Each message contains one or more counters for one queue. The queue is identified by its queueId. See example below for reference. The queue's id can be used to retrieve queue's configuration, see *Queue Configuration*.

Following counters are available:

- TotalNumberCallsEntered
- TotalNumberCallsAnswered
- PercentageAnsweredBefore15
- TotalNumberCallsAbandoned
- TotalNumberCallsAbandonedAfter15
- PercentageAbandonedAfter15
- WaitingCalls
- LongestWaitingTime
- EWT
- AvailableAgents
- TalkingAgents

```
{
  "msgType": "QueueStatistics",
  "ctiMessage": {
    "queueId": 11, "counters": [ { "statName": "AvailableAgents", "value": 0 }, {
    ↪ "statName": "LoggedAgents", "value": 0 }, { "statName": "TalkingAgents", "value": 0 }, {
    ↪ "statName": "EWT", "value": 0 } ]
  }
}
```

Some events contain a queueRef with a queue's name instead of the queueId. This issue should be eliminated in future versions.

```
{ "queueRef": "travels", "counters": [ { "statName": "TotalNumberCallsAbandoned", "value
    ↪ ": 19 } ] }
```



## Queue Calls

- Handler on: `Cti.MessageType.QUEUECALLS`

Awaiting calls in a queue. Subscription to the events with : `Cti.subscribeToQueueCalls(9)` (9 being the queueId).  
Unsubscription with: `Cti.unsubscribeToQueueCalls(9)`.

```
{ "queueId": 9, "calls": [ { "position": 1, "name": "John Doe", "number": "33356782212",
↪ "queueTime": "2015-07-16T10:40:16.626+02:00" } ] }
```

## Queue Configuration

- `QUEUECONFIG` : “QueueConfig”,

```
{ "id": 8, "context": "default", "name": "blue", "displayName": "blue sky", "number": "3506",
↪ "recording_mode": "recorded", "recording_activated": 1 }
```

## Queue List

- `QUEUELIST` : “QueueList”,

```
{
  "msgType": "QueueList",
  "ctiMessage": [
    { "id": 170, "context": "default", "name": "bluesky", "displayName": "Bl Record",
↪ "number": "3012" },
    { "id": 5, "context": "default", "name": "noagent", "displayName": "noagent",
↪ "number": "3050" },
    { "id": 6, "context": "default", "name": "__switchboard_hold", "displayName": "Switchboard hold", "number": "3005" },
    { "id": 173, "context": "default", "name": "outbound", "displayName": "outbound",
↪ "number": "3099" },
    { "id": 2, "context": "default", "name": "yellow", "displayName": "yellow stone",
↪ "number": "3001" },
    { "id": 7, "context": "default", "name": "green", "displayName": "green openerp",
↪ "number": "3006" },
    { "id": 3, "context": "default", "name": "red", "displayName": "red auto polycom",
↪ "number": "3002" },
    { "id": 11, "context": "default", "name": "pool", "displayName": "Ugips Pool",
↪ "number": "3100" },
    { "id": 4, "context": "default", "name": "__switchboard", "displayName": "Switchboard", "number": "3004" }
  ]
}
```

## Queue Member

- Handler on : `Cti.MessageType.QUEUEMEMBER`

Received when an agent is associated to a queue or a penalty is updated. Penalty is -1 when agent is removed from a queue

```
{ "agentId": 19, "queueId": 3, "penalty": 12 }
```

## Queue Member List

- Handler on : Cti.MessageType.QUEUEMEMBERLIST

```
{
  "msgType": "QueueMemberList",
  "ctiMessage": [
    { "agentId": 129, "queueId": 8, "penalty": 2 },
    { "agentId": 139, "queueId": 168, "penalty": 2 },
    { "agentId": 129, "queueId": 10, "penalty": 0 },
    { "agentId": 129, "queueId": 11, "penalty": 0 }
  ]
}
```

## Membership Methods

### Membership.init(cti)

Initialize the Membership library using the given Cti object.

### Membership.getUserDefaultMembership(userId)

Request the default membership for the given user id. Warning, the userId is not the same as the agentId.

### Membership.setUserDefaultMembership(userId, membership)

Set the default membership for the given user id. Warning, the userId is not the same as the agentId. 'membership' should be an array of Queue membership like:

```
[
  { "queueId": 8, "penalty": 1 },
  { "queueId": 17, "penalty": 0 },
  { "queueId": 18, "penalty": 0 },
  { "queueId": 23, "penalty": 0 }
]
```

### Membership.setUsersDefaultMembership(userIds, membership)

Set the default membership for the given array of user id. Warning, the userId is not the same as the agentId. 'userIds' should be an array of user id like :

```
[1, 2, 3]
```

'membership' should be an array of Queue membership like:

```
[
  { "queueId": 8, "penalty": 1 },
  { "queueId": 17, "penalty": 0 },
  { "queueId": 18, "penalty": 0 },
  { "queueId": 23, "penalty": 0 }
]
```

## Membership.applyUsersDefaultMembership(userIds)

Apply the existing default configuration to a set of users. Warning, the `userId` is not the same as the `agentId`. 'usersIds' should be an array of `userId` like:

```
[1, 2, 7, 9]
```

## Membership Events

### User default membership

Received when calling *Membership.getUserDefaultMembership(userId)*.

- USERQUEUEDEFAULTMEMBERSHIP: "UserQueueDefaultMembership"

```
{
  "userId":186,
  "membership": [
    {"queueId":8, "penalty":1},
    {"queueId":17, "penalty":0},
    {"queueId":18, "penalty":0},
    {"queueId":23, "penalty":0}
  ]
}
```

## History API

This API to retrieve any kind of call history (user, agent, queue, customer...)

A sample of implementation is available in *app/assets/javascripts/pages/sampleHistory.js* and *app/views/sample/sampleHistory.scala.html*

## History Methods

### Cti.getUserCallHistory(size)

Get the call history of the logged in user, limited to the last *size* calls. If *size* is *null*, the last 10 days of history will be returned.

### Cti.getUserCallHistoryByDays(days)

Get the call history of the logged in user, limited to the last *days* days.

### Cti.getAgentCallHistory(size)

Get the call history of the logged in agent, limited to the last *size* calls.

### Cti.getQueueCallHistory(queue, size)

Get a call history for a queue or a set of queues. You may pass part of a queue name (not display name).  
i.e. pass *bl* if you want to match queue name *blue*, *black* and *blow*

## History Events

### Associated Handler CALLHISTORY

Received when calling the above methods *Cti.getAgentCallHistory(size)* or *Cti.getUserCallHistory(size)* or *Cti.getUserCallHistoryByDays(days)*.

- CALLHISTORY : “CallHistory”

```
{
  "start": "2014-01-01 08:00:00",
  "duration": "00:21:35",
  "srcNum": "0115878",
  "dstNum": "2547892",
  "status": "answered"
}
```

For queue calls status can be :

- full - full queue
- closed - closed queue
- joinempty - call arrived on empty queue
- leaveempty - exit when queue becomes empty
- divert\_ca\_ratio - call redirected because the ratio waiting calls/agents was exceeded
- divert\_waittime - call redirected because estimated waiting time was exceeded;
- answered - call answered
- abandoned - call abandoned
- timeout - maximum waiting time exceeded

For other calls

- emitted
- missed
- ongoing

## Conferences API

This api is to manipulate voice conference room

You can refer to *Conference Room* configuration for organizer feature

A sample of implementation is available in *app/assets/javascripts/pages/sampleConferences.js* and *app/views/sample/sampleConferences.scala.html*

### Conference Methods

#### Cti.getConferenceRooms()

Request the list of conference rooms. Also receive event when the list is updated.

**Warning:** The xuc user must have a line.

```
[
  {
    "number": "4000",
    "name": "public",
    "pinRequired": false,
    "startTime": 1519659524032,
    "members": [
      {
        "joinOrder": 1,
        "joinTime": 1519659524032,
        "muted": false,
        "name": "James Bond",
        "number": "1002",
        "username": "jbond"
      }
    ]
  },
  {
    "number": "4001",
    "name": "conference_support",
    "pinRequired": true,
    "startTime": 0,
    "members": []
  }
]
```

### Cti.conference()

Start a conference using phone set capabilities

### Cti.conferenceMuteMe(conferenceNumber)

Mute the current user in the given conference.

See also *conference\_command\_error*.

### Cti.conferenceUnmuteMe(conferenceNumber)

Un-mute the current user in the given conference

See also *conference\_command\_error*.

### Cti.conferenceMuteAll(conferenceNumber)

Mute all attendees except current user in the given conference. This method is restricted to conference organizer so you must enter the conference with an organizer pin.

See also *conference\_command\_error*.

### Cti.conferenceUnmuteAll(conferenceNumber)

Un-Mute all attendees in the given conference. This method is restricted to conference organizer so you must enter the conference with an organizer pin.

See also *conference\_command\_error*.

### Cti.conferenceMute(conferenceNumber, index)

Mute an attendee by its index in the given conference. This method is restricted to conference organizer so you must enter the conference with an organizer pin.

See also *conference\_command\_error*.

### Cti.conferenceUnmute(conferenceNumber, index)

Un-Mute an attendee by its index in the given conference. This method is restricted to conference organizer so you must enter the conference with an organizer pin.

See also *conference\_command\_error*.

### Cti.conferenceKick(conferenceNumber, index)

Kick an attendee out of the given conference by its index. This method is restricted to conference organizer so you must enter the conference with an organizer pin.

See also *conference\_command\_error*.

## Conference Events

See associated *Conference Methods*

### Conference Event

- Cti.MessageType.CONFERENCEEVENT

Received when you enter or leave a conference room.

```
{
  "eventType": "Join",
  "uniqueId": "1519658665.8",
  "conferenceNumber": "4001",
  "conferenceName": "conference_support",
  "participants": [
    {
      "index": 1,
      "callerIdName": "James Bond",
      "callerIdNum": "1002",
      "since": 0,
      "isTalking": false,
      "role": "User",
      "isMuted": false,
      "isMe": true,
      "username": "jbond"
    }
  ],
  "since": 0
}
```

Fields description :

- eventType: “Join” or “Leave”
- uniqueId: channel / call unique id entering this conference (related to Phone events)
- conferenceNumber: DN Number of the joined/left conference

- `conferenceName`: Name of the joined/left conference
- `participants`: array of participant
- `since`: delay in seconds since the beginning of the conference

## Conference Participant Event

- `Cti.MessageType.CONFERENCEPARTICIPANTEVENT`

Received when a participant enter, leave, or be updated in your conference room.

```
{
  "eventType": "Update",
  "uniqueId": "1519658665.8",
  "conferenceNumber": "4001",
  "index": 1,
  "callerIdName": "James Bond",
  "callerIdNum": "1002",
  "since": 0,
  "isTalking": true,
  "role": "Organizer",
  "isMuted": false,
  "isMe": false,
  "username": "jbond"
}
```

Fields description :

- `eventType`: “Join”, “Leave” or “Update”
- `uniqueId`: channel / call unique id entering this conference (related to Phone events)
- `conferenceNumber`: DN Number of the joined/left conference
- `conferenceName`: Name of the joined/left conference
- `index`: position of the participant in the conference
- `callerIdName`: Name of the participant
- `callerIdNum`: DN Number of the participant
- `since`: delay in seconds since the beginning of the conference
- `isTalking`: true or false if participant is talking
- `role`: participant role, either “User” or “Organizer”
- `isMuted`: indicate if participant is muted
- `isMe`: indicate if participant is the current user
- `username`: username cti of the user, it’s only defined for internal users

## Conference Command Error Event

- `Cti.MessageType.CONFERENCECOMMANDERROR`

Received after a conference command (mute/unmute, muteme/unmuteme, muteall/unmuteall, kick) if an error is encountered while processing the command

```
{
  "error": "NotAMember"
}
```

The error code can be one of the following:

- NotAMember: The current user is not a member of the given conference number.
- NotOrganizer: The current user is not an organizer in the given conference number and cannot perform the command.
- CannotKickOrganizer: You cannot kick an organizer out of a conference.
- ParticipantNotFound: The targeted participant wasn't found.

### FlashText API

Allows user to send a text message to another user . If *xivo-chat-backend* package is installed messages can be persisted (even if user is disconnected).

A sample of implementation is available in *app/assets/javascripts/pages/sampleFlashText.js* and *app/views/sample/sampleFlashText.scala.html*

### FlashText Methods

#### Introduction

All chat methods contains *sequence* number that allows you setting any value to correlate your command with the answer. Basically if you send 3 chat messages to 3 different users, you will be able to know which acknowledgment is related to which destination just by looking at this number.

#### Send chat message

`Cti.sendFlashTextMessage(username, sequence_number, message)`

Example :

```
Cti.sendFlashTextMessage("user", 24, "This is my message");
```

#### Retrieve chat history

`Cti.getFlashTextPartyHistory(username, sequence_number)`

Example :

```
Cti.getFlashTextPartyHistory("user", 24);
```

### FlashText Events

- Handler on : `Cti.MessageType.FLASHTEXTEVENT`

### Message Events

- `FlashTextUserMessage`

Received by the user when a message is sent



```
{
  "msgType": "FlashTextEvent",
  "ctiMessage": {
    "event": "FlashTextUserMessage",
    "from": {
      "username": "bwillis",
      "phoneNumber": "1001",
      "displayName": "Bruce Willis",
      "guid": "goegjutxyt8c5dmsqy6xk4f85w"
    },
    "to": {
      "username": "jbond",
      "phoneNumber": "1000",
      "displayName": "James Bond",
      "guid": "eiifh5zietbi7k8ao6ndr zr7zo"
    },
    "sequence": 145,
    "message": "How are you James ?",
    "date": "2019-05-28T14:55:08.628+02:00",
  }
}
```

- FlashTextSendMessageAck

The message sent to the user can be delivered to the user, means the user is connected to the server, if the connected application is able to receive the message, message will be delivered.

```
{
  "msgType": "FlashTextEvent",
  "ctiMessage": {
    "event": "FlashTextSendMessageAck",
    "sequence": 1,
    "offline": false,
    "date": "2020-06-10T12:08:19.565Z"
  }
}
```

- FlashTextSendMessageAckOffline

If user is just disconnected, message is persisted and available to be retrieved later on further connection.

```
{
  "msgType": "FlashTextEvent",
  "ctiMessage": {
    "event": "FlashTextSendMessageAckOffline",
    "sequence": 1,
    "offline": true,
    "date": "2020-06-10T12:08:19.565Z"
  }
}
```

- FlashTextSendMessageNack

In case of error (network connection, service not running or not available, database error),

```
{
  "msgType": "FlashTextEvent",
  "ctiMessage": {
    "event": "FlashTextSendMessageNack",
    "sequence": 28841,
  }
}
```

## History Events

- FlashTextUserMessageHistory

Event sent each time when the chat history between two users is requested

```
{
  "msgType": "FlashTextEvent",
  "ctiMessage": {
    "event": "FlashTextUserMessageHistory",
    "users": [{
      "username": "jbond",
      "phoneNumber": "1000",
      "displayName": "James Bond",
      "guid": "eiifh5zietbi7k8ao6ndrzr7zo"
    }, {
      "username": "bwillis",
      "phoneNumber": "1001",
      "displayName": "Bruce Willis",
      "guid": "goegjutxyt8c5dmsqy6xk4f85w"
    }],
    "messages": [{
      "from": {
        "username": "bwillis",
        "phoneNumber": "1000",
        "displayName": "Bruce Willis",
        "guid": "goegjutxyt8c5dmsqy6xk4f85w"
      },
      "to": {
        "username": "jbond",
        "phoneNumber": "1001",
        "displayName": "James Bond",
        "guid": "eiifh5zietbi7k8ao6ndrzr7zo"
      },
      "sequence": 0,
      "message": "hello1",
      "date": "2020-03-06T16:41:18.789Z"
    }, {
      "from": {
        "username": "jbond",
        "phoneNumber": "1000",
        "displayName": "James Bond",
        "guid": "eiifh5zietbi7k8ao6ndrzr7zo"
      },
      "to": {
        "username": "bwillis",
        "phoneNumber": "1001",
        "displayName": "Bruce Willis",
        "guid": "goegjutxyt8c5dmsqy6xk4f85w"
      },
      "sequence": 0,
      "message": "Hello",
      "date": "2020-03-09T10:19:12.763Z"
    }],
    "sequence": 1
  }
}
```

## WebRTC API

## WebRTC features

The WebRTC debug can be activated separately by the following method:

```
xc_webrtc.setDebug(sipml5level, event, handler)
```

Where:

- sipml5level refers to the SIPml5 library log level string as described on [SIPml5 log level documentation](#),
- event is a boolean value activating event logging (each event is prefixed by RE<<<<),
- handler is a boolean value activating logging of message handler subscription/unsubscription.

## WebRTC on sample page

Once logged on the sample page, you can init the webRTC through the init button, follow events shown in the webRTC section and send and receive calls. You can terminate a call by the terminate button in the phone section. Attended transfer can be performed using xfer buttons. Hold and DTMF features are available via the webRTC API. You can receive or make up to 2 calls, answer and hold methods do their best to put other calls on hold when answering or hold the call which is not held (or resume the one which is held), but currently the SIPml5 session ids are not exposed, so you have to avoid getting in a situation where it's not clear from the context what needs to be done, for example putting on hold two calls in the same time.

Current browsers doesn't allow media sharing without secure connections - https and wss. The xivoxc\_nginx docker image contains the configuration required for loading the sample page over a secure connection using an auto-signed certificate. This certificate is automatically generated by the installation script. It is meant to be used only for test purposes, you should replace it by a signed certificate before switching to production. The sample page is available on the following address: [https://MACHINE\\_IP:8443/sample](https://MACHINE_IP:8443/sample)

## webRTC Methods

Once the cti login done, you can init the webRTC component by calling the `xc_webrtc.init` method.

### `xc_webrtc.init(name, ssl, websocketPort, token, remoteAudio, ip)`

Init the webRTC connection and register the user's line.

- name - user's login to get the line details,
- ssl - if set to true the wss is used,
- websocketPort, ip - port and address for the webRTC websocket connection, when ip is not passed the xivo ip is used,
- token - used when ssl is set to true, either reusing the CTI one, either create a new one, see [Obtain authentication token](#)
- remoteAudio - id of the HTML5 audio element for remote audio player, if not passed 'audio\_remote' is used. The element should look like:

```
<audio id="audio_remote" autoplay="autoplay"></audio>
```

### `xc_webrtc.dial(destination, video)`

Start a webRTC call to the *destination*.

**Warning:** The video call support is currently an experimental feature and the API can change any time.

The 'video' parameter is optional, if omitted it's considered as false and allows you to start an audio/video call. Currently, multiple concurrent video calls are not supported, all video calls reuse the same video elements. The local video element has to be created by the user of the API with id `video-local` and a second video element for remote video stream with id `video-remote`.

### **`xc_webrtc.answer()`**

Answer an incoming webRTC call.

---

**Note:** The library accepts as an optional parameter the session id, but these ids are not currently reported in events. This parameter is currently reserved for internal use.

---

### **`xc_webrtc.conference()`**

Can be called when there's one call on hold and one active, then it resumes the call on hold and starts a 3-party conference hosted by the webRTC endpoint. It can be also used to resume a 3-party conference on hold.

### **`xc_webrtc.hold()`**

Toggle hold on a webRTC call or a conference. A conference can be resumed either by new call of `xc_webrtc.hold()` or by a new call of `xc_webrtc.conference()`.

---

**Note:** The library accepts as an optional parameter the session id, but these ids are not currently reported in events. This parameter is currently reserved for internal use.

---

### **`xc_webrtc.dtmf(key)`**

Send a DTMF.

### **`xc_webrtc.attendedTransfer(destination)`**

Start an attendedTransfer to the destination. This method designed to work with the AMI based transfer implemented by the XUC server, so it first puts current calls on hold and then starts a new call in an auto-answer mode.

### **`xc_webrtc.completeTransfer()`**

Complete an attended transfer. It's a simple wrapper of the Cti method introduced to complete the API of the `xc_webrtc` library.

### **`xc_webrtc.setHandler(eventName, handler)`**

Set a handler for eventName from `xc_webrtc.MessageType`.

## xc\_webrtc.disableICE()

Disable ICE server use, only LAN addresses will be used in the SDP.

## xc\_webrtc.setIceUrls(urls)

Set a list of STUN/TURN servers, for example:

```
[{ url: 'stun:stun.l.google.com:19302'}, { url: 'turn:turn.server.org', username: 'user', credential: 'myPassword' }]
```

## webRTC Events

There are four groups of events:

- general,
- register,
- incoming,
- outgoing.

List of associated events is defined in the *xc\_webrtc.General*, *xc\_webrtc.Registration*, *xc\_webrtc.Incoming*, *xc\_webrtc.Outgoing*. See the *xc\_webrtc.js* on [https://gitlab.com/xivo.solutions/xucserver/blob/master/app/assets/javascripts/xc\\_webrtc.js](https://gitlab.com/xivo.solutions/xucserver/blob/master/app/assets/javascripts/xc_webrtc.js). The error state events contains a description in the reason field. Call establishment event contains *caller* or *callee* detail. Use the sample page to see some examples.

## 9.1.2 Rest API

### General form

`http://localhost:\protect\T1\textdollarxucport/xuc/api/\protect\T1\textdollarversion/\protect\T1\textdollarmethod/\protect\T1\textdollaromain/\protect\T1\textdollarusername/`

withHeaders(("Content-Type", "application/json"))

- \$xucport : Xuc port number (default 8090)
- \$version : 1.0 or 2.0
- \$method : See available methods below
- \$domain : Represents a connection site, can be anything
- \$username : XiVO client user username

### Events

Xuc post JSON formatted events on URL `eventUrl = "http://localhost:8090/xivo/1.0/event/avencall.com/dropbox/"` configured in `/usr/share/xuc/application.conf`

### Phone Event Notification

Related to a username, phone event is in message payload same structure as javascript *Phone Events*

```
{
  "username": "alicej",
  "message": {
    "msgType": "PhoneEvent",
    "ctiMessage": { "eventType": "EventDialing", "DN": "1058", "otherDN": "3000",
    ↪ "linkedId": "1447670380.34", "uniqueId": "1447670380.34", "userData": { "XIVO_USERID":
    ↪ "9" } } } }
```

## Obtain authentication token

Authentication is needed to use version 2.0 of the API

POST <http://localhost:\protect\T1\textdollarxucport/xuc/api/2.0/auth/login>

```
curl -XPOST -d '{"login": "<login>", "password": "<password>"}' -H "Content-Type:
↪ application/json" http://localhost:8090/xuc/api/2.0/auth/login
```

Will retrieve an object

```
{login: "<login>", token: "<token>"}
```

or an error

```
{error: "<error_code>", message: "<error_message>"}
```

where error\_code is one of:

- UserNotFound
- InvalidPassword
- InvalidJson
- UnhandledError

This token can then be used with the *CTI Authentication* and *Check authentication token*.

## Obtain authentication token (SSO/Kerberos)

GET <http://localhost:\protect\T1\textdollarxucport/xuc/api/2.0/auth/sso>

```
curl -XGET http://localhost:8090/xuc/api/2.0/auth/sso
```

Will retrieve an object

```
{login: "<login>", token: "<token>"}
```

or an error

```
{error: "<error_code>", message: "<error_message>"}
```

where error\_code is one of:

- UserNotFound
- SsoAuthenticationFailed
- UnhandledError

This token can then be used with the *CTI Authentication* and *Check authentication token*.



- InvalidJson
- BearerNotFound
- AuthorizationHeaderNotFound
- TokenExpired
- UnhandledError

### Connection

This api is deprecated all the method are now able to autoconnect the user.

POST `http://localhost:\protect\T1\textdollarxucport/xuc/api/1.0/connect/\protect\T1\textdollaromain/\protect\T1\textdollarusername/`

```
{"password" : "password"}
```

```
curl -XPOST -d '{"password":"<password>"}' -H "Content-Type: application/json"   
↪http://localhost:8090/xuc/api/1.0/connect/avencall.com/<username>/
```

### DND

POST `http://localhost:\protect\T1\textdollarxucport/xuc/api/1.0/dnd/\protect\T1\textdollaromain/\protect\T1\textdollarusername/`

```
{"state" : [false|true]}
```

```
curl -XPOST -d '{"state":false}' -H "Content-Type: application/json" http://  
↪localhost:8090/xuc/api/1.0/dnd/avencall.com/<username>/
```

### Dial

POST `http://localhost:\protect\T1\textdollarxucport/xuc/api/1.0/dial/\protect\T1\textdollaromain/\protect\T1\textdollarusername/`

```
{"number" : "1101"}
```

```
curl -XPOST -d '{"number":"<number>"}' -H "Content-Type: application/json" http://  
↪localhost:8090/xuc/api/1.0/dial/avencall.com/<username>/
```

### DialByUsername

POST `http://localhost:\protect\T1\textdollarxucport/xuc/api/1.0/dialByUsername/\protect\T1\textdollaromain/\protect\T1\textdollarusername/`

```
{"username" : "john"}
```

```
curl -XPOST -d '{"username":"<username>"}' -H "Content-Type: application/json"   
↪http://localhost:8090/xuc/api/1.0/dialByUsername/avencall.com/<username>/
```

### DialFromQueue

POST `http://localhost:\protect\T1\textdollarxucport/xuc/api/1.0/dialFromQueue/\protect\T1\textdollaromain/\protect\T1\textdollarusername/`



```
{ "destination": "1002", "queueId": 5, "callerIdName": "Thomas", "callerIdNumber": "999999"
↪, "variables": { "foo": "bar" } }

curl -XPOST -d '{ "destination": "1002", "queueId": 5, "callerIdName": "Thomas",
↪ "callerIdNumber": "999999", "variables": { "foo": "bar" } }' -H "Content-Type:
↪ application/json" http://localhost:8090/xuc/api/1.0/dialFromQueue/avencall.com/
↪ <username> /
```

**Limitations:** Queue No Answer settings does not work - see *No Answer*. Except: when there is no free Agent to queue (none attached, all Agents on pause or busy), then No answer settings work (but Fail does not).

**Note:** Line should be configured with enabled “Ring instead of On-Hold Music” enabled (on “Application: tab in queue configuration - see *Queues*). Otherwise the queue will answers the call and the destination rings even if there are no agents available.

## Phone number sanitization

Dial command automatically applies filters to the phone number provided to make it valid for Xivo. Especially, it removes invalid characters and handles properly different notations of international country code.

Some countries don’t follow the international standard and actually keep the leading zero after the country code (e.g. Italy). Because of this, if the zero isn’t surrounded by parenthesis, the filter keeps it<sup>1</sup>.

## Forward

All forward commands use the above payload

```
{ "state" : [true|false],
  "destination" : "1102" }
```

## Unconditionnal

POST <http://localhost:\protect\T1\textdollarxucport/xuc/api/1.0/uncForward/\protect\T1\textdollaromain/\protect\T1\textdollarusername/>

```
curl -XPOST -d '{ "state": true, "destination": "<destnb>" }' -H "Content-Type:
↪ application/json" http://localhost:8090/xuc/api/1.0/uncForward/avencall.com/
↪ <username> /
```

## On No Answer

POST <http://localhost:\protect\T1\textdollarxucport/xuc/api/1.0/naForward/\protect\T1\textdollaromain/\protect\T1\textdollarusername/>

```
curl -XPOST -d '{ "state": true, "destination": "<destnb>" }' -H "Content-Type:
↪ application/json" http://localhost:8090/xuc/api/1.0/naForward/avencall.com/
↪ <username> /
```

<sup>1</sup> See Redmine ticket #150



## Get

GET `http://localhost:\protect\T1\textdollarxucport/xuc/api/2.0/contact/personal/\protect\T1\textdollarcontactId`

```
curl -XGET -H "Content-Type: application/json" -H "X-Auth-Token:␣
↪eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.
↪eyJsb2dpbiI6InZtYWNoaW4iLCJleHBpcmVzIjoxNDg5OTk4Mzg2fQ.
↪R6bzc5fBRs74l7ZBdLVjSIbNx3j3e07mV6mAX4_sk1I" http://localhost:8090/xuc/api/2.0/
↪contact/personal/28079dc0-2c6b-4332-9075-61da9229389f
```

Will retrieve an object containing a single personal contact (HTTP code 200)

```
{
  "id": "28079dc0-2c6b-4332-9075-61da9229389f",
  "firstname": "doe",
  "lastname": "john",
  "number": "1111",
  "mobile": "2222",
  "fax": "3333",
  "email": "j.doe@my.corp",
  "company": "corp"
}
```

## Create

POST `http://localhost:\protect\T1\textdollarxucport/xuc/api/2.0/contact/personal`

```
{
  "firstname": "doe",
  "lastname": "john",
  "number": "1111",
  "mobile": "2222",
  "fax": "3333",
  "email": "j.doe@my.corp",
  "company": "corp"
}

curl -XPOST -H "Content-Type: application/json" -H "X-Auth-Token:␣
↪eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.
↪eyJsb2dpbiI6InZtYWNoaW4iLCJleHBpcmVzIjoxNDg5OTk4Mzg2fQ.
↪R6bzc5fBRs74l7ZBdLVjSIbNx3j3e07mV6mAX4_sk1I" http://localhost:8090/xuc/api/2.0/
↪contact/personal -d '{"lastname": "john", "firstname": "doe", "company": "corp", "email
↪": "j.doe@my.corp", "number": "1111", "mobile": "2222", "fax": "3333"}'
```

Will create and return object containing a single personal contact with id (HTTP code 201)

```
{
  "id": "28079dc0-2c6b-4332-9075-61da9229389f",
  "firstname": "doe",
  "lastname": "john",
  "number": "1111",
  "mobile": "2222",
  "fax": "3333",
  "email": "j.doe@my.corp",
  "company": "corp"
}
```

## Update

**PUT** <http://localhost:\protect\T1\textdollarxucport/xuc/api/2.0/contact/personal/\protect\T1\textdollarcontactId>

```
{
  "firstname": "doe",
  "lastname": "john",
  "number": "1111",
  "mobile": "2222",
  "fax": "3333",
  "email": "j.doe@my.corp",
  "company": "corp"
}
```

```
curl -XPUT -H "Content-Type: application/json" -H "X-Auth-Token:↵
↵eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.
↵eyJsb2dpbiI6InZtYWNoaW4iLCJleHBpcmVzIjoxNDg5OTk4Mzg2fQ.
↵R6bzc5fBRs74l7ZBdLVjSIbNx3j3e07mV6mAX4_sk1I" http://localhost:8090/xuc/api/2.0/
↵contact/personal/28079dc0-2c6b-4332-9075-61da9229389f -d '{"lastname": "john",
↵"firstname": "doe", "company": "corp", "email": "j.doe@my.corp", "number": "1111",
↵"mobile": "2222", "fax": "3333"}'
```

Will update and return object containing single personal contact with id (HTTP code 200)

```
{
  "id": "28079dc0-2c6b-4332-9075-61da9229389f",
  "firstname": "doe",
  "lastname": "john",
  "number": "1111",
  "mobile": "2222",
  "fax": "3333",
  "email": "j.doe@my.corp",
  "company": "corp"
}
```

## Delete

**DELETE** <http://localhost:\protect\T1\textdollarxucport/xuc/api/2.0/contact/personal/\protect\T1\textdollarcontactId>

```
curl -XGET -H "Content-Type: application/json" -H "X-Auth-Token:↵
↵eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.
↵eyJsb2dpbiI6InZtYWNoaW4iLCJleHBpcmVzIjoxNDg5OTk4Mzg2fQ.
↵R6bzc5fBRs74l7ZBdLVjSIbNx3j3e07mV6mAX4_sk1I" http://localhost:8090/xuc/api/2.0/
↵contact/personal/28079dc0-2c6b-4332-9075-61da9229389f
```

Will return empty content (HTTP code 204)

## Delete All

**DELETE** <http://localhost:\protect\T1\textdollarxucport/xuc/api/2.0/contact/personal>

```
curl -XGET -H "Content-Type: application/json" -H "X-Auth-Token:↵
↵eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.
↵eyJsb2dpbiI6InZtYWNoaW4iLCJleHBpcmVzIjoxNDg5OTk4Mzg2fQ.
↵R6bzc5fBRs74l7ZBdLVjSIbNx3j3e07mV6mAX4_sk1I" http://localhost:8090/xuc/api/2.0/
↵contact/personal
```

Will return empty content (HTTP code 204)

## Export

GET <http://localhost:\protect\T1\textdollarxucport/xuc/api/2.0/contact/export/personal>

```
curl -XGET -H "X-Auth-Token: eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.
eyJsb2dpbiI6InZtYWNoaW4iLCJleHBpcmVzIjozNDg5OTk4Mzg2fQ.
R6bzc5fBRs7417ZBdLVjSIbNx3j3e07mV6mAX4_sk1I" http://localhost:8090/xuc/api/2.0/
contact/export/personal
```

Will return csv text content with UTF-8 encoding (HTTP code 200) containing all personal contacts of a user

```
company,email,fax,firstname,lastname,mobile,number
corp,jdoe@company.corp,3333,John,Doe,2222,1111
```

## Import

POST <http://localhost:\protect\T1\textdollarxucport/xuc/api/2.0/contact/import/personal>

**Note:** request needs to have plain csv as content with utf-8 charset

```
company,email,fax,firstname,lastname,mobile,number
corp,jdoe@company.corp,3333,John,Doe,2222,1111

curl -XPOST -H "Content-Type: text/csv;charset=UTF-8" -H "X-Auth-Token:
eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.
eyJsb2dpbiI6InZtYWNoaW4iLCJleHBpcmVzIjozNDg5OTk4Mzg2fQ.
R6bzc5fBRs7417ZBdLVjSIbNx3j3e07mV6mAX4_sk1I" http://localhost:8090/xuc/api/2.0/
contact/import/personal -d 'company,email,fax,firstname,lastname,mobile,
number\ncorp,jdoe@company.corp,3333,John,Doe,2222,1111'
```

Will create and return object containing result of success/failure for each personal contact inserted (HTTP code 201)

```
{
  "created": [{
    "id": "e62ee672-f74a-498c-b138-86ac1b0ae429",
    "lastname": "Wayne"
  }, {
    "id": "d3a67f8e-3d8a-465a-9633-bde65a41f1bb",
    "lastname": "Hawking"
  }],
  "failed": [{
    "line": 3,
    "errors": ["too many fields"]
  }]
}
```

## Handshake

Will repost all events on the configured URL

```
POST http://localhost:\protect\T1\textdollarxucport/xuc/api/1.0/handshake/\protect\T1\
textdollaromain/
```

## Agent

## AgentLogin

Log an agent on an extension

POST `http://protect\T1\textdollarxuchost:\protect\T1\textdollarxucport/xuc/api/1.0/agentLogin/`

```
curl -XPOST -d '{"agentphonenumber":"<phone number>", "agentnumber":"<agent number>"
↪}' -H "Content-Type: application/json" http://localhost:8090/xuc/api/1.0/
↪agentLogin/
```

## AgentLogout

Logout un agent

POST `http://protect\T1\textdollarxuchost:\protect\T1\textdollarxucport/xuc/api/1.0/agentLogout/`

```
curl -XPOST -d '{"phoneNumber":"<phoneNumber>"}' -H "Content-Type: application/json
↪" http://localhost:8090/xuc/api/1.0/agentLogout/
```

## TogglePause

Change state of an agent, pause if ready, ready if on pause or on wrapup

POST `http://protect\T1\textdollarxuchost:\protect\T1\textdollarxucport/xuc/api/1.0/togglePause/`

```
curl -XPOST -d '{"phoneNumber":"<phoneNumber>"}' -H "Content-Type: application/json
↪" http://localhost:8090/xuc/api/1.0/togglePause/
```

## User Call History by size

Get the last X calls of the user call history

```
curl -XGET -H "Content-Type: application/json" http://localhost:8090/xuc/api/1.0/
↪historyByUsername/<domain>/<username>?size=X
```

Answer

```
[
  {"start":"2018-09-20 17:38:41","duration":"00:00:02","srcUsername":"bruce",
↪"dstUsername":"alicej","status":"emitted"},
  {"start":"2018-09-20 17:19:40","duration":"00:00:01","srcUsername":"bruce",
↪"dstUsername":"cquefia","status":"emitted"},
  {"start":"2018-09-20 17:15:00","duration":"00:00:18","srcUsername":"cquefia",
↪"dstUsername":"bruce","status":"missed"},
  {"start":"2018-09-20 17:14:16","duration":"00:00:11","srcUsername":"cquefia",
↪"dstUsername":"bruce","status":"missed"}
]
```

## User Call History by days

Get user call history of the last X days

```
curl -XGET -H "Content-Type: application/json" http://localhost:8090/xuc/api/1.0/
↪historyByUsername/<domain>/<username>?days=X
```

Answer

```
[
  { "start": "2018-09-20 17:38:41", "duration": "00:00:02", "srcUsername": "bruce",
    ↪ "dstUsername": "alicej", "status": "emitted" },
  { "start": "2018-09-20 17:19:40", "duration": "00:00:01", "srcUsername": "bruce",
    ↪ "dstUsername": "cquefia", "status": "emitted" },
  { "start": "2018-09-20 17:15:00", "duration": "00:00:18", "srcUsername": "cquefia",
    ↪ "dstUsername": "bruce", "status": "missed" },
  { "start": "2018-09-20 17:14:16", "duration": "00:00:11", "srcUsername": "cquefia",
    ↪ "dstUsername": "bruce", "status": "missed" }
]
```

## Qualifications

To retrieve call qualification options and create call qualification answer.

## Error management

If an error occurs while using API actions, error will always be raised with proper HTTP return code and will be wrapped in JSON object with following format

```
{
  "error": <error_code>
  "message": <cause>
}
```

## Error codes

Error code	HTTP header code	Possible cause
JsonBodyNotFound	400	Qualification answer sent to API is not found
JsonErrorDecoding	400	Qualification answer sent to API is not JSON valid
Unreachable	503	Config management server is not available
NotHandledError	500	Error not covered in current implementation

## Get

GET [http://localhost:\protect\T1\textdollarxucport/xuc/api/2.0/call\\_qualification/queue/\protect\T1\textdollarqueueId](http://localhost:\protect\T1\textdollarxucport/xuc/api/2.0/call_qualification/queue/\protect\T1\textdollarqueueId)

```
curl -XGET -H "Content-Type: application/json" -H "X-Auth-Token: ↪
↪ eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.
↪ eyJsb2dpbiI6InZtYWNoaW4iLCJleHBpcmVzIjo5NDg5OTk4Mzg2fQ.
↪ R6bzc5fBRs74l7ZBdLVjSIbNx3j3e07mV6mAX4_sk1I" http://localhost:8090/xuc/api/2.0/
↪ call_qualification/queue/$queueId
```

Will retrieve a list of objects containing all qualifications and sub qualifications for a single queue (HTTP code 200)

```
[
  {
    "id": 6,
    "name": "General Questions",
    "subQualifications": [
      { "id": 14, "name": "Common" },
      { "id": 15, "name": "Technical" }
    ]
  }
]
```

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```

    ]
  },
  {
    "id": 5,
    "name": "Support",
    "subQualifications": [
      { "id": 12, "name": "Technical" },
      { "id": 13, "name": "General" }
    ]
  }
]

```

## Create

POST [http://localhost:\protect\T1\textdollarxucport/xuc/api/2.0/call\\_qualification](http://localhost:\protect\T1\textdollarxucport/xuc/api/2.0/call_qualification)

```

{
  "sub_qualification_id": 1,
  "time": "2018-03-21 17:00:00",
  "callid": "callid1",
  "agent": 1,
  "queue": 1,
  "first_name": "john",
  "last_name": "doe",
  "comment": "some comment",
  "custom_data": "some custom data"
}

curl -XPOST -H "Content-Type: application/json" -H "X-Auth-Token:␣
↪eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.
↪eyJsb2dpbiI6InZtYWNoaW4iLCJleHBpcmVzIjo5NDg5OTk4Mzg2fQ.
↪R6bzc5fBRs74l7ZBdLVjSIbNx3j3e07mV6mAX4_sk1I" http://localhost:8090/xuc/api/2.0/
↪call_qualification -d -d '{"sub_qualification_id":1,"time":"2018-03-21 17:00:00",
↪"callid":"callid1","agent":1,"queue":1,"first_name":"john","last_name":"doe",
↪"comment":"some comment","custom_data":"some custom data"}'

```

Will create a call qualification answer and return id of the created call qualification answer (HTTP code 201)

## Export

GET [http://localhost:\protect\T1\textdollarxucport/xuc/api/2.0/call\\_qualification/csv/\protect\T1\textdollarqueueId/\protect\T1\textdollarfrom/\protect\T1\textdollarto](http://localhost:\protect\T1\textdollarxucport/xuc/api/2.0/call_qualification/csv/\protect\T1\textdollarqueueId/\protect\T1\textdollarfrom/\protect\T1\textdollarto)

```

curl -XGET -H "Content-Type: application/json" -H "X-Auth-Token:␣
↪eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.
↪eyJsb2dpbiI6InZtYWNoaW4iLCJleHBpcmVzIjo5NDg5OTk4Mzg2fQ.
↪R6bzc5fBRs74l7ZBdLVjSIbNx3j3e07mV6mAX4_sk1I" http://localhost:8090/xuc/api/2.0/
↪call_qualification/csv/$queueId/$from/$to

```

Will return csv text content with UTF-8 encoding (HTTP code 200) containing all call qualification answer of a queue

```

sub_qualification_id,time,callid,agent,queue,first_name,last_name,comment,custom_
↪data
1,2018-03-21 17:00:00,callid1,1,1,john,doe,some comment,some custom data

```



### 9.1.3 Real Time Statistics

#### Exposed by xuc

#### Queue statistics

These real time statistics are calculated nearly in real time from the queue\_log table. Statistics are reset to 0 at midnight (24h00) and can be changed by configuration.

#### Real time calculated Queue statistic

name	Description
TotalNumberCallsEntered	Total number of calls entered in a queue
TotalNumberCallsAbandoned	Total number of calls abandoned in a queue (not answered)
TotalNumberCallsAbandonedAfter15	Total number of calls abandoned after 15 seconds
TotalNumberCallsAnswered	Total number of calls answered
TotalNumberCallsAnsweredBefore15	Total number of calls answered before 15 seconds
PercentageAnsweredBefore15	Percentage of calls answered before 15 seconds over total number of calls entered
PercentageAbandonedAfter15	Percentage of calls abandoned after 15 seconds over total number of calls entered
TotalNumberCallsClosed	Total number of calls received when queue is closed
TotalNumberCallsTimeout	Total number of calls diverted on queue timeout

All queue statistics counters (except percentage) are also available for the sliding last hour by adding LastHour to the name, i.e. TotalNumberCallsAbandonedLastHour.

For percentage, there is no historical value (LastHour). If you need historical percentage, you should compute it using the historical total numbers.

#### Additional Thresholds

You can configure xuc to add statistics for thresholds other than 15 seconds. In this case the xuc server will automatically publish TotalNumberCallsAbandonedAfterXX, TotalNumberCallsAnsweredBeforeXX, PercentageAnsweredBeforeXX, PercentageAbandonedAfterXX. XX will be replaced by all the defined thresholds values.

If configured, these additional stats threshold will be automatically available in queue view of CC Manager, see [Thresholds](#).

#### Configuration

You need to include in the compose.yml file a link to a specific configuration file by adding in xuc section a specific volume and an environment variable to specify the alternate config file location

```
xuc:
  ....
  environment:
    - CONFIG_FILE=/conf/xuc.conf
```

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```
volumes:
- /etc/docker/xuc:/conf
```

Edit in `/etc/docker/xuc/` a configuration file named `xuc.conf` to add new thresholds configuration (empty by default)

```
include "application.conf"

xucstats {
  queues {
    statTreshholdsInSec = [10,30] # 15 sec treshold is automatically added
  }
}
```

Recreate and restart the container : `xivocc-dcomp up -d xuc`

**Note:** In this example, xuc will publish counters for 10, 15 and 30 seconds periods.

## Other queue statistics

Other queue statistics are calculated by xivo cti server

- AvailableAgents
- TalkingAgents
- LongestWaitTime
- WaitingCalls
- EWT

Definition in xivo documentation [xivo documentation](#)

## Calculated Agent statistics

name	Description
PausedTime	Total time agent in pause
WrapupTime	Total time agent in wrapup
ReadyTime	Total time agent ready
InbCalls	Total number of inbound calls received internal and external
InbAcdCalls	Total number of inbound ACD calls received internal and external
InbCallTime	Total time for inbound calls received internal and external
InbAcdCallTime	Total time for inbound ACD calls received internal and external
InbAcdCallTime	Total time for inbound ACD calls received internal and external
InbAnsCalls	Answered inbound calls received internal and external
InbAnsAcdCalls	Answered inbound ACD calls received internal and external
InbUnansCalls	Unanswered inbound calls received internal and external
InbUnansAcdCalls	Unanswered inbound ACD calls received internal and external
InbPercUnansCalls	Percentage of unanswered inbound calls received internal and external
InbPercUnansAcdCalls	Percentage of unanswered inbound ACD calls received internal and external
InbAverCallTime	Average time for inbound calls received internal and external
InbAverAcdCallTime	Average time for inbound ACD calls received internal and external
OutCalls	Total number of outbound calls received internal and external
OutCallTime	Total time for outbound calls received internal and external
LoginDateTime	Last login date time
LogoutDateTime	Last logout date time

## Terms:

**inbound ACD calls** all calls received by an agent via ACD.

**inbound calls** all calls received by an agent, internal, external or ACD calls.

**oubound calls** all calls dialed by an agent, internal or external calls.

Agent statistics are calculated internally on a daily basis and reset to 0 at midnight (default configuration). see javascript api

If some status are configured in xivo cti server with activate pause to all queue = true, additionnal statistics computing the total time in not ready with this status are calculated. This statistics name is equal to the presence name configuration in XiVO.

## 9.1.4 Technical structure of XiVO-CC

### Reporting

The reporting is composed of four packages: pack-reporting, xivo-full-stats, xivo-reporting-db and xivo-db replication.

These packages will feed the tables of the xivo\_stats database:

- xivo-db-replication feeds the tables cel and queue\_log in real time, and the configuration tables (dialaction, linefeatures, etc...) every 5 minutes
- xivo-full-stats feeds in real time the tables call\_on\_queue, call\_data, stat\_queue\_periodic, stat\_agent\_periodic and agent\_position
- xivo-reporting-db and pack-reporting work together to feed the tables stat\_queue\_specific, stat\_agent\_queue\_specific and stat\_agent\_specific every 15 minutes

## 9.2 Third Party Integration

Third party web application integration is possible inside the XucMgt Agent application. Upon each call, you can display a custom panel next to the agent interface:

### 9.2.1 Workflow

When a call is ringing on the agent phone, the Application will call the external web service (see [Configuration](#) below). The web service response will dictate the behaviour of the integration. For example, if the specified action is to open the application when the call is hung up, a new panel will be created and opened inside the agent interface, showing the content specified by the web service response. (see [Web Service API](#) for available options).

When the work is complete in the integrated application, the application must post a message to terminate the third party application pane inside the agent application (see [Completion](#)).

### 9.2.2 Configuration

You need to specify the third party application web service url to integrate this application inside the XucMgt Agent interface. This can be done by giving a value to the THIRD\_PARTY\_URL environment variable in the /etc/docker/compose/custom.env file

```
...
THIRD_PARTY_URL=http://some.url.com/ws/endpoint
```

The specied URL must be accessible from the client browser (i.e. the end user of the Agent application). The call will be made from his browser.

Third Party Sample	
Data table	<a href="#">Raw data</a> <a href="#">Close</a>
Property	Value
Call	
From	"1101"
To	"1100"
Queue	
id	1
name	"support"
displayName	"support"
number	"3000"
User	
agentId	3
fullName	"César Brideau"
lastName	"Brideau"
firstName	"César"
userId	7
User Data	
XIVO_USERID	"10"

César Brideau

Paused - 04:04

1100

< 00:00:00

00:00:00

00:00:00 >

History

Activities

Agents

Callbacks

Customer

SEARCH OR CALL

NAME ^

SUBS. ▾

STAT. ▾

☒ My activities

☐ All

big long queue name

sales

support

Switchboard

Switchboard\_hold

⊖

×

⋮

⊖

×

⋮

⊖

✓

⋮

⊖

×

⋮

⊖

×

⋮

Third Party Sample

Data table

Raw data

Close

Property	Value
Call	
From	"1101"
To	"1100"
Queue	
id	1
name	"support"
displayName	"support"
number	"3000"
User	
agentId	3
fullName	"César Brideau"
lastName	"Brideau"
firstName	"César"
userId	7
User Data	
XIVO_USERID	"10"

### 9.2.3 Web Service API

The Web Service url specified in the *:Configuration* must conform to the following behaviour.

The service will receive a POST request with a payload as *application/json*, for example:

```
{
  "user":{
    "userId":4,
    "agentId":1,
    "firstName":"James",
    "lastName":"Bond",
    "fullName":"James Bond"
  },
  "callee":"1000",
  "caller":"1001",
  "queue":{
    "id":2,
    "name":"trucks",
    "displayName":"Trucks",
    "number":"3001"
  },
  "userData":{
    "XIVO_CONTEXT":"default",
    "XIVO_USERID":"2",
    "XIVO_SRCNUM":"1001",
    "XIVO_DSTNUM":"3001"
  }
}
```

- user contains the connected user information
- callee contains the number called
- queue queue properties
- userData call data presented by Xivo

The Web service must answer with an *application/json* content. For example:

```
{
  "action":"open",
  "event":"EventReleased",
  "url":"/thirdparty/open/6bd37819-b4a6-43d3-8fa3-6eb6489bb705",
  "autopause":true,
  "autopauseReason":"backoffice",
  "title":"Third Party Sample"
}
```

or:

```
{
  "action":"none"
}
```

- action is one of
  - open: Will open the given url inside the integration pane
  - popup: Will open the given url in a popup
  - run: Will run the given url as an executable, only works in desktop assistant.
  - none: No action will be performed
- event is one of EventRinging, EventEstablished, EventReleased. The third party application will be opened when one the specified event occurs

- `url` should be the url to open inside the application. This url should point to a valid web application that can be specific for each call.
- `executableArgs` can contain an array of argument for the `run` action.
- `autoplay` if set to true, the agent will be put on pause when the application pane is opened and back to ready when the application is completed.
- `autoplayReason` an optional field allowing to set the type of the pause used while setting the agent on pause (see the line above).
- `multitab` if set to true and `action` is set to `popup`, then the integration will be opened a in new popup window (or tab) each time instead of reusing the same window (or tab).
- `title` will set the title of the tabs that will be opened.

**Warning**, when the XucMgt application and the integrated application are on different server, domain, url,... (which should be common case), You may get [CORS](#) errors. To workaround this issue, you should implement the `OPTIONS` request on your web service. This method will be called by the browser before issuing the `POST` request to ensure the target web server allows calls from the original application. Your application must set at least the following headers in order to overcome the [CORS](#) errors:

- `Access-Control-Allow-Origin`: \* or the domain hosting the XucMgt application
- `Access-Control-Allow-Methods`: `POST`, `OPTIONS` (at least)
- `Access-Control-Allow-Headers`: `Origin`, `X-Requested-With`, `Content-Type`, `Accept` (at least)

## 9.2.4 Completion

Once the work is complete inside the third party application, it should post a completion message (`closeThirdParty`) to the application using the [Web Messaging API](#).

For example, here is how to define a close method in javascript to send the message to the hosting application and bind it to a simple button:

```
(function () {
    function close() {
        parent.window.postMessage("closeThirdParty", "*");
    }

    document.getElementById("close").addEventListener("click", close, false);
})();
```

## 9.3 Recording server REST API

This section describes the Recording server API.

In the following, all urls are relative to the recording server base url and port. For example a relative URL `/recording/records/search` is meant to be replaced by `http://192.168.29.101:9400/recording/records/search` assuming the recording server is available on port 9400 at 192.168.29.101

### 9.3.1 Authentication

To use the recording api you need to add an additional header in the HTTP Request. The header name is `X-Auth-Token` and its value must be the same as the `authentication.token` value in the `application.conf` of the recording server.

Example:

```
curl -XPOST -H "Content-Type: application/json" -H "Accept: application/json"
-H 'X-Auth-Token: u@pf#41[gYHJm<]9N[a0iWDQQ7`e9k' http://192.168.29.
↪101:9400/recording/records/search?pageSize=3 -d '{"agent": "1573"}'
```

## 9.3.2 Records

### Search

This api allows to search for recorded calls in the database using criteria.

#### Description:

**URL** /recording/records/search

**Method** POST

#### Url parameters

**page** The page number to return, counting from 1

**pageSize** The number of elements per page

**Request body** Json object with field & value pair.

---

#### Allowed field names:

**agent** The agent number to filter on

**queue** The queue number to filter on

**start** Return only calls starting or ending after the given value

**end** Return only calls starting before the given value

**callee** Return only calls with the given destination number

**caller** Return only calls with the give source number

**direction** Filter calls based on the call direction, one of incoming, outgoing or all

**queueCallStatus** Filter based on queue status abandoned answered divert\_ca\_ratio  
divert\_waittime closed full joinempty leaveempty timeout

**key** filter based on the given key name in the attached data along with the value of the value field

**value** value of the key defined in the key field

---

### Example

#### Query:

```
curl -XPOST -H "Content-Type: application/json" -H "Accept: application/json"
-H 'X-Auth-Token: u@pf#41[gYHJm<]9N[a0iWDQQ7`e9k' http://192.168.29.
↪101:9400/recording/records/search?pageSize=3 -d '{"agent": "1573"}'
```

#### Response:

```
{
  "hasNext": true,
  "records": [
    {
      "agent": "Joe Dalton (1573)",
      "attached_data": {
```

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```

        "recording": "xivocc_gateway-1459433866.13971"
    },
    "dst_num": "73555",
    "duration": "00:00:20",
    "id": "xivocc_gateway-1459433866.13971",
    "queue": "oneforone (3555)",
    "src_num": "loadtester",
    "start": "2016-03-31 16:17:46",
    "status": "answered"
},
{
    "agent": "Joe Dalton (1573)",
    "attached_data": {
        "recording": "xivocc_gateway-1459433330.13665"
    },
    "dst_num": "73555",
    "duration": "00:01:01",
    "id": "xivocc_gateway-1459433330.13665",
    "queue": "oneforone (3555)",
    "src_num": "loadtester",
    "start": "2016-03-31 16:08:51",
    "status": "answered"
}
]
}

```

## Search by call id

This api allows to search for a recorded call based on call id.

### Description:

**URL** /recording/records/callid\_search

**Method** POST

### Url parameters

**callid** The call id to retrieve

### Example Query:

```

curl -XPOST -H "Accept: application/json"
      -H 'X-Auth-Token: u@pf#41[gYHJm<]9N[a0iWDQQ7`e9k' http://192.168.29.
↪101:9400/recording/records/callid_search?callid=1459435466.286075

```

### Response:

```

{
  "hasNext": false,
  "records": [
    {
      "agent": "Dino Falconetti (1564)",
      "attached_data": {
        "recording": "xivocc_gateway-1459435465.15089"
      },
      "dst_num": "73556",
      "duration": "",
      "id": "xivocc_gateway-1459435465.15089",
      "queue": "hotline (3556)",

```

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```

        "src_num": "loadtester",
        "start": "2016-03-31 16:44:26",
        "status": "answered"
    }
]
}

```

## Retrieve audio file

This api allows to get metadata or retrieve audio file of a given call. Each action performed will be logged in access log file. See [Access logs](#).

### Description:

**URL** /recording/records/<file-id>/audio/<action>

**Method** GET

#### Url parameters

**file-id** The file to retrieve

**action** Action done on the audio file

### Allowed actions:

**result** To retrieve metadata from a search

**listen** To notify that we listened to the file

**download** To get the file locally

### Example:

```

curl -XGET -H "Accept: application/json" -H 'X-Auth-Token: u@pf#41[gYHJm
↪<]9N[a0iWDQQ7`e9k'
    http://192.168.29.101:9400/recording/records/xivocc_gateway-1459435465.
↪15089/audio/download

```

## Attach call data

This api allows to attach data to a given call

### Description:

**URL** /recording/call\_data/<call-data-id>/attached\_data

**Method** POST

#### Url parameters

**call-data-id** The id of the call-data, not to be confused by the call id or unique id.

**Request Body** An array of key value

### Example:

```

curl -XPOST -H "Content-Type: application/json" -H "Accept: application/json" -H
↪'X-Auth-Token: u@pf#41[gYHJm<]9N[a0iWDQQ7`e9k'
    http://192.168.29.101:9400/recording/call_data/761054/attached_data -d
↪' [{"key": "color", "value": "green"}] '

```

### 9.3.3 History

#### Search

This API gives the call history of a given interface.

It returns 10 results by default - one can use the parameter `size` to specify how many results the query should return.

#### Description:

**URL** /recording/history

**Method** POST

#### Url parameters

**size** The maximum number of results to return

**Request Body** A json object with a field named `interface` containing the interface to search for.

#### Example Query:

```
curl -XPOST -H "Content-Type: application/json" -H "Accept: application/json" -H
↪ 'X-Auth-Token: u@pf#41[gYHJm<]9N[a0iWDQQ7`e9k' http://localhost:9400/recording/
↪ history -d '{"interface": "SIP/az9kf7"}'
```

#### Response:

```
[
  {
    "start": "2017-01-27 15:37:54",
    "duration": "00:00:18",
    "src_num": "1001",
    "dst_num": "3000",
    "status": "emitted",
    "src_firstname": "Poste",
    "src_lastname": "Poste 1001",
    "dst_firstname": null,
    "dst_lastname": "Cars"
  }
]
```

#### Search by number of days

This API gives the call history of a given interface from today till a given number of days ago.

Use the parameter `days` to specify the number of days to return the history for.

With no parameters, the query will fall back on the previous API and display the 10 last calls.

Warning: do not use the parameter `days` from this API and the parameter `size` from the previous API at the same time, as it will cause an error.

#### Description:

**URL** /recording/history

**Method** POST

#### Url parameters

**days** The number of days to display

**Request Body** A json object with a field named `interface` containing the interface to search for.

### Example Query:

```
curl -XPOST -H "Content-Type: application/json" -H "Accept: application/json" -H
'X-Auth-Token: u@pf#41[gYHJm<]9N[a0iWDQQ7`e9k' http://localhost:9400/recording/
history?days=7 -d '{"interface":"SIP/az9kf7"}'
```

### Response:

```
[
{
  "start": "2017-01-27 15:37:54",
  "duration": "00:00:18",
  "src_num": "1001",
  "dst_num": "3000",
  "status": "emitted",
  "src_firstname": "Poste",
  "src_lastname": "Poste 1001",
  "dst_firstname": null,
  "dst_lastname": "Cars"
}
]
```

## Search by agent number

This API gives the call history of a given agent number.

### Description:

**URL** /recording/history/agent

**Method** POST

#### Url parameters

**size** The maximum number of result to return (*default: 10*)

**days** The number of days to retrieve (*default: 7*)

**Warning:** Take care that the greater the number of days you ask to retrieve, the heavier the request will be to the databvase (depending on the number of calls in the dababase).

**Request Body** A json object with a field named `agentNum` containing the agent number to search for.

### Example Query:

```
curl -XPOST -H "Content-Type: application/json" \
-H "Accept: application/json" \
-H 'X-Auth-Token: u@pf#41[gYHJm<]9N[a0iWDQQ7`e9k' \
http://localhost:9400/recording/history/agent -d '{"agentNum":"1004"}'
```

### Response:

```
[
{
  "start": "2021-01-19 16:19:54",
```

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```

"duration": "00:00:02",
"src_num": "1008",
"dst_num": "1023",
"status": "emitted",
"src_firstname": "Yealink",
"src_lastname": "T54W",
"dst_firstname": "Marc",
"dst_lastname": "WebRTC"
}
]

```

## Search by customer

This api helps to find call history of a customer thanks to a list of predefined filters.

### Description:

**URL** /recording/history/customer

**Method** POST

**Request Body** A json object with filters (optional) named `filters` containing the customer to search for and `size` to limit the results returned.

**Response** total the number of call received by this customer, list the call details reduced to the size set in query.

A filter is composed of a field as key (basically column name), an operator (=, <, >) and a value.

### Allowed filter field:

**src\_num** The customer phone number

**key** Call Attached data key

**value** Call Attached data value

### Example Query:

```

curl -XPOST -H "Content-Type: application/json" -H "Accept: application/json" -H
'X-Auth-Token: u@pf#41[gYHJm<]9N[a0iWDQQ7`e9k'
http://localhost:9400/recording/history/customer -d '{"filters": [{"field":
"src_num", "operator": "=", "value": "1456"}], "size":2}'

```

### Response:

```

{
  "total":11,
  "list":[
    {"start":"2017-06-13 17:32:45","duration":"00:00:08",
      "wait_time":"00:00:06","agent_name":"Brucé Waill",
      "agent_num":"2500","queue_name":"Bl Record",
      "queue_num":"3012","status":"answered"},
    {"start":"2017-06-13 17:26:54","duration":"00:00:06",
      "wait_time":"00:00:05","agent_name":"Brucé Waill",
      "agent_num":"2500","queue_name":"Blue Ocean",
      "queue_num":"3000","status":"answered"}
  ]
}

```

## Last agent for number

This api retrieves the last agent id who answered a given caller number.

### Description:

**URL** /recording/last\_agent

**Method** GET

### Url parameters

**callerNo** The calling number

**since** The number of days to search in the history

### Example Query:

```
curl -XGET -H "Content-Type: application/json" -H "Accept: application/json" -H 'X-Auth-Token: u@pf#41[gYHJm<]9N[a0iWDQQ7`e9k' 'http://localhost:9400/recording/last_agent?callerNo=1002&since=100'
```

### Response:

```
{"agentNumber": "2000"}
```

## 9.3.4 Channel Events Logging

### Get CEL

This api retrieve the CEL from the whole XDS System (main and media servers).

### Description:

**URL** /recording/cel

**Method** GET

### Url parameters

**from** The first cel id to retrieve

**limit** The number of cel to retrieve

### Example Query:

```
curl H "Content-Type: application/json" -H "Accept: application/json" -H 'X-Auth-Token: u@pf#41[gYHJm<]9N[a0iWDQQ7`e9k' 'http://localhost:9400/recording/cel?from=10&limit=1000'
```

### Response:

```
[
{
  "id": "11",
  "eventtype": "LINKED_END",
  "eventtime": "2020-03-23 16:21:25.722316",
  "userdeftype": "",
  "cid_name": "James Bond",
  "cid_num": "1000",
  "cid_ani": "1000",
  "cid_rdnis": "",
  "cid_dnid": ""
}
```

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```
"exten": "s",
"context": "echotest",
"channame": "SIP/4uqyf9q-00000001",
"appname": "",
"appdata": "",
"amaflags": "3",
"accountcode": "",
"peeraccount": "",
"uniqueid": "1584976887.1",
"linkedid": "1584976887.1",
"userfield": "",
"peer": "",
"call_log_id": "",
"extra": ""
},
{...}
]
```

## 9.4 XiVO Configuration server API

This section describes XiVO Configuration server API. These APIs will replace old legacy apis and will be supported by the configuration server dockerized component. These are mainly REST APIs.

In the following, all url are relative to the config-mgt base url and port. For example a relative URL / `callback_lists` is meant to be replaced by

```
http://192.168.29.101:9100/configmgt/api/1.0/callback_lists
```

assuming that XiVO is available at 192.168.29.101

### 9.4.1 Authentication

To use the config-mgt api you need to add an additional header in the HTTP Request. The header name is `X-Auth-Token` and its value must be the same as the `authentication.token` value in the `application.conf` of the configuration server.

Example:

```
curl -XGET -H "Content-Type: application/json" -H "Accept: application/json" \
-H 'X-Auth-Token: lksd@ty' http://localhost:9100/configmgt/api/1.0/callback_
↪lists
```

### 9.4.2 Dynamic filters

A **dynamic filter** is just a JSON representation to create lite look-a-like SQL assertions. It contains:

- **field** (string): **required** Field to make your query on
- **operator**: Can be one of `=`, `!=`, `>`, `>=`, `<`, `<=`, `like`, `ilike`, `is null`, `is not null`, `contains_all`
- **value** (string, number, boolean): value to filter on
- **list** (array): list of values to filter on. Used only with the operator `contains_all`
- **order**: can be `ASC` or `DESC`

**Examples :**

Return all the users ordered by the `fullName` ascending:

```
{ "field": "fullName", "order": "ASC" }
```

Filter and return all the users with a fullName beginning with *Jack* and ordering them ascending:

```
{ "field": "fullName", "operator": "like", "value": "Jack%", "order": "ASC" }
```

Return the users named *James Bond*:

```
{ "field": "fullName", "operator": "=", "value": "James Bond" }
```

Return the users associated with (at least) labels *red* and *blue* (i.e. all users belonging to both labels *red* and *blue*):

```
{ "field": "label", "operator": "contains_all", "list": [ "blue", "red" ] }
```

### 9.4.3 Users

Following API allow to list and find XiVO users

#### Get all users

This API retrieves all XiVO users.

##### Description:

**URL** api/2.0/users

**Method** GET

##### Example Query:

```
curl -XGET -H "Content-Type: application/json" -H "Accept: application/json" \
-H 'X-Auth-Token: lksd@ty' 'http://localhost:9100/configmgmt/api/2.0/users'
```

##### Response:

```
[
  {
    "fullName": "user A",
    "provisioning": 583115,
    "lineType": "phone",
    "phoneNumber": "1000",
    "entity": "Test",
    "mdsName": "default",
    "labels": [
      "blue",
      "green",
      "red"
    ]
  },
  {
    "fullName": "user B",
    "provisioning": 273444,
    "lineType": "webrtc",
    "phoneNumber": "1001",
    "entity": "Test",
    "mdsName": "default",
    "labels": [
      "green",
      "red"
    ]
  }
]
```

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```
]
}
]
```

## Find users

Finds some users using dynamic filters.

### Description:

**URL** /api/2.0/users/find

**Method** POST

**Request body** Json object with field & value pair.

### Allowed field names:

**filters** List of *Dynamic filters*

**offset** Distance between the beginning and the first result to retrieve, used for pagination

**limit** Max number of results to return

### List of filterable columns

- phoneNumber
- fullName
- entity
- mdsName

## Example

Query:

```
curl -XPOST -H "Content-Type: application/json" -H "Accept: application/json" \
-H 'X-Auth-Token: lksd@ty' 'http://localhost:9100/configmgt/api/2.0/users/find' \
-d '{
  {
    "filters":[
      {"field":"phoneNumber", "operator":"=", "value":"1000", "order": "ASC"}
    ],
    "offset":0,
    "limit":100}'
```

Response:

```
{
  "total":1,
  "list":[
    {
      "fullName":"user A",
      "provisioning":583115,
      "lineType":"ua",
      "phoneNumber":"1000",
      "entity":"Test",
      "mdsName":"default",
      "labels":[]
    }
  ]
}
```

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```

        "blue",
        "green",
        "red"
    ]
}
]
}
```

## 9.4.4 Profiles

Users can be given a certain *profile*. The profiles are:

- Administrator
- Supervisor
- Teacher

A profile defines:

1. an access right to some applications (CC Manager, Recording Server ...)
2. and also some rights inside the application.

These profiles are described in *Profile Management* page.

### Get all users' profiles

This API retrieves XiVO users having a login and a profile defined.

#### Description:

**URL** /users

**Method** GET

#### Example Query:

```
curl -XGET -H "Content-Type: application/json" -H "Accept: application/json" \
-H 'X-Auth-Token: lksd@ty' 'http://localhost:9100/configmgmt/api/1.0/users'
```

#### Response:

```
[
  { "name": "Ménage", "firstname": "Jean", "login": "jmenage", "profile": "teacher" },
  { "name": "Urbain", "firstname": "Jocelyn", "login": "jurbain", "profile": "admin" }
]
```

### Get a user's profile and rights

This API retrieves the profile and the associated rights of a XiVO user having a login.

#### Description:

**URL** /rights/user

**Method** GET

**Url parameters**

**login** user's login name

### Example Query:

```
curl -XGET -H "Content-Type: application/json" -H "Accept: application/json" \
-H 'X-Auth-Token: lkسد@ty' 'http://localhost:9100/configmgmt/api/1.0/rights/user/
↪jbond'
```

### Response:

```
{
  "type": "supervisor",
  "data": { "queueIds": [3, 2, 1, 7],
    "groupIds": [3, 1, 2], "incallIds": [],
    "recordingAccess": true,
    "dissuasionAccess": false}
}
```

## Update user's profile or rights

Updates the profile or the associated right of a XiVO user having login.

### Description:

**URL** /rights/user

**Method** POST

#### Url parameters

**login** user's login name

**Request body** Json object with field & value pair.

### Allowed field names:

**type** The profile to set (*admin*, *supervisor* or *teacher*)

**data** The rights to update

**queueIds** IDs of the queues the supervisor has access to (for supervisors and teachers)

**groupIds** IDs of the groups the supervisor has access to (for supervisors and teachers)

**incallIds** IDs of the incalls the supervisor has access to (for supervisors and teachers)

**recordingAccess** whether or not the supervisor can access recordings (for supervisors only, true by default)

**dissuasionAccess** whether or not the supervisor can update dissuasion destinations (for supervisors only, false by default)

### Example Query:

```
curl -v -XPOST -H "Content-Type: application/json" -H "Accept: application/json" \
-H 'X-Auth-Token: lkسد@ty' 'http://localhost:9100/configmgmt/api/1.0/rights/user/
↪jbond' \
-d '{ "type": "supervisor",
      "data": { "queueIds": [3, 2, 1, 7],
```

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```

        "groupIds": [3, 1, 2],
        "incallIds": [],
        "recordingAccess": true,
        "dissuasionAccess": false }
    },
    '

```

## Delete user's profile

Delete the profile associated to a XiVO user having login.

### Description:

**URL** /rights/user

**Method** DELETE

### Url parameters

**login** user's login name

### Example Query:

```

curl -XDELETE -H "Content-Type: application/json" -H "Accept: application/json" \
-H 'X-Auth-Token: lksd@ty' 'http://localhost:9100/configmgmt/api/1.0/rights/user/
↪jbond'

```

## 9.4.5 Users preferences

Following APIs allow the management of the users preferences.

List of preferences :

- **preferred\_device** : For unique account users, this property is the value of the default device used by the user with the applications. It can be either phone or webrtc.

### Get all the user's preferences

Get all the preferences for a user.

### Description:

**URL** /users/:id/preferences

**Method** GET

### Url parameters

**id** user's id

### Example

Query:

```

curl -XPUT -H "Content-Type: application/json" -H "Accept: application/json" \
-H 'X-Auth-Token: lksd@ty' 'http://localhost:9100/configmgmt/api/2.0/users/3/
↪preferences'

```

Result:

```
[{
  "key": "preferred_device",
  "value": "phone",
  "value_type" : "String"
},
{
  "key": "other_preference",
  "value": "42",
  "value_type" : "number"
}]
```

### Get a user's preference

Get a specific preference for a user.

#### Description:

**URL** /users/:id/preferences/:preference\_key

**Method** GET

#### Url parameters

**id** user's id

**preference\_key** key of the preference

---

### Example

Query:

```
curl -H "Content-Type: application/json" -H "Accept: application/json" \
-H 'X-Auth-Token: lksd@ty' 'http://localhost:9100/configmgmt/api/2.0/users/3/
↪preferences/preferred_device'
```

Result:

```
{
  "value": "phone",
  "value_type" : "String"
}
```

### Create user preference

Initialize the value of a preference for a user.

#### Description:

**URL** /users/:id/preferences/:preference\_key

**Method** POST

#### Url parameters

**id** user's id

**preference\_key** key of the preference

**Request body** Json object with field & value pair.

---

### Example

Query:

```
curl -XPOST -H "Content-Type: application/json" -H "Accept: application/json" \
-H 'X-Auth-Token: lksd@ty' 'http://localhost:9100/configmgmt/api/2.0/users/3/
→preferences/preferred_device'
-d {"value": "phone", "value_type": "String"}
```

### Result Code

- 204 : The preference is successfully created
- 409 : The preference is already set for this user

## Update user preference

Update the value of a preference for a user.

### Description:

**URL** /users/:id/preferences/:preference\_key

**Method** PUT

### Url parameters

**id** user's id

**preference\_key** key of the preference

**Request body** Json object with field & value pair.

### Result Code

- 204 : The preference is successfully updated
- 404 : The preference is not set for this user

---

## Example

### Query:

```
curl -XPUT -H "Content-Type: application/json" -H "Accept: application/json" \
-H 'X-Auth-Token: lksd@ty' 'http://localhost:9100/configmgmt/api/2.0/users/3/
→preferences/preferred_device'
-d {"value": "webrtc", "value_type": "string"}
```

## Delete a specific user preference

Delete a specific preference for a user.

### Description:

**URL** /users/:id/preferences/:preference\_key

**Method** DELETE

### Url parameters

**id** user's id

**preference\_key** key of the preference

---

## Example

### Query:

```
curl -XDELETE -H "Content-Type: application/json" -H "Accept: application/json" \
-H 'X-Auth-Token: lksd@ty' 'http://localhost:9100/configmgmt/api/2.0/users/3/
↳preferences/preferred_device'
```

#### Result Code

- 204 : The preference is successfully updated
- 404 : The preference is not set for this user

## 9.4.6 Callbacks

The following API allow to define callbacks, a callback, is a shared note for agents in the same queue to know that he must call his customer before a deadline. It is used in *CC Agent feature* existing in Xivo solutions.

#### A what so called *Callback* is in fact splitted in four distinct entities:

- **Callback list:** Container object used to define a set of callback requests
- **Callback request:** Core object that contains firstname, lastname, phone number... of the customer to call back
- **Callback period:** The preferred interval of time in which the call should be performed
- **Callback ticket:** Once callback request is taken by an agent, a ticket is created to sum up actions made on the request, like the status of the call and if the request is now closed or not.

More information on how to *Process Callbacks with CCAgent*

#### Create Callbacks list

Create a Callback list container for a queue

##### Description:

**URL** /callback\_lists

**Method** POST

**Request body** Json object with field & value pair.

##### Allowed field names:

**name** The name of the list

**queueId** The queue to affect the callback requests

#### Example

##### Query:

```
curl -XPOST -H "Content-Type: application/json" -H "Accept: application/json" \
-H 'X-Auth-Token: lksd@ty' 'http://localhost:9100/configmgmt/api/1.0/callback_
↳lists' \
-d '{"name": "newlist", "queueId": 1}'
```

##### Response:

```
{
  "callbacks": [],
  "name": "newlist",
  "queueId": 1,
  "uuid": "9d28d8fe-0548-4d45-aa08-9623ef69a04b"
}
```

## Get Callbacks list

List all the Callback list containers

### Description:

**URL** /callback\_lists

**Method** GET

**Url parameters**

**withRequest** boolean to retrieve list if and only if it contains ongoing callback requests

### Example

Query:

```
curl -XGET -H "Content-Type: application/json" -H "Accept: application/json" \
-H 'X-Auth-Token: lksd@ty' \
'http://localhost:9100/configmgmt/api/1.0/callback_lists'
```

Response:

```
[
  {
    "uuid": "fea963f5-1920-468c-b52a-93dc88791ba8",
    "name": "Mine",
    "queueId": 2,
    "callbacks": [
      {
        "uuid": "edb734e7-9d8f-403d-8cf6-d42ecf9e48d7",
        "listUuid": "fea963f5-1920-468c-b52a-93dc88791ba8",
        "phoneNumber": "0230210092",
        "mobilePhoneNumber": "0689746321",
        "firstName": "John",
        "lastName": "Doe",
        "company": "MyCompany",
        "description": "Call back quickly",
        "preferredPeriodUuid": "31f91ef6-ebda-4e0d-a9fa-5ebd3da30951",
        "dueDate": "2017-09-27",
        "queueId": 2,
        "clotured": false,
        "preferredPeriod": {
          "uuid": "31f91ef6-ebda-4e0d-a9fa-5ebd3da30951",
          "name": "Toute la journ\u00e9e",
          "periodStart": "09:00:00",
          "periodEnd": "17:00:00",
          "default": true
        }
      }
    ]
  }
],
```

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```
{
  "uuid": "75509ad3-3f81-40be-ad90-2c36d7a2c809",
  "name": "another",
  "queueId": 2,
  "callbacks": [

  ]
}
```

## Delete Callbacks list

Delete a Callback list container

### Description:

**URL** /callback\_lists

**Method** DELETE

### Example

Query:

```
curl -XDELETE -H "Content-Type: application/json" -H "Accept: application/json" \
-H 'X-Auth-Token: lksd@ty' 'http://localhost:9100/configmgmt/api/1.0/callback_
↪lists'
```

Response:

```
{
  "callbacks": [],
  "name": "newlist",
  "queueId": 1,
  "uuid": "9d28d8fe-0548-4d45-aa08-9623ef69a04b"
}
```

## Import Callbacks requests

Import callback request in a Callback list container

### Description:

**URL** /callback\_lists/<listUuid>/callback\_requests/csv

**Method** POST

### Url parameters

**listUuid** id of the callback list

**Request body** should be compliant with *following format*

### Example

Query:

```
curl -XPOST -H "Content-Type: text/plain" -H "Accept: text/plain" \
-H 'X-Auth-Token: lkسد@ty' \
'http://localhost:9100/configmgmt/api/1.0//callback_lists/9d28d8fe-0548-4d45-aa08-
↪9623ef69a04b/callback_requests/csv' \
-d
↪'phoneNumber|mobilePhoneNumber|firstName|lastName|company|description|dueDate|period
0230210092|0689746321|John|Doe|MyCompany|Call back quickly||
0587963214|0789654123|Alice|O'Neill|YourSociety||2016-08-01|Afternoon'
```

## Create Callback request

Create a single callback request in a callback list

### Description:

**URL** /callback\_lists/<listUuid>/callback\_requests

**Method** POST

### Url parameters

**listUuid** id of the callback list

**Request body** Json object with field & value pair.

---

### Allowed field names:

- phoneNumber** The number to call
  - mobilePhoneNumber** Alternate number to call
  - firstName** Contact first name (optional)
  - lastName** Contact last name (optional)
  - company** Contact company name (optional)
  - description** Note displayed inside the callback for the agent (optional)
  - dueDate** Deadline of the callback, using ISO format: YYYY-MM-DD
  - period** Name of the period as defined in *callback list*. (optional)
- 

## Example

Query:

```
curl -XPOST -H "Content-Type: application/json" -H "Accept: application/json" \
-H 'X-Auth-Token: lkسد@ty' 'http://localhost:9100/configmgmt/api/1.0//callback_
↪lists/9d28d8fe-0548-4d45-aa08-9623ef69a04b/callback_requests' \
-d '
{
  "company": "Cie",
  "phoneNumber": "0298765432",
  "mobilePhoneNumber": "0654321234",
  "firstName": "Jack"
}'
```

## Find Callback request

Finds a callback request using dynamic filters.

### Description:

**URL** `callback_requests/find`

**Method** `POST`

**Request body** Json object with field & value pair.

### Allowed field names:

**filters** List of *Dynamic filters*

**offset** Distance between the beginning and the first result to retrieve, used for pagination (optional)

**limit** Max number of result to return (optional)

### Example

Query:

```
curl -XPOST -H "Content-Type: application/json" -H "Accept: application/json" \
-H 'X-Auth-Token: lkسد@ty' 'http://localhost:9100/configmgt/api/1.0/callback_
↪requests/find' \
-d '
{
  "filters": [
    { "field": "phoneNumber", "operator": "=", "value": "1000" }
  ],
  "offset": 0,
  "limit": 100 }'
```

Response:

```
{
  "total": 1,
  "list": [
    {
      "uuid": "7691e6c8-6ebc-4d8f-a41c-45c049ac0dd4",
      "listUuid": "fea963f5-1920-468c-b52a-93dc88791ba8",
      "phoneNumber": "1000",
      "mobilePhoneNumber": "2000",
      "preferredPeriodUuid": "a6119323-a793-4264-987b-c565ceac342b",
      "dueDate": "2018-07-05",
      "queueId": 2,
      "clotured": false,
      "preferredPeriod": {
        "uuid": "a6119323-a793-4264-987b-c565ceac342b",
        "name": "Toute la journ\u00e9e",
        "periodStart": "09:00:00",
        "periodEnd": "17:00:00",
        "default": true
      }
    }
  ]
}
```

## 9.4.7 Agents

### Get agent configuration

This api retrieves the agent configuration together with associated queues

**Description:**

**URL** /agent\_config

**Method** GET

**Url parameters**

**id** agent's id

---

### Example

Query:

```
curl -XGET -H "Content-Type: application/json" -H "Accept: application/json" \
-H 'X-Auth-Token: lkسدty' 'http://localhost:9100/configmgmt/api/1.0/agent_config/
↪1'
```

Response:

```
{
  "id": 1,
  "firstname": "John", "lastname": "Doe", "number": "1001", "context": "default",
  "member": [
    {
      "queue_name": "queue1", "queue_id": 1,
      "interface": "Agent\\1001", "penalty": 1,
      "commented": 0,
      "usertype": "Agent", "userid": 1, "channel": "Agent",
      "category": "Queue", "position": 1
    },
    {
      "queue_name": "queue2", "queue_id": 2,
      "interface": "Agent\\1001", "penalty": 2,
      "commented": 0,
      "usertype": "Agent", "userid": 1, "channel": "Agent",
      "category": "Queue", "position": 1
    }
  ],
  "numgroup": 1,
  "userid": 1
}
```

### Get all agent configurations list

List all the agents together with associated queues

**Description:**

**URL** /agent\_config

**Method** GET

**Url parameters**

---

### Example

#### Query:

```
curl -XGET -H "Content-Type: application/json" -H "Accept: application/json" \
-H 'X-Auth-Token: lksd@ty' 'http://localhost:9100/configmgmt/api/1.0/agent_config'
```

#### Response:

```
[{
  "id": 1,
  "firstname": "Agent",
  "lastname": "One",
  "number": "1001",
  "context": "default",
  "member": [{
    "queue_name": "queue1",
    "queue_id": 1,
    "interface": "Agent/1001",
    "penalty": 1,
    "commented": 0,
    "usertype": "Agent",
    "userid": 1,
    "channel": "Agent",
    "category": "Queue",
    "position": 1
  }],
  "numgroup": 1, "userid": 1
},
{
  "id": 2,
  "firstname": "Agent",
  "lastname": "Two",
  "number": "1002",
  "context": "default",
  "member": [{
    "queue_name": "queue2",
    "queue_id": 2,
    "interface": "Agent/1002",
    "penalty": 1,
    "commented": 0,
    "usertype": "Agent",
    "userid": 2,
    "channel": "Agent",
    "category": "Queue",
    "position": 1
  }],
  "numgroup": 1, "userid": 2 }]
```

## 9.4.8 Queue Dissuasion

### Get the dissuasion for a queue

Returns the dissuasion of a given queue: if a queue has its *No Answer* -> *Fail* case configured to

- *Destination*: Sound file
- *Filename*: <some\_file>

then it returns the sound file name <some\_file> configured.

#### Description:

URL /queue/:id/dissuasion

**Method** GET

**Url parameters**

**id** queue's id

---

**Example:**

Query:

```
curl -XGET -H "Content-Type: application/json" -H "Accept: application/json" \
-H 'X-Auth-Token: lksd@ty' localhost:9000/configmgmt/api/1.0/queue/3/dissuasion
```

**Response:**

If the queue *sales* has its dissuasion configured towards the sound file *sales\_audio\_file.wav*:

```
{
  "id": 3,
  "name": "sales",
  "dissuasion": {
    "type": "soundFile",
    "value": {
      "soundFile": "sales_audio_file"
    }
  }
}
```

If the queue *sales* has its dissuasion configured towards an other queue with id *support*:

```
{
  "id": 3,
  "name": "sales",
  "dissuasion": {
    "type": "queue",
    "value": {
      "queueName": "support"
    }
  }
}
```

If the queue *sales* has its dissuasion configured neither towards a *sound file* nor a *queue*:

```
{
  "id": 3,
  "name": "sales",
  "dissuasion": {
    "type": "other"
  }
}
```

If the queue does not exist:

```
{
  "error": "QueueNotFound",
  "message": "Unable to perform getQueueDissuasion on queue 3 - QueueNotFound"
}
```

### Get all the sound files dissuasion for a queue

Returns the list of dissuasions available for a given queue:

- the list of sound files is taken from directory `/var/lib/xivo/sounds/playback/`,
- a sound file is available for a given queue if it starts with the `queueName` (e.g. for queue *sales* the sound file must start with `sales_`).
- the default queue is defined in the `custom.env`

**Description:**

**URL** `/queue/:id/dissuasions`

**Method** GET

**Url parameters**

**id** queue's id

**Example:**

Query:

```
curl -XGET -H "Content-Type: application/json" -H "Accept: application/json" \
-H 'X-Auth-Token: lkسد@ty' localhost:9000/configmgmt/api/1.0/queue/3/dissuasions
```

**Response:**

For the queue named *sales* with sound files `sales_audio_file.wav` and `sales_audio_file_2` present in dir `/var/lib/xivo/sounds/playback/`, and the queue *switchboard* defined in `custom.env`:

```
{
  "id": 3,
  "name": "sales",
  "dissuasions": {
    "soundFiles": [
      {
        "soundFile": "sales_audio_file"
      },
      {
        "soundFile": "sales_audio_file_2"
      }
    ],
    "queues": [
      {
        "queueName": "switchboard"
      }
    ]
  }
}
```

If the queue does not exist

```
{
  "error": "QueueNotFound",
  "message": "Unable to perform getQueueDissusasionList on queue 3 - QueueNotFound"
}
```

**Set the dissuasion sound file for a given queue**

Sets the dissuasion sound file for a given queue.

**Description:**

**URL** `/queue/<id>/dissuasion/sound_file`

**Method** PUT

### Url parameters

**id** queue's id

**Request body** Json object with soundFile

---

### Example:

Query:

```
curl -XPUT -H "Content-Type: application/json" -H "Accept: application/json" \
-H 'X-Auth-Token: lkسد@ty' localhost:9000/configmgt/api/1.0/queue/3/dissuasion/
↪sound_file -d '{"soundFile": "sales_newSoundFile"}'
```

### Response:

If the change was successful (with the new file being, for instance, sales\_newSoundFile.wav)

```
{
  id: 3,
  soundFile: "sales_newSoundFile"
}
```

If the queue does not exist

```
{
  "error": "QueueNotFound",
  "message": "Unable to perform updateQueueDissuasion on queue 3 - QueueNotFound"
}
```

If the file does not exist

```
{
  "error": "FileNotFound",
  "message": "Unable to perform updateQueueDissuasion on queue 3 with file sales_
↪newSoundFile - FileNotFound"
}
```

## For a given queue, set the queue to redirect calls to in case of dissuasion

For a given queue, sets the queue to redirect calls to in case of dissuasion.

### Description:

**URL** /queue/<id>/dissuasion/queue

**Method** PUT

### Url parameters

**id** queue's id

**Request body** Json object with queueName

---

### Example:

Query:

```
curl -XPUT -H "Content-Type: application/json" -H "Accept: application/json" \
-H 'X-Auth-Token: lkسد@ty' localhost:9000/configmgt/api/1.0/queue/3/dissuasion/
↪queue -d '{"queueName": "sales_queue"}'
```



### Response:

If the change was successful (with the new queue to redirect calls to being, for instance, sales\_queue)

```
{
  id: 3,
  queueName: "sales_queue"
}
```

If the queue we want to change the dissuasion destination of does not exist

```
{
  "error": "QueueNotFound",
  "message": "Unable to perform updateQueueDissuasion on queue 3 - QueueNotFound"
}
```

If the queue to redirect calls to does not exist

```
{
  "error": "QueueNotFound",
  "message": "Unable to perform updateQueueDissuasion on queue 3: could not find_
↪the queue 'sales_queue' - QueueNotFound"
}
```

## 9.5 XiVO REST API

The XiVO REST APIs are the privileged way to programmatically interact with XiVO.

### 9.5.1 Reference

#### xivo-agentd REST API

You can view the API documentation at <http://<youxivo>.api>.

#### Changelog

##### 15.19

- Token authentication is now required for all routes, i.e. it is not possible to interact with xivo-agentd without a xivo-auth authentication token.

##### 15.18

- xivo-agentd now uses HTTPS instead of HTTP.

##### 15.15

- The resources returning agent statuses, i.e.:
  - GET /agents
  - GET /agents/by-id/{agent\_id}
  - GET /agents/by-number/{agent\_number}

are now returning an additional argument named “state\_interface”, which is “the interface (e.g. SIP/alice) that is used to determine if an agent is in use or not”.

### xivo-confd REST API

---

**Note:** REST API 1.1 for confd is currently evolving. New features and small fixes are regularly being added over time. We invite the reader to periodically check the [changelog](#) for an update on new features and changes.

---

### xivo-confd REST API changelog

#### 2020.18

- One new parameter have been added to the users resource:
  - line\_type

#### 2020.14

- A new API for *User Labels* has been added:
  - PUT 1.1/labels/<label\_id>

#### 2020.13

- A new API for *User Labels* has been added:
  - POST 1.1/labels

#### 2020.12

- A new API for *User Labels* has been added:
  - DELETE 1.1/labels/<label\_id>

#### 2020.11

- A new API for *User Labels* has been added:
  - GET 1.1/labels

#### Deneb.03

- A new API for agents has been added:
  - GET /1.1/agents
  - POST /1.1/agents
  - DELETE /1.1/agents/<agent\_id>
  - GET /1.1/agents/<agent\_id>
  - PUT /1.1/agents/<agent\_id>
  - GET /1.1/agents/<agent\_id>/queues

## 16.06

- A new API for initializing a XiVO (passing the wizard):
  - GET /1.1/wizard
  - POST /1.1/wizard
  - GET /1.1/wizard/discover
- A new API for associating a user with an entity has been added:
  - GET /1.1/users/<user\_id>/entities
  - PUT /1.1/users/<user\_id>/entities/<entity\_id>

## 16.05

- A new API for associating a user with a call permission has been added:
  - GET /1.1/users/<user\_id>/callpermissions
  - PUT /1.1/users/<user\_id>/callpermissions/<call\_permission\_id>
  - DELETE /1.1/users/<user\_id>/callpermissions/<call\_permission\_id>
  - GET /1.1/callpermissions/<call\_permission\_id>/users
- Two new parameters have been added to the users resource:
  - call\_permission\_password
  - enabled
- A new API for user's forwards has been added:
  - PUT /1.1/users/<user\_id>/forwards
- SIP endpoint: allow and disallow options are not split into multiple options anymore.
- SCCP endpoint: allow and disallow options are not split into multiple options anymore.

## 16.04

- The summary view has been added to /users (GET /users?view=summary)
- A new API for user's services has been added:
  - GET /1.1/users/<user\_id>/services
  - GET /1.1/users/<user\_id>/services/<service\_name>
  - PUT /1.1/users/<user\_id>/services/<service\_name>
- A new API for user's forwards has been added:
  - GET /1.1/users/<user\_id>/forwards
  - GET /1.1/users/<user\_id>/forwards/<forward\_name>
  - PUT /1.1/users/<user\_id>/forwards/<forward\_name>
- GET /1.1/users/export now requires the following header for CSV output:

```
Accept: text/csv; charset=utf-8
```

- Added call permissions endpoints:
  - GET /1.1/callpermissions

- POST /1.1/callpermissions
- GET /1.1/callpermissions/<callpermission\_id>
- PUT /1.1/callpermissions/<callpermission\_id>
- DELETE /1.1/callpermissions/<callpermission\_id>

### 16.03

- Added switchboard endpoints:
  - GET /1.1/switchboards
  - GET /1.1/switchboards/<switchboard\_id>/stats
- A new API for associating a line with a device has been added:
  - PUT /1.1/lines/<line\_id>/devices/<device\_id>
  - DELETE /1.1/lines/<line\_id>/devices/<device\_id>
- The following URLs have been deleted. Please use the new API instead:
  - GET /1.1/devices/<device\_id>/associate\_line/<line\_id>
  - GET /1.1/devices/<device\_id>/dissociate\_line/<line\_id>

### 16.02

- Added users endpoints in REST API:
  - GET /1.1/users/<user\_uuid>/lines/main/associated/endpoints/sip

### 16.01

- The SIP API has been improved. `options` now accepts any extra parameter. However, due to certain database limitations, parameters that appear in *Supported parameters on SIP endpoints* may only appear once in the list. This limitation will be removed in future versions.
- A new API for custom endpoints has been added: /1.1/endpoints/custom
- A new API for associating custom endpoints has been added: /1.1/lines/<line\_id>/endpoints/custom/<endpoint\_id>

### 15.20

- A new API for mass updating users has been added: PUT /1.1/users/import
- A new API for exporting users has been added: GET /1.1/users/export

### 15.19

- A new API for mass importing users has been added: POST /1.1/users/import
- The following fields have been added to the /users API:
  - supervision\_enabled
  - call\_transfer\_enabled
  - ring\_seconds

- simultaneous\_calls

## 15.18

- Ports 50050 and 50051 have been removed. Please use 9486 and 9487 instead
- Added sccp endpoints in REST API:
  - GET /1.1/endpoints/sccp
  - POST /1.1/endpoints/sccp
  - DELETE /1.1/endpoints/sccp/<sccp\_id>
  - GET /1.1/endpoints/sccp/<sccp\_id>
  - PUT /1.1/endpoints/sccp/<sccp\_id>
  - GET /1.1/endpoints/sccp/<sccp\_id>/lines
  - GET /1.1/lines/<line\_id>/endpoints/sccp
  - DELETE /1.1/lines/<line\_id>/endpoints/sccp/<sccp\_id>
  - PUT /1.1/lines/<line\_id>/endpoints/sccp/<sccp\_id>
- Added lines endpoints in REST API:
  - GET /1.1/lines/<line\_id>/users

## 15.17

- A new API for SIP endpoints has been added. Consult the documentation on <http://xivo/api/> for further details.
- The /lines\_sip API has been deprecated. Please use /lines and /endpoints/sip instead.
- Due to certain limitations in the database, only a limited number of optional parameters can be configured. This limitation will be removed in future releases. Supported parameters are listed further down.
- Certain fields in the /lines API have been modified. List of fields are further down

### Fields modified in the /lines API

Name	Replaced by	Editable ?	Required ?
id		no	
device_id		no	
name		no	
protocol		no	
device_slot	position	no	
provisioning_extension	provisioning_code	no	
context		yes	yes
provisioning_code		yes	
position		yes	
caller_id_name		yes	
caller_id_num		yes	

**Supported parameters on SIP endpoints**

- md5secret
- language
- accountcode
- amaflags
- allowtransfer
- fromuser
- fromdomain
- subscribemwi
- buggymwi
- call-limit
- callerid
- fullname
- cid-number
- maxcallbitrate
- insecure
- nat
- promiscredir
- usereqphone
- videosupport
- trustpid
- sendrpip
- allowsubscribe
- allowoverlap
- dtmfmode
- rfc2833compensate
- qualify
- g726nonstandard
- disallow
- allow
- autoframing
- mohinterpret
- useclientcode
- progressinband
- t38pt-udptl
- t38pt-usertpsource
- rtptimeout
- rtpholdtimeout

- rtpkeepalive
- deny
- permit
- defaultip
- setvar
- port
- regexten
- subscribecontext
- fullcontact
- vmexten
- callingpres
- ipaddr
- regseconds
- regserver
- lastms
- parkinglot
- protocol
- outboundproxy
- transport
- remotesecret
- directmedia
- callcounter
- busylevel
- ignoresdpversion
- session-timers
- session-expires
- session-minse
- session-refresher
- callbackextension
- timertl
- timerb
- qualifyfreq
- contactpermit
- contactdeny
- unsolicited\_mailbox
- use-q850-reason
- encryption
- snom-aoc-enabled
- maxforwards

- disallowed-methods
- textsupport

### 15.16

- The parameter `skip` is now deprecated. Use `offset` instead for:
  - GET `/1.1/devices`
  - GET `/1.1/extensions`
  - GET `/1.1/voicemails`
  - GET `/1.1/users`
- The users resource can be referred to by `uuid`
  - GET `/1.1/users/<uuid>`
  - PUT `/1.1/users/<uuid>`
  - DELETE `/1.1/users/<uuid>`

### 15.15

- The field `enabled` has been added to the voicemail model
- A line is no longer required when associating a voicemail with a user
- Voicemails can now be edited even when they are associated to a user

### 15.14

- All optional fields on a user are now always null (sometimes they were empty strings)
- The caller id is no longer automatically updated when the firstname or lastname is modified. You must update the caller id yourself if you modify the user's name.
- Caller id will be generated if and only if it does not exist when creating a user.

### 14.16

- Association user-voicemail, when associating a voicemail whose id does not exist:
  - before: error 404
  - after: error 400

### 14.14

- Association line-extension, a same extension can not be associated to multiple lines

### 14.13

- Resource line, field `provisioning_extension`: type changed from `int` to `string`



## REST API 1.1 examples

### Create User for a line and a exten

### Add user, line and exten with association

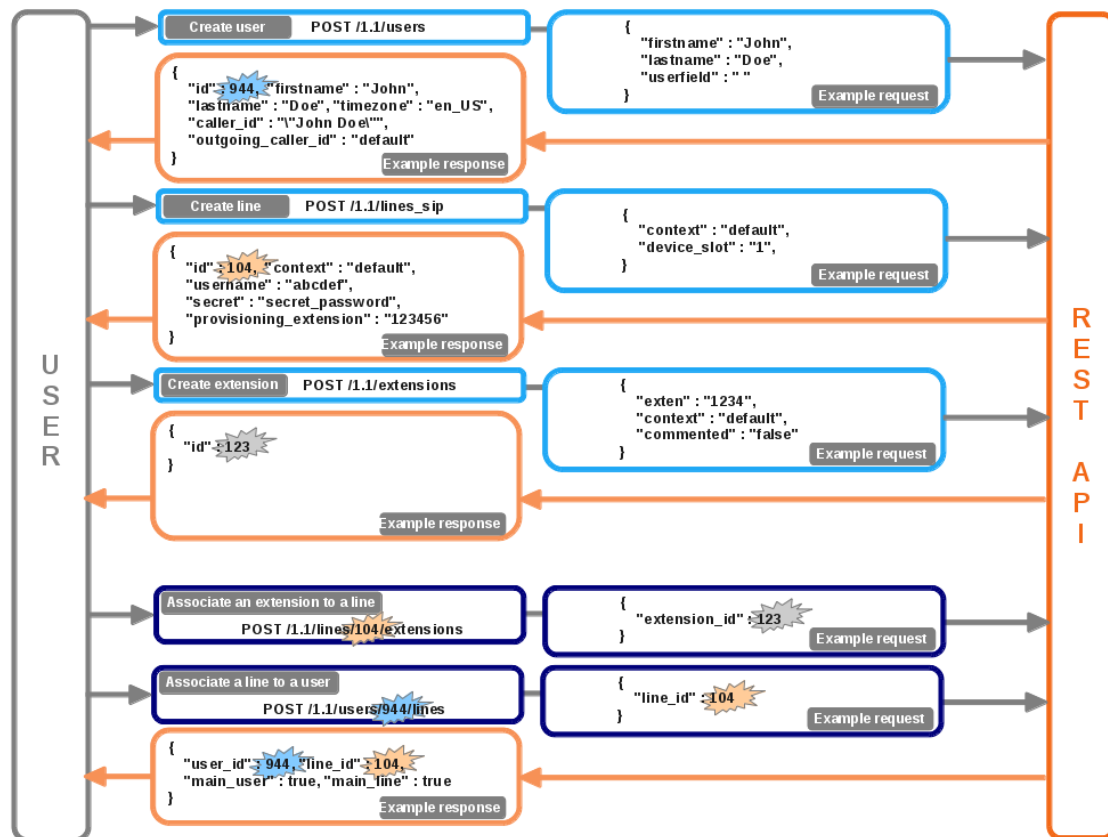


Fig. 1: Download source. (source)

### Add voicemail with association

### Choice and add CTI profile with association

### Multiple users for a line association

### API reference

This section contains extended documentation for certain aspects of the API.

### Function Keys

Function keys can be used as shortcuts for dialing a number, or accomplishing other menial tasks, by pushing a button on the phone. A function key's action is determined by its destination.

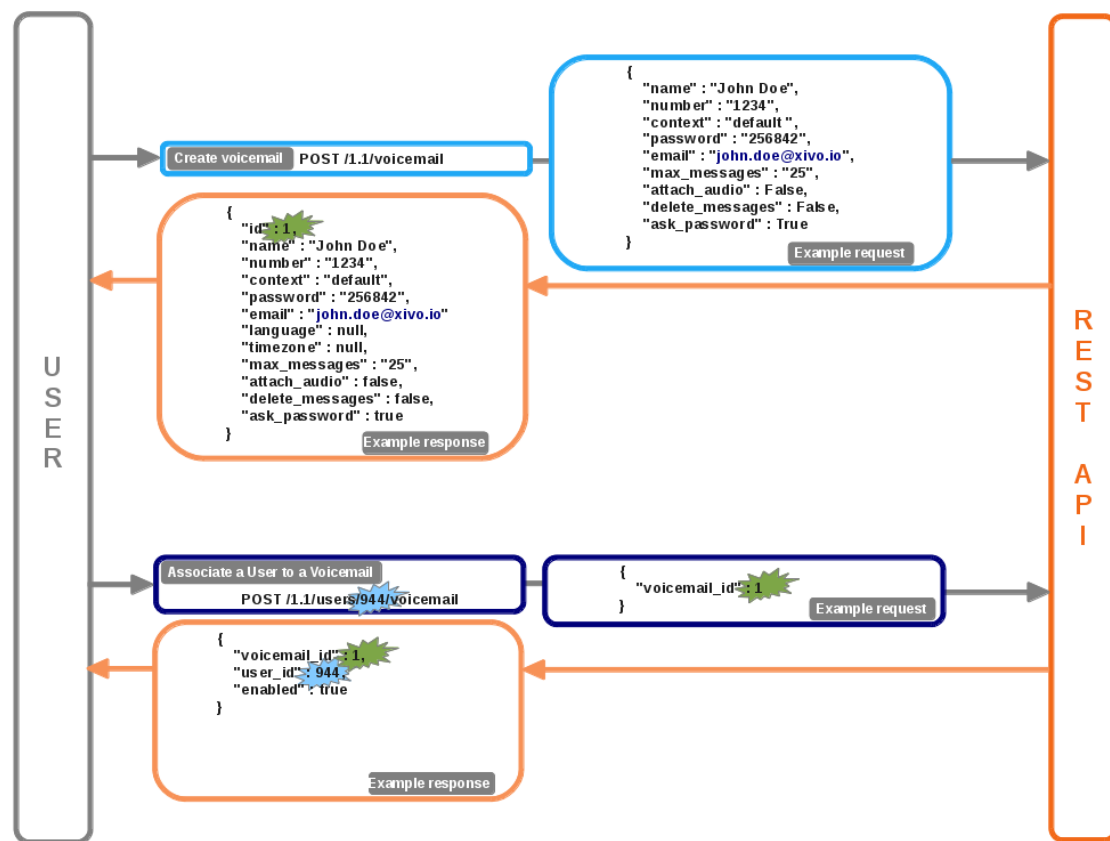


Fig. 2: Download source. (source)

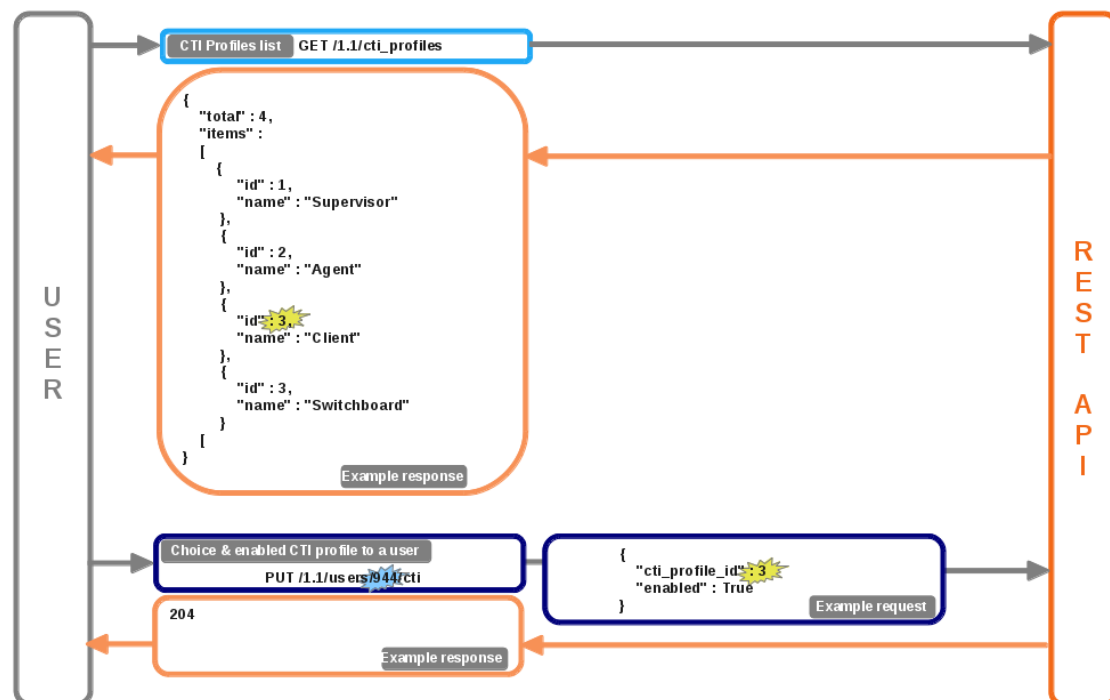


Fig. 3: Download source. (source)

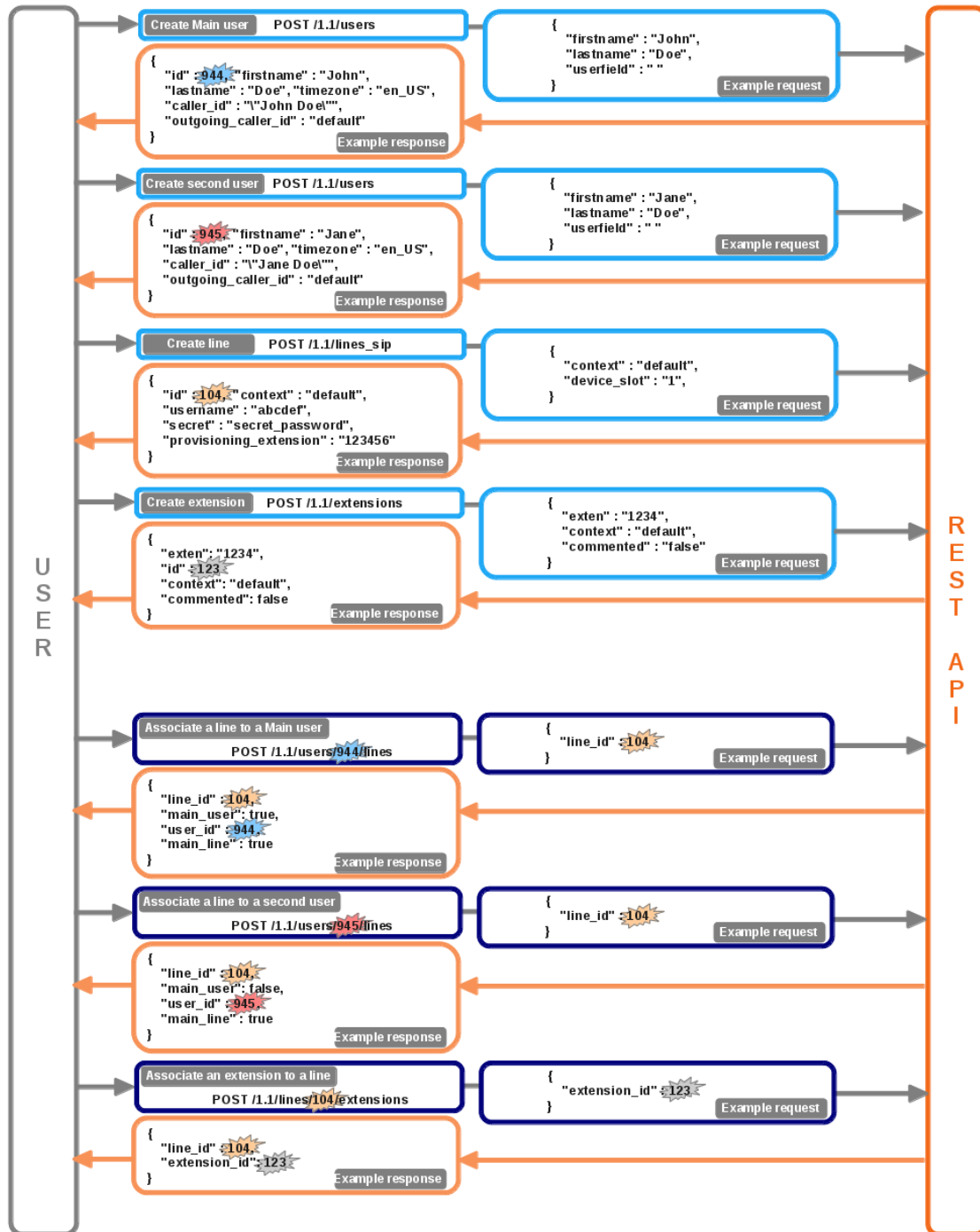


Fig. 4: Download source. (source)

Function keys can be added directly on a user, or in a template. Templates are useful for creating a set of common function keys that can be used by the same group of people.

This page only describes the data models used by the REST API. Consult the [API documentation](#) for further details on URLs.

## Function Key Template

### Parameters

Field	Type	Required	Description
name	string	No	A name for the template.
keys	<i>Function Key</i>	No	A collection of function keys under the form {"position": "funckey"}. See the example for more details.

### Example

```
{
  "name": "Example template",
  "keys": {
    "1": {
      "destination": {
        "type": "user",
        "user_id": 34
      }
    },
    "2": {
      "blf": true,
      "label": "Call mom",
      "destination": {
        "type": "custom",
        "exten": "5551234567"
      }
    }
  }
}
```

## Function Key

### Description

Field	Type	Required	Description
blf	boolean	No	Turn on BLF when there is activity on the destination
label	string	No	Label to display next to the function key
destination	<i>Destination</i>	Yes	Destination to call

### Example

```
{
  "blf": True,
  "label": "Call john",
```

(continues on next page)

(continued from previous page)

```
"destination": {
  "type": "user",
  "user_id": 34
}
```

## Destination

A destination determines the number to dial when using a function key. Destinations are composed of a parameter named `type` and any additional parameters required by its type.

Available destination types:

**agent** An agent

**bsfilter** Boss/Secretary filter

**conference** Conference room

**custom** A custom number to dial

**forward** Forward a call towards another number

**group** A group

**onlinerec** Record a conversation during a call

**paging** A paging

**park** Park a call

**park\_position** Pick up a parked call

**queue** Call queue

**service** A call service

**transfer** Transfer a call

**user** A User

Here are the parameters required for each destination:

## Agent

Field	Type	Value
agent_id	numeric	Agents's id

## BSFilter

Field	Type	Value
filter_member_id	numeric	ID of the filter member

## Conference

Field	Type	Value
conference_id	numeric	Conference's id

## Custom

Field	Type	Value
exten	string	Number to dial

## Forward

Field	Type	Value
forward	string	Type of forward. Possible values: busy, noanswer, unconditional
exten	string	Number to dial (optional)

## Group

Field	Type	Value
group_id	numeric	Group's id

## Online call recording

No parameters are required for this destination

## Paging

Field	Type	Value
paging_id	numeric	Pagings's id

## Parking

No parameters are required for this destination

## Parking Position

Field	Type	Value
position	numeric string	Position of the parking to pick up

## Queue

Field	Type	Value
queue_id	numeric	User's id

## Service

Field	Type	Value
service	string	Name of the service

Currently supported services:

- phonestatus** Phone Status
- recsnd** Sound Recording
- callrecord** Call recording
- incallfilter** Incoming call filtering
- enablednd** Enable “Do not disturb” mode
- pickup** Group Interception
- calllistening** Listen to online calls
- directoryaccess** Directory access
- fwdundoall** Disable all forwarding
- enablevm** Enable Voicemail
- vmusermsg** Consult the Voicemail
- vmuserpurge** Delete messages from voicemail

## Transfer

Field	Type	Value
transfer	string	Type of transfer. Possible values: blind, attended

## User

Field	Type	Value
user_id	numeric	User’s id

## CSV User Import

Users and common related resources can be imported onto a XiVO server by sending a CSV file with a predefined *set of fields*.

This page only documents additional notes useful for API users.

## Uploading files

Files may be uploaded as usual through the web interface, or from a console by using HTTP utilities and the REST API. When uploading through the API, the header *Content-Type: text/csv charset=utf-8* must be set and the CSV data must be sent in the body of the request. A file may be uploaded using *curl* as follows:

```
curl -k -H "Content-Type: text/csv; charset=utf-8" -u username:password --data-  
binary "@file.csv" https://xivo:9486/1.1/users/import
```

The response can be reindented in a more readable format by piping the output through `python -m json.tool` in the following way:

```
curl (...) | python -m json.tool
```

### Migration from 1.0

The API version 1.0 is no longer supported and has been removed. In most cases, code that used the old API can be migrated to version 1.1 without much hassle by updating the URL. For example, in 1.0, the URL to list users was:

```
/1.0/users/

In 1.1, it is::

/1.1/users
```

Please note that there are no trailing slashes in URLs for version 1.1.

For further details consult the documentation at <http://<youxivo>.api>

### xivo-provd REST API

This section describes the REST API provided by the xivo-provd application.

If you want to interact with the REST API of the xivo-provd daemon that is executing as part of XiVO, you should be careful on which operation you are doing as to not cause stability problem to other parts of the XiVO ecosystem. Mostly, this means being careful when editing or deleting devices and configs.

By default, the REST API of xivo-provd is accessible only from localhost on port 8666. No authentication is required.

**Warning:** Major changes could happen to this API.

### API

The description of the API has been split into these sections:

#### Provd Management

##### Get the Provd Manager

The provd manager resource represents the main entry point to the xivo-provd REST API.

It links to the following resources:

- The `dev` relation links to a *device manager*.
- The `cfg` relation links to a *config manager*.
- The `pg` relation links to a *plugin manager*.
- The `srv.configure` relation links to the provd manager *configuration service*.



## Query

```
GET /provd HTTP/1.1
```

## Example request

```
GET /provd HTTP/1.1
Host: xivoserver
Accept: application/vnd.proformatique.provd+json
```

## Example response

```
HTTP/1.1 200 OK
Content-Type: application/vnd.proformatique.provd+json

{
  "links": [
    {
      "href": "/provd/dev_mgr",
      "rel": "dev"
    },
    {
      "href": "/provd/cfg_mgr",
      "rel": "cfg"
    },
    {
      "href": "/provd/pg_mgr",
      "rel": "pg"
    },
    {
      "href": "/provd/configure",
      "rel": "srv.configure"
    }
  ]
}
```

## Devices Management

### Get the Device Manager

The device manager links to the following resources:

- The `dev.synchronize` relation links to the *device synchronization service*.
- The `dev.reconfigure` relation links to the *device reconfiguration service*.
- The `dev.dhcpinfo` relation links to the *device DHCP information service*.
- The `dev.devices` relation links to the *list of devices*.

## Query

```
GET /provd/dev_mgr HTTP/1.1
```

## Example request

```
GET /provd/dev_mgr HTTP/1.1
Host: xivoserver
Accept: application/vnd.proformatique.provd+json
```

## Example response

```
HTTP/1.1 200 OK
Content-Type: application/vnd.proformatique.provd+json

{
  "links": [
    {
      "href": "/provd/dev_mgr/synchronize",
      "rel": "dev.synchronize"
    },
    {
      "href": "/provd/dev_mgr/reconfigure",
      "rel": "dev.reconfigure"
    },
    {
      "href": "/provd/dev_mgr/dhcpinfo",
      "rel": "dev.dhcpinfo"
    },
    {
      "href": "/provd/dev_mgr/devices",
      "rel": "dev.devices"
    }
  ]
}
```

## List Devices

### Query

```
GET /provd/dev_mgr/devices HTTP/1.1
```

### Query Parameters

Field	Description
q	A selector, encoded in JSON, describing which device should be returned. All devices are returned if not specified. Example: <code>q={"ip": "10.34.1.119"}</code>
fields	A list of fields, separated by comma. Example: <code>fields=mac,ip</code>
skip	An integer specifying the number of devices to skip. Example: <code>skip=10</code>
sort	The key on which to sort the results. Example: <code>sort=id</code>
sort_order	The order of sort; either ASC or DESC.

## Example request

```
GET /provd/dev_mgr/devices HTTP/1.1
Host: xivoserver
Accept: application/vnd.proformatique.provd+json
```

### Example response

```
HTTP/1.1 200 OK
Content-Type: application/vnd.proformatique.provd+json

{
  "devices": [
    {
      "added": "auto",
      "config": "38e5e08ffe804b468f5aa53b9536bb25",
      "configured": true,
      "description": "",
      "id": "38e5e08ffe804b468f5aa53b9536bb25",
      "ip": "10.34.1.122",
      "mac": "00:08:5d:33:e5:76",
      "model": "6731i",
      "plugin": "xivo-aastra-3.3.1-SP2",
      "remote_state_sip_username": "je5qtq",
      "vendor": "Aastra",
      "version": "3.3.1.2235"
    }
  ]
}
```

## Create a Device

### Query

```
POST /provd/dev_mgr/devices HTTP/1.1
```

### Example request

```
POST /provd/dev_mgr/devices HTTP/1.1
Host: xivoserver
Content-Type: application/vnd.proformatique.provd+json

{
  "device": {
    "ip": "192.168.1.1",
    "mac": "00:11:22:33:44:55",
    "plugin": "xivo-aastra-3.3.1-SP2"
  }
}
```

### Example response

```
HTTP/1.1 201 Created
Content-Type: application/vnd.proformatique.provd+json
```

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```
Location: /provd/dev_mgr/devices/68b10c99945b4fb889f22a7559fc3271
{"id": "68b10c99945b4fb889f22a7559fc3271"}
```

If the `id` field is not given, then an ID is automatically generated by the server.

## Get a Device

### Query

```
GET /provd/dev_mgr/devices/<device_id> HTTP/1.1
```

### Example request

```
GET /provd/dev_mgr/devices/68b10c99945b4fb889f22a7559fc3271 HTTP/1.1
Host: xivoserver
Accept: application/vnd.proformatique.provd+json
```

### Example response

```
HTTP/1.1 200 OK
Content-Type: application/vnd.proformatique.provd+json

{
  "device": {
    "added": "auto",
    "config": "38e5e08ffe804b468f5aa53b9536bb25",
    "configured": true,
    "description": "",
    "id": "38e5e08ffe804b468f5aa53b9536bb25",
    "ip": "10.34.1.122",
    "mac": "00:08:5d:33:e5:76",
    "model": "6731i",
    "plugin": "xivo-aastra-3.3.1-SP2",
    "remote_state_sip_username": "je5qtq",
    "vendor": "Aastra",
    "version": "3.3.1.2235"
  }
}
```

## Update a Device

### Query

```
PUT /provd/dev_mgr/devices/<device_id> HTTP/1.1
```

### Example request

```
PUT /provd/dev_mgr/devices/68b10c99945b4fb889f22a7559fc3271 HTTP/1.1
Host: xivoserver
Content-Type: application/vnd.proformatique.provd+json

{
  "device": {
    "added": "auto",
    "config": "38e5e08ffe804b468f5aa53b9536bb25",
    "configured": true,
    "description": "",
    "id": "38e5e08ffe804b468f5aa53b9536bb25",
    "ip": "10.34.1.122",
    "mac": "00:08:5d:33:e5:76",
    "model": "6731i",
    "plugin": "xivo-aastra-3.4",
    "remote_state_sip_username": "je5qtq",
    "vendor": "Aastra",
    "version": "3.3.1.2235"
  }
}
```

### Example response

```
HTTP/1.1 204 No Content
```

### Delete a Device

#### Query

```
DELETE /provd/dev_mgr/devices/<device_id> HTTP/1.1
```

### Example request

```
DELETE /provd/dev_mgr/devices/68b10c99945b4fb889f22a7559fc3271 HTTP/1.1
Host: xivoserver
```

### Example response

```
HTTP/1.1 204 No Content
```

### Synchronize a Device

#### Query

```
POST /provd/dev_mgr/synchronize HTTP/1.1
```

## Example request

```
POST /provd/dev_mgr/synchronize HTTP/1.1
Host: xivoserver
Content-Type: application/vnd.proformatique.provd+json

{
  "id": "d035bccaf0dd4a8396fc57a3329ca0a4"
}
```

## Example response

```
HTTP/1.1 201 Created
Location: /provd/dev_mgr/synchronize/42
```

The URI returned in the `Location` header points to an *operation in progress* resource.

## Reconfigure a Device

### Query

```
POST /provd/dev_mgr/reconfigure HTTP/1.1
```

## Errors

Error code	Error message	Description
400	invalid device ID	

## Example request

```
POST /provd/dev_mgr/reconfigure HTTP/1.1
Host: xivoserver
Content-Type: application/vnd.proformatique.provd+json

{
  "id": "d035bccaf0dd4a8396fc57a3329ca0a4"
}
```

## Example response

```
HTTP/1.1 204 No Content
```

## Push DHCP Request Information

### Query

```
POST /provd/dev_mgr/dhcpinfo HTTP/1.1
```

### Example request

```
POST /provd/dev_mgr/dhcpinfo HTTP/1.1
Host: xivoserver
Content-Type: application/vnd.proformatique.provd+json

{
  "dhcp_info": {
    "ip": "192.168.1.100",
    "mac": "00:11:22:33:44:55",
    "op": "commit",
    "options": [
      "06066.6f.6f.62.61.72.a"
    ]
  }
}
```

### Example response

```
HTTP/1.1 204 No Content
```

## Configs Management

### Get the Config Manager

The config manager links to the following resources:

- The `cfg.configs` relation links to the *list of configs*.
- The `cfg.autocreate` relation links to the *config autocreate service*.

### Query

```
GET /provd/cfg_mgr HTTP/1.1
```

### Example request

```
GET /provd/cfg_mgr HTTP/1.1
Host: xivoserver
Accept: application/vnd.proformatique.provd+json
```

### Example response

```
HTTP/1.1 200 OK
Content-Type: application/vnd.proformatique.provd+json

{
  "links": [
    {
      "href": "/provd/cfg_mgr/configs",
```

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```

        "rel": "cfg.configs"
      },
      {
        "href": "/provd/cfg_mgr/autocreate",
        "rel": "cfg.autocreate"
      }
    ]
  }
}

```

## List Configs

### Query

```
GET /provd/cfg_mgr/configs HTTP/1.1
```

### Query Parameters

These are the *same parameters as for the list devices* action.

### Example request

```

GET /provd/cfg_mgr/configs HTTP/1.1
Host: xivoserver
Accept: application/vnd.proformatique.provd+json

```

### Example response

```

HTTP/1.1 200 OK
Content-Type: application/vnd.proformatique.provd+json

{
  "configs": [
    {
      "configdevice": "defaultconfigdevice",
      "deletable": true,
      "id": "38e5e08ffe804b468f5aa53b9536bb25",
      "parent_ids": [
        "base",
        "defaultconfigdevice"
      ],
      "raw_config": {
        "X_key": "",
        "exten_dnd": "*25",
        "exten_fwd_busy": "*23",
        "exten_fwd_disable_all": "*20",
        "exten_fwd_no_answer": "*22",
        "exten_fwd_unconditional": "*21",
        "exten_park": null,
        "exten_pickup_call": "*8",
        "exten_pickup_group": null,
        "exten_voicemail": "*98",
        "funckeys": {

```

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```

        "1": {
            "label": "",
            "line": 1,
            "type": "speeddial",
            "value": "1005"
        },
        "protocol": "SIP",
        "sip_dtmf_mode": "SIP-INFO",
        "sip_lines": {
            "1": {
                "auth_username": "je5qtq",
                "display_name": "E1\u00e8s 01",
                "number": "1001",
                "password": "T2S7C0",
                "proxy_ip": "10.34.1.11",
                "registrar_ip": "10.34.1.11",
                "username": "je5qtq"
            }
        }
    }
}

```

## Create a Config

### Query

```
POST /provd/cfg_mgr/configs HTTP/1.1
```

### Example request

```

POST /provd/cfg_mgr/configs HTTP/1.1
Host: xivoserver
Content-Type: application/vnd.proformatique.provd+json

{
  "config": {
    "parent_ids": [
      "base"
    ],
    "raw_config": {
      "sip": {
        "lines": {
          "1": {
            "auth_username": "100",
            "display_name": "Foo",
            "password": "100",
            "username": "100"
          }
        }
      }
    }
  }
}

```

### Example response

```
HTTP/1.1 201 Created
Content-Type: application/vnd.proformatique.provd+json
Location: /provd/cfg_mgr/configs/77839d0f05c84662864b0ae5c27b33e4

{"id": "77839d0f05c84662864b0ae5c27b33e4"}
```

If the `id` field is not given, then an ID is automatically generated by the server.

### Get a Config

#### Query

```
GET /provd/cfg_mgr/configs/<config_id> HTTP/1.1
```

### Example request

```
GET /provd/cfg_mgr/configs/77839d0f05c84662864b0ae5c27b33e4 HTTP/1.1
Host: xivoserver
Accept: application/vnd.proformatique.provd+json
```

### Example response

```
HTTP/1.1 200 OK
Content-Type: application/vnd.proformatique.provd+json

{
  "config": {
    "id": "77839d0f05c84662864b0ae5c27b33e4",
    "parent_ids": [
      "base"
    ],
    "raw_config": {
      "sip": {
        "lines": {
          "1": {
            "auth_username": "100",
            "display_name": "Foo",
            "password": "100",
            "username": "100"
          }
        }
      }
    }
  }
}
```

### Get a Raw Config

## Query

```
GET /provd/cfg_mgr/configs/<config_id>/raw HTTP/1.1
```

## Example request

```
GET /provd/cfg_mgr/configs/77839d0f05c84662864b0ae5c27b33e4/raw HTTP/1.1
Host: xivoserver
Accept: application/vnd.proformatique.provd+json
```

## Example response

```
HTTP/1.1 200 OK
Content-Type: application/vnd.proformatique.provd+json

{
  "raw_config": {
    "X_xivo_phonebook_ip": "10.34.1.11",
    "http_port": 8667,
    "ip": "10.34.1.11",
    "ntp_enabled": true,
    "ntp_ip": "10.34.1.11",
    "sip": {
      "lines": {
        "1": {
          "auth_username": "100",
          "display_name": "John",
          "password": "100",
          "username": "100"
        }
      }
    },
    "tftp_port": 69
  }
}
```

## Update a Config

### Query

```
PUT /provd/cfg_mgr/configs/<config_id> HTTP/1.1
```

### Example request

```
PUT /provd/cfg_mgr/configs/77839d0f05c84662864b0ae5c27b33e4 HTTP/1.1
Host: xivoserver
Content-Type: application/vnd.proformatique.provd+json

{
  "config": {
    "id": "77839d0f05c84662864b0ae5c27b33e4",
    "parent_ids": [
```

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```

        "base"
      ],
      "raw_config": {
        "sip": {
          "lines": {
            "1": {
              "auth_username": "100",
              "display_name": "John",
              "password": "100",
              "username": "100"
            }
          }
        }
      }
    }
  }
}

```

### Example response

```
HTTP/1.1 204 No Content
```

### Delete a Config

#### Query

```
DELETE /provd/cfg_mgr/configs/<config_id> HTTP/1.1
```

### Example request

```
DELETE /provd/cfg_mgr/configs/77839d0f05c84662864b0ae5c27b33e4 HTTP/1.1
Host: xivoserver
```

### Example response

```
HTTP/1.1 204 No Content
```

### Autocreate a Config

This service is used to create a new config from the config that has the `autocreate` role.

#### Query

```
POST /provd/cfg_mgr/autocreate HTTP/1.1
```

### Example request

```
POST /provd/cfg_mgr/autocreate HTTP/1.1
Host: xivoserver
Content-Type: application/vnd.proformatique.provd+json

{}
```

### Example response

```
HTTP/1.1 201 Created
Content-Type: application/vnd.proformatique.provd+json
Location: /provd/cfg_mgr/configs/autoprov1411400365

{"id": "autoprov1411400365"}
```

## Plugins Management

### Get the Plugin Manager

The plugin manager links to the following resources:

- The `srv.install` relation links to the plugin manager *installation service*. This installation service permits installing/uninstalling plugins.
- The `pg.plugins` relation links to the *list of plugins*.
- The `pg.reload` relation links to the *plugin reload service*.

### Query

```
GET /provd/pg_mgr HTTP/1.1
```

### Example request

```
GET /provd/pg_mgr HTTP/1.1
Host: xivoserver
Accept: application/vnd.proformatique.provd+json
```

### Example response

```
HTTP/1.1 200 OK
Content-Type: application/vnd.proformatique.provd+json

{
  "links": [
    {
      "href": "/provd/pg_mgr/install",
      "rel": "srv.install"
    },
    {
      "href": "/provd/pg_mgr/plugins",
```

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```

        "rel": "pg.plugins"
      },
      {
        "href": "/provd/pg_mgr/reload",
        "rel": "pg.reload"
      }
    ]
  }
}

```

## List Plugins

List the installed plugins.

If you want to install/uninstall plugins, you need to go through the plugin installation service.

## Query

```
GET /provd/pg_mgr/plugins HTTP/1.1
```

## Example request

```

GET /provd/pg_mgr/plugins HTTP/1.1
Host: xivoserver
Accept: application/vnd.proformatique.provd+json

```

## Example response

```

HTTP/1.1 200 OK
Content-Type: application/vnd.proformatique.provd+json

{
  "plugins": {
    "xivo-aastra-3.3.1-SP2": {
      "links": [
        {
          "href": "/provd/pg_mgr/plugins/xivo-aastra-3.3.1-SP2",
          "rel": "pg.plugin"
        }
      ]
    },
    "xivo-cisco-sccp-9.0.3": {
      "links": [
        {
          "href": "/provd/pg_mgr/plugins/xivo-cisco-sccp-9.0.3",
          "rel": "pg.plugin"
        }
      ]
    }
  }
}

```

## Get a Plugin

The plugin links to the following resources:

- The `pg.info` relation links to the *plugin information*.
- The `srv.install` relation links to the plugin *installation service*. Plugins usually provided this service to install/uninstall firmware and language files.

## Query

```
GET /provd/pg_mgr/plugins/<plugin_id> HTTP/1.1
```

## Example request

```
GET /provd/pg_mgr/plugins/xivo-aastra-3.3.1-SP2 HTTP/1.1
Host: xivoserver
Accept: application/vnd.proformatique.provd+json
```

## Example response

```
HTTP/1.1 200 OK
Content-Type: application/vnd.proformatique.provd+json

{
  "links": [
    {
      "href": "/provd/pg_mgr/plugins/xivo-aastra-3.3.1-SP2/info",
      "rel": "pg.info"
    },
    {
      "href": "/provd/pg_mgr/plugins/xivo-aastra-3.3.1-SP2/install",
      "rel": "srv.install"
    }
  ]
}
```

## Get Information of a Plugin

## Query

```
GET /provd/pg_mgr/plugins/<plugin_id>/info HTTP/1.1
```

## Example request

```
GET /provd/pg_mgr/plugins/xivo-aastra-3.3.1-SP2/info HTTP/1.1
Host: xivoserver
Accept: application/vnd.proformatique.provd+json
```

## Example response

```
HTTP/1.1 200 OK
Content-Type: application/vnd.proformatique.provd+json

{
  "plugin_info": {
    "capabilities": {
      "Aastra, 6730i, 3.3.1.5089": {
        "sip.lines": 6
      },
      "Aastra, 6731i, 3.3.1.2235": {
        "sip.lines": 6,
        "switchboard": true
      },
      "Aastra, 6735i, 3.3.1.5089": {
        "sip.lines": 9
      },
      "Aastra, 6737i, 3.3.1.5089": {
        "sip.lines": 9
      },
      "Aastra, 6739i, 3.3.1.2235": {
        "sip.lines": 9
      },
      "Aastra, 6753i, 3.3.1.2235": {
        "sip.lines": 9
      },
      "Aastra, 6755i, 3.3.1.2235": {
        "sip.lines": 9,
        "switchboard": true
      },
      "Aastra, 6757i, 3.3.1.2235": {
        "sip.lines": 9,
        "switchboard": true
      },
      "Aastra, 9143i, 3.3.1.2235": {
        "sip.lines": 9
      },
      "Aastra, 9480i, 3.3.1.2235": {
        "sip.lines": 9
      }
    },
    "description": "Plugin for Aastra 6730i, 6731i, 6735i, 6737i, 6739i, 6753i,
↪ 6755i, 6757i, 6757i CT, 9143i, 9480i, 9480i CT in version 3.3.1 SP2.",
    "version": "1.1"
  }
}
```

## Reload a Plugin

Reload the given plugin. This is mostly useful during plugin development, after changing the code of the plugin, instead of restarting the xivo-provd application.

## Query

```
POST /provd/pg_mgr/reload HTTP/1.1
```



### Example request

```
POST /provd/pg_mgr/reload HTTP/1.1
Host: xivoserver
Content-Type: application/vnd.proformatique.provd+json

{
  "id": "xivo-aastra-3.3.1-SP2"
}
```

### Example response

```
HTTP/1.1 204 No Content
```

## General Resources

This section describes the resources that are available from more than one URI or are generic enough to not fit in a more specific section.

### Operation In Progress

This resource represents an operation in progress and is used to follow the progress of an underlying operation. Said differently, it is a monitor on an operation that can change over time.

### Get Current Status

#### Query

```
GET <uri> HTTP/1.1
```

### Example request

```
GET <uri> HTTP/1.1
Host: xivoserver
Accept: application/vnd.proformatique.provd+json
```

### Example response

```
HTTP/1.1 200 OK
Content-Type: application/vnd.proformatique.provd+json

{
  "status": "progress"
}
```

The status field describe the current status of the operation. The format is [label|]state[;current[/end]] (\(sub\_oips\)) \*. Here's some examples:

- progress
- download|progress

- download|progress;10
- download|progress;10/100
- download|progress(file\_1|progress;20/100)(file\_2|waiting;0/50)
- download|progress;20/150(file\_1|progress)(file\_2|waiting)
- op|progress(op1|progress(op11|progress)(op12|waiting))(op2|progress)

The state of an operation is either waiting, progress, success or fail.

### Delete

Delete the “operation in progress” resource.

This does not cancel the underlying operation; it only deletes the monitor. Every monitor that is created should be deleted, else they won’t be freed by the process and they will accumulate, taking memory.

### Query

```
DELETE <uri> HTTP/1.1
```

### Example request

```
DELETE <uri> HTTP/1.1
Host: xivoserver
```

### Example response

```
HTTP/1.1 204 No Content
```

## Configuration Service

### Get the Configuration

### Query

```
GET <uri> HTTP/1.1
```

### Example request

Example request for the configuration service of the *provd manager*.

```
GET /provd/configure HTTP/1.1
Host: xivoserver
Accept: application/vnd.proformatique.provd+json
```

## Example response

```

HTTP/1.1 200 OK
Content-Type: application/vnd.proformatique.provd+json

{
  "params": [
    {
      "description": "The plugins repository URL",
      "id": "plugin_server",
      "links": [
        {
          "href": "/provd/configure/plugin_server",
          "rel": "srv.configure.param"
        }
      ],
      "value": "http://provd.xivo.solutions/plugins/1/stable"
    },
    {
      "description": "The proxy for HTTP requests. Format is \"http://
↪[user:password@]host:port\"",
      "id": "http_proxy",
      "links": [
        {
          "href": "/provd/configure/http_proxy",
          "rel": "srv.configure.param"
        }
      ],
      "value": null
    },
    {
      "description": "The proxy for FTP requests. Format is \"http://
↪[user:password@]host:port\"",
      "id": "ftp_proxy",
      "links": [
        {
          "href": "/provd/configure/ftp_proxy",
          "rel": "srv.configure.param"
        }
      ],
      "value": null
    },
    {
      "description": "The proxy for HTTPS requests. Format is \"host:port\"",
      "id": "https_proxy",
      "links": [
        {
          "href": "/provd/configure/https_proxy",
          "rel": "srv.configure.param"
        }
      ],
      "value": null
    },
    {
      "description": "The current locale. Example: fr_FR",
      "id": "locale",
      "links": [
        {
          "href": "/provd/configure/locale",
          "rel": "srv.configure.param"
        }
      ],
      "value": null
    }
  ]
}

```

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```

        "value": null
    },
    {
        "description": "Set to 1 if all the devices are behind a NAT.",
        "id": "NAT",
        "links": [
            {
                "href": "/provd/configure/NAT",
                "rel": "srv.configure.param"
            }
        ],
        "value": 0
    }
]
}

```

## Get the Value of a Parameter

### Query

```
GET <uri> HTTP/1.1
```

### Example request

Example request for the NAT option of the configuration service of the provd entry point.

```

GET /provd/configure/NAT HTTP/1.1
Host: xivoserver
Accept: application/vnd.proformatique.provd+json

```

### Example response

```

HTTP/1.1 200 OK
Content-Type: application/vnd.proformatique.provd+json

{
  "param": {
    "value": 0
  }
}

```

## Set the Value of a Parameter

### Query

```
PUT <uri> HTTP/1.1
```

### Example request

Example request for the NAT option of the configuration service of the *provd manager*.

```
PUT /provd/configure/NAT HTTP/1.1
Host: xivoserver
Content-Type: application/vnd.proformatique.provd+json

{
  "param": {
    "value": 1
  }
}
```

### Example response

```
HTTP/1.1 204 No Content
Content-Type: application/vnd.proformatique.provd+json
```

## Installation Service

### Get the Installation Service

#### Query

```
GET <uri> HTTP/1.1
```

### Example request

Example request for the installation service of the *plugin manager*.

```
GET /provd/pg_mgr/install HTTP/1.1
Host: xivoserver
Accept: application/vnd.proformatique.provd+json
```

### Example response

```
HTTP/1.1 200 OK
Content-Type: application/vnd.proformatique.provd+json

{
  "links": [
    {
      "href": "/provd/pg_mgr/install/install",
      "rel": "srv.install.install"
    },
    {
      "href": "/provd/pg_mgr/install/uninstall",
      "rel": "srv.install.uninstall"
    },
    {
      "href": "/provd/pg_mgr/install/installed",
      "rel": "srv.install.installed"
    },
    {
      "href": "/provd/pg_mgr/install/installable",
```

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```

        "rel": "srv.install.installable"
    },
    {
        "href": "/provd/pg_mgr/install/upgrade",
        "rel": "srv.install.upgrade"
    },
    {
        "href": "/provd/pg_mgr/install/update",
        "rel": "srv.install.update"
    }
]
}

```

The upgrade and update services are optional and not all installation service provide them.

## Install a Package

### Query

```
POST <uri> HTTP/1.1
```

### Example request

Example request for the installation service of the plugin manager.

```

POST /provd/pg_mgr/install/install HTTP/1.1
Host: xivoserver
Content-Type: application/vnd.proformatique.provd+json

{
    "id": "xivo-polycom-4.0.4"
}

```

### Example response

```

HTTP/1.1 201 Created
Location: /provd/pg_mgr/install/install/1
Content-Type: application/vnd.proformatique.provd+json

```

The URI returned in the `Location` header points to an *operation in progress* resource.

## Uninstall a Package

### Query

```
POST <uri> HTTP/1.1
```

### Example request

Example request for the installation service of the plugin manager.

```
POST /provd/pg_mgr/install/uninstall HTTP/1.1
Host: xivoserver
Content-Type: application/vnd.proformatique.provd+json

{
  "id": "xivo-polycom-4.0.4"
}
```

### Example response

```
HTTP/1.1 204 No Content
Content-Type: application/vnd.proformatique.provd+json
```

## Upgrade a Package

### Query

```
POST <uri> HTTP/1.1
```

### Example request

Example request for the installation service of the plugin manager.

```
POST /provd/pg_mgr/install/upgrade HTTP/1.1
Host: xivoserver
Content-Type: application/vnd.proformatique.provd+json

{
  "id": "xivo-polycom-4.0.4"
}
```

### Example response

```
HTTP/1.1 201 Created
Location: /provd/pg_mgr/install/upgrade/1
Content-Type: application/vnd.proformatique.provd+json
```

The URI returned in the Location header points to an *operation in progress* resource.

## Update the List of Installable Packages

### Query

```
POST <uri> HTTP/1.1
```

### Example request

Example request for the installation service of the plugin manager.

```
POST /provd/pg_mgr/install/update HTTP/1.1
Host: xivoserver
Content-Type: application/vnd.proformatique.provd+json

{}
```

## Example response

```
HTTP/1.1 201 Created
Location: /provd/pg_mgr/install/update/1
Content-Type: application/vnd.proformatique.provd+json
```

The URI returned in the `Location` header points to an *operation in progress* resource.

## List Installable Packages

### Query

```
GET <uri> HTTP/1.1
```

## Example request

Example request for the installation service of the plugin manager.

```
GET /provd/pg_mgr/install/installable HTTP/1.1
Host: xivoserver
Accept: application/vnd.proformatique.provd+json
```

## Example response

```
HTTP/1.1 200 OK
Content-Type: application/vnd.proformatique.provd+json

{
  "pkgs": {
    "null": {
      "capabilities": {
        "*", "*", "*": {
          "sip.lines": 0
        }
      },
      "description": "Plugin that offers no configuration service and ↵
↵rejects TFTP/HTTP requests.",
      "dsize": 1073,
      "shalsum": "90b2fb6c2b135a9d539488b6a85779dd95e0e876",
      "version": "1.0"
    },
    "xivo-aastra-3.3.1-SP2": {
      "capabilities": {
        "Aastra, 6730i, 3.3.1.5089": {
          "sip.lines": 6
        },
        "Aastra, 6731i, 3.3.1.2235": {
```

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```

        "sip.lines": 6,
        "switchboard": true
    },
    "Aastra, 6735i, 3.3.1.5089": {
        "sip.lines": 9
    },
    "Aastra, 6737i, 3.3.1.5089": {
        "sip.lines": 9
    },
    "Aastra, 6739i, 3.3.1.2235": {
        "sip.lines": 9
    },
    "Aastra, 6753i, 3.3.1.2235": {
        "sip.lines": 9
    },
    "Aastra, 6755i, 3.3.1.2235": {
        "sip.lines": 9,
        "switchboard": true
    },
    "Aastra, 6757i, 3.3.1.2235": {
        "sip.lines": 9,
        "switchboard": true
    },
    "Aastra, 9143i, 3.3.1.2235": {
        "sip.lines": 9
    },
    "Aastra, 9480i, 3.3.1.2235": {
        "sip.lines": 9
    }
},
"description": "Plugin for Aastra 6730i, 6731i, 6735i, 6737i, 6739i, ↵
↵6753i, 6755i, 6757i, 6757i CT, 9143i, 9480i, 9480i CT in version 3.3.1 SP2.",
"dsize": 9397,
"shasum": "68dbed6afa87cf624a89166bdc6bdf7413cb84df",
"version": "1.1"
}
}
}

```

## List Installed Packages

### Query

```
GET <uri> HTTP/1.1
```

### Example request

Example request for the installation service of the plugin manager.

```

GET /provd/pg_mgr/install/installed HTTP/1.1
Host: xivoserver
Accept: application/vnd.proformatique.provd+json

```

## Example response

```
HTTP/1.1 200 OK
Content-Type: application/vnd.proformatique.provd+json

{
  "pkgs": {
    "xivo-aastra-3.3.1-SP2": {
      "capabilities": {
        "Aastra, 6730i, 3.3.1.5089": {
          "sip.lines": 6
        },
        "Aastra, 6731i, 3.3.1.2235": {
          "sip.lines": 6,
          "switchboard": true
        },
        "Aastra, 6735i, 3.3.1.5089": {
          "sip.lines": 9
        },
        "Aastra, 6737i, 3.3.1.5089": {
          "sip.lines": 9
        },
        "Aastra, 6739i, 3.3.1.2235": {
          "sip.lines": 9
        },
        "Aastra, 6753i, 3.3.1.2235": {
          "sip.lines": 9
        },
        "Aastra, 6755i, 3.3.1.2235": {
          "sip.lines": 9,
          "switchboard": true
        },
        "Aastra, 6757i, 3.3.1.2235": {
          "sip.lines": 9,
          "switchboard": true
        },
        "Aastra, 9143i, 3.3.1.2235": {
          "sip.lines": 9
        },
        "Aastra, 9480i, 3.3.1.2235": {
          "sip.lines": 9
        }
      },
      "description": "Plugin for Aastra 6730i, 6731i, 6735i, 6737i, 6739i, ↵
↵6753i, 6755i, 6757i, 6757i CT, 9143i, 9480i, 9480i CT in version 3.3.1 SP2.",
      "version": "1.1"
    }
  }
}
```

## xivo-sysconfd REST API

This service provides a public API that can be used to change the configuration that are on a XiVO.

**Warning:** The 0.1 API is currently in development. Major changes could still happen and new resources will be added over time.

## API reference

### Asterisk Voicemail

#### Delete voicemail

##### Query

```
GET /delete_voicemail
```

##### Parameters

##### Mandatory

**name** the voicemail name

##### Optional

**context** the voicemail context (default is 'default')

##### Errors

Error code	Error message	Description
404	Not found	The voicemail does not exist

##### Example requests

```
GET /delete_voicemail HTTP/1.1
Host: xivoserver
Accept: application/json
```

##### Example response

```
HTTP/1.1 200 OK
Content-Type: application/json

{
  nothing
}
```

## Common configuration

### Apply configuration

### Query

```
GET /commonconf_apply
```

### Generate configuration

#### Query

```
POST /commonconf_generate
```

### Dhcpd configuration

#### Update configuration

#### Query

```
GET /dhcpd_update
```

### Ethernet configuration

#### Discover interfaces

#### Query

```
GET /discover_netifaces
```

### Example request

```
GET /discover_netifaces HTTP/1.1
Host: xivoserver
Accept: application/json
```

### Example response

```
HTTP/1.1 200 OK
Content-Type: application/json
{
  "lo":
  {
    "hwaddress": "00:00:00:00:00:00",
    "typeid": 24,
    "alias-raw-device": null,
    "network": "127.0.0.0",
    "family": "inet",
    "physicalif": false,
    "vlan-raw-device": null,
    "vlanif": false,
    "dummyif": false,
```

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```

    "mtu": 65536,
    "broadcast": "127.255.255.255",
    "hwtypeid": 772,
    "netmask": "255.0.0.0",
    "carrier": true,
    "flags": 9,
    "address": "127.0.0.1",
    "vlan-id": null,
    "type": "loopback",
    "options": null,
    "aliasif": false,
    "name": "lo"
  },
  "eth0":
  {
    "alias-raw-device": null,
    "family": "inet",
    "hwaddress": "36:76:70:29:69:c2",
    "vlan-id": null,
    "network": "172.17.0.0",
    "physicalif": false,
    "vlan-raw-device": null,
    "vlanif": false,
    "type": "eth",
    "aliasif": false,
    "broadcast": "172.17.255.255",
    "netmask": "255.255.0.0",
    "address": "172.17.0.101",
    "typeid": 6,
    "name": "eth0",
    "hwtypeid": 1,
    "dummyif": false,
    "mtu": 1500,
    "carrier": true,
    "flags": 3,
    "options": null
  }
}

```

## Get interface

### Query

```
GET /netiface/<interface>
```

### Example request

```

GET /netiface/eth0 HTTP/1.1
Host: xivoserver
Content-Type: application/json

```

### Example response

```

HTTP/1.1 200 OK
Content-Type: application/json
{
  "eth0":
  {
    "alias-raw-device": null,
    "family": "inet",
    "hwaddress": "36:76:70:29:69:c2",
    "vlan-id": null,
    "network": "172.17.0.0",
    "physicalif": false,
    "vlan-raw-device": null,
    "vlanif": false,
    "type": "eth",
    "aliasif": false,
    "broadcast": "172.17.255.255",
    "netmask": "255.255.0.0",
    "address": "172.17.0.101",
    "typeid": 6,
    "name": "eth0",
    "hwtypeid": 1,
    "dummyif": false,
    "mtu": 1500,
    "carrier": true,
    "flags": 3,
    "options": null
  }
}

```

## Modify interface

### Description

Field	Values	Description
iface	string	Interface name like eth0
method	list	static or dhcp
address	string	
netmask	string	
broadcast	string	
gateway	string	
mtu	int	
auto	boolean	
up	boolean	
options	list	dns-search and dns-nameservers

### Query

```
PUT /modify_physical_eth_ipv4
```

### Example request

```

PUT /modify_physical_eth_ipv4 HTTP/1.1
Host: xivoserver

```

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```
Content-Type: application/json
{
  "ifname": "eth0",
  "method": "dhcp",
  "auto": "True"
}
```

## Replace virtual interface

### Query

```
PUT /replace_virtual_eth_ipv4
```

### Example request

```
PUT /replace_virtual_eth_ipv4 HTTP/1.1
Host: xivoserver
Content-Type: application/json
{
  "ifname": "eth0:0",
  "new_ifname": "eth0:1",
  "method": "dhcp",
  "auto": "True"
}
```

## Modify interface

### Query

```
PUT /modify_eth_ipv4
```

### Example request

```
PUT /modify_eth_ipv4 HTTP/1.1
Host: xivoserver
Content-Type: application/json
{
  'ifname' : 'eth0'
  'address': '192.168.0.1',
  'netmask': '255.255.255.0',
  'broadcast': '192.168.0.255',
  'gateway': '192.168.0.254',
  'mtu': 1500,
  'auto': True,
  'up': True,
  'options': [['dns-search', 'toto.tld tutu.tld'],
              ['dns-nameservers', '127.0.0.1 192.168.0.254']]
}
```

### Change state

#### Query

```
PUT /change_state_eth_ipv4
```

#### Example request

```
PUT /change_state_eth_ipv4 HTTP/1.1
Host: xivoserver
Content-Type: application/json
{
  'ifname' : 'eth0',
  'state': True
}
```

### Delete interface ipv4

#### Query

```
GET /delete_eth_ipv4/<interface>
```

#### Example request

```
GET /delete_eth_ipv4/eth0 HTTP/1.1
Host: xivoserver
Content-Type: application/json
```

### HA configuration

#### Get HA configuration

#### Query

```
GET /get_ha_config
```

#### Update HA configuration

#### Query

```
POST /update_ha_config
```

### network configuration

#### Get network configuration



### Query

```
GET /network_config
```

### Rename ethernet interface

#### Query

```
POST /rename_ethernet_interface
```

### swap ethernet interface

#### Query

```
POST /swap_ethernet_interfaces
```

### Routes

#### Query

```
POST /routes
```

### OpenSSL configuration

#### List certificates

#### Query

```
GET /openssl_listcertificates
```

#### Get certificate infos

#### Query

```
GET /openssl_certificateinfos
```

#### Export public key

#### Query

```
GET /openssl_exportpubkey
```

### Export SSL certificate

#### Query

```
GET /openssl_export
```

### Create CA certificate

#### Query

```
POST /openssl_createcacertificate
```

### Create certificate

#### Query

```
POST / openssl_createcertificate
```

### Delete certificate

#### Query

```
GET /openssl_deletertificate
```

### Import SSL certificate

#### Query

```
POST /openssl_import
```

### DNS configuration

#### Host configuration

#### Query

```
POST /hosts
```

#### Resolv.conf configuration

#### Query

```
POST /resolv_conf
```

## Services daemon

### Reload services

#### Query

```
POST /services
```

## Xivo Services

### Reload XIVO services

#### Query

```
POST /xivoctl
```

## Handlers

### Execute handlers

#### Query

```
POST /exec_request_handlers
```

## Status check

### Status

#### Query

```
GET /status-check
```

### Example request

```
GET /status-check HTTP/1.1
Host: xivoserver
Content-Type: application/json
```

### Example response

```
HTTP/1.1 200 OK
Content-Type: application/json
{
  "status": "up"
}
```

For other services, see <http://xivo/api/>. This public instance does not allow you to directly test the requests (i.e. the “Try it out!” button will not work), but you may use the *embedded version of your XiVO*, where this button will work.

### How to use the embedded REST API web interface (Swagger UI)

Every XiVO server embeds its own copy of the Swagger UI. The instance embedded in the XiVO allows you to directly try the requests with the in-page buttons.

For the rest of this article, we will consider that your XiVO is accessible under the hostname `MY_XIVO`.

The instance is available at: [http://MY\\_XIVO/api](http://MY_XIVO/api)

Before using the Swagger UI, there are a few prerequisites:

- Accept the HTTPS certificate for each service of the XiVO
- Add the permissions to use the REST API to a Web Services Access user
- Obtain an authentication token

### HTTPS certificates

**For each** service on the left menu that you want to try, you need to accept the HTTPS certificate for this service. To that end:

1. click on the service in the menu on the left
2. copy the URL you see in the text box at the top of the page, something like: `https://MY_XIVO:9497/0.1/api/api.json` and paste it in your browser
3. accept the HTTPS certificate validation exception
4. go back to [http://MY\\_XIVO/api](http://MY_XIVO/api) and select the service again (or click on the top-right “Explore” button)

You should now be able to see the different sections for the REST API of that service.

### REST API permissions

You must create a Web Services Access with the right permissions before using the REST API. See [Web Services Access](#).

Each endpoint has its own ACL, but you may add wildcard ACLs, like:

- `auth.#` to gain access to all `xivo-auth` REST API endpoints
- `confd.#` to gain access to all `xivo-confd` REST API endpoints
- `#` to gain access to every endpoint of every service.

**Warning:** Only use wildcards when doing tests, not with a production REST API access. You should always restrict the permissions to the bare minimum.

### Obtain an authentication token

You can get a token via Swagger UI (what else?). Choose the `xivo-auth` service in the list of REST API. Under tokens, choose `POST /tokens`.

1. In the top-right text box of the page (left to the “Explore” button), fill “token” with the string `username:password` where those credentials come from the Web Services Access you created earlier.

2. Go back to the `POST /tokens` section and click on the yellow box to the right of the `body` parameter. This will pre-fill the `body` parameter.
3. In the `body` parameter, set:
  - `backend` to `xivo_service`
  - `expiration` to the number of seconds for the token to be valid (e.g. 3600 for one hour). After the expiration time, you will need to re-authenticate to get a new token.
4. Click “Try it out” at the end of the section
5. In the response, you should see a `token` attribute.

For more informations about the backends of `xivo-auth`, see [xivo-auth plugins](#).

## Use the authentication token

To use the authentication token, choose the service for which you want to try the REST API, then paste the token in the top-right text box. You do not need to click “Explore” to apply the token change, the new token will be used automatically at the next request you send.

You can now choose a REST API endpoint and “Try it out”.

## 9.5.2 Access

Each REST API is available via HTTPS on *different ports*.

## 9.5.3 Examples (xivo-confd)

```
# Get the list of users
curl --insecure \
-H 'Accept: application/json' \
-H 'X-Auth-Token: 17496bfa-4653-9d9d-92aa-17def0fa9826' \
https://xivo:9486/1.1/users

# Create a user
# When sending data, you need the Content-Type header.
curl --insecure \
-X POST \
-d '{"firstname": "hello-world"}' \
-H 'Accept: application/json' \
-H 'Content-Type: application/json' \
-H 'X-Auth-Token: 17496bfa-4653-9d9d-92aa-17def0fa9826' \
https://xivo:9486/1.1/users
```

## 9.5.4 Authentication

For all REST APIs, the main way to authenticate is to use an access token obtained from [xivo-auth](#). This token should be given in the `X-Auth-Token` header in your request. For example:

```
curl <options...> -H 'X-Auth-Token: 17496bfa-4653-9d9d-92aa-17def0fa9826' https://
↪<xivo_address>:9486/1.1/users
```

Also, your token needs to have the right ACLs to give you access to the resource you want. See [REST API Permissions](#).

## REST API Permissions

The tokens delivered by *xivo-auth* have a list of permissions associated (ACL), that determine which REST resources are authorized for this token. Each REST resource has an associated required ACL. When you try to access to a REST resource, this resource requests xivo-auth with your token and the required ACL to validate the access.

### Syntax

An ACL contains 3 parts separated by dot (.)

- *service*: name of service, without prefix xivo- (e.g. xivo-confd -> confd).
- *resource*: name of resource separated by dot (.) (e.g. /users/17/lines -> users.17.lines).
- *action*: action performed on resource. Generally, this is the following schema:
  - get -> read
  - put -> update
  - post -> create
  - delete -> delete

### Substitutions

There are 3 substitution values for an ACL.

- \*: replace only one word between dot.
- #: replace one or multiple words.
- me: replace the user\_uuid from sent token.

### Example

The ACL `confd.users.me.#.read` will have access to the following REST resources:

```
GET /users/{user_id}/cti
GET /users/{user_id}/funckeys
GET /users/{user_id}/funckeys/{position}
GET /users/{user_id}/funckeys/templates
GET /users/{user_id}/lines
GET /users/{user_id}/lines/{line_id}
GET /users/{user_id}/voicemail
```

- *service*: confd
- *resource*: users.me.#
- *action*: read

The ACL `confd.users.me.funckeys.*.*` will have access to the following REST resources:

```
DELETE /users/{user_id}funckeys/{position}
GET /users/{user_id}funckeys/{position}
PUT /users/{user_id}funckeys/{position}
GET /users/{user_id}funckeys/templates
```

- *service*: confd
- *resource*: users.me.funckeys.\*

- *action*: \*

Where {user\_id} is the user uuid from the token.

## Available ACLs

The ACL corresponding to each resource is documented. Some resources may not have any associated ACL yet, so you must use {service}.# instead.

See also [Service Authentication](#) for details about the token-based authentication process.

## Other methods (xivo-confd)

### Warning: DEPRECATED

For compatibility reason, xivo-confd may accept requests without an access token. For this, you must create a webservices user in the web interface (*Configuration* → *Management* → *Web Services Access*):

- if an IP address is specified for the user, no authentication is needed
- if you choose not to specify an IP address for the user, you can connect to the REST API with a HTTP Digest authentication, using the user name and password you provided. For instance, the following command line allows to retrieve XiVO users through the REST API, using the login **admin** and the password **passadmin**:

```
curl <options...> --digest --cookie '' -u admin:passadmin https://<xivo_
↪address>:9486/1.1/users
```

## 9.5.5 HTTP status codes

Standard HTTP status codes are used. For the full definition see [IANA definition](#).

- 200: Success
- 201: Created
- 400: Incorrect syntax
- 404: Resource not found
- 406: Not acceptable
- 412: Precondition failed
- 415: Unsupported media type
- 500: Internal server error

See also [Errors](#) for general explanations about error codes.

## 9.5.6 General URL parameters

Example usage of general parameters:

```
GET http://<xivo_address>:9486/1.1/voicemails?limit=X&offset=Y
```

## Parameters

**order** Sort the list using a column (e.g. “number”). See specific resource documentation for columns allowed.

**direction** ‘asc’ or ‘desc’. Sort list in ascending (asc) or descending (desc) order

**limit** total number of resources to show in the list. Must be a positive integer

**offset** number of resources to skip over before starting the list. Must be a positive integer

**search** Search resources. Only resources with a field containing the search term will be listed.

## 9.5.7 Data representation

### Data retrieved from the REST server

JSON is used to encode returned or sent data. Therefore, the following headers are needed:

- **when the request is supposed to return JSON:** Accept = application/json
- **when the request’s body contains JSON:** Content-Type = application/json

---

**Note:** Optional properties can be added without changing the protocol version in the main list or in the object list itself. Properties will not be removed, type and name will not be modified.

---

### Getting object lists

GET /1.1/objects

**When returning lists the format is as follows:**

- total - number of items in total in the system configuration (optional)
- items - returned data as an array of object properties list.

Other optional properties can be added later.

Response data format

```
{
  "total": 2,
  "items":
  [
    {
      "id": "1",
      "prop1": "test"
    },
    {
      "id": "2",
      "prop1": "ssd"
    }
  ]
}
```

### Getting An Object

Format returned is a list of properties. The object should always have the same attributes set, the default value being the equivalent to NULL in the content-type format.



GET /1.1/objects/<id>

Response data format

```
{
  "id": "1",
  "prop1": "test"
}
```

### Data sent to the REST server

The XiVO REST server implements POST and PUT methods for item creation and update respectively. Data is created using the POST method via a root URL and is updated using the PUT method via a root URL suffixed by /<id>. The server expects to receive JSON encoded data. Only one item can be processed per request. The data format and required data fields are illustrated in the following example:

Request data format

```
{
  "id": "1",
  "prop1": "test"
}
```

When updating, only the id and updated properties are needed, omitted properties are not updated. Some properties can also be optional when creating an object.

### Errors

A request to the web services may return an error. An error will always be associated to an HTTP error code, and eventually to one or more error messages. The following errors are common to all web services:

Error code	Error message	Description
406	empty	Accept header missing or contains an unsupported content type
415	empty	Content-Type header missing or contains an unsupported content type
500	list of errors	An error occurred on the server side; the content of the message depends of the type of errors which occurred

The 400, 404 and 412 errors depend on the web service you are requesting. They are separately described for each of them.

The error messages are contained in a JSON list, even if there is only one error message:

```
[ message_1, message_2, ... ]
```

## 9.6 Subroutine

### 9.6.1 What is it ?

The preprocess subroutine allows you to enhance XiVO features through the Asterisk dialplan. Features that can be enhanced are :

- User
- Group
- Queue

- Meetme
- Incoming call
- Outgoing call
- Intra MDS call

There are three possible categories :

- Subroutine for one feature
- Subroutine for global forwarding
- Subroutine for global incoming call to an object

Subroutines are called at the latest possible moment in the dialplan, so that the maximum of variables have already been set: this way, the variables can be read and modified at will before they are used.

Here is an example of the dialplan execution flow when an external incoming call to a user being forwarded to another external number (like a forward to a mobile phone):

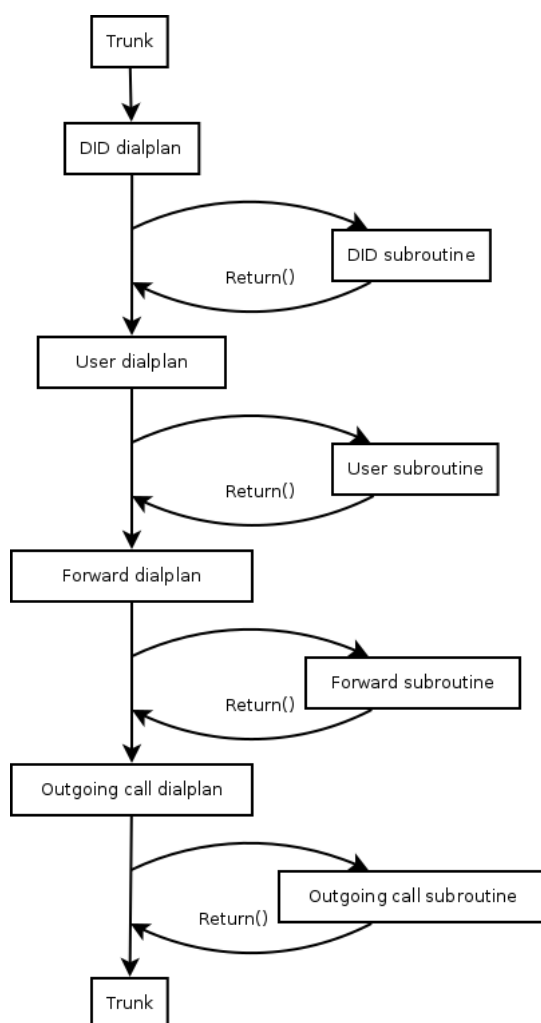


Fig. 5: Where subroutines are called in dialplan

### 9.6.2 Adding new subroutine

If you want to add a new subroutine, we propose to edit a new configuration file in the directory `/etc/asterisk/extensions_extra.d`. You can also add this file by the web interface.

An example:

```
[myexample]
exten = s,1,NoOp(This is an example)
same = n,Return()
```

Subroutines should always end with a `Return()`. You may replace `Return()` by a `Goto()` if you want to completely bypass the XiVO dialplan, but this is not recommended.

To plug your subroutine into the XiVO dialplan, you must add `myexample` in the subroutine field in the web interface, e.g. *Services* → *IPBX* → *PBX Settings* → *Users* → *Edit* → *tab General* → *Preprocess subroutine*.

### 9.6.3 Global subroutine

There is predefined subroutine for this feature, you can find the name and the activation in the `/etc/xivo/asterisk/xivo_globals.conf`. The variables are:

```
; Global Preprocess subroutine
XIVO_PRESUBR_GLOBAL_ENABLE = 1
XIVO_PRESUBR_GLOBAL_USER = xivo-subrgbl-user
XIVO_PRESUBR_GLOBAL_AGENT = xivo-subrgbl-agent
XIVO_PRESUBR_GLOBAL_GROUP = xivo-subrgbl-group
XIVO_PRESUBR_GLOBAL_QUEUE = xivo-subrgbl-queue
XIVO_PRESUBR_GLOBAL_MEETME = xivo-subrgbl-meetme
XIVO_PRESUBR_GLOBAL_DID = xivo-subrgbl-did
XIVO_PRESUBR_GLOBAL_OUTCALL = xivo-subrgbl-outcall
XIVO_PRESUBR_GLOBAL_PAGING = xivo-subrgbl-paging
XIVO_PRESUBR_GLOBAL_XDS = xivo-subrgbl-xds
```

So if you want to add a subroutine for all of your XiVO users you can do this:

```
[xivo-subrgbl-user]
exten = s,1,NoOp(This is an example for all my users)
same = n,Return()
```

### 9.6.4 Forward subroutine

You can also use a global subroutine for call forward.

```
; Preprocess subroutine for forwards
XIVO_PRESUBR_FWD_ENABLE = 1
XIVO_PRESUBR_FWD_USER = xivo-subrfwd-user
XIVO_PRESUBR_FWD_GROUP = xivo-subrfwd-group
XIVO_PRESUBR_FWD_QUEUE = xivo-subrfwd-queue
XIVO_PRESUBR_FWD_MEETME = xivo-subrfwd-meetme
XIVO_PRESUBR_FWD_VOICEMAIL = xivo-subrfwd-voicemail
XIVO_PRESUBR_FWD_SCHEDULE = xivo-subrfwd-schedule
XIVO_PRESUBR_FWD_VOICEMENU = xivo-subrfwd-voicemenu
XIVO_PRESUBR_FWD_SOUND = xivo-subrfwd-sound
XIVO_PRESUBR_FWD_CUSTOM = xivo-subrfwd-custom
XIVO_PRESUBR_FWD_EXTENSION = xivo-subrfwd-extension
```

### 9.6.5 Dialplan variables

Some of the XiVO variables can be used and modified in subroutines (non exhaustive list):

- `XIVO_CALLOPTIONS`: the value is a list of options to be passed to the Dial application, e.g. `hHTT`. This variable is available in agent, user and outgoing call subroutines. Please note that it may not be set earlier, because it will be overwritten.

- `XIVO_CALLORIGIN`: the value is:
  - `extern` for calls coming from a DID
  - `intern` for all other calls

This variable is used by `xivo-agid` when *selecting the ringtone* for ringing a user. This variable is available only in user subroutines.

- `XIVO_DSTNUM`: the value is the extension dialed, as received by XiVO (e.g. an internal extension, a DID, or an outgoing extension including the local prefix). This variable is available in all subroutines.
- `XIVO_GROUPNAME`: the value is the name of the group being called. This variable is only available in group subroutines.
- `XIVO_GROUPOPTIONS`: the value is a list of options to be passed to the Queue application, e.g. `hHtT`. This variable is only available in group subroutines.
- `XIVO_INTERFACE`: the value is the *Technology/Resource* pairs that are used as the first argument of the *Dial application*. This variable is only available in the user subroutines.
- `XIVO_MOBILEPHONENUMBER`: the value is the phone number of a user, as set in the web interface. This variable is only available in user subroutines.
- `XIVO_QUEUEENAME`: the value is the name of the queue being called. This variable is only available in queue subroutines.
- `XIVO_QUEUEOPTIONS`: the value is a list of options to be passed to the Queue application, e.g. `hHtT`. This variable is only available in queue subroutines.
- `XIVO_SRCNUM`: the value is the callerid number of the originator of the call: the internal extension of a user (outgoing callerid is ignored), or the public extension of an external incoming call. This variable is available in all subroutines.

## 9.7 Queue logs

Queue logs are events logged by Asterisk in the `queue_log` table of the asterisk database. Queue logs are used to generate XiVO call center statistics.

### 9.7.1 Queue log sample

#### Agent callback login

	time	callid	queue	agent	
↪event	data1	data2	data3	data4	↪
↪data5					
-----+-----+-----+-----+-----+-----					
↪					
2012-07-03 15:27:23.896208	1341343640.4	NONE	Agent/3001		↪
↪AGENTCALLBACKLOGIN	1002@pcm-dev				↪
↪					

#### Agent callback logoff

Agent/3001 is logged in queues q1 and q2.

	time	callid	queue	agent	
↪event	data1	data2	data3	data4	↪
↪data5					
-----+-----+-----+-----+-----+-----					
↪					

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2012-07-03 15:28:07.348244	NONE	q2	Agent/3001	UNPAUSE	
↪					
2012-07-03 15:28:07.346320	NONE	q1	Agent/3001	UNPAUSE	
↪					
2012-07-03 15:28:07.327425	NONE	NONE	Agent/3001	UNPAUSEALL	
↪					
2012-07-03 15:28:06.249357	NONE	NONE	Agent/3001		
↪ AGENTCALLBACKLOGOFF	1002@pcm-dev	43	CommandLogoff		
↪					

### Call on a Queue with join empty conditions met

time	callid	queue	agent	
↪ event	data1	data2	data3	data4
↪ data5				
-----+-----+-----+-----+-----				
↪				
2012-07-04 07:27:55.640421	1341401275.9	q1	NONE	JOINEMPTY
↪				

### Enter the queue and get answered by an agent

time	callid	queue	agent	
↪ event	data1	data2	data3	data4
↪ data5				
-----+-----+-----+-----+-----				
↪				
2012-07-04 07:33:23.085718	1341401601.24	q1	Agent/3001	CONNECT
↪	2	1341401601.27	1	
2012-07-04 07:33:21.165823	1341401601.24	q1	NONE	ENTERQUEUE
↪		1000	1	

### Agent or caller ends the call after 12 seconds

time	callid	queue	agent	
↪ event	data1	data2	data3	data4
↪ data5				
-----+-----+-----+-----+-----				
↪				
2012-07-04 07:37:46.601754	1341401851.34	q1	Agent/3001	
↪ COMPLETEAGENT	2	12	1	
↪				

### Call on a full queue

time	callid	queue	agent	
↪ event	data1	data2	data3	data4
↪ data5				
-----+-----+-----+-----+-----				
↪				
2012-07-04 07:40:17.339945	1341402016.44	q1	NONE	FULL
↪				

## Call on a closed queue

	time	callid	queue	agent	
↪event					↪
↪data5					
↪					
2012-07-04 07:48:03.455999	1341402482.49	q1	NONE	CLOSED	↪
↪					

## Caller abandon before an answer

	time	callid	queue	agent	
↪event					↪
↪data5					
↪					
↪					
2012-07-04 07:49:52.939802	1341402586.51	q1	NONE	ABANDON	↪
↪	1	1	6		

General information:

### 10.1 Contributing to the Documentation

XiVO documentation is generated with Sphinx. The source code is available on GitLab at <https://gitlab.com/xivo.solutions/xivo-solutions-doc>

Provided you already have Python installed on your system. You need first to install Sphinx : `easy_install -U Sphinx1`.

Quick Reference

- <http://docutils.sourceforge.net/docs/user/rst/cheatsheet.txt>
- <http://docutils.sourceforge.net/docs/user/rst/quickref.html>
- [http://openalea.gforge.inria.fr/doc/openalea/doc/\\_build/html/source/sphinx/rest\\_syntax.html](http://openalea.gforge.inria.fr/doc/openalea/doc/_build/html/source/sphinx/rest_syntax.html)

#### 10.1.1 Documentation guideline

Here's the guideline/conventions to follow for the XiVO documentation.

##### Language

The documentation must be written in english, and only in english.

##### Sections

The top section of each file must be capitalized using the following rule: capitalization of all words, except for articles, prepositions, conjunctions, and forms of to be.

Correct:

---

<sup>1</sup> `easy_install` can be found in the debian package `python-setuptools` : `sudo apt-get install python-setuptools`

```
The Vitamins are in My Fresh California Raisins
```

Incorrect:

```
The Vitamins Are In My Fresh California Raisins
```

Use the following punctuation characters:

- \* with overline, for “file title”
- =, for sections
- -, for subsections
- ^, for subsubsections

Punctuation characters should be exactly as long as the section text.

Correct:

```
Section1
=====
```

Incorrect:

```
Section2
=====
```

There should be 2 empty lines between sections, except when an empty section is followed by another section.

Correct:

```
Section1
=====

Foo.

Section2
=====

Bar.
```

Correct:

```
Section1
=====

Foo.

.. _target:

Section2
=====

Bar.
```

Correct:

```
Section1
=====

Subsection1
```

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```
-----
Foo.
```

Incorrect:

```
Section1
=====

Foo.

Section2
=====

Bar.
```

## Lists

Bullet lists:

```
* First item
* Second item
```

Autonumbered lists:

```
#. First item
#. Second item
```

## Literal blocks

Use `::` on the same line as the line containing text when possible.

The literal blocks must be indented with three spaces.

Correct:

```
Bla bla bla::
    apt-get update
```

Incorrect:

```
Bla bla bla:

::

    apt-get update
```

## Inline markup

Use the following roles when applicable:

- `:file:` for file, i.e.:

```
The :file:`/dev/null` file.
```

- `:menuselection:` for the web interface menu:

```
The :menuselection:`Configuration --> Management --> Certificates` page.
```

- `:guilabel:` for designating a specific GUI element:

```
The :guilabel:`Action` column.
```

## Others

- There must be no warning nor error messages when building the documentation with `make html`.
- There should be one and only one newline character at the end of each file
- There should be no trailing whitespace at the end of lines
- Paragraphs must be wrapped and lines should be at most 100 characters long

## 10.2 Debugging Asterisk

### 10.2.1 Precondition

To debug asterisk crashes or freezes, you need the following debug packages on your XiVO:

Commands (replace `<VERSION_INSTALLED>` by the version installed on your XiVO - for example *xivo-freya*):

```
xivo-dist <VERSION_INSTALLED>
apt-get update
apt-get install gdb
apt-get install -t <VERSION_INSTALLED> asterisk-dbg xivo-libscpp-dbg
```

### 10.2.2 So There is a Problem with Asterisk. Now What ?

1. Find out the time of the incident from the people most likely to know
2. Determine if there was a segfault
  1. The command `grep segfault /var/log/syslog` should return a line such as the following:
 

```
Oct 16 16:12:43 xivo-1 kernel: [10295061.047120] asterisk[1255]: segfault_
↪at e ip b751aa6b sp b5ef14d4 error 4 in libc-2.11.3.so[b74ad000+140000]
```
  2. Note the exact time of the incident from the segfault line.
  3. Follow the [Debugging Asterisk Crash](#) procedure.
3. If you observe some of the following common symptoms, follow the [Debugging Asterisk Freeze](#) procedure.
  - The output of command `service asterisk status` says Asterisk PBX is running.
  - No more calls are distributed and phones go to No Service.
  - Command `core show channels` returns only headers (no data) right before returning
4. Fetch Asterisk logs for the day of the crash (make sure file was not already logrotated):

```
cp -a /var/log/asterisk/full /var/local/`date +%Y%m%d`-`hostname`-asterisk-
↪full.log
```

5. Fetch xivo-ctid logs for the day of the crash (make sure file was not already logrotated):

```
cp -a /var/log/xivo-ctid.log /var/local/`date +%Y%m%d`-`hostname`-xivo-ctid.
↪log
```

### 10.2.3 Debugging Asterisk Crash

When asterisk crashes, it usually leaves a core file in `/var/spool/asterisk/`.

You can create a backtrace from a core file named `core_file` with:

```
gdb -batch -ex "bt full" -ex "thread apply all bt" asterisk core_file > bt-threads.
↪txt
```

### 10.2.4 Debugging Asterisk Freeze

You can create a backtrace of a running asterisk process with:

```
gdb -batch -ex "thread apply all bt" asterisk $(pidof asterisk) > bt-threads.txt
```

If your version of asterisk has been compiled with the `DEBUG_THREADS` flag, you can get more information about locks with:

```
asterisk -rx "core show locks" > core-show-locks.txt
```

**Note:** Debugging freeze without this information is usually a lot more difficult.

Optionally, other information that can be interesting:

- the output of `asterisk -rx 'core show channels'`
- the verbose log of asterisk just before the freeze

### 10.2.5 Recompiling Asterisk

It's relatively straightforward to recompile the asterisk version of your XiVO with the `DEBUG_THREADS` and `DONT_OPTIMIZE` flag, which make debugging an asterisk problem easier.

The steps are:

1. Uncomment the `deb-src` line for the XiVO sources:

```
sed -i 's/^# *deb-src/deb-src/' /etc/apt/sources.list.d/xivo*
```

2. Fetch the asterisk source package:

```
mkdir -p ~/ast-rebuild
cd ~/ast-rebuild
apt-get update
apt-get install -y build-essential
apt-get source asterisk
```

3. Install the build dependencies:

```
apt-get build-dep -y asterisk
```

4. Enable the `DEBUG_THREADS` and `DONT_OPTIMIZE` flag:

```
cd <asterisk-source-folder>
vim debian/rules
```

5. Update the changelog by appending `+debug1` in the package version:

```
vim debian/changelog
```

6. Rebuild the asterisk binary packages:

```
dpkg-buildpackage -us -uc
```

This will create a couple of .deb files in the parent directory, which you can install via dpkg.

## Recompiling a vanilla version of Asterisk

It is sometimes useful to produce a “vanilla” version of Asterisk, i.e. a version of Asterisk that has none of the XiVO patches applied, to make sure that the problem is present in the original upstream code. This is also sometimes necessary before opening a ticket on the [Asterisk issue tracker](#).

The procedure is similar to the one described above. Before calling `dpkg-buildpackage`, you just need to:

1. Make sure quilt is installed:

```
apt-get install -y quilt
```

2. Unapply all the currently applied patches:

```
quilt pop -a
```

3. Remove all the lines in the `debian/patches/series` file:

```
truncate -s0 debian/patches/series
```

When installing a vanilla version of Asterisk on a XiVO 16.08 or earlier, you’ll need to stop `monit`, otherwise it will restart asterisk every few minutes.

### 10.2.6 Running Asterisk under Valgrind

1. Install valgrind:

```
apt-get install valgrind
```

2. Recompile asterisk with the `DONT_OPTIMIZE` flag.
3. Edit `/etc/asterisk/modules.conf` so that asterisk doesn’t load unnecessary modules. This step is optional. It makes asterisk start (noticeably) faster and often makes the output of valgrind easier to analyze, since there’s less noise.
4. Edit `/etc/asterisk/asterisk.conf` and comment the `highpriority` option. This step is optional.
5. Stop `monit` and asterisk:

```
monit quit  
service asterisk stop
```

6. Stop all unneeded XiVO services. For example, it can be useful to stop `xivo-ctid`, so that it won’t interact with asterisk via the AMI.
7. Copy the `valgrind.supp` file into `/tmp`. The `valgrind.supp` file is located in the `contrib` directory of the asterisk source code.
8. Execute valgrind in the `/tmp` directory:

```
cd /tmp  
valgrind --leak-check=full --log-file=valgrind.txt --suppressions=valgrind.  
→supp --vgdb=no asterisk -G asterisk -U asterisk -fnc
```

Note that when you terminate asterisk with Control-C, asterisk does not unload the modules before exiting. What this means is that you might have lots of “possibly lost” memory errors due to that. If you already know which modules is responsible for the memory leak/bug, you should explicitly unload it before terminating asterisk.

Running asterisk under valgrind takes a lots of extra memory, so make sure you have enough RAM.

### 10.2.7 External links

- <https://wiki.asterisk.org/wiki/display/AST/Debugging>
- <https://gitlab.com/xivo.solutions/xivo-blog/blob/master/content/articles/visualizing-asterisk-deadlocks.md>
- <https://wiki.asterisk.org/wiki/display/AST/Valgrind>

## 10.3 Debugging Daemons

To activate debug mode, add `debug: true` in the daemon *configuration file*). The output will be available in the daemon’s *log file*.

It is also possible to run the XiVO daemon, in command line. This will allow to run in foreground and debug mode. To see how to use it, type:

```
xivo-{name} -h
```

Note that it’s usually a good idea to stop monit before running a daemon in foreground:

```
systemctl stop monit.service
```

### 10.3.1 xivo-confgend

```
twistd -no -u xivo-confgend -g xivo-confgend --python=/usr/bin/xivo-confgend --
↳ logger xivo_confgen.bin.daemon.twistd_logs
```

No debug mode in confgend.

### 10.3.2 xivo-provd

```
twistd -no -u xivo-provd -g xivo-provd -r epoll --logger provd.main.twistd_logs_
↳ xivo-provd -s -v
```

- -s for logging to stderr
- -v for verbose

### 10.3.3 consul

```
sudo -u consul /usr/bin/consul agent -config-dir /etc/consul/xivo -pid-file /var/
↳ run/consul/consul.pid
```

There is no log file, but you can consult the output of consul with:

```
consul monitor
```



## 10.5 XiVO Guidelines

### 10.5.1 Inter-process communication

Our current goal is to use only two means of communication between XiVO processes:

- a REST API over HTTP for synchronous commands
- a software bus (RabbitMQ) for asynchronous events

Each component should have its own REST API and its own events and can communicate with every other component from across a network only via those means.

### 10.5.2 Service API

The current `xivo-dao` Git repository contains the basis of the future services Python API. The API is split between different resources available in XiVO, such as users, groups, schedules... For each resource, there are different modules :

- `service`: the public module, providing possible actions. It contains only business logic and no technical logic. There must be no file name, no SQL queries and no URLs in this module.
- `dao`: the private Data Access Object. It knows where to get data and how to update it, such as SQL queries, file names, URLs, but has no business logic.
- `model`: the public class used to represent the resource. It must be self-contained and have almost no methods, except for computed fields based on other fields in the same object.
- `notifier`: private, it knows to whom and in which format events must be sent.
- `validator`: private, it checks input parameters from the service module.

### 10.5.3 Definition of XiVO Daemon

The goal is to make XiVO as elastic as possible, i.e. the XiVO services need to be able to run on separate machines and still talk to each other.

To be in accordance with our goal, a XiVO daemon must (if applicable):

- Offer a REST API (with encryption, authentication and accepting cross-site requests)
- Be able to read and send events on a software bus
- Be able to run inside a container, such as Docker, and be separated from the XiVO server
- Offer a configuration file in YAML format.
- Access the XiVO database through the `xivo-dao` library
- Have a configurable level of logging
- Have its own log file
- Be extendable through the use of plugins
- Not run with system privileges
- Be installable from source
- Service discovery with consul

Currently, none of the XiVO daemons meet these expectations; it is a work in progress.

## 10.6 Network

### 10.6.1 Configuration for daemon

Network Flow table (IN) :

Daemon Name	Service	Protocol	Port	Listen	Authentication	Enabled
-	ICMP	ICMP	-	0.0.0.0	no	yes
postfix	SMTP	TCP	25	0.0.0.0	yes	yes
isc-dhcpd	DHCP	UDP	67	0.0.0.0	no	no
isc-dhcpd	DHCP	UDP	68	0.0.0.0	no	no
xivo-provd	TFTP	UDP	69	0.0.0.0	no	yes
ntpd	NTP	UDP	123	0.0.0.0	yes	yes
monit	HTTP	TCP	2812	127.0.0.1	no	yes
asterisk	SIP	UDP	5060	0.0.0.0	yes	yes
asterisk	SCCP	TCP	2000	0.0.0.0	yes	yes
asterisk	AMI	TCP	5038	127.0.0.1	yes	yes
asterisk	HTTP	TCP	5039	127.0.0.1	yes	yes
asterisk	HTTPS	TCP	5040	127.0.0.1	yes	yes
sshd	SSH	TCP	22	0.0.0.0	yes	yes
nginx	HTTP	TCP	80	0.0.0.0	yes	yes
nginx	HTTPS	TCP	443	0.0.0.0	yes	yes
munin	HTTP	TCP	4949	127.0.0.1	no	yes
xivo-ctid	XiVO-CTI/S	TCP	5003	0.0.0.0	yes	yes
postgresql	SQL	TCP	5432	127.0.0.1	yes	yes
rabbitMQ	AMQP	TCP	5672	0.0.0.0	yes	yes
consul	Consul RPC	TCP	8300	127.0.0.1	yes	yes
consul	Consul Serf LAN	TCP/UDP	8301	127.0.0.1	yes	yes
consul	Consul Serf WAN	TCP/UDP	8302	127.0.0.1	yes	yes
consul	Consul HTTPS	TCP	8500	127.0.0.1	both	yes
xivo-provd	HTTP	TCP	8666	127.0.0.1	no	yes
xivo-provd	HTTP	TCP	8667	0.0.0.0	no	yes
xivo-confgend	HTTP	TCP	8669	127.0.0.1	no	yes
xivo-sysconfd	HTTP	TCP	8668	127.0.0.1	no	yes
xivo-confd	HTTPS	TCP	9486	0.0.0.0	yes	yes
xivo-confd	HTTP	TCP	9487	127.0.0.1	no	yes
xivo-dird	HTTPS	TCP	9489	0.0.0.0	yes	yes
xivo-amid	HTTPS	TCP	9491	0.0.0.0	yes	yes
xivo-agentd	HTTPS	TCP	9493	0.0.0.0	yes	yes
xivo-ctid	HTTP	TCP	9495	127.0.0.1	no	yes
xivo-auth	HTTPS	TCP	9497	0.0.0.0	both	yes
xivo-dird-phoned	HTTP	TCP	9498	0.0.0.0	IP filtering	yes
xivo-dird-phoned	HTTPS	TCP	9499	0.0.0.0	IP filtering	yes

## 10.7 Debian packaging for XiVO

### 10.7.1 Adding a package from backports

1. Download the package:

```
apt-get download name-of-package/jessie-backports
```

2. Copy the .deb on to the mirror:



```
scp name-of-package.deb mirror.xivo.solutions:/tmp
```

3. Add package to distribution on mirror:

```
ssh mirror.xivo.solutions
cd /data/reprepo/xivo
reprepo includedeb xivo-dev /tmp/name-of-package.deb
```

## 10.8 Profiling Python Programs

### 10.8.1 Profiling CPU/Time Usage

Here's an example on how to profile xivo-ctid for CPU/time usage:

1. Stop the monit daemon:

```
service monit stop
```

2. Stop the process you want to profile, i.e. xivo-ctid:

```
service xivo-ctid stop
```

3. Start the service in foreground mode running with the profiler:

```
python -m cProfile -o test.profile /usr/bin/xivo-ctid -f
```

This will create a file named `test.profile` when the process terminates.

To profile xivo-confend, you must use this command instead of the one above:

```
twistd -p test.profile --profiler=cprofile --savestats -no --python=/usr/bin/
↪xivo-confend
```

Note that profiling multi-threaded program (xivo-agid, xivo-confd) doesn't work reliably.

The [Debugging Daemons](#) section documents how to launch the various XiVO services in foreground/debug mode.

4. Examine the result of the profiling:

```
$ python -m pstats test.profile
Welcome to the profile statistics browser.
% sort time
% stats 15
...
% sort cumulative
% stats 15
```

### 10.8.2 Measuring Code Coverage

Here's an example on how to measure the code coverage of xivo-ctid.

This can be useful when you suspect a piece of code to be unused and you want to have additional information about it.

1. Install the following packages:

```
apt-get install python-pip build-essential python-dev
```

2. Install coverage via pip:

```
pip install coverage
```

3. Run the program in foreground mode with `coverage run`:

```
service monit stop
service xivo-ctid stop
coverage erase
coverage run /usr/bin/xivo-ctid -f
```

The *Debugging Daemons* section documents how to launch the various XiVO service in foreground/debug mode.

4. After the process terminates, use `coverage html` to generate an HTML coverage report:

```
coverage html --include='*xivo_cti*'
```

This will generate an `htmlcov` directory in the current directory.

5. Browse the coverage report.

Either copy the directory onto your computer and open it with a web browser, or start a web server on the XiVO:

```
cd htmlcov
python -m SimpleHTTPServer
```

Then open the page from your computer (i.e. not on the xivo):

```
firefox http://<xivo-hostname>:8000
```

### 10.8.3 External Links

- [Official python documentation](#)
- [PyMOTW](#)
- [coverage.py](#)

## 10.9 Style Guide

### 10.9.1 Syntax

#### License

Python files start with a UTF8 encoding comment and the GPLv3 license. A blank line should separate the license from the imports

Example:

```
# -*- coding: utf-8 -*-
# Copyright 2016 Avencall
# SPDX-License-Identifier: GPL-3.0+

import argparse
```

## Spacing

- Lines should not go further than 80 to 100 characters.
- In python, indentation blocks use 4 spaces
- In PHP, indentation blocks use tabs
- Imports should be ordered alphabetically
- Separate module imports and `from` imports with a blank line

Example:

```
import argparse
import datetime
import os
import re
import shutil
import tempfile

from StringIO import StringIO
from urllib import urlencode
```

## PEP8

When possible, use pep8 to validate your code. Generally, the following errors are ignored :

- E501 (max 80 chars per line)

Example:

```
pep8 --ignore=E501 xivo_cti
```

When possible, avoid using backslashes to separate lines.

Bad Example:

```
user = session.query(User).filter(User.firstname == firstname)\
    .filter(User.lastname == lastname)\
    .filter(User.number == number)\
    .all()
```

Good Example:

```
user = (session.query(User).filter(User.firstname == firstname)
    .filter(User.lastname == lastname)
    .filter(User.number == number)
    .all())
```

## Strings

Avoid using the `+` operator for concatenating strings. Use string interpolation instead.

Bad Example:

```
phone_interface = "SIP" + "/" + username + "-" + password
```

Good Example:

```
phone_interface = "SIP/%s-%s" % (username, password)
```

### Comments

Redundant comments should be avoided. Instead, effort should be put on making the code clearer.

Bad Example:

```
#Add the meeting to the calendar only if it was created on a week day  
#(monday to friday)  
if meeting.day > 0 and meeting.day < 7:  
    calendar.add(meeting)
```

Good Example:

```
def created_on_week_day(meeting):  
    return meeting.day > 0 and meeting.day < 7  
  
if created_on_week_day(meeting):  
    calendar.add(meeting)
```

### Conditions

Avoid using parenthesis around if statements, unless the statement expands on multiple lines or you need to nest your conditions.

Bad Examples:

```
if(x == 3):  
    print "condition is true"  
  
if(x == 3 and y == 4):  
    print "condition is true"
```

Good Examples:

```
if x == 3:  
    print "condition is true"  
  
if x == 3 and y == 4:  
    print "condition is true"  
  
if (extremely_long_variable == 3  
    and another_long_variable == 4  
    and yet_another_variable == 5):  
  
    print "condition is true"  
  
if (2 + 3 + 4) - (1 + 1 + 1) == 6:  
    print "condition is true"
```

Consider refactoring your statement into a function if it becomes too long, or the meaning isn't clear.

Bad Example:

```
if price * tax - bonus / reduction + fee < money:  
    product.pay(money)
```

Good Example:

```
def calculate_price(price, tax, bonus, reduction, fee):  
    return price * tax - bonus / reduction + fee  
  
final_price = calculate_price(price, tax, bonus, reduction, fee)
```

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```
if final_price < money:
    product.pay(money)
```

## 10.9.2 Naming

- Class names are in CamelCase
- File names are in lower\_underscore\_case

Conventions for functions prefixed by *find*:

- Return None when nothing is found
- Return an object when a single entity is found
- Return the first element when multiple entities are found

Example:

```
def find_by_username(username):
    users = [user1, user2, user3]
    user_search = [user for user in users if user.username == username]

    if len(user_search) == 0:
        return None

    return user_search[0]
```

Conventions for functions prefixed by *get*:

- Raise an Exception when nothing is found
- Return an object when a single entity is found
- Return the first element when multiple entities are found

Example:

```
def get_user(userid):
    users = [user1, user2, user3]
    user_search = [user for user in users if user.userid == userid]

    if len(user_search) == 0:
        raise UserNotFoundError(userid)

    return user_search[0]
```

Conventions for functions prefixed by *find\_all*:

- Return an empty list when nothing is found
- Return a list of objects when multiple entites are found

Example:

```
def find_all_users_by_username(username):
    users = [user1, user2, user3]
    user_search = [user for user in users if user.username == username]

    return user_search
```

## Magic numbers

Magic numbers should be avoided. Arbitrary values should be assigned to variables with a clear name

Bad example:

```
class TestRanking(unittest.TestCase):

    def test_ranking(self):
        rank = Rank(1, 2, 3)

        self.assertEqual(rank.position, 1)
        self.assertEqual(rank.grade, 2)
        self.assertEqual(rank.session, 3)
```

Good example:

```
class TestRanking(unittest.TestCase):

    def test_ranking(self):
        position = 1
        grade = 2
        session = 3

        rank = Rank(position, grade, session)

        self.assertEqual(rank.position, position)
        self.assertEqual(rank.grade, grade)
        self.assertEqual(rank.session, session)
```

## 10.9.3 Tests

Tests for a package are placed in their own folder named “tests” inside the package.

Example:

```
package1/
__init__.py
mod1.py
tests/
    __init__.py
    test_mod1.py
package2/
__init__.py
mod9.py
tests/
    __init__.py
    test_mod9.py
```

Unit tests should be short, clear and concise in order to make the test easy to understand. A unit test is separated into 3 sections :

- Preconditions / Preparations
- Thing to test
- Assertions

Sections are separated by a blank line. Sections that become too big should be split into smaller functions.

Example:

```

class UserTestCase(unittest.TestCase):

    def test_fullname(self):
        user = User(firstname='Bob', lastname='Marley')
        expected = 'Bob Marley'

        fullname = user.fullname()

        self.assertEqual(expected, fullname)

    def _prepare_expected_user(self, firstname, lastname, number):
        user = User()
        user.firstname = firstname
        user.lastname = lastname
        user.number = number

        return user

    def _assert_users_are_equal(self, expected_user, actual_user):
        self.assertEqual(expected_user.firstname, actual_user.firstname)
        self.assertEqual(expected_user.lastname, actual_user.lastname)
        self.assertEqual(expected_user.number, actual_user.number)

    def test_create_user(self):
        expected = self._prepare_expected_user('Bob', 'Marley', '4185551234')

        user = create_user('Bob', 'Marley', '4185551234')

        self._assert_users_are_equal(expected, user)

```

## 10.9.4 Exceptions

Exceptions should not be used for flow control. Raise exceptions only for edge cases, or when something that isn't usually expected happens.

Bad Example:

```

def is_user_available(user):
    if user.available():
        return True
    else:
        raise Exception("User isn't available")

try:
    is_user_available(user)
except Exception:
    disable_user(user)

```

Good Example:

```

def is_user_available(user):
    if user.available():
        return True
    else:
        return False

if not is_user_available(user):
    disable_user(user)

```

Avoid throwing `Exception`. Use one of Python's built-in Exceptions, or create your own custom Exception. A

list of exceptions is available on [the Python documentation website](#).

Bad Example:

```
def get_user(userid):
    user = session.query(User).get(userid)

    if not user:
        raise Exception("User not found")
```

Good Example:

```
class UserNotFoundError(LookupError):

    def __init__(self, userid):
        message = "user with id %s not found" % userid
        LookupError.__init__(self, message)

def get_user(userid):
    user = session.query(User).get(userid)

    if not user:
        raise UserNotFoundError(userid)
```

Never use `except:` without specifying any exception type. The reason is that it will also catch important exceptions, such as `KeyboardInterrupt` and `OutOfMemory` exceptions, making your program unstoppable or continuously failing, instead of stopping when wanted.

Bad Example:

```
try:
    get_user(user_id)
except:
    logger.exception("There was an error")
```

Good Example:

```
try:
    get_user(user_id)
except UserNotFoundError as e:
    logger.error(e.message)
    raise
```

## 10.10 Translating XiVO

French and English are maintained by Avencall. Other languages are provided by the community.

### 10.10.1 Asterisk and XiVO Prompts

Avencall is in contact with several studios for different languages and prompts. The information for those languages are :

- French : Super Sonic productions ([supersonicprod@wanadoo.fr](mailto:supersonicprod@wanadoo.fr))
- English : Asterisk voice ([allison@theasteriskvoice.com](mailto:allison@theasteriskvoice.com))
- German : ATS studio
- Italian : ATS studio



Prompts transcripts are listed in [Transifex](#) (\*-prompts). You may translate them there.

The prompts used in XiVO are stored in [xivo-sounds](#) git repository. You may also want to *generate your own sound files*.

## 10.10.2 Web Interface

Translations are currently available in French and English. There are no plans to translate the Web interface in other languages.

## 10.11 XiVO Package File Structure

### 10.11.1 Package naming

Let's assume we want to organise the files for xivo-confd.

- Git repo name: xivo-confd
- Binary file name: xivo-confd
- Python package name: xivo\_confd

```
xivo-confd
|-- bin
|   |-- xivo-confd
|-- contribs
|   |-- docker
|       |-- ...
|       |-- prod
|       |-- ...
|-- debian
|   |-- ...
|-- Dockerfile
|-- docs
|   |-- ...
|-- etc
|   |-- ...
|-- integration-tests
|   |-- ...
|-- LICENSE
|-- README.md
|-- requirements.txt
|-- setup.cfg
|-- setup.py
|-- test-requirements.txt
|-- .travis.yml
|-- xivo_confd
    |-- ...
```

### Sources

**etc/** Contains default configuration files.

**docs/** Contains technical documentation for this package: API doc, architecture doc, diagrams, ... Should be in RST format using Sphinx.

**bin/** Contains the binaries. Not applicable for pure libraries.

**integration-tests/** Contains the tests bigger than unit-tests. Tests should be runnable simply, e.g. `nosetests integration-tests`.

**README.md** Read me in markdown (Github flavor).

**LICENSE** License (GPLv3)

**.travis.yml** Travis CI configuration file

### Python

Standard files:

- `setup.py`
- `setup.cfg`
- `requirements.txt`
- `test-requirements.txt`
- `xivo_confd/` (the main sources)

### Debian

**debian/** Contains the Debian packaging files (`control`, `rules`, ...)

### Docker

**Dockerfile** Used to build a docker image for a working production version

**contribs/docker/prod/** Contains the files necessary for running xivo-confd inside a production Docker image

**contribs/docker/other/** Contains the Dockerfile and other files to run xivo-confd inside Docker with specific configuration

## 10.11.2 File naming

- PID file: `/var/run/xivo-confd/xivo-confd.pid`
- WSGI socket file: `/var/run/xivo-confd/xivo-confd.sock`
- Config file: `/etc/xivo-confd/config.yml`
- Log file: `/var/log/xivo-confd.log`
- Static data files: `/usr/share/xivo-confd`
- Storage data files: `/var/lib/xivo-confd`

Component specific information:

## 10.12 CTI Server

This section describes the informations and tools for CTI Server.

### 10.12.1 CTI Proxy

Here's how to run the various CTI client-server development/debugging tools. These tools can be found on GitLab, in the [XiVO project](#).

You can get the scripts by using Git:

```
$ git clone https://gitlab.com/xivo.solutions/xivo-tools.git
```

#### General Information

Both the ctispy, ctisave and ctistat tools work in a similar way. They both are proxies that need to be inserted between the CTI client and the CTI server message flow.

To do this, you first start the given tool on your development machine, giving it the CTI server hostname as the first argument. You then configure your CTI client to connect to the tool on port 50030 (notice the trailing 0). The tool should then accept the connection from the client, and once this is done, will make a connection to the server, thereby being able to process all the information sent between the client and the server.

In the following examples, we suppose that the CTI server is located on the host named xivo-new.

#### Tools

##### ctispy

ctispy can be used to see the message flow between the client and the server in “real-time”.

The simplest invocation is:

```
$ cti-proxy/ctispy xivo-new
```

You can pretty-print the messages if you want by using the `--pretty-print` option:

```
$ cti-proxy/ctispy xivo-new --pretty-print
```

By default, each message is displayed separately even though more than one message can be in a single TCP packet. You can also use the `--raw` option if you want to see the raw traffic between the client and the server:

```
$ cti-proxy/ctispy xivo-new --raw
```

Note that when using the `--raw` option, some other option doesn't work because the messages are not decoded/analyzed.

If you want to remove some fields from the messages, you can use the `--strip` option:

```
$ cti-proxy/ctispy xivo-new --strip timenow --strip commandid --strip replyid
```

If you want to see only messages matching a certain key and value, use the `--include` option:

```
$ cti-proxy/ctispy xivo-new --include class=getlist
```

Finally, you can ignore all the messages from the client or the server by using the `--no-client` or `--no-server` option respectively.

By default, ctispy will exit after the connection with the client is closed. You can bypass this behavior with the `--loop` option, that will make the CTI proxy continue, whether the client is connected or not.

## ctisave

ctisave save the messages from the client and the server in two separate files. This is useful to do more careful post-analysis.

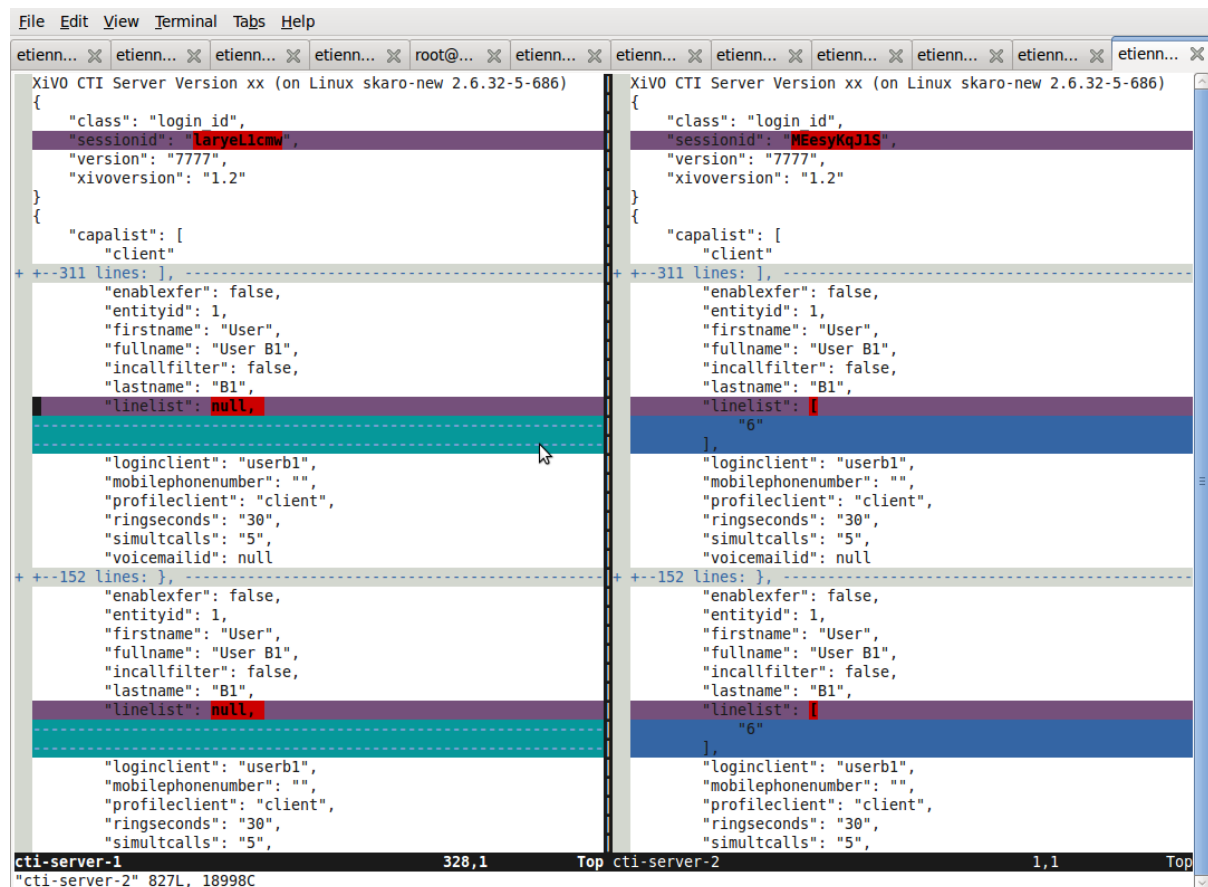
The simplest invocation is:

```
$ cti-proxy/ctisave xivo-new /tmp/cti-client /tmp/cti-server
```

To do comparison, it's often useful to strip some fields:

```
$ cti-proxy/ctisave xivo-new /tmp/cti-client /tmp/cti-server --strip timenow
--strip commandid --strip replyid
```

One useful thing to do with files generated from different ctisave invocation is to compare them with a tool like vimdiff, for example:



## ctistat

ctistat display various statistic about a CTI “session” when it ends.

The simplest invocation is:

```
$ cti-proxy/ctistat xivo-new
```

## 10.12.2 CTI Protocol

## Protocol Changelog

The versions below indicate the xivo version followed by the protocol version.

**Warning:** The CTI server protocol is subject to change without any prior warning. If you are using this protocol in your own tools please be sure to check that the protocol did not change before upgrading XiVO

### 16.11 - 2.2

- the *user\_id* field has been added back to the *User status update*

### 16.09 - 2.2

- the *Register user status update* now uses the *user\_uuid* instead of the *user\_id*
- the *User status update* now uses the *user\_uuid* instead of the *user\_id*

### 16.04 - 2.1

- the *Chitchat* command *to* and *from* fields are now a list of two strings, *xivo\_uuid* and *user\_uuid*.

### 16.01 - 2.0

- the *lastconnswins* field has been removed from the *Login capas* command
- the *loginkind* field has been removed from the *Login capas* command
- the *ipbxcommands* and *regcommands* capakinds have been removed from *Login capas* command
- the *Login password* command has been modified. The *hashedpassword* has been replaced by the *password* field which is now sent verbatim.

### 15.20 - 1.2

- the *STARTTLS* command has been added

### 15.19 - 1.2

- the *Chitchat* command *to* field is now a list of two elements, *xivo\_uuid* and *user\_id*.
- the *getlist* command has been removed for the *channels* listname.
- many fields have been removed from the *getlist* command.
  - users list
    - \* enableclient
    - \* profileclient
  - phones
    - \* context
    - \* protocol
    - \* simultcalls

- \* channels
- voicemails
  - \* email
  - \* fullname
  - \* old
  - \* waiting
- agents
  - \* phonenumber
- some ipbxcommands have been removed:
  - mailboxcount
  - atxfer
  - transfer
  - hangup
  - originate

### 15.18 - 1.2

- add the *Attended transfer to voicemail* command
- add the *Blind transfer to voicemail* command
- the *Send fax* command now include the size and data field.
- the *filetransfer* command has been removed.

### 15.16 - 1.2

- the *Get relations* command was added.
- the *Relations* message was added.

### 15.14 - 1.2

- the `people_purge_personal_contacts` message was added.
- the `people_personal_contacts_purged` message was added.
- the `people_personal_contact_raw` message was added.
- the `people_personal_contact_raw_result` message was added.
- the `people_edit_personal_contact` message was added.
- the `people_personal_contact_raw_update` message was added.
- the `people_import_personal_contacts_csv` message was added.
- the `people_import_personal_contacts_csv_result` message was added.
- the `people_export_personal_contacts_csv` message was added.
- the `people_export_personal_contacts_csv_result` message was added.
- for messages `people_personal_contact_deleted` and `people_favorite_update` there are no longer data sub-key.

### 15.13 - 1.2

- for channel status update message:
  - the value of commstatus have been changed from linked-caller and linked-called to linked.
  - the key direction have been removed.
  - the key talkingto\_kind have been removed.
- the people\_personal\_contacts message was added.
- the people\_personal\_contacts\_result message was added.
- the people\_create\_personal\_contact message was added.
- the people\_personal\_contact\_created message was added.
- the people\_delete\_personal\_contact message was added.
- the people\_personal\_contact\_deleted message was added.

### 15.12 - 1.2

- people\_search\_result has a new key in relations: source\_entry\_id
- the people\_favorites message was added.
- the people\_favorites\_result message was added.
- the people\_set\_favorite message was added.
- the people\_favorite\_update message was added.

### 15.11 - 1.2

- the fax\_progress message was added.

### 15.09 - 1.2

- for messages of class history the client cannot request by mode anymore. The server returns all calls and the mode is now metadata for each call.

### 14.24 - 1.2

- for messages of class ipbxcommand, the command record and sipnotify have been removed.
- the logfromclient message has been removed

### 14.22 - 1.2

- for messages of class faxsend, the steps file\_decoded and file\_converted have been removed.

### 14.06 - 1.2

- the dial\_success message was added

### 14.05 - 1.2

- the `unhold_switchboard` command was renamed `resume_switchboard`.

### 13.22 - 1.2

- the `actionfiche` message was renamed `call_form_result`.

### 13.17 - 1.2

- for messages of class `login_capas` from server to client: the key `presence` has been removed.

### 13.14 - 1.2

- for messages of class `getlist`, `list agents` and function `updatestatus`: the key `availability` in the `status` object/dictionary has changed values:
  - deleted values: `on_call_non_acd_incoming` and `on_call_non_acd_outgoing`
  - added values: `* on_call_non_acd_incoming_internal *`  
`on_call_non_acd_incoming_external` `* on_call_non_acd_outgoing_internal`  
`* on_call_non_acd_outgoing_external`

### 13.12 - 1.2

- for messages of class `getlist`, `list agents` and function `updatestatus`: the key `availability` in the `status` object/dictionary has changed values:
  - deleted value: `on_call_non_acd`
  - added values: `on_call_non_acd_incoming` and `on_call_non_acd_outgoing`

### 13.10 - 1.2

- for messages of class `getlist` and function `updateconfig`, the `config` object/dictionary does not have a `rules_order` key anymore.

## Commands

Objects have the format: “<type>:<xivoid>/<typeid>”

- <type> can take any of the following values: `user`, `agent`, `queue`, `phone`, `group`, `meetme`, ...
- <xivoid> indicates on which server the object is defined
- <typeid> is the object id, type dependant

e.g. `user:xivo-test/5` I'm looking for the user that has the ID 5 on the xivo-test server.

Here is a non exhaustive list of types:

- `exten`
- `user`
- `vm_consult`
- `voicemail`



## Agent

### Login agent

Client -> Server

```
{ "agentphonenumber": "1000", "class": "ipbxcommand", "command": "agentlogin",
  ↪ "commandid": 733366597 }
```

agentphonenumber is the physical phone set where the agent is going to log on.

Server > Client

- Login successfull :

```
{ "function": "updateconfig",
  "listname": "queuemembers",
  "tipbxid": "xivo",
  "timenow": 1362664323.94,
  "tid": "Agent/2002,blue",
  "config": { "paused": "0",
    "penalty": "0",
    "membership": "static",
    "status": "1",
    "lastcall": "",
    "interface": "Agent/2002",
    "queue_name": "blue",
    "callstaken": "0" },
  "class": "getlist" }

{ "function": "updatestatus",
  "listname": "agents",
  "tipbxid": "xivo",
  "timenow": 1362664323.94,
  "status": { "availability_since": 1362664323.94,
    "queues": [],
    "on_call": false,
    "availability": "available",
    "channel": null },
  "tid": 7,
  "class": "getlist" }
```

- The phone number is already used by an other agent :

```
{ "class": "ipbxcommand", "error_string": "agent_login_exten_in_use", "timenow": 1362664158.14 }
```

### Logout agent

Client -> Server

```
{ "class": "ipbxcommand", "command": "agentlogout", "commandid": 552759274 }
```

## Pause

On all queues

Client -> Server

```
{ "class": "ipbxcommand", "command": "queuepause", "commandid": 859140432, "member":  
  "agent:xivo/1", "queue": "queue:xivo/all" }
```

### Un pause agent

On all queues

Client -> Server

```
{ "class": "ipbxcommand", "command": "queueunpause", "commandid": 822604987, "member":  
  "agent:xivo/1", "queue": "queue:xivo/all" }
```

### Add an agent in a queue

Client -> Server

```
{ "class": "ipbxcommand", "command": "queueadd", "commandid": 542766213, "member":  
  "agent:xivo/3", "queue": "queue:xivo/2" }
```

### Remove an agent from a queue

Client -> Server

```
{ "class": "ipbxcommand", "command": "queueremove", "commandid": 742480296, "member":  
  "agent:xivo/3", "queue": "queue:xivo/2" }
```

### Listen to an agent

Client -> Server

```
{ "class": "ipbxcommand", "command": "listen", "commandid": 1423579492, "destination":  
  "xivo/1", "subcommand": "start" }
```

## Configuration

The following messages are used to retrieve XiVO configuration.

### Common fields

- class : getlist
- function : listid
- commandid
- tipbxid
- listname : Name of the list to be retrieved : users, phones, agents, queues, voicemails, queuemembers

```
{  
  "class": "getlist",  
  "commandid": 489035169,  
  "function": "listid",  
}
```

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```
{
  "tipbxid": "xivo",
  "listname": "....."
}
```

## Users configuration

Return a list of configured user id's

Client -> Server

```
{ "class": "getlist", "commandid": 489035169, "function": "listid", "listname":
  ↪ "users", "tipbxid": "xivo" }
```

Server -> Client

```
{
  "class": "getlist",
  "function": "listid", "listname": "users",
  "list": ["11", "12", "14", "17", "1", "3", "2", "4", "9"],
  "tipbxid": "xivo", "timenow": 1362735061.17
}
```

## User configuration

Return a user configuration

- tid is the userid returned by *Users configuration* message

Client -> Server

```
{
  "class": "getlist",
  "function": "updateconfig",
  "listname": "users",
  "tid": "17",
  "tpbxid": "xivo", "commandid": 5}
```

Server -> Client

```
{
  "class": "getlist",
  "function": "updateconfig",
  "listname": "users",
  "tid": "17",
  "tipbxid": "xivo",
  "timenow": 1362741166.4,
  "config": {
    "enablednd": 0, "destrna": "", "enablerna": 0, "enableunc": 0, "destunc
    ↪ ": "", "destbusy": "", "enablebusy": 0, "enablexfer": 1,
    "firstname": "Alice", "lastname": "Bouzat", "fullname": "Alice Bouzat",
    "voicemailid": null, "incallfilter": 0, "enablevoicemail": 0, "agentid
    ↪ ": 2, "linelist": ["7"], "mobilephonenumber": ""}
  }
```

## Phones configuration

Client -> Server

```
{ "class": "getlist", "commandid": 495252308, "function": "listid", "listname":  
  ↪ "phones", "tipbxid": "xivo" }
```

Server > Client

```
{ "class": "getlist", "function": "listid", "list": [ "1", "3", "2", "5", "14", "7",  
  ↪ "6", "9", "8" ],  
  "listname": "phones", "timenow": 1364994093.38, "tipbxid": "xivo" }
```

Individual phone configuration request:

```
{ "class": "getlist", "commandid": 704096693, "function": "updateconfig", "listname  
  ↪ ": "phones", "tid": "3", "tipbxid": "xivo" }
```

Server > Client

```
{ "class": "getlist",  
  "config": { "allowtransfer": null, "identity": "SIP/ihvbur", "iduserfeatures": 1,  
    "initialized": null, "number": "1000" },  
  "function": "updateconfig", "listname": "phones", "tid": "3", "timenow":  
  ↪ 1364994093.43, "tipbxid": "xivo" }
```

## Agents configuration

Client -> Server

```
{ "class": "getlist", "commandid": 1431355191, "function": "listid", "listname":  
  ↪ "agents", "tipbxid": "xivo" }
```

## Queues configuration

Client -> Server

```
{ "class": "getlist", "commandid": 719950939, "function": "listid", "listname":  
  ↪ "queues", "tipbxid": "xivo" }
```

Server -> Client

```
{ "function": "listid", "listname": "queues", "tipbxid": "xivo",  
  "list": [ "1", "10", "3", "2", "5", "4", "7", "6", "9", "8" ], "timenow":  
  ↪ 1382704649.64, "class": "getlist" }
```

## Queue configuration

tid is the id returned in the list field of the getlist response message

Client -> Server

```
{ "commandid": 7, "class": "getlist", "tid": "3", "tipbxid": "xivo", "function":  
  ↪ "updateconfig", "listname": "queues" }
```

Server -> Client

```
{  
  "function": "updateconfig", "listname": "queues", "tipbxid": "xivo", "timenow":  
  ↪ 1382704649.69, "tid": "3",  
  "config":
```

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```
{ "displayname": "red", "name": "red", "context": "default", "number": "3002" }
↪,
"class": "getlist" }
```

## Voicemails configuration

Client -> Server

```
{ "class": "getlist", "commandid": 1034160761, "function": "listid", "listname":
↪ "voicemails", "tipbxid": "xivo" }
```

## Queue members configuration

Client -> Server

```
{ "class": "getlist", "commandid": 964899043, "function": "listid", "listname":
↪ "queuemembers", "tipbxid": "xivo" }
```

Server -> Client

```
{ "function": "listid", "listname": "queuemembers", "tipbxid": "xivo",
  "list": [ "Agent/2501,blue", "Agent/2500,yellow", "Agent/2002,yellow", "Agent/
↪ 2003,__switchboard",
            "Agent/2003,blue", "Agent/108,blue", "Agent/2002,blue" ],
  "timenow": 1382717016.23,
  "class": "getlist" }
```

## Fax

### Send fax

Client -> Server

```
{ "class": "faxsend",
  "filename": "contract.pdf",
  "destination": 41400,
  "size": 100000,
  "data": "<base64 of the fax content>" }
```

### Fax status

Server -> Client

- pages: number of pages sent (NULL if FAILED)
- status
  - FAILED: Failed to send fax.
  - PRESENDFAX: Fax number exist and converting pdf->tiff has been done.
  - SUCCESS: Fax sent with success.

```
{ "class": "fax_progress", "status": "SUCCESS", "pages": 2 }
```

### Call control commands

#### Dial

- destination can be any number
- destination can be a pseudo URL of the form “type:ibpx/id”

Client -> Server

```
{
  "class": "ipbxcommand",
  "command": "dial",
  "commandid": <commandid>,
  "destination": "exten:xivo/<extension>"
}
```

For example :

```
{
  "class": "ipbxcommand",
  "command": "dial",
  "commandid": 1683305913,
  "destination": "exten:xivo/1202"
}
```

The server will answer with either an error or a success:

```
{
  "class": "ipbxcommand",
  "error_string": "unreachable_extension:1202",
}

{
  "class": "dial_success",
  "exten": "1202"
}
```

#### Attended transfer to voicemail

Transfer the current call to a given voicemail and listen to the message before completing the transfer.

Client -> Server

```
{
  "class": "attended_transfer_voicemail",
  "voicemail": "<voicemail number>"
}
```

#### Blind transfer to voicemail

Transfer the current call to a given voicemail.

Client -> Server

```
{
  "class": "blind_transfer_voicemail",
  "voicemail": "<voicemail number>"
}
```

## Login

Once the network is connected at the socket level, the login process requires three steps. If one of these steps is omitted, the connection is reset by the cti server.

- login\_id, the username is sent as a login to the cti server, cti server answers by giving a sessionid
- login\_pass, the password is sent to the cti server, cti server answers by giving a capaid
- login\_capas, the capaid is returned to the server with the user's availability, cti server answers with a list of info relevant to the user

```
{
  "commandid": <commandid>,
  "class": "login_id",
}
```

- class: defined what class of command use.
- commandid : a unique integer number.

## Login ID

Client -> Server

```
{
  "class": "login_id",
  "commandid": 1092130023,
  "company": "default",
  "ident": "X11-LE-24079",
  "lastlogout-datetime": "2013-02-19T11:13:36",
  "lastlogout-stopper": "disconnect",
  "userlogin": <userlogin>,
  "xivoversion": "<cti protocol version>"
}
```

Server -> Client

```
{
  "class": "login_id",
  "sessionid": "21UaGDfst7",
  "timenow": 1361268824.64,
  "xivoversion": "<cti protocol version>"
}
```

**Note:** sessionid is used to calculate the hashed password in next step

## Login password

Client -> Server

```
{
  "class": "login_pass",
  "password": "secret",
  "commandid": <commandid>
}
```

Server -> Client

```
{
  "capalist": [
    2
  ],
  "class": "login_pass",
  "replyid": 1646064863,
  "timenow": 1361268824.68
}
```

If no CTI profile is defined on XiVO for this user, the following message will be sent:

```
{
  "error_string": "capaid_undefined",
  "class": "login_pass",
  "replyid": 1646064863,
  "timenow": 1361268824.68
}
```

---

**Note:** the first element of the capalist is used in the next step login\_capas

---

### Login capas

Client -> Server

```
{
  "capaid": 3,
  "commandid": <commandid>,
  "state": "available",
  "class": "login_capas"
}
```

Server -> Client

First message, describes all the capabilities of the client, configured at the server level

- presence : actual presence of the user
- userid : the user id, can be used as a reference
- **capas**
  - **userstatus** [a list of available statuses]
    - \* status name
    - \* color
    - \* selectionnable status from this status
    - \* default action to be done when this status is selected
    - \* long name
  - services : list of availble services
  - phonestatus : list of available phonestatuses with default colors and descriptive names
  - capaxlets : List of xlets configured for this profile
  - appliname



```
{
  "class": "login_capas"
  "presence": "available",
  "userid": "3",
  "ipbxid": "xivo",
  "timenow": 1361440830.99,
  "replyid": 3,
  "capas": {
    "preferences": false,
    "userstatus": {
      "available": { "color": "#08FD20",
        "allowed": ["available", "away", "outtolunch", "donotdisturb", "berightback"],
        "actions": {"enablednd": "false"}, "longname": "Disponibile"
      },
      "berightback": { "color": "#FFB545",
        "allowed": ["available", "away", "outtolunch", "donotdisturb", "berightback"],
        "actions": {"enablednd": "false"},
        "longname": "Bient\u00f4t de retour"
      },
      "disconnected": { "color": "#202020",
        "actions": {"agentlogoff": ""}, "longname": "D\u00e9connect\u00e9"
      },
      /* a list of other status depends on the cti server configuration */
      "services": ["fwdrna", "fwdbusy", "fwdunc", "enablednd"],
      "phonestatus": {
        "16": {"color": "#F7FF05", "longname": "En Attente"},
        "1": {"color": "#FF032D", "longname": "En ligne OU"},
        "appelle": {
          "0": {"color": "#0DFF25", "longname": "Disponibile"},
          "2": {"color": "#FF0008", "longname": "Occup\u00e9"},
          "-1": {"color": "#000000", "longname": "D\u00e9sactiv\u00e9"},
          "4": {"color": "#FFFFFF", "longname": "Indisponible"},
          "-2": {"color": "#030303", "longname": "Inexistant"},
          "9": {"color": "#FF0526", "longname": "(En Ligne OU"},
          "Appelle) ET Sonne",
          "8": {"color": "#1B0AFF", "longname": "Sonne"}
        }
      },
      "capaxlets": [
        ["identity", "grid"], ["search", "tab"], ["customerinfo", "tab", "1"], ["fax", "tab", "2"], ["dial", "grid", "2"], ["tabber", "grid", "3"], ["history", "tab", "3"], ["remotedirectory", "tab", "4"], ["features", "tab", "5"], ["people", "tab", "6"], ["conference", "tab", "7"]],
        "appliname": "Client",
      ]
    }
  }
}
```

Second message describes the current user configuration

```
{
  "function": "updateconfig",
  "listname": "users",
  "tipbxid": "xivo",
  "timenow": 1361440830.99,
  "tid": "3",
  "config": {"enablednd": false},
  "class": "getlist"
}
```

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```
}

```

Third message describes the current user status

```
{
  "function": "updatestatus",
  "listname": "users",
  "status": {"availstate": "available"},
  "tipbxid": "xivo",
  "tid": "3",
  "class": "getlist",
  "timenow": 1361440830.99
}
```

## Others

### call\_form\_result

This message is received when a *call form* is submitted from a client to the XiVO.

Client -> Server

```
{
  "class": "call_form_result",
  "commandid": <commandid>,
  "infos": {"buttonname": "saveandclose",
    "variables": {"XIVOFORM_varname1": "value1",
      "XIVOFORM_varname2": "value2"}}
}
```

## History

- size : Size of the list to be sent by the server

Client -> Server

```
{
  "class": "history",
  "commandid": <commandid>
  "size": "8",
  "xuserid": "<xivoid>/<userfeaturesid>",
}
```

Server > Client

Send back a table of calls :

- duration in seconds
- extension: caller/destination extension
- fullname: caller ID name
- mode
  - 0 : sent calls
  - 1 : received calls
  - 2 : missed calls

```
{
  "class": "history",
  "history": [
    { "calldate": "2013-03-29T08:44:35.273998",
      "duration": 30.148765,
      "extension": "*844201",
      "fullname": "Alice Wonderland",
      "mode": 0 },
    { "calldate": "2013-03-28T16:56:48.071213",
      "duration": 58.134744,
      "extension": "41400",
      "fullname": "41400",
      "mode": 1 },
  ],
  "replyid": 529422441,
  "timenow": 1364571477.33
}
```

## Chitchat

Client > Server

```
{
  "class": "chitchat",
  "alias": "Alice",
  "text": "Lorem ipsum dolor sit amet, consectetur adipiscing elit. Suspendisse_
↪venenatis velit nibh, ac condimentum felis rutrum id.",
  "to": [<xivo_uuid>, <user_uuid>],
  "commandid": <commandid>
}
```

Server > Client

The following message is received by the remote XiVO client

```
{
  "class": "chitchat",
  "from": [<xivo_uuid>, <user_uuid>],
  "to": [<xivo_uuid>, <user_uuid>]
  "alias": "Alice",
  "text": "Lorem ipsum dolor sit amet, consectetur adipiscing elit. Suspendisse_
↪venenatis velit nibh, ac condimentum felis rutrum id.",
}
```

## Directory

Request directory information, names matching pattern ignore case.

Client -> Server

```
{
  "class": "directory",
  "commandid": 1079140548,
  "pattern": "pau"
}
```

Server > Client

```
{
  "class": "directory",
  "headers": ["Nom", "Num\u00e9ro", "Mobile", "Autre num\u00e9ro", "E-mail",
  ↪ "Fonction", "Site", "Source"],
  "replyid": 1079140548,
  "resultlist": ["Claire Mapaurtal;;+33644558899;31256;cmapaurtal@societe.com;;",
    "Paul Salvadier;+33445236988;+33678521430;31406;
  ↪ psalvadier@societe.com;;"],
  "status": "ok",
  "timenow": 1378798928.26
}
```

parking

keepalive

availstate

getipbxlist

```
{
  "class": "getipbxlist",
  "commandid": <commandid>
}
```

## People

### Get relations

This command will trigger a *Relations* message.

Client -> Server

```
{
  "class": "get_relations"
}
```

### People headers

Client -> Server

```
{
  "class": "people_headers",
}
```

Server -> Client

```
{
  "class": "people_headers_result",
  "column_headers": ["Status", "Name", "Number"],
  "column_types": [null, null, "number"],
}
```

### People Search

Client -> Server

```
{
  "class": "people_search",
  "pattern": <pattern>,
}
```

Server -> Client

```
{
  "class": "people_search_result",
  "term": "Bob",
  "column_headers": ["Firstname", "Lastname", "Phone number", "Mobile", "Fax",
↪ "Email", "Agent"],
  "column_types": [null, "name", "number_office", "number_mobile", "fax", "email",
↪ "relation_agent"],
  "results": [
    {
      "column_values": ["Bob", "Marley", "5555555", "5556666", "5553333",
↪ "mail@example.com", null],
      "relations": {
        "agent_id": null,
        "user_id": null,
        "endpoint_id": null,
        "source_entry_id": null
      },
      "source": "my_ldap_directory"
    }, {
      "column_values": ["Charlie", "Boblin", "5555556", "5554444", "5552222",
↪ "mail2@example.com", null],
      "relations": {
        "agent_id": 12,
        "user_id": 34,
        "endpoint_id": 56,
        "source_entry_id": "34"
      },
      "source": "internal"
    }
  ]
}
```

## Relations

This message can currently only be received as a response to the *Get relations* command.

- The *xivo\_uuid* is the id of the server
- The *user\_id* is the id of the current user.
- The *endpoint\_id* is the id of the line of the current user or null.
- The *agent\_id* is the id of the agent of the current user or null.

Server -> Client

```
{
  "class": "relations",
  "data": {"xivo_uuid": <the xivo uuid>,
          "user_id": <the user id>,
          "endpoint_id": <the endpoint id>,
          "agent_id": <the agent id>}
}
```

## Favorites list

Client -> Server

```
{
  "class": "people_favorites",
}
```

Server -> Client

```
{
  "class": "people_favorites_result",
  "column_headers": ["Firstname", "Lastname", "Phone number", "Mobile", "Fax",
↪ "Email", "Agent", "Favorites"],
  "column_types": [null, "name", "number_office", "number_mobile", "fax", "email",
↪ "relation_agent", "favorite"],
  "results": [
    {
      "column_values": ["Bob", "Marley", "5555555", "5556666", "5553333",
↪ "mail@example.com", null, true],
      "relations": {
        "agent_id": null,
        "user_id": null,
        "endpoint_id": null,
        "source_entry_id": "55"
      },
      "source": "my_ldap_directory"
    }, {
      "column_values": ["Charlie", "Boblin", "5555556", "5554444", "5552222",
↪ "mail2@example.com", null, true],
      "relations": {
        "agent_id": 12,
        "user_id": 34,
        "endpoint_id": 56,
        "source_entry_id": "34"
      },
      "source": "internal"
    }
  ]
}
```

## Set favorite

Client -> Server

```
{
  "class": "people_set_favorite",
  "source": "my_ldap_directory"
  "source_entry_id": "55"
  "favorite": true
}
```

Server -> Client

```
{
  "class": "people_favorite_update",
  "source": "my_ldap_directory"
  "source_entry_id": "55"
  "favorite": true
}
```

## STARTTLS

The STARTTLS command is used to upgrade a connection to use SSL. Once connected, the server send a starttls offer to the client which can reply with a starttls message including the status field. The server will then send a starttls message back to the client with the same status and start the handshake if the status is true.

Server -> Client

```
{
  "class": "starttls"
}
```

Client -> Server -> Client

```
{
  "class": "starttls",
  "status": true
}
```

**Note:** a client which does not reply to the starttls offer will keep it's unencrypted connection.

## Personal contacts list

Client -> Server

```
{
  "class": "people_personal_contacts"
}
```

Server -> Client

```
{
  "class": "people_personal_contacts_result",
  "column_headers": ["Firstname", "Lastname", "Phone number", "Mobile", "Fax",
    ↪ "Email", "Agent", "Favorites", "Personal"],
  "column_types": [null, "name", "number_office", "number_mobile", "fax", "email",
    ↪ "relation_agent", "favorite", "personal"],
  "results": [
    {
      "column_values": ["Bob", "Marley", "5555555", "5556666", "5553333",
        ↪ "mail@example.com", null, false, true],
      "relations": {
        "agent_id": null,
        "user_id": null,
        "endpoint_id": null,
        "source_entry_id": "abcd-12"
      },
      "source": "personal"
    }, {
      "column_values": ["Charlie", "Boblin", "5555556", "5554444", "5552222",
        ↪ "mail2@example.com", null, false, true],
      "relations": {
        "agent_id": null,
        "user_id": null,
        "endpoint_id": null,
        "source_entry_id": "efgh-34"
      },
      "source": "personal"
    }
  ]
}
```

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```
}
]
}
```

### Personal contact purge

Client -> Server

```
{
  "class": "people_purge_personal_contacts",
}
```

Server -> Client

```
{
  "class": "people_personal_contacts_purged",
}
```

### Personal contact raw

Client -> Server

```
{
  "class": "people_personal_contact_raw",
  "source": "personal",
  "source_entry_id": "abcd-1234"
}
```

Server -> Client

```
{
  "class": "people_personal_contact_raw_result",
  "source": "personal",
  "source_entry_id": "abcd-1234",
  "contact_infos": {
    "firstname": "Bob",
    "lastname": "Wonderland"
    ...
  }
}
```

### Create personal contact

Client -> Server

```
{
  "class": "people_create_personal_contact",
  "contact_infos": {
    "firstname": "Bob",
    "lastname": "Wonderland",
    ...
  }
}
```

Server -> Client





```
{
  "class": "people_import_personal_contacts_csv_result",
  "created_count": 2,
  "failed": [
    {
      "line": 3,
      "errors": [
        "missing fields"
      ]
    }
  ]
}
```

### Export personal contacts

Client -> Server

```
{
  "class": "people_export_personal_contacts_csv",
}
```

Server -> Client

```
{
  "class": "people_export_personal_contacts_csv_result",
  "csv_contacts": "firstname,lastname\r\nBob,the Builder\r\n,Alice,Wonderland\r\n"
}
```

### Service

- class : featuresput

### Call Filtering

- function : incallfilter
- value : true, false activate deactivate filtering

Client -> Server

```
{"class": "featuresput", "commandid": 1326845972, "function": "incallfilter",
↪ "value": true}
```

Server > Client

```
{
  "class": "getlist",
  "config": {"incallfilter": true},
  "function": "updateconfig",
  "listname": "users",
  "tid": "2",
  "timenow": 1361456398.52, "tipbxid": "xivo" }
}
```

### DND

- function : enablednd

- value : true, false activate deactivate DND

Client -> Server

```
{ "class": "featuresput", "commandid": 1088978942, "function": "enablednd", "value": true }
```

Server > Client

```
{
  "class": "getlist",
  "config": { "enablednd": true },
  "function": "updateconfig",
  "listname": "users",
  "tid": "2",
  "timenow": 1361456614.55, "tipbxid": "xivo" }
```

## Recording

- function : enablerecording
- value : true, false

Activate / deactivate recording for a user, extension call recording has to be activated : *Services->IPBX->IPBX services->Extension*

Client -> Server

```
{ "class": "featuresput", "commandid": 1088978942, "function": "enablerecording", "value": true, "target" : "7" }
```

Server > Client

```
{
  "class": "getlist",
  "config": { "enablerecording": true },
  "function": "updateconfig",
  "listname": "users",
  "tid": "7",
  "timenow": 1361456614.55, "tipbxid": "xivo" }
```

## Unconditional Forward

Forward the call at any time, call does not reach the user

- function : fwd

Client -> Server

```
{
  "class": "featuresput", "commandid": 2082138822, "function": "fwd",
  "value": { "destunc": "1002", "enableunc": true }
}
```

Server > Client

```
{
  "class": "getlist",
  "config": { "destunc": "1002", "enableunc": true },
  "function": "updateconfig",
  "listname": "users",
  "tid": "7",
  "timenow": 1361456614.55, "tipbxid": "xivo" }
```

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```
"tid": "2",  
"timenow": 1361456777.98, "tipbxid": "xivo"}
```

### Forward On No Answer

Forward the call to another destination if the user does not answer

- function : fwd

Client -> Server

```
{  
  "class": "featuresput", "commandid": 1705419982, "function": "fwd",  
  "value": {"destrna": "1003", "enablerna": true}  
}
```

Server > Client

```
{  
  "class": "getlist",  
  "config": {"destrna": "1003", "enablerna": true},  
  "function": "updateconfig",  
  "listname": "users",  
  "tid": "2",  
  "timenow": 1361456966.89, "tipbxid": "xivo" }
```

### Forward On Busy

Forward the call to another destination when the user is busy

- function : fwd

Client -> Server

```
{  
  "class": "featuresput", "commandid": 568274890, "function": "fwd",  
  "value": {"destbusy": "1009", "enablebusy": true}  
}
```

Server > Client

```
{  
  "class": "getlist",  
  "config": {"destbusy": "1009", "enablebusy": true},  
  "function": "updateconfig",  
  "listname": "users",  
  "tid": "2",  
  "timenow": 1361457163.77, "tipbxid": "xivo"  
}
```

## Statistics

### Subscribe to queues stats

This message can be sent from the client to enable statistics update on queues

Client -> Server

```
{ "commandid": 36, "class": "subscribetoqueuesstats" }
```

```
``Server > Client``
```

## Get queues stats

When statistic update is enable by sending message *Subscribe to queues stats*.

The first element of the message is the queue id

```
{ "stats": { "10": { "Xivo-LoggedAgents": 0 } },  
  "class": "getqueuesstats", "timenow": 1384509582.88 }  
{ "stats": { "1": { "Xivo-WaitingCalls": 0 } },  
  "class": "getqueuesstats", "timenow": 1384509582.89 }  
{ "stats": { "1": { "Xivo-TalkingAgents": "0", "Xivo-AvailableAgents": "1", "Xivo-EWT  
→": "6" } },  
  "class": "getqueuesstats", "timenow": 1384512350.25 }
```

## Status

These messages can also be received without any request as unsolicited messages.

## User status

User status is to manage user presence

- Request user status update

Client -> Server

```
{ "class": "getlist", "commandid": 107712156,  
  "function": "updatestatus",  
  "listname": "users",  
  "tid": "14", "tipbxid": "xivo" }
```

Server > Client

```
{ "class": "getlist",  
  "function": "updatestatus",  
  "listname": "users",  
  "status": { "availstate": "outtolunch", "connection": "yes" },  
  "tid": "1", "timenow": 1364994093.48, "tipbxid": "xivo" }
```

- Change User status

Client -> Server

```
{ "availstate": "away",  
  "class": "availstate",  
  "commandid": 1946092392,  
  "ipbxid": "xivo",  
  "userid": "1" }
```

Server > Client

```
{ "class": "getlist",  
  "function": "updatestatus",  
  "listname": "users",
```

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```
"status": {"availstate": "away"},
"tid": "1", "timenow": 1370523352.6, "tipbxid": "xivo"}
```

## Phone status

- tid is the line id, found in linelist from message *User configuration*

Client -> Server

```
{"class": "getlist", "commandid": 107712156,
  "function": "updatestatus",
  "listname": "phones", "tid": "8", "tipbxid": "xivo"}
```

Server > Client

```
{"class": "getlist",
  "function": "updatestatus",
  "listname": "phones",
  "status": {"hintstatus": "0"},
  "tid": "1",
  "timenow": 1364994093.48,
  "tipbxid": "xivo"}
```

## Queue status

Client -> Server

```
{"commandid":17,"class":"getlist","tid":"8","tipbxid":"xivo","function":
  ↪"updatestatus","listname":"queues"}
```

Server > Client

```
{"function": "updatestatus", "listname": "queues", "tipbxid": "xivo", "timenow":
  ↪1382710430.54,
  "status": {"agentmembers": ["1", "5"], "phonemembers": ["8"]},
  "tid": "8", "class": "getlist"}
```

## Agent status

- tid is the agent id.

Client -> Server

```
{"class": "getlist",
  "commandid": <random_integer>,
  "function": "updatestatus",
  "listname": "agents",
  "tid": "635",
  "tipbxid": "xivo"}
```

Server > Client

```
{"class": "getlist",
  "listname": "agents",
  "function": "updatestatus",
  "tipbxid": "xivo",
```

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```
"tid": 635,
"status": {
  "availability": "logged_out",
  "availability_since": 1370868774.74,
  "channel": null,
  "groups": [],
  "on_call_acd": false,
  "on_call_nonacd": false,
  "on_wrapup": false,
  "phonenumber": null,
  "queues": [
    "113"
  ]
}}
```

- availability can take the values:
  - logged\_out
  - available
  - unavailable
  - on\_call\_nonacd\_incoming\_internal
  - on\_call\_nonacd\_incoming\_external
  - on\_call\_nonacd\_outgoing\_internal
  - on\_call\_nonacd\_outgoing\_external
- availability\_since is the timestamp of the last availability change
- queues is the list of queue ids from which the agent receives calls

## Switchboard

### Answer

This allows the switchboard operator to answer an incoming call or unhold a call on-hold.

```
{"class": "answer", "uniqueid": "12345667.89"}
```

## Unsolicited Messages

These messages are received whenever one of the following corresponding event occurs: sheet message on incoming calls, or updatestatus when a phone status changes.

### Sheet

This message is received to display customer information if configured at the server side

```
{
  "timenow": 1361444639.61,
  "class": "sheet",
  "compressed": true,
  "serial": "xml",
  "payload": "AAADnnicndPBToNAEAbgVln3XgFN1AP.....",
  "channel": "SIP/e6fhff-00000007"
}
```

How to decode payload :

```
>>> b64content = base64.b64decode(<payload content>)
>>> # 4 first cars are the encoded lenght of the xml string (in Big Endian format)
>>> xmlllen = struct.unpack('>I',b64content[0:4])
>>> # the rest is a compressed xml string
>>> xmlcontent = zlib.decompress(toto[4:])
>>> print xmlcontent

<?xml version="1.0" encoding="utf-8"?>
  <profile>
    <user>
      <internal name="ipbxid"><![CDATA[xivo]]></internal>
      <internal name="where"><![CDATA[dial]]></internal>
      <internal name="channel"><![CDATA[SIP/barometrix_jyldev-00000009]]></
↪internal>
      <internal name="focus"><![CDATA[no]]></internal>
      <internal name="zip"><![CDATA[1]]></internal>
      <sheet_qtui order="0010" name="qtui" type="None"><![CDATA[]]></sheet_qtui>
      <sheet_info order="0010" name="Nom" type="title"><![CDATA[0230210083]]></
↪sheet_info>
      <sheet_info order="0030" name="Origine" type="text"><![CDATA[extern]]></
↪sheet_info>
      <sheet_info order="0020" name="Num\&#x3&#xa9ro" type="text"><![
↪CDATA[0230210083]]></sheet_info>
      <systray_info order="0010" name="Nom" type="title"><![CDATA[Maric\&#x3&#xa9
↪Sapr\&#x3&#xaftch\&#x3&#xa0]]></systray_info>
      <systray_info order="0030" name="Origine" type="body"><![CDATA[extern]]></
↪systray_info>
      <systray_info order="0020" name="Num\&#x3&#xa9ro" type="body"><![
↪CDATA[0230210083]]></systray_info>
    </user>
  </profile>
```

The xml file content is defined by the following xsd file: xivo-javactilib/src/main/xsd/sheet.xsd (online version)

## Phone status update

Received when a phone status change

- class : getlist
- function : updatestatus
- listname : phones

```
{
  "class": "getlist",
  "function": "updatestatus",
  "listname": "phones",
  "tipbxid": "xivo",
  "timenow": 1361447017.29,
  .....
}
```

tid is the the object identification

Example of phone messages received when a phone is ringing :

```
{.... "status": {"hintstatus": "0"}, "tid": "3"}
{.... "status": {"hintstatus": "8"}, "tid": "3"}
```



## Update notification

### Register agent status update

The *register\_agent\_status\_update* command is used to register to the status updates of a list of agent. Once registered to a agent's status, the client will receive all *Agent status update* events for the registered agents.

This command should be sent when an agent is displayed in the people xlet to be able to update the agent status icon.

The *Unregister agent status update* command should be used to stop receiving updates.

Client -> Server

```
{
  "class": "register_agent_status_update",
  "agent_ids": [ ["<xivo-uuid>", "<agent-id1>"],
                 ["<xivo-uuid>", "<agent-id2>"],
                 ...,
                 ["<xivo-uuid>", "<agent-idn>"] ],
  "commandid": <commandid>
}
```

### Unregister agent status update

The *unregister\_agent\_status\_update* command is used to unregister from the status updates of a list of agent.

Once unregistered, the client will stop receiving the *Agent status update* events for the specified agents.

Client -> Server

```
{
  "class": "unregister_agent_status_update",
  "agent_ids": [ ["<xivo-uuid>", "<agent-id1>"],
                 ["<xivo-uuid>", "<agent-id2>"],
                 ...,
                 ["<xivo-uuid>", "<agent-idn>"] ],
  "commandid": <commandid>
}
```

### Agent status update

The *agent\_status\_update* event is received when the presence of an agent changes.

To receive this event, the user must first register to the event for a specified agent using the *Register agent status update* command.

To stop receiving this event, the user must send the *Unregister agent status update* command.

- data, a dictionary containing 3 fields:
  - agent\_id, is an integer containing the ID of the user affected by this status change
  - xivo\_uuid: a string containing the UUID of the XiVO that sent the status update
  - status: a string containing the new status, “logged\_in” or “logged\_out”

Server -> Client

```
{
  "class": "agent_status_update",
  "data": {
```

(continues on next page)

(continued from previous page)

```

    "agent_id": 42,
    "xivo_uuid": "<the-xivo-uuid>",
    "status": "<status-name>"
  }
}
```

## Register endpoint status update

The *register\_endpoint\_status\_update* command is used to register to the status updates of a list of lines. Once registered to a endpoint's status, the client will receive all *Endpoint status update* events for the registered agents.

This command should be sent when a endpoint is displayed in the people xlet to be able to update the agent status icon.

The *Unregister endpoint status update* command should be used to stop receiving updates.

Client -> Server

```

{
  "class": "register_endpoint_status_update",
  "endpoint_ids": [ ["<xivo-uuid>", "<endpoint-id1>"],
                    ["<xivo-uuid>", "<endpoint-id2>"],
                    ...,
                    ["<xivo-uuid>", "<endpoint-idn>"] ],
  "commandid": <commandid>
}
```

## Unregister endpoint status update

The *unregister\_endpoint\_status\_update* command is used to unregister from the status updates of a list of agent.

Once unregistered, the client will stop receiving the *Endpoint status update* events for the specified agents.

Client -> Server

```

{
  "class": "unregister_endpoint_status_update",
  "endpoint_ids": [ ["<xivo-uuid>", "<endpoint-id1>"],
                    ["<xivo-uuid>", "<endpoint-id2>"],
                    ...,
                    ["<xivo-uuid>", "<endpoint-idn>"] ],
  "commandid": <commandid>
}
```

## Endpoint status update

The *endpoint\_status\_update* event is received when the status of a line changes.

To receive this event, the user must first register to the event for a specified endpoint using the *Register endpoint status update* command.

To stop receiving this event, the user must send the *Unregister endpoint status update* command.

- data, a dictionary containing 3 fields:
  - endpoint\_id, is an integer containing the ID of the line affected by this status change
  - xivo\_uuid: a string containing the UUID of the XiVO that sent the status update
  - status: an integer matching an entry in the cti hint configuration

Server -> Client

```
{
  "class": "endpoint_status_update",
  "data": {
    "endpoint_id": 42,
    "xivo_uuid": "<the-xivo-uuid>",
    "status": <hint-status>
  }
}
```

## Register user status update

The *register\_user\_status\_update* command is used to register to the status updates of a list of user. Once registered to a user's status, the client will receive all *User status update* events for the registered users.

This command should be sent when a user is displayed in the people xlet to be able to update the presence status icon.

The *Unregister user status update* command should be used to stop receiving updates.

Client -> Server

```
{
  "class": "register_user_status_update",
  "user_ids": [
    ["<xivo-uuid>", "<user-uuid1>"],
    ["<xivo-uuid>", "<user-uuid2>"],
    ...,
    ["<xivo-uuid>", "<user-uuidn>"]
  ],
  "commandid": <commandid>
}
```

## Unregister user status update

The *unregister\_user\_status\_update* command is used to unregister from the status updates of a list of user.

Once unregistered, the client will stop receiving the *User status update* events for the specified users.

Client -> Server

```
{
  "class": "unregister_user_status_update",
  "user_ids": [
    ["<xivo-uuid>", "<user-uuid1>"],
    ["<xivo-uuid>", "<user-uuid2>"],
    ...,
    ["<xivo-uuid>", "<user-uuidn>"]
  ],
  "commandid": <commandid>
}
```

## User status update

The *user\_status\_update* event is received when the presence of a user changes.

To receive this event, the user must first register to the event for a specified user using the *Register user status update* command.

To stop receiving this event, the user must send the *Unregister user status update* command.

- data, a dictionary containing the following fields:
  - user\_uuid, a string containing the UUID of the user.

- `user_id`, an integer containing the ID of the user.
- `xivo_uuid`: a string containing the UUID of the XiVO that sent the status update
- `status`: a string containing the new status of the user based on the cti profile configuration

---

**Note:** When multiple XiVO share user statuses, the cti profile configuration for presences and phone statuses should match on all XiVO to be displayed properly

---

Server -> Client

```
{
  "class": "user_status_update",
  "data": {
    "user_uuid": "<the-user-uuid>",
    "user_id": <the-user-id>,
    "xivo_uuid": "<the-xivo-uuid>",
    "status": "<status-name>"
  }
}
```

**Warning:** The `user_id` field is **DEPRECATED** and **should not be used**. Use the `user_uuid` field instead.

### CTI server implementation

In the git repository <https://gitlab.com/xivo.solutions/xivo-ctid>

- `cti_config` handles the configuration coming from the WEBI
- `interfaces/interface_ami`, together with `asterisk_ami_definitions`, `amiinterpret` and `xivo_ami` handle the AMI connections (asterisk)
- `interfaces/interface_info` handles the CLI-like connections
- `interfaces/interface_webi` handles the requests and signals coming from the WEBI
- `interfaces/interface_cti` handles the clients' connections, with the help of `client_connection`, and it often involves `cti_command` too
- `innerdata` is meant to be the place where all statuses are computed and stored

The main loop uses `select()` syscall to dispatch the tasks according to miscellaneous incoming requests.

Requirements for `innerdata`:

- the properties fetched from the WEBI configuration shall be stored in the relevant `xod_config` structure
- the properties fetched from elsewhere shall be stored in the relevant `xod_status` structure
- at least two kinds of objects are not “predefined” (as are the phones or the queues, for instance)
  - the channels (in the asterisk SIP/345-0x12345678 meaning)
  - the group and queue members shall be handled in a special way each

The purpose of the ‘relations’ field, in the various structures is to keep track of relations and cross-relations between different objects (a phone logged in as an agent, itself in a queue, itself called by some channels belonging to phones ...).

### CTI server Message flow

Messages sent from the CTI clients to the server are received by the CTIServer class. The CTIServer then calls `interface_cti.CTI class manage_connection` method. The `interface_cti` uses his

`_cti_command_handler` member to parse and run the command. The `CTICommandHandler` get a list of classes that handle this message from the `CTICommandFactory`. Then the `interface_cti.CTI` calls `run_commands` on the handler, which returns a list of all commands replies.

To implement a new message in the protocol you have to create a new class that inherits the `CTICommand` class. Your new class should have a static member `required_fields` which is a list of required fields for this class. Your class should also have a `conditions` static member which is a list of tuples of conditions to detect that an incoming message matches this class. The `__init__` of your class is responsible for the initialization of it's fields and should call `super(<ClassName>, self).__init__(msg)`. Your class should register itself to the `CTICommandFactory`.

```
from xivo_cti.cti.cti_command import CTICommand
from xivo_cti.cti.cti_command_factory import CTICommandFactory

class InviteConfroom(CTICommand):
    required_fields = ['class', 'invitee']
    conditions = [('class', 'invite_confroom')]
    def __init__(self):
        super(InviteConfroom, self).__init__(msg)
        self._invitee = msg['invitee']

CTICommandFactory.register_class(InviteConfroom)
```

Each CTI commands has a callback list that you can register to from anywhere. Each callback function will be called when this message is received with the command as parameter.

Refer to `MeetmeList.__init__` for a callback registration example and to `MeetmeList.invite` for the implementation of a callback.

```
from xivo_cti.cti.commands.invite_confroom import InviteConfroom

class MySuperClass(object):
    def __init__(self):
        InviteConfroom.register_callback(self.invite_confroom_handler)

    def invite_confroom_handler(self, invite_confroom_command):
        # Do your stuff here.
        if ok:
            return invite_confroom_command.get_message('Everything is fine')
        else:
            return invite_confroom_command.get_warning('I don't know you, go away',
↪ True)
```

**Note:** The client's connection is injected in the command instance before calling callbacks functions. The client's connection is an `interface_cti.CTI` instance.

## 10.13 Diagrams

### 10.13.1 Agent states

Graphs representing states and transitions between agent states. Used in Agent status dashboard and agent list.

Download (DIA)

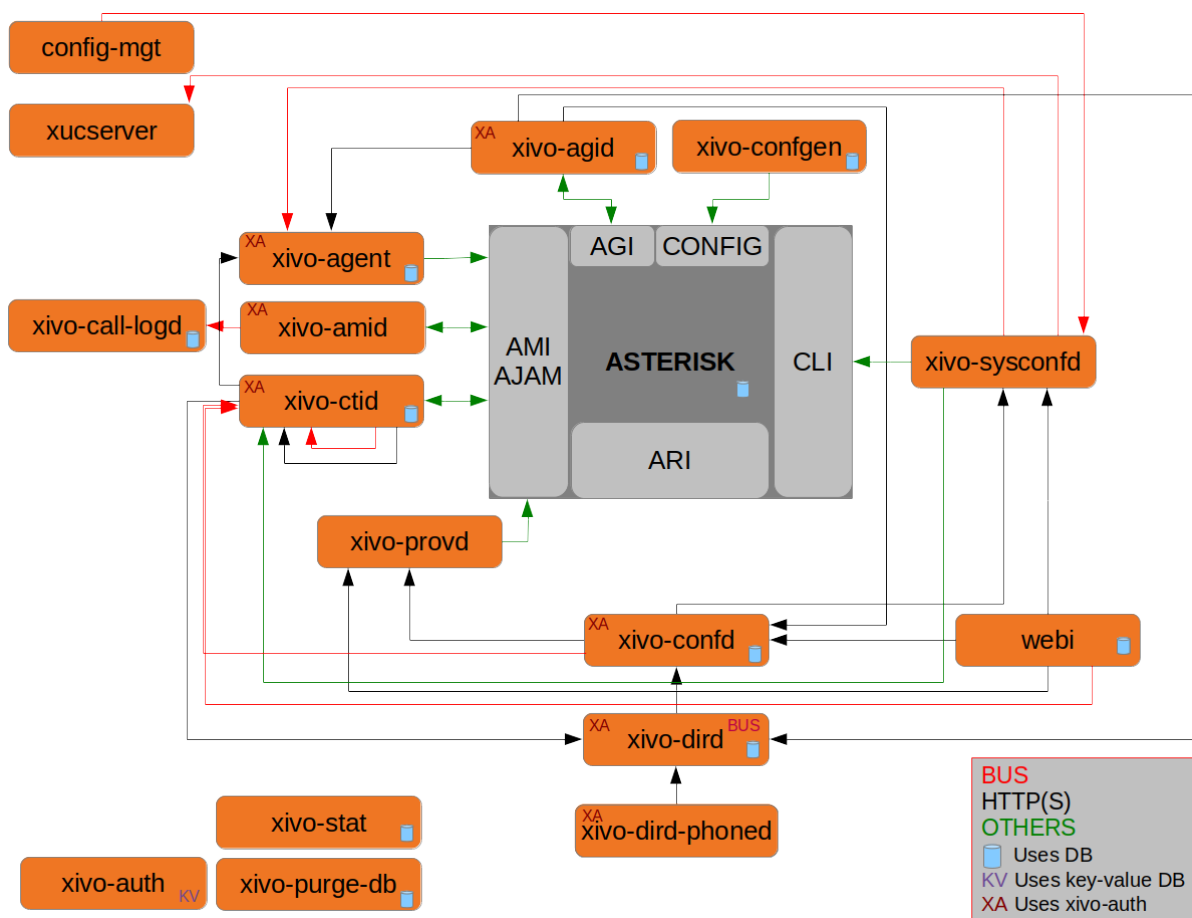


Fig. 1: Relationships between the components of XiVO. (source)

## 10.13.2 Architecture

## 10.14 Provisioning

This section describes the informations and tools for xivo-provd.

### 10.14.1 Managing DHCP server configuration

This page considers the configuration files of the DHCP server in `/etc/dhcp/dhcpd_update/`.

#### Who modifies the files

The files are updated with the command `dhcpd-update`, which is also run when updating the provisioning plugins. This commands fetches configurations files from the `provd.xivo.solutions` server.

#### How to update the source files

##### Ensure your modifications are working

- On a XiVO, edit manually the file `/etc/dhcp/dhcpd_update/*.conf`
- `service isc-dhcp-server restart`
- If errors are shown in `/var/log/daemon.log`, check your modifications

#### Edit the files

- Edit the files in the Git repo `xivo-provd-plugins`, directory `dhcp/`
- Push your modifications
- Go in `dhcp/`
- Run `make upload` to push your modifications to `provd.xivo.solutions`. There is no testing version of these files. Once the files are uploaded, they are available for all XiVO installations.

### 10.14.2 Managing Plugins

#### Git Repository

Most plugin-related files are available in the [xivo-provd-plugins repository](#). Following examples are relative to the repository directory tree. Any modifications should be preceeded by a `git pull`.

#### Updating a Plugin

We will be using the `xivo-cisco-spa` plugins family as an example on this page

There is one directory per family. Here is the directory structure for `xivo-cisco-spa`:

```
plugins/xivo-cisco-spa/
+-- model_name_xxx
+-- model_name_xxx
+-- common
+-- build.py
```

Every plugin has a folder called `common` which regroups common resources for each model. Every model has its own folder with its version number.

After modifying a plugin, you must increment the version number. You can modify the file `plugin-info` to change the version number:

```
plugins/xivo-cisco-spa/  
+-- model_name_xxx  
    +-- plugin-info
```

---

**Important:** If ever you modify the folder `common`, you must increment the version number of all the models.

---

### Use Case: Update Firmwares for a given plugin

Let us suppose we want to update firmwares for xivo-snom from 8.7.3.25 to 8.7.3.25.5. Here are the steps to follow :

1. Copy folder `plugins/xivo-snom/8.7.3.25` to `plugins/xivo-snom/8.7.3.25.5`
2. Update `VERSION` number in `plugins/xivo-snom/8.7.3.25.5/entry.py`
3. Update `VERSION` number in `plugins/xivo-snom/8.7.3.25.5/plugin-info`
4. Download new firmwares (.bin files from [snom website](#))
5. Update `VERSION` number and URIs in `plugins/xivo-snom/8.7.3.25.5/pkgs/pkgs.db` (with uris of downloaded files from snom website)
6. Update sizes and sha1sums in `plugins/xivo-snom/8.7.3.25.5/pkgs/pkgs.db` (using helper script `xivo-tools/dev-tools/check_fw`)
7. Update `plugins/xivo-snom/build.py` (duplicate and update section `8.7.3.25 > 8.7.3.25.5`)

### Test your changes

You have three different methods to test your changes on your development machine.

### Always increase plugin version (easiest)

If the production version is 0.4, change the plugin version to 0.4.01, make your changes and upload to testing (see below).

Next modification will change the plugin version to 0.4.02, etc. When you are finished making changes, change the version to 0.5 and upload one last time.

### Edit directly on XiVO

Edit the files in `/var/lib/xivo-provd/plugins`.

To apply your changes, go in `xivo-provd-cli` and run:

```
plugins.reload('xivo-cisco-spa-7.5.4')
```



## Disable plugin caching

Edit `/etc/xivo/provd/provd.conf` and add the line:

```
cache_plugin: True
```

Empty `/var/cache/xivo-provd` and restart `provd`.

Make your changes in `provd-plugins`, update the plugin version to the new one and upload to testing (see below). Now, every time you uninstall/install the plugin, the new plugin will be fetched from testing, instead of being cached, even without changing the version.

## Uploading to testing

Before updating a plugin, it must be passed through the testing phase. Once it has been approved it can be uploaded to the production server

**Important:** Before uploading a plugin in the testing `provd` repository, make sure to git pull the `xivo-provd-plugins` git repository.

To upload the modified plugin in the testing repo on `provd.xivo.solutions`, you can execute the following command:

```
$ make upload
```

Afterwards, in the web-interface, you must modify the URL in section *Configuration* → *Provisioning* → *General* to:

```
`http://provd.xivo.solutions/plugins/1/testing/`
```

You can then update the list of plugins and check the version number for the plugin that you modified. Don't forget to install the plugin to test it.

## Mass-install all firmwares related to a given plugin

Using `xivo-provd-cli` on a xivo server, one can mass-install firmwares. Following example installs all firmwares for `xivo-snom 8.7.3.25.5` plugin (note the auto-completion):

```
xivo-provd-cli> plugins.installed().keys()
[u'xivo-snom-8.7.3.15',
 u'xivo-cisco-sccp-legacy',
 u'xivo-snom-8.4.35',
 u'xivo-snom-8.7.3.25',
 u'xivo-aastra-switchboard',
 u'xivo-aastra-3.2.2-SP3',
 u'xivo-aastra-3.2.2.1136',
 u'xivo-cisco-sccp-9.0.3',
 u'null',
 u'xivo-snom-8.7.3.25.5']
xivo-provd-cli> p = plugins['xivo-snom-8.7.3.25.5']
xivo-provd-cli> p.install_all()
```

## Uploading to stable

Once checked, you must synchronize the plugin from *testing* to *stable*. If applicable, you should also update the archive repo.

To download the stable and archive plugins:

```
$ make download-stable
$ make download-archive
```

Go to the *plugins/\_build* directory and delete the plugins that are going to be updated. Note that if you are not updating a plugin but you are instead removing it “once and for all”, you should instead move it to the archive directory:

```
$ rm -fi stable/xivo-cisco-spa*
```

Copy the files from the directory *testing* to *stable*:

```
$ cp testing/xivo-cisco-spa* stable
```

Go back to the *plugins* directory and upload the files to the stable and archive repo:

```
$ make upload-stable
$ make upload-archive
```

The file are now up to date and you can test by putting back the *stable* url in the web-interface’s configuration:

```
`http://provd.xivo.solutions/plugins/1/stable/`
```

### 10.14.3 Testing a new SIP phone

Let’s suppose you have received a brand new SIP phone that is not supported by the provisioning system of XiVO. You would like to know if it’s possible to add auto-provisioning support for it. That said, you have never tested the phone before.

This guide will help you get through the different steps that are needed to add auto-provisioning support for a phone to XiVO.

#### Prerequisites

Before continuing, you’ll need the following:

- a private LAN where only your phones and your test machines are connected to it, i.e. a LAN that you fully control.

#### Configuring a test environment

Although it’s possible to do all the testing directly on a XiVO, it’s more comfortable and usually easier to do on a separate, dedicated machine.

That said, you’ll still need a XiVO near, since we’ll be doing the call testing part on it and not on a separate asterisk.

So, for the rest of this guide, we’ll suppose you are doing your tests on a *Debian jessie* with the following configuration:

- Installed packages:

```
isc-dhcp-server tftpd-hpa apache2
```

- Example content of the `/etc/dhcp/dhcpd.conf` file (restart `isc-dhcp-server` after modification):

```
ddns-update-style none;

default-lease-time 7200;
max-lease-time 86400;

log-facility local7;

subnet 10.34.1.0 netmask 255.255.255.0 {
    authoritative;

    range 10.34.1.200 10.34.1.250;

    option subnet-mask 255.255.255.0;
    option broadcast-address 10.34.1.255;
    option routers 10.34.1.6;

    option ntp-servers 10.34.1.6;
    option domain-name "my-domain.example.org";
    option domain-name-servers 10.34.1.6;

    log(concat("[VCI: ", option vendor-class-identifier, "]);
}
```

- Example content of the `/etc/default/tftpd-hpa` file (restart `tftpd-hpa` after modification):

```
TFTP_USERNAME="tftp"
TFTP_DIRECTORY="/srv/tftp"
TFTP_ADDRESS="0.0.0.0:69"
TFTP_OPTIONS="--secure --verbose"
```

With this configuration, files served via TFTP will be in the `/srv/tftp` directory and those served via HTTP in the `/var/www` directory.

## Testing

Adding auto-provisioning support for a phone is mostly a question of finding answers to the following questions.

1. *Is it worth the time adding auto-provisioning support for the phone ?*

Indeed. Adding quality auto-provisioning support for a phone to XiVO requires a non negligible amount of work, if you don't meet any real problem and are comfortable with provisioning in XiVO. Not all phones are born equal. Some are cheap. Some are old and slow. Some are made to work on proprietary system and will only work in degraded mode on anything else.

That said, if you are uncertain, testing will help you clarifying your idea.

2. *What is the vendor, model, MAC address and firmware version (if available) of your phone ?*

Having the vendor and model name is essential when looking for documentation or other information. The MAC address will be needed later on for some tests, and it's always good to know the firmware version of the phone if you are trying to upgrade to a newer firmware version and you're having some troubles, and when reading the documentation.

3. *Is the official administrator guide/documentation available publicly on the vendor web site ? Is it available only after registering and login to the vendor web site ?*

Having access to the administrator guide/documentation of the phone is also essential. Once you've found it, download it and keep the link to the URL. If you can't find it, it's probably not worth going further.

4. *Is the latest firmware of the phone available publicly on the vendor web site ? Is it available only after registering and login to the vendor web site ?*

Good auto-provisioning support means you need to have an easy way to download the latest firmware of the phone. Ideally, this mean the firmware is downloadable from an URL, with no authentication whatsoever.

In the worst case, you'll need to login on some web portal before being able to download the firmware, which will be cumbersome to automatize and probably fragile. If this is the case, it's probably not worth going further.

5. *Does the phone need other files, like language files ? If so, are these files available publicly on the vendor web site ? After registering ?*

Although you might not be able to answer to this question yet because you might not know if the phone needs such files to be either in English or in French (the two officially supported language in XiVO), you'll need to have an easy access to these files if its the case.

6. *Does the phone supports auto-provisioning via DHCP + HTTP (or TFTP) ?*

The provisioning system in XiVO is based on the popular method of using a DHCP server to tell the phone where to download its configuration files, and a HTTP (or TFTP) server to serve these configuration files. Some phones support other methods of provisioning (like TR-069), but that's of no use here. Also, if your phone is only configurable via its web interface, although it's technically possible to configure it automatically by navigating its web interface, it's an **extremely bad** idea since it's impossible to guarantee that you'll still be able to provision the phone on the next firmware release.

If the phone supports both HTTP and TFTP, pick HTTP, it usually works better with the provisioning server of XiVO.

7. *What are the default usernames/passwords on the phone to access administrator menus (phone UI and web UI) ? How do you do a factory reset of the phone ?*

Although this step is optional, it might be handy later to have these kind of information. Try to find them now, and note them somewhere.

8. *What are the DHCP options and their values to send to the phones to tell it where its configuration files are located ?*

Once you know that the phone supports DHCP + HTTP provisioning, the next question is what do you need to put in the DHCP response to tell the phone where its configuration files are located. Unless the admin documentation of the phone is really poor, this should not be too hard to find.

Once you have found this information, the easiest way to send it to the phone is to create a custom host declaration for the phone in the `/etc/dhcp/dhcpd.conf` file, like in this example:

```
host my-phone {
    hardware ethernet 00:11:22:33:44:55;
    option tftp-server-name "http://169.254.0.1/foobar.cfg";
}
```

9. *What are the configuration files the phone needs (filename and content) and what do we need to put in it for the phone to minimally be able to make and receive calls on XiVO ?*

Now that you are able to tell your phone where to look for its configuration files, you need to write these files with the right content in it. Again, at this step, you'll need to look through the documentation or examples to answer this question.

Note that you only want to have the most basic configuration here, i.e. only configure 1 line, with the right SIP registrar and proxy, and the associated username and password.

10. *Do basic telephony services, like transfer, works correctly when using the phone buttons ?*

On most phones, it's possible to do transfer (both attended and direct), three-way conferences or put someone on hold directly from the phone. Do some tests to see if it works correctly.

Also at this step, it's a good idea to check how the phone handle non-ascii characters, either in the caller ID or in its configuration files.

11. *Does other "standard" features work correctly on the phone ?*

For quality auto-provisioning support, you must find how to configure and make the following features work:

- NTP server

- MWI
- function keys (speed dial, BLF, directed pickup / call interception)
- timezone and DST support
- multi language
- DTMF
- hard keys, like the voicemail hard key on some phone
- non-ASCII labels (line name, function key label)
- non-ASCII caller ID
- backup proxy/registrar
- paging

Once you have answered all these questions, you'll have a good idea on how the phone works and how to configure it. Next step would be to start the development of a new provd plugin for your phone for a specific firmware version.

## IOT Phones

FK = Funckey

HK = HardKey

Y = Supported

MN = Menu

N = Not supported

NT = Not tested

NYT = Not yet tested

SK = SoftKey

	model
Provisioning	Y
H-A	Y
Directory XIVO	Y
Funckey	8
<b>Supported programmable keys</b>	
User with supervision function	Y
Group	Y
Queue	Y
Conference Room with supervision function	Y
<b>General Functions</b>	
Online call recording	N
Phone status	Y
Sound recording	Y
Call recording	Y
Incoming call filtering	Y
Do not disturb	Y
Group interception	Y
Listen to online calls	Y
Directory access	Y
Filtering Boss - Secretary	Y
<b>Transfers Functions</b>	

Continued on next page

Table 2 – continued from previous page

	model
Blind transfer	HK
Indirect transfer	HK
<b>Forwards Functions</b>	
Disable all forwarding	Y
Enable/Disable forwarding on no answer	Y
Enable/Disable forwarding on busy	Y
Enable/Disable forwarding unconditional	Y
<b>Voicemail Functions</b>	
Enable voicemail with supervision function	Y
Reach the voicemail	Y
Delete messages from voicemail	Y
<b>Agent Functions</b>	
Connect/Disconnect a static agent	Y
Connect a static agent	Y
Disconnect a static agent	Y
<b>Parking Functions</b>	
Parking	Y
Parking position	Y
<b>Paging Functions</b>	
Paging	Y

#### 10.14.4 Configuring a NAT Environment

This is a configuration example to simulate the case of a hosted XiVO, i.e. an environment where:

- the XiVO has a public IP address
- the phones are behind a NAT

In this example, we'll reproduce the following environment:

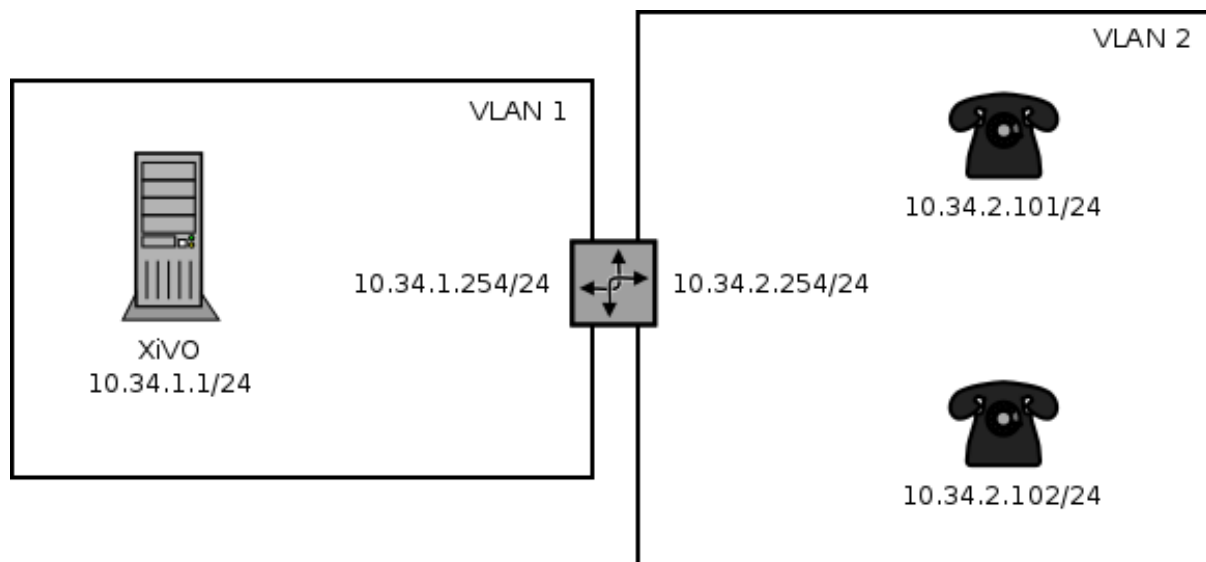


Fig. 2: Phones behind a NAT

Where:

- the XiVO is installed inside a virtual machine
- the host machine is used as a router, a NAT and a DHCP server for the phones

- the phones are in a separate VLAN than the XiVO, and when they want to interact with it, they must pass through the NAT

With this setup, we could also put some phones in the same VLAN as the XiVO. We would then have a mixed environment, where some phones are behind the NAT and some phones aren't.

Also, it's easy to go from a non-NAT environment to a NAT environment with this setup. What you usually have to do is only to switch your phone from the "XiVO" VLAN to the "phones" VLAN, and reconfiguring the lines on your XiVO.

The instruction in this page are written for Debian jessie and VirtualBox.

## Prerequisite

On the host machine:

- 1 VLAN network interface for the XiVO. In our example, this will be `eth0.341`, with IP 10.34.1.254/24.
- 1 VLAN network interface for the phones. In our example, this will be `eth0.342`, with IP 10.34.2.254/24.

On the guest machine, i.e. on the XiVO:

- 1 network adapter attached to the "XiVO" VLAN network interface. In our example, this interface inside the virtual machine will have the IP 10.34.1.1/24.

## Configuration

1. On the host, install the ISC DHCP server:

```
apt-get install isc-dhcp-server
```

2. If you do not want it to always be started:

```
systemctl disable isc-dhcp-server.service
```

3. Edit the DHCP server configuration file `/etc/dhcp/dhcpd.conf`. We need to configure the DHCP server to serve network configuration for the phones (Aastra and Snom in this case):

```
ddns-update-style none;

default-lease-time 3600;
max-lease-time 86400;

log-facility daemon;

option space Aastra6700;
option Aastra6700.cfg-server-name code 2 = text;
option Aastra6700.contact-rcs code 3 = boolean;

class "Aastra" {
    match if substring(option vendor-class-identifier, 0, 6) = "Aastra";

    vendor-option-space Aastra6700;
    option Aastra6700.cfg-server-name = "http://10.34.1.1:8667/Aastra";
    option Aastra6700.contact-rcs false;
}

class "Snom" {
    match if substring(option vendor-class-identifier, 0, 4) = "snom";

    option tftp-server-name = "http://10.34.1.1:8667";
    # the domain-name-servers option must be provided for the Snom 715 to work_
    ↪ properly
```

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```

    option domain-name-servers 10.34.1.1;
}

subnet 192.168.32.0 netmask 255.255.255.0 {
}

subnet 10.34.1.0 netmask 255.255.255.0 {
}

subnet 10.34.2.0 netmask 255.255.255.0 {
    authoritative;

    range 10.34.2.100 10.34.2.199;

    option subnet-mask 255.255.255.0;
    option broadcast-address 10.34.2.255;
    option routers 10.34.2.254;

    option ntp-servers 10.34.1.1;
}

```

4. If you have many network interfaces on your host machine, you might also want to edit `/etc/default/isc-dhcp-server` to only include the “phones” VLAN network interface in the “INTERFACES” variable.
5. Start the `isc-dhcp-server`:

```
systemctl start isc-dhcp-server.service
```

6. Add an iptables rules to do NAT:

```
iptables -t nat -A POSTROUTING -o eth0.341 -j MASQUERADE
```

7. Make sure that IP forwarding is enabled:

```
sysctl -w net.ipv4.ip_forward=1
```

8. Put all the phones in the “phones” VLAN on your switch
9. Activate the NAT and Monitoring options on the *Services* → *IPBX* → *General settings* → *SIP Protocol* page of your XiVO.

Note that the iptables rules and the IP forwarding setting are not persistent. If you don’t make them persistent (not documented here), don’t forget to reactivate them each time you want to recreate a NAT environment.

## 10.15 SCCP

xivo-libsccp is an alternative SCCP channel driver for Asterisk. It was originally based on `chan_skinny`.

This page is intended for developers and people interested in using `xivo-libsccp` on something other than XiVO.

### 10.15.1 Installation from the git repository

**Warning:** If you just want to use your SCCP phones with XiVO, refer to *SCCP Configuration* instead.

The following packages are required to compile `xivo-libsccp` on Debian.

- `build-essential`



- asterisk-dev

```
apt-get update && apt-get install build-essential asterisk-dev
```

```
git clone https://gitlab.com/xivo.solutions/xivo-libscdp.git
cd xivo-libscdp
make
make install
```

## 10.15.2 Configuration

**Warning:** If you just want to use your SCCP phones with XiVO, refer to *SCCP Configuration* instead.

See [scdp.conf.sample](#) for a configuration file example.

## 10.15.3 FAQ

Q. When is this \*feature X\* will be available?

A. The order in which we implement features is based on our client needs. Write us an email that clearly explain your setup and what you would like to do and we will see what we can do. We don't provide any timeline.

Q. I want to use the Page() application to call many phones at the same time.

A. Here a Page() example **for** a one way call (half-duplex):

```
exten => 1000,1,Verbose(2, Paging to external cisco phone)
same => n,Page(scdp/100/autoanswer&scdp/101/autoanswer,i,120 )
```

...**for** a two-way call (full-duplex):

```
exten => 1000,1,Verbose(2, Paging to external cisco phone)
same => n,Page(scdp/100/autoanswer&scdp/101/autoanswer,di,120 )
```

## 10.15.4 Network Configuration for 7920/7921

Here's how to configure a hostapd based AP on a Debian host so that both a 7920 and 7921 Wi-Fi phone can connect to it.

The 7920 is older than the 7921 and is pretty limited in its Wi-Fi functionality:

- 802.11b
- WPA (no WPA2)
- TKIP (no CCMP/AES)

Which means that the most secure WLAN you can set up if you want both phones to connect to it is not that secure.

1. Make sure you have a wireless NIC capable of master mode.
2. If needed, install the firmware-<vendor> package. For example, if you have a ralink card like I do:

```
apt-get install firmware-ralink
```

3. Install the other dependencies:

```
apt-get install wireless-tools hostapd bridge-utils
```

4. Create an hostapd configuration file in `/etc/hostapd/hostapd.sccp.conf` with content: `hostapd.sccp.conf`

5. Update the following parameters (if applicable) in the configuration file:

- interface
- ssid
- channel
- wpa\_passphrase

6. Create a new stanza in `/etc/network/interfaces`:

```
iface wlan-sccp inet manual
    hostapd /etc/hostapd/hostapd.sccp.conf
```

7. Up the interface:

```
ifup wlan0=wlan-sccp
```

8. Configure your 7920/7921 to connect to the network.

To unlock the phone's configuration menu on the 7921:

- Press the Navigation Button downwards to enter SETTINGS mode
- Navigate to and select Network Profiles
- Unlock the IP phone's configuration menu by pressing `**#`. The padlock icon on the top-right of the screen will change from closed to open.

When asked for the authentication mode, select something like "Auto" or "AKM".

You don't have to enter anything for the username/password.

9. You'll probably want to bridge your wlan0 interface with another interface, for example a VLAN interface:

```
brctl addbr br0
brctl addif br0 wlan0
brctl addif br0 eth0.341
ip link set br0 up
```

10. If you are using virtualbox and your guest interface is bridged to eth0.341, you'll need to change its configuration and bridge it with br0 instead, else it won't work properly.

### 10.15.5 Adding Support for a New Phone

This section describes the requirements to consider that a SCCP phone is working with XiVO libsccp.

#### Basic functionality

- Register on Asterisk
- SCCP reset [restart]
- Call history
- Date time display
- HA

## Telephony

These test should be done with and without direct media enabled

- Emit a call
- Receive a call
- Receive and transfer a call
- Emit a call and transfer the call
- Hold and resume a call
- Features (\*0 and others)
- Receive 2 calls simultaneously
- Emit 2 calls simultaneously
- DTMF on an external IVR

## Function keys

- Redial
- DND
- Hold
- Resume
- New call
- End call
- Call forward (Enable)
- Call forward (Disable)
- Try each button in each mode (on hook, in progress, etc)

## Optional options to test and document

- Phone book
- Caller ID and other display i18n
- MWI
- Speeddial/BLF

## 10.16 Web Interface

### 10.16.1 Configuration for development

Default error level for XiVO web interface is `E_ALL` & `~E_DEPRECATED` & `~E_USER_DEPRECATED` & `~E_RECOVERABLE_ERROR` & `~E_STRICT`

If you want to display warning or other error in your browser, edit the `/etc/xivo/web-interface/xivo.ini` and replace `report_type` level to 3:

```
[error]
level = E_ALL
report_type = 3
report_mode = 1
report_func = 1
email = john.doe@example.com
file = /var/log/xivo-web-interface/error.log
```

You may also edit `/etc/xivo/web-interface/php.ini` and change the error level, but you will need to restart the cgi:

```
service spawn-fcgi restart
```

## 10.16.2 Interactive debugging in Eclipse

Instructions for Eclipse 4.5.

On your XiVO:

1. Install `php5-xdebug`:

```
apt-get install php5-xdebug
```

2. Edit the `/etc/php5/cgi/conf.d/20-xdebug.ini` (or `/etc/php5/conf.d/20-xdebug.ini` on wheezy) and add these lines at the end:

```
xdebug.remote_enable=1
xdebug.remote_host="<dev_host_ip>"
```

where `<dev_host_ip>` is the IP address of your machine where Eclipse is installed.

3. Restart `spawn-fcgi`:

```
service spawn-fcgi restart
```

On your machine where Eclipse is installed:

1. Make sure you have Eclipse PDT installed
2. Create a PHP project named `xivo-web-interface`:
  - Choose “Create project at existing location”, using the `xivo-web-interface` directory
3. In the Window / Preferences / PHP menu:
  - Add a new PHP server with the following information:
    - Name: anything you want
    - Base URL: `https://<xivo_ip>`
    - Path Mapping:
      - \* Path on Server: `/usr/share/xivo-web-interface`
      - \* Path in Workspace: `/xivo-web-interface/src`
4. Create a new PHP Web Application debug configuration:
  - Choose the PHP server you created in last step
  - Pick some file, which can be anything if you don’t “break at first line”
  - Uncheck “Auto Generate”, and set the path you want your browser to open when you’ll launch this debug configuration.

Then, to start a debugging session, set some breakpoints in the code and launch your debug configuration. This will open the page in your browser, and when the code will hit your breakpoints, you'll be able to go through the code step by step, etc.

Community Documentation

## 10.17 Community Documentation

This page provides links to resources on various topics around XiVO. They have been generously created by people from the community.

### 10.17.1 Tutorials

Please note that these resources are provided on an “as is basis”. They have not been reviewed by the XiVO team, therefore the information presented may be innaccurate. We also accept resources provided in other languages besides English.

Unless specified, the license is [CC BY-SA](#).

Tutorial	Language	Level	Author	XiVO Version
Définition de XiVO pour la communauté et tutoriel (video)	English	Beginner	XiVO	2015
Xivo pour les nuls	French	Beginner	Nicolas	2012
Installing XiVO (YouTube series)	English	Beginner	VoIP-Nuiz	14.20
Start: how to create a user with a SIP line (YouTube series)	French	Beginner	VoIP-Nuiz	2014
Start: how to popup an URL (Document)	French	Beginner		
Start: how to create a context, users, voicemails, ring group, music on hold, conf.call	French	Beginner	Networklab	2014
Tips: post-installation of XiVO on Kimsufi	French	Intermediate	NyXD Systems	2015
Tips: username and password on XiVO	French	Intermediate	NyXD Systems	2015
Tips: self-hosting and telephony with XiVO	French	Intermediate	NyXD Systems	2015
XiVO provisioning + pfSense + siproxd + OVH	French	Intermediate	NyXD Systems	2015
SCCP provisioning, unsupported phones and no DHCP	French	Intermediate	NyXD Systems	2015
Date format on SCCP 7941	French	Intermediate	NyXD Systems	2015
Installing XiVO on Raspberry Pi (Raspivo)	French	Intermediate	Iris Network	2015
How to popup an url with CTIClient	French	Intermediate	Assonance	14.17
How to backup XiVO to external FTP with backup-ftp.sh	French	Intermediate	Yohan Vitu	2015
How to create a XiVO Client	French	Intermediate	Yohan Vitu	2015
How to configure a C610P IP on XiVO	French	Intermediate	Yohan Vitu	2015
How to export the phonebook of XiVO with phonebook_csv_export.py	French	Intermediate	Yohan Vitu	2015
How to use openVPN on XiVO	French	Expert	Yohan Vitu	2015
How configure SNOM M700 DECT	French	Intermediate	Jonathan Thomas	2015
Scripted provisioning for SNOM M700 DECT with specific scripts	French	Intermediate	Jonathan Thomas	2015
How to configure XiVO with Untangle firewall	English	Intermediate	Scott McCarthy (SMS IT Group)	16.04
How to use Keepalived with XiVO (high availability)	English	Expert	Eric Viel (Iper Telecom)	16.11
Getting Started with XiVO	En-	Begin-	Nerd Vittles	16.07

## 10.17.2 Contribute

We gladly accept new contributions. There are two ways to contribute:

- The preferred way: open a pull request on [Gitlab](#) and add a line to this page (see: [Contributing to the Documentation](#)).

Note that we only accept documents in open formats, such as PDF or ODF.

Experimental Features

## 10.18 Experimental Features

**Warning:** This section lists experimental features. When listed here, it means that they are not complete and not for production. No support will be provided for these features.

### 10.18.1 Exposing Mattermost

**Warning:** Experimental Feature

- this is Work In Progress
- this is not for production use
- no support will be provided for this feature

#### Description

The goal of this feature is to be able for users to use Mattermost embedded in XiVO UC/CC solutions.

#### Work in Progress

- Expose Mattermost from docker configuration
- Have a XiVO theme installed automatically
- Be able to be auto-logged Cti users inside Mattermost once connected to UC Assistant or Switchboard
- Be able to receive chat messages on any chat client connected (UC or Mattermost)

#### Configuration

To enable the access to embedded *Mattermost* you need to have as prerequisite `xivo-chat-backend` package installed (see [Chat Backend](#)).

- Allow port 8000 to be exposed in docker

Edit your docker compose file (`/etc/docker/compose/docker-xivo-chat-backend.yml`) and change the configuration of the mattermost container:

```
mattermost:
  [...]
  ports:
    - 8000:8000
  [...]
```

- Launch `xivocc-dcomp up -d` to make the port accessible

- Run script `/var/lib/xivo-chat-backend/scripts/xivo-mattermost-theme-install.sh` to install XiVO theme for users
- **(Option)** You may want to disable Chat in UC assistant if not needed anymore - see [Disabling chat in UC Assistant and Switchboard](#) section

The Mattermost is then available `http://xivo_uc:8000`.

---

**Note:** You can can connect as *admin* with associated password found in `/etc/docker/compose/custom.env` file.

---

### Limitations

- Currently there is no integration at all between XiVO users and Mattermost, if you want to use Mattermost as a chat solution, it is recommended to create your own team and create different users in Mattermost.



### 11.1 Freya (2020.18)

Below is a list of *New Features* and *Behavior Changes* compared to the previous LTS version, Electra (2020.07).

---

**Important:** Upgrade to Freya will upgrade your system to Debian 10 (Buster). See [Debian 10 \(Buster\) Upgrade Notes](#).

---

#### 11.1.1 New Features

##### Assistants

- *Common features*
  - Can call an user directly from the chat conversation - see [Call from conversation](#)
  - Plantronics Integration (be able to answer and hangup calls) directly from your headset.
- *CC Agent*
  - Added a keybinding list - see [Keyboard shortcuts for call control](#) section
  - Successive calls from the same caller are aggregated. You can expand call entry to display more details.
- *UC Assistant*
  - Logout button was moved in the parameter (hamburger) menu - see [Logout from UC Assistant](#)
- *Desktop Assistant*
  - Can download the Desktop assistant from the login pages in browser (UC Assistant and CCAgent) - see [Installation](#) section
- *Switchboard*
  - Added a keybinding list - see [Keyboard Navigation](#) section
  - The switchboard history contains now 100 results

- Successive calls from the same caller are aggregated. You can expand call entry to display more details.
- *WebRTC*
  - Can mute yourself in a call - see *Mute your microphone* section
  - Can change your ringtone - see *Ringling device and ringling tone* section
  - There is a new confirmation pop-up when trying to refresh the page while a call is ongoing
  - Added *Plantronics Devices Actions (Windows only)* which allows supported plantronics devices to answer, hangup or unhold calls with their associated button

### Contact Center

- Can configure the *XiVO CC* to warn agents when its conversation *is listened by a supervisor* with a beep and/or a light on the phone - see *Warn agent when spied*.

### XiVO PBX

- *Unique Account* feature with Device selection - see *Unique Account*
- New *WebRTC* and *Unique Account* line types: *WebRTC* and *Unique Account* users can easily be configured from User form
- *WebRTC*, *Unique Account* and *Phone* users can easily have there line type edited from User form
- New *User Labels* menu to be able to organize users in labels
- CSV Import/Export/Update:
  - Labels:
    - \* users are exported with their associated labels in CSV export - see *User Import, Export and Update*
    - \* associating Users to *User Labels* can be done during CSV import/update - see *User Import, Export and Update*
  - Line type:
    - \* Managing *Unique Account* and *webrtc* lines via CSV import/export/update - see *User Import, Export and Update*
- Incoming calls with a *customized* destination now have the destination command displayed in the listing page

### XDS

- Added a global subroutine that is called when a call goes from one MDS to another MDS - *Subroutine*
- Voicemail notification by email from MDS
- MDS upgrade script

### System

- All services can be accessed over https using the fingerboard
- Asterisk VoIP WS is now protected by Xuc token validation (as it was already the case for Cti).
- XiVO PBX/MDS/CC/UC: System updated to Debian 10 (Buster) (see *Debian 10 (Buster) Upgrade Notes*)
- Updated the Electron framework to 8.5.2 (Desktop assistant)
- XiVO CC/UC: Postgres upgraded to version 11
- *DAHDI-linux* upgraded to version 3.1.0

<b>Warning:</b> See associated drivers and cards <i>deprecations below</i> .
--

## API

- New labels *confd* API - see *xivo-confd REST API changelog*
  - to list *User Labels*
  - to add *User Labels*
  - to edit *User Labels*
  - to delete *User Labels*

## 11.1.2 Behavior Changes

### Assistants

- *WebRTC*: for WebRTC you must use a version of Chrome  $\geq$  **73.0.3683.121**
- *UC Assistant*
  - Logout button was moved in the parameter (hamburger) menu - see *Logout from UC Assistant*
- *CC Agent*
  - New display of agent history which is now like UC assistant, i.e. grouped when having multiple times the same caller/callee during the day
  - (since *Freya.08*) History: *Agent Call history* is now limited to the last 7 days: it displays the last 20 calls for the last 7 days period (previously it was displaying the last 20 calls with no period limit - which could overload the Reporting Server).
- *Switchboard*
  - New display of agent history which is now like UC assistant, i.e. grouped when having multiple times the same caller/callee during the day
  - Call history displays now the first 100 result

### XiVO PBX

- New *Line Type*: *Phone*, *WebRTC*, *Unique Account*, *SCCP* and *Custom*.
  - The old *SIP* protocol is replaced by the new *Phone* line type
  - New line types *WebRTC* and *Unique Account* are here to more easily create
  - The line type *SCCP* and *Custom* are identical to old *SCCP* and \* *Custom*\* protocol.
- CSV Import/Export/Update:
  - Managing of WebRTC lines via CSV import/export/update was changed - see *User Import, Export and Update*

### System

- Security:
  - HTTP access of *ucassistant/ccagent/ccmanager/recording/spagobilkibana* redirects now by default to HTTPS version of the page.
  - The fingerboard was moved from *http: /* to *https: /fingerboard*, as the web assistant is the root in *https*.

## API

- WebRTC: SIP websocket */ws* is no longer available. You must now use the */wssip* endpoint and it needs a valid xuc token (see *xc\_webrtc.init(name, ssl, websocketPort, token, remoteAudio, ip)*).

### 11.1.3 Deprecations

This release deprecates:

- [LTS Polaris \(2017.11\)](#): after 3 years of support this version is no longer supported. No bug fixes, no security update will be provided for this release.
- Upgrade to DAHDI 3.1.0 drops the supports for the following drivers (and associated cards):
  - *Deprecated* digital drivers and associated cards:
    - \* **wcte12xp** driver:
      - Digium *TE120P*: PCI single-port T1/E1/J1
      - Digium *TE121*: PCI-Express single-port T1/E1/J1
      - Digium *TE122*: PCI single-port T1/E1/J1
    - \* **wcte11xp** driver
      - Digium *TE110P*: PCI single-port T1/E1/J1
    - \* **wct1xxp**
      - Digium *T100P*: PCI single-port T1
      - Digium *E100P*: PCI single-port E1
    - \* **tor2**: Tormenta quad-span T1/E1 card from the Zapata Telephony project
  - *Deprecated* analog drivers and associated cards:
    - \* Card Digium *TDM800P/AEX800* (up to 8 analog ports) from driver **wctdm24xxp**
    - \* Card Digium *TDM410P/AEX410* (up to 4 analog ports) from driver **wctdm24xxp**
    - \* **wctdm** driver for card Digium *TDM400P* (up to 4 analog ports)
    - \* **wcfxo** driver for card *X100P*, similar and clones (A simple single-port FXO card)
  - Other deprecated driver:
    - \* **pciradio**: Zapata Telephony PCI Quad Radio Interface

See the [List of supported DAHDI hardware](#).

- API: SIP websocket `/ws` is no longer available. You must now use the `/wssip` endpoint and it needs a valid xuc token (see `xc_webrtc.init(name, ssl, websocketPort, token, remoteAudio, ip)`).

### 11.1.4 Upgrade

---

**Important:** Upgrade to Freya will upgrade your system to Debian 10 (Buster). See [Debian 10 \(Buster\) Upgrade Notes](#).

---

#### Manual steps for LTS upgrade

**Warning:** Don't forget to read carefully the specific steps to upgrade from another LTS version

#### Upgrade Five to Polaris

In this section are listed the manual steps to do when migrating from Five to Polaris.

## Contents

- *Upgrade Five to Polaris*
  - *Before Upgrade*
    - \* *On XiVO PBX*
    - \* *On XiVO CC*
  - *After Upgrade*
    - \* *On XiVO PBX*
    - \* *On XiVO CC*

## Before Upgrade

### On XiVO PBX

Follow the *Upgrade* page.

### On XiVO CC

The *xivo-solutions-VERSION* no longer exists. The *xivocc-installer* package is now located in *xivo-VERSION* distribution. You have to update your source list accordingly.

1. Remove apt source list file:

```
rm /etc/apt/sources.list.d/xivo-solutions.list
```

2. Add new source list file:

```
echo "deb http://mirror.xivo.solutions/debian xivo-polaris main" > /etc/apt/
↪sources.list.d/xivo-dist.list
```

## After Upgrade

### On XiVO PBX

- Accept new cel.conf: if you are asked by *xivo-upgrade* installer, you must choose to replace the *cel.conf* file or ensure that its content correspond to these *defaults*.
- Finish to remove *xivo-ctid-ng* and *xivo-websocketd*:

```
apt-get purge xivo-websocketd xivo-ctid-ng
```

- Add *writetimeout* parameter to the the */etc/asterisk/manager.d/02-xivocc.conf* file:

```
[xuc]
secret = ...
deny = ...
permit = ...
read = ...
write = ...
writetimeout = 10000
```

- You **MUST** update:

- *Snom* phones to use plugin version **>=2.2** to be able to use CTI Transfer (UC Assistant or CCAgent),
- *Yealink* phones to use plugin with **v81** firmware to be able to use CTI Transfer (UC Assistant or CCAgent).
- The WebRTC call limit was raised to 2 (to enable transfers). The `simultcalls` parameter of a WebRTC user should be set to 2 also.

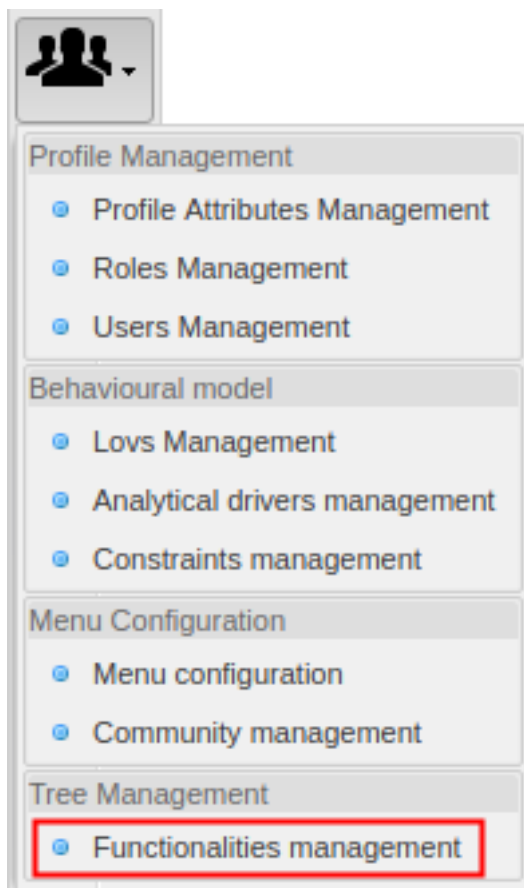
### On XiVO CC

- Update new fingerboard:

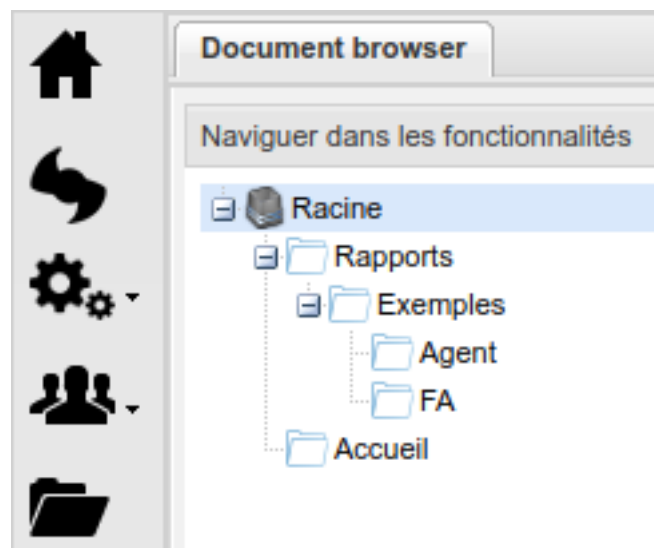
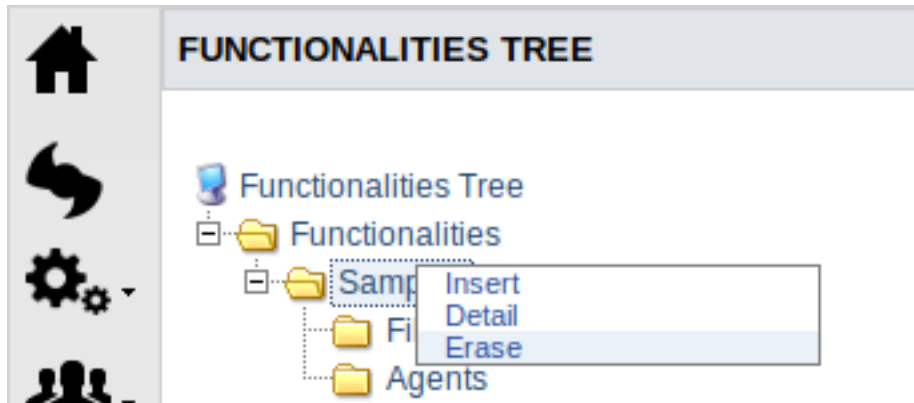
```
xivocc-dcomp stop fingerboard
docker rm xivocc_fingerboard_1
xivocc-dcomp up -d
```

- SpagoBI:

- **Import new reports** as described in *SpagoBI* post install step
- Then, you should also remove old sample reports:
  - \* Go to *Reports* menu and delete all reports which are located under **Racine -> Sample**
  - \* Once all reports are deleted inside these folder you can go to *Functionalities Management* menu as shown in following screenshot:



- \* From here, you can delete empty folders by clicking on it
- \* At the end you should have a report folder list, that contains only *Rapports* and *Accueil* folder as seen here (unless you have some specific customer report):



### Upgrade Polaris to Aldebaran

In this section are listed the manual steps to do when migrating from Polaris to Aldebaran.

#### Contents

- *Upgrade Polaris to Aldebaran*
  - *Before Upgrade*
    - \* *On XiVO PBX*
    - \* *On XiVO CC*
  - *After Upgrade*
    - \* *On XiVO PBX*
    - \* *On XiVO CC*

### Before Upgrade

- If docker is installed (on XiVO PBX or XiVO CC), its custom start options may cause the upgrade to fail. Please check that `/etc/systemd/system/docker.service.d` directory does not exist or it is empty. Otherwise see documentation on [docker web](#).

### On XiVO PBX

- XiVO Aldebaran is only available in **64-bit** versions. To migrate XiVO from i386 to amd64, you must follow *Migrate XiVO from i386 (32 bits) to amd64 (64 bits)*.
- Configuration files and dialplan subroutine for ACD outgoing calls for call blending (See [Polaris documentation](#)) was integrated to XiVO. The configuration **must** be manually removed if it exists:

```
sed -i '/generate_agent_skills.py/d' /etc/asterisk/queueskills.conf
rm /usr/local/sbin/generate_agent_skills.py
rm /etc/asterisk/extensions_extra.d/xuc_outcall_acd.conf
```

- If the XiVO was added to XiVO Centralized User Management, the file `routage.conf` **must** be updated.
  - Download the new [routage.conf](#) file
  - Replace the old file `/etc/asterisk/extensions_extra.d/routage.conf` by the new one
- Follow the *Upgrade* page.

### On XiVO CC

Nothing specific, follow the *Upgrade* page.

### After Upgrade

#### On XiVO PBX

- Outgoing call was removed from redirections.  
You **MUST** check the xivo-upgrade log with the following command:



```
zgrep MIGRATE_OUTCALL_FWD /var/log/xivo-upgrade.log*
```

Then you **MUST** edit each object to reconfigure the changed destination. All Outgoing call redirections can be replaced by an Extension redirection with the appropriate context. For example an outgoing redirection towards “my\_outcall (@to-extern)” to number “0123456789” can be replaced by an extension redirection to “0123456789” with context “to-extern”

- Callbacks: callback API URL was changed. It is now prefixed with *configmt*. If you have any AGI calling the callbacks API (for example *api/1.0/callback\_lists*) you **MUST** add the prefix *configmt* to it : *configmt/api/1.0/callback\_lists*.
- ConfigMgt service was moved to XiVO PBX. Here’s how to migrate the ConfigMgt database:
  - On your **XiVO CC** (where the service *pgxivocc* is run) authorize user *root* to login with password via *ssh*,
  - Then on your **XiVO CC**, stop the services with *xivocc-dcomp stop*
  - Then, on your **XiVO PBX**, run the migration script and follow the instruction:

```
xivo-migrate-configmt-db
```

- Finally, when migration is complete, relaunch the services on **XiVO CC**:

```
xivocc-dcomp up -d --remove-orphans
```

## On XiVO CC

- Update new kibana default panels:

```
xivocc-dcomp stop kibana_volumes
docker rm -v xivocc_kibana_volumes_1
xivocc-dcomp up -d
```

## Upgrade Aldebaran to Borealis

In this section is listed the manual steps to do when migrating from Aldebaran to Borealis.

### Contents

- *Upgrade Aldebaran to Borealis*
  - *Before Upgrade*
    - \* *On XiVO PBX*
    - \* *On XiVO CC*
  - *After Upgrade*
    - \* *On XiVO PBX*
    - \* *On XiVO CC*

**Warning:** For XiVO PBX Debian was upgraded to Debian 9 (stretch). Therefore:

- the upgrade to Borealis will take longer than usual
- upgrade from older version than XiVO 15.20 are not supported.

Please read carefully [Debian 9 \(stretch\) upgrade notes](#) page.

**Warning: Known Upgrade Limitations:** as of Borealis release these are the known limitations for upgrade. These should be removed during the next bugfix releases of Borealis.

- XiVO PBX / UC / CC is **not installable or upgradable on XFS partition created without `ftype=1` option**. If the partition is XFS, you **MUST** check if the option is enabled with the `xfs_info` command.
- Upgrade for **XiVO CC** to Debian 9 is **currently not supported**.

### Before Upgrade

**Note:** If you have a *XiVO CC* or *XiVO UC* you **MUST** follow this upgrade order:

1. Stop *XiVO CC / UC* services,
2. Upgrade *XiVO PBX*
3. Upgrade *XiVO CC / UC*: during the upgrade it will again restart the *XiVO PBX* services (to install the `db_replic` container)

### On XiVO PBX

- Debian system will be upgraded to Debian 9 (stretch)

**Warning:** Please **read carefully** the [Before the upgrade](#) section in the Debian 9 (stretch) upgrade notes.

- **UC Add-on:** during upgrade, *UC* database (*pgxivocc* container) will be removed.

**Important:** Thus **all call history** (in *UC Assistant*) **will be lost**.

The history will be computed again starting from the last call processed before the upgrade. If you want to recompute all the calls present in the *XiVO PBX* database you must follow a manual procedure which is not described here.

### On XiVO CC

- Before launching upgrade, you **MUST** verify that replication (of tables `cel`, `queue_log`, `callback_request` and `qualification_answers`) was completed. You can use these SQL commands to compare *asterisk* and *xivo\_stats* databases:

```
select * from cel order by eventtime desc limit 1;
select * from queue_log order by time desc limit 1;
select * from callback_request order by reference_number desc limit 1;
select * from qualification_answers order by time desc limit 1;
```

### After Upgrade

## On XiVO PBX

- Debian system will be upgraded to Debian 9 (stretch)

**Warning:** Please **read carefully** the *After the upgrade* section in the Debian 9 (stretch) upgrade notes.

- Recording: recording for queues was entirely modified
  - The `xivocc-recording` package will be automatically installed or upgraded with XiVO if you **don't** have `xivo-gateway-recording` installed (to record on external server). These two packages are conflicting because they use the same dialplan subroutine names. If you are using gateway recording and your XiVO is capable to record internally, you should replace the old package by running `apt-get install xivocc-recording`. Then follow the *Recording* page. These features are available only with `xivocc-recording`:
    - \* the *pause recording* feature
    - \* and the *stop recording upon external transfer* feature
  - Gateway recording was also removed from documentation and it is not available in XiVO repository.
  - If you are upgrading from older version than 2017.03.02 with recording installed, you must follow the *XiVOCC Recording upgrade procedure*.
  - In the file `/etc/asterisk/extensions_extra.d/xivocc-recording.conf` the `ipbx_name` was reset to its default value. You need to set it back to its previous value.
  - You **MUST** edit the queues configuration and (1) remove the subroutine used to start the recording, (2) and replace them by the correct configuration in the queue (see *Recording*).
- Callbacks: callback API URL was changed. It is now prefixed with *configmgt*. If you have any AGI calling the callbacks API (for example *api/1.0/callback\_lists*) you **MUST** add the prefix *configmgt* to it : *configmgt/api/1.0/callback\_lists*.
- *HTTPS certificate*: it is required to have `subjectAltName` defined in the HTTPS certificate. If you use the default HTTPS certificate, you must regenerate it. See *Regenerating the default certificate*.
- APT keyring lookup hashtable troubleshooting: this error can appear at the end of the upgrade before starting xivo services:

```
gpg: lookup_hashtable failed: Unknown system error
gpg: trustdb: searching trust record failed: Unknown system error
gpg: Error: The trustdb is corrupted.
gpg: You may try to re-create the trustdb using the commands:
gpg:   cd ~/.gnupg
gpg:   gpg --export-ownertrust > otrust.tmp
gpg:   rm trustdb.gpg
gpg:   gpg --import-ownertrust < otrust.tmp
```

If this error appears, follow the printed procedure to recreate the lookup hashtable.

## On XiVO CC

Nothing specific, follow the *Upgrade* page.

## Upgrade Borealis to Callisto

In this section is listed the manual steps to do when migrating from Borealis to Callisto.

## Contents

- *Upgrade Borealis to Callisto*
  - *Before Upgrade*
    - \* *On XiVO PBX*
  - *After Upgrade*
    - \* *On XiVO PBX*
    - \* *On MDS*

## Warning: Upgrade to Callisto:

- Postgres database will be updated from 9.4 to version 11 during upgrade.
- Asterisk will be updated from 13 to version 16 during upgrade.
- IAX trunks are no longer supported

## Before Upgrade

### On XiVO PBX

- Postgres upgrade:
  - Your database **MUST** be in locale `fr_FR.UTF-8` or `en_US.UTF-8`. Otherwise upgrade won't be possible. If your database is not in this locale you must first change it *as documented here*.
  - Old configuration parameters (e.g. in files `/etc/postgresql/9.4/postgresql.conf` or or `/etc/postgresql/9.4/pg_hba.conf`) will be saved in during the upgrade in folder `/var/tmp/xivo-migrate-db-94-to-11/postgresql-94-conf-backup/` (see note After Upgrade below).

## After Upgrade

### On XiVO PBX

- Outcall migration to Route:
  1. at the end of the upgrade check if there was any error during outcall migration to route:

```
zgrep '\[MIGRATE_OUTCALL\].*WARNING' /var/log/postgresql/postgresql-11-  
→main.log*
```

2. if yes, follow our *migration guide*.

- Postgresql: postgresql service now runs inside a container. During the upgrade the postgresql configuration **WAS NOT** migrated (i.e. parameters in file `postgresql.conf` or connection authorizations in file `pg_hba.conf`). But the old configuration was saved during upgrade in folder `/var/tmp/xivo-migrate-db-94-to-11/postgresql-94-conf-backup/`
  - **postgresql.conf**: if you have any specific parameters you should add them to the postgresql container configuration as documented in the *Custom database configuration* section.
- **pg\_hba.conf**: specific authorization (for XiVO CC ...) **MUST** be added again to new `pg_hba.conf` file (now located in `/var/lib/postgresql/11/main/pg_hba.conf`). Follow the instructions below depending on your installation:

- (XiVO CC) If you have XiVO CC installed, add this entry for xuc connection:

host	asterisk	all	XIVOCC_IP_ADDRESS/32	md5
------	----------	-----	----------------------	-----

- (XDS) Add entries for **every** Media Server:

host	asterisk	all	MDS_IP_ADDRESS/32	md5
------	----------	-----	-------------------	-----

- (High Availability) On slave XiVO, add entry for replication from master:

host	asterisk	postgres	XIVO_MASTER_VOIP_IP/32	trust
------	----------	----------	------------------------	-------

- (XiVO) If you changed the xivo docker network (in `factory.env`), add this entry:

host	all	all	XIVO_DOCKER_NETWORK/NETMASK	md5
------	-----	-----	-----------------------------	-----

- **Apply the settings** by command `xivo-dcomp reload-db`. It will not restart db container despite the message “*Killing xivo\_db\_1*”.
- High availability: If you have XiVO CC installed, follow the [Interconnection with XiVO CC](#) procedure to install DB Replic on the slave XiVO.
- Asterisk HTTP server configuration **security warning**:

**Warning: Security warning:** Asterisk HTTP server (used for WebRTC and xivo-outcall) was reconfigured to accept websocket connections from outside. See the [Asterisk HTTP server](#) documentation and ensure that the configuration is secure.

- XDS: if you had an XDS installation you **MUST** remove SIP trunks added for intra-mds routing (that is the SIP trunks named *default*, and *mdsX* - e.g. *mds0*, *mds1* ...). These trunks are now generated automatically.

## On MDS

- dahdi-modules: after upgrade, remove old `dahdi-linux-modules`, which were replaced by `dahdi-linux-dkms`:

<code>apt-get purge '^dahdi-linux-modules*' -y</code>
---

- Run `xivo-remove-postgres-94` after dist-upgrade to remove postgres 9.4.
- Postgresql: check `/var/log/postgresql/postgresql-11-main.log` for specific upgrade steps

## Upgrade Callisto to Deneb

In this section is listed the manual steps to do when migrating from Callisto to Deneb.

### Contents

- [Upgrade Callisto to Deneb](#)
  - [Before Upgrade](#)
    - \* [On XiVO PBX](#)
    - \* [On XiVOCC](#)
  - [After Upgrade](#)
    - \* [On XiVO PBX](#)

\* *On XiVOCC*

## Before Upgrade

### On XiVO PBX

**Warning:** In this release the *XiVO Reporting* was removed from the solution. The only supported Reporting solution is the *XiVO CC Reporting*.

**XiVO Reporting** was removed, including:

- the menu *Services -> Statistics -> Call Center* in the Web Interface
- the statistics generation (the xivo-stat script)

Note that the computed stats were not removed from the database. If you need, you can backup the following tables:

- stat\_call\_on\_queue
- stat\_queue\_periodic
- stat\_agent
- stat\_queue

### On XiVOCC

**Warning:**

- **You MUST upgrade to docker-ce with the manual procedure below.**
- Postgres database data will be moved outside the docker volume to the host.
- When installing the new xivocc-installer package the XiVOCC services will be stopped.
- Totem panels will be lost during upgrade. Please check [ELK 7 Upgrade Notes](#) page.

- Postgres: database data will be moved from the docker volume to the host in /var/lib/postgresql/data. This data migration will be almost instantaneous if the volume data is in the same partition. To check if the volume data is on the same partition as the host destination /var/lib/postgresql/data:

- Retrieve the pgxivocc volume data dir:

```
docker inspect xivocc_pgxivocc_1 -f '{{range .Mounts}}{{if (eq .Destination "/var/lib/postgresql/data")}}{{.Source}}{{end}}{{end}}'
```

- Then check if it in the same partition as /var/lib/postgresql/data dir.

- Docker: you **MUST** upgrade to docker-ce before upgrading xivocc-installer.

- Check if you have docker-engine installed:

```
dpkg -l |grep '^ii' |grep docker-engine -q && echo -e "\n\tDocker is installed via docker-engine.\n\tYou MUST upgrade it, BEFORE updating xivocc-installer.\n"
```

- If docker-engine is installed, you must upgrade to docker-ce **before** updating xivocc-installer:

- \* Switch the debian sources to the targetted **LTS** version (it should be located in the file `/etc/apt/sources.list.d/xivo-dist.list`). For example, to switch to Deneb LTS version:

```
deb http://mirror.xivo.solutions/debian/ xivo-deneb main
```

- \* Install `xivo-dist`:

```
# Update APT sources
apt-get update
# Install xivo-dist (to prepare docker installation)
apt-get install xivo-dist
# Fix docker sources list if needed
[ $(lsb_release -cs) == "jessie" ] && echo "deb https://download.
↪docker.com/linux/debian $(lsb_release -cs) stable" > /etc/apt/
↪sources.list.d/docker.list
apt-get update
```

- \* Install `docker-ce`:

**Warning:** if you are upgrading from Aldebaran or lower, this step will trigger the upgrade of `xivocc-installer` package. You **MUST NOT** do it if the XiVO IPBX upgrade is not finished - as stated in *Aldebaran to Boréalis Upgrade notes* in [Manual steps for LTS upgrade](#).

```
apt-get install docker-ce
```

- Then, you can follow the normal [Upgrade](#) process.
- Totem panels: during upgrade the ELK stack will be upgraded.
  - Old Elasticsearch/Kibana containers will be removed.
  - Previous data/dashboard won't be upgraded to new version. Therefore they are saved in a folder `/var/local/elasticsearch-1.7`.
  - Be sure to have enough disk space in this folder partition. You should need at *most* 1GB of free disk space. The upgrade script checks the real required space and stops if the space is not available.
  - See also [ELK 7 Upgrade Notes](#) page.

## After Upgrade

### On XiVO PBX

- WebRTC accounts: lines created with `webrtc` option set to something else than `yes` will be set to `yes`. Previously, whatever the value of the `webrtc` option, the line was created with the appropriate WebRTC option. To see which lines were changed, check the migration output in postgresql logs:

```
zgrep "MIGRATE_WEBRTC" /var/log/postgresql/postgresql-11-main.log*
```

### On XiVOCC

- Totem panels: during upgrade the ELK stack was upgraded.
  - You **MUST** import the Kibana configuration and demo dashboard in the new Kibana - see [Import Default Configuration and Demo Dashboards](#)
  - Old data/dashboard were saved in folder `/var/local/elasticsearch-1.7`.

- If you had custom Dashboard/Totem panel you must follow the procedure described in [ELK 7 Upgrade Notes](#)

## Upgrade Deneb to Electra

In this section is listed the manual steps to do when migrating from Deneb to Electra.

### Contents

- [Upgrade Deneb to Electra](#)
  - [Before Upgrade](#)
    - \* [On XiVO PBX](#)
    - \* [On XiVO CC](#)
  - [After Upgrade](#)
    - \* [On XiVO PBX](#)
    - \* [On XiVO CC/UC](#)
      - [On XiVO CC only](#)
    - \* [On MDS](#)

**Warning:** XiVO UC/CC: before upgrading to Electra you **MUST** upgrade the host to Debian 9 (Stretch). Check the debian version:

```
cat /etc/debian_version
```

If it's Debian 8, follow the [XiVO UC/CC Debian 9 \(Stretch\) Upgrade Procedure](#).

## Before Upgrade

- Custom container configurations
  - Compose file version was upgraded to version 3.7. See the [Compose file version 3 reference](#). If you have custom configurations, you should update them **before starting** the upgrade. Some of the previously used options, like `volumes_from`, can't be used anymore. To share data between containers, suggested procedure is:
    - \* use named volume (see the [Volume configuration reference](#))
    - \* to init the volume with data from the container, remove the container before starting it with the new configuration. Named volume can be only initialized once. If you want to re-initialize it or update with data from a newer container, you will have to remove it with `docker volume rm` and recreate it
    - \* to customize data in the volume, copy them with `docker cp` to the target container

## On XiVO PBX

- XDS:
  - All media servers must be stopped with `xivo-service stop all` before upgrading XiVO. The rabbitmq exchange “xivo” was changed from “topic” to “x-delayed-message” type. If any media server is running, the exchange type may not be changed and XiVO will fail to start. If this happens, the rabbitmq container on XiVO must be stopped, removed and created again.



## On XiVO CC

**Warning:** before upgrading to Electra

- you **MUST** upgrade the host to Debian **9 (Stretch)**. Check the debian version:

```
cat /etc/debian_version
```

If it's Debian 8, follow the *[XiVO UC/CC Debian 9 \(Stretch\) Upgrade Procedure](#)*.

- you **MUST** be using **Kibana in version 7** (the version that was released with Deneb LTS). If you did not yet upgrade Kibana to version 7 and remained using v3 you **MUST** upgrade it **before** upgrading to Electra.
- After upgrading Kibana (to version 7) you **MUST** *backup Kibana configuration* (once more) before the XiVO CC upgrade. All configuration will be lost (it is stored in *elasticsearch* container).

## After Upgrade

**Important:** After upgrade, you **HAVE TO** manually install the `xivo-chat-backend` package. It must be done on your **XiVO CC/UC** server (or on **UC Addon** if you are in this setup).

Follow instructions in *[Chat Backend](#)* section.

If you don't do it the *whole Chat feature* won't work properly.

Note that you can also completely disable the Chat - see *[Disabling chat in UC Assistant and Switchboard](#)*.

## On XiVO PBX

- With **UC Addon** installed on your XiVO PBX: for the *Chat feature* to work properly you have to manually install the `xivo-chat-backend` package. See note above.
- Switchboard: to be able to use the new Switchboard application **you MUST** replace your old switchboard configuration with the *new configuration*.

## On XiVO CC/UC

- For the *Chat feature* to work properly you have to manually install the `xivo-chat-backend` package. See note above.

## On XiVO CC only

- Reporting:
  - *Restore Kibana configuration*.
  - The last 7 days of data will be re-replicated to Elasticsearch, see *[Data flow](#)*. It may take some time if you have a huge amount of calls per week (more than 1 hour if you have 2 million of `queue_log` per week).

### On MDS

- NTP: you **MUST make sure** that your MDS use the XiVO Main as their NTP server (see [Media Server Configuration](#)).

### Upgrade Electra to Freya

In this section is listed the manual steps to do when migrating from Electra to Freya.

#### Contents

- [Upgrade Electra to Freya](#)
  - [Before Upgrade](#)
    - \* [On XiVO PBX](#)
    - \* [On XiVO CC](#)
    - \* [On MDS](#)
  - [After Upgrade](#)
    - \* [On XiVO PBX](#)
    - \* [On XiVO CC/UC](#)
      - [On XiVO CC only](#)
    - \* [On MDS](#)

**Warning:** For Freya Debian was upgraded to Debian 10 (Buster).

Therefore:

- the upgrade to Freya will take longer than usual
- upgrade from older version than XiVO Boréalis (2018.16) are not supported (you need first to upgrade to a version above Boréalis before being able to upgrade to Freya).

Please read carefully [Debian 10 \(Buster\) upgrade notes](#) page.

Note also that upgrade to Debian 10 on MDS and XiVO CC is manual (see manual procedure below).

**Warning: XiVO CC/UC:** After upgrade you need to launch postgres upgrade (from 9.4 to version 11).

**Warning: Known Upgrade Limitations:** as Freya.02 release these are the known limitations for upgrade.

- UC Addon:
  - You can't use UC Assistant and Admin Webi together (see #3522)

### Before Upgrade

#### On XiVO PBX

- Debian system will be upgraded to Debian 10 (Buster)

---

**Important:** Please **read carefully** the *Before the upgrade* section in the Debian 10 (Buster) upgrade notes.

---

## On XiVO CC

- Reporting: During upgrade all **Kibana configuration** (including the dashboard) will be lost (it is stored in *elasticsearch* container). You **MUST** *backup Kibana configuration* before the upgrade.

## On MDS

- Upgrade system to Debian 10 (Buster) with the following manual procedure:

### 1. Run upgrade

```
apt update
sed -i 's/stretch/buster/' /etc/apt/sources.list /etc/apt/sources.list.d/
→docker.list /etc/apt/sources.list.d/pgdg.list
cat >> /etc/apt/sources.list <<EOF
# buster-backports, previously on backports.debian.org
deb http://ftp.fr.debian.org/debian buster-backports main
deb-src http://ftp.fr.debian.org/debian buster-backports main
EOF
apt update

export DEBIAN_FRONTEND=noninteractive
export APT_LISTCHANGES_FRONTEND=none
force_yes="--allow-downgrades --allow-remove-essential --allow-change-
→held-packages"

echo "Preparing dahdi-linux-dkms upgrade..."
dkms remove -m dahdi-linux -v $(LANG='C' apt-cache policy dahdi-linux-
→dkms | grep Installed | grep -oE '2\.11\.1+') --all
apt install --yes ${force_yes} -o Dpkg::Options::="--force-confnew" linux-
→image-amd64 linux-headers-amd64
apt autoremove --yes

echo "Executing XiVO PBX minimal upgrade actions..."
apt upgrade --yes ${force_yes} -o Dpkg::Options::="--force-confnew"
echo "Executing XiVO PBX full upgrade actions..."
apt dist-upgrade --yes ${force_yes} -o Dpkg::Options::="--force-confnew"
apt autoremove --yes

xivo-configure-uuid
```

### 2. Check GRUB before rebooting

```
install_device=$(debconf-show grub-pc | grep 'grub-pc/install_devices:' |
→cut -b3- | cut -f2 -d' ' | cut -d',' -f1)
if [ "$install_device" -a ! -e "$install_device" ]; then
echo -e "\e[1;31mYou must install GRUB BEFORE rebooting\e[0m"
fi
```

If it is broken, fix it:

```
apt-get install grub-pc
rm /boot/grub/device.map
grub-install /dev/<boot_device>
dpkg-reconfigure grub-pc
```

### 3. Reboot the MDS

- Install `mds-upgrade` *package* (containing `mds-upgrade script`):
  1. Switch version using `xivo-dist` utility and specifying the LTS or specific version you want to upgrade to. For example:

```
xivo-dist xivo-freya
```

2. Update package list and install `mds-upgrade`:

```
apt-get update  
apt-get install mds-upgrade
```

3. Then follow the remaining step of the updated *Media Server Upgrade* procedure. (Run the `mds-upgrade script`.)

## After Upgrade

### On XiVO PBX

- Debian system will be upgraded to Debian 10 (Buster)

**Warning:** Please **read carefully** the *After the upgrade* section in the Debian 10 (Buster) upgrade notes.

- You must add additional permissions to already existing *Webi administrators* who should have access to *Users* menu and the new *User Labels* menu. Follow the *Webi admin users* and *User Labels* documentation.
- XDS:
  - You must configure *the SMTP relay on XiVO Main* to be able to have the email notification for voicemail on MDS (see MDS part below).

### On XiVO CC/UC

---

**Important: Database** after the upgrade you **MUST** upgrade `pgxivocc` from 9.4 to version 11.

To do this, launch the script (it will restart the `pgxivocc` container). On XiVO CC:

```
xivocc-migrate-db-94-to-11
```

Or on XiVO with UC addon:

```
xivouc-migrate-db-94-to-11
```

---

If you are installing the chat backend, you must upgrade `pgxivocc` first and then start the chat backend installation.

---

- If the chat backend was already installed before the upgrade, delete channels between surveybot user and other users. Messages from surveybot are not handled correctly and cause errors in logs.

1. Get channel ids from the mattermost database:

```
psql -h localhost -p 5443 -U postgres mattermost -c "  
SELECT channelid FROM posts  
JOIN users ON users.id = posts.userid  
WHERE users.username = 'surveybot'"
```

2. Delete them safely from the mattermost CLI. For example:

```
xivocc-dcomp exec mattermost mattermost-cli channel delete "
> h37fet418iff3pdpfcj6neht4h
> esu8swozjtnhm8asordwk56jmo"
```

3. Confirm deletion by typing “YES”

## On XiVO CC only

- Upgrade system to Debian 10 (Buster) with the following manual procedure:

1. Run upgrade

```
sed -i 's/stretch/buster/' /etc/apt/sources.list /etc/apt/sources.list.d/
↳docker.list
apt update

export DEBIAN_FRONTEND=noninteractive
export APT_LISTCHANGES_FRONTEND=none
force_yes="--allow-downgrades --allow-remove-essential --allow-change-
↳held-packages"

echo "Executing XiVO CC minimal upgrade actions..."
apt upgrade --yes ${force_yes} -o Dpkg::Options::="--force-confnew"
echo "Executing XiVO CC full upgrade actions..."
apt dist-upgrade --yes ${force_yes} -o Dpkg::Options::="--force-confnew"
apt autoremove --yes
```

2. Check GRUB before rebooting

```
install_device=$(debconf-show grub-pc | grep 'grub-pc/install_devices:' |
↳cut -b3- | cut -f2 -d' ' | cut -d',' -f1)
if [ "$install_device" -a ! -e "$install_device" ]; then
echo -e "\e[1;31mYou must install GRUB BEFORE rebooting\e[0m"
fi
```

If it is broken, fix it:

```
apt-get install grub-pc
rm /boot/grub/device.map
grub-install /dev/<boot_device>
dpkg-reconfigure grub-pc
```

3. Reboot

- Reporting:

- *Restore Kibana configuration.*

- The last 7 days of data will be re-replicated to Elasticsearch, see [Data flow](#). It may take some time if you have a huge amount of calls per week (more than 1 hour if you have 2 million of queue\_log per week).

- **XDS installation only:** you need to update the nginx configuration for WebRTC on MDS if you had already followed the [Enable WebRTC on MDS](#)

1. On your XiVO CC hosting the nginx server, edit the file /etc/docker/nginx/sip\_proxy/sip\_proxy.conf (if this file doesn't exist on your server you can skip this)
2. Change the location location /ws-MDS\_NAME to location /wssip-MDS\_NAME (notice change from ws to wssip)
3. Inside the location,
  1. add the directive auth\_request /validatetoken;

2. and change the `proxy_{connect, read, send}_timeout` parameters as shown
4. Below is an example before/after with `mds1` as `MDS_NAME`:

Before	After
<pre>location /ws-mds1 {      proxy_pass http://10.32.0. ↪201:5039/ws;     ...     proxy_connect_timeout 60m;     proxy_read_timeout 60m;     proxy_send_timeout 60m;     keepalive_timeout 180s; }</pre>	<pre>location /wssip-mds1 {     auth_request /validatetoken;      proxy_pass http://10.32.0. ↪201:5039/ws;     ...     proxy_connect_timeout 1m;     proxy_read_timeout 5m;     proxy_send_timeout 5m;     keepalive_timeout 180s; }</pre>

## On MDS

- You must also install & configure the mail on MDS to be able to have the email notification for voicemail on MDS (see XiVO Main part above):

1. Install and configure mail

```
export DEBIAN_FRONTEND=noninteractive
apt-get install --yes postfix
XIVO_HOST=$(grep XIVO_HOST /etc/docker/mds/custom.env | awk -F "=" '{/1/
↪{print $2}}')
postconf -e "relayhost = $XIVO_HOST"
myorigin=$(dnsdomainname)
[ -z "${myorigin}" ] && myorigin=$(hostname --short)
touch /etc/mailname
echo "${myorigin}" > /etc/mailname
postconf -e "myorigin = /etc/mailname"
postfix reload
```

2. Then you must follow the *MDS install doc* to finish the mail relay configuration.

## Generic upgrade procedure

Then, follow the generic upgrade procedures:

- XiVO PBX upgrade procedure*
- XiVO CC upgrade procedure*
- XDS upgrade procedure*

## 11.2 Freya Bugfixes Versions

### 11.2.1 Components version table

Table listing the current version of the components.

Component	current ver.
<b>XiVO</b>	
XiVO PBX	2020.18.15
config_mgt	2020.18.15
db	2020.18.08
outcall	2020.18.08
db_replic	2020.18.00
nginx	2020.18.02
webi	2020.18.12
switchboard_reports	2020.18.00
<b>XiVO CC</b>	
elasticsearch	7.3.1
kibana	7.3.1
logstash	2020.18.15
mattermost	2020.18.00
nginx	2020.18.03
pack-reporting	2020.18.08
pgxivocc	1.3
recording-rsync	1.0
recording-server	2020.18.13
spagobi	2020.18.00
xivo-full-stats	2020.18.16
xuc	2020.18.14
xucmgt	2020.18.15

## 11.2.2 Freya.16

Consult the [Freya.16 Roadmap](#).

Components updated: **xivo-confgend**, **xivo-full-stats**, **xivocc-installer**

### Reporting

- [#4877](#) - [C] - Missing answer time for consultation call (queue call with transfer to another queue) in call\_on\_queue table
- [#7090](#) - Unoffered events are not generated in xc\_queue\_call

### XUC Server

- [#6308](#) - [Doc] Agent on pause is set back to ready status after refreshing page
- [#6309](#) - [Doc] Roaming agent does not work with 2 webrtc lines - Relogging a webrtc agent with default line on other webrtc line fails

### XiVO PBX

- [#5725](#) - monit generate high disk latency and high cpu usage (Freya)
- [#6641](#) - logrotate seems not working for xivo-confgend on main or MDS

## 11.2.3 Freya.15

Consult the [Freya.15 Roadmap](#).

Components updated: **config-mgt**, **logstash**, **xivo-agentd**, **xivo-config**, **xucmgt**

### Config mgt

- [#4738](#) - CC Manager lags when (de)activating recording for all queues

### Reporting

- [#4754](#) - Upgrade logstash to 7.16.2

### Switchboard

- [#4646](#) - [C] Switchboard : unable to retrieve user id when attempted blind transfers

### Web Assistant

- [#4175](#) - Fix login timeout parameter for CC Agent and switchboard
- [#4314](#) - [C] - As a phone user with an ongoing call, when I quit/refresh the Web Assistant it hangup my ongoing call
- [#4319](#) - [C] - CAS\_LOGOUT\_ENABLE does not work

### XUC Server

- [#4649](#) - [C] - User receives ACD calls while on pause when he is added to a new queue [Freya]

## 11.2.4 Freya.14

Consult the [Freya.14 Roadmap](#).

Components updated: **xivocc-installer**, **xucmgt**, **xucserver**

### Desktop Assistant

- [#4159](#) - [C] - Be able to configure the lang fallback

---

**Important: Behavior change** Added the possibility to change the fallback lang for applications - see [Change default fallback language](#)

---

### WebRTC

- [#4220](#) - WebRTC Unified Plan Support - Freya

---

**Important: Behavior change** WebRTC requires now Chrome version  $\geq 73.0.3683.121$ .

WebRTC now uses so-called *Unified Plan* for SDP (instead of *Plan-B*).

---

## 11.2.5 Freya.13

Consult the [Freya.13 Roadmap](#).

Components updated: **recording-server**, **xivo-config**, **xivo-full-stats**, **xivocc-installer**, **xucmgt**, **xucserver**

### CCAgent

- [#4073](#) - Switchboard (CC Agent) history is wrong for call received from/emitted towards MDS user

### Desktop Assistant

- [#3978](#) - [C] - Close to tray cause application re-opening errors

---

**Important: Behavior change** Closing the Desktop Application from the Taskbar (Right-Click -> Close Window) will now **Quit** the application. Beforehand the application would have been minimized in the Systray (if the option *Minimize to tray* option was checked) but then it couldn't be re-opened from the Systray. Note that if you have an ongoing call you'll be warned before the application is closed.

---

### Switchboard

- [#4112](#) - [C] - POPC - Park call : caller's number takes the agent's number



## Web Assistant

- #4117 - Expose login timeout parameter for CC/UC web applications

## 11.2.6 Freya.12

Consult the [Freya.12 Roadmap](#).

Components updated: **config-mgt**, **xivo-web-interface**, **xucserver**

### Chat

- #4055 - Cannot send a message to a newly created user

### XiVO PBX

- #4011 - [C] - Can't customize user's callerid anymore

## 11.2.7 Freya.11

Consult the [Freya.11 Roadmap](#).

Components updated: **sipml5-xivo-mirror**, **xivo-dao**, **xivo-utils**, **xivocc-installer**, **xucmgt**, **xucserver**

### Chat

- #3971 - [C] - Chat : the answer to a text message won't be received

### Recording

- #4017 - Received calls missing in call history due to lowercase cel events

### Switchboard

- #3977 - New message badge is sometimes missing for unread messages on logging

### WebRTC

- #4008 - [C] - User with special characters in name can't call a WebRTC user

### XiVO PBX

- #3990 - [C] XDS - As a user attached to a MDS (other that XiVO Main), then I cannot customize my Voicemail password by my own
- #4035 - MDS - some logs are not rotated

## 11.2.8 Freya.10

Consult the [Freya.10 Roadmap](#).

Components updated: **xivo-web-interface**, **xivocc-installer**, **xucmgt**

### Switchboard

- #3930 - Unable to hangup ringing call after re-logging for webrtc agent

---

**Important: Behavior change** The calls are not displayed when you come back, for they have been hanged up correctly.

---

### XiVO PBX

- #3950 - UA - Editing user, selection Web RTC prior to Unique Account for line type breaks link between device & user
- #3980 - XiVO installation warnings about missing XIVO\_UUID

### XiVOCC Infra

- [#3958](#) - [Doc] Provide HTTPS URL instead of http/xucmgt ip/port based ones for Desktop Application

### 11.2.9 Freya.09

Consult the [Freya.09 Roadmap](#).

Components updated: **xucmgt**, **xucserver**

#### WebRTC

- [#3925](#) - [C] - Video of called party is seen before he answers

### 11.2.10 Freya.08

Consult the [Freya.08 Roadmap](#).

Components updated: **pack-reporting**, **recording-server**, **xivo-db**, **xivo-lib-python**, **xivo-monitoring**, **xivo-outcall**, **xivo-web-interface**, **xivocc-installer**, **xucmgt**, **xucserver**, **xivo**

#### CCAgent

- [#3838](#) - CC agent Ringtone choice is displayed even if we don't have webrtc line
- [#3926](#) - Agent unable to mute himself while in conference
- [#3928](#) - Display issue when receiving call from external number in CCAgent

#### Chat

- [#3359](#) - Call button in conversation disappears when sending first message
- [#3382](#) - Badge with number of unread messages does not appear after login
- [#3523](#) - UC Assistant - new messages don't show after reload
- [#3620](#) - Chat Refactor - 1 - ConversationController & XucDirectory
- [#3621](#) - Chat Refactor - 2 - Call Remote Party directive & XucDirectory related function
- [#3622](#) - Chat Refactor - 3 - Xuc API
- [#3631](#) - Chat Refactor 4 - Display conversation directive and related XucChat functions
- [#3644](#) - Chat Refactor 5 - sendMessage directive and XucChat related functions
- [#3787](#) - Chat Refactor 6 - Display conversation history directive and controller view
- [#3788](#) - Chat Refactor 7 - New message Badge notification
- [#3789](#) - Chat Refactor 8 - Cleaning and removal of old implementation

#### Desktop Assistant

- [#3804](#) - [C] - UC Assistant - callto tag with E164 numbers fails
- [#3905](#) - Electron squirrel build issue

#### GCU

- [#3861](#) - GCU - Can't create freshly installed XiVO Freya

#### Recording

- [#3709](#) - [C] - Recording server - purge don't work when high number of file
- [#3739](#) - As a recording user I want to be able to search a recording with part of the number
- [#3832](#) - [C] - Recorded files are not seekable under Chrome browser
- [#3854](#) - Purge date is wrong in logs

## Reporting

- #3746 - stats - hangup\_time for an incoming call to a queue transferred to another queue is sometime missing in call\_on\_queue
- #3806 - [C] - Lots of agent history request can load the reporting server

---

**Important: Behavior change** *Agent Call history* is now limited to the last 7 days: it displays the last 20 calls for the last 7 days period (previously it was displaying the last 20 calls with no period limit - which could overload the Reporting Server)

---

## Web Assistant

- #3199 - [C] - Forbid directory lookup with no value

---

**Important: Behavior change** When searching for a contact, the search has to be at least two characters

---

- #3695 - Add the possibility to hide download Windows/Linux on UC Assistant/CCAgent
- #3841 - Desktop assistant links are no more displayed
- #3862 - Duplicate number on outgoing call
- #3887 - Kerberos - authentication after standby or change of networks (cable / wifi)

## XUC Server

- #3679 - Cannot use Cti.dial

## XiVO PBX

- #3669 - Outcall don't keep "Internal" on upgrade
- #3685 - As XiVO admin of entity B I see users of entity A in users list
- #3687 - [C] - Outcall - nb of connection to the database
- #3742 - Wizard error when domain begin by a number

---

**Important: Behavior change** Wizard is less strict on domain name check: particularly it now accepts a digit as the first letter of a domain part.

---

- #3748 - Asterisk codec graphic doesn't work anymore
- #3829 - [C] - UA users are not listed in the function key menu
- #3831 - [C] - UA users are not listed in the Call permission menu
- #3876 - Fix jitter buffer implementation mis-spelling to be able to configure it as adaptive

## 11.2.11 Freya.07

Consult the [Freya.07 Roadmap](#).

Components updated:

### GCU

- #3912 - [GCU] Add "Delete message after notification" to voicemail template
- #3913 - [GCU] Force lower case in username input field to avoid discrepancies with XiVO
- #3914 - [GCU] Enhance error when duplicate username is submitted in form
- #3915 - [GCU] Forbid WebRTC user creation without credentials

- #3918 - [GCU] Allow to set empty credentials on cti login and pawwsord for SIP devices
- #3919 - [GCU] Missing error displayed when deleting non empty template

### 11.2.12 Freya.06

Consult the [Freya.06 Roadmap](#).

Components updated: **GCU**

#### **GCU**

- #3765 - [C] - [GCU] Mode not routed should not be available anymore
- #3766 - [GCU] - Remove not routed mode [backend]
- #3767 - [GCU] - Remove not routed mode [frontend]
- #3768 - [C] - [GCU] Be able to select MDS when creating an entity
- #3769 - [GCU] - Add MDS select menu to the entity page [backend]
- #3770 - [GCU] - Add MDS select menu to the entity page [frontend]
- #3771 - [C] - [GCU] Be able to select WebRTC and UA as peer type in template
- #3772 - [GCU] - Add WebRTC and UA as peer type in the template [backend]
- #3773 - [GCU] - Add WebRTC and UA as peer type in the template [frontend]
- #3774 - [C] - [GCU] User creation page
- #3775 - [C] - [GCU] Be able to type a number with validation on user creation page
- #3776 - [GCU] Be able to type a number with validation on user creation page [frontend]
- #3777 - [GCU] Be able to type a number with validation on user creation page [backend]
- #3778 - [C] - [GCU] Be able to display user creation details and status
- #3779 - [GCU] Be able to display user creation details and status [frontend]
- #3808 - [GCU] - Add auth token to webservice request to configmgt
- #3836 - [GCU] Change nullable column in template table to not null
- #3858 - GCU - Can't add a XiVO Freya
- #3859 - [GCU] Voice to mail is not disabled when voicemail is not checked
- #3860 - [GCU] Warn administrator that number, manually typed, in user creation can be unavailable
- #3863 - GCU - Timeout on gateway when adding XiVO
- #3864 - [GCU] Update dialplan to be compatible with Freya

### 11.2.13 Freya.04

Consult the [Freya.04 Roadmap](#).

Components updated: **xivo-config, xivo-web-interface**

#### **XiVO PBX**

- #3639 - Queue exit context can't be set if there is no Service type of context
- #3645 - [C] - Order function key listing in user form list
- #3667 - [Wizard] Default configuration for France creates outcall routes with context "to-extern"
- #3677 - Web interface - Protocol Type - Missing "n" to "Personalisé"

- #3706 - [C] - Updating the line template breaks the provd config (it removes the sip line info from the configs)

### 11.2.14 Freya.03

Consult the [Freya.03 Roadmap](#).

Components updated: **xivo-db**, **xivo-monitoring**, **xivo-web-interface**, **xivocc-installer**, **xivoxc-nginx**, **xucmgt**  
**CCAgent**

- #3574 - Customer call history does not disappear everytime

#### Desktop Assistant

- #3461 - Desktop Application callto and global shortcut key does not work until refreshing

#### Web Assistant

- #3483 - Presence is not seen unless user has a voicemail or connects to assistant
- #3602 - UC Assistant displays conference call when I click on voicemail button while in call

#### WebRTC

- #3581 - Nginx proxy timeout should be decreased on SIP and CTI websockets

---

**Important: Behavior change** Proxy connection, read and send timeout on the XiVO CC nginx were updated. You need to update the XiVO CC nginx configuration for WebRTC on MDS if you had already followed the [Enable WebRTC on MDS](#).

If so, change in file `/etc/docker/nginx/sip_proxy/sip_proxy.conf`:

- the `proxy_connect_timeout` from `60m` to `1m`
  - the `proxy_read_timeout` from `60m` to `5m`
  - the `proxy_send_timeout` from `60m` to `5m`
- 

### XiVO PBX

- #3319 - Voicemail delete old messages in Deleted directories

---

**Important: Behavior change** Maximum number of deleted voicemail messages was set to 10. The original value will be printed in database log - you can search for "MIGRATE\_BACKUPDELETED". If there is more than 10 messages in the "Deleted" folder, the number of rotated messages will not be decreased.

---

- #3567 - Munin graphics not generated on newly installed XiVO
- #3612 - Given I edit user's line type from Phone/UA to WebRTC, then the device selection should not be possible

### 11.2.15 Freya.02

Consult the [Freya.02 Roadmap](#).

Components updated: **config-mgt**, **xivo-auth**, **xivo-config**, **xivo-service**, **xivo-upgrade**, **xivo-web-interface**, **xivo-webi-nginx**, **xivocc-installer**, **xucmgt**, **xucserver**

#### Config mgt

- #3551 - [UA] - Device choice - Persistence after xuc restart - Config Mgt
- #3557 - SCCP - Provisioning of a SCCP line on SCCP device from webi does not work

### Desktop Assistant

- #3578 - WebRTC peer with ringing call is not unregistered when user exits its desktop assistant
- #3590 - Problème de CSS sur la nouvelle page Gestion d'Appels du DA en Freya
- #3594 - Language difference between desktop and web assistant

### WebRTC

- #3563 - Web RTC - Define a new default sessionlimit for http.conf for new WebRTC based installations
- #3571 - WebRTC doesn't work with UC Addon

### XUC Server

- #3552 - [UA] - Device choice - Persistence after xuc restart - XUC
- #3576 - RabbitMQ connection is not retried if failed at xuc startup

### XiVO PBX

- #3499 - [UA] - Device choice - As a UA user I want that my device choice survive a xuc restart

---

**Important: Behavior change** Unique account latest device selected is now persisted to database. It will be restored upon xucserver restart.

---

- #3535 - XDS - Document how to reset an mds (after installation cancellation or after a while)
- #3555 - Missing provisioning number when editing a user
- #3558 - Given I select WebRTC line type, then the device selection should not be possible
- #3566 - As an admin user I want to be able to change the line type between phone / ua / webrtc

---

**Important: Behavior change** Now, an admin user can change a created user's line type between Phone, WebRTC and Unique account.

---

- #3570 - Changing the context of a user having an extension already used in context does not throw error
- #3573 - Unable to add a new user to a queue or a group while creating it
- #3579 - UCAddon - Upgrade procedure is incomplete
- #3580 - Clean some unneeded calls during clean install
- #3583 - User form and users list small glitches
- #3605 - XDS - XiVO services are started by monit on mds after stopping all

## 11.2.16 Freya.01

Consult the [Freya.01 Roadmap](#).

Components updated:

### XiVO PBX

- #3568 - Add or edit a conference room logs-out user from the webi
- #3569 - UA user can't be created if there are no agents on XiVO

## 11.2.17 Freya.00

---

**Note: LTS Release.** New features and behavior changes are listed above under the *Freya (2020.18)* section.

---

Consult the [Freya \(2020.08\) Roadmap](#).

Components updated: **config-mgt**, **xivo-auth**, **xivo-confd**, **xivo-dao**, **xivo-db**, **xivo-dist**, **xivo-web-interface**, **xivocc-installer**, **xivoxc-nginx**, **xucmgt**, **xucserver**

### Config mgt

- [#3534](#) - Dynamic filter - Rename operator in to contains\_all
- [#3539](#) - [UA] - Line management - API - I want to be able to Update a line for a user
- [#3548](#) - [UA] - Line management - API - Update provd line when creating/editing/deleting user line

### Desktop Assistant

- [#3553](#) - Missing tray icon after lock screen on linux

### Fingerboard

- [#3538](#) - global nginx redirect to 443 from 80

---

**Important: Behavior change** HTTP access redirects now by default to HTTPS version of the page.

The fingerboard was moved from `http: /` to `https: /fingerboard`, as the web assistant is the root in `https`.

---

### Security

- [#3498](#) - [S] Remove useless exposed elasticsearch ports

### Web Assistant

- [#1943](#) - Remove answer button on second incoming call

### WebRTC

- [#3480](#) - Securing SIP Websocket

### XiVO PBX

- [#2965](#) - XDS - Reinstalling an MDS requires database replication to be reset manually at XiVO Main db side
- [#3501](#) - [UA] - Line management - As a XiVO Admin I want to be able to select the UA mode from the Line menu
- [#3503](#) - UA - I shouldn't be able to link a UA account with a group/queue/agent/bossfilter
- [#3528](#) - [UA] - Line management - FRONT END As a XiVO Admin I want to be able to select the UA mode from the Line menu
- [#3532](#) - UA - remove UA users from users' listing in group/queue/agent menu
- [#3536](#) - [UA] - Line management - As a XiVO Admin I want to be able to see new protocols in user listing
- [#3540](#) - [UA] - Line management - As a XiVO Admin I can associate a line to a device already provisioned
- [#3541](#) - [UA] - Line management - As a XiVO Admin I can delete users from the user list menu
- [#3547](#) - [UA] - Device choice - Persistence after xuc restart - Database
- [#3549](#) - Display Custom command on Incall view
- [#3556](#) - Set apt sources correctly for future LTS with xivo-dist

## 11.3 Freya Intermediate Versions

### 11.3.1 XiVO Freya Intermediate Versions

#### 2020.17

Consult the [2020.17 Roadmap](#).

Components updated: **asterisk**, **config-mgt**, **mattermost-docker-xivo-mirror**, **xivo-confd**, **xivo-upgrade**, **xivo-web-interface**, **xivocc-installer**, **xucmgt**, **xucserver**

#### Asterisk

- [#3521](#) - Asterisk crash in pj pool\_caching.c triggered by stun (again)
- [#3527](#) - Build asterisk 16.11.0-1 with patch [#3521](#)

#### CCAgent

- [#3517](#) - As a WebRTC user of CC Agent or Switchboard I can mute myself in the call control

#### Chat

- [#3473](#) - Chat - Surveybot sends messages to the user asking for feedback
- [#3487](#) - Chat is crashing for a user with [remember me] option when forcefully logged out

#### Config mgt

- [#3542](#) - [UA] - Line management - API - I want to be able to Create/Delete a line for a user

#### Switchboard

- [#3397](#) - Creation of a queue in XiVO should be taken into account in the CC without a xuc restart

#### Web Assistant

- [#3479](#) - Mute indicator state is persisted after call is ended
- [#3504](#) - [UA] - Device choice - Finish “choose the device” story (verification, polish ...)
- [#3508](#) - Call management - Call forwarding behavior enhancements
- [#3510](#) - [UA] - Device choice - Handle case of UA user without phone device

#### WebRTC

- [#3514](#) - Xuc sample page: Webrtc can't be initialized

#### XUC Server

- [#3509](#) - [UA] - Default state is not correct for new user
- [#3525](#) - Line updated should reload line configuration in xuc

#### XiVO PBX

- [#3432](#) - [UA] Manage UA lines via CSV
- [#3433](#) - [UA] As a XiVO Admin I want to be able to see the UA lines of each user in the CSV export

---

**Important: Behavior change** Webrtc users are exported with “line\_protocol” column set to “webrtc”.

---

- [#3434](#) - [UA] As a XiVO Admin I can import/update a UA user's line via CSV

---

**Important: Behavior change** Webrtc users are imported with “line\_protocol” column set to “webrtc”. The imported CSV must not have “webrtc” column.

---



- #3478 - Cannot create a SIP trunk for a known sip provider
- #3506 - Cannot list users in webi
- #3524 - MDS - automate the minor upgrade

### XiVOCC Infra

- #3496 - XiVO UC: Recording server unreachable from Xuc when FQDN is set

## 2020.16

Consult the [2020.16 Roadmap](#).

Components updated: **config-mgt**, **xivo-auth**, **xivo-confd**, **xivo-config**, **xivo-dao**, **xivo-install-script**, **xivo-web-interface**, **xucmgt**, **xucserver**

### CCManager

- #3497 - Translation issues in CC Manager

### Config mgt

- #3495 - Add validation for dynamic filters API in configMGT

### Web Assistant

- #3439 - [UA] Clarify UA behavior (doc)
- #3472 - [UA] - Device choice - As a UC assistant (Web or Desktop) user I am able to choose the device (PC, Deskphone) I want to use
- #3490 - [UA] - Device choice - Rewrite the call management directive
- #3491 - [UA] - Device choice - As a UC assistant (Web or Desktop) user I can see the Device Choice section in the Call management menu
- #3492 - [UA] - Device choice - As a UC assistant (Web or Desktop) user I am able to choose the device (PC, Deskphone) I want to use
- #3493 - [UA] - Device choice - As a UC assistant (Web or Desktop) user I want that my device choice is saved
- #3505 - [UA] - Device choice - enhance ui for the switch images

### XUC Server

- #3471 - [UA] - Device Choice - Be able to track separately the deskphone or webrtc line

### XiVO PBX

- #3116 - XDS - Be able to run a subroutine on a call to another MDS
- #3331 - XDS - Voicemail notification by email should work on each MDS

---

**Important: Behavior change** If you upgrade from Freya intermediate version, you must follow new “after upgrade steps” for SMTP relay in the Upgrade Electra to Freya documentation page.

---

- #3458 - [Labels] An admin user I retrieve the correct confd ACL depending on the webi permission
- #3459 - [Labels] As a XiVO Admin I can filter users per labels in webi
- #3470 - [Labels] As a XiVO Admin I can sort and search in the users list page
- #3482 - [Labels] As a XiVO Admin I can see and edit user’s labels association
- #3486 - CSV update disassociates agents from the updated users
- #3500 - Error in webi legacy json api when adding a user

### 2020.15

Consult the [2020.15 Roadmap](#).

Components updated: **config-mgt**, **xivo-confd**, **xivo-dao**, **xivo-web-interface**, **xivoxc-nginx**, **xucmgt**, **xucserver**

#### CCAgent

- [#3449](#) - CC Agent / Switchboard Plantronics Integration

#### Chat

- [#3469](#) - Chat does not work in case the user is forcefully logged out

#### Web Assistant

- [#3448](#) - UC Assistant Plantronics integration

#### XUC Server

- [#3455](#) - Add /version endpoint in nginx to return the XiVO version

#### XiVO PBX

- [#3370](#) - Labels: Add label in the webi
- [#3372](#) - Labels: Manage users membership of labels via CSV
- [#3373](#) - Labels: Move the user listing page to an angular component
- [#3412](#) - Labels: Add a user to an existing label (API)
- [#3422](#) - Labels: As a XiVO Admin I want to be able to see the labels membership of each user in the CSV export
- [#3423](#) - Labels: As a XiVO Admin I can import/update a user with its labels membership
- [#3468](#) - Labels: Configmgt api to list users with pagination

### 2020.14

Consult the [2020.14 Roadmap](#).

Components updated: **sipml5-xivo-mirror**, **xivo-agentd**, **xivo-auth**, **xivo-confd**, **xivo-configend**, **xivo-config**, **xivo-dao**, **xivo-doc-devices**, **xivo-provd-plugins**, **xivo-web-interface**, **xivocc-installer**, **xucmgt**, **xucserver**

#### Desktop Assistant

- [#3466](#) - Fix XiVO Desktop Application - Missing “S” to “Contact”

#### SpagoBi

- [#3444](#) - SpagoBI sample report doesn't work anymore

---

**Important: Behavior change** If you upgrade from a version above 2020.08 and below 2020.14 then you MUST check the postgresql `datestyle` parameter of your XiVO CC:

- Edit `/var/lib/postgresql/11/main/postgresql.conf` and change `datestyle` parameter from `iso, mdy` to `iso, dmy`:

```
datestyle = "iso, dmy"
```

- Reload your pgxivocc database:

```
xivocc-dcomp kill -s SIGHUP pgxivocc
```

- 
- [#3460](#) - Sample reports enhance XLS export

## XUC Server

- #3442 - [C] - Play beep when spy is started on agent's call

## XiVO PBX

- #3143 - MDS Supervise the latency of automatic trunk
- #3391 - [Labels] As a XiVO admin, I want to be able to update a label
- #3392 - [Labels] Add Confid update a label API
- #3414 - [Labels] Be able to use User labels Webi menu as an admin user of the Webi
- #3429 - User with accents in name can't call a WebRTC user
- #3438 - [Labels] When deleting a label, it should dis-associate users associated with it
- #3440 - [Labels] Disable submitting Add or Edit form with Enter key
- #3454 - xivo-ctid is not up just after the reboot (need to wait 2min)
- #3456 - Labels - Small improvements and fixes to be done
- #3457 - XiVO Installation: switch Wizard URL to HTTPS
- #3462 - Labels are inaccessible on a domain name due to CORS
- #3463 - [Labels] Enhance error handling of label menu

## XiVO Provisioning

- #3450 - Yealink firmware: update links for v81 plugin

---

**Important: Behavior change** This plugin update removes the following models:

- T19P E2 / T21P E2
- T23P/G
- T27G
- T40P
- T41S/42S/46S/48S

For these models please upgrade to the v84 plugin.

---

## 2020.13

Consult the [2020.13 Roadmap](#).

Components updated: **asterisk**, **xivo-confd**, **xivo-dao**, **xivo-db**, **xivo-install-script**, **xivo-upgrade**, **xivo-web-interface**, **xivocc-installer**, **xucmgt**, **xucserver**

### Asterisk

- New default asterisk version 16.11.0-xivo2:
  - #3411 - Asterisk crash in pj pool\_caching.c
  - #3431 - Build asterisk 16.11.0-1 with patch #3411

### Web Assistant

- #3437 - DApp download button for linux : text is shifted on FF

## XUC Server

- #3447 - Transfer completion fails: call parties remain on hold

## XiVO PBX

- [#3226](#) - Upgrade to Debian 10 “Buster” for XiVO
- [#3275](#) - Debian 10 Buster: Update ISO build
- [#3371](#) - [Labels] Add a user to an existing label (Webi)
- [#3379](#) - XiVO UC Addon handle pgxivocc upgrade
- [#3388](#) - [Labels] As a XiVO admin, I want to be able to add label
- [#3389](#) - [Labels] Add Confd create label API
- [#3394](#) - [Labels] As a XiVO admin, I want to be able to delete a label
- [#3396](#) - [Labels] Add delete button in Webi for labels
- [#3413](#) - Make database evolution work for version between Boréalis and Callisto

### XiVO Provisioning

- [#3427](#) - Yealink firmware: update plugin for v84 to version 84.0.125

### XiVOCC Infra

- [#3428](#) - Debian 10 Buster: XiVO CC installation on Debian 10

## 2020.12

Consult the [2020.12 Roadmap](#).

Components updated: **asterisk**, **xivo-auth**, **xivo-confd**, **xivo-dao**, **xivo-web-interface**, **xivo-webi-nginx**, **xivocc-installer**

### Asterisk

- [#3378](#) - Prepare asterisk 16.11.0

---

**Important: Behavior change** New default asterisk version 16.11.0

---

### XiVO PBX

- [#3387](#) - [Labels] Create new Webi page for listing labels
- [#3390](#) - [Labels] Add creation form in Webi for labels
- [#3393](#) - [Labels] Add update form in Webi for labels
- [#3395](#) - [Labels] Add Confd delete labels API
- [#3401](#) - Debian 10 Buster : MDS upgrade - finalize manual upgrade procedure
- [#3407](#) - Be able to authenticate logged webi user to confd API
- [#3408](#) - Proxify calls to authd and confd via nginx with cookie validation
- [#3409](#) - Create a xivo-auth backend that can return a token based on a Webi cookie

### XiVOCC Infra

- [#3227](#) - Debian 10 Buster: XiVO CC upgrade to Debian 10
- [#3298](#) - Debian 10 Buster: Add XiVO to PXE
- [#3418](#) - Mattermost admin password lost after upgrade

## 2020.11

Consult the [2020.11 Roadmap](#).

Components updated: **asterisk**, **xivo-bus**, **xivo-confd**, **xivo-dao**, **xivo-db**, **xivo-install-script**, **xivo-manage-db**, **xivo-upgrade**, **xucmgt**

### Desktop Assistant

- [#3406](#) - Automate the creation of msi installation file for desktop assistant

### Web Assistant

- [#3403](#) - UC Assistant : long names display is wrong in three party conferences

### XiVO PBX

- [#3381](#) - Debian 10 Buster: Finish upgrade to Debian 10
- [#3385](#) - [Labels] Create a SQL script to add labels tables and relation table with userfeatures
- [#3386](#) - [Labels] Add Confd labels list API
- [#3399](#) - Debian 10 Buster: Handle upgrade from Boréalis, Callisto and Deneb
- [#3404](#) - Debian 10 Buster: Build DAHDI modules when upgrading from stretch

---

**Important:** If you upgrade from version 2020.10, you must downgrade python-werkzeug:

```
apt-get install python-werkzeug/buster
```

---

## 2020.10

Consult the [2020.10 Roadmap](#).

Components updated: **asterisk**, **dahdi-linux**, **xivo-auth**, **xivo-confd**, **xivo-dao**, **xivo-db**, **xivo-dird**, **xivo-dist**, **xivo-fetchfw**, **xivo-manage-db**, **xivo-provisioning**, **xivo-python-kombu-packaging**, **xucmgt**, **xucserver**

### CCAgent

- [#3285](#) - Call history should have the same aggregation display than in UC assistant

---

**Important: Behavior change** New display of agent history which is now like UC assistant, i.e. grouped when having multiple times the same caller/callee during the day

---

### Chat

- [#3361](#) - First message in conversation not displayed when sending to new user

### Desktop Assistant

- [#3360](#) - Second call via `callto:tel:` link hangup my ongoing call

### Web Assistant

- [#2310](#) - Link to download the assistant
- [#3351](#) - Move logout button in the parameter (hamburger) menu

### WebRTC

- [#2705](#) - Unregister WebRTC peer when user exits its UC/CC application

### XUC Server

- [#2746](#) - Agent state changes from Pause to Ready after editing user in webi

- [#2750](#) - DND is disabled when logging to UC assistant

### XiVO PBX

- [#3229](#) - Be able to use Debian 10 “Buster” with MDS
- [#3273](#) - Debian 10 Buster: Install XiVO by script
- [#3306](#) - Debian 10 Buster: Build Asterisk for Debian 10
- [#3334](#) - Debian 10 Buster: Update DKMS for DAHDI on kernel 4.19
- [#3366](#) - Debian 10 Buster: python dependencies
- [#3367](#) - Debian 10 Buster: Add APT sources to debian installed from PXE

## 2020.09

Consult the [2020.09 Roadmap](#).

Components updated: **pgxivocc**, **xivocc-installer**, **xucmgt**, **xucserver**

### Chat

- [#2831](#) - As a user I can easily call the user I’m chatting with

### Desktop Assistant

- [#3337](#) - Update electron framework to latest stable version
- [#3338](#) - When using click to call for a second call, my first call is hang up

### Web Assistant

- [#3318](#) - MDS user cannot mute in conference when he calls the same conference for the second time
- [#3324](#) - Mute or unmute display issue

### WebRTC

- [#2673](#) - As a Webrtc user I want to be able to mute myself
- [#3333](#) - In a conference, I can mute myself by clicking on the volume meter

### XiVOCC Infra

- [#3312](#) - Integrate pgxivocc migration to the upgrade procedure

### CCManager

- [#3358](#) - ccmanager : wrong translations for dissuasion tab

## 2020.08

Consult the [2020.08 Roadmap](#).

Components updated: **debian-pxelinux**, **pgxivocc**, **xivo-full-stats**, **xivo-switchboard-reports**, **xivo-web-interface**, **xivocc-installer**, **xucmgt**, **xucserver**

### Desktop Assistant

- [#3304](#) - Prevent refreshing the desktop assistant if a call is ongoing

### Reporting

- [#3197](#) - stats - hangup\_time for an incoming call to a queue transferred to another queue is missing

### Switchboard

- [#3237](#) - Having an icon that reminds keyboard shortcuts to the user
- [#3297](#) - Switchboard report may not be generated because of timeout

- [#3305](#) - Add more results to the switchboard history

#### Web Assistant

- [#3303](#) - Error in xucmgt with webrtc line with xucserver <= 2020.07.01

#### WebRTC

- [#1578](#) - A warning must be displayed in browser when refreshing/closing the xivo assistant web page
- [#2216](#) - As a WebRTC user I can choose my ringtone

#### XUC Server

- [#3301](#) - Can't initiate a second call

#### XiVO PBX

- [#2179](#) - Monit buttons don't work
- [#3274](#) - Debian 10 Buster: Add Debian 10 to PXE
- [#3313](#) - rabbitmq (or sysconfd or configmgt) fails to start if server hostname is wrongly resolved or slowly resolved in rabbitmq container

#### XiVOCC Infra

- [#3228](#) - Upgrade pgxivocc to postgres 11.7
- [#3314](#) - XiVO UCAddon: recording server is not on time





## CHAPTER 12

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### Indices and tables

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