OVERVIEW

Net Server allows applications to integrate with the IPedge system to provide advanced services. Toshiba Call Manager is an example of client application which works with the IPedge. Other applications such as Toshiba ACD is also integrated with IPedge through the Net Server. In order to support those applications, Net Server manages Call Manager users, other application login credentials, and user groups.

All users will have Call Manager Advanced with Voice Client VoIP plug-in soft phone installed.

Note: Soft IPT stand-alone softphone is not supported on VIPedge Systems.

Net Server

Not Applicable.

Net Server

Not applicable.

PROGRAMMINGNet Server is pre-installed on the IPedge system and can be activated
using IPedge Enterprise Manager. Add Net Server to Enterprise Manager
and configure the IO port in the IPedge system. After applying the license,
Net Server is ready to be used. If further configuration of Net Server is
necessary for server based Call Manager configuration, please see Net
Server administration section page -5 for details.

ADD NET SERVER 1. Using your web browser, enter the Enterprise Manager application IP address.

2. From the Administration menu, select Enterprise > Component Services.

DSI	HIBA		Admin Administrator	
	Administration	System 9	station Trunk LCR/DR	I IPedge Net
	Enterprise ->		Servers	
	Users		Component Services	
	Roles		Server Management	
(ou		>	×	1
Ser	ver Name: IDedoe	TD Address	150 110 102 175	
50	ver name. reuge	IF Address.	159.119.105.175	
rste	em Summary	IP Address.	159.119.105.175	
yste D	em Summary	IF Address.	Default Enterprise	
yste	erprise Name	IF Address.	Default Enterprise 123 Enterprise Ctr	
Ente Stre City	erprise Name et Address , State, Zip ne Number	IP Address.	Default Enterprise 123 Enterprise Ctr Enterprise City, State 1 800 ENTERPRISE	
Ente Stre City Phor Ema	erprise Name erprise Name et Address , State, Zip ne Number il Address	IF Address.	Default Enterprise 123 Enterprise Ctr Enterprise City, State 1 800 ENTERPRISE sysadmin@enterprise.co	m

- 3. Click the Server Application tab.
- 4. Click the Add icon.
- 5. Select Net Server from the Application Name list (shown below).

Server Application	
Server Application	×
Application Name: Net Server	Applicaton IP Address: 127.0.0.1 OK Cancel

- 6. Add the IP Address: 127.0.0.1
- 7. Click OK.

SETUP THE I/O PORT 1. Using Enterprise Manager, go to System > I/O Device.

- 2. Click the New icon.
- 3. Choose any one of available CTI#0~8 for the Logical Device No.
- 4. Set the Application Type to Server
- 5. Server Port No. must be 1100 for Net Server.

Important! Do not configure any other application including Attendant Console to use Port 1100.

6. Click the Save icon.

NET SERVER ADMINISTRATION Net Server administration allows the administrator to configure the Net Server to control the behavior of Call Manager client application. It is designed to provide the basic operations of Call Manager without any configuration. If the administrator requires the advanced operations such as pushing settings to the clients, Net Server administration needs to be used.

To access Net Server

Using Enterprise Manger, go to Application > Net Server menu.

NET SERVER MENU Net Server menu provides access to the basic setup for Net Server application on IP*edge* server.

TOS	HIBA		
	Net Server	Level 2	Dial Rule
	Status		
0.00	Setup		
Syste	Properties		
Set			×

Status The Status sub menu provides real time information on the Net Server.

Clients Tab

Clients tab shows the status of all the client applications that are connected to the Net Server. It includes all the component applications that are parts of Net Server and all the client Call Manager applications that are connected to the Net Server.

SHIBA	Admin Administrator	GN5 0.0.1-18 Close
Net Server Level 2 Dial	Rule Help	
Net Server - Status	S 3	
Clients Services		
- 2: GnsServlet	Handle = 2	
DEVICEQUERY	Name = GnsServlet	
LVL2OAI_CONFIG	Display Name =	
NETSERVER_CONFIG	Logged In = True	
- 3: GnsServlet	Extension =	
DEVICEOUERY	Is Remote = False	
UVI 20AL CONFIG	Using Features = E_CNX=1 for CLIENT Using Service DEVICEOUERY	
NETSERVER CONFIG	Using Service LVL2OAI_CONFIG	
fillevel20AI	Using Service NETSERVER_CONFIG	
7. Device Over		
2. DeviceQuery		
8: DiaiPlan		
ILVL2OAI		
= 15: mmouse		
MSG		
- 21: mmouse		
DSS		
LVL2OAI		

Services Tab

Services tab shows the real time status of system component services running.

DSHIBA	Admin Administrator GNS 0.0.1-18 Close
Net Server Level 2 Dial	Rule Help
Net Server - Status	
Clients Services	
ALARM	Service Name = COPYKEY Clients:
COPYKEY	(None)
DEVICEQUERY (2)	Raw data: SFES=40 DFES=4400 NPVO=200 E_MAN&090911 NSYS=1
2: GnsServlet	Status: Copy Key Valid Emulating House: Ealse
3: GnsServlet	Warranty: Maintenance Period Ends on 9/9/2011
DIALPLAN	Key ID: 003048FBC744,003048FBC745
-DSS (1)	Fea: SFES, Total=40, Used=20
21: mmouse	Fea: DFES, Total=4400, Used=22
-LVL2OAI (2)	Fea: NPVO, Total=200, Used=0 Fea: F_MAN, Value=090911
-13: mmouse	Fea: NSYS, Total=1, Used=0
	Fea: E_CNX, Total=1000, Used=8
UVI 20AT, CONETG (2)	
2: GosServlet	
2. Grisber viet	
S: Grisserviet	
MSG (1)	
In 15: mmouse	
 NETSERVER_CONFIG (2) 	
2: GnsServlet	
3: GnsServlet	
SERVICE	

Setup Setup sub menu allows the administrator to manage client users, service components, applications, and groups.

Users tab is used to manage the login information of the client applications. Clients can be automatically added (see Net Server Property sub menu) or can be added/modified from this tab.

🏉 I P	edge Net Server -	Windows Interne	t Explorer				
1	OSHIBA			Admin Administrator	GN	5 0.0.1-18 Close	×
	Net Server Le	vel 2 Dial Rule	Help				
	🔑 Net Server - Users		6 👂 6				
	Users Service	s Applications	User Groups				^
	User Name 🔺	Extension	Srvc Access	Logins	Allow to be Remote	Login Failures	
	Oefault>		0	0	No		
	Admin		0	0	No		
	dduck		0	6	No		
	DeviceQuery		0	64	No		
	DialPlan		0	67	No		
	GnsServlet		0	231	No		=
	goo fy	1000	0	20	No		
	Level20AI		0	107	No		
	mmouse	1002	0	505	No		
			Total	records found: 9			
	Click on other tabs to car	tinue with the configurat	ion, you can click submit to cra-	ata junt a unar			
	click on other tabs to cor	runue war ale comigurat	uon, you can cick submit to crea	ate just a user			~
Done					Signal Local intranet	👘 🔹 🔍 100%	•],

When you Add or Edit a checked entry, data can be entered from the following screen.

9 IPedge Net Server - Windo	ows Internet Explorer	
TOSHIBA	Admin Administrator	GN5 0.0.1-18
Net Server Level 2	Dial Rule Help	
🔑 Net Server - Users		
🖲 User Name:	Password:	
2001 OK		
Extension:	Service Access:	
0K	U	
Logins:	Consecutive Login Failures: 0	
Login Failures:		
Uast Login Failed On:		
Change Password:		
Allow to be Remote:		
Group Membership:		
Disney		

Name	Description
User Name	Name of the user to use for Net Server login
Password	Password used for Net Server login
Extension	Directory Number (DN) of extension that the user controls
Service Access This is a number that determines which services the client has access to. Each service has a Service Level number, and a construction will have access to all services whose Service Level is less the equal to the client's service level access number.	
Logins	Count of logins
Consecutive Login Failures	Count of consecutive login failures. Can be edited to reset the count.
Login Failures	Count of login failures. Can be edited to reset the count.
Last Login Failed on	Date and time of the last login failure
Change Password	Yes to allow the user to change the password
Allow to Remote	Yes to allow the user to connect remotely using the remote port (TCP port:8768)
Group Membership	A list of defined Groups is listed, Placing a check mark in the appropriate Group Name assigns that user to that Group. New Group can be created from User Group tab.

Services Tab

Use the Services tab to manage the component services running under Net Server.

It defines which services are on the server and what clients can use them. Services are automatically defined when they are installed, and do not need to be modified.

TOSHIBA		Admin Administrator	GN5 0.0.1-18 Close 🗵
Net Ser	ver Level 2	Dial Rule Help	
P Net Serve	r - Services		
Users	Services Ap	oplications User Groups	
Level Na	ime 🔺	Description	
0 A	LARM	Alarm Service	
0 C	OPYKEY	Copy Key Service	
🗌 0 Di	EVICEQUERY	Device Query	
0 DI	IALPLAN	Dial Plan	
0 D:	SS	DSS Service	
0 L	VL20AI	Level 2 OAI Service	
0 LV	VL20AI_CONFIG	Level 2 OAI Configuration Service	
0 LV	VL2OAI_DUMP	Level 2 OAI Dump Service	
🗌 0 M	SG	Silent Message Service	
0 N	ETSERVER_CONFIG	NetServer Config	
Page Size	10 🗸	Records 0 - 10 of 11 Page Nu	umber: 1 💌 1(2) >>
Click on other	tabs to continue with	the configuration, you can click submit to create just a user	
		Second Se	🖓 🔹 🔍 100% 📼

When you Add or Edit a checked entry, data can be entered from the following screen.

🏉 IP	edge Net Server - Wind	ows Internet Explorer		
	OSHIBA	Admin Administrator	GN5 0.0.1-18	Close 🗵
	Net Server Level 2	Dial Rule Help		
	P Net Server - Services			
	🕄 Name:	Password:		
	DIALPLAN	••••		
	Description: Dial Plan Service Level: 0			
Done	1	S Local intranet		,100% •

Field	Description
Name	Service name which must be unique in the system
Password	Password for the service to login to Net Server. Typically, it should not be changed.
Description	Description of the service
Service Level	Service Level determines which clients can access this service. Each client has a service level access number, and a client will have access to all services whose Service Level is less than or equal to the client's service level access number.

Application Tab

The Application tab defines the users for each application and allows you to assign a policy based on the user or the group. Please see Group tab section for the specific information on the group policies.

See the "Server Based Call Manager Configuration" on page -22 for setting up the server based configuration for Call Manager.

edge Net Serve	• - Windows I	nternet	Explorer			
ISHIBA			Admin Admi	inistrator	GNS 0.0.	1-18 Close
Net Server	Level 2 🕴 Dial	Rule H	ielp			
Net Server - Appl	ications		6 👂 🖪	3		
			364 0.064 0.06			
Users Serv	ices Applicat	tions	User Groups			
Name A	Name	COS	Extra #1	Extra #2	Read Level	Modify Level
Admin	Admin	0	0	0	World	World
Admin	Disney	63	0	0	World	World
IPedgeCallMana	ger <default></default>	0	0	0	Denied	Denied
MsgPop	<default></default>	0	0	0	Denied	Denied
NetPhone	<default></default>	0	0	0	Denied	Denied
NetPhone	Disney	63	0	0	World	World
			Total records foun	d: 6		
Click on other tabs to	continue with the c	onfiguratio:	n, you can click submi	t to create just a	user	
			S	Local intranet	46	• 🖲 100%

When you Add or Edit a checked entry, data can be entered from the following screen.

SHIBA			Admin Administrator
Net Server Level 2	Dial Rule H	elp	
Net Server - Applications) 💽 🔍	
Application Name:			
IPedgeCallManager 🔶	Class of Serv	vices:	
	COS:		
User Information	0		
User or Group:	0		
[Marketing] group 🚽	Server Adr	nin Privilege:	
Ear of Add	Use Server	-based	App Files
Read Level:	Configurations		
Denied 👻	m		
1 Modify Level	Crown Adm	in Drivilana#1	Cours Admin Brivilano#7
Denied -		in Privilegen I.	
U License Mode:	Other App	Privilege#1:	Other App Privilege#2:
Local			
0.5.000			

Field	Description
Application Name	Name of the application
User or Group	Usually, the client name of the user is shown (see Clients). When it is set to <default> (or leaving it blank) the settings for the Default User can be defined. It can be used to define the settings of typical users while any additional clients that need settings other than those of the Default User can be defined separately. Each user can be assigned to a group by setting this number (application may use this to standardize settings/features for each group).</default>
Read Level	This defines the access privileges for being able to read information about the application. The settings are Denied, Self, Group, or World.
Modify Level	This defines the access privileges for being able to modify the information about the application. The settings are Denied, Self, Group, or World.
License Mode	Specify the license that users in the group should use: Local – Use Advanced or Standard license specified during the installation. Advanced – Use Advanced license. Standard – Use Standard license. Auto – Try Advanced license first, and if not available, try standard license.
Setting #2	Reserved for future use.
COS	Define a COS number. These options are used to control the user access privileges. COS ranges from 0 to 63 is the sum of values assigned to each privilege shown below.
Server Admin Privilege	Enables the user to do administration of server configuration files. (value: 1)

Field	Description
Use Server-based Configuration	When enabled, user will get the program configuration settings from the server specified by application files. If this is disabled, the user will get configuration settings from the local PC. (value: 2)
Group Admin Privilege#1/2	Determines if this user can perform functions for the group (unique to each application). (value: 4/8)
Other App Privilege#1/2	Determines if this user can perform other functions (unique to each application). (value: 16/32)

User Groups Tab User Groups tab defines the group of users to apply the common settings to multiple users.

🏉 IPedge Net Server - Windows	Internet Explorer	•		
TOSHIBA	Admin Administrator	GN5 0.0.1-18	ose 🗵	
Net Server Level 2 Dia	il Rule Help			
P Net Server - User Groups				
Users Services Applic	ations User Groups			
Group Name				
Disney				
	Total records found: 1			
Click on other tabs to continue with the configuration, you can click submit to create just a user				
	Second Second Second Second	👘 • 🔍 10	096 🗸	

When you Add or Edit a checked entry, data can be entered from the following screen.

For an example refer to "Create User Groups" on page -22

🏀 IPedge Net Server - Winde	ows Internet Explorer	
TOSHIBA	Admin Administrator GNS 0.0.1-18	Close 🗵
Net Server Level 2	Dial Rule Help	
P Net Server - User Groups		
Group Name: Users in Group:	<cadd coefault="" content="" users:=""> Admin dduck DeviceQuery DeviceQuery DeviceQuery Level2OAI mmouse</cadd>	
Done	Second Se	R 10096 🔹

Field	Description
Group Name	Name of the group
Users in Group	List of users that are currently included in the group. A user can be removed from the group by selecting the user and clicking Remove.
Other users	List of users that are not currently in the group. A user can be added by electing the user and clicking Add.

Properties Tab

Properties tab is used to configure the Net Server.

🏉 IPedge Net Server - Wi	ndows Internet Explorer	
TOSHIBA	Admin Administrator	GN5 0.0.1-30 Close 🗵
Net Server Level	2 Dial Rule Help	
Net Server - Properties		
Allow Net Server to automa v Also show clients that have v Force update of IPedge Cal v	ically add new clients(Note: On Local port only.): acted as a service.: Manager to Version V7.2.19.0:	
Done	Uccal intranet	📲 🔹 🔍 100% 👻 💡

Item	Description
Allow Net Server to automatically add new clients (Note: On local port only)	Check this to automatically add users when they connect to the Net Server first time. It is primarily intended to allow Call Manager users to create a user name and password in the system when they login the first time. The user will take on the default parameters for a user of that application.
	Do not enable this option if the administrator should control the access for each user, this option should not be enabled. To manually create or modify users go to the "Clients Tab".
Also show clients that have acted as a service	Control whether to show a component that is acting as a server in the client list.
	When checked, the Net Server Administrator / Users tab will show the main services running like Dial Plan, Level2OAI. When un-checked, it only shows the Call Manager Users, and Admin Accounts.
Force update of IP <i>edge</i> Call Manager to Version Vx.x.x.x	Whether to upgrade the Call Manager installed on the client with the one in the server. Version shows the actual version number of the Call manager on the server. Please see Server Based Call Manager Upgrade section.

LEVEL 2 MENU Level2 menu allows the administrator to configure various items managed by Level2 which processes the Computer Telephony Integration with the IPedge system.

Net Server	Level 2 Dial Rule	
	Devices	
System Summary	Canned Presence	
	Logging	

Devices Menu Device menu manages the device table which provides an Extension Directory for Call Manager.

IPedge Net Server - Windows Internet Explorer		
TOSHIBA	Admin Administrator GNS 0.0.1-18	Close 🗵
Net Server Level 2	Dial Rule Help	
Level 2 - Devices		
Synch Table with Swite	h Automatic Synch every Midnight	
Extension		
000 Bugs 001 002 003 004 006 006 0006 0007 008 009		
Page Size 10	Records 0 - 10 of 13 Page Number: 1 💌 1(2) >>
Done	Scal intranet 🦓 👻 🍕	100% -

Device Table

Device table can be created manually by creating or copying an entry, or it can be automatically populated by using Synch Table with Switch.

It is also possible to automatically update every midnight by checking Automatic Synch Every Midnight check box.

Canned Presence (Message)

Canned Presence (Message) menu enables the administrator to define messages used by Call manager for the additional information on the presence status. System standard default messages are defined, and the administrator can change them. Twenty different messages are possible.

SHIBA	Ad	min Administrator	GNS 0.0.1-18	Clos
Net Server Level 2	Dial Rule Help			
Level 2 - Canned Presence				
	0 2500 2500 X			
Canned Presence Message	s]		
Do Not Distrub				
Leave a Message				
In Meeting until				
In Meeting				
On Vacation 'Til				
On Vacation				
Call Me at				
At the Doctor				
On a trip				
On break				
Out of town till				
Out of Office				
Out until]		
With a Client]		
With a Guest]		
At Home]		
]		
]		
		-		

Logging Logging menu can control the level of trace information for the problem investigation. All items are checked by default and do not have to be changed unless instructed to so by Toshiba Technical Support.

🏉 IPedge Net Server - Windows Internet Explorer			
TOSHIBA	Admin Administrator GNS 0.0.1-18	Close 🗵	
Net Server Level 2 Dial Rule Help			
Level 2 - Logging			
CSTA Event Logs Show CSTA Events Show "Keep Alive" Status Events Show "Neep Alive" Status Events Show "DOES Harders	Client Event Logs Show Client Events Show Detailed Monitor Events Chow Engineering Debug Events		
Show Raw CSTA Stream Data Events	Show CHECK_MON Events		
Done	🧐 Local intranet 🦓 🔹 🍕	100% -	

- **Dial Rule Menu** Dial Rule Menu allows the administrator to define the dialing rule to be applied automatically when the application such as Call Manager makes a call.
 - Dial Plan Dial Plan sub menu defines how the system interprets the dialing string. When the Use SERVER Dial Plan is checked in the Preference in Call Manager, dialing digits from Call Manager are interpreted based on the rule defined in the Dial Plan.

OSHIBA		Admin Administrator	GNS 0.0.1-18
Net Server	Level 2 Dial Rule Help		
	Dial Plan		
System Summary		×	
Software Version:	GNS 0.0.1-18		
License:	Status: Copy Key Valid Emulating House: False Warranty: Maintenance Period I on 9/9/2011 Key ID: 003048FBC744,003048FBC745 Key Expiration: Fea: SFES, Total=40, Used=20 Fea: NPVO, Total=400, Used=2 Fea: NPVO, Total=400, Used=2 Fea: NPVO, Total=400, Used=2 Fea: SYS, Total=1, Used=0 Fea: E_CNX, Total=1000, Used	Ends 0 =5	
Level 2 Status:	Up (3) Working		

Each area of the US uses a different set of rules for determining which calls are local or long distance calls. The opening pages of your phone book are a good source for how to dial different numbers in your area. Your System Administrator will also need to define access codes for reaching outside lines. These pages generally define how to dial different areas and provide a listing of prefix codes for the local calling areas.

Three typical examples are:

- Phoenix, AZ all calls within the "602", "480", and "623" area codes are considered to be local calls, while all calls outside those area codes are considered long distance.
- Santa Fe, NM calls to some office codes within the "505" area code are considered to be local calls, while other calls to the "505" area code are considered long distance.
- Atlanta, GA all calls to area codes "770" are considered to be local calls while some calls to the "404" and "678" area codes are also considered to be local calls.

- Calling Within My Home Area Code
- Home Area Code Set this to the Area code where the phone is located. This will be used by Call Manager to determine which dialed calls are within your home area code and when searching a contact manager (reverse screen-pop) the dialed number will need the area code included, i.e. Microsoft Outlook.
- All calls in my Area Code Select All Calls in my Area Code if all calls with the same area code can be considered as local calls.
- Calls to Selected Office Codes Select Calls to Selected Office Codes when only certain office codes in the same area code are considered to be local calls. If this option is selected, the following office code entry screen is displayed.
 - To Add Local Prefix Codes Enter the prefix code and click Include. The wild card character # can be entered at the end of a prefix code entry to represent a range of codes. For example, 75# would represent all codes 750 to 759; and 7## would represent codes 700 to 799. If certain numbers need to be excluded from the wild card range, specify the number and click Exclude.
 - To Delete Local Prefix Codes Highlight a prefix entry and click Delete. The delete button removes the entire entry from the list, therefore if the entry has a wild card, then it removes all codes represented by the wild card.
- Dial Area Code on Local Calls Enable this feature in areas such as Atlanta, where full 10 digit number must always be used (include the area code) even when the call is local. Most areas of the US, local calls do not include the area code and dial only 7 digit numbers for local calls. Any number dialed from another program or hot key dialing will be down to its base 7 digits by removing the Home Area Code before it is dialed.

SHIRA	Admin Administrator	GN5 0.0.1-18	Close
Net Server Level 2 Dial P	ule Help		
Dial Rule - Dial Plan			
Calling within My Home Area Code			
B Home Area Code:	949		
Dccal Calls			
All calls in my Area Code:	0		
Calls to Selected Office Codes:	\odot		
Dial Area Code on all Local Calls:			
Long Distance Calls			
Add + 1:			
Dial Area Code plus the Number:			
Local Office Codes			
5##			
Delete	- I		
Delete	<u> </u>		
Include	e Exclude		
Calling Outside the Home Area Code			
Local Calls			
None:	0		

- Add+1 Check the box if you need to dial a leading 1 before the number for calls within your Home Area Code.
- Dial Area Code Plus the Number Check the box when the home area code is also to be dialed.
- Calling Outside the Home Area Code
- Local calls
 - Select None when a different area code is always a long distance call.
 - Select Calls to Selected Area+Office codes when certain area codes are considered to be the local call area. If this is selected, the following area code entry screen is displayed.
 - To Add Local Area+Prefix Codes Enter the six digit area+prefix code, then click Add. The wild card character # can be entered at the end of a prefix code entry to represent a range of codes. For example, 602### would represent all prefix codes in area code 602. If certain numbers need to be excluded from the wild card range, enter the number and click Exclude.
 - To Delete Local Area+Prefix Codes Highlight a prefix entry, then click Delete. The delete button removes the entire entry from the list, therefore if the entry has a wild card, then it removes all codes represented by the wild card.

🏉 IPedge Net Server - Windo	ows Internet Explorer	
TOSHIBA	Admin Administrator	GNS 0.0.1-18 Close 🗵
Net Server Level 2	Dial Rule Help	
🔑 Dial Rule - Dial Plan		
		~
Calling Outside the Home Are	a Code	
Local Calls None:	0	
Calls to Selected Area + Office (Codes: 💿	
Long Distance Calls		
Add + 1:		
Other Area + Office Codes	_	
7145##		
	Delete	
	Include Exclude	
Test a Phone Number		
Test Number:	Check	
Dialed Number:		
Reason:		
		~
Done	Second Second Second	🖓 🔹 🔍 100% 🔹 .

- For Long Distance Calls add +1 Check the box when you need to have a leading one (1) added when making long distance calls outside your home area code.
- Click Save when done.

Test a Phone Number

Test a Phone Number – Dialing plans can become complex. Use these boxes to enter different telephone numbers and check to see the number that will be dialed. The dialed number should be identical to what you need to dial when using your phone to manually dial.

Server Based Call Manager Configuration Creating a Server-based Class of Service for Call Manager begins in the group creation of Net Server administration, followed by creating your configuration on the Call Manager Admin, then publishing the configuration files to the Net Server.

1. Use Net Server > Setup and click User Groups tab.

The steps below show an example of creating two user groups, users and administrators, and assigning a class of service to each. Multiple groups can be assigned, each with its own configuration created by the Administrator common to that group.

Create User Groups

- 2. Click Add button
- 3. Type in a group name to represent the Call Manager administrator (CallManager Admin in this example) and click Save.

Admin Administrator CHS 0.0.1-18 Cose X Net Server Level 2 Dial Rule Help P Net Server - User Groups Image: Cose Image: Cose <t< th=""></t<>
Net Server Level 2 Dial Rule Help Image: Composition of the server - User Groups Image: Composition of the server - User Group Name: Image: Composition of the server - User Group Name: Image: Composition of the server - User Group Name: Image: Composition of the server - User Group Name: Image: Composition of the server - User Group Name: Image: Composition of the server - User Group Name: Image: Composition of the server - User Group Name: Image: Composition of the server - User Group Name: Image: Composition of the server - User Group Name: Image: Composition of the server - User Group Name: Image: Composition of the server - User Group Name: Image: Composition of the server - User Group Name: Image: Composition of the server - User Group Name: Image: Composition of the server - User Group Name: Image: Composition of the server - User Group Name: Image: Composition of the server - User Group Name: Image: Composition of the server - User Group Name: Image: Composition of the server - User Group Name: Image: Composition of the server - User Group Name: Image: Composition of the server - User Group Name: Image: Composition of the server - User Group Name: Image: Composition of the server - User Group Name: Image: Composition of the server - User Group Name: Image: Composition of the server - User Group Name: Image: Composition of the server - User Group Name: Image: Compos
Image: Composition of the series in Group: Image: Compos
Group Name:
Group Name: Users in Group: Other Users: Opfault>

- 4. Click Add button again, and this time, type in a name to represent the Call Manager Users' group (Call Manager User in this example).
- 5. Repeat above steps for other groups if necessary.

Assign Users to Call By assigning Groups to the Call manager application enables you to Manager Application

assign a common "Class of Service" and "Configurations" for all users in a group. Individuals that are not part of a group can also be assigned as a Call Manager application user.

- Select the Applications tab, and click Add icon. 1.
- 2. Select the Call Manager in Application Name drop down.
- 3. Select the administrator group (ex. Call Manager Admin) from the drop down menu for User or Group.
- 4. Select World for both Read Level and Modify Level from their respective drop-down boxes.
- 5. Place a checkmark in the Server Admin Privilege checkbox.
- 6. Select the License Mode.
- 7. Click Save icon.

SHIBA	P	Admin Administrator		
Net Server Level 2	Dial Rule Help			
Net Server - Applications				
Application Name:				
IPedgeCallManager 🚽	Class of Services:			
	OCOS:			
User Information	0			
User or Group:	Ac Hind			
[Marketing] group 🚽	Server Admin Privilege:			
Editor And				
	Use Server-based	App Files		
Read Level:	Configurations:			
Venied V				
🕕 Modify Level:	Group Admin Privilege#1:	Group Admin Privilege#2:		
Denied 👻				
0				
Ucense Mode:	Other App Privilege#1:	Other App Privilege#2:		
Advanced				
Standard				
1000				

- 8. Click Add icon.
- 9. Select the Call Manager in Application Name drop down.
- 10. Select the Call Manager User Group created previously from the User or Group drop-down box.
- 11. Select Denied for both the Read Level and Modify Level from their respective drop-down boxes.
- 12. Uncheck the Server Admin Privilege checkbox.
- 13. Select the License Mode.
- 14. Place a checkmark in the Use Server-based Configurations checkbox.
- 15. Click Save icon.

SHIBA		Admin Administrator
Net Server Level 2	Dial Rule Help	
Net Server - Applications		
Application Name:		
IPedgeCallManager 🔶	Class of Services:	
	COS:	
User Information	0	
User or Group:	Course Admin Drivilance	
[Marketing] group 👻	Server Admin Privilege:	
Editor Add		
	Use Server-based	App Files
Read Level:	Configurations:	
Denied -		
Modify Level:	Group Admin Privilege#1:	Group Admin Privilege#2
Denied 👻	E	
0		
ULicense Mode:	Other App Privilege#1:	Other App Privilege#2:
Local		
Setting #2:		

- 16. Repeat the preceding steps to add any remaining Call Manager user groups.
- 17. Default in User or Group can be used to setup the default settings for all users that are not included in any group or individual.
- 18. To exclude certain users from the Default, choose an individual user.

Assign Users to User Groups

To Assign Users as Call Manager Administrators

- 1. Use Net Server menu > Setup, then Users tab.
- 2. Check the user who needs to be a Call manager administrator and click Edit icon.
- 3. Place a checkmark in both the Admin and Users groups as is shown in the screen below.
- 4. Click Save icon.
- 5. Repeat for other Call Manager users to be assigned as Administrators.

SHIBA	Admin Administrator	GNS 0.0.1-18	Clos
Net Server Level 2	Dial Rule Help		
Net Server - Users			
User Name:	Password:		
Admin	•••••		
Extension:	Service Access:		
	0		
Logins:	Consecutive Login Failures:		
0	0		
O Login Failures:			
U BLast Login Failed On:			
Change Password:			
Allow to be Remote:			
No 💌			
Group Membership:			
User Group			

To assign Users as Call manager Users

- 1. Check the user who is a Call Manager user and click Edit icon.
- 2. Place a checkmark in the User group only as is shown in the following screen:
- 3. Click Save icon.
- 4. Repeat for other Call Manager users to be assigned as Users.

SHIBA	Admin Administrator	GNS 0.0.1-18	Clos
Net Server Level 2	P Dial Rule Help		
Net Server - Users			
🖲 User Name:	Password:		
User 2002	••••		
ок			
Extension:	B Service Access:		
2002	0		
ок			
	Concertitive Logia Esiluran		
Logins:	Consecutive Login Failures:		
0	0		
🔁 Login Failures:			
0			
Last Login Failed On:			
Change Descured			
No V			
A			
Allow to be Remote:			
Group Membership:			
Disney			
User Group			
Admin Group			

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Create Configuration Files using Admin Call Manager

- 1. Restart the Administrator's Call manager if it is running
- 2. Set up the buttons, Call Handler rules, skins, etc. as you would like the users' Call Manager to be configured. Use the Call Manager User's Guide as needed for how to configure Call Manager. To access the user guide click on the SCM button in the Call Manager banner and select **Help**.

To Change the COS Configuration

- Once the configuration is done, using Call Manager, select Tools > Publish.
- 2. Select the Server Group: Call manager User (the group created in Net Server).

🂁 Manage Serve	r Configuration Files 🛛 🛛 🔀
⊙ Local Files ○ S	jerver Files
Publish to Server	Server Group: CallManager User 🗸
File Name Descr	iption Files: 41
AG Cos.ini	-Class of Service Settings
NP Keys1.ini	-Regular Keys on Main Window
ND Keys2.ini	-Wide keys on Main Window
NP Keys3.ini	-Keys on Side Window
NET PHN.ACS	-User-Defined Action File
NET PHN. RUL	-Personal Call Handler Rule:
AGNT PH. INI	-General Settings
CALLINFO. INI	-Extra Call Info/Notes Sett:
NP REC.INI	-Auto Call Recording Setting
ONP_ACD. INI	-ACD Feature Settings
CALLINFO.INI	-Extra Info Feature Setting
Abstract1.NPS	-Skins File
Autum Trees.NPS	-Skins File
DarkBlue.NPS	-Skins File
Ducks.nps	-Skins File
Ducks2.nps	-Skins File
GreenStone.NPS	-Skins File
LowColorSkin.nps	-Skins File
MetalicGray.NPS	-Skins File
NewDefaultSkin.n	ps -Skins File 💙

- 3. Left-click on the file name "AG_COS.INI" to highlight it.
- 4. Right-click on the highlighted file and choose Edit. The following window is shown. Change each value from =Y to =N that should be set and controlled from the Server. Any items left using the =Y setting will allow the user to change and keep those settings on that local PC. The file from the server will not be downloaded.
- 5. Click File > Save to save the changes. Close the "AG_COS.INI" file.

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Server Based Call Manager Upgrade	When the new Call Manager is released, it is possible to install the upgrade on the server so that it can be downloaded to the client. If the server based upgrade is configured, the Call Manager user will be prompted to upgrade the software when the Call Manager is launched.
	The steps below show how to install the Call Manager upgrade to the server and how to configure the Net Server to upgrade the Call Manager client.
Installation	The Call Manager upgrade software is provided as an rpm file from Toshiba FYI, and it needs to be stored in the PC that can connect to IP <i>edge</i> through Webmin from Enterprise Manager.
	From the PC, launch Enterprise Manager and run Webmin. In the Webmin, select Software Packages menu under System menu. Then, select From uploaded file, and click Browse to specify the Call Manager upgrade software file. Then click Install.

🍘 Webmin 1.490.26 on IPedge-SalesApp (Redhat Enterprise Linux 5) - Windows Internet Explor 💽 🖃 🔤 🔀				
TOSHIBA	Help Module Config	Software Packages	<	
Login: Advanced System Bootup and Shutdown	Installed Pa	ckages		
Change Passwords Log File Rotation Running Processes	Search Fo	Package: Package Tree		
Software Packages Servers Others	Install a Ne	w Package		
 Networking Hardware IPedge 	Select the locat	ion to install a new RPM package from		
Un-used Modules	From Iocal file From Cill	RedacCallManager 7 2 19 0 226 rpm		
Search.	uploaded file	Pedgecaliwianager 1.2. 13-0.1300.1pm		
U Logout	ftp or http URL	Search rpmfind.net		
	Package from	Browse YUM		
	Install	6	~	
Advanced logged into Webmin 1.490.	26 on IPedge-S	📢 Local intranet 🥢 🔹 🔍 100% 👻		

After clicking install, the following progress bar is shown to indicate the progress of the file upload to the server.

🏉 Uploading File - Windows Internet Explorer 🛛 💽 🖃 🖾 🔀				
Filename	C:IPedgeCallManager-7.2.19-0.i386.rpm			
Size	12.12 MB of 48.46 MB			
Progress				

When the upload is completed, the following screen displays. Please use the default value for all the settings. Click Install to start installing the Call Manager software upgrade to the server.

🍘 Webmin 1.490.26 on IPedge-SalesApp (Redhat Enterprise Linux 5) - Windows Internet Explor 🕨 🖃 🔲 🔀					
TOSHIBA	Module Index Help	Install Package			
Login: Advanced System Bootup and Shutdown Change Passwords Log File Rotation Running Processes Software Packages Servers Others Networking Hardware IPedge Un-used Modules Search: System Information Logout	Install package Package(s) to be installed Upgrade package? Ignore dependencies? Execute install scripts? Run triggered scripts? Overwrite files? Root directory Install	Installation for IPedge Call Manager Installer Yes O Overwrite package? No Yes Replace new version with old? Yes Install documentation? No Yes O Check filesystem sizes? No Yes No / 	 Yes ● No Yes ● No Yes ○ No Yes ○ No Yes ○ No 		
Advanced logged into Webmin 1,490.3	Return to modul	e index	• @ 100% •		

After the successful installation, the following screen will be shown. Then the user starts the Call Manager next time, the user will be prompted to install the newer version. The user can proceed or cancel the upgrade.



Net Server configuration

After the upgrade software is installed on the server, the administrator can choose whether to enable or disable the Server Based Call Manager upgrade.

In the Net Server admin screen, select Properties menu from Net Server tab. Then, check "Force update of IP*edge* Call Manager to version V7.2.19.0" and click Save to enable the Server Based Call Manager upgrade. To disable the Server Based Call Manager upgrade, deselect it and click Save. Note that the version number is the actual Call Manager version installed on the IP*edge* server.

CAPACITY	
AVAILABILITY	
RESTRICTION	

HARDWARE

No additional hardware is necessary for this feature.