

QLIVE | PRE-INSTALLATION CHECKLIST**Cisco Unified Communication Manager | Business Edition 6000 and 7000**

The following is a checklist of items the Metropolis Support team will need prior to installation to ensure QLIVE is correctly configured. The team would need open remote access during the installation, preferably using the Metropolis Remote Support tool.

Required Tasks:

- Review the System Requirements
- Setup CUCM Application User (and optional AXL Sync)
- Download, configure, and test the CUCM TSP Client plugin
- Provide Agent & Queue/Hunt Group Information
- Provide Email Identity Information

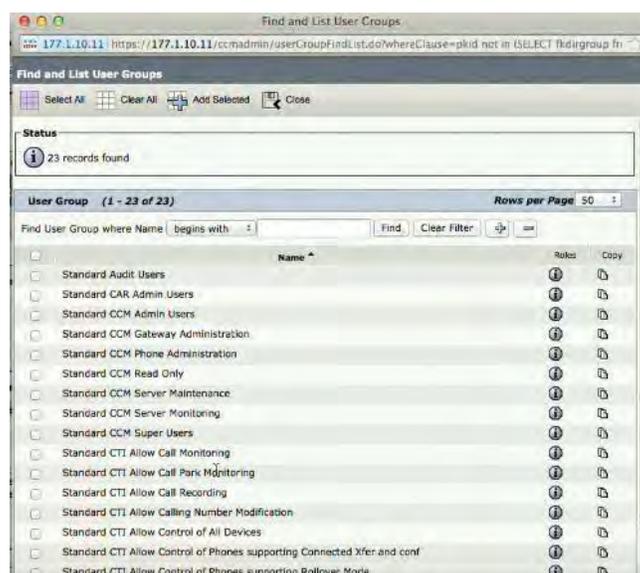
System Requirements for Windows Virtual Machine, PC, or Server:

- Cisco Unified Communications Manager 8.0 or later
- Cisco Unified CM TSP Client (a configured TAPI user)* [\(Please Refer TSP Compatibility Matrix\)](#)
- Windows Server 2012, 2016, 2019 or 2022 (Virtual Environments are Supported)
- Intel Xeon, i5, i7 processor (2 vCPUs with 2.8 GHz or higher)
- 16 GB RAM with 250GB free disk space for historical data retention
- Cisco CTI Supported Devices
- Additional connections to Unity, Contact Center, and Informix depending on requirements
- Internet connection (for remote support and web access)

Setup CUCM Application User (and optional AXL synchronization):

To allow QLIVE to connect to the CUCM and retrieve data, an Application User must be created and configured inside of the Cisco Unified CM Administration. QLIVE requires user access to the administrative XML (AXL) API to query for users, groups, voice-mail information, call park timeouts, and to automatically configure devices to be monitored.

1. Connect to the web management interface of your UCM node and select Cisco Unified CM Administration from the Navigation drop-down list.
2. (optional) Create a new User Group "AXL Group" in User Management > User Group. On the top right drop down list "Related Links", select "Assign Role to User Group" and assign Standard AXL API Access



3. Click User Management from the main menu and select Application User from the drop-down list.
 - Click Add New to create a new user
 - Create a new User ID and Password
 - From the Permissions Information section, select 'Add to User Group'
 - Select the following Groups, then click the Add Selected button:
 - Standard CCM Read Only
 - Standard CTI Allow Call Monitoring
 - Standard CTI Allow Call Park Monitoring
 - Standard CTI Enabled
 - Standard CTI Allow Control of All Devices
 - Standard CTI Allow Control of Phones supporting Connected Xfer and conf
 - Standard CTI Allow Control of Phones supporting Rollover Mode
 - Standard CTI Allow Call Recording
 - Standard CCM Super User
 - Standard TabSync User
 - (optional from step 2) AXL Group

4. Click Save to apply the settings

CUCM TSP Client:

In order for QLIVE to collect real-time events from your CUCM, a Telephony Service Provider (TSP) developed by Cisco must be installed and devices monitored must be Cisco CTI supported. See the links below for the download link and resource guide:

<https://tinyurl.com/2p9emcv6>

Agent & Queue/Hunt Group Information: QLive imports CUCM End Users, their Controlled Device(s) and associated Directory Number(s) from Customer supplied hunt pilots. These CUCM End Users represent a Named Agent in QLive. Please make sure that the CUCM End User has a device and a primary directory number association.

Another option is to manually create or add a list of Agents as well as Groups/HuntPilots/Queues to be monitored in QLIVE. Please see the Agent import and setup template in the link below.

<http://www.metropolis.com/doc/QLive-GroupAgentSetup.csv>

Testing and Verification of the Cisco TSP:

How to Test and Troubleshoot the Cisco TSP :

Before scheduling an installation with Metropolis, please make sure that the you have downloaded, installed, configured, and tested the Cisco TAPI Client plugin from the CUCM Administration server. To verify the TSP operation on the machine where the TSP is installed, use the Microsoft Windows Phone Dialer Application. Find this application in the C:\Windows\System32 directory under the name dialer.exe. When the program is run, a dialog box displays that asks which line and address the user wants to use to connect. If there are no lines in the Line drop down list, then a problem may exist between the TSP and the Cisco Unified Communications Manager. If lines are available, choose one of the lines, keep the Address set to zero (0) and click OK. Enter a Number to dial, and a call should be placed to that number. If call is successful, you know that the TSP is operational on the machine where the TSP is installed. If problems are encountered with installation and setup of Remote TSP, this test represents an **effective test to verify whether the TSP is operating properly.**

Supported Windows OS for Cisco TAPI

TAPI 2.1 is supported by CiscoTSP on following platforms

In order for the CiscoTSP to function correctly, please make sure to use a compatible TSP and Windows Operating System. For example, Customers with CUCM 10.5 who are installing QLive on a Windows Server 2016 Server or VM will need to install the CiscoTSP version 11.5 or greater. One option to download a CiscoTSP plugin installer for a version different from your CUCM is to set up a free CUCM sandbox compatible with the OS where QLive will reside, and download the CiscoTSP. Another option is to request the CiscoTSP from Cisco or Metropolis.

Please refer the matrix below or [Cisco's Website](#) for the compatibility matrix.

Supported Windows OS for Cisco TAPI

TAPI 2.1 is supported by CiscoTSP on following platforms.

✔ : supported, ✘ : not supported

Windows 2008 32-Bit	Windows 2008 64-Bit	Windows 7 32-Bit	Windows 7 64-Bit	VMWare	Windows 8 32-Bit	Windows 8.1 32-Bit;	Windows 8 64-Bit	Windows 8.1 64-Bit	Windows 2012	Windows 2012 - R2	Windows 10 - 32-Bit	Windows 10 - 64-Bit	Windows Server 2016- 64-Bit
✘	✘	✘	✘	✘	✘	✘	✘	✘	✘	✘	✘	✘	✘
✘	✘	✘	✘	✘	✘	✘	✘	✘	✘	✘	✘	✘	✘
✘	✘	✘	✘	✘	✘	✘	✘	✘	✘	✘	✘	✘	✘
✔ ^{*1}	✘	✘	✘	✘	✘	✘	✘	✘	✘	✘	✘	✘	✘
✔	✘	✘	✘	✔ ^{*2}	✘	✘	✘	✘	✘	✘	✘	✘	✘
✔	✔ ^{*3}	✔	✔ ^{*3}	✔ ^{*2}	✘	✘	✘	✘	✘	✘	✘	✘	✘
✔	✔	✔	✔	✔ ^{*2}	✘	✘	✘	✘	✘	✘	✘	✘	✘
✔	✔	✔	✔	✔ ^{*2}	✘	✘	✘	✘	✘	✘	✘	✘	✘
✔	✔	✔	✔	✔ ^{*2}	✔	✘	✔	✘	✔	✘	✘	✘	✘
✔	✔	✔	✔	✔ ^{*2}	✔	✔	✔	✔	✔	✔	✔ ^{*4}	✔ ^{*4}	✘
✔	✔	✔	✔	✔ ^{*2}	✔	✔	✔	✔	✔	✔	✔ ^{*4}	✔ ^{*4}	✘
✔	✔	✔	✔	✔ ^{*2}	✔	✔	✔	✔	✔	✔	✔	✔	✔
Deprecated	Deprecated	✔	✔	✔ ^{*2}	✔	✔	✔	✔	✔	✔	✔	✔	✔
Deprecated	Deprecated	✔	✔	✔ ^{*2}	✔	✔	✔	✔	✔	✔	✔	✔	✔

*1 - Cisco TSP 7.x support for Windows 2008 will be available for ARC only.

*2 - Cisco TSP legacy wave driver is not supported under VMWare.

*3 - Requires Unified Communications Manager release 8.5(1) Service Update 1 (or later)

CiscoTSP does not support titanium platform.

*4 - CiscoTSP versions supports windows 10 from the following versions:

10.5.2.8 for 10.5
11.0.1.4 for 11.0