

Presence Connectors - Cisco

Cisco JTAPI is a Java-based telephony application programming interface that serves as a basic call control API.

Provides application portability and independence from any particular telephony gear or any particular Operating System.

Portal Configuration

The new presence connector is created as a sysadmin in the Jtel Web Portal.

Give the connector a name, and select CiscoCUCM Jtapi (Version) as the connector type.

The Configuration of the connector uses XML. In the following example, XML is used in the table below, to explain the settings.

Cisco CUCM Jtapi Presence Connector XML Settings

```
<?xml version="1.0" encoding="UTF-8"?>
<config>
  <implementation>
    <jar>
      <base>jtel-system-presence-connectors-cisco</base>
      <version>1.0</version>
    </jar>
    <class>de.jtel.system.presence.connectors.cisco.v10.CiscoJTAPIImplementation</class>
  </implementation>
  <parameters>
    <providerName>IP_ADDRESS</providerName>
    <user>JTAPI_USER</user>
    <password><![CDATA[JTAPI_USER_PASSWORD]]></password>
  </parameters>
  <addressTranslators>
    <translator>
      <match>^1(..)$</match>
      <replace>498946149501$1</replace>
    </translator>
    <translator>
      <match>^2(..)$</match>
      <replace>498946149502$1</replace>
    </translator>
  </addressTranslators>
  <addressExcluders>
    <excluder>
      <match>^9(..)$</match>
    </excluder>
  </addressExcluders>
  <behavior>
    <syncAcdUsers>0</syncAcdUsers>
    <syncPbxUsers>1</syncPbxUsers>
  </behavior>
</config>
```

Settings

Setting	Value	Comments
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implementation on jar base	jtel-system-presence- connectors-cisco.v10 OR jtel-system-presence- connectors-cisco.v12	Currently, Cisco v10 or v12 is supported. Configure the appropriate Cisco version.
implementation on jar version	1.0	This version pertains to the jtel version of the connector implementation. Currently, version 1.0 is required (for all Cisco versions).
parameters providerName	IP_ADDRESS	Use the IP Address or DNS Name of the CUCM Server.
parameters user	JTAPI_USER	Use the name of the configured user with JTAPI access in the CUCM Server.
parameters password	JTAPI_USER_PASSWORD	Use the password of the configured user with JTAPI access in the CUCM Server. Note: if special characters (not allowed in XML) are included in the password, these must be escaped inside a CDATA section as shown in the example configuration above.

addressTranslators	XML Translator Definition	<p>If the numbers reported by the CUCM server via JTAPI are not fully qualified E.164, they can be translated.</p> <p>This assumes the portal has been configured fully to E.164, and may not be necessary for all installations.</p> <p>The address translator mechanism provides a way to normalize the numbers before they are used to update the presence information in the jtel System.</p> <p>A translator consists of two parts:</p> <p>Match</p> <p>A regular expression, which matches the number as reported by the CUCM.</p> <p>For example, the following regex:</p> <pre>^1(\\.\\.)\$</pre> <p>Matches all 3 digit telephone numbers beginning with a 1. A grouping is used to isolate the last two digits of the number into group 1, referred to in the replacement as \$1</p> <p>Replace</p> <p>The replacement to be made.</p> <p>For example:</p> <pre>498946149501\$1</pre> <p>This would cause the two-digit matched group from the regex to be appended to the string 498946149501.</p> <p>Example</p> <p>Input: 123</p> <p>Output: 49894614950123</p> <p>Recommendations</p> <p>A number of translators can be used. They are all applied in sequence, so a little thought might be required to get the desired effect. It is recommended always to work with groupings and a specific length. Also, to prevent erroneous matches, the ^ (begin of string) and \$ (end of the string) regex operators should be used.</p>
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addressExcluders	XML Excluder Definition	<p>Excluders are used to match number patterns which shall not be monitored.</p> <p>For example, if trunks are passed to the jtel system, it does not make sense to monitor these entities.</p> <p>An excluder consists of one part:</p> <p>Match</p> <p>A regular expression, which matches the number as reported by the CUCM.</p> <p>For example, the following regex:</p> <p><code>^9(. .)\$</code></p> <p>Matches all 3 digit telephone numbers beginning with a 9, and will not setup monitor points to these numbers.</p>
behavior syncAcdUsers	0	<p>Causes all reported extensions to be created as an ACD user. Setting this to 1 is not recommended.</p> <p>Note: even if this is set to 0, the ACD user's presence status will still be set according to the current Tel1 field in the user record, and TelActive (the active telephone number).</p>
behavior syncPbxUsers	1	<p>Causes all reported extensions to be created as PBX Users. Setting this to 1 is recommended.</p>