



Phone Inventory 1.0 (1000) Installation and Administration Guide

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Product Overview

VoIP Integration Phone Inventory allows you to track all of your Cisco IP Phones no matter the model and maintain your inventory records.

Phone Inventory connects to both your Call Manager servers as well as the phones on your network to gather all available information on your phones to allow you to track configuration.

Requirements

Application Requirements

- Windows PC with Microsoft Dot Net 3.5 or greater

Call Manager

- Call Manager 5+ (Tested on Call Manager 5 through 8)
- Call Manager user with AXL, RIS and User Admin permissions
- AXL Service activated and running on Call Manager Server.

Network Connectivity

The PC running Phone Inventory must be able to connect to all phones on TCP port 80

The PC running Phone Inventory must be able to connect to the Call Manager on TCP port 8443

The phones must be able to reach the Authentication URL
(See the troubleshooting section for more information)

Phone Inventory should work through NAT and over VPN.

IP Phones

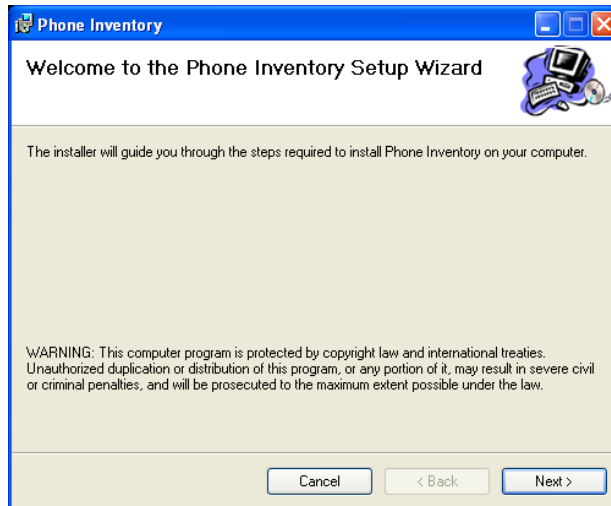
The phones that are being inventoried need to have http enabled

Installation Process

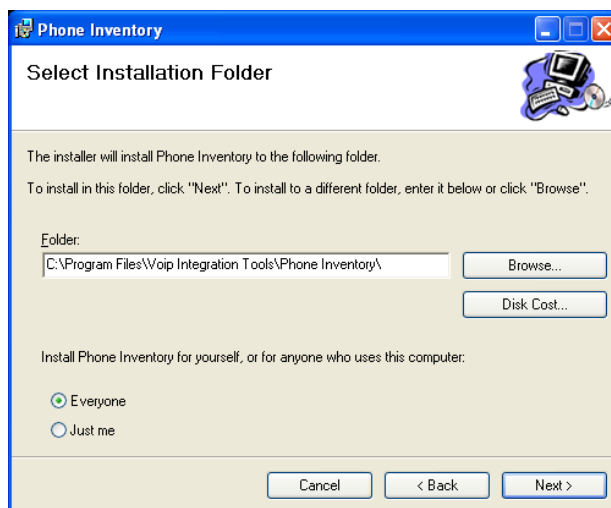
Loading Phone Inventory

To begin the installation, download the installer from our website at <http://www.voipintegration.com>.

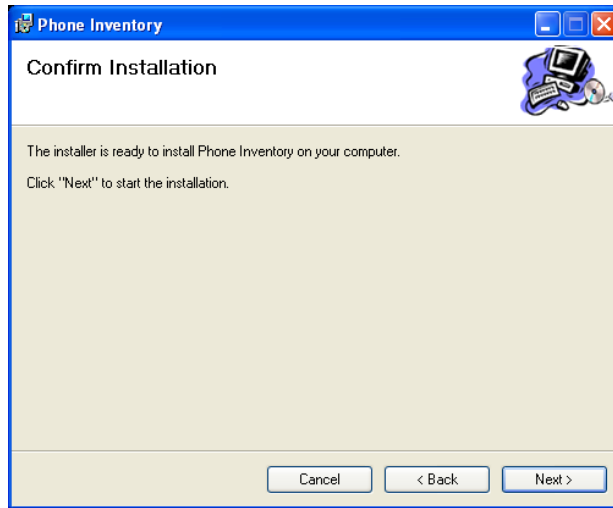
Then double-click the saved file.



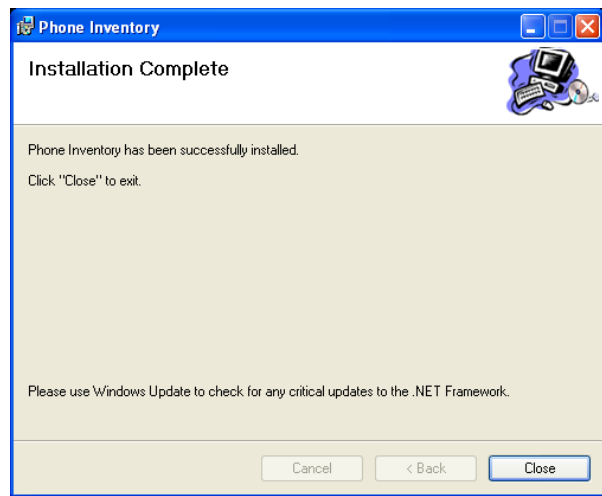
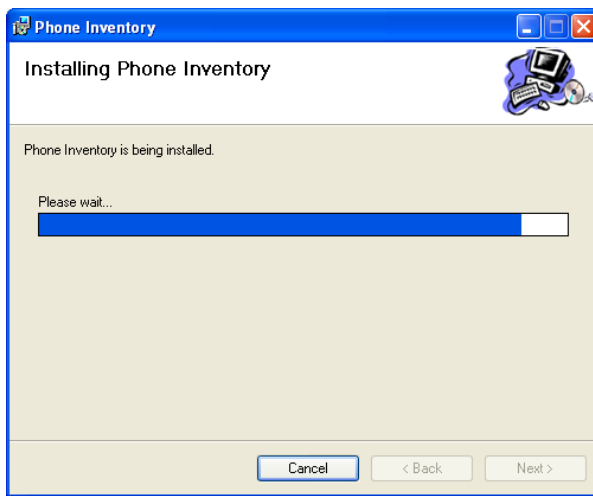
Click Next



Enter the installation path you would like Phone Inventory installed in and click Next.



To complete the installation click Next. When the installation has completed click close to exit.



Application Use

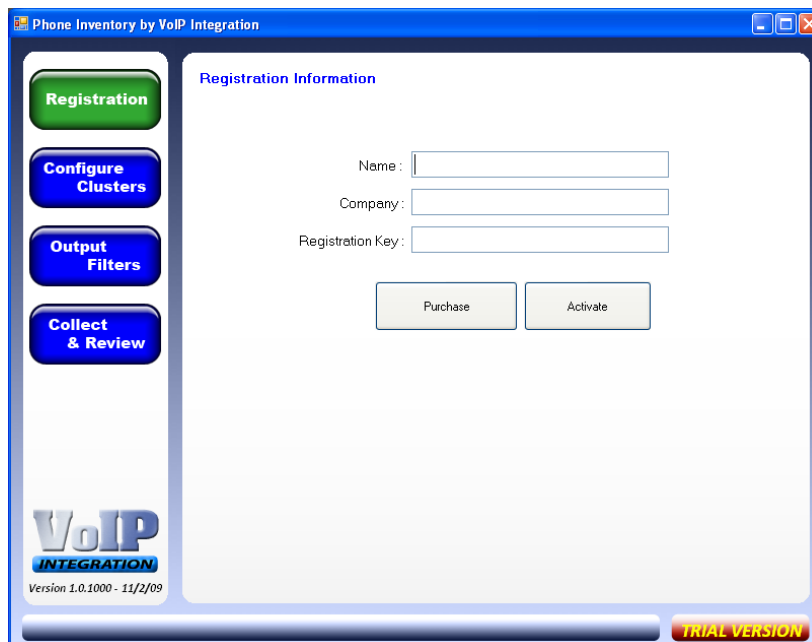
Launching Phone Inventory

Navigate through Windows Start -> Programs -> VoIP Integration Tools -> Phone Inventory and select Phone Inventory.

Phone Inventory will start up and check for an upgrade, it is strongly recommended that you click yes to download the upgrade if any are found.

Loading your License Key

Upon program startup you will be show the following screen. Enter your Name, Company and Registration Key exactly as you receive them in the registration email. The Registered user name and company are case sensitive.

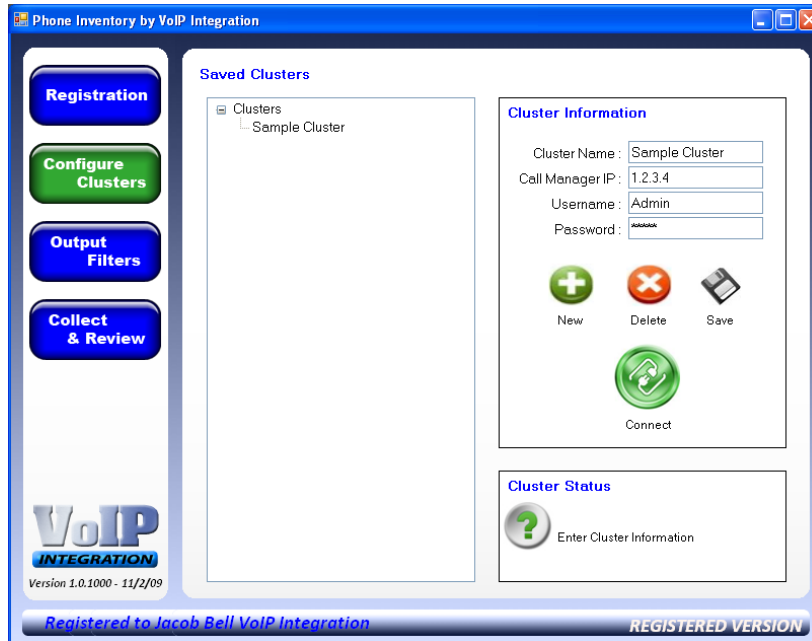


The screenshot shows the 'Phone Inventory by VoIP Integration' application window. The title bar reads 'Phone Inventory by VoIP Integration'. On the left side, there is a vertical menu with four buttons: 'Registration' (highlighted in green), 'Configure Clusters', 'Output Filters', and 'Collect & Review'. Below the menu is the 'VoIP INTEGRATION' logo and the text 'Version 1.0.1000 - 11/2/09'. The main area is titled 'Registration Information' and contains three text input fields: 'Name:', 'Company:', and 'Registration Key:'. Below these fields are two buttons: 'Purchase' and 'Activate'. In the bottom right corner, there is a yellow 'TRIAL VERSION' label.

Adding a Cluster

Phone Inventory can save cluster information to easily run reports without having to enter the same credentials repeatedly. To add a cluster to the list simply fill out the cluster information and then press the Save button.

If you need to change the information for a cluster just click on the cluster, change the information and then click save again.



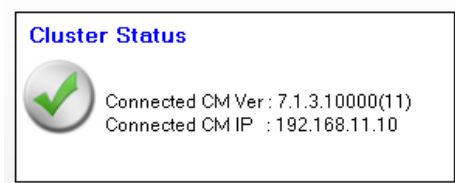
Call Manager Administration User

Ensure you have met the requirements for enabling AXL and assigning permission described in Appendix A.

- In the Username field, enter the username with Admin/AXL permissions
- In the Password field, enter the password
- Click Save (if desired to automatically connect to this server upon startup)
- Click Connect

The status will indicate a successful connection and display the version of the connected Call Manager.

You are now ready to run a report on the selected Call Manager Cluster.

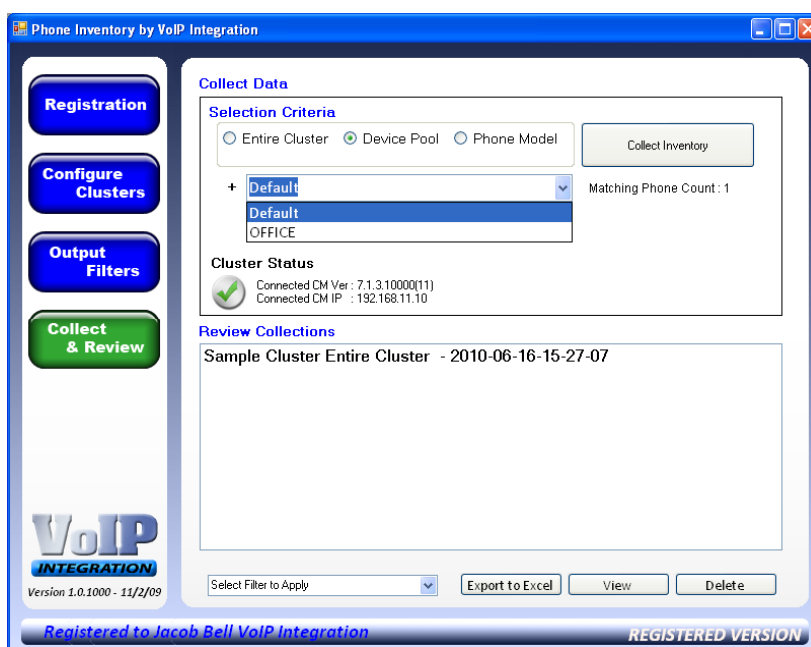


Collecting Data

Once Phone Inventory is connected to a Call Manager you can select the Collect & Review button in the left pane, this will open the selection criteria and Collection List page. A report can be run on any one of the following groups of phones.

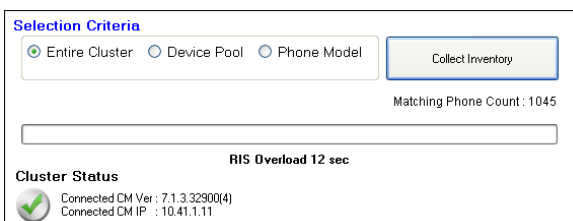
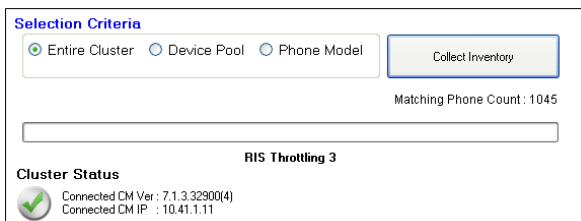
- The entire cluster
- Specific Device Pool
- Specific Device Type

Once the report has been run, the output will be available for review and will be listed in the Review Collections window. When a report is run, all of the available data is collected for each phone that is found using the search criteria. After the data has been collected you can choose to apply a filter to the output to list only the data you would like to view. This allows you to go back at a future date to track data that you may not have otherwise collected.



RIS Throttling

In the event that the number of phones is large enough, Phone Inventory may need to throttle the RIS requests made to the Call Manager server. If that occurs, you may be shown the status below.



Output Filters

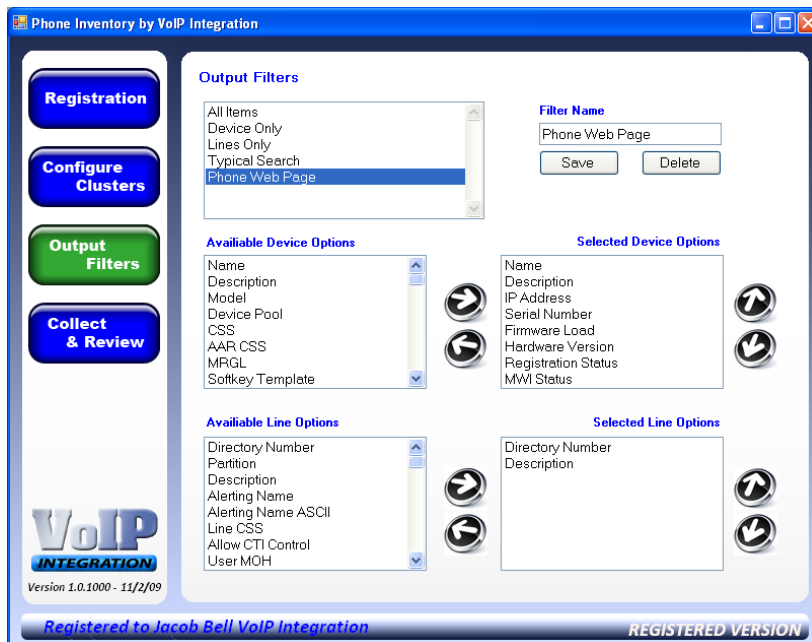
On the Output Filters page of Phone Inventory are the filters that you can apply to the data collections to view a specific set of data. The filters are customizable so that you can create reports that output only the data that you are interested in.

To add a new filter move the items that you are interested in seeing in your report, type a new name in the Filter Name window and click the save button.

To edit an existing filter click on the name of the filter in the Output Filter list and then edit the selected options and then click save.

To delete a filter click on the name of the filter in the Output Filter list and then click delete.

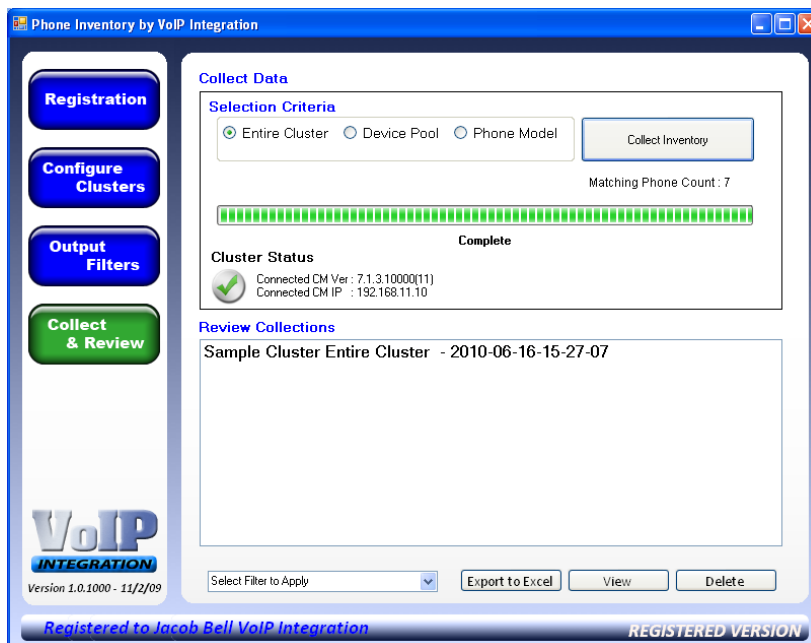
There are 5 preconfigured filters that cannot be edited.



Reviewing Data

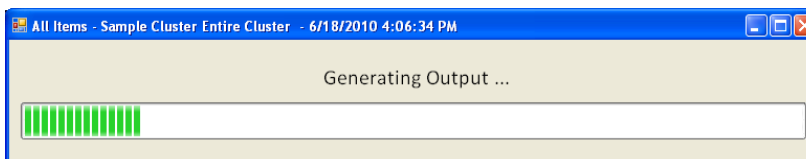
After collecting a report you can view the output in Phone Inventory by selecting the data that you want to view, selecting a filter to apply to the collection and then clicking on view. This will open another window that will display all of the phones in the collection and the data included in the filter you chose.

You can also export the data to a .CSV file that will open in which ever program your system is configured to open them in, most commonly Microsoft Excel.

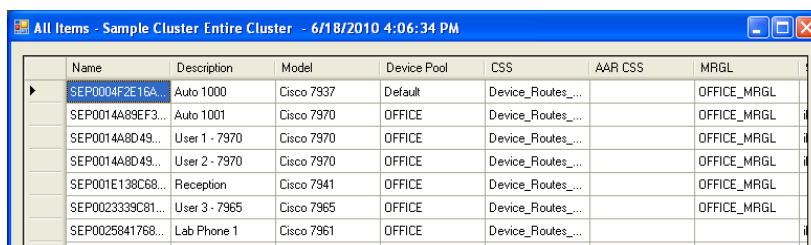


Once the Collection and Filter have been selected and the output method has been chosen, Phone Inventory will apply the filter and gather the data for the output.

WARNING: Depending on the size of the collection and the number of items on the filter, the output process can take quite some time. A collection containing 1000 phones with the All Items filter can take over 30 minutes to compile depending on line counts and computer processing power.



If you choose to view the output from Phone Inventory, an additional window will open containing the data.



Name	Description	Model	Device Pool	CSS	AAR CSS	MRGL
SEP0004F2E16A...	Auto 1000	Cisco 7937	Default	Device_Routes...		OFFICE_MRGL
SEP0014A89EF3...	Auto 1001	Cisco 7970	OFFICE	Device_Routes...		OFFICE_MRGL
SEP0014A8D49...	User 1 - 7970	Cisco 7970	OFFICE	Device_Routes...		OFFICE_MRGL
SEP0014A8D49...	User 2 - 7970	Cisco 7970	OFFICE	Device_Routes...		OFFICE_MRGL
SEP001E138C68...	Reception	Cisco 7941	OFFICE	Device_Routes...		OFFICE_MRGL
SEP0023339C81...	User 3 - 7965	Cisco 7965	OFFICE	Device_Routes...		OFFICE_MRGL
SEP0025841768...	Lab Phone 1	Cisco 7961	OFFICE	Device_Routes...		

Appendix A: Call Manager Pre Requisite Configuration

AXL Service

For Phone Inventory to function with Call Manager you will need to ensure you have the AXL service active and running on your server and will need.

To Validate you have the AXL service running:

- Use a web browser to access the Call Manager Serviceability web page.
- <https://<Call Manager>/ccmservice>
- Select the **Tools > Service Activation** menu
- Under the Database and Admin Section
- Ensure that the Cisco AXL Web Service is activated. If not, click the checkbox and then click the save button at the top of the page.
- Select **Tools > Control Center - Feature Services** menu
- Ensure that the Cisco AXL Web Service is running. If not, click the radio button and then click the start service button at the top of the page.

Service Activation

Database and Admin Services		
	Service Name	Activation Status
<input checked="" type="checkbox"/>	Cisco AXL Web Service	Activated
<input type="checkbox"/>	Cisco UXL Web Service	Activated
<input type="checkbox"/>	Cisco Bulk Provisioning Service	Activated
<input type="checkbox"/>	Cisco TAPS Service	Deactivated

Control Center – Feature Services

Database and Admin Services					
	Service Name	Status	Activation Status	Start Time	Up Time
<input type="radio"/>	Cisco AXL Web Service	Started	Activated	Mon Feb 15 13:38:55 2010	20 days 20:56:57
<input type="radio"/>	Cisco UXL Web Service	Started	Activated	Mon Feb 15 13:38:55 2010	20 days 20:56:57
<input type="radio"/>	Cisco Bulk Provisioning Service	Started	Activated	Mon Feb 15 13:37:17 2010	20 days 20:58:35
<input type="radio"/>	Cisco TAPS Service	Not Running	Deactivated		

AXL User

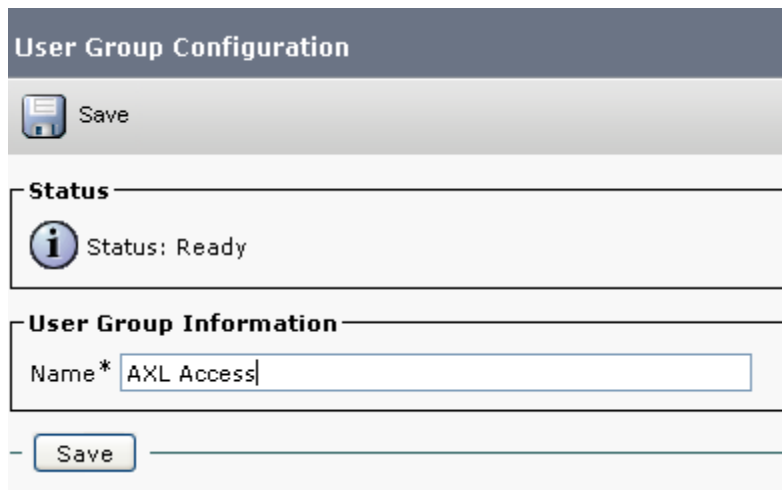
You may choose to use a Call Manager administrator username and password with Phone Inventory or assign the required permissions to new or existing users.

Any user who has the group membership of **Standard CCM Super Users** will be able to use Phone Inventory to gather phone data without adding the following process.

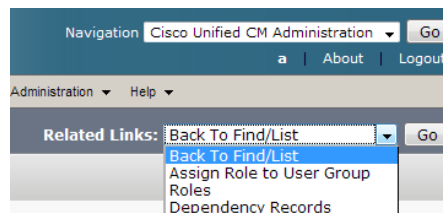
If you choose to add a user new group for permissions and want to restrict permissions to the minimum required. You will need to work through the following process. This new group can then be added to new or existing end users in Call Manager.

From within Call Manager Administration

- Select User Management
- Select User Groups
- Click Add New



- Enter a Group Name such as (AXL Access)
- Click Save
- Select the Assign Role to User Group from the related links



- Click Assign Role to Group button
- Add the following Role

Standard AXL API Access

Status
i Status: Ready

User Group Information
 Name* AXL Access

Role Assignment

Role	Standard AXL API Access	<input type="button" value="Assign Role to Group"/> <input type="button" value="Delete Role Assignment"/>
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- Click Save

Now find your user in Call Manager Administration, User Management, End Users and add the group created above and the Standard CCM Admin Users group. This will allow the user to access the AXL service but no access to any of the Call Manager Admin web pages

Permissions Information

Groups	AXL Access Standard CCM Admin Users	<input type="button" value="Add to User Group"/> <input type="button" value="Remove from User Group"/>
	View Details	
Roles	Standard AXL API Access Standard CCM Admin Users Standard CUREporting	View Details

- Click Save.