

# Arc Connect Presence Status

## Installation Guide

Version 4.1



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## Section 1: Introduction

This Installation Guide contains information regarding the Arc Presence Status. The document will take the reader through the installation of the web-based application.

This document assumes that the reader has knowledge of,

1. Cisco CallManager.
2. Windows 2000 server and Professional, Windows NT4 Server, and Workstation.
3. Microsoft .NET Framework
4. TCP/IP.
5. Microsoft TAPI 2.1.
6. Cisco CallManager TSP

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## Section 2: Product Overview

Arc Presence Status is a user-friendly service that allows IP Phone users to set status against their profiles using web and XML-based user interfaces. This status is reflected in the *Arc Console Operator's* Busy Lamp Field (BLF), allowing the operator to inform the caller of the recipient's status before transferring the call to the IP Phone user.

It is a feature that allows the users to associate themselves with a particular status or activity. For example, a user may set his status to "Out for Lunch" or "On Holiday", confirming his availability to the operator.

The xml version of Arc Presence Status is integrated in the XML-Based IP Phones to monitor and manage presence status. A web-based version has also been introduced in order to facilitate users to:

1. Set their status while out of office, using the internet.
2. Set their status internally, if they do not possess a 7940+ IP phone, that is, IP Phones that do not have built in screens.

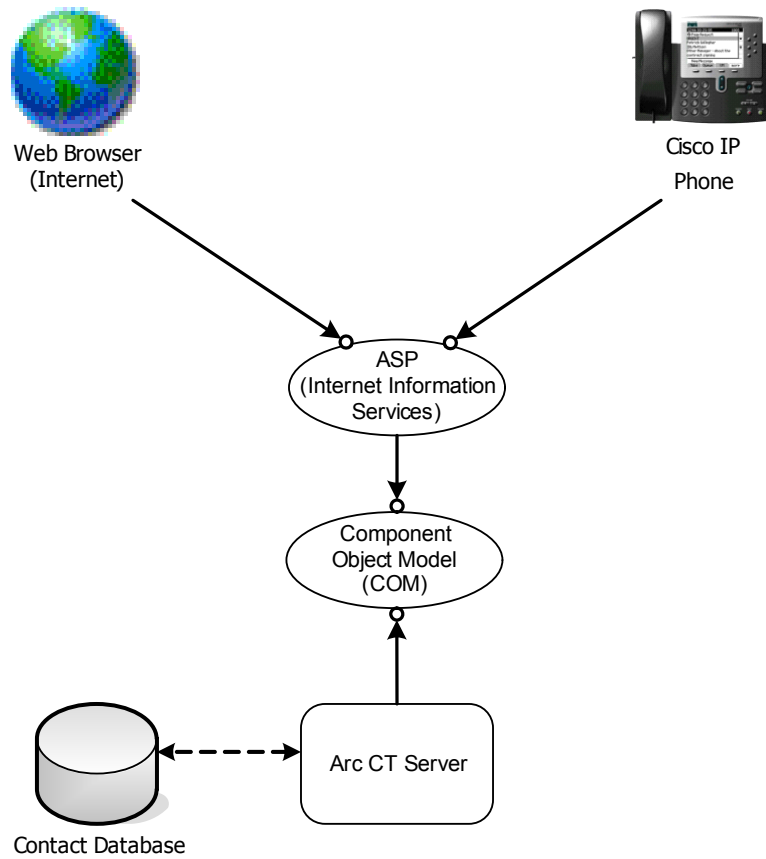
The configurations for Presence Status are specified in the *Arc Connect Administration*.

Within this product there is a requirement for an active Arc Server for the client applications to log into. The server controls the available license to limit the number of concurrent users; it also provides the call control centrally, rather than requiring local TSP instances on each client machine.

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## 2.1 Arc Presence Status Design Requirements

### 2.1.1 Presence Status Connectivity



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## 2.2 System Requirements

The information provided below gives details of the minimum hardware/software required to run the Arc Presence Status.

1. **Arc Server** – Arc Presence status requires Arc Connect Server to run on a dedicated PC since it is a Client-Server application. The server side needs to run on a dedicated PC Server. No other applications should run on this server. The minimum specification required by the Arc Connect Server application is given as follows,

Applies To	PC Specification
Arc Connect Server	Pentium IV 1 GHz 1 GB RAM 20 GB Hard Drive CD-ROM Network Card SVGA (1024x768) display card with correct drivers Windows 2000 Server plus SP2 running Windows English Regional Setting.

The Server should be connected to the network via the TCP/IP protocol.

The Arc Server will require the appropriate Operating System Licenses.

2. **Arc Presence Status** – Arc Presence status is a web and xml-based application. It must be installed on the same machine as Arc Server. In order to use the XML-based version, the IP phones need to be configured. Refer to *Appendix B* for configuration procedure. For web-based version, the user must contact the network administrator to get the URL path from where the application can be accessed. The minimum specification required by the Arc Presence Status application is given as follows,

Applies To	PC Specification
Arc Presence Status	Pentium IV 1 GHz 1 GB RAM 20 GB Hard Drive CD-ROM Network Card SVGA (1024x768) display card with correct drivers Internet Information Services (IIS) Microsoft .NET Framework 1.1 Windows 2000 Server plus SP2 running Windows English Regional Setting.

If you require further information, please contact Arc Technical Support on +44 (0) 870 220 2205.

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## 2.3 Product Features

Arc Presence Status provides a range of options that allow users to manage their status that is later reflected on the Operator's console. Following are the functionalities that can be obtained from the application:

### 2.3.1 My Status

The Presence Status home page or *My Status* page allows the user to view his status and make use of the menu options that are provided in order to perform search over contacts or change status.

### 2.3.2 Change Status

IP phone users often need to change their presence status in order to let the operators know whether they are available to take calls or not.

The Change Status page allows users to change their status and set values for the Additional Attributes. The categories for these attributes are configured in the *Arc Connect Administration*, and the *Online Updates* module of Arc Supervisor Application, at the time of presence status creation.

### 2.3.3 Find Status

Arc Presence Status allows users to search through a number of contacts and check their status as well. *Find Status* page provides the user with various search options. These are follows:

1. Find by name
2. Find by extension
3. Find by Status
4. Find by Windows login

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### Section 3: Contact Information and Services Available

Support Hours are Monday-to-Friday with timings 9am-to-5pm. The time is UK standard excluding UK Public Holidays. These are the normal support timings. If the customers do not have 24x7 cover, Arc Solutions Ltd. reserves the right to refuse the support request apart from the normal support timings. In this case Arc Solutions Ltd. will deal with the customer during normal support hours on the following working day.

The customers having 24x7 cover after purchasing the Support Package, can take advantage of support all round the day including the public holidays.

Sales / Marketing	+44 870 220 2203	<a href="mailto:cti@arcsolutions.com">cti@arcsolutions.com</a>
Technical Support*	+44 870 220 2205	<a href="mailto:support@arcsolutions.com">support@arcsolutions.com</a>

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## Section 4: Installation of Arc Presence Status

Before installing Arc Presence Status, user should run the Server/Administration application first. Install it on a machine that is allocated to run the Arc Connect Server.

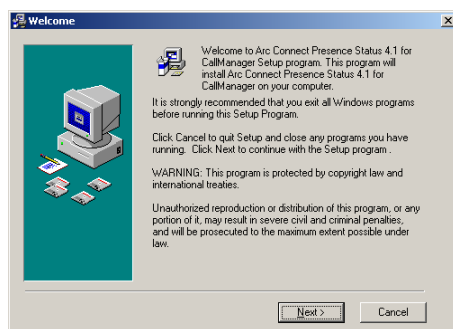
Internet Information Services (IIS) must be installed before proceeding with Arc Presence Status installation. This can be done through *Start → Settings → Control Panel → Add/Remove Programs*. This will provide the user with all the required internet services.

Once the IIS has been installed, Microsoft .NET Framework 1.1 needs to be installed. The instructions for the Microsoft .NET Framework 1.1 installation are provided in *Appendix A* at the end of the document.

As with any client/server application the capacity and stability of the TCP/IP network must be ensured, for reliable product operation.

Insert the Arc Presence Status CD into the CDROM, or browse the directory to which the downloaded installation file is saved. Select the installing location from **My Computer** or **Windows Explorer** where the setup is located.

1.



The first window appears displaying a welcome note and instructions on installing.

Click **Next**.

2.



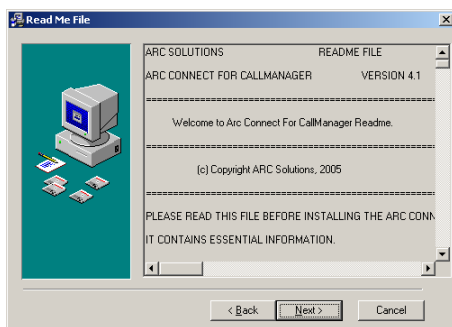
The next step of the installation script contains the License Agreement.

Click **I Agree** to continue.

If you do not agree with the license, clicking on **I Disagree** will exit installation.

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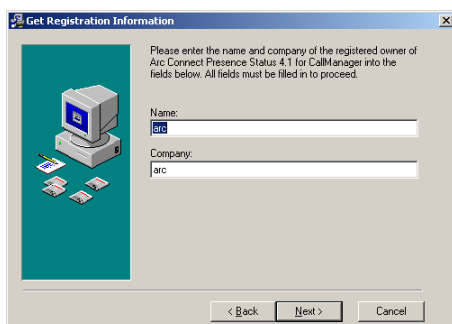
3.



This window contains important Read Me information. Once this information is read, click **Next** to proceed.

**Note:** Please ensure that you read this file because it contains important information for the Call Manager.

4.

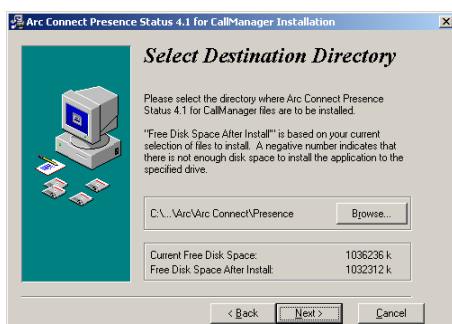


The next window contains registration information. In the **Name** text box, type the name of the license holder, and type the company name into the **Company** text box.

Click **Next** to proceed.

**Note:** Please ensure the correct spelling of these names.

5.

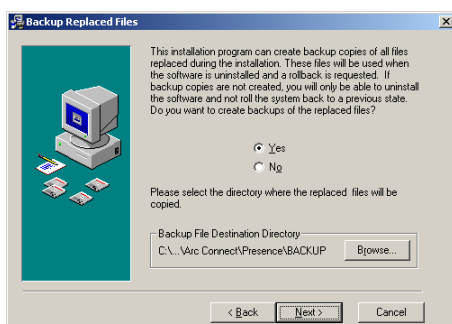


The next window is for selecting the directory into which you wish to install the application. The default location is C:\Program Files\Arc\Arc Connect.

By using the **Browse** button, you can select a different path and directory.

Click the **Next** button.

6.



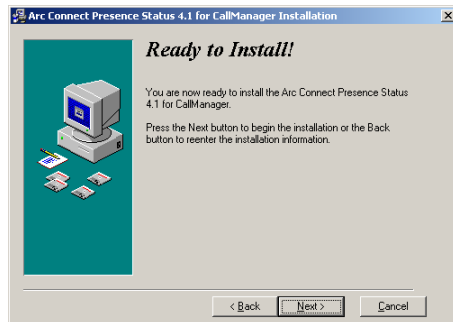
Select **Yes** to have a backup. If **Yes** is selected which is recommended on a live site, select a directory into which the backup files will be placed. The default location for backup is C:\Program Files\Arc\Arc Connect\Backup. Click **Browse** to select a different path and directory.

Click **Next**.

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**Note:** These backup files will be altered or replaced by the installation routine.

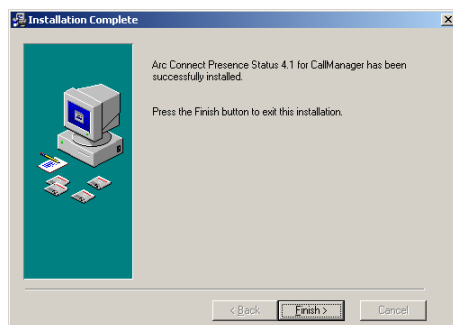
7.



The next window is the last one before the installation script starts.

Click **Next** to proceed.

8.



Once the installation has been completed the following window will be seen.

Click **Finish** to complete installation.



## NOTE

Once the application has been installed, the Network Administrator can specify the URL path for the users in order to access the application.

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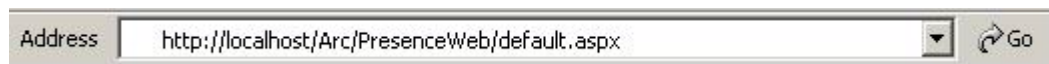
## Section 5: Getting Started

Before running the Arc Presence Status web application, you must make sure that the *Arc Connect Server* is running and all the necessary configurations have been done through *Arc Connect Administration*. These configurations have been mentioned in the latter part of the document.

In order to get started, an initial URL will be used to access a Presence Status web session or PresenceWeb. This URL will be in the following format:

**http://<arc machine name or ip address>/Arc/PresenceWeb/default.aspx**

For example, `http://localhost/Arc/PresenceWeb/default.aspx` may be the URL required to access the web session. The URL will be entered in the Address Bar of the web browser, as shown in the following image:



Following a successful log in, the user will be shown *My Status* or *Contact Selection* page, thus ensuring a successful installation.

In order to check XML-based service, user must configure the IP Phones on the CCM first as explained in *Appendix B*

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## Section 6: Packaging, Bundling and Upgrading

The customer must be aware that Arc Presence Status is a module rather than an independent application. Therefore, to make it work, it is extremely important to keep in mind that Arc Presence Status is an application to be used with the Arc Connect Products. Arc Presence Status is supported by Arc Connect Server and all configurations are done through Arc Connect Administration (*for further details, refer to Arc Connect Installation Guide Version 4.1*).

Arc software is released on a periodic basis. New releases are issued to fix earlier bugs and to add functionality. Partners will be informed by email of new releases and a new *Master* CD will be sent automatically. Each release will be provided with installation instructions, upgrade instructions, and release notes.

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## Section 7: Appendix A Installation of Microsoft .NET Framework 1.1

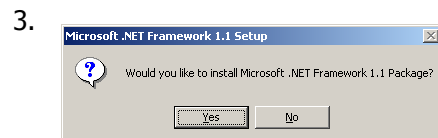
This appendix gives a set of instructions on how to install Microsoft .NET Framework 1.1.

1. Insert the Microsoft Visual Studio .NET CD into the CDROM, or browse the directory to which the downloaded installation file is saved.

Microsoft .NET Framework 1.1 re-distributable is a freeware that can be downloaded from the following URL path:

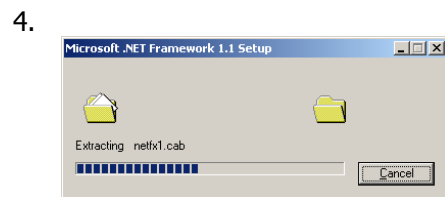
<http://www.microsoft.com/downloads/details.aspx?FamilyID=262d25e3-f589-4842-8157-034d1e7cf3a3&displaylang=en>

2. Select the installing location from **My Computer** or **Windows Explorer** to view the directories on the CD.



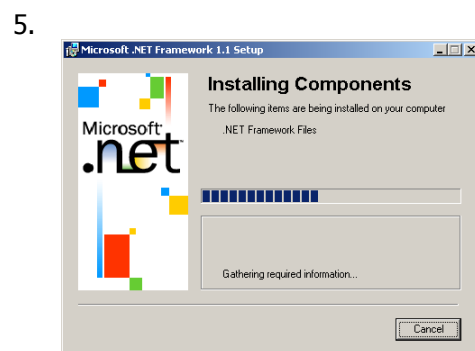
When the setup is selected, the user is first asked if Microsoft .NET Framework 1.1 is to be installed.

Click **Yes**.



The setup files are extracted in order to proceed with the installation.

Click **Cancel** to exit setup.



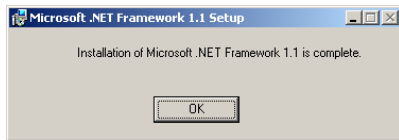
The next window displays a progress bar and the names of the components and .NET files being installed.

Click **Cancel** to exit setup.

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6.



Once the framework has been installed, the user is prompted with a message.

Click **OK** and proceed with Arc Presence Status Installation.

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## Section 8: Appendix B IP Phone Configurations on Cisco Call Manager for PresenceXML

XML-based Arc Presence Status, better known as PresenceXML, will be installed as a web application on IIS and will be configured in the Cisco Call Manager administration and user sites as well. Configurations on CCM need to be done manually; therefore, this appendix provides the necessary information.

### 8.1 Configuration of CCM Administration and User Sites

Before the users of XML-enabled IP Phones can access the Presence Status service, configuration of IP Phones on CCM is required.

The configuration steps are listed below.

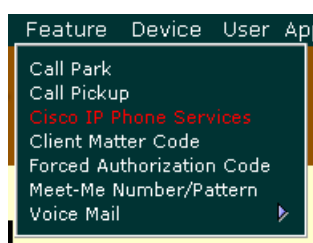
#### 8.1.1 CCM Administration Site configuration

The configuration should be done in the Cisco CallManager Administration web interface in order to add Presence Status service to the list of services available in the CCM Administration. Steps are as follows.

1. Open the Cisco CallManager Administration website.

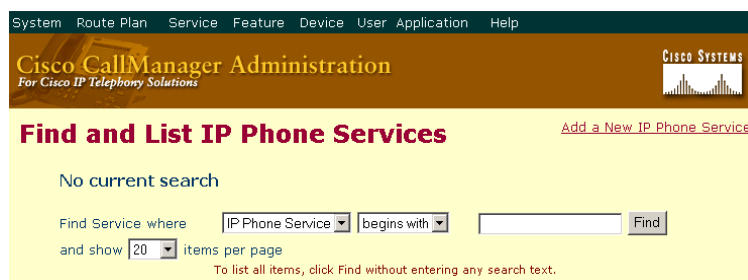


2. Select *Feature* → *Configure IP Phone Services*.



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3. On the *Find and List IP Phone Services* page, click the hyperlink to *Add a New IP Phone Service*.



4. *Cisco IP Phone Services Configuration* page allows the user to enter the name of the service that is going to be used by the application in the *Service Name* field. It is recommended to name the service, *Arc Presence Status*.



The *Service Description* is optional and can be specified to give a description of the service. In the *Service URL* field, enter the URL from where the service can be accessed. The URL should point to the location of *default.aspx* page on the virtual path for the XML-based Presence Status service. The URL must be in the following format:

http://<IP Address of the PresenceXML machine>/Arc/PresenceXML/default.aspx



## NOTE

You should specify the IP Address of the machine where PresenceXML is installed, not the machine name. The machine name may or may not work.

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5. Click **Insert** button. This will insert the new service into the list of IP Phone services configured on the CCM. Some new text boxes will appear for *Service Parameter Information*. These fields do not need to be filled since PresenceXML does not need any parameters.

### 8.1.2 CCM User Site configuration

Users can log on to the Cisco IP Phone User Options application and subscribe to the service for their Cisco IP Phones.

This configuration should be done through Cisco CallManager User web interface. The services need to be added to the menu of each XML-enabled IP Phone. Please make sure that each IP Phone that is to be configured for PresenceXML is added to the relevant CCM user profile. For each phone, the following steps are required.

1. Open the Cisco CallManager User website and logon using the relevant CCM user (normally that would be the CCM user for the machine where Presence Status is installed).
2. Select the phone from *Select a device or device profile to configure* combo box.
3. Click the *Configure your Cisco IP Phone Services* link. The 'Subscribe/Unsubscribe IP Phone Services' page opens.

Subscribe Cisco IP Phone Services for SEP000785555106

**Subscribed Services**

<Subscribe a New Service>

- Arc Presence Status
- JZ Testing PS
- PS-XML-WAQ-2811

**Service Subscription: New**

Status: Ready

Continue

Select a Service\*

Arc Presence Status

Service Description

Presence Status Service

\* indicates required item

**Note:**  
If you are using a language other than English for Service Name text, make sure the correct character set (shown below) is selected. Text displays incorrectly if the wrong character set is selected. (English

4. Select the name assigned to PresenceXML service, for example, *Arc Presence Status* from the services available in the combo box.

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5. Click **Continue** button. This page displays the service information.

Subscribe Cisco IP Phone Services for SEP000785555106

**Subscribed Services**

[<Subscribe a New Service>](#)

- Arc Presence Status
- JZ Testing PS
- PS-XML-WAQ-2811

**Service Subscription: Arc Presence Status**

Status: Ready

**Service Information**

Service Name\*

Arc Presence Status

\* indicates required item

**Note:**  
If you are using a language other than English for Service Name text, make sure the correct character set (shown below) is selected. Text displays incorrectly if the wrong charset is selected. (English characters are included in all character sets.)

Character Set

6. Click **Subscribe** assign the service to the selected IP Phone.

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## Section 9: Appendix C Basic Authentication Settings for PresenceWeb

Web-based application for Arc Presence Status, Also known as PresenceWeb will be installed as a web application with IIS, similar to PresenceXML. This is handled by the Presence Status install.

However, there is an optional configuration setting related to authentication, i.e. the default domain. The Presence Status install sets the authentication mode for the PresenceWeb IIS application to *Basic Authentication* but does not set the default domain. Without a default domain the users need to prefix their username with the name of the NT domain on which their usernames exist. For example a user named 'jason' on domain 'Arc' will need to type his user name as 'Arc\jason' on the authentication dialog. This may not be convenient from the user point of view.

To solve this we can make 'Arc' (or the relevant domain on the user machine), the default domain for the PresenceWeb application. The steps to do this are as follows.



### NOTE

The steps given below apply to Microsoft Windows 2000 Server operating system. The steps may be slightly different for a machine having a different operating system, such as Microsoft Windows XP etc. Please contact the system administrator in case of any problems.

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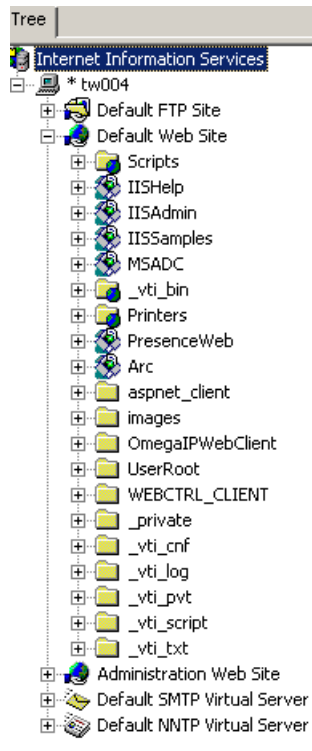
## NOTE

The steps to set *Default Domain* (mentioned below) are completely **optional**. If you do not specify a *Default Domain*, you will need to prefix the username with the name of NT domain for the user.

For example, if the username is 'jason' and domain name for this user is 'Arc', the username will be specified as 'Arc\jason'.

If the optional configuration setting is specified, the user will only need to enter the username without the domain name, that is, 'jason'.

1. Open the Internet Information Services applet provided by Windows from *Control Panel → Administrative Tools → Internet Services Manager*.
2. Select *Default Web Site*.

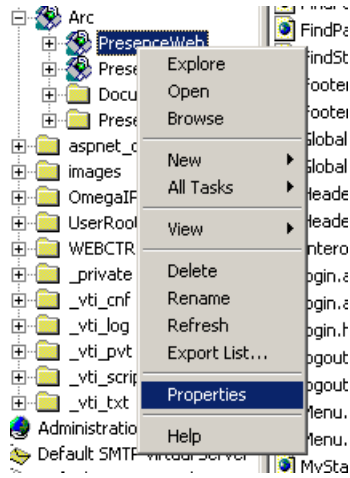


3. Locate and open the *Arc* virtual folder under *Default Web Site*. Click on *PresenceWeb*.



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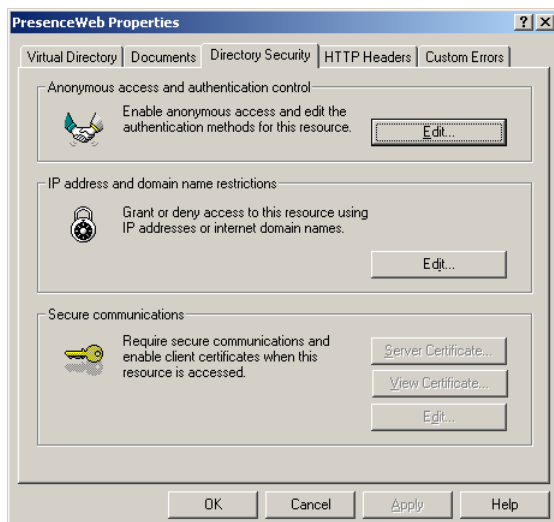
4. Right click on *PresenceWeb* and select *Properties* from the pop up menu.



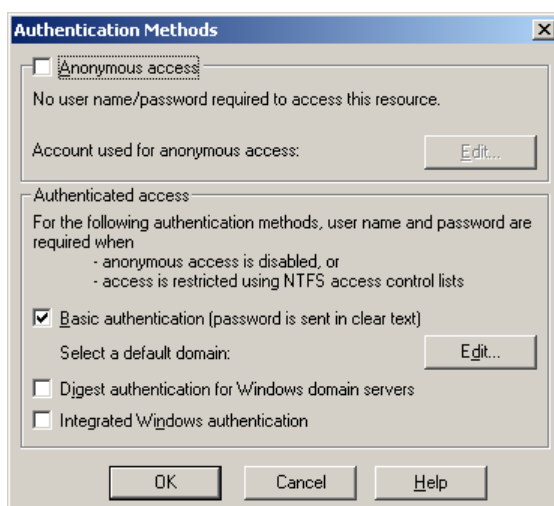
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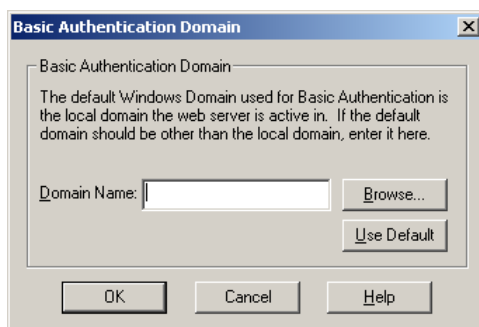
5. On the *PresenceWeb Properties* dialog box, click on *Directory Security* tab.



6. Click **Edit** under *Anonymous access and authentication control*. The *Authentication Methods* dialog box opens.



7. Click **Edit** in front of the *Basic Authentication* check box. The *Basic Authentication Domain* dialog box opens.



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8. Enter the desired domain name in the *Domain Name* field.
9. Close all dialog boxes by clicking **OK** on each dialog box.

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