



Deployment Guide



Product Notes

Documentation

Release / Iteration	5i BeAware
Build Number	5iBA – 1.0.5
Release Date	01 October 2008

Deliverables from this Guide

- Effective installation and de-installation of the BeAware Server module

Pre-Requisites

- Internet Information Services 5.0+
-
- Windows Installer 3.1
- .Net Framework 2.0 [bundled with the install]
- Microsoft SQL Express [bundled with the install]
- Cisco TSP

Supported Operating Systems

- Windows XP SP 2
- Windows 2003 / Windows 2003 R2
- Windows Vista (CUCM Version 6.1.2 or above only due to TAPI limitations)

Supported Cisco Unified Communications Manager

The following versions of Cisco Unified Communications Manager have been tested with BeAware

- CUCM 4.1.2sr3
- CUCM 4.2.3
- CUCM 4.3.2
- CUCM 6.1.2



Server Specifications

Component	Minimum	Recommended
1.0	01 October 2008	Initial release
Processor	1-gigahertz (GHz) 32-bit (x86)	2-gigahertz (GHz) 32-bit (x86)
RAM	512 MB	1 GB
DISK	NTFS File System with a minimum of 300MB of free space	NTFS File System with a minimum of 600MB of free space for applications temporary files
CD Drive	CD-ROM / DVD	CD-ROM, DVD drive or the installs copied to a local or network-accessible drive
Display	1024 x 768	1024 x 768 or higher resolution monitor
Network	10/100 Mb LAN Connection	10/100 Mb LAN Connection

Overview

BeAware is a CTI application that sits on its own server. BeAware pops information about the call and/or the caller to the Cisco IP Handset. This means that you can have all the information you need to answer the phone in an intelligent fashion

Cisco TSP Installation

Prior to the installation of the BeAware Server, the Cisco TSP plug-in will need to be installed onto the server and all the IP phones which will use the BeAware application associated to the TSP user.

See the Cisco TSP Guides for further information on how to install and configure the TSP.

Cisco AXL Application

BeAnywhere Server uses the CUCM AXL service to retrieve phone information. This service is disabled by default and will require activating before installing BeAnywhere Server

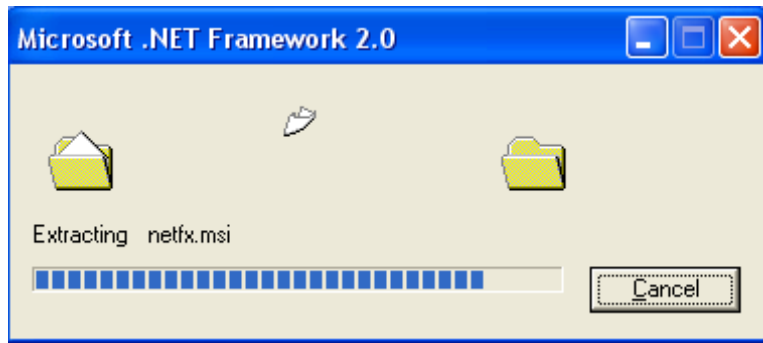
Windows Firewall

If Windows firewall is enabled on the server then HTTP traffic from the IP phones has to be permitted through the firewall to the BeAware server.

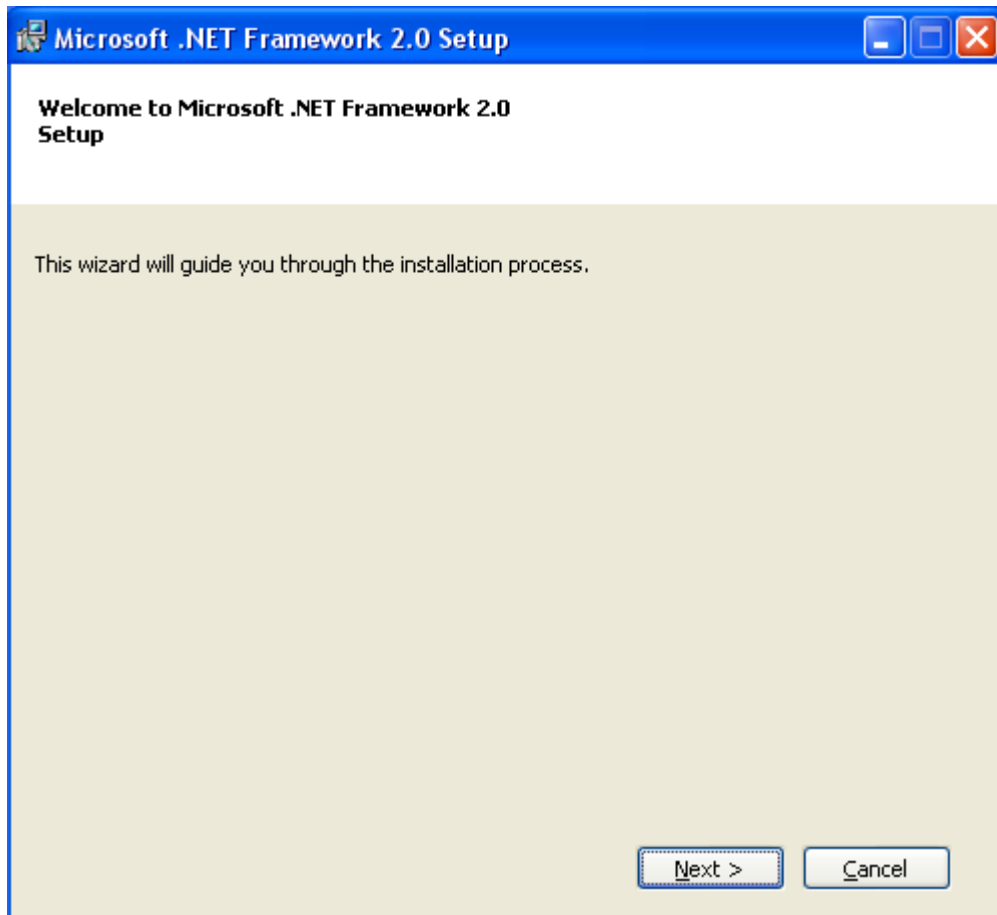
BeAware Server Component Installation

Run the BeAware Server install script by double clicking "BeAware.exe" and follow the prompts as they appear below.

Step 1 -The first stage of the installation will install the Microsoft .Net Framework 2.0.



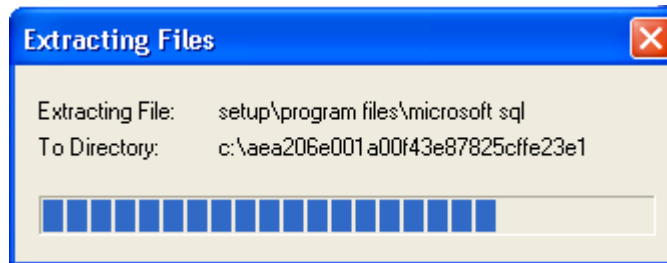
If your server already has .Net Framework 2.0 installed then click Cancel to cancel the .Net Framework installation at any time.



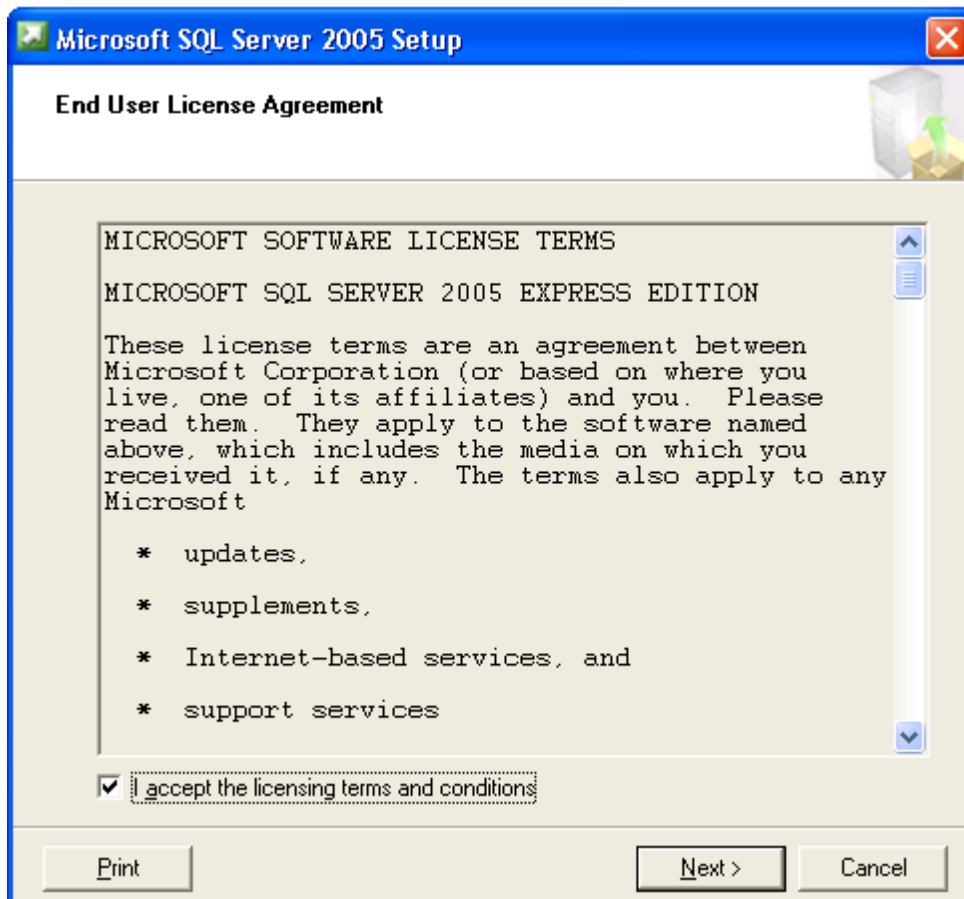
Click Next to continue the .Net Framework installation or Cancel to continue with the BeAware installation.

Step 2 - Install Microsoft SQL 2005 Server Express

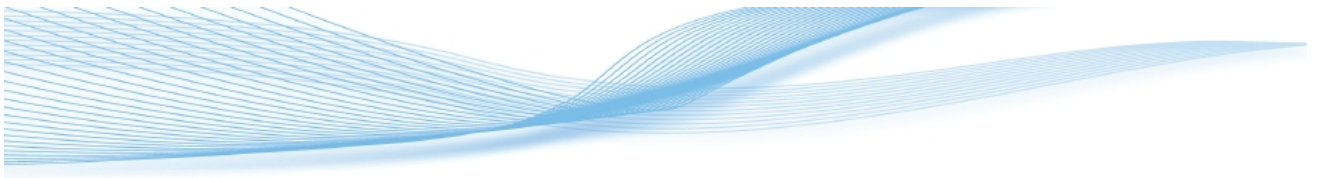
The installation will continue onto the Microsoft SQL 2005 Server



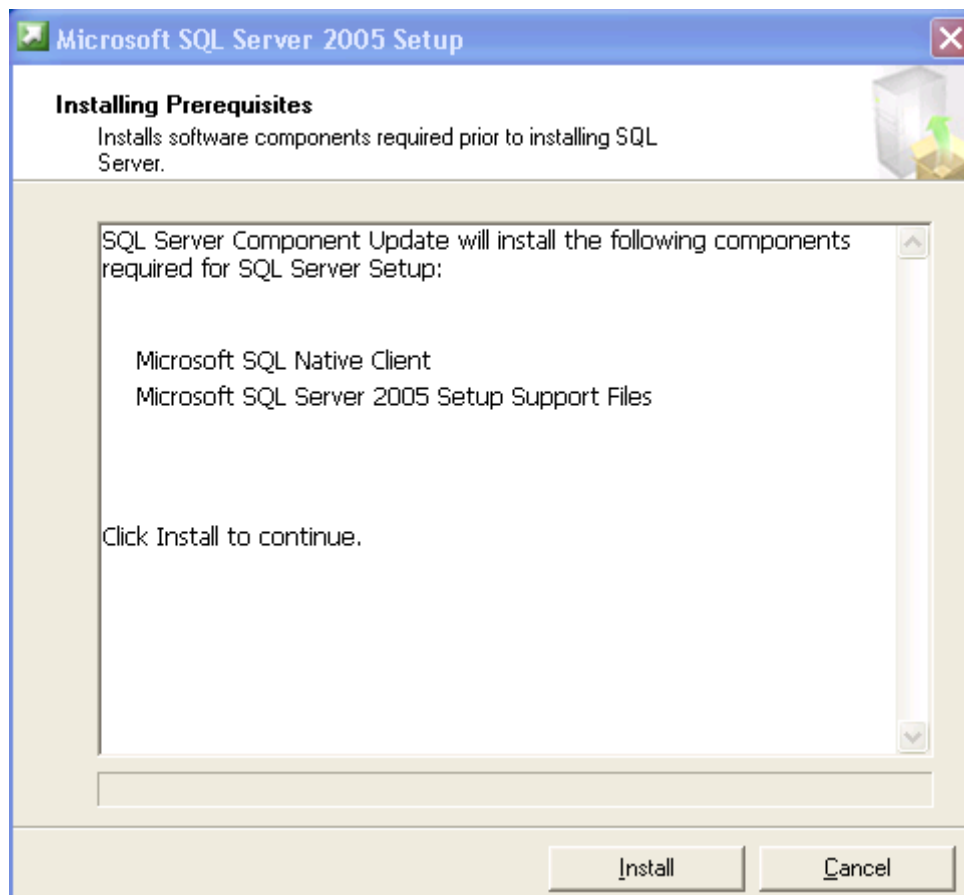
Accept the licensing terms and conditions



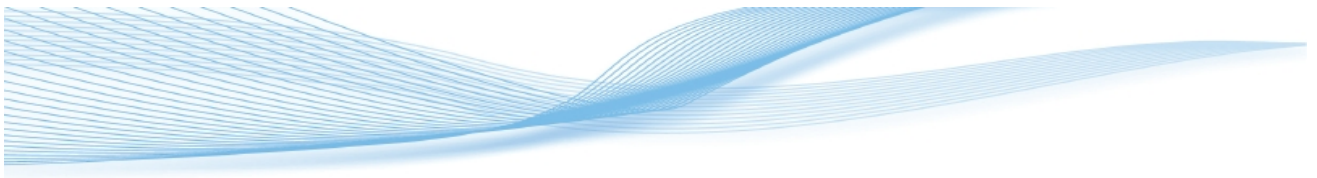
Click Next to continue with the installation



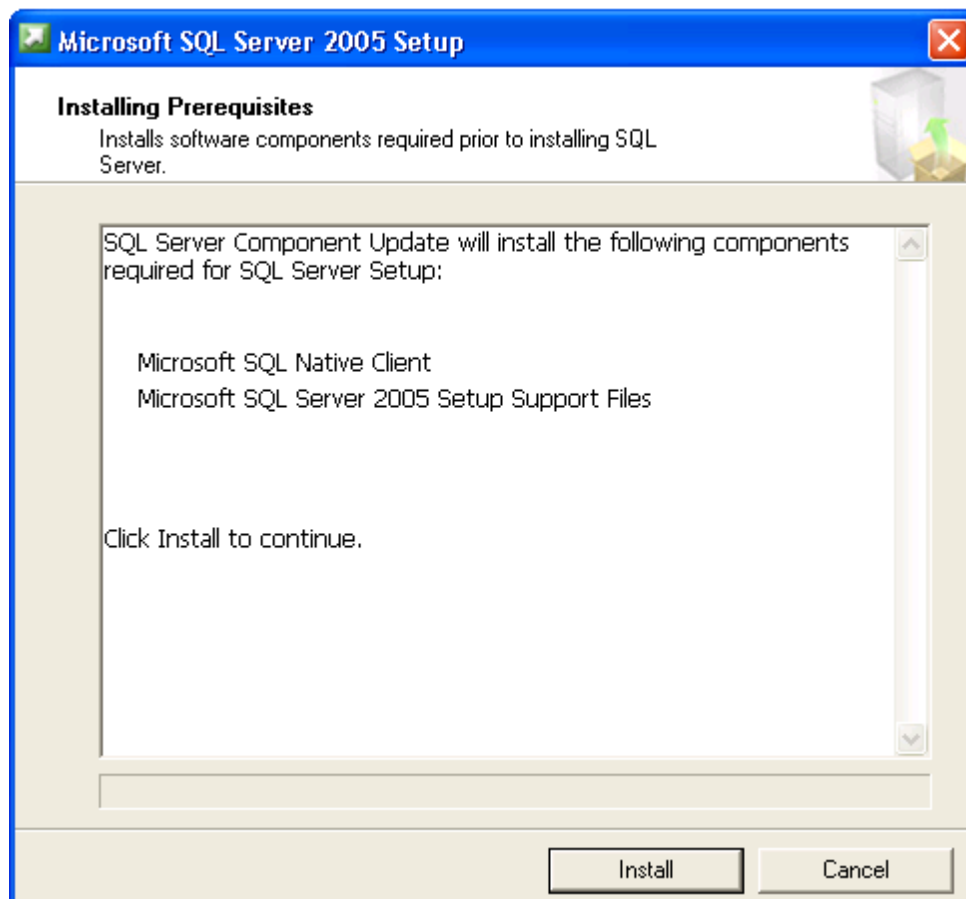
Microsoft SQL Server Installation



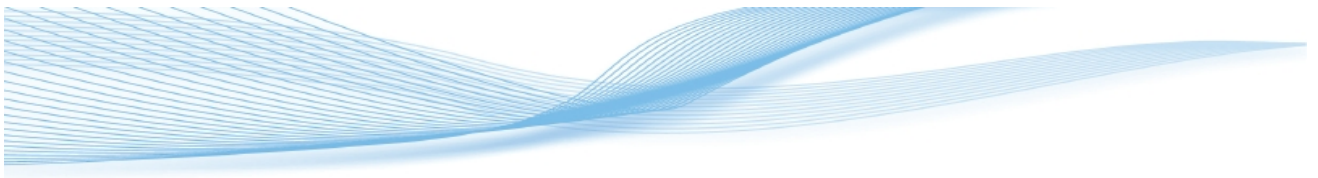
Click Install to continue with the installation



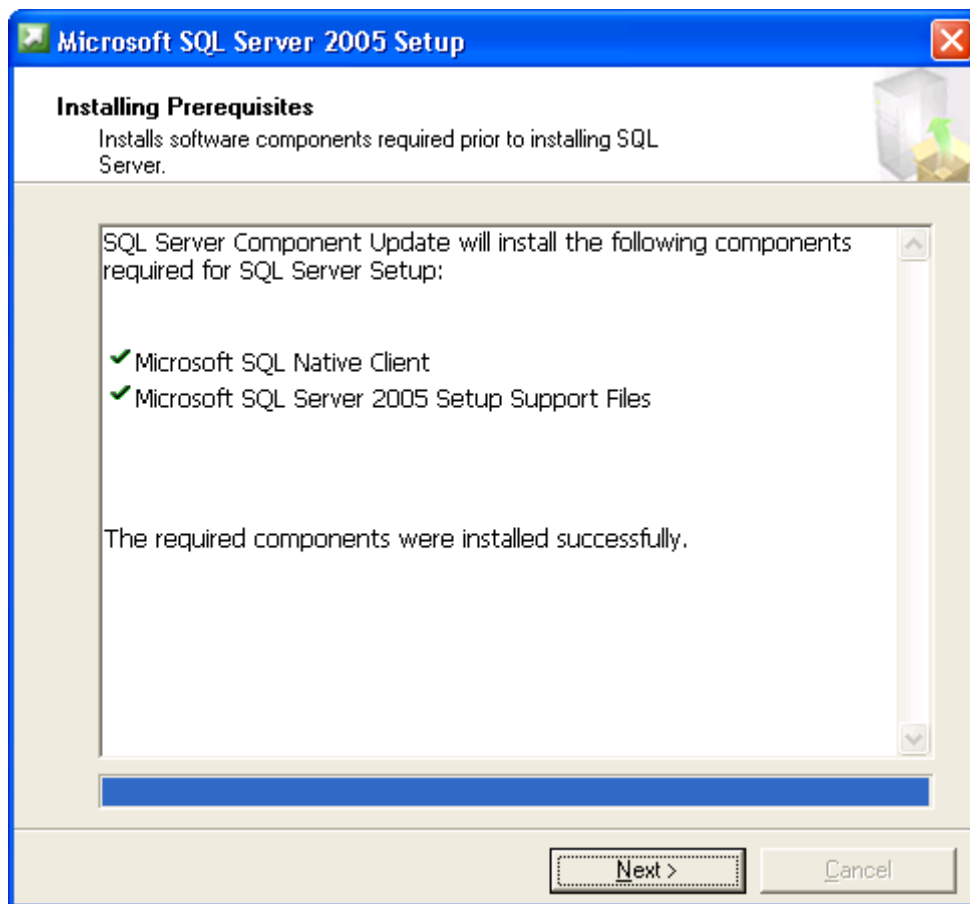
The Installation Prerequisites are displayed



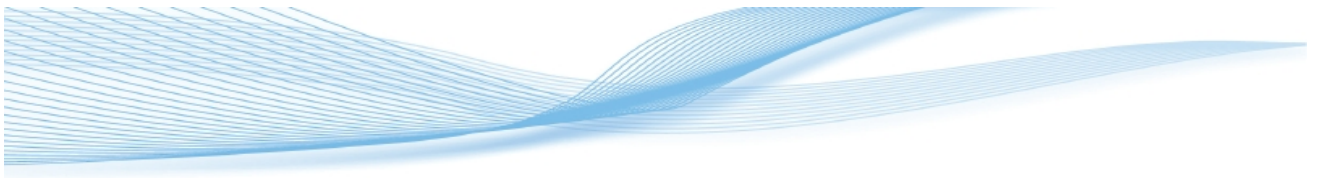
Select Intall to continue the installation



The Installation Prerequisites were installed successfully



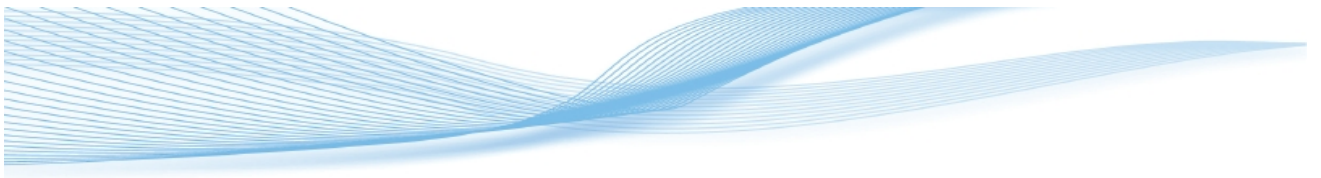
Select Next to continue the installation



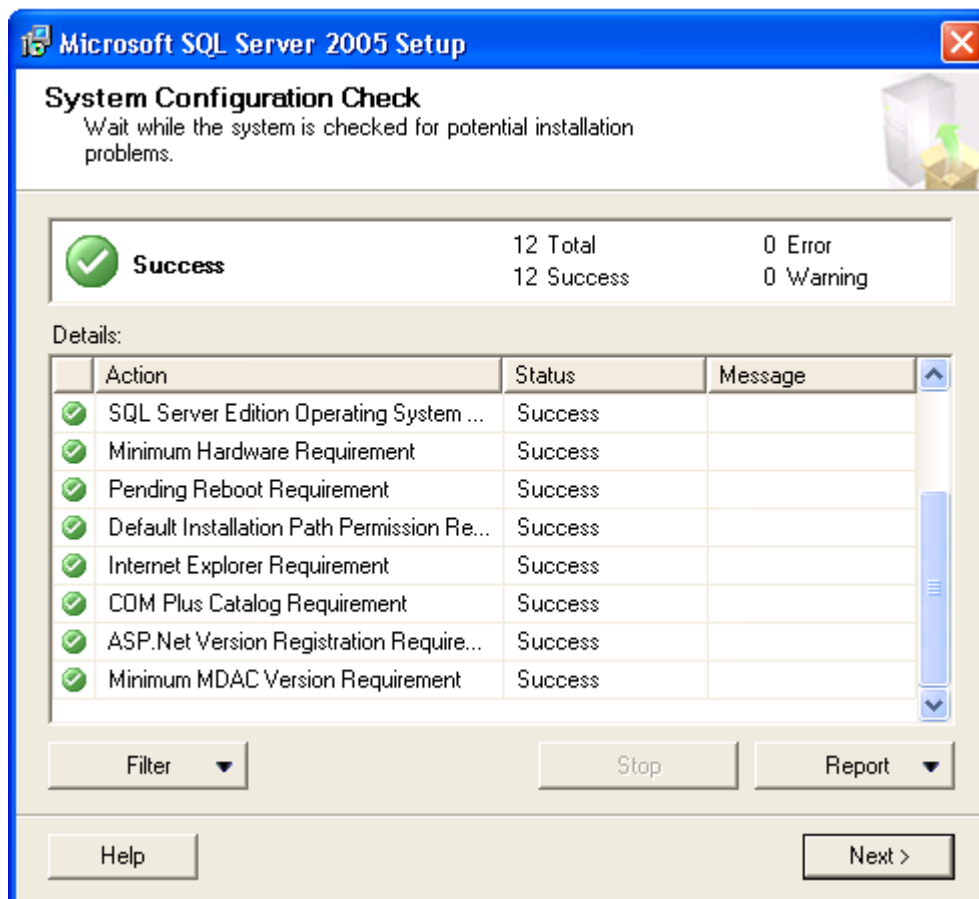
The Microsoft SQL Server Installation Wizard is displayed



Click Next to continue the installation

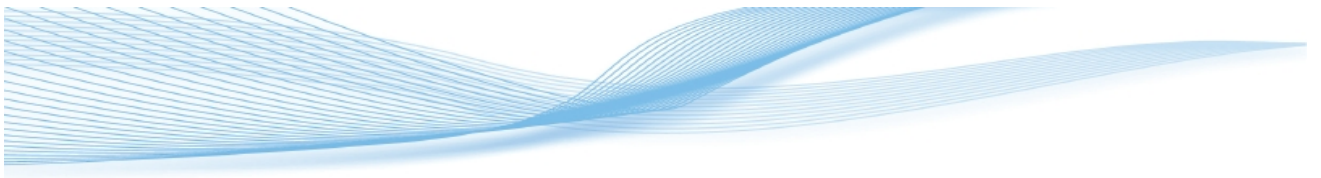


System Configuration Check



Check no errors are reported

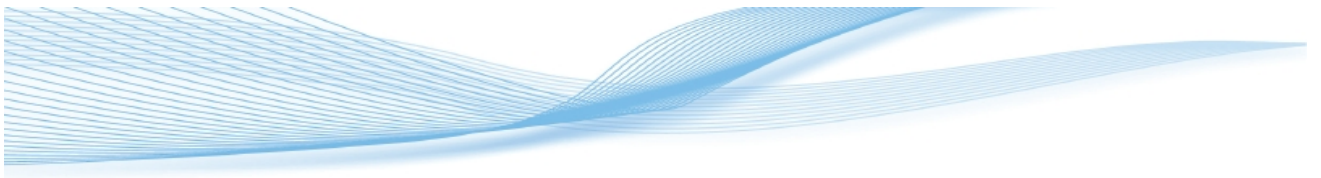
Click Next to continue the installation



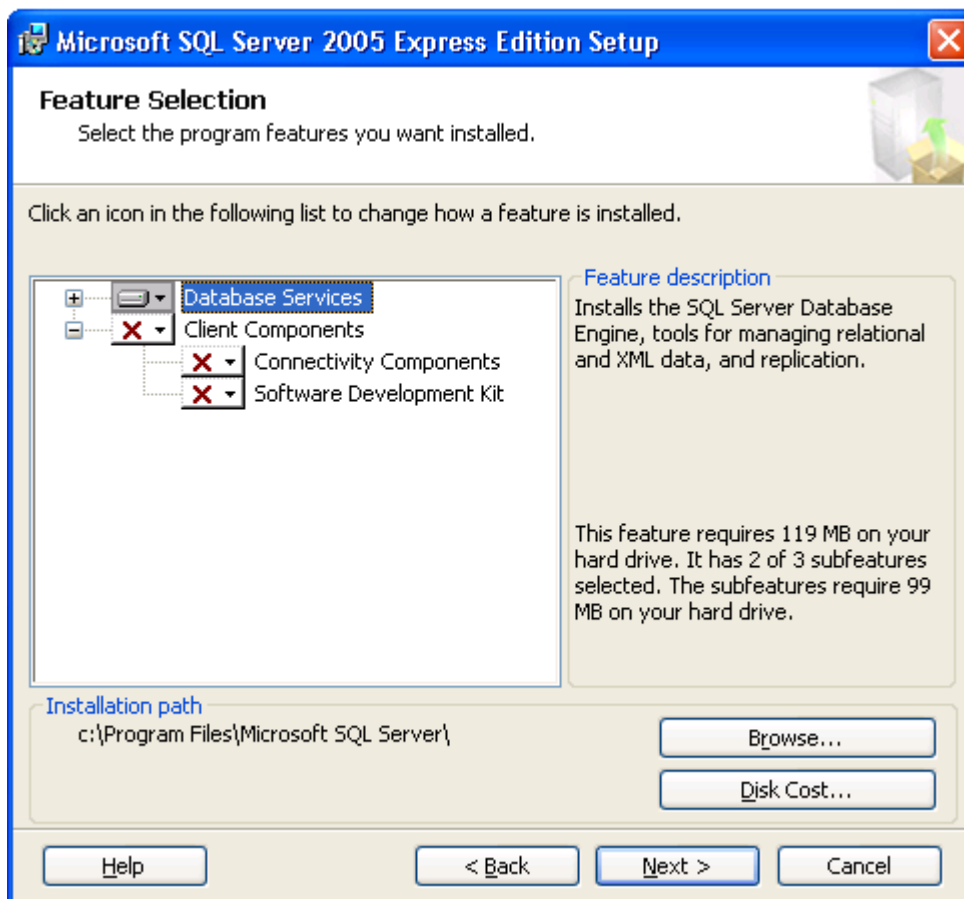
Enter Name and Company details.

The screenshot shows the 'Registration Information' dialog box for Microsoft SQL Server 2005 Express Edition Setup. The dialog has a blue title bar with the text 'Microsoft SQL Server 2005 Express Edition Setup' and a close button. The main content area is light beige and contains the following text: 'Registration Information', 'The following information will personalize your installation.', and 'The Name field must be filled in prior to proceeding. The Company field is optional.' Below this text are two text input fields: 'Name:' and 'Company:'. At the bottom left, there is a checked checkbox labeled 'Hide advanced configuration options'. At the bottom right, there are four buttons: 'Help', '< Back', 'Next >', and 'Cancel'. The 'Next >' button is highlighted with a blue border.

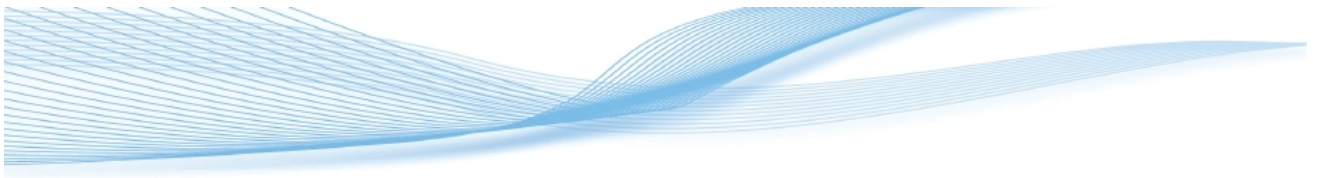
Click Next to continue the installation



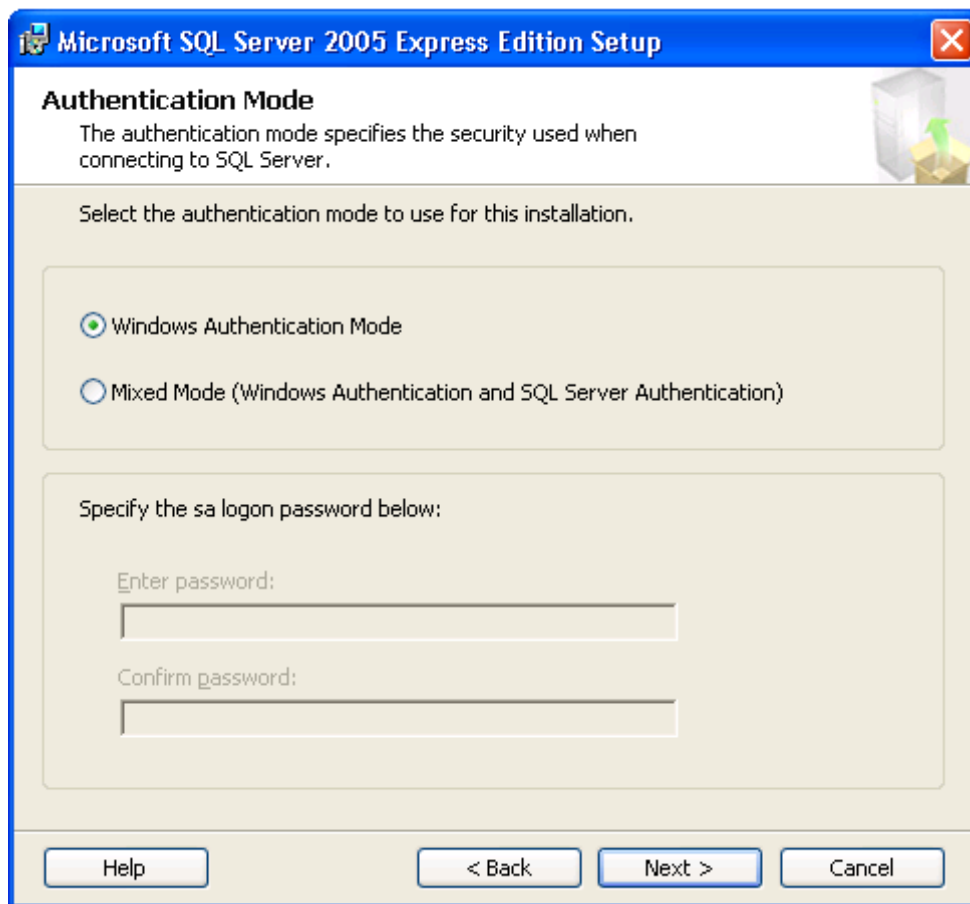
Accept the default Database Services



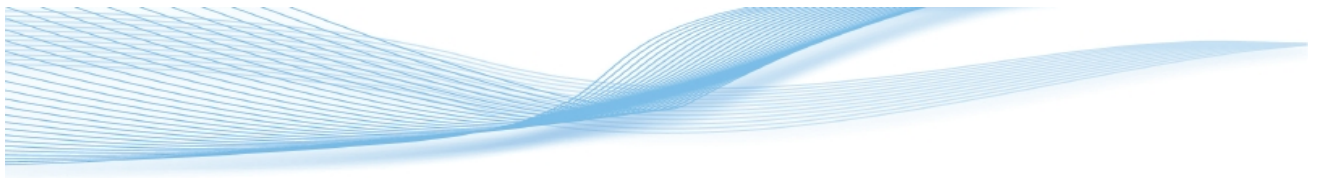
Click Next to continue the installation



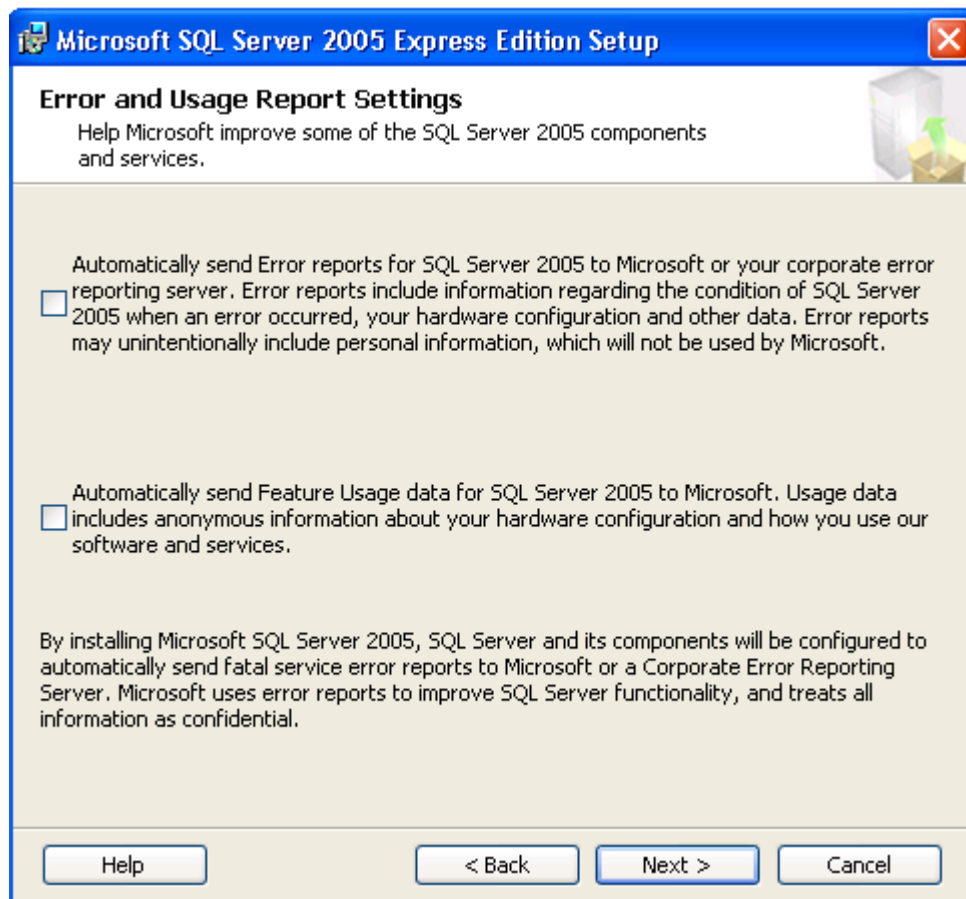
Select the Windows Authentication Mode



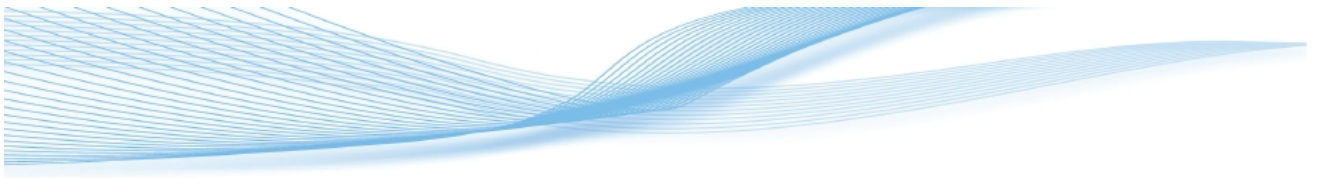
Click Next to continue the installation



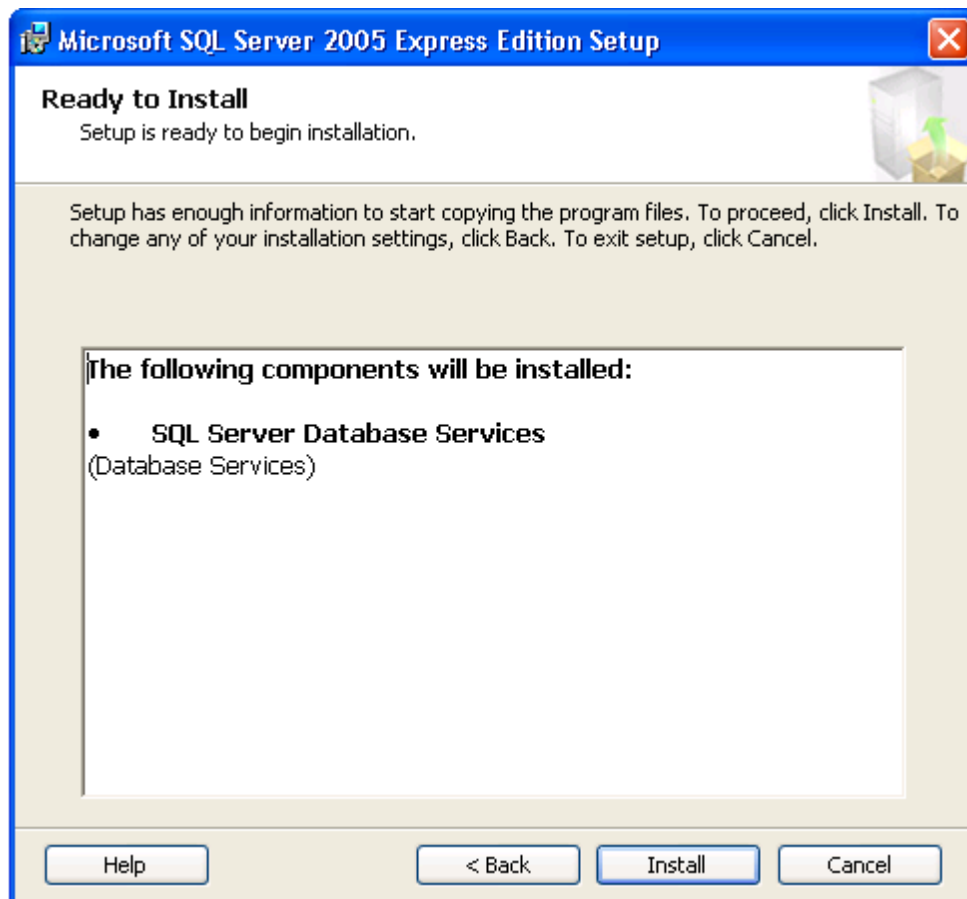
Select the required Error and Usage Report Settings



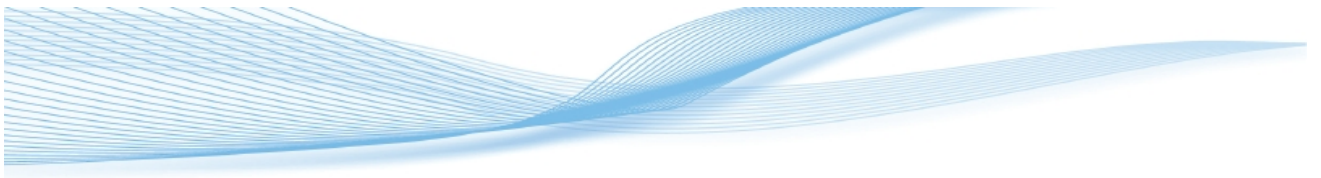
Click Next to continue the installation



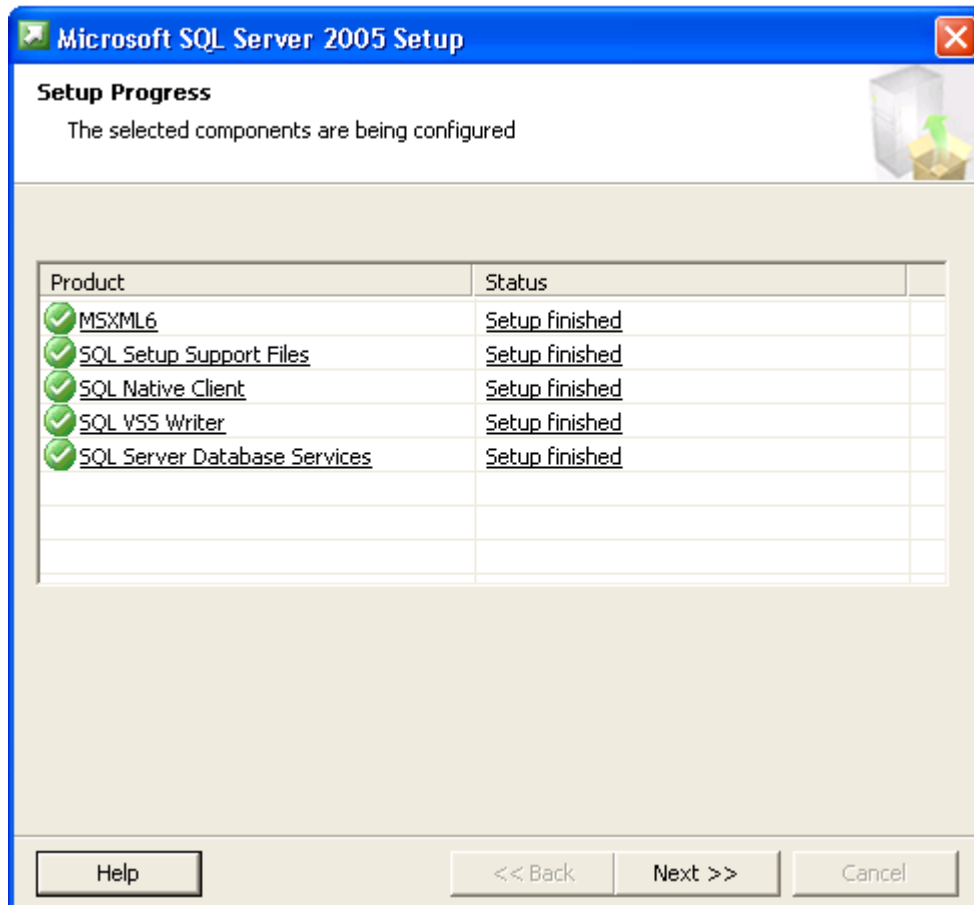
Confirm the correct components are selected



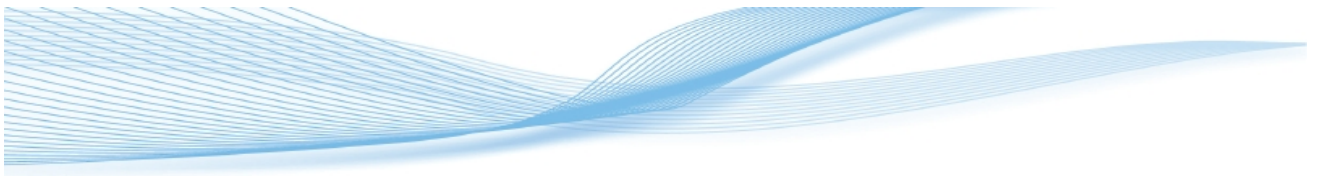
Click Install to continue the installation



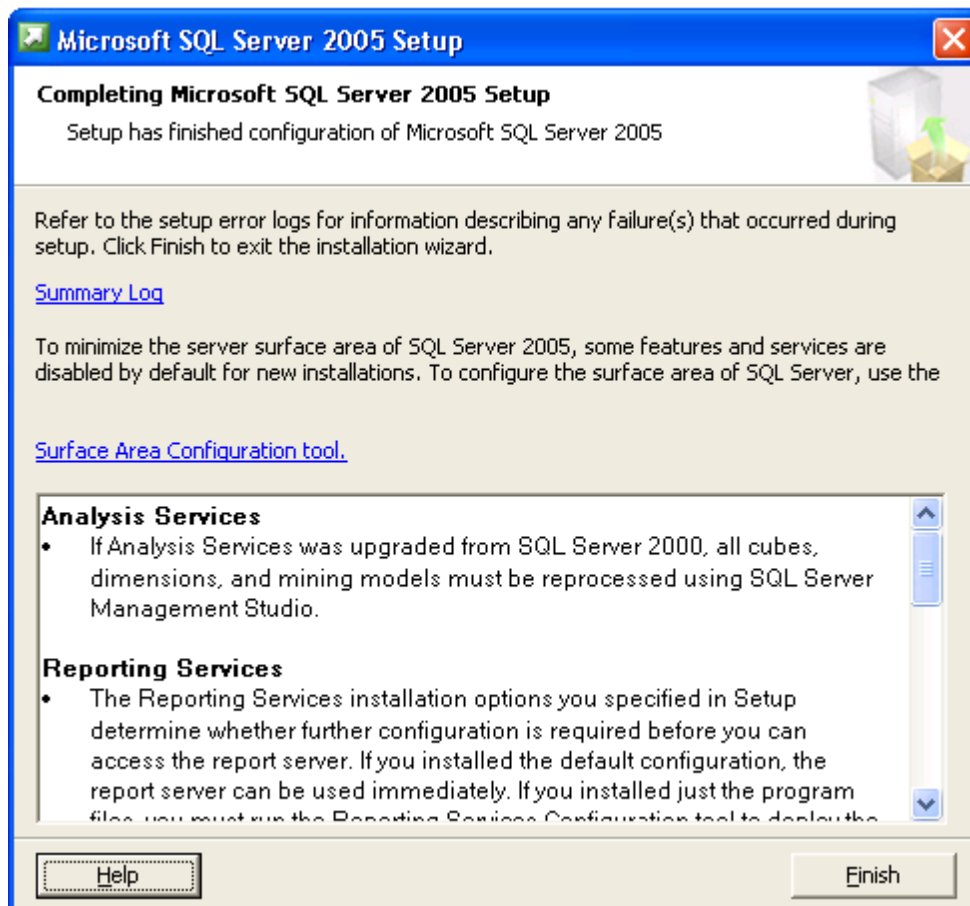
Check all components have configured correctly



Click Next to continue the installation



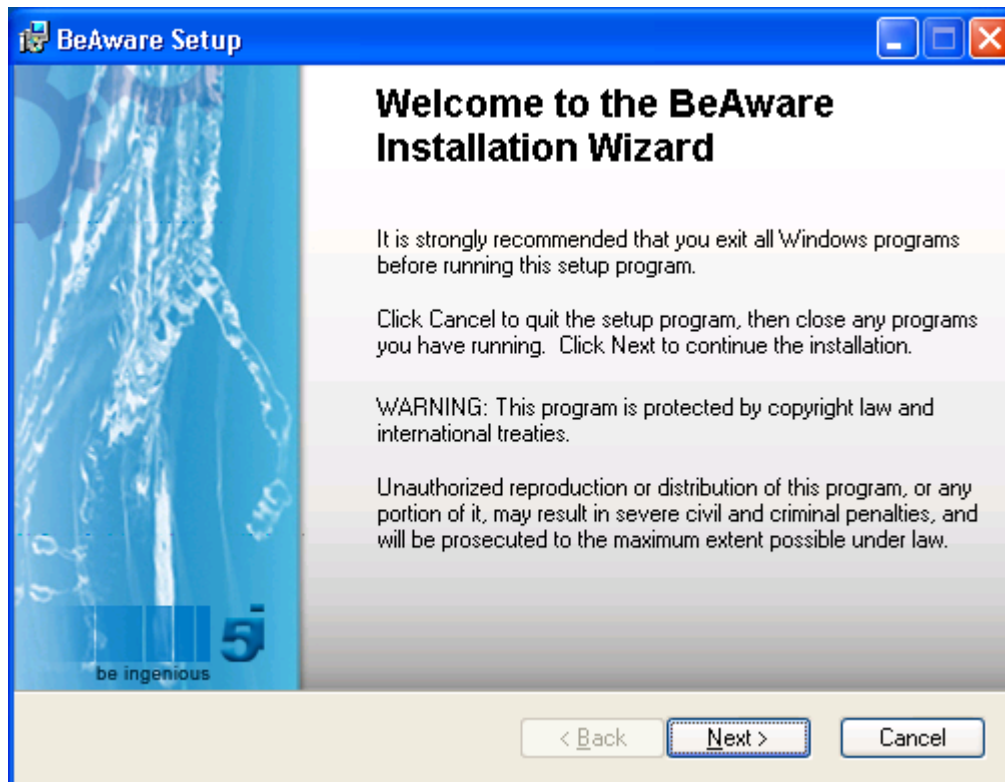
Complete the SQL Server 2005 setup



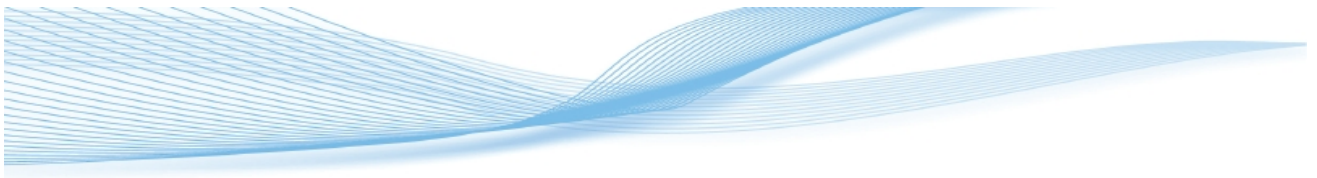
Click Finish to continue

Step 3 - Installing the BeAware Application

The BeAware Welcome Screen is displayed



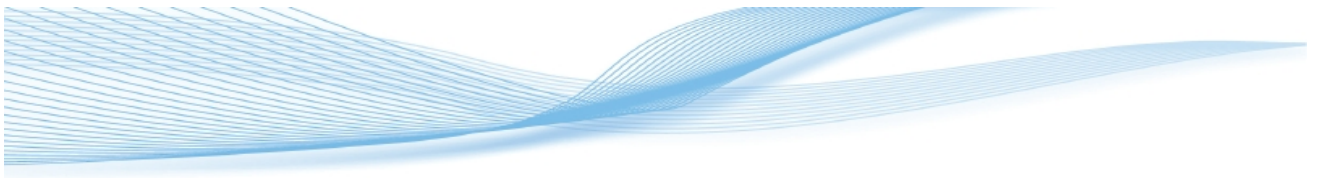
Click Next to continue the installation



Enter the Full Name and Organisation

The screenshot shows a Windows-style dialog box titled "BeAware Setup". The window has a blue header bar with the title and standard minimize, maximize, and close buttons. Below the header, there is a logo for "be ingenious" and a large "5" icon. The main title is "User Information" with the instruction "Enter the following information to personalize your installation." There are two text input fields: "Full Name:" and "Organization:". Below these fields, there is a paragraph of text explaining that settings can be installed for the current user or for all users, and that administrator rights are required for the latter. Two radio buttons are present: "Anyone who uses this computer" (which is selected) and "Only for me (admin)". At the bottom left, it says "Wise Installation Wizard (R)". At the bottom right, there are three buttons: "< Back", "Next >", and "Cancel".

Click Next to continue the installation



Provide the Username and Password of the administrator for this server. These credentials are required to run the 'BeAware' service.

BeAware Setup

Logon Information
The following logon information is used by BeAware.

Specify a user account to be used by the application, either for running a service or for logging onto other servers. For domains, user names must be in the format of Domain\Username.

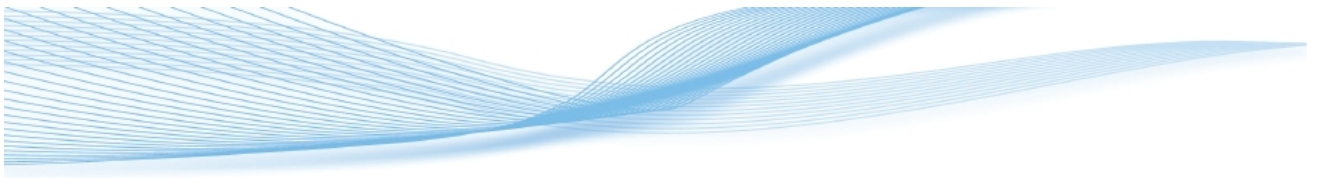
Username:

Password:

Wise Installation Wizard®

< Back Next > Cancel

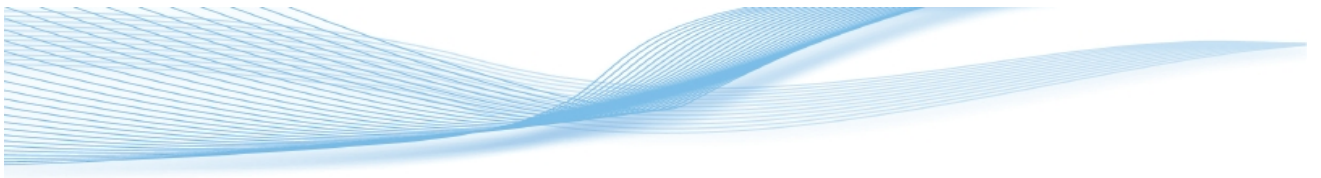
Click Next to continue the installation



BeAware uses a backend database to save its entire configuration. Provide the server name (not the IP address) of the server where Microsoft SQL 2005 is installed. In case of SQL Authentication, also provide the correct Username and Password.

The screenshot shows the 'BeAware Setup' dialog box with the 'SQL Server Connection' step. The window title is 'BeAware Setup'. The header area contains the 'be ingenious' logo and the text 'SQL Server Connection' followed by the instruction: 'Select the SQL server and security credentials to be used for SQL script execution during installation.' Below this, there is a section for 'SQL Server Name:' with a text box containing 'BESERVER\SQLEXPRESS'. A horizontal line separates this from the 'Database Authentication:' section, which has two radio button options: 'Windows NT Authentication' and 'SQL Authentication'. Below these are two text boxes for 'SQL Username:' and 'SQL Password:'. At the bottom of the authentication section, there is a checked checkbox labeled 'Create database'. The footer of the dialog box includes the text 'Wise Installation Wizard®' and three buttons: '< Back', 'Next >', and 'Cancel'.

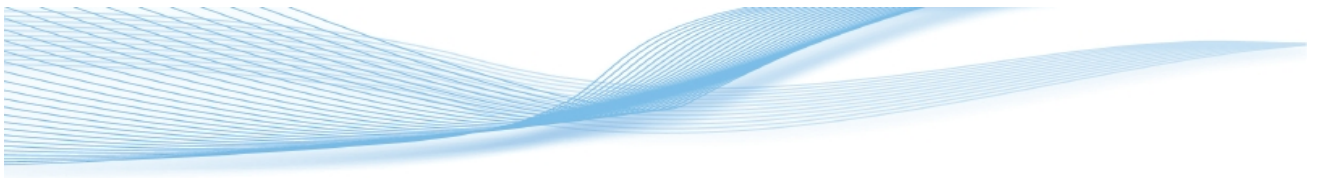
Select 'Create database' and click Next to continue the installation



Select the version of Unified Communications Manager and enter the system Administrator username and password

The screenshot shows a Windows-style dialog box titled "BeAware Setup". The main heading is "CUCM Administration" with the subtext "The following information is used by BeAware." Below this, there is a section titled "CUCM Administration Details" containing four input fields: "Version" (a dropdown menu set to "CUCM Version 6.1.2"), "IP address" (text box with "192.168.1.70"), "Username" (text box with "administrator"), and "Password" (text box with "xxxxxxx"). At the bottom, there are three buttons: "< Back", "Next >", and "Cancel". The footer of the dialog box reads "Wise Installation Wizard®".

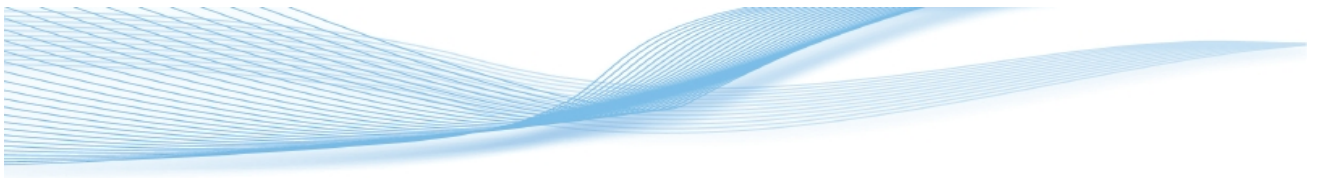
Click Next to continue



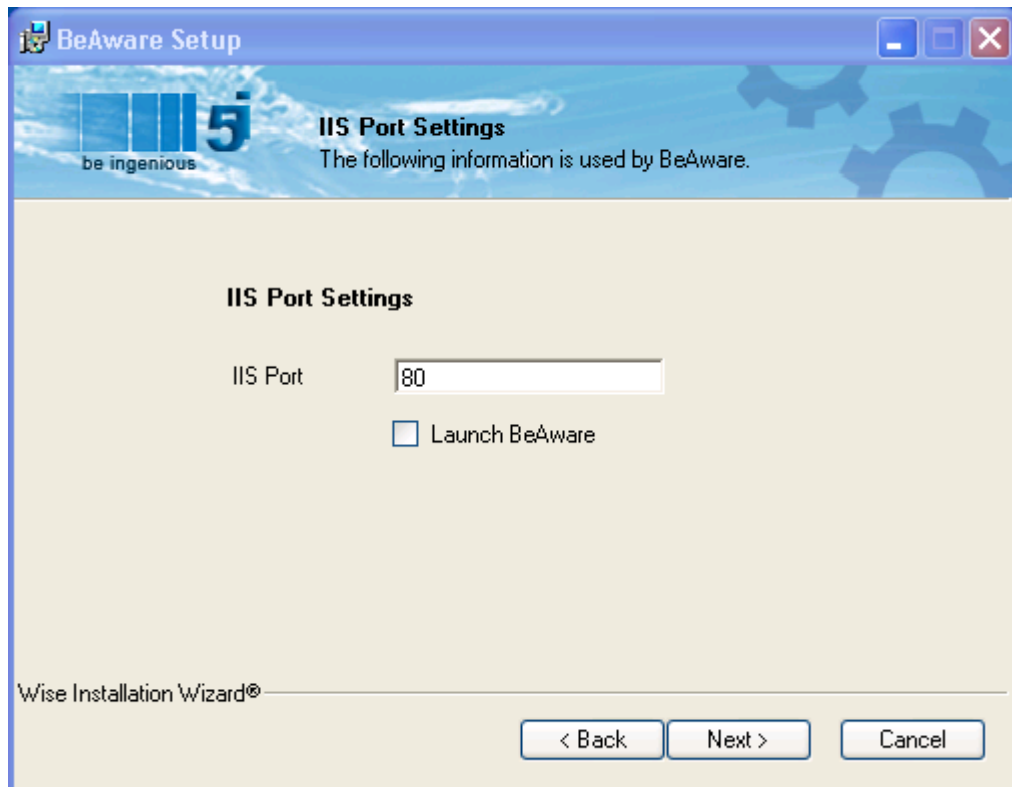
Enter the TSP service user logon details. This information is required to display Caller Tags onto IP phones

The screenshot shows a Windows-style window titled "BeAware Setup". The window has a blue header bar with the title and standard window controls (minimize, maximize, close). Below the header, there is a logo for "be ingenious" and a large "5" icon. The main content area is titled "TSP service user" and contains the text "The following information is used by BeAware." Below this, there is a section titled "TSP service user" with two input fields: "Username" and "Password". At the bottom of the window, there is a footer that says "Wise Installation Wizard®" and three buttons: "< Back", "Next >", and "Cancel".

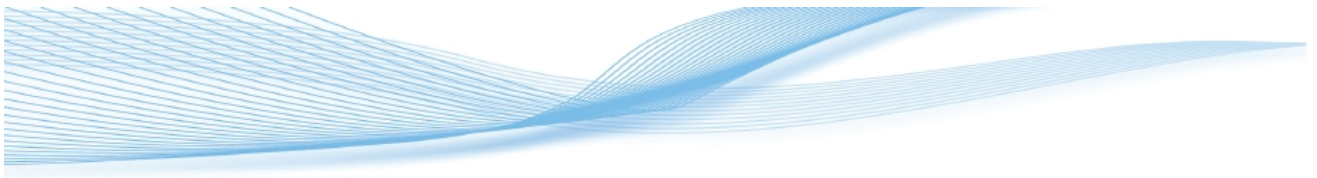
Click Next to continue



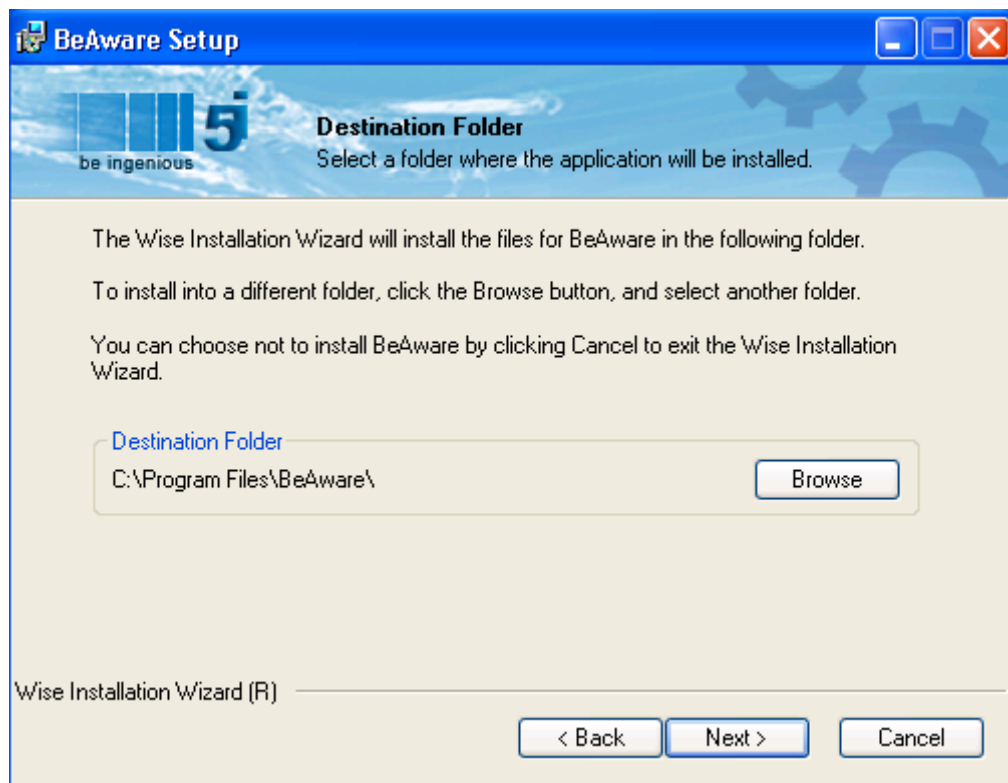
Enter the IIS Port (Port 80 is the default but can be changed if additional IIS services are running on this same server)
Select 'Launch BeAware' to start the application after completing the installation.



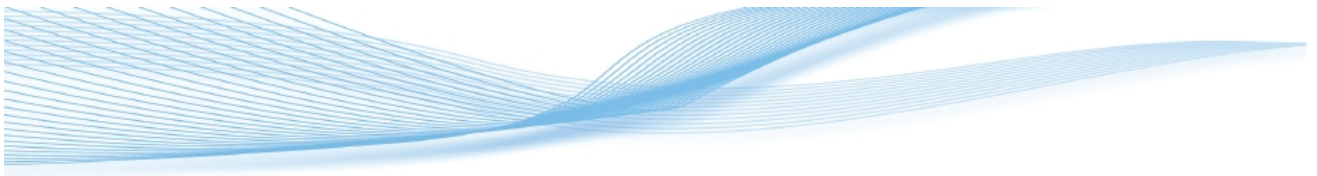
Click Next to continue



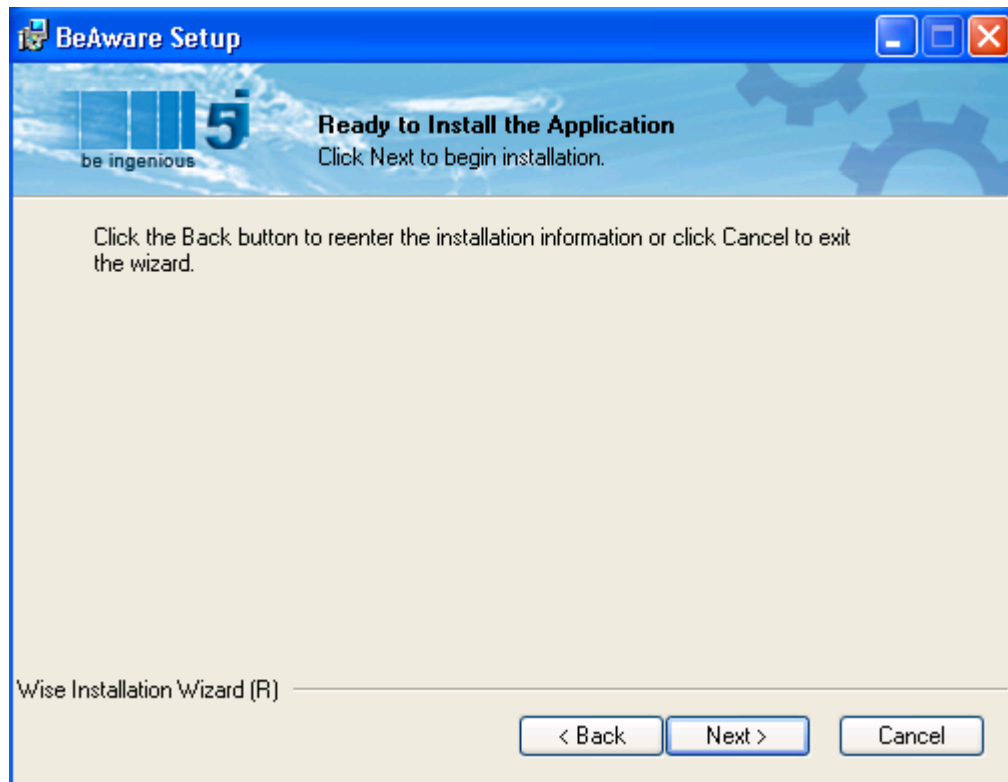
Select the Destination Folder for the installation



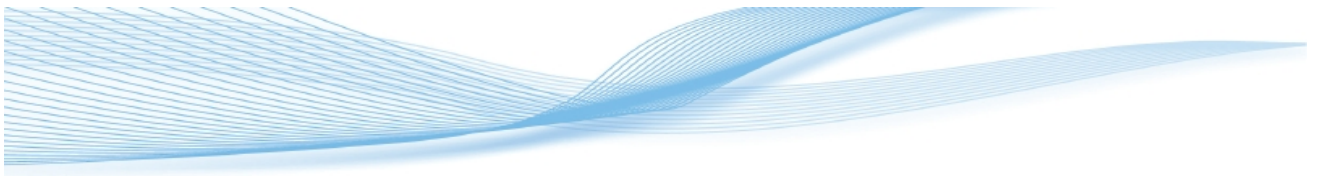
Click Next to continue the installation or click Back to change the configuration



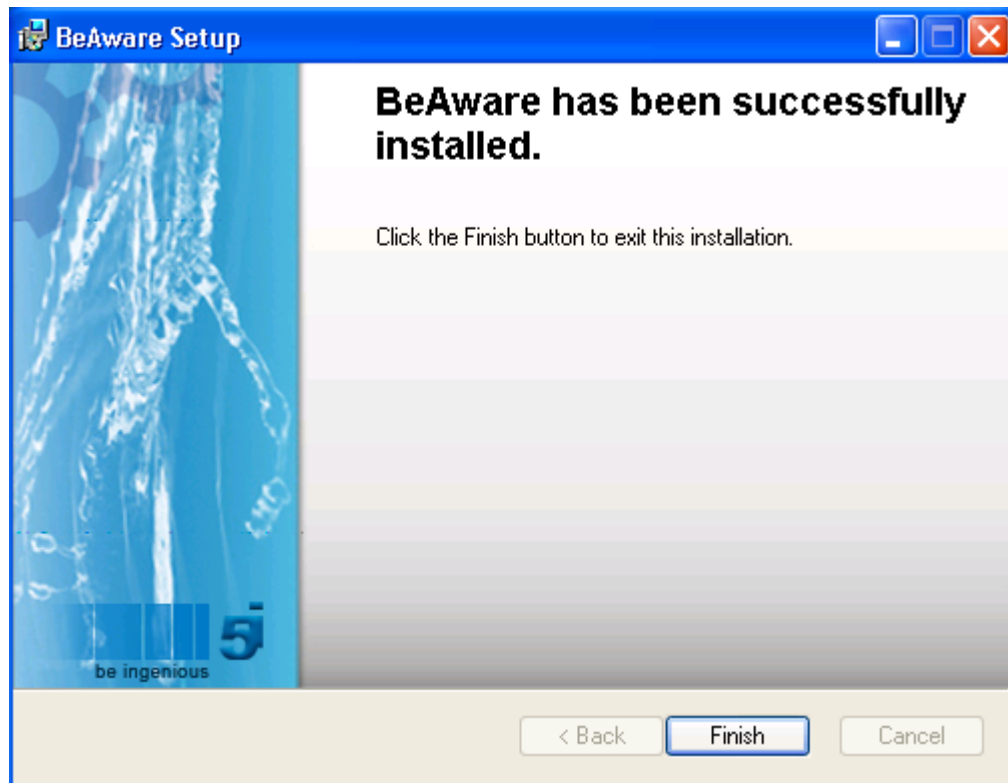
The BeAware application is ready to be installed



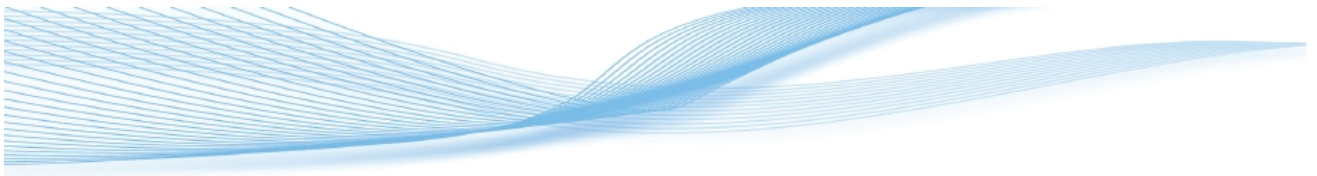
Click Next to continue the installation or click Back to change the configuration



The BeAware application has successfully installed



Click Finish to complete the installation



BeAware Service

- Open Administrative Tools control panel
- Open Services
- A list of all services installed on the system will be displayed

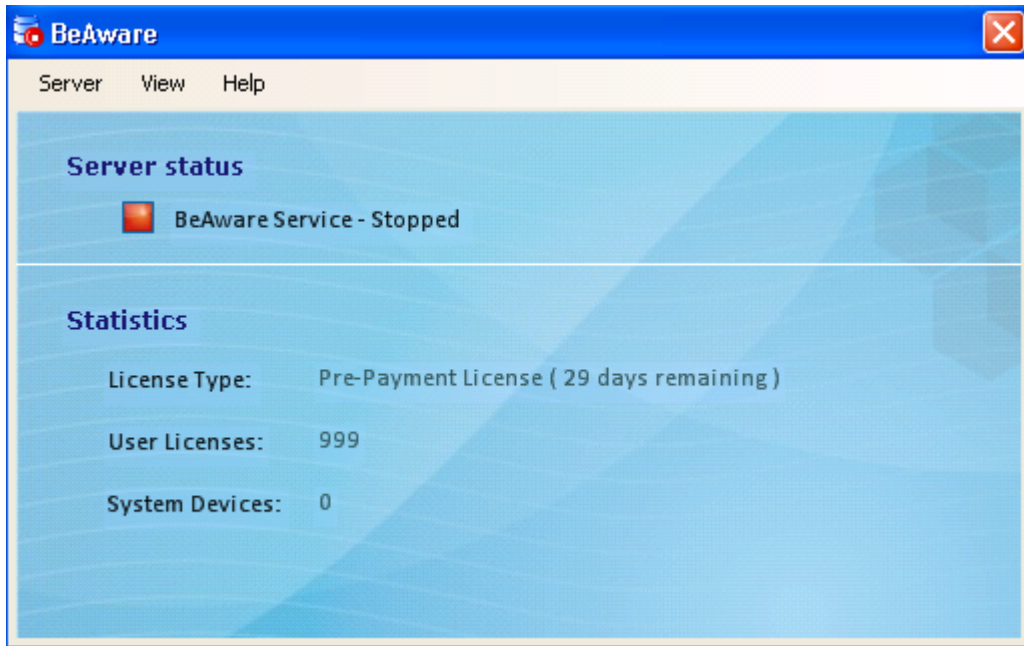
If BeAware is installed properly, a service will be listed as BeAware Service

The screenshot shows the Windows Services console. The title bar reads "Services". On the left, there is a section for "BeAware Service" with a link that says "Start the service". The main area displays a table of installed services.

Name	Description	Status	Startup Type	Log On As
.NET Runtime Optim...	Microsoft ...		Manual	Local System
Alerter	Notifies sel...		Disabled	Local Service
Application Layer G...	Provides s...	Started	Manual	Local Service
Application Manage...	Provides s...		Manual	Local System
ASP.NET State Serv...	Provides s...		Manual	Network S...
Automatic Updates	Enables th...	Started	Automatic	Local System
Background Intellig...	Transfers ...		Manual	Local System
BeAware Service			Manual	Local System
ClipBook	Enables Cli...		Disabled	Local System
COM+ Event System	Supports S...	Started	Manual	Local System

Step 4 – BeAware Configuration

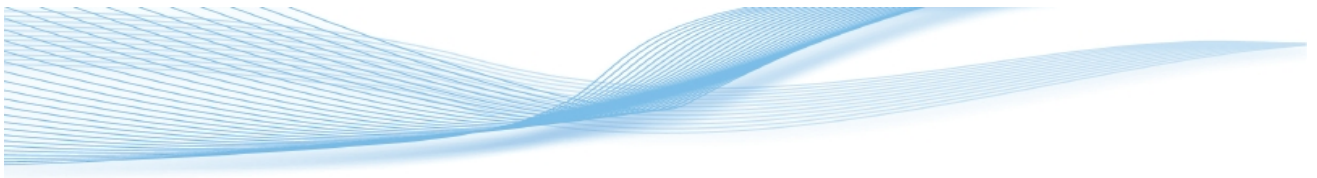
Double Click the BeAware Server ICON on the desktop and the BeAware Server window will display.



License Type: Shows the application current license

User Licenses: The number of user licenses that the application currently has configured.

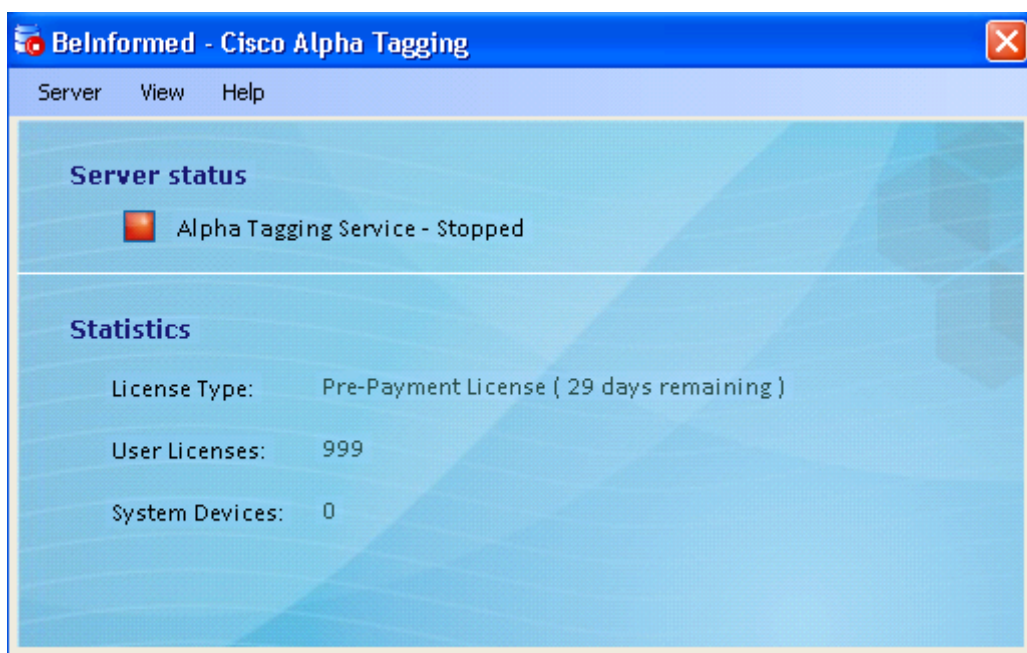
System Devices: Total number of devices monitored by the BeAware application



The BeAware application has seven sections

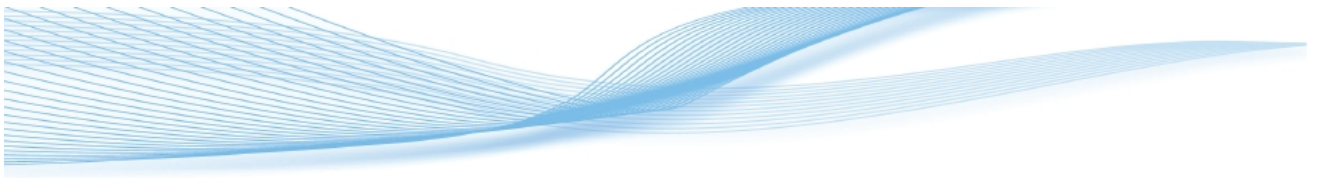
- Server Status
- CUCM Settings
- Phones
- Database
- Licenses
- Caller Tags
- Configurations

Server Status (View > Server Status)



Server Status shows the current status of the BeAware window service. Users can Start/Stop the server from the 'Server' menu or from the System Tray

*It's recommended to complete all mandatory settings and to add all the required extensions before starting the server



CUCM Settings (View > CUCM Settings)

BeAware

Server View Help

CUCM Administration

Version: CUCM Version 6.1.2

IP Address: 192.168.1.70

Username: administrator

Password: *****

TSP service user

Username: beingenious

Password: *****

CUCM Administration

Version: Version of the installed Unified Communications Manager

IP Address: IP Address of the CUCM

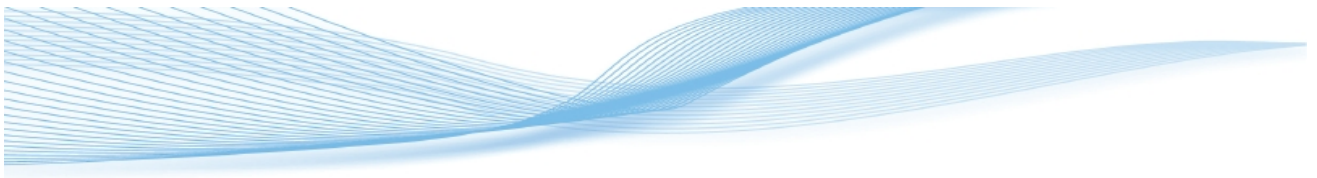
Username: Username of the CUCM Administrator

Password: Password for the CUCM Administrator

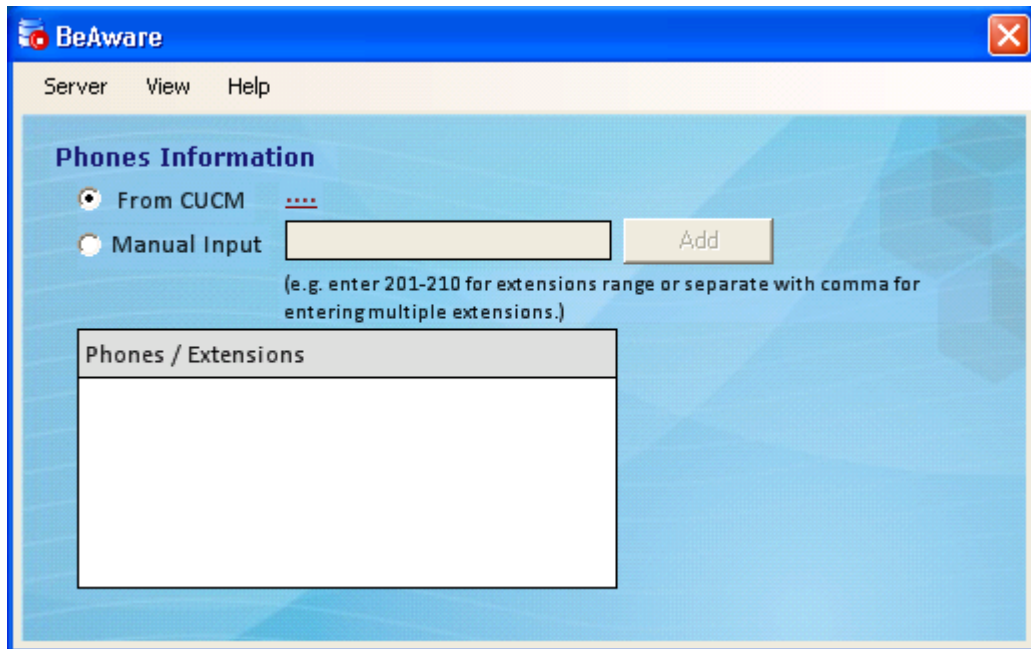
TSP service user

Username: Username for the TSP Service User

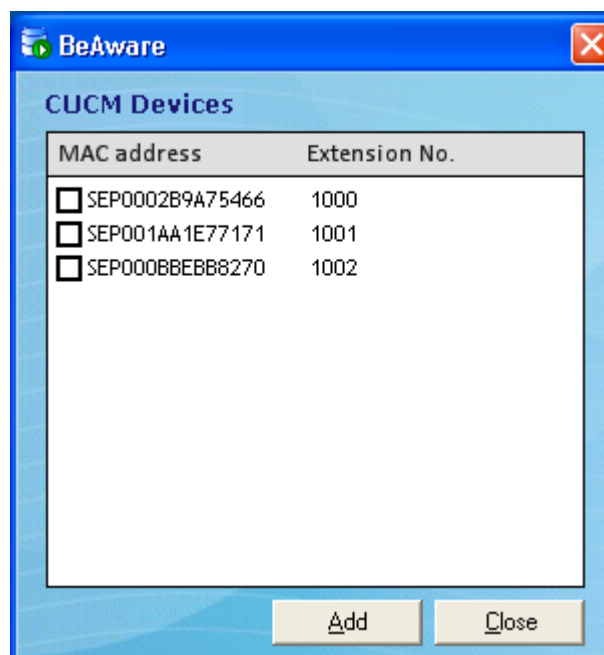
Password: Password for the TSP Service User

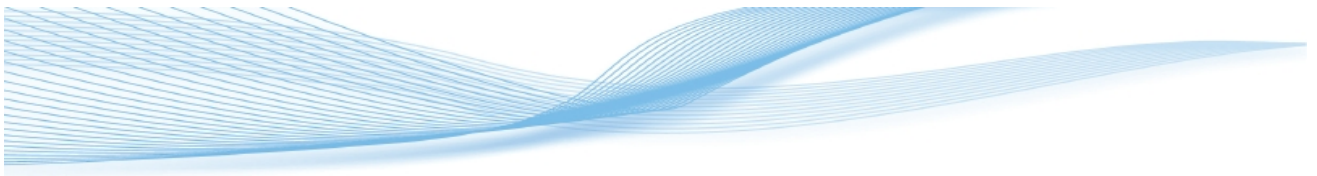


Phone Information (View > Phones)

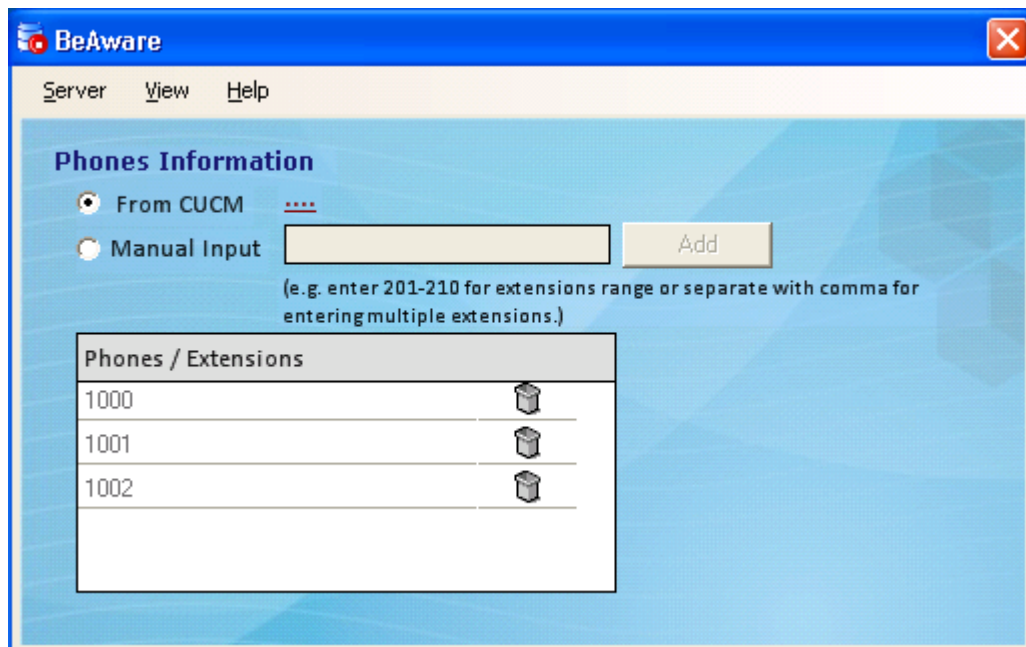


CUCM ... The application fetches all devices from the Communications Manager associated with the TSP service user.

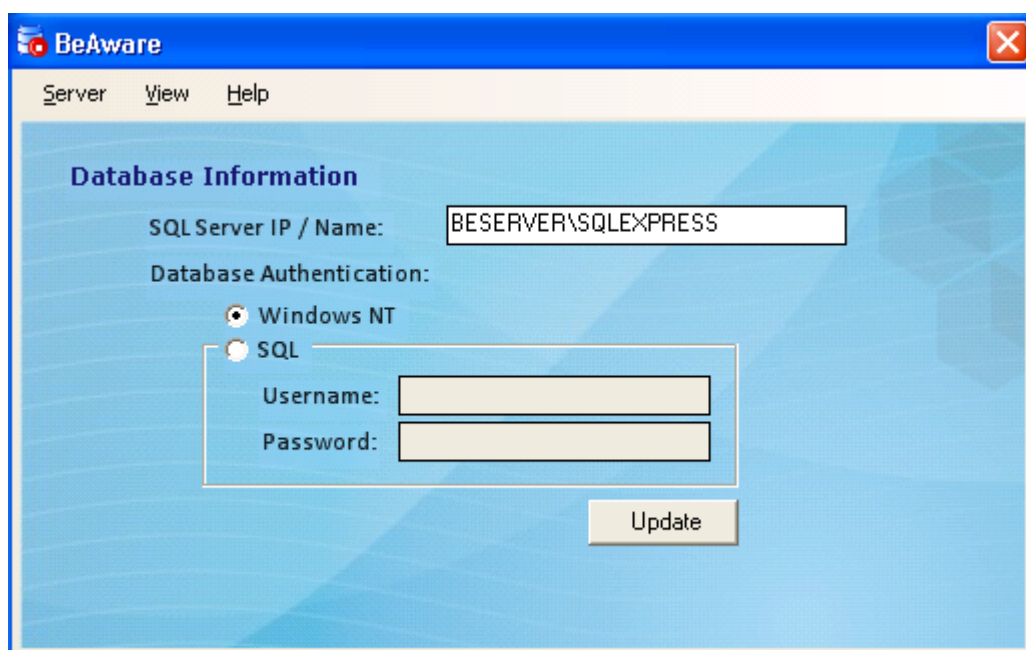




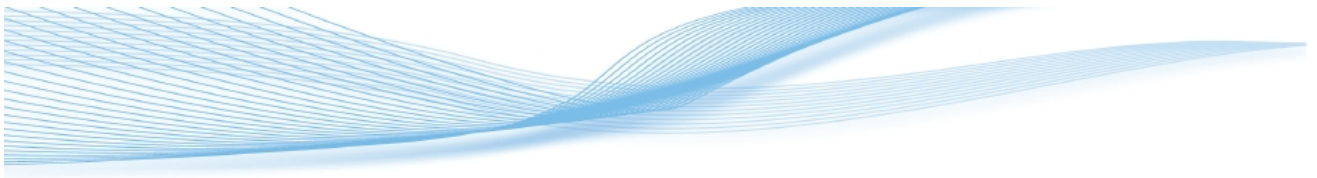
Manual Input: The application also allows users to manually add extensions. Multiple extensions can be added using a range format or comma separated.



Database Information (View > Database)



Provides details on the SQL Database as configured during installation



Licenses (View > Licenses)

Request License

Application: BeAware

License Status: Pre-Payment License (29 days remaining)

Requested Status: Full License

Generate

Apply License

License Key:

Apply

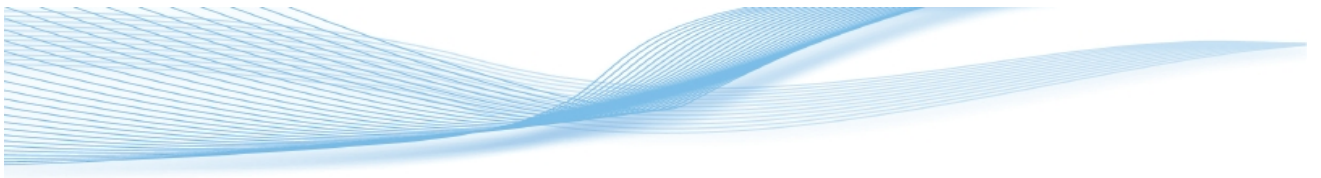
Request License:

- Application:** This list contains the modules which need to be licensed.
- License Status:** The current license for the selected module in the list above.
- Requested Status:** The user can select the license mode for the selected application module.

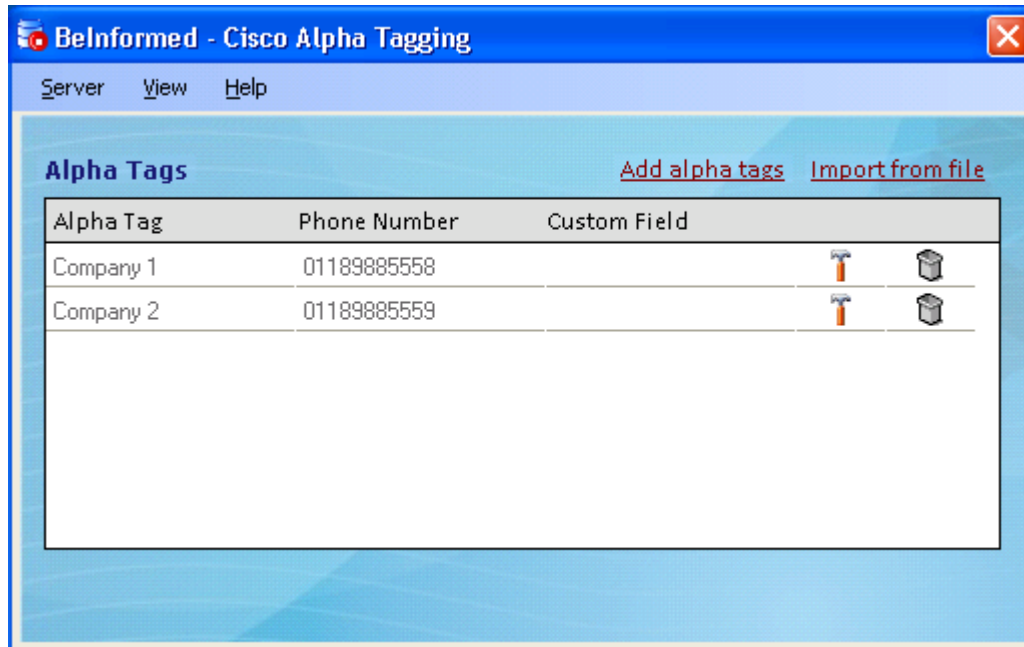
Once these settings are completed the user can then select the 'Generate' button to generate a PC key for the software vendor.

Apply License

To apply the license key provided by the software vendor, the user needs to select the file by pressing "... " link and then press 'Apply' button.

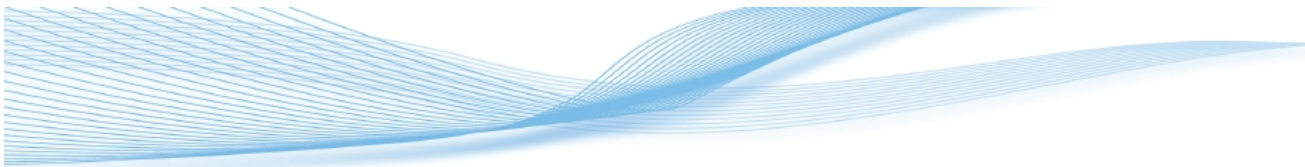


Caller Tags (View > Caller Tags)



The Caller Tag associates the calling phone number with a tag which the user configures. The user can add, edit and delete Caller Tag information.

When an incoming call is received, the application looks for the Caller Tag where 'Phone Number' matches exactly with the incoming CLI. Where an exact match is found, the Alpha Tag information is displayed on the phone.



Users can add this information by selecting 'Add Alpha Tag'

Belinformed - Cisco Alpha Tagging

Add Caller Tag

Caller Tag:

Phone Number:

Custom Field:

Caller Tag: Name of the Caller tag i.e. company, person etc.

Phone Number: Phone number associated with the caller

Custom Field: Add additional information that can include comments, office/postal address, email/website address or other useful information that user wants to add for this caller.

Users can import Caller Tags information from 'TXT | CSV' files by selecting the Import from File link

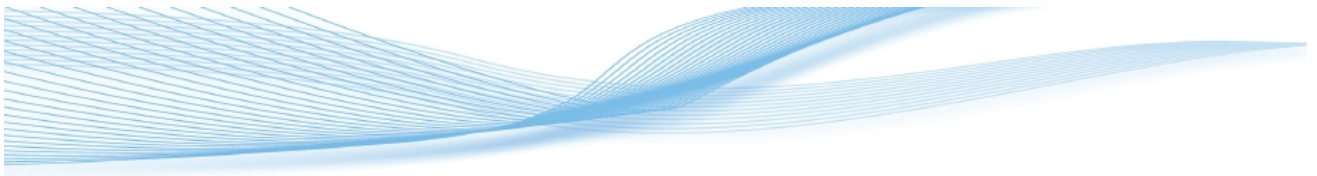
Belinformed - Cisco Alpha Tagging

Import Caller Tags

File Path: [Sample](#)

Caller Tag	Phone Number	Custom Field
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The user can select the appropriate file by selecting 'Load' button. A sample file is provided to show the format of the import file. Once imported, press the Save button to add the information to the database.

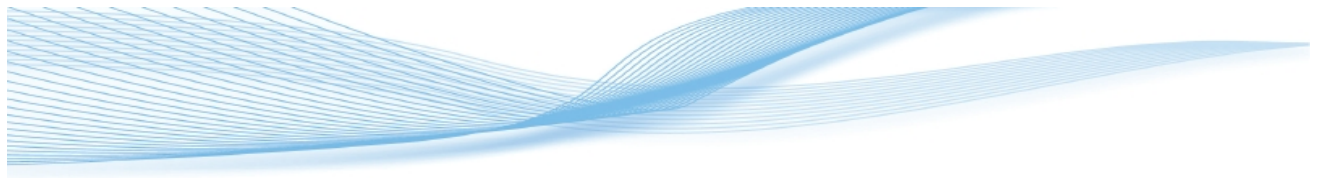


Tag Defaults (View > Tag Defaults)

The screenshot shows a window titled "BeAware" with a menu bar containing "Server", "View", and "Help". The main content area is titled "Tag Defaults" and contains the following configuration options:

- IIS Port:** A text input field containing the value "80".
- Tag Title:** A text input field containing the value "BeAware".
- Tag timeout:** A dropdown menu set to "15" with the label "(seconds)".
- Apply Tag timeout:** A checked checkbox.
- Update:** A button located at the bottom right of the configuration area.

- IIS Port:** The IIS port can be changed from the default if other IIS applications are installed on the server.
- Tag Title:** This is the title displayed at the top of the phone XML screen
- Tag Timeout:** This is the time after which the Call Tag information will be cleared from the phone screen
- Apply Tag timeout:** Enable or disable the tag timeout feature



Removing the BeAware Server Application

The BeAware Server application can easily be removed through Windows Control Panel

- Open Add/Remove Programs
- Select BeAware Server, press Remove button and then click Yes
- BeAware Server will be uninstalled successfully

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Support

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