

Configuration du plugin Xivo Avencall

Introduction

This document shows how to install and configure the BlueMind plugins that allow interconnexion with Avencall's XiVO.

On this page:

- [Introduction](#)
- [Configuring Xivo](#)
- [Installing the XiVO plugin for BlueMind](#)
 - [Prerequisite](#)
 - [Procedure](#)
- [Configuration in BlueMind](#)
 - [Adding the CTI server role](#)
 - [Domain Configuration](#)
- [Running a configuration test](#)
- [Uses and integration](#)

Related:

Configuring Xivo

- create a *Xuc* user in *Services -> IPBX -> Users*
- enable the Xivo client for this user using the following:
 - login: *xuc*
 - password: *0000*
- create a *Web Services* user in *Configuration > Web Services Access* using the following settings:
 - Login: *xivows*
 - Password: *xivows*
 - Host: *empty*
- Make sure that *Multiqueues call stats sharing* is enabled in *Services > Ipbx > Advanced configuration > Queues*

Installing the XiVO plugin for BlueMind

Prerequisite

The XUC service must be installed on the Avencall server and set up on port 8090.

`/etc/xuc/xuc.conf` contents:

```
Xivows {
  enabled=true
}

api {
  eventUrl = "http://<bluemind.srv.ip:9091/xivo/1.0/event/domain.tld/dropbox/"
}

xucami {
  enabled = false
}
```

Procedure

1. Install the required packages:

Debian/Ubuntu

```
aptitude install bm-plugin-core-cti-xivo bm-xivobridge bm-plugin-webserver-cti
```

RedHat/CentOS

```
yum install bm-plugin-core-cti-xivo bm-xivobridge bm-plugin-webserver-cti
```



In the case of a distributed installation, the `bm-plugin-webserver-cti` package must be installed on the server hosting the `bm-webserver` service.

- Once they are installed, restart BlueMind:

```
# bmctl restart
```

- Modify the file `/etc/bm/xivo.ini` with the following information:

```
api.key=<xuc_api_key>  
xuc.host=<xuc_host>:8090
```

Note: XUC's default port is 8090 but it might be 9000 on old XUC server versions

Configuration in BlueMind

Adding the CTI server role

- Log into BlueMind as `global admin0`.
- Go to System Management > Application's servers.
- Select the BlueMind server you want to configure as the CTI relay.
- In the "Server roles" tab, "Telephony" section, check the box "Unified communication server":

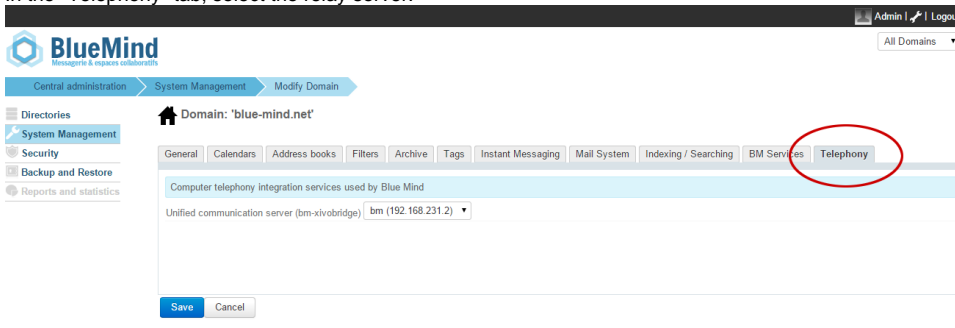
The screenshot shows the BlueMind web interface. The top navigation bar includes 'Central administration', 'System Management', and 'Application's servers'. The left sidebar contains 'Directories', 'System Management', 'Security', 'Backup and Restore', and 'Reports and statistics'. The main content area is titled 'Server: '192.168.231.2'' and has two tabs: 'Basic parameters' and 'Server roles'. The 'Server roles' tab is active, showing a list of services with checkboxes. Under the 'TELEPHONY' section, the checkbox for 'Unified communication server (bm-xivobridge)' is checked, and a red arrow points to it. Other services listed include 'Events indexing server', 'Contacts indexing server', 'Email indexing server', 'Instant messaging indexing server', 'Core Server', 'MQ Server', 'SSO proxy', 'XMPP Server', 'Admin console', 'Calendar application', 'Webmail application', 'Contact application', 'Settings application', 'Default app redirector', 'Reverse proxy HTTPS', 'Database', and 'InfluxDB metrics database'. At the bottom of the page, there are 'Save' and 'Cancel' buttons.

- Save this new configuration.

Domain Configuration

Still logged in as `global admin0`:

- Go to System Management > Modify Domain.
- Select the domain you want to set up to use Xivo.
- In the "Telephony" tab, select the relay server:



- Save this configuration.

Running a configuration test

You can test this configuration by simulating a XIVO event using CURL:

```
curl -X POST -H 'Content-Type: application/json' http://#BLUEMIND:9091/xivo/1.0/event/#DOMAIN/dropbox/ -d
'{"username": "#LOGIN", "status": #STATUS}'
```

with:

- #BLUEMIND: BlueMind url
- #DOMAIN : concerned domain (for example blue-mind.net)
- #LOGIN: user login (excluding the domain)
- #STATUS: phone status.

Supported statuses are:

- 0: available (green)
- 2: busy (red)
- 8: ringing (blinking red)

Uses and integration

To know more about using and integrating telephony in BlueMind, please see user's guide pages:

- [Telephony](#)
- [Instant Messaging](#)