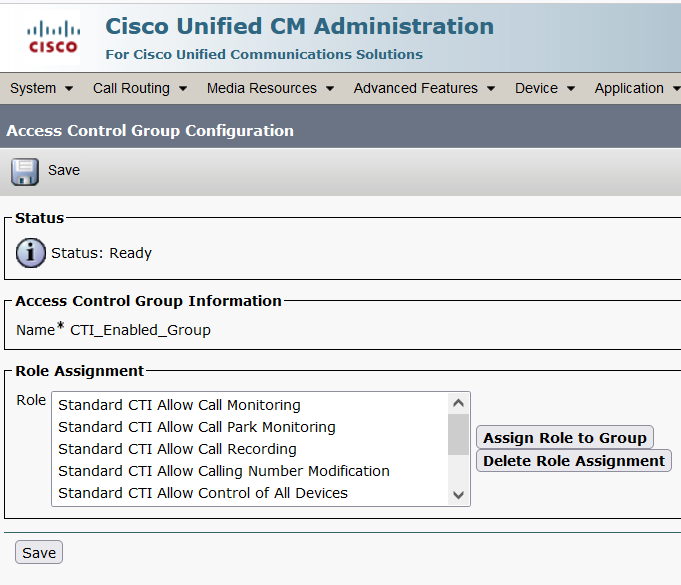
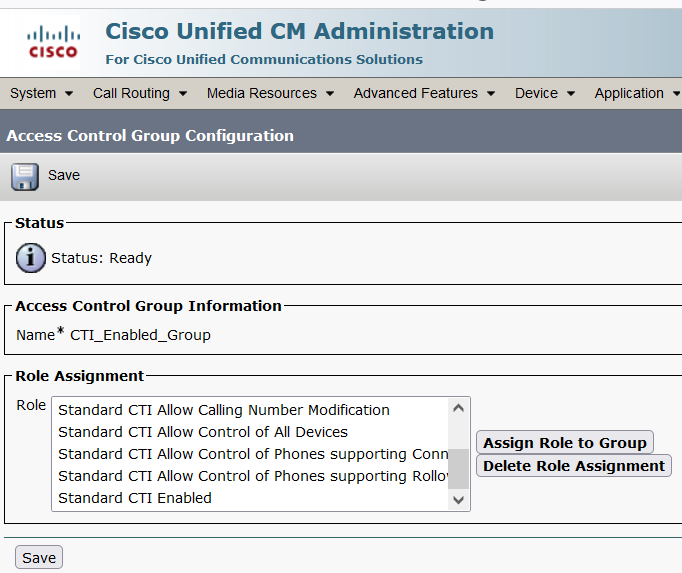
**CUCM configuration**

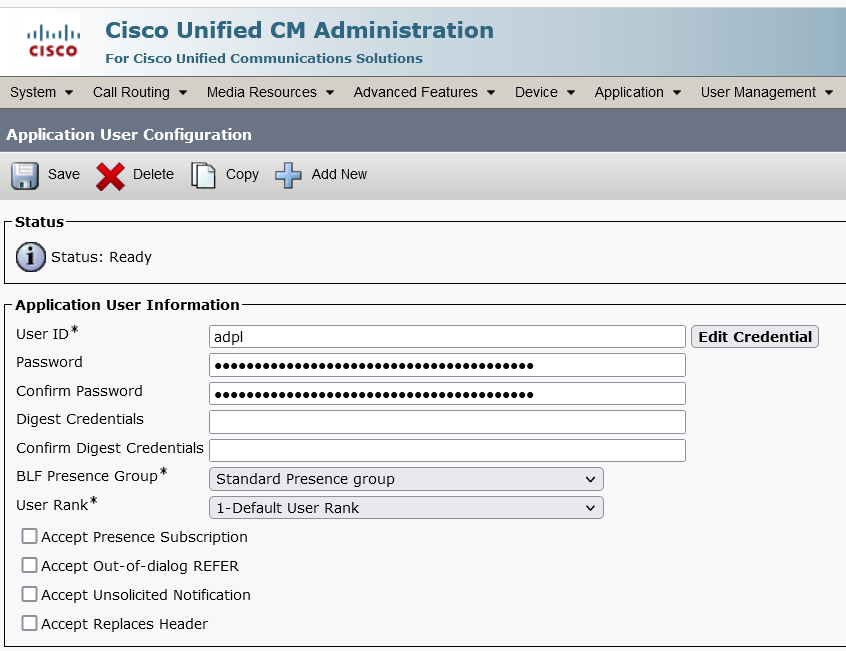
1. Create Access Control Group and assign there the following roles:

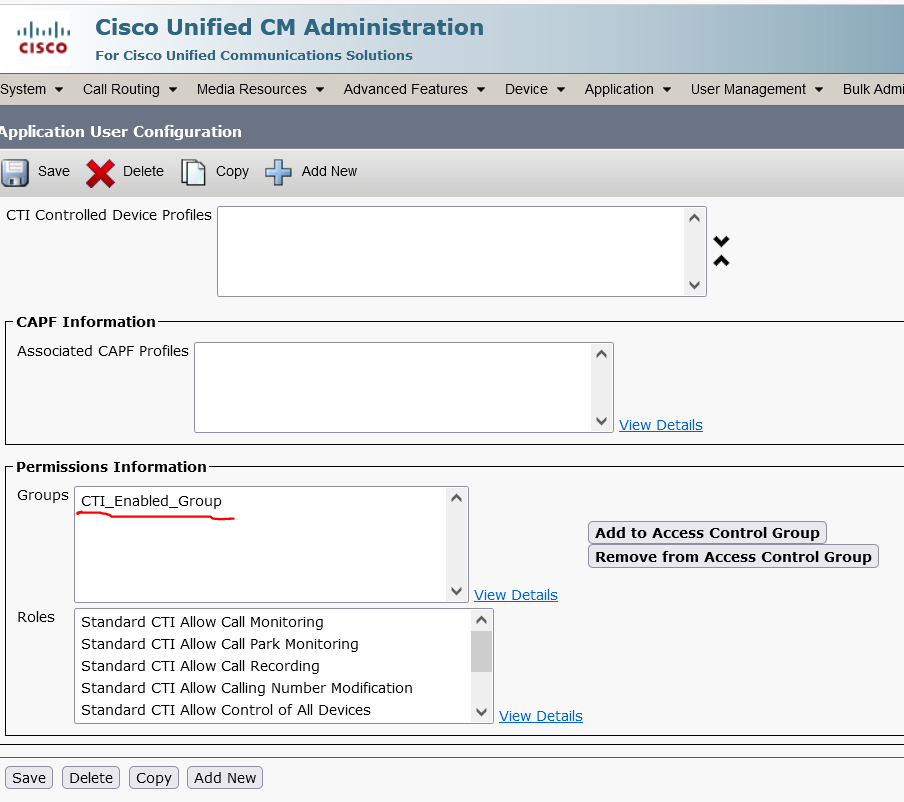




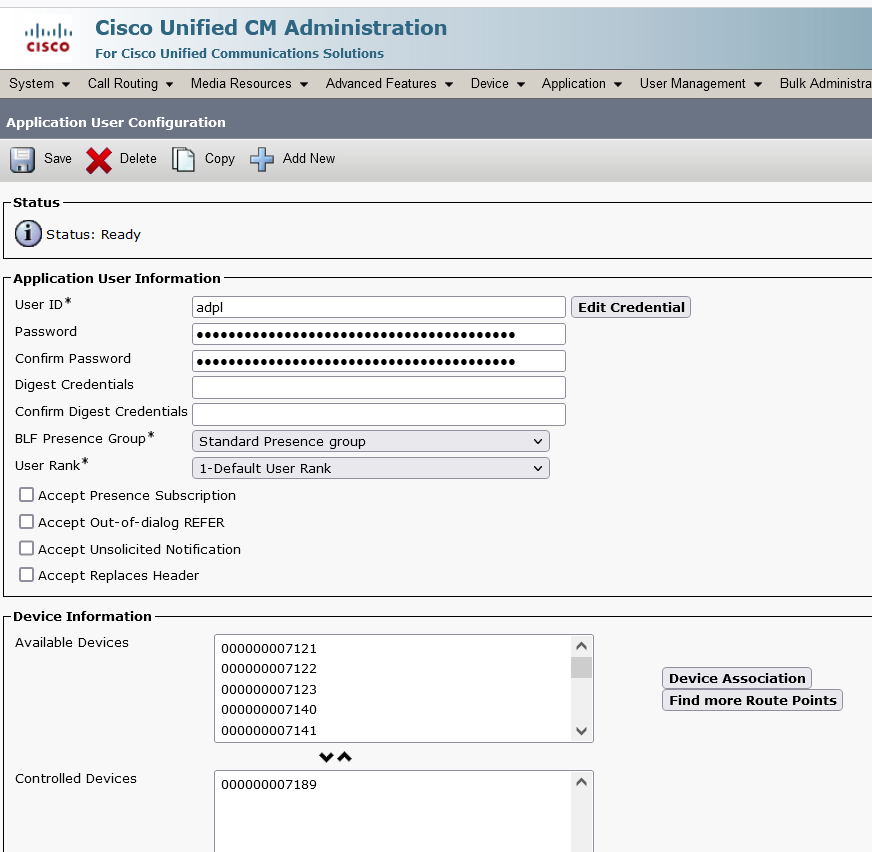
We created Access Control Group CTI\_Enabled\_Group is the example above.

1. Create application user and assign it to Access Control Group created earlier.





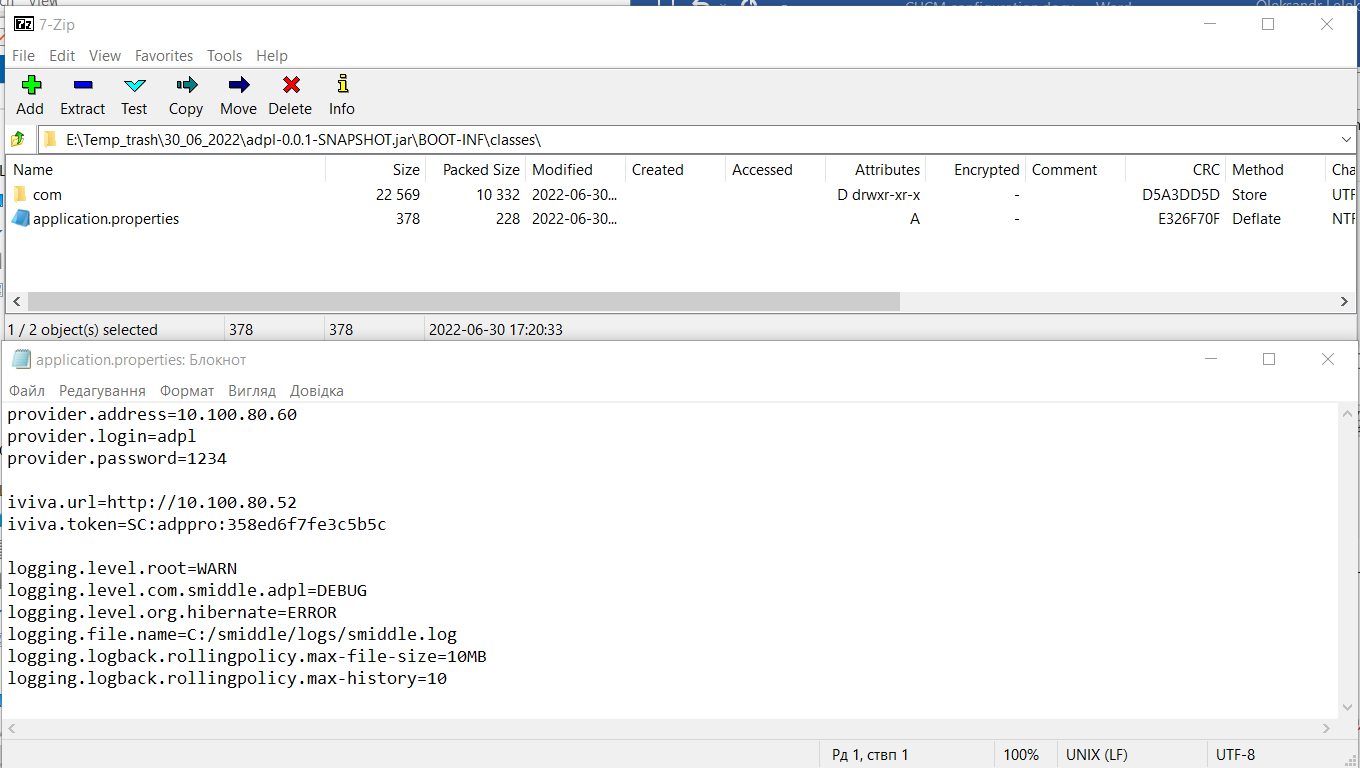
Application user adpl was created at the example above. Our java application uses that user’s credentials for connection to CUCM.

1. Put the operators devices under the control of application user.  
   

Application user adpl controls device 000000007189. That means that CUCM will send events of device 000000007189 to our java application.

**Application configuration**

Configuration properties of application are contained in application.properties file. You can open jar file by archiver application like 7zip and open that file:



**provider.address** is your CUCM IP-address

**provider.login** is USER ID of application user

**provider.password** is application user password

**iviva.url** is a part of IVIVA URL.

For example: iviva-API SPECIFICATIONS propose to send request to URL <http://10.10.100.120/Lucy/adp/v1/newcall> in case of new call. That URL should be <http://10.10.100.120/Lucy/adp/v1/endcall> in case of call end. That’s why iviva.url property should contain common part of url: <http://10.10.100.120/Lucy/adp/v1>

iviva.url=<http://10.10.100.120/Lucy/adp/v1>

**iviva.token** contains iviva API Key

**logging.level.root** is log level of root part of application. Recommended to leave it WARN.

**logging.level.com.smiddle.adpl** is log level of smiddle part of application. It’s recommended to have it DEBUG on development period. It should be INFO in production period.

**logging.level.org.hibernate** recommended to leave ERROR.

**logging.file.name** is full path to application log file. For Windows machine this path should be like “C:/smiddle/logs/smiddle.log”. For Linux machine it should be like “/smiddle/logs/smiddle.log”.

**logging.logback.rollingpolicy.max-file-size** is maximum log file size.

[**logging.logback.rollingpolicy.max-history**](https://docs.spring.io/spring-boot/docs/current/reference/html/application-properties.html#application-properties.core.logging.logback.rollingpolicy.max-history)is maximum number of archive log files to keep.

The computer where java application is running should contain Java 8 installed.

**Events flow**

Jabber 7704 Not answer incoming call from 71890

CallActiveEv

ConnCreatedEv 7704:PAR\_Office\_DN:1

ConnInProgressEv 7704:PAR\_Office\_DN:1

CallCtlConnOfferedEv 7704:PAR\_Office\_DN:1

ConnCreatedEv 71890:PAR\_Office\_DN:1

ConnConnectedEv 71890:PAR\_Office\_DN:1

CallCtlConnEstablishedEv 71890:PAR\_Office\_DN:1

2022-06-30 12:38:02.346 DEBUG 11836 --- [acker@3f702946)] com.smiddle.adpl.core.jtapi.CallTracker : ConnectCallEvent, calling:71890 called:7704 globalcallId:154186

NotContain ConnectCall Calling address = 71890; GlobalCallId = 154186

NotContain ConnectCall Called address = 7704; GlobalCallId = 154186

ConnAlertingEv 7704:PAR\_Office\_DN:1

CallCtlConnAlertingEv 7704:PAR\_Office\_DN:1

TermConnCreatedEv CSFOLELEKO

TermConnRingingEv CSFOLELEKO

CallCtlTermConnRingingEvImpl CSFOLELEKO

ConnDisconnectedEv 71890:PAR\_Office\_DN:1

CallCtlConnDisconnectedEv 71890:PAR\_Office\_DN:1

2022-06-30 12:38:21.857 DEBUG 11836 --- [acker@3f702946)] com.smiddle.adpl.core.jtapi.CallTracker : DisconnectCallEvent, globalCallID=154186

Not containe DisconnectCall Calling address = 71890; GlobalCallId = 154186

Not containe DisconnectCall Called address = 7704; GlobalCallId = 154186

TermConnDroppedEv CSFOLELEKO

CallCtlTermConnDroppedEv CSFOLELEKO

ConnDisconnectedEv 7704:PAR\_Office\_DN:1

CallCtlConnDisconnectedEv 7704:PAR\_Office\_DN:1

2022-06-30 12:38:21.865 INFO 11836 --- [acker@3f702946)] c.s.a.c.s.impl.RequestSendServiceImpl : Send request <{"OperatorID":"7704","CallerID":"71890","CallStatus":"EndCall"},[Content-Type:"text/plain", Accept:"application/json", Authorization:"Bearer SC:adppro:358ed6f7fe3c5b5c"]>

2022-06-30 12:38:22.042 ERROR 11836 --- [acker@3f702946)] c.s.a.c.s.impl.RequestSendServiceImpl : Request error: org.springframework.web.client.HttpClientErrorException$MethodNotAllowed: 405 Method Not Allowed: "<!DOCTYPE html PUBLIC "-//W3C//DTD XHTML 1.0 Strict//EN" "http://www.w3.org/TR/xhtml1/DTD/xhtml1-strict.dtd"><EOL><EOL><html xmlns="http://www.w3.org/1999/xhtml"><EOL><EOL><head><EOL><EOL><meta http-equiv="Content-Type" content="text/html; charset=windows-1251"/><EOL><EOL><title>405 - ������������ ������������ ������� HTTP ��� ������� � ���� ��������.</title><EOL><EOL><style type="text/css"><EOL><EOL><!--<EOL><EOL>body{margin:0;font-size:.7em;font-family:Verdana, Arial, Helvetica, sans-serif;background:#EEEEEE;}<EOL><EOL>fieldset{padding:0 15px 10px 15px;} <EOL><EOL>h1{font-size:2.4em;margin:0;color:#FFF;}<EOL><EOL>h2{font-size:1.7em;margin:0;color:#CC0000;} <EOL><EOL>h3{font-size:1.2em;margin:10px 0 0 0;color:#000000;} <EOL><EOL>#header{width:96%;margin:0 0 0 0;padding:6px 2% 6px 2%;font-family:"trebuchet MS", Verdana, sans-serif;color:#FFF;<EOL><EOL>background-color:#555555;}<EOL><EOL>#content{margin:0 0 0 2%;position:relative;}<EOL><EOL>.content-container{background:#FFF;width:96%;margin-top:8px;padding:10px;position:relative;}<EOL><EOL>--><EOL><EOL></style><EOL><EOL></head><EOL><EOL><body><EOL><EOL><div id="header"><h1>������ �������</h1></div><EOL><EOL><div id="content"><EOL><EOL> <div class="content-container"><fieldset><EOL><EOL> <h2>405 - ������������ ������������ HTTP-������� ��� ������� � ���� ��������.</h2><EOL><EOL> <h3>������������� �������� �� ����� ���� ����������, ��� ��� ��� ������� ������� ����������� ������������ ����� (������� HTTP).</h3><EOL><EOL> </fieldset></div><EOL><EOL></div><EOL><EOL></body><EOL><EOL></html><EOL><EOL>"

2022-06-30 12:38:22.043 DEBUG 11836 --- [acker@3f702946)] com.smiddle.adpl.core.jtapi.CallTracker : DisconnectCallEvent, request content: {"OperatorID":"7704","CallerID":"71890","CallStatus":"EndCall"}

Containe DisconnectCall Calling address = 71890; GlobalCallId = 154186

Containe DisconnectCall Called address = 7704; GlobalCallId = 154186

CallInvalidEv

CallObservationEndedEv

=========================================================================================================================================================================

Jabber answers incoming call

CallActiveEv

ConnCreatedEv 7704:PAR\_Office\_DN:1

ConnInProgressEv 7704:PAR\_Office\_DN:1

CallCtlConnOfferedEv 7704:PAR\_Office\_DN:1

ConnCreatedEv 71890:PAR\_Office\_DN:1

ConnConnectedEv 71890:PAR\_Office\_DN:1

CallCtlConnEstablishedEv 71890:PAR\_Office\_DN:1

2022-06-30 12:46:11.292 DEBUG 11836 --- [acker@3f702946)] com.smiddle.adpl.core.jtapi.CallTracker : ConnectCallEvent, calling:71890 called:7704 globalcallId:154187

NotContain ConnectCall Calling address = 71890; GlobalCallId = 154187

NotContain ConnectCall Called address = 7704; GlobalCallId = 154187

ConnAlertingEv 7704:PAR\_Office\_DN:1

CallCtlConnAlertingEv 7704:PAR\_Office\_DN:1

TermConnCreatedEv CSFOLELEKO

TermConnRingingEv CSFOLELEKO

CallCtlTermConnRingingEvImpl CSFOLELEKO

ConnConnectedEv 7704:PAR\_Office\_DN:1

CallCtlConnEstablishedEv 7704:PAR\_Office\_DN:1

2022-06-30 12:46:15.791 INFO 11836 --- [acker@3f702946)] c.s.a.c.s.impl.RequestSendServiceImpl : Send request <{"OperatorID":"7704","CallerID":"71890","CallStatus":"NewCall"},[Content-Type:"text/plain", Accept:"application/json", Authorization:"Bearer SC:adppro:358ed6f7fe3c5b5c"]>

2022-06-30 12:46:15.813 ERROR 11836 --- [acker@3f702946)] c.s.a.c.s.impl.RequestSendServiceImpl : Request error: org.springframework.web.client.HttpClientErrorException$MethodNotAllowed: 405 Method Not Allowed: "<!DOCTYPE html PUBLIC "-//W3C//DTD XHTML 1.0 Strict//EN" "http://www.w3.org/TR/xhtml1/DTD/xhtml1-strict.dtd"><EOL><EOL><html xmlns="http://www.w3.org/1999/xhtml"><EOL><EOL><head><EOL><EOL><meta http-equiv="Content-Type" content="text/html; charset=windows-1251"/><EOL><EOL><title>405 - ������������ ������������ ������� HTTP ��� ������� � ���� ��������.</title><EOL><EOL><style type="text/css"><EOL><EOL><!--<EOL><EOL>body{margin:0;font-size:.7em;font-family:Verdana, Arial, Helvetica, sans-serif;background:#EEEEEE;}<EOL><EOL>fieldset{padding:0 15px 10px 15px;} <EOL><EOL>h1{font-size:2.4em;margin:0;color:#FFF;}<EOL><EOL>h2{font-size:1.7em;margin:0;color:#CC0000;} <EOL><EOL>h3{font-size:1.2em;margin:10px 0 0 0;color:#000000;} <EOL><EOL>#header{width:96%;margin:0 0 0 0;padding:6px 2% 6px 2%;font-family:"trebuchet MS", Verdana, sans-serif;color:#FFF;<EOL><EOL>background-color:#555555;}<EOL><EOL>#content{margin:0 0 0 2%;position:relative;}<EOL><EOL>.content-container{background:#FFF;width:96%;margin-top:8px;padding:10px;position:relative;}<EOL><EOL>--><EOL><EOL></style><EOL><EOL></head><EOL><EOL><body><EOL><EOL><div id="header"><h1>������ �������</h1></div><EOL><EOL><div id="content"><EOL><EOL> <div class="content-container"><fieldset><EOL><EOL> <h2>405 - ������������ ������������ HTTP-������� ��� ������� � ���� ��������.</h2><EOL><EOL> <h3>������������� �������� �� ����� ���� ����������, ��� ��� ��� ������� ������� ����������� ������������ ����� (������� HTTP).</h3><EOL><EOL> </fieldset></div><EOL><EOL></div><EOL><EOL></body><EOL><EOL></html><EOL><EOL>"

2022-06-30 12:46:15.813 DEBUG 11836 --- [acker@3f702946)] com.smiddle.adpl.core.jtapi.CallTracker : ConnectCallEvent, request content: {"OperatorID":"7704","CallerID":"71890","CallStatus":"NewCall"}

Contain ConnectCall Calling address = 71890; GlobalCallId = 154187

Contain ConnectCall Called address = 7704; GlobalCallId = 154187

TermConnActiveEv CSFOLELEKO

CallCtlTermConnTalkingEv CSFOLELEKO

CiscoTermConnRecordingStartEv CSFOLELEKO

CiscoTermConnRecordingTargetInfoEv CSFOLELEKO

CiscoTermConnRecordingEndEv CSFOLELEKO

ConnDisconnectedEv 71890:PAR\_Office\_DN:1

CallCtlConnDisconnectedEv 71890:PAR\_Office\_DN:1

2022-06-30 12:46:27.155 DEBUG 11836 --- [acker@3f702946)] com.smiddle.adpl.core.jtapi.CallTracker : DisconnectCallEvent, globalCallID=154187

Not containe DisconnectCall Calling address = 71890; GlobalCallId = 154187

Not containe DisconnectCall Called address = 7704; GlobalCallId = 154187

TermConnDroppedEv CSFOLELEKO

CallCtlTermConnDroppedEv CSFOLELEKO

ConnDisconnectedEv 7704:PAR\_Office\_DN:1

CallCtlConnDisconnectedEv 7704:PAR\_Office\_DN:1

2022-06-30 12:46:27.156 INFO 11836 --- [acker@3f702946)] c.s.a.c.s.impl.RequestSendServiceImpl : Send request <{"OperatorID":"7704","CallerID":"71890","CallStatus":"EndCall"},[Content-Type:"text/plain", Accept:"application/json", Authorization:"Bearer SC:adppro:358ed6f7fe3c5b5c"]>

2022-06-30 12:46:27.175 ERROR 11836 --- [acker@3f702946)] c.s.a.c.s.impl.RequestSendServiceImpl : Request error: org.springframework.web.client.HttpClientErrorException$MethodNotAllowed: 405 Method Not Allowed: "<!DOCTYPE html PUBLIC "-//W3C//DTD XHTML 1.0 Strict//EN" "http://www.w3.org/TR/xhtml1/DTD/xhtml1-strict.dtd"><EOL><EOL><html xmlns="http://www.w3.org/1999/xhtml"><EOL><EOL><head><EOL><EOL><meta http-equiv="Content-Type" content="text/html; charset=windows-1251"/><EOL><EOL><title>405 - ������������ ������������ ������� HTTP ��� ������� � ���� ��������.</title><EOL><EOL><style type="text/css"><EOL><EOL><!--<EOL><EOL>body{margin:0;font-size:.7em;font-family:Verdana, Arial, Helvetica, sans-serif;background:#EEEEEE;}<EOL><EOL>fieldset{padding:0 15px 10px 15px;} <EOL><EOL>h1{font-size:2.4em;margin:0;color:#FFF;}<EOL><EOL>h2{font-size:1.7em;margin:0;color:#CC0000;} <EOL><EOL>h3{font-size:1.2em;margin:10px 0 0 0;color:#000000;} <EOL><EOL>#header{width:96%;margin:0 0 0 0;padding:6px 2% 6px 2%;font-family:"trebuchet MS", Verdana, sans-serif;color:#FFF;<EOL><EOL>background-color:#555555;}<EOL><EOL>#content{margin:0 0 0 2%;position:relative;}<EOL><EOL>.content-container{background:#FFF;width:96%;margin-top:8px;padding:10px;position:relative;}<EOL><EOL>--><EOL><EOL></style><EOL><EOL></head><EOL><EOL><body><EOL><EOL><div id="header"><h1>������ �������</h1></div><EOL><EOL><div id="content"><EOL><EOL> <div class="content-container"><fieldset><EOL><EOL> <h2>405 - ������������ ������������ HTTP-������� ��� ������� � ���� ��������.</h2><EOL><EOL> <h3>������������� �������� �� ����� ���� ����������, ��� ��� ��� ������� ������� ����������� ������������ ����� (������� HTTP).</h3><EOL><EOL> </fieldset></div><EOL><EOL></div><EOL><EOL></body><EOL><EOL></html><EOL><EOL>"

2022-06-30 12:46:27.177 DEBUG 11836 --- [acker@3f702946)] com.smiddle.adpl.core.jtapi.CallTracker : DisconnectCallEvent, request content: {"OperatorID":"7704","CallerID":"71890","CallStatus":"EndCall"}

Containe DisconnectCall Calling address = 71890; GlobalCallId = 154187

Containe DisconnectCall Called address = 7704; GlobalCallId = 154187

CallInvalidEv

CallObservationEndedEv

==========================================================================================================================================================================

Outgoing call from 7704 to 71890

CallActiveEv

ConnCreatedEv 7704:PAR\_Office\_DN:1

ConnConnectedEv 7704:PAR\_Office\_DN:1

CallCtlConnInitiatedEv 7704:PAR\_Office\_DN:1

TermConnCreatedEv CSFOLELEKO

TermConnActiveEv CSFOLELEKO

CallCtlTermConnTalkingEv CSFOLELEKO

CallCtlConnDialingEv 7704:PAR\_Office\_DN:1

CallCtlConnEstablishedEv 7704:PAR\_Office\_DN:1

2022-06-30 12:54:04.267 DEBUG 12216 --- [acker@1702830d)] com.smiddle.adpl.core.jtapi.CallTracker : ConnectCallEvent, calling:7704 called:71890 globalcallId:154190

NotContain ConnectCall Calling address = 7704; GlobalCallId = 154190

NotContain ConnectCall Called address = 71890; GlobalCallId = 154190

ConnCreatedEv 71890:PAR\_Office\_DN:1

ConnInProgressEv 71890:PAR\_Office\_DN:1

CallCtlConnOfferedEv 71890:PAR\_Office\_DN:1

ConnAlertingEv 71890:PAR\_Office\_DN:1

CallCtlConnAlertingEv 71890:PAR\_Office\_DN:1

ConnConnectedEv 71890:PAR\_Office\_DN:1

CallCtlConnEstablishedEv 71890:PAR\_Office\_DN:1

Contain ConnectCall Calling address = 7704; GlobalCallId = 154190

Contain ConnectCall Called address = 71890; GlobalCallId = 154190

CiscoTermConnRecordingStartEv CSFOLELEKO

CiscoTermConnRecordingTargetInfoEv CSFOLELEKO