Esna iLink

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Esna iLink

Esna's iLink is a plugin for the Google Chrome web browser. It provides a means to place telephone calls to contacts directly from the browser. It also offers limited presence management through Google Talk.

Contacting Esna

Esna Technologies, Inc.

30 West Beaver Creek Rd., Suite 101

Richmond Hill, ON L4B 3K1

Tel: +1 905-707-9700

Fax: +1 905-707-9170

Website: www.esnatech.com

For hardware and software support, contact:

Tel: +1 905-707-1234
E-mail: *techsupp@esna.com*

For documentation request and feedback, contact:

E-mail: *documentation@esna.com*

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Esna Technologies, Inc.
30 West Beaver Creek Rd., Suite 101
Richmond Hill, ON L4B 3K1

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Esna iLink

iLink Dialer and Presence Setup

This implementation utilizes TAPI to the Cisco UCM for direct call control (no SIP integration), and requires the iLink.crx extension installed on the client's PC Chrome web browser.

The UC Dialer provides the following:

- Click-to-dial actions from web pages
- Google Mail People widget dial support
- Enter number to dial from the browser
- Phone presence updates to Google Talk

Pre-Requisites

Ensure HTTPS routing is available to the Office-LinX server (FQDN or IP public addressing is required for Google Apps integration).

> **Hint**: iLink requires a SIP configuration as the minimum. A CTI setup is preferred to access all of the program's features.

CHAPTER 1

Enabling SSL from the IIS

Introduction

Ensure that SSL is properly configured on the iLink server IIS site.

> **Note:** Digital certificates encrypt data using Secure Sockets Layer (SSL) technology, the industry-standard method for protecting web communications. The SSL security protocol provides data encryption, server authentication, message integrity, and optional client authentication for a TCP/IP connection.

SSL is built into all major browsers and web servers. By installing a digital certificate, you enable your browser's SSL capabilities.

Requirements

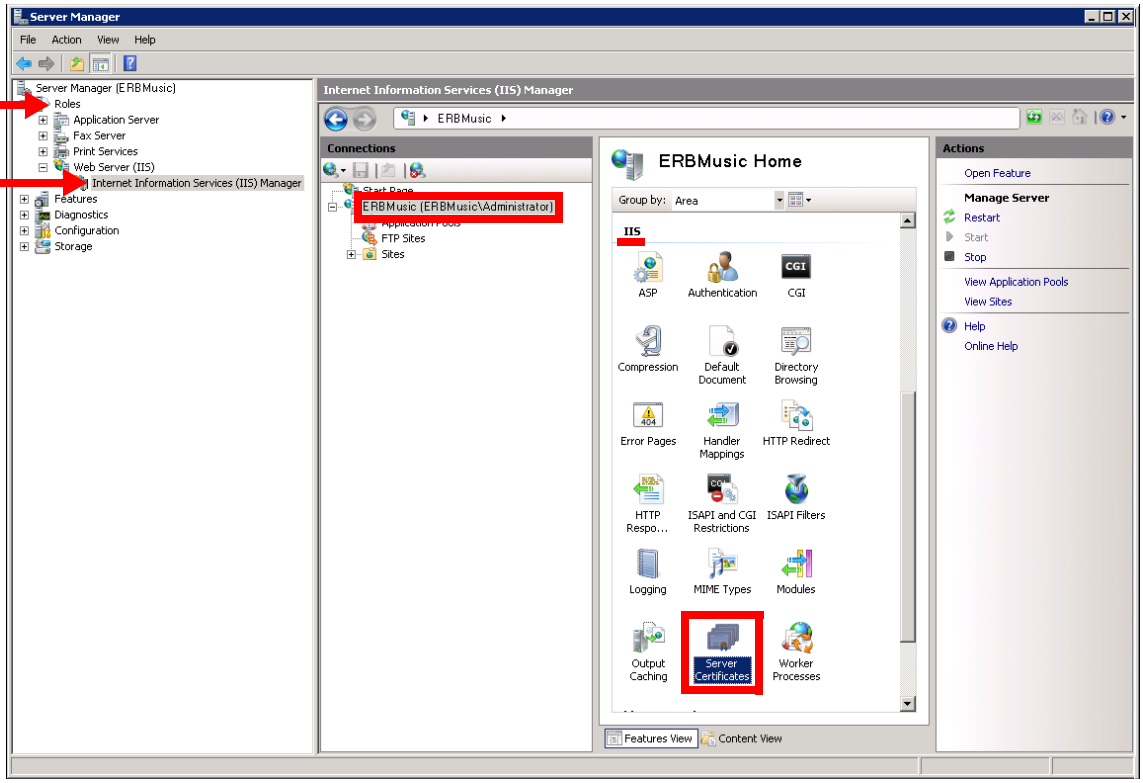
Requirements	Details
License	---
Software	iLink version 8.5 or higher

Procedure

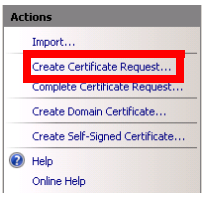
SSL configuration is done on the Microsoft Windows platform hosting the site. This guide is provided as a courtesy for those who wish to configure SSL with Office-LinX. For further assistance, consult the professionals at Microsoft and its affiliates.

This example shows Windows Server 2008 with IIS 7.

1. From the Windows desktop, click **Start > All Programs > Administrative Tools > Server Manager**.
2. In the left hand-pane, open **Roles**, then **Web Server (IIS)**, and select **Internet Information Services (IIS) Manager**.
3. Under **Connections**, choose the web site. In the **Home** pane for the site, scroll down to the **IIS** section and double-click **Server Certificates**.



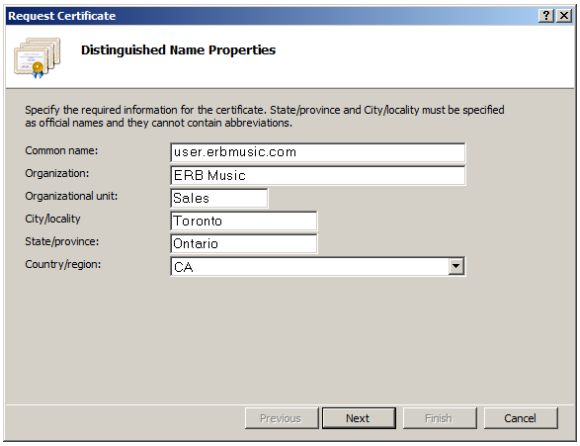
4. In the right-hand **Actions** pane, click **Create Certificate Request**.



5. Fill in the information for **Distinguished Name Properties**.

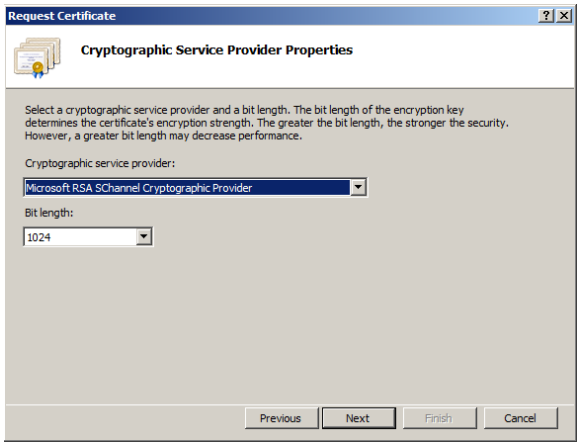
   Common name: Enter the publicly accessible URL for the site.
   Organization: Type the corporation name.
   Organizational unit: Define the department for this certificate.
   City / locality: Enter the location information.
   State / province: Enter the location information.
   Country / region: Enter the location information.

   Click **Next** when ready.



6. Choose the **Cryptographic service provider** and **Bit length** (2048 or better is recommended) required by the certifying agency.

   Click **Next**.

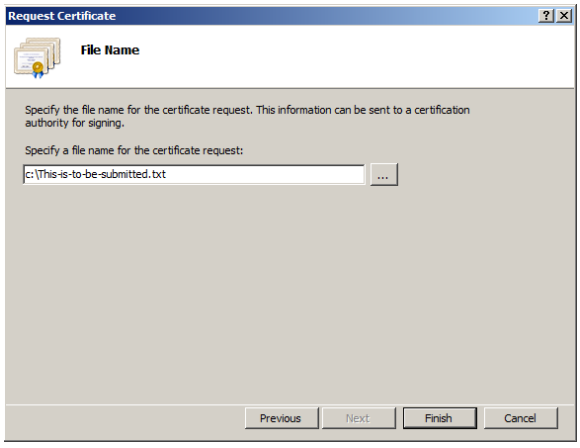


7. Enter the filename and path for the certificate request file.

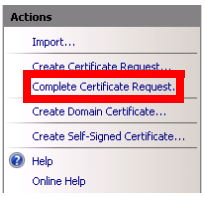
   Click **Finish**.

8. Pass this file to the authority providing the certificate. Make sure that it has the correct file extension specified by the authority.
9. The certifying authority will return the certificate in another file.

   Save the certificate file on the computer's hard drive in a known location.



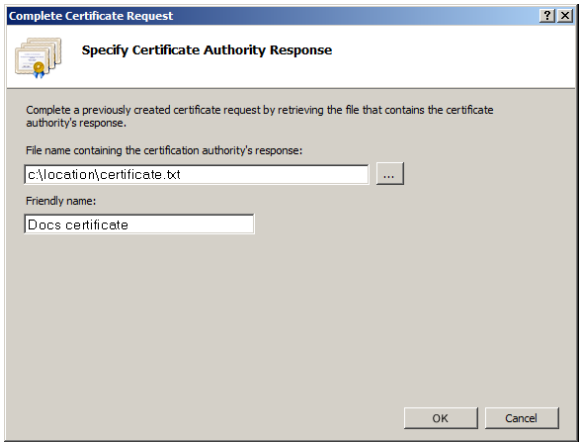
10. In the right-hand **Actions** pane, click **Complete Certificate Request**.



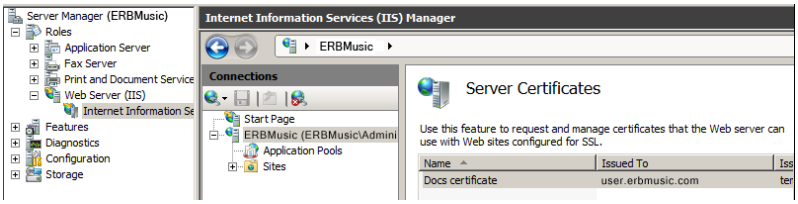
11. To **Specify Certificate Authority Response**, enter the path to and the filename of the certifying authority's response from step 9. Click the ellipsis button **...** to browse for the file.

    Enter a user **Friendly name** to use when referring to this certificate.

    Click **OK** when finished. The certificate will be installed for the site.



Double-clicking on the **Server Certificates** icon brings up a list of the certificates installed on the server. The new certificate is listed using its **Friendly name**.

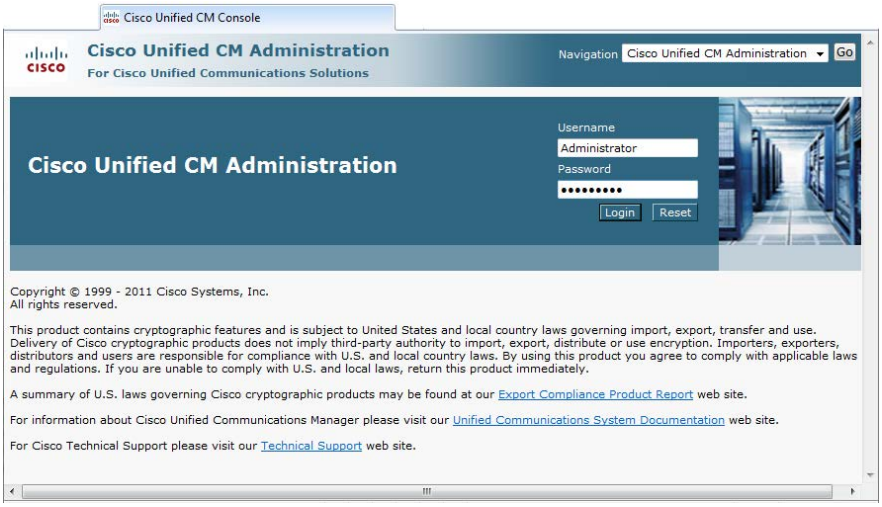


Cisco Environment Setup

Note: iLink is supported on many brands of PBX. Cisco is provided here as a guide to administrators in setting up iLink with their own existing equipment.

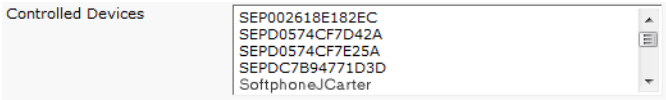
1. Navigate to CUCM Web interface.

2. Log into CUCM.



3. Navigate to **User Management > Application Users.** Add a new user for the iLink TAPI connection.

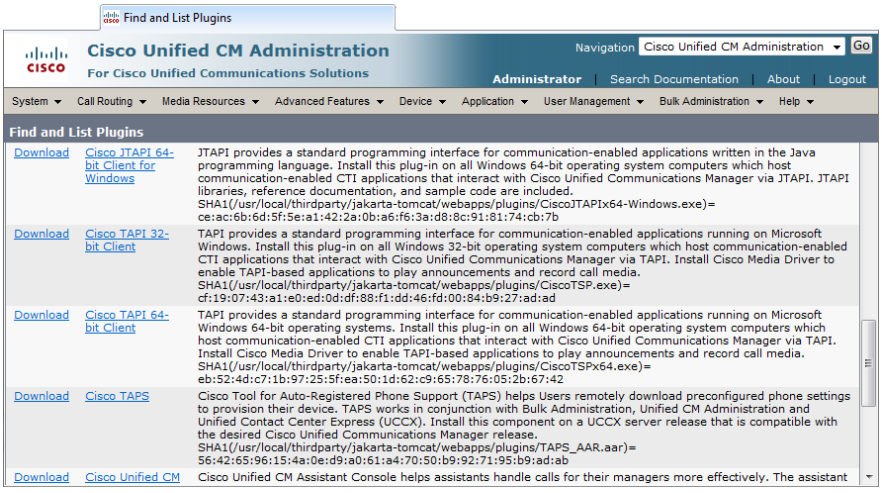
4. Ensure that the user has enabled control of all devices on the system.



Also ensure that the user is added to all relevant CTI permission groups.

Click **Save**.

5. Download Cisco TAPI client (32 or 64-bit depending on your iLink Server OS).



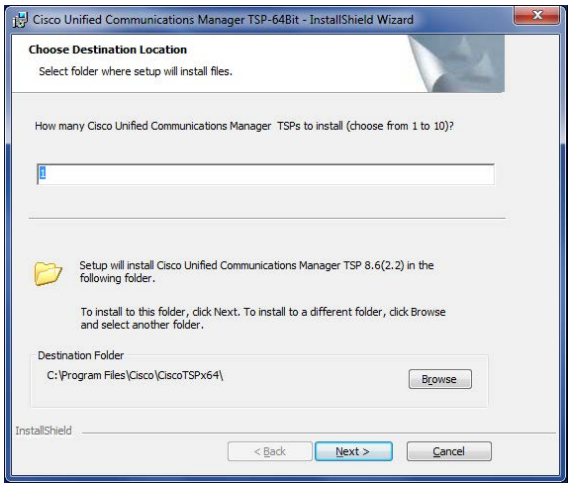
iLink Server Setup

Cisco

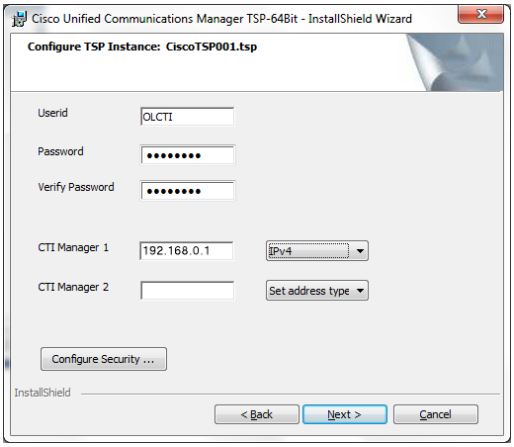
☑ **Note**: iLink is supported on many brands of PBX. Cisco is provided here as a guide to administrators in setting up iLink with their own existing equipment.

☑ **Note**: There is a limit of 2500 monitored devices for CUCM per server in a cluster. Cloudlink can only enable iLink functionality for this many users/devices concurrently on a single Cloudlink server.

1. Download and run the installer. After installing the prerequisites, you are presented with the following screen.
   Enter the number of CUCM TAPI Service Providers (TSP) to install.
   Specify the location where the program will be installed on the hard drive.
   Click **Next**.

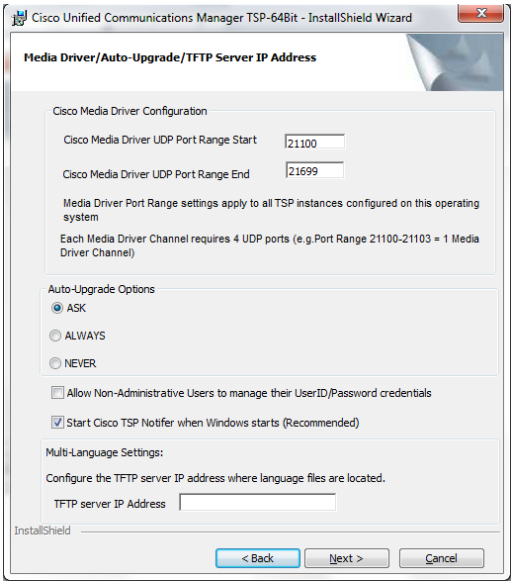


2. Enter the previously configured user information and IP of your CTI Manager (CUCM).
   Click **Next**.

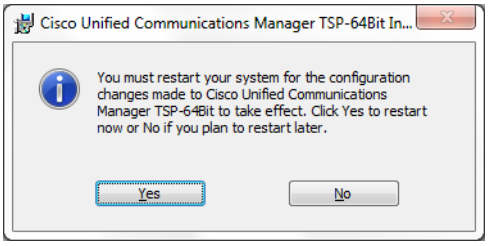


☑ **Note**: If secure configuration is required, refer to the relevant Cisco documentation for additional setup information.

3. Accept the defaults.
   Click **Next**.



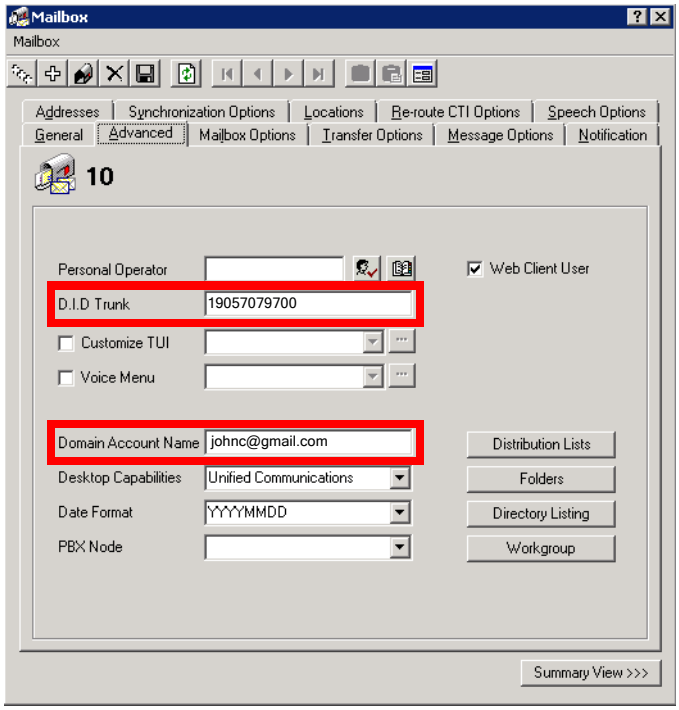
4. Once installation completes, you may be prompted to restart.
   Click **Yes**.



Office-LinX

Make the following changes to the users on the Office-LinX server.

1. Open Office-LinX Admin. Go to **PBX > Mailbox Structure**.
2. Open the mailbox for each user and go to the **Advanced** tab.
3. In the **D.I.D. Trunk** field, enter the user's DID number. This is the number that will be displayed in the Google People widget.
   In the **Domain Account Name** field, enter the user's complete Google Apps email address. This will provide iLink with the Google Apps target account.



Hint: For larger sites with more clients, use the LDAP importer utility to have Office-LinX read the user data from a file, rather than manually entering so much data. For more information, refer to LDAP Import Utility on page 223 of the Server Configuration Guide.

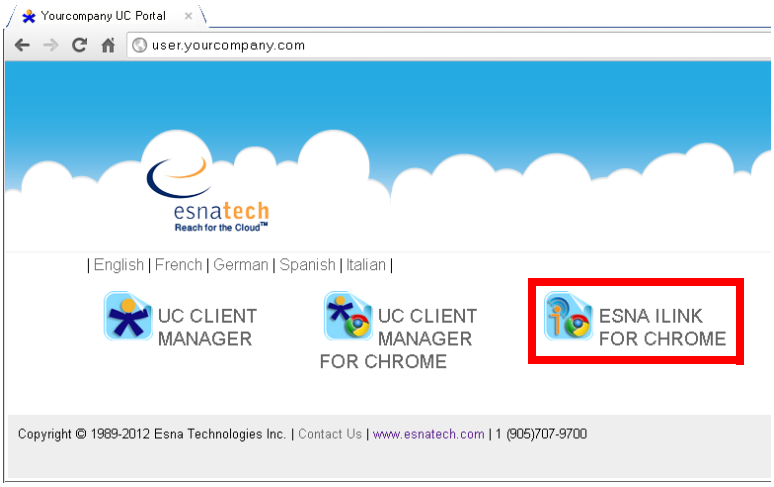
Chrome Browser Setup

This section covers the steps necessary to add the iLink extension to the Chrome web browser.

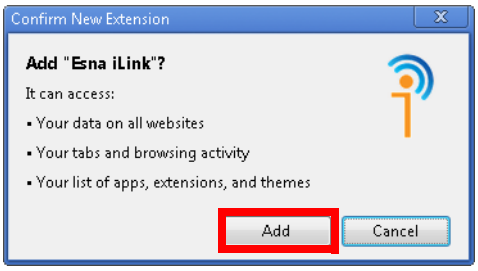
1. Open the Chrome browser. Enter the URL for the company web enabled Office-LinX server site (e.g. **user.yourcompany.com**).

   Choose **SOFTWARE PORTAL**.

2. Select **ESNA ILINK FOR CHROME**.



3. When prompted to confirm the installation, click **Add**.

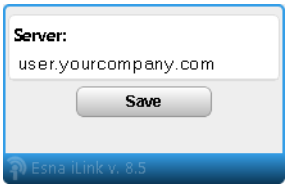


   iLink will be added to the Chrome browser as an extension.

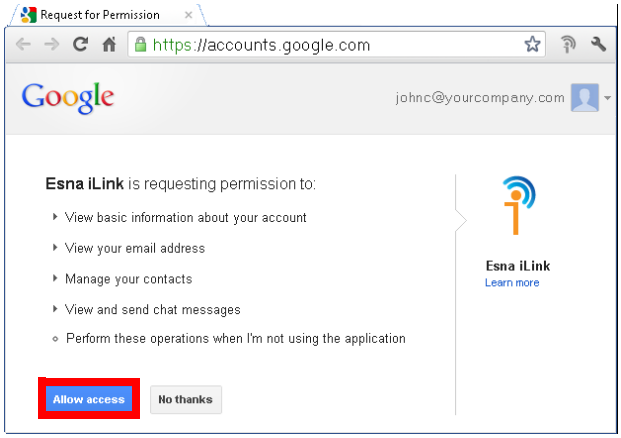
4. When finished, the iLink icon will appear next to the address line. It will be grey, indicating that the browser is not yet connected and logged in to the Office-LinX server.

5. Click on the icon. At the prompt, enter the address of the web enabled Office-LinX server (e.g. **user.yourcompany.com**).

   Click **Save**.



6. iLink will contact the Google server and attempt to login using OAuth authentication.
When prompted, click **Allow access** to grant iLink the necessary access permissions on the browser.



7. Once login has been successful, the iLink icon will change to indicate it is connected and ready.

Using iLink

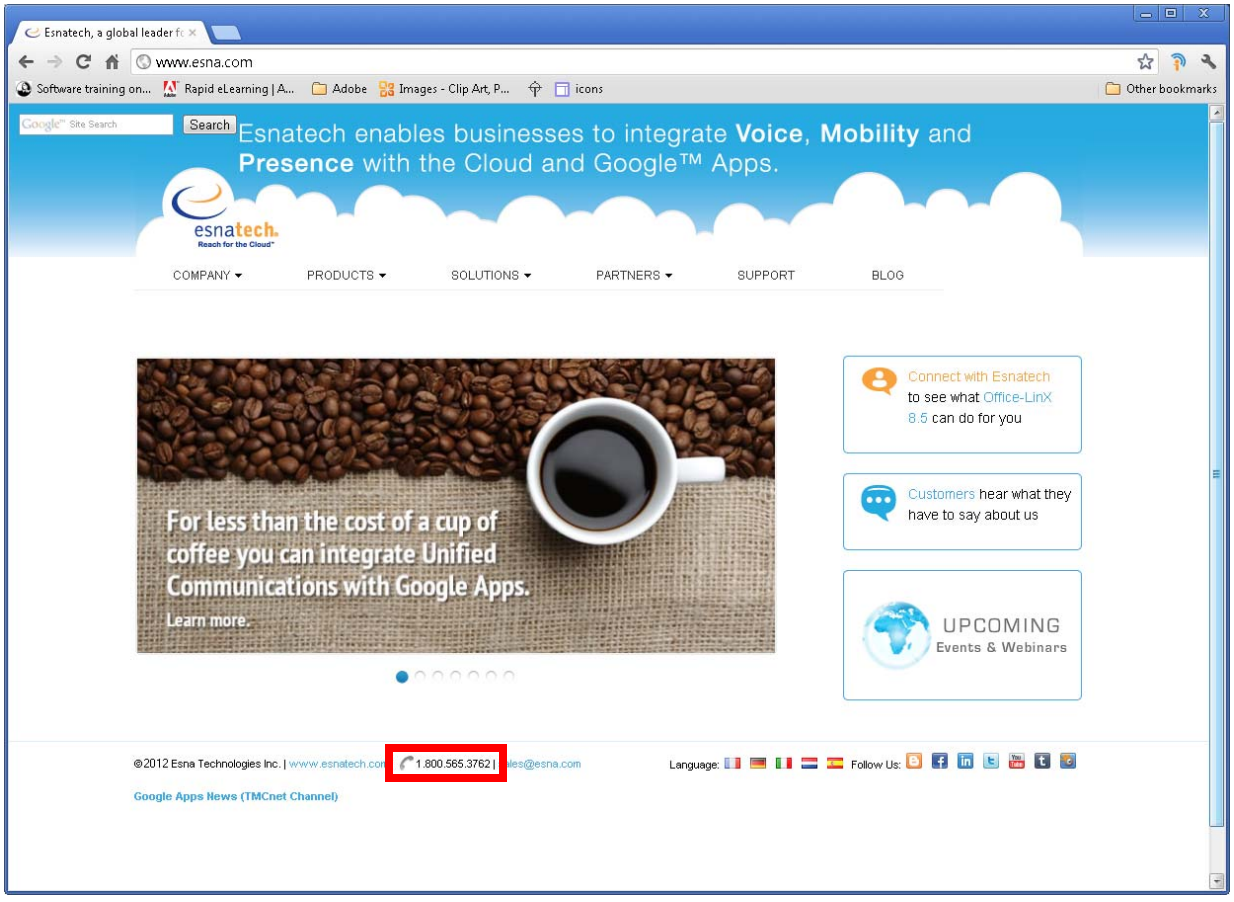
iLink can place calls from within the Chrome browser in 3 ways.

- Click-to-dial.
- Enter a number.
- Through the Google People widget.

Presence through Google Talk is also supported.

Click-to-dial

On web pages that contain telephone numbers, iLink can locate those numbers and place a click-to-dial icon beside them.



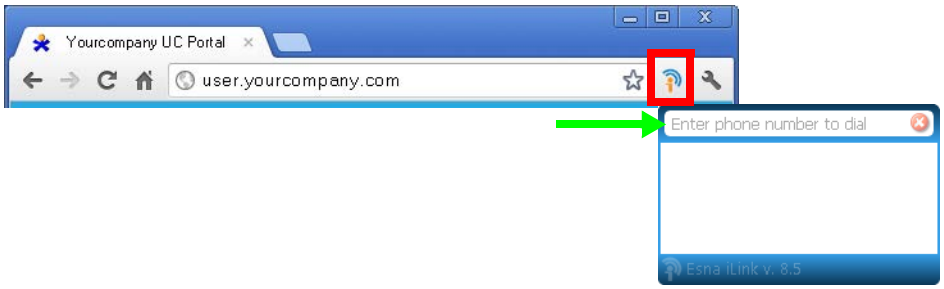
Moving the mouse over the icon will cause it to change color. Click the icon to place a call to that number through the UC server.

1.800.565.3762 1.800.565.3762

The call is placed immediately. Pick-up the desktop telephone handset and wait for the target to answer.

Entering a Number

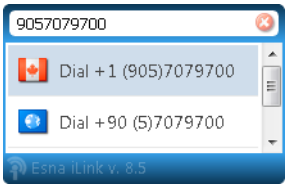
A telephone call can also be placed by clicking on the iLink icon at the top of the browser window. This opens a window where a telephone number can be entered.



Note: If your site requires a number to be entered to access an outside line, **DO NOT** include that number here. The UC server will automatically add it as needed.

Internal extensions can also be entered here.

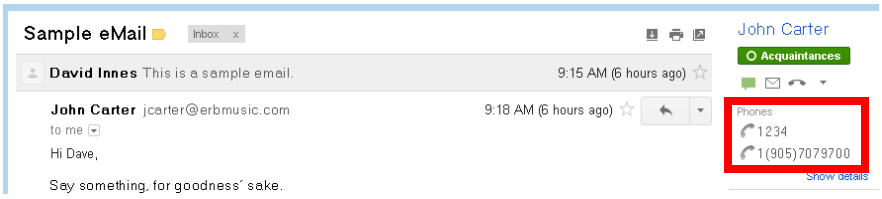
Enter the desired number. The system will display a number of options that match. Click on the one that is most correct to place the call.



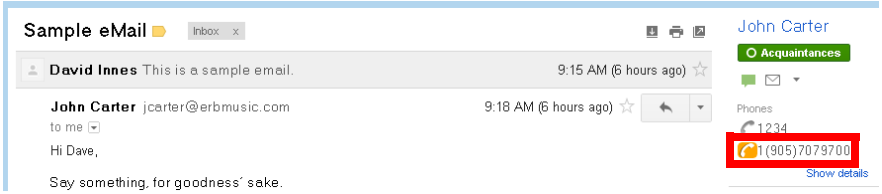
Note: The options displayed and number dialed are controlled by the rules created for the Dial Plan Engine within Office-LinX. Better rules lead to better matches and more accurate dialing. For more information, refer to **International Dial Plan on page 431** in the **Server Configuration Guide**.

Google People Widget

Calls can also be placed from within Google Apps and Gmail. iLink adds an extension to the Google People widget that reads contact information from the Google contact list and from Office-LinX. The information is displayed within an open email.



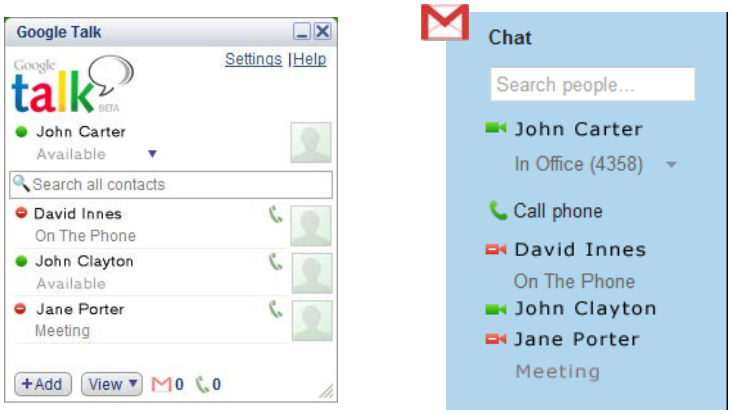
Click on the telephone icon beside a number to place a call to the contact.



Google Talk and Presence

Warning: Only one connection to Google Talk can be made. Either UC Client Manager, Web Gadget or iLink can communicate with Google Talk at one time. If more than one connection is made, conflicting signals may result in incorrect displays.

Personal presence through Google Talk is also supported by iLink. Once iLink is installed, Google Talk will display the user's telephone presence (On The Phone), Google calendar (Meeting) and availability status for all other users to see.



When a user picks up their telephone receiver, their status in Google Talk will change from **Available** to **On The Phone**.

If a user has setup a meeting in the Google calendar, and has set availability for the duration as **Unavailable**, that presence will be reflected in Google Talk. Meetings where the user is **Available** will not change the presence in Google Talk.

Note: Custom messages setup in Google Talk are maintained. When a user picks up the phone, or goes into a meeting, their presence will be modified accordingly. When the call or the meeting is over, the display will revert to the custom message.

Glossary

C

CTI - Computer Telephone Integration combines data with voice systems in order to enhance telephone services. For example, automatic number identification (ANI) allows a caller's records to be retrieved from the database while the call is forwarded to the appropriate party. An outbound example would be automatic telephone dialing from an address list.

D

DID - Direct Inward Dialing is a service which allows a range of telephone numbers to be associated with a single trunk line. When an incoming call is received by the PBX, the extension is entered and the call is routed accordingly. This service allows call routing to each extension while requiring fewer subscriber lines

F

FQDN - A Fully Qualified Domain Name is a specific location in the tree hierarchy of the Domain Name System (DNS), providing a complete, unambiguous path to that location.

I

IIS - Internet Information Services is a web server application and features created by Microsoft for use with Windows.

L

LDAP - Lightweight Directory Access Protocol is a set of procedures for reading and modifying directories over an TCP/IP network.

S

SIP - Session Initiation Protocol is the set of procedures for controlling multimedia communication sessions (i.e. voice, video, messaging).

SSL - Secure Socket Layer is the industry-standard method for protecting web communications. The SSL security protocol provides data encryption, server authentication, message integrity, and optional client authentication for a TCP/IP connection.

T

TAPI - Telephony Application Programming Interface allows computers using Windows to access telephone services.

GLOSSARY