



### 3. Enlever CDR CSV du stockage par défaut

HDD Linux File-Stor Gadget - Partition 1 Type: ext2 Taille: 1008MB Dispo: 951MB Utilisation: 1%

Enregistrement de l'appel	<input type="checkbox"/>
Sauvegardes	<input type="checkbox"/>
CTI	<input type="checkbox"/>
CDR SQLite	<input type="checkbox"/>
Faxes	<input type="checkbox"/>
Messagerie vocale	<input type="checkbox"/>
CDR CSV	<input checked="" type="checkbox"/>

**Ajouter un partage NFS / Windows**

### 4. Cliquer sur "Ajouter un partage NFS/Windows"

Sélectionner "Windows" et remplir les informations pour ce connecter sur le partage réseau  
De préférence sur le serveur qui héberge Imagicle Blue's Enterprise 4

**Ajouter un partage NFS / Windows**

Type:

Host:

Chemin d'accès:

Domain:

Nom d'utilisateur:

Mot de passe:

Utilisation:

Une fois le partage configuré il apparait dans la fenêtre “périphériques de stockage”

Type Périphérique de stockage

HDD VMware Virtual IDE Hard Drive - Partition 1 Type: ext2

HDD Linux File-Stor Gadget - Partition 1 Type: ext2 Taille: 1008MB Dispo: 951MB Utilisation: 1%

Enregistrement de l'appel -

Sauvegardes -

CTI -

CDR SQLite -

Faxes -

Messagerie vocale -

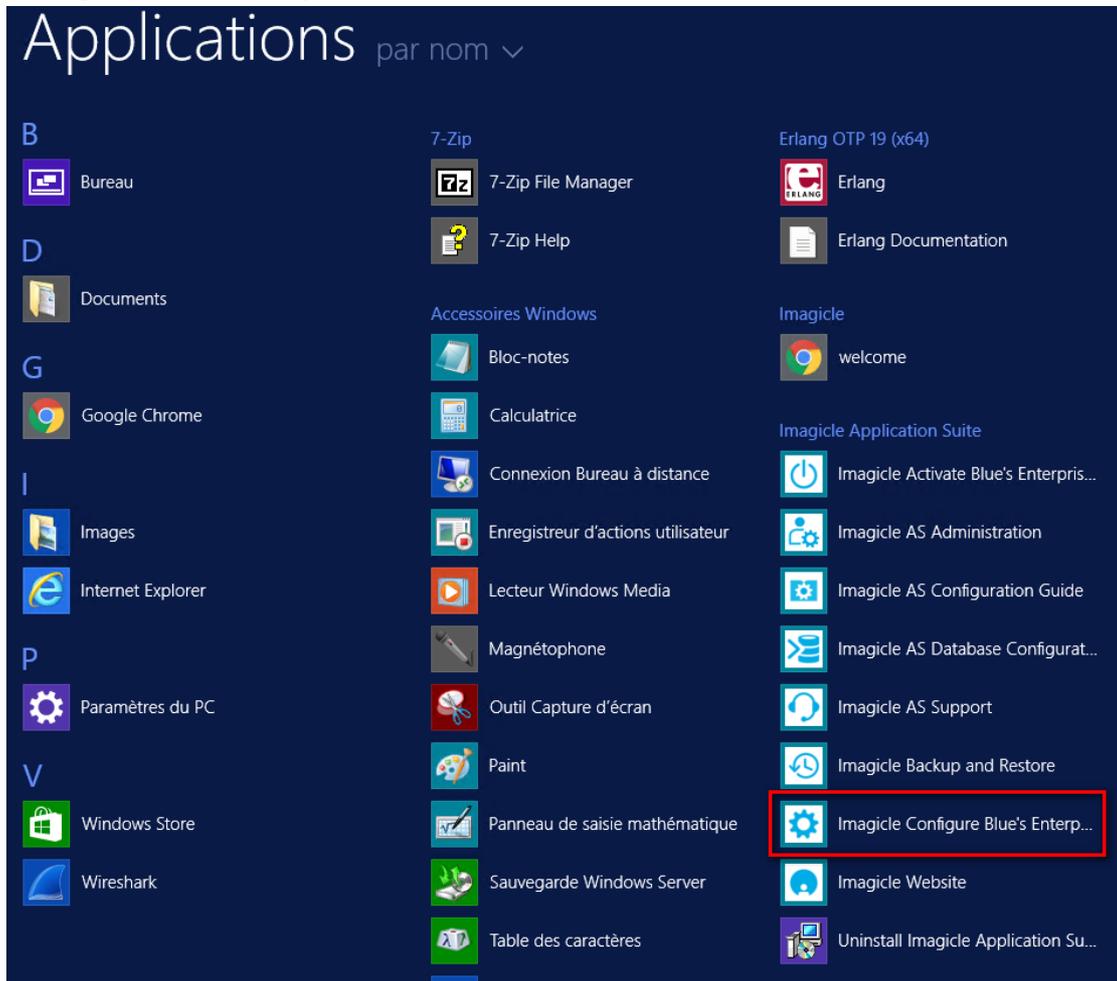
WINDOWS //192.168.26.72/svgtest

CDR CSV -

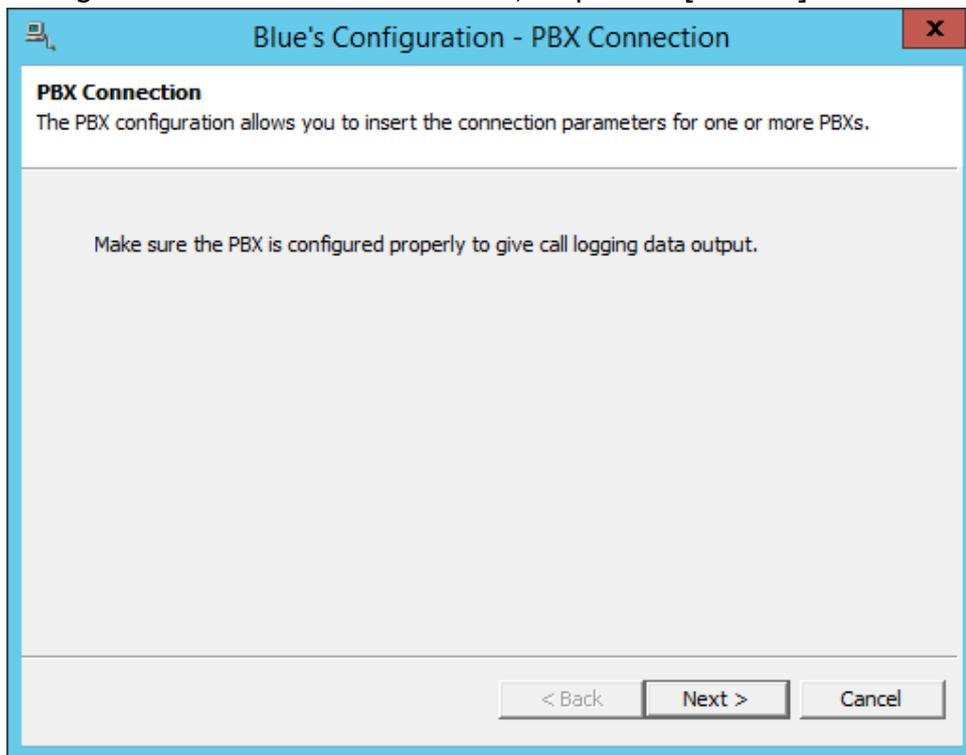
**Ajouter un partage NFS / Windows +**

# Première configuration de Blue's Enterprise 4

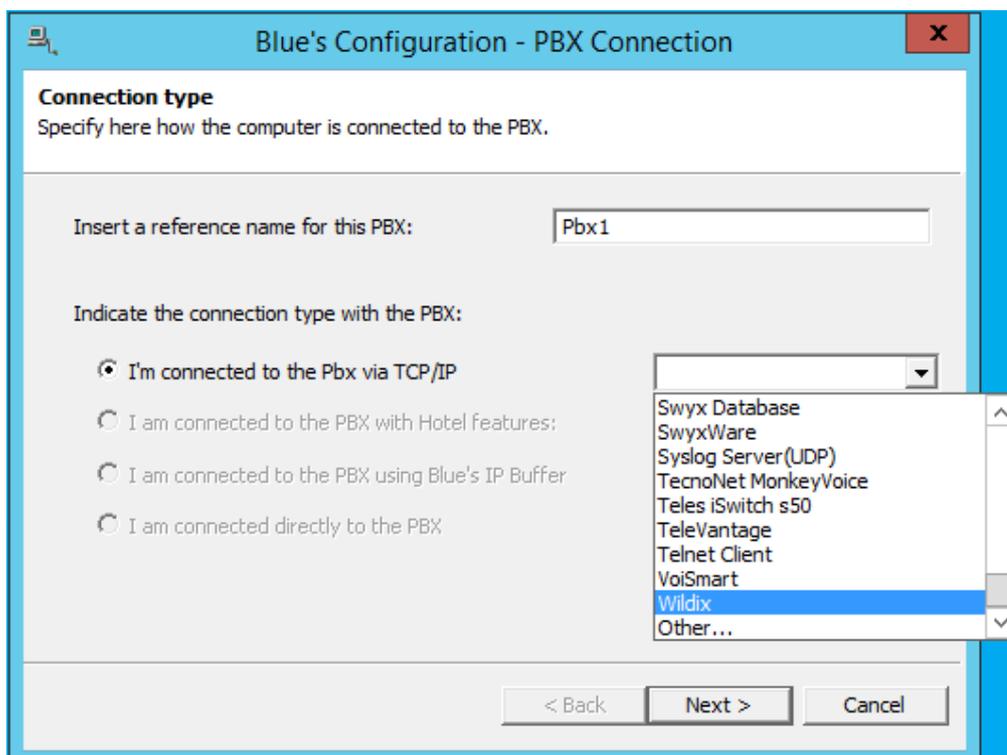
1. Lancer la configuration de Blues Enterprise 4 à partir des Applications > Imagicle Configure Blue's Enterprise 4.



2. Configuration de la connexion au PBX, cliquer sur [ Next > ]

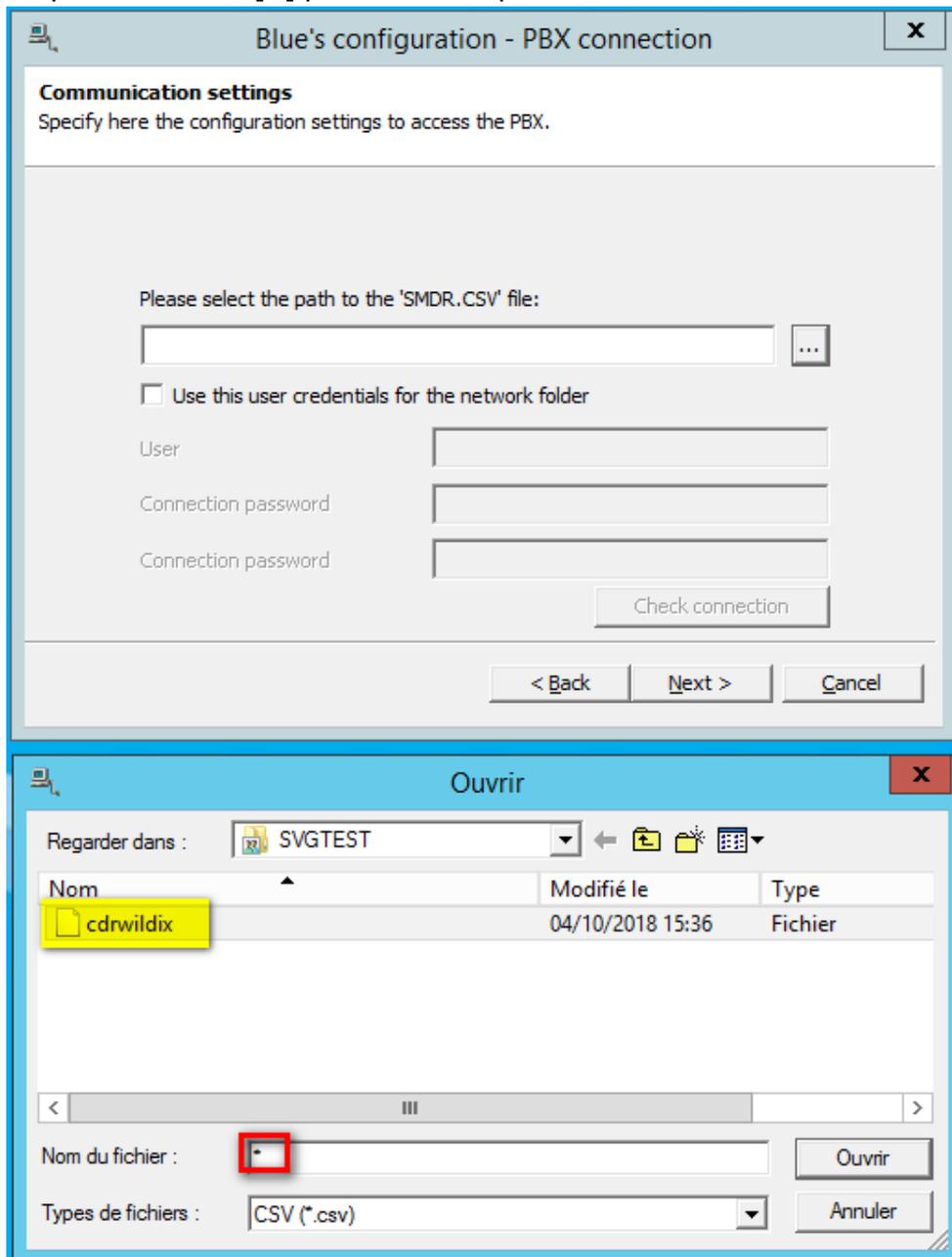


3. Choisir : I'm connected to the PBX via TCP/IP > Wildix



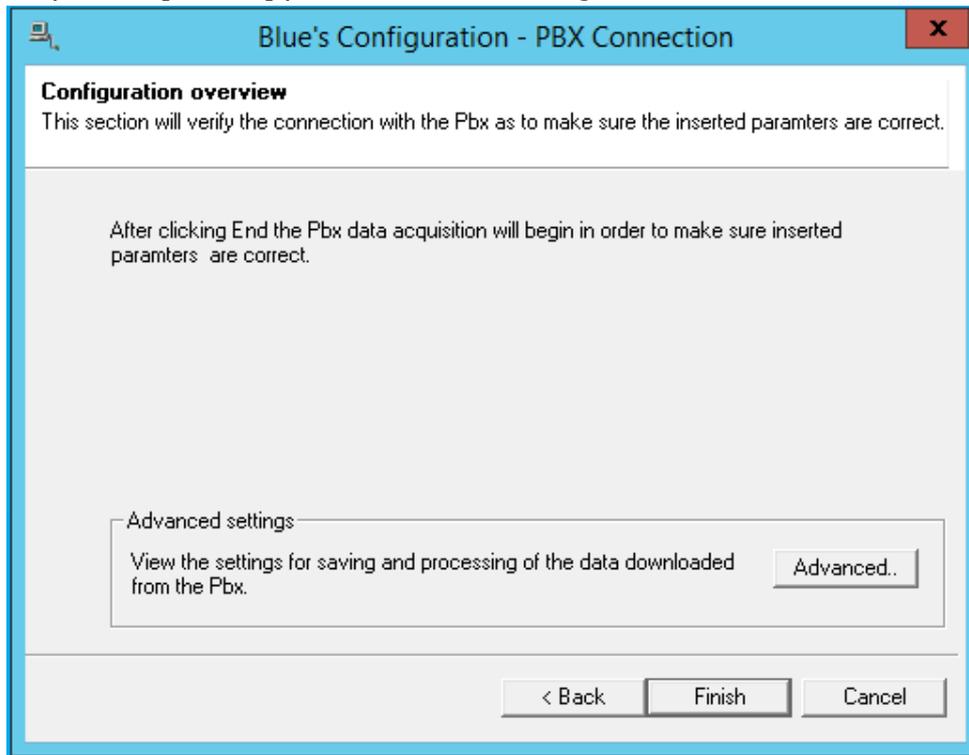
(Par défaut dans les installations actuelles ce type de connexion n'est pas disponible. Choisir éventuellement 'Asterisk for Wildix' ).

4. La configuration demande un répertoire où les CDRs seront déposés par le PBX. Cliquer sur la case [...] pour choisir le parcours et le fichier.

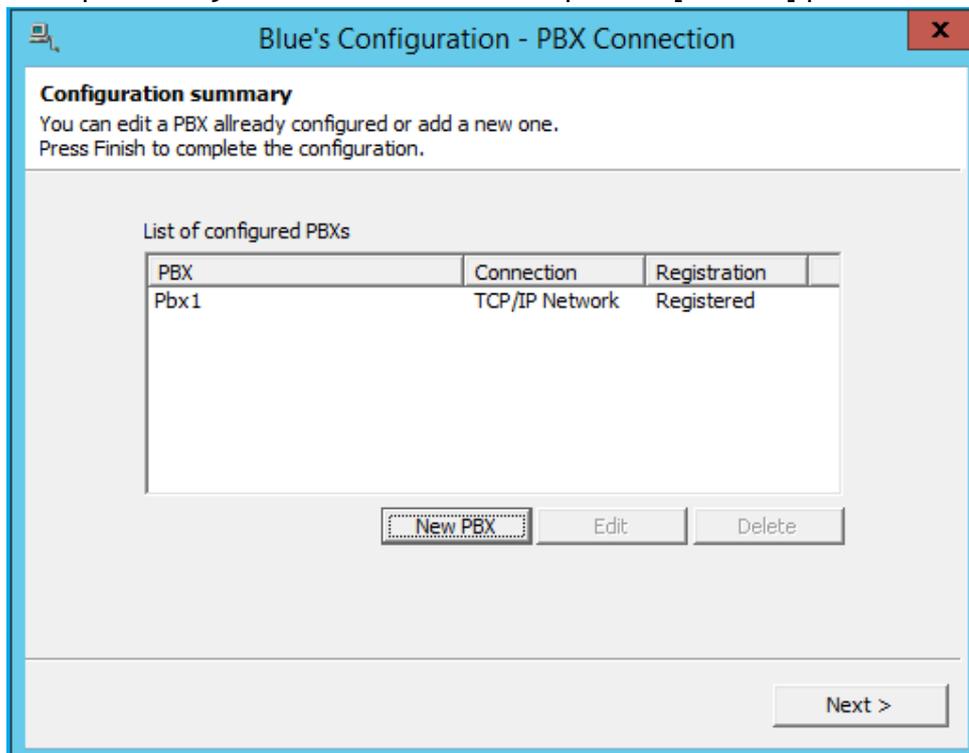


Entrez in \* pour voir tous les fichiers si le fichier n'a pas l'extension .CSV

5. Cliquer sur [ Finish ] pour terminer la configuration.



6. Il est possible ajouter un autre PBX ou cliquer sur [ Next > ] pour continuer.



7. Configuration su premier SITE. En général rien à modifier ici.

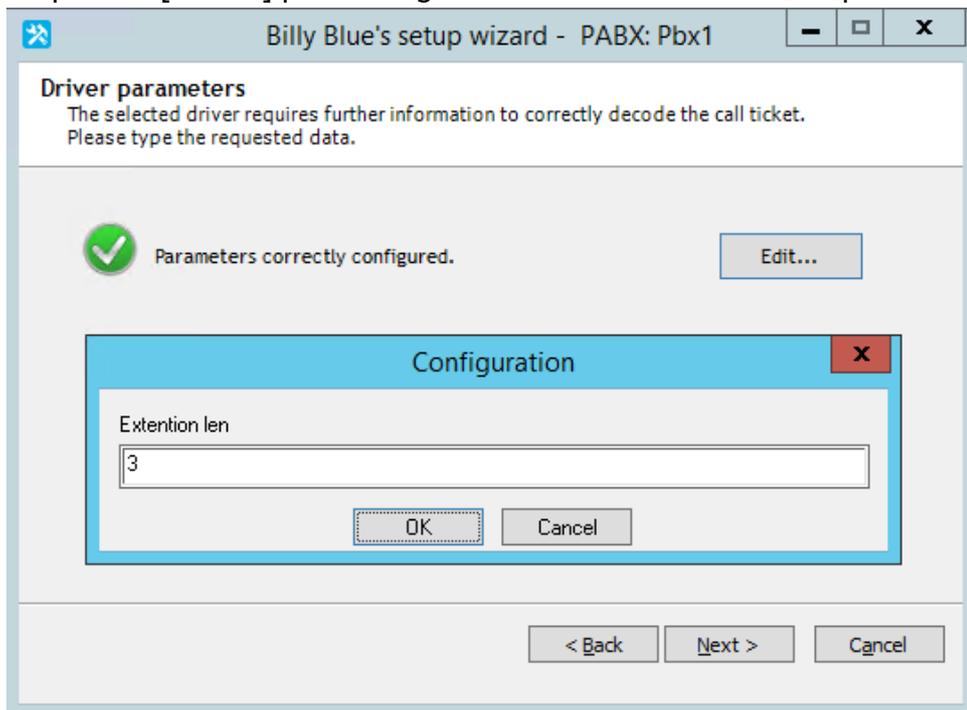
The screenshot shows a window titled "Blue's setup wizard - PABX: Pbx1". The main heading is "Importing data" with the instruction "Please enter the site's name, the call file and the data import frequency." Below this, there are three input fields: "Name of site:" with the text "Pbx1", "Import from:" with the path "C:\Program Files (x86)\StonevoiceAS\Apps\BillyBlues\Engine" and a browse button "...", and "Import every:" with a dropdown menu set to "Every second". At the bottom right, there are "Next >" and "Cancel" buttons.

8. Choisir le Driver pour Wildix et cliquer sur [ Next > ]

The screenshot shows a window titled "Billy Blue's setup wizard - PABX: Pbx1". The main heading is "Driver" with the instruction "Select the driver that Blue's Miner should use to correctly interpret the call tickets provided by the PBX." There are two radio button options: "Use the driver found by the automatic search" (selected) and "Select the driver manually". Under the first option, "Driver found:" shows "Wildix (Wildix New (PRO))" with a "Details" button and a link "Find driver automatically". Under the second option, there are two dropdown menus: "PBX brand:" with "Wildix" selected, and "Model:" with "Wildix New (PRO)" selected. At the bottom, there are "< Back", "Next >", and "Cancel" buttons.

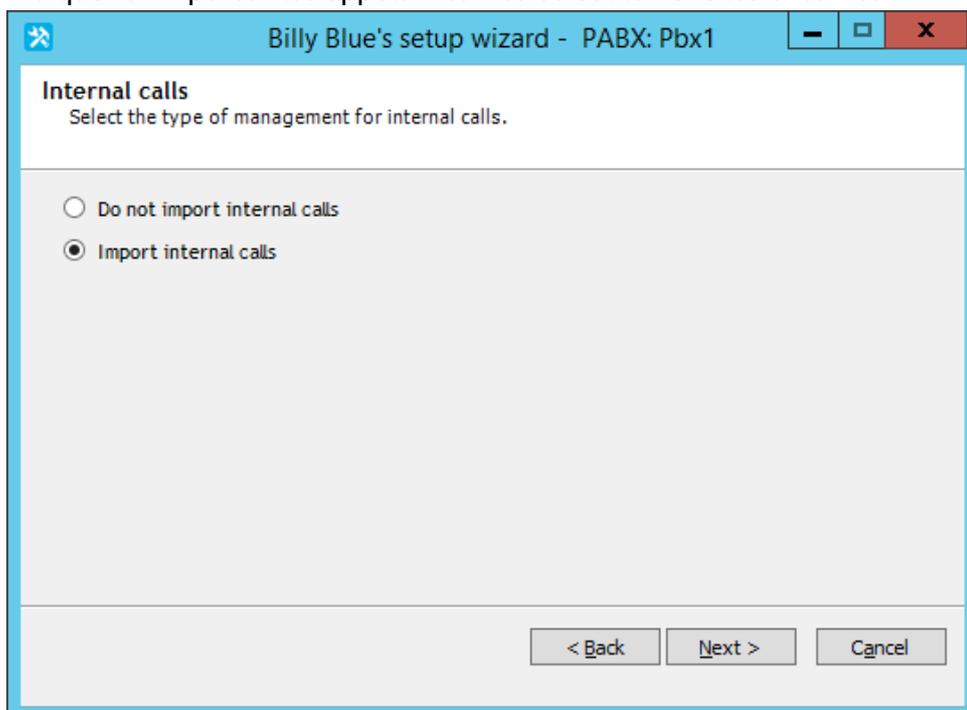
(Dans les installations Standard ce driver n'est pas disponible sous ce nom. Copier le driver disponible à ce lien <https://db.tt/etYrlFwesm> dans le répertoire: C:\Program Files (x86)\StonevoiceAS\Apps\BillyBlues\Engine\driver

9. Cliquer sur [ Edit... ] pour configurer le numéro de chiffres des postes.



Par défaut, 3 chiffres.

10. Indiquer si importer les appels internes ou seulement les externes.



11. Configurer le Pays et la zone locale su SITE pour bien calculer le coût des appels.

The screenshot shows a window titled "Billy Blue's setup wizard - PABX: Pbx1". The main heading is "Country and area" with a sub-instruction: "Please specify where the site is located. This information will be used to correctly determine the cost of calls." The form contains the following fields:

- Country: France
- Local area: Paris (01)
- Time zone and daylight savings time: (GMT +01:00) CET Central European (Franc
- Country currency: Euro (€)
- Tax name: TVA
- Rate (%): 19.6

Navigation buttons at the bottom include "< Back", "Next >", and "Cancel".

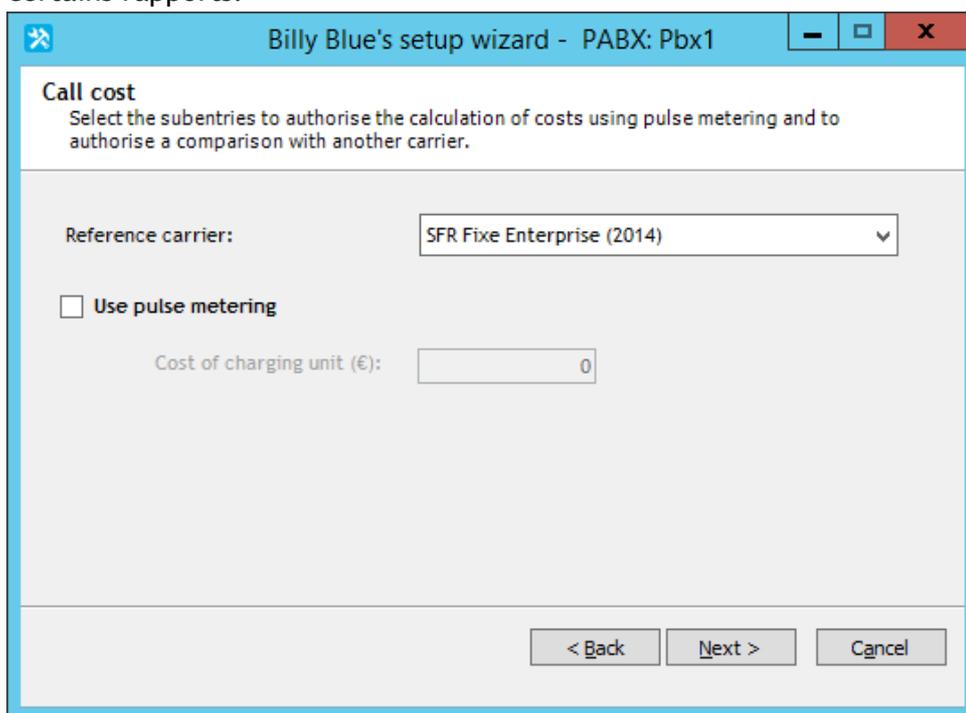
12. Choisir le tarif parmi les disponibles.

The screenshot shows a window titled "Billy Blue's setup wizard - PABX: Pbx1". The main heading is "Telephone tariffs" with a sub-instruction: "Please select the telephone tariffs used by the site." The interface is divided into two main sections:

- Available tariffs:** A list box containing "Bouygues Entreprises (2014)", "Orange Contract Pro (2013)", "Orange Enterprise Optima (2014)", and "SFR Fixe Enterprise (2014)".
- Tariffs to be used:** A list box containing "Orange Contract Pro (2014)".

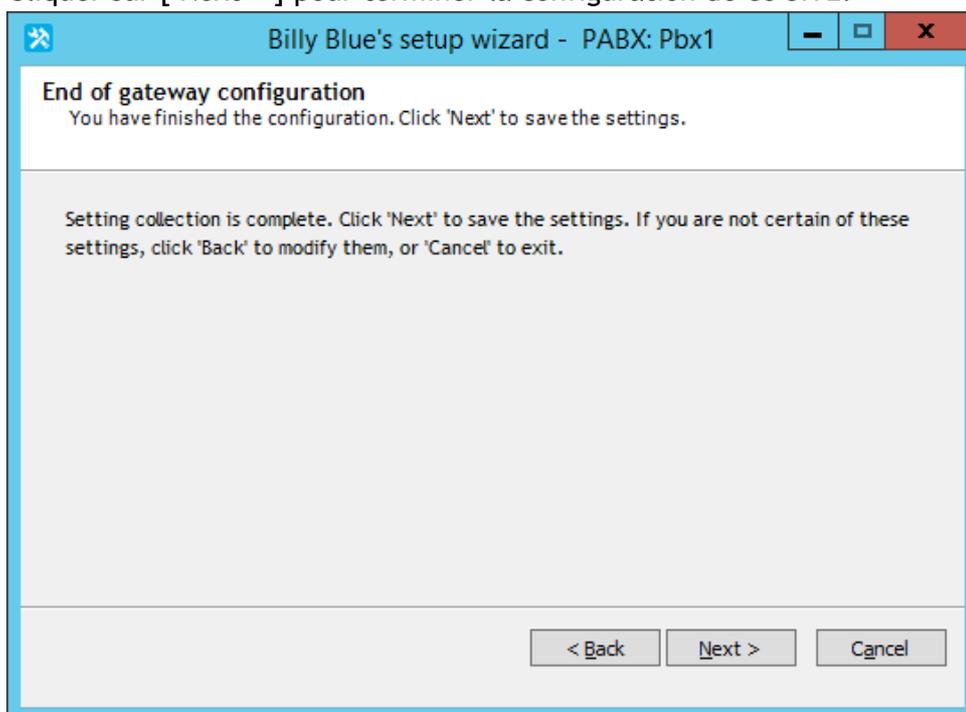
Navigation buttons between the lists include ">", "<", and "<<". Below the "Available tariffs" list are links for "New", "Import", "Modify", and "Duplicate". At the bottom, there are buttons for "< Back", "Next >", and "Cancel".

13. Il est possible choisir un tarif de référence pour effectuer des confrontations à partir de certains rapports.



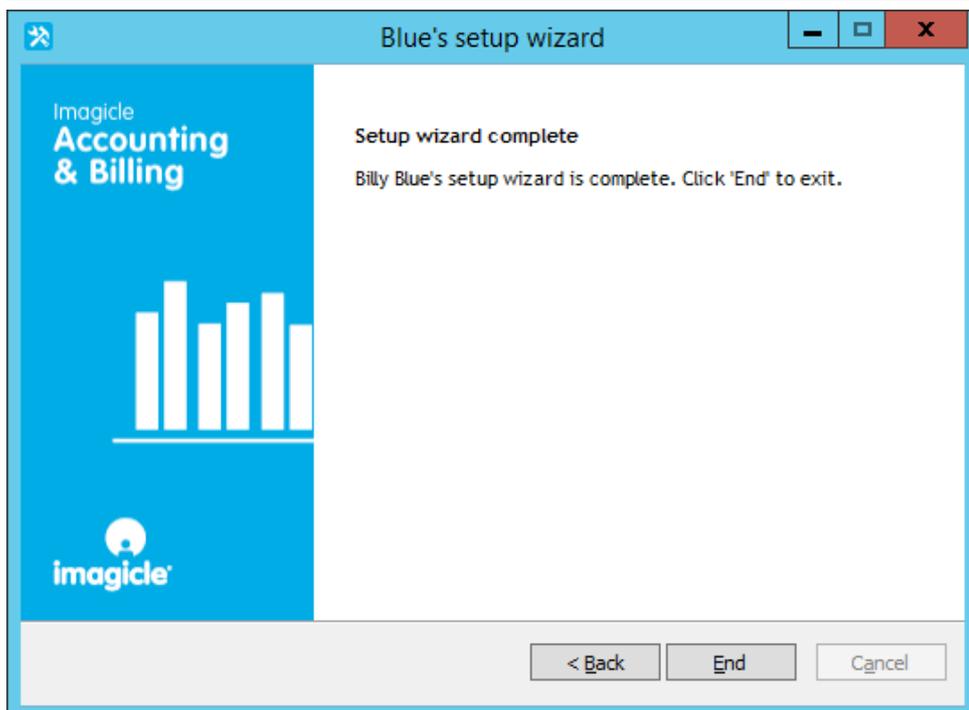
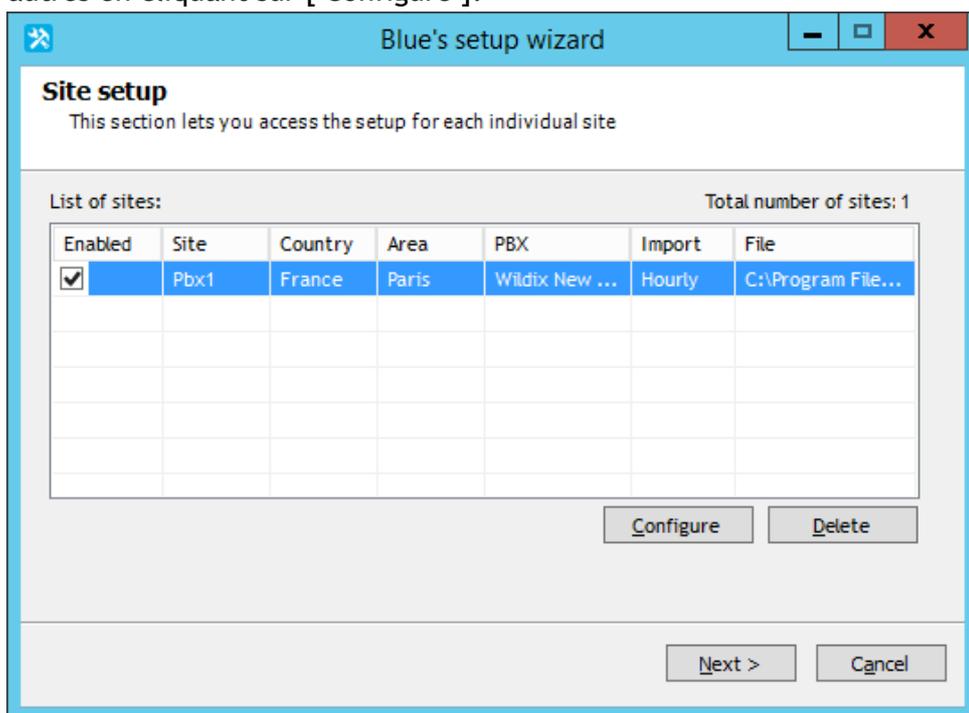
The screenshot shows a window titled "Billy Blue's setup wizard - PABX: Pbx1". The main heading is "Call cost". Below the heading, there is a sub-heading "Select the subentries to authorise the calculation of costs using pulse metering and to authorise a comparison with another carrier." The window contains a "Reference carrier:" label followed by a dropdown menu showing "SFR Fixe Enterprise (2014)". Below this is a checkbox labeled "Use pulse metering" which is currently unchecked. Underneath the checkbox is a label "Cost of charging unit (€):" followed by a text input field containing the number "0". At the bottom of the window, there are three buttons: "< Back", "Next >", and "Cancel".

14. Cliquer sur [ Next > ] pour terminer la configuration de ce SITE.

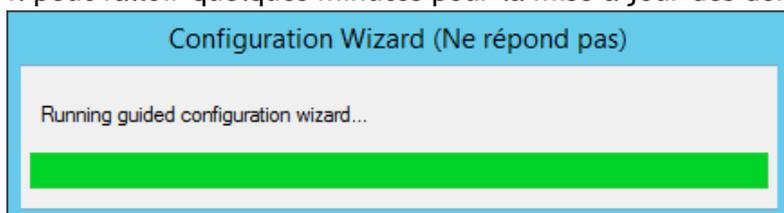


The screenshot shows a window titled "Billy Blue's setup wizard - PABX: Pbx1". The main heading is "End of gateway configuration". Below the heading, there is a sub-heading "You have finished the configuration. Click 'Next' to save the settings." The window contains a paragraph of text: "Setting collection is complete. Click 'Next' to save the settings. If you are not certain of these settings, click 'Back' to modify them, or 'Cancel' to exit." At the bottom of the window, there are three buttons: "< Back", "Next >", and "Cancel".

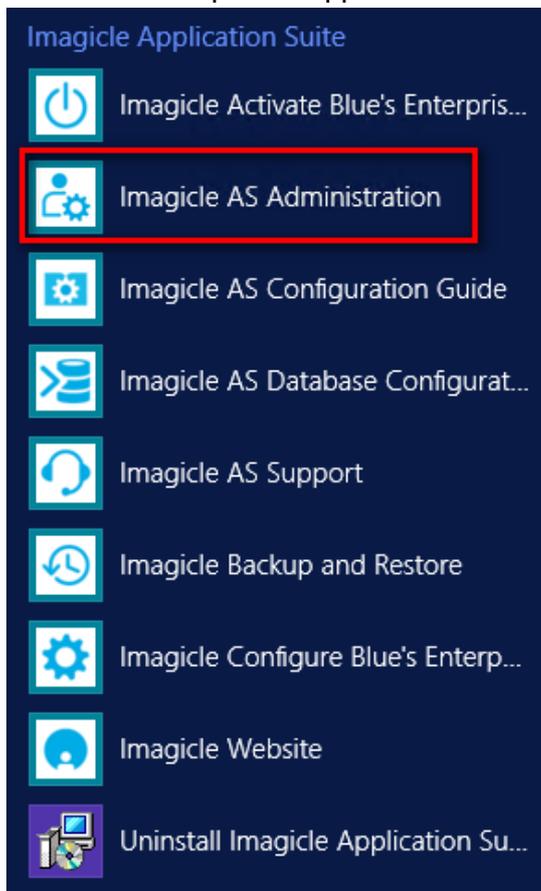
15. Cliquer sur [ Next > ] pour terminer la configuration ou en cas de plus SITES configurer les autres en cliquant sur [ Configure ].



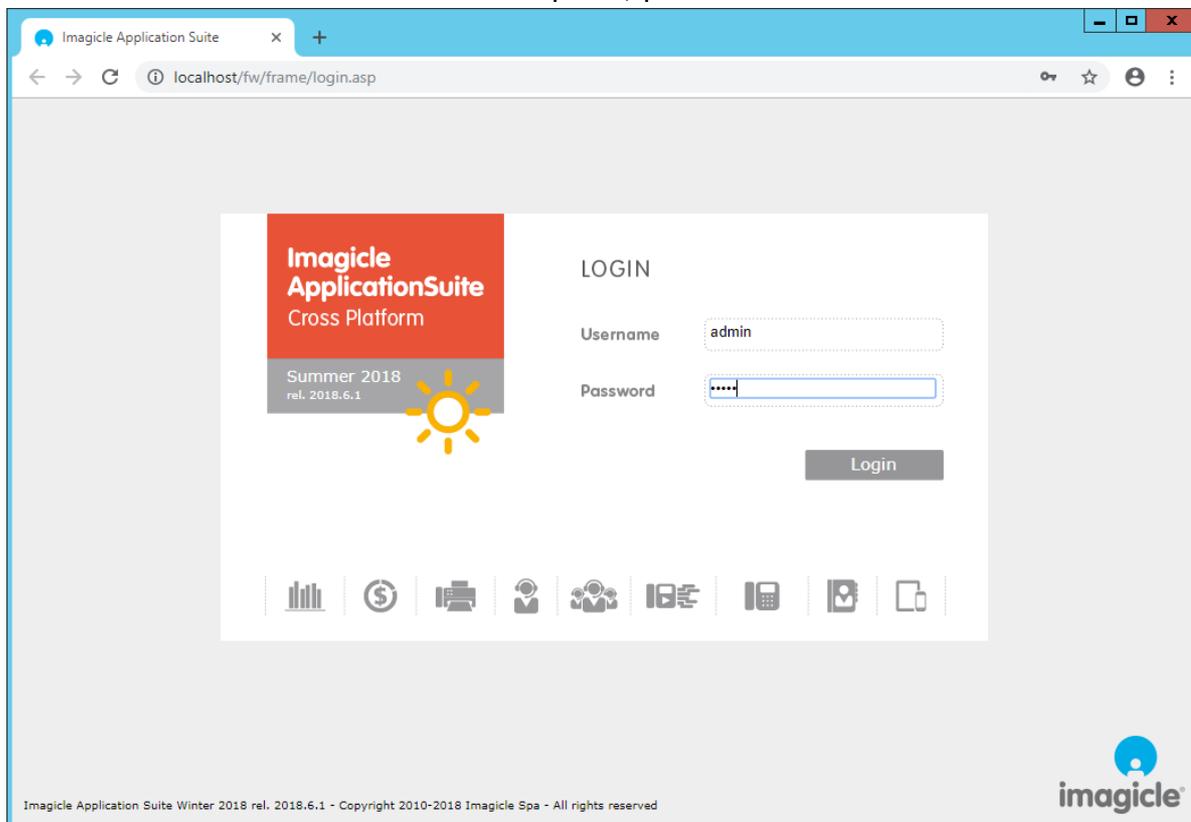
16. Il peut falloir quelques minutes pour la mise à jour des données.



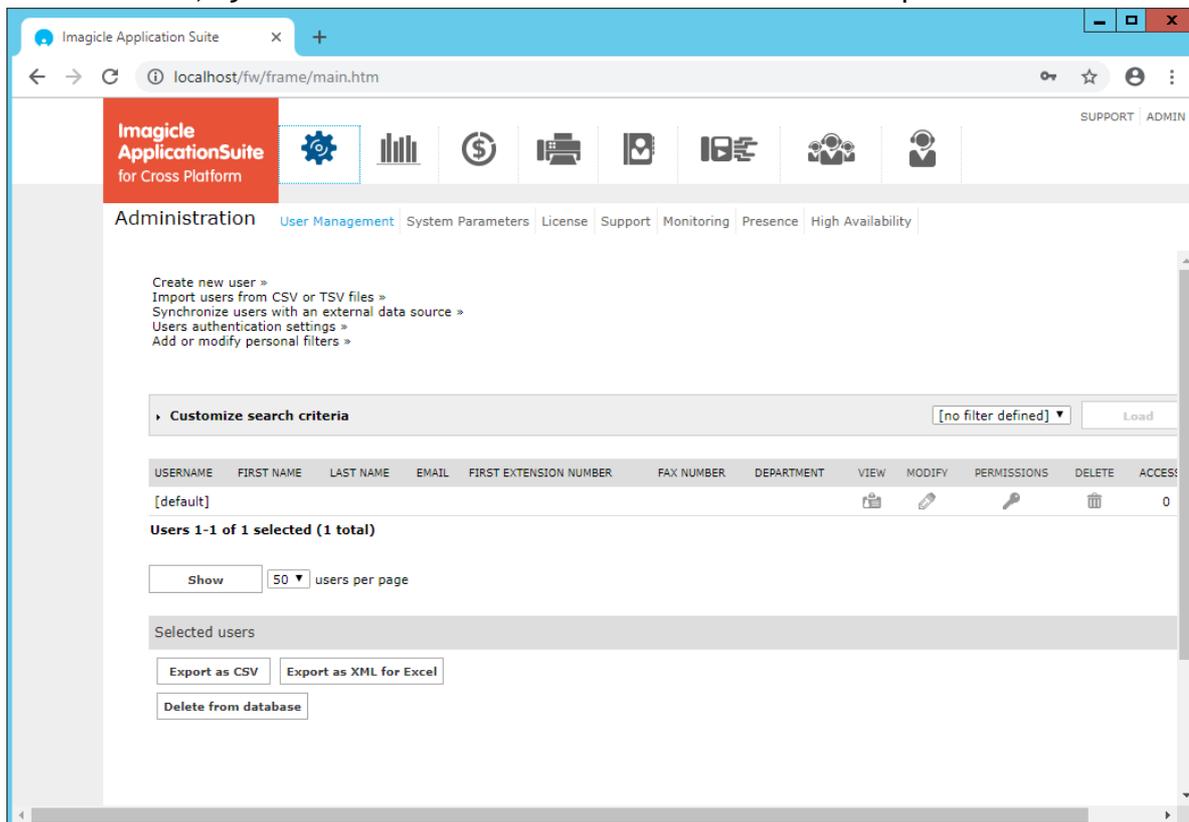
17. Lancer la suite par les applications > Imagicle AS Administration.



18. Entrer avec le nom utilisateur et mot de passe, par défaut : admin / admin .



19. Premièrement, ajouter la liste des users associés à leur numéro de poste.



Il est possible synchroniser la suite à une source AD autrement il est nécessaire créer manuellement tous les utilisateurs.

20. En cas où vous préférez les créer manuellement il est convenable d'en ajouter un premier manuellement à partir du lien 'Create new user>>'



**Create new user >>**  
Import users from CSV or TSV files >>  
Synchronize users with an external data source >>  
Users authentication settings >>  
Add or modify personal filters >>

21. Entrer les champs nécessaires et autres infos de l'utilisateur si vous les connaissez.

**Imagicle ApplicationSuite** for Cross Platform

Administration [User Management](#) System Parameters License Support Monitoring Presence High Availability

Add new user

**Login Information**

Username  Password

Active Directory username  Domain

Remote Authentication Username  User PIN

Accesses

**IP Telephony**

Partition  First extension number

MAC address  PBX username

**Personal Information**

First name  Last name

Department  Preferred language (EN,IT,FR,DE,ES,AR)

Email  Mobile business number

User address  Home phone

**Presence**

Rich Presence SIP URI  Rich Presence Skype For Business URI

Telephony Presence SIP URI

**Blue's CTI Server**

Console licence type (BOE,BAP,BAE)  Preferred device name

**Billing**

Enable billing for first extension number  Enable billing for fax number

Number of masked digits in billing  Cost center

Office Location

22. Cliquer su [ Add new user ] en bas de la page.

23. Le premier utilisateur à été créé.

- [Create new user »](#)
- [Import users from CSV or TSV files »](#)
- [Synchronize users with an external data source »](#)
- [Users authentication settings »](#)
- [Add or modify personal filters »](#)

Customize search criteria [no filter defined] Load

USERNAME	FIRST NAME	LAST NAME	EMAIL	FIRST EXTENSION NUMBER	FAX NUMBER	DEPARTMENT	VIEW	MODIFY	PERMISSIONS	DELETE	ACCESSES
[100]	John	Smith		100		Sales					0
[default]											0

Users 1-2 of 2 selected (2 total)

( le user [Default] est créé par automatiquement est sert pour Stonefax )

24. Cliquer sur [ Export as CSV ] en bas de la page pour exporter la liste des utilisateur en format .CSV comme Template, pourvoir l'éditer avec Excel et y ajouter plus aisément les autres utilisateurs.

25. Enregistrer le fichier toujours en CSV en faisant attention à garder le format original. CSV (MS-DOS)

# Utilisation du Billing et rapports

26. Cliquer su Billing > Home pour voir les derniers appels importés

The screenshot shows the Imagicle Application Suite interface. The browser address bar indicates the URL is localhost/fw/frame/main.htm. The page title is "Imagicle Application Suite for Cross Platform". The main navigation menu includes "Billing", "Dashboard", "Interactive Reports", "Scheduled Reports", "Create Alarm", "Scheduled Alarms", and "Administrative Pages". The "Billing" section is active, displaying a "Last Calls" table and a "My dashboard" section.

**Last Calls**

Top 10 20 50 100 200 Refresh

TYPE	EXTENSION	EXTENSION NAME	NUMBER	DATE	TIME	DURATION	COST	GATEWAY NAME
📞	OVH		105	10/4/2018	3:36:44 PM	00:00:00	0.00	Pbx1
📞	105	_ 105	OVH	10/4/2018	3:36:44 PM	00:00:00	0.00	Pbx1
🏠	OVH		105	10/4/2018	3:36:00 PM	00:00:05	0.00	Pbx1
🏠	105	_ 105	OVH	10/4/2018	3:36:00 PM	00:00:05	0.00	Pbx1
🏠	105	_ 105	OVH	10/4/2018	3:29:04 PM	00:00:57	0.00	Pbx1
🏠	OVH		105	10/4/2018	3:29:04 PM	00:00:57	0.00	Pbx1

**My dashboard**

0  
Current month total ca

0  
Current month total ca

27. Cliquer su Billing > Interactive Reports pour voir et utiliser tous les rapports disponibles.

Imagicle Application Suite

localhost/fw/frame/main.htm

Imagicle Application Suite for Cross Platform

Billing Home Dashboard **Interactive Reports** Scheduled Reports Create Alarm Scheduled Alarms Administrative Pages

Call List  
For Calls from 01/08/2008 to 08/08/2008 15.06.08

Nr.	Day	Date	Duration	Number	Name	Area	Dest.	Ext.	Name	Dep.	Cost	Type	Sta	
1	Mon	8/4/2008	16:52:31	00:09:48	0432945511	Udine	Nazionale	233	Luca	R & D	0.7235	Out	Ans	
2	Mon	8/4/2008	16:24:28	00:04:08	3400798540	OFI	Cellulari	233	Luca	R & D	1.2171	Out	Ans	
3	Mon	8/4/2008	15:38:29	00:07:37	0432945511	Udine	Nazionale	233	Luca	R & D	0.5834	Out	Ans	
4	Mon	8/4/2008	14:23:02	00:05:10	800331042	Numero	Numeri	420	Marco	R & D	0.8900	Out	Ans	
5	Mon	8/4/2008	11:24:40	00:01:49	0456900685	Verona	Nazionale	233	Luca	R & D	0.8900	In	Ans	
6	Mon	8/4/2008	10:54:49	00:11:16	3288280274	Wind	Cellulari	233	Luca	R & D	3.3174	Out	Ans	
7	Mon	8/4/2008	09:08:41	00:01:27	0547304147	Cesena	Nazionale	233	Luca	R & D	0.1858	Out	Ans	
8	Sun	8/3/2008	17:43:41	00:18:37					233	Luca	R & D	0.8900	In	Ans
9	Sun	8/3/2008	17:40:08	00:01:49	0547304147	Cesena	Nazionale	233	Luca	R & D	0.1338	Out	Ans	

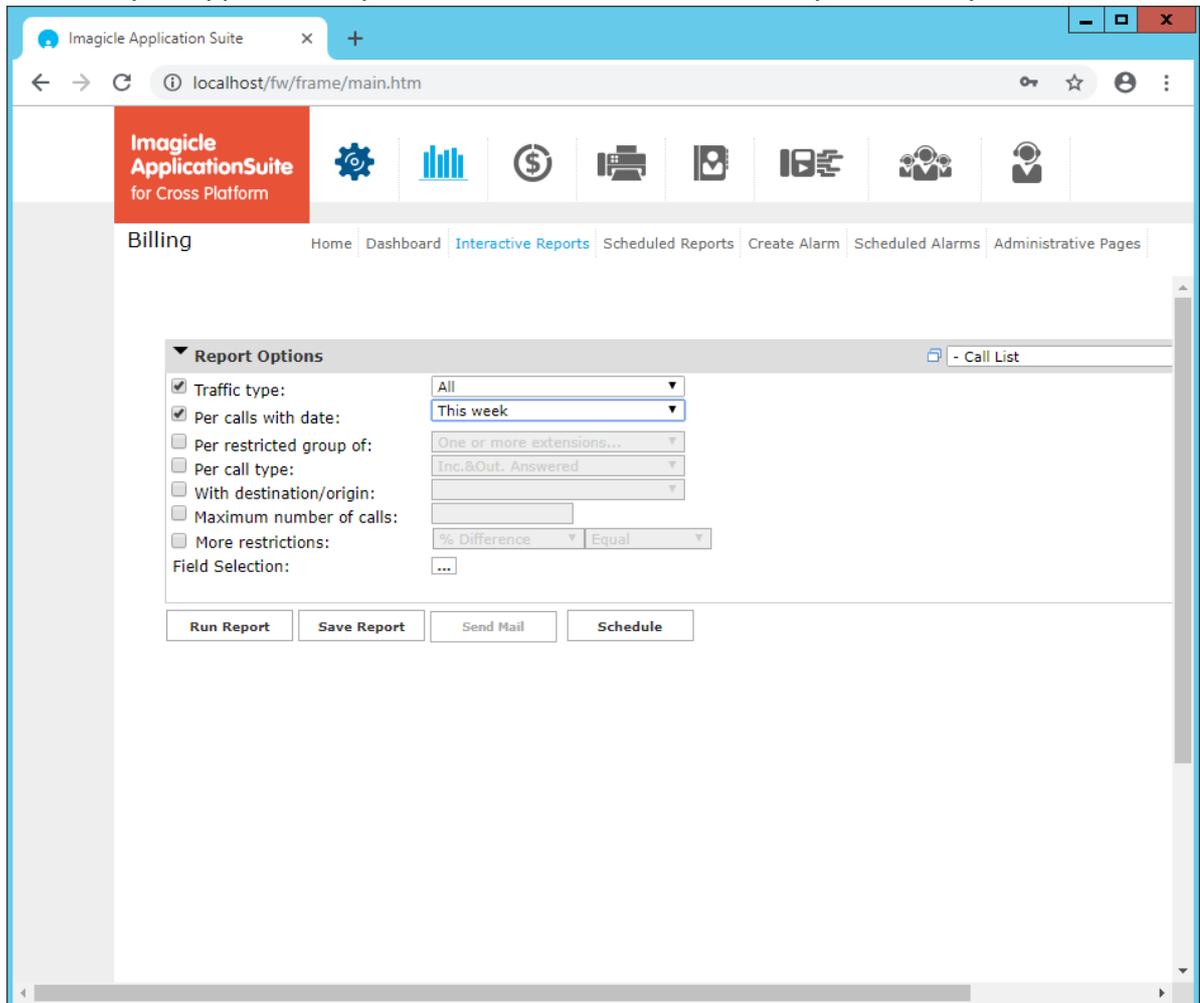
Personal Reports  
No Report available.

Public Reports

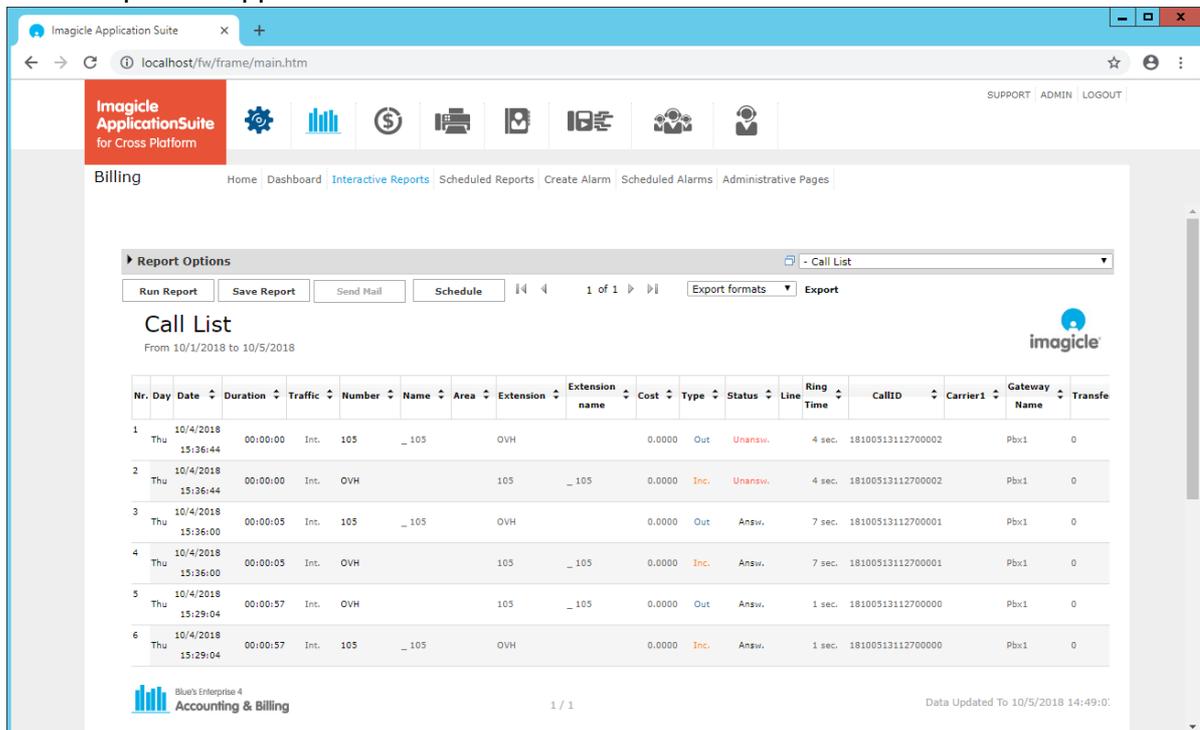
1-Call Monitor

- Execute | Options **Call List** - Which calls have been made via my chosen numbers? Which calls have been made and received?
- Execute | Options **General Query** - What is the general situation?
- Execute | Options **Unanswered calls** - Which calls have been missed?
- Execute | Options **Internal Call List** - Which calls have been made and received by the extensions?
- Execute | Options **UTC Call List** - Which calls have been made via my chosen numbers in UTC Time?
- Execute | Options **Private call tagging** - Choose which calls are private.

28. Pour chaque rapport il est possible de définir un filtre en cliquant sur 'Options'.



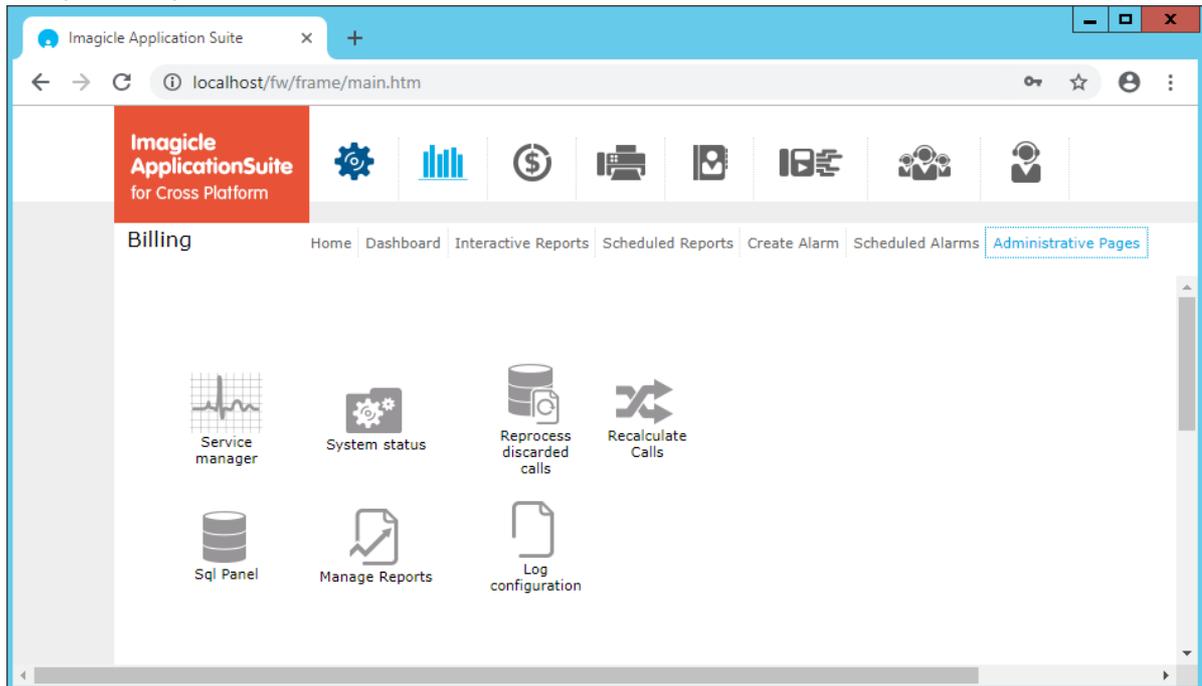
29. Un exemple du rapport 'Call List'



A ce lien vous trouvez le guide end user officiel : <https://kbp.imagicle.com/kb/afile/139/67/>

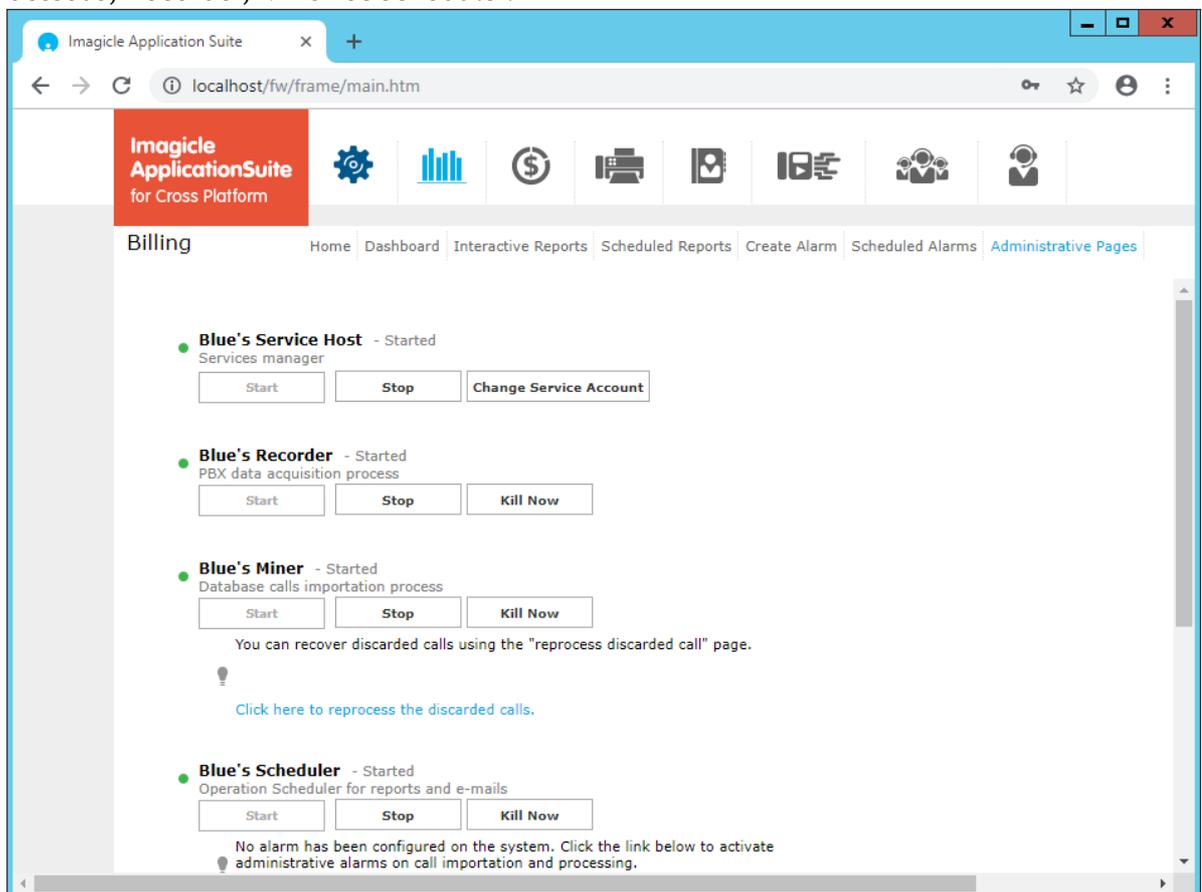
## Avancées et troubleshooting

30. A partir de la page Billing > Administrative Pages nous avons quelques instruments pour analyser le système et vérifier le bon fonctionnement.

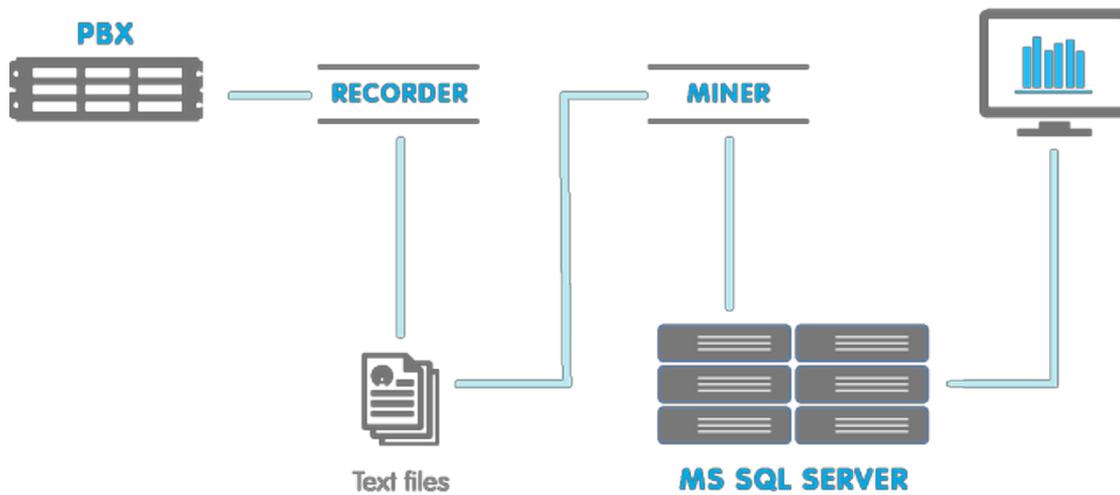


31. Cliquer su l'icone 'Service Manager'.

Il est possible interrompre le service Blues Service Host qui contrôle les autres en dessous, Recorder, Miner et Scheduler.



### 32. Ici l'architecture de l'importation des CDRs.



### 33. Cliquer sur l'icône 'System Status' pour avoir un panoramique de l'état du bon fonctionnement de l'acquisition des appels des différents SITES.

**Imagicle ApplicationSuite** for Cross Platform

Home | Dashboard | Interactive Reports | Scheduled Reports | Create Alarm | Scheduled Alarms | Administrative Pages

Yes Pbx1(SITE) Wildix [Show File](#)

#### Blue's Miner

- Call importation service status**
  - Started
- License Info**
  - License status: Evaluation version. Configurable extensions: 250. Expire on 2018-11-04.
  - Error and warning messages
    - ⚠ License has not been registered and it will expire in 31 days. (#2000)
- Application Status**
  - Disk total space: 80 GB, Disk free space: 57 GB, Available memory: 1743Mb, CPU: 7.2 %
  - SQL Server: Microsoft SQL Server 2017 (RTM) - 14.0.1000.169 (X64) Aug 22 2017 17:04:49 Copyright (C) 2017 Microsoft Corporation Express Edition (64-bit) on Windows Server 2012 R2 Standard Evaluation 6.3 (Build 9600:) (Hypervisor)
  - DB size: 119.50 MB, unallocated space: 96.74 MB
  - Web ver: 4.1.0.19
  - [Refresh](#)
- Configured Sites**
  - Configured PBX 1 = Extension Configured: 1 Available extensions 249

PBX NAME	PBX CODE	ENABLED	COUNTRY	LOCAL AREA	CALLS MADE TODAY	TOTAL CALLS	LAST IMPORTED CALL	DISCARDED CALLS ACTIONS	EXTENSIONS NOT DEFINED ACTIONS
Pbx1	SITE	True	France	Paris	0	0		<a href="#">3 Show discarded calls</a>	<a href="#">2 Show extensions not defined</a>

  - Error and warning messages
    - ⚠ All calls on site Pbx1(SITE) have been discarded. The pbx acquisition driver could not be correct or the format of pbx exported data could have changed. Run the guided configuration and change the driver. (#5007)
    - ⚠ No call has been imported on site Pbx1(SITE). (#4003)
- Last Successfully Imported Calls**
  - Top 10 20 50 100 200 [Refresh](#)
  - No Data Found

#### Blue's Scheduler

34. Les Appels effectués par des postes non configurés dans la page des utilisateurs seront rejetés.

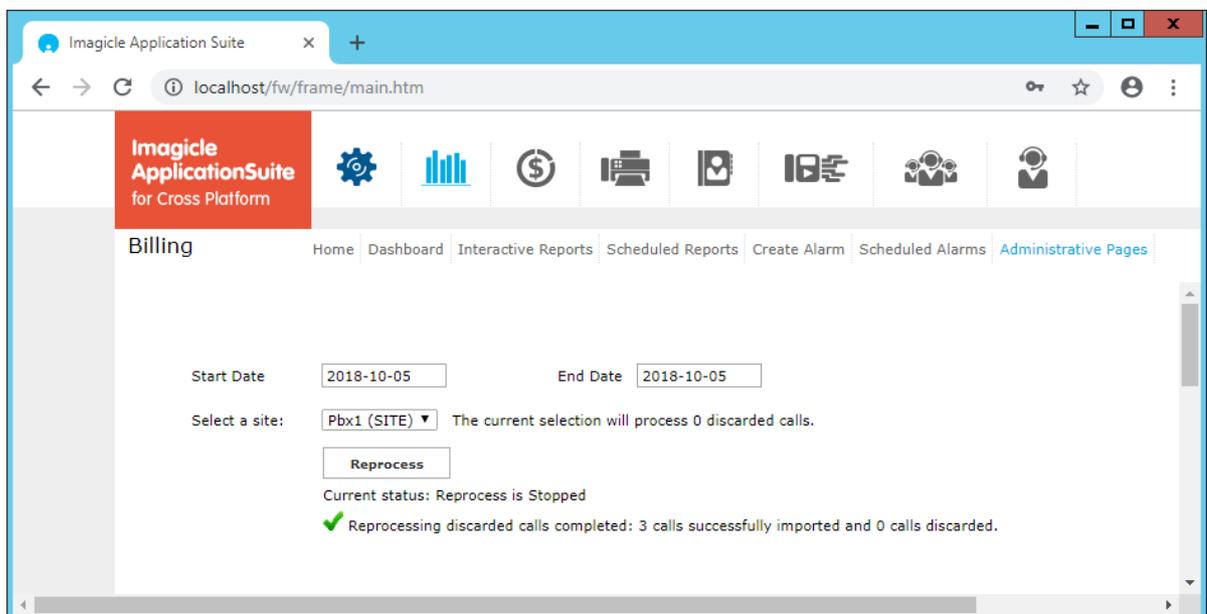
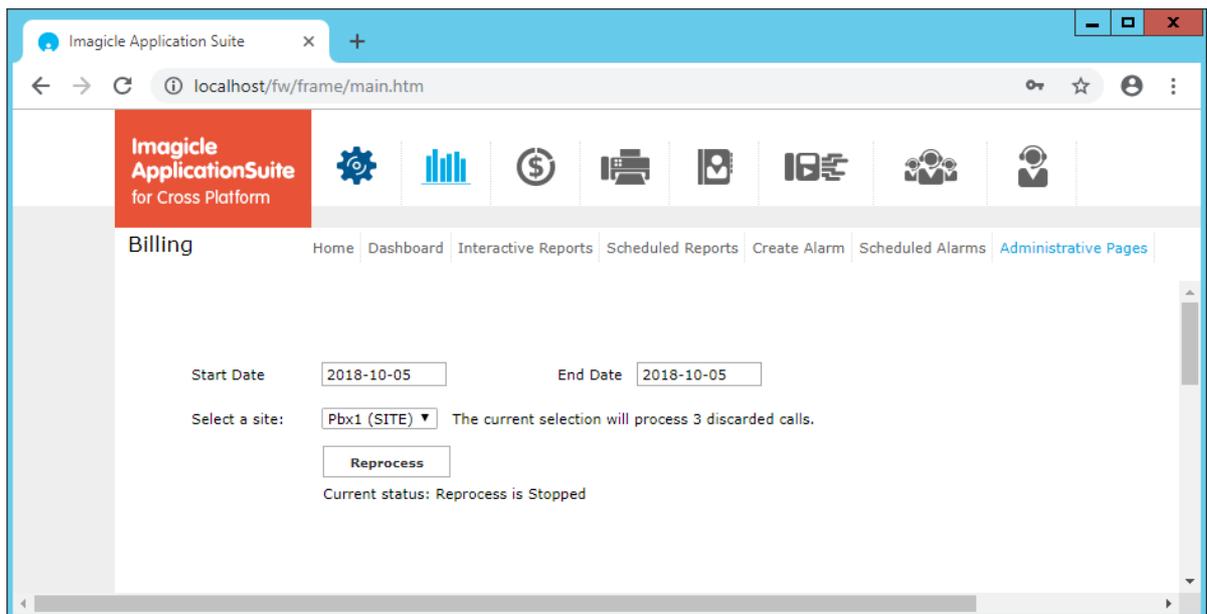
En cliquant sur 'Show discarded calls' il est possible de voir les appels rejetés et la cause. ( En général les causes sont deux : Appel non reconnu par le driver ou Poste non configuré ).

Discarded Calls					
Top 10 20 50 100 200 Refresh					
DATE	TIME	DESCRIPTION	SITE	ERROR DATA	
10/5/2018	1:11:27 PM	Extension not configured.	SITE-3	SITE 20181005;113528 E 04/10/2018 15:29:04 15:30:01 00:01 00:00:57	1
10/5/2018	1:11:27 PM	Extension not configured.	SITE-3	SITE 20181005;113528 E 04/10/2018 15:36:00 15:36:05 00:07 00:00:05	0
10/5/2018	1:11:27 PM	Extension not configured.	SITE-3	SITE 20181005;113528 E 04/10/2018 15:36:44 15:36:44 00:04 00:00:00	0

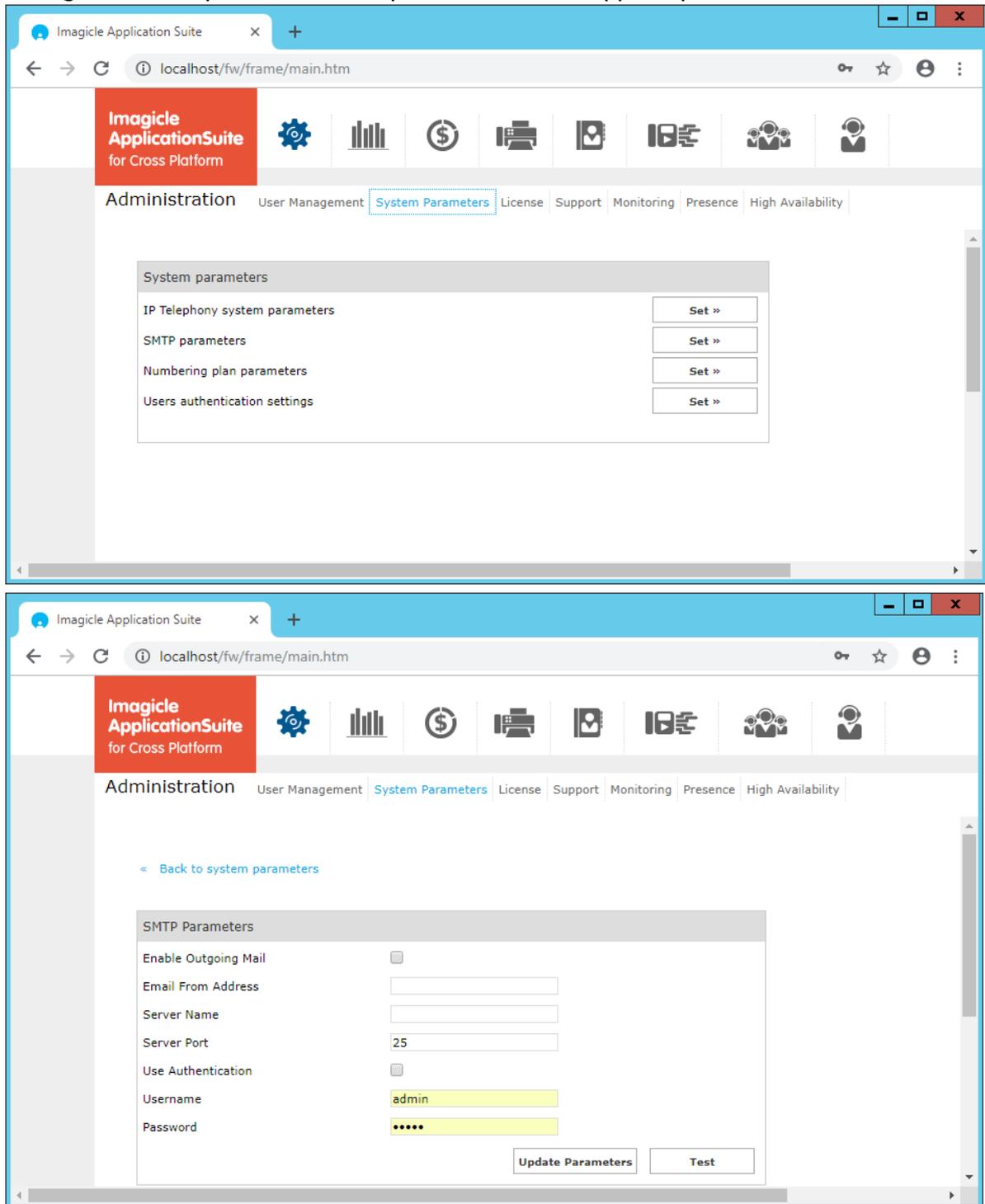
35. En cliquant sur 'Show Extensions not defined' il est possible de voir la liste des postes qui ont effectué des appels mais qui ne sont pas étédéclarés dans la page des users.

Extensions not defined	
Top 10 20 50 100 200 Refresh	
EXTENSION	DISCARDED CALLS
OVH	2
105	1

36. Après avoir ajouté les postes non définis, il est possible de retraiter les appels rejetés pour les enregistrer dans la base de données.  
Cliquer sur l'icône Administrative Pages > Reprocess Discarded Calls, indiquer le range de dates et le site à retraiter.



### 37. Configuration des paramètre SMTP pour recevoir les rapports planifiés ou Alertes.



# Enregistrement de Blue's Enterprise 4

38. A partir de la page Admin > License il est possible d'enregistrer le logiciel

The screenshot shows the 'License' page in the Imagicle Application Suite Admin interface. The page is divided into two main sections: 'General Information' and 'Installed Applications'.

**General Information**

Detected Operating System	Windows 2012 R2 Server 6.3 (Build 9600)
SAS Version and Platform	Imagicle Cross Platform Application Suite 2018.6.1
Request String	REQ=1 app=sa appver=2_(build_9600) p p=2018.6.1 v v=1 redat=2018-10-05 supkey=3.1.158M46E.F2f4 MachineKey=4.E5.61425.F2f4 6a26c#f0dc91e4acc337e#2146ad6
Customer Name	<input type="text"/>
Reseller Name	<input type="text"/>

**Installed Applications**

Name	License code	License Status	Size
UCL Users			0 users
Blue's Enterprise 4		Evaluation	250 extensions
Budget Control		Evaluation	
StoneFax		Evaluation	2 channels
Speedy Enterprise		Evaluation	
IVR module for Queue Manager Enterprise		Evaluation	4 channels - shared with QME
Queue Manager Enterprise		Evaluation	4 channels - shared with IVR Module
Blue's CTI Server		Evaluation	25 Blue's One Enterprise Clients 5 Blue's Attendant Professional Clients 5 Blue's Attendant Enterprise Clients

**Activate Licenses**

Name	Response String
UCL Users	<input type="text"/>
Blue's Enterprise 4	<input type="text"/>
Budget Control	<input type="text"/>
StoneFax	<input type="text"/>
Speedy Enterprise	<input type="text"/>

faire référence à notre guide en ligne pour l'activation :  
[https://www.imagicle.com/kb#/kb/licensing\\_25.html](https://www.imagicle.com/kb#/kb/licensing_25.html)