



Wildix Integration - Imagicle Blue's Enterprise 4 Configuration Guide



Version: November 2018

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Configuration on the side of Wildix PBX

- Go to *WMS Settings -> PBX -> Call and chat history -> CDR CSV tab -> select Enabled*

Settings CDR MSSQL CDR MySQL CDR Sqlite **CDR CSV**

Enabled ☒

Directory

Filename

Save

- Go to *WMS Settings -> System -> Storages* and remove CDR CSV

Type	Storage Device	Action
HDD	XEN xvda - Partition 1 Format: ext4 Size: 10GB Avail: 1GB Usage: 88%	
	CDR SQLite	<input type="button" value="-"/>
	Faxes	<input type="button" value="-"/>
	Backups	<input type="button" value="-"/>
	CTI	<input type="button" value="-"/>
	Voicemail	<input type="button" value="-"/>
	Call recording	<input type="button" value="-"/>
	CDR CSV	<input type="button" value="+"/>

Add NFS/Windows share

- Click **Add NFS/Windows share +** and fill out the fields to connect a Windows share (preferably, use the server hosting Imagicle Blue's Enterprise 4)

Add NFS/Windows share

Type:

Windows

Host:

192.168.26.72

Path:

svgtest

Domain:

User name:

admin

Password:

dtufukuhjpk

Service:

CDR CSV

Add

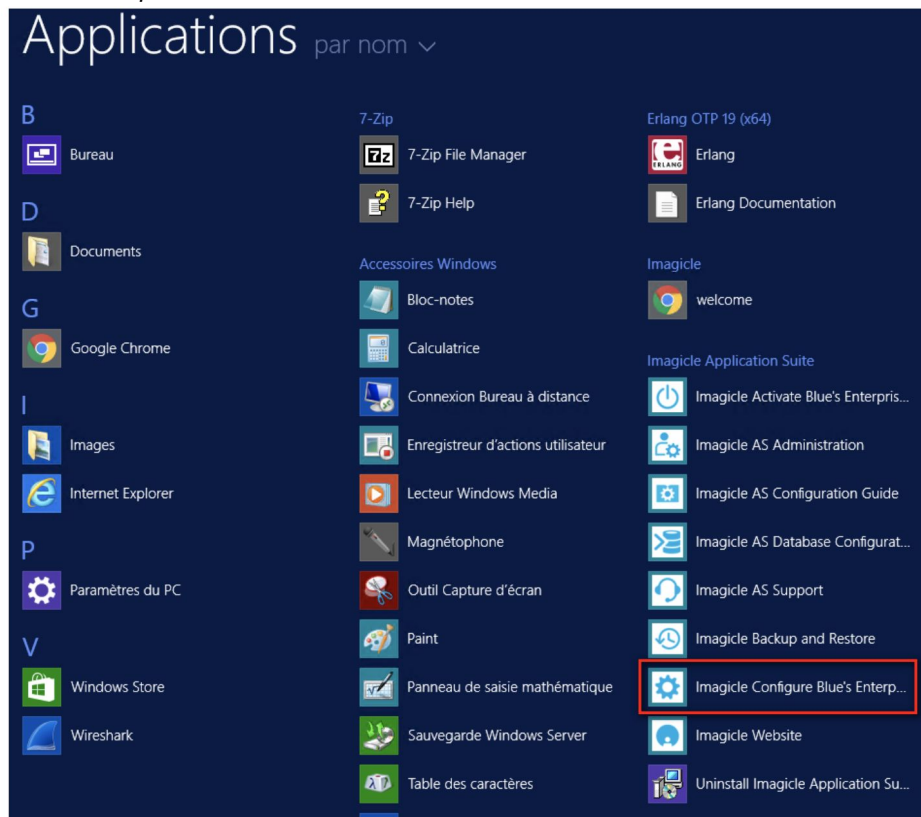
- Once it is configured, the Windows share appears in the list of storage devices:

Type	Storage Device	Action
HDD	XEN xvda - Partition 1 Format: ext4 Size: 10GB Avail: 1GB Usage: 88%	
	CDR SQLite	<input type="button" value="-"/>
	Faxes	<input type="button" value="-"/>
	Backups	<input type="button" value="-"/>
	CTI	<input type="button" value="-"/>
	Voicemail	<input type="button" value="-"/>
	Call recording	<input type="button" value="-"/>
WINDOWS	//192.168.26.72/svgtest	
	CDR CSV	<input type="button" value="-"/>

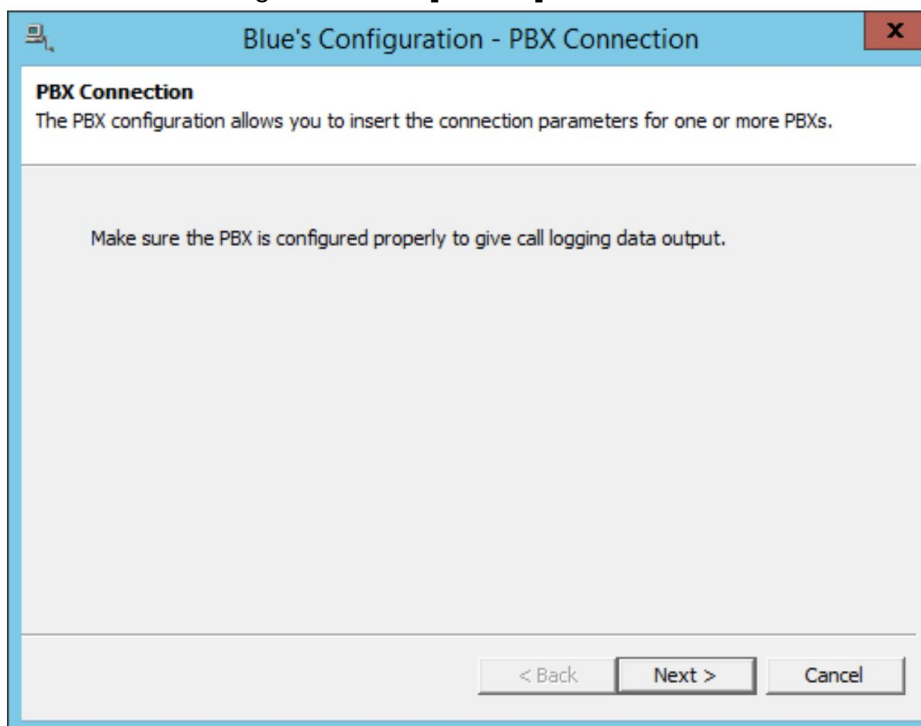
Add NFS/Windows share

First time configuration of Blue's Enterprise 4

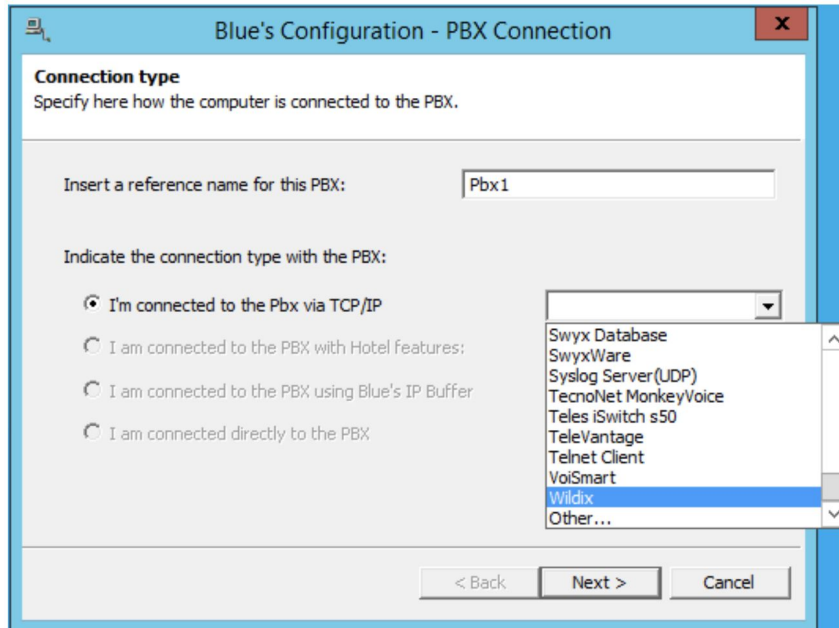
- Launch the configuration of Blue's Enterprise 4 from *Applications* -> *Imagicle Configure Blue's Enterprise 4*



- PBX connection configuration: click [**Next >**]

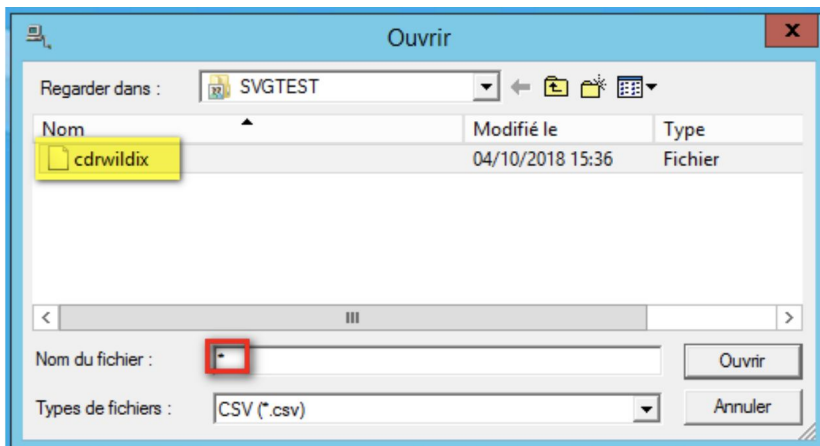
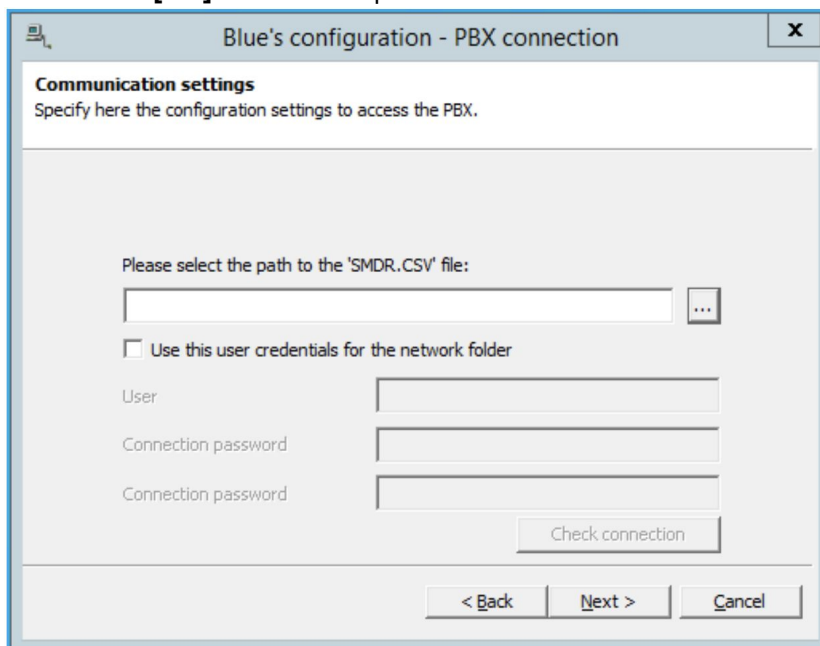


- Select: *I'm connected to the Pbx via TCP/IP -> Wildix*

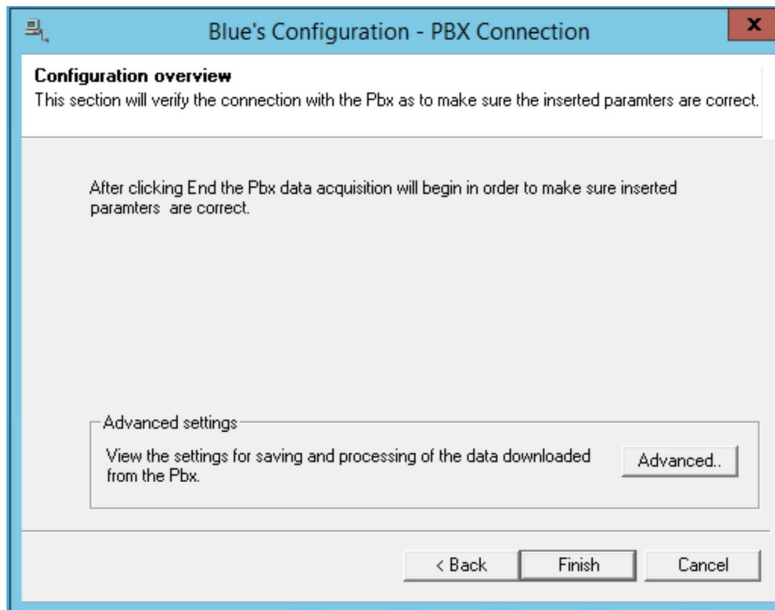


Note: in the existing installations this type of connection is not available by default, in this case you need to select "Asterisk for Wildix"

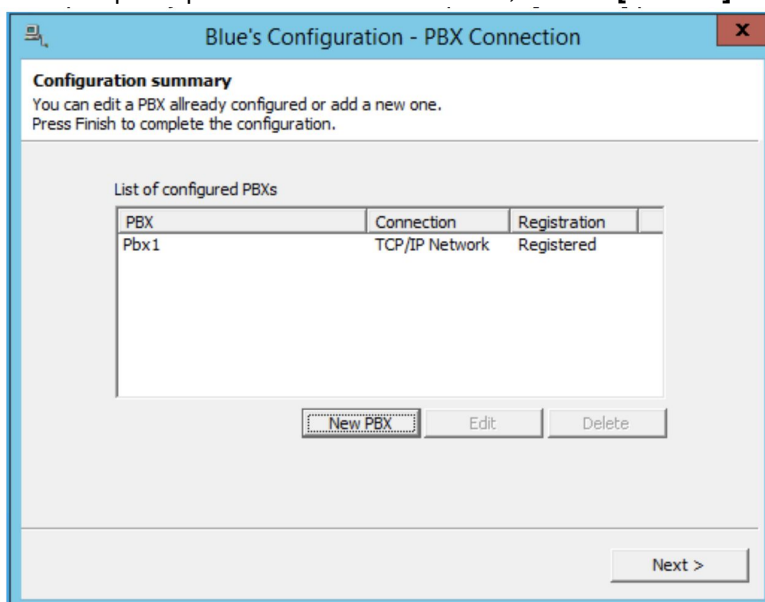
- On the next step you need to select the directory where the CDR from the PBX will be stored: click [...] to select the path to the file



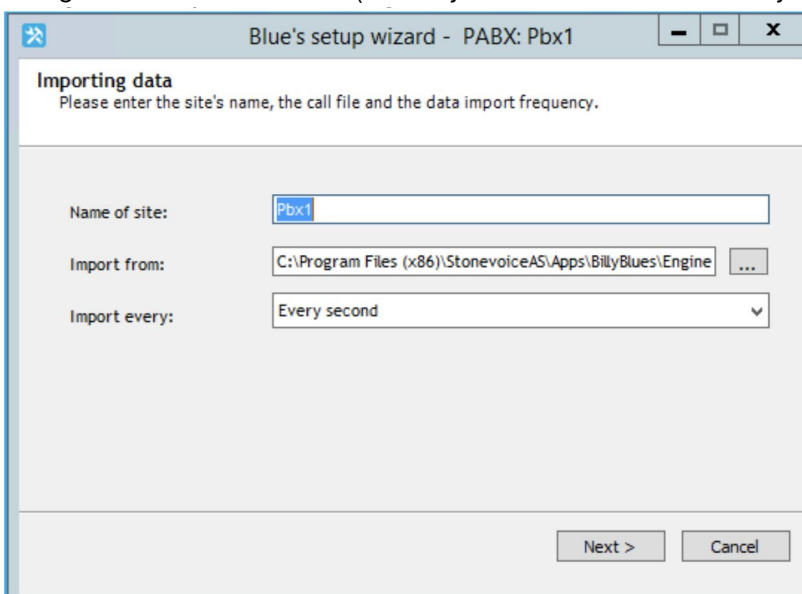
- Click [Finish]



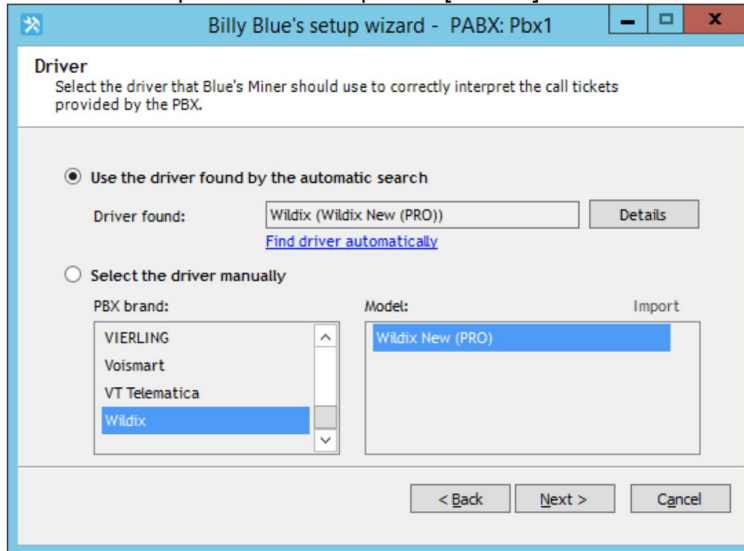
- At this step it is possible to add a new PBX, or click [Next >] to continue



- Configuration of the first SITE (normally there's no need to edit anything on this page)

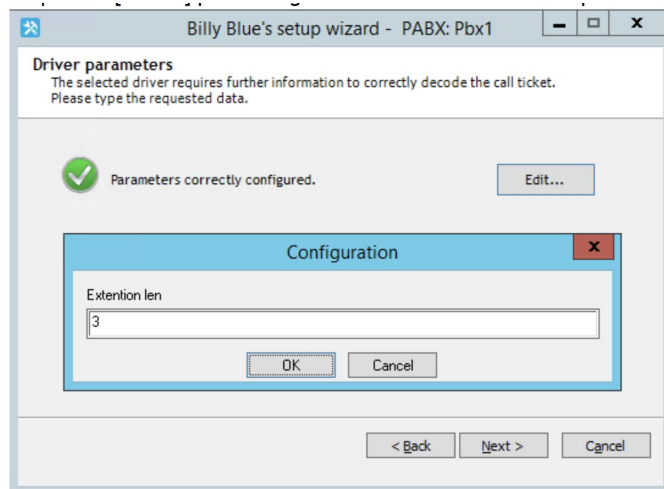


- At this step you need to select the Driver for Wildix and then click [**Next >**]

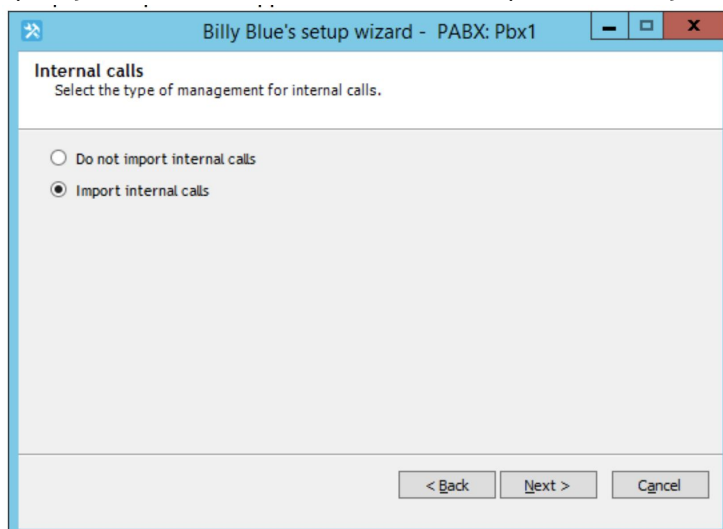


Note: in standard installations this driver is not available with this name. You have downloaded together with this document (otherwise you can download it at this link <https://db.tt/etYrIFwesm>), save it to the directory: C:\Program Files (x86)\StonevoiceAS\Apps\BillyBlues\Engine\driver

- Click [**Edit...**] to specify the number of digits for extensions (by default, extension numbers consist of 3 digits)



- Specify whether internal calls should be imported, or only the external ones



- Specify the *Country* and the *Local area* for the correct calculation of call costs

Country and area
Please specify where the site is located. This information will be used to correctly determine the cost of calls.

Country: France

Local area: Paris (01)

Time zone and daylight savings time: (GMT +01:00) CET Central European (France)

Country currency: Euro (€)

Tax name: TVA Rate (%): 19.6

< Back Next > Cancel

- Select the telephone tariff from the list

Telephone tariffs
Please select the telephone tariffs used by the site.

Available tariffs:

- Bouygues Entreprises (2014)
- Orange Contract Pro (2013)
- Orange Enterprise Optima (2014)
- SFR Fixe Enterprise (2014)

Tariffs to be used:

- Orange Contract Pro (2014)

New Import Modify Duplicate

< Back Next > Cancel

- It's possible to select a Reference carrier to make a confrontation between different reports

Call cost
Select the subentries to authorise the calculation of costs using pulse metering and to authorise a comparison with another carrier.

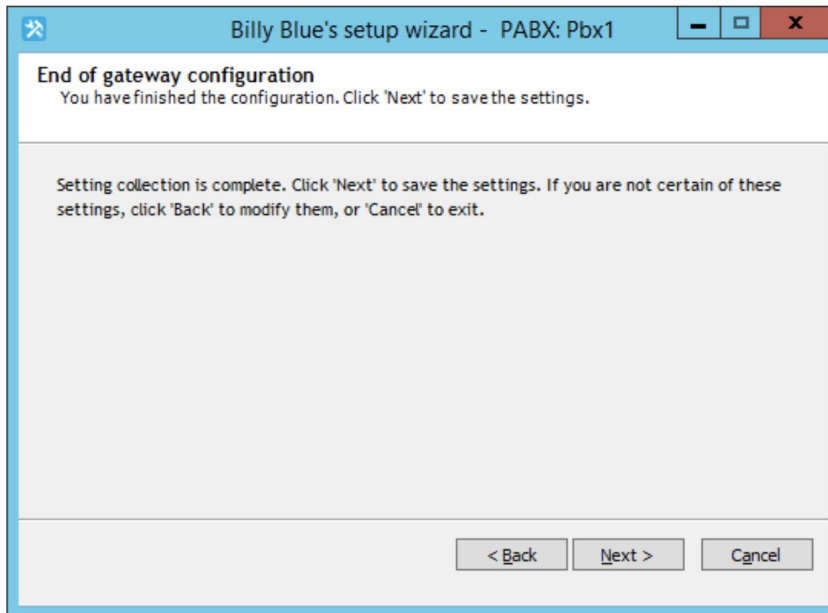
Reference carrier: SFR Fixe Enterprise (2014)

☐ Use pulse metering

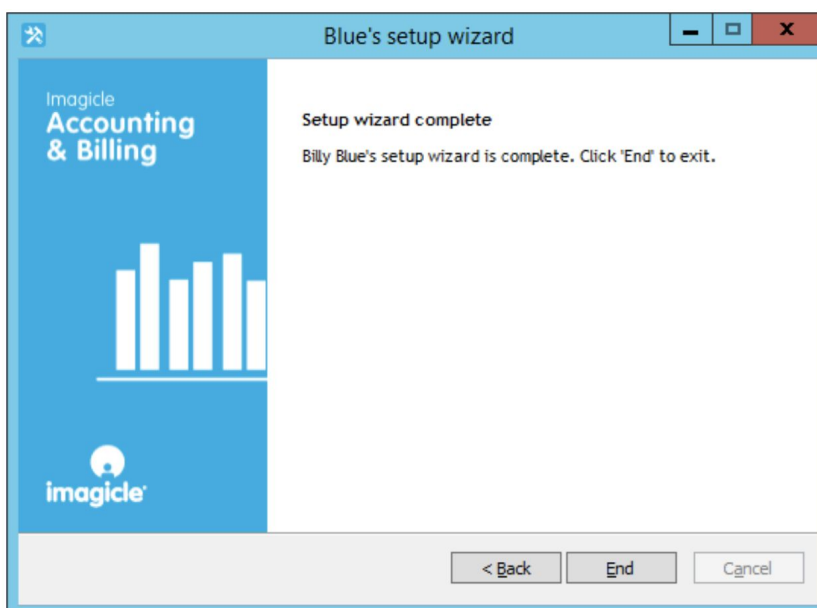
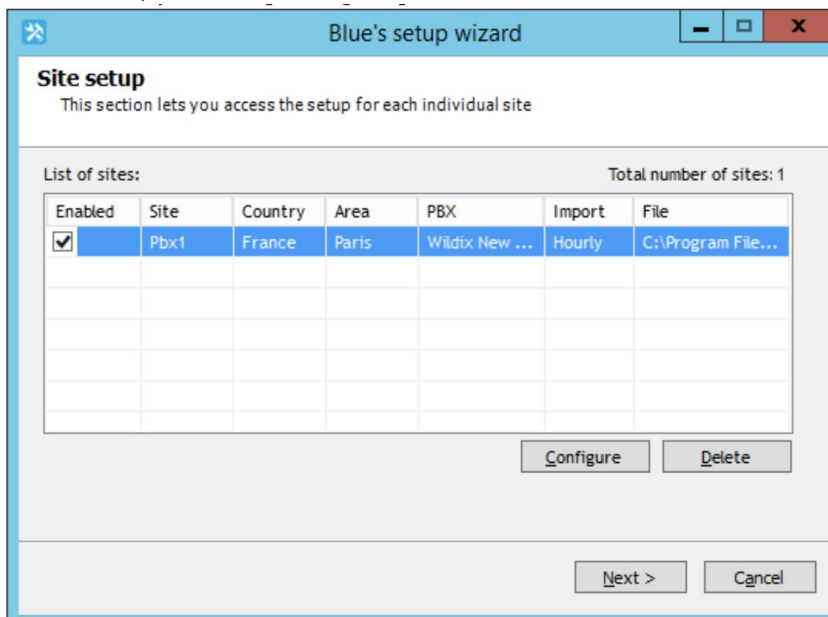
Cost of charging unit (€): 0

< Back Next > Cancel

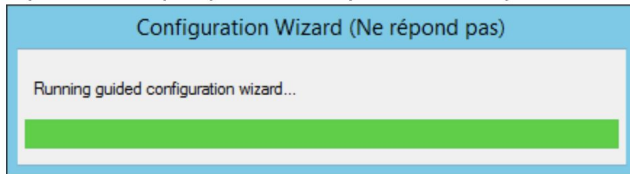
- Click [**Next >**] to finish the configuration of this SITE



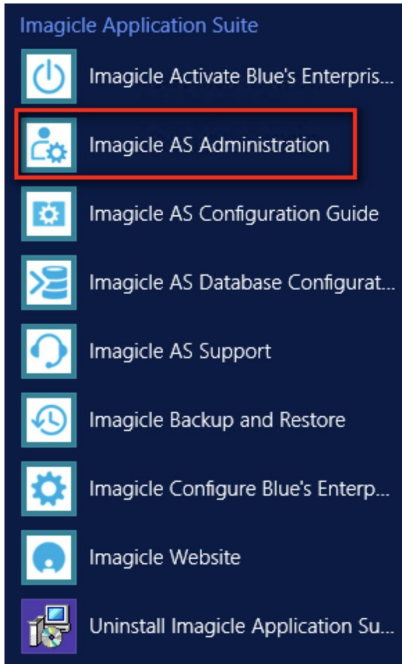
- Click [**Next >**] to finish the configuration (in case you have more SITES, click [**Configure**] to add them)



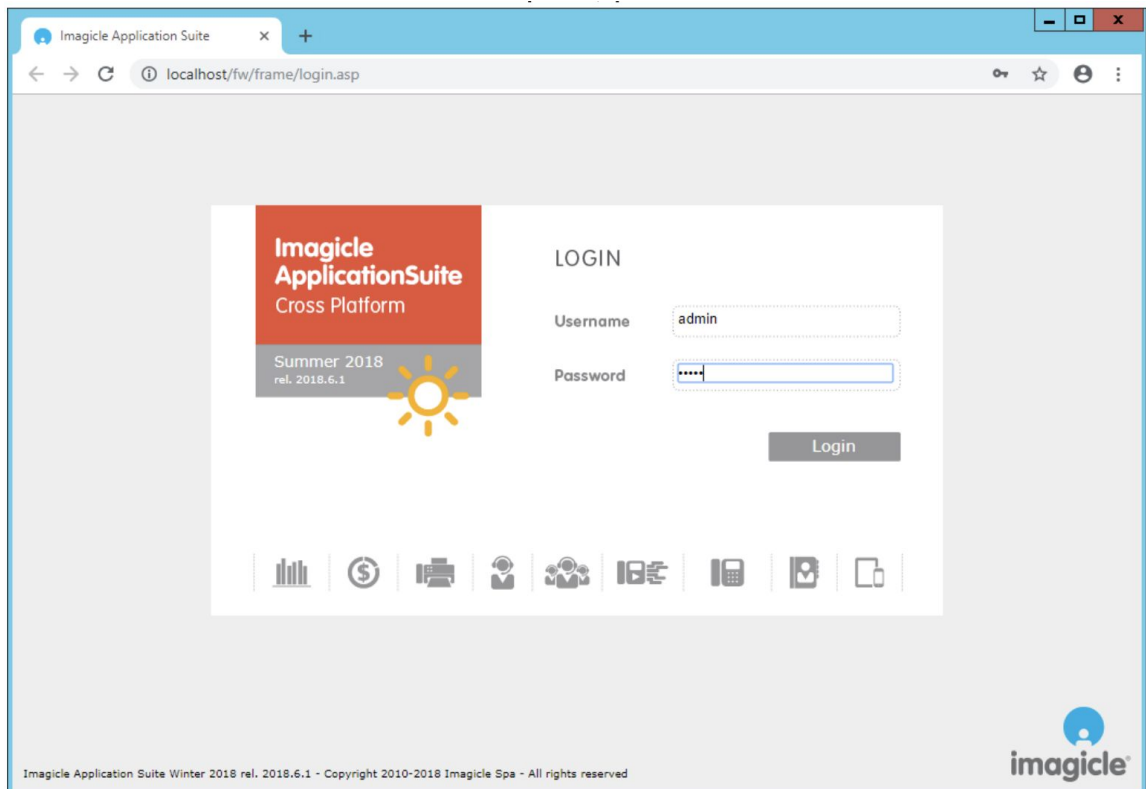
- Click [**End**]. It can take up to several minutes to update the data



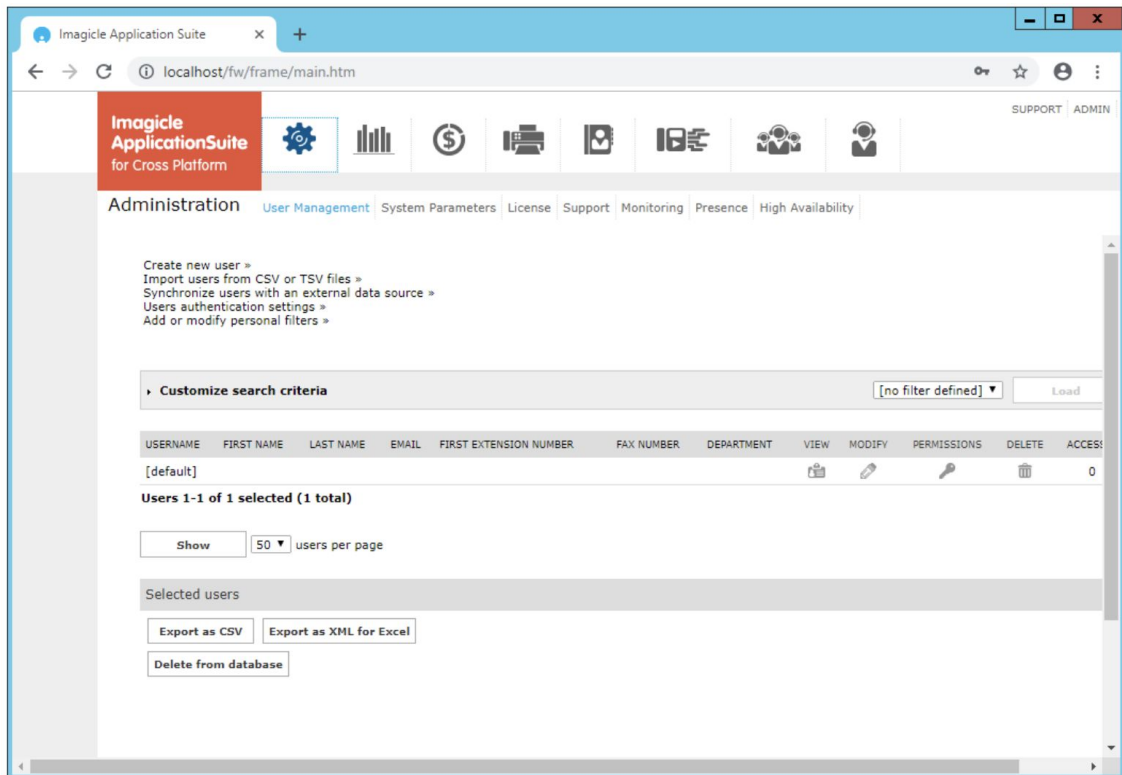
- Launch Imagicle AS Administration



- Access the Suite using your user name and password, by default *admin* : *admin*

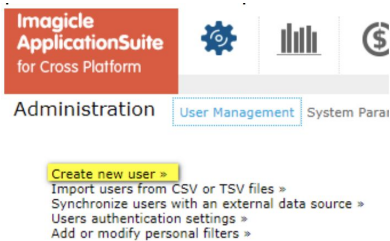


- First of all, add the list of users associated to their extension number



Note: you can add users manually or sync users with an external data source (Active Directory)

- To add users manually, start with clicking on **Create new user**



- Fill out the required fields

- Click **Add new user** at the bottom of the page
- The first user has been created

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
[100]	John	Smith		100		Sales				
[default]										

Users 1-2 of 2 selected (2 total)

Note: "Default" user is created automatically, it is needed for Stonefax

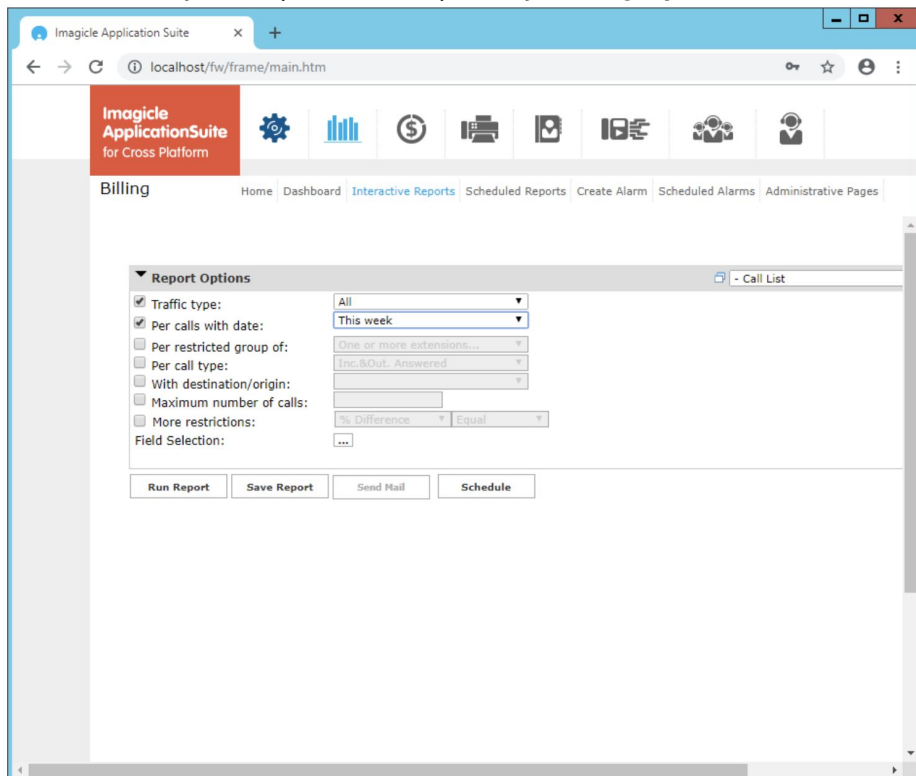
- Click **Export as CSV** at the bottom of the page to export the list of users in CSV format as a template; in this way you can edit the file to add more users
- Save the edited file in CSV format and import it back

Billing and reporting

- Go to **Billing > Home** to see the last imported calls

- Go to **Billing > Interactive Reports** to see / use the predefined reports

- You can edit any of the predefined reports by clicking **Options**



- Here is an example of the “Call list” report:

Imagicle Application Suite

localhost/fw/frame/main.htm

SUPPORTADMINLOGOUT

Imagicle Application Suite for Cross Platform

Billing

HomeDashboardInteractive ReportsScheduled ReportsCreate AlarmScheduled AlarmsAdministrative Pages

Report Options

- Call List

Run ReportSave ReportSend MailSchedule1411 of 1Export formatsExport

Call List

From 10/1/2018 to 10/5/2018

Nr.	Day	Date	Duration	Traffic	Number	Name	Area	Extension	Extension name	Cost	Type	Status	Line	Ring Time	CallID	Carrier	Gateway Name	Transf
1	Thu	10/4/2018 15:36:44	00:00:00	Int.	105	_105	OVH			0.0000	Out	Unansw.	4 sec.	18100513112700002	Pbx1	0		
2	Thu	10/4/2018 15:36:44	00:00:00	Int.	OVH		105	_105		0.0000	Inc.	Unansw.	4 sec.	18100513112700002	Pbx1	0		
3	Thu	10/4/2018 15:36:00	00:00:05	Int.	105	_105	OVH			0.0000	Out	Answer.	7 sec.	18100513112700001	Pbx1	0		
4	Thu	10/4/2018 15:36:00	00:00:05	Int.	OVH		105	_105		0.0000	Inc.	Answer.	7 sec.	18100513112700001	Pbx1	0		
5	Thu	10/4/2018 15:29:04	00:00:57	Int.	OVH		105	_105		0.0000	Out	Answer.	1 sec.	18100513112700000	Pbx1	0		
6	Thu	10/4/2018 15:29:04	00:00:57	Int.	105	_105	OVH			0.0000	Inc.	Answer.	1 sec.	18100513112700000	Pbx1	0		

Blue's Enterprise 4
Accounting & Billing

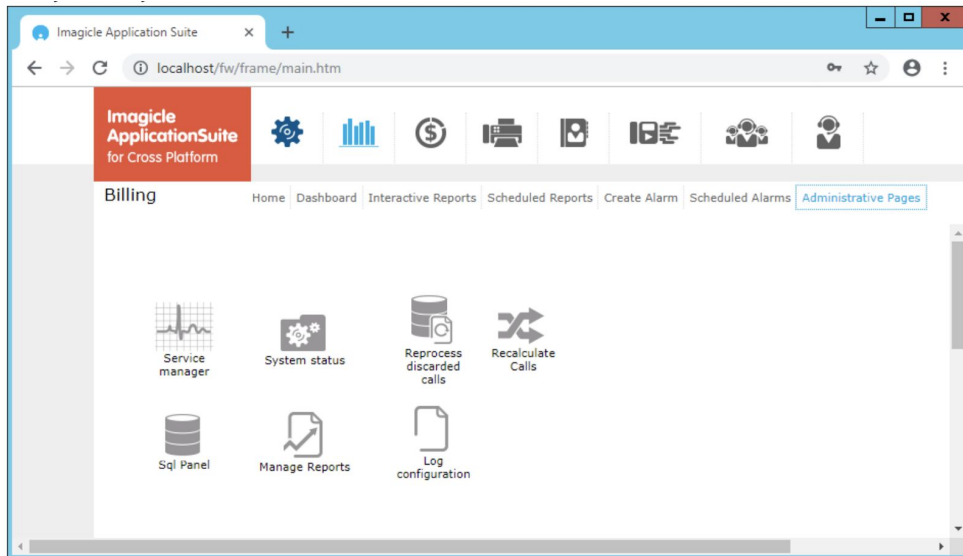
1 / 1

Date Updated To 10/5/2018 14:49:07

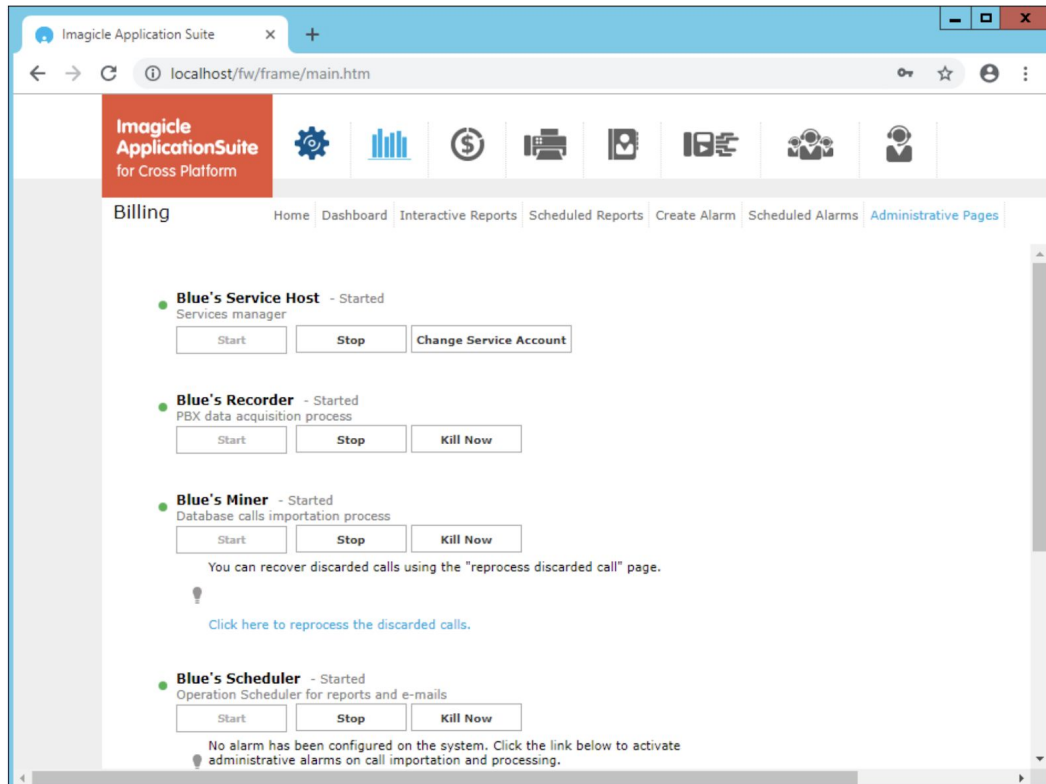
Note: Official user guide is available at this link: <https://kbp.imagicle.com/kb/afile/139/67/>

Advanced and troubleshooting

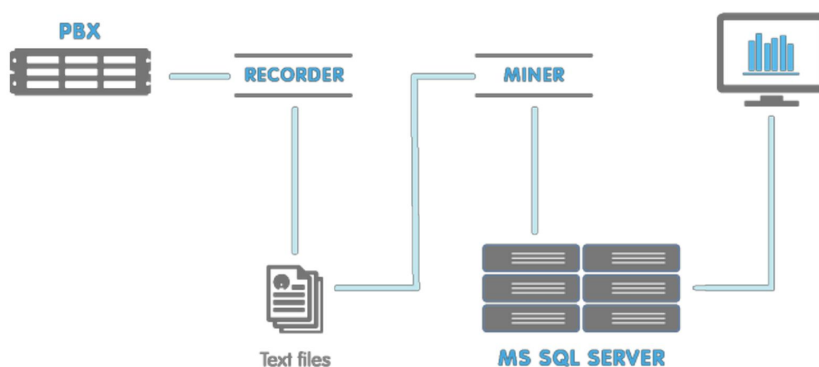
- Go to *Billing* > *Administrative Pages* to see / use the available troubleshooting tools



- Click “Service Manager” icon: it is possible to stop the Blues Service Host service that controls the Blue’s Recorder, Miner and Scheduler



- Here is the architecture of the CDR importing:



- Click on the icon “System Status” to get the panoramic view of the status of the operation and call acquisition from different SITES

The screenshot shows the Imagicle ApplicationSuite interface. At the top, there's a navigation bar with icons for various functions. Below it, a breadcrumb trail shows: Home > Dashboard > Interactive Reports > Scheduled Reports > Create Alarm > Scheduled Alarms > Administrative Pages. The main content area is titled "Blue's Miner" and contains several sections:

- Call importation service status:** Started.
- License Info:** Licence status: Evaluation version. Configurable extensions: 250. Expire on 2018-11-04. Below this is a box for "Error and warning messages" containing a warning: "Licence 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. A "Refresh" link is provided.
- Configured Sites:** # Configured PBX: 1 # Extension Configured: 1 Available extensions: 249. Below this is a table:

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		3 Show discarded calls	2 Show extensions not defined

 Below the table is another "Error and warning messages" box containing two warnings: "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)" and "No call has been imported on site Pbx1(SITE). (#4003)".
- Last Successfully Imported Calls:** Top 10 20 50 100 200 Refresh. No Data Found.

- All the calls made by extensions that were not defined on the users page will be rejected. By clicking on **Show discarded calls** you can see the rejected calls and the reason

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				

Close

- You can get the list of extensions that made calls but were not defined on the users page by clicking **Show Extensions not defined**

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

Close