IPCommute

Phone Operations Manager

Release Notes

Version 15.0-100
September 26, 2024

Revision/Feature History

1.1.100	Initial Version
1.2.100	Added some keyboard (0-9*# and Cursors) to Phone Remote Task Feedback in Phone Remote, Minor GUI Improvements Ability to change HTTP server TCP Port Dynamic Context Menus – hides unavailable actions Logging Improvements Ability to export Screen Shots from phones
1.2.200	Automatic Phone Device Association Management Support Cycle Management Switch to non-Matisse GUI development for cross-platform compatibility Multi-Node RIS Queries – Optimisation for Large Clusters
1.2.300	Bug Fixes
1.2.400	CUCM Permissions requirement simplification Bug Fixes
5.0.100	New Licensing subsystem
5.0.105	Bug Fixes (New user setups; proxies)
5.0.110	Cisco 8945 Image Push support Cisco 8831 Support License management/migration improvements
6.0.120	CUCM 10.x Support, Cisco 88x1 and 78x1 handset support Phone Profiler, Test JTAPI Support Improved CUCM service location and load balancing; AXL Failover, Win 8.x Support
6.0.130	Improved large cluster support
6.0.135	Improved large cluster performance; RIS/CCM optimisation Fix for failure to save some preferences
6.0.140	Fix for RIS/CCM service location issues.
6.0.150	Fix for RIS 10x inaccuracy due to matched timestamps
6.0.160	88xx Phone Background Support; Bug Fixes
7.0-110	CUCM 11.x Support
8.0-100	CUCM 12.x Support; Bug Fixes
9.0-100	CUCM 14.x Support; Bug Fixes; Log4J Related Updates
10.0-100	Expanded JRE/JDK Compatibility/Auto Location Bug fixes and performance enhancements
15.0-100	CUCM 15.x Support Bug Fixes

Cisco Communications Manager Compatibility

This software has been tested again CallManager 6.1 through to the current release – Communications Manager 14.x (hereafter referred to as CUCM collectively). Some features are not available in older versions, and many rely on phone firmware features and may require upgrades or configuration changes on CUCM. Known limitations are:

Background Deployment – 'Push' Deployment is available from Communications Manager 6.1 with phone models that support the capability and requires up-to-date firmware.

Clear ITL – The feature is only required, and only works on phone loads supporting ITL that have been used on a CUCM8 system. Currently, the clear ITL function operates only on phones that are able to access the authentication URL on CUCM.

Java and Desktop OS Compatibility

This application is developed on Microsoft Windows (x86) and Oracle Java System 8 (1.8). For best results, we recommend that customers operate the software on the same platform which must be licensed appropriately by the customer. No license for any operating system or Java platform is provided with this software.

Full support and guarantee of functionality can only be provided with this recommended platform. Due to the huge variety of combinations of OS and Java versions on other platforms, it is not possible to test all combinations. Any issues encountered must be replicated on Windows/Oracle to get full troubleshooting assistance from our Support team.

Within these limiations, if you prefer to use an alternative, you may attempt to use the following:

Operating System – Limited testing has been perform on Mac OSX; the application may also run on some Linux distributions, but we do not test this.

Java – Your system may run multiple Java versions; it is important to ensure that the application runs with a compatible 8/1.8 version of Java. This is considered 'legacy' and will NOT be the default download version in many cases.

You may wish to try one of 'OpenLogic OpenJDK', 'Azul', or Eclipse Adoptium Temerin varieties of Java if Oracle is not available to you. Only limited testing has been performed with these options.

Typically, from a command line, you may run 'java -version' to check your default version. If the version is a compatible 1.8 version, you will see output like the following:

```
C:\Users\aaron>java -version
java version "1.8.0_421"
Java(TM) SE Runtime Environment (build 1.8.0_421-b09)
Java HotSpot(TM) 64-Bit Server VM (build 25.421-b09, mixed mode)
```

If so, you can typically run the application .jar file (PhoneOperationsManager15.0-100.jar) from the program installation folder directly, or by typing:

```
java -jar "c:\Program Files (x86)\IPCommute Phone Customization Manager for UCM\PhoneOperationsManager15.0-100.jar"
```

The path to the .jar file will vary, especially if you are running a non-Windows operating system.

If you have multiple versions of Java installed, you must run the correct version java.exe.

First, change directory to the location of the PhoneOperationsManager15.0-100.jar file, then run java -jar with the jar file as a parameter. For example:

OSX:

```
/Library/Java/JavaVirtualMachines/jdk1.8.0_361.jdk/Contents/Home/bin/java -jar PhoneOperationsManager15.0-100.jar
```

Windows:

```
C:\Program Files (x86)\IPCommute Phone Operations Manager for UCM>"c:\Program Files\Java\jre1.8.0_421\bin\java.exe" -jar PhoneOperationsManager15.0-100.jar
```

Known Issues

Linux/MAC Issues – Currently some GUI elements do not display well in non-Windows environments. Additionally, the application is not currently tested on non-Windows platforms, or with non-Sun/Oracle JDEs. The application is therefore only supported on Windows; use on other platforms at your own risk and we are unable to provide support for issues encountered.

Development Features

JTAPI Support – Use of JTAPI for phone control features (such as Macros, ITL Delete and Remote Control) is typically faster and more reliable than direct XML control of the phones. The ability to clear ITL and CTL files is more reliable when using this mode. In 6.x of Phone Operations Manager, this is considered in development. You may use JTAPI by launching the application from the command line as follows:

java -jar PhoneOperationsManager9.0-100.jar jtapi

Phone Profiler – The phone profiler feature may be used to generate a report of the capabilities of a new type of phone or version of firmware. It will generate log files and other information as a result of testing all types of commands and calls against the phone that you select. This feature may cause unpredictable behaviour of the target phone – based on the configuration of your CUCM system, features may be invoked, or calls may be made. Use this at your own risk, with a phone that you can physically see and reach in order to cease any calls or reset to factory configuration if necessary.

The output files would be sent to IPCommute Support to assist with the addition of support for new phone models to the application.

To use this feature; enable 'Test Mode' in the Preferences menu, and then from the right-click/context menu of the phone you wish to profile select 'Profile Phone...'. Once complete, the Log folder will contain a folder named Profiler-<DeviceName>. Zip this and send it to us.

Feature Roadmap

Your feature requests!	Contact support@ipcommute.co.uk with suggestions.