

Add application user

Callisto needs an application user to access the Cisco Unified Communications Manager.

Callisto uses three main access modes.

- AXL access
- Phone Web Access
- CTI with JTAPI (COC proxy option)

Within the Callisto appliance system, there is no need to distinguish between those connection methods. Therefore, the following description is simplified by exemplifying the configuration of one application user with one user group and the corresponding roles.

This user is used in Callisto for both accessing CUCM and for phone authentication. The COC proxy user is applied automatically. Please refer to the [Callisto](#) and [COC](#) administration manuals.

Add user group

Go to User Management > User Group and add a new group.



The screenshot shows a web form titled "User Group Information". It contains a single input field labeled "Name*" with the text "Callisto" entered inside it.

Assign roles

The following roles can be assigned to the user group:

Role	Description
Standard AXL API Access	Grants access to the AXL database API.
Standard CCM Admin Users	Needed to get extended information from phones.
Standard EM Authentication Proxy Rights	Grant access to extension mobility logon information.
Standard RealtimeAndTraceCollection	Grants access to the phone status.
Standard CTI Enabled*	Enables CTI application control.
Standard CTI Allow Control of Phones supporting Connected Xfer and conf*	Allows control of all CTI devices that support connected transfer and conferencing.
Standard CTI Allow Call Park Monitoring*	This role is needed for the parking feature of COC. It should be added even if the parking feature is not used.

*Those roles are available if the COC Proxy option is active on Callisto.

Add application user

1. Go to User Management > Application User to add a new user.

Application User Information

User ID*

Password

Confirm Password

Digest Credentials

Confirm Digest Credentials

Presence Group*

Accept Presence Subscription

Accept Out-of-dialog REFER

Accept Unsolicited Notification

Accept Replaces Header

2. Assign all devices and profiles to this user.

Device Information

Available Devices

Controlled Devices

Available Profiles

CTI Controlled Device Profiles

To select all entries, click on the first entry and then press *shift-end* on your keyboard to extend the selection to the last entry.

3. Add the group you configured above.

Permissions Information

Groups **Callisto** [View](#)

[Details](#)

Roles

- Standard AXL API Access
- Standard CCM Admin Users
- Standard CTI Allow Call Park Monitoring
- Standard CTI Allow Control of Phones supporting Conn
- Standard CTI Enabled

[View](#)

[Details](#)

Add to User Group

Remove from User Group

The roles will be visible after adding the group.