FreePBX Module Administration

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The job of the iSymphony FreePBX Module is to sync the configuration of FreePBX with the configuration of the iSymphony Server. When using the iSymphony FreePBX Module there will be several iSymphony configuration sections added to the FreePBX web interface that will allow you to configure some aspects of the iSymphony Server.

> Any configuration options that the iSymphony FreePBX Module provides should be managed within FreePBX and not the iSymphony Administration Interface. If you make changes on a property that is managed by the iSymphony FreePBX Module in the iSymphony Administration Interface the change will be overwritten with the value stored in the iSymphony FreePBX Module the next time FreePBX is reloaded.

> **Special note concerning FreePBX batch extension imports**
> FreePBX does not provide hooks in to the batch import process for extensions. This means that if the iSymphony FreePBX module is installed, while a batch import is run, the module will not be aware of the extensions that were just created. To resolve this you can simply reinstall the iSymphony FreePBX module from **Admin->Module Admin**, in FreePBX. This will re-scan the extensions. **NOTE: Re-installation of the module will revert any settings you have changed in the Admin->iSymphony V3 page, or any of the iSymphony Setting Sections in other FreePBX pages, to default values.**

Synchronization Modes

The iSymphony FreePBX module has two modes of synchronization. Users will be managed differently depending on which mode is used. You can change synchronization modes via the **Sync With User Management** option in **Admin->iSymphony V3** in FreePBX.

Sync With User Management: On (default)

When **Sync With User Management** is enabled all iSymphony user settings and extension relationships will be managed from **Admin->User Management** in FreePBX. Only the settings relevant to extensions will appear in the **iSymphony Settings** section on the FreePBX extension page and iSymphony user settings will be hidden.

> When Sync With User Management is enabled **you must have a user created in User Management, and an extension set in the Additional Extension area, in order for the extension to show up in the Users Widget.**
>
> For Example:
>
> If you want extension 100 to show up in the Users Widget, you will need to create extension 100 and a user 100 in FreePBX, and ensure that extension 100 is checked off in user 100's **Additional Extension** area. The username of the user does not have to match the extension number.

> If a user does not have any selected extensions in their **Additional Extension** area, the user will not show up in the Users Widget

> The iSymphony FreePBX module does not currently support having the same extension bound to multiple users. If this type of setup is configured in FreePBX, the module will choose a single user to bind the extension to at random. This can cause some users to end up with no bound extensions, preventing the user from showing up in the Users Widget

Sync With User Management: Off

When **Sync With User Management** is disabled all iSymphony user settings and extension relationships will be managed from **Applications->Extensions->[extension number]->iSymphony Settings** in FreePBX. Settings in **Admin->User Management** will not be used in iSymphony.

User Authentication

Beginning in iSymphony Module v13.0.5.0 authentication directly against FreePBX is supported. This allows iSymphony to integrate with the FreePBX user manager system while remaining agnostic. iSymphony Server v3.5.1 and later will support the module's FreePBX authentication provider. Starting in FreePBX v14 the sync with User Manager feature will require the authentication provider. This means for **FreePBX v14** and later **iSymphony Module v13.0.5.0** and **iSymphony Server v3.5.1** or later will be required to use the sync with User Manager feature.

By default the authentication will take place over HTTP to the asterisk hostname specified in the module. For remote setups using sync with User Manager, using HTTPS is encouraged. HTTPS can be setup as follows:

1. Install a certificate on the FreePBX server. See the FreePBX HTTPS Setup documentation for more information.
2. On the machine the iSymphony Server is installed on add the protocol and port to the jvm.args file:
   a. Open /opt/isymphony3/server/jvm.args
   b. Add "-Dcom.xmlnamespace.panel.freepbx.auth.port=443". The default SSL port is 443, modify as needed with the SSL port specified in FreePBX.
   c. Add "-Dcom.xmlnamespace.panel.freepbx.auth.protocol=https".
   d. Restart the iSymphony Server for the changes to take affect.

The same technique can be used to modify the default port (80) over HTTP for special setups.

iSymphony Module Configuration Page

The main iSymphony Module Configuration Page contains information about the module's connection to the iSymphony server along with top level configuration options for the iSymphony Server. You can access this page by navigating to **Admin->iSymphony V3** in FreePBX.

View Debug

If selected debug information for the iSymphony FreePBX Module will be displayed on the page.

View Initial User Passwords

(hidden when Sync With User Management is enabled)

Allows the administrator to see the passwords generated for each iSymphony User during installation of the iSymphony FreePBX Module. Administrators can also download a CSV file of the password list from this section.

Email Initial Passwords

(hidden when Sync With User Management is enabled)

Allows the administrator to send emails out to each one of the iSymphony Users informing them of their initial iSymphony login username and password.

> Emails will only be sent out to Users that have an email address set in the **Voicemail** section of their FreePBX Extension configuration page.

Server

The Server section displays information about the iSymphony Server connection.

Connected:	Shows if the iSymphony FreePBX Module is has a connection to the iSymphony Server or not.
Version:	Shows the version and revision of the currently connected iSymphony Server.

License

The License section displays information about the currently active iSymphony license.

Licensed To:	The name of the person or organization that the license belongs to.
Serial Key:	The serial key of license.
Type:	The type of the license. **PERPETUAL** or **TRIAL**.
Queues:	The number of Queues allowed on the license.
PBX Connections:	The number of PBX Connections allowed on the license.
Licensed Users:	The number of Full Users allowed by the license.
Expiration Date:	The expiration date of the license if using a **TRIAL** license.
Activate:	You can enter your serial key here in order to activate your license.

General

The General section displays general settings for the module.

Sync With User Management:	See **Synchronization Modes** above.
Clean Unknown Items:	If selected, all items on the iSymphony server that are not configured in FreePBX will be removed. If not selected, only items created by this instance of the module will be removed if they are no longer configured in FreePBX. For example, you should disable this option if utilizing a single core server managing multiple PBXs, as this instance of the module should not remove items that were created by other instances of the module on the other PBXs.

Server API Connection Settings

The Server API Connection Settings specify how the module connects to the iSymphony Server REST API.

Server Name:	This is the unique id of the Core Server the module should manage. See Core Servers for more information.
Host:	The hostname or IP of the iSymphony Server REST service.
Port:	The port value for the iSymphony Server REST service. Default is **58080**. If using SSL the default SSL port will be **55050**. See Security for more information.
Username:	The login username for the iSymphony Server REST service. Defined in **security.xml**. See Security for more information.
Password:	The login password for the iSymphony Server REST service. Defined in **security.xml**. See Security for more information.
Use SSL:	If checked https will be used to access the REST API. You must have SSL enabled on the server in order for this to function. See Security for more information.

Asterisk Connection Settings

The Asterisk Connection Settings tell the iSymphony server how to connect to the Asterisk API interface.

Asterisk Server Host:	The hostname or IP of the Asterisk Server. Used to tell the iSymphony Server how to connect to Asterisk.

Module Client Link Settings

The Module Client Link Settings dictate what host and port to use to access the client when selecting the client access link in FreePBX.

Client Host:	The public hostname or IP of the iSymphony Client Interface. Used for links in FreePBX that open the iSymphony Client Interface. Also used in password emails.
Client Port:	The port of the iSymphony Client Interface. Used for links in FreePBX that open the iSymphony Client Interface. Also used in password emails.

Voicemail Agent Settings

The Voicemail Agent Settings section allows you to modify the configuration of the Voicemail Agent.

Identifier:	The identifier of the Voicemail Agent to manage.
Directory:	The root directory where the voicemail files are stored.
Resource Host:	The resource host for the Voicemail Agent. See Voicemail Agents for more information.
Resource Extension:	The resource extension for the Voicemail Agent. See Voicemail Agents for more information.

Recording Agent Settings

The Recording Agent Settings section allows you to modify the configuration of the Recording Agent.

Identifier:	The identifier of the Recording Agent to manage.
Directory:	The root directory where the recording files are stored.
Resource Host:	The resource host for the Recording Agent. See Recording Agents for more information.
Resource Extension:	The resource extension for the Recording Agent. See Recording Agents for more information.
File Mask:	The file name mask used to parse information out of the recording file name. See Recording Agents for more information.

Password Email Settings

The Password Email Settings section allows you to modify the properties of the emails that are sent out when using **Email Initial Passwords**.

Subject:	The subject of the email.
Body:	The body of the email.

Email Variables

The email Subject and Body can contain variables that will be replaced with relevant information when the email is sent.

%%userId%%	Will be replaced with the User's iSymphony login username.
%%password%%	Will be replaced with the User's iSymphony login password.
%%clientURL%%	Will be replaced with the URL used to access the iSymphony Client Interface. Uses the values specified in the **Client Host** and **Client Port** fields of the **Server Settings** section.
%%logo%%	Will be replaced with the iSymphony logo image. This will only show properly in email clients that support embedded images and html emails.

Administrators

The iSymphony FreePBX module will synchronize administrators in **Admin->Administrators** to the iSymphony server, if they have **ALL SECTIONS** or **iSymphonyV3 Panel** selected in their **Admin Access** list. This will allow users to utilize the same login credentials for the FreePBX GUI and the iSymphony Administration interface. See Connecting to the Administration Interface for more information.

User Management Page

> This page is only relevant to iSymphony if **Admin->iSymphony V3->Sync With User Management** is enabled in FreePBX.

The iSymphony FreePBX Module will add a section called **iSymphony Settings** to the User Management Page in FreePBX. This section will allow you to manage iSymphony settings for the User. You can access the FreePBX User Management Page by navigating to **Admin->User Management** in FreePBX.

Add to iSymphony:	If set to Yes this user will be added to the iSymphony Server configuration with the specified settings.
	(hidden when Sync With User Management is disabled)

The following fields on the User Management Page will also be used in the iSymphony user configuration:

Login Name:	The username used to login to the iSymphony Client Interface.
Password:	The password used to login to the iSymphony Client Interface.
First Name:	First name of this user.
Last Name:	Last name of this user.
Email Address:	The user's email address.
Cell Phone Number:	The cell phone number for this user.
Work Phone Number:	The work phone number for this user.
Home Phone Number:	The home phone number for this user.
Additional Assigned Extensions:	The extensions assigned to this user. This list will determine which extensions are bound to the user in iSymphony.

Extension Configuration Page

The iSymphony FreePBX Module will add a section called **iSymphony Settings** to the Extension Configuration Page in FreePBX. This section will allow you to manage iSymphony settings for a specific Extension and User. You can access the FreePBX Extension Configuration Page by navigating to **Applications->Extensions** in FreePBX.

> An extension can only be assigned to a single user. If an extension is bound to a different user, and then bound to a new user, the previous user will lose the binding to that extension.

Add to iSymphony:	If set to **Yes** this extension will be added to the iSymphony Server configuration.
Full User:	If set to **Yes** this extension will be a full user in iSymphony. Full users have access to all the fuctionality in iSymphony that the current license allows. The amount of full users allowed in iSymphony is restricted via the license. If you mark this user as a full user and there are no more user licenes available the user will remain a lite user.
	(hidden when Sync With User Management is enabled)
Create User:	If set to **Yes** an iSymphony User will be created for this extension.
	(hidden when Sync With User Management is enabled)

Auto Answer:	If set to **Yes** auto answer headers will be used for this Extension in iSymphony. See Extensions for more information.
Email Password:	If set to Yes a password email will be sent to the User when you save the configuration.
	> An email will not be sent if the there is no email specified in the extension's Voicemail section on the page or if the password is not changing.
	(hidden when Sync With User Management is enabled)
User Password:	The iSymphony User's login password.
	(hidden when Sync With User Management is enabled)
User Extensions:	Specifies which extensions will be bound to the iSymphony User created for this extension. **Self** refers to this extension. You can select multiple entries by using **Ctrl-Click** or **Shift-Click**.
	(hidden when Sync With User Management is enabled)
Alt. Phone Numbers:	Allows you to specify a list of alternative phone numbers for the iSymphony User created for this extension.
	(hidden when Sync With User Management is enabled)

Queue Configuration Page

The iSymphony FreePBX Module will add a section called **iSymphony** to the Queue Configuration Page in FreePBX. You can access the FreePBX Queue Configuration Page by navigating to **Applications->Queues** in FreePBX.

Add to iSymphony:	If set to **Yes** this queue will be added to the iSymphony Server configuration.

Conferences Configuration Page

The iSymphony FreePBX Module will add a section called **iSymphony** to the Conferences Configuration Page in FreePBX. You can access the FreePBX Conferences Configuration Page by navigating to **Applications->Conferences** in FreePBX.

Add to iSymphony:	If set to **Yes** this Conference Room will be added to the iSymphony Server configuration.