

## How to create a user using CounterPath's Stretto provisioning platform

Are you interested in finding out how to create a user using CounterPath's Stretto provisioning portal? Please see the following step by step guide below in order to find out how to do this.

### Step 1:

Once you have purchased Bria Stretto licences from us, you will receive an email with login details to the Stretto provisioning portal. If you don't have access to the original email that contains the URL to the provisioning portal, you will need to navigate to the following link below.

<https://ccs3.cloudprovisioning.com:18083/stretto/sam.html>

### Step 2:

Once you have navigated to the URL listed above using a web browser of your choice, you should be able to see the login screen.

If you don't already know your login details to the portal, you should be able to find them on the original email that you received from CounterPath when you first purchased Bria Stretto licences from us.

If you have forgotten your username and password or can't find your login details, please contact our support team by sending an email to 'support@provu.co.uk'.

Administrator ID:

Password:

Log in

[I forgot my password...](#)

### Step 3:

When you login to the Stretto provisioning portal, you should see a screen similar to the below.



You should see a sidebar on the left that shows your domain name at the top. If you click onto the domain, you should see a sub list appear as shown on the screenshot above that shows '**Users**', '**sip.xmpp**' and '**userEmailNotification**'.

If you would like to find out what the above options are and what they do, please read the following. Otherwise, please proceed to the next step.

### 'Users':

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This is the section where you can create and manage users for your Stretto account. This section is the most used section as this is where the creation and management of users is held.

### 'sip.xmpp':

When you create a user, you must select a template to base that user on. You can create multiple templates that will allow you to adjust the attributes.

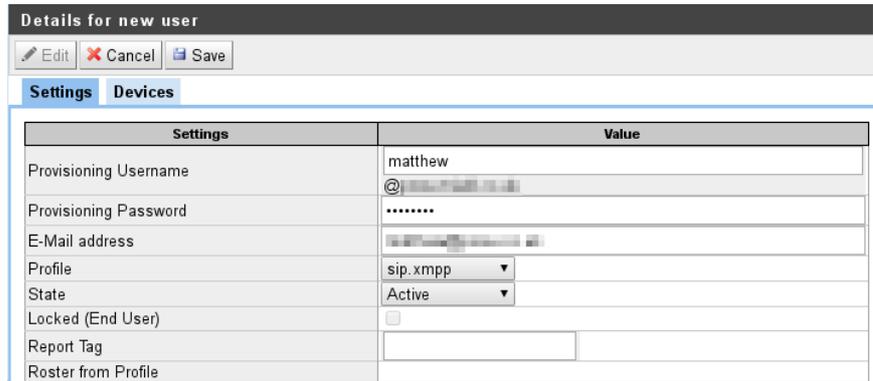
If you were setting up a few users that were all going to be registering to the same SIP registrar, you could copy the default template so that you aren't editing the original template and put in the SIP registrar on the template. When you then go ahead and create a user, if you choose the template that you have created, the attributes will show what you have put in on the template. In this case, the SIP registrar will already be filled in.

### 'userEmailNotification':

This is the default template that is used if you decide to send an email to a Stretto user that you can created via the provisioning portal.

### Step 4:

Once you have gone ahead and pressed the 'New' button on the Stretto provisioning portal, you should see the following settings.



Settings	Value
Provisioning Username	matthew
Provisioning Password	.....
E-Mail address	.....@.....
Profile	sip.xmpp
State	Active
Locked (End User)	<input type="checkbox"/>
Report Tag	
Roster from Profile	<input type="checkbox"/>

### 'Provisioning Username':

This can be made up as this is what is used as the username to login to the Bria Stretto application. You would commonly input the name of the user or even their extension number.

The rest of the username is autoset and is the name of the domain.

If you had the domain 'abc123.com' and you had a user with the name 'matthew', the username to input on the actual Stretto application would be '[matthew@abc123.com](mailto:matthew@abc123.com)'.

Please note that domain names cannot be renamed once they have been created so please ensure that you are happy with your domain name before proceeding.

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### 'Provisioning Password':

This can also be made up as this is what is used as the password to login to the Bria Stretto application.

The provisioning username and password will need to be passed along to the customer so that they have their login details to login to the Bria Stretto application on their device.

### 'E-Mail address':

This is optional but you would commonly input the email address for the user that will be using this account.

### 'Profile':

This should autoselect one of the SIP profiles that you have configured on your Stretto domain. The default template is usually named 'sip.xmpp'.

The attributes that you enter on the next step is what is shown from the template.

The rest of the options on this screen should be okay to be left at their default values.

Attribute name contains  Contains

Attribute	Value	Src
account.notification._userEmailAddress		
account.notification.administratorName		
account.notification.linkForDesktopMac	http://www.counterpath.com/Stretto_mac.html	
account.notification.linkForDesktopWindows	http://www.counterpath.com/Stretto_windows.html	
account1Sip.accountName	1001	
account1Sip.credentials.authorizationName	1001	
account1Sip.credentials.displayName	Matthew Heaney	
account1Sip.credentials.password	.....	
account1Sip.credentials.username	1001	
account1Sip.domain	192.168.1.50	
account1Sip.ignoreTlsCertVerify	default (true)	
account1Sip.proxy		
account1Sip.sendCalls.viaProxy	default (false)	
account1Sip.voicemailNumber	*50*	

### Step 5:

If you look further down the screen on the creating a new user section, you should see some of the following attributes listed below.

Because this guide is only showing you how to create a user and register a SIP account, there are a lot of these attributes that we aren't going to cover as they aren't required.

### 'account1Sip.accountName':

This can be made up as this is only used as a name for the account.

### 'account1Sip.credentials.authorizationName':

This needs to have the SIP username as this is going to be registered against the PBX. If the extension that was set up on the PBX was '1001', then '1001' would need to be entered in this field.

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### 'account1Sip.credentials.displayName':

This is just a display name for this account so this can be made up. You would commonly input the name of the user or the extension number.

### 'account1Sip.credentials.password':

You need to enter the SIP password for the extension that has been set on the PBX in this field.

### 'account1Sip.credentials.username':

You also need to enter the SIP extension number in this field.

### 'account1Sip.domain':

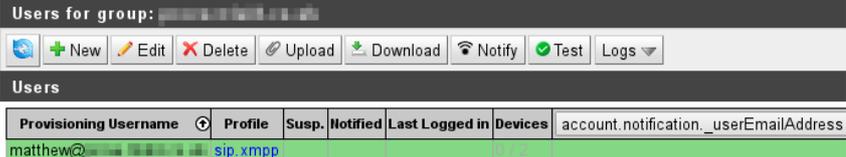
This is where you enter the domain name that the SIP extension is going to be registering to.

If you had an internal PBX that you were going to be using Bria Stretto with, you would need to enter the IP address or domain e.g. '192.168.1.50'.

Providing you aren't using TLS or require a SIP proxy, you should be okay to go ahead and finish creating your user by pressing the 'Save' button located near the top of the user creation screen.

### Step 6:

You should now be able to see the user that you have just created on the provisioning portal.



The screenshot shows a web interface for managing users. At the top, there is a header 'Users for group: [unreadable]' and a toolbar with buttons for '+ New', 'Edit', 'Delete', 'Upload', 'Download', 'Notify', 'Test', and 'Logs'. Below the toolbar is a table with the following columns: 'Provisioning Username', 'Profile', 'Susp.', 'Notified', 'Last Logged in', 'Devices', and 'account.notification.\_userEmailAddress'. The first row of data shows 'matthew@' in the 'Provisioning Username' column and 'sip.xmpp' in the 'Profile' column.

Provisioning Username	Profile	Susp.	Notified	Last Logged in	Devices	account.notification._userEmailAddress
matthew@	sip.xmpp					

You should now be able to download the Bria Stretto application on your mobile, desktop or tablet device depending on which Bria Stretto licence you have purchased.

If you login with the provisioning username and password, you should now be able to make and receive calls with your registered SIP account.