# datatal ab

## DialApp 2

### Installation and settings for PBX A400

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DialApp 2 preparation installation and settings for Aastra intelligate/A400

## Requirements/Overview

Dialapp 2 is an smart application for calling through PBX without any delays. This application requires a license from Datatal to be activated.

Server

- Windows 2008 server x86/x64
  - Install server role IIS (Internet information service)
    - Add ASP.NET in Role services
  - o Install server features .NET Framework 3.5.1 Features"
- External IP-address should also be define in DLP (Datatal License Plattfrom)
  - DLP: <u>http://dlp.datatal.se</u>
    - Datatal provides you with login, contact sales@datatal.se

#### **Other requierments**

- Dialapp 2 user phone must be an GSM terminal on one user in PBX-system
- OIP server 17.9 or newer
  - $\circ$  Basic system license
  - o ACD license
    - ACD (1st Art: 20952053 Aastra License Callcenter bas)
    - Skill (1st Art: 20952055 Aastra License One callcenter Group)
  - Connection A470
  - o Connection A415/430
  - o MEX one per user
- PBX SW I7.9 or newer

Info to Datatal license plattform

- External IP to Dialapp gateway
- Number to ACD queue in PBX, REQURIE Aastra OIP
- Internal number serie, example +4649825=3000-3099, where +4649825 is prefix and 3000-3099 is our externsions
- Prefix for external calls exampel 0



#### 1. PreCallTransaction

Application requests a PrepareMexTransfer, sending extension and destination to Dialapp gateway component. Datatal dialapp gateway need to be accessable from external IP and port 80

#### 2. PreCallSetup

Mobile application starts outgoing call to ACD, always same number.

#### 3. ValidateChangeDestination

Datatal Telephony manager verify call by "PrepareMexTransfer" and extension in ACD. If this is correct then user is an MEX user in PBX. After then Telephony manger will allocate a number in "Virtual number pool" and forward it to user's destination number

#### 4. Deflect

Datatal Telephony manager complete by deflecting call to the allocated "Vitual number"

#### 5. OutboundCall

Call will now start ringing on destination phone

## Configuration in Aastra IG/A400 PBX

#### 1.1 Add a CDE, in this case 3091 will be MEX number

Call distri	bution element:		102				CDE in u	use: 🛛	′es 🔻	
	Name:	Dialapp2	2 ACD			Force sho	wing the DDI num	ber: N	lo 🔻	
	Call number:	3091					CDE if no ansv	ver:		•
	Switch group:	1	<b></b>				CDE forwarding ti	me: 3	:0	•
	Company:	Α -					CDE if b	usy:		* *
u	Courtesy group:	Off		•	Show forw	arding information	instead of CDE na	me: Y	′es 🔻	
	Enter ICL data:	Yes 🔻	[			Show CDE	name at first posit	ion: N	lo 🔻	
						Enable	PSTN overflow (A	IN): Y	′es 🔻	
									Delete un	nused CDE
								_		
Common [	CDE: Switch po	ositions	CDE: Er	hanced settings	DDI numbers	Trunk group list	Line key list			

#### 1.2 Switch positions

>	102 Dialapp2 ACD	3091	1 A Off
•			
			98 of 99 record(s)
	Switch position 1	Switch position 2	Switch position 3
Destination	ACD	ACD	ACD
User group	•	÷	
Name			
User			
Name			
	Copy routing settings		

1.3 Add 4 Dialapp deflect user for "Virtual number pool", virtual terminals.

Call number:	3092	Permissio	on set: 1 💌	
Name:	DialAPP user	Optimis	e permission sets	
Connection:	Normal	Visible in	PISN: Yes 💌	
Route:	1	AIN	area:	
Exchange access:	<b>v</b>	Private contacts (max. num	nbers): 50 📫	
Recall time:	× \$			
Call identification info	ormation (CLIP) sent			
CLIP: Automatic:	Yes 🔻			
CLIP: Numbering plan identifier (NPI):	<b>_</b>			
CLIP: Type of number (TON):	<b></b>			
CLIP Number:				
CLIR:	No 💌			
CLIR for redirecting:	No 💌			
COLR:	No 💌			
COLR for redirection:	Yes 💌			
		_		
User Destination Protections Aut	thorisations User group CDE V	/oice mailbox Unreachable	Private contacts Personal cal	I routing Assigned terminals

User:

#### Terminal:

	Assigned terminals	Description	Terminal type	Configured type
I	36	DialAPP virt	Virtual	
I				

#### 1.4 On all Mex users, enable "Extended functionality" and "Use CLIP for authentication"

General         Terminal ID:       12         Route:       1         Name:       Image: Contract of the section of the secti	
Terminal ID: 12   Route: 1   Name:	General
Route:       1         Name:	Terminal ID: 12
Name:   GSM number:   0707742404   Use CLIP for authentication:   Yes   CLIP selection:   Normal   Extended functionality:   Yes   Enquiry call using DTMF-A:   Yes   MWI route:   MWI route:	Route: 1
GSM number: 0707742404 Use CLIP for authentication: Yes ▼ CLIP selection: Normal ▼ Extended functionality: Yes ▼ Enquiry call using DTMF-A: Yes ▼ Aastra Mobile Client MWI route: ↓ MWI CLIP:	Name:
Use CLIP for authentication: Yes  CLIP selection: Normal Extended functionality: Yes  Enquiry call using DTMF-A: Yes  Aastra Mobile Client MWI route:  MWI route:  MWI CLIP:	GSM number: 0707742404
CLIP selection: Normal	Use CLIP for authentication: Yes 💌
Extended functionality: Yes  Enquiry call using DTMF-A: Yes  Aastra Mobile Client MW1 route: MW1 route: MW1 CLIP:	CLIP selection: Normal
Enquiry call using DTMF-A: Yes  Aastra Mobile Client MWI route:	Extended functionality: Yes 💌
Aastra Mobile Client MWI route:	Enquiry call using DTMF-A: Yes 💌
MWI route:	Aastra Mobile Client
	MWI route:
	MWI CLIP:
Cominal courses	
	Terminal CSM actions Assigned users

## OIP settings

#### 2.1 Login as OlPadmin



2.2 Right click on skill and "Add skill"

OIP Call Center	3	23	
OIP Call Center Manager         Agents         Call Center statistic         Agents         Stills         Call Center status (0)         Pause Codes         Settings         State         Wrap Up Codes    Create or select a Skill	 8	)	
	 	1000	<u> </u>

DialApp 2 Installation and settings for PBX A400

2.3 Name"Dialapp 2 number"

Skill name	23
Please enter the skill's name:	
Dialapp 2 number	
OK Avbryt	

2.4 Settings for "Dialapp 2 number"

🛞 OIP Call Center			
OIP call Center Manager     Agents     Call Center statistic     Gall Center statistic     Gall Center status (0)     Call Center status (0)     Oldapp 2 number (0   0   0%)     Oldapp 2 number     Wrap Up Codes	Settings       Agents       Routing       Actions         ID:       ID:         Name:       Max. ring time:         Max. ring time:       After max. ring time:         Wrap up time:       After wrap up time:         Forced ticket:       Deflect after courtesy:         Controlled by external application	Opening hours     CLIP routing     Outgoing calls       1	
		oipadmin [admin]	A 2 3
U		j - j	

2.5 Right click and "Add routing element"

OIP Call Center		
OIP Call Center Manager Agents Call Center statistic Pause Codes Stills Unalapp 2 number Wrap Up Codes	Settings       Agents       Routing       Actions       Opening hours       CLIP routing       Outgoing calls         Routing elements:       DDI       CDE         Image: Choose routing element(s)       Image: Choose routing element(s)       Image: Choose routing element(s)         Image: Choose routing element(s)       Image: Choose routing element(s)       Image: Choose routing element(s)         Image: Choose routing element(s)       Image: Choose routing element(s)       Image: Choose routing element(s)         Image: Choose routing element(s)       Image: Choose routing element(s)       Image: Choose routing element(s)         Image: Choose routing element(s)       Image: Choose routing element(s)       Image: Choose routing element(s)         Image: Choose routing element(s)       Image: Choose routing element(s)       Image: Choose routing element(s)         Call distribution:       Cyclic       Image: Choose routing element	
	olbraum fearum)	

🞯 OIP Call Center						23
OIP Call Center Manager  Agents  Call Center statustic  Pause Codes  Settings  Calls  Wrap Up Codes	Settings Agents Routing , Routing elements: PBX Husväxel	Actions Opening hours CLIP r DDI 3091	outing Outgoing calls	CDE 102;3091;Dialapp2	2 ACD	
	Call distribution: Emergency routing use:	Cyclic Use last agent handling the Search for agent within	e same CLIP	0 × hrs	0 🔔 min	•
				oipadmin [admin]		? 🕺

2.6 Goto User profiles and user group TAPI\_ADMINISTRATORS, highlighted is required for Dialapp2 gateway. Right click and add server if they don't exists.

User Group Name	TAPI_ADMINISTRATORS	
Group Description	TAPI Administrators	
Services (with Access)	Service Name	Access Type
	ACD Log Service	admin
	ACD Service	admin
	Agent Service	admin
	Buddy Service	groupAdmin
	Calendar Service	user
	Call Service	groupAdmin
	Client Utility Service	user
	Display Service	user
	Feature Service	user
	Function Key Service	user
	License Service	user
	Line Service	user
	Login Service	user
	Log Service	user
	Operator Service	user
	PBX Information Service	user
	Routing Service	admin
	Subscriber Configuration Service	user
	User Preferences Service	user
	User Profile Service	user
	User Service	user

Under tapiadmin and lines, add "Virtual number pool", in this case 3092. Make sure that Virtual numbers have license Basic

## Install DialApp gateway

Download DialApp gateway from <u>www.datatal.se/release</u>

Extract ZIP

Start DialAppSetup1.0.exe



#### Welcome screen, click Next

DialApp - InstallShield Wizard		×
	Welcome to the InstallShield Wizard for DialApp	
	The InstallShield Wizard will install DialApp on your computer. To continue, click Next.	
	< Back. Next > Cancel	

#### Enter your information

DialApp - InstallShield Wizard	×
Customer Information	and the second second
Please enter your information.	- Allen
Please enter your name and the name of the company for which you work.	
User Name:	
User Users	
Company Name:	
Company	
InstallShield	
< Back Next >	Cancel

#### Installation path

DialApp - InstallShield Wizard	×
Choose Destination Location Select folder where setup will install files.	
Setup will install DialApp in the following folder.	
To install to this folder, click Next. To install to a c another folder.	different folder, click Browse and select
Destination Folder C:\Program Files (x86)\Datatal\DialApp\ InstallShield	Browse
_	<back next=""> Cancel</back>

Settings for PBX, IP to OIP server, login and password (recommended to use tapiadmin account)

DialApp - Insta	allShield Wizard
Connect to	РВХ
Please ente	r information about how to connect to the PBX
IP Address	192.168.50.154
User Id	tapiadmin
Password	tapiadmin
InstallShield —	<pre></pre>

Next, enter Vitrual number pool members, in this scenario it will be 3092

DialApp - InstallShield Wizard	×
Pool Members	
Please enter the extensions of the Pool Membe	ers like "5011,5012,6051-6055"
Enter Pool 3092	
InstallShield	< Back Next > Cancel

#### Start installation

DialApp - InstallShield Wizard	×
<b>Ready to Install the Program</b> The wizard is ready to begin installation.	
Click Install to begin the installation.	
If you want to review or change any of your installation s the wizard.	ettings, click Back. Click Cancel to exit
InstallShield	
< Ba	ick Install Cancel

#### When installation is finsh

DialApp - InstallShield Wizard	
	InstallShield Wizard Complete The InstallShield Wizard has successfully installed DialApp. Click Finish to exit the wizard.
	< Back Finish Cancel

Installation of DialApp gateway is done

## Troubleshoot

Default log path C:\FleXi\Log\FlexiTelephony

You should see this log text **OipCorba.log** when a PreCall transaction reach
 Telephonymanager, 3017 is user extension and 0709240401 is destination number

2011-10-27 11:36:01.731 <t6732> PrepareMexTransfer(**3017**, '0709240401') 2011-10-27 11:36:02.105 <t6732> PrepareMexTransfer done, result is 'Success'.

- Open TmCorbaOip78DLL.log

```
Correct start up should be like this and log in:
                                                                                                                                                                                                                                                                                                                    onneelinegioery variae l'inocarion.
                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       ....
                  OIP Created
Thread 'AutoLogBackup' <3616> started.
                                                                                                                                                                                                         manager
                                                                                                                                                                                                                                                                                                   0.11
                   oipCorbaInit()
       > OipManager::Initialize() enter
> OipManager::ORBStart() entered
> Initializing the ORB_init()
> Resolving initial references as 'RootPOA'.
> Initializing the OKB_INIC,
> Resolving initial references as 'RootPOA'.
> Narrowing root poa...
> Activating the POAManager
> Logging in to OIP (+7.6) as 'tapiadmin' with password 'tapiadmin'. Url set to 'corb:
> Retrieving interface 'UserLogin::ILogin' (attempt 1 of max 8000).
> Logging in... (attempt 0 of 8000)
> Successfully logged on as 'tapiadmin'.
> Retrieving UserServices object.
> Retrieving UserService object.
> Retriving Util Service interface.
> Retriving Util Service interface.
> Retriving 'Utils::Client::IUtil' interface.
> Following services are available to 'tapiadmin':
> Service available: 'AcDService'.
> Service available: 'AgentService'.
> Service available: 'CalendarService'.
> Service available: 'CalendarService'.
> Service available: 'CalendarService'.
> Service available: 'FeatureService'.
> Service available: 'FeatureService'.
> Service available: 'LicenseService'.
> Service available: 'EventureService'.
> Service available: 'PBXInfoService'.
> Service available: 'RoutingService'.
> Service available: 'RoutingService'.
                           Service available: 'Log'.

Service available: 'PBXInfoService'.

Service available: 'RoutingService'.

Service available: 'UserPreferences'.

Service available: 'UserPreferences'.

Service available: 'UserService'.

Service available: 'UtilService'.

Successfully retrieved service 'PBXInfoService'.

Successfully retrieved interface to UserProfileService.

Retrieving Server's SystemInfo...

Java Version: '1.6.0_26-b03'

OS Name: 'windows Server 2008 R2'

Memory Used: '18.0'

Retrieving Server's SoftwareInfo...

Title: 'Open Interfaces Platform'

Vendor: 'Aastra Telecom Schweiz AG'

OIP Version: '8.1.0.3'

Specification Version: '3.0.11.0'

Implementation Version: '5.1.0.3'

Retrieving ACDSrv...

Narrowing down interface...
        >
                               Retrieving ACDSrv...
Narrowing down interface...
Successfully retrieved service 'ACDService' as 0x2548E50.
Registering ACD Listener.
Done fetching ACDQueue object 0x276D854
Retrieving Displayservice...
Narrowing down interface...
Successfully retrieved service 'DisplayService'.
Registering my DisplayListener
Done registering my DisplayListener
```

This show how an active call will be in ACD queue

🞯 OIP Call Center									N 23
🐌 OIP Call Center Manager		Called	Call State	Redirection	Caller number	Start time	Waiting	Ans	<u>Co</u>
Agents	Dialapp 2 number	3091	Connected	DialAPP user: 3092	3017	08:17:55	8	08:18:03	132
Call Center statistic Call Center status (1) Call Center status (1) Skills (0   1) Pause Codes Skills Dialapp 2 number (0   1   0%) Dialapp 2 number Wrap Up Codes			Agent(	s) logged : 0 s) ready : 0	Agent(s) in par	Jse: 0 apUp: 0			
			Agent(	s) busy : 0	Call waiting(s)	: 0			
									0.7
					oipadr	nin [admin]			¥ 🔰



#### Application settings i IIS

#### Registry keys

🍻 Registry Editor							
File Edit View Favorites Help							
E-1 Computer		Name	Туре	Data			
HKEY_CLASSES_ROOT		(Default)	REG_SZ				
		🔀 AllowGsmWorkar	REG_DWORD	0×00000000 (0)			
		👸 AutoUpdateDispl	REG_DWORD	0×00000001 (1)			
BCD0000000		EnableAutoGroup	REG_DWORD	0×00000001 (1)			
		EnableBuddyBus	REG_DWORD	0×00000000 (0)			
E SAM		20 EnableCorba	REG_DWORD	0×00000001 (1)			
SECURITY		EnableMakeCallW	REG_DWORD	0×00000001 (1)			
SOFTWARE		😳 EnableSilentMenu	REG_DWORD	0×00000001 (1)			
		BorceForwarding	REG_DWORD	0x0000001e (30)			
		ab Host	REG_SZ	192.168.50.154			
		🔢 IgnoreOtherBudd	REG_DWORD	0×00000001 (1)			
		30 KeepAliveTimeout	REG_DWORD	0x0000ea60 (60000)			
		3 MaxLoginRetry	REG_DWORD	0×00001f40 (8000)			
🗄 🛄 Policies		ab MsiUseHvd	REG_SZ	1			
RegisteredApplications		(ab) OipLoginId	REG_SZ	tapiadmin			
📄 🕒 Wow6432Node		ab OipPassword	REG_SZ	tapiadmin .			
📄 🕀 🔛 Classes		🔀 OipVersion	REG_DWORD	0×0000004f (79)			
🗄 🖶 Clients		ab PoolAcdFilter	REG_SZ				
🛛 🖂 🚽 Datatal		🐯 PoolMaxAgingTime	REG_DWORD	0x00007530 (30000)			
		30 PoolMaxDeflectTime	REG_DWORD	0×00000fa0 (4000)			
		ab PoolMembers	REG_SZ	3092			
		ab PoolWhitelist	REG_SZ				
		200 Port	REG_DWORD	0×00000af9 (2809)			
		PresenceStateAb	REG_SZ	BuddyAbsent			
SubSystem		PresenceStatePr	REG_SZ	BuddyAvailable			
		RemoteCommand	REG_DWORD	0×00000000 (0)			
Telnet		BetPresenceInfor	REG_DWORD	0×00000064 (100)			
		🛓 🌉 SilentMenuToggle	REG_SZ	*			
		SilentMenuToggle	REG_SZ	*0			
		UseSmartGroupL	REG_DWORD	0×00000001 (1)			
RegisteredApplications		🧱 WorkaroundSingl	REG_DWORD	0×00000001 (1)			

#### Check if Datatal Flexi Telephony manager is started

🖏 Services					
File Action View	Help				
D 🗐 🔚 🔄 🗢	à 🛃 🛛 📷 🕨 🔳 🕕 🕨				
Services (Local)	🔕 Services (Local)				
	Datatal FleXi Telephony Manager	Name 🔺	Description	Status	Startup Type
	💁 Datatal Flexi System Health	Övervakar Datatals applikationer		Manual	
	Stop the service	💁 Datatal FleXi Telephony Manager	Tjänst som monitorerar telefoner	Started	Automatic
	Pause the service	🎑 Datatal Flexi Tid Proxy	En tjänst som hanterar sessioner	Started	Automatic
	Kester and service	🎑 Datatal FleXi TID Server	Tjänst som hanterar svarsställen	Started	Automatic
		🔞 Natatal FlaYi Hodata Sarvar	Tiänst com hanterar unngraderin	Startad	Automatic