datatal ab

DialApp 2

Installation and settings for PBX A400

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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**
    - o **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)**
    - o **DLP: http://dlp.datatal.se**
        - ▪ **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 I7.9 or newer**
    - o **Basic system license**
    - o **ACD license**
        - ▪ **ACD (1st Art: 20952053 Aastra License Callcenter bas)**
        - ▪ **Skill (1st Art: 20952055 Aastra License One callcenter Group)**
    - o **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**
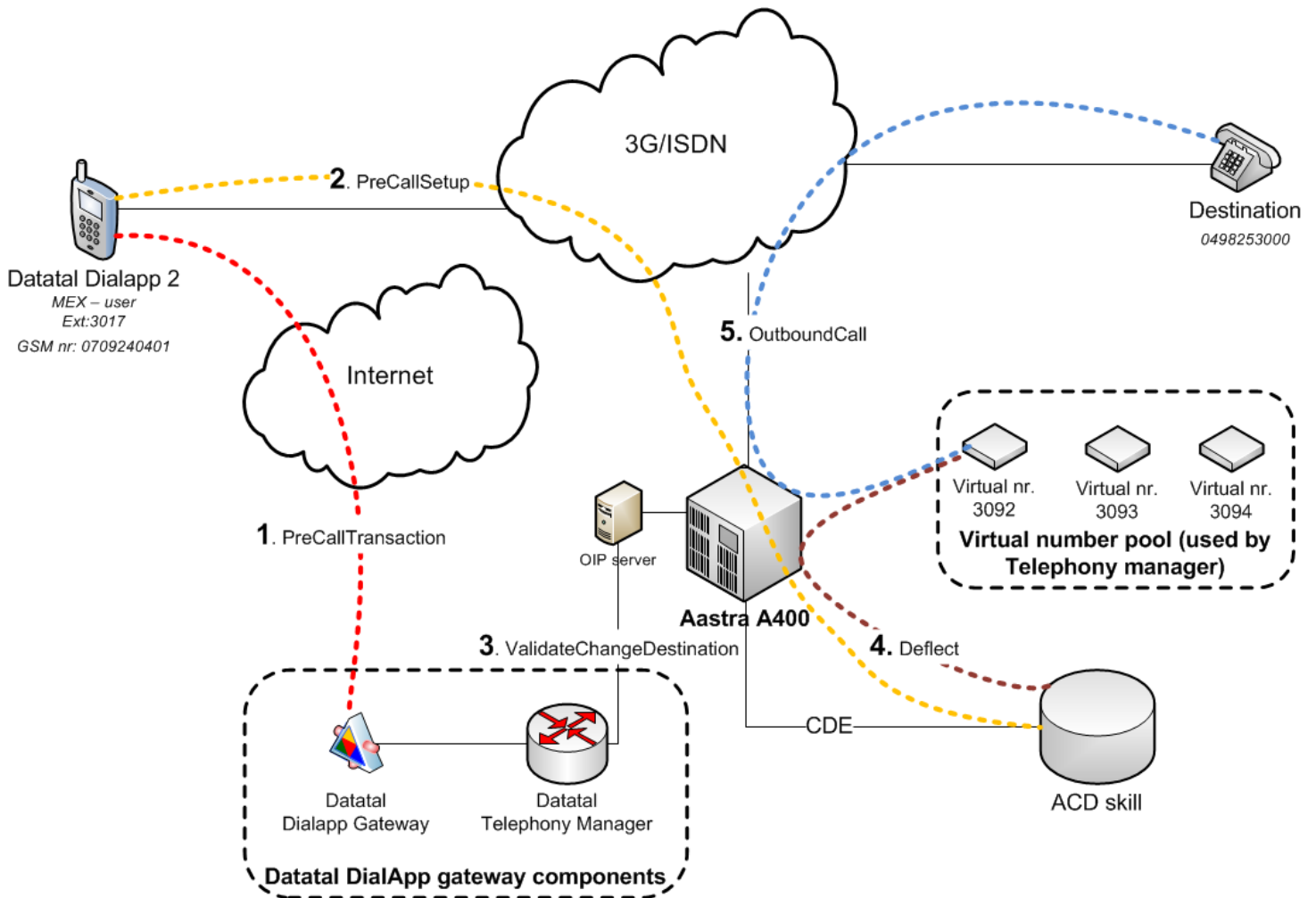
1. PreCallTransaction

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

1.2 Switch positions

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

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User:

Terminal:

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

OIP settings

2.1 Login as OIPadmin
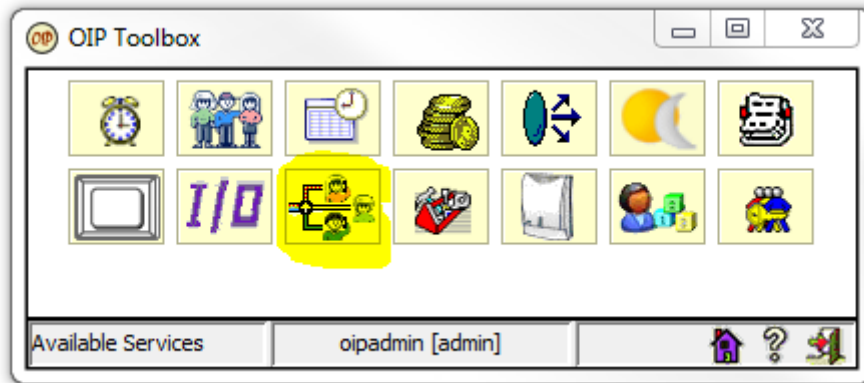
2.2 Right click on skill and "Add skill"
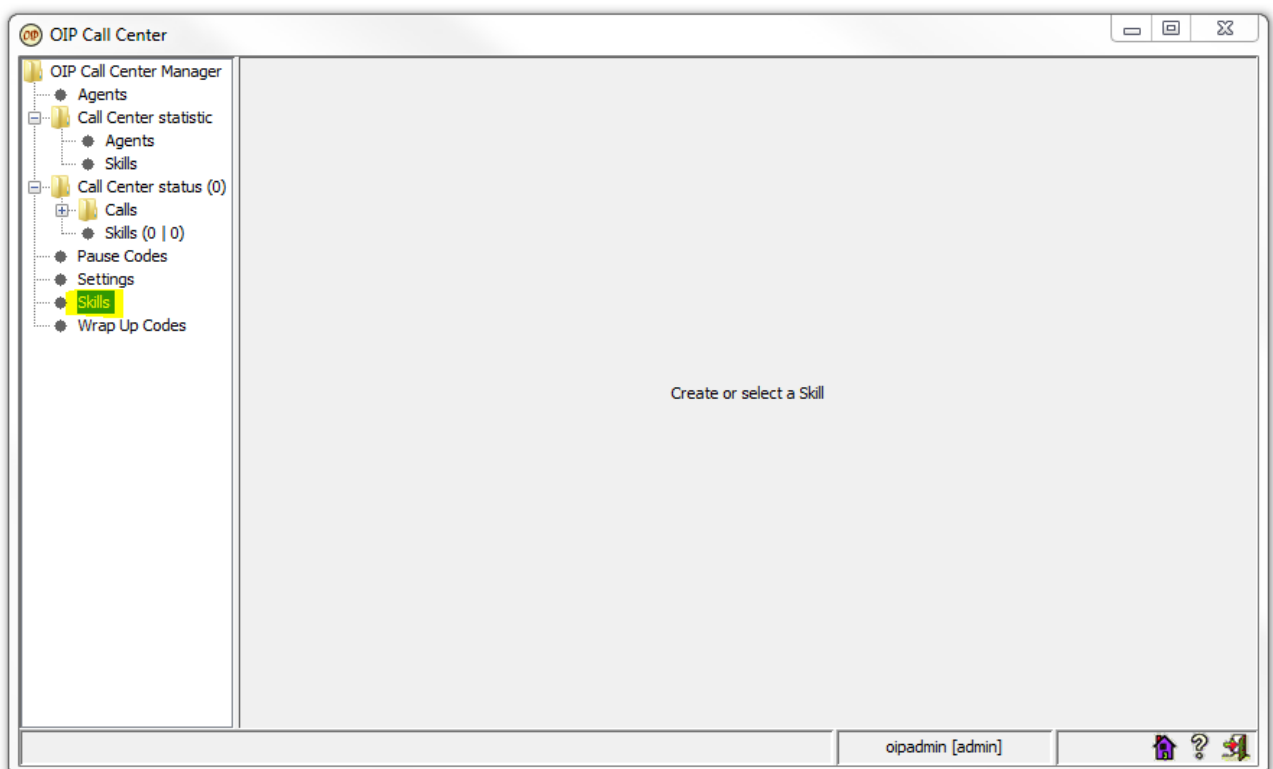
2.3 Name"Dialapp 2 number"
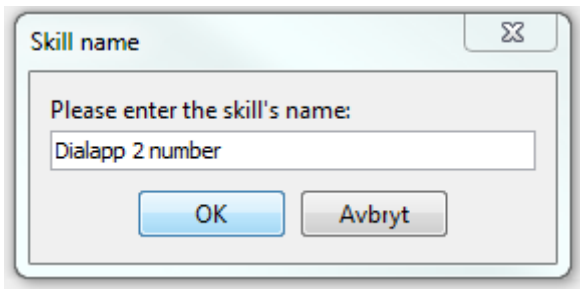
2.4 Settings for "Dialapp 2 number"
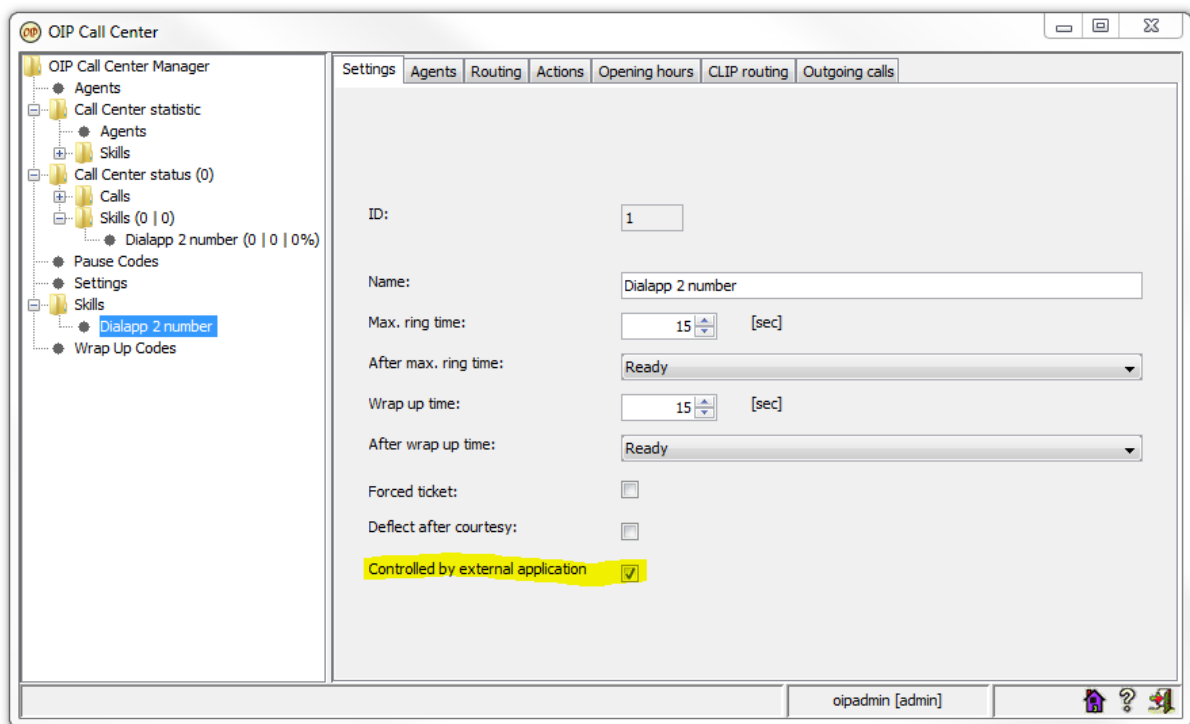
2.5 Right click and"Add routing element"
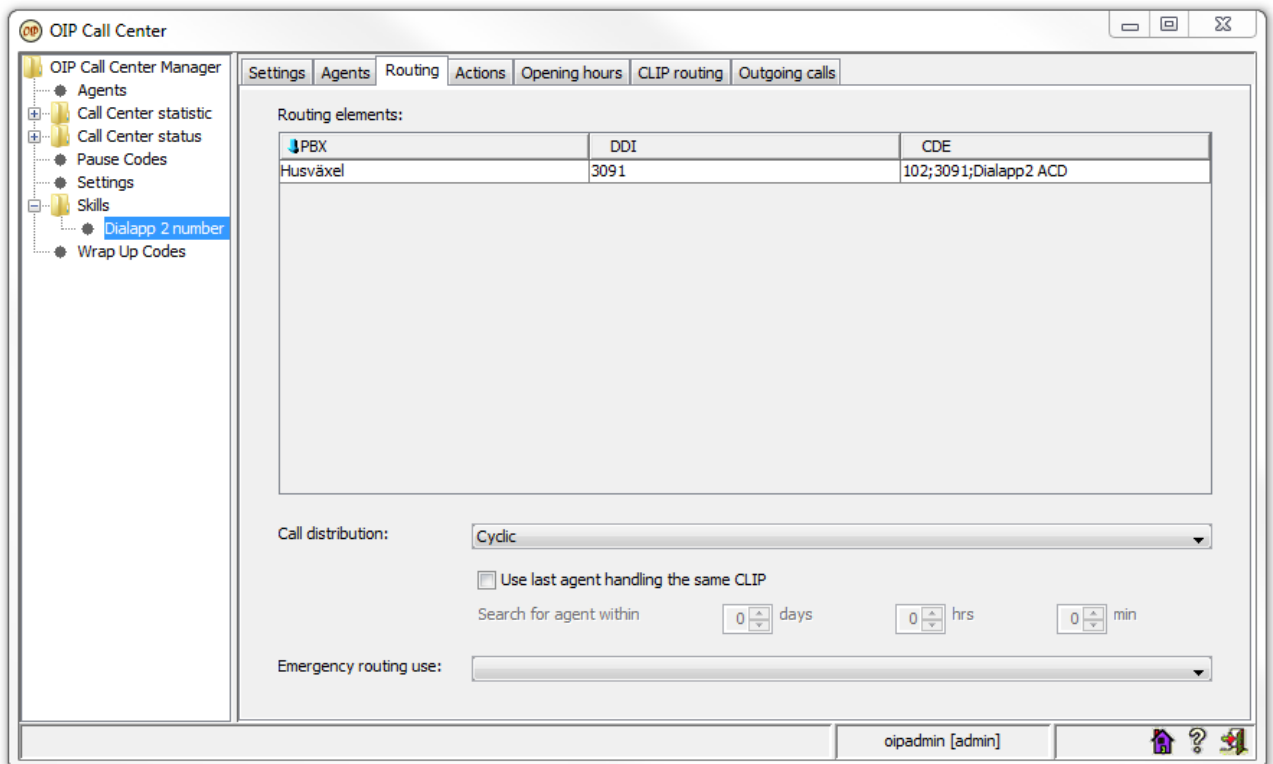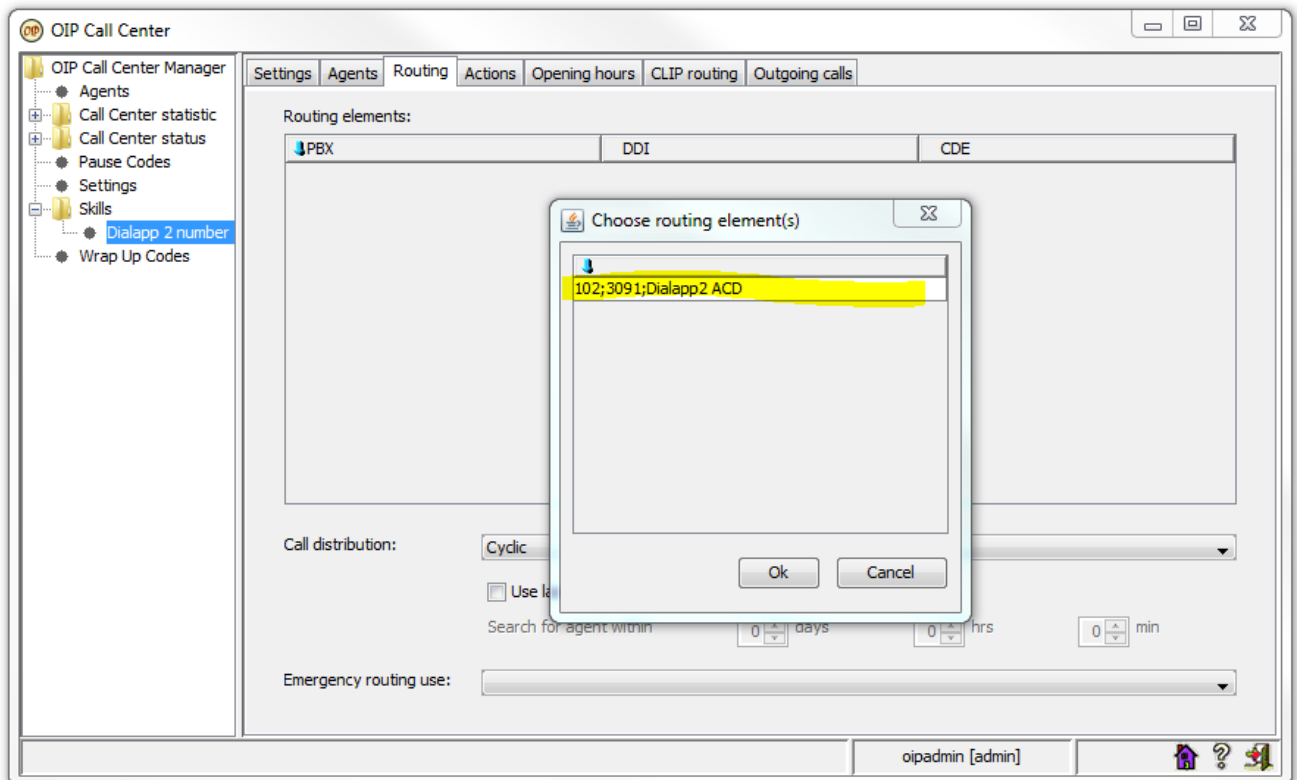
2.6 Goto User profiles and user group TAPI_ADMINISTRATORS, highlighted is required for Dialapp2 gateway. Right click and add server if they don't exists.

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
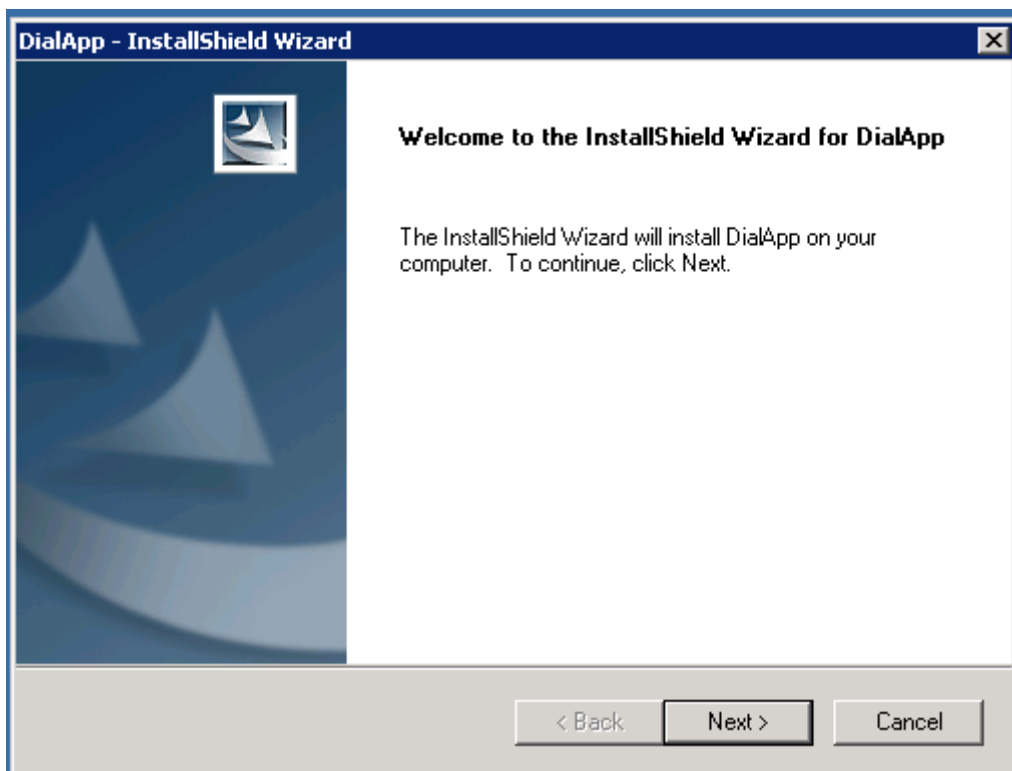
Install DialApp gateway

Download DialApp gateway from www.datatal.se/release

Extract ZIP
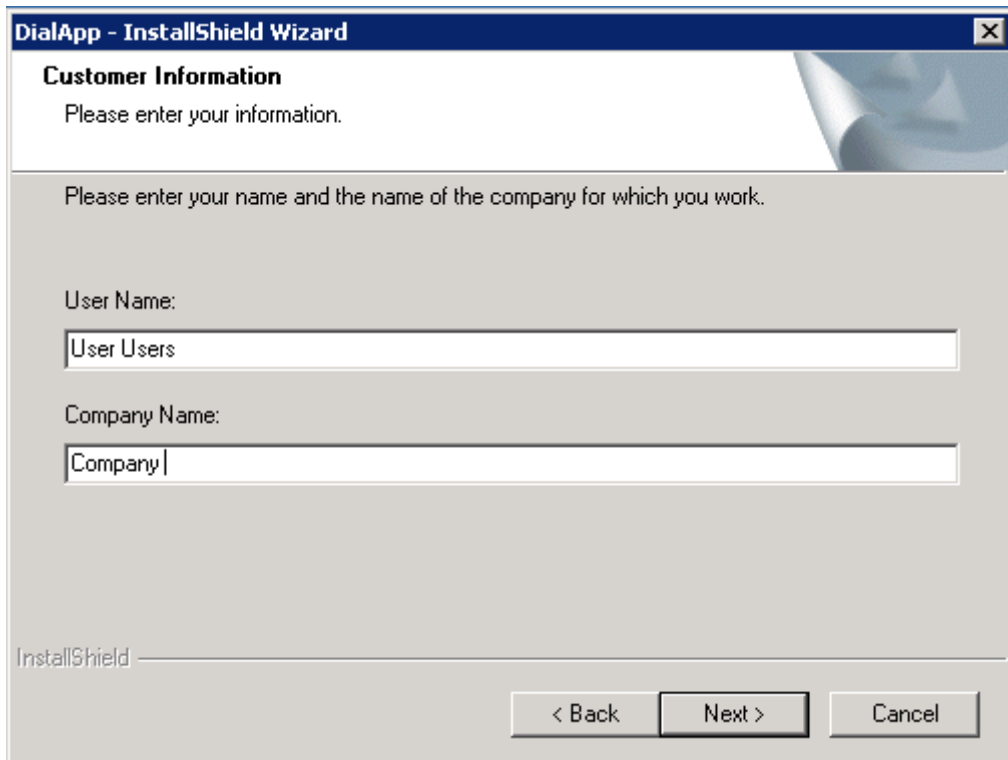
Start DialAppSetup1.0.exe

Welcome screen, click Next

Enter your information
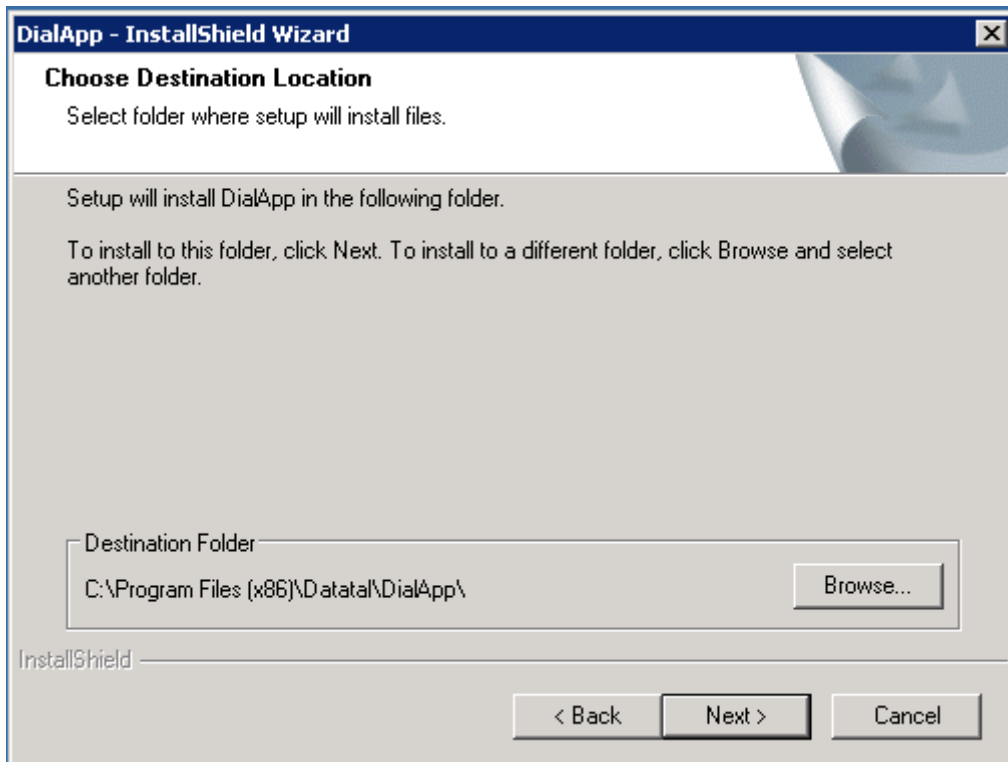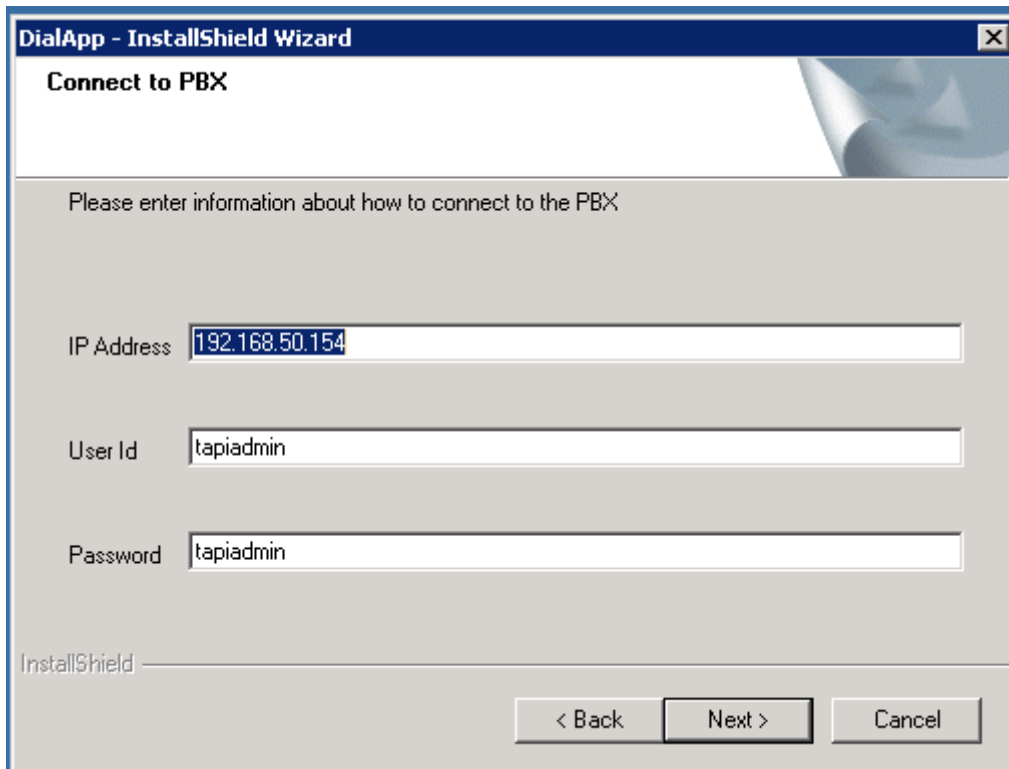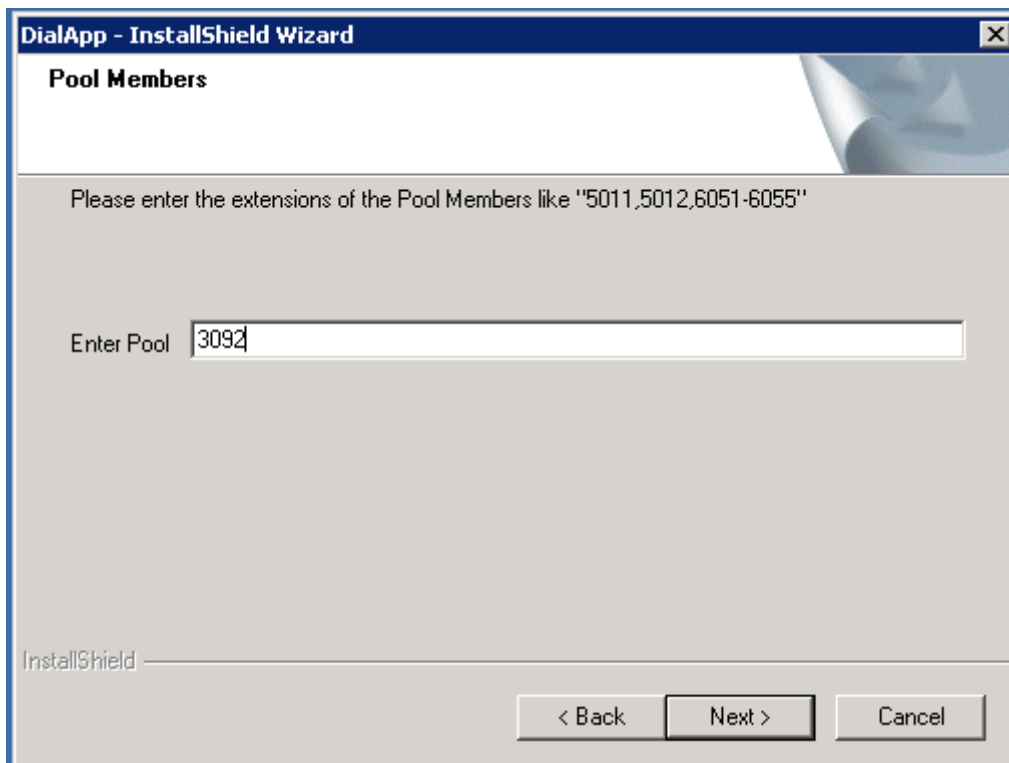

Installation path

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

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

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Start installation
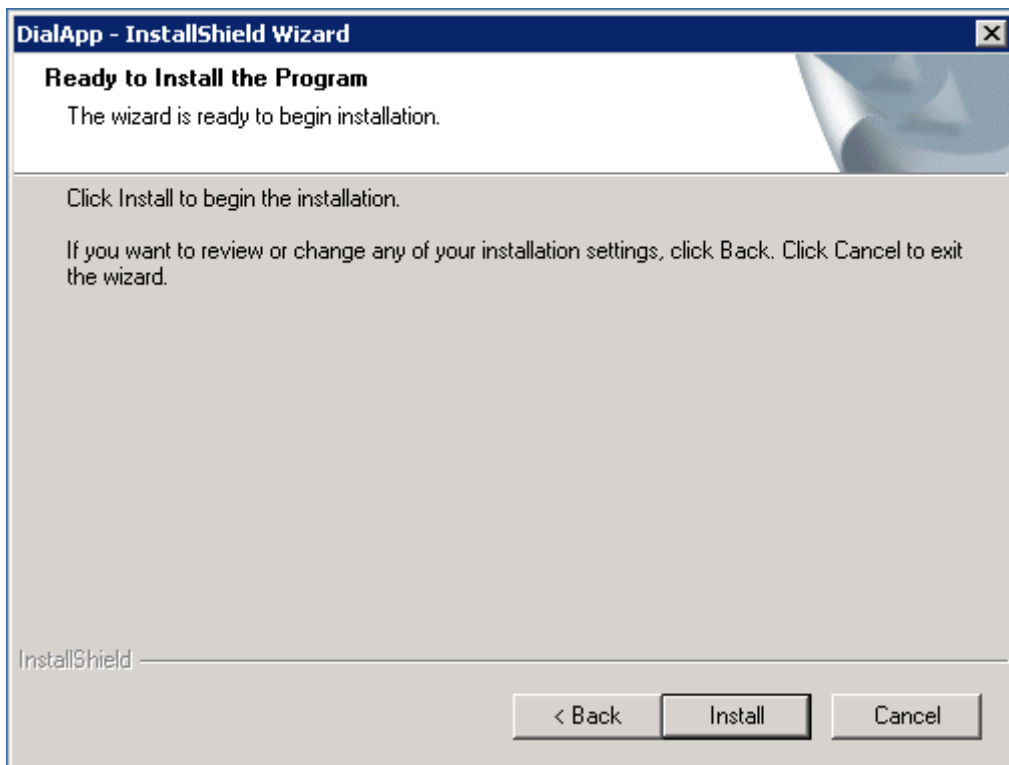
When installation is finsh
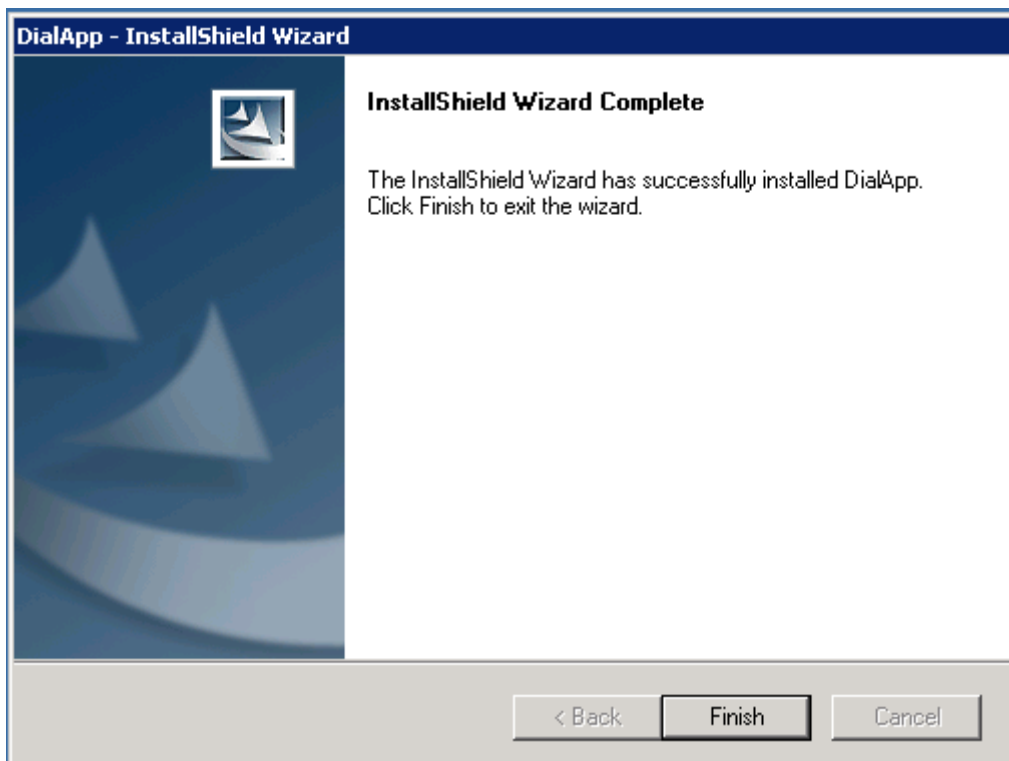
Installation of DialApp gateway is done

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:

```
> unable to detect Diversion Manager version since registry value 'InstallDir' in 'Sof
> OIP Created
> Thread 'AutoLogBackup' <3616> started.
> OipCorbaInit()
> OipManager::Initialize() enter
> OipManager::ORBStart() entered
> Initializing the ORB_init()
> 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 'corba
>    Retrieving interface 'UserLogin::ILogin' (attempt 1 of max 8000).
>    Logging in... (attempt 0 of 8000)
>    Successfully logged on as 'tapiadmin'.
>    Retrieving UserServices object.
>    Retrieving interface 'UserLogin::IUserServices'.
>    Retriving Util Service interface.
>    Retriving 'Utils::Client::IUtil' interface.
> Following services are available to 'tapiadmin':
>    Service available: 'ACDService'.
>    Service available: 'AgentService'.
>    Service available: 'BuddyService'.
>    Service available: 'CalendarService'.
>    Service available: 'CallService'.
>    Service available: 'FeatureService'.
>    Service available: 'LicenseService'.
>    Service available: 'Log'.
>    Service available: 'PBXInfoService'.
>    Service available: 'RoutingService'.
>    Service available: 'SystemLogin'.
>    Service available: 'UserPreferences'.
>    Service available: 'UserProfileService'.
>    Service available: 'UserServices'.
>    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...
>    Successfully retrieved service 'ACDService' as 0x2548E50.
>      Registering ACD Listener.
>      Successfully added 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

Application settings i IIS

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Registry keys
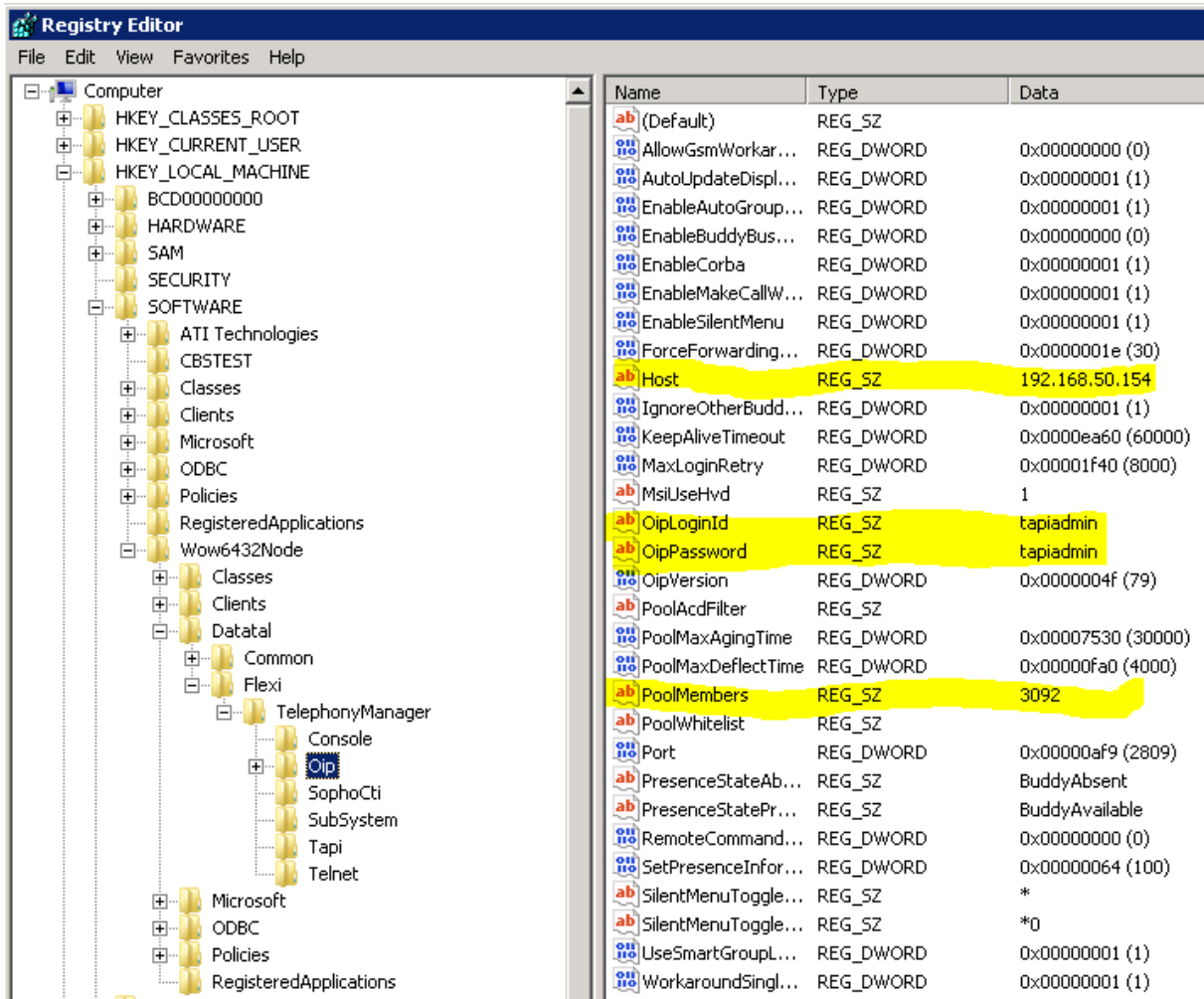
Check if Datatal Flexi Telephony manager is started