

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

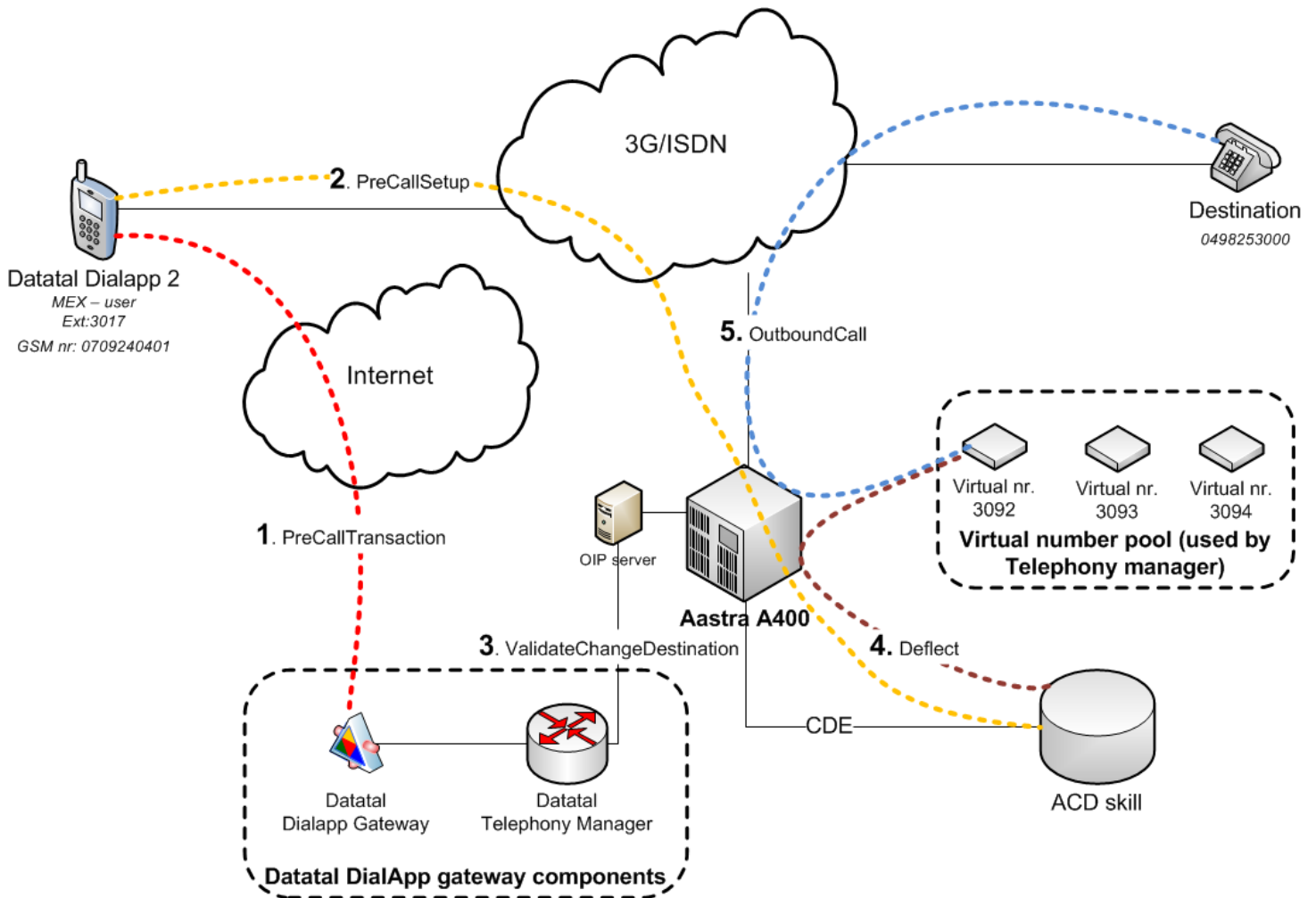
Other requierments

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

Info to Datatal license plattform

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

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1. PreCallTransaction

Application requests a PrepareMexTransfer, sending extension and destination to Dialapp gateway component. Datatal dialapp gateway need to be accessible 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 "Virtual 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 distribution element: 102
Name: Dialapp2 ACD
Call number: 3091
Switch group: 1
Company: A
Courtesy group: Off
Enter ICL data: Yes

CDE in use: Yes
Force showing the DDI number: No
CDE if no answer: []
CDE forwarding time: 30
CDE if busy: []
Show forwarding information instead of CDE name: Yes
Show CDE name at first position: No
Enable PSTN overflow (AIN): Yes

Delete unused CDE

Common | CDE: Switch positions | CDE: Enhanced settings | DDI numbers | Trunk group list | Line key list

1.2 Switch positions

ID	Name	Call number	Switch group	Company	Courtesy group
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.

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User:

Call number: 3092
Name: DialAPP user
Connection: Normal
Route: 1
Exchange access:
Recall time: s
Permission set: 1
Optimise permission sets
Visible in PISN: Yes
AIN area:
Private contacts (max. numbers): 50

Call identification information (CLIP) sent

CLIP: Automatic: Yes
CLIP: Numbering plan identifier (NPI):
CLIP: Type of number (TON):
CLIP Number:
CLIR: No
CLIR for redirecting: No
COLR: No
COLR for redirection: Yes

User | Destination | Protections | Authorisations | User group | CDE | Voice mailbox | Unreachable | Private contacts | Personal call routing | Assigned terminals

Terminal:

Assigned terminals	Description	Terminal type	Configured type
36	DialAPP virt	Virtual	

1.4 On all Mex users, enable “Extended functionality” and “Use CLIP for authentication”

General

Terminal ID: 12
Route: 1
Name:
GSM number: 0707742404
Use CLIP for authentication: Yes
CLIP selection: Normal
Extended functionality: Yes
Enquiry call using DTMF-A: Yes

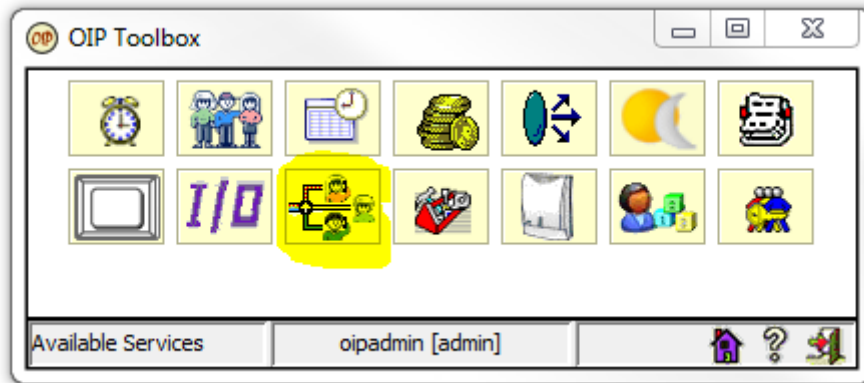
Astra Mobile Client

MWI route:
MWI CLIP:

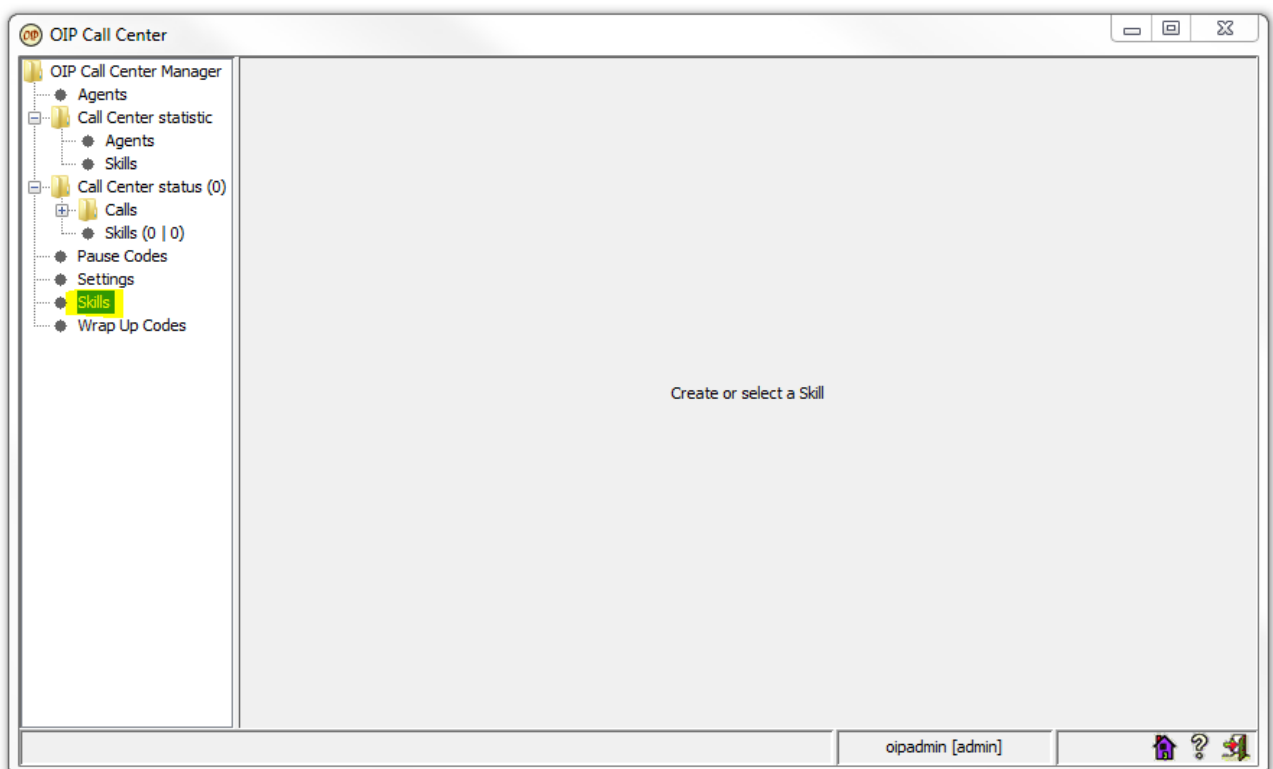
Terminal | GSM settings | Assigned users

OIP settings

2.1 Login as OIPadmin

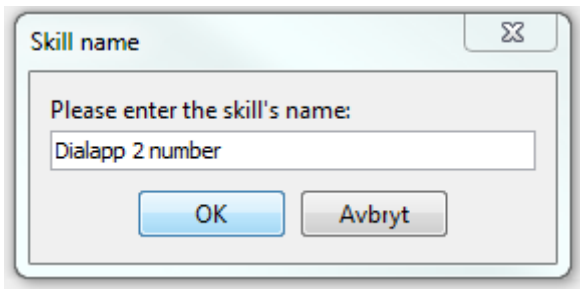


2.2 Right click on skill and "Add skill"

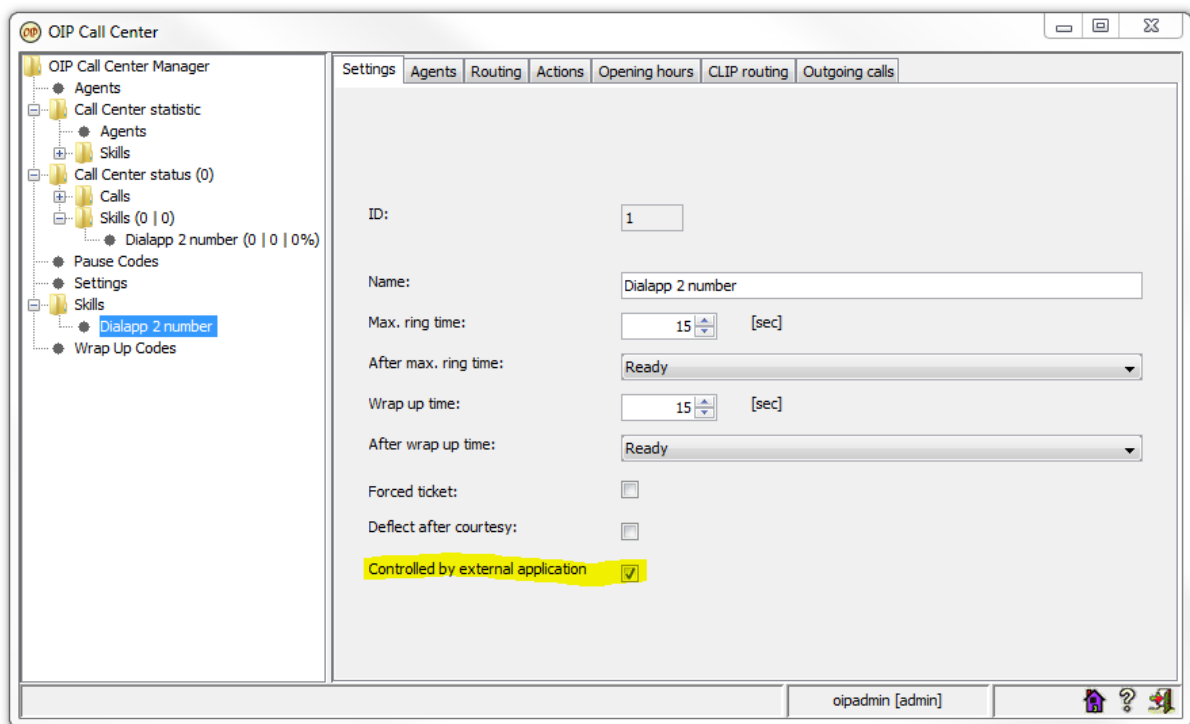


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2.3 Name "Dialapp 2 number"

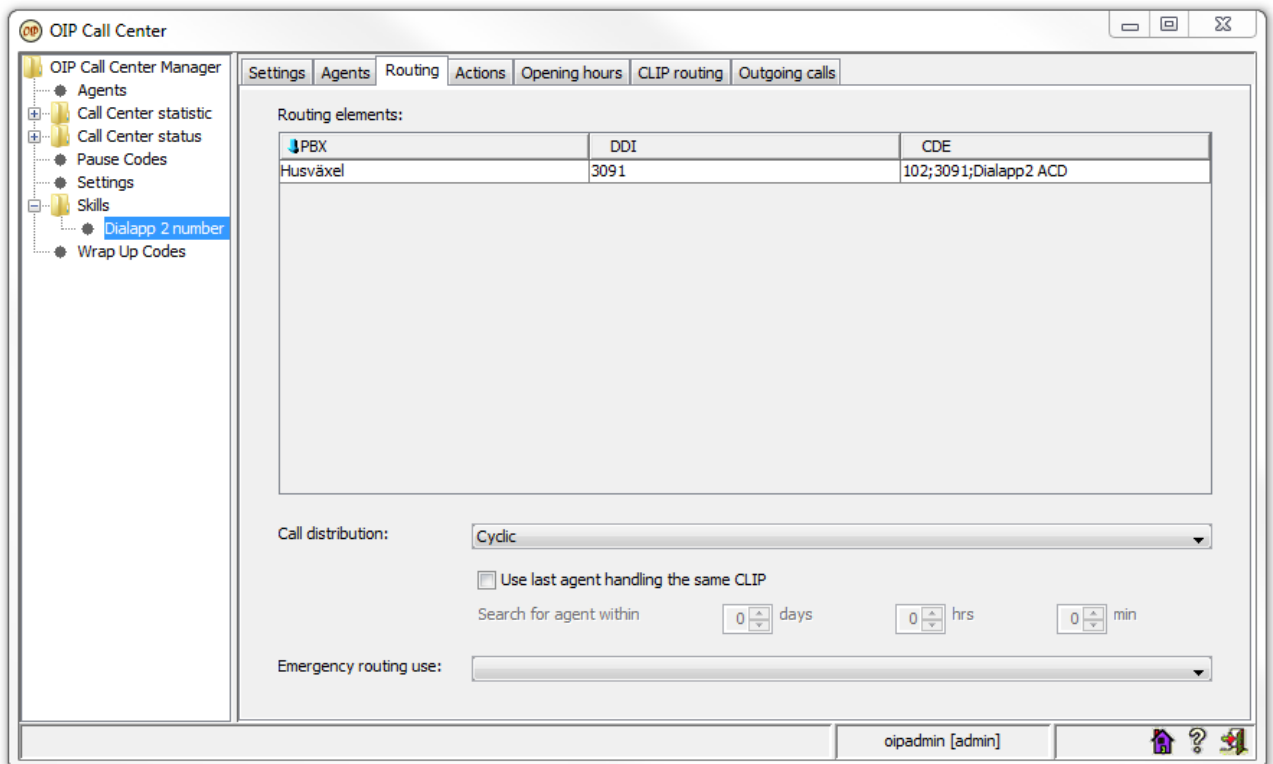
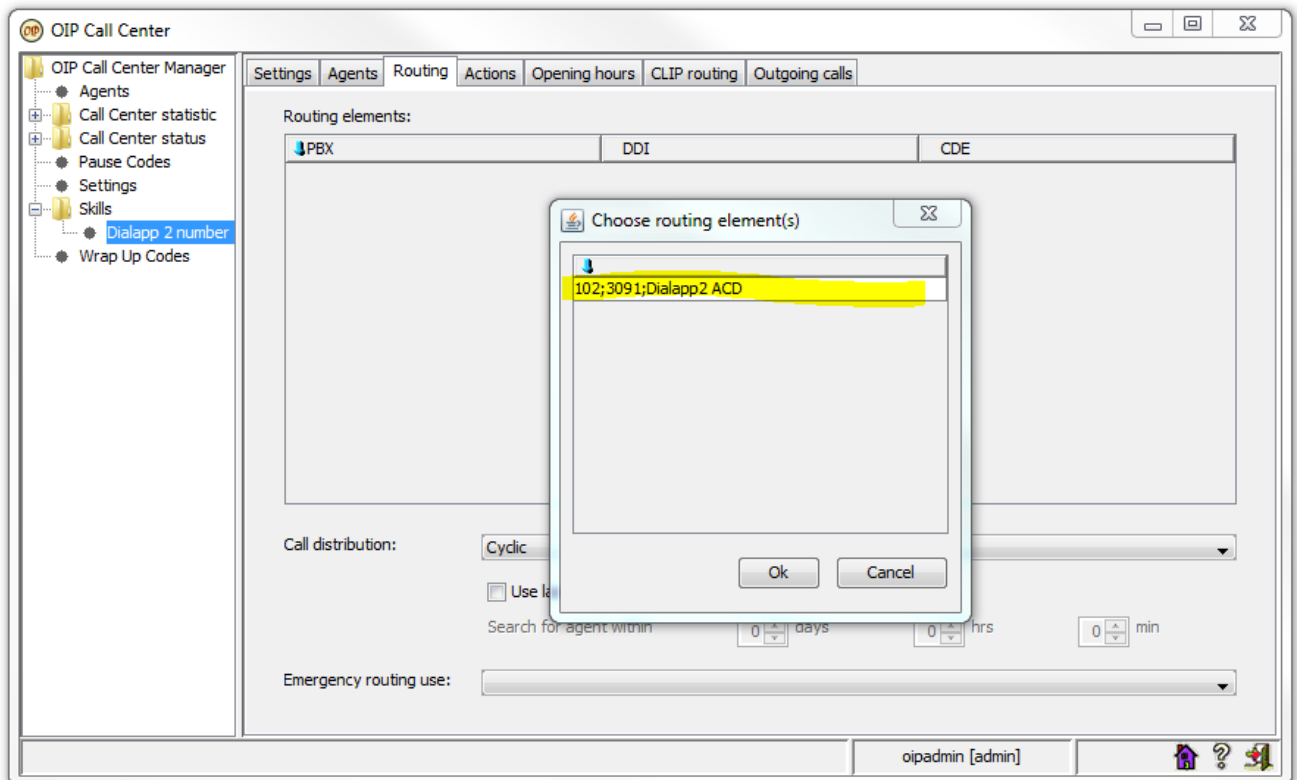


2.4 Settings for "Dialapp 2 number"



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2.5 Right click and "Add routing element"



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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

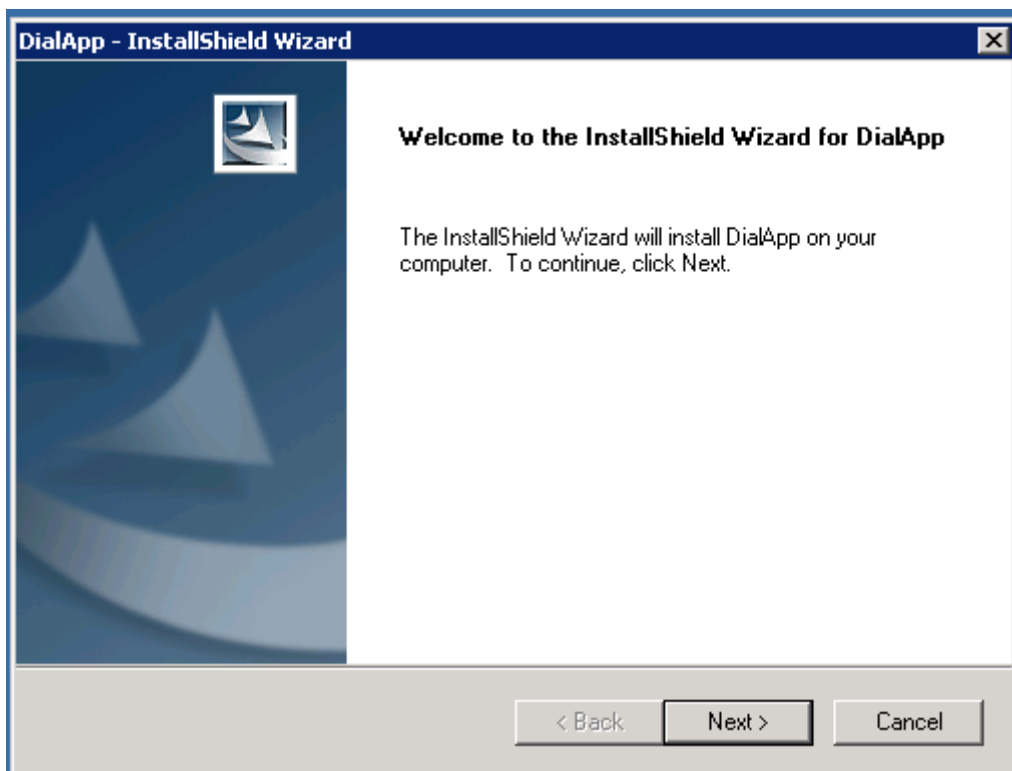
Download DialApp gateway from www.datatal.se/release

Extract ZIP

Start DialAppSetup1.0.exe

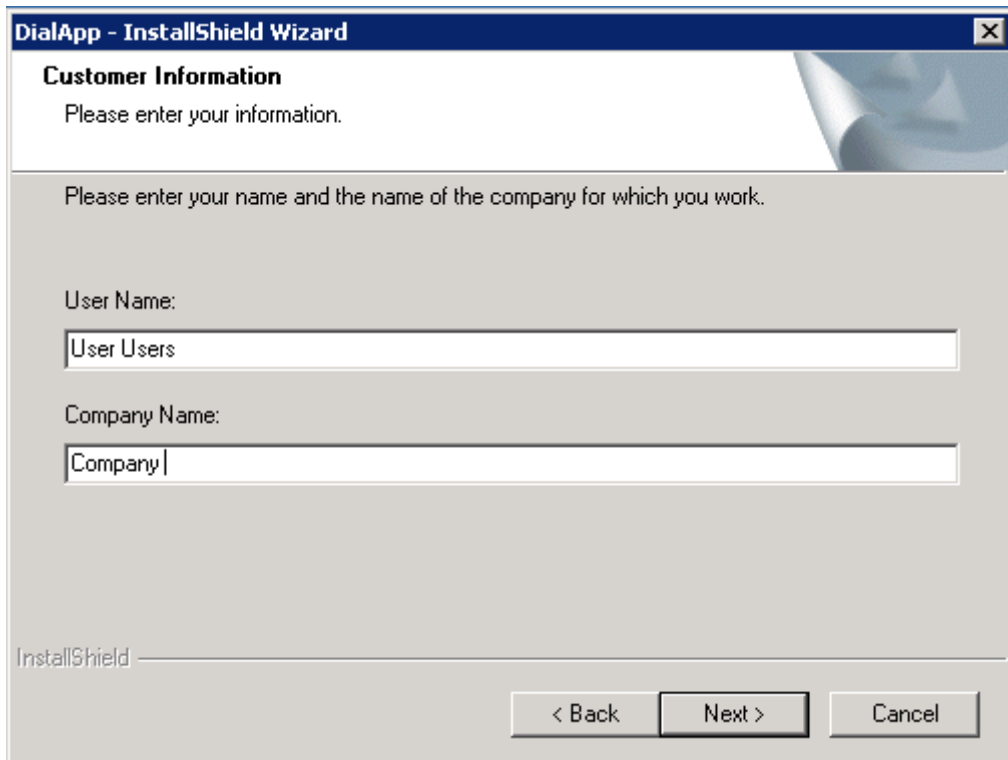


Welcome screen, click Next



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Enter your information



DialApp - InstallShield Wizard

Customer Information
Please enter your information.

Please enter your name and the name of the company for which you work.

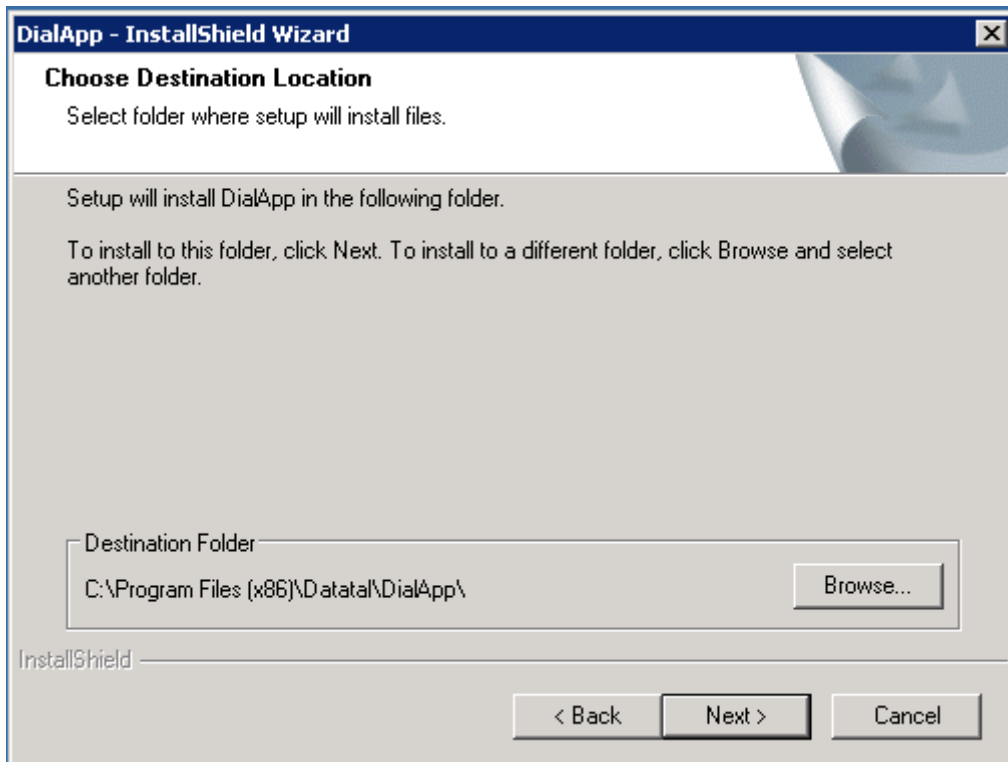
User Name:

Company Name:

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 different folder, click Browse and select another folder.

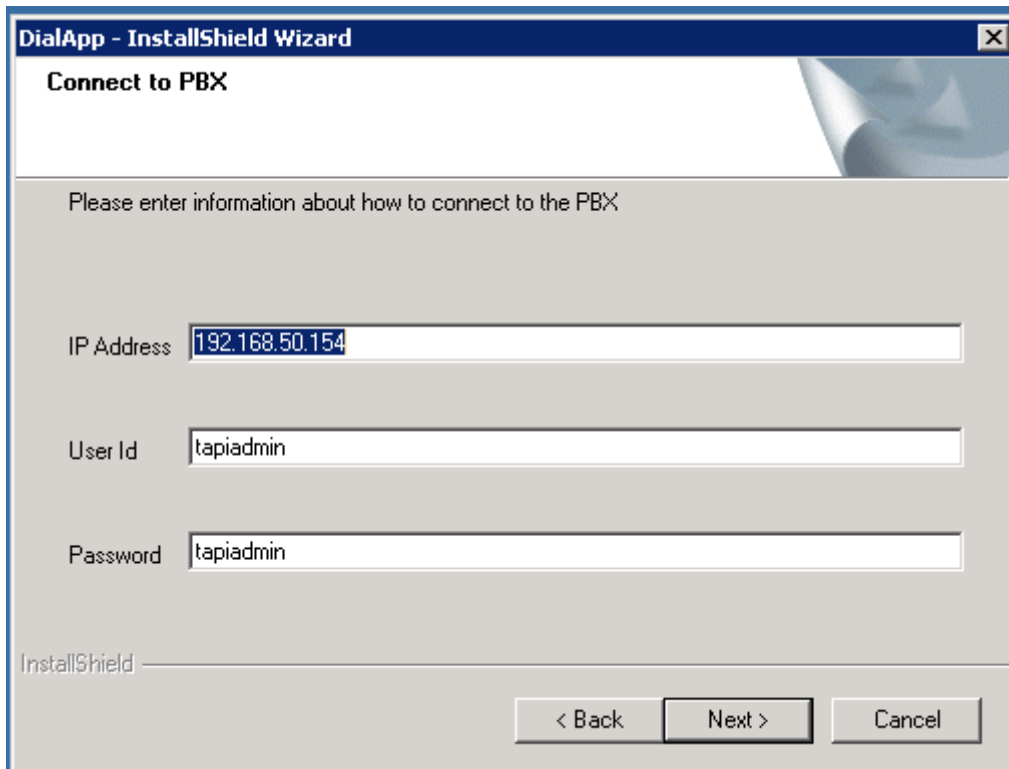
Destination Folder

InstallShield

< Back Next > Cancel

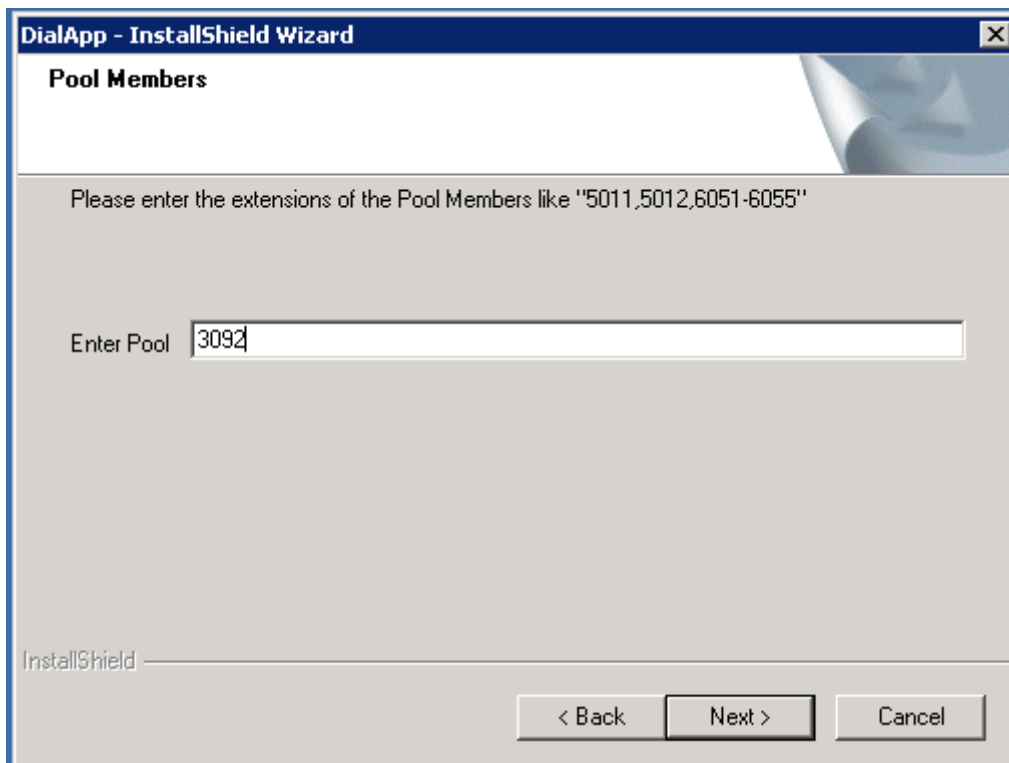
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Settings for PBX, IP to OIP server, login and password (recommended to use tapiadmin account)



The screenshot shows a window titled "DialApp - InstallShield Wizard" with a close button in the top right corner. The main heading is "Connect to PBX". Below the heading, there is a sub-heading "Please enter information about how to connect to the PBX". There are three input fields: "IP Address" containing "192.168.50.154", "User Id" containing "tapiadmin", and "Password" containing "tapiadmin". At the bottom left, the text "InstallShield" is visible. At the bottom right, there are three buttons: "< Back", "Next >", and "Cancel".

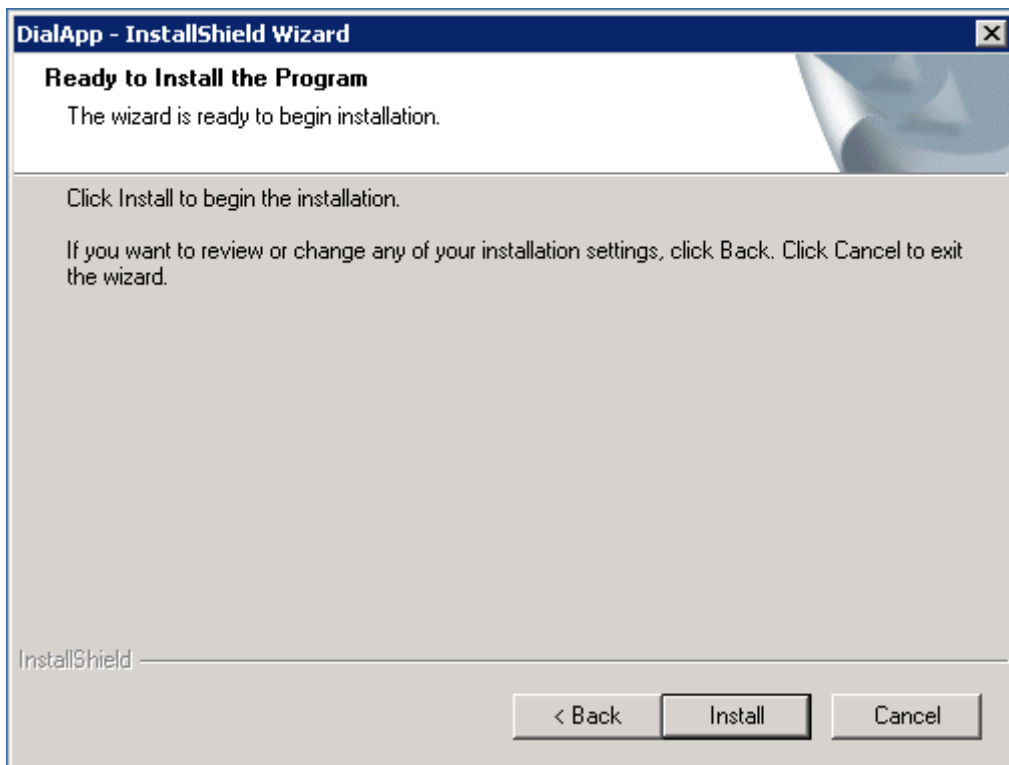
Next, enter Vitrual number pool members, in this scenario it will be 3092



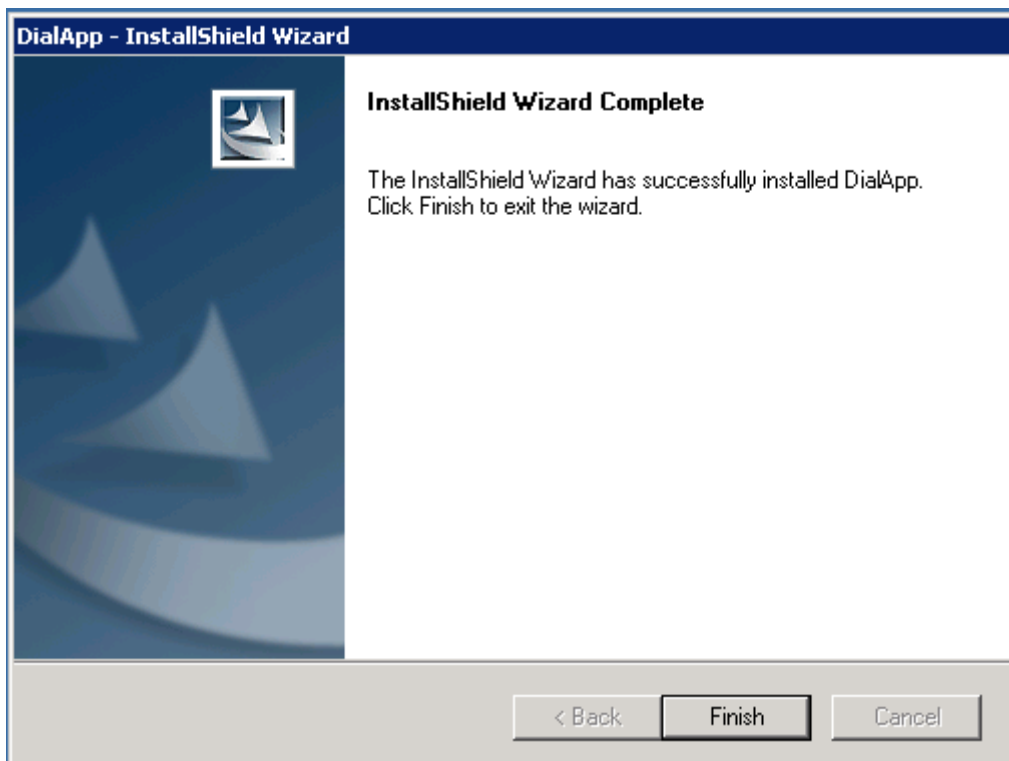
The screenshot shows a window titled "DialApp - InstallShield Wizard" with a close button in the top right corner. The main heading is "Pool Members". Below the heading, there is a sub-heading "Please enter the extensions of the Pool Members like '5011,5012,6051-6055'". There is one input field labeled "Enter Pool" containing "3092". At the bottom left, the text "InstallShield" is visible. At the bottom right, there are three buttons: "< Back", "Next >", and "Cancel".

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Start installation



When installation is finish



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 OIP version manager version since registry value 'Installation' is not
> 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'.
> Retrieving Util Service interface.
> Retrieving '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
```

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This show how an active call will be in ACD queue

The screenshot displays the OIP Call Center Manager interface. On the left is a tree view with the following structure:

- OIP Call Center Manager
 - Agents
 - Call Center statistic
 - Call Center status (1)
 - Calls
 - Skills (0 | 1)
 - Dialapp 2 number (0 | 1 | 0%)
 - Pause Codes
 - Settings
 - Skills
 - Dialapp 2 number
 - Wrap Up Codes

The main area contains a table with the following data:

Skill	Called	Call State	Redirection	Caller number	Start time	Waiting	Ans...	Co...
Dialapp 2 number	3091	Connected	DialAPP user:3092	3017	08:17:55	8	08:18:03	132

At the bottom of the interface, there is a status summary:

- Agent(s) logged : 0
- Agent(s) in pause : 0
- Agent(s) ready : 0
- Agent(s) in WrapUp : 0
- Agent(s) busy : 0
- Call waiting(s) : 0

The user 'oipadmin [admin]' is logged in, and there are navigation icons at the bottom right.

Application settings i IIS

The screenshot shows the IIS Manager console. The left pane shows the site structure:

- Sites
 - Default Web Site
 - DialApp

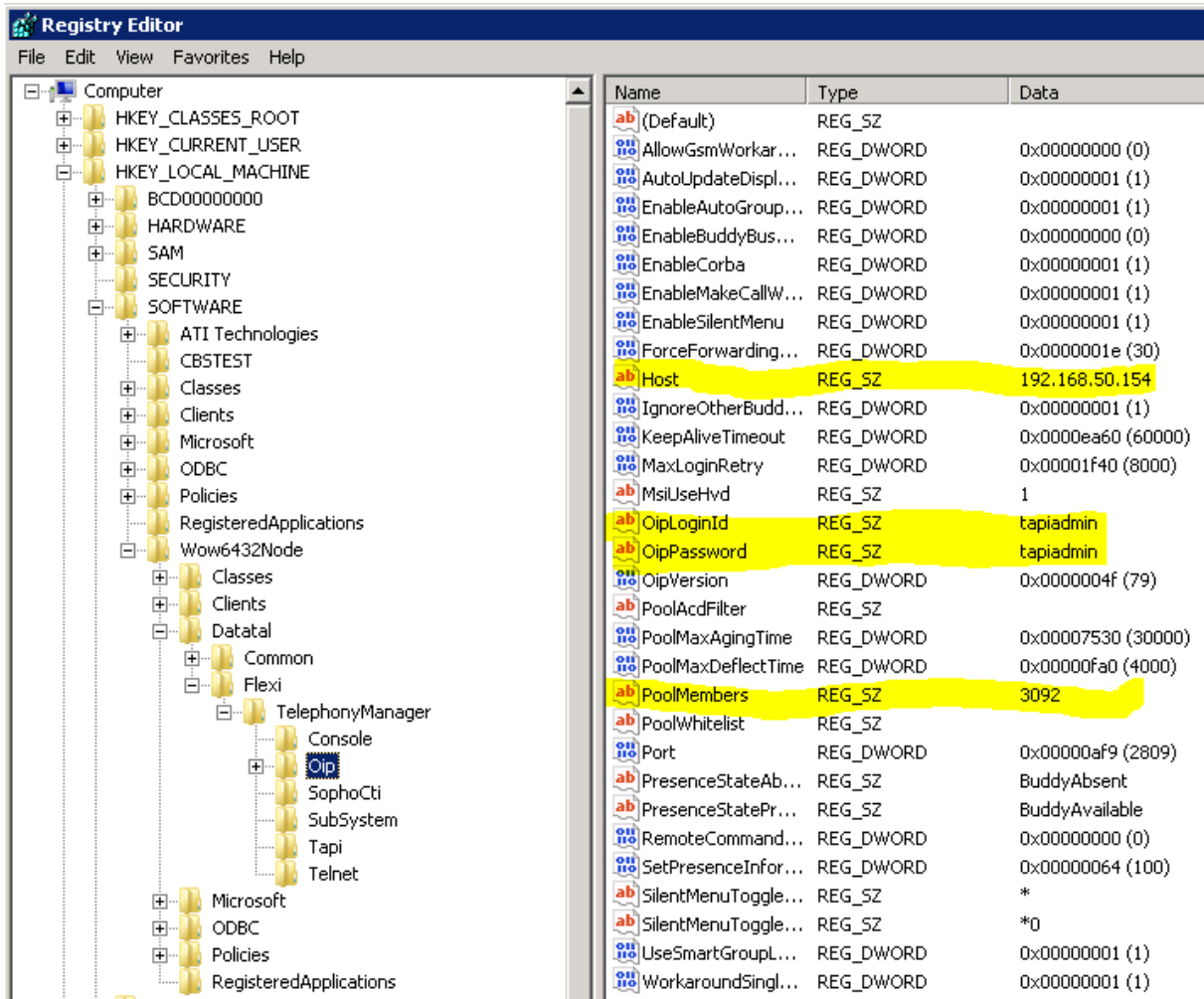
The right pane displays the application settings for the selected site:

- .NET Authorizati...
- .NET Compilation
- .NET Error Pages
- .NET Globalization
- .NET Trust Levels
- Application Settings (highlighted)
- Connection Strings

Below this, the 'IIS' section contains several icons representing different IIS features and settings.

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Registry keys



Check if Datatal Flexi Telephony manager is started

