
CT Bridge

Installation and Maintenance

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Changes

Version	Date / Author	Change
1.0	24.09.2010 / MR	Draft
1.1	18.10.2010 / MR	Changes for TSP 1.0
2.0	15.03.2012 / MR	Changes for 64bit Version and Licensing
2.2	31.01.2013 / MR	New GUI
2.6	12.07.2013 / MR	Dynamic creation / deletion of TNs and DNS
3.1	16.09.2014 / MR	New System Requirements
3.2	27.02.2015 / MR	Removed 32bit Version / New Option for SIP Links
3.3	16.12.2015 / MR	Changes for CT Bridge 3.3

Installation

Overview

The CTBridge System is divided into two subsystems: The TSPAPP and the CCTTSP. The TSPAPP handles the Communication to the Avaya CCT (or AACC), the CCTTSP is the Telephony Service Provider for the Microsoft TAPI Environment.

TSPAPP

System Requirements

- Operating System: Any OS supporting .NET 4.0
- Microsoft .NET Version: 4
- TCP Port 15166 must be open
- It is recommended to install TSPAPP on the same Server as CCT, but this is not necessary.
- You need to assign terminals and DNs to a specific user in the CCT management console.
- Make sure you have administration privileges.

Copy all files from the directory TSPAPP of the CTBridge Installation CD to a local directory, e.g. c:\Program Files\CTBridge.

On a Command Prompt, enter the following commands:

```
cd c:\Program Files\CTBridge
```

```
TSPAPP -install
```

TSPAPP is now installed as a self-starting Windows Service, but it is not yet started. To start it enter:

```
net start TSPAPP
```

TSPAPP is now listening for connections from CCTTSP. Nothing has to be configured for TSPAPP.

CCTTSP

System Requirements

Windows Server 2008 SP2 or Windows Server 2012

It is recommended to use this server also for the TAPI application (e.g. xCall or Snapware).

Installation Procedure

Make sure you have administration privileges. Furthermore make sure that TSPAPP and CCT are installed and running.

Copy all files from the directory CCTTSP of the CTBridge Installation CD to the Windows System32 directory, e.g. c:\windows\system32

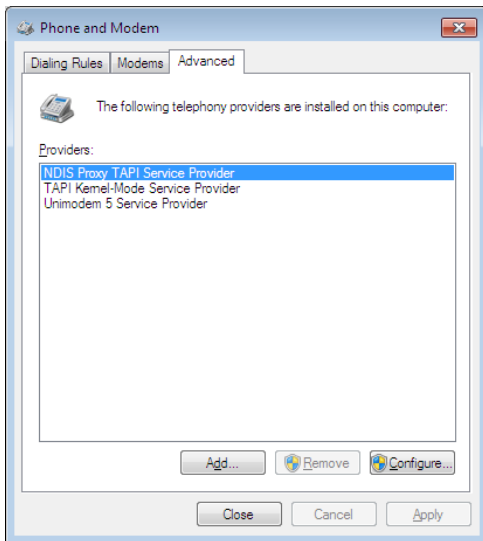
On a Command Prompt, enter the following commands:

```
cd c:\windows\system32
```

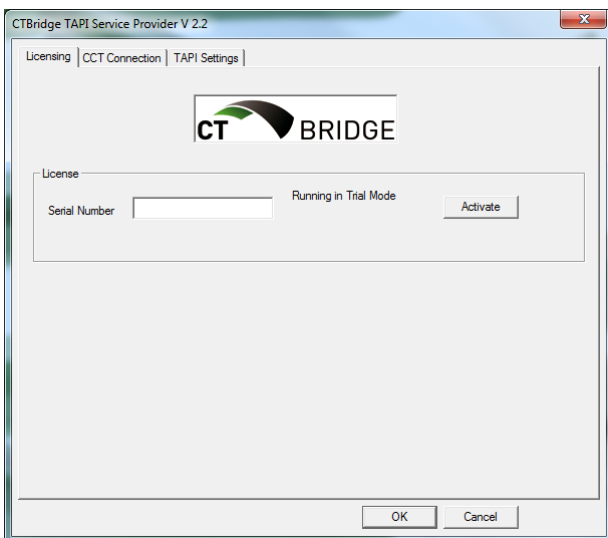
```
jtaproxy -register -autostart
```

```
net start jtaproxy
```

Now open the **control panel**, go to **“Phone and Modem Options”** and select the **“Advanced”** tab:



Click on **"Add.."** and select **"CTBridge TAPI Service Provider"**. This will open the CCTSP configuration dialogue.

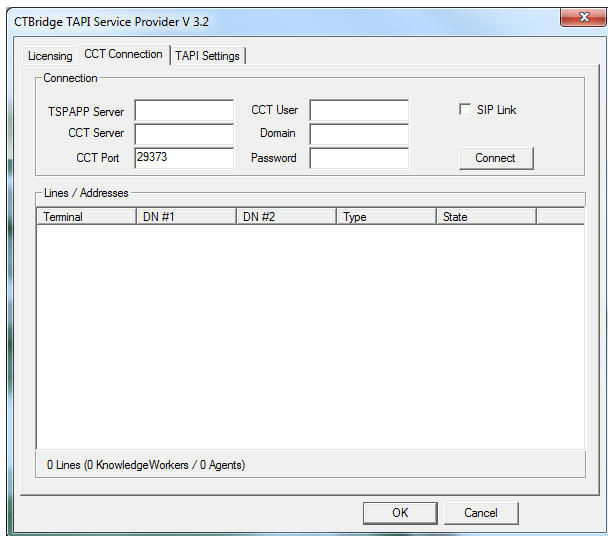


Licensing

CT Bridge functions in a Trial Mode if no Serial Number is entered. During Trial Mode a TAPI application may only open 3 lines at a time.

If you have purchased a Serial Number enter it in the corresponding text box und click on Activate. The Serial Number will then be bound to this Computer. The Server must be connected to the Internet in order to active the Serial Number.

CCT Connection



Fill out the fields:

Field	Remarks
TSPAPP Server	Hostname or IP Address of the server where TSPAPP is installed
CCT Server	Hostname or IP Address of the server where Avaya CCT is installed
CCT Port	TCP/IP Port of CCT. 29373 is the default setting
CCT User / Domain / Password	The credentials used for the CCT connection

If your CCT uses a SIP Link to the PBX, check the “SIP Link” Checkbox.

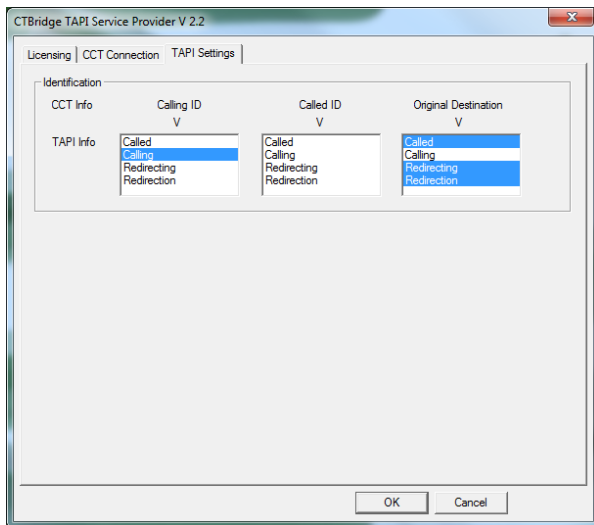
Now press “Connect” to read all terminals and DNs from CCT.

If anything fails, an error message will be displayed. Typical errors are:

Error message	Meaning
Unable to establish a session on the NCCT server	TSPAPP cannot connect to the CCT Server. Possible causes: CCT not running, wrong CCT Server address entered.
Cannot connect to TspApp Server	TspApp Service not running, wrong Server address entered or TCP/IP port not open
The server has rejected the client’s login information	Wrong CCT User or CCT Password entered.

Otherwise press “OK”. The CTBridge is installed and ready for use.

TAPI Settings



These settings can be used to customize CT-Bridge's TAPI behavior for various TAPI applications.

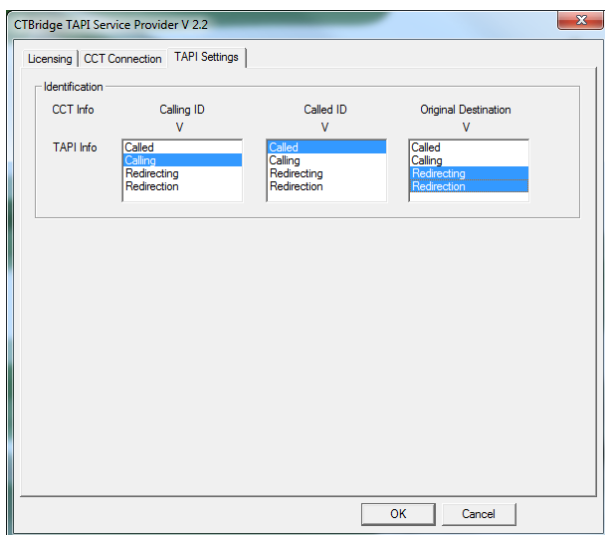
Identification

This defines how the IDs from CCT are set in TAPI. The CCT IDs CallingID, CalledID and Original Destination can be assigned to the TAPI fields Called, Calling, Redirection und Redirecting ID.

The Calling ID is the phone number of the calling party, likewise the Called ID is the phone number of the called party. The Original Destination is set by the CCT when an incoming call gets routed internally.

CT-Bridge's initial setting is optimized for Snapware.

The settings for xCall are:



Changes in these settings during operation need a restart of Microsoft's Telephony Service.

Deinstallation

TSPAPP

On a Command Prompt, enter the following command:

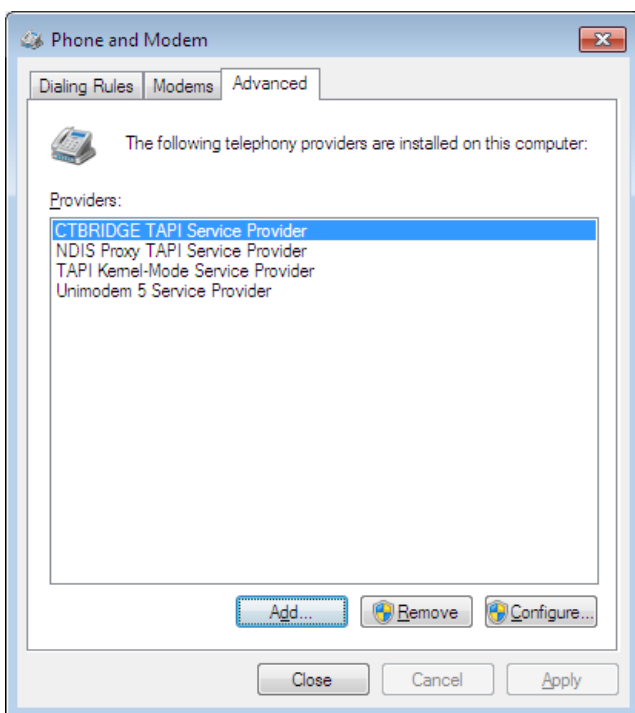
```
net stop TSPAPP
```

```
c:\Program Files\CTBridge\TSPAPP -uninstall
```

(or wherever tspapp.exe is installed). Delete all files in the installation directory, e.g. c:\Program Files\CTBridge

CCTTSP

Open the control panel, go to “Phone and Modem Options” and select the “Advanced” tab:



Select CTBRIDGE TAPI Service Provider and click on “Remove”.

Maintenance

Adding new TNs (Terminals)

When new terminals are configured in the CCT server for the specified and this TN has one or more DNs assigned, the CCTSP sends a LINE_CREATE message to the TAPI application. The newly created TAPI line will show up in the configuration dialog.

Not all applications can handle dynamic creation of terminals. If it doesn't then the TAPI application must be restarted.

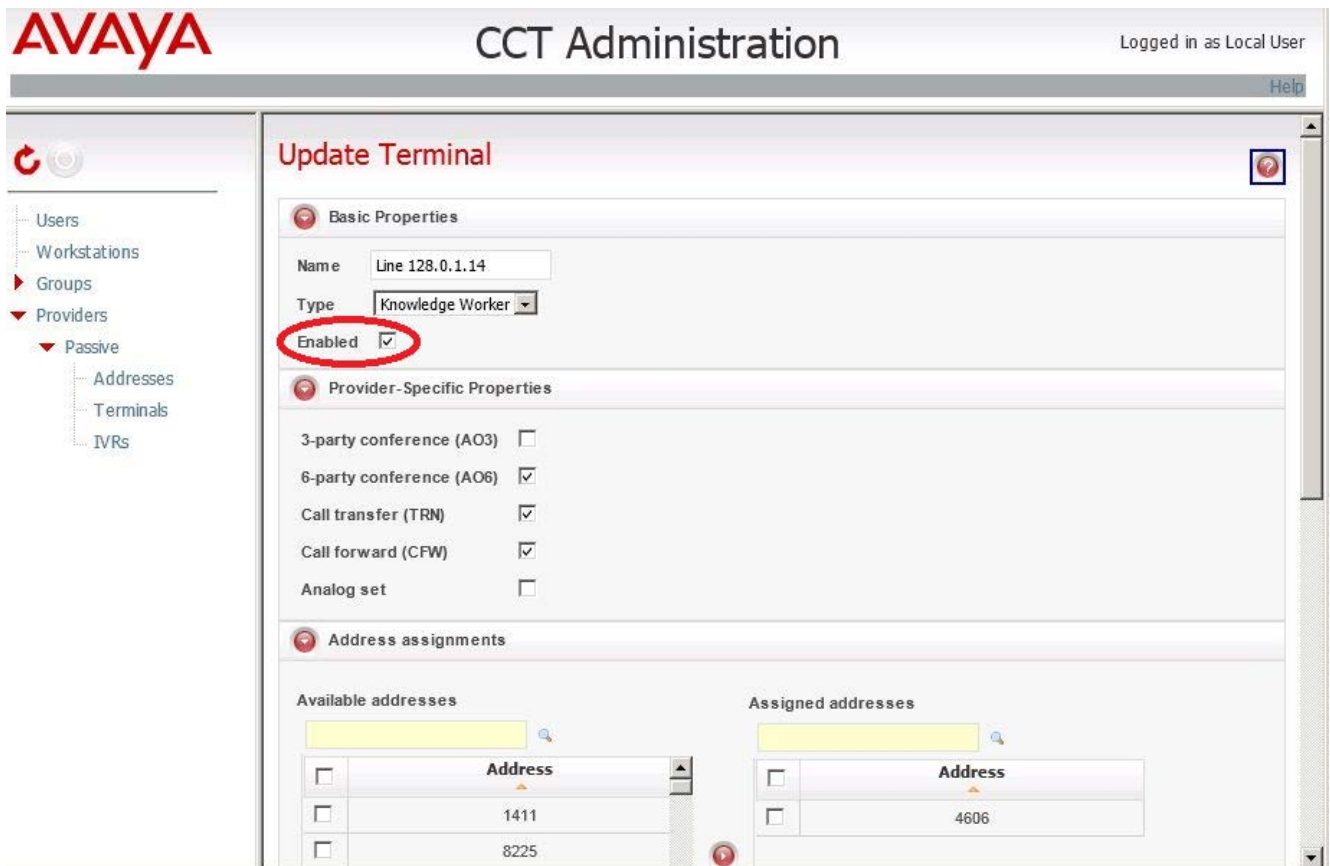
The notification will only work when there is a connection between the CCT and the CCTTSP. This connection is created when a TAPI application is started.

Removing Terminals

If a terminal is removed in the CCT configuration, all future TAPI operations from an application on this terminal will result in an error. An application will get a LINE_REMOVE notification. Again, not all applications handle this message.

Adding or removing DNs

If a new DN is assigned to an existing terminal or a DN is removed, the corresponding TN must first be disabled from the CCT configuration:



The screenshot shows the AVAYA CCT Administration interface. The main title is "CCT Administration" and the user is logged in as "Local User". The left sidebar shows a navigation tree with "Providers" expanded to "Passive". The main content area is titled "Update Terminal" and contains three sections:

- Basic Properties:** Name: Line 128.0.1.14, Type: Knowledge Worker, and **Enabled** (checked, circled in red).
- Provider-Specific Properties:** 3-party conference (AO3) [], 6-party conference (AO6) [x], Call transfer (TRN) [x], Call forward (CFW) [x], Analog set [].
- Address assignments:** Available addresses (1411, 8225) and Assigned addresses (4606).

Uncheck the "Enabled" checkbox, then click on "Save" on the bottom. Add or remove Addresses, click "Save" again. Then make sure, "Enabled" is checked and press "Save" to make the new configuration visible.

Troubleshooting

First step: Restarting CCTSP

Microsoft and CCTSP store a lot of information and states. Should you encounter problems, it's a good idea to restart these components. To do this from a command prompt, enter:

```
net stop tapisrv
```

This may need other services (such as xCall Server) to stop too. Now start TAPI again:

```
net start tapisrv
```

Any other services stopped because of dependencies must be restarted, too.

The same can be done from the Computer Management's Services Window by restarting the Telephony service.

Check if the problem is solved. If not, continue with the next step.

Next step: Restart TSPAPP

First you need to stop the TAPI Service as shown before. Now, on the computer hosting TSPAPP, enter

```
net stop tspapp
```

```
net start tspapp
```

Now restart TSP

```
net start tapisrv
```

Again, the same can be done from the Computer Management's Services Window by restarting the "Connectis CTBridge" service.

Now try again.

Last step: Generate Logfiles

If the problem persists, generate logfiles by simply creating the directory **c:\debug** on both computers.

As soon as such a directory exists, logfiles are generated. For each day of the week, a separated file is created, having the weekday's number (0=Sunday, 6 = Saturday) appended to the filename. After a week, a logfile gets overwritten.

Logfiles for the CCTSP are named CCTSP.txt, and TSPAPP.txt for the TSPAPP Server.

You may try to read the logs and see if you can spot the problem yourself. Otherwise send the Logfiles with a details description of the problem to Globetech: info@globetech.ch

If an antivirus program is installed, make sure you exclude c:\debug from online scanning; otherwise the system will become slow.