



Com.X TAPI implementation

White Paper

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Document History

Version	Date	Description of Changes
1.0	2013/05/14	Initial

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1 Introduction

1.1 Overview

This white paper provides instructions for implementing a Telephony API (TAPI) for the Com.X platform.

This allows users of TAPI compliant applications such as Outlook to dial contacts directly from the application using the Com.X platform.

1.2 Background

This implementation utilises the Activa for Asterisk open source project, <http://activa.sourceforge.net/>.

The Activa project includes an Asterisk TAPI Service Provider (TSP) called ActivaTSP for Asterisk. This TSP enables integration of TAPI third party applications and Asterisk.

With ActivaTSP you can initiate Asterisk outbound calls using your Microsoft Outlook, Microsoft Dialer, ACT!, TapiCall and many more desktop or server TAPI-compatible applications. More advanced features such as call screen-popup, ACD queues login/logout/pause/unpause and even predictive calls are also supported.

The software package also includes a basic C++ framework that enables integration of Asterisk with your C++ applications. ActivaTSP itself has been developed using the basic ASTProvider framework.

2 TAPI Driver setup

Activa brings the Asterisk IP PBX to the call center. Built on top of Asterisk, Activa components enable successful call center implementations adding value in areas such as computer telephony, screenpop and click2dial, agent control, automatic dialing...

2.1 Installation

1. Download Activa for Asterisk: www.sourceforge.net/projects/activa/files/
2. Click on the “Looking for the latest version?” download link.
3. Install

2.2 Configuration

Figure 1 below shows a sample screen shot of the Activa configuration dialog.

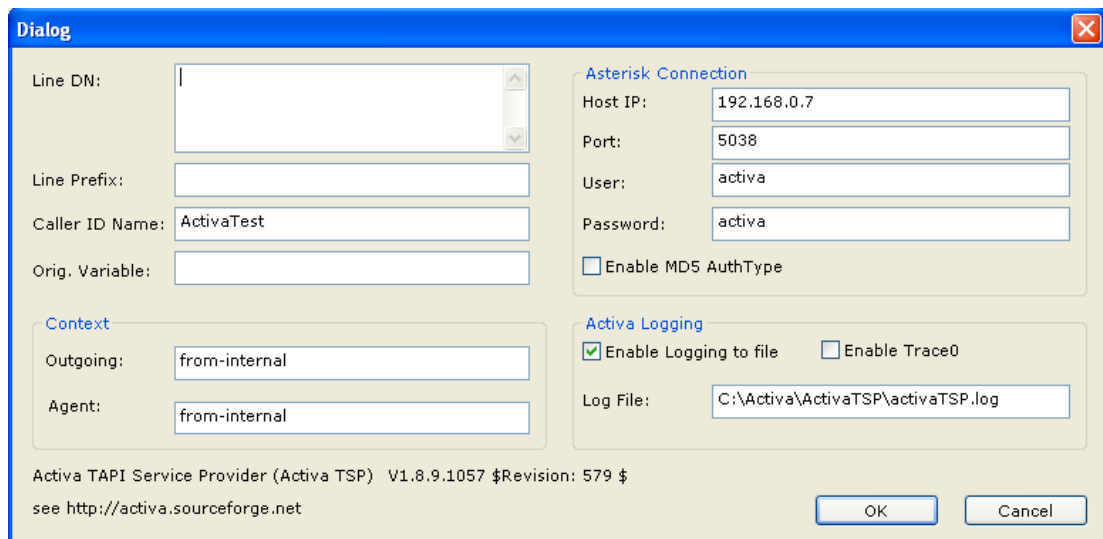


Figure 1: Activa Configuration Dialog

Follow the instructions below to configure for use with a TAPI client:

- **Caller ID** can be any descriptor
- **Context** can be unchanged
- In **Asterisk Connection** enter:
 - IP of the ComX asterisk server
 - Leave the port at 5038
- **Username and Password** must match those in the asterisk configuration. Details in following page.
- Turn off MD5 auth.

2.3 Test

Open Windows Dialer (type 'dialer' into the run command) or preferred TAPI client.

Check that the Dialer program detects the TAPI interface. In windows XP, most of the options in the Dialer program will be greyed out till it detects the interface (sometimes it takes a little while after the interface has been configured for it to be detected).

3 Com.X setup

Follow the instructions below in order to configuring the Com.X side of the connection.

- Establish an SSH connection to the Com.X
- Generate the Activa configuration: In the /etc/asterisk/manager.d/ folder, create a file called activa.conf. Paste the following in the file and save:

[activa]

secret=activa

deny=0.0.0.0/0.0.0.0

permit=192.168.0.0/255.255.255.0

read=system,call,log,verbose,command,agent,user,all

write=system,call,log,verbose,command,agent,user,all

- Restart Asterisk

Notes:

- activa.conf can be any username.conf, just ensure that the [activa] at the beginning of the conf file gets changed to [username] as well.
- secret=any password
- the rest sets permissions. Included are the most lax settings for an internal network(single subnet).