Installing TeamCall Server on Mac OS X

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Contents

1. General Overview

TeamCall Telephony Access Platform is a CTI-Server to connect computers and PBX systems.

TeamCall Telephony Access Platform (TAP) is available for Windows, Mac OS X and Linux.

This document describes the installation of TeamCall Telephony Access Platform Version 3.8 for Mac OS X.

2. Installation

Software Requirements

TeamCall Telephony Access Platform is working with the following Mac OS X operating system versions:

- 10.4 (Tiger) and 10.4 Server

- 10.5 (Leopard) and 10.5 Server

- 10.6 (Snow Leopard) and 10.6 Server

- 10.7 (Lion) and 10.7 Server

To install TeamCall, Administration rights are required.

Hardware Requirements

The hardware requirements for TeamCall are generally very low. The hardware requirements are, however, in some cases significantly depending on the type of telephone system to be controlled and the number of users.
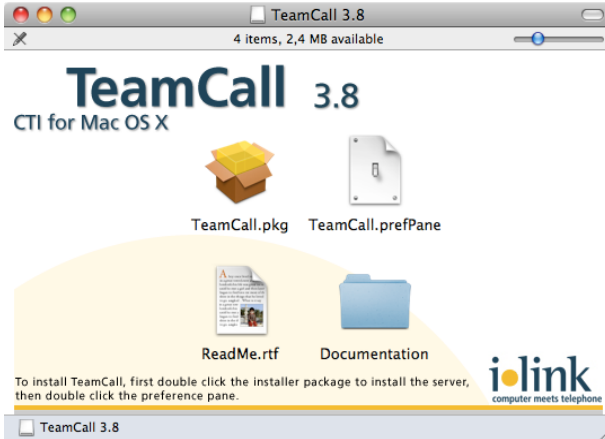
Installation Package

TeamCall comes as a Mac OS X Disk Image (.dmg) and consists of two parts: an installation package (.pkg) and an extension for the system settings as a configuration interface (.prefpane).

Installation procedure

Double-click the downloaded disk image file, such as "TeamCall-3.8-macosx.dmg" to mount the installation disk image.
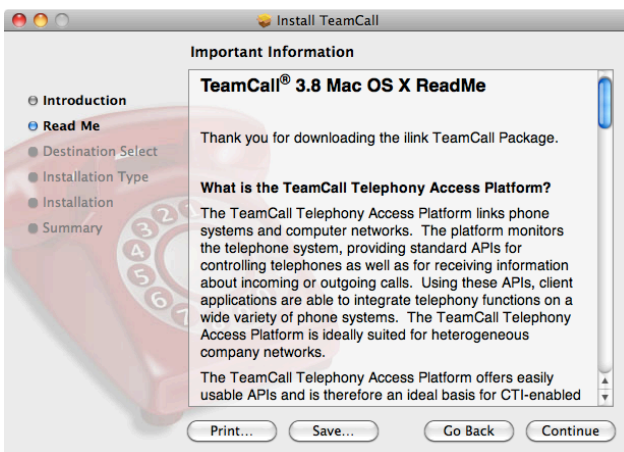

TeamCall-3.8-macosx.dmg

The installation will be explained with screenshots.

To install TeamCall double click the installation package TeamCall.pkg.

Click "Continue".

In the next step you have the chance to read more regarding TeamCall TAP and all of it's interfaces. You can also save and print the text for later reading. Click "Continue" to continue the installation.

Click "Install" to start the installation process.

For the installation you need Administration rights. If necessary, enter the name and the password of a user with Administration rights and click OK.
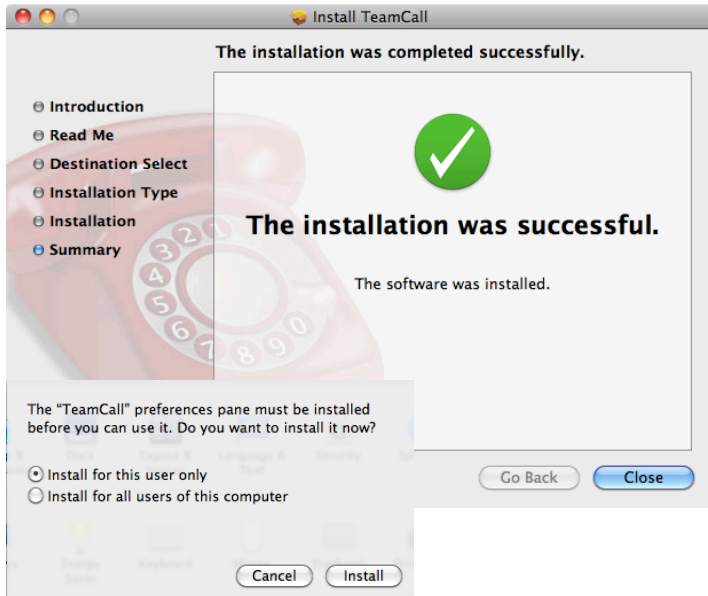
Installed Files

The following folders are installed.

For TeamCall Telephony Access Platform (TAP) Server (CSTA server) and its files:

`/var/CSTAServer/`

For the start and stop scripts:

`/Library/StartupItems/CSTAServer/`

The installation is finished. Click „Close" to close the installation window.

Installation of System Preferences

After installing the TeamCall.pkg package, the installation of the System Preferences module.

Double-click the file "TeamCall.prefPane".

The System Preferences application opens and displays an installation dialog. The TeamCall System Preferences can be installed for the current user or all users of the computer.

Note: We recommend you install this module "for all users of this computer" (not "only for this user"). One reason for this is that you may not have the necessary access rights if your home folder is on a file server and that the subsequent removal of the System Preferences module by other users may not be possible if this is your user folder.

Installed Files

The following files are installed:

System Settings module for the installation option "Install for all users of this computer":

`/Library/PreferencePanes/TeamCall.prefPane`

System Settings module for the installation option "Install only for this user":

`~/Library/PreferencePanes/TeamCall.prefPane`

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Installing TeamCall CAs

To connect some phone systems (Avaya Definity, Cisco Call Manager, Nortel Meridian, Siemens HiPath 4000, ShoreTel call manager) so-called connectivity adapters, short CAs are required, which must be installed separately and are not supported on Mac OS X.

The installation of TeamCall CAs call is not described in this manual.

3. Configuration

To configure "TeamCall TAP", open the Mac OS X System Preferences and select the module "TeamCall". Click the lock to make the configuration as an administrative user. Enter the name and password of an administrative user when prompted.
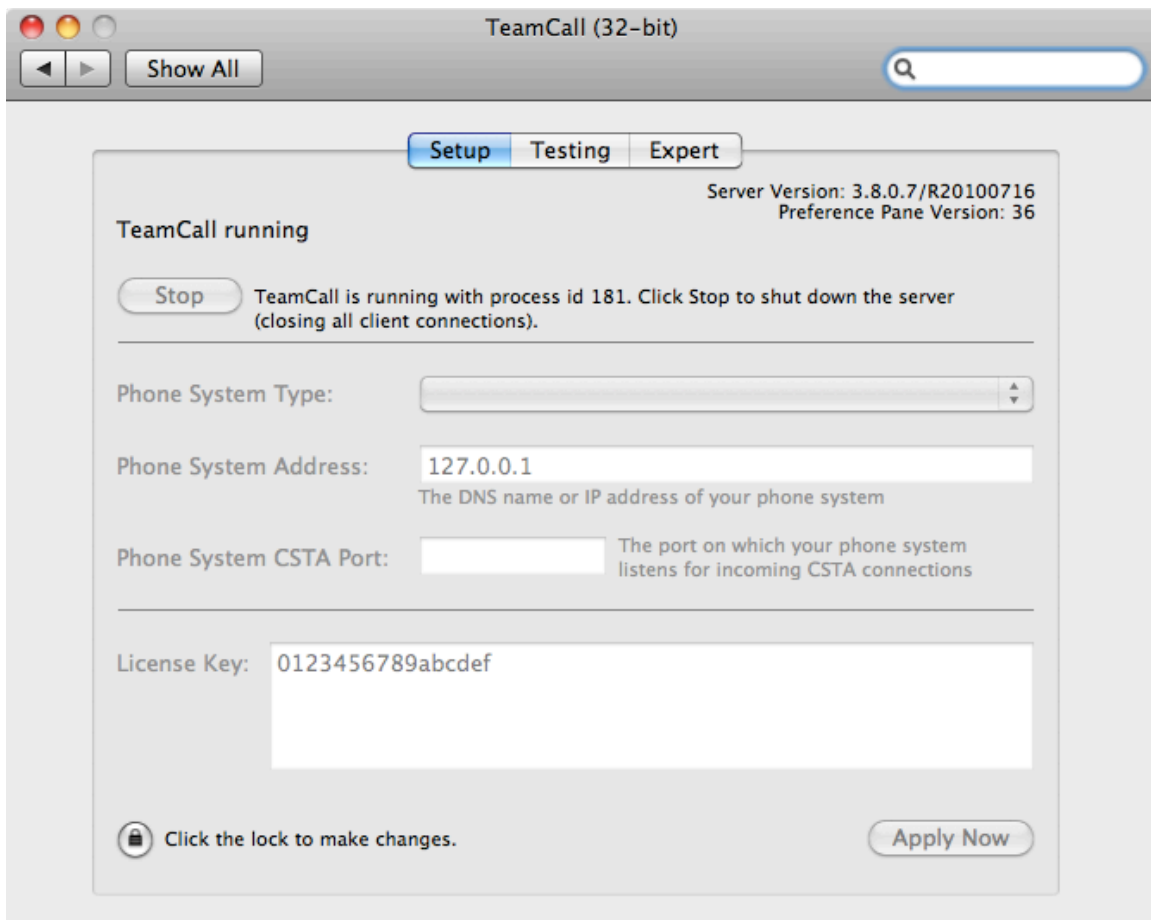
Select the appropriate phone system from the „Phone System Type" pop-up menu.

Enter the IP address of the telephone system in the box "Phone System Address".

Enter the CSTA port of the phone system in the "Phone System CSTA port" box. The

box shows the known default port of the selected telephone system. Ask if the supplier of the telephone system configured a different port.

Copy the TeamCall server license key from the license file and paste it into the "License Key" box. If no valid license key is registered, TeamCall server is running in demo mode. In demo mode, the use of only one extension is possible.

Click "Apply Now" to save the configuration.

4. Starting TeamCall

In the TeamCall System Preferences you can start and stop the TeamCall Server by clicking on the button "Start" or „Stop". If the computer is restarted, TeamCall Server starts automatically when the server was previously started. Did TeamCall Server not run, it will not launch automatically at startup.

5. Test the Installation

After installation, it is not necessary to make an explicit function test. You can also install the CTI application, direct, for example, that uses TeamCall Server for communication with the telephone system. If you test the installation, however, before the use of a CTI software, you can easily do this via the „TeamCall" System Preferences.

Test using „TeamCall" System Preferences.

To test the installation, select the tab „Testing" in the TeamCall System Preferences.

Enter the extension of two phones connected with the telephone system in the fields "Extension A" and „Extension B" and click on "Test".

In a successful test the telephone system makes a call from the extension "Extension A" to the extension "Extension B ".

You can find the response from TeamCall Server under "Server Response".

To test TeamCall Server, the service should, of course, already be running. If you have not started it yet, please do so now.

But if you have problems in carrying out the above tests, it is advisable to undertake an independent TeamCall Server function test using Telnet and STLI. See Q&A section for more information regarding this testing method.

6. Uninstalling TeamCall

To uninstall the TeamCall Server and all its files, we provide the shell script: uninstall.sh.

The script also uninstalls the TeamCall System Preference, when it has been installed

with the option „install for all users of this computer". When the TeamCall System Preference has been installed by using the option „ Install for this user" the script uninstalls the TeamCall System Preference only when the shell script is called from the same user that initially installed the TeamCall System Preference.

You can find the shell script in the documentation directory of the TeamCall Server disk image (.dmg). The shell script can be run by double-clicking it.

Alternatively, you can find the script in the directory

```
/var/CSTAServer
```

To uninstall TeamCall Server, copy the following line in a shell window of the application "Terminal" and press the entry with the Enter key.

```
sudo sh /var/CSTAServer/uninstall.sh
```

You will be prompted to enter your password.

7. Q&A

In this section we address some typical questions and describe possible solutions. We use the usual advance knowledge of an IT administrator, so that we do not explain the tools used explicitly.

Question:

I tried to do the manual connection test described earlier and it did not work. However, I can not connect to TeamCall Server.

Answer:

Do a function test using Telnet and STLI.

An extended test option is to connect to the TeamCall Server via Telnet and manually typing in STLI commands.

Start the Terminal application and open a Telnet connection to localhost on port 26535. The Terminal application can be found in the Utilities folder within the Applications folder.

```
telnet localhost 26535
```

When a connection to the TeamCall Server could be established, you see the following output:

```
Trying 127.0.0.1...
Connected to localhost.
Escape character is '^]'.
▍
```

Now you can start an STLI session by typing STLI at the command prompt, followed by the enter key.

The response to this command is in case of success

`error_ind SUCCESS STLI`

Please now enter the command

`MonitorStart <extension>`

Be sure to use the internal extension number of the phone that you want to perform the test with.

The response to this command is in case of success:

`error_ind SUCCESS MonitorStart:`

Then pick up the handset of the extension. This should result in the the following output within STLI session (possibly followed by other lines of output):

`Initiated <extension> normal`

If until now everything went as described, the installation was successful.

For troubleshooting information, see the section "Troubleshooting" of the TeamCall Server documentation (ReferenceGuide.pdf).

You can stop the STLI session by entering the command BYE. You can quit the Terminal application.

Question:

I try using telnet to connect to server. I used the address 127.0.0.1 and port number 26535. However, I can not connect to TeamCall Server.

Answer:

Assuming that the telnet program was running on the same computer on which Team-Call Server is installed, the problem may have several causes.

Check the following conditions:

1. Is the team call server running? The status of the service is indicated In the Team-Call System Preferences. If the service is not running, start it by clicking the Start

button.

2. If the service is already running, open a shell with the Terminal application and type the following command: `ping 127.0.0.1`

If the local host can not be pinged, check the network configuration of your computer.

3. If the ping was fine, but if `telnet 127.0.0.1 26535` does not present a prompt or gets terminated, it is likely that another application is already using and blocking port 26535. If that is the case, TeamCall Server cannot use the port.

In this case, change the TeamCall Server port number in the configuration file default.conf that is located in the installation directory. Change the value for the key "login port" and start TeamCall Server.

Please make also sure to change the configuration of your CTI application, such as "direct" to reflect the new port setting.

Question:

I can connect via telnet to `127.0.0.1 26535` and the request looks fine. If I send a "monitor start" request send the following message appears:

```
Link Out Of Service Message
```

Answer:

The link between TeamCall Server and the telephone system could not be established. Possible reasons are:

• The chosen Telephone System type within the TeamCall System Preference is not the type of your system.

• The IP address of your phone system does not match the configuration. Check the IP address of your telephone system. Please adjust the value if necessary within the TeamCall System Preference and restart TeamCall Server.

• The IP port of your phone system does not match the configuration. In the unlikely event that your telephone system manufacturer has changed the the default port number or it has been changed manually, you can adjust the value if necessary within the TeamCall System Preference and restart TeamCall Server.

• There is no connection to the telephone system, because either the computer or the telephone system itself is not on the network. Try to send a ping from your computer to the telephone system. If you get a timeout, there is possibly a network problem. Please check in this case, if there is a firewall between the TeamCall Server and the telephone system that prevents communication.

- The CTI interface of the telephone system is disabled, eg because the sometimes required CTI licenses of the telephone system are missing.

Question:

When I try a to set a second monitor point, I get the following error message:

`error_ind LICENSEERROR MONITORINGPOINTSEXCEEDED Monitor not set`

Answer:

Either you have not entered a license key or your license key is incorrect.