**ilink TeamCall CA NetTSPI**

Admin Guide

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# Introduction

TeamCall CA NetTSPI serves as a bridge between TeamCall CSTA Server and TeamCall LinkTSP. As such, it enables TeamCall CSTA Server to communicate with non-CSTA phone systems like Avaya IP Office, Cisco, Innovaphone, or Starface.

TeamCall CA NetTSPI is not used for connections of TeamCall CSTA Server to other phone system types.

TeamCall CA NetTSPI can be installed either on the same or on a different host as TeamCall CSTAServer, or TeamCall LinkTSP.

In situations where connections to multiple phone systems are required, multiple nodes of CA NetTSPI can be installed. This is not required in the standard case, however.

# Requirements

## Operating System

TeamCall CA NetTSPI can be installed on Windows or Linux.

Any modern Windows version or Linux distribution is supported.

## Software

TeamCall CA NetTSPI uses Java and requires a Java runtime (JRE) to be installed on the system.

A TeamCall LinkTSP instance needs to be available, either on the same or on a different host.

## Network

TeamCall CA NetTSPI needs to be able to establish a TCP connection to the listening port of TeamCall LinkTSP.

TeamCall CSTAServer needs to be able to establish a TCP connection to the listening port of TeamCall CA NetTSPI.

### Firewall

If there is a firewall between these components, for example if the components do not run on the same host, the firewall must allow these connections. In setups with multiple CA NetTSPI nodes, each node has its own set of these two connections, all of which must be allowed.

# Preparation

## Required information

Installation of TeamCall CA NetTSPI includes the initial configuration. You will need the following information for the configuration:

*LinkTSP Host* TeamCall CA NetTSPI will connect to a TeamCall LinkTSP instance. The *LinkTSP Host* setting specifies the host on which the LinkTSP instance runs.

This can either be an IP address or a hostname that can be resolved via DNS. If LinkTSP is installed on the same host as CA NetTSPI, the hostname localhost may be used.

In case of multiple nodes this should be the host of the LinkTSP used by the specific node.

*LinkTSP Port* The *LinkTSP Port* setting specifies the listening port on which the LinkTSP instance accepts connections from CA NetTSPI.

In case of a single node, this typically is the LinkTSP’s default port 20000 can be used (unless the LinkTSP configuration specifies a different port).

In case of multiple nodes this should be the port of the LinkTSP instance used by the specific node.

*Service Port* The *Service Port* setting specifies the CA NetTSPI’s own listening port on which the node accepts connections from TeamCall CSTAServer.

In case of multiple nodes, this should be the port provided by the specific node.

## The software package

TeamCall CA NetTSPI is distributed as a zip file. This file contains:

* The installation guide (this document)
* The installer (a jar file)
* A Windows script to start the installation on Windows
* A Linux script to start the installation on Linux.

# Installation on Windows

Make sure that a Java JRE is installed (see section 0 for details) and unpack the zip file.

Start the Windows installation script windows-installer.bat as an administrator (right click the script, then *Run as administrator*).

This script will start the actual installer which will guide you through installation and configuration.

## Setup

The setup screen asks for four parameters:

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*CA NetTSPI Service Suffix* This is a unique identifier of a CA NetTSPI node that will be used as a suffix of the node’s Windows service name. The node will be installed in a folder nodes\ilink\_CA\_NetTSPI\_<suffix> within the base installation folder that will be selected in the next step.

Additional nodes may later be installed with different service names. Unless you will be installing multiple CA nodes, just use the default value 1.

*LinkTSP Host* See section 3.1 above.

*LinkTSP Port* See section 3.1 above.

*Service Port* See section 3.1 above.

## Target Path

The installer suggests a default installation path, but TeamCall CA NetTSPI can be installed to any location. Feel free to modify the suggested path.

This is the path of the base installation folder. Individual CA NetTSPI nodes will be installed into the nodes subfolder.

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## Finishing the installation

When the installation has finished, the installer provides the option to generate an automatic installation script. This is not used in a standard installation – just click *Done* to end the installation.

The CA NetTSPI node has been installed as a Windows server that can be stopped and restarted via the Windows Services GUI.

TeamCall CA NetTSPI was fully configured during installation, **but TeamCall CSTA Server still needs to be set up** to use CA NetTSPI. See section 6.1 for details.

## Java

On 32-bit Windows systems, the installer configures the system to expect a 32-bit Java runtime environment (JRE).

On 64-bit Windows systems, the installer configures the system to expect a 64-bit JRE.

**Using a 32-bit JRE on a 64-bit Windows system**

If you prefer to use a 32-bit JRE on a 64-bit Windows system, you will need to make the following change in the Windows Registry:

Open the registry path of the configured service (in this example we use the service with node name 1):

[HKLM]\SYSTEM\CurrentControlSet\Services\ilink\_CA\_NetTSPI\_1

The value ImagePath contains the path of the prunsrv.exe program:

"C:\Program Files\ilink\CA NetTSPI\install\64\prunsrv.exe" //RS//ilink\_CA\_NetTSPI\_1

To enable the service to be able to use a 32-bit JRE, change the folder name 64 to 32:

"C:\Program Files\ilink\CA NetTSPI\install\32\prunsrv.exe" //RS//ilink\_CA\_NetTSPI\_1

## Windows Registry

FYI: Installing TeamCall CA NetTSPI adds data to the following locations of the Windows Registry:

[HKLM]\SOFTWARE\Apache Software Foundation\Procrun 2.0\ilink\_CA\_NetTSPI\_\*

[HKLM]\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\ilink TeamCall CA NetTSPI

[HKLM]\SYSTEM\ControlSet001\Services\ilink\_CA\_NetTSPI\_\*

[HKLM]\SYSTEM\CurrentControlSet\Services\ilink\_CA\_NetTSPI\_\*

## Adding and removing nodes

To set up an additional CA NetTSPI node (to connect to another phone system), call the script bin\addNode.bat as an administrator (right click the script, then *Run as administrator*).

Setup of the additional node uses the same configuration parameters that are used in the initial installation, but they are being queried on the command line.

To remove a CA NetTSPI node, call the script bin\removeNode.bat as an administrator (right click the script, then *Run as administrator*). This will remove the node’s service as well as the files in the node installation folder (except for the node’s log files which are retained).

# Installation on Linux

Make sure that a Java JRE is installed and unpack the zip file.

Start the Linux installation script linux-installer.sh as root or via sudo.

This script will start the actual installer which will run in command line mode and will guide you through installation and configuration.

## Configuration

The installer asks for five parameters:

*LinkTSP Host* See section 3.1 above.

*LinkTSP Port* See section 3.1 above.

*Service Port* See section 3.1 above.

*Node Suffix* This is a unique identifier of a CA NetTSPI node that will be used as a suffix of the node’s Linux service name. The node will be installed in a folder nodes\ilink\_CA\_NetTSPI\_<suffix> within the base installation folder that will be set below.

Additional nodes may later be installed with different service names. Unless you will be installing multiple CA nodes, just use the default value 1.

*Installation Path* The installer suggests a default installation path, but TeamCall CA NetTSPI can be installed to any location. Feel free to modify the suggested path.

This is the path of the base installation folder. Individual CA NetTSPI nodes will be installed into the nodes subfolder.

For each parameter, the installer will display the default value. Just hit the Return key to use the default value or enter the value that you prefer.

At the end the installer will display your input and ask for confirmation to proceed. If you do not enter OK, you will be able to modify your input.

## Finishing the installation

After you click OK, installation will proceed and finish.

TeamCall CA NetTSPI was fully configured during installation, **but TeamCall CSTA Server still needs to be set up** to use CA NetTSPI. See section 6.1 for details.

## Adding and removing nodes

To set up an additional CA NetTSPI node (to connect to another phone system), call the script bin/addNode.sh as root or via sudo.

Setup of the additional node works just like the initial installation.

To remove a CA NetTSPI node, call the script bin/removeNode.sh as root or via sudo.

# Configuring CA NetTSPI

The initial configuration takes place during installation as described above.

If you ever need to change the configuration afterwards, you will find the configuration in the following file within the base installation folder:

Nodes/ilink\_CA\_NetTSPI\_<suffix>/config/config/ca\_config.properties

The configuration parameters are:

*nettspi\_hostname* See *LinkTSP Host* in section 3.1 above.

*nettspi\_port* See *LinkTSP Port* in section 3.1 above.

*activate\_ACSE* Do not change this parameter.

*server\_port* See *Service Port* in section 3.1 above.

A changed configuration will become active after the next service start or restart.

## Configuring TeamCall CSTA Server

TeamCall CSTA Server needs to be configured so that it connects to the CA NetTSPI node instead of trying to directly connect to a phone system.

Use the following two configuration parameters in CSTAServer’s Default.conf configuration file:

*cstaLinkAddress* Enter the host on which CA NetTSPI runs.

This can either be an IP address or a hostname that can be resolved via DNS. If CA NetTSPI is installed on the same host as CSTAServer, the hostname localhost may be used.

*cstaLinkPort* Enter the *Service Port* that was specified during installation of CA NetTSPI.

# Starting and Stopping the Service

## Linux

For each CA NetTSPI node, a start/stop script will be installed in /etc/init.d/.

To start the node, call this script with the parameter start. For example:

/etc/init.d/CANetTSPI\_1 start

To stop the node, call this script with the parameter start. For example:

/etc/init.d/CANetTSPI\_1 start

## Windows

Each CA NetTSPI node has its own entry in the Windows services list.

Use the Windows services GUI to start and stop the node.

# Deinstallation

## Linux

To remove the installation, start the deinstallation script as root or via sudo:

<base installation folder>/uninstaller/uninstaller.sh

This script will remove all CA NetTSPI nodes.

## Windows

To remove the installation, open the Windows Control Panel section Programs and Features.

Right click the CA NetTSPI line and select *Deinstall*.

This will remove all CA NetTSPI nodes.