Configure TAPI

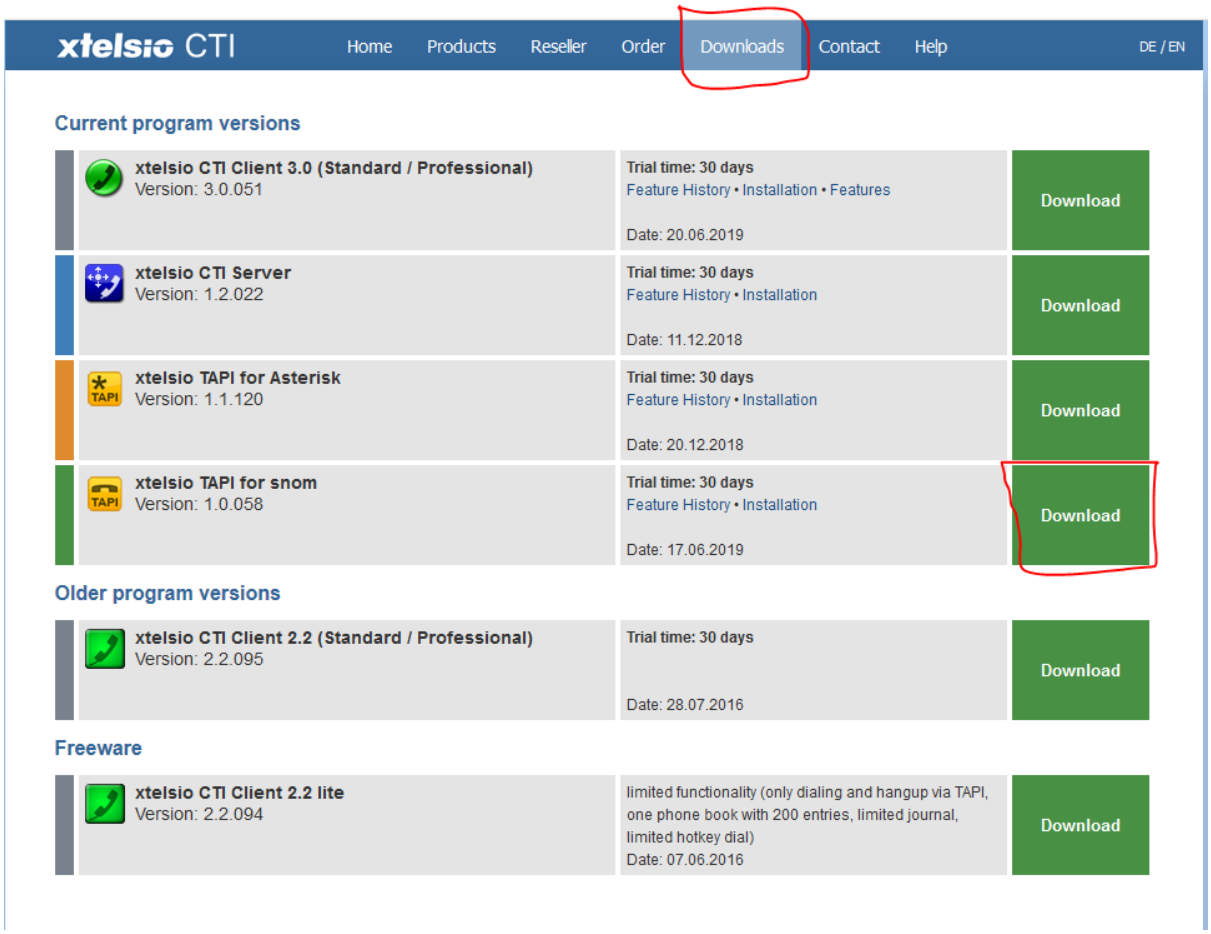
Inhoud

Install and configure TAPI for SNOM 2
Installation 2
Configuration 2
Configure TAPI in the softphone 5
Disable call confirmation dialog 5
Final configuration and testing 6
Known issues / troubleshooting 7
Softphone 7
TAPI for snom 7

Install and configure TAPI for SNOM

Installation

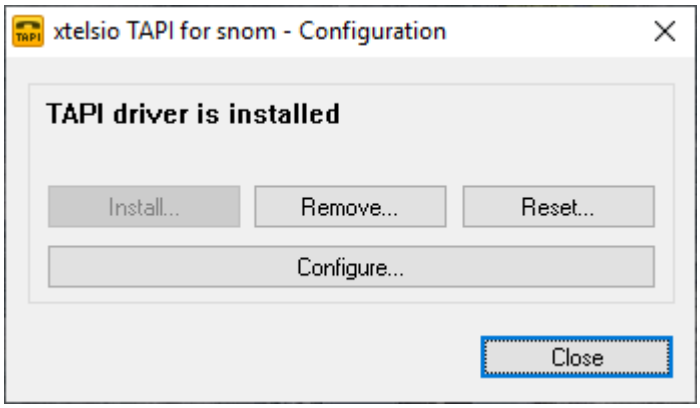
Go to https://www.xtelsio.com , go to downloads and download the “xtelsio TAPI for snom” .



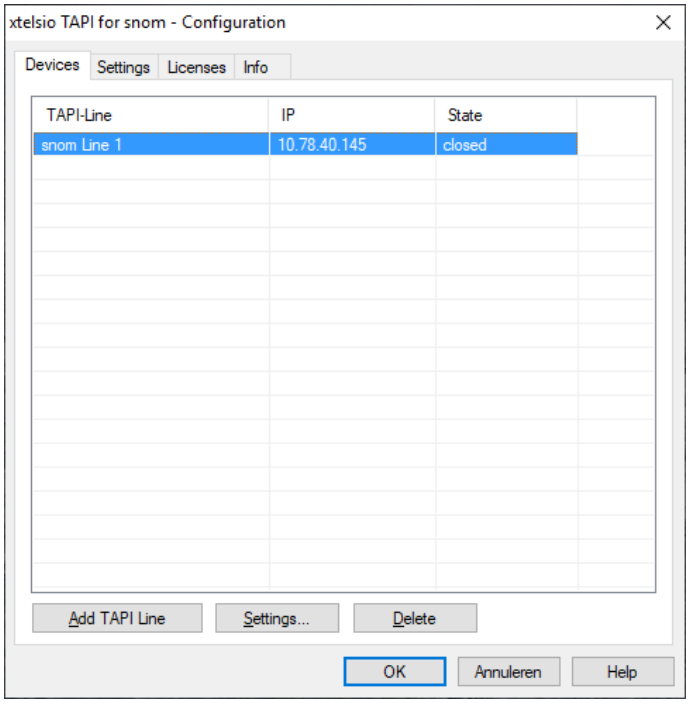
After the download unzip the result and run the **setup.exe**. Follow the setup wizard and finish the installation. You are downloading a trial version, buy a license when you want to use the TAPI interface permanently.

Configuration

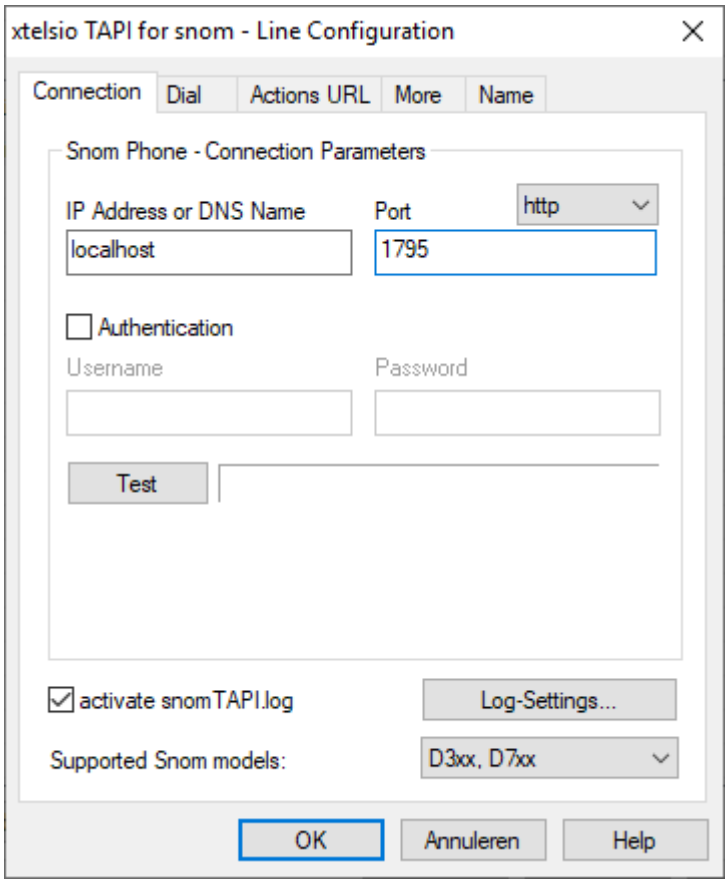
After you have installed TAPI for snom you will need to configure the TAPI line. Open the recently installed “xtelsio TAPI for snom” and select ”Configure…”.



Now open the default created TAPI line and select settings.

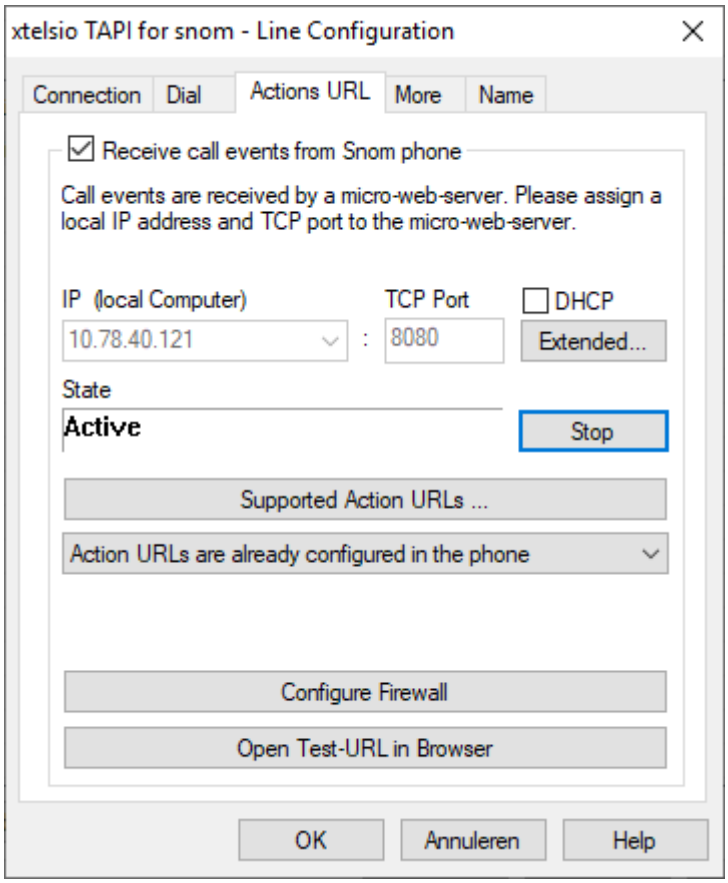


In the connection screen you need to select the ip address and port where the Xelion softphone is running on. The IP Address is localhost and the port number Is 1795. This port can be changed in the softphone configuration, this can happen when this port is already used by another program. The other settings doesn't have to be changed.



For the next step go to the actions URL tab. Here you need to configure on what ip address and port the TAPI for snom server should be running. The ip address should be your own ip address (make sure this is correct), this is selected by default, the port normally is 8080, but if needed this can be changed. Make sure the choice “Action URLs are already configured in the phone“ is selected.

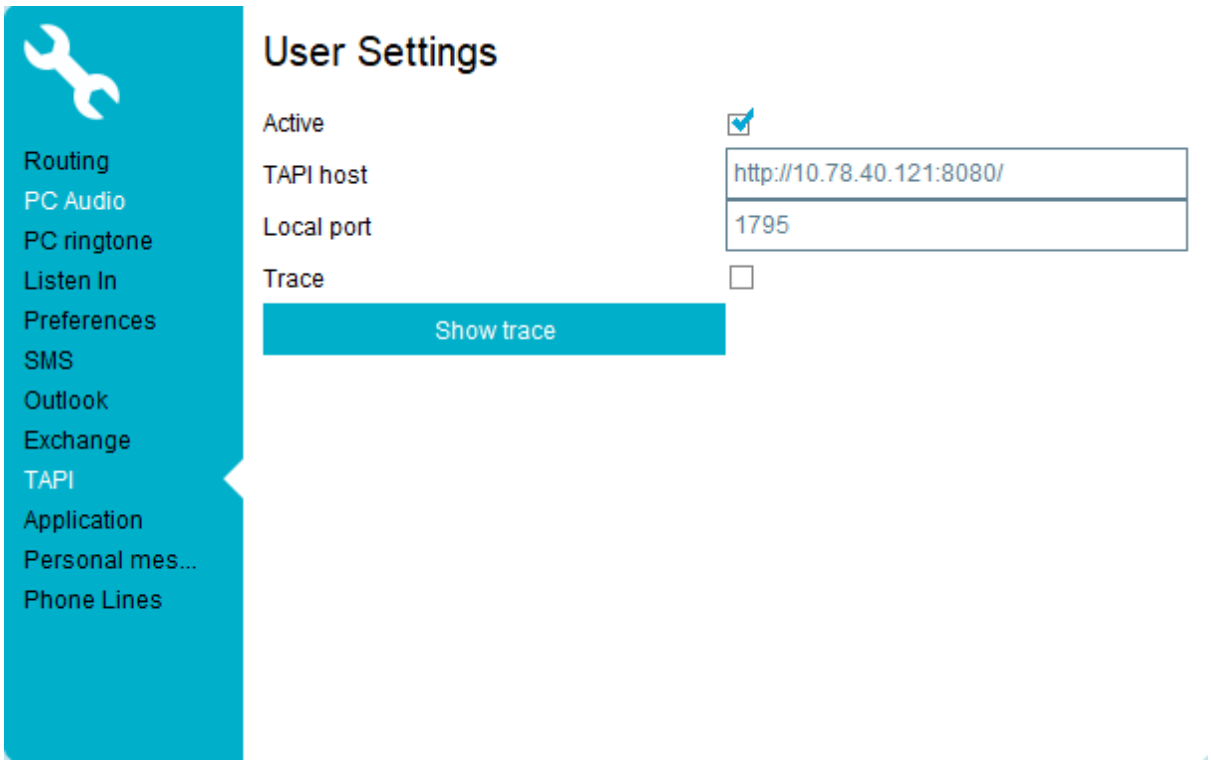
Now select the Start button to start the server. Select the button “Open Test-URL in Browser” to check if the server is running correctly.



You might getting ask to configure the firewall, this is **NOT** needed because everything runs on the localhost and there is not firewall involved.

Configure TAPI in the softphone

When the TAPI for snom server is running, the softphone TAPI needs to be setup. Open the settings in the softphone and go to TAPI.



Before you set the TAPI to active fill in the TAPI host and Local port.

The TAPI host needs to be the same as configured in the TAPI for snom configuration Actions Tab. Here the ip address and port can be obtained. Format this to the following: **http://{ip address}:{port}/**. Do not forget the forward slash at the end of this value.

The “Local port” is the port where the TAPI server of the softphone should be listening on. Xelion will set this to 1795 by default. This can be changed if need, make sure the TAPI for snom configuration is using the same port for the connection.

Trace

You can enable tracing if needed, this can be used to troubleshoot problems with the TAPI interface. This is turned off every time the user is logging off.

Disable call confirmation dialog

When you start a call with the TAPI interface Xelion will show a popup asking if you are sure to dial the selected number. This is an security feature to make sure that no calls are made without you knowing off it. The feature can be turned off by selecting the flag “Confirm dialog for external initiation of calls” in the settings tab “Preferences.”

Final configuration and testing

When the TAPI for snom interface and the softphone configuration is done the CRM software needs to be configured. Select the line that is configured in the TAPI for snom interface. After this is configured you can try dialing with the softphone and test if the TAPI interface is working correctly.

Known issues / troubleshooting

Softphone

- When you get the error “TAPI failed to start: The TAPI host and/or port are not set”. The TAPI host and local port are not set correctly. Try to set it again and restart the TAPI server.
- Enable the Trace to check out possible TAPI issues, this is especially usefull to check if the communication between the Tapi for snom interface goes correctly.
- When you get the error “TAPI failed to start: Address already in use: bind”, then the local TAPI port is already used by another program on the system. Try using another port and start the server again. Don’t forget to reconfigure the TAPI for snom interface as well.

TAPI for snom

- In the connection tab you have a “Test” button, when pressed to following might happen:
    - When an error “TCP connect error!” is shown then the TAPI server is not running on the softphone, check the softphone TAPI configuration to solve this.
    - When an error “Authentication error!” is shown and a dialog opens the Xelion TAPI is running correctly. Authentication is not needed for the Xelion TAPI server.
- In the connection tab you can enable the “activate snom TAPI.log” for advanced TAPI logging. Open the Log-Settings to configure the logging.
- In the actions URL tab you can select the button “Open Test-URL in Browser”, when selected a browser should open a webpage showing the message “`<TAPI>Receive OK</TAPI>`”. If not shown, the TAPI for snom server might not be running.
- Sometimes the TAPI for snom server is running under the wrong ip address, which cannot be reached by the java softphone. This can happen when you have multiple network interfaces or when there is some virtualization. Under the actions URL tab you can change the ip address, it’s possible there are multiple options in the drop down list, try another option from this list and try again.