



# TAPI Interface for Microsoft Dynamics CRM 2016

# Manual for Installation and configuration

# CRM TAPI Interface version 8.1.6 - for MS CRM 2016

TAPI-Connector version 8.1.6 - TAPI-Manager version 8.1.6 - TAPI solution version 8.1.6

Version 8.1.6

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# 1 Preface

Thank you for choosing our CRM TAPI interface.

The CRM TAPI interface for Microsoft Dynamics CRM supports your everyday telephone activities in Microsoft Dynamics CRM and therefore makes your daily work easier.

The CRM TAPI interface is an integrated application, providing the user with telephone functions for incoming and outgoing calls in Microsoft Dynamics CRM. The telephone conversations are fully embedded in the activity management as well as in the contact form of Microsoft Dynamics CRM.

Calls can be started directly from all leads, companies, contacts and of course from the activities.

This is an AddOn for Microsoft Dynamics CRM 2016.

On the following pages, you will find a detailed installation and configuration manual.

# 2 Installation

# 2.1 Requirements

The CRM TAPI interface consists of two services and a TAPI solution to import it in the CRM.

The two services are:

- CRM TAPI Manager (in connection with the CRM)
- CRM TAPI Connector (connects with the telephone system)

Both of the two services can be installed on one computer (e.g. the CRM server) or on different computers within a network.

The computers for the both services need Framework 4.6.2. or higher

The computer with the TAPI Manager Service has to be a Microsoft Windows Server 2012 R2 or Microsoft Windows 10 or higher. The features "Windows Identity Foundation" and "WebSocket protocol" need to be activated.

A TAPI driver (first or third party) matching the telephone system is necessary for the computer running the CRM TAPI Connector. Without a TAPI driver, the connection setup to the TSP of you telephone system is not possible.

Telephony Service Provider (TSP) is used with telephone systems to transmit TAPI functions via the connected LAN.

A compute can be connected to the telephone directly via TAPI and a serial cable, or indirectly via LAN and the telephone system.

For an indirect connection via LAN and telephone system, this is done with the TSP. For this, a TAPI driver (remote TSP) must be installed on this computer.

The connection between the TAPI manager service and the CRM Web client is done via WebSockets. Therefore, a browser supporting WebSockets is necessary for using the CRM TAPI interface. When using a SSL-encrypted connection to the CRM server, there is also a certificate necessary for the TAPI manager service.

Additionally, the service account has to have access the certificate's private key.

In order to establish a SSL-encrypted connection via the WebSocketPort, the WebSocketPort has to be configured with the SSL-certificate.

#### Show:

netsh http show sslcert ipport=0.0.0.0:<port>

Show Example for Port 8080: netsh http show sslcert ipport=0.0.0.0:8080

Add:

netsh http add sslcert ipport=0.0.0.0:<port> certhash=<Zertifikat-Thumprint> appid={random Guid}

#### Add example for port 8080 and Thumbprint 672c3959257883cfe66f6738512f8ecbb7974bfb:

netsh http add sslcert ipport=0.0.0.0:8080 certhash=672c3959257883cfe66f6738512f8ecbb7974bfb appid={00112233-4455-6677-8899-AABBCCDDEEFF}

**Delete:** netsh http delete sslcert ipport=0.0.0.0:<port>

#### Delete expample for port 8080:

netsh http delete sslcert ipport=0.0.0.0:8080



The service account has to have access to the WebSocketPort,

## **Configuration without SSL:**

Show: netsh http show urlacl url="http://\*:<port>/"

Show example for port 8080: netsh http show urlacl url="http://\*:8080/"

Add: netsh http add urlacl url="http://\*:<port>/" user="<Service-Account>"

Add example for port 8080 and the network service: netsh http add urlacl url="http://\*:8080/" user="NT AUTHORITY\NetworkService"

**Delete:** netsh http delete urlacl url="http://\*:<port>/"

Delete example for port 8080: netsh http delete urlacl url="http://\*:8080/"

## **Configuration with SSL:**

**Show:** netsh http show urlacl url="https://\*:<port>/"

whow example for port 8080: netsh http show urlacl url="https://\*:8080/"

Add: netsh http add urlacl url="https://\*:<port>/" user="<Service-Account>"

Add example for port 8080 and the network service: netsh http add urlacl url="https://\*:8080/" user="NT AUTHORITY\NetworkService"

**Delete:** netsh http delete urlacl url="https://\*:<port>/"

Delete example for port 8080: netsh http delete urlacl url="https://\*:8080/"

## 2.2 Installation instructions

Following the order of installation as described below is mandatory, since the TAPI connector needs an existing TAPI manager within the network and the respective entities in the CRM are necessary for the TAPI manager. The user-defined TAPI entities are available in the languages German and English in the TAPI solution.

#### 2.2.1 Importing the TAPI solution

When purchasing the TAPI interface, we deliver the TAPI solution as well as the installer for the TAPI manager and TAPI connector. At first, import the TAPI solution to Microsoft Dynamics CRM.

For this, go via the navigation area of the Microsoft Dynamics CRM 2016 system to the sitemap "settings" and open the entity "solutions" in the left application area. All current solutions of the CRM system are listed here.

#### After clicking the "Import" button in the toolbar

Mu Microsoft Dynamics CRM 🗸 🏠   EINSTELLUNGEN 🗸 Lösungen   🗸 🕀 Erstellen	0 🗘 ?
Alle Lösungen 🖌	Q
🐉 Neu 🛛 🗙 Löschen 🛛 📅 Importieren 🖉 Exportieren 🛛 🗿 Übersetzungen importieren 📓 Übersetzungen exportieren 🛛 🕼 Alle Anpassungen veröffentlichen 🚳 Lösungen von Marketplace i	abrufen
Weitere Aktionen 👻	
Name Anzeigename Version Installiert am 🛧 Pakettyp Herausgeber Beschreibung	e

#### the following window opens:

	- • ×
Lösungspaket auswählen	<u> </u>
Wählen Sie die komprimierte Datei (ZIP- oder CAB-Datei) mit der zu i aus, und klicken Sie auf "Weiter".	mportierenden Lösung
	Durchsuchen
Zurück	Weiter Abbrechen



The "Browse" button determines the solution's location and opens it.

sungsintormati	lonen 🥶
Lösungsinformatio	onen
Name:	TAPI-Schnittstelle (CTI= Computer-Telefonie-Integration)
Herausgeber:	Donaubauer AG(donaubauer)
Pakettyp:	Verwaltet

The solution appears in the dataf field. Now, please click the "Continue" button in this and the following window

Optionen importieren		<u> </u>
Aktionen nach dem Import		
Dient zum Aktivieren beliebiger Prozesse und alle in der Lösung enthaltenen Verarbeitung SDK-Mitteilungen.	Isschritte	für
Zurück Weiter	Abbre	echen



In this window, check the box for activation all processes and solutions and finish it by clicking the "Continue" button.

Anpassungen importieren -- Webseitendialog
Anpassungen werden importiert. Warten Sie, bis der Vorgang
abgeschlossen ist...
Lokales Intranet | Geschützter Modus: Inaktiv

The solution is imported. This process may take some seconds.

Die Lösung "T/	API-Schnittstelle (CTI=	Computer-Telefonie	integration)" wurde e	erfolgneich imp	ortiert.	
Datum/Uhrzeit 🛩	Тур	Anzeigename	Name	Status	Beschreibung	Detai
12:59:47:51	SDK-Nachrichte	Donaubauer.Cr	Donaubauer.Cr			Keine
12:59:47:49	SDK-Nachrichte	Donaubauer.Cr	Donaubauer.Cr	2		Keine
12:59:45.71	Abhängigkeitsb					Keine
12:59:38.40	Sicherheitsrolle	Taplinterface User	Taplinterface User	<b>1</b>	Sicherheitsrolle.	Kein
12:59:38.30	Sicherheitsrolle	Tapiinterface Ad	Tapiinterface Ad	l.	Sicherheitsrolle.	Kein
12:59:37.98	Clienterweiterun	Siteübersicht		2	XML-Daten zum Steuern des Navigationsbereichs der An	Kein
12:59:37.91	SDK-Nachrichte	Donaubauer.Cr	Donaubauer.Cr	2		Kein
12:59:37.85	SDK-Nachrichte	Donaubauer.Cr	Donaubauer.Cr	L.		Kein
12:59:37.71	Plug-In-Assembly	Donaubauer.Cr	Donaubauer.Cr	L.		Kein
12:59:33.96	Diagramm		phonecall	2	Entität zum Speichern eines Diagramms, das einer Ansicht	Kein
12:59:33.96	Diagramm		systemuser	Q.	Entität zum Speichern eines Diagramms, das einer Ansicht	Kein
12:59:33.94	Diagramm		donau_configur	L	Entität zum Speichern eines Diagramms, das einer Ansicht	Kein
12:59:33.94	Diagramm		contact	2	Entität zum Speichern eines Diagramms, das einer Ansicht	Kein
12:59:33.94	Diagramm		donau_taplinterf	D.	Entität zum Speichern eines Diagramms, das einer Ansicht	Kein
12:59:33.94	Diagramm		lead	2	Entität zum Speichern eines Diagramms, das einer Ansicht	Kein
12:59:33.94	Diagramm		donau_tapiproto	Q	Entität zum Speichern eines Diagramms, das einer Ansicht	Kein
1				19.		1

After finishing the installation, the log file opens for control and information purposes. The installation was finished successfully and error-free, when the status of all items is "checked" and can be finished with the "Close" button.

Now, the "Solutions" entity in the CRM systems lists an entry named "crmtapiinterface" (display name: TAPI interface (CTI= computer telephony integration)).

🚈 Microsoft Dyn	amics CRM 🗸 👘   EINSTELLUNG	EN 🗸 Lösungen 🛛				۵	?
Alle Lösung	gen ×			Nach Datensätzen suchen		Q	
🐉 Neu 🛛 🗙 Löschen	📅 Importieren 🛛 🖏 Exportieren 🛛 📓 Über	etzungen importieren 🛛 🗟 Überset:	zungen exportieren	🛛 🕼 Alle Anpassungen veröffentlichen 🛛 🚳 Lösungen von Marketplace abrufe	n		
Weitere Aktionen 👻							
Name	Anzeigename Version	Installiert am 🛧 🛛 Pakettyp	Herausgeber	Beschreibung			e
crmtapiinterface	TAPI-Schnittstelle (CTI= Co 6.0.4	6/1/2015 Managed	Donaubauer AG	TAPI-Schnittstelle (CTI= Computer-Telefonie-Integration)			



After reloading the CRM with F5 key, the following entities are added to the sitemap with the heading "Donaubauer AG"



- Configuration,
- Event log
- TAPI interfaces
- TAPI protocols.

#### 2.2.2 Installing the TAPI Manager

The TAPI manager should be installed on system which is available 24/7, as for example the CRM server itself.

The TAPI manager can be run as a "network service" or by a user account; the user has to be a CRM user as well.

If the service is installed as network service and the network service cannot access the CRM, the CRM access will be managed by a user account or a CRM user with password

If the TAPI manager is run by a user account or a CRM user, this CRM user must have at least these following rights:

#### Company, contact, lead, user, as well as additional entities:

- Read-only permission to company, contact, lead and user as well as additional entities entered in the configuration in the field "IncallPhoneFields"

#### Additionally, rights in the following areas:

#### **Business management**

Details Kerndatensätze Marketing	Vertrieb	Service	Unternehmensm	anagement	Serviceverwa	ltung	Anpas	sung B	enutzerdefinierte	Entitäten
Entität	Erstellen	Lesen	Schreiben	Löschen	Anfügen	Anfüger	n an	Zuweisen	Freigeben	
Benutzer	0	•	0		0	•				
Benutzereinstellungen	0	0	0	0		0				
Feldsicherheitsprofil	0	0	0	0	0	0				
Organisation		•	0			0				
Rollupabfrage	0	0	0	0	0	0		0	0	
Sicherer Feldzugriff	0	0	0	0	0	0				
Sicherheitsrolle	0	0	0	0	0	0		0		
Team	0	•	0	0	0	0				
Unternehmenseinheit	0	0	0	0	0	0				
Währung	0	0	0	0	0	0				
Ziel	0	0	0	0	0	0		0	0	
Zielmetrik	0	0	0	0	0	0				
Verschiedene Rechte										
"Erstellt am" oder "Erstellt von" für Datensä während des Datenimports überschreiben	tze O			Benutzer al	ctivieren oder d	leaktiviere	n	0		
Benutzer erneut überordnen	0			Betriebsfer	ien aktualisierei	n		0		
CRM-Adressbuch	0			Dem Benut	zer ein Gebiet :	zuweisen		0		
Drucken	0			Einladung :	senden			0		
E-Mail unter anderem Benutzerkonto sende	n O			E-Mail-Adr Warteschla	essen für Benut ngen genehmig	zer oder gen		0		
Exportieren nach Excel	0			Lizenzinfor	mationen lesen			0		
Manager für einen Benutzer zuweisen	0			Massenbea	rbeitung			0		
Mobil	0			Offline geh	en			0		
Seriendruck	0			Spracheins	tellungen			0		
Synchronisierte Rollups auf Ziele ausführen	0			Synchronis	ierung mit Outl	ook		0		
Team erneut überordnen	0			Unternehm deaktiviere	ienseinheit akti n	vieren ode	er	0		
Unternehmenseinheit erneut überordnen	0			Vorgänge i ausführen	m Namen ande	erer Benut	zer	•		
Webseriendruck	0			Zusammen	führen			0		

#### User-defined entities

Details	Kerndatensätze	Marketing	Vertrieb	Service	Unternehmensm	anagement	Serviceverwa	ltung Anpa	issung Be	sung Benutzerdefinierte Entitäten	
Entität			Erstellen	Lesen	Schreiben	Löschen	Anfügen	Anfügen an	Zuweisen	Freigeben	
Konfigura	ation		•	•	•	•	0	0			
Tapi Prot	okoll		•	•	•	•	0	0	0	0	
Tapi Schr	nittstelle		•	•	•	•	•	•	0	0	

# Adjustments

Details Kerndatensätze Marketing	Vertrieb	Service	Unternehmens	management	Serviceven	waltung Ang	passung	Benutzerdefiniert
Entität	Erstellen	Lesen	Schreiben	Löschen	Anfügen	Anfügen an	Zuweisen	Freigeben
Anpassungen	0	0	0	0				
Ansicht	0	0	0	0				
Attributzuordnung	0	0	0	0	0	0		
Beziehung	0	•	0	0				
Dialogsitzung	0	0	0	0	0	0	0	0
Dienstendpunkt	0	0	0	0				
Entität	0	•	0	0				
Entitätszuordnung	0	0	0	0		0		
Feld	0	•	0	0				
Herausgeber	0	0	0	0	0	0		
Image für den SDK- Nachrichtenverarbeitungsschritt	0	•	0	0				
Importauftrag		0	0	0				
Komplexe Konfiguration	0	0	0					
Lösung	0	0	0	0	0	0		
Optionssatz	0	0	0	0				
Plug-In-Assembly	0	•	0	0				
Plug-In-Typ	0	•	0	0				
Prozess	0	0	0	0	0	0	0	0
SDK-Nachricht	0	•	0	0				
SDK-Nachrichtenverarbeitungsschritt	0	٠	0	0				
Sichere Konfiguration des SDK- Nachrichtenverarbeitungsschritts	0	0	0	0				
Systemauftrag	0	0	0	0	0	0	0	0
Systemdiagramm	0	0	0	0				
Systemformular	0	0	0	0				
Webressource	0	0	0	0				

The security role "TapiManager Account" combines these rights for the CRM user who runs the TapiManager service.

Please note the following entries allowed by the CRM server.

Start the installer and follow these steps.



ii ₽	CRM Tapi Manager Setup 🛛 🗕 🔍
Ð	Welcome to the CRM Tapi Manager Setup Wizard
	The Setup Wizard will install CRM Tapi Manager on your computer. Click Next to continue or Cancel to exit the Setup Wizard.
	Back Next Cancel

CRM Tapi Manager Setup

https://crmserver.domain.local

NT AUTHORITY WetworkService

4505

8080

CRM

闄

CRM TAPI Port

CRM WebSocket Port

CRM Organisation

CRM Benutzer

Service Account

After a short introduction, the "Next" button leads you to page 2.

On page 2, please enter the requested information. The information especially depend on the CRMtype working with the interface..

	Service Password	
	Zertifikat	✓
	Version 8.1.1 CRM-Ty	/pe OnPremise V
		IFD InternalIFD OnPremise
C	RM TAPI Port:	states the TAPI port for the communication with the TAPI connector (default setting: 4505, incoming firewall rule is created at the installation und removed at uninstalling)
C	RM Web Socket Port	t: Port for the WebSocket connection between CRM web client and TAPI manager
		(default setting: 8080, incoming firewall rule is created at the installation und removed at uninstalling)
C	Organization:	Name of the CRM organization
C	RM Server:	Address of the CRM server
C	RM user: RM password:	user name of the CRM user password of the CRM user (These two fields will only have to be filled in, if the CRM type is "CRM Online" or if
		the TAPI manager runs on a different domain than the CRM server)
S	ervice account:	Enter the user, who runs the TAPI manager service, in the form <u>username@domain.tld</u> . When the service should run as a network service, the presetting "NT AUTHORITY/NetworkService" has to remain or be entered.

\_ 🗆 X

Service password:	The password of the user running the service (this field <b>must</b> remain empty for			
Certificate:	ertificate for using and SSL-encrypted connection for the TAPI manager service			
CRM Type:				
OnPremise	For integrated authentication If the CRM accessed via the integrated authentication, the CRM type used is "OnPremise CRM Server: "CRM Server URL" Organization: "CRM Organization" CRM-Type: "OnPremise" -> CRM-Service-Url: <u>http://crmserver/organisation</u>			
IFD:	<u>for claims-based authentication via IFD</u> for the IFD authentication with external access, the CRM type "IFD" is used. CRM Server: "CRM Server URL" Organization: "CRM Organization" CRM-Type: "IFD" -> CRM-Service-Url: <u>https://organisation.crmserver.domain.de</u>			
InternalIFD:	For the IFD authentication with internal access CRM Server: "CRM Server URL" Organization: "CRM Organization" CRM-Type: "InternalIFD" -> CRM-Service-Url: https://i.crmserver.domain.de			

These entries have to be made independently from the way of accessing the CRM.

For the CRM types "OnPremise", "IFD" and "InternalIFD", no additional entries have to be made.

For the CRM type CRM online a CRM user must be entered.

CRM Online:

CRM Server: e.g. https://onlinecrm2018.crm4.dynamics.com Organization: "CRM Organization" (unambiguous name) CRM Type: "CrmOnline" CRM user: "CRM Online user" CRM Password: "CRM Online-Password"

For the CRM type "CrmOnline" a CRM user and a CRM password must be entered.

The ports for the connection to the TAPI connector and TAPI client will not open until the TAPI manager could connect the CRM via the created CRM server URL

Please note:

For every modification of the TAPI port after the initial installation (so as for repair installations) with the TAPI Manager setup file or for a reinstallation after a previous un-installation, the corresponding firewall rules as well as the entry in the default record have to be checked and adjusted manually.

曼	CRM Tapi Manager Setup	- 🗆 X			
CRM TAPI Port	4505				
CRM WebSocket Port	8080				
CRM Organisation	CRM				
CRM Server URL	https://crmserver.domain.local				
CRM Benutzer					
CRM Password					
Service Account	NT AUTHORITY WetworkService				
Service Password					
Zertifikat	· · · · · · · · · · · · · · · · · · ·				
Version 8.1.1	CRM-Type OnPremise V				
	Back Next	Cancel			
12	CRM Tapi Manager Setup	- • ×			
10 Der CRM Service w.	CRM Tapi Manager Setup	×			
10 Oer CRM Service w. http://cm2016jb/Ta	CRM Tapi Manager Setup rde erstelt. pi/RRMServices/2011/Organization.svc	- 0 ×			
Der CRM Service wu http://cm/2015/jb/Ta	CRM Tapi Manager Setup rde erstellt. pj/RRMServices/2011/Organization.svc	- • ×			
Der CRM Service w. http://cm/2016/b/Ta	CRM Tapi Manager Setup rde erstelt. pi/ARMServices/2011/Organization.svc	×			
Der CRM Service wu http://cm/2016/b./Ta	CRM Tapi Manager Setup rde erstellt. pi/NRMServices/2011/Organization.svc	×			
Der CRM Service wu http://cmt2016/b/Ta	CRM Tapi Manager Setup rde erstelt. pi/RMServices/2011/Organization.svc	×			
Der ORM Service wu http://orm2016jb/Ta	CRM Tapi Manager Setup rde erstelt. pi//RMServices/2011/Organization.svc	×			
Der CRM Service wu http://cm/2015/jb/Ta	CRM Tapi Manager Setup rde erstellt. pi/IRMServices/2011/Organization.svc	×			
Der CRM Service wu http://cm2016fb/Ta	CRM Tapi Manager Setup rde erstelt. pi/RRMServices/2011/Organization.svc dem Benutzer 'Der Tester' installert.				

In our example, the CRM access "OnPremise" is performed with the corresponding network service, the process proceeds by clicking the "Next" button.

Here, the entered information is checked. Only if the check is successful, the installation will be continued. Installing with wrong parameters will lead to errors while running the service.

Additional information can be found in section 2.2.3 <u>Control of the the parameters for installing the</u> <u>TAPI manager</u>



摅	CRM Tapi Manager Setup 🚽 🗖 🗙				
	End-User License Agreement Please read the following license agreement carefully				
	Wichtig! Bitte lesen Sie vor Installation der Software namens TAPI. Schnittstelle (CTI = Computer-Telefonie-Integration) für Microsoft Dynamics CRM diese Lizenzbedingungen aufmerksam durch. Dieser Endbenutzer-Lizenzvertrag (kurz "EULA" = End User License Agreement) ist ein rechtsgültiger Vertrag zwischen Ihnen (entweder als natürlicher oder juristischer Person) und der Donaubauer Aktiengesellschaft für das Ihnen gelieferte und im vorab genannte Software-Produkt. Durch die Installation und				
-	I accept the terms in the License Agreement       Print       Back       Next       Cancel				

뤙	CRM Tapi Manager Setup	-	
D	Destination Folder Click Next to install to the default folder or click Change to choose another.		Ð
:	Install CRM Tapi Manager to:		
	C: \Program Files\Donaubauer\CrmTapiManager\ Change		
	Back		Cancel

CRM Tapi Manager Setup

Back

Install

Click Install to begin the installation. Click Back to review or change any of your installation settings. Click Cancel to exit the wizard.

-

Cancel

 $\odot$ 

뻻

Ready to install CRM Tapi Manager

Now, please accept the EULA. Then you are lead to the following window,...

...where you have to select the installation path.







When the "CRM server application pool" is not run as a "network service", but a different user account was entered during the installation, this account has to be entered for the CRM TAPI manager service.

After installing the TAPI manager, the service starts immediately with the entered parameters. The further parameters are used with the default settings (<u>The Registry entries</u>).

## 2.2.3 Control of the parameters for installing the TAPI Manager

Controlling the installation parameters during the installation is a test for the TAPI manager service for whether it can access a current CRM organization with the stated parameters.

Thereto, a CRM service object is generated with the help of the CRM server URL, the organization and the CRM type.

The CRM user is:

- The entered CRM user or
- The service account, if no CRM user is entered

Any errors are displayed in a separate dialogue. The user can go back to the previous form and adjust the entries and then again click on "Next". Now, the entries are checked again.

![](_page_17_Picture_0.jpeg)

![](_page_17_Picture_1.jpeg)

#### 2.2.4 Installing the TAPI connector

When using a third-party-TAPI driver, make sure to install the TAPI Connector to a system which is available 24 hours a day, for instance the CRM server itself.

When a first-party-TAPI driver is used, the TAPI Connector must be installed on every Client computer.

Start the installer and perform the following steps:

i∰	CrmTapiConnector Setup – 🗆 🗙
Ð	Welcome to the CrmTapiConnector Setup Wizard
	The Setup Wizard will install CrmTapiConnector on your computer. Click Next to continue or Cancel to exit the Setup Wizard.
	Back Next Cancel
e de c	RM Tapi Connector Setup

CRM TAPI Manager Port	4505
CRM TAPI Manager Server	TapiManagerServer
Version	8.1.1
	Back Next Cancel

After a short introduction, use the "Next" button to get to page 2.

On page 2, enter the TAPI manager Port (see <u>Installing the TAPI manager</u>) and the TAPI Server,(the device on which the TAPI manager was installed) before continuing the installation with the "Next" button.

![](_page_19_Picture_0.jpeg)

國	CrmTapiConnector Setup – 🗆 🗙				
End-Use Please	er License Agreement read the following license agreement carefully				
Wichti Bitte I Schni Dynar Diese Licen (entw Donar vorab	ig! lesen Sie vor Installation der Software namens TAPI- ittstelle (CTI = Computer-Telefonie-Integration) für Microsoft mics CRM diese Lizenzbedingungen aufmerksam durch. er Endbenutzer-Lizenzvertrag (kurz "EULA" = End User use Agreement) ist ein rechtsgültiger Vertrag zwischen Ihnen reder als natürlicher oder juristischer Person) und der ubauer Aktiengesellschaft für das Ihnen gelieferte und im o genannte Software-Produkt. Durch die Installation und				
	Print Back Mext Cancel				

岁 CrmTapiConnector Setup	- 🗆 🗙
Destination Folder Click Next to install to the default folder or click Change to choose ano	ther.
Install CrmTapiConnector to:	
C: \Program Files\Donaubauer\CrmTapiConnector\ 	
<u>B</u> ack Next	Cancel

Now, please read and accept the EULA and click "Next".

.

Select the installation path and click "Next".

ø	CrmTapiConnector Setup -	
Re	ady to install CrmTapiConnector	Ð
C	lick Install to begin the installation. Click Back to review or change any of your stallation settings. Click Cancel to exit the wizard.	
	Back	Cancel

By clicking the "Instal" l button, the installation begins.

![](_page_20_Picture_0.jpeg)

₿	CrmTapiConnector Setup – 🗆 🗙			
Insta	lling CrmTapiConnector			
Please wait while the Setup Wizard installs CrmTapiConnector.				
Status	: Starting services			
	Back Next Cancel			

This may take some seconds..

![](_page_20_Picture_3.jpeg)

After installing the TAPI connector, the service starts immediately with the given parameters. Other parameters are used with the default values (see <u>The Registry entries</u>). Complete the installation by clicking "Finish".

# 3 The initial configuration of the CRM TAPI interface

After performing the installation of all components stated above in the given order, the opened CRM explorer window has to be restarted.

In the "settings" in the navigation bar, the following navigation buttons were added under the heading "Donaubauer AG":

- Configuration
- Event logs
- TAPI interfaces and
- TAPI protocols.

![](_page_21_Picture_8.jpeg)

By clicking "TAPI interfaces" in the "Donaubauer AG" section, you will find system generated records, which are described in the following paragraphs.

# 3.1 Security roles

Rollenname	Unternehmenseinheit	
Scheduler	Tapi2013Test	~
System Administrator	Tapi2013Test	
System Customizer	Tapi2013Test	
☑ TapiInterface Admin	Tapi2013Test	
<ul> <li>TapiInterface User</li> </ul>	Tapi2013Test	
Vice President of Marketing	Tapi2013Test	
Vice President of Sales	Tapi2013Test	×

With the import of our CRM TAPI interface, two new security roles are implemented in your system:

First, the "TapiInterface Admin" role, which can be aligned with the CRM administrator, and second, the "TapiInterface User" role, which must be aligned with every TAPI user.

Please remember that the buttons "diagnosis TAPI manager" and "update phone numbers" are only activated for users with the "system administrator" role and the "TapiInterface Admin" role in the CRM. For users with any other roles, even customized and added ones, these buttons are disabled.

	Aicrosoft Dynamics CRM 🗸 🏦 🕴 EINS	TELLUNGEN 🗸 Tapi Schnittstellen 🛛 🗸		🕀 Erstellen			۵	?
+	NEU 👼 LÖSCHEN 👻 🗋 LINK KOPIEREN 👻	🖘 LINK PER E-MAIL SENDEN 🛛 👻 🗈 BERICHT AUSFÜHREN 👻	🕼 EXPORTIEREN NACH EXCEL	. DATEN IMPORTIERE	N -			
						H Erweiterte Suche		
-	Aktive Tapi Schnittstelle 🗸			Nach Datensätzen suche	n	Diagnose TAPI Manager	ρ	
						🖉 Aktualisieren Telefonnum		
~	Tapi Name 🛧	Tapi Typ Tapi Line	Tapi Benutzer	Übergeordneter Datensatz	Besitzer	Diagrammbereich	Ø	<
	Standard	Standard			SYSTEM	0/4/2010 9:44	AM	□.
	Standort	Standort		Standard	SYSTEM	6/4/2015 9:42	2 AM	igra

## 3.2 The entity "TAPI interfaces"

After installing the TAPI manager, the default record and the location record are generated by the data entered during the installation and then are saved to the "TAPI interface" entity.

After installing all components in the order

- TAPI solution
- TAPI manager
- TAPI connector,

The TAPI Connector will start automatically and connects with the telephone system. With the TAPI drivers installed to the telephone system, the TAPI connector finds all present TAPI lines of all available users and passes them on to the TAPI manager. The TAPI manager automatically creates one user record per TAPI-Line in the "TAPI interfaces" entity.

After the successful installation, the "TAPI interfaces" entity contains at least three entries with the following hierarchy:

- 1. Default record
- 2. Location record and
- 3. The TAPI-lines (user records, whose number is determined by the amount of found TAPI-lines)

👍 Mi	icrosoft Dynamics CRM 🗸 👘 🕴 EINST	TELLUNGEN ~	Tapi Schnittstellen   🗸		🕀 Erstellen		Schräber, Silke Tapi2013Test	<b>z</b> (	<b>\$</b>	?
+ N	EU 🗴 LÖSCHEN 🔻 🗋 LINK KOPIEREN 🔻	⇔ LINK PER E-MA	ail senden 🛛 👻 🗈 Bericht Ausführen 👻	EXPORTIEREN NACH EXCE	. 🐻 DATEN IMPORTIERE	N				
₩.	Aktive Tapi Schnittstelle ×				Nach Datensätzen suche	n		ţ	C	
~	Tapi Name 🛧	Тарі Тур	Tapi Line	Tapi Benutzer	Übergeordneter Datensatz	Besitzer	Erstellt am	T .	e	<
	Standard	Standard				SYSTEM	6/4/2015 9	:42 AM	5	<u>_</u>
	Standort	Standort			Standard	SYSTEM	6/4/2015 9	642 AM	j j	2
	hicom.abc.de:25	Benutzer	hicom.abc.de:25	Max Mustermann	Standort	SYSTEM	6/4/2015 9	:44 AM		n n

#### 3.2.1 The default record

The default record is automatically created by the system, as soon as the TAPI manager is started and connects to the CRM server for the first time.

The default records can be changed or adjusted according to the demands of CRM users by the user with the "TapiInterface Admin" role.

After the creation, the TAPI manager will not perform any automatic alteration.

# 3.2.1.1 General information

Tapi Schnitt Standard	stelle				Tapi Schnittstellen 🔻 🛉 🔱
Allgemein					~
Tapi Name *	Standard				
Besitzer *	System	3			
Typ und Angabe de	s übergeordneten Datensatzes (Standard, Standort Datensatz)				
Тарі Тур *	Standard	<ul> <li>Übergeor</li> <li>Datensati</li> </ul>	dneter	🖍 Standard	

Tapi name:	Enter an arbitrary name. Since this is the parent record, we recommend not to change the entry and keep "standard".
Owner:	If the default record is automatically created by the TAPI manager, the entry "System" will be shown here. This entry can be kept.
Tapi type:	The user must select "Standard" from the picklist in the default record. Only by doing so, it can be distinguished between the default record and the other records.
Parent record:	Since the default record is on the top level of the hierarchy, select "standard" for the default record or simply leave it blank.

#### 3.2.1.2 The configuration data for the TAPI-Manager

The entries were automatically created during the installation. It does not require any manual entry.

Server auf dem der Tapi Manager läuft Server Tapi wss://tapimanagerserver.domain.local:8080								
Server Tapi wss://tapimanagerserver.domain.local/8080								
Manager								
TapiPort (Bereich von 4502 bis 4534, Standard 4505)								
Tapi Port 4.505								

Server Tapi Manager: Here, enter the URL for the WebSocket connection from the CRM web client to the TAPI manager service f.i. wss://tapimanagerserver.domain.local:8080 . . Tapi port: here, the TAPI port was entered automatically.

#### 3.2.1.3 Browser set-up for the WebSocket connection (Firefox)

For using the TAPI interface with Firefox, the WebSocket connection to the TAPI manger has to be activated resp. allowed first.

There is a testsite for testing the WebSocket connection. The URL of this testsite can be found in the entry of the "Server TAPI manager" field of the TAPi interface default record. F.i. wss://tapimanagerserver.domain.local:8080

"wss" is replaced with "https".

The name of the test site will be as follows: <u>https://tapimanagerserver.domain.local:8080</u>

Now, open this site with Firefox and add the exception for the TAPI manager server (tapimanagerserver.domain.local:8080.

In case of success, the following message is shown: "This is the Testsite for the Websocket Connection behind this address"

The Firefox' certification management must contain this exception.

# 3.2.1.4 General configuration of the complete prefix of the company's phone number

Here, save all entries for the customer's company phone numbers.

Telefon Daten							
Allgemeine Konfigu	ration der gesamten Vorwahl der Firmentelefonnum	mer					
Auslandsvorwahl	D	Inlandsvorwahl	0				
Landeskennzahl	49	Einwahlnummer					
Konfiguration für ausgehende Rufe							
Amtsvorwahl		Vorwahl	34.361				
Konfiguration für ei	ngehende Rufe und Angabe der maximalen Länge d	er internen Nummer					
Richtungskennzahl		Länge interne Nummer		>			

International code:	Enter the international code (Troughout Germany it is 0)
Area code:	Enter the area code (Troughout Germany it is 0)
Country code :	Enter the country code (49 for Germany)
pefix:	Enter the prefix of the company's location
call direction index:	is set by the used telephone system, but can also be left out
Lengt of internal number:	Length of the internal extensions of the company.

The entries described in the paragraphs "<u>General information</u>" to "<u>General configuration of the complete area</u> <u>code of the company's phone number</u>" can only be carried out by the user with the "TapiInterface Admin" role. Users with the "TapiInterface User" role cannot change these entries (the default record is completely disabled for these users).

#### 3.2.2 The location record

The first location record is automatically created by the system as soon as the TAPI manager is started und initially connects with the CRM server.

The location record can be adjusted according to the claim of the CRM users. Changes to the location record overwrite the settings of the default record. Therefore, it is possible to set a specific configuration of the TAPI interface for every location.

The TAPI manager will not perform any automatic alteration.

The location record especially gains in importance, if the company using the TAPI interface, has multiple locations. For every additional location, the user with the "TapiInterface Admin" role has to manually create an additional location record. The TAPI lines (user records) (paragraph: <u>TAPI-Lines (user records</u>)) automatically created by the TAPI manager, have to be manually assigned to the different location record by the user with the "TapiInterface Admin" role.

#### 3.2.2.1 General information

Tapi Schnit Standor	tstelle E- W10			Tapi Schnittstellen 👻 🛧 🔱
<ul> <li>Allgemein</li> </ul>				^
Tapi Name *	Standort			
Besitzer *	SYSTEM	<b>a</b>		
Typ und Angabe de	es übergeordneten Datensatzes (Standard, Standort Datensatz)			
Тарі Тур *	Standort	Übergeordneter Datensatz	💏 Standard	

Tapi name:	this defines the location. If the company has only one location, we recommend keeping the name "location".
Owner:	If the location record is automatically created by the TAPI manager, it will be pre-set "system" as owner.
Tapi type:	The user must select "Location" from the picklist in the location record. Only by doing so, it can be distinguished between the location record and the other records.
Parent record:	The default record is the parent record the location record.

The entries described in the paragraph "<u>The location record</u>" can only be carried out by the user with the "TapiInterface Admin" role. Users with the "TapiInterface User" role cannot change or complement these entries (the location record is completely disabled for these users).

#### 3.2.2.2 General configuration of the complete prefix of the company's phone number

If the location record was automatically created be the TAPI Manager, this section will pre-set all entries for the international and area code as well as the country code for Germany. This data correspond with the entries of the default record.

Allgemeine Konfiguration der gesamten Vorwahl der Firmentelefonnummer								
Auslandsvorwahl 0	Inlandsvorwahl 0							
Landeskennzahl 49	Einwahlnummer							
Konfiguration für ausgehende Rufe								
Amtsvorwahl	Vorwahl							
Konfiguration für eingehende Rufe und Angabe der maximalen Länge der internen Nummer								
Richtungskennzahl	Länge interne 3 Nummer							

#### Length of internal number:

The value 3 is automatically pre-set by the TAPI manager. Please adjust this value manually according to the needs of your company.

All other entries are inherited from the entries set in the default record and do not need the be entered; unless adjustments are required.

#### 3.2.3 TAPI-Lines (user records)

When following the installation order (importing the solution, installing the TAPI manager, installing the TAPI connector), the TAPI connector will start automatically after the installation, connects with the telephone system and informs the TAPI manager about the valid TAPI-lines. The TAPI manager connects with the Microsoft CRM and passes on the corresponding line information. The corresponding TAPI –lines (user records) are automatically created by this information.

All automatically created TAPI-lines are assigned to the location record automatically created by the TAPI manager. For multiple locations, the user with the "TapiInterface Admin" role has to manually assign every user record with the corresponding location record.

We also recommend that the user with the "TapiInterface Admin" role gives the TAPI users the "ownership" for their own records (TAPI-lines). Thereby, they can individually configure the TAPI-line according to their own needs.

(The individual configuration of the TAPI-lines is explained in the user manual of the TAPI interface).

Automatic changes of the TAPI lines by the TAPI manager are not performed after the creation.

#### 3.2.3.1 General information in the user record

Tapi name: is automatically set after successful installation. It composes of

Tapi Schnitt hicom.ch	istelle nd.de:28			Tapi Schnittstel	len 🔻 🛧 🖍	ŀ
<ul> <li>Allgemein</li> </ul>						^
Tapi Name *	hicom.abc:25					
Tapi Line	hicom.abc:25					
Tapi Benutzer	🔗 Schräber, Silke	<b>_</b>	Besitzer *	🔮 Schräber, Silke	Q	
Typ und Angabe de	s übergeordneten Datensatzes (Standard, Standort Datensatz)					
Тарі Тур *	Benutzer	~	Übergeordneter Datensatz	🎢 Standort	Q	

- Name of the Server, to which the TAPI connector is installed
- colon
- Name of the TAPI-Line
   f.i.: hicom.abc.de:25
   This name can be changed if neccessary, in order to better assign the user record (e.g. the user's name)
- Tapi-Line: is automatically set after successfull installation, is the same name as the automatically created Tapi name (see above). The Name of the TAPI line, however, must not be changed, since otherwise we cannot guarantee for the TAPI interface to work. We recommend setting this field for the users to "readonly" by the user with the "TapiInterface Admin" role.
  Tapi user: has to be assigned to the Tapi user working with this line. One Tapi user can have multiple Tapi lines (Feature: multiple Tapi lines per user) Therefore, one single user is assinged with multiple Tapi lines.
- Owner: The Tapi user should be set as owner for he/she can indivually configure certrain setting (popup function etc.)
- Tapi type:"user" must be selected from the picklist in the location record. Only by doing so, it can be<br/>distinguished between the user record and the other records.
- Parent record: the corresponding looation record is the parent reocrd.

#### 3.2.3.2 General configuration of the complete prefix of the company's phone number

The user record does not have any pre-set entries here. The required data are inherited form the parent record (location record). If there are no entries in the location record, the data will be taken over from the default record.

Allgemeine Konfiguration der gesamten Vorwahl der Firmentelefonnummer						
Auslandsvorwahl	Inlandsvorwahl					
Landeskennzahl	Einwahlnummer					
Konfiguration für ausgehende Rufe						
Amtsvorwahl	Vorwahl					
Konfiguration für eingehende Rufe und Angabe der maximalen Länge der internen Nummer						
Richtungskennzahl	Länge interne Nummer	~				

#### 3.2.3.3 Adding a new user after the installation

For adding a new user to the system, save a new internal phone number to the telephone system. As soon as the TAPI connector connects again with the telephone system, a new TAPI-line (user record) will automatically be created. It will be assigned to the new TAPI user together with the corresponding TAPI role.

#### 3.2.3.4 Manually recreating a user record

Manually recreating a user record is only necessary for the feature "multiple users - one TAPI-line".

Thereby, all entries described in paragraph "TAPI-Lines (user records)" are set manually.

#### 3.2.3.5 The feature "multiple users- one TAPI-line"

This feature is only of importance if multiple users share one TAPI-line, for example for shiftwork or in offices with several employees using one phone together.

In this case, manually add the user record to the system, as described in paragraph <u>3.2.4</u> and then assign the TAPI-line to the second user as well.

#### 3.2.4 The feature "multiple TAPI-lines per TAPI user"

This feature shows one TAPI user the incoming calls of multiple TAPI-lines.

The way how popups and telephone call are displayed depends on the respective settings of the user record of the TAPI-line from which the call was coming in.

#### 3.2.4.1 Connecting with other TAPI-Lines (change of location)

In order to enable single users or teams to also work with the TAPI interface on other locations, single TAPIlines can be shared with single users. The issue of sharing TAPI-lines is a standard function of Microsoft Dynamics CRM and can be accessed by the "Share" button in the Menu bar.

Ju Microsoft Dynamics CRM ~ 📫   EINSTELLUNGEN ~ Tapi Schnittstellen   ~		Schräber, Silke Tapi2013Test	?
🕇 NEU 🖋 BEARBEITEN 🗸 AKTIVIEREN 🔓 DEAKTIVIEREN 📺 LÖSCHEN   - 🗍 ZUWEISEN 📿 FREIGEBEN …			
↔ Aktive Tapi Schnittstelle ×	Nach Datensätzen suchen	Q	]

The user with the "TapiInterface Admin" role has the right to perform this process. This sharing is documented in the section "TAPI sharing" as follows:

For the user record hicom.abc: 25, the owner is Silke Schräber. Other TAPI lines are shared with this user (TAPI-line 66 and TAPI-line 41), listed in column 2. Column 3 shows all users who also share the corresponding TAPI-line. For example: TAPI-line 66 was also shared for the user Max Mustermann.

▲ Tapi Freigaben		
Benutzer/Team	Freigegebene Tapilines	Benutzer
Schräber, Silke	hicom.abc.de:25	Schräber, Silke
	hicom.abc.de:66	Mustermann, Max
	hicom.abc.de:41	

If the TAPI-line was shared with a team, this can be seen in column 1. The second column lists all other TAPI-lines shared with this team and column 3 shows all users who belong to the team.

▲ Tapi Freigaben		
Benutzer/Team	Freigegebene Tapilines	Benutzer
Team ABC	hicom.abc.de:49	Schräber, Silke
Mustermann, Max		Mustermann, Marie
		Tester, Tobias
		Sample, Sam

# 4 Advanced configuration of the CRM TAPI interface

After successfully installing all components of the TAPI interface and the initial configuration, please open the TAPI solution in your CRM. It opens in the following window:

CRM-TAPI-Schnittstelle		
	CRM-TAPI-Schnittstelle	CRM-TAPI-Schnittstelle

In this window, you will find four configuration units.

#### 4.1 License

To license the TAPI interface, open the unit "License" and click the "request license" button.

Lizenz anfordern Lizenz	Update About	DONAUBAUER AKTIENGESELLSCHAFT
Lizenz Anpassungen Telefon Felder	R Lizensierung	
Telefon Zeitfelder	Lizenzinformationen	Lizenzschlüssel
	Organisationsname: Organisationsld: Version: Lizenztyp: Ablaufdatum:	
	Lizenzstatus Lizenz ungültig.	

### The following dialogue window opens:

Lizenzanforderung		
Lizenzanforderung Sie müssen den Bedingu anschließend eine 30 Ta	ıngen dieser Vereinbarung zustimmen, damit Sie den Vorgang fortsetzten können. Sie erhal ge DEMO-Lizenz bzw. Ihre endgültige Lizenz.	ten
Ihre E-Mail Adresse*	test@email.de	
<tapiinterface> <orgname>Test<organizationid>9ec <version>8.1.1<tapilines>20<expirationdate>201 </expirationdate></tapilines></version></organizationid></orgname></tapiinterface>	gname> 18d1fb-577a-e411-80bf-00155d00f362 sion> ines> 16-06-30	
Wichtig! Bitte lesen Sie vor Insta aufmerksam durch. Dieser Endbenutzer-Liz zwischen Ihnen (nachfo Donaubauer Aktienges Software erklären Sie si Sollten Sie mit den Bed die Installation hier ab.	llation dieser Software (nachfolgend Add-On genannt) diese Lizenzbedingungen enzvertrag (kurz "EULA" = End User License Agreement) ist ein rechtsgültiger Vertrag Igend Kunde genannt) (entweder als natürlicher oder juristischer Person) und der ellschaft für das Ihnen gelieferte Add-On. Durch die Installation und Verwendung dieser ch mit den Bedingungen dieses Vertrages einverstanden. ingungen dieses Vertrages oder Teilen hiervon nicht einverstanden sein, dann brechen Sie	^
1. Software-Lizenz		
Das dieser Lizenzverein Lizenz für dieses Add-O urheberrechtlich geschi erwirbt keinerlei Rechte Es ist nicht gestattet, Ke zu entwickeln (Reverse berechtigt, das Add-On einen Gegenwert zu üb Mit dem Erwerb dieses installieren, zu verwend Verfügung zu stellen. Die technischen Voraus entnehmen Sie bitte de	barung beigefügte Add-On darf nur verwendet werden, wenn der Kunde über eine gültige on verfügt. Das Add-On ist Eigentum der Firma Donaubauer Aktiengesellschaft und ist itzt. Der Kunde erwirbt mit dem Kauf der Lizenz das Recht, dieses Add-on zu nutzen. Er e an diesem Add-On selbst oder an der Donaubauer Aktiengesellschaft. ennzeichnungen des Add-On's zu entfernen oder zu modifizieren, sowie das Add-On zurück Engineering) zu dekompilieren oder zu disassemblieren. Ferner ist der Kunde nicht zu verleihen, zu vermieten, Unterlizenzen zu vergeben, weiter zu verkaufen oder gegen ertragen. Add-On's ist der Kunde berechtigt, eine Kopie des Produktes für eine CRM-Organisation zu en und das Add-On für eine lizensierte Anzahl von CRM-Usern dieser Organisation zur setzungen für eine fehlerfreie Installation der einzelnen Bestandteile des Add-On's r entsprechenden Dokumentation.	~
	Weiter Abbrechen	

your email address: please enter your email addres

Read the EULA, and if you agree the conditions of the contract, check the corresponding box. The import of the license is performed by clicking the "Continue" button

![](_page_33_Picture_0.jpeg)

![](_page_33_Picture_1.jpeg)

#### This process may take some minutes.

After the successful import, the license record is automatically and completely filled.

Lösung TAPI-Schnittstelle (CTI= C		A 14			Installierte Version:	5.2.5
🜮 Informationen	lizenz Lizenz	Undate About	DONAUBA	UER	Aktuelle Version:	5.2.5
Monfiguration	anfordern importieren	opuate moout	AKTIENGES	ELLSCHAFT		
Komponenten	Lizenz	Allgemein				
Entitäten	Lizenz					
Optionssätze	Annassungen	Lizensierur	ng			
🔮 Clienterweiterungen	Anpessengen	3 3	5			
Webressourcen	Telefon Felder					
🛃 Prozesse	Telefon Zeitfelder	Lizenzinformationen		Lizenzschlüssel		
Harris Plug-In-Assemblys						
SDK-Nachrichtenverarbeit		Organisationsname:	Schnittstellen Dokumentation	PFRhcGlJbnRlcmZhY2U+PG9yZ25h	bWU+U2Nobml0dHN0ZWxsZV	N4gRG
🍓 Dienstendpunkte		OrganisationsIdu	86449eb0 25ed e011 e7e4 00155d007	9rdW1lbnRhdGlvbjwvb3JnbmFtZT48	b3JnYW5pemF0aW9uaWQ+O	
Dashboards		organisationsid.	00443000-2300-0011-07-001330007	Patrix Comparison of the Compa	www.ivkwiDA30DEzPC9vcmdni	
Berichte		Version:	5.2.5	90YXBpbGluZXM+PGV4cGlvYXRpb	25kYXRIPilwMTMtMTItMTI8L2	V4cGlv
S Verbindungsrollen		Taniliner:	20	YXRpb25kYXRIPjxTaWduYXR1cj5ib	WxyTnp4Rjd1NIVxcEhyOUdrT	1NwcG
Artikelvorlagen		rupiines.	20	4wM2tOUXh4QWdTY0tNR0RZcmJN	/IUWprdkNwZjRwZk9OZDQrZU	ItndnFz
🗵 Vertragsvorlagen		Ablaufdatum:	2013-12-12	THdqeXdtQ3gvaEFIODAweEZkRzZs	sdlYreTYyR3Q4eHNHTWJBYV	F4L3do
E-Mail-Vorlagen				a3hoVC9nMIJyMzdiUzVVQ3pIWXA5	TFVEU3Izd1ZDV0pkTEtxdGF)	KeW1aT
P Seriendruckvorlagen				ZNHk5eDdoRV/RTNEoXUEtaMzdoQ	25mallMWLbraS0ENTTZVLI01E	Rdil3Mn
Sicherheitsrollen		Lizenzstatus		Y5TTNgclpRNDVnQnZzbjFOYnVCc	VArRDJFNnBiUFpmNDlkeFBF	cjZvYIJJ
8 Feldsicherheitsprofile		LIZCH ZOLUG		UU9JbFlwNWI1dVhSdmtwWHB1alA	0d01LQm9yckJ4WTRYL2JabF	AzQIZB
		Lizenz gültig.		TUN6UE1QeTRmR0pRa2dsYXJNS	TBpUWhOdHBWTG45R2xmQ\	/RXZTB
		Lizenz guitig.		wast2hC4XMXhX/c llbC0hC4M-M2	-TUNINA (R-ON/-MAIE4OH4	AIDDM

## 4.1.1 Licensing without internet connection

In case the CRM server has no connection to the internet, the following window opens after clicking the "request license" button:

Lizenzanforderung	×
Für Ihre Lizenzanforderung wird Ihnen hiermit ein Text dargestellt, welchen Sie im Anschluss bitte kopieren. Übersenden Sie diesen Text bitte zur Lizenzerstellung an folgende E-Mail Adresse.	
lizenzen@donaubauer.com	
<tapiinterface> <orgname>Test</orgname> <organizationid>9ed8d1fb-577a-e411-80bf-00155d00f362</organizationid> <version>8.1.1</version> <tapilines>20</tapilines> <expirationdate>2016-06-30</expirationdate> </tapiinterface>	< >
OK	

Please **copy** the listed information in an email and send it to <u>lizenzen@donaubauer.com</u>. The Donaubauer AG will manually create a license key and send it per email to the sender.

Paste the license key in the correct field and finish the process by clicking "Import license".

Lizenz anfordern Liz	Lizenz importieren	Update About	DONAUBAUER
Lizenz Anpassunge Telefon Fele	en Jer	R Lizensierung	
Telefon Zeit	felder	Lizenzinformationen	Lizenzschlüssel
		Organisationsname: Organisationsld: Version: Lizenztyp: Ablaufdatum:	
		Lizenzstatus Lizenz ungūltig.	

Now, accept the EULA. If you do not want to accept the license contract, cancel the process by clicking the "Reject" button (bottom right in the window). Uninstalling the CRM TAPI interface can be carried out according to the instructions given in paragraph 8 of this manual Uninstalling the CRM TAPI interface.

EULA	×
Wichtig! Bitte lesen Sie vor Installation der Software namens Tapi-Schnittstelle für Microsoft Dynamics CRM 2011 diese Lizenzbedingungen aufmerksam durch. Dieser Endbenutzer-Lizenzvertrag (kurz "EULA" = End User License Agreement) ist ein rechtsgültiger Vertrag zwischen Ihnen (entweder als natürlicher oder juristischer Person) und der Donaubauer Aktiengesellschaft für das Ihnen gelieferte und im vorab genannte Software-Produkt. Durch die Installation und Verwendung dieser Software erklären Sie sich mit den Bedingungen dieses Vertrages einverstanden.	^
Sollten Sie mit den Bedingungen dieses Vertrages oder Teilen hiervon nicht einverstanden sein, dann brechen Sie die Installation hier ab und geben die Software dem Händler zurück, der Ihnen den Kaufpreis gemäß seinen Geschäftsbedingungen zurück erstatten wird.	
1. Sonware-Lizenz Akzeptieren Ablehnen	

After importing the license key, the fields of the "license information" were automatically filled with the current information of your license key.

Lizenz Lizenz anfordern importieren Lizenz	Update About		DONAUBAUER
Lizenz Anpassungen Telefon Felder	R Lizensierun	ıg	
Telefon Zeitfelder	Lizenzintormationen Organisationsname: Version: Tapilines: Ablaufdatum: Lizenzstatus Lizenzstatus Lizenz gültig.	tapi 5.2.1 20 2013-09-04	Lzenzechlüssel PH/hobQ+PG5hbWU+Q3ItVGFwaU1hbmfn2XI8L25hbWU+PG6yZ2FuaXphdGivgI507X8pF Npb24+PHRhcGisaWSicz4yMD.wvdGFwaWxpbmVzPjxleH8pcnikYXRiPJtwMTMtMDktMDQg Zd1f3TRubUhp1tpodU2XM1d#2WtuUGp5UkFaNzAvaKFZ2ppbLJ0OWN6TV5MWW1W50 RavIBDVTAySGatoVFU00RHpQQ0hrdURHoDRMb2RHZ2ttYtpHd8DS5eU2/sXR12GF3RG SuSX12FGRSWVJeKWOSKHURP2Q0pRdULF0M2ENtD2151N/FhLDF0Yza1e6xFcmIHVW SVDSHId6StRWVJEKWSKTURP2Q0pRdULF0M2ENtD2151N/FhLDF0Yza1e6xFcmIHVW SVDSHId6StRWJEKTSG1KBdTT2BCC2dUNd4kW0SQLH0FpzenikM1Vic SUVSHId6StEXLT31RUVRRQW6w3b3RVWWTTHrvT1byFbWGSKRU2Q6STraIndiWm44 IR802bWdsaEs5VEd2bIFxQmI5MDFkNX8vSVE3Uzd2TmI0d29CQH5TzhmZG1pRXnWcFlMe PC9yb290Pg==

# 4.2 Customization

In the "customization" unit, select the entities which are used in the complete organization by ticking the respective box.

Speichern Update Abo	di but		DONA		Installierte Version: Aktuelle Version:	5.2.5 5.2.5
Lizenz						
Anpassungen	📭	CRM Anpassungen				
Telefon Felder		Name	Schemaname	Beschreibung		
Telefon Zeitfelder		E-Mail	email	Aktivität, die unter Verwendung von E-Mail-Protokollen übermittelt wird.		-
		E-Mail-Anlage	activitymimeattachment	MIME-Anlage für eine E-Mail-Aktivität.		
		Einheit	uom	Maßeinheit		
		Einheitengruppe	uomschedule	Gruppierung von Einheiten.		
		Ereignisprotokoll	donau_eventlog			
		Fax	fax	Aktivität, die das Anrufergebnis sowie die Anzahl der Seiten eines Faxes nachverfolgt und	d optional eine elektronisc	he
	<b>V</b>	Firma	account	Ein Geschäft, das einen Kunden oder einen potenziellen Kunden darstellt. Das Unternehr	nen, mit dem Geschäftstr	ans
		Gebiet	territory	Gebiete stellen Vertriebsregionen dar.		
		Gespeicherte Sicht	userquery	Gespeicherte Datenbankabfrage, die im Besitz eines Benutzers ist.		
		Kampagne	campaign	Container für Kampagnenaktivitäten, Kampagnenreaktionen., Vertriebsdokumentation, Pr	odukte und Listen zur Ers	stell
		Kampagnenaktivität	campaignactivity	Aufgabe, die von einem Benutzer für die Planung oder Durchführung einer Kampagne aus	sgeführt wurde oder ausz	ufü
		Kampagnenreaktion	campaignresponse	Reaktion von einem bestehenden oder einem potenziellen neuen Kunden auf eine Kampa	agne.	
		Konfiguration	donau_configuration	Konfigurationseinstellungen für Produkte der Donaubauer AG		
		Kontakt	contact	Person, mit der eine Unternehmenseinheit eine Geschäftsbeziehung unterhält, wie z.B. ei	in Kunde, ein Lieferant ur	ıd ei
		Lead	lead	Ein Interessent oder eine potenzielle Verkaufschance. Leads werden zu Firmen, Kontakte	en oder Verkaufschancen	kon
		Marketingliste	list	Gruppe bestehender oder potenzieller Kunden, die für Marketingkampagnen oder sonstig	e Vertriebszwecke erstell	t wu
		Mitbewerber	competitor	Unternehmen, das bei dem durch einen Lead oder eine Verkaufschance dargestellten Ver	rkauf als Mitbewerber aut	ftritt. 🖵

Finish this process by clicking "Save" in the menu bar. Depending on the number of selected entities, the saving process may take some seconds or minutes.

	* 1	L.					Installierte Version: 5.2.5
	10 🖊				DONA	UBAUER	Aktuelle Version: 5.2.5
speichern	update Abo	л				AKTIENGESELLSCHAFT	
Anpassunge	n Allgemein						
Lizenz		-					
Anpassung	npassungen		CRM Anpassungen				
Telefon Fek	der .		Name	Schemaname		Beschreibung	
Telefon Zeit	tfelder		F-Mail	email		Aktivität die unter Verwendung v	von F-Mail-Dmhokollen übermittelt wird
			E Mail Anlana	oofi ih mimoo	ttashmant	MIME Aplace fit size E Mail Ale	
			E-mail-Amage	uom	uduriment	mime-Aridue fui eine E-mail-Ak	nyia.
		-	cinnen.	uom		10	
			Einneitengruppe	uomschedule			
			Ereignisprotokoll	donau_event			
			Fax	fax	Anpassunger	en werden importiert.	wie die Anzahl der Seiten eines Faxes nachverfolgt und optional eine elektronische
		¥	Firma	account			der einen potenziellen Kunden darstellt. Das Unternehmen, mit dem Geschäftstrans
			Gebiet	territory			dar.
			Gespeicherte Sicht	userquery		Gespeicherte Datenbankabfrage	, die im Besitz eines Benutzers ist.
			Kampagne	campaign		Container für Kampagnenaktivitä	äten, Kampagnenreaktionen., Vertriebsdokumentation, Produkte und Listen zur Erstell
			Kampagnenaktivität	campaignacti	vity	Aufgabe, die von einem Benutze	er für die Planung oder Durchführung einer Kampagne ausgeführt wurde oder auszufü
			Kampagnenreaktion	campaignresp	oonse	Reaktion von einem bestehende	n oder einem potenziellen neuen Kunden auf eine Kampagne.
			Konfiguration	donau_config	uration	Konfigurationseinstellungen für F	Produkte der Donaubauer AG
		<b>V</b>	Kontakt	contact		Person, mit der eine Unternehm	enseinheit eine Geschäftsbeziehung unterhält, wie z.B. ein Kunde, ein Lieferant und ei
		1	Lead	lead		Ein Interessent oder eine potenz	tielle Verkaufschance. Leads werden zu Firmen, Kontakten oder Verkaufschancen kon
			Marketingliste	list		Gruppe bestehender oder poten	zieller Kunden, die für Marketingkampagnen oder sonstige Vertriebszwecke erstellt wu
			Mitbewerber	competitor		Unternehmen, das bei dem durc	h einen Lead oder eine Verkaufschance dargestellten Verkauf als Mitbewerber auftritt.

The customizations are carried out by a plug-in. In order to log it in the eventlog entity, set the configuration record "WriteConfigLog" to "Yes".

konfiguration : inform WriteConf	ationen IgLog =			
<ul> <li>Allgemein</li> </ul>				
Name *	WriteConfigLog		Anwendung * Übergeordnet	CRM TAPI Schnittstelle 
Daten				
Datentyp Wert (Zwei Optionen)	Zwei Optionen Ja			

## 4.3 Telephone fields

In the unit "telephone fields", select the fields from which phone numbers for incoming or outgoing calls are retrieved from the entities selected in the <u>Customization</u> unit.

All selected entities can be seen in a picklist field in the configuration section "telephone fields". Here, all text fields of the selected entities with the "telephone" format are listed.

Speicherr	Update Abc	<b>l</b> i ut				AUER	Installierte Version: Aktuelle Version:	5.2.5 5.2.5
Telefon Lizenz Anpassun	Allgemein gen		Telef	on Felder				
Telefon Fo	elder	Entität		Firma Kontakt				
		In	Out	Lead	Schemaname	Beschreibung		

One or more fields can be selected per entity.

Speichern Telefon	Update Abor Allgemein	e About						
Lizenz		-						
Anpassunge	n		Telef	on Felder				
Telefon Feld	ler	Entität		Firma 🗸	1			
Telefon Zeit	felder	In	Out	Name	Schemaname	Beschreibung		
				Adresse 1: Name	address1_name	Für 'Adresse 1' einzugebender Name.		
				Adresse 1: Name des primären Kont	address1_primarycontactname	Einzugebender Name des primären Kontakts für 'Adresse 1'.		
				Adresse 1: Ort	address1_city	Name des Ortes für 'Adresse 1'.		
				Adresse 1: Postfach	address1_postofficebox	Postfachnummer für 'Adresse 1'.		=
				Adresse 1: Postleitzahl	address1_postalcode	Postleitzahl für 'Adresse 1'.		
				Adresse 1: Straße 1	address1_line1	Erste Zeile für die Eingabe von Informationen für 'Adresse 1'.		
				Adresse 1: Straße 2	address1_line2	Zweite Zeile für die Eingabe von Informationen für 'Adresse 1'.		
				Adresse 1: Straße 3	address1_line3	Dritte Zeile für die Eingabe von Informationen für 'Adresse 1'.		
		$\checkmark$	$\checkmark$	Adresse 1: Telefon 1	address1_telephone1	Zu 'Adresse 1' zugeordnete erste Telefonnummer.		
		$\checkmark$	$\checkmark$	Adresse 1: Telefon 2	address1_telephone2	Zu 'Adresse 1' zugeordnete zweite Telefonnummer.		
		~	<b>V</b>	Adresse 1: Telefon 3	address1_telephone3	Zu 'Adresse 1' zugeordnete dritte Telefonnummer.		
				Adresse 1: UPS-Zone	address1_upszone	UPS-Zone (United Parcel Service) für 'Adresse 1'.		

This process is finished per entity by clicking "Save" in the menu bar.

## 4.4 **Telephone time fields**

Telephone time fields can pre-define, which time fields are taken into account in the "telephone call" activity. Therefore, the user can select the levels "Begin/end" and "duration".

The "Begin/End" level configures which fields are set for the beginning and end of the phone call. Select it by checking the chosen fields and finish it by clicking the "Save" button in the menu bar.

Speichern Update Abo	Installierte Version: 52.5 Aktuelle Version: 52.5 Aktuelle Version: 52.5 Aktuelle Version: 52.5						5.2.5 5.2.5
Lizenz Anpassungen Telefon Felder	Typ	Telef	on Zeitfelder	1			
Telefon Zeitfelder	Start	Ende	Name	Schemaname	Beschreihung		
			Fällig	scheduledend	Geplante Endzeit der Telefonanrufaktivität.		
	<b>V</b>		Startdatum	scheduledstart	Geplante Startzeit der Telefonanrufaktivität.		
			Tatsächlicher Beginn	actualstart	Tatsächliche Startzeit der Telefonanrufaktivität.		
		$\checkmark$	Tatsächliches Ende	actualend	Tatsächliche Endzeit der Telefonanrufaktivität.		

The "duration" level configures the possible fields for the duration of the phone call. Select it as well by checking the chosen fields and finish it by clicking the "Save" button in the menu bar.

Speichern Update Abo	<b>l</b> i ut		DON	AUBAUER	Installierte Version: Aktuelle Version:	5.2.5 5.2.5
Lizenz Anpassungen		Telefon Zeitfelder				
Telefon Feider	Тур	Dauer	$\checkmark$			
Telefon Zeitleider	Dauer	Name	Schemaname	Beschreibung		
	<ul><li>✓</li></ul>	Dauer	actualdurationminutes	Tatsächliche Dauer der Telefonanrufaktivität in Minuten.		
		Geplante Dauer	scheduleddurationminutes	Geplante Dauer der Telefonanrufaktivität (in Minuten).		

After finishing the complete configuration, the telephony icons were added to selected fields in the respective records.

### Company record:

Firma Musterfi	irma				Firmen 🔻 🛧	
Primärer Kon	takt Jahres	umsatz GJ	110/11		Besitzer	
<ul> <li>Allgemein</li> </ul>						
Firmenname *	Musterfirma		Telefonzentrale	+49 (34361) 826 - 0	<b>Q</b>	
Suchname			Telefon 2	+49 (34361) 826 - 55	Q.	Ð
Übergeordnete Firma		Q	Fax	+49 (34361) 826 - 27	×	¢

#### Contact record:

Kontakt Mustermann, Maria					
E-Mail	OutlookSynchr	onisation	Besitzer 🌡 Schräber, Silke		
<ul> <li>Allgemein</li> </ul>					
Anrede	Frau	Telefon	+49 (34361) 826 - 0	٩	
AD Anrede		Telefon privat	+49 (034361) 12345	9	
Titel		Mobiltelefon	+49 (172) 12345678		
Vorname *	Maria	Fax			
Nachname *	Mustermann	Pager	+49 (034361) 123456	٢	

#### Lead record:

Lead Mustermann, Max					
Leadursprur	ng Bewer	tung htsreich		Besitzer	
				<b>a</b>	
<ul> <li>Allgemein</li> </ul>					
Thema *	Musterlead				
Vorname +	Max		Anrede	Herr	
Nachname *	Mustermann		AD Anrede		
Bewertung	Aussichtsreich	~	Titel		
Firmenname *	Musterfirma		Position		
Firmenname 2 *			Abteilung		
		a.	1		
Telefon geschäftlich	+49 (34361) 826 - 0	Ŵ	Fax		
Telefon privat	+49 (34361) 826 - 05	9	Pager	+49 (34361) 826 - 38	9
Telefon 2	+49 (34361) 826 - 08	٢	E-Mail		
Mobiltelefon	+49 (0172) 1234567	9	Website		
Beschreibung					

# Telephone call

Datei Telefonanri	h				Donaubauer AG 🚕
Als erledigt Speichern markieren	Speichern und In eine SA	U Datei Notiz anfügen hinzufügen	a Verkaufschance	Zu Warteschlangen Under Warteschlangeneitenett	Workflow Dialog Bericht ausführen -
	Speichern	Einschließen Aktionen	Aktivität konvertieren	Zusammenarbeiten	Prozess Daten
Telefonanrul Neu Telefonanruf	1				Telefonanrufe 👻 🛧 🕸
Anrufender (from) *	💈 Schräber, Silke		Telefonnummer	+49 (34361) 826 - 05	14 X
Angerufener (to) *	🂫 Mustermann, Max		C Richtung	Eingehend     Ausgehend	
Besitzer*	Schräber, Silke		C Priorităt	Normal Vertrieb	
Bezug					
Betreff *					
Startdatum			Fällig		M

## 4.5 **The Registry entries**

By installing the TAPI manager and the TAPI connector the corresponding registry entries were generated. They can be customized according to your needs. The following paragraphs will describe these entries.

## 4.5.1 TAPI Manager

Name	Туре	Data
ab CertificateThumbprint	REG_SZ	
CrmOrganisation	REG_SZ	CRM
(CrmPassword	REG_SZ	
ab CrmServer	REG_SZ	crmserver
eb CrmTapiPort	REG_SZ	4505
CrmTapiWebSocketPort	REG_SZ	8080
💩 CrmType	REG_SZ	OnPremise
CrmTypeValues	REG_SZ	OnPremise, IFD, InternalIFD, CrmOnline
ab CrmUsername	REG_SZ	
8 Listener TestIntervall	REG_DWORD	0x00000078 (120)
🕮 ListenerTestLog	REG_DWORD	0x00000000 (0)
赴 LogArt	REG_SZ	Event
赴 LogArtValues	REG_SZ	Event, File
赴 LogFile	REG_SZ	C:\LogTapi\Manager_Tapilog.log
腿 LogLevel	REG_DWORD	0x00000003 (3)
3 RefreshTelephoneNumberIntervall	REG_DWORD	0x00000708 (1800)
RefreshTelephoneNumberTime	REG_SZ	4:00
ab ServiceAccount	REG_SZ	NT AUTHORITY\NetworkService
(ab) ServicePassword	REG_SZ	

Certificate Thumbprint	Defines the thumbprint for the selected certificate configured in the TAPI
	manager setup.
CrmOrganisation	Defines the CRM organization (unique name, case sensitive), for which
	the TAPI manager was configured.
	The query for the organization names can be retrieved in the CRM via the
	developer resources in customization.
	This entry is retrieved at service start (also restart).
CrmPassword	Defines the password in encrypted form for the user who uses CRM
	online. This is the password which was already set for the installation of
	the TAPI manager.
CrmServer	Defines the CRM server for which the TAPI manager is configured (e.g.
	https://crmsrv.domain.local, or http://crmsrv.domain.local)
	This entry is retrieved at service start (also restart).
CrmTapiPort	Defines the port at which the TAPI manager receives messages. Allowed
	values are 4502 to 4535. The default recommendation is Port 4505.
	This entry is retrieved at service start (also restart).
CrmTapiWebSocketPort	Defines the port for the WebSocket connection between CRM Web client
	and TAPI manager.
CrmType	States the CrmType selected during the installation.
CrmTypeValues	All CrmTypes which can be selected during the installation.
CrmUsername	Defines the user name for the User working online with CRM. This is the
	user name set during the installation of the TAPI manager.

ListenerTestIntervall	Defines the time interval of a self test of the TAPI manager regarding
	listening to its port. If the test messages fails, the listen port is rebuild.
	The default value is 60 seconds.
	This entry is retrieved every time after successfully processing the timer.
	Changes apply immediately without a service restart.
ListenerTestLog	Defines whether the entry "ListenerTestIntervall" is to be entered in the
	log file for LogLevel 3.
	0 = no
	1 = yes
	This entry is retrieved every time after successfully processing the timer.
	Changes apply immediately without a service restart.
LogArt	Defines the target location for the information and error messages.
	Allowed values are "Event" or "File".
	The default value is "Event".
	This entry is received every time before creating a log. Changes apply
	immediately without a service restart.
LogArtValues	The types states here (event or file) define the possible ways of logging.
	This entry has no consequences; it only serves for documenting the
	allowed values in the Registrykey LogArt.
LogFile	Defines the store name and location of the logfilel
	(C:\LogTapi\Connector_TapiLog.log) only for LogArt = File.
	Please make sure that the directory (file) can be access and written by
	the account starting the TAPI manager service.
	This entry is received every time before creating a log. Changes apply
	immediately without a service restart.
LogLevel	Defines the output types of the log information:
	-Warnings and
	-Errors.
	The following values are valid:
	- 0: only errors
	- 1: errors and warnings
	- 3: errors, warnings and general information
	- 6: errors, warnings, general information and detailed output of all
	results and timers.
	The higher the Log evel the more detailed the output will be. This entry
	is received every time before creating a log. Changes apply immediately
	without a convice restart
PofrochTolophonoNumborInton/all	Defines in which intervals the internal telephone list of the TAPI manager
Refreshtelephonernamberintervall	is updated in relation to the CPM records changed since the beginning of
	the last retrieval
	The default value is 1800 seconds (30 minutes)
	This entry is retrieved every time after successfully processing the timer
	Changes apply immediately without a service restart
RefreshTelephoneNumberTime	Defines when the internal telephone list of the TAPI manager is
	completely rewritten. This will replace the present telephone list
	The default value is 4.00 AM.
	The default value can be changed to the minute in the registry
	(e.g., format: 4:02, 23:22)
ServiceAccount	Defines whether the TAPI manger was installed as network service or
	running on a user account.
ServicePassword	If the service runs on a user account, here the user's service password is
	saved in encrypted form

DONAUBAUER

AKTIENGESELLSCHAFT

# 4.5.2 TAPI Connector:

Name	Тур	Daten
ab (Standard)	REG_SZ	(Wert nicht festgelegt)
B ConnectionKeepAliveIntervall	REG_DWORD	0x00000014 (20)
ab CrmTapiManagerPort	REG_SZ	4505
ab CRMTapiManagerServer	REG_SZ	pcsi
🕫 IncludeMediaTypeVideo	REG_DWORD	0x00000000 (0)
ab LogArt	REG_SZ	Event
ab LogArtValues	REG_SZ	Event, File
ab LogFile	REG_SZ	C:\LogTapi\Connector_Tapilog.log
10 LogLevel	REG DWORD	0x00000000 (0)

ConnectorKeepAliveIntervall	Defines the time interval after which the TAPI manager checks a successful test message of the TAPI connector. At the end of the interval plus 15 seconds, sending and logging is tried (output from LogLevel 3 onwards). The default value is 20 seconds. This entry is retrieved every time after successfully processing the timer. Changes apply immediately without a service restart This parameter and this function will be discontinued form the next version on.
CrmTapiManagerPort	Defines the port at which the TAPI manager receives messages. Allowed values are 4502 to 4534. The default recommendation is Port 4505. This port has be the same as the Port for installing the TAPI manager. This entry is retrieved at service start (also restart).
CrmTapiManagerServer	Defines on which device the TAPI manager is installed, with which the TAPI connector should communicate. Allowed values are the hostname, FQDN or the IP address (IP4 /IP6). This entry is retrieved at service start (also restart).
IncludeMediaTypeVideo	For the functionality of the TAPI interface, Tapilines with the MediaType Audio are required. This parameter defines whether the Tapilines with the additional Media Type Video should be used.
LogArt	Defines the target location for the information and error messages. Allowed values are "Event" or "File". The default value is "Event". This entry is received every time before creating a log. Changes apply immediately without a service restart.
LogArtValues	The types states here (event or file) define the possible ways of logging. This entry has no consequences; it only serves for documenting the allowed values in the Registrykey LogArt.
LogFile	Defines the store name and location of the logfile (C:\LogTapi\Connector_TapiLog.log) only for LogArt = File. Please make sure that the directory (file) can be access and written by the account starting the TAPI manager service. This entry is received every time before creating a log. Changes apply immediately without a service restart.

DONAUBAUER **AKTIENGESELLSCHAFT** LogLevel Defines the output types of the log information: -Warnings and -Errors. The following values are valid: 0: only errors 1: errors and warnings 3: errors, warnings and general information -6: errors, warnings, general information and detailed output of all results and timers. The higher the LogLevel, the more detailed the output will be. This entry is received every time before creating a log. Changes apply immediately without a service restart. RejectViaDisconnect Defines whether an incoming call can be rejected by clicking the red icon at the phone call. This setting concerns all Tapilines connected by this TAPI connector. The following values are valid: 0: function is disabled (default) 1: function is enabled -This entry can be changed during running service. NewInitTime Optional registry key of the type REG\_SZ. Defines the point of time to the minute when the Tapilines are re-initalized by the telephone system once a day. If this registry key does not exist, the re-initializing will not be performed. (e.g.: format: 4:00, 18:32) After changing this setting a restart of the service is required.

# 5 Possibilities for the TAPI Diagnosis

# 5.1 TAPI protocols

The "TAPI protocols" entity documents all incoming, outgoing and missed calls.

Tapi Protokolle	tokolle Meine Tapi Protokolle -				Nach Datensätzen suchen		
Nummer	Tapi Line	Interne Nu	Beginn des Anrufs 🔻	Verbindungsaufbau	Verbindungsende	Gesprächs	Gesprächs
0521	hicom.abc.de:25	10	04.06.2013 10:51	04.06.2013 10:52	04.06.2013 10:52	0 Minuten	Eingehend
0342	hicom.abc.de:25	25	04.06.2013 10:29	04.06.2013 10:29	04.06.2013 10:30	0 Minuten	Ausgehend
0173	hicom.abc.de:25	25	04.06.2013 10:09	04.06.2013 10:09	04.06.2013 10:12	2 Minuten	Ausgehend
17	hicom.abc.de:25	25	03.06.2013 16:02	03.06.2013 16:08	04.06.2013 09:14	17,1 Stund	Eingehend
0341	hicom.abc.de:25	10	03.06.2013 14:57	03.06.2013 14:57	03.06.2013 14:57	0 Minuten	Eingehend
0342	hicom.abc.de:25	18519	03.06.2013 14:56	03.06.2013 14:56	03.06.2013 14:56	0 Minuten	Eingehend
516	hicom.abc.de:25	25	03.06.2013 13:21	03.06.2013 13:48	03.06.2013 13:51	3 Minuten	Eingehend
0351	hicom.abc.de:25	10	03.06.2013 12:15		03.06.2013 12:16	0 Minuten	Eingehend
0351	hicom.abc.de:25	10	03.06.2013 11:36	03.06.2013 11:36	03.06.2013 11:40	4 Minuten	Eingehend

# 5.2 The button "Diagnosis TAPI Manager"

The button "Diagnosis TAPI Manager" can be found in the tool bar and is only enabled for the user with the "TapiInterface Admin" role.

By clicking this button, the following window opens:

🧭 DiagnoseTapiManager - Internet Explorer						
Version: 8.1.1.0 - Anzahl Tapilines: 20 - Ablaufdatum: 31.12.2016 - Vollversion - noch 18 Lizenzen verfügbar	vom TAPI Connector angemeldet	Entität Tapi Interface				
07.06.2015 10:54:06 Thread aktiv Threadd: 2.9 Name: TapiConnectionThread 07.06.2015 10:18:59 172.20.1.1:4509 - erzeugt: 07.06.2015 10:18:59 - letzter Empfang: 07.06.2015 10:53:59 - ClentHost: cm2019jb.devchd.local - SocketArt: connector - SocketStatus: connected - Connected: True - letzter Empfang vor 7,61 Sekunden 07.06.2016 10:54:07 clent_ConnectionClosedFevent ausgelöst CreatedTime: 07.06.2016 10:21:42 Linename: Englosumetor.chd.de:45 SocketArt: incalltest SocketArt: incalltest 07.06.2016 10:54:07 CloseEventArgs.Code: Fulfilled 07.06.2016 10:54:07 CloseEventArgs.Code: Fulfilled 07.06.2016 10:54:07 SocketAttise: Code: CloseEventArg 07.06.2016 10:54:07 SocketAttise: CloseVeebSocketEvent 07.06.2016 10:54:07 ShowAllWebSocketTimed3 - Anzahl der WebSocket-Threads: 2 WebSocketState: CloseI - CloseEventArg WebSocketState: CloseI - CloseEfTime: 07.06.2016 10:21:42 - letzter Empfang: 07.06.2016 10:53:43 - SocketArt: incalltest - SocketStatus: connected - Linename: tapiconnector.chd.de:45 WebSocketState: Open - CreatedTime: 07.06.2016 10:54:03 - SocketArt: diagnose - SocketStatus: connected	TapiConnector 8.1.1.0 von 172.20.1.1 tapiconnector.chd.de:45 - 1 Benutzer (1 mal izensiert) tapiconnector.chd.de:547 - 1 Benutzer (1 mal izensiert) tapiconnector.chd.de:540 - kein Benutzer tapiconnector.chd.de:543 - kein Benutzer	tapiconnector.chd.der45 - Izensiert - Telefonie-Überwachung: CRM TAPI Web-Client tapiconnector.chd.der547 - Izensiert - Telefonie-Überwachung: nicht verbunden				
07.06.2016 10:54:07 ShowAllWebSocketThreads - geschlossenen WebSocket aus Liste entfernt 07.06.2016 10:54:10						
ConnectionWebSocket.ShakeHands CreatedTime: 07.06.2016 10:54:10						
07.06.2016 10:54:10 WebSocket Client zu Thread-Liste hinzugefügt						
07.06.2016 10:54:10 ConnectionWebSocket.ShakeHands - MissedMessages.Length: 1						
07.06.2016 10:54:10 ConnectionWebSocket.ShakeHands - MissedMessage: xml version=1.0' encoding='utf-87 <tapiaction name='mitnicall'&gt;command&gt;connect-(command&gt;<registration>manuell</registration>cincall/version&gt;8.1.1.0callversion&gt;cincallCitent&gt;web-(IncallCitent&gt;cuserid&gt;(85938DAD-EBD6-E511-80DE-00155D001BA9) <organisation>Tapi</organisation></tapiaction 						

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Here, you can see

- Wich version of the TAPI manager is installed
- For which organization the TAPI licensed was isssued
- The amount of licensed TAPI lines
- Which TAPI lines are logged in.

The second column lists all TAPI lines logged in by TAPI connector, the third column lists all TAPI lines which are assigned with a user in the "TAPI interface" entity.

#### 5.3 Fault detection form the TAPI interface icon

The icons of the TAPI interface are displayed in the entities "company", "contacts", "leads" and the telephone activities after the complete installation.

When errors occur, an error report can be created by simultaniously pressing "crtl" and the left mouse button.

A "telephone call" activity opens and the error message is opened in the background in a separate window (OutCallLog).

Mittwoch, 17. Juli 2013 16:08:36.507 - Name des TAPI-Managers: hicom
Mittwoch, 17. Juli 2013 16:08:36.516 - TAPI-Port: 4505
Mittwoch, 17. Juli 2013 16:08:36.522 - Tapiline des aktuellen Benutzers: ConnectorMaschine:10
Mittwoch, 17. Juli 2013 16:08:36.529 - Name der Tapiline des aktuellen Benutzers: TAPI-Line HS 10
Mittwoch, 17. Juli 2013 16:08:36.534 - Amtskennzahl:
Mittwoch, 17. Juli 2013 16:08:36.538 - Landeskennzahl: 49
Mittwoch, 17. Juli 2013 16:08:36.546 - Richtungskennzahl für eingehende Anrufe:
Nittwoch, 17. Juli 2013 16:08:36.551 - maximale Länge der internen Nummer: 3
Nittwoch, 17. Juli 2013 16:08:36.556 - Auslandsvorwahl:
Mittwoch, 17. Juli 2013 16:08:36.565 - Inlandsvorwahl:
Mittwoch, 17. Juli 2013 16:08:36.570 - Ortskennzahl:
Mittwoch, 17. Juli 2013 16:08:36.575 - Rufnummer:
Mittwoch, 17. Juli 2013 16:08:36.583 - Telefonanruf erst bei Verbindungsaufbei öffnen: 0
Mittwoch, 17. Juli 2013 16:08:36.588 - Telefonanruf und Datensatz öffnen: 0
Mittwoch, 17. Juli 2013 16:08:36.596 - Position des TAPI-Popups: 1
Mittwoch, 17. Juli 2013 16:08:36.602 - Anzeigedauer des TAPI-Popups: 30
Mittwoch, 17. Juli 2013 16:08:36.607 - Telefonanruf öffnen: 946410001
Mittwoch, 17. Juli 2013 16:08:36.616 - TAPI-Image-Pfad: Webresources/donau_tapi_ico_16_disconnect.gif
Mittwoch, 17. Juli 2013 16:08:36.622 - incall - Log für eingehende Anrufe gestartet - Silverlight ist schon geladen - UserId: {D9D1831C-0861-E011-AD1A-00155D007813}
Mittwoch, 17. Juli 2013 16:08:36.631 - InternetExplorer - Platform: Win32
Mittwoch, 17. Juli 2013 16:08:36.637 - onclick auf Tapilincon - Mode: Trace
Mittwoch, 17. Juli 2013 16:08:36.664 - SocketConnect aufgerufen - TapiCommand: connect
Mttwoch, 17. Juli 2013 16:08:36.670 - SocketConnect - Socket initialisiert
Mittwoch, 17. Juli 2013 16:08:36.676 - Silverlight - Verbindung zum TapiManager auf hicom wird aufgebaut.
Mittwoch, 17. Juli 2013 16:08:36.685 - SocketConnect - initArgs.SocketError: Success - TB: 128
Mittwoch, 17. Juli 2013 16:08:36.691 - InitArgsCompleted - LastOperation: Connect - SocketError: Success - Bytes Frantered: 0
Mittwoch, 17. Juli 2013 16:08:36.701 - Verbindung zum TapiManager auf hicom wurde hergestellt - Tapime: - Userid: d901831c-0bb1-e011-a01a-00155d00/813 - Organisation: schnittstellen
Mittword, 17. Juli 2013 16:08:36.707 - Sendeputter IntrargsCompleted: 178 60 63 120 109 108 32 118 101 114 115 105 111 110 61 34 49 46 48 34 32 101 110 99 111 100 105 110 103 61 34 117 116 102 45 56 34 65 62 60 116 97 112
Pittowoch, 17, Juli 2013 16:003:56.717 - Gesendet:
Mittwordh, 17. Juli 2015 16:00:56.724 - Receive - Command: Inst - 1 apicommand: connect
Pittwordh, 17, Juli 2015 16:00:56,757 - LaStotperadon: Connect - Receive gestartet - Tabicommands: incail
Michword, 17, Juli 2015 16:00:50, 49 - Initial geompteter - Last Operation: Sourcess - bytes framered: 556
Pintwork, 17. Juli 2013 10:00:30/73 - Ililionigs_Completeu - Sellu - Dyterrainstereu: 330
Mittwoch, 17. Juli 2013 16:08:41.484 - ReceiveArgsCompleted - LastOperation: Receive - SocketError: ConnectionReset - BytesTransfered: 0 - receiveLen: True
Mittwoch, 17. Juli 2013 16:08:41.496 - ReceiveArgsCompleted - LastOperation: Receive - SocketError: ConnectionReset - BytesTransfered: 0 - receiveLen: True

All blue and black entries indicate that the TAPI solution works correctly.

Any errors are listed as red entries.

Donnerstag, 1. August 2013 13:55:04.878 - Nummer 40 als interne Nummer erkannt Donnerstag, 1. August 2013 13:55:04.887 - konvertierte Nummer: 40 wird gewählt Donnerstag, 1. August 2013 13:55:04.893 - Outcall SocketConnect - command: connect Donnerstag, 1. August 2013 13:55:04.903 - Outcall SocketConnect - EventHandler geladen Donnerstag, 1. August 2013 13:55:05.893 - InitArgs\_Completed - LastOperation: Connect - SocketError: AccessDenied Donnerstag, 1. August 2013 13:55:05.927 - InitArgs\_Completed - SocketError: AccessDenied Donnerstag, 1. August 2013 13:55:05.943 - Es konnte keine Verbindung zum Endpunkt: tapi2011:4505 hergestellt werden Donnerstag, 1. August 2013 13:55:05.950 - Der Hostname wird aus dem Standarddatensatz und dem Standortdatensatz der TapiSchnittstellen-Entität gelesen.

In this example, the TAPI manager of the interface could not be connected.

This function should only be performed when errors occur. As with the full functionality of the TAPI interface in the live system, the call would, however, be performed and a connection to the calling party would be established.

# 6 Maintenance of the TAPI interface

## 6.1 The button "Update telephone numbers"

The button "Update telephone numbers" can be found in the tool bar and is only enabled for the user with the "TapiInterface Admin" role.

The TAPI manager connects with the CRM system at regular intervals in order to match the saved phone numbers. Thereby, all corrections, changes or newly entered phone numbers are updated automatically. The duration of this regular retrieval is set to 1800 s (30 minutes) by default in "RefreshTelephoneNumberIntervall", but can be changed individually.

The user with the "TapiInterface Admin" role can initiate this porcess immediately by clicking the "Update telephone numbers" button.

# 7 Updating the CRM TAPI Interface

Please note: For a CRM migration for several CRM versions, it is necessary to also install the TAPI solution after every migration step and to configure it as demo version.

The update of the TAPI interface from version 5.1.x to version 5.2.x is accompanied by extensive installation work. There is a separate document for this update. Any other following updates are carried out as described below.

## 7.1 Updating the TAPI solution

As soon as a new update for our CRM TAPI interface is available, you can install it directly. Therefore, please proceed as follows:

Just as for the installation of the CRM TAPI interface, in the navigation are of your Microsoft Dynamics CRM System go to the navigation buton "Settings" and open the solution "crmtapiinterfac" to the configuration page by double-clicking.

![](_page_45_Picture_7.jpeg)

Just as for the installation of the interface, the following window opens. In the upper right corner you can find the information about the currently installed version, the version available (depending on the SoftwareAssurance in progress) as well as the latest version of the CRM TAPI interface

Datei Schließen 🖳 🤌	Aktionen -		@ <u>H</u> ilfe ▼
Lösung: TAPI-Schnittstelle	(CTI= Computer-Telefonie-I	ntegration)	
Die Komponenten können nicht d einer anderen nicht verwalteten Lö	irekt in einer verwalteten Lösung I ösung aus bearbeitet werden.	besrbeitet werden. Wenn die verwalteten Eigenschaften für Lösungskomponenten für das Zulassen von Anpassungen festgelegt werden, können sie im Anpassung	sbereich oder von
Lösung TAPI-Schnittstelle (CTI= C 2 Informationen S Konfiguration	Update	DONAUBAUER AKTIENGESELLSCHAFT	6.0.3 6.0.4
Komponenten  Komponenten  Clienterweiterungen  Clienterweiterungen  Clienterweiterungen  Clienterweiterungen  Clienterweiterungen  Clienterweiterungen  Clienterweiterungen  Clienterdupunkte  Spic-Nachrichterweiterbeit…  Clienterdupunkte  Clienter	Allgemein Lizenz Anpassungen Telefon Felder Telefon Zeitfelder		
Status: Vorhanden			

If there is a newer version available than the currently installated version, the update routine is started by clicking the button "Update"; the following window appears.

Update	×
8.1.3	
Features: - Feature 1 - Feature 2	
Bugfixes: - Bugfix A - Bugfix B	
	Installieren Herunterladen Abbrechen

It lists detailed information about new features of the new version and which known errors were fixed.

Now, you ca decide whether to directly install the new version or to download the solution, for a manual installation at a later point of time.

By clicking "Install", the new version is directly imported and is available for you shortly afterwards.

By clicking "Download", the latest version is available as zip.file for downloading.

In case the update should not be carried out, the routine can be terminted by clicking "Cancel.

## Note for all TAPI users after the update of the TAPI solution:

After an update of the CRM TAPI solution, it is necessary to delete the CRM Browser chache of all logged in users in order to reload the updated web resources.

All TAPI users should/must be informed, f.i. via Email.

The components of the TAPI interface can only be updated, if no TAPI user phones in this moment, since otherwise all telephone events and information about the calls are lost

## 7.2 Updating the TAPI-Connector

The update to a new version of the TAPI connector has to be carried out on the server on which the old version of the TAPI connector is installed (Installing the TAPI Connector).

閿	CrmTapiConnector Setup – 🗆 🗙
Ð	Welcome to the CrmTapiConnector Setup Wizard
	The Setup Wizard will install CrmTapiConnector on your computer. Click Next to continue or Cancel to exit the Setup Wizard.
	Back Next Cancel
<b>H</b> (	CRM Tapi Connector Setup – 🗆 💌
-	
CRM TAPI Manager Port	4505 4502-4534
CRM TAPI Manager Server	TapManagerServer
Version	6.1.2
	Back Next Cancel

Start the installer by clicking the "Next" button

Now, enter the CRM TAPI manager port and the CRM TAPI Manager server. They have to be identical with the versions that already exist in your system. (Installing the TAPI Connector)

Proceed the update by clicking the "Next" button.

![](_page_48_Picture_0.jpeg)

閿	CrmTapiConnector Setup	-	□ ×
	Destination Folder Click Next to install to the default folder or click Change to choose another.		Ð
	Install CrmTapiConnector to:		
	C:\Program Files\Donaubauer\CrmTapiConnector\ Change		
	Back Next		Cancel

CrmTapiConnector Setup
Ready to install CrmTapiConnector
Click Install to begin the installation. Click Back to review or change any of your
installation settings. Click Cancel to exit the wizard.

Back
Install
Cancel
Cancel

iid ∎	CrmTapiConnector Setup – 🗆 🗙
Installin	g CrmTapiConnector
Please wa	t while the Setup Wizard installs CrmTapiConnector.
Status:	Stopping services
	Back Next Cancel

In this window, select the installation path and click "Next"

In the next window, the installation of the update starts.

The installation itself may take some seconds or minutes.

![](_page_49_Picture_0.jpeg)

閿	CrmTapiConnector Setup - 🗆 🗙			
Ð	Completed the CrmTapiConnector Setup Wizard			
	Click the Finish button to exit the Setup Wizard.			
	Back <b>Einish</b> Cancel			

The installation is completed with the "Finish" button.

The entry of the CrmTapiConnector appears the program list with the new version number. The user with the "TapiInterface Admin" role can also retrieve the version number by clicking the "Diagnosis TAPI manager" button.

🚧 CRM Tapi Connector	Donaubauer AG	30.07.2015	201 KB	7.0.4
🟄 CRM Tapi Manager	Donaubauer AG	05.05.2015	1,04 MB	7.0.4

### 7.3 Updating the TAPI Manager

Das Update einer neuen Version des TAPI-Managers wird in der gleichen Weise wie das Update des TAPI-Connectors durchgeführt.

8	CRM Tapi Manager Setup	- 🗆 🗙		
Ð	Welcome to the CRM Tapi M Wizard	lanager Setup		
	The Setup Wizard will install CRM Tapi Manager on your computer. Click Next to continue or Cancel to exit the Setup Wizard.			
	<u>B</u> ack <u>N</u> ext	Cancel		
₩	CRM Tapi Manager Setup	- • ×		
CRM TAPI Port	4505	(4502-4534)		
CRM Organisation	CRM			
CRM Server	https://crmsrv.domain.local			
CRM Benutzer				
CRM Password				
Service Account	NT AUTHORITYWebworkService			
Service Password				
Version 6.1.2	CRM-Type OnPremise v			
	Back Next	Cancel		
		-		
<b>b</b>	CRM Tapi Manager Setup	- • ×		
End-User License Agre Please read the following	ement license agreement carefully			
Wichtig!	natallation das Coffeense			
Bitte lesen Sie vor l Schnittstelle (CTI = Dynamics CRM dies	nstallation der Software namens TA Computer-Telefonie-Integration) für e Lizenzbedingungen aufmerksam	Microsoft durch.		
Dieser Endbenutzer License Agreement (entweder als natür Donaubauer Aktieng vorab genannte Sof	Lizenzvertrag (kurz "EULA" = End ist ein rechtsgültiger Vertrag zwise licher oder juristischer Person) und gesellschaft für das Ihnen gelieferte tware-Produkt. Durch die Installatio	Jser chen Ihnen der e und im on und v		
✓ I accept the terms in th	e License Agreement			

Print

Back Next Cancel

Start the installer,

On page 2 of the installer, the same information as for the initial installation are requested, the information should be the same as well. (Installing the TAPI manager) Click "Next".

Accept the EULA.,

![](_page_51_Picture_0.jpeg)

₿	CRM Tapi Manager Setup	-	□ ×
De	stination Folder Click Next to install to the default folder or click Change to choose another.		Ð
In	stall CRM Tapi Manager to:		
	: \Program Files\Donaubauer\CrmTapiManager\ 		
	Back Next		Cancel

Select the installation path and confirm it by clicking "Next".

閿	CRM Tapi Manager Setup 🚽 🗖 🗙
R	Ready to install CRM Tapi Manager
	Click Install to begin the installation. Click Back to review or change any of your installation settings. Click Cancel to exit the wizard.
	Back Install Cancel

Now, the installation starts.

This may take some seconds or minutes.

18	CRM Tapi Manager Setup 🚽 🗖 🗙	
Installi	Installing CRM Tapi Manager	
Please w	it while the Setup Wizard installs CRM Tapi Manager.	
Status:	Stopping services	
	pack Next Cancel	

![](_page_52_Picture_0.jpeg)

谩	CRM Tapi Manager Setup 🗕 🗖 🗙
Ð	Completed the CRM Tapi Manager Setup Wizard
	Click the Finish button to exit the Setup Wizard.
	Back Einish Cancel

Complete the installation on the last page of the installer by clicking "Finish".

The entry of the CrmTapiManager appears the program list with the new version number. The user with the "TapiInterface Admin" role can also retrieve the version number by clicking the "Diagnosis TAPI manager" button.

🚧 CRM Tapi Connector	Donaubauer AG	30.07.2015	201 KB	7.0.4
🟄 CRM Tapi Manager	Donaubauer AG	05.05.2015	1,04 MB	7.0.4

# 8 Uninstalling the CRM TAPI Interface

For uninstalling, please go to the system control and first uninstall the TAPI connector and second the TAPI manager.

Please note: the TAPI manager creates TAPI interface records. These records will remain after uninstalling the TAPI manager.

After a possible reinstallation of the TAPI manager with different parameters, the entries of these records have to be adjusted to the new parameters.

Programm deinstallieren oder ändern Wählen Sie ein Programm aus der Liste aus, und klicken Sie auf "Deinstallieren", "Ändern" oder "Reparieren", um es zu deinstallieren.					
Organisieren 🔻				:= 🕶 🔞	
Name	Herausgeber	Installiert am	Größe	Version	
🚧 CrmTapiConnector	Donaubauer AG	03.07.2013	201 KB	5.1.12	
🚧 CRM Tapi Manager	Donaubauer AG	03.07.2013	1,34 MB	5.1.39	

The last step is to remove the solution of the CRM TAPI interface.

Before removing the TAPI solution, the <u>Customization</u> made when setting up have to be undone, since otherwise the TAPI webresources cannot be removed due to dependencies.

Via the navigation are "settings" and the navigation button "solutions", all solutions of the CRM system are listed. The solution of the TAPI interface (crmtapiinterface) is selected and completely removed with the "Delete" button in the tool bar.

🚧 Microsoft Dynamics CRM 🗸 👘 🛛 EIM	NSTELLUNGEN 🗸 Lösungen 🛛 🗸			۵	?
Alle Lösungen ×		Nach Datensätzen suchen		Q	
🜮 Neu 🛛 🗙 Löschen 🛛 📑 Importieren 🕠 Exportieren	🗿 Übersetzungen importieren 📓 Übersetzungen exportieren	👔 👔 Alle Anpassungen veröffentlichen 🛛 🚯 Lösungen von Marketplace	abrufen		
Weitere Aktionen 👻					
Name Anzeigename	Version Installiert am 🛧 Pakettyp Herausgeber	Beschreibung			Ø
✓ crmtapiinterface TAPI-Schnittstelle (CTI= Co	6.0.4 09.03.2015 Verwaltet Donaubauer AG	TAPI-Schnittstelle (CTI= Computer-Telefonie-Integra	tion)		

The TAPI interface is now completey uninstalled in your system.

🚈 Microsoft Dynamics CRM 🗸 👘   EINSTELLUNGEN 🗸 Lösungen   🗸	🕀 Erstellen	۵	?
Alle Lösungen -	Nach Datensätzen suchen	Q	
🐉 Neu 🛛 🗙 Löschen 🛛 📑 Importieren 🦉 Exportieren 🛛 🗿 Übersetzungen importieren 📓 Übersetzungen exportieren 🛛 🚺 Alle Anpassungen	n veröffentlichen 🛛 🚯 Lösungen von Marketplace abrufen		
Weitere Aktionen 👻			
Name Anzeigename Version Installiert am 🛧 Pakettyp Herausgeber B	Seschreibung		e

If you have any questions concerning our CRM TAPI interface or need additional support, do not hesitate to contact us.

Below you will find the contact information of the Donaubauer AG:

![](_page_54_Picture_3.jpeg)

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Tel.: +49 (34361) 826-0 Fax: +49 (34361) 826-25 Mail: <u>support@donaubauer.com</u> Web: <u>www.donaubauer.com</u>

Vorstand: Andreas Donaubauer Aufsichtsratsvorsitzende: Andrea Striegler Amtsgericht Leipzig HRB 23063 Ust.-ID: DE814819651