Role TEL - Installation as service

Hint

First stop all jtel services.

Before the TEL role is installed as a service, it is essential that all these functions:

- **Telephony**
- **SIP including extended features via the SIP Injector, such as the SIP header "History-Info".**
- **TK-Connector**
- **Platform UDP Listener**

are completely installed and executable as an application.

Before this status is reached, the applications should not be configured as a service, since reconfiguring the services is cumbersome and may require stopping the service to reconfigure it with the GUI.

Deactivate Autostart entries

Using Windows Explorer, navigate to **shell:startup** and remove all autostart entries, as they are now configured as a service.

Setup jtel Telephony Server (8-Server) as service

First of all, stop all applications on the server, and log in with the user under which the services are to run.

Important:

- **This user must have at least local administration rights**

Install Service

Work with a command line **as administrator**:

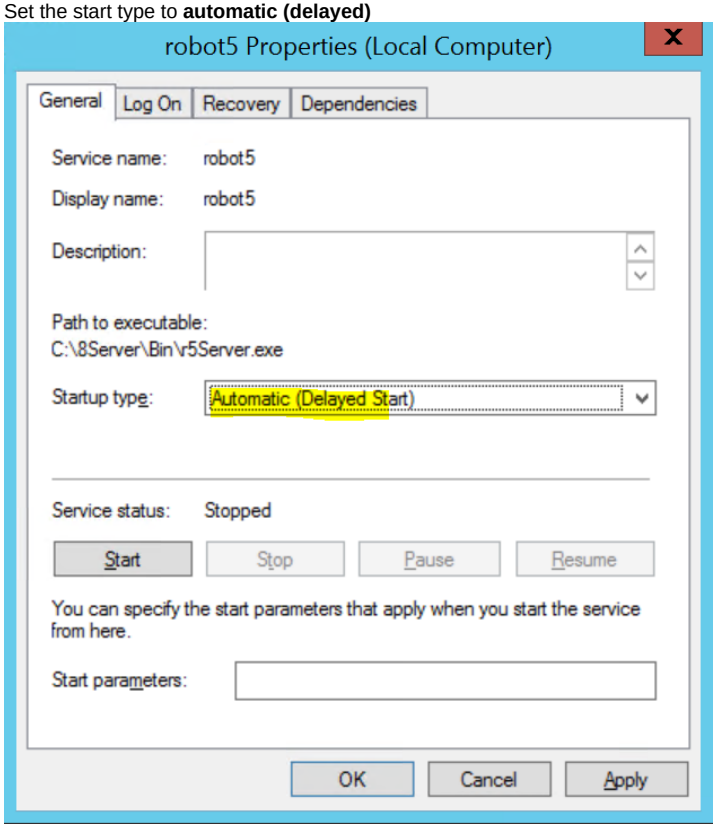
Installation 8 server as service - command line as administrator

```
c:
cd \8Server\bin
r5Server /install
```

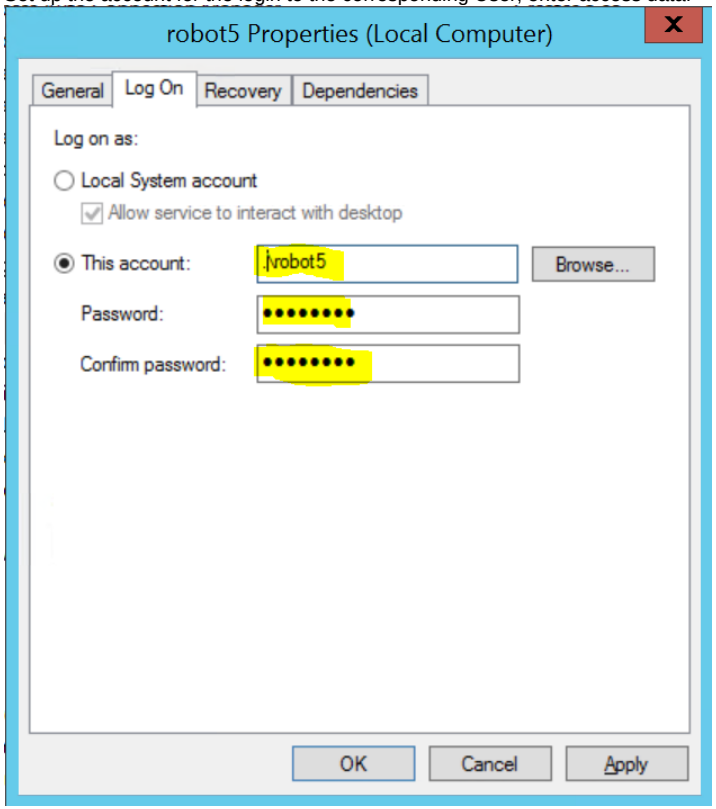
Configure Service

Under Services make the following settings for the newly installed service robot5:

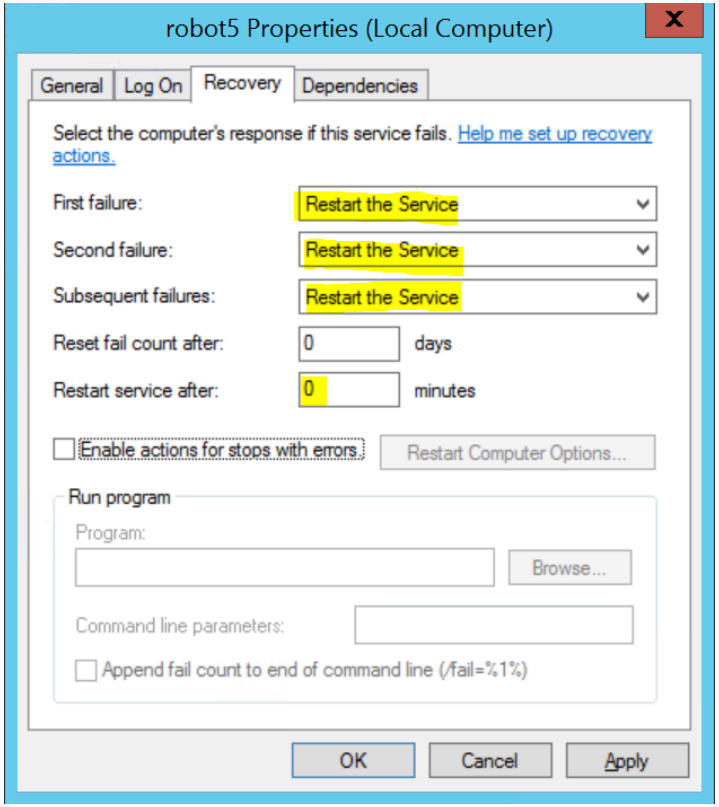
- Set the start type to **automatic (delayed)**



- Set up the account for the login to the corresponding User, enter access data:



- Adjust the behavior for recovery:
  - Always restart service (all 3 options)
  - Set number of minutes to 0 (means immediately)



Connect with Samba Share

In order for the service to connect seamlessly to the SAMBA share, the user under which the service logs on to must be created as Samba user. This is done on the **acd-store**, if not already done (<password> replace with the appropriate password):

Set up SAMBA users on acd-store

```
useradd -m robot5
printf '<password>\n<password>\n' | smbpasswd -a -s robot5
```

Start and Test Service

Then, start the service via the Services GUI, or with **net start robot5.**

Verify that:

- Telephone calls are processed correctly

- logs are written in the correct place (usually **\\acd-store\shared**)

Set up Platform UDP Listener as service

Install Service

Work with a command line **as administrator**:

Installation 8 server as service - command line as administrator

```
c:
cd \PlatformUDPListener
install-service.cmd
```

Configure Service

See screenshots above at service robot5.

- Set the start type to **automatic (delayed)**
  Set up the account for the login to the corresponding user, enter access data
- Adjust the behavior for recovery:
  - Always restart service (all 3 options)
  - Set number of minutes to 0 (means immediately)

Start and Test Service

Start the service via the Services GUI, or with the command: **net start jtel-udp-listener**

Verify that:

- log files are written to c:\PlatformUDPListener\log
- Via the Web-GUI in Agent Home, the call is signalled immediately when it is put through to the agent

Set up TK Connector as service

The PBX connectors are usually .NET applications, and can be installed as a service using the .NET Framework.

The following example applies to the installation of the Innovaphone Connector.

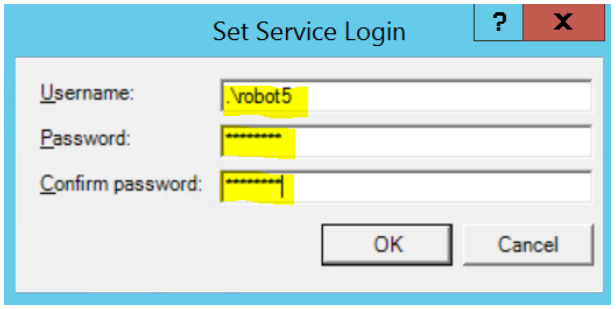
Install Service

Working with a command line **as administrator**:

Installation 8 server as service - command line as administrator

```
c:
cd \JTELInnovaphonePBXServiceV11
c:\Windows\Microsoft.NET\Framework\v4.0.30319\InstallUtil.exe -install JTELInnovaphonePBXService.exe
```

A prompt appears for entering the account information for the service:



Enter and save the corresponding data.

Configure Service

See screenshots above at service robot5.

- Set the start type to **automatic (delayed)**
  Adjust the behavior for recovery:
  - Always restart service (all 3 options)
  - Set the number of minutes to 0 (means immediately)

Start and Test Service

Start the service via the Services GUI, or with the command **net start jtelInnovaphonePBXService**

Verify that:

- Log files are written to the log directory - for example **c:\jtelInnovaphonePBXServiceV11\log**
- Via the Web-GUI in the Agent Home, that busy is immediately signalled when a monitored telephone set is used