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)**

robot5 Properties (Local Computer)
General Log On Recovery Dependencies
Service name: robot5
Display name: robot5
Description:
Path to executable: C:\8Server\Bin\r5Server.exe
Startup type: Automatic (Delayed Start)
Service status: Stopped Start Stop Pause Resume You can specify the start parameters that apply when you start the service from here. Start parameters:
OK Cancel Apply

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

robot5 Properties (Local Computer)
General Log On Recovery Dependencies
Log on as:
Local System account Allow service to interact with desktop
This account: Ivobot5 Browse
Password:
Confirm password:
OK Cancel <u>Apply</u>

- Adjust the behavior for recovery:

 Always restart service (all 3 options)
 Set number of minutes to 0 (means immediately)

robot5 Proj	perties (Local Computer)	X		
General Log On Recovery	Dependencies	_		
Select the computer's respons actions.	se if this service fails. <u>Help me set up recovery</u>			
First failure:	Restart the Service 🗸 🗸			
Second failure:	Restart the Service V			
Subsequent failures:	Restart the Service 🗸			
Reset fail count after:	0 days			
Restart service after:	0 minutes			
Enable actions for stops with errors. Restart Computer Options				
Run program				
Program:				
	Browse			
Command line parameters:				
Append fail count to end of command line (/fail=%1%)				
	OK Cancel Apply			

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 (cpassword> replace with the appropriate password):

Set up SAMBA users on acd-store	
useradd -m robot5 printf ' <password>\n<password>\n' smbpasswd -a -s robot5</password></password>	

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

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:

	Set Service Login ? X
<u>U</u> sername: <u>P</u> assword:	.vobot5
<u>C</u> onfirm password:	OK Cancel

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:\jtellnnovaphonePBXServiceV11\log
 Via the Web-GUI in the Agent Home, that busy is immediately signalled when a monitored telephone set is used

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