



Telephone Integration for Microsoft CRM 3.0 Capability Test

Version 1.0

Users Guide

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TAPI Test

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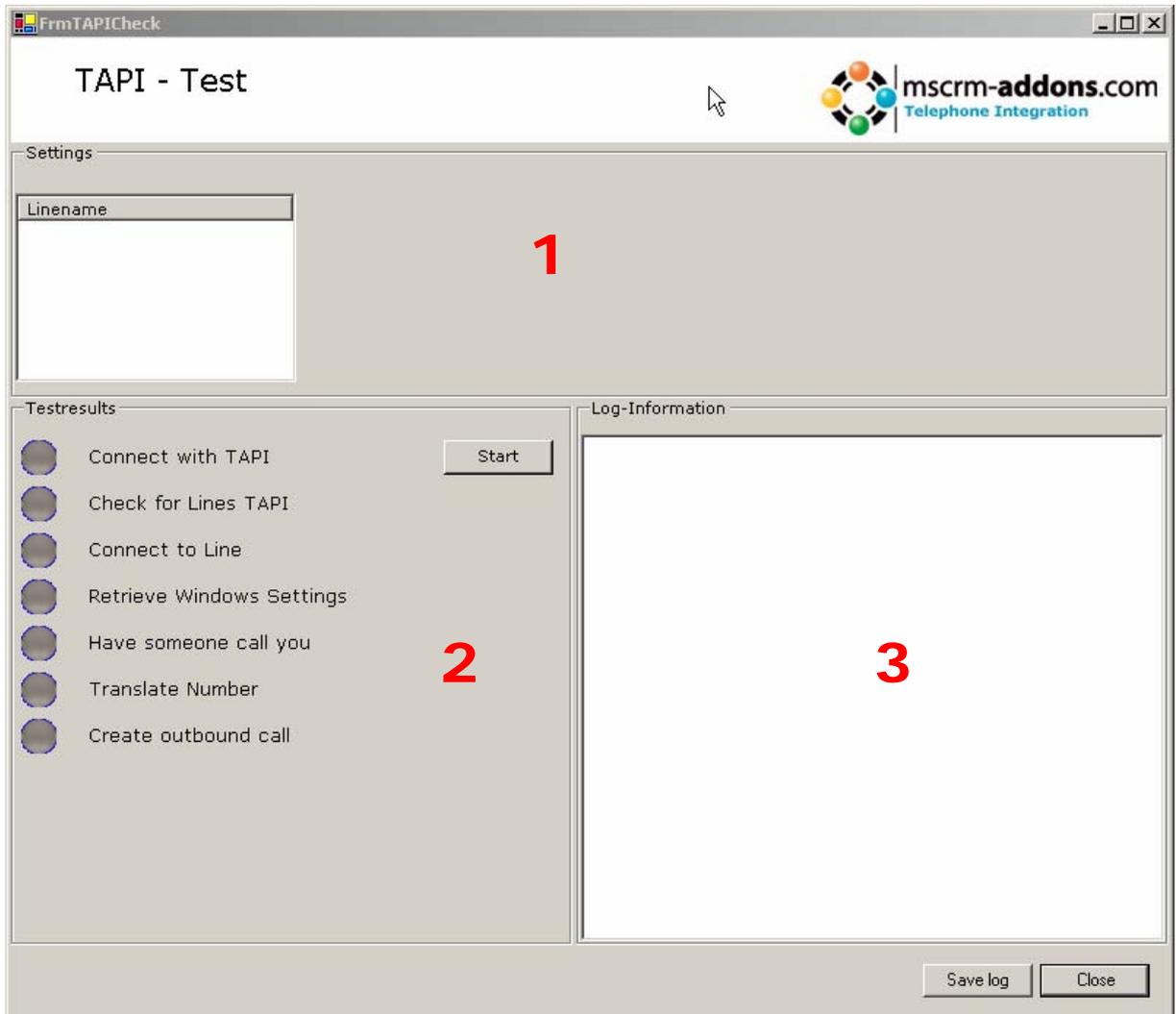
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1 Introduction

Telephone Integration for Microsoft CRM 3.0 (**TI**) TAPI Test is a testing utility to proof your computer is able to run Telephone Integration for Microsoft CRM 3.0 (**TI**).

TAPI Test consists of two files and this documentation. All files have to be copied to your computer locally.

2 Test Suite



This is the main screen, as you see on initial start up.

The screen is divided into 3 Sections:

- Settings area
- Testresult area
- Log area

2.1 Settings Area

The Settings area contains settings which might require user interaction or display important information as you run the test. Some controls in this area will show up as you step along the tests.

2.2 Testresult area

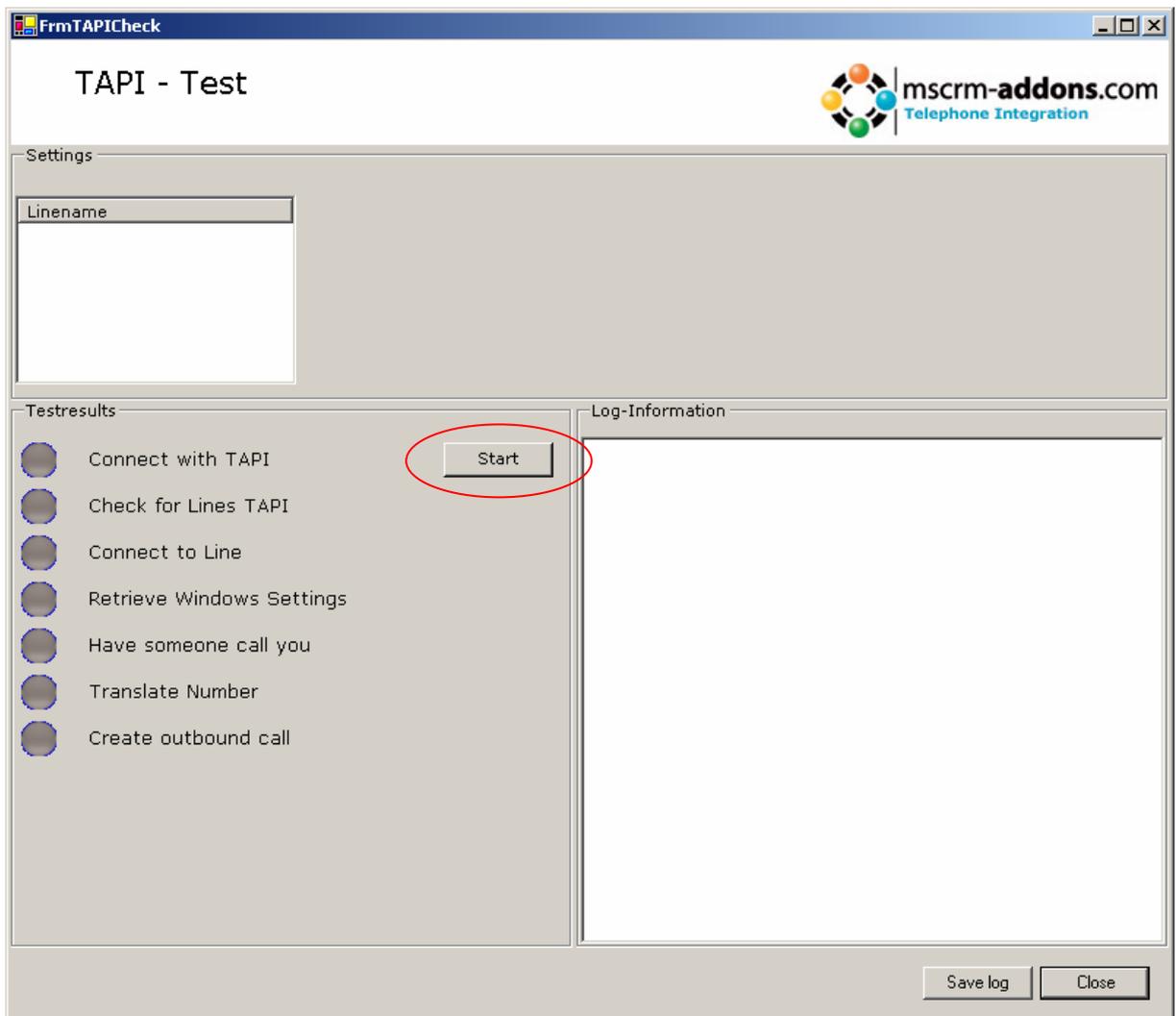
This area describes the test to be run and the result which has been returned by each test result.

2.3 Log area

This sections contains detailed information on each step. With the “save log” button you can export this log to a file. The location where to find this file is displayed in the log window after saving. The usual location is the application folder.

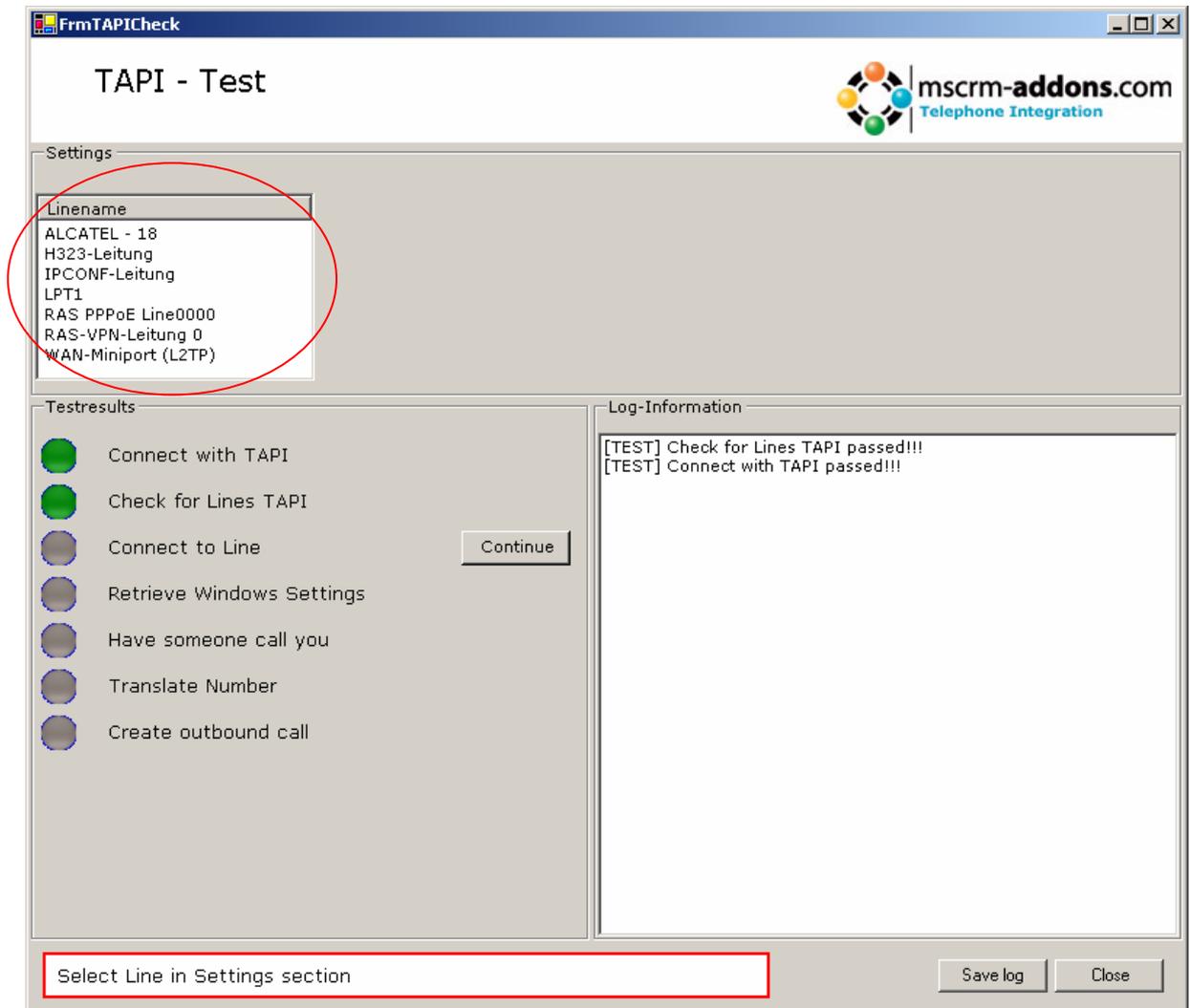
3 Running the test

3.1 Initiate TAPI



Press start to initiate TAPI Communication. If you have no TAPI client installed. The grey button beside the first test will turn red. In this case you have to install a TAPI client first. There is no way to continue from this point.

3.2 Line Selection



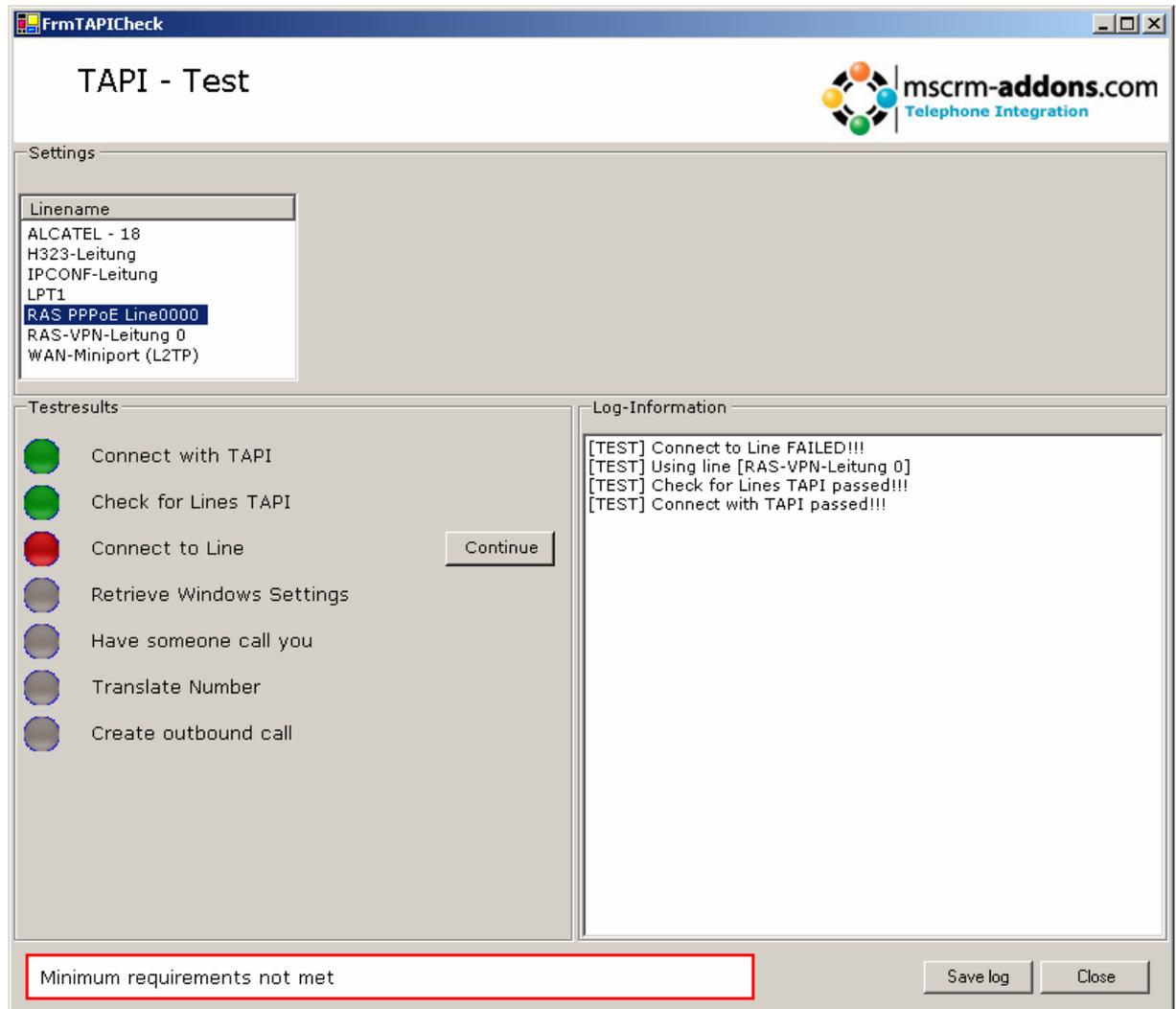
Having passed TAPI connection and at least one line being found, you are presented this screen.

As stated in the message box on the lower left side of the window, you are required to select a line in the settings area.

If no lines have been found, there is no way to continue from this point. You have to ensure, that your TAPI client has access to at least one voice line.

3.3 Line Connection Test

If you have selected a line, that is not supported by TAPI, the screen will look like this:



Try to select another line until you reach a screen, that looks like the following screen. Hit continue after selecting another line.

FrmTAPICheck

TAPI - Test


mscrm-addons.com
 Telephone Integration

Settings

Linename ALCATEL - 18 H323-Leitung IPCONF-Leitung LPT1 RAS PPPoE Line0000 RAS-VPN-Leitung 0 WAN-Miniport (L2TP)	Telephonie Details Local Loop Number: <input type="text" value="0"/> Remove this Country-Code: <input type="text" value="0043"/> Remove this Area-Code: <input type="text" value="0316"/>	Call Details Number: <input type="text"/> Translated: <input type="text"/> Incoming: <input type="text"/>
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Testresults <ul style="list-style-type: none"> <input checked="" type="radio"/> Connect with TAPI <input checked="" type="radio"/> Check for Lines TAPI <input checked="" type="radio"/> Connect to Line <input checked="" type="radio"/> Retrieve Windows Settings <input type="radio"/> Have someone call you <input type="button" value="Continue"/> <input type="radio"/> Translate Number <input type="radio"/> Create outbound call 	Log-Information <pre>[TEST] Retrieve Windows Settings passed!!! [TEST] Connect to Line passed!!! [LINEINFO] Device ID: 6 Line Name: ALCATEL - 18 - Christoph Kokely Provider Info: Alcatel TAPI Service Provider Switch Info: 192.168.200.10,None,0 Address Modes: LINEADDRESSMODE_DIALABLEADDR Bearer Modes: LINEBEARERMODE_VOICE Media Modes: LINEMEDIAMODE_INTERACTIVEVOICE Is Voice Line: True Number of Addresses: 1 Line Features: LINEFEATURE_FORWARD, LINEFEATURE_MAKECALL, LINEFEATURE_FORWARDFWD, LINEFEATURE_FORWARDDND Extension Version: 0 Line = 6 Address = 0 Address ExtVer = 0 [TEST] Using line [ALCATEL - 18] [TEST] Check for Lines TAPI passed!!! [TEST] Connect with TAPI passed!!!</pre>
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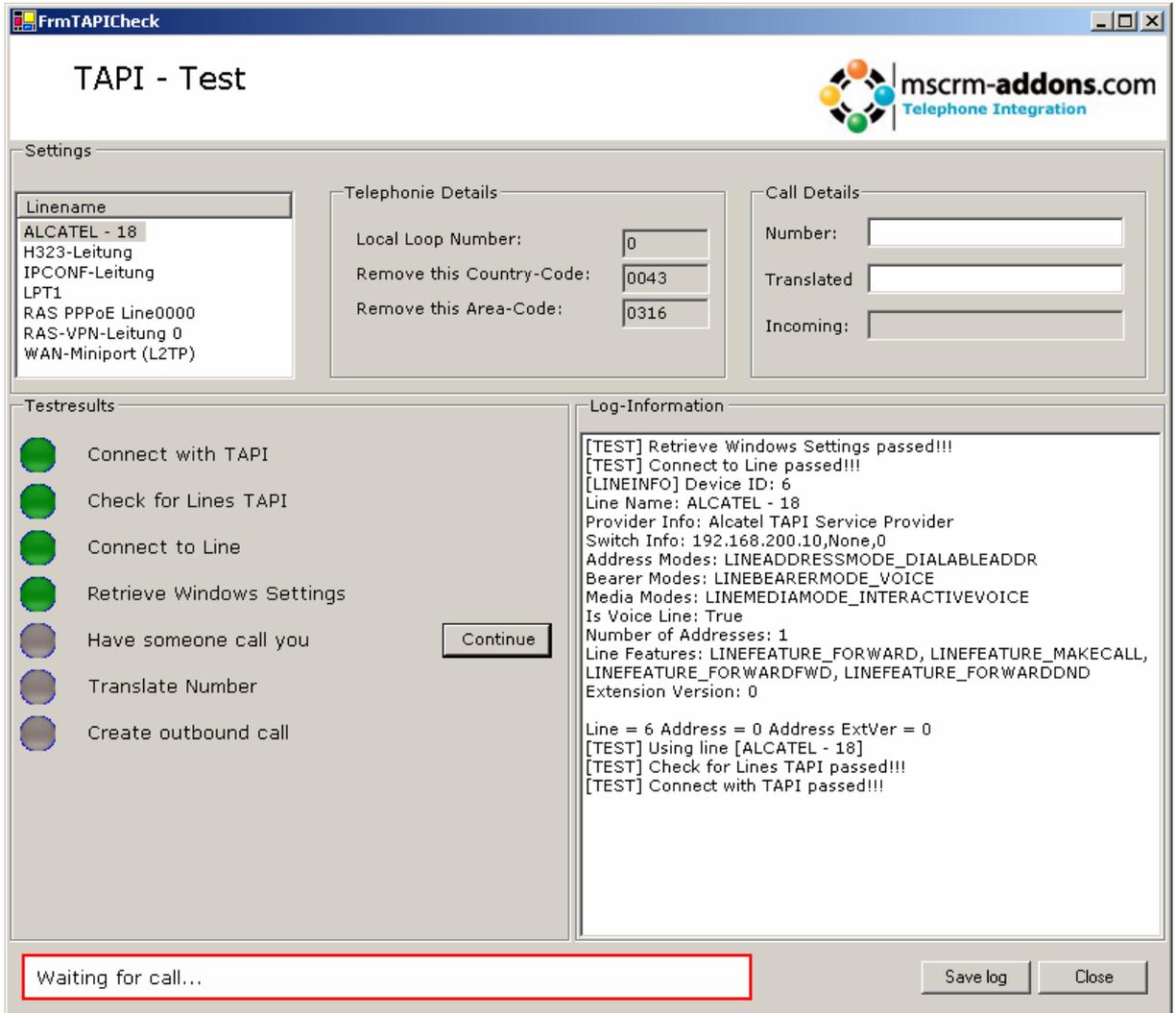
Have someone call you. Press Continue to start waiting

Having selected a voice capable line, the line connection data is shown in the log file and the windows telephony settings are retrieved.

If the windows settings could not be retrieved, you have to generate a Location-information for your computer under the Telephone and modem settings in the system panel.

If all is well, hit "Continue" to initiate inbound call testing.

3.4 Incoming call test



TAPI - Test

Settings

Linename

- ALCATEL - 18
- H323-Leitung
- IPCONF-Leitung
- LPT1
- RAS PPPoE Line0000
- RAS-VPN-Leitung 0
- WAN-Miniport (L2TP)

Telephone Details

Local Loop Number:

Remove this Country-Code:

Remove this Area-Code:

Call Details

Number:

Translated:

Incoming:

Testresults

- Connect with TAPI
- Check for Lines TAPI
- Connect to Line
- Retrieve Windows Settings
- Have someone call you
- Translate Number
- Create outbound call

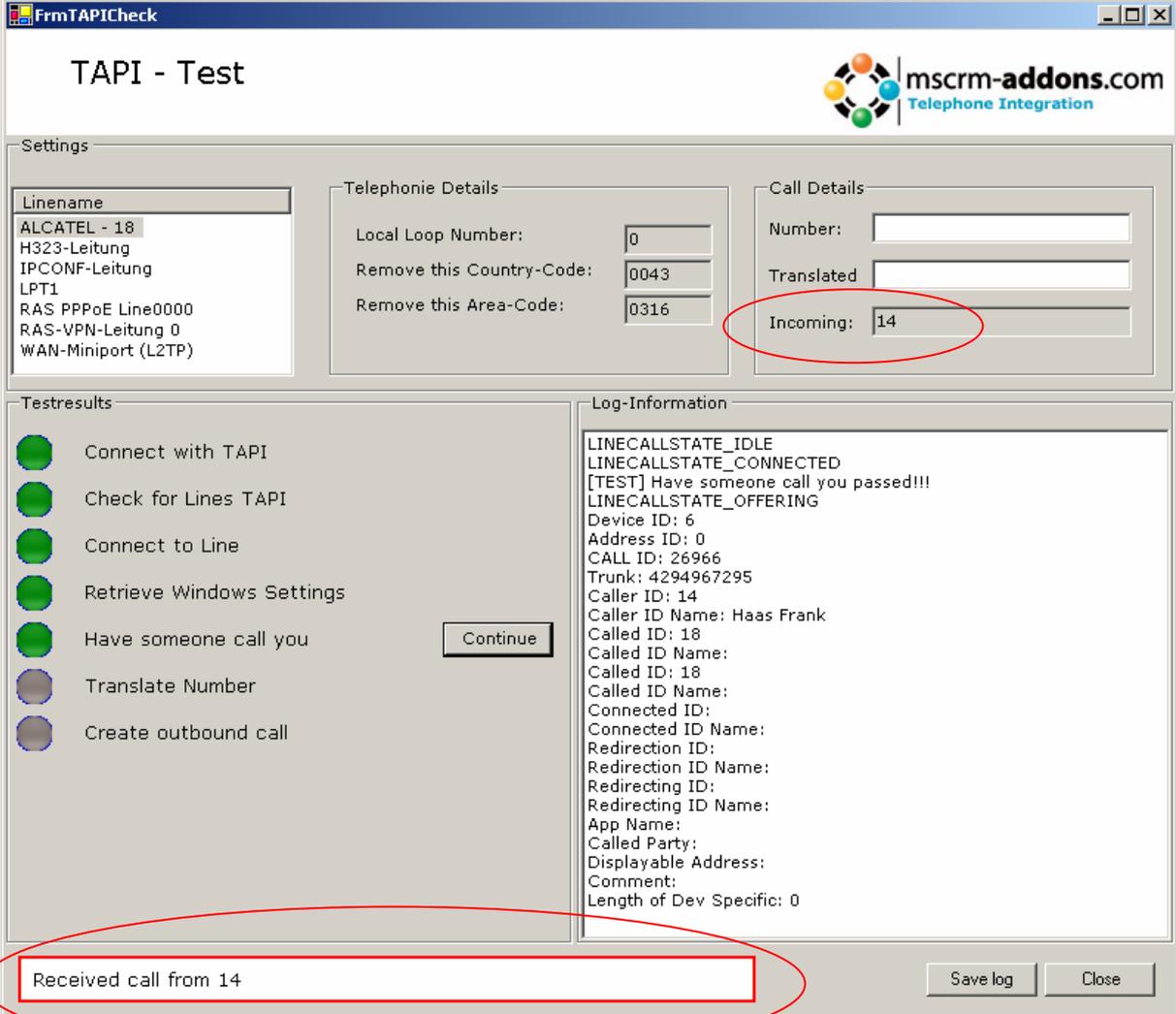
Log-Information

```
[TEST] Retrieve Windows Settings passed!!!
[TEST] Connect to Line passed!!!
[LINEINFO] Device ID: 6
Line Name: ALCATEL - 18
Provider Info: Alcatel TAPI Service Provider
Switch Info: 192.168.200.10,None,0
Address Modes: LINEADDRESSMODE_DIALABLEADDR
Bearer Modes: LINEBEARERMODE_VOICE
Media Modes: LINEMEDIAMODE_INTERACTIVEVOICE
Is Voice Line: True
Number of Addresses: 1
Line Features: LINEFEATURE_FORWARD, LINEFEATURE_MAKECALL,
LINEFEATURE_FORWARDFWD, LINEFEATURE_FORWARDDND
Extension Version: 0

Line = 6 Address = 0 Address ExtVer = 0
[TEST] Using line [ALCATEL - 18]
[TEST] Check for Lines TAPI passed!!!
[TEST] Connect with TAPI passed!!!
```

Waiting for call...

Have somebody call you. The log file will show TAPI status information and the test result will turn to ok, if an incoming call is recognized.



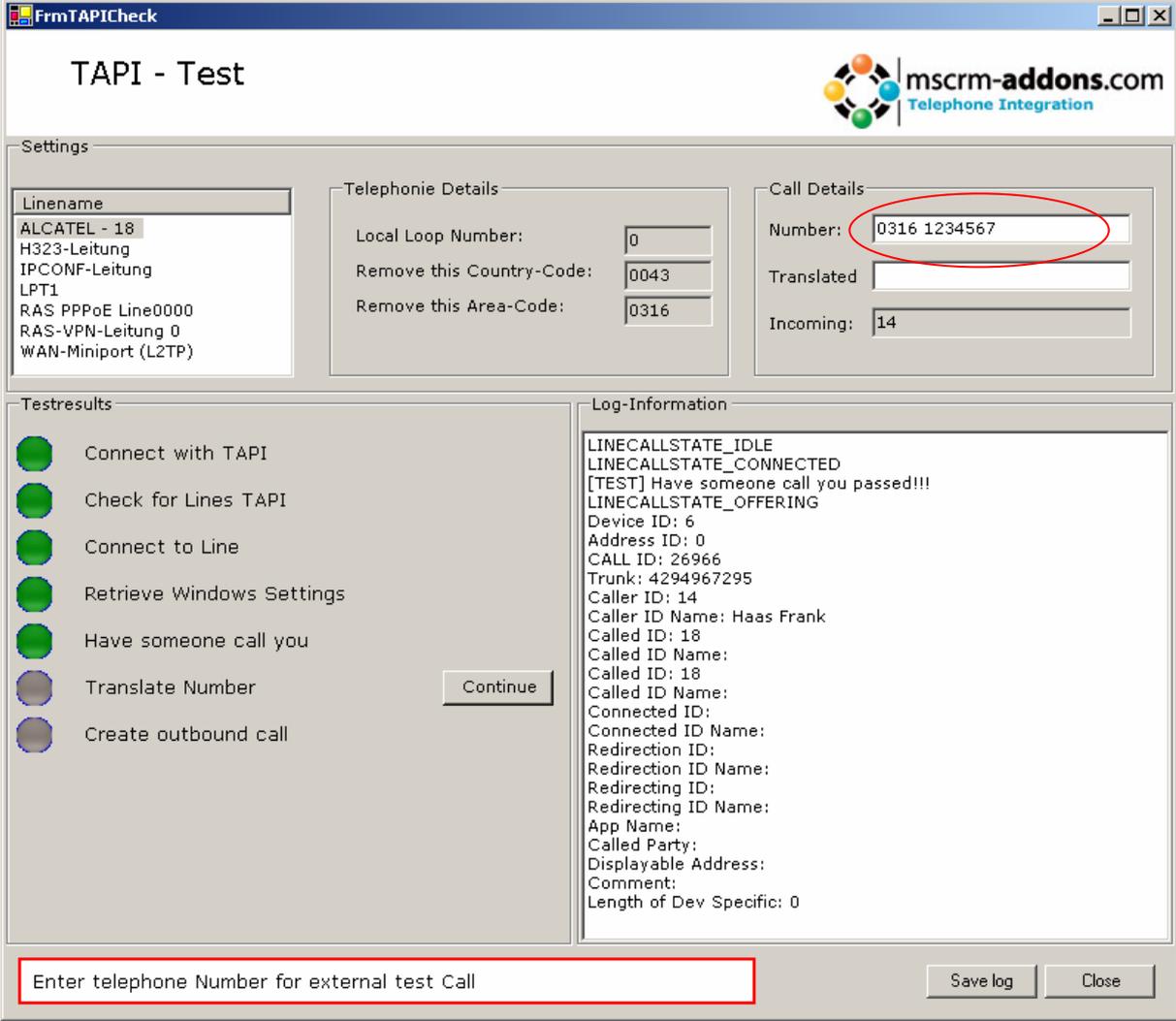
The screenshot shows the 'FrmTAPICheck' application window titled 'TAPI - Test'. The window is divided into several sections:

- Settings:**
 - Linename:** A list box containing 'ALCATEL - 18', 'H323-Leitung', 'IPCONF-Leitung', 'LPT1', 'RAS PPPoE Line0000', 'RAS-VPN-Leitung 0', and 'WAN-Miniport (L2TP)'. 'ALCATEL - 18' is selected.
 - Telephonie Details:** Includes input fields for 'Local Loop Number' (0), 'Remove this Country-Code' (0043), and 'Remove this Area-Code' (0316).
 - Call Details:** Includes input fields for 'Number', 'Translated', and 'Incoming' (14). The 'Incoming' field is circled in red.
- Testresults:** A list of test steps with status indicators (green circles for success, grey for failure):
 - Connect with TAPI (Success)
 - Check for Lines TAPI (Success)
 - Connect to Line (Success)
 - Retrieve Windows Settings (Success)
 - Have someone call you (Success) - This step is currently active, with a 'Continue' button next to it.
 - Translate Number (Failure)
 - Create outbound call (Failure)
- Log-Information:** A text area displaying call state logs:

```
LINECALLSTATE_IDLE
LINECALLSTATE_CONNECTED
[TEST] Have someone call you passed!!!
LINECALLSTATE_OFFERING
Device ID: 6
Address ID: 0
CALL ID: 26966
Trunk: 4294967295
Caller ID: 14
Caller ID Name: Haas Frank
Called ID: 18
Called ID Name:
Called ID: 18
Called ID Name:
Connected ID:
Connected ID Name:
Redirection ID:
Redirection ID Name:
Redirecting ID:
Redirecting ID Name:
App Name:
Called Party:
Displayable Address:
Comment:
Length of Dev Specific: 0
```
- Bottom Section:** A text box at the bottom left contains the text 'Received call from 14', which is circled in red. To its right are 'Save log' and 'Close' buttons.

Having received a call will change the screen to something similar to the above. Please check, that the displayed number is indeed the number, you have been called from. Ensure the caller has caller identification enabled.

3.5 Outbound call testing



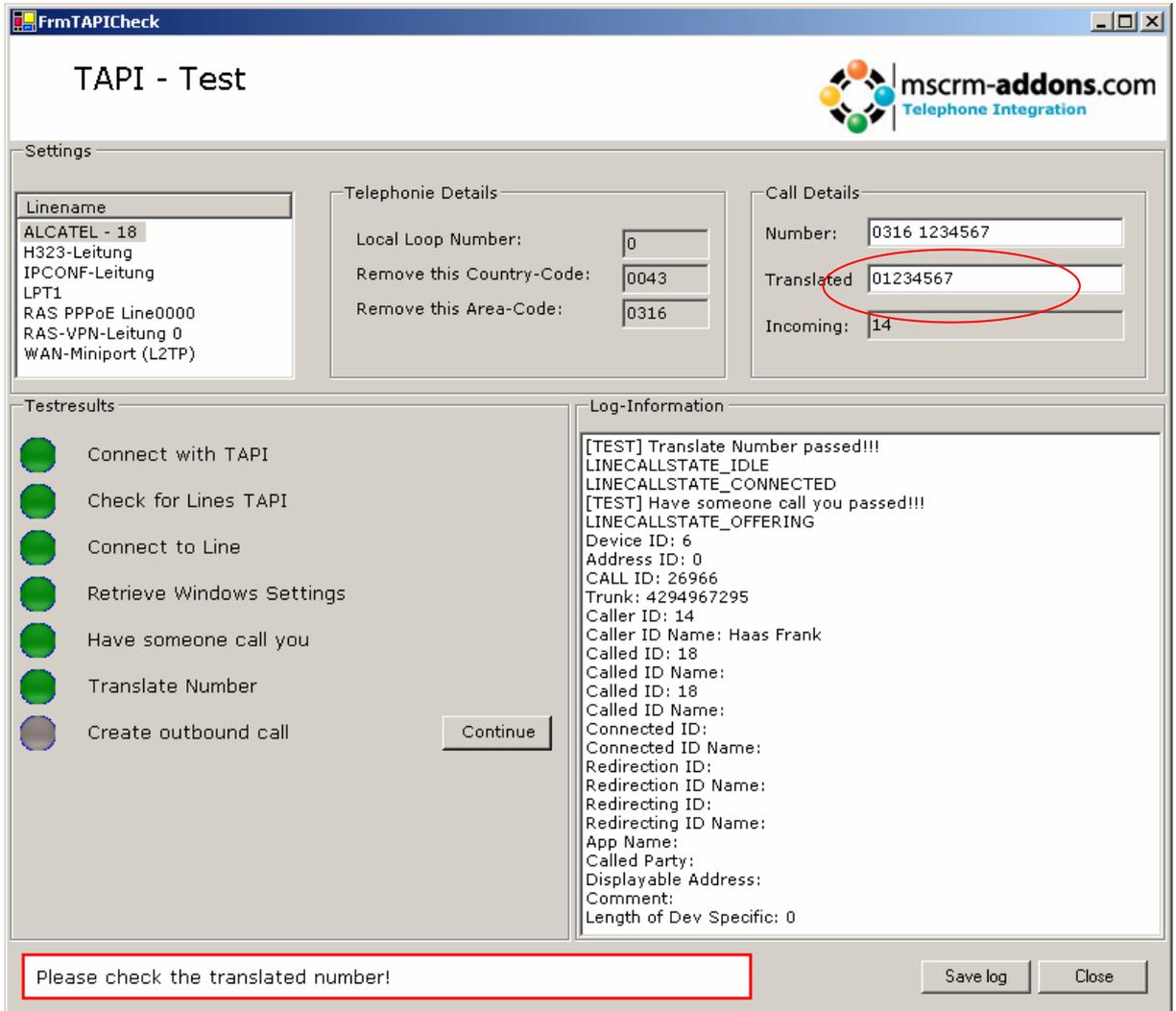
The screenshot shows the FrmTAPICheck application window titled "TAPI - Test". The window is divided into several sections:

- Settings:**
 - Linename:** A list box containing "ALCATEL - 18", "H323-Leitung", "IPCONF-Leitung", "LPT1", "RAS PPPoE Line0000", "RAS-VPN-Leitung 0", and "WAN-Miniport (L2TP)".
 - Telephonie Details:** Three input fields: "Local Loop Number:" (0), "Remove this Country-Code:" (0043), and "Remove this Area-Code:" (0316).
 - Call Details:** Three input fields: "Number:" (0316 1234567, circled in red), "Translated:" (empty), and "Incoming:" (14).
- Testresults:** A list of steps with progress indicators (green circles):
 - Connect with TAPI
 - Check for Lines TAPI
 - Connect to Line
 - Retrieve Windows Settings
 - Have someone call you
 - Translate Number
 - Create outbound callA "Continue" button is located to the right of the "Translate Number" step.
- Log-Information:** A text area displaying the following log output:

```
LINECALLSTATE_IDLE
LINECALLSTATE_CONNECTED
[TEST] Have someone call you passed!!!
LINECALLSTATE_OFFERING
Device ID: 6
Address ID: 0
CALL ID: 26966
Trunk: 4294967295
Caller ID: 14
Caller ID Name: Haas Frank
Called ID: 18
Called ID Name:
Called ID: 18
Called ID Name:
Connected ID:
Connected ID Name:
Redirection ID:
Redirection ID Name:
Redirecting ID:
Redirecting ID Name:
App Name:
Called Party:
Displayable Address:
Comment:
Length of Dev Specific: 0
```

At the bottom of the window, there is a text input field containing "Enter telephone Number for external test Call" (circled in red) and two buttons: "Save log" and "Close".

Enter a phone number and hit "Continue".



The screenshot shows the 'FrmTAPICheck' application window titled 'TAPI - Test'. The window is divided into several sections:

- Settings:**
 - Linename:** A list box containing 'ALCATEL - 18', 'H323-Leitung', 'IPCONF-Leitung', 'LPT1', 'RAS PPPoE Line0000', 'RAS-VPN-Leitung 0', and 'WAN-Miniport (L2TP)'. 'ALCATEL - 18' is selected.
 - Telephonie Details:**
 - Local Loop Number: 0
 - Remove this Country-Code: 0043
 - Remove this Area-Code: 0316
 - Call Details:**
 - Number: 0316 1234567
 - Translated: 01234567 (circled in red)
 - Incoming: 14
- Testresults:** A list of test steps with green progress indicators:
 - Connect with TAPI
 - Check for Lines TAPI
 - Connect to Line
 - Retrieve Windows Settings
 - Have someone call you
 - Translate Number
 - Create outbound callA 'Continue' button is located to the right of the 'Create outbound call' step.
- Log-Information:** A text area displaying the following log output:

```
[TEST] Translate Number passed!!!  
LINECALLSTATE_IDLE  
LINECALLSTATE_CONNECTED  
[TEST] Have someone call you passed!!!  
LINECALLSTATE_OFFERING  
Device ID: 6  
Address ID: 0  
CALL ID: 26966  
Trunk: 4294967295  
Caller ID: 14  
Caller ID Name: Haas Frank  
Called ID: 18  
Called ID Name:  
Called ID Name:  
Called ID: 18  
Called ID Name:  
Connected ID:  
Connected ID Name:  
Redirection ID:  
Redirection ID Name:  
Redirecting ID:  
Redirecting ID Name:  
App Name:  
Called Party:  
Displayable Address:  
Comment:  
Length of Dev Specific: 0
```
- Bottom:** A red-bordered box contains the message 'Please check the translated number!'. To the right are 'Save log' and 'Close' buttons.

The number you entered will be translated according to your location settings, this means local area code is removed, if necessary and local loop number is added, if necessary.

Double check the field "Translated" before continuing.

Hit continue to make your phone call.

FrmTAPICheck

TAPI - Test



Settings

Linename

- ALCATEL - 18
- H323-Leitung
- IPCONF-Leitung
- LPT1
- RAS PPPoE Line0000
- RAS-VPN-Leitung 0
- WAN-Miniport (L2TP)

Telephonie Details

Local Loop Number:

Remove this Country-Code:

Remove this Area-Code:

Call Details

Number:

Translated:

Incoming:

Testresults

- Connect with TAPI
- Check for Lines TAPI
- Connect to Line
- Retrieve Windows Settings
- Have someone call you
- Translate Number
- Create outbound call

Log-Information

```
[TEST] Create outbound call FAILED!!!  
[TEST] Translate Number passed!!!  
LINECALLSTATE_IDLE  
LINECALLSTATE_CONNECTED  
[TEST] Have someone call you passed!!!  
LINECALLSTATE_OFFERING  
Device ID: 6  
Address ID: 0  
CALL ID: 26966  
Trunk: 4294967295  
Caller ID: 14  
Caller ID Name: Haas Frank  
Called ID: 18  
Called ID Name:  
Called ID: 18  
Called ID Name:  
Connected ID:  
Connected ID Name:  
Redirection ID:  
Redirection ID Name:  
Redirecting ID:  
Redirecting ID Name:  
App Name:  
Called Party:  
Displayable Address:  
Comment:
```

Minimum requirements not met

If you have entered something not numeric, the outbound call will fail.

TAPI - Test


mscrm-addons.com
 Telephone Integration

Settings

Linename ALCATEL - 18 H323-Leitung IPCONF-Leitung LPT1 RAS PPPoE Line0000 RAS-VPN-Leitung 0 WAN-Miniport (L2TP)	Telephonie Details Local Loop Number: <input type="text" value="0"/> Remove this Country-Code: <input type="text" value="0043"/> Remove this Area-Code: <input type="text" value="0316"/>	Call Details Number: <input type="text" value="14"/> Translated: <input type="text" value="14"/> Incoming: <input type="text" value="14"/>
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Testresults <ul style="list-style-type: none"> ● Connect with TAPI ● Check for Lines TAPI ● Connect to Line ● Retrieve Windows Settings ● Have someone call you ● Translate Number ● Create outbound call 	Log-Information <pre>[TEST] Create outbound call passed!!! Line = 6 Address = 0 Address ExtVer = 0 [OUTBOUND] G84/xrf0XaDJWFySs/ViYw== >>> G84/xrf0XaDJWFySs/ViYw== [TEST] Translate Number passed!!! LINECALLSTATE_IDLE LINECALLSTATE_CONNECTED [TEST] Have someone call you passed!!! LINECALLSTATE_OFFERING Device ID: 6 Address ID: 0 CALL ID: 26969 Trunk: 4294967295 Caller ID: 14 Caller ID Name: Haas Frank Called ID: 18 Called ID Name: Called ID: 18 Called ID Name: Connected ID: Connected ID Name: Redirection ID: Redirection ID Name: Redirecting ID: Redirecting ID Name: App Name:</pre>
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Your telephone is now making a call!

Having entered a valid number, your phone should now make a call and the TAPI Test has completed with no failures.

Congratulations! Your system is able to run Telephone Intgration for MS CRM 3.0!

4 Contact

If you have problems with Telephone Intgration for MS CRM 3 send a Email to support@mscrm-addons.com or call +43 316 680 880 0