

Skype for Business CTI Configuration

Introduction

Please continue reading this article if Imagicle UC Suite for Skype for Business deployment is done via installation package; in fact, in this case there are some additional steps that should be performed.

In case of VAI deployment, you don't need to follow this procedure, additional software is shipped with the Virtual Appliance.

S4B UC Suite installation on an existing server follows the same procedure as the generic installation and can be started running the S4B software package. Once launched, the S4B Imagicle installation setup will display the same windows as the standard installation.

However, once the Imagicle S4B Application Suite setup is finished, the following additional components need to be installed on the server:

- CTI Server
- TSP Driver

Next paragraphs will cover in detail these additional installation steps.

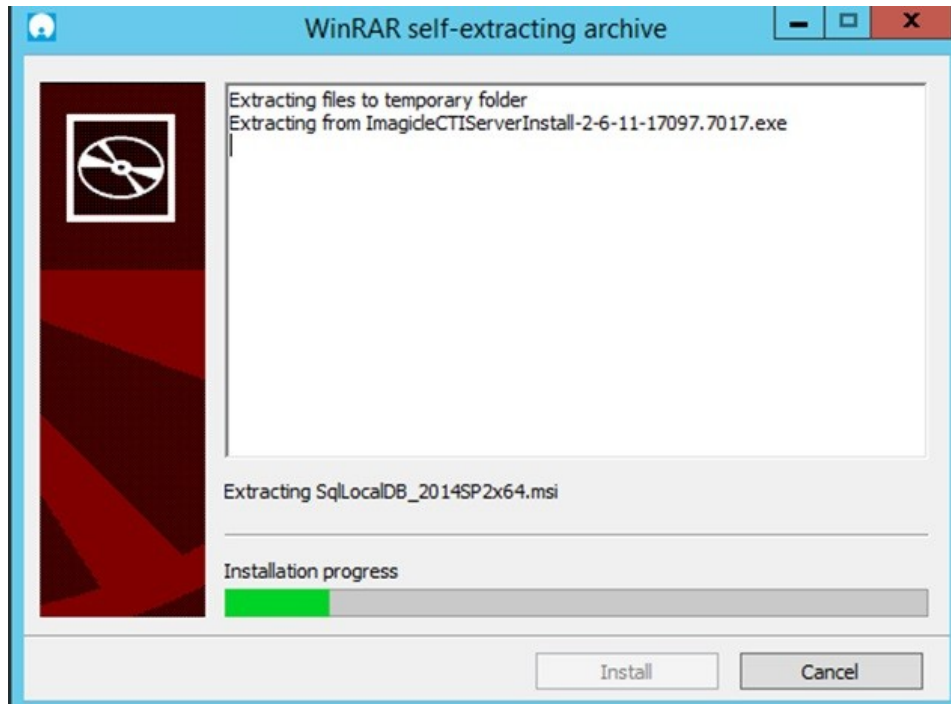
CTI Server Installation

Imagicle CTI server needs to be installed in order to allow the correct communication with TAPI client, presence server and phone control

CTI server installation package can be found [here](#)




It is required to execute the package, it will be briefly displayed the windows below and a silent installation will be launched.

NOTE. Please be informed that one or more reboot(s) may be automatically triggered.



imagicle

It is possible to check installation process in task manager at any time and, once finished, it is recommended to check MS "Services" that the three processes in the picture below are running.

	Imagicle CTI Http Server		Running	Automatic	Local System...
	Imagicle CTI Server Service	Saves call in...	Running	Automatic	Local System...
	Imagicle CTI Telephony - D...		Running	Automatic	Local System...

NOTE. If product doesn't result as installed, reboot the server and re-run the setup

TSP Driver Installation

TSP Driver needs to be installed in order to allow communication of line events between Imagicle and S4B environment.

TSP Driver installation package can be found [here](#).

It is required to execute the package; it will be briefly displayed the windows below. Click on Install button to start the installation process; a wizard will guide through the process until the installation is accomplished.



Server Configuration

Add a new user in the GoConnect Server

Short Name: IMAGICLECTI

Name: IMAGICLECTI

Password: ImagicleCTI

Edit: 1 entry

User Telephony Advanced

State: OFFLINE

Short name: IMAGICLECTI

Name: IMAGICLECTI

Email address:

Password: •

Policy: Administrators

Department:

Options

☒ Hide status

☐ Keep call details private

☐ Disabled

Save Cancel

Create a "New Site" in the Equipment section

Imagicle CTI - Configuration

Activity

- Calls
- Sessions

Enterprise

- Licensing
- Client security
- Users
- Security policies

Equipment

- (New site)

Services

- Archiving
- Rules

Deployment

Site

Name: CustomerName

Region

Language: English (UK)

Country: 44 - United Kingdom

Area code: 01224 - Aberdeen

Number Test Remove Save Cancel

Version: 2.6.12.17146.9535