

SIPTAPI

A TAPI service provider for SIP
klaus.darilion@ipcom.at

Note

- If you can't get SIPTAPI to work, feel free to contact me, but:
- never ever contact me without reading all the READMEs, tutorials and other documentation included in the download package!!!!
- I do not have the time to tell people again and again all the things which is already written down in the docs
- Thus, if you still have problems, then I will assist you, if your problem description contains at least:
 - Operating System: XP, Vista...? 32/64 bit?
 - TAPI application: dialer.exe, Outlook, CRM...? 32/64bit?
 - The SIP phone you are using: SNOM, eyebeam, ...?
 - The SIP server you are using, e.g. Asterisk, sipX, Kamailio, or a hosted service (sipgate...)?

Table of Content

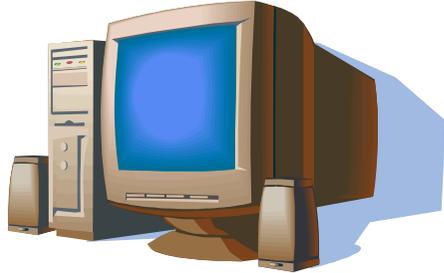
- This README starts with the basic concept of TAPI and SIPTAPI. These principles are the same for the free and commercial SIPTAPI!
- At the end of the document, the extensions of the commercial SIPTAPI and SIPTAPI-ACD are described

Introduction

- SIPTAPI is a SIP based call-control client which can be used to initiate phone calls.
- SIPTAPI is not a full SIP client, thus a dedicated SIP client – a SIP softphone or hardphone – is needed
- SIPTAPI will instruct the SIP client to call a certain number
- SIPTAPI can be used with SIP proxies (Kamailio) or PBXs (Asterisk)
- If the SIP server is hosted by a service provider then SIPTAPI may not work → see alternative usage below

Usage

1.



→ dial callee's number in a TAPI application (e.g. Outlook, Phoner, dialer.exe)

2.



→ caller's phone rings, pick up!

3.

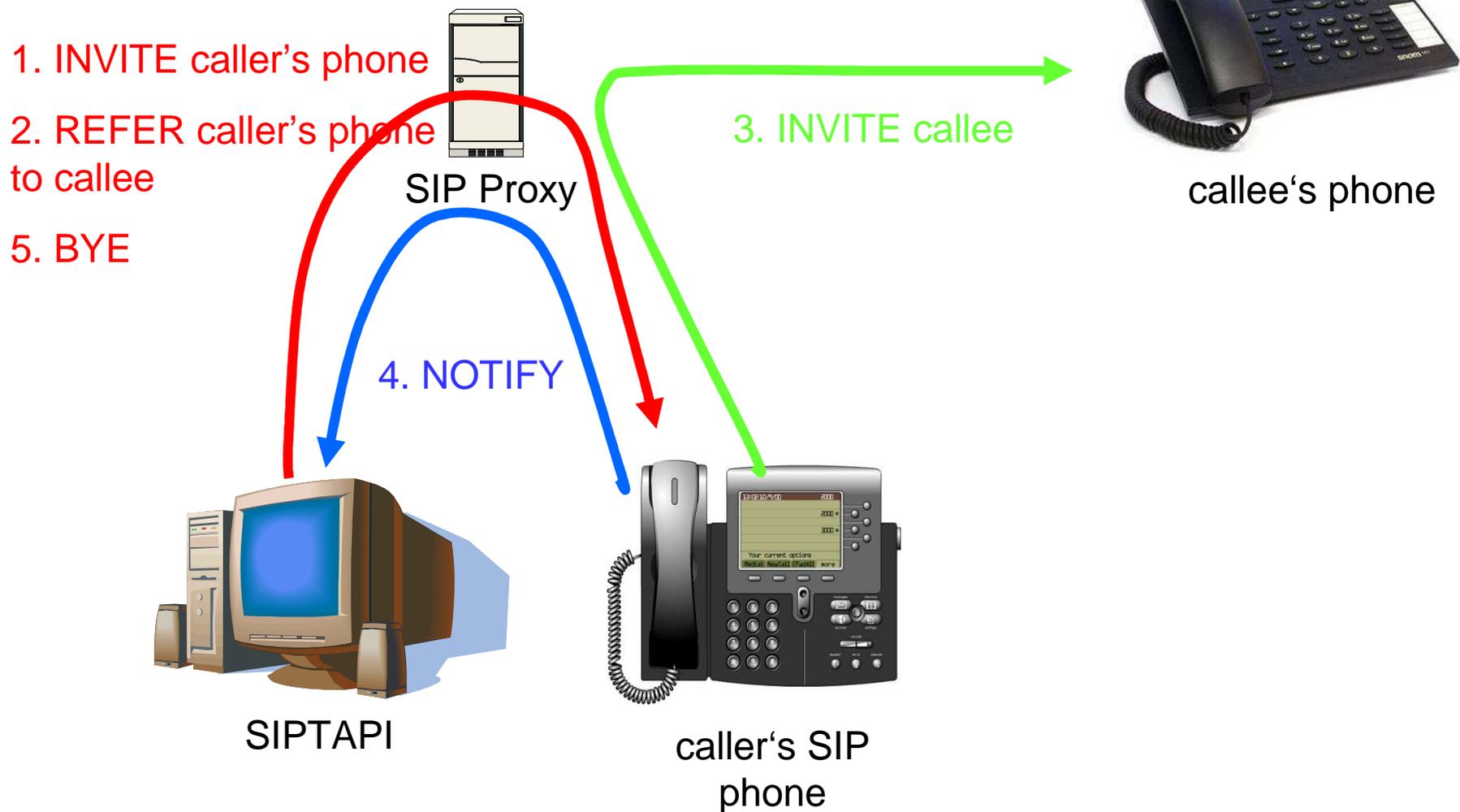
→ SIPTAPI tells the caller's phone to dial the callee's number (SIP REFER request)

4.

→ callee's phone rings



Call Flow with a SIP Proxy (Kamailio)

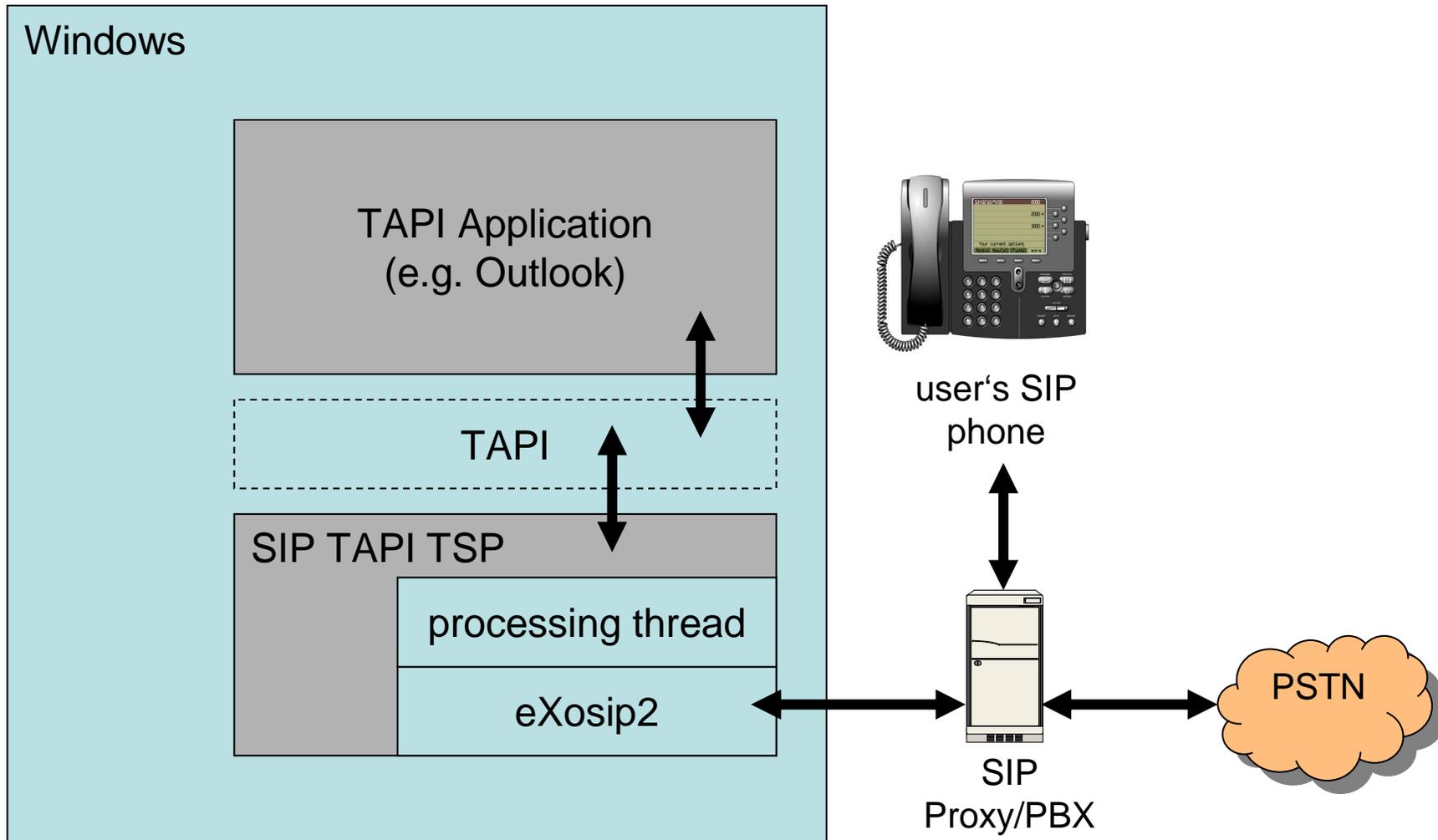


Call Flow with Asterisk

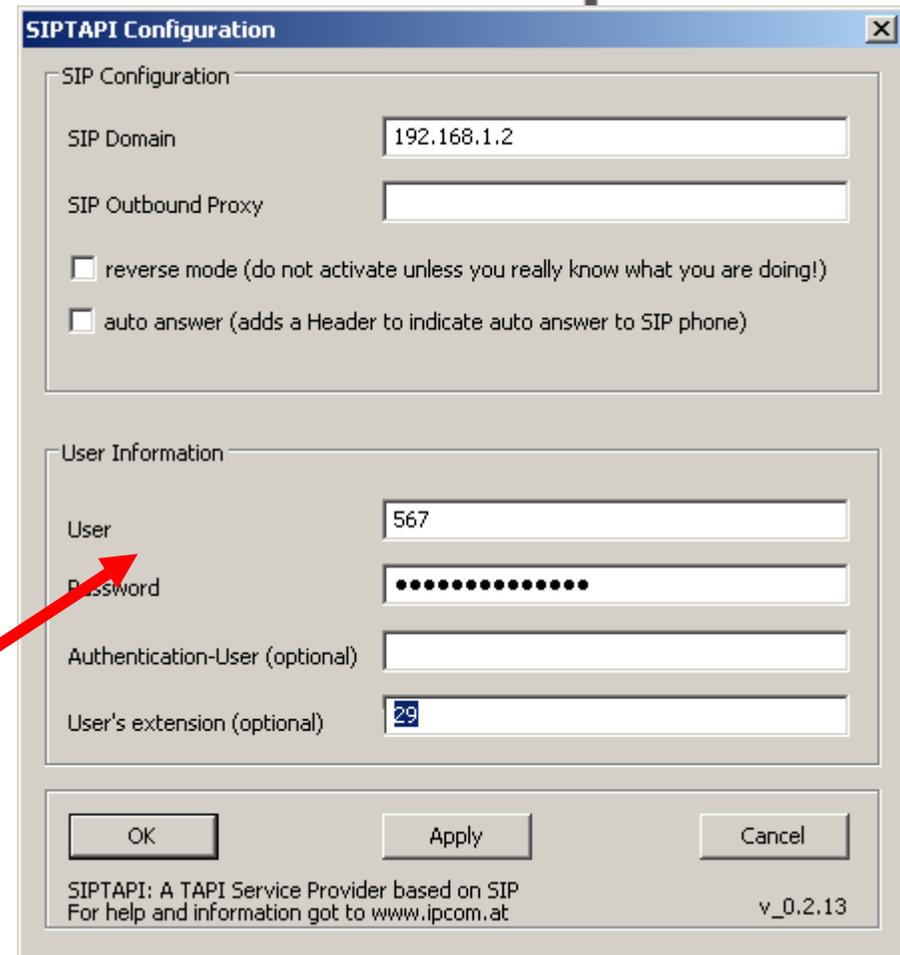
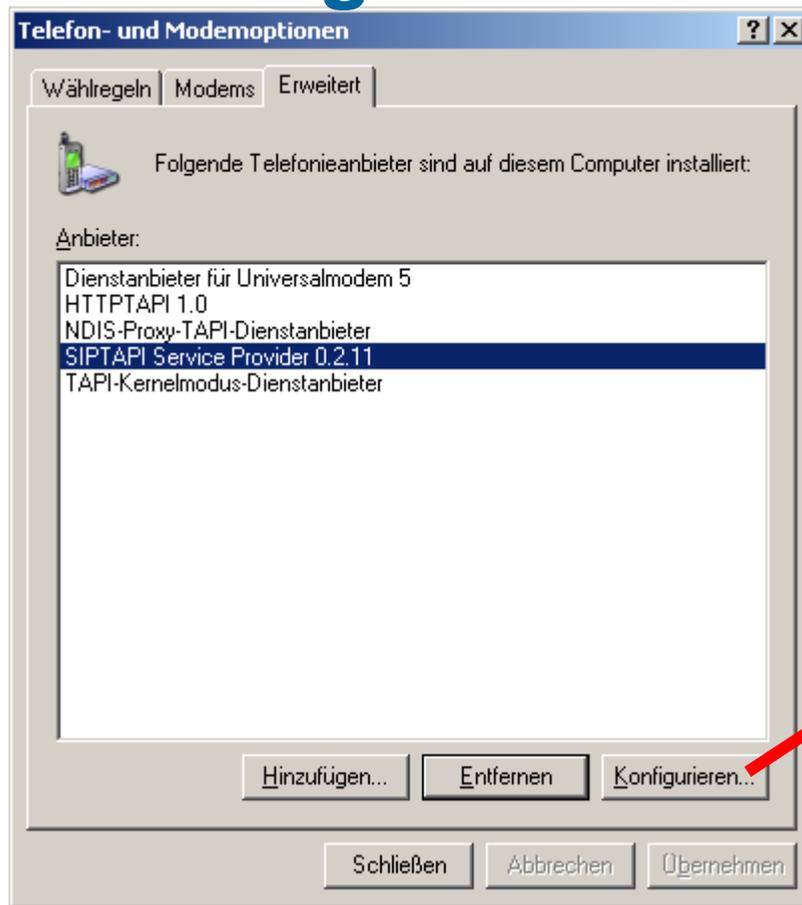


TAPI structure

Find more details how TAPI works at <http://www.ipcom.at/en/telephony/siptapi/tapi/>



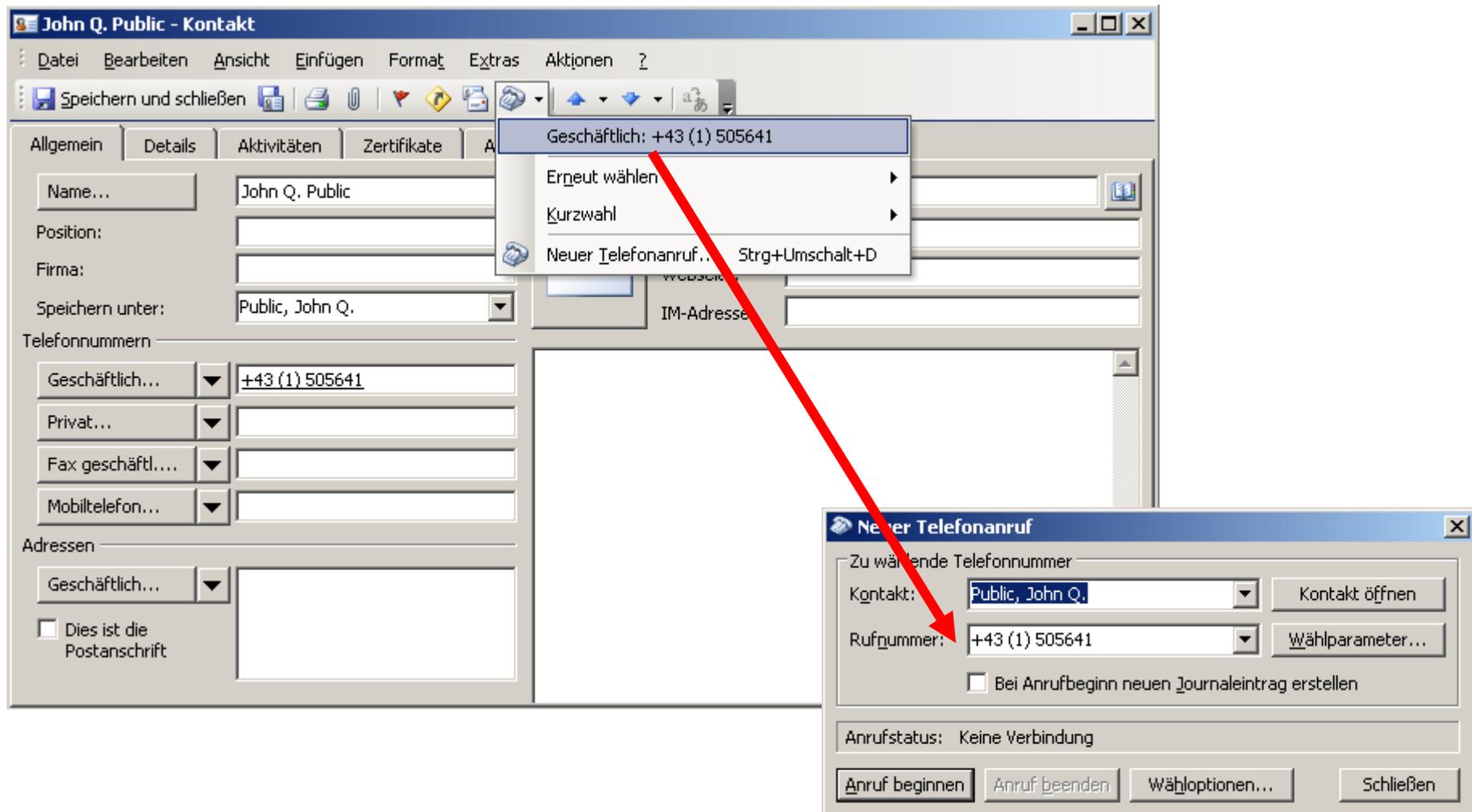
Configuration



- Note: On Windows Vista and Windows 7 you **must** configure SIPTAPI via the control panel and need administrator privileges!!!

TAPI dialing

- e.g. Outlook



TAPI dialing

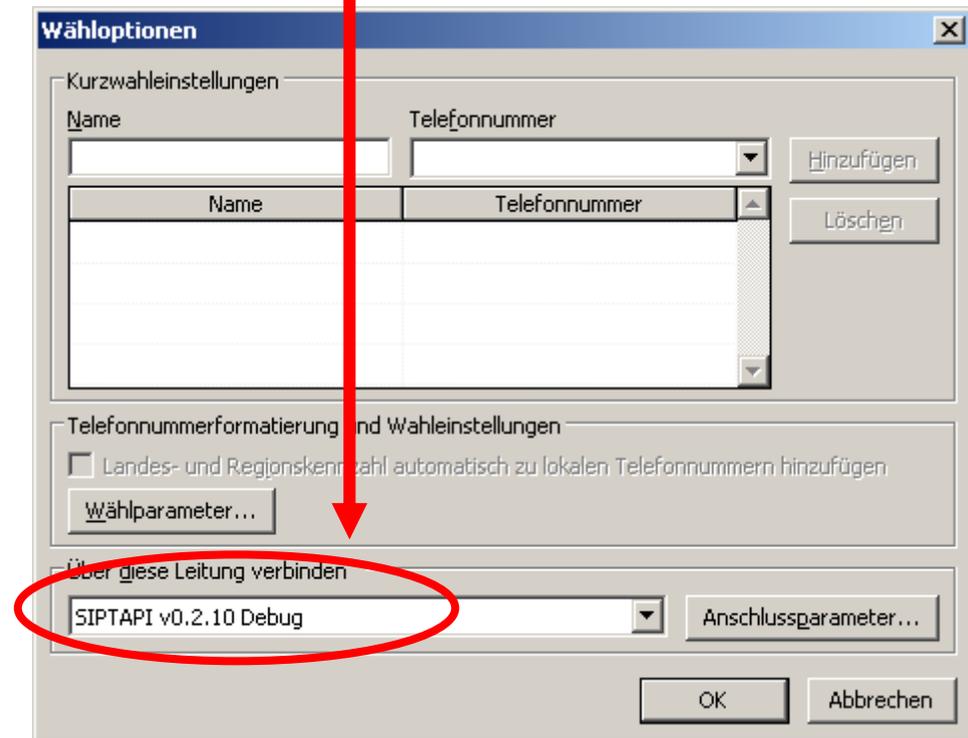
e.g. Outlook

1. choose SIPTAPI as TAPI line

2. make the phone call



ipcom
www.ipcom.at



Configuration



- SIP Domain
 - This is the SIP domain, either a fully qualified domain name or the IP address of the SIP server. Examples:
 - sipgate.de
 - 1.2.3.4
- SIP Outbound Proxy
 - This field is optional and usually not needed. It should only be used if your SIP provider requires you to use an outbound proxy. In doubt leave this field empty. Examples:
 - 1.1.1.1
 - 2.2.2.2:6060
- User
 - The SIP username (SIP-ID) assigned to you by your SIP provider. This is just the userpart without the domain. Examples:
 - klaus.darilion
 - 00431234567
- Password
 - The SIP password
- Authentication User
 - Some systems use a dedicated username for authentication, which is not identical to the SIP username. Usually you can leave this field empty.
- User's extension
 - This field is optional and usually not needed. If a user's extension is specified, the SIPTAPI will call this extension instead of its own extension. This is sometimes needed with Asterisk installations where you have a dedicated SIP account for the SIPTAPI and a dedicated SIP account for the SIP phone, or if the SIP username can not be used for dialing and an extension or phone-number must be used to dial to the SIP phone.
- reverse mode
 - In this mode SIPTAPI will first call the dialed number, and only if the target answers the call, the call will be transferred to the user's SIP phone. Use with caution - you can not hear any in-band messages or ringback tones in this mode!
- auto answer
 - In this mode SIPTAPI will add certain headers to the INVITE request to instruct the phone to answer the phone call automatically. This feature usually only works in alternative mode or if the SIP server is a proxy. When using B2BUAs like Asterisk it won't work. Should work with Polycom and SNOM phones.

Alternative Usage

- Sometimes the SIP provider/PBX does not apply correct routing to REFER requests, or just denies them
- If the following items are fulfilled, the alternative approach can be used
 - the SIP phone has a static IP address and uses a static port
 - there is direct IP connectivity between the SIPTAPI PC and the SIP phone

Alternative Call Flow

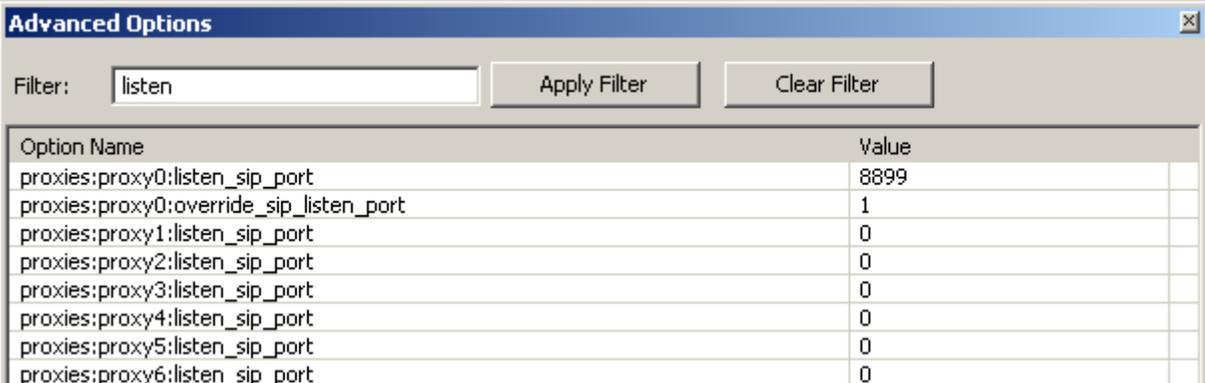


Alternative Configuration

- Example
 - SIPTAPI is on PC with IP address 192.168.1.2
 - SIP phone uses static IP address 192.168.1.3
 - SIP phone uses static SIP port 8899
- SIP Domain
 - the SIP domain specified by your service provider
- SIP Outbound Proxy
 - 192.168.1.3:8899
- User
 - the SIP user name specified by your service provider
- Password
 - the SIP password specified by your service provider
- User's extension
 - leave this field empty

Alternative Configuration for Xlite 3 and Eyebeam

- Xlite per default uses a dynamic SIP port ☹️
- How to get Xlite a static IP address?
 - Xlite uses the IP address of the PC. Thus make sure the PC has a static IP address
- How to get Xlite a static SIP port?
 - Start Xlite
 - Dial ***7469 → a pop window with advanced options appears. Filter for "listen":



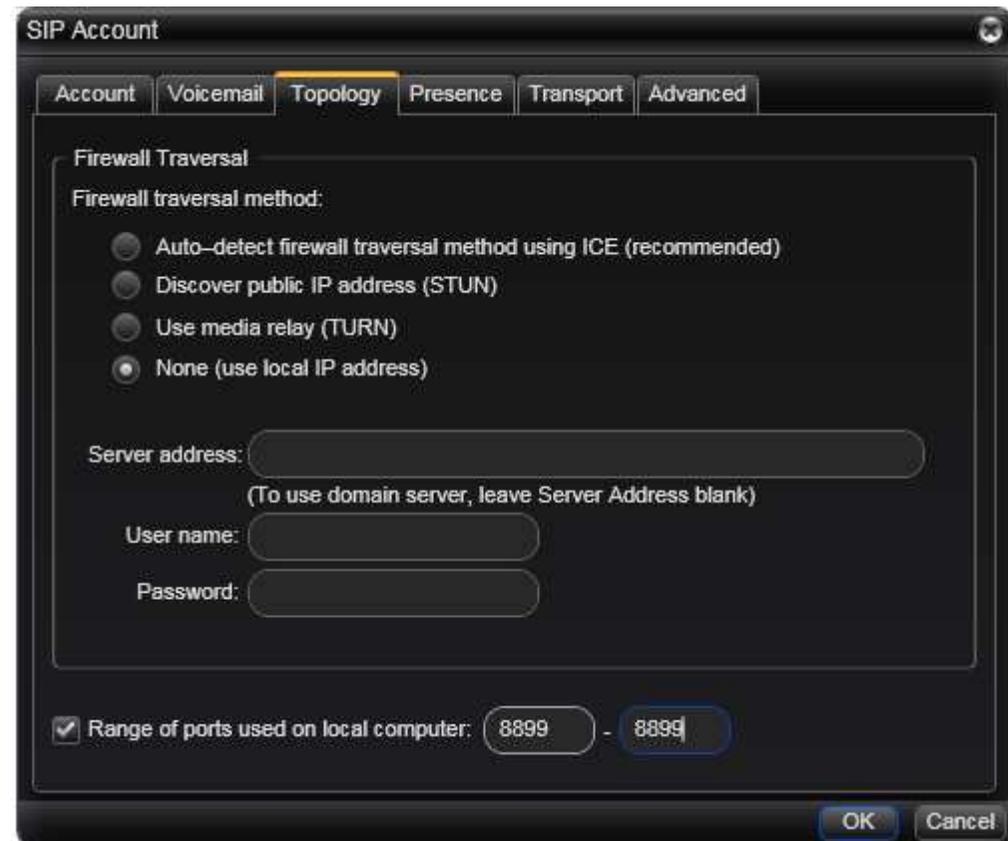
Option Name	Value
proxies:proxy0:listen_sip_port	8899
proxies:proxy0:override_sip_listen_port	1
proxies:proxy1:listen_sip_port	0
proxies:proxy2:listen_sip_port	0
proxies:proxy3:listen_sip_port	0
proxies:proxy4:listen_sip_port	0
proxies:proxy5:listen_sip_port	0
proxies:proxy6:listen_sip_port	0

Alternative Configuration for Xlite 3 and Eyebeam

- change **listen SIP port** for the respective SIP account to a certain SIP port, e.g.: **8899**
- set **override_sip_listen_port** to **1**
- restart Xlite
- configure in SIPTAPI outbound proxy:
127.0.0.1:8899
- Configure “user extension” with the Sip clients username and 127.0.0.1:port as hostpart, e.g:
klaus.darilion@127.0.0.1:8899

Alternative Configuration for Bria and Xlite 4

- How to get Xlite a static IP address?
 - Xlite4/Bria uses the IP address of the PC. Thus make sure the PC has a static IP address
- How to get a static SIP port?
 - limit the port range to a single port:



Alternative Configuration for Bria and Xlite 4



- Softphone → Account Settings → choose the respective account → Topology → Range of ports ... → limit to one port, e.g: **8899-8899**
- restart Xlite4/Bria
- configure in SIPTAPI **outbound proxy:**
127.0.0.1:8899
- Configure “**user extension**” with the SIP clients’ username and 127.0.0.1:port as hostpart, e.g:
klaus.darilion@127.0.0.1:8899

Alternative Configuration for Bria/Xlite/Eyebeam

- SIPTAPI screenshot (e.g. client is fixed to port 8899)
- Note: this requires at least version 0.2.10!!!

SIPTAPI Configuration

SIP Configuration

SIP Domain: sip.myprovider.com

SIP Outbound Proxy: 127.0.0.1:8899

reverse mode (do not activate unless you really know what you are doing!)

User Information

User: mysipusername

Password: *****

User's extension (optional): mysipusername@127.0.0.1:8899

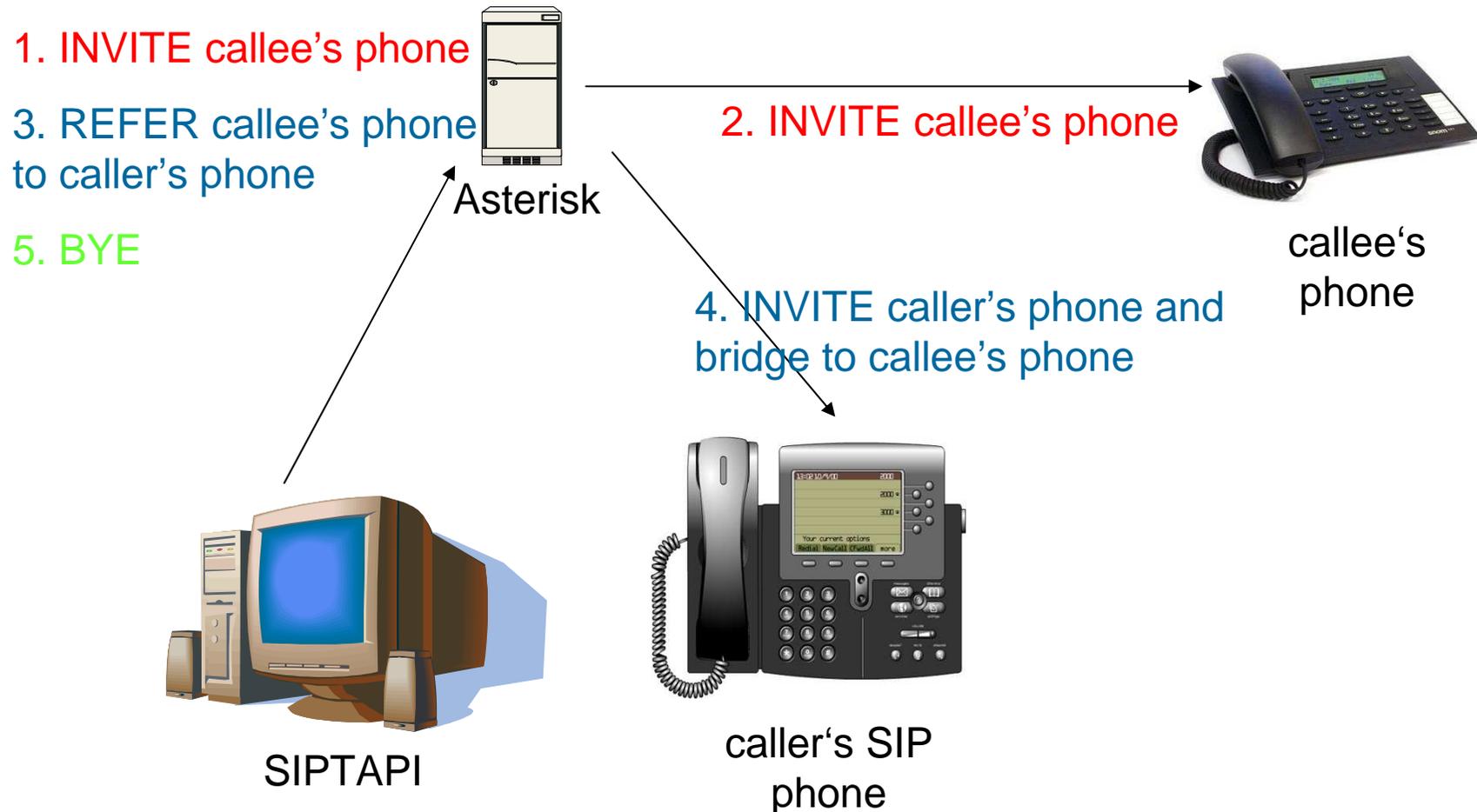
OK Apply Cancel

SIPTAPI: A TAPI Service Provider based on SIP
For help and information qot to www.ipcom.at

v_0.2.10

Reverse Mode

- Normally SIPTAPI calls the user's phone and then refers it to the real target
- In reverse mode SIPTAPI will call directly the target, and once the target answers, it gets referred to the user's phone.
- Note: In reverse mode you wont get any audible call progress indication (e.g. ringback, busy tone ...)
- Note: "reverse mode" does not work with the "alternative configuration"



Technology

- Microsoft TAPI
<http://msdn.microsoft.com/library/default.asp?url=/library/en-us/dnanchor/html/tapitspimspi.asp>
- asttapi – TAPI provider for asterisk
<http://sourceforge.net/projects/asttapi/>
© Nick Knight
- eXosip2/osip – SIP stack + high level API
<http://www.gnu.org/software/osip/osip.html>
<http://savannah.nongnu.org/projects/exosip/>
© Aymeric Moizard

Limitations

- no STUN support → NAT traversal requires SIP proxy with NAT traversal or outboundproxy (rport supported)
- some TAPI applications require strange phone number formats, e.g. Outlook: +43 (1) 505641
→ *+country code (local area code) number*

how to get it



- <https://sourceforge.net/projects/siptapi/>
- Website: <http://www.ipcom.at/en/telephony/siptapi/>
- License: GPL
- Installation:
 - copy siptapi.tsp into the windows\system32 directory
 - ControlPanel → PhoneAndModemOptions → Advanced → Add → SIP TAPI Service Provider
 - SIP TAPI Service Provider → Configure...
 - configure your username, password, SIP domain and outboundproxy

Debugging

- use Sysinternals DebugView to capture log messages (run as Administrator on Vista and above):
<http://www.sysinternals.com/ntw2k/freeware/debugview.shtml>
- use Wireshark to capture the SIP packets
- Log files
 - Free version: c:\siptapi_0.2.log
 - Commercial version: c:\siptapi.log and c:\siptapi_osip.log

Commercial SIPTAPI

**Note: The following slides do only apply to
the commercial SIPTAPI**

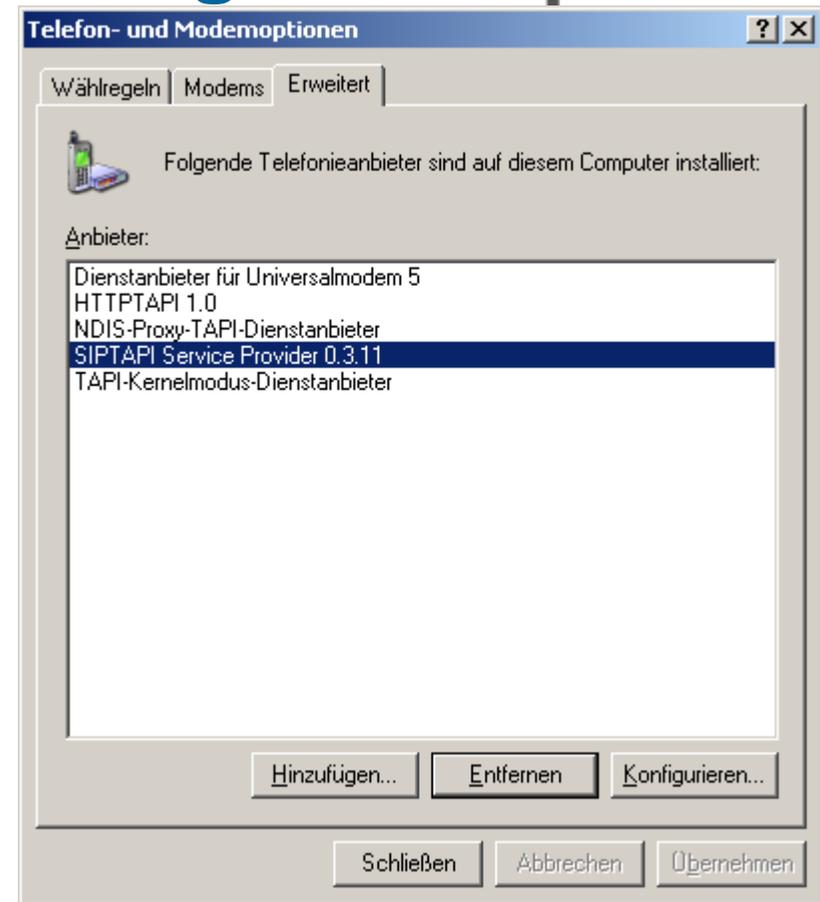
Commercial SIPTAPI



- The commercial SIPTAPI additionally supports
 - multiple lines → can be used in terminal server (e.g. Citrix) environments
 - incoming call indication
 - ACD mode: to be used by ACD dialer applications

Commercial SIPTAPI Configuration

Control Panel → Phone
and Modem Options



- Note: On Windows Vista and Windows 7 you **must** configure SIPTAPI via the control panel and need administrator privileges!!!

Commercial SIPTAPI Configuration

Configure SIPTAPI Service Provider

SIP Configuration	SIP Domain/Proxy	SIP Outbound Proxy	SIP User	Password	Auth-User (optional)	Phone-User (optional)	activate	register	auto-answ
Settings Line 01	labs.nic.at	sip.labs.nic.at	klaus.darilion			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Settings Line 02	nvst.labs.nic.at	83.136.32.165:434	klaus2			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Settings Line 03	testtesttest	testtest	testtest	testtest	testtest	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Settings Line 04							<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Settings Line 05							<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Settings Line 06							<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Settings Line 07							<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Settings Line 08							<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Settings Line 09							<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Settings Line 10							<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Settings Line 11							<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Settings Line 12							<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Settings Line 13							<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Settings Line 14							<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Settings Line 15							<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Settings Line 16							<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Settings Line 17							<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Settings Line 18							<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Settings Line 19							<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Settings Line 20							<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Settings Line 21							<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Settings Line 22							<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Settings Line 23							<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Settings Line 24							<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Settings Line 25							<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Settings Line 26							<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Settings Line 27							<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Settings Line 28							<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Settings Line 29							<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Settings Line 30							<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Settings Line 31							<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Settings Line 32							<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Settings Line 33							<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Settings Line 34							<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Settings Line 35							<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Settings Line 36							<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Settings Line 37							<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Settings Line 38							<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Settings Line 39							<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Settings Line 40							<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

OK Apply Cancel SIPTAPI v0.3.11 (this software is GPL licensed) For help and information go to www.ipcom.at ACD mode disable "realm" check

.ipcom.at

supports up to 40 totally independent lines

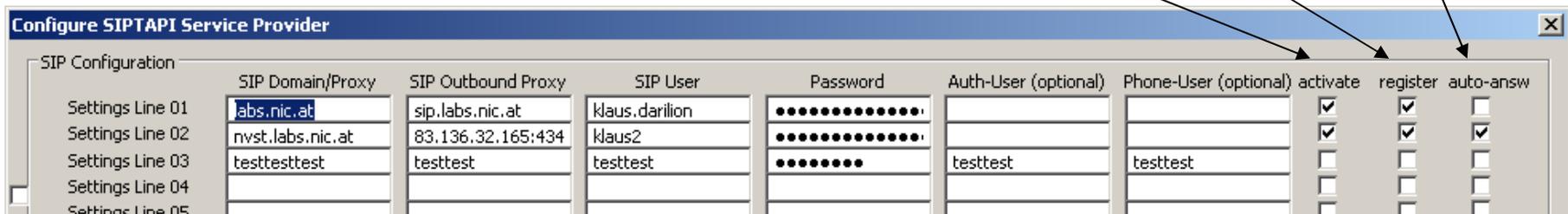
Commercial SIP TAPI Configuration

www.ipcom.at

REGISTER to the SIP server
(needed for incoming call
indication)

indicate to the phone
that it should auto-answer
the call

enable/disable a line



SIP Configuration	SIP Domain/Proxy	SIP Outbound Proxy	SIP User	Password	Auth-User (optional)	Phone-User (optional)	activate	register	auto-anstw
Settings Line 01	labs.nic.at	sip.labs.nic.at	klaus.darilion			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Settings Line 02	nvst.labs.nic.at	83.136.32.165:434	klaus2			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Settings Line 03	testtesttest	testtest	testtest	testtest	testtest	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Settings Line 04							<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Settings Line 05							<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Commercial SIPTAPI Configuration

www.ipcom.at



Activate ACD mode (to be used by ACD dialer software for outbound call campaigns)

Many SIP server use an authentication realm which does not match the SIP domain. In this case you have to disable the "realm" check.

Commercial SIP-TAPI Operation Modes

- Standard Mode
 - call local user, automatically transfer the local user to the to-be-dialed number
- ACD Mode (Dialer Mode)
 - call the to-be-dialed number, wait until TAPI application transfers the call to a local agent/user

Commercial SIPTAPI Configuration

www.ipcom.at

- **SIP Domain/Proxy:**
 - This is the SIP domain, either a fully qualified domain name or the IP address of the SIP server. Examples:
 - sipgate.de
 - 1.2.3.4
- **SIP Outbound Proxy**
 - This field is optional and usually not needed. It should only be used if your SIP provider requires you to use an outbound proxy. In doubt leave this field empty. Examples:
 - 1.1.1.1
 - 2.2.2.2:6060
- **SIP User**
 - The SIP username (SIP-ID) assigned to you by your SIP provider. This is just the userpart without the domain. Examples:
 - klaus.darilion
 - 00431234567
- **Password**
 - The SIP password
- **Auth-user**
 - if the SIP authentication username is different to the SIP username you can specify it here. Otherwise it should be empty. If you are unsure just leave it empty.
- **Phone-user**
 - This field is optional and usually not needed. If a user's extension is specified, the SIPTAPI will call this extension instead of its own extension. This is sometimes needed with Asterisk installations where you have a dedicated SIP account for the SIPTAPI and a dedicated SIP account for the SIP phone, or if the SIP username can not be used for dialing and an extension must be used.

Commercial SIPTAPI Configuration

www.ipcom.at

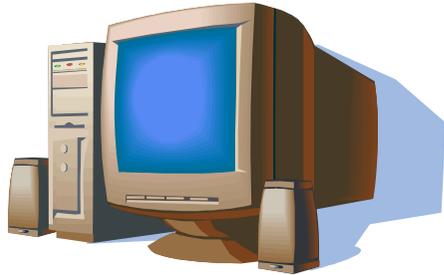
- **Activate**
 - Here you can disable lines without losing the configuration settings.
- **Register**
 - when checked, this line REGISTERs to the SIP proxy/PBX. This is necessary to receive incoming call indication
- **Auto-answer**
 - In this mode SIPTAPI will add certain headers to the INVITE request to instruct the phone to answer the phone call automatically. This feature usually only works in alternative mode or if the SIP server is a proxy. When using B2BUAs like Asterisk it won't work. Should work with Polycom and SNOM phones.
- **ACD mode**
 - This mode is intended for outgoing ACD dialer applications. In this mode, SIPTAPI calls first the to-be-dialed target, and then waits for a blindTransfer request to transfer the call to the local agent. To be used with ACD-TAPI-Dialers, e.g. Overdialer from Grutzeck.
- **Disable "realm" checking**
 - If this option is checked, then the SIP authentication does not care about the realm provided by the SIP server. This is sometimes necessary if you can not adopt the realm in the SIP server. Note: Checking this feature may cause problems if you use multiple domains with the same userpart (e.g. sip:john.doe@iptel.org and sip:john.doe@nic.at43.at)

Alternative Usage

- same technique as in free SIPTAPI version
 - does not work in ACD mode
 - not compatible with incoming call indication

ACD Mode

1.



→ the ACD dialer TAPI application dials a new target number (e.g. Grutzeck's Overdialer)

2.

→ target's phone rings, pick up!



3.

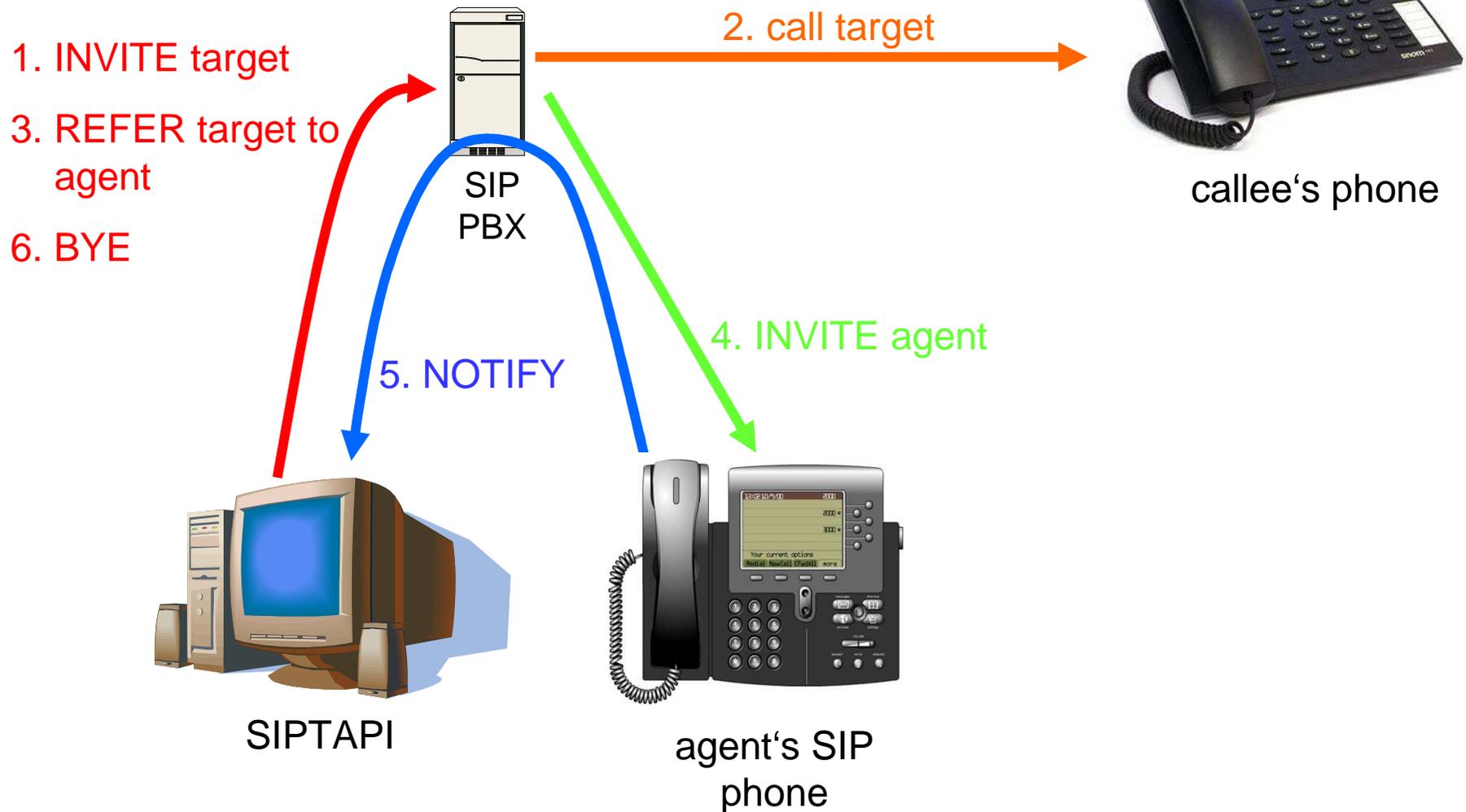
→ the ACD dialer application requests a blind transfer to the agent → SIPTAPI instructs the PBX to transfer the target to a local agent (a certain extensions or a calling queue)

4.



→ agent's phone rings

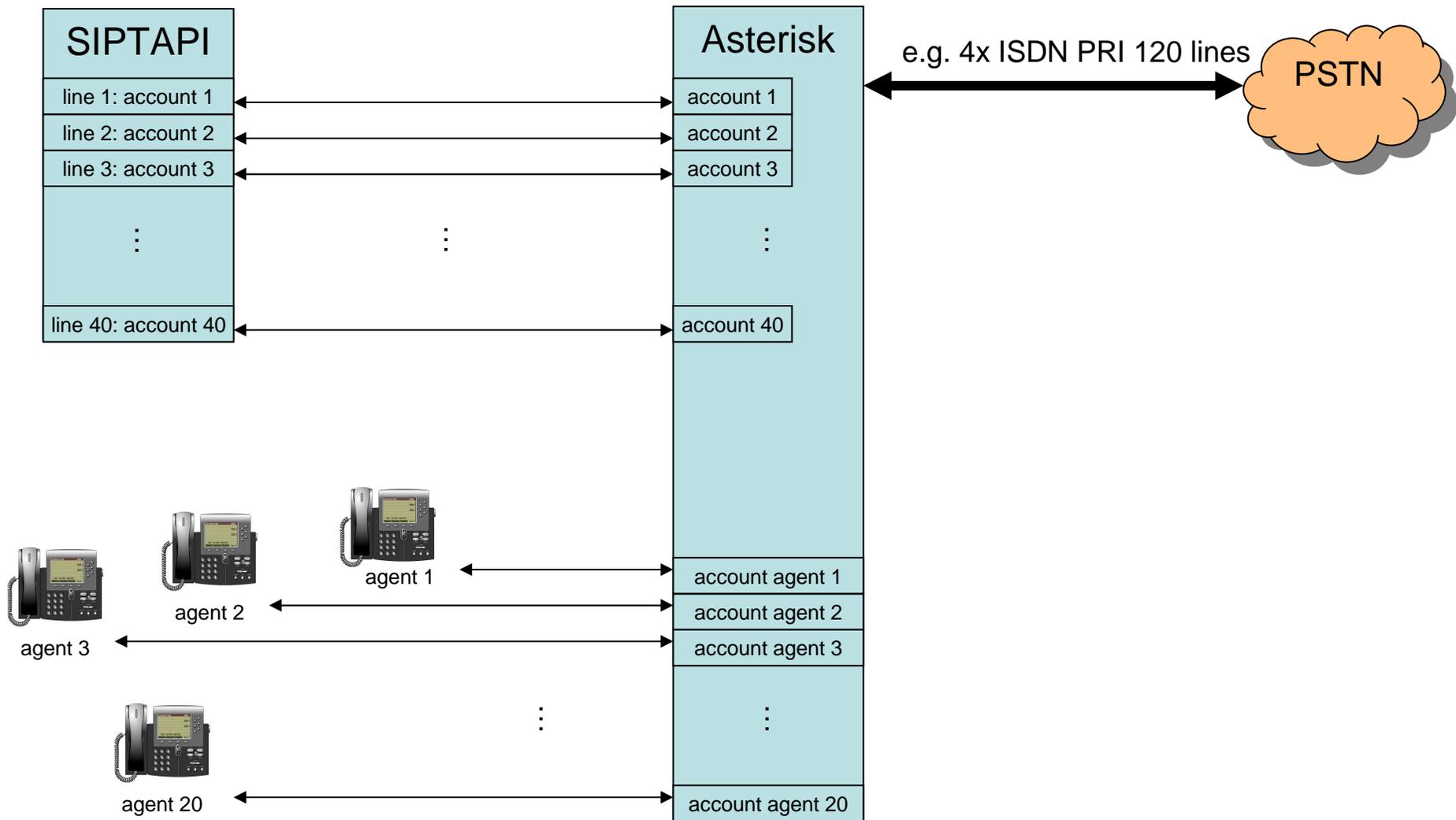
ACD Mode - Signaling



ACD Mode - Configuration

- Fixed: 40 lines
- Every line needs a dedicated SIP Account at the SIP PBX (e.g. Asterisk)
- disabled lines are still reported to TAPI as lines, but using them triggers LINERR_UNAVAIL error

ACD Mode with SIPTAPI



SIPTAPI-ACD

- Based on SIPTAPI, but optimized for ACD Dialers
- Number of TAPI lines configureable: 1 - 999
 - changing the numbers requires reinitializing of the TSP)
- Uses a single SIP account for all lines
 - Asterisk: call-limit = 999
- No support for incoming call indication!!!



Configure SIPTAPI-ACD Service Provider

SIP Configuration

SIP Domain/Proxy	SIP Outbound Proxy	SIP User	Password	Auth-User (optional)	Number of TAPI lines
labs.nic.at	sip.labs.nic.at	klaus.darilion		10

OK Apply Cancel

SIPTAPI-ACD v0.3.8 (this software is GPL licensed)
For help and information go to www.ipcom.at

disable "realm" check

SIPTAPI-ACD

