

# CT Connect for CompuCALL V3.0

## Product Description

CT Connect™ for CompuCALL™ (CTC/CMP) is a software toolkit for developing and running telephony-based applications. It contains the following software products:

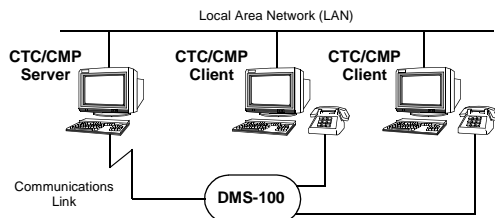
- CT Connect Server for CompuCALL  
This is referred to as the CTC/CMP server software.
- CT Connect Application Programming Interface (API) for CompuCALL  
This is referred to as the CTC/CMP API software.

The CTC/CMP server software provides functional integration between a computing environment and a telephony environment. A system running this software acts as an intermediary, passing messages between clients running the CTC/CMP API software and one of the following Nortel™ switches:

- A DMS-100™ running the CompuCALL interface
- An SL-100™ running the Meridian™ SCAI interface

In this document, DMS-100 is used to refer to both of these switches.

The following diagram illustrates an example CTC/CMP network:



In this example, the CTC/CMP server uses a LAN connection (for example, Token Ring or Ethernet) to communicate with the CTC/CMP client systems.

The CTC/CMP API software runs on a supported client system (referred to as a CTC/CMP client). It provides programmers with a library of routines to create and control logical channels between a user process and devices connected to the DMS-100 (for example, telephones).

Once a logical channel has been created, it can be used for:

- Basic call processing, such as making telephone calls.
- Additional call processing, such as transferring, conferencing, and routing calls.
- Monitoring the status of calls on telephony devices connected to the DMS-100.

### CTC/CMP Server Software

The CTC/CMP server software is installed on a Windows NT® PC that uses:

- One of the following network protocols to communicate with CTC/CMP client systems:
  - DECnet™
  - Named pipes
  - NetBIOS™ over NetBEUI
  - NetBIOS over TCP/IP
  - Novell® SPX
  - TCP/IP
- An X.25 or TCP/IP connection to communicate with the DMS-100

### CTC/CMP API Software

The CTC/CMP API software can run on:

Digital™ UNIX®  
HP-UX®  
OpenVMS™  
OS/2® Warp  
SCO OpenServer™  
Solaris™

Windows® 95  
Windows NT

Using CTC/CMP API routines, a CTC/CMP application can:

- Create and release logical channels to telephony devices
- Monitor activity on the channels
- Perform call processing:
  - Make calls
  - Transfer and conference calls
  - Route calls
  - Cancel calls

The *CT-Connect for CompuCALL Programming Guide*, supplied as part of the CTC/CMP documentation set, describes these features in detail.

## DMS-100 Software

For full functionality, CTC/CMP requires that switch load NA009 or equivalent is installed on the DMS-100. For details of the CTC/CMP functions supported by earlier switch loads, refer to the *CT Connect for CompuCALL Programming Guide*.

## CTC/CMP Server Requirements

The following sections describe the hardware and software requirements of the CTC/CMP server software.

### Hardware

- A PC suitable for installing Windows NT, with a port for attaching the hardware license key.
- 10 Mbytes minimum hard disk space.
- A CD-ROM drive.
- A network adapter card for connection to the DMS-100. The card that you install is dependent on the network protocol used between the CTC/CMP server and the DMS-100:

**TCP/IP** — A compatible network adapter card. Refer to the *Windows NT Hardware Compatibility List* for details.

**X.25** — X.25 EiconCard™ from Eicon® Technology. CTC/CMP can be used with any of the EiconCards designed for X.25 connection. For example, the EiconCard C20™.

- A network adapter card for connection to the CTC/CMP client systems. For details of suitable cards, refer to the *Windows NT Hardware Compatibility List*.

### Software

- Microsoft® Windows NT Workstation or Windows NT Server Version 4.0 (Service Pack 3).

To set up communication with a CTC/CMP client, the following network transport protocols can be installed and configured as part of Windows NT:

Named pipes  
NetBIOS over NetBEUI  
NetBIOS over TCP/IP  
Novell SPX  
TCP/IP

- To set up DECnet as the network protocol between the CTC/CMP server and a CTC/CMP client, PATHWORKS™ for Windows NT software. For more information about the version of PATHWORKS required, contact the CT Division at Dialogic.
- Software for the network adapter card installed for communication with the CTC/CMP clients. For details, refer to the documentation provided with the network adapter card.
- Software for the network adapter card installed for communication with the DMS-100, dependent on the network protocol used:

**TCP/IP** — The card manufacturer's Windows NT software drivers and application software. For details refer to the documentation for the card.

**X.25** — EiconCard software for Windows NT, for example, Connections for Windows NT. Note that CTC/CMP requires you to install **Core Services** only.

## CTC/CMP Client Requirements

The following sections describe the hardware and software requirements of the CTC/CMP API software for each of the supported CTC/CMP client operating systems.

### Digital UNIX Clients

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#### Hardware

- A Digital UNIX system in the same network as the CTC/CMP server.
- 2 Mbyte minimum hard disk space to install and use the software.

#### Software

- Digital UNIX Version 4.0.
- For a DECnet link to the CTC/CMP server, the DECnet/OSI® Base Components subset of DECnet/OSI for Digital UNIX software.
- For a TCP/IP link to the CTC/CMP server, the Basic Networking (TCP/IP) Services subset of Digital UNIX software.
- Digital Distributed Computing Environment (DCE) Runtime Services to support the Remote Procedure Calls (RPC) services.
- If you are writing CTC/CMP applications on your Digital UNIX system, the DCE Application Development Kit. This kit is a subset of the Digital Distributed Computing Environment for Digital UNIX Alpha Version 2.0 software.

### HP-UX Clients

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#### Hardware

- A 700-series or 800-series HP-UX system in the same network as the CTC/CMP server.
- 1.5 Mbytes minimum hard disk space to install and use the software.

#### Software

- HP-UX Version 10.20 or 11.0.

- If you are writing CTC/CMP applications on your HP-UX system, HP® DCE/9000 Application Development Tools. Contact Hewlett-Packard® for more information.

### OpenVMS Clients

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#### Hardware

- An OpenVMS system in the same network as the CTC/CMP server.
- 1 Mbyte (2000 blocks) minimum hard disk space to install the software.
- 500 Kbytes (1000 blocks) minimum hard disk space after installation.

#### Software

- OpenVMS Alpha Version 6.2.

The version that you use must include the following classes:

VMS™ Required Saveset  
Network Support  
Programming Support

- One of the following:
  - DEC TCP/IP Services for OpenVMS, for communication with the CTC/CMP server over a TCP/IP link.
  - DECnet Phase IV, for communication with the CTC/CMP server over a DECnet link.
- Digital Distributed Computing Environment (DCE) Runtime Services for OpenVMS V1.3B or later to support the Remote Procedure Call (RPC) services.
- If you are writing CTC/CMP applications on your OpenVMS system, the DCE Application Development Kit for OpenVMS.

### OS/2 Warp Clients

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#### Hardware

- A PC suitable for installing OS/2 Warp and in the same network as the CTC/CMP server.
- 1.0 Mbytes minimum hard disk space to install and use the software.

## Software

- OS/2 Warp Version 3.0 or Version 4.0.
- One of the following:
  - For running the CTC/CMP API software, IBM® Distributed Computing Environment Client Including Distributed File System for OS/2 Warp.
  - For running the CTC/CMP API software and developing CTC/CMP applications on your OS/2 Warp system, IBM Directory and Security Server for OS/2 Warp. This software includes support for DCE.

A number of components can be installed as part of the IBM Directory and Security Server for OS/2 Warp software. CTC/CMP requires:

- \* DCE Base Services. This option is available when you choose DSS for DCE applications from the installation menu.
- \* DCE Application Program Development Toolkit. This can be installed using the DSS Application Program Development Toolkit.

Note that CTC/CMP requires you to *install* the software, you do not need to configure your system as a DCE client.

## SCO OpenServer Clients

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### Hardware

- A PC suitable for installing SCO OpenServer and in the same network as the CTC/CMP server.
- 1.5 Mbytes minimum hard disk space to install and use the software.

### Software

- SCO OpenServer Release 5.
- SCO® DCE Executive to support the Remote Procedure Calls (RPC) services.
- If you are writing CTC/CMP applications on your SCO OpenServer system, you also require the SCO DCE Development System for SCO OpenServer Release 5.

## Solaris Clients

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### Hardware

- A SPARC® system suitable for installing Solaris software and in the same network as the CTC/CMP server.
- 1.5 Mbytes minimum hard disk space to install and use the software.

### Software

- Solaris Version 2.6 or later.
- Transarc® DCE version 2.0 for Solaris 2.6 or later to support the Remote Procedure Calls (RPC) services.

There are a number of licenses and installation components you can select for the Transarc DCE software:

- For running the CTC/CMP API software, you require the DCE Base Services license and need to install the **client** component of DCE. Once installed, CTC/CMP does not require you to configure this component.
- For running the CTC/CMP software and developing CTC/CMP applications on your Solaris system, you require the DCE Base Services license and the DCE Application Development Tools license and need to install both the **client** and the **appdev** components. Once installed, CTC/CMP does not require you to configure these components.

## Windows 95 Clients

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### Hardware

- A PC suitable for installing Windows 95 and in the same network as the CTC/CMP server.
- 2 Mbytes minimum hard disk space to install and use the software
- A network adapter card for connection to the CTC/CMP server. Refer to the documentation provided with Windows 95 or see your hardware supplier.

## Software

- Windows 95.

The following network transport protocols can be installed as part of Windows 95 for communication with the CTC/CMP server:

- Named pipes
- NetBIOS over NetBEUI
- NetBIOS over TCP/IP
- Novell SPX
- TCP/IP

- Software for the network adapter card.

## Windows NT Clients

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### Hardware

- A PC suitable for installing Windows NT and in the same network as the CTC/CMP server.
- 2 Mbytes minimum hard disk space to install and use the software.
- A network adapter card for connection to the CTC/CMP server. Refer to the *Windows NT Hardware Compatibility List* for details.

### Software

- Windows NT Workstation or Windows NT Server Version 4.0 (Service Pack 3).

To set up communication with the CTC/CMP server, the following network transport protocols can be installed as part of Windows NT:

- Named pipes
- NetBIOS over NetBEUI
- NetBIOS over TCP/IP
- Novell SPX
- TCP/IP

- To set up communication with the CTC/CMP server over a DECnet link, PATHWORKS for Windows NT software. For more information about the version of PATHWORKS required, contact the CT Division at Dialogic.
- If you want to install the CTC/CMP API software on the same Windows NT PC as the CTC/CMP server software, Local RPC.

- Software for the network adapter card.

## Other Requirements

The minimum hardware/software requirements specified are for installing and running CTC/CMP products. If you require the CTC/CMP server or a CTC/CMP client to run additional software, remember to check the requirements for that software. You may need to obtain additional resources, for example, additional memory.

In addition to Dialogic's software requirements, the requirements of the switch connected to a CTC/CMP server must also be satisfied. Refer to your switch manufacturer for details.

## PTT Requirements

Although the switch manufacturers are responsible for ensuring that the voice switch software meets PTT regulations, some of those regulations may apply to application software. For this information, refer to the appropriate documentation supplied by the PTT authorities.

## Product Specifications

From time to time, product specifications and configuration requirements may change. For example, the requirements for any future version of CTC/CMP may be different from current requirements. For the latest information, refer to the CT Connect product page at Dialogic's web site:

<http://www.dialogic.com/products/ctconnect>

## CTC/CMP Software Licensing Options

The following CTC/CMP software licenses can be ordered using the number shown:

### Full System License (99-3851-001)

This license includes:

- CT Connect Server for CompuCALL software for installation on one system.
- CT Connect API for CompuCALL

software for installation on all supported platforms and any number of systems.

- Unlimited number of monitored devices.
- Full maintenance and support for a year.

### **Monitor Kit License (99-3853-001)**

For writing and running monitor-only applications, this license provides access to CTC/CMP functions that return information relating to a device and includes:

- CT Connect Server for CompuCALL software for installation on one system.
- CT Connect API for CompuCALL software for installation on all supported platforms and any number of systems.
- Unlimited number of monitored devices.
- CTC/CMP API monitoring functions.
- Full maintenance and support for a year.

### **Restrictions**

Only the following CTC/CMP API functions are supported by the Monitor Kit license:

ctcAddmonitor  
ctcAssign  
ctcDeassign  
ctcErrMsg  
ctcGetAgentStatus  
ctcGetChannelInformation  
ctcGetEvent  
ctcGetMessageWaiting  
ctcGetMonitor  
ctcRemoveMonitor  
ctcSetMonitor  
ctcSnapshot

For more information about these functions, refer to the *CT Connect for CompuCALL Programming Guide*.

### **Terms and Conditions**

CT Connect for CompuCALL is furnished under the licensing provisions of Dialogic's Standard Terms and Conditions. For more information about Dialogic's licensing terms and policies, contact your local Dialogic office.

### **Documentation**

The CTC/CMP documentation set contains:

- *CT Connect for CompuCALL Installation and Administration Guide*
- *CT Connect for CompuCALL Programming Guide*

This documentation set is supplied with the CTC/CMP software. It can also be ordered separately (Order Number: 26-0182-002).

### **Ordering Information**

For a pricing guide, additional support, or for further information, contact your local Dialogic office.

### **Software Product Services**

A variety of service options are available from Dialogic. For more information, contact your local Dialogic office.