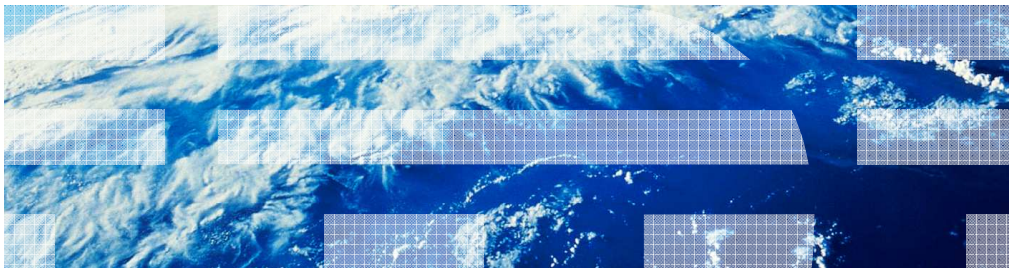IBM

IBM WebSphere Application Server Communications Enabled Applications

Configuring a CEA environment

This presentation describes how to configure a WebSphere Application Server environment suitable for exploring the Communications Enabled Applications feature.

Configuring a CEA environment

- Enable communications service
- Configure a PBX
- Configure other CEA settings
- Register telephones for application testing

Before utilizing the Communications Enabled Applications (CEA) function, you need to enable the communications service in your application server. A PBX is also required as a part of your infrastructure to be able to route calls; a sample IP-PBX application is included for you to use during development and initial testing. Other CEA settings, related to the function of the IP-PBX and other communication services, can be configured using the administrative console or wsadmin. To drive application testing, you also need a SIP client – a SIP softphone is often used for this purpose.

Enable communications service

- The CEA communications service is disabled by default
  - You need to enable it to use CEA features

- In the administrative console:
  - Go to **Servers > Server Types > WebSphere application servers**
  - In the server list, click the name of your server (for example, server1)
  - Under the **Communications** heading on the right of the server page, select **Communications Enabled Applications (CEA)**
  - Select the check box next to **Enable communications service**

Communications Enabled Applications services

☑ Enable communications service

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The communications service in your application server is disabled by default. You need to turn it on to be able to use the Communications Enabled Applications (CEA) features available in your application server. You can use the administrative console to enable the communications service. Start by going to the main configuration page for your application server. Expand Servers, then Server Types, and select WebSphere Application Servers. The main panel of the administrative console shows a list of the application servers in your configuration. Click the name of the application server that you want to configure (for example, server1), to open the main application server configuration page. On the right side of the page, under the heading Communications, click Communications Enabled Applications (CEA) to open the CEA settings panel for the application server. Select the check box next to Enable communications service to turn on the CEA capability for your application server.

Install the sample IP-PBX

- The CEA capability requires an IP private branch exchange (PBX) as part of your infrastructure
  - An IP-PBX is a business telephone system designed to deliver voice over a data network and interoperate with the Public Switched Telephone Network (PSTN)
- A sample PBX application is included in the CEA samples package
  - Download the CEA samples package from the WebSphere Application Server Samples site
    - http://www14.software.ibm.com/webapp/wsbroker/redirect?version=matt&product=was-nd-mp&topic=welcome_samples
  - Deploy the EAR to your application server, using the administrative console or wsadmin

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The Communications Enabled Applications (CEA) capability requires an IP private branch exchange (IP-PBX) as part of your infrastructure. An IP-PBX is a business telephone system designed to deliver voice over a data network and interoperate with the Public Switched Telephone Network (PSTN). A sample IP-PBX application is included in the CEA samples package that you can download from the WebSphere Application Server Samples site. Deploy the enterprise application to your application server, using the administrative console or wsadmin. When using the administrative console, select the Fast Path option and accept the default settings. After completing the installation, use the administrative console or wsadmin to start the application.

Configure other CEA settings – CTI gateway

- Use the Communications Enabled Applications (CEA) settings page in the administrative console to configure other settings for your environment
- Under telephony access method, provide:
  - Host name or IP address of the system running the PBX
    - Default is localhost
  - Port number – if using TCP, (SIP_DEFAULTHOST) for
    - Default is 5060
  - Protocol
    - Default TCP
  - Superuser name
    - Default ceauser

use the SIP port
the server running the PBX

Telephony access method

◉ Use SIP CTI (ECMA TR/87) gateway for telephony access
 ✱ Host name or IP address
 `localhost`
 ✱ Port
 `5060`
 ✱ Protocol
 `TCP ▾`
 ☐ Extract user name from request
 Superuser name
 `ceauser`

○ Use a third-party Web services provider for telephony access
 Third-party Web services provider's WSDL

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You might also need to adjust some of the Communications Enabled Applications (CEA) settings for the CTI gateway, depending on your application server's configuration. Use the Communications Enabled Applications (CEA) settings page in the administrative console to work with these configuration options. In the telephony access section, provide the host name, port, protocol, and user name for the system running your PBX. If you are using a default testing configuration – with the sample IP-PBX application deployed on the local application server and the default SIP port using TCP – you do not need to adjust any of these settings. If, for example, this application server is communicating with a remote IP-PBX or is using a non-default SIP port, you need to provide those configuration parameters here.

Configure softphones

- A SIP softphone is an application that allows you to make telephone calls from your computer, using the session initiation protocol
- SIP softphones are useful for testing some of the CEA functions, but they are not included with the product
  - You can download telephone software online to use when evaluating the CEA feature
  - You typically need to provide the host and SIP port (for example, 5060) information for the server running the PBX

Configuring a CEA environment

In order to test your applications, you need some type of SIP client to drive the communication – in many cases, you use a SIP softphone for this purpose. A SIP softphone is an application that allows you to make telephone calls from your computer, using the session initiation protocol. SIP softphones are useful for testing some of the Communications Enabled Applications (CEA) functions, but they are not included with the product. You can download telephone software online to use when exploring the CEA feature. In the softphone configuration, you typically need to provide the host and SIP port (for example, 5060) information for the server running the PBX.

Section

Summary

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This section provides a summary of this presentation.

Summary

- To start working with CEA applications, you need:
  - An application server profile
  - Communications services enabled on that server
  - A PBX configured in your environment
  - SIP softphones or some other SIP client to drive testing

Configuring a CEA environment

To get started using the Communications Enabled Applications feature, you need to configure a suitable server environment. First, you need an application server profile. Within the profile, communication services are disabled by default, so you need to enable those services. You also need a PBX configured in your environment and some sort of a SIP client to drive the communication, like a SIP softphone.

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