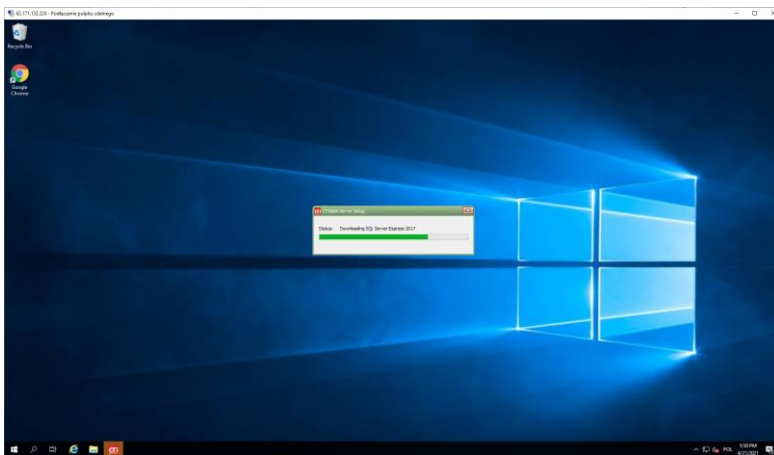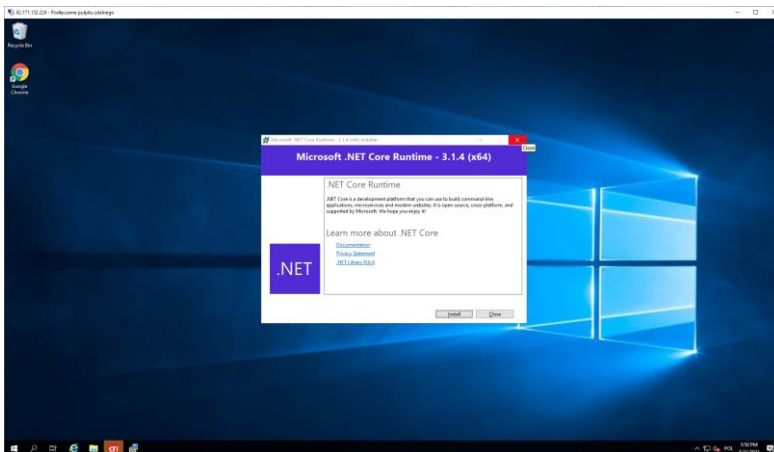# Installation of CTIdesk

Installation of CTIdesk have different requirements depending on which interface we want to use. For web-based interface CTIdesk Server should be installed on Windows 2016 or 2019. In case of using only legacy windows applications it can be also installed on Windows 10.

At a first stage it's necessary to install „CTIdesk server", it's common for both interface version (web-based and windows-app)
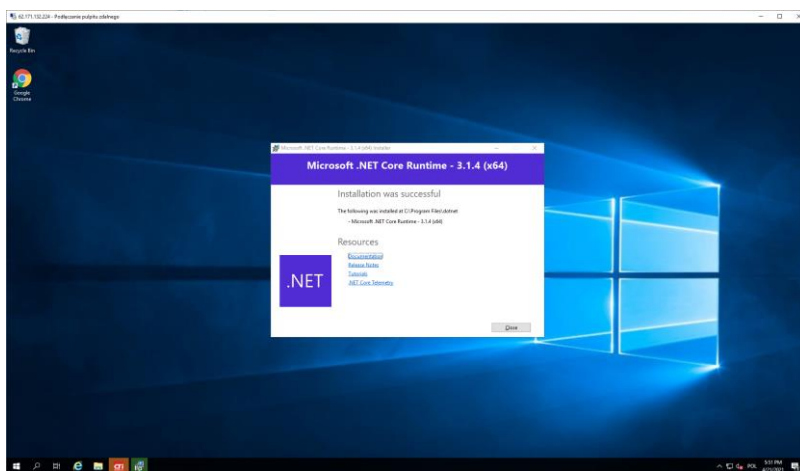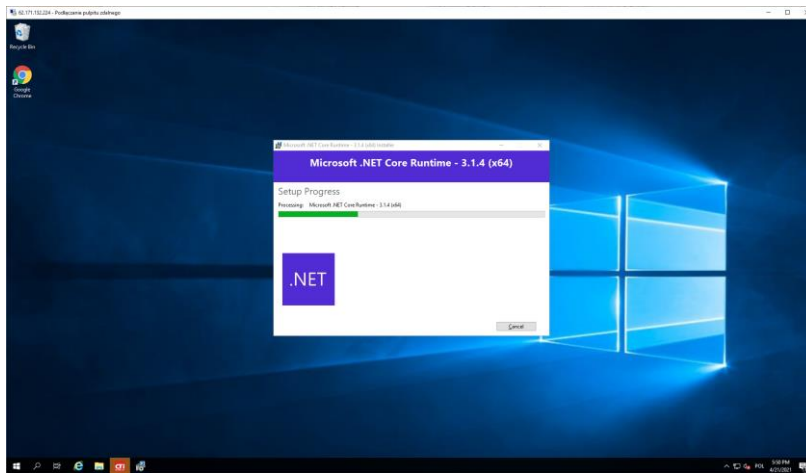
Start CTIdesk_server.exe



Installer will check for prereqiusites, if some of them are missing it will install it.
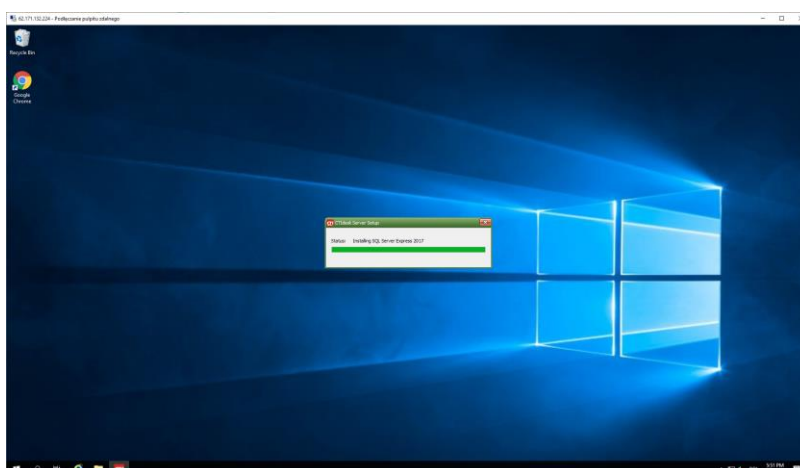


Installer will install .NET Core Runtime 3.1 and Microsoft SQL Server 2017 Express
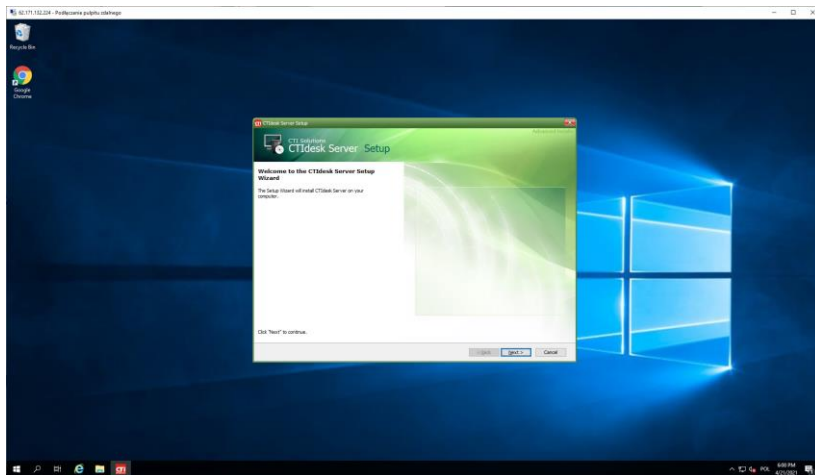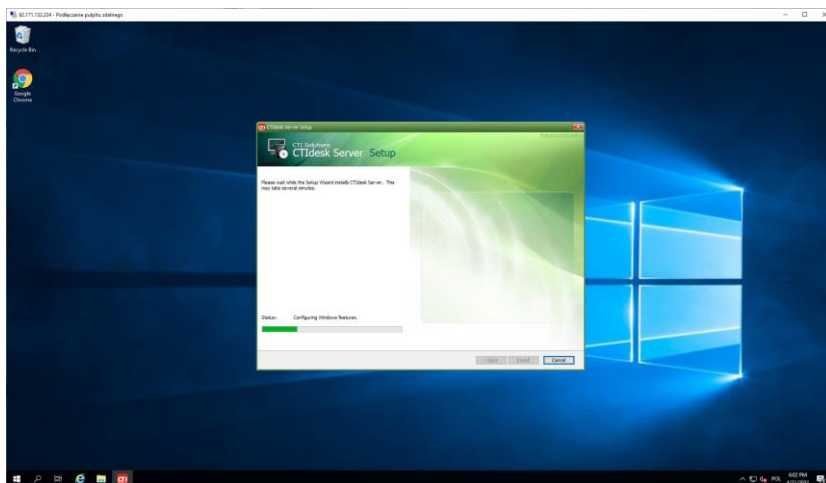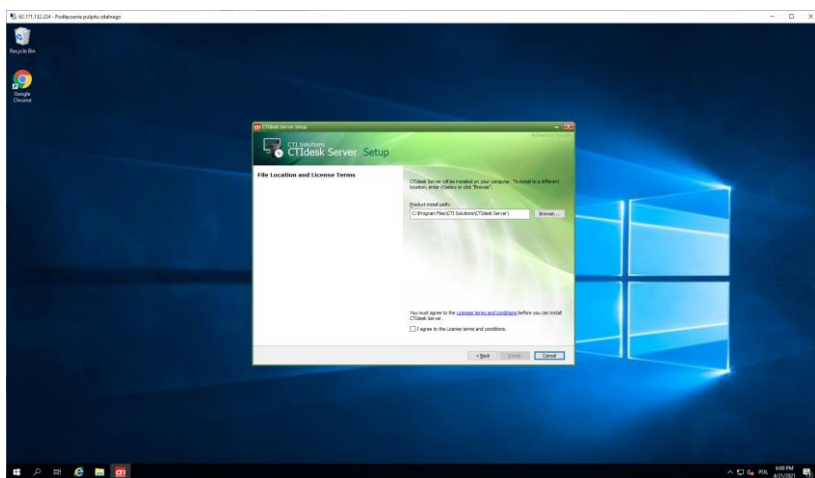
If SQL Server is already installed on a server (with version at least 2014) this SQL server will be used. In such case please check if SQL authorization is enabled. If no please set „SQL Server and Windows Authentication mode". Also set „SQL Server Browser" service to „automatic start"
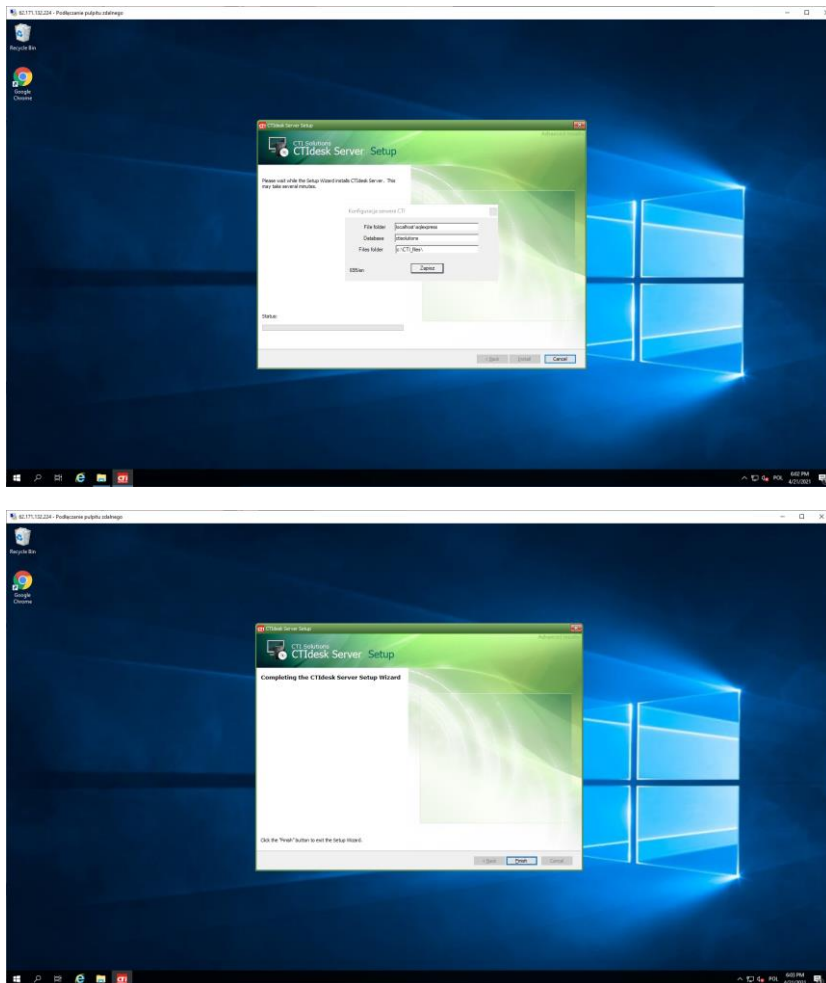
When all prerequisites will be installed main part of installer will proceed.





At last stage you have to define SQL database and folder where user files will be stored. We recommend to leave default values. In case you are installing on own SQL server please update instance name to correct one.

Please note that SQL Server has to be installed on the same server where CTIdesk server is installed.

Installer will create „CTI Solutions CTIdesk" Windows service. After initial configuration of a program (described in separate document) it has to be started.

In case of using Windows-apps interface firewall has to be configured. Following ports should be open:
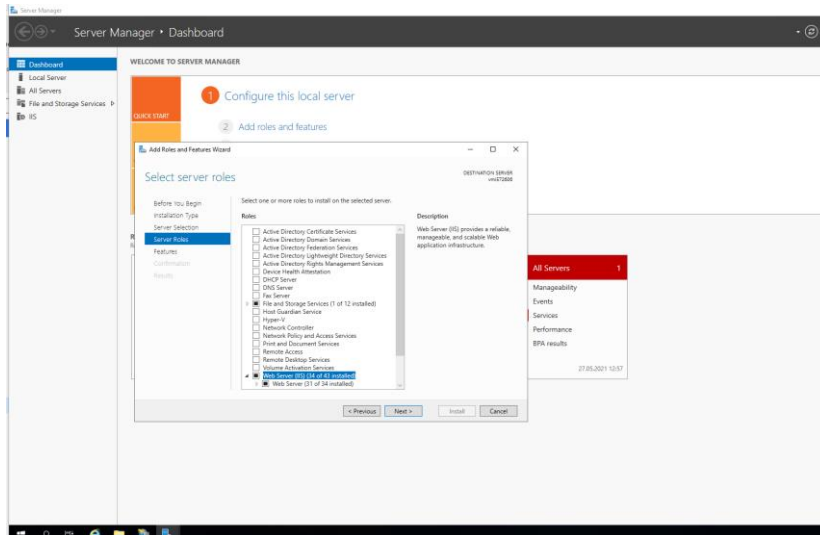
TCP: 5570, 5571, 1433

UDP: 1434

Program: sqlservr.exe (from folder bin where SQL server was installed)
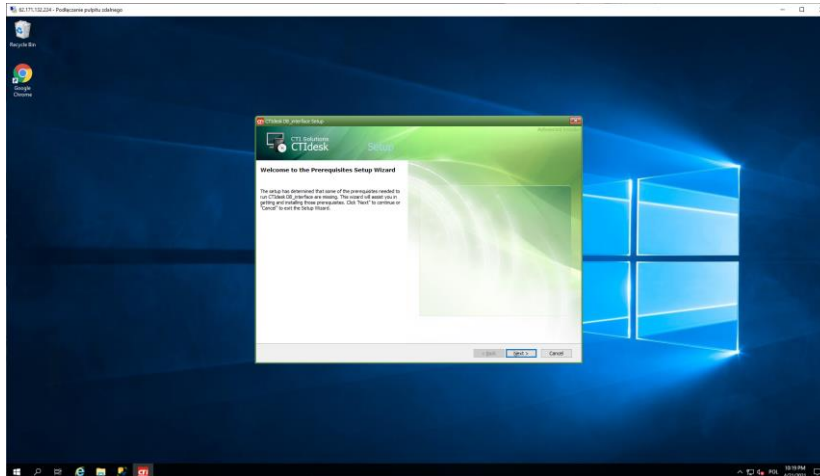
**CTIdesk – web based interface**

If you want to user web-based interface please follow these steps.

*For the purpose of this manual we will assume that address of a server is 192.168.1.10. Please change this IP to your proper IP in all configurations data in this manual.*
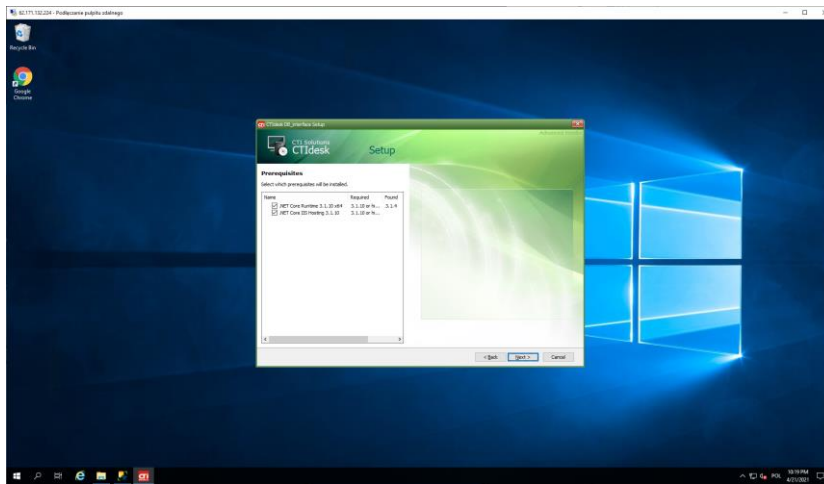
At first stage please install IIS service on Windows Server. To do this start „Server Manager" and select „add roles and features", then from the list of roles select „web server (IIS)" and install it
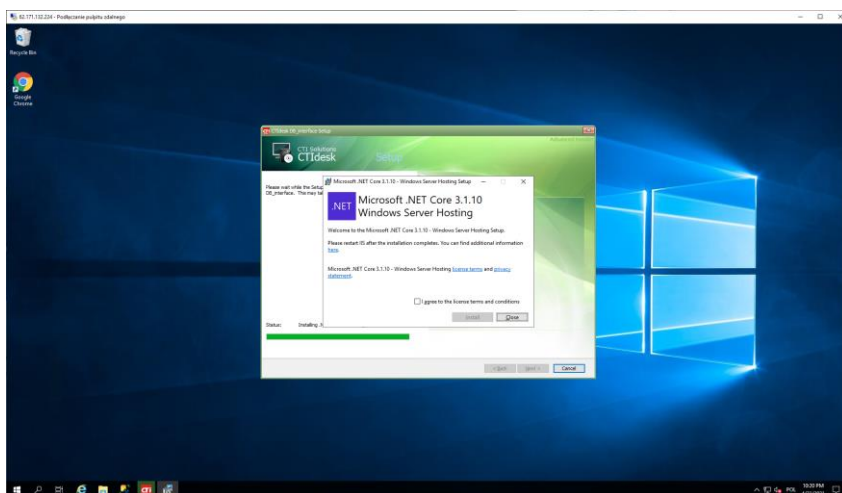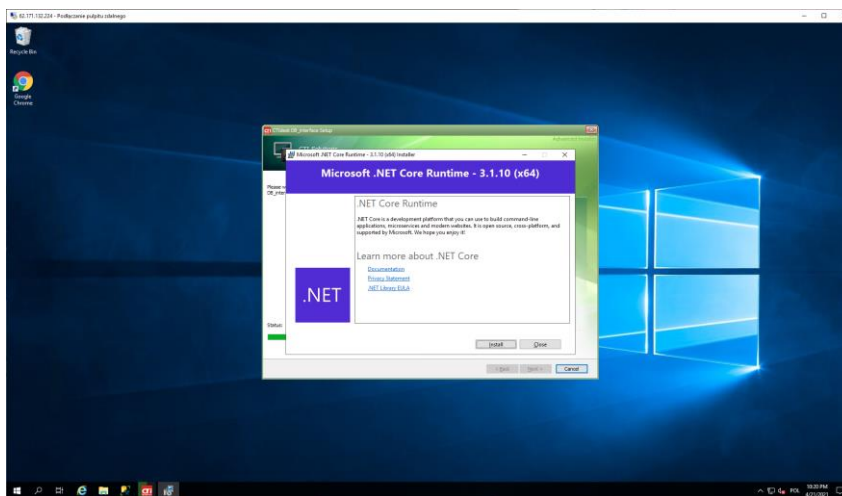


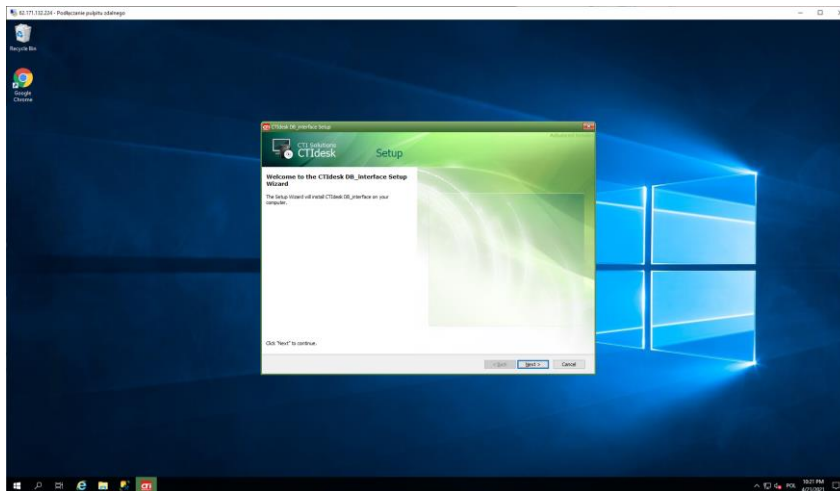Then start „CTIdesk_DBinterface.exe" installer

If necessary installer will install required prerequisites. Please follow installers prompts.
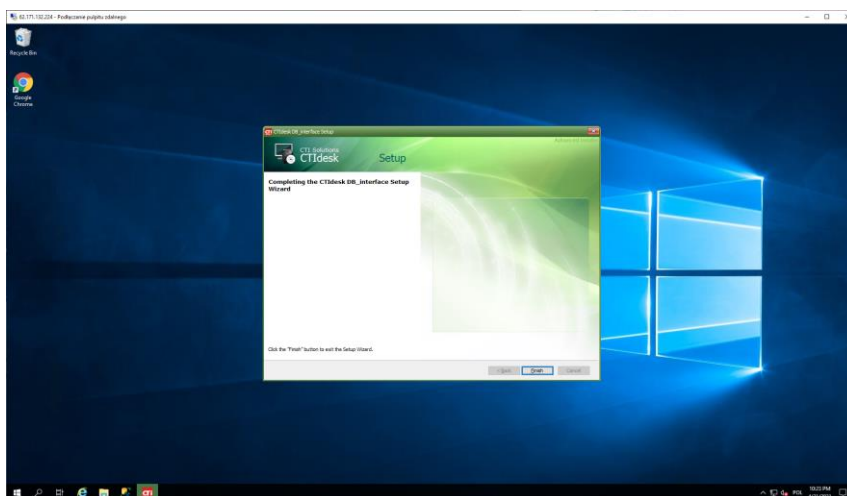
CTI Solutions CTIdesk installation manual



At the end it's necessary to define SQL server information (SQL server, database name) and set password for protecting access to data. Please set this password (for example 'CTIdesk7' ) . In later step it will be necessary to set the same password in second module of web interface.
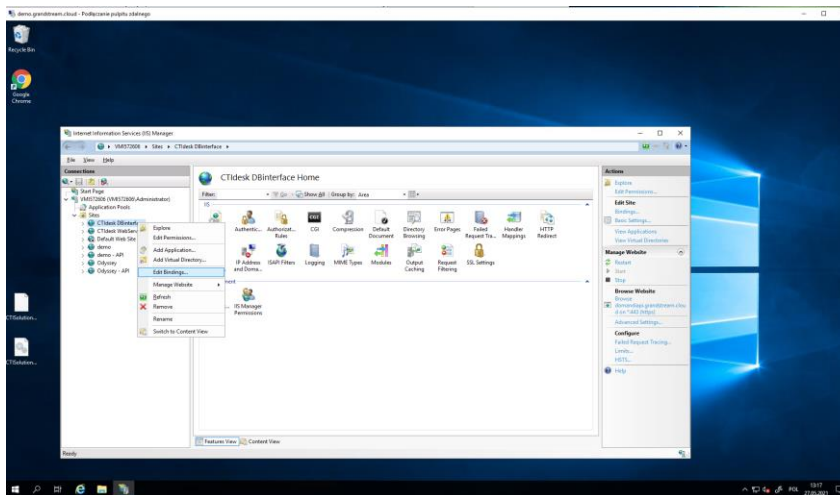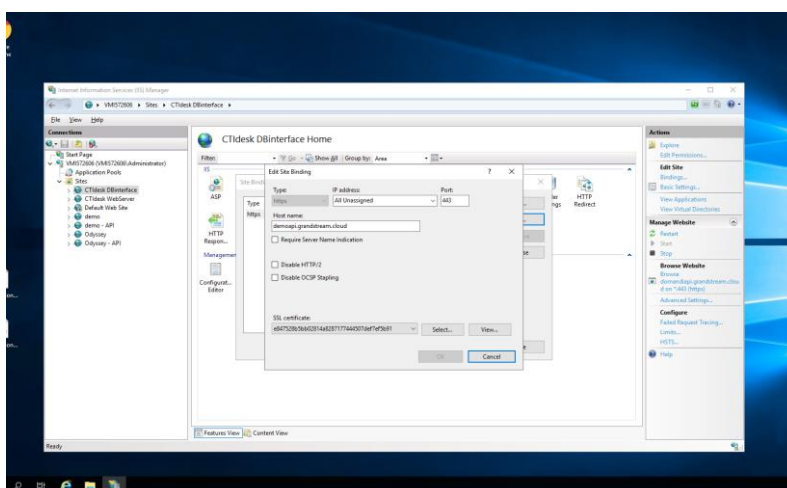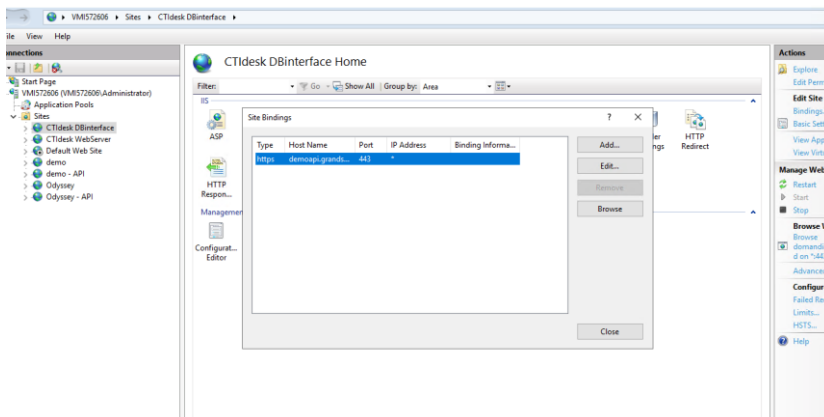


This module is installed now.



CTIdesk DB interface is installed. Please open „Internet Information Services (IIS) Manager" and click on Sites->CTIdesk DB interface. From menu select „Edit bindings"

You have to define URL address that will be used for calling database queries from web interface. Set it to port 8080 (from default 80). We will use this URL address in next step of installation. So URL of DB interface will be http://192.168.1.10:8080 (in real environment you have to set correct IP of a server)
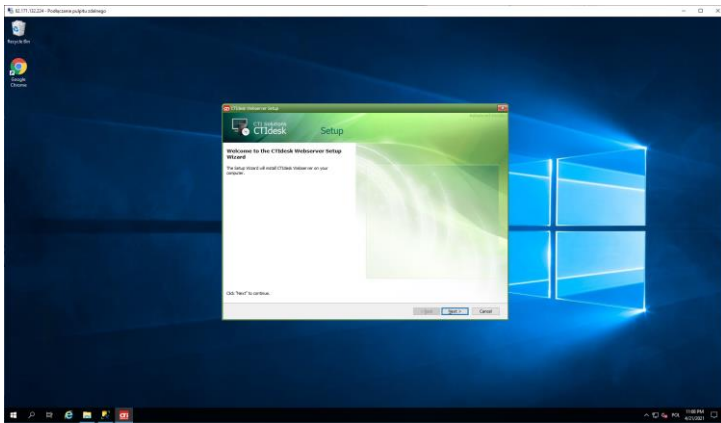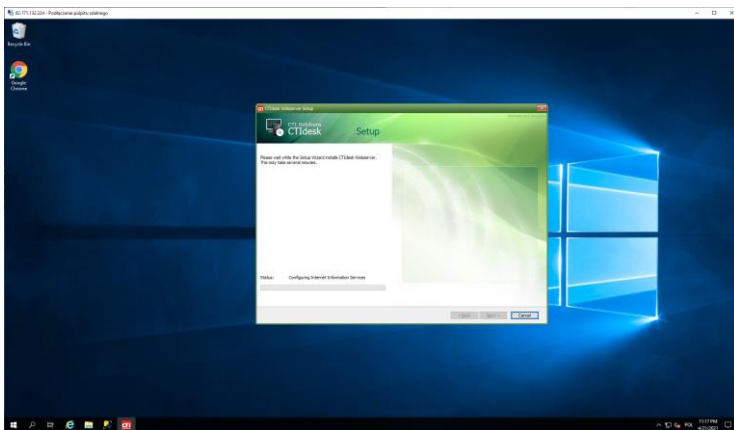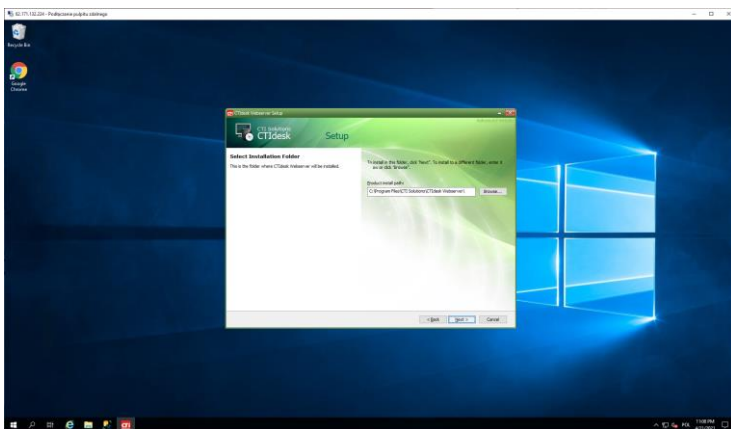




Restart website "CTIdesk DB interface"

This stage is finished. Now we have to install web interface of CTIdesk

CTI Solutions CTIdesk installation manual

Please start „CTIdesk_webserver.exe"



Follow installation steps.

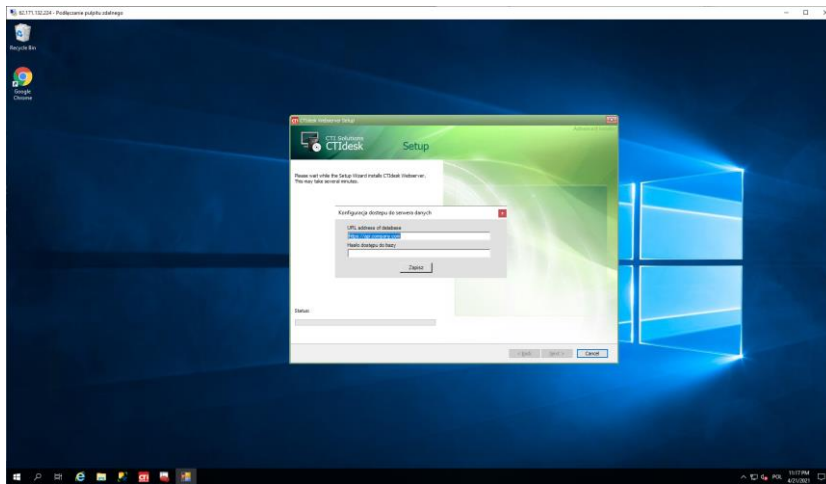



Now you have to set URL address of CTIdesk DB interface and password for database (defined in previous steps of installation.
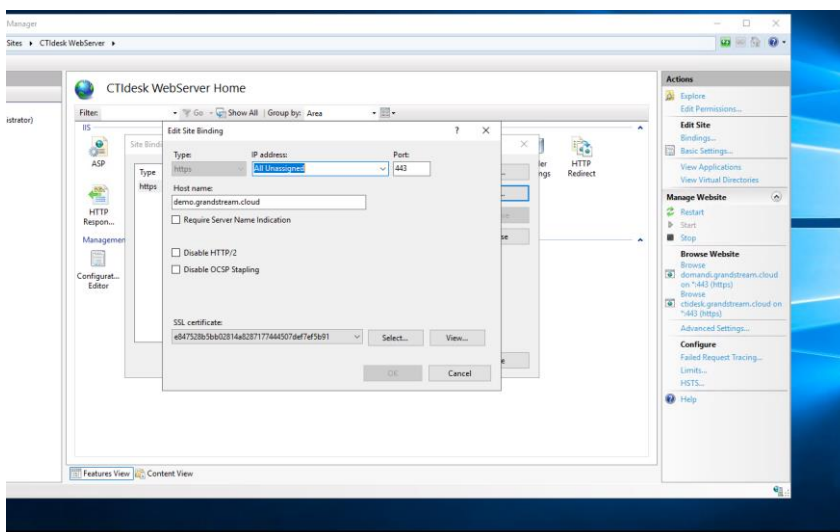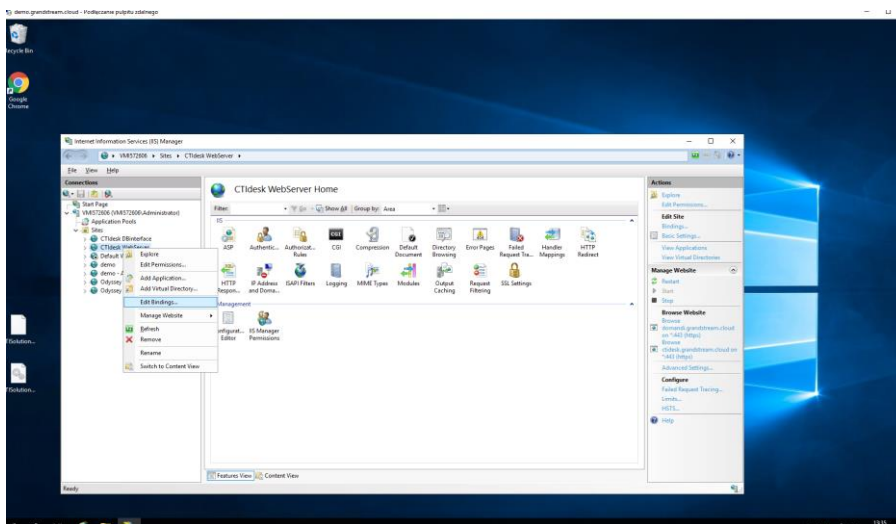
So in our example it will be:

- URL address of database: http://192.168.1.10:8080 (in real environment you have to set correct IP of a server)
- Password: CTIdesk7

CTI Solutions CTIdesk installation manual



In last step we have to assign program to URL address. Please start „Internet Information Services (IIS) Manager".
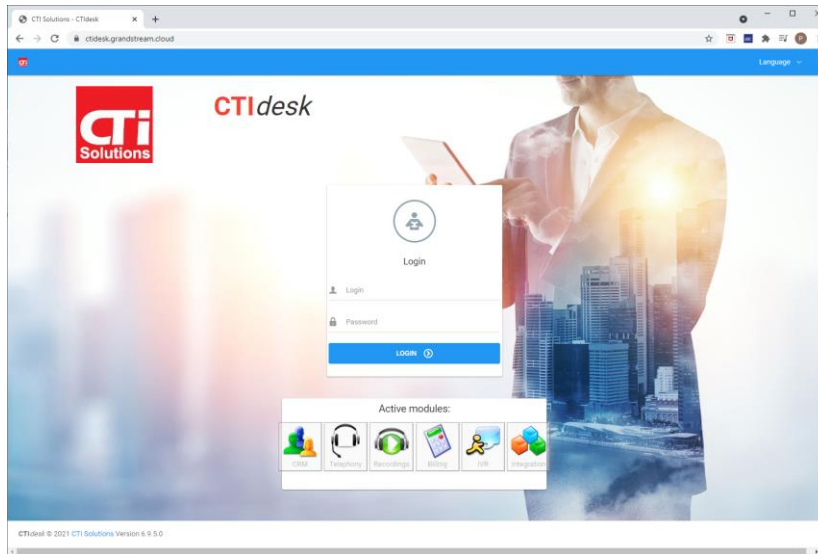
Select „edit bindings" from „CTIdesk WebServer" site and define URL for your program. Set it to port 80. Start website "CTIdesk Webserver"
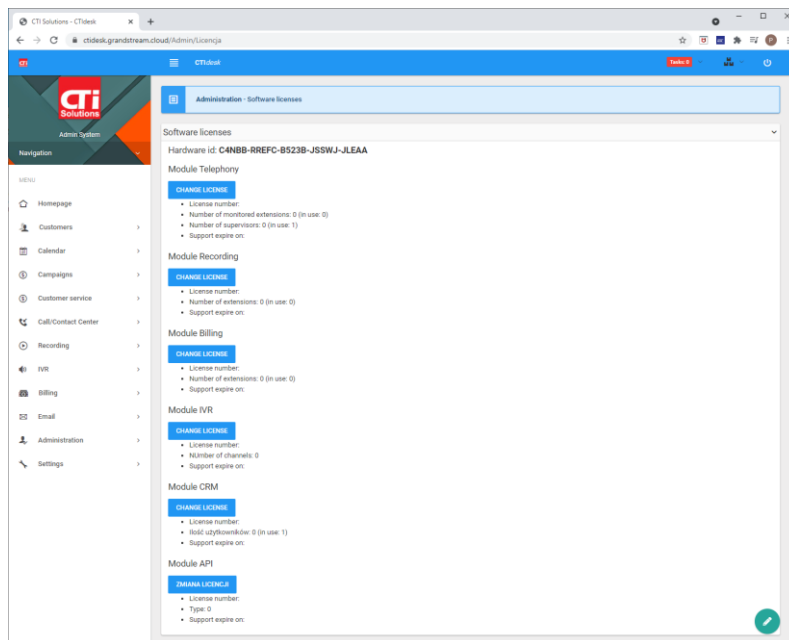
Now program is installed and you can start it by opening web browser and typing your URL address. In our example it will be http://192.168.1.10
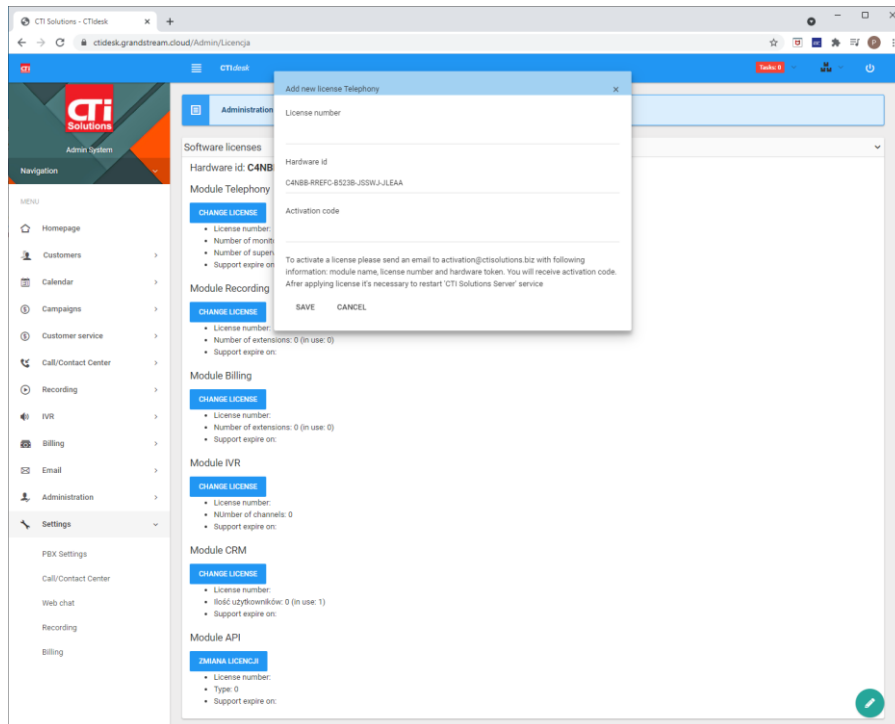
Login screen will appear.



By default login is 'admin' with empty password.

At first step you have to activate your licenses.



Please click on „Change license" on proper module. In a new window type license number. To obtain activation code you have to send email to helpdesk@ctidesk.com with your license number and hardware id. In return you will receive activation code.

The same way please activate all your licenses.

After initial configuration of CTIdesk (see CTIdesk Configuration manual) it's necessary to start windows service: "CTI Solutions CTIdesk" – this will initiate communication with PBX.

Logs from server are located in c:\Program Files\CTI Solutions\CTIdesk server\Log