

??
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- CentOS 5.8
- SugarCRM CE 6.5
- Asterisk 1.8.11
- PHP 5.2

?? SugarCRM CE
?????

- http://support.sugarcrm.com/01_Get_S...tion_and_Setup
- http://support.sugarcrm.com/02_Docum...on_Guide_6.5.0
- <http://code.google.com/p/sugarcmcn/downloads/list>
- Theme: Modern Aqua
 - ? <http://www.sugarforge.org/projects/modernaqua>
 - ? <http://vimeo.com/15994066> [??]

?? PHP ? 5.3

[SugarCRM 6.x](#) [????? PHP 5.3+](#) [????????? PHP ??? 5.3???????](#) [CentOS 5.5](#) [??? PHP 5.3?](#)

???? PHP 5.2??????? SugarCRM ??????????

????
http://www.sugarforge.org/frs/?group_id=6

```
wget http://www.sugarforge.org/frs/download.php/9248/SugarCE-6.5.0.zip
unzip SugarCE-6.5.0.zip
mv SugarCE-Full-6.5.0 /var/www/html/sugarcrm650
```

??????

```
cd /var/www/html/sugarcrm650/
chown -R root:asterisk cache/ custom/ modules/ upload/ config.php config_override.php sugarcrm.log
chmod 0775 -R cache/ custom/ modules/ upload/ config.php config_override.php sugarcrm.log
```

NOTE:

Group asterisk ?? apache ?????? group name?

?? php.ini

```
upload_max_filesize = 20M
memory_limit = 256M
```

??????

?? http://<server.ip>/<sugarcrm directory>/install.php?

???????

Database Configuration

Databas Name: sugarcrm

Host Name: localhost

Database Administrator Username: root

Database Administrator Password: <?????>

Sugar Database Name: Define user to create

Sugar Database Username: sugar

Sugar Database User Password: sugarpass

Re-enter Sugar Database User Password: sugarpass

Site Configuration

Sugar Application Admin Name: admin

Sugar Admin User Password: ????

Re-eneter Sugar Admin User Password: ????

????????????????

?? <sugarcrm ???>/htaccess

BEGIN SUGARCRM RESTRICTIONS

RedirectMatch 403 (?i)^.*\.log\$

RedirectMatch 403 (?i)/+not_imported_.*\.txt

RedirectMatch 403

(?i)/+(soap|cache|xtemplate|data|examples|include|log4php|metadata|modules)/+.*\.(php|tpl)

RedirectMatch 403 (?i)/+emailmandelivery\.php

RedirectMatch 403 (?i)/+cache/+upload

END SUGARCRM RESTRICTIONS

?? cron jib

crontab -e -u asterisk

**** cd /var/www/html/sugarcrm650 && /usr/bin/php -f cron.php 2>&1

TIPS:

asterisk ?? apache ?????

?? cron ??????? http://support.sugarcrm.com/04_Find_...bout_Cron_Jobs

?? Yaai - Yet Another Asterisk Integration

- <https://github.com/blak3r/yaai/wiki/User-Manual>
- http://www.sugarforge.org/frs/?group_id=773

????

- Incoming Caller ID Popup ???? IVR, RingGroup??? Queue ?????

????

- Asterisk 1.6+(Asterisk Manager Version 1.1)
- SugarCRM 6.0+
- MySQL Database
- Internet access is required for asteriskLogger.php to make soap calls (see <https://github.com/blak3r/yaai/issues/39>)

TIPS

???? Asterisk Manager ???

?? telnet localhost 5038

Trying 127.0.0.1...

Connected to localhost.localdomain (127.0.0.1).

Escape character is '^]'.
Asterisk Call Manager/1.1

Step1??? Module Loader ?? Yaai

SugarCRM > Admin(???) > Administration > Module Loader > ?? *.zip ?

Step2??? /etc/asterisk/manager.conf

[dialog]

secret = dialog

deny = 0.0.0.0/0.0.0.0

permit = 127.0.0.1/255.255.255.0

read = system,call,log,verbose,command,agent,user,config,command,dtmf,reporting,cdr,dialplan,originate

```
write =
system,call,log,verbose,command,agent,user,config,command,dtmf,reporting,cdr,dialplan,originate
```

```
Step3??? asteriskLogger.php
???? zip ????
```

```
cd misc/asteriskLogger_v6.1_AMiv1.1.php <sugarcrm>/custom/modules/Asterisk
cd <sugarcrm>/custom/modules/Asterisk
mv asteriskLogger.php asteriskLogger.php.default
mv asteriskLogger_v6.1_AMiv1.1.php asteriskLogger.php
```

```
Step4??? asteriskLogger.php ????
```

```
/usr/local/bin/asterisk_Logger-start
```

```
#!/bin/bash
```

```
###
# quick and dirty start stop script
# Parts of this code are (c) 2009 abcona e. K. Angelo Malaguarnera E-Mail admin@abcona.de
# http://www.sugarforge.org/projects/yaai/
# gnu public licence
#
###
###
# modified by alang 2012/6/25
#
```

```
###
# Please edit this for your environment
```

```
path=/var/www/html/sugarcrm650/custom/modules/Asterisk
pid_file=/var/run/asterisk_Logger.pid
```

```
### finish to edit :-)
```

```
start() {
    KIND="asteriskLogger"
    echo -n "Starting $KIND services: "
    # Checking if it's already running
    if [ -r $pid_file ]; then
        pid="$(cat $pid_file)"
        if [ "$(ps -ef | grep $pid | grep -v grep)" ]; then
            echo " Running"
            echo "The process ID is $pid"
            echo
            exit
        fi
    fi
}
```

```

cd $path
php asteriskLogger.php >> /var/log/asterisklogger&
if [ $? -eq 0 ]; then
    pid="$!"
    echo " Done"
    echo "The process ID is $pid"
    echo "$pid" > $pid_file
    echo
else
    echo " failed"
    echo
fi
}
stop() {
    KIND="asterisklogger"
    echo -n $"Shutting down $KIND services: "
    if [ -r $pid_file ]; then
        pid=`cat $pid_file`
        kill $pid
        [ $? -eq 0 ] && echo " Done"
        rm $pid_file
        echo
    exit
    fi
    echo " failed"
    echo
}
restart() {
    stop
    start
}
case "$1" in
    start)
        start
        ;;
    stop)
        stop
        ;;
    restart)
        restart
        ;;
    *)
        echo "Usage: $0 {start|stop|restart}"
        exit 2
esac

```

exit \$?

?????????? /etc/rc.local

Q & A

Q: ??????????: A common misconfiguration is that the 'session.save_path' directive is not pointing to a valid directory.

Ans: ?? /etc/php.init ??? session.save_path ?????????? apache ???

Q: ?????????????? MB Strings Module ??

Ans: ?? yum ???????

yum install php-mbstring

TIPS:

?? php 5.3 ?? php 5.1 ?????????? --enablerepo=<????>????????????????

Q: ?????????????? Writable Upload Directory, Warning: Not Writable

Ans: ?????????? upload ?????? apache ???????

Q: ??? amportal ?????

Fetching FreePBX settings with gen_amp_conf.php..
PHP Fatal error: Call to undefined function posix_getpuid() in /var/lib/asterisk/bin/gen_amp_conf.php on line 3

Ans????????? php 5.3 ??? php ?????????????????

yum --enablerepo=remi install php-posix
?
yum --enablerepo=remi install php-process

Q: ??asteriskLogger.php ???

???

! Error 0 connecting to Asterisk: Failed to parse address ""PHP Warning: fsockopen(): unable to connect to :0 (Failed to parse address "") in /var/www/html/sugarcrm650/custom/modules/Asterisk/asteriskLogger.php on line 231

Ans??? SurgarCRM ? Asterisk Configuration ??? manager.conf ?????????????????? **Asterisk Configuration ?**
??????????

???

PHP Warning: Attempt to modify property of non-object in /var/www/html/sugarcrm650/include/nusoap/nusoap.php on line 6160

Ans??? nusoap ? PHP 5.3 ? bug???????

?? <sugarcrm>/include/nusoap/class.wsdl.php

?? **Schema imports**

```
...
// Schema imports
foreach ($this->schemas as $ns => $list) {
    // fixed for PHP5.3 by alang
    //foreach ($list as $xs) {
    foreach ($list as $ilist => $xs) {
...
        if (! $list2[$ii]['loaded']) {
            // fixed for PHP5.3 by alang
            //$this->schemas[$ns]->imports[$ns2][$ii]['loaded'] = true;
            $this->schemas[$ns][$ilist]->imports[$ns2][$ii]['loaded'] = true;
...

```

?? <sugarcrm>/include/nusoap/nusoap.php

?? **Schema imports**

```
...
// Schema imports
foreach ($this->schemas as $ns => $list) {
    // fixed for PHP5.3 by alang
    //foreach ($list as $xs) {
    foreach ($list as $ilist => $xs) {
...
        if (! $list2[$ii]['loaded']) {
            // fixed for PHP5.3 by alang
            //$this->schemas[$ns]->imports[$ns2][$ii]['loaded'] = true;
            $this->schemas[$ns][$ilist]->imports[$ns2][$ii]['loaded'] = true;
...

```

Q: ?? sugarcrm.log ??????

[FATAL] Configuration variable date.timezone is not set, guessed timezone Asia/Chongqing.
Please set date.timezone="Asia/Chongqing" in php.ini!

Ans??? /etc/php.ini??? apache ???

date.timezone = Asia/Taipei

Q: ???????Web ?????

Call Record ID returned from server is -1, unable to save call notes for 0702500267 - 'Ringing'

Ans????? Sugar 6.5.0 ??????? crypt(md5('yourpassword'))?? SOAP ??? md5 ????? SOAP ??????????????????
asteriskLogger.php?

asteriskLogger.php?

```
...
// Get SOAP config
$sugarSoapEndpoint = $sugar_config['site_url'] . "/soap.php";
$sugarSoapUser = $sugar_config['asterisk_soapuser'];
$sugarSoapCredential = "";
{
    $sql = "select user_hash from users where user_name='$sugarSoapUser'";
    $sqlResult = mysql_query($sql);
    if ($sqlResult)
    {
        $rowData = mysql_fetch_assoc($sqlResult);
        $sugarSoapCredential = $rowData['user_hash'];
    }
    else
    {
        echo "! FATAL: Cannot find login credentials for user $sugarSoapUser\n";
        die();
    }
}
}
```

```
// fixed for SugarCRM 650 by alang
// Below is the username/password for SOAP connection
$SOAP_USER="admin";
$SOAP_PASS="osslab";
```

```
$sugarSoapUser=$SOAP_USER;
$sugarSoapCredential = md5($SOAP_PASS);
```

```
//
// And finally open a SOAP connection to SugarCRM
//
...
```

NOTES?

SOAP_USER, SOAP_PASS ? SugarCRM ?????????/???

- <http://developers.sugarcrm.com/docs/...uide.1.52.html>
- <http://stackoverflow.com/questions/6...est-call-fails>
- http://support.sugarcrm.com/02_Docum...Framework#SOAP
- <http://amduus.com/cms/?q=node/74>
- [fix] <http://sourceforge.net/projects/nuso.../topic/3780342>

Q: ??? SOAP ???

Ans????? test.php

test.php?

```
<?php
define('sugarEntry', TRUE);
require_once('/var/www/html/sugarcrm650/include/nusoap/nusoap.php');
```

```
$soap_username='admin';
$soap_password='yourpass';
$myWsdL = 'http://192.168.7.76/sugarcrm650/soap.php?wsdl';
```

```
$myAuth = array(
    'user_name' => $soap_username,
    'password' => md5($soap_password),
);
$soapClient = new nusoap_client($myWsdL,true);
```

```
$loginParams = array('user_auth' => $myAuth);
$loginResult = $soapClient->call('login', $loginParams);
$sessionId = $loginResult['id'];
echo "[SESSIONID]= ".$sessionId ."\n";
echo "[Encrypted PASS]= ".$myAuth['password']."\n";
```

?>

TIPS:

?? soap_username, soap_password, myWsdL ??

?? require_once ??

????

- SugarCRM? <http://www.sugarforge.org/content/open-source/>
- STARFACE SugarCRM Connector? <http://www.sugarforge.org/projects/starfacecon/>
- SugarDialer? <http://www.sugarforge.org/projects/sugarasterisk/>
- Asterisk VoiceRD Integration? <http://www.sugarforge.org/projects/asterisk-int>

- Asterisk Connector? <http://www.sugarforge.org/projects/yaai/>
? <https://github.com/blak3r/yaai>