

????

- VtigerCRM 6.14.8.3?Hosted on vtiger.com?
- FreePBX Distro
- Asterisk 1.8/11
- VtigerCRM's IP 69.64.x.x?idealmobile.od1.vtiger.com?
- VtigerAsteriskConnector 1.2/1.4
- JRE 1.7
- FreePBX's IP 216.118.x.x

????

- Incoming Popup:
 1. ???? IVR
 2. ????? CRM ? extension ????
- Click-to-Call:
 1. ??? context ??? from internal?????????
 2. ?????????????????????????????????? prefix code?

????

1. ??/?? VtigerCRM ?? - Phone Calls?On VtigerCRM?
2. ??/?? Vtiger Asterisk Connector ?On FreePBX?
3. ?? Asterisk
4. ?? Vtiger

??/?? VtigerCRM ?? - Phone Calls

1. Go to CRM Settings -> Module Manager.
2. Click on Import Module.
3. Click install under Phone Calls.
4. Go to CRM Settings -> Integration > Phone Calls
5. Click on Add Gateway
 - ? Gateway: Asterisk
 - ? Vtiger Asterisk App URL: http://Asterisk_Server_IP:6666
 - ? Outbound Context: vtiger_outgoing
 - ? Outbound Trunk: <Trunk Name on FreePBX>
 - ? CallBack URL: <?? VtigerCRM URL>
 - ? Vtiger Secret Key <take note of this>

??/?? Vtiger Asterisk Connector

?????

- Asterisk 1.8
- Java 1.7+
- Vtiger ??????Phone Calls > Add Gateway?
 - ? CallBack URL

? Vtiger Secure Key

?? Java Runtime 1.7

????? http://java.com/zh_TW/download/manual.jsp

NOTE??????? 32-bit ? 64-bit ??

```
# rpm -qa | grep -i jre
jre-1.6.0_18-fcs
```

```
# yum remove jre-1.6.0_18-fcs
```

```
# rpm ivh jre-7u55-linux-x64.rpm
```

```
# java -version
```

```
java version "1.7.0_55"
```

```
Java(TM) SE Runtime Environment (build 1.7.0_55-b13)
```

```
Java HotSpot(TM) 64-Bit Server VM (build 24.55-b03, mixed mode)
```

?? Vtiger Asterisk Connector

????? <https://www.vtiger.com/add-ons/>

```
wget https://www.vtiger.com/products/apps/VtigerAsteriskConnector/VtigerAsteriskConnector-1.1.zip
```

```
unzip VtigerAsteriskConnector-1.1.zip
```

```
mv VtigerAsteriskConnector /opt
```

```
cd /opt/VtigerAsteriskConnector/
```

```
mkdir storagedir/
```

```
mkdir appdb/
```

```
vi conf/VtigerAsteriskConnector.properties
```

VtigerAsteriskConnector.properties?

```
// Location where the application server will be running.
```

```
ServerIP = 0.0.0.0
```

```
ServerPort = 6666
```

```
StorageDir = /opt/VtigerAsteriskConnector/storagedir
```

```
//Location where the applications database files will be stored.
```

```
AsteriskAppDBPath = /opt/VtigerAsteriskConnector/appdb
```

```
// Asterisk Server Details
```

```
AsteriskServerPublicIP = 123.123.123.123
```

```
AsteriskServerIP = 127.0.0.1
```

```
AsteriskServerPort = 5038
```

```
AsteriskUsername = vtigercrm
```

```
AsteriskPassword = vtigercrm_pass
```

```
// Vtiger CRM URL
```

VtigerURL = <? VtigerCRM ?? Callback URL>

VtigerSecretKey = <? VtigerCRM ??>

??/?? VtigerAsteriskConnector

??

bin/start.sh

??

bin/stop.sh

????

ps -ef | grep -i vtiger

?? **FreePBX**

1. ?? /etc/asterisk/manager_custom.conf

[vtigercrm]

secret = vtigercrm_pass

deny = 0.0.0.0/0.0.0.0

permit = 127.0.0.1/255.255.255.0

read = all

write = all

?????

asterisk -rx "manager reload"

asterisk -rx "manager show users"

2. ?? /etc/asterisk/extensions_custom.conf

[vtiger_incoming]

exten => _X.,1,Agi(agi://0.0.0.0/incoming.agi)

[vtiger_outgoing]

exten => _X.,1,Agi(agi://0.0.0.0/incoming.agi)

?????

asterisk -rx "dialplan reload"

3. ?? cdr_manager

???? cdr_manager.so

asterisk -rx "module show like cdr"

```
???? /etc/asterisk/cdr_manager.conf
```

```
;
; Asterisk Call Management CDR
;
[general]
enabled = yes
```

```
# chown asterisk:asterisk /etc/asterisk/cdr_manager.conf
```

```
????
```

```
# asterisk -rx "config reload /etc/asterisk/cdr_manager.conf"
??
# amportal stop
# amportal start
```

```
????
```

```
# asterisk -rx "cdr show status"
```

Call Detail Record (CDR) settings

```
-----
Logging:          Enabled
Mode:             Simple
Log unanswered calls: No
```

* Registered Backends

```
-----
mysql
cdr_manager <====
cdr-custom
```

For Inbound Call

FreePBX > Trunks > ?? Trunk Name

- Peer details
- ...
- context=vtiger_incoming

Q & A

?? VtigerAsteriskConnector/logs/*api.log ?? UNKNOWN HOST

Ans??? /etc/hosts??????????

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- [Phone Calls](#)
- [Asterisk Integration](#)
- [Asterisk + VTigerCRM 6.1 \(??\)](#)
- [Setting up Vtiger CRM PBX Manager with Asterisk](#)