

# STARFACE SugarCRM Connector

## Information 1: ADMINISTRATOR MANUAL

This documentation provides information for STARFACE and SugarCRM administrators about the deployment of the STARFACE SugarCRM Connector.

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## 1 Deployment

This chapter contains explanations about which components of the STARFACE SugarCRM Connector need to be set up to activate the computer telephony integration (CTI).

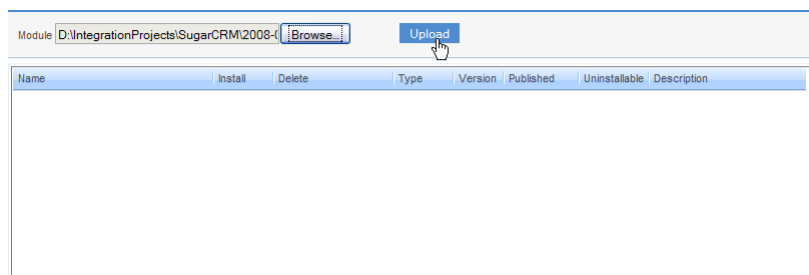
The STARFACE SugarCRM Connector consists of a SugarCRM module. The following requirements must be met by the deployment environment to use CTI:

- SugarCRM 5.0 (Community, Professional, Enterprise)
- PHP 5.2+
- MySQL
- STARFACE 3+
- SugarCRM and STARFACE are accessible using HTTP without SSL

### Information 2: System Requirements

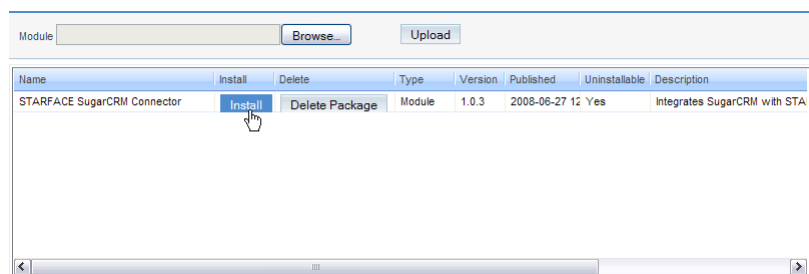
### 1.1 Installation of the SugarCRM Module

First, please install the SugarCRM module. A SugarCRM administrator account is required for that. In the administration area the tool “Module Loader” is the place to go. Select the module in the lower area of the ZIP-file and activate the Upload button:



### Information 3: Upload Module

Once uploaded the module appears in the packages list. It is now ready to be installed using the “Install” button.



### Information 4: Install Module

First, the license must be accepted to continue:

The module is ready to be installed.

License Readme

Please read the following License Agreement:

GNU GENERAL PUBLIC LICENSE  
Version 3, 29 June 2007

Copyright (C) 2007 Free Software Foundation, Inc. <<http://fsf.org/>>  
Everyone is permitted to copy and distribute verbatim copies  
of this license document, but changing it is not allowed.

Preamble

Accept  Deny

### Information 5: Accept License

After the installation, SugarCRM will display a success message.

Including: /var/www/html/SugarCE-Full-5.0.0/cache/upload/upgrades/temp/8RoUJ/scripts/pre\_install.php  
100%

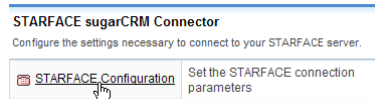
[Display Log](#)  
Rebuilding Relationships  
Complete  
Module Install Successful

### Information 6: Installation Completed

## 1.2 Configuration of the SugarCRM Module

### Server Configuration

Before the STARFACE SugarCRM Connector can be used, the correct server addresses for XML-RPC communication have to be configured. This can be done by selecting the tool “STARFACE Configuration” in the administration area.



#### Information 7: Open Configuration

A configuration form has to be filled out with the correct STARFACE and SugarCRM addresses.

STARFACE Configuration	
STARFACE Host:	pbx.starface.de
STARFACE Port:	80
STARFACE XML-RPC Path:	/xml-rpc
SugarCRM Host:	sugar.starface.de
SugarCRM Port:	80
SugarCRM XML-RPC Path:	/starface/listener.php

#### Information 8: Configure XML-RPC

On the side of STARFACE it is usually only sufficient to provide the correct host name or IP address of the STARFACE installation.

For the SugarCRM address the host name as well as the port number of the HTTP server that hosts the SugarCRM web application is required. If SugarCRM is not deployed under the web servers base path “/” but in a subdirectory (e.g. “/sugarcrm”), the property “SugarCRM XML-RPC Path” has to be adjusted (e.g. “/sugarcrm/starface/listener.php”).

### User Configuration

Each user of SugarCRM who is going to use the CTI has to set up his STARFACE account credentials in his user profile. The steps on how to do that are outlined in the STARFACE SugarCRM Connector user manual.

## 2 APPENDICES

### Glossary

<b>Abbreviation, acronym or term</b>	<b>Full term and/or term explanation</b>
CRM	Customer Relationship Management. Application for management of contacts and customer data. Often integrated solution including e-mail, calendar, reporting etc.
CTI	Computer Telephony Integration Integration used to access telephony functions on a personal computer and the software running on it.
HTTP	Hypertext Transfer Protocol Network protocol used for file transfer in the internet
Port	Address of the network protocol TCP
SSL	Secure Socket Layer Encryption technique for data transport in the internet. Used together with HTTP.
STARFACE	Web-based IP telecommunications system provided by vertico software GmbH
SugarCRM Inc.	Developer & Provider of the web-based CRM system SugarCRM <a href="http://www.sugarcrm.com/">http://www.sugarcrm.com/</a>
SugarCRM	Web-based CRM system which is provided by SugarCRM Inc. (Community Edition, Professional Edition, Enterprise Edition) <a href="http://www.sugarcrm.com/crm/">http://www.sugarcrm.com/crm/</a>
TCP	Transmission Control Protocol Network protocol used for data transfer in the internet.
URL	Uniform Resource Locator Address of some network protocols such as HTTP and FTP
vertico software GmbH	Developer & Provider of the web-based IP telecommunications system STARFACE and related integration products like STARFACE SugarCRM Connector. vertico software GmbH Amalienstr. 81-87 76133 Karlsruhe Germany <a href="http://www.vertico-software.com/">http://www.vertico-software.com/</a>
XML-RPC	XML-Remote Procedure Call Technique used for the transmission of remote procedure calls in a standardized syntax based on XML. <a href="http://www.xmlrpc.com/spec">http://www.xmlrpc.com/spec</a>

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