

CT Gateway

INSTALLATION AND ADMINISTRATION GUIDE

RELEASE 5.0 SP5



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CT Gateway Installation and Administration Guide

Release 5.0 SP5
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Chapter 1

INTRODUCTION

ABOUT THIS DOCUMENT

This document is designed for administrators who need to install, upgrade, maintain, and support the Mitel CT Gateway Server and Client in association with Mitel 5000 system nodes and Open Architecture Interface (OAI) applications.

Chapter 1 provides a brief introduction and overview to the CT Gateway product.

Chapter 2 describes the installation procedures for new installations.

Chapter 3 describes the upgrade procedures for those situations where an existing CT Gateway is already in place.

WHAT'S NEW IN THIS RELEASE?

RELEASE 5.0 SP2

- Product Re-branding

Mitel has introduced new product naming as follows:

Previous Name	Current Name
Mitel 5000/5000 CP/Mitel 5000 Communications Platform	MiVoice Office 250
Mitel Database Programming	MiVoice Office 250 Database Programming.
Mitel System Administration and Diagnostics	MiVoice Office 250 System Administration and Diagnostics
Mitel 5000 Administrator Web Portal	MiVoice Office 250 Administrator Web Portal
Mitel 5000 User Web Portal	MiVoice Office 250 User Web Portal
Mitel Attendant Console	MiVoice Office 250 Attendant Console
Mitel Applications Suite (MAS)	MiCollab
Mitel Unified Communicator Advanced (UCA)	MiCollab Client
Mitel Border Gateway	MiVoice Border Gateway
NuPoint Unified Messaging	MiCollab Unified Messaging

The re-branded interfaces for Database Programming, System Administration and Diagnostics, Administrator Web Portal, and the User Web Portal are updated with the new Mitel logo and color scheme. Additionally, the re-branding includes, but is not limited to, the following other MiVoice Office 250 interfaces.

- MiVoice Office 250 Installation Wizards
- MiVoice Office 250 Private Networking
- MiVoice Office 250 PS1 Server

- **CT Gateway Backup Tool**
The Tools menu now includes the option to select the Backup Tool to quickly back up the following CT Gateway information:
 - Node connections
 - Service settings
 - User

RELEASE 5.0 SP1

- **Windows 8.1 Support**
- **Logging improvements**
The CT Gateway Service collects background logs for each Node and Application connected to the CT Gateway. The Node and Application specific logs can be viewed and saved from their respective Logs tab.
The CT Gateway Service automatically collects logs in up to five log files; log collection cycles through these files as they each reach their maximum size. The log files are stored in default directories, based on which type of logs are collected.
See the *CT Gateway Online Help* for details, and **“Collecting Logs” on page 21** for details regarding the default locations of where the various logs are collected.
- **CT Gateway Service status icon in the Windows system tray**
The CT Gateway Service Tray application displays the following service status information:
 - The overall CT Gateway Service
 - HASP key version and status
 - Connected nodes and applicationsSee the *CT Gateway Online Help* for details.
- **Elimination of the check port button**
During installation, the Check Port button has been eliminated in favour of the CT Gateway application being able to check the availability of the ports automatically. See **“Installing the CT Gateway” on page 14** for details.

RELEASE 5.0

CT Gateway Release 5.0 implements the following new features:

- Support for Mitel 5000 Release 5.0 and higher.
- Support for Inter-Tel Axxess Version 11.0 and higher.
- Support for OAI protocol version 10.20.
- A new architecture allowing TCP/IP communications between Mitel 5000 CP and Axxess nodes in a network, and Open Architecture Interface (OAI) applications.
- The CT Gateway Service runs as a Windows service based on the .NET framework.
- A web service that allows a remote connection to a CT Gateway Client from another PC on the network, or locally using a loopback interface.
- Connections between the CT Gateway Service and a CT Gateway Client use Secure Sockets Layer (SSL) and are protected by user name and password authentication.

ABOUT THE CT GATEWAY

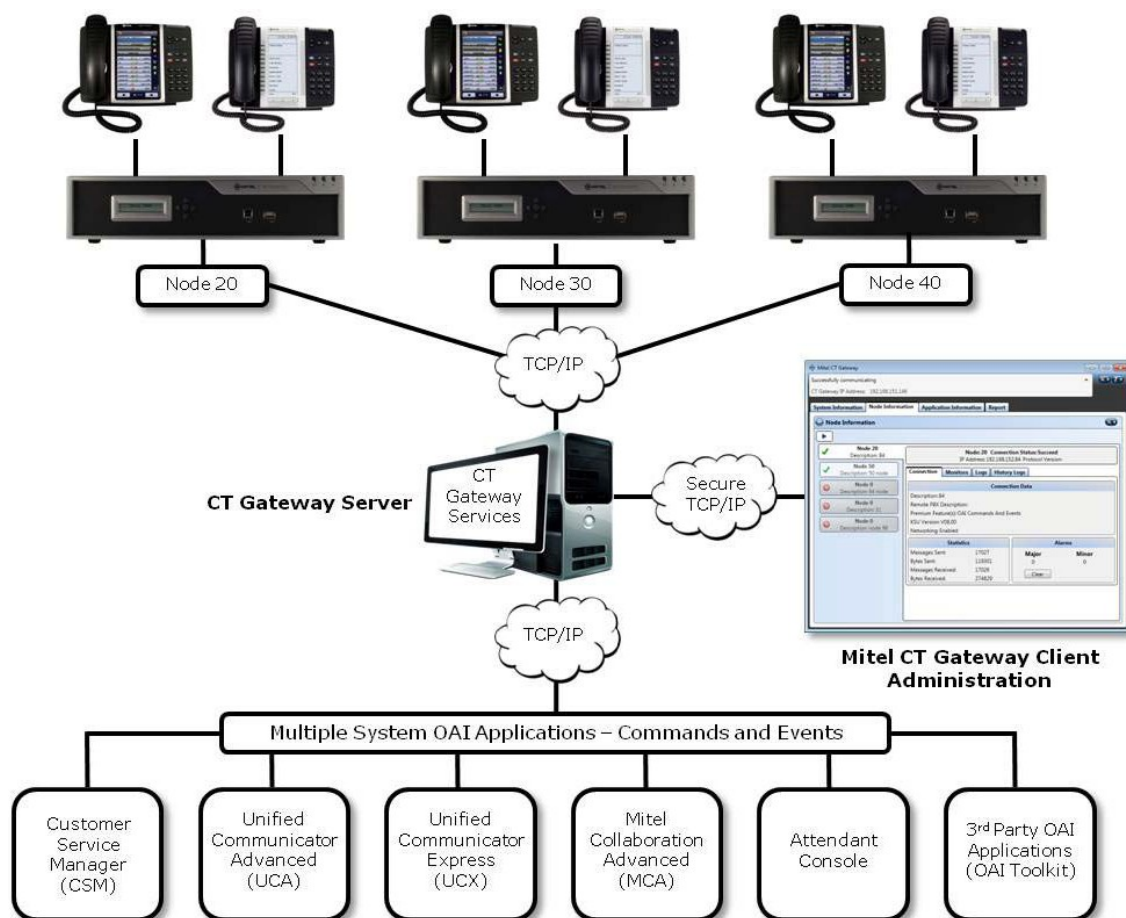
The Mitel Computer Telephony (CT) Gateway is a server-based software application used to consolidate Open Architecture Interface (OAI) communication streams between Mitel 5000 and Axxess multi-node environments or a combination of both providing the correct level of software is apparent on all nodes. It may also be used if more than three OAI applications need to connect to one Mitel 5000 or Axxess node. Open Architecture Interface (OAI) software applications are specifically designed to communicate with these systems.

Although the Mitel CT Gateway product is supported by both Mitel 5000 and Axxess systems the primary focus of this Manual is on integration with Mitel 5000 system nodes and applications.



Note: CT Gateway does not support hosted configurations.

The Mitel CT Gateway provides a system OAI that supports a multi-node network of Mitel 5000 or Axxess systems to allow the OAI applications to interact through secure TCP/IP connections.



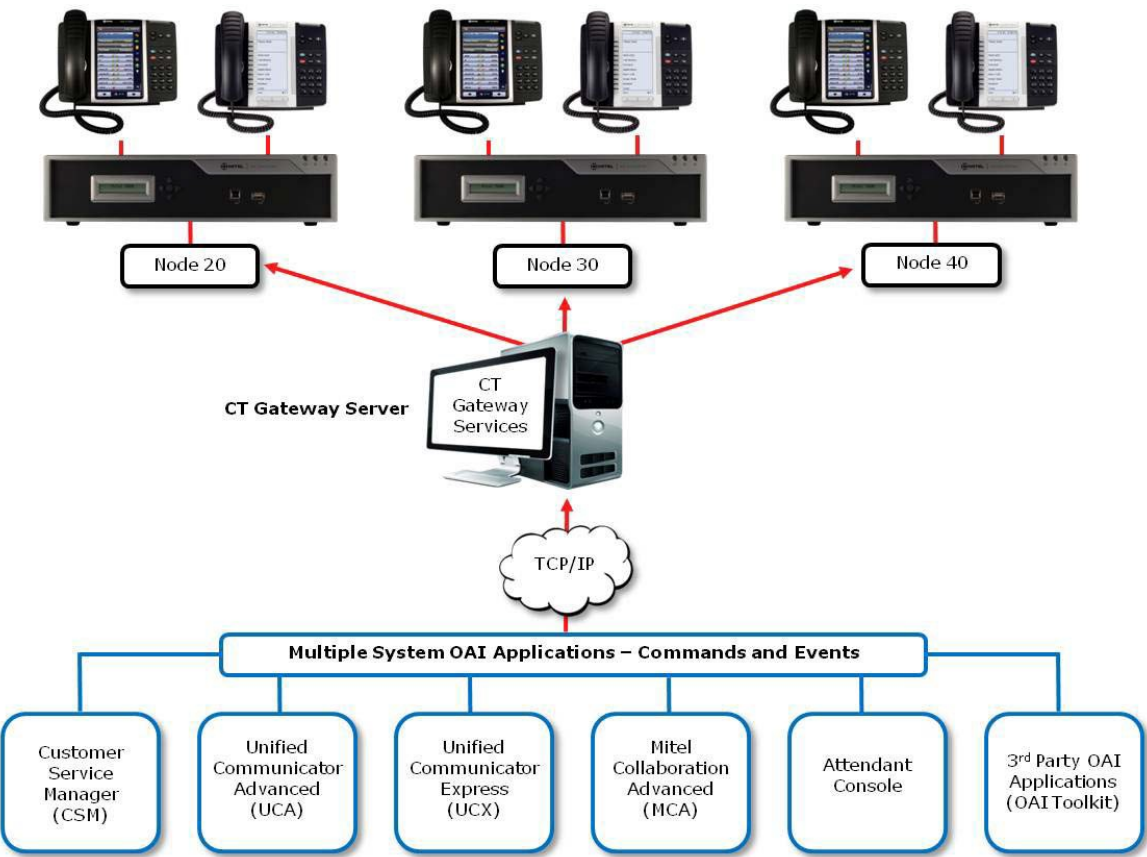
The CT Gateway Server runs as two Windows services, which start automatically at startup:

1. Mitel CTGateway Service:

- Provides the entire CT Gateway functionality.
 - Contains a built-in User Interface.
 - Contains a built-in Web Service using Microsoft's Windows Communication Foundation (WCF) technology.
 - The Web Service allows a remote CT Gateway Client connection from any networked PC through a secure TCP/IP connection or a local connection using a loopback interface.
 - Connections between the CT Gateway Service and a CT Gateway Client use Secure Sockets Layer (SSL) and are protected by user name and password authentication.
- 2. Mitel CT Gateway Watchdog Service:**
- Ensures the CT Gateway Service is up and running properly. If the CT Gateway Service is non-responsive, the CT Gateway Watchdog Service may reboot the CT Gateway Service if no messages are received from the CT Gateway Service.

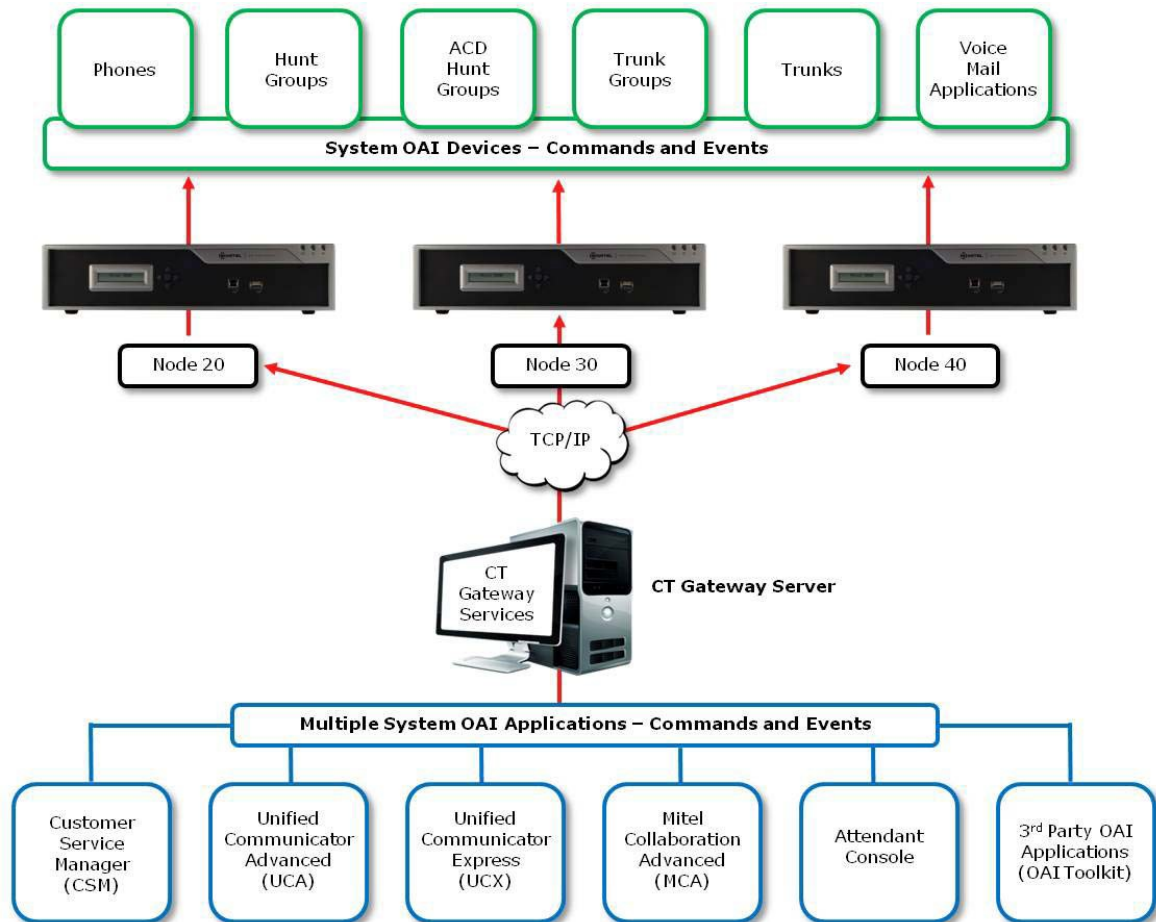
SYSTEM OAI APPLICATIONS

The CT Gateway allows multiple system OAI applications, in a multi-node or multi-application environment, to consolidate multiple call control events and commands into a single merged stream to devices on Mitel 5000 system nodes.



SYSTEM OAI DEVICES

If all devices are uniquely numbered throughout the system nodes, the system OAI applications can control those system OAI devices on networked systems.



CT GATEWAY CLIENT

The Mitel CT Gateway Client is a Windows-based software application that allows the administrator to manage and monitor activities on the CT Gateway Server. The following information about the CT Gateway Client can be useful when planning an installation:

- It can be installed on the same computer as the CT Gateway Server.
- It can be installed on a computer used to connect to the CT Gateway Server through a remote and secure TCP/IP connection.
- It provides username and password authentication access to the CT Gateway Server.
- Only one CT Gateway Client can simultaneously connect to a CT Gateway Server.
- The Mitel CT Gateway Client provides an tabbed interface that allows the administrator to:
 - View server and connection information.

- Manage system node connections.
- Manage system application connections.
- Manage users.
- Manage log files.
- Change CT Gateway settings.
- Display and manage alarms and messages.

For details on using the CT Gateway Client, refer to the *CT Gateway Client Online Help*.

The Mitel CT Gateway Client connects to the CT Gateway Server through a secure and authenticated TCP/IP connection. If an unsuccessful authentication is detected, the CT Gateway Service drops the connection.

UNIFIED NUMBERING PLANS

A unified network number plan is important when the CT Gateway is being used. Each network device should have a unique number (for example, there cannot be two stations with extension 1000 or two hunt groups with extension 2000 on different nodes). These extensions can include phones, trunks, trunk groups, and hunt groups.

It is recommended that the following data be the same on every node:

- Keyset database programming passwords
- Do Not Disturb messages
- Reminder messages
- System Speed Dial
- Feature codes used for call processing features

In addition, each node must be assigned a unique number, even if they are not networked together. If the nodes do not have a unique number, the CT Gateway will not be able to resolve the System OAI commands.

LICENSING

Licensing the CT Gateway uses a Hardware Against Software Piracy (HASP) USB key. Two HASP USB License Keys are available. Both allow connections to multiple nodes; however, one is restricted to only allow a single OAI application to connect to the CT Gateway, while the other allows multiple OAI applications to connect to the CT Gateway.

The HASP USB License Key must be installed in the CT Gateway Server prior to installing the CT Gateway Server. The HASP USB License Key is hard-coded and programmed by Mitel, and the appropriate HASP USB License Key is ordered from Mitel Sales.



Note: A new license key **is not needed** when upgrading to CT Gateway Release 5.0. Install the Release 5.0 software and move the existing license key from the old CT Gateway server.

The Mitel CT Gateway Client displays information about the License Key



Important: The Mitel CT Gateway Client can connect to a CT Gateway with or without a valid HASP USB License Key installed, but will not allow any OAI applications to connect to the CT Gateway Server.

MITEL 5000 AMC LICENSES

To allow the Mitel 5000 system nodes to support OAI applications, the following Mitel Applications Management Center (AMC) licenses are required to allow 5000 systems access to OAI application streams:

- System OAI License (840.0320)
- System OAI 3rd Party Call Control (840.0321)

Chapter 2

INSTALLATION

INSTALLATION OVERVIEW

To support the CT Gateway, firewalls must be able to open a number of ports and allow connections from a Mitel CT Gateway Client and from OAI applications. The following ports are recommended as default, but some are configurable and must be allowed through the firewall:



Note: Ports will need to be configured manually.

- Port 8000 (default): Configured default port for Mitel CT Gateway Client to the CT Gateway Server
- Port 4000 (default): Configured port for OAI applications, and for each node connection



Note: Node and application connection ports can be configured independently. This may increase the number of ports that need to be opened through the firewall.

- Port 1947 (non-configurable): Configured port for Safe Net Sentinel driver

CT Gateway checks each port's availability and default setting during the installation process.

There are two possible installation paths:

- A new CT Gateway. See "Upgrading the CT Gateway" on page 18
- An existing CT Gateway is detected. See "Installing the CT Gateway" on page 14.

CT GATEWAY SERVER AND CLIENT REQUIREMENTS

The CT Gateway Server requires a valid HASP USB License Key to allow either single or multiple OAI application connections.



Note: The HASP key was previously available as a parallel port license and requires the PC to have a parallel port for continued use.



Note: A new license key **is not needed** when upgrading to CT Gateway Release 5.0. Install the Release 5.0 software and move the existing license key from the old CT Gateway server.

Up to 99 simultaneous node connections are allowed.

Up to 99 simultaneous OAI application connections are allowed with the multi-application Mitel CT Gateway license.

The computer used for the CT Gateway Server or Client must meet the following minimum entry-level specifications.

Table 1: Minimum CT Gateway Server/Client Specification

HARDWARE COMPONENT	CT GATEWAY CLIENT ONLY	CT GATEWAY SERVER ONLY	CT GATEWAY CLIENT/SERVER
CPU	Dual core 2.6 GHz	Dual core 2.6 GHz	Dual core 2.6 GHz
RAM	512 GB	1 GB	1.5 GB
HDD	1 GB	5 GB	6 GB
Network	100 MB Network Interface Card	100 MB Network Interface Card	100 MB Network Interface Card
Graphics	VGA 1280 x 1024 resolution at high color (16-bit)	VGA 1280 x 1024 resolution at high color (16-bit)	VGA 1280 x 1024 resolution at high color (16-bit)
USB	N/A	One spare port for HASP key	One spare port for HASP key

- Microsoft Windows Operating Systems
 - Microsoft Windows 10 (64 bit)
 - Microsoft Windows Server 2012 R2/ 2016/ 2019
 - .NET Framework 4.0 (part of the CT Gateway Installer)

A virtual CT Gateway OVA file is not available. However, you can install a supported operating system manually on a virtual server in a supported VMware environment. The associated licensing is the responsibility of the customer.

CT Gateway will run as a straight-forward Windows application installed on such a supported operating system in a VMware environment (ESXi 5.1, 5.5, and 6.7). In such an environment, CT Gateway is not an application compliant with virtualization aspects related to hardware attachments (HASP key and Ethernet), or application migrations (vMotion). Configuring the USB key pass-through in VMware is the responsibility of the customer. See the following VMware Knowledge Base article for details:
http://kb.vmware.com/selfservice/microsites/search.do?language=en_US&cmd=displayKC&externalId=1021345.

It is not the intent of this manual to describe how to set up the VMware environment.



Note: The CT Gateway may require a higher-performance PC if there are a high number of nodes or applications being processed.

INSTALLING THE CT GATEWAY

This section describes the installation of a new CT Gateway. Ensure all server and client requirements are complete, and that ports are open for access by the CT Gateway Client and the OAI applications. The following ports are recommended as default, but some are configurable and must be allowed through the firewall:



Note: Ports will need to be configured manually.

- Port 8000 (default): Configured default port for Mitel CT Gateway Client to the CT Gateway Server.
- Port 4000 (default): Configured port for OAI applications, and for each node connection.



Note: Node and application connection ports can be configured independently. This may increase the number of ports that need to be opened through the firewall.

- Port 1947 (non-configurable): Configured port for Safe Net Sentinel driver.

To install the CT Gateway:

1. Locate and run the "CTGateway_5.x.x.x.exe" file, by right-clicking and selecting "Run as Administrator". The welcome page displays.
Click **Next**.
2. The *License Agreement* page displays. Accept the terms and click **Next**.
The *Existing Configuration File* page displays.
3. Click **No**. During a new installation an existing CT Gateway database configuration file does not yet exist.
Click **Next**.
4. The *Destination Folder* page displays.
Click **Next** to accept the default installation path (recommended).
Click **Change...** to install the CT Gateway files to a different location.
5. The *Setup Type* page displays.
 - Select **Complete** to install the new CT Gateway Service, CT Gateway Client, CT Gateway Watchdog Service, and HASP Driver software.
 - Select **Custom** to select the program features to install. A custom installation installs either the CT Gateway Client, CT Gateway Server, or both.



Important: To disable the installation of a feature, first select the feature. In the feature drop-down list, select **This feature will not be available**. A red "X" indicates the feature will not be installed.

**Notes:**

1. If selecting and installing only the CT Gateway Service(s) , then the installation process defines the default settings that must then be customized.
2. If selecting and installing only the CT Gateway Client, then the installation process will only install the Mitel CT Gateway Client application.
3. If selecting and installing both the CT Gateway Service and the CT Gateway Client, then the installation process will install both.

Click **Next**.

6. The *CT Gateway Service Configuration* page displays. Complete the fields as follows:
 - **Client connection Port:** Enter The TCP port number to the CT Gateway Client, 8000 (default).
 - **Administrator username:** Default = Administrator
 - **Administrator password:** Enter a password, and confirm the password.
 - **Application port:** Enter the OAI port number 4000 (default).
 - **Application password:** Enter a password for the application, and confirm the password. This is optional and if a password is added, then this change will need to be reflected in all connecting applicaitons.
 - Click **Next**.



Note: CT Gateway automatically checks to see if the Client connection and Application ports are available. If they are, the *CT Gateway Client Configuration* page displays. If they are not, a dialog displays showing which available ports will be used. Click **OK** in the dialog and the *CT Gateway Client Configuration* page displays with the available ports.

7. The *CT Gateway Client Configuration* page displays.



Note: This page displays during a complete installation, or if the CT Gateway Client was selected as one of the custom installations.

Complete the fields as follows:

- **CT Gateway Service host:** Enter the FQDN or IP Address of the CT Gateway Service.
- **CT Gateway Service configuration port:** Enter the CT Gateway Service TCP port for the Client connection (8000).
- **Administrator username:** Default = Administrator.
- **Administrator password:** Enter the administratorpassword.

Click **Next**.

8. The *Ready to Install the Program* page displays.
Click **Install**.
9. The *Sentinel Runtime Setup* pages display.
The installation process installs the software drivers for the HASP USB License Key installed in the CT Gateway Server.

From the SafeNet *Welcome to the Sentinel Runtime Installation Wizard* page, select **Next** and follow all the prompts to complete the HASP driver installation.

10. The *Installing Mitel CT Gateway* page displays showing the installation status progress. When complete, click **Finish**.

Chapter 3

MAINTENANCE AND ADMINISTRATION

ABOUT MAINTENANCE AND ADMINISTRATION

This section describes the CT Gateway upgrade options. CT Gateway Release 5.0 and higher needs to be installed and upgraded onto a supported Windows platform. Depending on the previous version of the CT Gateway and the platform upon which it is installed, there are a number of upgrade migration options. The table below shows the supported upgrade migration paths.

Table 2: Supported Upgrade Migration Path

TO →										
FROM ↓	2003 X86	2003 X64	WIN7 X86	WIN7 X64	WIN8/8.1 X86	WIN8/8.1 X64	2008 X86	2008R2 X64	2012 X64	
Win 95	NS	NS	NS	NS	NS	NS	NS	NS	NS	
NT	NS	NS	NS	NS	NS	NS	NS	NS	NS	
2000	BT	BT	BT	BT	BT	BT	BT	BT	BT	
2003 x86	IP	IP	IP	IP	IP	IP	IP	IP	IP	
2003 x64	IP	IP	IP	IP	IP	IP	IP	IP	IP	
WinXP SP3 x86	BT	BT	BT	BT	BT	BT	BT	BT	BT	
WinXP SP3 x64	BT	BT	BT	BT	BT	BT	BT	BT	BT	
WinXP pre-SP3 x86	BT	BT	BT	BT	BT	BT	BT	BT	BT	
WinXP pre-SP3 x64	BT	BT	BT	BT	BT	BT	BT	BT	BT	

Legend: NS = Upgrade not supported
 BT = Upgrade using the CT Gateway Backup Tool
 IP = Upgrade using the Installation Package

UPGRADING THE CT GATEWAY

If the installation process detects an older version of CT Gateway on a host computer with or without a supported version of Windows, there are several migration options.

During the installation process, save the existing CT Gateway configuration file and use it to restore the configuration information on another host computer with a supported version of Windows after a new CT Gateway installation completes.

During the installation process, migrate the CT Gateway configuration file for use on a host computer with a supported version of Windows. The installation process saves the CT Gateway configuration file from the Windows registry, uninstalls the old CT Gateway version, installs the new CT Gateway version, and restores the saved configuration file.

If the CT Gateway is installed on a non-supported Windows OS, use the CT Gateway Backup Tool to save the configuration settings to a supported Windows platform. Upgrading CT Gateway

using the Installation Wizard.

The Mitel CT Gateway InstallShield Wizard supports migrating the CT Gateway configuration file to a CT Gateway Server running a supported Windows OS. Three CT Gateway migration options are possible:

- Option 1: Save the CT Gateway configuration file to restore on another host computer running a supported version of Windows.
- Option 2: Migrate the CT Gateway configuration file to a host computer running a supported version of Windows and complete the installation process.
- Option 3: Use the CT Gateway Backup Tool to save the CT Gateway configuration file from a non-supported Windows OS and restore the configuration to a supported Windows OS.

When upgrading to Release 5.0 from an earlier version, a new license key **is not needed**. Install the Release 5.0 software and move the existing license key from the old CT Gateway server.

To upgrade CT Gateway using the Installation Wizard:

1. Locate and run the "CTGateway_5.x.x.x.exe" file, by right-clicking and selecting "Run as Administrator". The welcome page displays.
Click **Next**.
2. The *License Agreement* page displays. Accept the terms and click **Next**.
The *Another CT Gateway Detected* page displays.
3. Click **Yes** to perform a migration. If a previous CT Gateway release is not detected the installation process automatically continues.
Click **No** to skip the migration and continue to the migration options.
Click **Next**.
4. The *Migration Option* page displays.
Click **Yes** to save the existing CT Gateway Configuration File to restore on another computer or supported Windows OS during a new installation. The *Save Configuration File* page displays after clicking **Next**.
Click **No** to migrate the existing CT Gateway configuration on the current computer.
Click **Next**.
The installation process will back-up all settings, uninstall the previous CT Gateway release, install the current CT Gateway version, and restore all configuration file settings.
5. The *Save Configuration File* page displays if Yes was selected in step 4.
Click **Next** to accept the default location for the existing CT Gateway Configuration File.
Click **Change**... to save the existing CT Gateway Configuration File to restore on another computer or supported Windows OS to use for a new installation.
6. The *Restore Configuration* page displays.
Click **Next** to restore the saved *CTGatewayConfiguration.reg* file to the default folder location.
Click **Change** to install the saved *CTGatewayConfiguration.reg* file to a different folder on the computer. The *Destination Folder* page displays; select the new folder and click **Next**.
7. The *Setup Type* page displays.
Complete steps 5 through 10 as described in "Installing the CT Gateway" on page 14.

UPGRADING CT GATEWAY USING THE BACKUP TOOL

The Mitel CT Gateway Backup Tool is a software utility that saves the CT Gateway configuration settings from a previous version of CT Gateway running on a non-supported Windows OS. Also use the Migration Tool in the following situations:

- Migrating CT Gateway node configuration settings from a CT Gateway running pre-release 5.0 software to release 5.0 software and later.
- When it's necessary to backup the *ctgatewayconfiguration.reg* file.
- To re-install the CT Gateway *ctgatewayconfiguration.reg* file on a different or same server running a supported Windows operating system.
- Upgrading the Windows operating system from 32-bit to 64-bit where a fresh install of Windows is required to migrate to a 64-bit system.



Note: The CT Gateway Server / Client supports Windows 2003 and above. The CT Gateway Backup Tool assists in the migration of CT Gateway configuration data from older Windows OS to supported Windows OS and 32-bit to 64-bit migrations.



Note: See "Supported Upgrade Migration Path" on page 18 for those supported Windows platforms the CT Gateway Backup Tool can run.

To use the CT Gateway Migration Tool:

1. Copy and then run the *CTGatewayBackupTool.exe* file on the CT Gateway Server running on a non-supported Windows OS. The utility will automatically find the *ctgatewayconfiguration.reg* file.



Note: The *CTGatewayBackupTool.exe* file is included as a separate CT Gateway file.

2. Click the ellipses (. . .) to select a folder location to save the found *ctgatewayconfiguration.reg* file.
3. Copy the saved *ctgatewayconfiguration.reg* file to a folder on the target CT Gateway Server running a supported Windows OS.
Click **Run**.
4. Start the CT Gateway Installation Wizard (locate and run the "CTGateway_5.x.x.x.exe" file, by right-clicking and selecting "Run as Administrator").
5. When the *Existing configuration file* page displays, select **Yes** when prompted **Do you have configuration file?**
Click **Next**.
6. The *Restore Configuration* page displays.
Click **Change**. . . to locate the saved *ctgatewayconfiguration.reg* file.
Once found, click **Next** to restore the saved configuration file and continue the installation.
7. Open the CT Gateway Client and check the Node Information tab to confirm that the restored configuration information was successful. (See the CT Gateway Online Help for detailed information).

COLLECTING LOGS

The table below lists the various CT Gateway logs collected, their default storage location, how they are collected, and the maximum file size.

LOG TYPE		DEFAULT LOCATION	COLLECTION METHOD	MAXIMUM FILE SIZE
Node Logs	Client Monitoring	Location selected when saving logs	Manually by user (start monitoring)	1Mb - 40Mb
	Client Monitoring User Interface	Location selected when saving logs (Node Information/Logs tab).	Manually by user (start monitoring)	Last 500 messages
	Background Logging	C:\Program Files (x86)\Mitel\CT Gateway\CT Gateway Service\Service Logs	Automatically	1Mb for each of 5 files, then rotation through the files ¹ .
Application Logs	Client Monitoring File System	Location selected when saving logs	Manually by user	1Mb - 40Mb
	Client Monitoring User Interface	Location selected when saving logs (Application Information/Logs tab)	Manually by user (start monitoring)	Last 500 messages
	Background Logging	C:\Program Files (x86)\Mitel\CT Gateway\CT Gateway Service\Service Logs	Automatically	1Mb for each of 5 files, then rotation through the files ¹ .
Service Debug Logs		C:\Program Files (x86)\Mitel\CT Gateway\CT Gateway Service\Service DebugLogs	Automatically	100Mb for each of 5 files, then rotation through the files ¹ .
Client Debug Logs		C:\Program Files (x86)\Mitel\CT Gateway\CT Gateway Service\Client Logs\	Automatically	N/A
Service Logs		C:\Program Files (x86)\Mitel\CT Gateway\CT Gateway Service\Service Logs	Automatically	1Mb for each of 5 files, then rotation through the files ¹ .

¹ When the fifth file size has reached 1Mb (or 100Mb for service debug logs), logs will begin being cap-

tured in the first file until it has reached a 1Mb/100Mb size. Then logs will be collected in the second file until it has reached a 1Mb/100Mb file size, and so on.

Chapter 4

SYSTEM LIMITATIONS AND CAPACITIES

ABOUT SYSTEM LIMITATIONS AND CAPACITY

Only one CTGateway Client to CTGateway Server connection is allowed. The CTGateway Server does not support connections from multiple CTGateway Clients.

The only System OAI that can run on the same computer as the CT Gateway Server is the CT Gateway Client.

MS Windows 8 ARM is not supported.

IPv6 is not supported.

CT Gateway will run as a straight-forward Windows application on supported operating systems in a VMware environment. However, in such an environment, CT Gateway is not an application compliant with virtualization aspects related to hardware attachments (HASP key and Ethernet), or application migrations (vMotion).

Table below shows the current system limits and capacities for CT Gateway.

Table 3: CT Gateway System Limitations and Capacities

PARAMETER	VALUE
Maximum number of OAI applications connected to a single CT Gateway Service	99
Maximum number of 5000 CP nodes connected to a single CT Gateway Service	99
Maximum number of CT Gateway clients from different PC's connected to a single CT Gateway Service	1
Maximum number of CT Gateway clients connected to a CT Gateway Service	1
Maximum log file size	40 MB for each node/application 100 MB for CT Gateway server
Maximum number of CSM applications connected to a CT Gateway Service	10
Maximum number of Attendant Consoles connected to a CT Gateway Service	17
Maximum number of UCA servers connected to a CT Gateway Service	2
Maximum number of CSM client applications e.g. RealViewer, Reporter etc. (real time applications)	250
Maximum number of UCA users	350
Maximum number of UCX clients	250
Maximum number of CT Gateway users	15



Note: The Mitel 5000 CP supports up to 250 IP phone endpoints. To support a greater number of IP endpoints, up to 99 Mitel 5000 nodes can be connected. The UCA/UCX system can connect directly to a single Mitel 5000, however to support a network of Mitel 5000 nodes, the UCA/UCX system must be connected to the network through a CT Gateway.

