

# RESTful Phone Apps-FAQ

THIS WIKI HAS BEEN UPDATED FOR VERSION 13 OF YOUR PBX GUI

Below is a list of common issues or questions people have run into.

- BLF light is not updating when changing items like DND or Follow Me
  - Daemon on PBX is not running.
  - If using PBX version 12 or older verify you have DevState Hints enabled on the PBX.
- Message Bar on screen not updating when changing items like DND or Follow Me
- Pressing button on phone is not launching application

## BLF light is not updating when changing items like DND or Follow Me

### Daemon on PBX is not running.

The BLF light is controlled by a daemon that runs on the PBX. To see if daemon is running, run the command below from your Linux CLI:

1. You need to start the demon that watches for hints the first time, as this could not be started when there was no license. This script will be auto-started any time *ampportal* or *fwconsole start* is run, which includes on boot up.

1. PBX Version 13 or Newer

1. `fwconsole restart restapps`

```
[root@mypbx]# fwconsole restart restapps
Restapps daemon stopped
Running Restapps Hooks
Starting Restapps daemon
Restapps daemon done
[root@mypbx]#
```

2. PBX Versiopn 12 or Older

1. `/etc/init.d/restapps restart`

```
[root@mybox ~]# /etc/init.d/restapps restart
Shutting down REST applications daemon:
[ OK ]
Starting REST applications daemon:
[ OK ]
[root@mybox ~]#
```

## If using PBX version 12 or older verify you have DevState Hints enabled on the PBX.

1. Make sure you have enabled Custom DevState hints. Log into your PBX GUI and navigate to the Advanced Settings module:
  1. In the top menu go to **Settings**
  2. In the drop-down menu go to **Advanced Settings**
2. At the top, under the **Advanced Settings Details** section, set **Display Readonly Settings** and **Override Readonly Settings** to "Yes":

### — Advanced Settings Details

|                                |     |    |
|--------------------------------|-----|----|
| Display Friendly Name ⓘ        | Yes | No |
| Display Readonly Settings ⓘ ↻  | Yes | No |
| Override Readonly Settings ⓘ ↻ | Yes | No |

## Message Bar on screen not updating when changing items like DND or Follow Me

1. The Message Bar is controlled by a daemon that runs on the PBX. To see if daemon is running, run the command below from your Linux CLI:
2. You need to start the demon that watches for hints the first time, as this could not be started when there was no license. This script will be auto-started any time *ampportal* or *fwconsole start* is run, which includes on boot up.

1. PBX Version 13 or Newer

1. `fwconsole restart restapps`

```
[root@mypbx]# fwconsole restart restapps
Restapps daemon stopped
Running Restapps Hooks
Starting Restapps daemon
Restapps daemon done
[root@mypbx]#
```

2. PBX Versiopn 12 or Older

1. `/etc/init.d/restapps restart`

```
[root@mybox ~]# /etc/init.d/restapps restart
Shutting down REST applications daemon:
[ OK ]
Starting REST applications daemon:
[ OK ]
[root@mybox ~]#
```

## Pressing button on phone is not launching application

- Log into your PBX Admin GUI and navigate to the to Sysadmin module.
  - In the top menu go to **Admin**
  - In the drop-down menu go to **System Admin**

- Select the **Port Management** section in the navigation menu.

|                        |
|------------------------|
| Notifications Settings |
| Power Options          |
| <b>Port Management</b> |
| HTTPS Setup            |
| Time Zone              |
|                        |

- Look to see what port **Restful Phone Apps** are using.

|                           |           |
|---------------------------|-----------|
| Admin                     | 80        |
| UCP                       | 81        |
| HTTP Provisioning         | 84        |
| RESTful API               | 96        |
| <b>RESTful Phone Apps</b> | <b>88</b> |
| XML Legacy                | 82        |

- Open a Web Browser and go to the following URL: `http://IPADDR:PORT/applications.php/donotdisturb/main?user=EXT#`
  - Replace IPADDR with the IP Address of the PBX.
  - Replace PORT with the port number Restful Phone Apps are using as defined in Sysadmin Port Management.
  - Replace EXT# with your extension number.
- This should bring up some XML such as:
  - `{"application_name":"donotdisturb","application_display":"DND","page_name":"main","type":"display","exitPath":null,"layout":[{"type":"bool","name":"status","display":"Enabled","value":false}], "action":[],"error":[]}`
- If you get nothing returned, this means your port is either not opened on your firewall or not defined correctly. Try and resubmit the Port Management page in Sysadmin by pressing the **Submit** and **Apply Config** buttons.