



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

# CSTA Connector for BroadSoft BroadWorks Deployment Guide

CTI Connection

12/19/2025

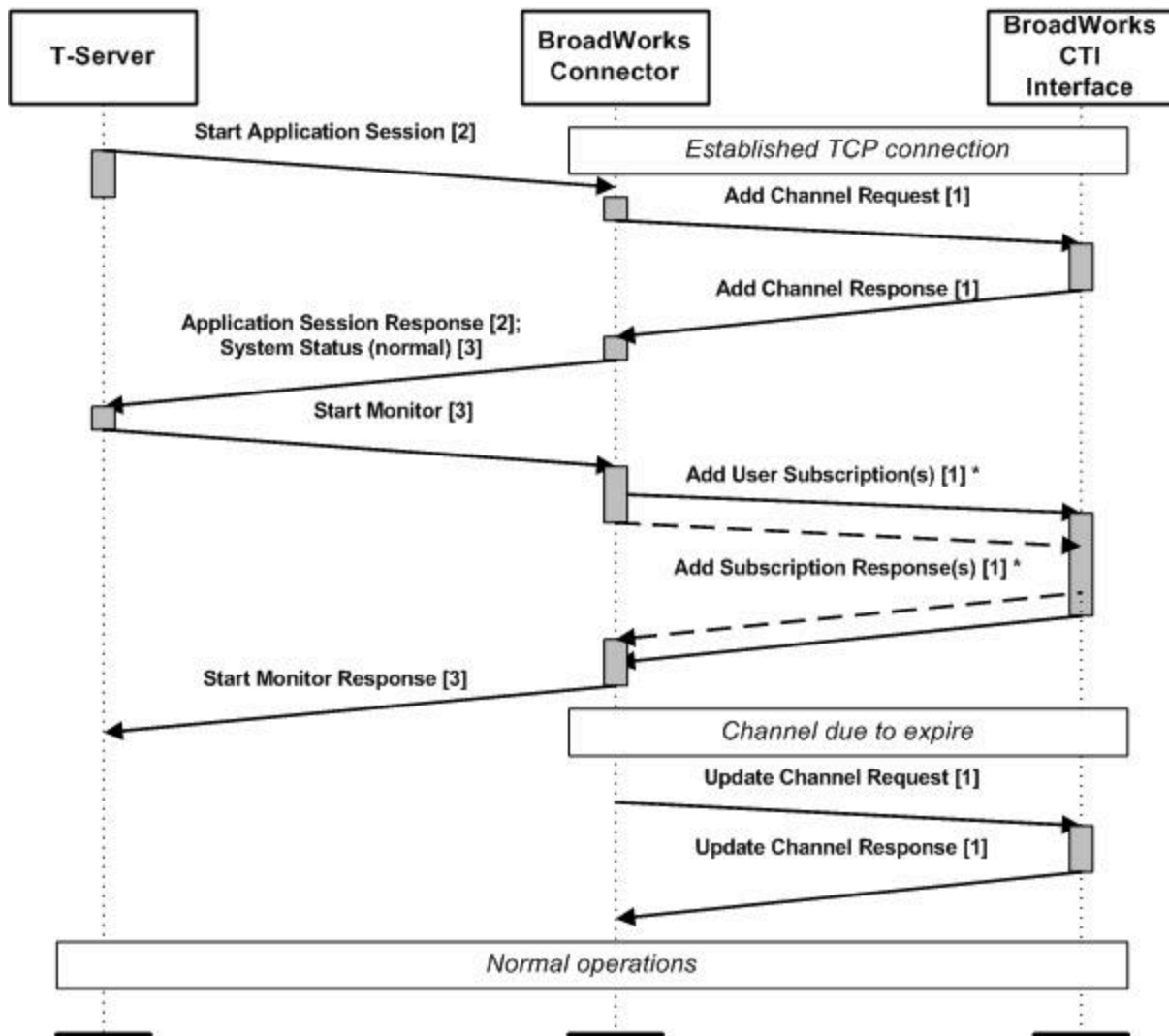
# CTI Connection

## Establishing Connection to CTI Link

Upon startup, CSTA Connector for BroadSoft BroadWorks opens a Transmission Control Protocol (TCP) connection to the BroadWorks XSP server. All requests (including channel-related requests for event reporting) are sent over the connection. Responses and events are received from the BroadWorks CTI interface through the same connection.

Connector supports connections to multiple XSP servers. CSTA Connector for BroadSoft BroadWorks creates one event channel per TCP connection. See, [Redundancy Support](#) for more information.

The figure below displays the initialization of the connection between the Connector and the BroadWorks XSP server:



\* Start monitor may invoke subscription for multiple event packages

Initialization Procedure.

## Failure Detection and CTI Link Recovery

BroadWorks Connector uses the keep-alive functionality on the TCP connection level. In addition, channel integrity is checked using the Get Application Controller State request.

If Connector detects a channel failure, CSTA clients are sent system status and/or monitor stop messages indicating a failed CTI link(s). Connector then restores the TCP socket after the failure and re-creates the Event channel. Resource re-subscription must be re-initiated by the CSTA client.