

Re: client impersonation

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Hi Eric,

I don't think impersonation is the right way in this case. Your TSP runs in a service under the local system account; to impersonate a user you would need his credentials which you don't have and I don't think it's a good idea to store them anywhere.

In a single user scenario it shouldn't be too difficult to find out which user is currently logged on. You can use the line number and the user's login to check if the user is allowed to dial on this line. No authentication would be necessary for this on the web service.

In a multi-user (terminal services) scenario this won't work. While you are able to retrieve the login names of all current active sessions you will never know which call is made from which session/user. You could still check if a line that is to be opened matches one of the current active logins imposing the risk that a logged in user could dial on a line of a different user logged in to the same terminal server.

I still don't think that filtering the lines depending on the logged in users is a good idea. TAPI provides a mechanism for dynamically adding and removing lines during runtime, so this might be possible. Though I'd rather try to partition the lines. If you are talking about thousands of lines then we are surely not talking about a single Windows domain but rather of a large forest. You could partition the lines depending on the current domain. A machine is usually member of a single domain, so you could filter the lines depending on the domain the machine is member of.

Regarding line selection: Why not create a simple client autostart tool that makes a request to the webservice with the user's login name and retrieves the associated line name/number? The autostart tool could then make the appropriate Outlook registry setting and you're done. Even changes of these associations would be no problem because it would be refreshed on each login.

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we don't support hang up, so currently the TSP returns that the call has ended although it's still going on. If multiple users would use the same line you're right; this wouldn't work anymore. And because we want to support hang up in future, this is no good idea. You're right.

dial prefix...

This is another good idea. But unfortunately it doesn't work either, for

two

reasons:

1. This would mean that we had to configure this somehow. And a client rollout would be much more complicated. We don't want to configure this

for

every single user. This must be done somehow automatically. Ok, only a difficulty, not a real problem.

2. Because the actual dialing is done on a server somewhere else, locally there are other modem settings (which cannot be changed just for our TSP). The users sometimes need these settings for their local modems, etc.

So these main problems remain:

- To start a call, the TSP must make an authentication on the webservice. This can only be done when impersonating the TAPI client application user. Ok, we could change the webservice authentication mode to anonymous and do some other kind of authentication.
- Somehow we need to filter the lines list based on the actual TAPI client application user to not confuse him with too many lines where he has no access.
- When starting a call, the user may use only certain lines where he has

the

rights to do so.

Any ideas to solve these problems, especially the last one?

Regards,
Eric