How to update the BiCom webhook URL after upgrading Print Director

Print Director versions before 2.5.14 received BiCom PBX call events through the **PD Web Server** IIS site, at a URL of this form:

```
http://<server>:<port>/PDServerWeb/pdapi/pbx/bicom/hangup
```

From version 2.5.14 the PD Web Server component is retired. The webhook is now served directly by the **PDServer** Windows service at:

```
http://<server>:48117/api/pbx/bicom/hangup
https://<server>:48116/api/pbx/bicom/hangup
```

The ports above are the defaults; if your site uses custom PDServer HTTP/HTTPS ports, substitute them. Everything after the `?` in the webhook URL (the `pdapikey` and the call fields) is unchanged, and the API key configured against the PBX in Resource Manager stays the same. Only the address and path change.

If the PBX is left pointing at the old URL after the upgrade, call records from the BiCom PBX will silently stop arriving. Choose one of the two options below.

Option 1 (recommended): update the webhook URL on the PBX

In the BiCom PBXware administration interface, edit the event/webhook URL that currently points at `/PDServerWeb/pdapi/pbx/bicom/hangup` and replace it with the new address, keeping the query-string part exactly as it was:

```
http://<server>:48117/api/pbx/bicom/hangup?pdapikey=…&date=…&time=…
```

Use the connectivity test in the PBXware interface to confirm: the new endpoint answers a test event (a call with `date=SYSTEM`) with `Received test event.` Then make a short test call and confirm the call appears in Print Director.

This is the clean fix. The old URL is gone for good, so re-pointing the PBX removes the last dependency on the retired IIS site, and IIS can then be removed from the server entirely if nothing else uses it.

Option 2: keep the old URL alive as an IIS redirect shim

If the PBX configuration cannot be changed right away, the existing IIS site (which the upgrade leaves in place, though its application no longer works) can be repurposed to forward webhook calls to the new endpoint. The site must stay bound to the same hostname and port the PBX calls today.

This requires the **URL Rewrite** IIS module (download from Microsoft) if it is not already installed.

1. In IIS Manager, select the site that hosted PD Web Server (the one bound to the port in the PBX's webhook URL).
2. Remove or ignore the old application content; the site only needs to exist and answer on its binding.
3. Open **URL Rewrite** and add the following rule, or place this `web.config` in the site root (replace `<server>` with the Print Director server's hostname and adjust the port if yours is not the default):

```
<?xml version="1.0" encoding="utf-8"?>
<configuration>
  <system.webServer>
    <rewrite>
      <rules>
        <rule name="BiCom webhook to PDServer" stopProcessing="true">
          <match url="^PDServerWeb/pdapi/pbx/bicom/hangup$" ignoreCase="true" />
          <action type="Redirect" url="http://<server>:48117/api/pbx/bicom/hangup"
                  appendQueryString="true" redirectType="Permanent" />
        </rule>
      </rules>
    </rewrite>
  </system.webServer>
</configuration>
```

`appendQueryString="true"` carries the `pdapikey` and call fields across to the new endpoint unchanged.

4. Test with the PBXware connectivity test, then a short test call.

If calls still do not arrive after adding the redirect, the PBX is not following HTTP redirects. In that case change the rule to proxy the request server-side instead: install **Application Request Routing (ARR)**, enable *Proxy* in ARR's server-level settings, and change the action to a rewrite:

```
<action type="Rewrite" url="http://localhost:48117/api/pbx/bicom/hangup"
        appendQueryString="true" />
```

With a rewrite, IIS forwards the call to the PDServer service itself and the PBX sees a normal `200` response, so no redirect support is needed on the PBX side. (`localhost` is correct here because IIS and the PDServer service run on the same machine.)

Treat option 2 as a bridge: plan to update the PBX webhook URL (option 1) at the next maintenance window, after which the IIS site can be removed.

Verifying

1. In the PBXware interface, run the webhook connectivity test. Print Director answers `Received test event.`
2. Make a short call through the PBX and hang up.
3. Confirm the call is recorded in Print Director (Reporting, or the extension's call history).

If the test succeeds but real calls do not appear, check that the `pdapikey` in the webhook URL still matches the API key configured for the PBX in Resource Manager.

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