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OpenScape Business V1

Tutorial
Interaction with Microsoft Exchange Server 2013

Version 1.0

Definitions

HowTo

An OpenScape Business HowTo describes the configuration of an OpenScape Business feature within the OpenScape Office administration. It addresses primarily trained administrators of OpenScape Business.

Tutorial

Within the OpenScape Business tutorials procedures for installation, administration and operation of specific devices, applications or systems, which are connected to OpenScape Business, are described. The tutorial addresses primarily trained administrators of OpenScape Business.

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Date	Version	Changes
2013-07-29	1.0	Initial Creation

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1 Introduction

The following steps describe how to connect an OpenScape Business V1 system to a Microsoft Exchange Server 2013 to use the following OpenScape Business V1 functions:

- Calendar Integration

- Public Folder Contacts search

- Send mails from OpenScape Business V1 to Microsoft Exchange Server 2013

Preconditions:

- Microsoft Exchange Server 2013

- Outlook Web Access (OWA) in use

- Public Folder Contacts in use

- Users with mail-addresses assigned in use

- OpenScape Business V1 uses actual software version

Notes:

- Test was done with Microsoft Windows Server 2012 with Microsoft Exchange Server 2013.

- In this example the Microsoft Exchange Server 2013 has the following IP-address: 198.6.127.33. Please change the IP-address to match customer's environment settings.

- The user "UCServiceAccount" is used in this example as Service Account with the role privilege for "ApplicationImpersonation" which is used to give the OpenScape Business V1 access to the mailbox database of the Microsoft Exchange Server 2013. This user has to be added to your Active Directory. It requires also a configured mail-address.

- The OpenScape Business system ip-address in this example is "198.6.127.12".
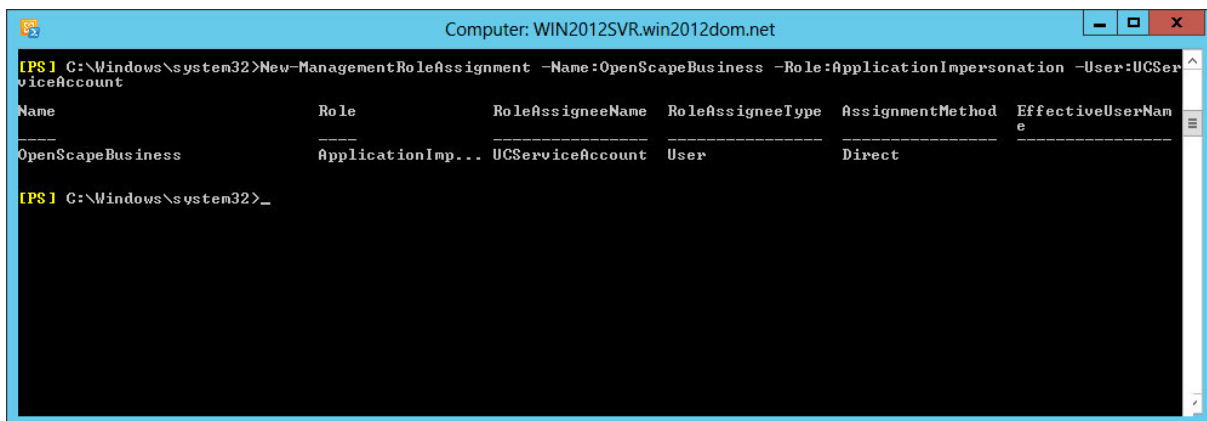
Perform these steps to grant OpenScape Business V1 access to MS Exchange Server 2013:

- Add the user "UCServiceAccount" to your Active Directory and assign a valid mail-address. E.g.: "UCServiceAccount@win2012dom.net".

- In Microsoft Exchange management shell enter the following command line:

New-ManagementRoleAssignment -Name:OpenScapeBusiness -Role:ApplicationImpersonation -User:UCServiceAccount

Syntax description:

New-ManagementRoleAssignment -Name:[<NameOfTheRole>] -Role:ApplicationImpersonation -User: [<privileged user>]


Note:

- It might take a couple of minutes until Exchange configuration modifications are active for the configured user UCServiceAccount.

To enable the Public Folder search function additional changes are needed in the Microsoft Exchange Server 2013 because only the root folder of the Public Folder environment is used in the application search:

- Logon with the Administrator user to the Microsoft Exchange Server 2013 (ECP) https://198.6.127.33/ecp

  Format: https://<Exchange-Server-IP-Address>/ecp

- Navigate to "public folders"

- If no public folder configuration was done so far, this notification message will be shown:

OpenScape Business V1 –Tutorial: Interaction with Microsoft Exchange Server 2013
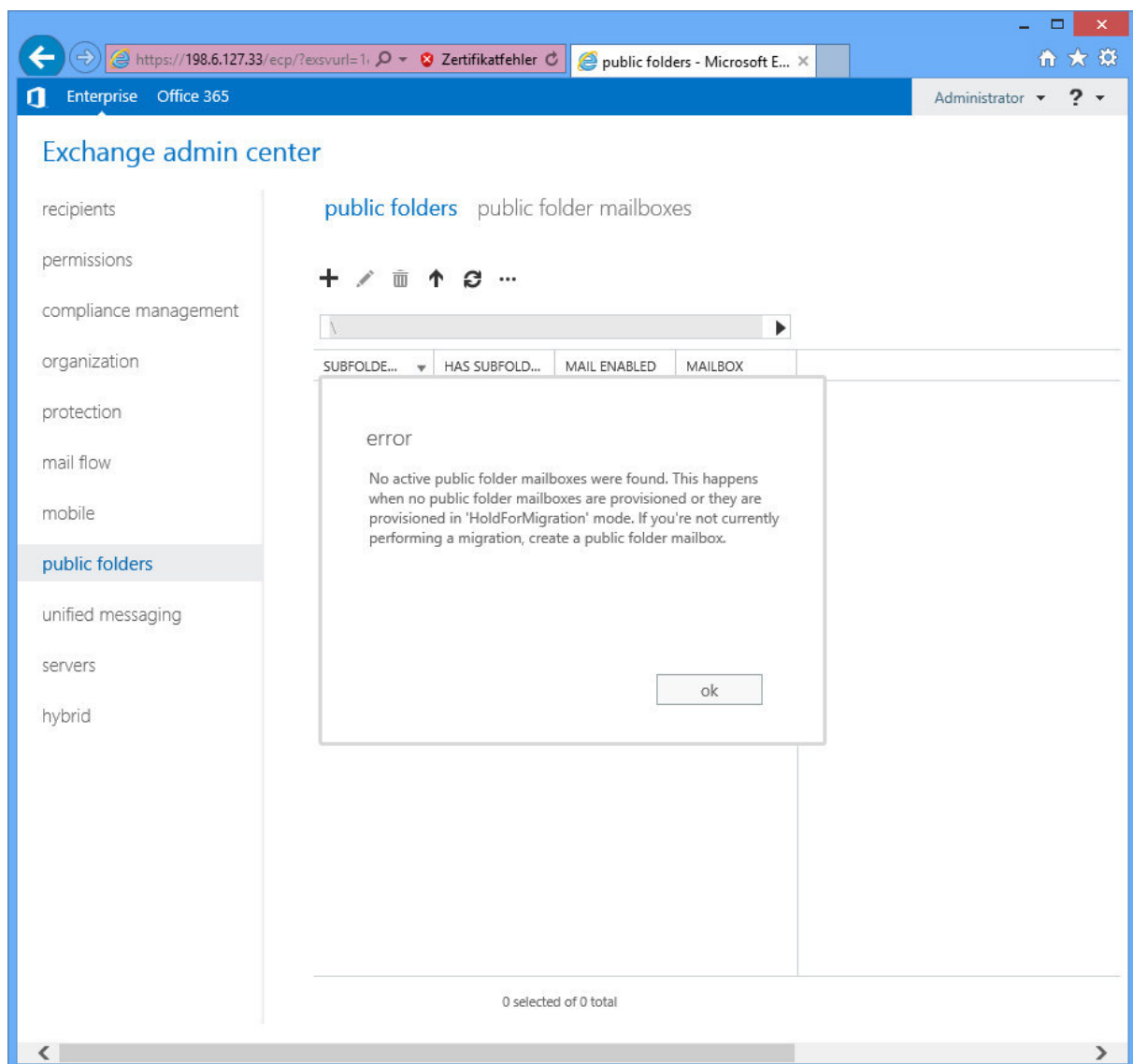
- Click on "public folder mailboxes" and use the "+" button to add a new public folder mailbox as shown below:
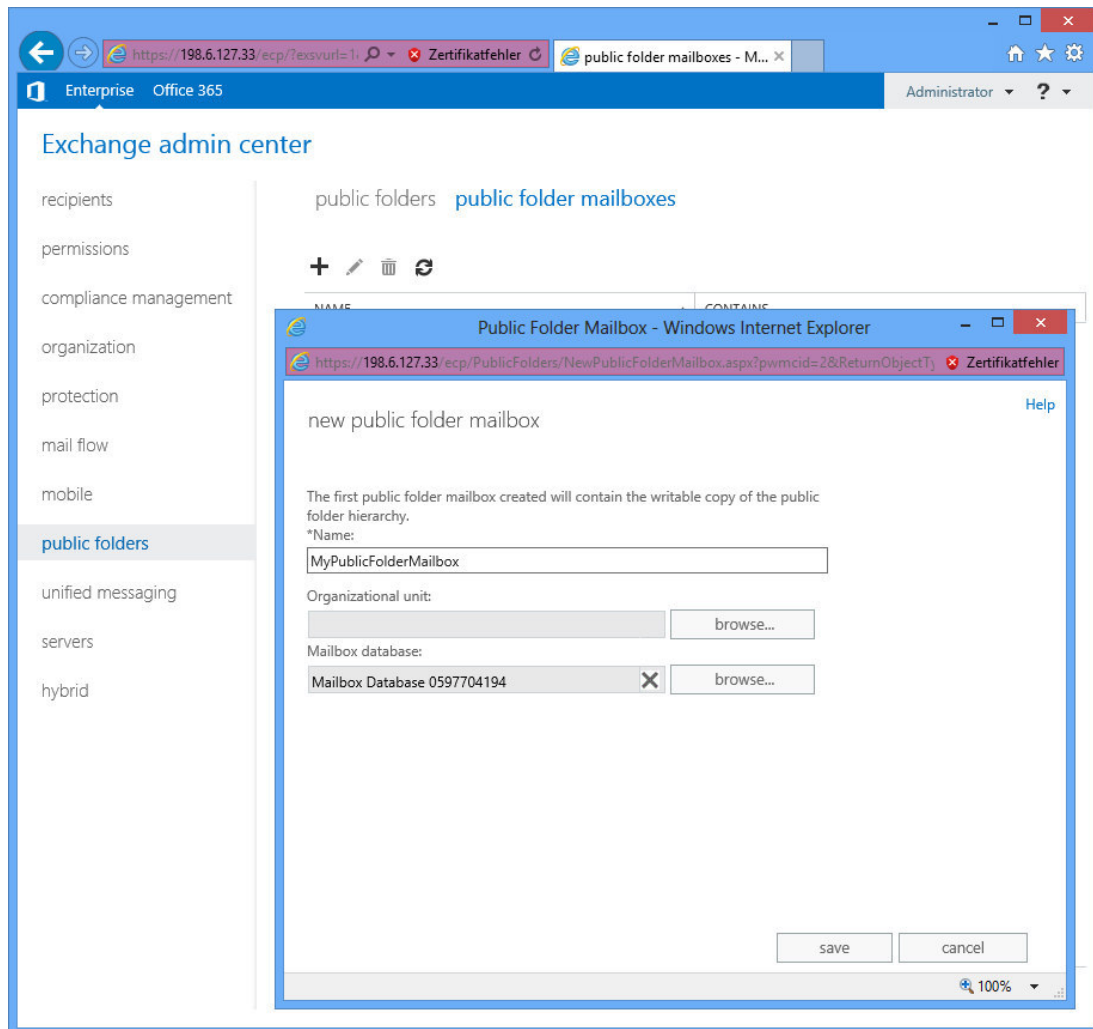
- Open the "Exchange Management Shell" on the Microsoft Exchange Server 2013:

OpenScape Business V1 –Tutorial: Interaction with Microsoft Exchange Server 2013
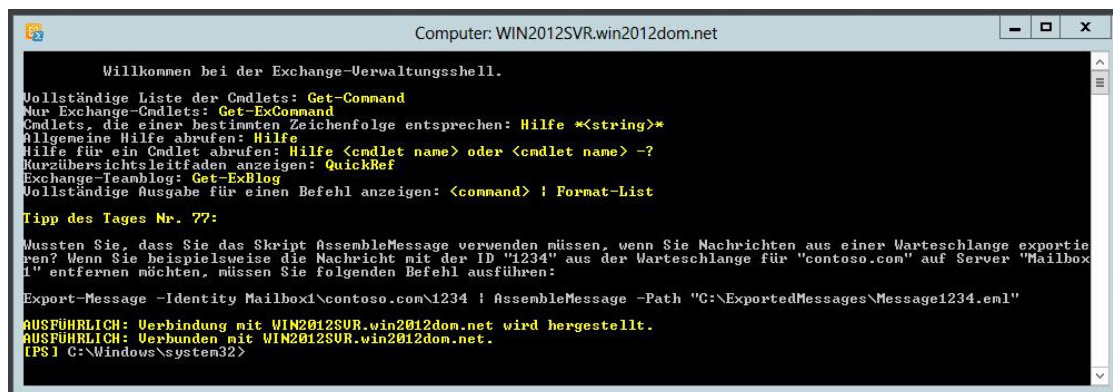
- Enter the following command to check if the Administrator user has "owner" rights on the public folder in the root:

  Get-PublicFolderClientPermission "\"

- In case the "owner" privilege is not set, please use the following command to add it:

  Add-PublicFolderClientPermission "\" -user Administrator -accessrights owner

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- With the Administrator account open Outlook connected to the Microsoft Exchange Server 2013 and navigate to "Folders" with the "..." right next to "Tasks" in the bottom line:

OpenScape Business V1 –Tutorial: Interaction with Microsoft Exchange Server 2013
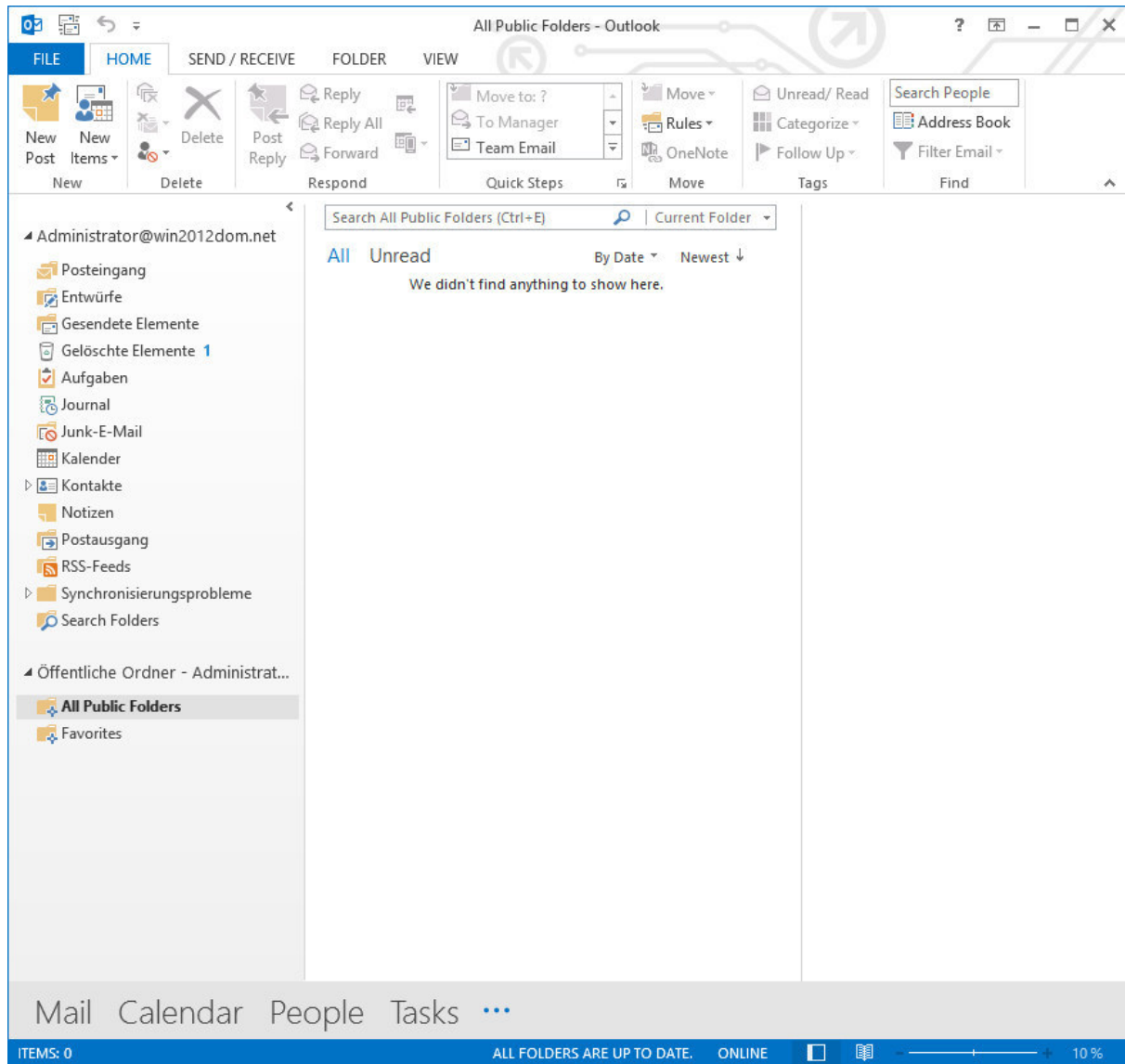
- Expand the public folder section and perform a right click on "All Public Folders". In the context menu use "New Folder…" option:
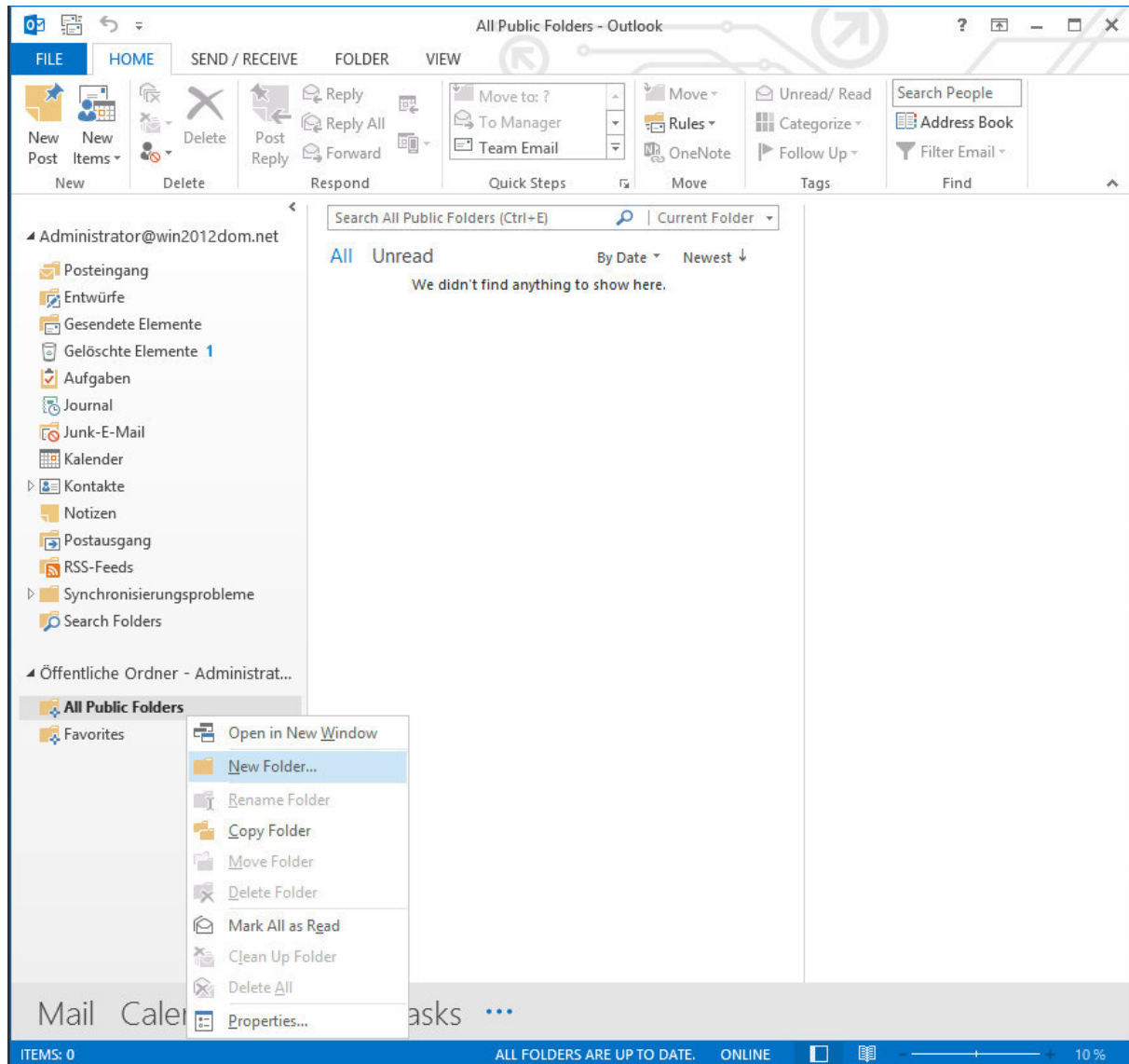
- Add a new "Contacts Items" public folder to the root folder structure as shown below:
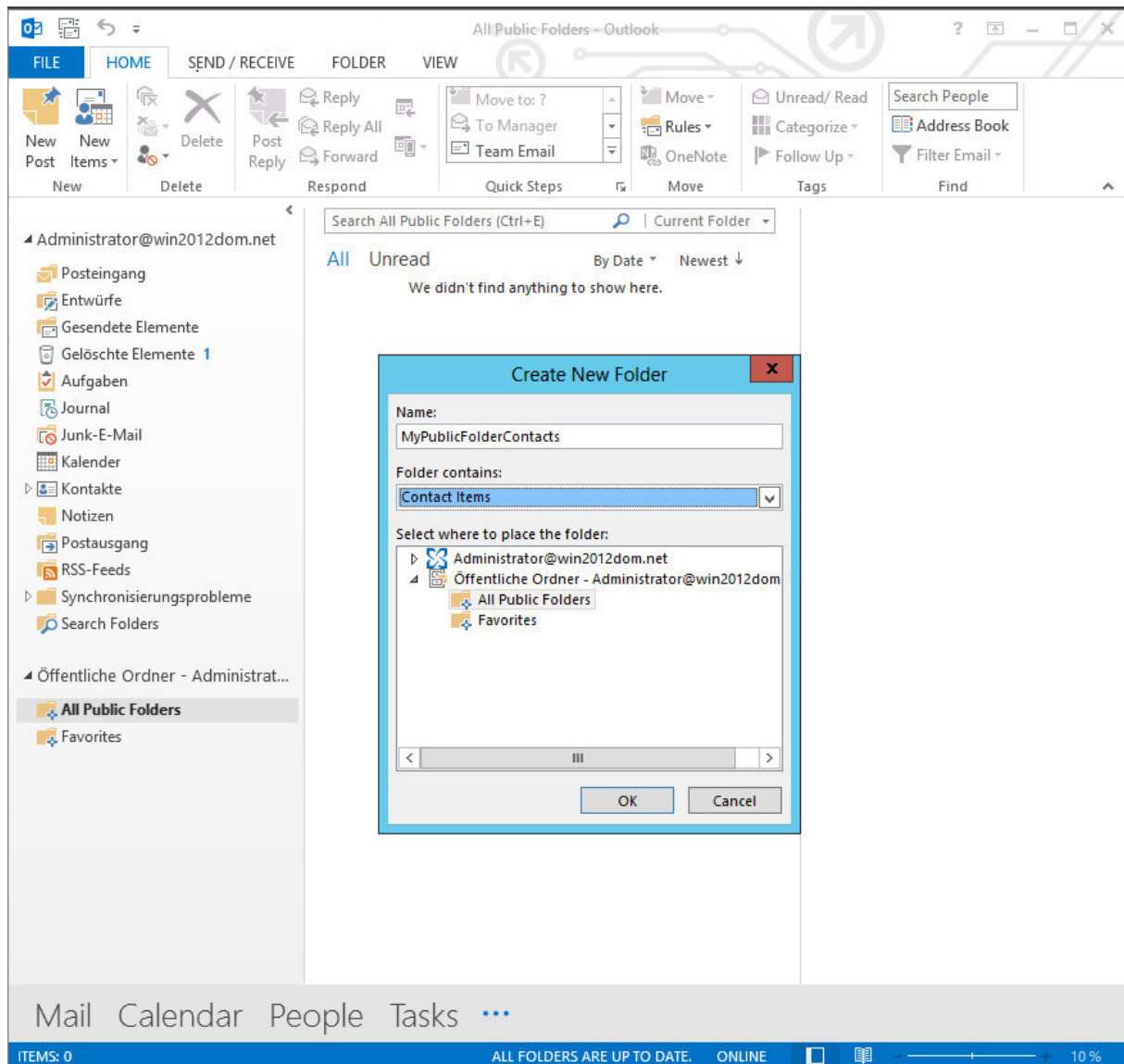
- This new contacts folder in the public folders root will be searched for contacts only:
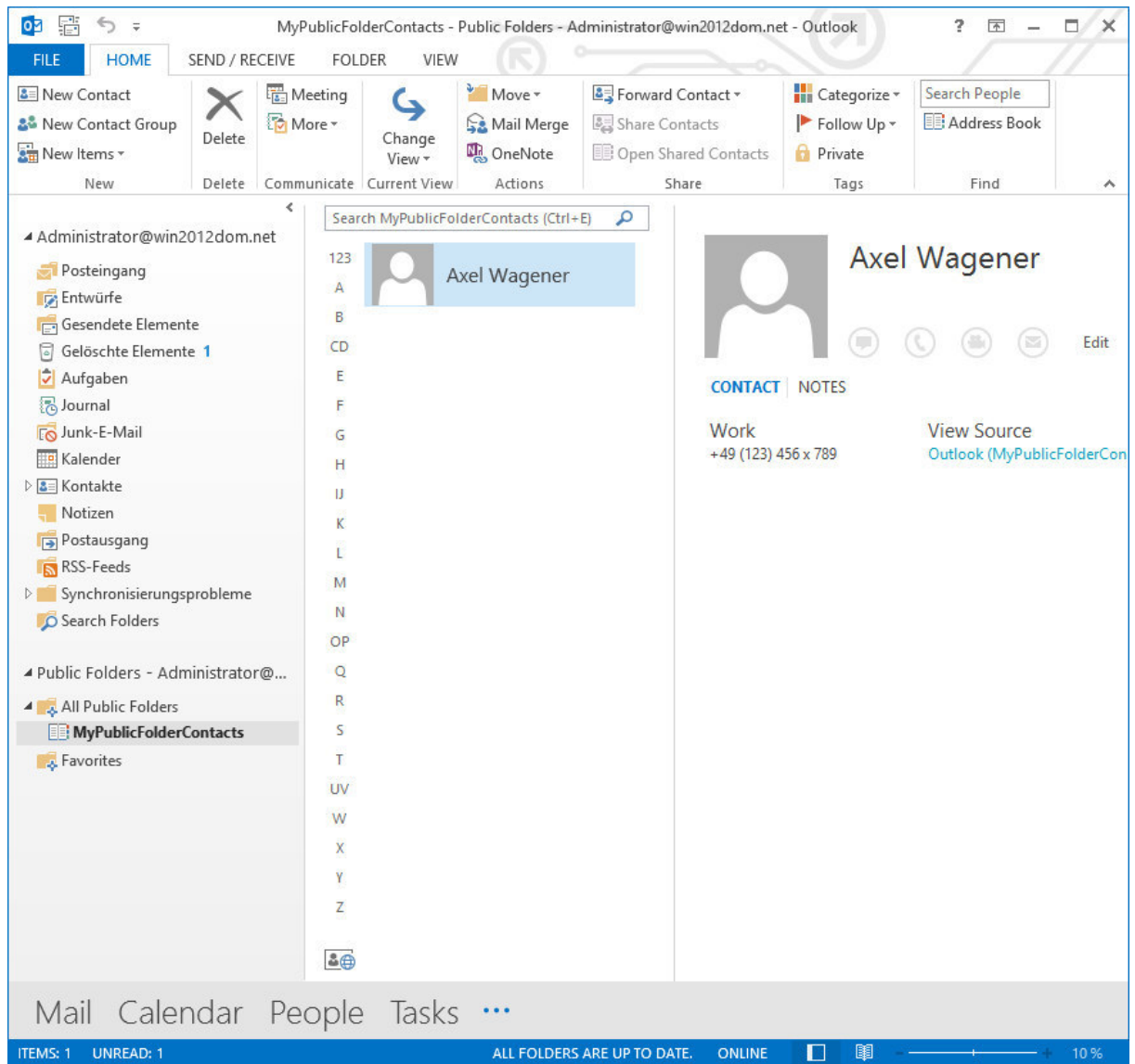
To enable the Exchange Calendar Integration and the Exchange Public Folder Contacts search perform the following steps:

- In the OpenScape Business Assistant please navigate to:

  Setup | UC Suite | External Providers Config | Calendar Providers| Exchange

  Setup | UC Suite | External Providers Config | Contact Providers | Exchange

  Assign the Exchange Server configuration as shown in the example below according to customer's environment settings:

Server URL:	https://198.6.127.33/ews/exchange.asmx
User name:	UCServiceAccount@win2012dom.net
Password:	UCServiceAccount user password

Syntax description:

Server URL:	https://<MS_Exchange_2013_IP>/ews/exchange.asmx
User name:	Privileged user set in Active Directory@domainname
Password:	Privileged user password set in Active Directory
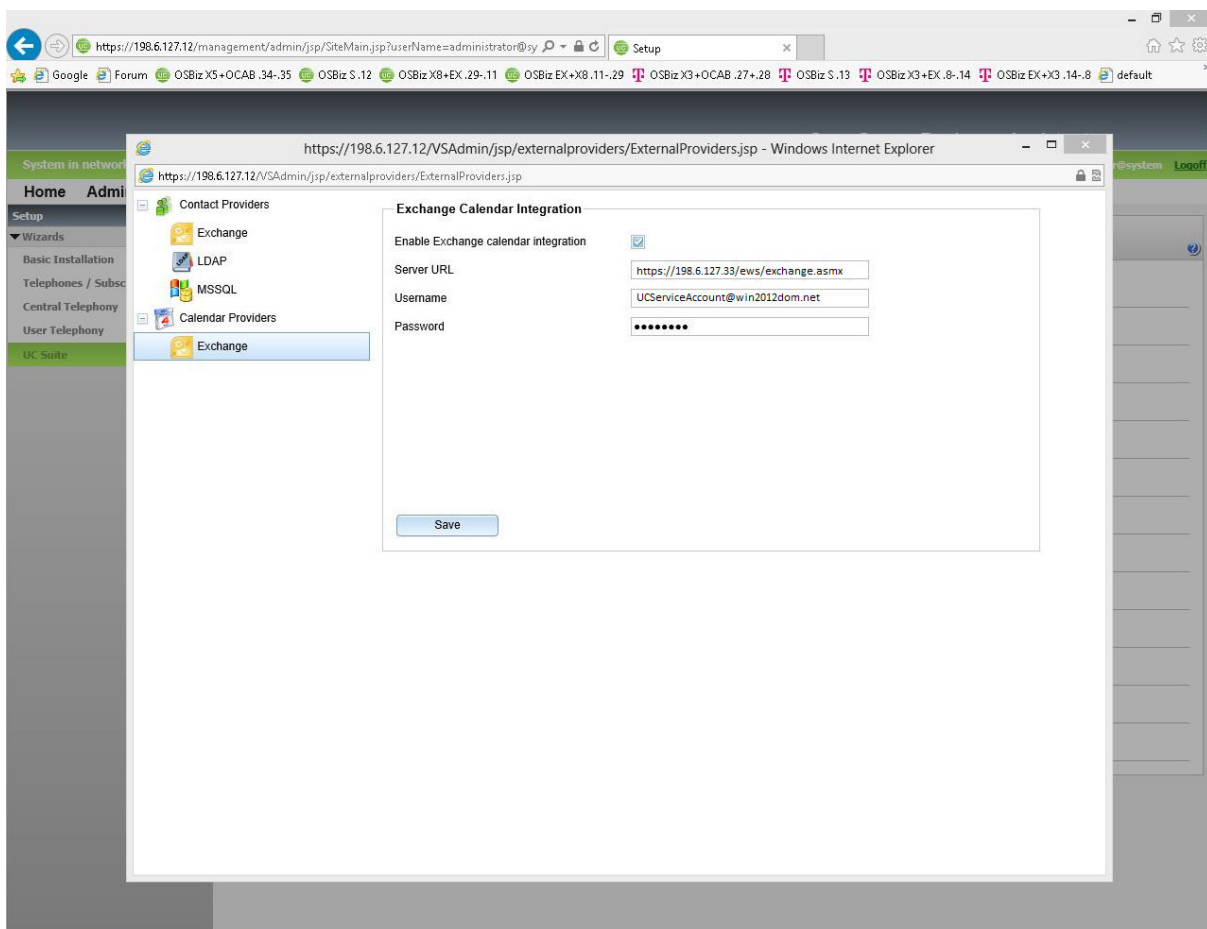
These changes will enable access of the OpenScape Business V1 to the Microsoft Exchange Server 2013 for the Exchange Calendar Integration and the Exchange Public Folder Contacts search.

The following configuration will enable the mail-access from OpenScape Business V1 to Microsoft Exchange Server 2013:

- In OpenScape Business V1 Assistant please navigate to:

  Service Center│E-mail Forwarding

  Assign the Exchange Server configuration as shown in the example below according to customer's environment settings:

- Note: The port "2525" is the default port in the Microsoft Exchange Server 2013.

  To check if the same port is used in your environment please perform these steps:

  - Logon with the Administrator user to the Microsoft Exchange Server 2013 (ECP)
    https://198.6.127.33/ecp
    Format: https://<Exchange-Server-IP-Address>/ecp

  - Navigate to "mail flow" and then to the sub item "receive connectors".

  - Select and edit the entry "Default <ExchangeServerName>".

  - In the pop up select the menu point "scoping" and check the shown port number.

Finally the OpenScape Business client settings need to be installed and configured:

- Make sure that the Microsoft Office suite is installed to the users computers and connected to your Microsoft Exchange Server and if not already done, please install the CommunicationsClients with at least the option "Outlook Integration":

    On your users computers, open the follwing path in Windows Explorer:

    \\198.6.127.12\applications\install-common\CommunicationsClients.exe

    Syntax:

    \\<OpenScape Business ip-address>\applications\install-common\CommunicationsClients.exe

    and logon with user "hoome" and password "hoomesw" if you are asked for credentials.

    Follow the setup wizard and install at least the option "Outlook Integration":
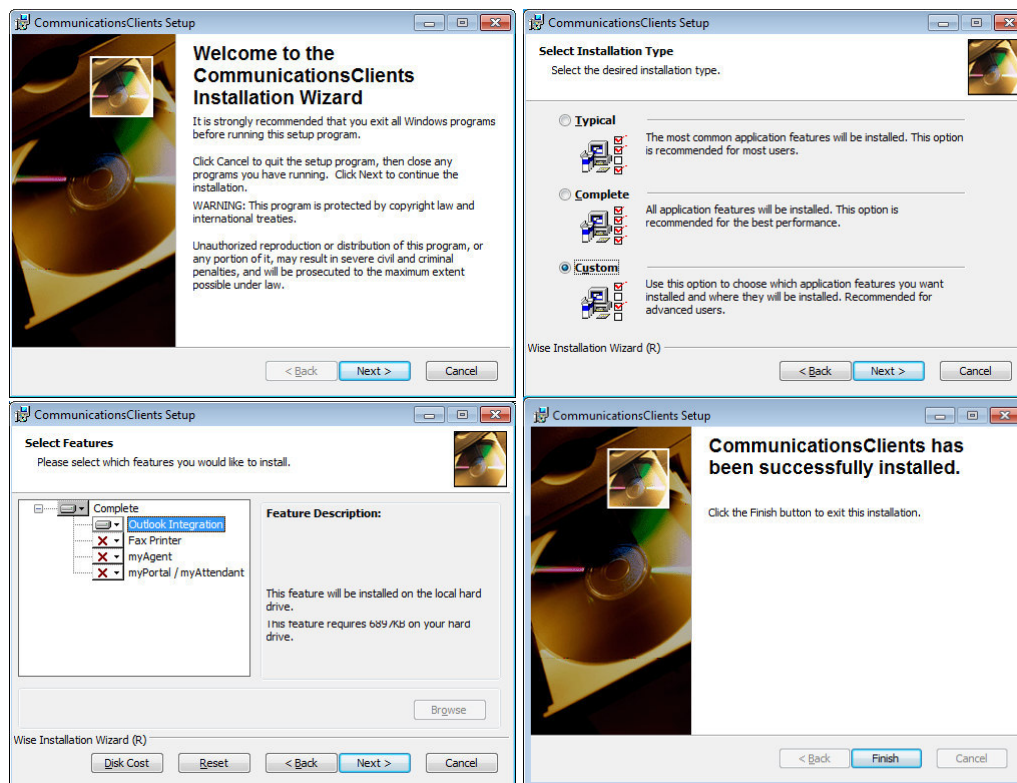
- Open the Microsoft Outlook and logon with the users credentials to the OpenScape Business system as usual with the OpenScape Business clients. More details about this you will find in the OpenScape Business documentation.

NOTE:

There is also a "Silent Installation" option to install the CommunicationsClients unattendant to the users computers. Please visit the OpenScape Business Service documentation for more details about this. Chapter "12.1.8 Silent installation/Uninstallation for UC PC Clients" will show more details.

In the following steps the configuration within the OpenScape Business clients is done.

- In the OpenScape Business client "myPortal for Outlook" please navigate to:

  Setup | Personal Details | My Personal Details
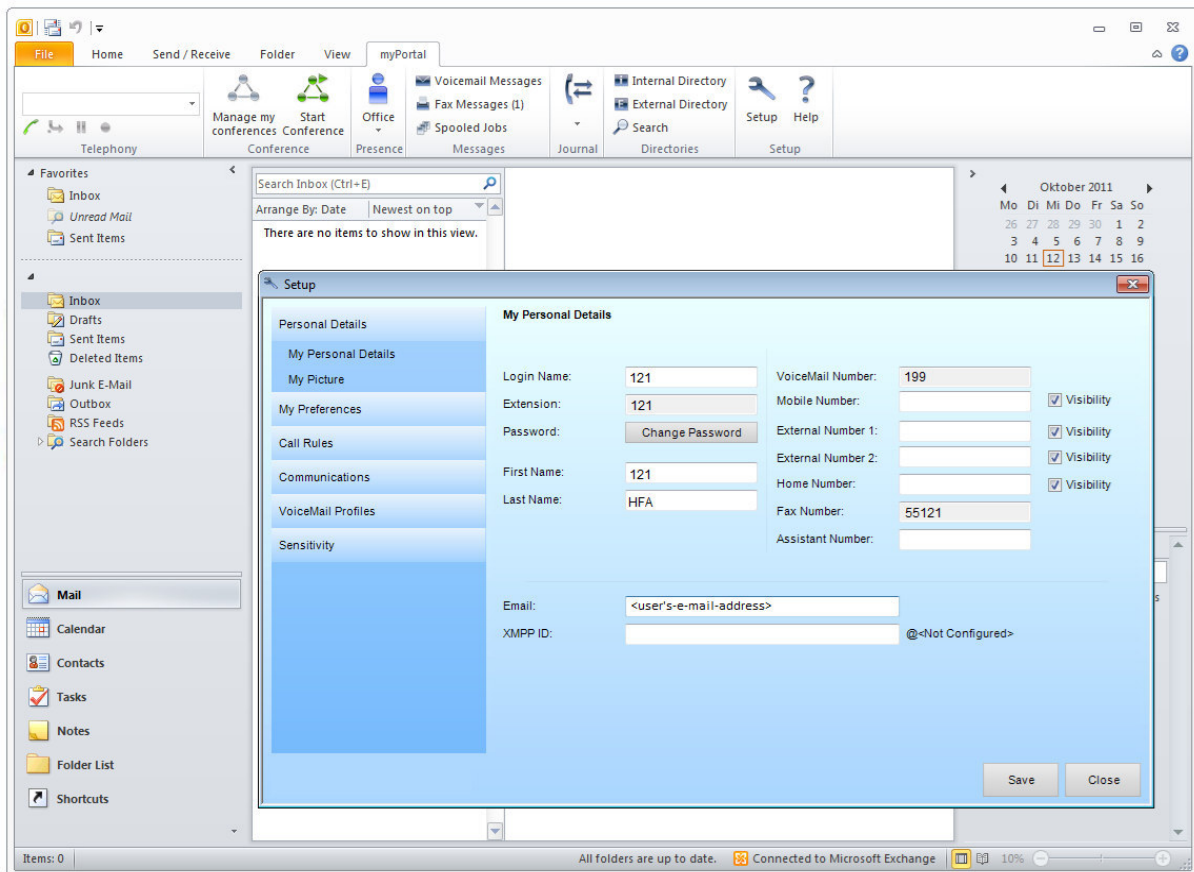
Add the users "Email" address if not already done for the user... (Mandatory!)

Repeat this step for the other users also.

Notes:

- This setting can be done also within the "UC Suite User Directory" web page.

  To perform this action in the OpenScape Business Assistant and please navigate to:

  Setup | UC Suite | User Directory

  Select and edit the user related to the Microsoft Office user and add the Email address. Save the setting.

- A configured valid mail-address is needed for the usage of the Exchange Calendar Integration and also for the optional mail notification when the user receives a message from OpenScape Business.

- OpenScape Business will automatically send a "Welcome"-mail to all new entered mail-addresses within this configuration.

Configuration of the "Calendar Integration" feature in the client applications:

- In the OpenScape Business client "myPortal for Outlook" please navigate to:

  Setup | My Preferences | Outlook Connectivity
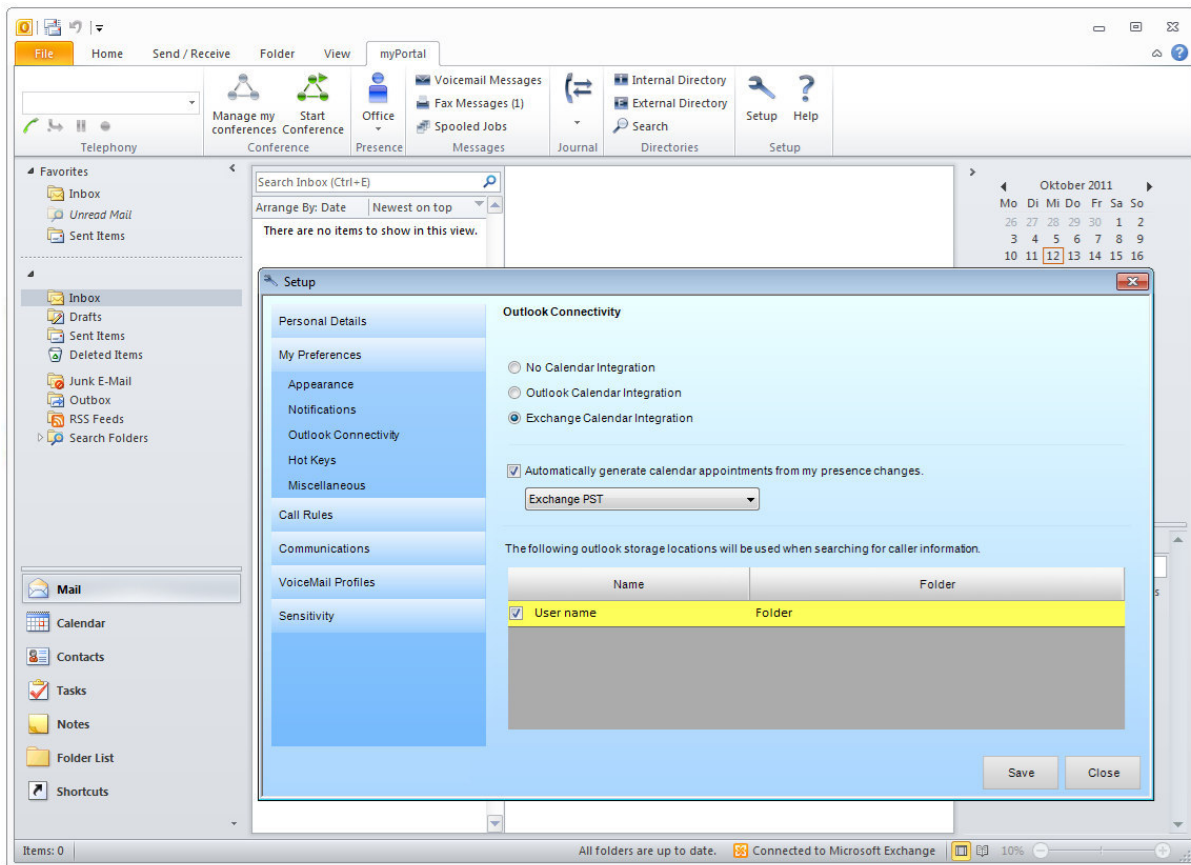
Set "Exchange Calendar Integration", activate the checkbox "Automatically generate calendar appointments from my presence changes" and select "Exchange PST" for the user…(Mandatory!)

Repeat this step for the other users also.

Notes:

- This setting can be done also within the "UC Suite Profiles" function to set the option for multiple users at the same time. To perform this action in the OpenScape Business Assistant and please navigate to:

  Setup | UC Suite | Profiles

  Add a profile there, change the above named setting, save and deploy the profile to the users that should use this feature.

- Further details for the usage of the Microsoft Exchange Calendar Integration feature in the OpenScape Business clients can be found in the manual of the OpenScape Business clients itself.

With the following optional setting „Auto back to office" each user can decide, if his presence status should be changed back to "Office" status, when the appointment time has ended:

- In the OpenScape Business client "myPortal for Outlook" please navigate to:

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Setup | My Preferences | Miscellaneous

Set the „Auto back to office" option for the user… (Optional!)

Repeat this step for the other users also.

Notes:

- This setting can be done also within the "UC Suite Profiles" function to set the option for multiple users at the same time. To perform this action in the OpenScape Business Assistant and please navigate to:
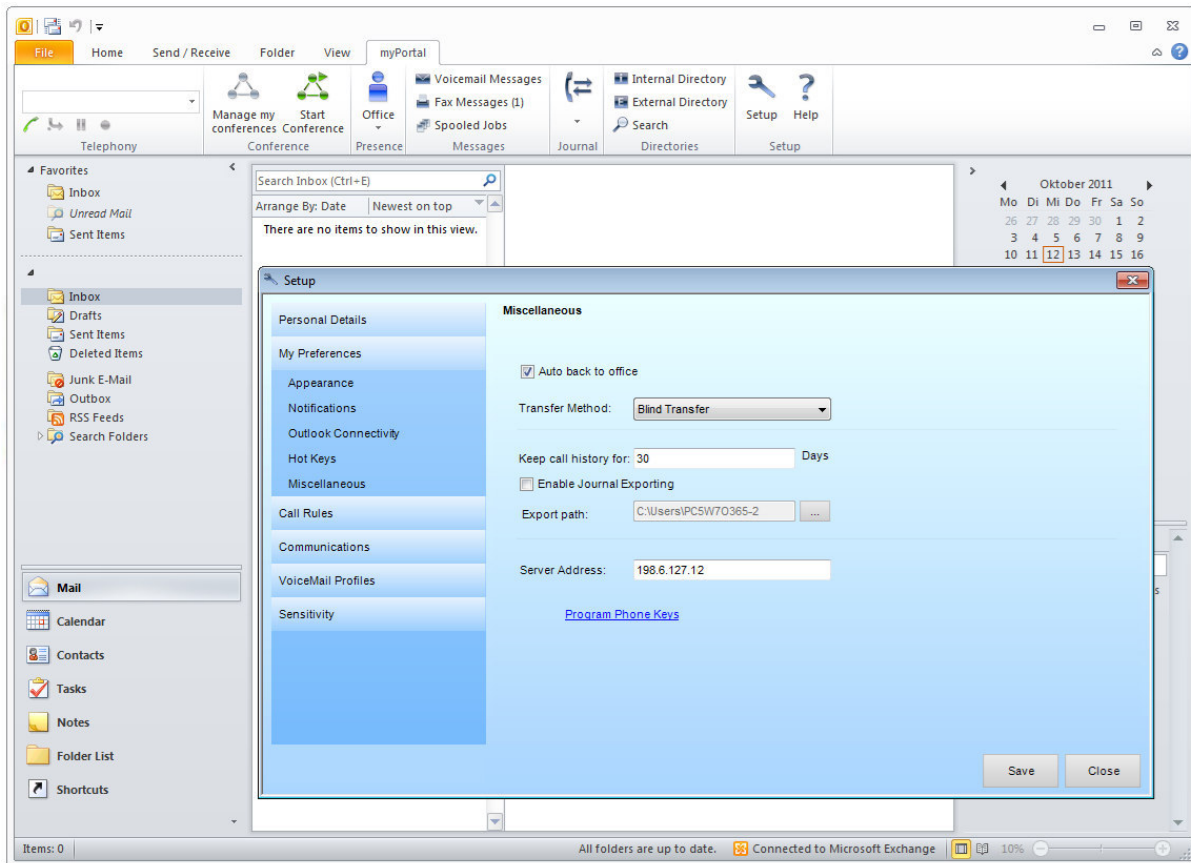
    Setup | UC Suite | Profiles

    Add a profile there, change the above named setting, save and deploy the profile to the users that should use this feature.

- Further details for the usage of the Microsoft Exchange Calendar Integration feature in the OpenScape Business clients can be found in the manual of the OpenScape Business clients itself.

With the following optional setting „VM Notification" each user can decide, if mails for voicemails should be send in specific presence statuses, when a new voicemail is saved in his voice mailbox:

- In the OpenScape Business client "myPortal for Outlook" please navigate to:

    Setup | Communications| VM Notification

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Set the „VM Notification" option for the user... (Optional!)

Repeat this step for the other users also.

Notes:

- This setting can be done also within the "UC Suite Profiles" function to set the option for multiple users at the same time. To perform this action in the OpenScape Business Assistant and please navigate to:
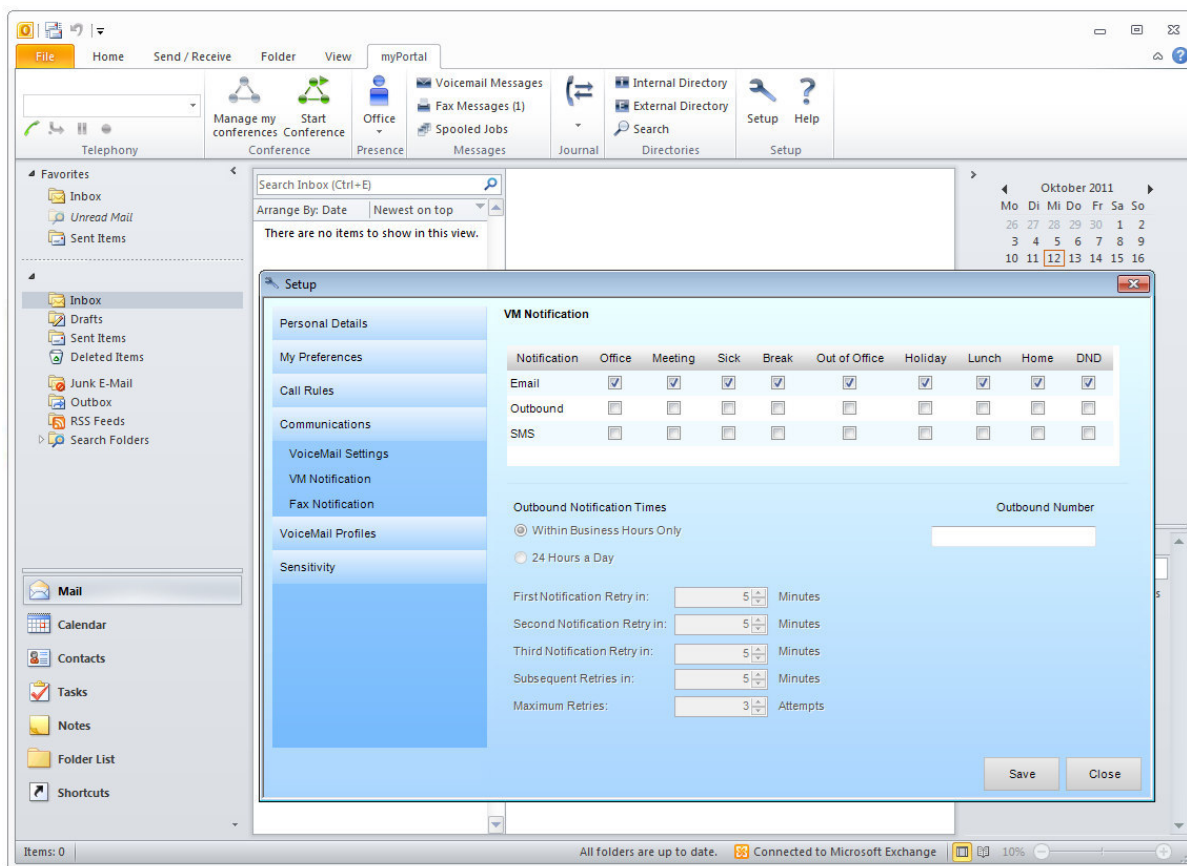
  Setup | UC Suite | Profiles

  Add a profile there, change the above named setting, save and deploy the profile to the users that should use this feature.

With the following optional setting „Fax Notification" each user can decide, if mails for faxes should be send in specific presence statuses, when a new fax is saved in his fax mailbox:

- In the OpenScape Business client "myPortal for Outlook" please navigate to:

    Setup | Communications| Fax Notification

Set the „Fax Notification" option for the user… (Optional!)

Repeat this step for the other users also.

Notes:

- This setting can be done also within the "UC Suite Profiles" function to set the option for multiple users at the same time. To perform this action in the OpenScape Business Assistant and please navigate to:
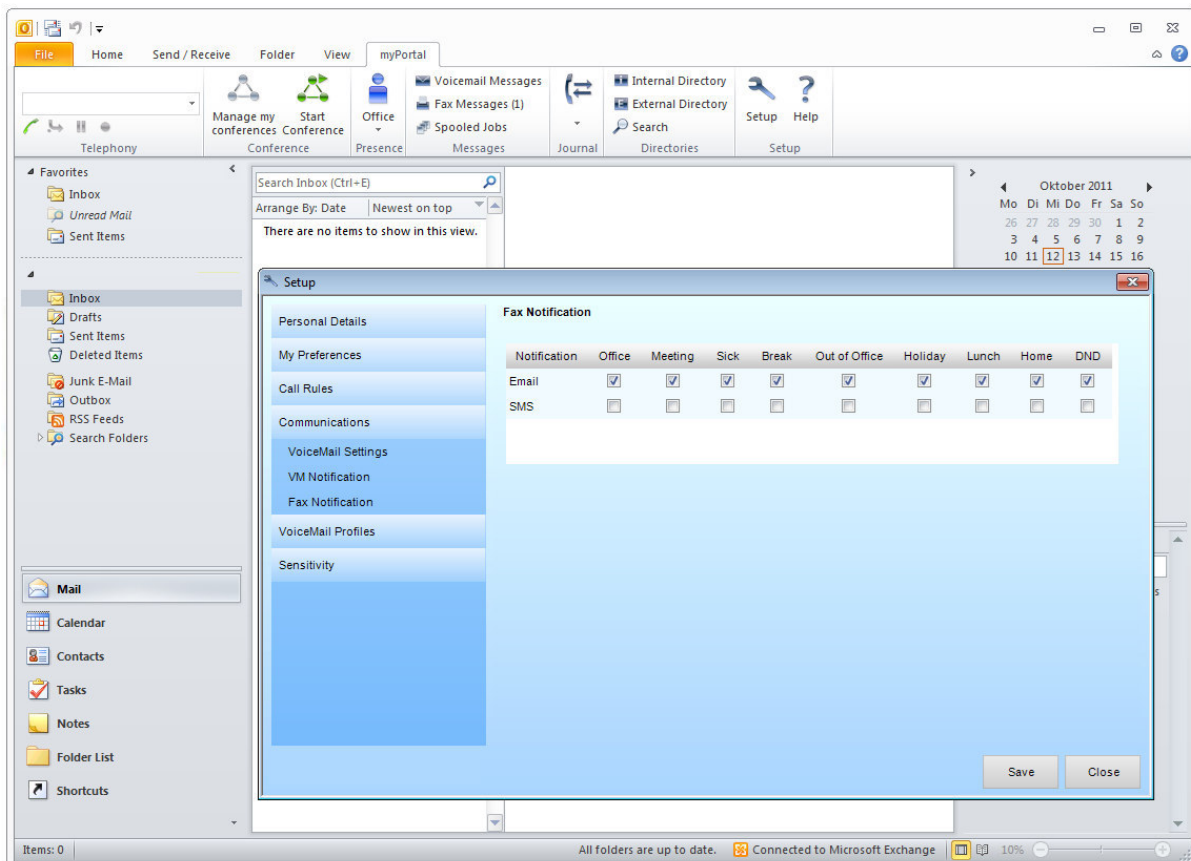
    Setup | UC Suite | Profiles

    Add a profile there, change the above named setting, save and deploy the profile to the users that should use this feature.

If you have carefully followed all above named steps, the full functionality should be available now.

How to test the new added features plus notes and hints:

- E-Mail function:

    o You can check the function with the button "Check e-mail forwarding" from in the "E-Mail forwarding" section in the "Service Center" of the OpenScape Office Business Assistant. Enter a valid mail address as recipient and check receive of the test mail in the inbox of this mail account.

- Public folder contact search:

    o The public folder contact search is restricted to the root folder in the public folder structure only. Subfolders with contacts below the root in the public folder structure are not queried. Make sure that the contact folder that should be queried is in this 1st level of the public folders.

    o To test the functionality simply use the search in myPortal for Desktop or myPortal for Outlook and search for an entry in the public folder contacts.

- Exchange Calendar integration:

    o Understanding the function: When users set appointments in their Microsoft Outlook calendar, the OpenScape Office Business system will automatically check for keywords in the calendar appointment subjects like: "Meeting", "Sick", "Break", "Out of Office", "Holiday", "Lunch" or "Home". If such a keyword is found, the OpenScape Office Business will set the users presence status automatically when the appointment time is reached, even if the Microsoft Outlook session of this user is not active anymore. The user just simply configures his appointments with these keywords and OpenScape Office Business will set his telephone presence status automatically and will forward calls to his voicemail or for example to his cellphone, depending on the set presence status and the from the user desired forwarding target. The user can also configure in a general client setting, if his presence status should be switched back to "Office" presence status when the appointment time has ended. This will also work, even if the user does not use the local Outlook client and will setup the appointment with the above named subject keywords directly in the Outlook webpage in the Outlook Web Access (OWA).

    o The user that should use the Exchange or local Outlook Calendar integration must have a valid e-mail address in their UC Suite client configuration as well as the set UC Suite client Outlook settings configuration named in the manual above. The UC Suite-user to Exchange-user combination is done be the entered mail address, so this is mandatory to be able to use the function.

    o The UC Suite users Voicemail language setting is used to combine the keywords like: "Meeting", "Sick", "Break", "Out of Office", "Holiday", "Lunch" or "Home" to his language setting, so that a f.e. to german set Voicemail language can be used with the german keywords in the appointments subject line like "Besprechung", "Krank", "Pause", "Außer Haus", "Urlaub", "Mittag" or "Zu Hause" only.

    o In case the "Auto back to office" option is not used, the user's presence status will be kept to the set status after the appointment time ends and the return time shown and told to other users or callers will be raised every 15 minutes. If the "Auto back to office" option is used and the appointment time ends, the user's presence is automatically set to "Office" again.

- Important note for testing: Appointments set into the future with less than 3 minutes are ignored, because the system expects that the user is just creating a new appointment where everything can change within these 3 minutes. The communication system checks for appointments in the users calendars every 30 seconds. For this reason and for possible time delays between the communication system and the Exchange Server, try to use test appointments with more than 3,5 minutes.   In tests appointments set into the future with more than 5 minutes worked perfectly to avoid the small time delays between communication system and the Exchange server and the 30 seconds read delay of the calendar read requests.

- New appointments values are fully read within the minute the appointment start time is set to within the before named 30 seconds queries. So in case start time is just reached, please keep in mind that the 30 seconds query has to be done within this minute and then the presence status is set. The query also sets the users return time according to the end time of the appointment.

- If you want to test the functionality when myPortal for Outlook or myPortal for Desktop is closed for the user, simply use the Outlook webpage in the Outlook Web Access (OWA). Usually you can reach the page by using this URL in a web browser: "https://<YourExchangeServerAddress>/OWA". Login with the users credentials and add the appointment with the keyword to the calendar. Check in another UC Suite user's client that the presence changes when the appointment time was reached.

For further information to all of these features, please use the system manuals.

About Unify

Unify is one of the world's leading communications software and services firms, providing integrated communications solutions for approximately 75 percent of the Fortune Global 500. Our solutions unify multiple networks, devices and applications into one easy-to-use platform that allows teams to engage in rich and meaningful conversations. The result is a transformation of how the enterprise communicates and collaborates that amplifies collective effort, energizes the business, and enhances business performance. Unify has a strong heritage of product reliability, innovation, open standards and security.

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