

OpenScape Business V1

Tutorial

Interaction with Microsoft Exchange Server 2007

Version 1.0

The following steps describe how to connect an OpenScape Business system to a Microsoft Exchange Server 2007 to use the following OpenScape Business functions:

- Calendar Integration
- Public Folder Contacts search
- Send mails from OpenScape Business to Microsoft Exchange Server 2007

Preconditions:

- Microsoft Exchange Server 2007 with actual installed updates including Service Pack 3
- Microsoft Exchange Web Services **or** Outlook Web Access (OWA) including WebDav in use
- Public Folder Contacts in use
- Users with mail-addresses assigned in use
- OpenScape Business is using the latest software release

Notes:

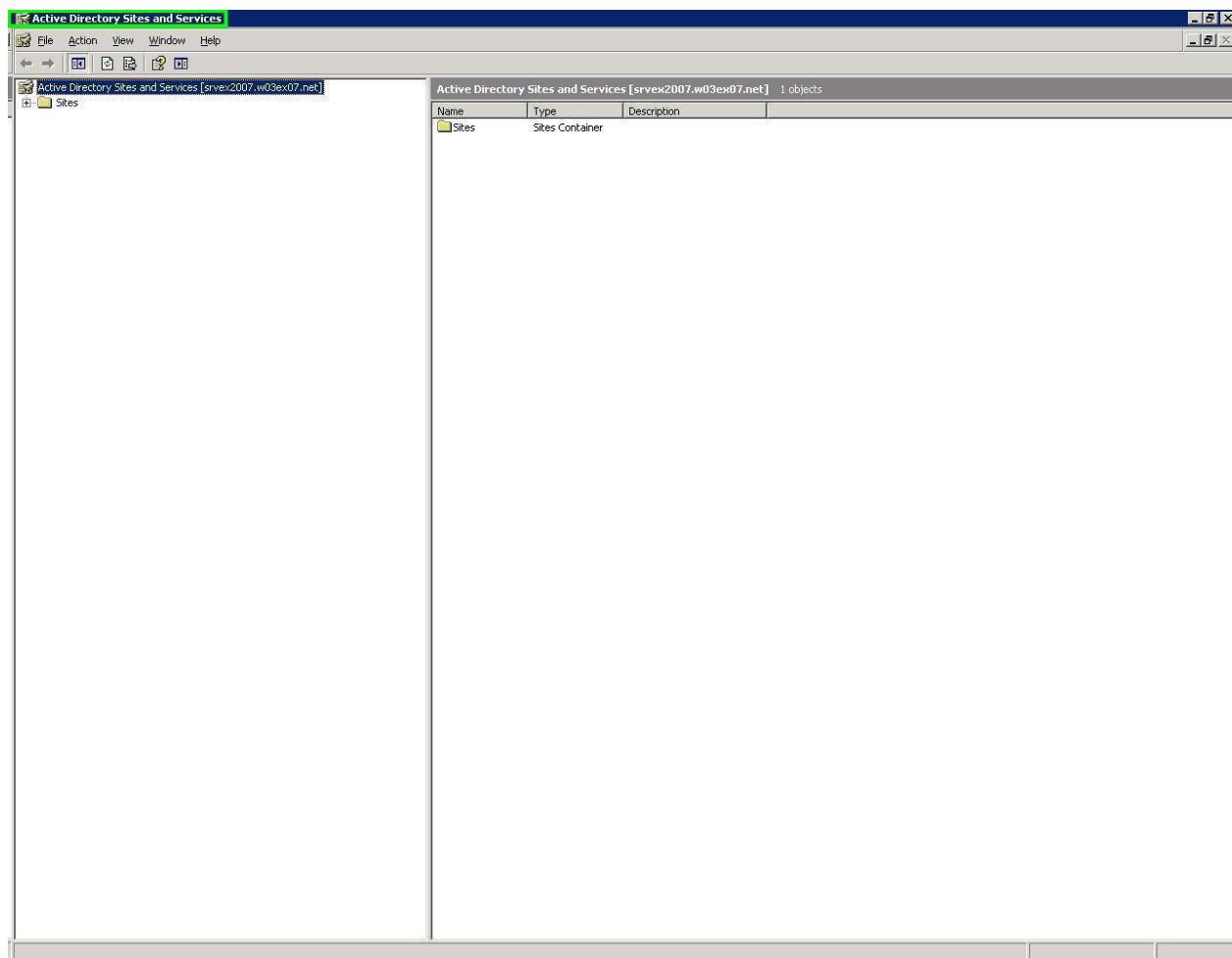
- Test done with Microsoft Windows Server 2003 with Microsoft Exchange Server 2007 (64 bit)
- In this example the Microsoft Exchange Server 2007 has the following IP-address: 198.6.125.99
Please change the IP-address to match customer's environment settings.
- The user "OSOMX" is used in this example as a privileged user which is used to give the OpenScape Business access to Microsoft Exchange Server 2007 and to the calendars of users who want to use the Calendar Integration feature. This user has to be added to your Active Directory. It requires a mail-address.

The following steps describe 2 possible ways to connect OpenScape Business to the Microsoft Exchange 2007. Both ways are useable. Please choose the one fitting best to your environment. Please use one of these two variants only:

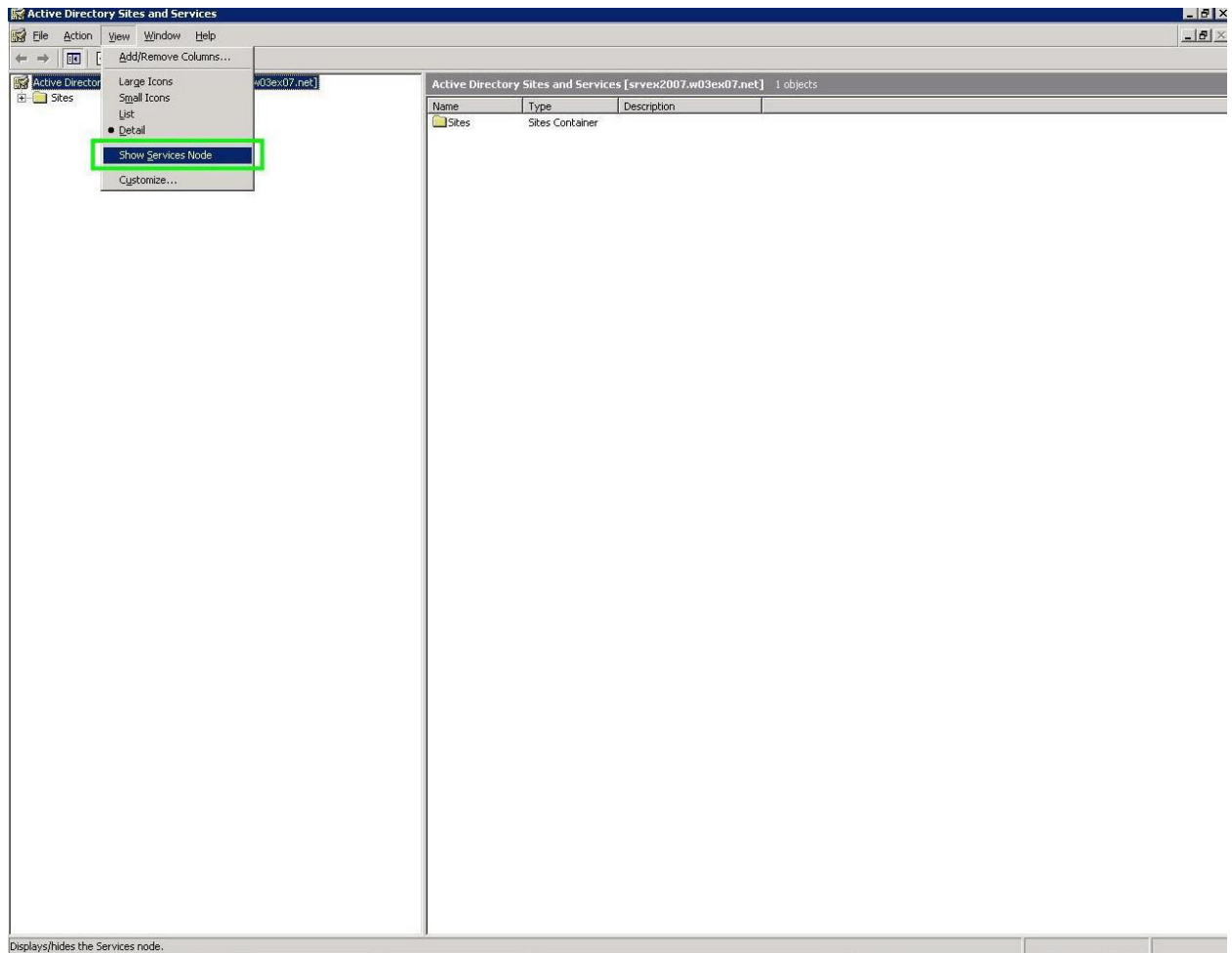
Please perform these steps to grant OpenScape Business access to MS Exchange Server 2007:

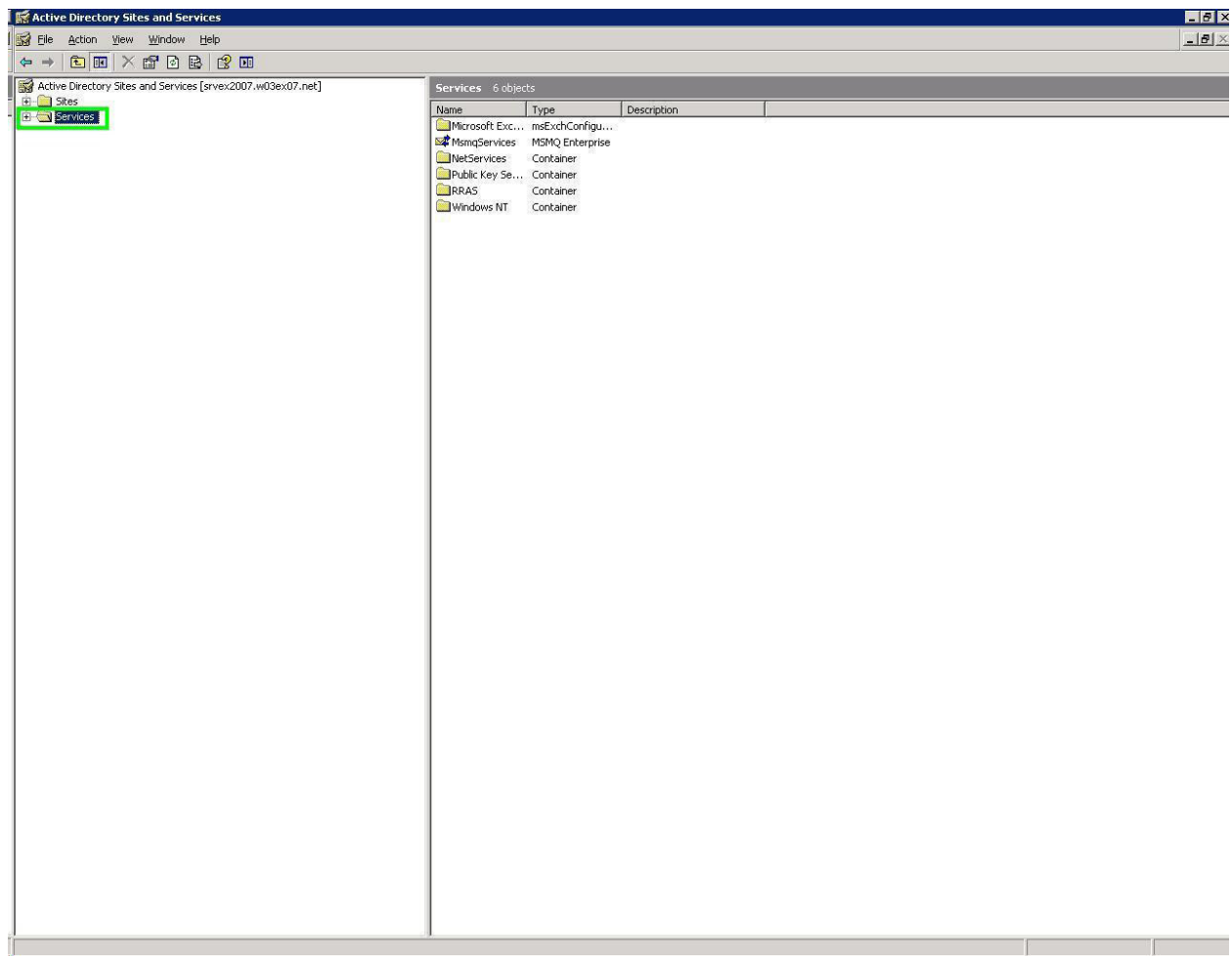
Variant 1 with EWS usage (newer way):

- To use the Exchange Web Services (EWS) variant, please navigate to the “Active Directory Sites and Services” in the “Administrative tools” collection and follow the next steps:

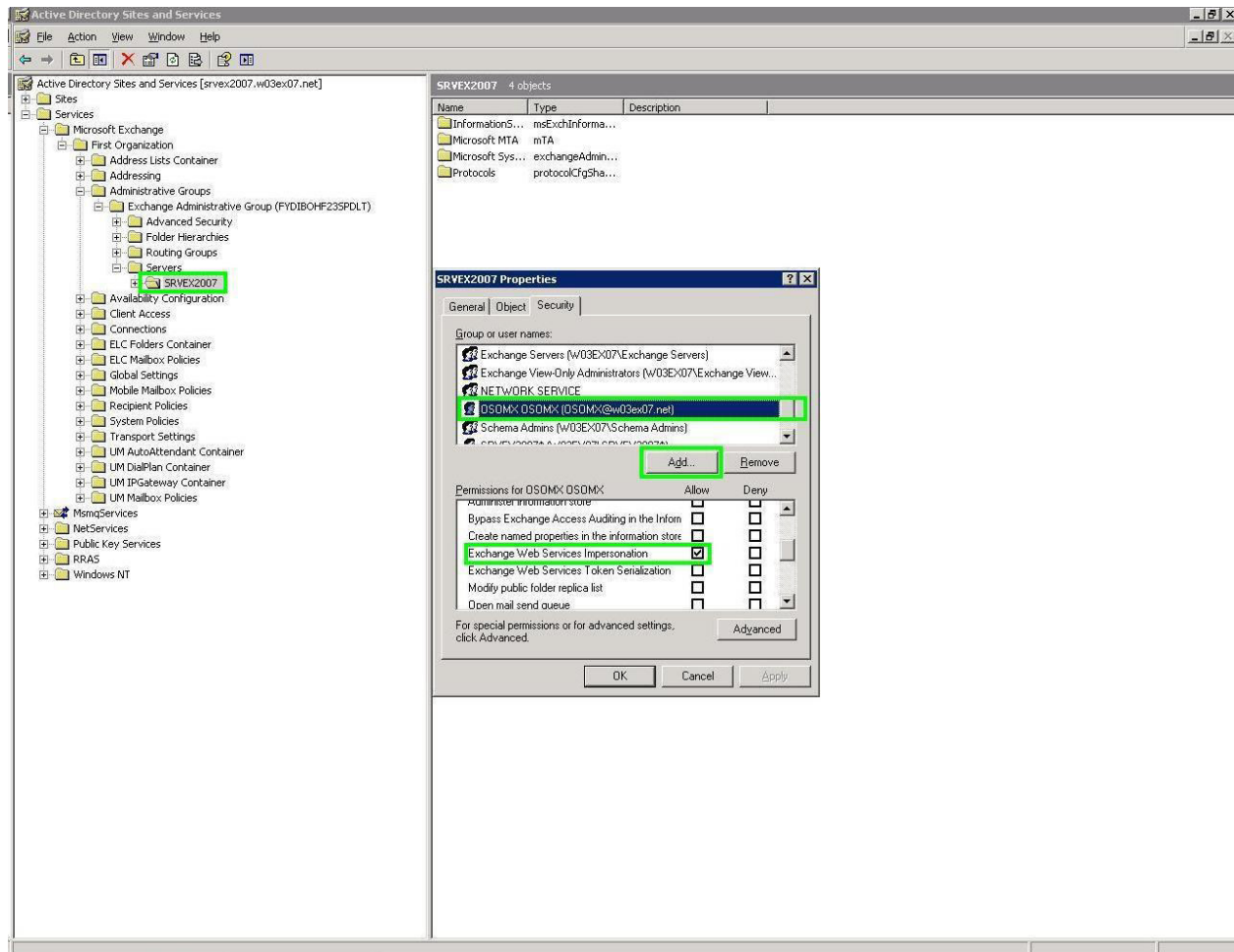


- In case that the “Service nodes are not shown, please navigate to “View” and select “Show Service Nodes”:

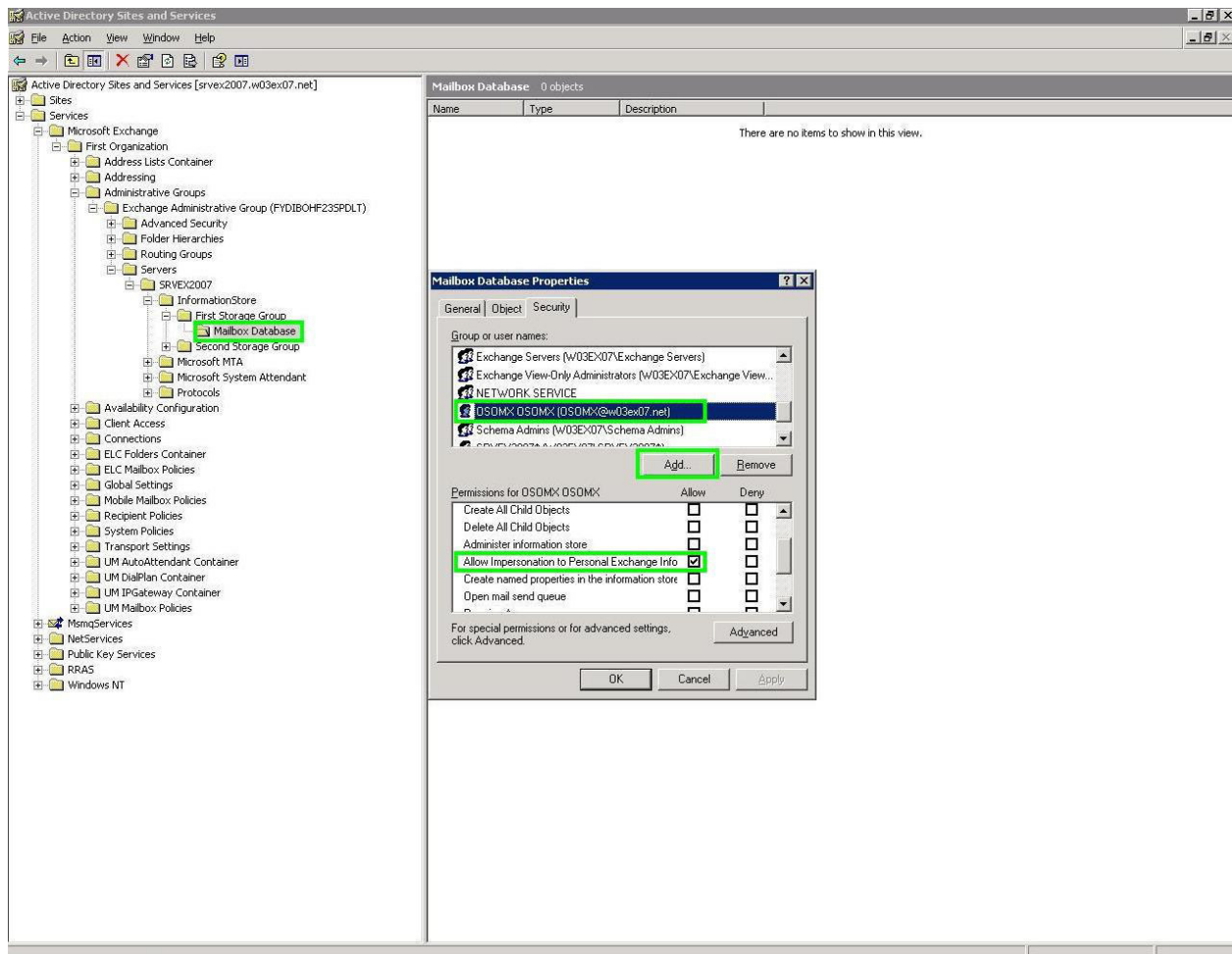




- Please navigate to “Services” > “Microsoft Exchange” > “<First Organization>” > “Administrative Groups” > “Exchange Administrative Group” > “Servers” > “<YourServerName>” and click right to show the “Properties” of this entry and forward to “Security”.
- Add the user “OSOMX” to the below shown list “Group or user names” and apply the privilege “Exchange Web Services Impersonation”:



- Please navigate to “Services” > “Microsoft Exchange” > “<First Organization>” > “Administrative Groups” > “Exchange Administrative Group” > “Servers” > “<YourServerName>” > “InformationStore” > “First Storage Group” > “Mailbox Database” and click right to show the “Properties” of this entry and forward to “Security”.
- Add the user “OSOMX” to the below shown list “Group or user names” and apply the privilege “Allow Impersonation to Personal Exchange Info”:



- In OpenScape Business Assistant section Setup please navigate to:

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

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

or in OpenScape Business Assistant section Expert Mode please navigate to

Expert Mode | Applications | UC Suite | External Providers Config | Calendar Providers | Exchange

and: Expert Mode | Applications | 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://198.6.125.99/ews/exchange.asmx`

User name: `OSOMX@w03ex07.net`

Password: OSOMX user password

Syntax description:

Server URL: `https://<MS_Exchange_2007_IP>/ews/exchange.asmx`

User name: Privileged user set in Active Directory@domainname

Password: Privileged user password set in Active Directory

OpenScape Business

Modules.

- User Directory
- Departments
- Groups
- Templates
- External Directory
- External Providers Config**
- Contact Center
- Schedules
- File Upload
- Conferencing
- Site List
- Server
- Profiles
- Fax Headlines
- Skin Settings

Exchange Calendar Integration

Enable Exchange calendar integration ☒

Server URL: `https://198.6.125.99/ews/exchange.asmx`

Username: `OSOMX@w03ex07.net`

Password:

Save

These changes will enable access of the OpenScape Business to the Microsoft Exchange Server 2007 for the Exchange Calendar Integration and the Exchange Public Folder Contacts search.

Variant 2 with WebDav usage (older way):

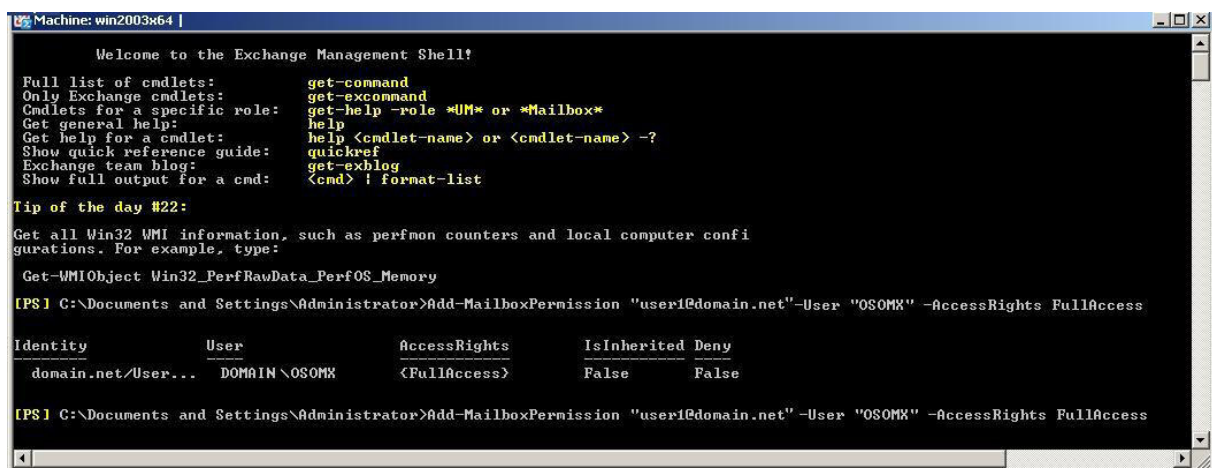
- Add the user "OSOMX" to your Active Directory and assign a valid mail-address. E.g.: "OSOMX@domain.net".
- In the Microsoft Exchange management shell enter the following command line for each user, that needs to be able to use the Calendar Integration feature:

Add-MailboxPermission "user1@domain.net" -User "OSOMX" -AccessRights FullAccess

"user1@domain.net" must be renamed to the user's value.

Syntax description:

Add-MailboxPermission ["username@domain"] -User ["privileged user"] -AccessRights FullAccess



```
Machine: win2003x64 |
Welcome to the Exchange Management Shell!
Full list of cmdlets:      get-command
Only Exchange cmdlets:   get-excommand
Cmdlets for a specific role: get-help -role *UM* or *Mailbox*
Get general help:         help
Get help for a cmdlet:    help <cmdlet-name> or <cmdlet-name> -?
Show quick reference guide: quickref
Exchange team blog:      get-exblog
Show full output for a cmd: <cmd> ! format-list

Tip of the day #22:
Get all Win32 WMI information, such as perfmon counters and local computer configurations. For example, type:
Get-WMIObject Win32_PerfRawData_PerfOS_Memory

[PS] C:\Documents and Settings\Administrator>Add-MailboxPermission "user1@domain.net" -User "OSOMX" -AccessRights FullAccess

Identity          User              AccessRights      IsInherited Deny
-----
domain.net/User... DOMAIN\OSOMX      <FullAccess>      False       False

[PS] C:\Documents and Settings\Administrator>Add-MailboxPermission "user1@domain.net" -User "OSOMX" -AccessRights FullAccess
```

Notes:

- It might take a couple of minutes until Exchange configuration modifications are active for the configured user.
- This action needs to be repeated for each user. Consider that new users which are being added later are not able to use Calendar Integration by default. Therefore all described steps must be performed individually.

- In OpenScape Business Assistant section Setup please navigate to:

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

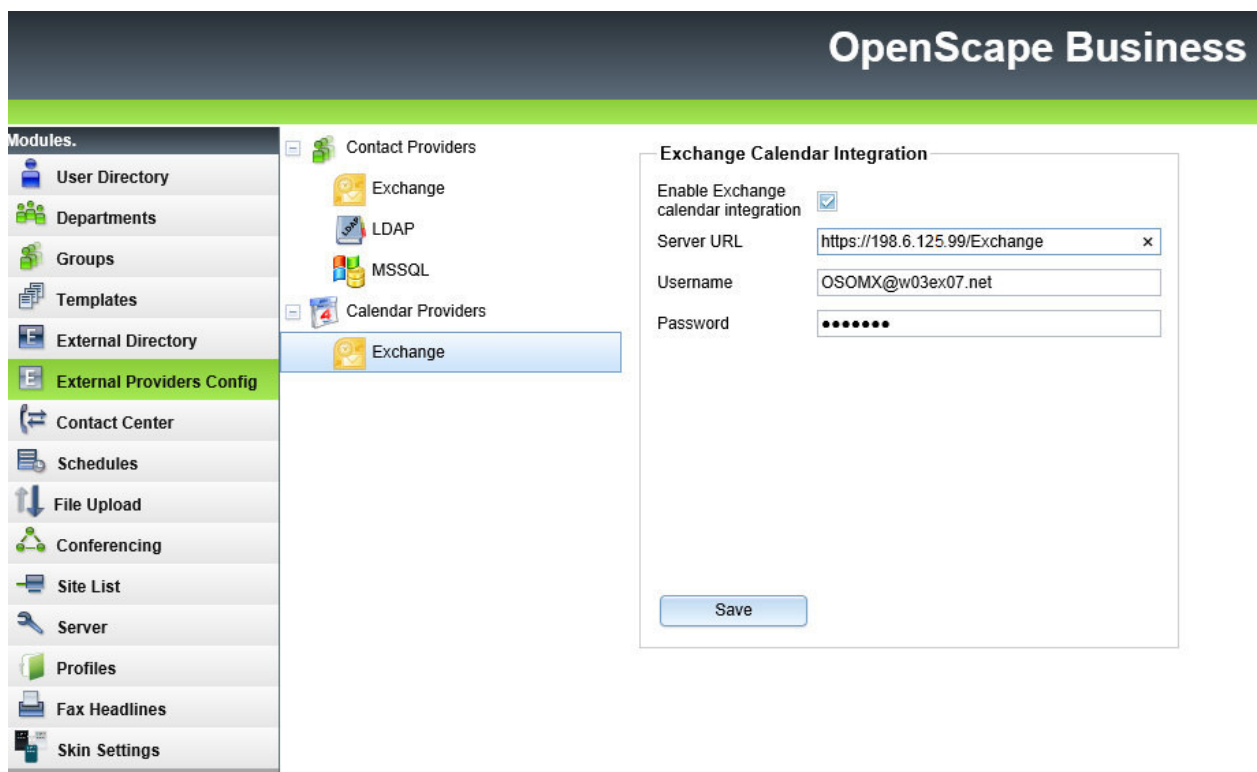
and: Setup | UC Suite | External Providers Config | Contact Providers | Exchange

or in OpenScape Business Assistant section Expert Mode please navigate to

Expert Mode | Applications | UC Suite | External Providers Config | Calendar Providers | Exchange

and: Expert Mode | Applications | 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:



These changes will enable access of the OpenScape Business to the Microsoft Exchange Server 2007 for the Exchange Calendar Integration and the Exchange Public Folder Contacts search.

NOTE: Sporadically the Calendar Integration Feature does not get in service automatically after initial configuration. A reset of the OpenScape Business OSO application will force a proper reconnect and might solve this problem. Please navigate in the OpenScape Business Assistant to:

Service Center | Restart/Reload | Restart UC Application

Please wait until the OSO application is started up again.

- The following configuration will enable the mail-access from OpenScape Business to Microsoft Exchange Server 2007. In OpenScape Business 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:

The screenshot displays the OpenScape Business Assistant web interface. The top navigation bar includes links for Home, Administrators, Setup, Expert mode, Data Backup, License Management, and Service Center. The left sidebar shows a tree view with categories like Service Center, Download Center, Inventory, SW Update, E-mail Forwarding (highlighted), Remote Access, Restart / Reload, and Diagnostics. The main content area is titled 'E-mail Forwarding' and contains three sections: 'Server Information' with fields for 'Outgoing Mail Server (SMTP)' (198.6.125.99) and a checked checkbox for 'This server requires an encrypted connection (TLS/SSL)'; 'Logon Information' with fields for 'User Name' (OSOMX), 'Password' (masked with dots), and 'Confirm Password' (masked with dots); and 'User Information (Sender)' with an 'E-Mail Address' field (OSOMX@w03ex07.net). At the bottom, there are three buttons: 'Abort', 'OK & Next', and 'Check e-mail forwarding'.

Finally OpenScape Office client settings must be configured.

- In the OpenScape Office client setup of “myPortal” or “myPortal for Outlook” please navigate to “My Personal Details” and add the users “Email Address” if necessary:

The screenshot shows the 'Setup' window with the 'My Personal Details' tab selected. The left sidebar contains a list of settings: Personal Details, My Personal Details (selected), My Picture, My Preferences, Call Rules, Communications, VoiceMail Profiles, and Sensitivity. The main area is titled 'My Personal Details' and contains the following fields:

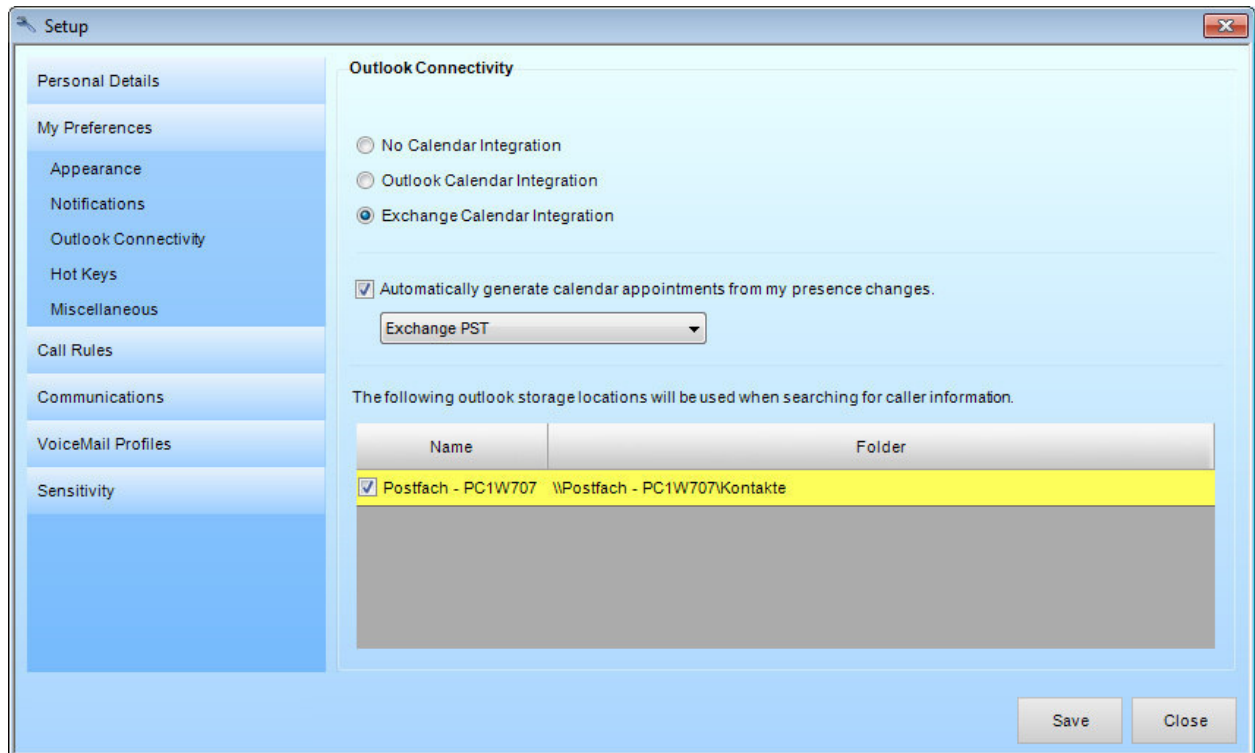
Field	Value	Visibility
Login Name:	100	
Extension:	100	
Password:	Change Password	
First Name:	User	
Last Name:	Test	
VoiceMail Number:	77	<input checked="" type="checkbox"/>
Mobile Number:		<input checked="" type="checkbox"/>
External Number 1:		<input checked="" type="checkbox"/>
External Number 2:		<input checked="" type="checkbox"/>
Home Number:		<input checked="" type="checkbox"/>
Fax Number:		
Assistant Number:		

Below the main fields, there are two more rows:

Field	Value
Email:	user1@domain.net
XMPP ID:	@<Not Configured>

At the bottom right, there are two buttons: 'Save' and 'Close'.

- In the OpenScape Office client setup of “myPortal” or “myPortal for Outlook” please navigate to “Program Settings”. Activate “Exchange Calendar Integration” and select “Exchange PST”. The OpenScape Office client will now add new appointments to the Exchange calendar for the Calendar Integration feature.



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

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:
 - 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 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:
 - 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.
 - 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:
 - Understanding the function: When users set appointments in their Microsoft Outlook calendar, the OpenScape 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 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 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).
 - 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.

- 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.
- 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.
- If you use the EWS configuration and presence changes for recurring appointments do not work properly, please follow the instructions in this MSDN link to solve the issue: <http://msdn.microsoft.com/en-us/library/bb204095%28v=EXCHG.80%29.aspx>

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

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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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