

OpenScape Business

Tutorial – Interaction with Microsoft Exchange Server 2016

Release Number 10/2016 Revision Number 1.0

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Date	Version	Changes
2016-06-10	1.0	Initial Creation

1. Introduction

The following steps describe how to connect an OpenScape Business V2 system to a Microsoft Exchange Server 2016 in order to use the following OpenScape Business V2 features:

- Calendar Integration
- Public Folder Contacts search
- Send e-mails from OpenScape Business V2 to Microsoft Exchange Server 2016

Preconditions:

- Microsoft Exchange Server 2016
- Outlook Web Access (OWA) in use
- Public Folder Contacts in use
- Users with e-mail addresses assigned in use
- OpenScape Business V2 released software version with MS Exchange 2016

Notes:

- Test was done with Microsoft Windows Server 2012 R2 Standard with Microsoft Exchange Server 2016.
- In this example the Microsoft Exchange Server 2016 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 V2 access to the mailbox database of the
 Microsoft Exchange Server 2016. This user has to be added into customer's Active Directory. It requires also a valid e-mail
 address.
- The OpenScape Business system IP-address in this example is "198.6.127.12".

2. Configuration

Perform these steps to grant OpenScape Business V2 access to MS Exchange Server 2016:

- 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>]

5	Com	puter: WIN2012SVR.w	in2012dom.net		_ 🗆 X
[PS] C:\Windows\system32>New- viceAccount	ManagementRoleAssig	nment -Name:OpenSc	apeBusiness -Role:	ApplicationImperso	nation -User:UCSer ^
Name	Role	RoleAssigneeName	RoleAssigneeType	AssignmentMethod	EffectiveUserNam e
OpenScapeBusiness	ApplicationImp	UCServiceAccount	User	Direct	
[P\$] C:\Windows\system32>_					7

Note:

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

To enable the Public Folder search function additional changes are needed in the Microsoft Exchange Server 2016 because only the root folder of the Public Folder environment is used in the application search:

• Log in with the Administrator user to the Microsoft Exchange Admin Center (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:

-		- 🗆 🗙
🗲 🕘 🥥 https://198.6.127.33/e	cp/?exsvurl=1, 🔎 👻 Zertifikatfehler 🕈 进 public folders - Microsoft E 🗙	合 🛧 🔅
Enterprise Office 365		Administrator 🔻 📍 🔻
Exchange admin cer	nter	
recipients	public folders public folder mailboxes	
permissions	+ / = ↑ 2	
compliance management		
organization	SUBFOLDE V HAS SUBFOLD MAIL ENABLED MAILBOX	
protection		
mail flow	error No active public folder mailboxes were found. This happens	
mobile	when no public folder mailboxes are provisioned or they are provisioned in 'HoldForMigration' mode. If you're not currently performing a migration, create a public folder mailbox.	
public folders	· · · · · · · · · · · · · · · · · · ·	
unified messaging		
servers		
hybrid	ok	
	0 selected of 0 total	
<		>

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 2016:

Computer: WIN2012SVR.win2012dom.net		-	•	x
Willkommen bei der Exchange-Verwaltungsshell.				^
Vollständige Liste der Cmdlets: Get-Command Nur Exchange-Cmdlets: Get-ExCommand Cmdlets, die einer bestimmten Zeichenfolge entsprechen: Hilfe * <string>* Pllgemeine Hilfe abrufen: Hilfe</string>				-
Hilfe für ein Cmdlet abrufen: Hilfe <cmdlet name=""> oder <cmdlet name=""> -? Kurzübersichtsleitfaden anzeigen: QuickRef Exchange=Teamblog: Get=ExBlog Vollständige Ausgabe für einen Befehl anzeigen: <command/> ¦ Format-List</cmdlet></cmdlet>				
Tipp des Tages Nr. 77:				
Mussten Sie, dass Sie das Skript AssembleMessage verwenden müssen, wenn Sie Nachrichten aus einer Wartes ren? Wenn Sie beispielsweise die Nachricht mit der 1D "124" aus der Warteschlange für "contoso.com" auf 1" entfernen möchten, müssen Sie folgenden Befehl ausführen:	shlang Serve	e ex r "M	port laill	ie ox
Export-Message -Identity Mailbox1\contoso.com\1234 AssembleMessage -Path "C:\ExportedMessages\Message1	234.em	1"		
AUSPÜHRLICH: Verbindung mit WIN2012SVR.win2012dom.net wird hergestellt. AUSPÜHRLICH: Verbunden mit WIN2012SVR.win2012dom.net. LFSI C.Y.Windows/system225				
				~

Enter the following command to check if the Administrator user has "owner" rights on the public folder in the root:

Get-PublicFolderClientPermission "\"

6		Computer: WIN2012SVR.win2012dom.net
Hilfe für ein Cm Kurzübersichtsle Exchange-Teamblo	itfaden anzeigen: Q g: Get-ExBlog	<pre>ccmdlet name> oder <cndlet name=""> -? uickRef hl anzeigen: <command/> ; Format-List</cndlet></pre>
Tipp des Tages M	lr. 77:	
ren? Wenn Sie be	ispielsweise die Na	sembleMessage verwenden müssen, wenn Sie Nachrichten aus einer Warteschlange exportie chricht mit der ID "1234" aus der Warteschlange für "contoso.com" auf Server "Mailbox lgenden Befehl ausführen:
Export-Message -	Identity Mailbox1\c	ontoso.com\1234 AssembleMessage -Path "C:\ExportedMessages\Message1234.eml"
AUSFÜHRLICH: Ver	bunden mit WIN2012S	SVR.win2012dom.net wird hergestellt. VR.win2012dom.net. FolderClientPermission "\"
FolderName	User	AccessRights
I PM_SUBTREE I PM_SUBTREE	Standard Anonym	(Author) (None)
[PS] C:\Windows\	system32>	

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

_ 🗆 X Computer: WIN2012SVR.win2012dom.net -AssembleMessage verwenden müssen, wenn Sie Nachrichten aus einer Warteschlange exportie Nachricht mit der ID "1234" aus der Warteschlange für "contoso.com" auf Server "Mailbo» folgenden Befehl ausführen: -Identity Mailb x1\contoso.com\1234 | AssembleMessage -Path "C:\ExportedMessages\Message1234.em1" AUSFÜHRLICH: Verbindung mit WIN20128VR.win2012dom.net wird hergestellt. AUSFÜHRLICH: Verbunden mit WIN20128VR.win2012dom.net. IPS] C:\Windows\system32>Get-PublicFolderClientPermission "\" olderName User AccessRights Standard Anonym (Author) (None) I PM_SUBTREE I PM_SUBTREE [PS] C:\Windows\system32>Add-PublicFolderClientPermission "\" -user Administrator -accessrights owner FolderName User AccessRights I PM_SUBTREE Administrator (Owner) [PS] C:\Windows\system32>

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

With the Administrator account open Outlook connected to the Microsoft Exchange Server 2016 and navigate to "Folders" with the "..." right next to "Tasks" in the bottom line:

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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:



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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: Syntax UCServiceAccount user password

🧲 🛞 🚳 https://198.6.127.12/management/admin/jsp/SiteMain.jsp?userName=administrator@sy 🔎 + 🔒 C 🏼 💩 Setup

description:

- Server URL: https://<MS_Exchange_2016_IP>/ews/exchange.asmx
- User name: Privileged user set in Active Directory@domainname
- Password: Privileged user password set in Active Directory

	98.6.127.12/VSAdmin/jsp/externalproviders/E	xternalProviders.jsp - Windows Internet Explorer	×	
Admi	nalproviders/ExternalProviders.jsp		₽ 2	r@syste
Admi allation is / Subec depheny bhony Calendar Providers Calendar Providers Ca	Exchange Calendar Integration Enable Exchange calendar integration Server URL Username Password	https://198.6.127.33/ews/exchange.asmx UCServiceAccount@win2012dom.net •••		

These changes will enable access of the OpenScape Business V2 to the Microsoft Exchange Server 2016 for the Exchange Calendar Integration and the Exchange Public Folder Contacts search.

The following configuration will enable SMTP (e-mail forwarding) access for OpenScape Business V2 to Microsoft Exchange Server 2016:

In OpenScape Business V2 Assistant please navigate to:

Service Center | E-mail Forwarding

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

	~ ^ ~
🗲 💮 💩 https://198.6.127.12/management/admin/jsp/SiteMain.jsp?userName=administrator@sy 🔎 🖛 🖨 🖒 👼 Service Center 🛛 🗙	6 🕁 🤅
🖕 🖻 Google 🛃 Forum 💿 OSBiz X5+0CAB ,34-35 💿 OSBiz S.12 😳 OSBiz X8+EX .2911 💿 OSBiz EX+X8.1129 🐺 OSBiz X3+0CAB .27+.28 🐺 OSBiz S.13 🐺 OSBiz X3+EX .814 🐺 OSB	iz EX+X3 .148 🖉 default
OpenScape Business A	esistent
System in network: Synchronization status: 🚺	administrator@system Logo
Home Administrators Setup Expert mode Data Backup License Management Service Center Networking	
Service Center	
Download Center E-mail Forwarding	e
Inventory Server Information	
Outgoing Mail Server (SMTP) 198.6.127.33	
Remote Access Outgoing mail server port 2525	
Restart / Reload This server requires an encrypted connection (TLS/SSL) 🗹	
Diagnostics Logon Information	
User Name UCServiceAccount@win	
Password •••••	
Confirm Password	
User Information (Sender) E-Mail Address UCServiceAccount@win2012dom.net	
Abort OK & Next Check e-mail forwarding	

Note: The port "2525" is the default port in the Microsoft Exchange Server 2016.

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

Logon with the Administrator user to the Microsoft Exchange Admin Center (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:

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Make sure that the Microsoft Office suite is installed and outlook is connected to customer's Microsoft Exchange Server. Afterwards you can install the CommunicationsClients with "Outlook Integration" feature as minimum selection:

Users can directly download the CommunicationsClients installation file from OpenScape Business via http: https://198.6.127.12/management/downloads/CommunicationsClients.exe

Syntax:

https://<OpenScape Business UC ip-address>/management/downloads/CommunicationsClients.exe Follow the setup wizard and select at least the option "Outlook Integration":



Open the Microsoft Outlook and log in with the user's credentials to the OpenScape Business system as usual for UC clients. More details about this you can find in the OpenScape Business documentation.

NOTE:

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There is also a "Silent Installation" option to install the CommunicationsClients unattendend to the users computers. Please visit the OpenScape Business V2 Administrator documentation for more details about this. Chapter "12.2.8 Silent installation/Uninstallation for UC PC Clients" will show more details.

In the following steps the configuration for the OpenScape Business UC clients is explained.

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

Setup | Personal Details | My Personal Details

In the second seco	Manage my Start	Office	E Externa				
John doe@unify.com hoko: Ordris Sorth Construct Sorth Construct Contacts Sounal John doe@unify.com My Personal Details Personal Details My Personal Details Personal Details Personal Details Personal Details Personal Details	See II Conferences Conferen						
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Order demos Contacts Contacts My Personal Details My Personal Details My Personal Details My Personal Details Login Name: Votable My Personal Details My Personal Details Login Name: Outlow Basword: Outlow Communications Speech Folders Communications Details Login Name: Speech Folders Communications Details Communications Votable! Communications Votable! Communications Search Folders Communications Details Login Name: Details Login Name: Details Communications Votable! Communications Votable! Communications Search Folders Sensitivity Search Folders Email: Pan dee@unity.com Xopp (D): @chrit002.blog/ms.com		(
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Subject Contacts Safety Contacts Dee Home Number: Safety Contacts Safety Con	RSS Feeds	Call Rules	Frathlense	loho	Entered Number 2	T Minibility	
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Unity Software and Solutions GmtH Co. KG			Email:	john.doe@unify.com			
6 Unity Software and Solutions Gebt Co. KG Powers by # Sellicins. 8.2.1.236 Close			XMPP ID:		@chn002.blogdns.com		
Unity Software and Solutions GathY Co XG Powered by of allicon: 6.2.1.235 Close							
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		© Unity Software and Solutions G Powered by eTellicom, 6.2.1.235	imbH Co. KG			Save Close	

Add the user's "e-mail" address if not already done... (Mandatory!)

Repeat this step for all configured UC users.

Notes:

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• This configuration option can also be applied from the "UC Suite User Directory" web page.

To perform this action from the OpenScape Business Assistant, please navigate to:

Setup | UC Suite | User Directory

Select and edit the user related to the Microsoft Outlook user and add the e-mail address. Save changes.

- A valid configured e-mail address is needed for the Exchange Calendar Integration and also for the optional email notification when the user receives a voicemail message from OpenScape Business.
- OpenScape Business will automatically send a "Welcome" e-mail to all new configured e-mail addresses during this configuration step.

Configuration of "Exchange Calendar Integration" feature from UC client side:

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

Setup | My Preferences | Outlook Connectivity

Anagem	y Start Office	ages 🚺 i Internal Directory E Esternal Directory - P Search Setup Help	
Telephony Con	ference Presence Messages	Journal Directories Setup	^
	 Search Current Mailbox (Ctrl+E) 	Current Mailbox +	
✓ john.doe@unify.com	All Unread We didn't find anythin	By Date * Newest 4 g to show here.	
Sent Items	r		
Deleted Items	A Setup		
Calendar			
Contacts	Personal Details	Outlook Connectivity	
🖲 Journal	My Preferences	O No Calendar Integration	
🐻 Junk E-mail	Appearance	O Outlook Calendar Integration	
Motes	Notifications		
To Outbox	Outlook Connectivity	Exchange Calendar Integration	
RSS Feeds			
Suggested Contacts	Hot Keys		
Tasks	Miscellaneous	✓ Automatically generate calendar appointments from my presence changes.	
K Search Folders	Call Rules Communications	Exchange PST	
	Communications VoiceMail Profiles	The following outlook storage locations will be used when searching for caller information.	
		Name Folder	
	Sensitivity	V Mallbox - Doe, John \\Mallbox - Doe, John\Contacts	
	© Unify Software and Solutions Powered by eTellicom. 6.2.1.23	Grach Co. KG Save Close	
Mail Calendar Peop	ole Tasks		
			une 🔲 🕅
		ALL FOLDERS ARE UP TO DATE. CONNECTED TO: MICROSOFT EXCHAI	NGE 🔲 🔞

Select "Exchange Calendar Integration", enable "Automatically generate calendar appointments from my presence changes" checkbox and select "Exchange PST" option... (Mandatory!)

Repeat this step for all configured UC users.

Notes:

• These settings can also be applied from "UC Suite Profiles" wizard which allows the configuration of multiple users concurrently. To perform this action from the OpenScape Business Assistant, please navigate to:

Setup | UC Suite | Profiles

Add a profile, configured required settings, save it and assign the profile to the respective UC users.

• More details about the usage of the Microsoft Exchange Calendar Integration feature can be found in the UC related documents of OpenScape Business V2.

With the following configuration option "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:

Setup | My Preferences | Miscellaneous

	FOLDER VIEW myPortal my Start Office Woicemail Mess	ages 🕼 i Internal Directory Reference in the second secon		
C & II O conference	es Conference *	- P Search		
Telephony Co	nference Presence Messages	Journal Directories Setup		^
	 Search Current Mailbox (Ctrl+E) 	🔎 Current Mailbox 👻		
John.doe@unify.com	All Unread	By Date = Newest ↓		
and Inbox	We didn't find anythin	g to show here.		
100 Drafts				
E Sent Items	Setup			
Deleted Items				
Calendar	Personal Details	Miscellaneous		
E Contacts	My Preferences			
Junk E-mail		Auto back to office		
Notes	Appearance			
Outbox	Notifications	Transfer Method: Bind Transfer 👻		
RSS Feeds	Outlook Connectivity			
Suggested Contacts	Hot Keys	Keep call history for: 30 Days		
Tasks	Miscellaneous	Enable Journal Exporting		
Search Folders	Call Rules			
	Call Rules	Export path: D:\Doe, John		
	Communications			
	VoiceMail Profiles	Server Address: 198.6.127.12		
	Voiceman Promes			
	Sensitivity	Program Phone Keys		
		Answer with message: sorry, I cannot answer your call but I		
		V Enable live search		
	O Unify Software and Solutions Powered by eTellicom: 6.2.1.238	SmbH Co.KG	Save Close	
	Foreited by cremeon. 0.2.1.20.			
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Mail Calandar Dag	pla Taska w			
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ITEMS: 0			ALL FOLDERS ARE UP TO DATE. CONNECTED TO: MICROSOFT EXCHANGE 🔲 🕅	+ 10%

Set the "Auto back to office" option ... (Optional!)

Repeat this step for all configured UC users.

Notes:

• These settings can also be applied from "UC Suite Profiles" wizard which allows the configuration of multiple users concurrently. To perform this action from the OpenScape Business Assistant, please navigate to:

Setup | UC Suite | Profiles

Add a profile, configured required settings, save it and assign the profile to the respective UC users.

 More details about the usage of the Microsoft Exchange Calendar Integration feature can be found in the UC related documents of OpenScape Business V2.

With the following configuration option "VM Notification" each user can decide, if e-mail notifications will be send for newly arrived voicemails. Each user's presence status can have different configuration for VM notification.

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

Setup | Communications | VM Notification

john.doe@unify.com	Presence Messages Search Current Mailbox (Ctrl+E)	Journal	Search Directori			lelp							
sjohn.doe@unify.com SInbox	Search Current Mailbox (Ctrl+E)		Directori										
john.doe@unify.com		🔎 Current M		es	Setup	,							1
Inbox F	All Unread		lailbox 🔻										
Inbox 1		By Date * New	rest 4										
	We didn't find anything to												
C Drafts													
🔁 Sent Items	A Setup										X		
Deleted Items	e serah												
😬 Calendar	Personal Details	VM Notificatio	m										
Contacts													
lournal	My Preferences	Notification	Office	Meeting	Sick	Break	Out of Office	Holiday	Lunch	Home	DND		
Junk E-mail	Call Rules	Email	7	7	V	V	V	V	V	V	7		
Notes		Outbound											
Outbox	Communications		13	173	(T)	(C)		13		1	2		
S RSS Feeds	VoiceMail Settings	SMS	13		100	10.1				10.3	-		
Suggested Contacts	VM Notification												
Tasks	Fax Notification	Outbound Not	tification T	mes						Outb	ound Number		
Search Folders	Missed Call Notifications	Within Busi											
	VoiceMail Profiles	O 24 Hours a		5 Gring									
	voicemail Profiles	O 24 Hours a	Day										
	Sensitivity	First Notification	on Retry in	e 1	5	Minut	es						
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C.				_	_	_		_					
				_									
Mail Calendar People Ta	acks												

Set the "VM Notification" configuration options for the user... (Optional!)

Repeat this step for all configured UC users.

Notes:

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• These settings can also be applied from "UC Suite Profiles" wizard which allows the configuration of multiple users concurrently. To perform this action from the OpenScape Business Assistant, please navigate to:

Setup | UC Suite | Profiles

Add a profile, configured required settings, save it and assign the profile to the respective UC users.

With the following configuration option "Fax Notification" each user can decide, if e-mail notifications will be send for newly arrived faxes. Each user's presence status can have different configuration for Fax notification.

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

Setup | Communications | Fax Notification

P P Tarphone Contracts Poindoe@junity.com Poin	Manage my St		V E	nternal Dir İxternal Dir İcarch	ectory	🔧 🚦	elp						
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A phone@unify.com @ hole @ Dufts @ Sork from @ candeds @ canded	<		Q Current M	ailbox •									
India We don't find anything to show here: Sourdal Audad Contacts: Sourdal Call Rules: Contacts: Sourdal Call Rules: Sourdal Contacts: Sourdal Contacts: Sourdal Sourdal Sourdal Sourdal Sourdal Woleshareand Sourdans Servity: Sourdal Sourdal Sourdal Woleshareand Sourdal Sourdal Woleshareand Woleshareand Woleshareand Woleshareand Woleshareand Sourdal Sourdal Sourdal Sourdal Woleshareand Woleshareand Sourdal	john.doe@unify.com												
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Set the "Fax Notification" configuration options for the user... (Optional!)

Repeat this step for the other users also.

Notes:

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These settings can also be applied from "UC Suite Profiles" wizard which allows the configuration of multiple users concurrently. To perform this action from the OpenScape Business Assistant, please navigate to:

Setup | UC Suite | Profiles

Add a profile, configured required settings, save it and assign the profile to the respective UC users.

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

How to test the newly added features (notes and hints):

- E-Mail Forwarding:
 - You can check the functionality with the "Check e-mail forwarding" option in the "E-Mail forwarding" section in the "Service Center" of the OpenScape Office Business Assistant. Enter a valid e-mail address as recipient and check test e-mail reception.
- Public folder contacts search:
 - The public folder contacts search is restricted to the root level of the public folder structure only. Subfolders with contacts below the root level in the public folder structure are not queried.

- To test the public folder contacts search functionality, simply use the search feature in myPortal for Desktop or myPortal for Outlook and search for a contact.
- Exchange Calendar integration:
- O Understanding the function: When a user set appointments in his Microsoft Outlook calendar, the OpenScape Office Business system will automatically check for keywords in the calendar appointment subject like: "Meeting", "Sick", "Break", "Out of Office", "Holiday", "Lunch" or "Home". If such a keyword is found, the OpenScape Office Business will set the user's presence status automatically when the appointment time is reached, even if the Microsoft Outlook session of the specific user is not active anymore. The user simply configures his appointments with these keywords and OpenScape Office Business will automatically set his telephone presence status and as a result all calls will be routed to his voicemail or to his cell phone, depending on the configured forwarding destinations. The user can also configure in miscellaneous settings, whether his presence status should be switched back to "Office" presence status when the appointment time has ended. Appointments can also be set from Outlook Web Access (OWA) instead.
- A valid e-mail address for every user must be configured in all applications, as described in aforementioned steps respectively.
- The UC Suite users Voicemail language settings is used by OpenScape Business to understand the keywords like: "Meeting", "Sick", "Break", "Out of Office", "Holiday", "Lunch" or "Home", so for example, German set Voicemail language can be used with the German keywords in the appointments subject like "Besprechung", "Krank", "Pause", "Außer Haus", "Urlaub", "Mittag" or "Zu Hause" only.
- In case "Auto back to office" option is not used, the user's presence status will be kept to the configured appointment status even if the appointment time elapses. As a result, the return time shown to other users will be increased every 15 minutes. If the "Auto back to office" option is used and the appointment time ends, the user's presence status is automatically set to "Office" again.
- Important note for testing: Appointments set into a future date and time with less than 3 minutes are ignored, because the system expects that the user creating an appointment can alter any option within 3 minutes. The OpenScape Business checks for appointments in the user's calendar every 30 seconds. For this reason and for any possible delays impaired by the network between the OpenScape Business and the Exchange Server 2016, please configure test appointments starting at minimum after 3 and a half minutes or more.
- If you want to test the Exchange Calendar Integration functionality when user is not logged in either in myPortal 0 for Outlook or in myPortal for Desktop, you can simply use the Outlook webmail. URI: Usually vou can access outlook webmail bv using this "https://<YourExchangeServerAddress>/OWA". Login with the user's credentials and add the appointment with the appropriate keyword to the calendar. Check in another UC Suite user's client that the presence status changes when the appointment time has reached.

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

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