

MiCollab Advanced Messaging Active Directory Snap-in Administration Guide

For version 9.0 and above

Notice

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Preface

This guide is written for Mitel certified MiCollab Advanced Messaging (MiCollab AM) technicians who are experienced with MiCollab AM and are familiar with its procedures and terminology. This reference manual assumes you are familiar with MiCollab AM and the Microsoft Windows® operating system and consists of the following parts.

- An Introduction to the Active Directory Snap-in for MiCollab AM
- Active Directory Snap-in requirements
- Installing the Active Directory Snap-in
- Managing Subscriber mailboxes with the Active Directory Snap-in
- Administering Subscriber mailboxes with the Active Directory Snap-in

References

A catalog of technical documentation is included on the MiCollab AM Installation Media. If you are installing any advanced applications, such as Networking and Fax Server applications, you should refer to the appropriate technical documentation for application and installation information.

Documentation

The technical documentation is produced in the PDF format and requires the PDF reader to view it. The documentation set for this MiCollab AM includes the following documents and resources:

- **Developer Resources.** Contains programming guides and API references for developers for integrating the server clients and web applications with MiCollab AM.
- **Integration Technical Notes (ITN).** Contains a set of guides that describe the integration methods and instructions for a variety of phone systems to work with MiCollab AM. The ITNs are generally used by resellers or administrators who are experienced with MiCollab AM and familiar with the integration procedures and terminology.
- **Quick Reference Card (QRC).** Contains shortcuts and quick instructions telling subscribers how to access and use the messaging system.
- **Server Documentation.** Available as a PDF only. Contains administrative guides for administrators about installing, configuring, and administering the messaging system, and user guides for subscribers about accessing the messaging system and checking and sending messages.
- **Spare Parts Documentation.** Contains a set of guides that describe the instructions for installing and configuring hardware parts to work with MiCollab AM. These documents are written for Mitel certified MiCollab AM technicians who are experienced with MiCollab AM and familiar with the procedures and terminology.

- **Software Release Notice (SRN).** This notice introduces the new features, capabilities, and hardware/software requirements for the corresponding MiCollab AM version.

Documentation Updates

Documentation updates may be available from the following sources:

- Mitel certified technicians can view or download documents and program files from our partner web site: connect.mitel.com/connect

Help

The primary source of information about MiCollab AM is the online help available within any of its administrative utilities. You can access **Help** as follows:

- Click the **Help** button in the dialog box or window in which you are working
- Press the **F1** key at any time.

Document Conventions

The following conventions are used in this document:

- **Key Names.** Names of keys on the keyboard are shown in a box.

Example: **Enter**

When two keys must be pressed simultaneously, they are joined by a + sign.

Example: **Alt** + **Tab**

- **Reference to Document.** *Italics* fonts can also signify the titles of other documents.

Example: See the *System Installation and Configuration Guide*.

- **UI Element Names.** Names of UI elements such as dialog windows, screens, menu items, tabs, buttons, icons, etc. are shown in bold.

Example: On the **Startup** screen, click the **Start** icon.

- **User Input.** Information required to be typed is shown in italics.

Example: Type the password *voicemail*.

- **Warning, Caution, Important, and Notes.** Text for the contents that require attention are shown as follows:

WARNING A warning paragraph advises you of circumstances that can result in the loss of data, harm to the system server platform, or personal harm.

CAUTION Failure to follow these recommendations can result in unauthorized access to the system and consequent loss of data.

IMPORTANT An important paragraph gives decision-making information or informs you of the order in which tasks need to be completed.

NOTE A note gives additional information, provides an explanation, or indicates an exception to the information in the preceding text.

Frequently Used Terms

Table 1. Frequently Used Terms

Terms	Description
System Server	<p>Term refers to an organization's computer platform(s) that have MiCollab AM software installed and handles the core system functions such as storing messages, database.</p> <p>It can also refer generically to the System Server platform, the Call Server platform, or both. The term is most often used to describe a software or hardware installation or configuration practice where the role of the server platform is not specifically expressed.</p>
Call Server	<p>Term refers to an organization's computer platforms that have MiCollab AM software installed and serve as the interface to the system (PBX). The Call Server(s) interface with the System Server for the purpose of accessing messages, and database.</p>

Overview

The Active Directory Snap-In is a tab added to each user account in Active Directory Users and Computers. With the addition of the snap-in, Active Directory becomes an additional administrative client with which to create and configure MiCollab AM mailboxes. Using the MiCollab AM Active Directory Snap-in, you can:

- Manage MiCollab AM Subscriber mailboxes while adding a new user to Active Directory
- Create a MiCollab AM Subscriber mailbox while adding a new user to Active Directory
- Associate existing Subscriber mailboxes with Active Directory users
- Delete or disassociate Subscriber mailboxes without removing the Active Directory listing
- Administer Subscriber mailbox features

NOTE The Active Directory Snap-in does not provide automatic synchronization between Active Directory and MiCollab AM.

Preparing for the Snap-In Installation

The Active Directory snap-in requires the installation of specific software and the creation of a dedicated administrator ID to work correctly. The Microsoft® Active Directory Snap-in must be installed on the administrator's platform before you can install the MiCollab AM Active Directory Snap-in.

Software Requirements

On Windows Vista, 7, 8/8.1, 10; or Windows Server 2008 R2 with Service Pack 1, Windows Server 2012 R2, or Windows Server 2016 (Server with Desktop Experience):

- Remote Server Administration Tools for Windows 7 with SP1
- Active Directory Users and Computers Snap-In for the MMC
- Mitel MiCollab AM Active Directory Snap-in (MiCollab AM Installation Media)

NOTE For more information on the Remote Server Administration Tools for Windows 7 with SP1, visit the Microsoft website
www.microsoft.com/download/en/details.aspx?displaylang=en&id=7887

Supporting Windows Logon

MiCollab AM Admin accounts contain a Windows Logon option that you must enable to allow administrators to use the Active Directory Snap-in to create and modify Subscriber mailboxes. The MiCollab AM Admin utility requests authentication information from the Windows authentication service through which the administrator logged on to the LAN or the server platform.

Depending on the actual location where the administrator logged on, the authentication service might be running directly on the server platform, on a separate authentication server, or on a domain controller. Before you can safely set the Windows Logon option for any administrator's MiCollab AM account, you must prepare the administrator's workstation as follows:

- Make note of the account's exact user ID

NOTE If an administrator wants to log on to the MiCollab AM utilities using an ID other than the one that is used to log on to the workstation, set the Account as part of the operating system policy at the workstation for the User ID (or Domain/ID combination) that is used to log on to the operating system there.

- Configure a MiCollab AM administrator to recognize the Windows logon ID. You configure this in MiCollab AM Admin

IMPORTANT The administrator ID that you choose must have Windows administrator domain rights.

To configure an administrator ID:

- 1 Select **Start > All Programs > MiCollab AM Desktop**, and then click MiCollab AM Admin.
- 2 From the menu bar, select **File**, and then click **Administrators**.
- 3 Do one of the following:

If the administrator ID...	Then...
Matches the Windows logon ID	Continue to Step 4 .
Does not match the Windows logon ID	Click Add to create and configure a new administrator account, and then continue to Step 5 .

- 4 Select the appropriate administrator, and then click **Edit**.
- 5 Select the **Windows Logon** checkbox, and then click **OK**.
- 6 Click **OK** to exit the **Administrators** dialog box.

Installing the Active Directory Snap-In

The Active Directory snap-in must be installed on each computer you want to use for administration before you install the MiCollab AM Active Directory Snap-in. Exit any running Windows programs and close Active Directory before starting the Setup program.

NOTE It is not necessary to install the Active Directory Snap-in on the primary domain controller if another computer is prepared for the Active Directory Snap-in according to this document.

To install the MiCollab AM Active Directory Snap-in:

- 1 Log on as an administrator.
- 2 Insert the MiCollab AM Installation Media into the appropriate drive.
- 3 Do one of the following:
 - If autorun is enabled, the installation startup page displays. In the **Administrative Client** area, click **Active Directory Snap-In**.
 - If autorun is not enabled, browse to the **Client Installs\ADSnapIn** folder, double-click **Setup.exe**.
- 4 When the **Welcome** dialog box displays, click **Next**. The **License Agreement** dialog box displays.
- 5 Review the license agreement, and then click **Yes** to accept it. The **Choose Destination Location** dialog box displays.
- 6 Accept the default destination folder or click **Browse** to select a new location, and then click **Next**. The **Start Copying Files** dialog box displays.
- 7 Click **Next** to start the installation.
- 8 When the installation completes, the **InstallShield Wizard Complete** dialog box displays stating that the computer should be restarted in order to use the program.
- 9 Select **Yes, I want to restart my computer now**, and then click **Finish**. The computer restarts.

Managing Subscriber Mailboxes with the Active Directory Snap-In

The MiCollab AM Active Directory Snap-in displays as a tab of the User Properties dialog box in the Active Directory User Accounts. You can create, associate/disassociate, renumber, and delete Subscriber mailboxes from the Mitel tab of the Active Directory Snap-in.

Creating a Subscriber Mailbox

Before you can administer a Subscriber mailbox from the Active Directory Snap-in, you must first create or associate a mailbox with the Active Directory User.

To create a Subscriber mailbox using the Active Directory Snap-in:

- 1 Go to **Start > Programs > Administrative Tools**, and then click **Active Directory Users and Computers**.
- 2 In the console tree (left pane), click the name of your server to expand the list, and then click **Users**. The list of users displays in the details (right) pane.
- 3 In the right pane, right-click on the user who is not associated with a Subscriber mailbox, and then select **Properties**. The **Properties** dialog box displays in the **General** Tab.

The screenshot shows the 'Example Subscriber Properties' dialog box with the 'General' tab selected. The dialog box has a title bar with a question mark and a close button. Below the title bar is a table with the following data:

Member Of	Dial-in	Environment	Sessions
Remote control	Remote Desktop Services Profile	COM+	Mitel

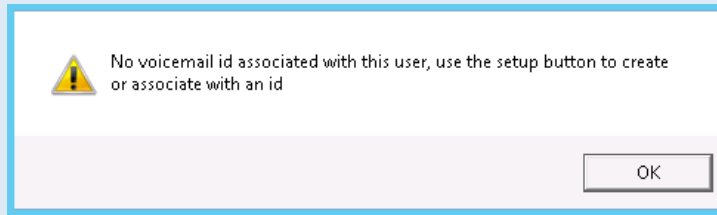
Below the table are tabs for 'General', 'Address', 'Account', 'Profile', 'Telephones', and 'Organization'. The 'General' tab is active, showing a user icon and the name 'Example Subscriber'. The form contains the following fields:

- First name: Initials:
- Last name:
- Display name:
- Description:
- Office:
- Telephone number: Other...
- E-mail:
- Web page: Other...

At the bottom are buttons for 'OK', 'Cancel', 'Apply', and 'Help'.

- 4 Click the **Mitel** tab.

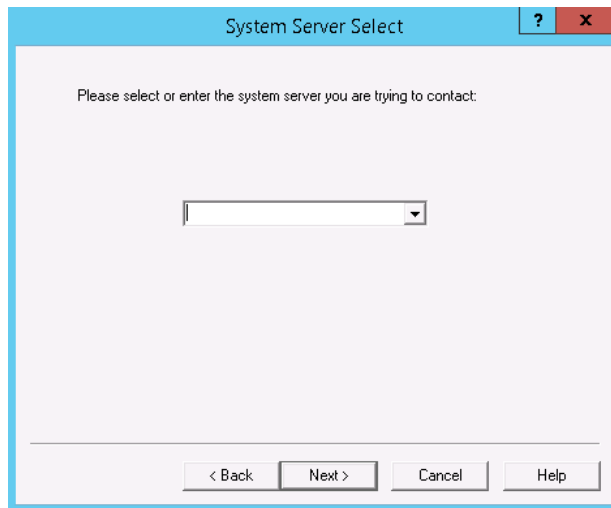
NOTE If no Subscriber mailbox is associated with the user, a message displays to inform you that you must first create or associate a user with a Subscriber mailbox. Click **OK** to continue.

A screenshot of the "Example Subscriber Properties" dialog box. It has a title bar with a question mark and a close button. The dialog is divided into several tabs: "Member Of", "Dial-in", "Environment", "Sessions", "General", "Address", "Account", "Profile", "Telephones", "Organization", "Remote control", "Remote Desktop Services Profile", "COM+", and "Mitel". The "Mitel" tab is selected. Inside the "Mitel" tab, there are two sections: "Mitel" and "Connection". The "Mitel" section has four text boxes: "First Name", "Last Name", "Department", and "Display Name". The "Connection" section has three text boxes: "System Server", "Mailbox ID", and "Primary Extension". Below these sections are two buttons: "Setup..." and "Properties...". At the bottom of the dialog are four buttons: "OK", "Cancel", "Apply", and "Help".

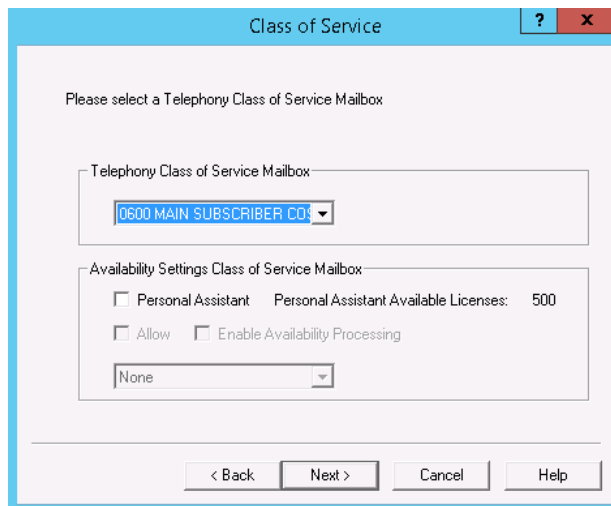
- 5 In the **Mitel** tab, click the **Setup** button. The **Account Setup** dialog box displays.

A screenshot of the "Account Setup" dialog box. It has a title bar with a question mark and a close button. The dialog asks "What would you like to do?" and has five radio button options: "Create a new subscriber mailbox." (selected), "Associate an existing subscriber mailbox", "Renumber this subscriber mailbox", "Delete this subscriber mailbox", and "Disassociate current subscriber mailbox". At the bottom of the dialog are four buttons: "< Back", "Next >", "Cancel", and "Help".

- 6 Select **Create a new voice mailbox**, and then click **Next**. The **System Server Select** dialog box displays.

The dialog box is titled "System Server Select" with a blue header bar containing a question mark icon and a close button. The main area is light gray and contains the text "Please select or enter the system server you are trying to contact:" followed by a text input field with a dropdown arrow. At the bottom, there are four buttons: "< Back", "Next >", "Cancel", and "Help".

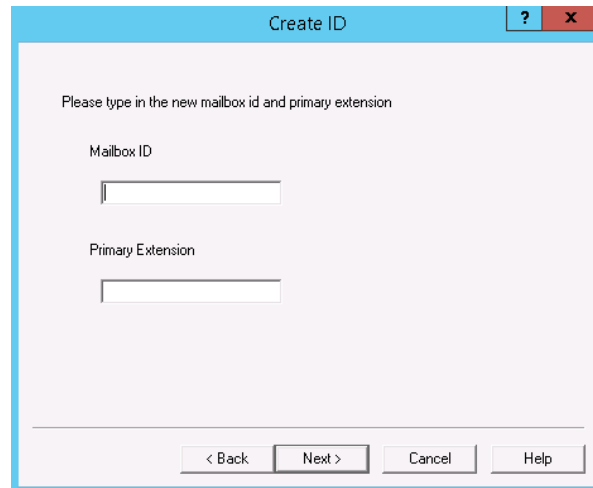
- 7 Select the system server from the list or enter the name of the system server, and then click **Next**. The **Class of Service** dialog box displays.

The dialog box is titled "Class of Service" with a blue header bar containing a question mark icon and a close button. The main area is light gray and contains the text "Please select a Telephony Class of Service Mailbox". Below this is a section titled "Telephony Class of Service Mailbox" with a dropdown menu showing "0600 MAIN SUBSCRIBER CO". Below that is a section titled "Availability Settings Class of Service Mailbox" containing three checkboxes: "Personal Assistant" (unchecked), "Allow" (unchecked), and "Enable Availability Processing" (unchecked). To the right of the "Personal Assistant" checkbox is the text "Personal Assistant Available Licenses: 500". Below these checkboxes is a dropdown menu showing "None". At the bottom, there are four buttons: "< Back", "Next >", "Cancel", and "Help".

- 8 Select the **Telephony Class of Service Mailbox** from the list.
- 9 If you want to enable the Personal Assistant feature for the subscriber, select the **Personal Assistant** checkbox and then select the **Enable Availability Processing** checkbox. The available number of Personal Assistant licenses is decremented by one if you select **Personal Assistant**.
- 10 If you want to allow the subscriber to enable/disable **Personal Assistant** settings, select **Allow**.

NOTE When you enable the Personal Assistant feature, the subscriber is allowed to turn on/off the feature using the Voice User Interface (VUI), Web PhoneManager, or the MiCollab AM Mobility Service.

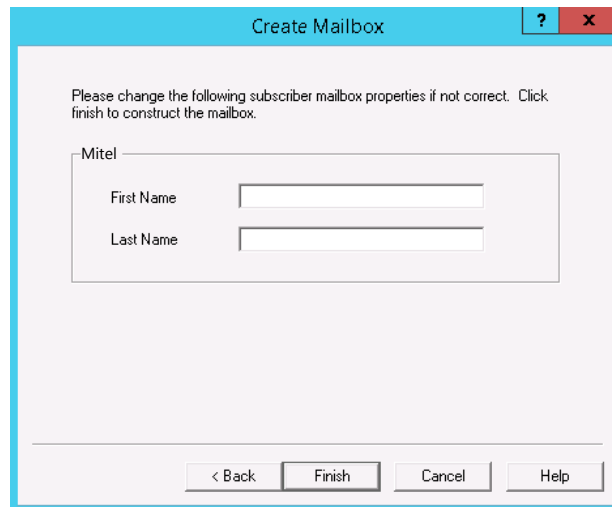
- 11 If you want to use a Class of Service mailbox to configure **Availability Settings**, select the **Availability Class of Service Mailbox** to use from the list. The default setting is **None**.
- 12 Click **Next** to continue. The **Create ID** dialog box displays.



The 'Create ID' dialog box has a blue title bar with a question mark icon and a close button. The main area is light gray and contains the text 'Please type in the new mailbox id and primary extension'. Below this, there are two labels: 'Mailbox ID' and 'Primary Extension', each followed by a text input field. At the bottom, there are four buttons: '< Back', 'Next >', 'Cancel', and 'Help'.

13 Enter a mailbox number for the Subscriber. The primary extension number defaults to the mailbox number. If the primary extension number is different, change it now.

14 Click **Next** to continue. The **Create Mailbox** dialog box displays.



The 'Create Mailbox' dialog box has a blue title bar with a question mark icon and a close button. The main area is light gray and contains the text 'Please change the following subscriber mailbox properties if not correct. Click finish to construct the mailbox.' Below this, there is a label 'Mitel' followed by a rectangular box containing two labels: 'First Name' and 'Last Name', each followed by a text input field. At the bottom, there are four buttons: '< Back', 'Finish', 'Cancel', and 'Help'.

15 In the **Mitel** area, enter the first and last name of the subscriber.

16 Click **Finish**.

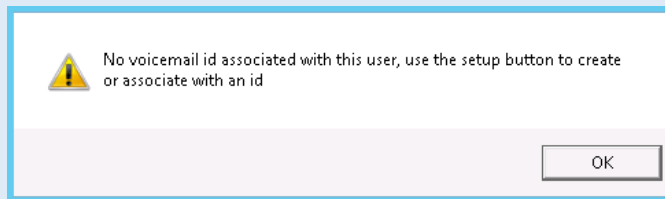
Associating a Subscriber Mailbox with the Active Directory User

You can associate an Active Directory User to an existing Subscriber mailbox, if one is available.

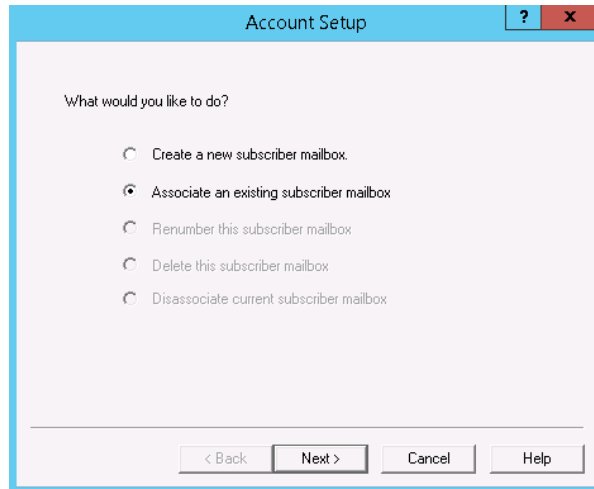
To associate a subscriber mailbox with an Active Directory user:

- 1 Select **Start > Programs > Administrative Tools**, and then click **Active Directory Users and Computers**.
- 2 In the console tree (left pane), click the name of your server to expand the list, and then click **Users**. The list of users displays in the details (right) pane.
- 3 In the details pane, right-click on the appropriate **User Account**, and then select **Properties**. The **Properties** dialog box displays in the **General** tab.
- 4 Click the **Mitel** tab.

NOTE If no Subscriber mailbox is associated with the user, a message displays to inform you that you must first create or associate a user with a Subscriber mailbox. Click **OK** to continue.

A screenshot of the "Example Subscriber Properties" dialog box, specifically the "Mitel" tab. The dialog has a title bar with a question mark and a close button. It features a tabbed interface with tabs for "General", "Address", "Account", "Profile", "Telephones", "Organization", "Remote control", "Remote Desktop Services Profile", "COM+", and "Mitel". The "Mitel" tab is active, showing fields for "First Name", "Last Name", "Department", and "Display Name" under the "Mitel" section. Below this is the "Connection" section with fields for "System Server", "Mailbox ID", and "Primary Extension". At the bottom of the Mitel section are "Setup..." and "Properties..." buttons. The overall dialog has "OK", "Cancel", "Apply", and "Help" buttons at the very bottom.

- 5 In the **Mitel** tab, click the **Setup** button. The **Account Setup** dialog box displays.

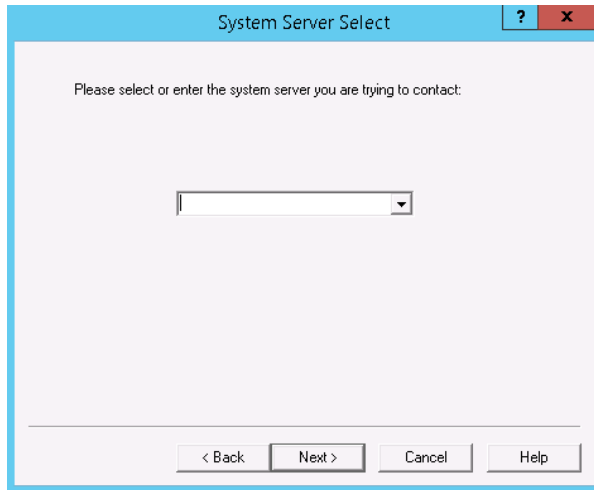


The **Account Setup** dialog box has a title bar with a question mark and a close button. The main area contains the text "What would you like to do?" followed by five radio button options:

- ☐ Create a new subscriber mailbox.
- ☒ Associate an existing subscriber mailbox
- ☐ Renumber this subscriber mailbox
- ☐ Delete this subscriber mailbox
- ☐ Disassociate current subscriber mailbox

At the bottom, there are four buttons: "< Back", "Next >", "Cancel", and "Help".

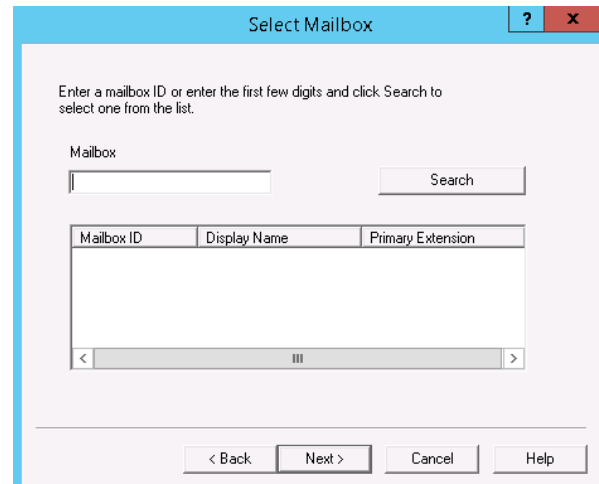
- 6 Select **Associate an existing voice mailbox**, and then click **Next**. The **System Server Select** dialog box displays.



The **System Server Select** dialog box has a title bar with a question mark and a close button. The main area contains the text "Please select or enter the system server you are trying to contact:" followed by a text input field with a dropdown arrow on the right.

At the bottom, there are four buttons: "< Back", "Next >", "Cancel", and "Help".

- 7 Select the System Server from the list or enter the System Server name, and then click **Next**. The **Select Mailbox** dialog box displays.

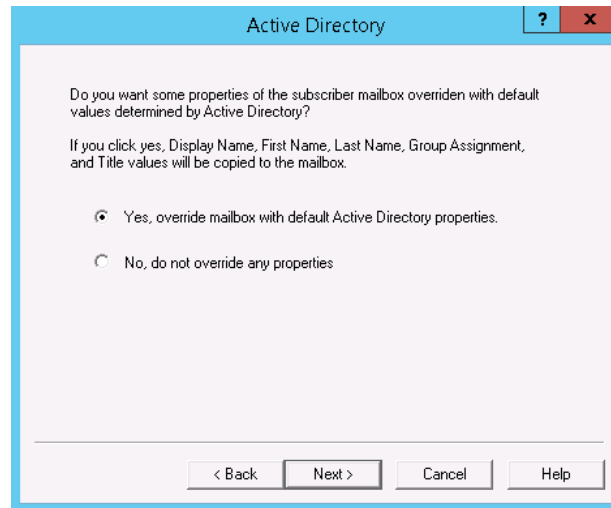


The **Select Mailbox** dialog box has a title bar with a question mark and a close button. The main area contains the text "Enter a mailbox ID or enter the first few digits and click Search to select one from the list." followed by a "Mailbox" label and a text input field with a "Search" button to its right.

Below the input field is a table with three columns: "Mailbox ID", "Display Name", and "Primary Extension". The table is currently empty.

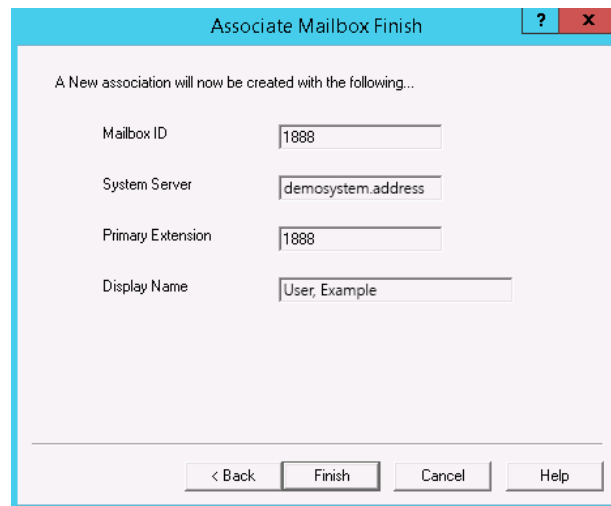
At the bottom, there are four buttons: "< Back", "Next >", "Cancel", and "Help".

- 8 Enter the mailbox number or click **Search** to display the list of mailboxes in the table.
- 9 Select a mailbox from the list, and then click **Next**. The **Active Directory** dialog box displays.



The **Active Directory** dialog box has a title bar with a question mark and a close button. The main text asks: "Do you want some properties of the subscriber mailbox overridden with default values determined by Active Directory?" It then explains: "If you click yes, Display Name, First Name, Last Name, Group Assignment, and Title values will be copied to the mailbox." There are two radio buttons: "Yes, override mailbox with default Active Directory properties." (which is selected) and "No, do not override any properties". At the bottom are four buttons: "< Back", "Next >", "Cancel", and "Help".

- 10 Select **Yes, override mailbox with default Active Directory properties** to override the mailbox with the Active Directory properties, or click **No, do not override any properties** to leave the mailbox properties unchanged.
- 11 Click **Next**. The **Associate Mailbox Finish** dialog box displays with the summary of the new mailbox association.



The **Associate Mailbox Finish** dialog box has a title bar with a question mark and a close button. The main text says: "A New association will now be created with the following...". It displays four fields with their values: "Mailbox ID" (1888), "System Server" (demosystem.address), "Primary Extension" (1888), and "Display Name" (User, Example). At the bottom are four buttons: "< Back", "Finish", "Cancel", and "Help".

- 12 Click **Finish**.

Renumbering Subscriber Mailboxes or Primary Extensions

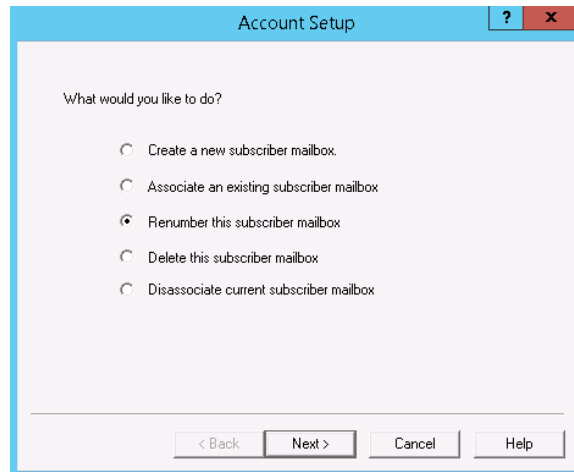
You can renumber a Subscriber mailbox or primary extension number using the Active Directory Snap-in.

To renumber a mailbox or primary extension number:

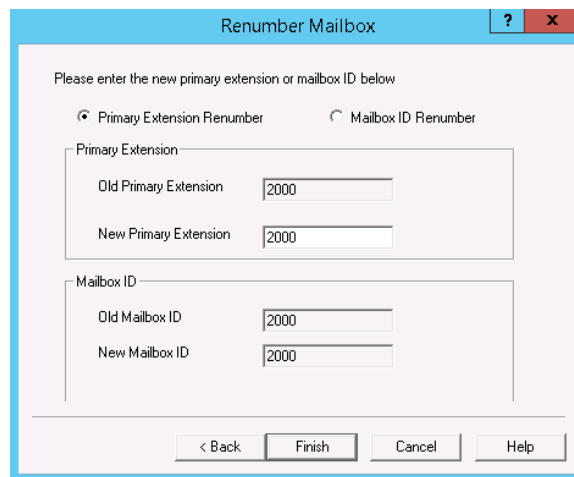
- 1 Select **Start > Programs > Administrative Tools**, and then click **Active Directory Users and Computers**.
- 2 In the console tree (left pane), click the name of your server to expand the list, and then click **Users**. The list of users displays in the details (right) pane.
- 3 In the details pane, right-click on the appropriate User Account, and then select **Properties**. The **Properties** dialog box displays.
- 4 Click the **Mitel** tab.

The screenshot shows the 'Example User Properties' dialog box with the 'Mitel' tab selected. The dialog has a title bar with a question mark and a close button. Below the title bar is a tabbed interface with the following tabs: Member Of, Dial-in, Environment, Sessions, General, Address, Account, Profile, Telephones, Organization, Remote control, Remote Desktop Services Profile, COM+, and Mitel. The 'Mitel' tab is active, showing two sections: 'Mitel' and 'Connection'. The 'Mitel' section contains four text boxes: 'First Name' (Example), 'Last Name' (User), 'Department' (empty), and 'Display Name' (User, Example). The 'Connection' section contains three text boxes: 'System Server' (demosystem.address), 'Mailbox ID' (2000), and 'Primary Extension' (2000). Below these sections are two buttons: 'Setup...' and 'Properties...'. At the bottom of the dialog are four buttons: 'OK', 'Cancel', 'Apply', and 'Help'.

- 5 In the **Mitel** tab, click **Setup**. The **Account Setup** dialog box displays.



- 6 Select **Renumber this voice mailbox**, and then click **Next**. The **Renumber Mailbox** dialog box displays.



- 7 If you are:
- Renumbering the primary extension number, click **Primary Extension Renumber**, and then enter a new extension number in the **New Primary Extension** field.
 - Renumbering the mailbox number, click **Mailbox ID Renumber**, and then enter a new mailbox number in the **New Mailbox ID** field.
- 8 Click **Finish**.

Disassociating a Subscriber Mailbox from Active Directory

You can disassociate a Subscriber mailbox from Active Directory using the Active Directory Snap-in.

WARNING This action removes the Subscriber mailbox association from Active Directory Users and Computers completely.

To disassociate a Subscriber mailbox from Active Directory:

- 1 Select **Start > Programs > Administrative Tools**, and then click **Active Directory Users and Computers**.
- 2 In the console tree, click **Users**.
- 3 In the details pane, right-click on the appropriate User Account, and then select **Properties**. The Properties dialog box displays.

The screenshot shows the 'Example User Properties' dialog box with the 'Mitel' tab selected. The dialog contains the following fields and buttons:

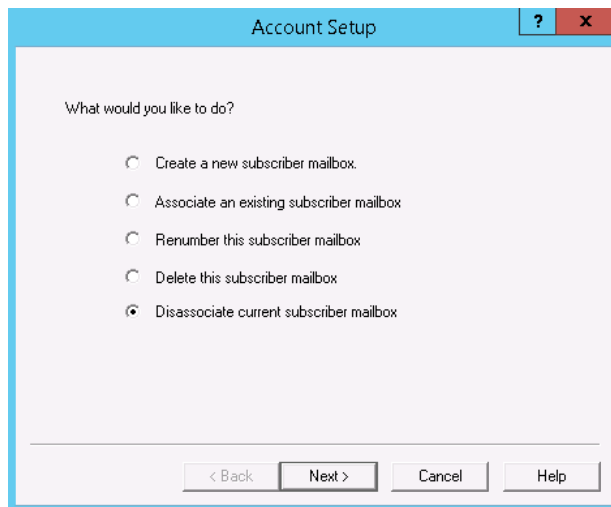
- Member Of** tab
- Dial-in** tab
- Environment** tab
- Sessions** tab
- General** tab
- Address** tab
- Account** tab
- Profile** tab
- Telephones** tab
- Organization** tab
- Remote control** tab
- Remote Desktop Services Profile** tab
- COM+** tab
- Mitel** tab (active)

Fields in the Mitel tab:

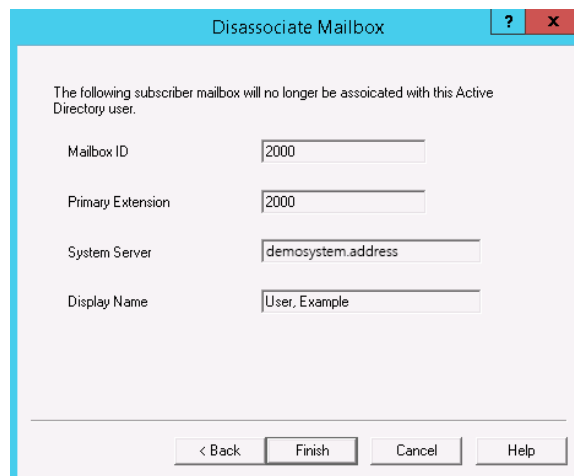
- First Name: Example
- Last Name: User
- Department:
- Display Name: User, Example
- System Server: demosystem.address
- Mailbox ID: 2000
- Primary Extension: 2000

Buttons: Setup..., Properties..., OK, Cancel, Apply, Help

- 4 Click the **Mitel** tab, and then click **Setup**. The **Account Setup** dialog box displays.



- 5 Select **Disassociate current mailbox**, and then click **Next**. The **Disassociate Mailbox** dialog box displays.



- 6 Click **Finish** to disassociate the mailbox from Active Directory.

Deleting a Subscriber Mailbox from Active Directory

You can delete a Subscriber mailbox from Active Directory using the Active Directory Snap-in.

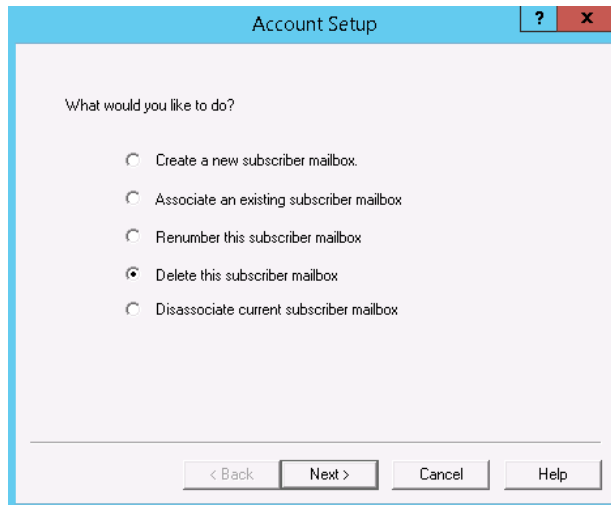
WARNING This action removes the Subscriber mailbox from MiCollab AM completely.

To delete a Subscriber mailbox from Active Directory:

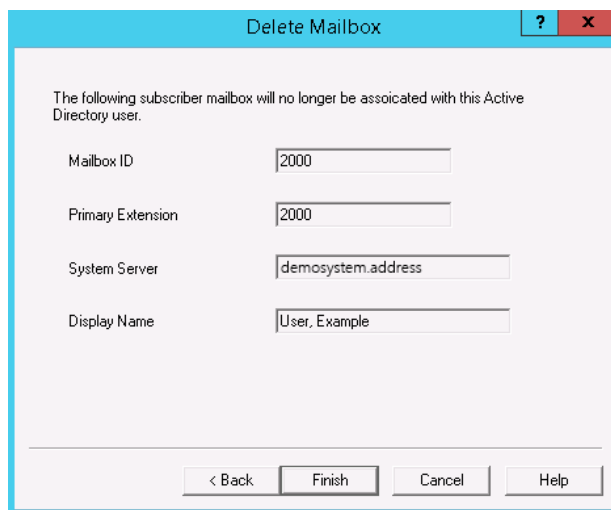
- 1 Select **Start > Programs > Administrative Tools**, and then click **Active Directory Users and Computers**.
- 2 In the console tree (left pane), click the name of your server to expand the list, and then click **Users**. The list of users displays in the details (right) pane.
- 3 In the details pane, right-click on the appropriate User Account, and then select **Properties**. The **Properties** dialog box displays.
- 4 Click the **Mitel** tab.

The screenshot shows the 'Example User Properties' dialog box with the 'Mitel' tab selected. The dialog has a title bar with a question mark and a close button. Below the title bar is a tabbed interface with the following tabs: Member Of, Dial-in, Environment, Sessions, General, Address, Account, Profile, Telephones, Organization, Remote control, Remote Desktop Services Profile, COM+, and Mitel. The 'Mitel' tab is active, showing two sections: 'Mitel' and 'Connection'. The 'Mitel' section contains four text boxes: 'First Name' (Example), 'Last Name' (User), 'Department' (empty), and 'Display Name' (User, Example). The 'Connection' section contains three text boxes: 'System Server' (demosystem.address), 'Mailbox ID' (2000), and 'Primary Extension' (2000). Below these sections are two buttons: 'Setup...' and 'Properties...'. At the bottom of the dialog are four buttons: 'OK', 'Cancel', 'Apply', and 'Help'.

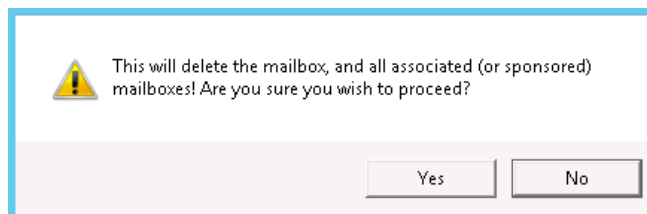
- 5 In the **Mitel** tab, and then click **Setup**. The **Account Setup** dialog box displays.



- 6 Select **Delete this voice mailbox**, and then click **Next**. The **Delete Mailbox** dialog box displays.



- 7 Click **Finish** to delete the mailbox. A confirmation dialog box displays.



- 8 Click **Yes** to confirm the deletion.

Administering Subscriber Mailboxes

The MiCollab AM Active Directory Snap-in allows you to administer Subscriber mailboxes from the Active Directory Snap-in. From the Mitel tab of the Active Directory Snap-in you can administer Subscriber mailbox features from the following tabs:

- Voicemail Subscriber
 - Personal Assistant
 - Setup Tutorial
 - Class of Service mailbox
 - Fax User ID and DID telephone number
 - Language
 - Initial TTS
 - Client Display
 - Prompt language
 - Caller Usage
- Password
 - Set Password
 - Set Password to Default
 - Lockout (enable/disable)
- MWI Settings
 - Enable MWI Notification
 - Current MWI state
- E-mail
 - Message Access by Client Applications
 - Message Storage Location
 - E-mail access by Telephone
 - Telephony to E-mail Access
 - Enumeration Settings
 - Display Name
 - E-mail Address
 - IMAP Logon ID and Password
- Associated Numbers
 - Extension Number (Primary)
 - SMDI Prefix
 - Device Type
 - Ring Timeout

- Devices, device types, and ring timeout
- Primary Device
- Primary Mobile Device
- Personal Operator
- Speech Recognition
 - VUI Type
 - Subscriber Access
 - Personal Assistant Features
 - Speech Aliases

To administer a Subscription mailbox from the Active Directory Snap-in:

- 1 Select **Start > Programs > Administrative Tools**, and then click Active Directory Users and Computers.
- 2 In the console tree, click **Users**.
- 3 In the details pane, right-click on the appropriate User Account, and then select **Properties**. The Properties dialog box displays.

The screenshot shows the 'Example User Properties' dialog box with the 'Mitel' tab selected. The 'Mitel' tab contains the following fields:

- First Name: Example
- Last Name: User
- Department: (empty)
- Display Name: User, Example

Below these fields is the 'Connection' section with the following fields:

- System Server: demosystem.address
- Mailbox ID: 2000
- Primary Extension: 2000

At the bottom of the dialog are buttons for 'Setup...', 'Properties...', 'OK', 'Cancel', 'Apply', and 'Help'.

- 4 Click **Properties**. The **Active Directory** view of the Subscriber mailbox tabs display.

Subscriber Mailbox - 2000 - User, Example

Voicemail Subscriber | Security Code | MWI Settings | E-mail | Associated Numbers | Speech Recognition

☐ Personal Assistant Personal Assistant Available Licenses: 500

☒ Setup Tutorial

Class Mailbox: 0600 MAIN SUBSCRIBER COS

Availability Processing

☐ Allow ☐ Enable

Auto Build Source Mailbox

Fax

User ID

DID Number

Language

Initial TTS: Default

Client Display: English

Prompt

Language: Default

Caller Usage: None

OK Cancel Apply Help

5 Once you have finished making changes to the mailbox, click **OK**.

For information on administering MiCollab AM, refer to *System Administration Guide* or refer to the MiCollab AM online help.