

# MiCollab Advanced Messaging Mobile Web Admin System Administrator Guide

For version 9.2 and above

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# Preface

This guide describes how to install and configure the MiCollab AM Mobile Admin.

This guide is written for Mitel-certified MiCollab Advanced Messaging (MiCollab AM) administrators who are familiar with MiCollab AM procedures and terminology, the **MiCollab AM Configuration** utility, and the Microsoft Windows® operating system or the Linux® operating system and have a working knowledge of web servers and Internet protocols.

Before implementing any procedures in this guide, ensure that MiCollab AM software is installed and running successfully.

## 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 MiCollab AM Documentation Library includes the following documents and resources:

- **Administration Documentation.** Available as a PDF only. Contains the following:
  - **Administration Guides.** Available as a PDF only. Contains administrative guides for administrators about how to manage and configure the messaging system.
  - **Quick Reference Cards (QRC).** Contains shortcuts and quick instructions telling subscribers how to access and use the messaging system.
  - **User Guides.** Available as a PDF only. Contains user guides for subscribers about accessing the messaging system and checking and sending messages.
- **Server Documentation.** Available as a PDF only. Contains the following:
  - **Developer Resources.** Contains programming guides and API references for developers for integrating the server clients and web applications with MiCollab AM.
  - **Installation and Configuration.** Available as a PDF only. Contains installation and configuration guides for server administrators about how to install and configure the messaging system.
  - **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.

- **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: [www.mitel.com](http://www.mitel.com)

## Help

The primary source of information about MiCollab AM is the online help available within any of its administrative utilities. You can access **Help** by clicking the **Help** button in the dialog box or window in which you are working.

## 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** Titles of other documents are shown in italics.  
 | Example: See the *System Installation and Configuration Guide*.
- **User Interface (UI) Element Names.** Names of UI elements such as dialog boxes, windows, screens, menu items, tabs, buttons, and icons 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 MiCollab AM 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>

# MiCollab AM Mobile Admin Overview

MiCollab AM offers system administrators the option of performing certain basic functions from a mobile phone web browser. Current supported functions are:

- Subscriber Name Updates (Display, First, Middle, and Last)
- Security Code Lockout
- Force Security Code Reset
- Reset Security Code to System Default
- Set Security Code
- MWI toggle
- Assign Answer Mode Plan for MiCollab AM Call Servers (including system server with Call Services)



# Before You Install

This section lists the installation requirements for successfully installing MiCollab AM Mobile Admin. Be sure to review and meet these requirements before continuing with the other procedures discussed in this document.

## Installation Preparation

To install MiCollab AM Mobile Admin in an organization successfully, the assistance of the following individuals, who constitute the installation team, is required:

- MiCollab AM system administrator
- Microsoft Windows Server administrator
- Web server administrator
- MIS/IT support staff

**IMPORTANT** Ensure each member of the installation team receives a copy of this System Administration Guide several days or weeks before the installation of MiCollab AM Mobile Admin.

## Web Server Installation Requirements

Be sure to review the following installation requirements to ensure that the correct files, versions, and service packs are installed on your web server.

### Site Requirements

- TCP/IP-based connectivity between MiCollab AM Mobile Admin and the MiCollab AM System Server
- MiCollab AM Mobile Admin may run on the same physical server as Web PhoneManager™

### Microsoft Web Server Requirements

- Windows Server 2012 R2, Windows Server 2016 (Server with Desktop Experience) or Windows Server 2019 (Server with Desktop Experience) with the Windows Internet Information Server (IIS) version 6.x, 7.0, 7.5, 8.x, or 10.x component installed
- World Wide Web Publishing Service installed and running
- PHP version 7.0 with SOAP, XSL, cURL and OpenSSL modules installed
- To ensure web security using SSL, a certificate purchased from a Certificate Authority

- Access to a DVD/USB drive (for software installation)

## Microsoft Windows Apache Web Server Requirements

- Windows Server 2012 R2, Windows Server 2016 (Server with Desktop Experience), or Windows Server 2019 (Server with Desktop Experience)
- Apache Web Server versions 1.3.x or 2.2.x
- PHP version 7.0 with SOAP, XSL, cURL and OpenSSL modules installed.
- To ensure web security using SSL, a certificate purchased from a Certificate Authority
- Access to a DVD/USB drive (for software installation)

## Linux-based Apache Web Server Requirements

**IMPORTANT** Most current Linux server distributions include copies of Apache and PHP. However, because those distributions are not updated between releases, you may need to download, build, and install the required versions of Apache and PHP.

- Current server-class Linux distribution, such as Fedora®, Debian®, or OpenSUSE® Linux
- Apache Web Server versions 1.3.x or 2.2.x
- PHP version 7.0 with SOAP, XSL, cURL, and OpenSSL modules installed.
- To ensure web security using SSL, a certificate purchased from a Certificate Authority
- Access to a DVD/USB drive (for software installation)

## Browser Requirements

- Client browser must support JavaScript.

# Installation MiCollab AM Mobile Admin Server Components

Regardless of which server platform you choose to host MiCollab AM Mobile Admin — IIS on Windows, Apache on Windows, or Apache on Linux — the basic stages of installation are as follows:

- Install or update the web server software.
- Install the PHP interpreter with its SOAP, XSL, cURL and OpenSSL modules.
- Install and configure MiCollab AM Mobile Admin software.

The following sections discuss this in more detail.

## Web Server Software and Other Required Software

Because of the variety of different web server platforms, this document assumes that you have the web server and all associated software installed and running. If the web server software is not installed, please refer to the documentation appropriate to your operating system and web server selection.

In addition to the web server software, for all web server platforms, install PHP. You can download the software at [www.php.net](http://www.php.net). Follow the installation instructions appropriate to your operating system and web server combination. For MiCollab AM Mobile Admin specific configuration instructions, refer to the section, [Installing the PHP Interpreter](#).

**IMPORTANT** PHP.net offers .msi installers for windows for PHP 7.0.

## Configuring IIS

Before you configure IIS, add a folder to the \Inetpub\wwwroot folder on your web server. This folder can have any name. However, make a note of the name for later configuration. It becomes the root folder for MiCollab AM Mobile Admin.

- If you are deploying more than one site, each one must have its own unique port. The customary default port for Web sites is 80, but adjacent port numbers such as 75 or 82 also work. 8000 and 8080 are also common alternative port numbers.
- After you have set up IIS, create a new web site using the \Inetpub\wwwroot\<root folder> folder as the home directory.
- You may also want to create a test web site and populate it with static HTML pages. Using a browser on a second computer, log on to the test site and make sure it functions normally. This tests IIS itself and verifies that the basic IIS installation is working correctly.
- After you have finished configuring IIS, stop all web sites except for the default site.

## Configuring Apache Server

After you have installed the Apache software, you need to adjust a few of its default settings so that it runs correctly. These settings are located in a configuration-setting file named *httpd.conf*.

**IMPORTANT** The following procedure discusses only the configuration settings that pertain directly to MiCollab AM Mobile Admin. Changing other configuration settings can prevent your Apache server from operating correctly. For more information about Apache configuration, refer to <http://httpd.apache.org/docs/2.2/configuring.html>.

### To configure your Apache server:

- 1 From the Start menu, select **All Programs > Apache HTTP Server > Configure Apache Server**, and then click **Edit the Apache httpd.conf Configuration File**.
- 2 In the configuration file, update the following settings to the values shown.

Setting	Value	Comment
DocumentRoot	<apachefolder>/htdocs	In most circumstances, you can leave this at its default, which is based on the directory where you installed the Apache software (shown here by <apachefolder>).
DirectoryIndex	index.php index.html	

- 3 From the menu bar, select **File > Save**, and then click **Exit**.

**NOTE** It is recommended that you restart the web server platform after the installation and configuration of the Apache server is complete.

The Apache Web Server software installation places a test page in the server's document root directory. To display the test page, start a web browser on another computer within the web server's network and navigate to <http://myserver>, where *myserver* is the full address you have assigned to the server. You should see the words *"It works!"* in the browser.

# Installing the PHP Interpreter

Because of differences in server platform, web server, and web server configuration, instructions on how to install and configure PHP is beyond the scope of this document. Consult the documentation for your operating system and web server for detailed instructions. Once the PHP interpreter is installed and configured, there are several things to do to allow the installation to work with MiCollab AM Mobile Admin.

**NOTE** PHP.net offers .msi installers for windows for PHP 7.0.

## Creating Working Folders in the PHP Directory

After you have installed the PHP software, create two new folders named **Upload** and **Session** within the directory where you installed PHP. During MiCollab AM Mobile Admin sessions, PHP uses these folders as temporary holding locations for uploaded files and session information. Although these files can reside anywhere, the location must be properly referenced in the PHP.ini file and permissions must be set properly.

To ensure that these folders function properly, check and adjust their access permissions as shown in the following table.

Table 2. Creating Working Folders

If your web server runs...	Then...
<b>Windows</b>	It is not necessary to create working folders under Windows. The PHP installer does this automatically.
<b>Linux</b>	Use the <b>chmod</b> and <b>chown</b> commands to give the default web user account ownership and read, write, and file execute (but not directory execute) privileges for the folders.

## Editing the PHP.ini File (Linux)

After you have installed PHP and its SOAP, OpenSSL, XSL, and cURL modules, use a text editor to open the PHP.ini file. This file is located in the root directory that you specified for PHP during its installation.

In the PHP.ini file, verify that the settings in the following table are assigned the values shown. If not, change the settings as needed.

Table 3. Editing the PHP.ini File

Setting	Location	Value
cgi.force_redirect	Paths and Directories	0 (if PHP is running in CGI mode)

upload_tmp_dir	Fopen wrappers	The full path to the Upload folder in the PHP root directory
session.save_path	Fopen wrappers	The full path to the Session folder in the PHP root directory
upload_max_filesize		10M
post_max_size		10M

Verify that references to the SOAP, Open SSL, cURL and XSL modules are added. These references have the following general format.

**Extension = *filename***

Where filename refers to the actual filename of the module, (The filename can vary between Windows and various Linux distributions).

Table 4. Finding Module References

If your web server runs...	Then you can find the module references...
Windows	It is not necessary to create working folders under Windows. The PHP installer does this automatically when the optional modules are selected during setup.
Linux	In separate files called soap.ini and xsl.ini, which may be located in an alternate configuration directory (see the PHP status page in the following procedure for the name of this directory if necessary)

## Testing the PHP Interpreter

Once you have installed the PHP interpreter, you can use the web server to test it. The following procedure explains how to call up the PHP status page in a web browser.

**IMPORTANT** Mitel Technical Support personnel cannot help you troubleshoot your installation of MiCollab AM Mobile Admin until your web server has passed this test.

### To test the PHP interpreter:

- 1 Start a text editor on your web server platform, and then create a new document.
- 2 In the new document, type the following text:  
`<?php phpinfo(); ?>`
- 3 Save the new document in the default root folder of your web server as a text file named phptest.php
- 4 At a different computer that has network access to the web server, start a web browser. On the browser's address line, enter the address:

**http://servername/phptest.php** or **https://servername/phptest.php**

(Where *servername* is the network name or domain name of your web server)

- 5** Proceed according to the result you see in your web browser.

If you see...	Then...
An error page	Examine your web server software and reconfigure it as needed.
The PHP status page	Continue to <b>Step 6</b> .

- 6** Scroll down the PHP status page to verify that the SOAP, OpenSSL, cURL and XSL modules are installed and enabled.

If...	Then...
One or more modules are not installed or enabled	The PHP interpreter is not configured correctly. Examine your installation of PHP and reconfigure it as needed.
All modules are installed and enabled	The web server and PHP interpreter are working correctly. Continue to step 7.

- 7** Exit your web browser.

# Changing the Permissions of the Directories

Upon initial configuration of your MiCollab AM Mobile Admin server, you must make the *config*, *logs*, and *temp* directories on your web server writable to the web server's guest account. As such, you need to update the permission of the *config*, *logs*, and *temp* folders to give full control to either the Internet Guest Account (if you are using IIS) or to the default *web user* (if you are using the Apache web server).

To ensure that the directories and files in the MiCollab AM Mobile Admin site are available to MiCollab AM subscribers, check and adjust the folders access permissions as shown in the following table.

Table 5. Directories Permissions

If your web server runs...	Then...
Windows 2016/2019 IIS 10.x	Grant Full Control permissions to the default Internet Guest Account on the web server platform (USER_platformname)
Windows 2012 R2 IIS 8.x	Grant Full Control permissions to the default Internet Guest Account on the web server platform (USER_platformname)
Linux	Use the <code>chmod</code> and <code>chown</code> commands to give the default web user account ownership and read, write, and file execute (but not directory execute) privileges for the folders.



# Configuring the Firewall

If your organization maintains a firewall between its web-based servers and the organization's users, you must open one of the port addresses in the following table for MiCollab AM Mobile Admin to function correctly.

## Internal to DMZ ports

Table 6. DMZ ports

Port	Purpose
80	Primary HTTP port for the MiCollab AM Mobile Admin site <b>NOTE</b> If you specified a different HTTP port when you installed the web
443	Secure HTTP (HTTPS) port
18277	Secure SOAP port

## DMZ to Internet ports

Table 7. Internet ports

Port	Purpose
80	<a href="http://www.mitel.com">www.mitel.com</a>
443	<a href="https://android.apis.google.com/c2dm/send">https://android.apis.google.com/c2dm/send</a> <a href="https://www.google.com/accounts/ClientLogin">https://www.google.com/accounts/ClientLogin</a> <a href="http://www.mitel.com">www.mitel.com</a> <a href="https://android.googleapis.com/gcm/send">https://android.googleapis.com/gcm/send</a>
2195	<a href="https://gateway.push.apple.com:2195">ssl://gateway.push.apple.com:2195</a>

**IMPORTANT** If you are installing MiCollab AM Mobile Admin on an IIS server, you must go back to IIS Administration and start the MiCollab AM Mobile Admin web site now.

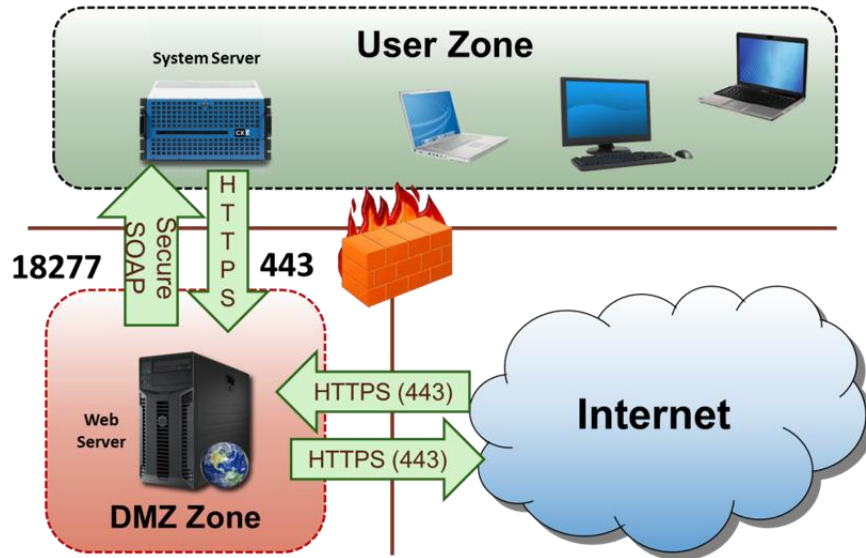


Figure 1. Firewall configuration

# Installing MiCollab AM Mobile Admin

Because Mitel has designed MiCollab AM Mobile Admin to run on two different web server platforms and two different operating systems, MiCollab AM Mobile Admin is supplied on the MiCollab AM Installation Media without a specific installation program. Instead, the files and directories that make up MiCollab AM Mobile Admin are included on the installation media exactly as they must be installed on a web server.

## To install MiCollab AM Mobile Admin on the web server platform:

- 1 Log on to the platform using a Windows Administrator account.
- 2 Insert the MiCollab AM Installation Media into the appropriate drive.
- 3 Do one of the following:

If autorun is...	Then...
Enabled	The MiCollab AM Installation menu displays. In the MiCollab AM Server Components area, click <b>Browse this disc</b> and then open the <b>Web Applications</b> folder on the media.
Not Enabled	Open the <b>Web Applications</b> folder on the media.

- 4 Copy the contents of the *Web Applications\Mobile Admin* folder including all subfolders, to the MiCollab AM Mobile Admin site directory on the web server.

**IMPORTANT** Be sure to preserve and restore the original directory structure stored in the *Web Applications\Mobile Admin* folder on the MiCollab AM Installation Media. The two directories *FrameworkBase* and *MobileAdmin* must be copied to the same parent folder and must remain named as they are.

# Configuring MiCollab AM Mobile Admin

**NOTE** Users who are set up to use Windows Logon cannot log on to MiCollab AM Mobile Admin.

Configuring MiCollab AM Mobile Admin requires that you edit (and create if necessary) the file `config.xml`. This file is in the `config` directory of the `MobileAdmin` directory. To edit this file, browse to that location and do the following:

## To configure MiCollab AM mobile admin:

- 1 Create the base `config.xml` file by creating a copy of the `config_defaults.xml` and renaming the copy to `config.xml`. This will create the base default version of the configuration file.
- 2 Right click on `config.xml`
- 3 Select **Notepad** under *Open with...*
- 4 Enter the MiCollab AM server display name between the two `ServerID` tags (for example, `<ServerID>Seattle Server</Server ID>`). This is the name that will be displayed throughout the MiCollab AM Mobile Admin pages when referencing the MiCollab AM server it is connected to. The text that is entered here is used solely for display purposes only.
- 5 Enter the address of the MiCollab AM system server between the two `Hostname` tags (for example, `<Hostname>config.seattleserver.com</Hostname>`). This address can be a fully qualified domain names or IP address.
- 6 If you are using SSL to encrypt communication between the MiCollab AM server and the MiCollab AM Mobile Admin server, set the value between the two `UseHTTPS` tags to 1 (for example, `<UseHTTPS>1</UseHTTPS>`). Otherwise, set this value to 0.
- 7 If you would like to change the default mailbox search parameters for the Mailbox List Page, you can do that by changing the values for the `MailboxListSearchDefault`, `MailboxListSearchByDefault`, and the `MailboxListSearchDisableInitialLoad` tags. By default, MiCollab AM Mobile Admin will do an initial mailbox search based on display name, and using an empty search string (searches all mailboxes). If you would like to change that, edit the following three XML tags (Typically, most sites will not change these parameters):

*MailboxListSearchDefault:* Enter an initial search string for mailbox searches to default to.

*MailboxListSearchByDefault:* Enter a digit to define the default mailbox search type to run searches against. Options are 0 for Display Name, 1 for First Name, 2 for Last Name and 3 for Mailbox ID.

*MailboxListSearchDisableInitialLoad:* Set this value to 1 if it is preferred to turn the automatic mailbox search off when a user first opens the Mailbox List Page. This can be preferred if the system contains a large number of mailboxes.

For example, if it was desired to have a default search for all mailboxes that started with an ID of 41xx on four digit systems of 41xxx on five digit systems, you would define these three values as:

```
<MailboxListSearchDefault>41</MailboxListSearchDefault>
```

```
<MailboxListSearchByDefault>3</MailboxListSearchByDefault>
```

```
<MailboxListSearchDisableInitialLoad>0</MailboxListSearchDisableInitialLoad>
```

As another example, if it was desired to have a default search for all mailboxes whose Display Name started with a "T", you would define these three values as:

```
<MailboxListSearchDefault>T</MailboxListSearchDefault>
```

```
<MailboxListSearchByDefault>0</MailboxListSearchByDefault>
```

```
<MailboxListSearchDisableInitialLoad>0</MailboxListSearchDisableInitialLoad>
```

To turn off the initial automatic mailbox search [the first time the page is loaded], you would define these three values as:

```
<MailboxListSearchDefault> </MailboxListSearchDefault>
```

```
<MailboxListSearchByDefault>0</MailboxListSearchByDefault>
```

```
<MailboxListSearchDisableInitialLoad>1</MailboxListSearchDisableInitialLoad>
```

- 8** If MiCollab AM Mobile Admin will be used to connect to multiple MiCollab AM system servers, you will need to create an additional Server branch for each server. This can be done by copying the content between the two Server tags and repeating steps 5-8 for each server.