

MiCollab Advanced Messaging 9.4

Active Directory Snap-In

Administration Guide

For version 9.4 and above

Notice

The information contained in this document is believed to be accurate in all respects but is not warranted by Mitel Networks™ Corporation (MITEL®). Mitel makes no warranty of any kind with regards to this material, including, but not limited to, the implied warranties of merchantability and fitness for a particular purpose. The information is subject to change without notice and should not be construed in any way as a commitment by Mitel or any of its affiliates or subsidiaries. Mitel and its affiliates and subsidiaries assume no responsibility for any errors or omissions in this document. Revisions of this document or new editions of it may be issued to incorporate such changes.

No part of this document can be reproduced or transmitted in any form or by any means - electronic or mechanical - for any purpose without written permission from Mitel Networks Corporation.

Trademarks

The trademarks, service marks, logos and graphics (collectively "Trademarks") appearing on Mitel's Internet sites or in its publications are registered and unregistered trademarks of Mitel Networks Corporation (MNC) or its subsidiaries (collectively "Mitel") or others. Use of the Trademarks is prohibited without the express consent from Mitel. Please contact our legal department at legal@mitel.com for additional information. For a list of the worldwide Mitel Networks Corporation registered trademarks, please refer to the website: <http://www.mitel.com/trademarks>.

© Copyright 2022, Mitel Networks Corporation

All rights reserved

Contents

Preface	3
References	3
Documentation	3
Documentation Updates	4
Help	4
Document Conventions	4
Frequently Used Terms	5
Overview	6
Preparing for the Snap-In Installation	7
Software Requirements	7
Supporting Windows Logon	8
Installing the Active Directory Snap-In	9
Managing Subscriber Mailboxes with the Active Directory Snap-In	10
Creating a Subscriber Mailbox	10
Associating a Subscriber Mailbox with the Active Directory User	11
Renumbering Subscriber Mailboxes or Primary Extensions	12
Disassociating a Subscriber Mailbox from Active Directory	12
Deleting a Subscriber Mailbox from Active Directory	13
Administering Subscriber Mailboxes	14

Preface

This guide describes how to administer and install the Active Directory Snap-In.

This guide is written for Mitel-certified administrators and technicians who are familiar with MiCollab AM procedures and terminology, the MiCollab AM Admin utility, and the Microsoft Windows® operating system.

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

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>

Overview

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

NOTE The Active Directory Snap-In is not supported in a multi-tenanted system.

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 must be installed on the administrator's platform before you can install the MiCollab AM Active Directory Snap-In.

Software Requirements

On Windows 7, 8/8.1, 10; or Windows Server 2012 R2, or Windows Server 2016 (Server with Desktop Experience), Windows Server 2019 (Server with Desktop Experience), or Windows Server 2022 (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 to support Windows Logon:

- 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 Microsoft Active Directory 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 appears. 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 appears.
- 5 Review the license agreement, and then click **Yes** to accept it. The **Choose Destination Location** dialog box appears.
- 6 Accept the default destination folder or click **Browse** to select a new location, and then click **Next**. The **Start Copying Files** dialog box appears.
- 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.

NOTE You must enable the Windows Logon option for MiCollab AM Admin accounts to allow administrators to use the Active Directory Snap-In to create and modify Subscriber mailboxes. For more information, refer to [Supporting Windows Logon](#).

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 appears 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.
- 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.

- 5 In the **Mitel** tab, click the **Setup** button. The **Account Setup** dialog box appears.
- 6 Select **Create a new voice mailbox**, and then click **Next**. The **System Server Select** dialog box appears.
- 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 appears.
- 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 **Allocate License** checkbox, and then select the **Enable** checkbox. The available number of Personal Assistant licenses is decremented by one when you select **Allocate License**.

- 10 If you want the subscriber to have the Availability Processing feature, select an Availability Class of Service mailbox from the list and select the **Enable Availability Processing** checkbox.
- 11 To allow the subscriber to enable/disable Availability processing using their client, select **Let user see and configure setting**.
- 12 Click **Next** to continue. The **Create ID** dialog box appears.
- 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 appears.
- 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.

- 5 In the **Mitel** tab, click the **Setup** button. The **Account Setup** dialog box appears.
- 6 Select **Associate an existing voice mailbox**, and then click **Next**. The **System Server Select** dialog box appears.
- 7 Select the System Server from the list or enter the System Server name, and then click **Next**. The **Select Mailbox** dialog box appears.
- 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 appears.
- 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.
- 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 appears.
- 4 Click the **Mitel** tab.
- 5 In the **Mitel** tab, click **Setup**. The **Account Setup** dialog box appears.
- 6 Select **Renumber this voice mailbox**, and then click **Next**. The **Renumber Mailbox** dialog box appears.
- 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 appears.
- 4 Click the **Mitel** tab, and then click **Setup**. The **Account Setup** dialog box appears.
- 5 Select **Disassociate current mailbox**, and then click **Next**. The **Disassociate Mailbox** dialog box appears.
- 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 appears.
- 4 Click the **Mitel** tab.
- 5 In the **Mitel** tab, and then click **Setup**. The **Account Setup** dialog box appears.
- 6 Select **Delete this voice mailbox**, and then click **Next**. The **Delete Mailbox** dialog box appears.
- 7 Click **Finish** to delete the mailbox. A confirmation dialog box appears.
- 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 Users and Computers Microsoft Management Console. 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
 - Mailbox Class of Service mailbox
 - Availability Class of Service mailbox
 - Fax User ID and DID telephone number
 - Language
 - Initial TTS
 - Client Display
 - Prompt language
 - Caller Usage
 - Embedded Voice Message Transcription Service
- Security Code
 - Set Security Code
 - Set Security Code 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 Subscriber mailbox from the Active Directory Snap-In:

NOTE You must enable the Windows Logon option for MiCollab AM Admin accounts to allow administrators to use the Active Directory Snap-In to administer Subscriber mailboxes. For more information, refer to [Supporting Windows Logon](#).

- 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 appears.
- 4 On the **Mitel** tab, click **Properties**. The **Active Directory** view of the Subscriber mailbox tabs appears.
- 5 After you have finished making changes to the mailbox, click **OK**.

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