

# MiCollab Advanced Messaging Unified Messaging for Microsoft Exchange Server 2007 Administration Guide

For version 9.0 and above

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# Preface

This guide describes how to implement MiCollab Advanced Messaging (MiCollab AM) Unified Messaging for Microsoft Exchange in an organization. The book's instructions assume that MiCollab AM is running successfully. They cover the following:

- An overview of MiCollab AM Unified Messaging for Microsoft Exchange
- Installation requirements for your MiCollab AM server, Exchange server, and client workstations
- Instructions for installing and configuring E-mail Access with an Exchange server
- MiCollab AM Unified Messaging client software installation on a workstation

To implement MiCollab AM Unified Messaging for Microsoft Exchange successfully in an organization, the assistance of the following individuals, who will constitute the implementation team, is required:

- MiCollab AM server administrator
- Microsoft Exchange Server administrator
- Windows Server domain administrator
- MIS/IT support staff

**IMPORTANT** Verify that each member of the implementation team is given a copy of this online book several days or weeks before the implementation of MiCollab AM Unified Messaging for Microsoft Exchange.

## 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.

For more related documents, refer to the following list of references:

Table 1. References

Document Type	Document Title
Server Documentation	System Administration Guide
Server Documentation	System Installation and Configuration Guide
Server Documentation	RightFax Administration Guide
Server Documentation	Unified Messaging for Microsoft Exchange 2007 Administration Guide
Server Documentation	Unified Messaging for Microsoft Exchange 2010 2013 2016 Administration Guide
Quick Reference Card	Original QRC

## 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](http://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: Refer to *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 or spoken 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 2. Frequently Used Terms

Terms	Description
<b>System Server</b>	<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>
<b>Call Server</b>	<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>
<b>MiCollab AM Unified Messaging</b>	<p>Term refers to the MiCollab AM Unified Messaging for Microsoft Exchange client application, also known as Desktop Suite for Exchange. Even though the name indicates it is for Microsoft Exchange, the client works with both an on premise Microsoft Exchange server and Microsoft Office 365.</p>

# What is MiCollab AM Unified Messaging for Microsoft Exchange?

With MiCollab AM Unified Messaging for Microsoft Exchange, subscribers can manage voice, fax, and E-mail messages using Microsoft Outlook. MiCollab AM Unified Messaging accomplishes this by enhancing the Microsoft Outlook E-mail client so that it can support voice and fax messages in addition to E-mail messages. The concept of managing voice, fax, and E-mail messages within a single application program is known as unified messaging.

Unlike other Desktop Suite applications that store messages on the MiCollab AM server or in the E-mail client, MiCollab AM Unified Messaging for Microsoft Exchange stores all voice and fax messages on the Exchange server along with E-mail messages. As each voice and fax message is received, it is moved from the MiCollab AM server to the Exchange server automatically, where it is still accessible in its native form as a voice or fax message.

Because the messages are stored on the Exchange server, MiCollab AM Unified Messaging for Microsoft Exchange is sometimes referred to as server-based unified messaging.

## MiCollab AM Unified Messaging for Microsoft Exchange Features

In addition to supporting standard MiCollab AM features over the telephone, MiCollab AM Unified Messaging offers a number of additional features:

- Allows subscribers to manage voice and fax messages in ways that best suit their work styles, using the familiar interface of Microsoft Outlook.
- Allows subscribers to view fax messages and to forward them with voice or E-mail message attachments
- Enables subscribers to create, listen to, reply to, and forward voice messages over a computer multimedia sound system, thus allowing them to use MiCollab AM functions without requiring a telephone.
- Allows subscribers to autodial the sender of a message using the Live Reply feature (if supported by the telephone system)

# How MiCollab AM Unified Messaging Works

With MiCollab AM Unified Messaging for Microsoft Exchange, subscribers have two options for accessing their messages from the Exchange server's unified message store. They can use either the telephone user interface (TUI) or the graphic user interface (GUI) by using the enhanced Microsoft Outlook E-mail client.

MiCollab AM must be a member of the local area network (LAN) that supports the site's E-mail system. The LAN allows MiCollab AM and the E-mail system to communicate using the E-mail system's application programming interface (API), a set of software tools that allows other programs to communicate with the E-mail system. The relationship of the MiCollab AM server to the site's E-mail system and LAN is illustrated in the following image.

The center of any E-mail system is the E-mail server, which tracks all the messages in the system. As messages are added and deleted, the E-mail software updates its post office database.

E-mail Access, running on the MiCollab AM server, communicates with the E-mail server. When a subscriber has message notification enabled, E-mail Access polls the E-mail server each time the subscriber logs on and periodically thereafter. If E-mail messages are present in the subscriber's mailbox, E-mail Access generates an appropriate message to notify the subscriber. However, when a subscriber receives a new E-mail message, E-mail Access does not set the message-waiting indicator on the subscriber's telephone.

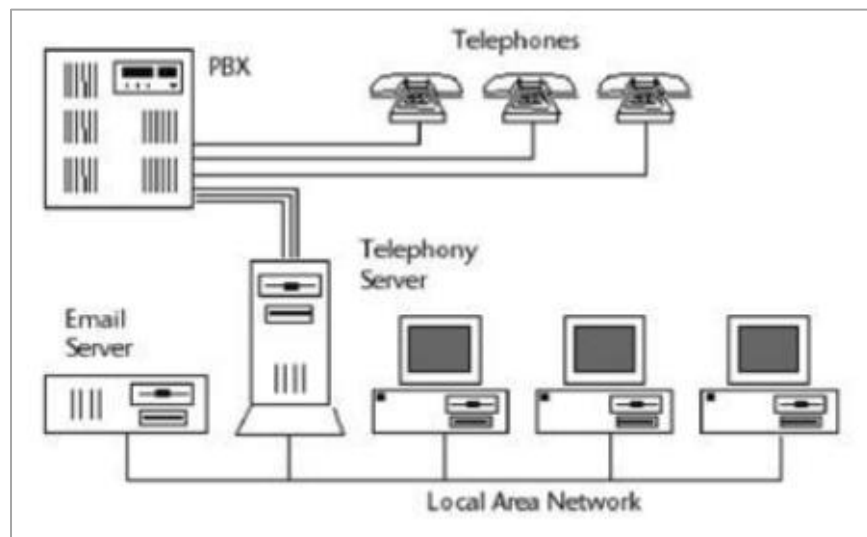


Figure 1. MiCollab AM Unified Messaging diagram

# E-mail Access and MiCollab AM Unified Messaging for Microsoft Exchange

E-mail Access is an advanced feature of MiCollab AM. Because MiCollab AM Unified Messaging functions discussed in this book depend on the proper installation of E-mail Access on the MiCollab AM server and Exchange servers, all of the requirements for E-mail Access also apply to MiCollab AM Unified Messaging for Microsoft Exchange. E-mail Access must be functioning before you can begin configuring MiCollab AM Unified Messaging for Microsoft Exchange.

**NOTE** E-mail Access cannot retrieve E-mail messages that are stored in subfolders.

E-mail Access, when used with MiCollab AM Unified Messaging, supports the North American versions of Microsoft Exchange Server 2007. Contact Microsoft for the latest Exchange Server version and available service packs.

## TUI Message Access

With TUI access, subscribers can manage their E-mail messages by telephone using MiCollab AM telephone commands. They begin this process by logging into the MiCollab AM server, which then checks their accounts on the E-mail server and enumerates their messages. MiCollab AM presents messages so that the subscribers can retrieve their information in the easiest way possible over the telephone:

- Voice messages play back directly.
- E-mail messages are read aloud using text-to-speech capabilities, starting with information about the E-mail messages' subjects and senders.
- Fax messages are announced as such with their delivery dates, delivery times, and page counts, as well as the sender's name if the sender was another subscriber. The subscriber must send the fax message to a fax machine for printing to view it.

To improve message handling, subscribers can set MiCollab AM to present messages by type, allowing them to access specific types of messages quickly. Message access through the TUI does not support the creation of text or fax messages; it only supports voice forwards and replies to E-mail messages.

TUI access offers the following features:

- When subscribers log on, MiCollab AM notifies them if they have received E-mail messages and tells them how many new messages there are. In addition, depending on how the subscribers configure their mailboxes, MiCollab AM can inform them when new E-mail messages arrive.

**NOTE** MiCollab AM E-mail message notification does not set the message waiting indication (MWIs) on subscriber telephones.

- Subscribers are informed of the time each E-mail message was delivered. Depending on what envelope information is available, MiCollab AM can also report the message subject and read or play the sender's name.
- Subscribers can listen to their E-mail messages. The text-to-speech feature allows MiCollab AM to *read aloud* the content of an E-mail message, speaking each message's subject, body, and any text-based attachments using synthesized speech.

- Subscribers can reply to E-mail messages with voice messages, providing critical responses without waiting to get to their E-mail programs. The response is attached to the E-mail reply message as a **.wav** file. The message recipient can listen to the voice message on any computer capable of playing **.wav** files, provided that the recipient's E-mail server supports **.wav** attachments.
- Subscribers can forward E-mail messages to other server-based unified messaging users, enabling them to distribute information quickly with a few key presses. Subscribers can also voice annotate a message before forwarding it.
- When OpenText RightFax Enterprise Fax Server is installed at the site, subscribers can forward E-mail messages by fax and print E-mail messages on any fax machine. In addition, text file attachments (with a **.cmd**, **.bat**, or **.txt** extension) can be printed on a fax machine, as can binary file attachments from such popular application programs as Microsoft Word® and Microsoft Excel®.

## GUI Message Access

During the installation of the MiCollab AM Unified Messaging software, Microsoft Outlook extends support to voice and fax messages as follows:

- New icons are added to the GUI. In the Inbox, a telephone icon signifies a voice message, whereas a fax sheet icon denotes fax and voice-annotated fax messages.
- MiCollab AM messages are identified as such in the subject line.
- New voice and fax message forms are included. The voice message form includes media player controls that support both the playback and recording of voice messages. The subscriber can select either the computer sound device or telephone for playback and recording.
- Allows subscribers to listen to, create, reply to, and forward voice messages over a computer sound device (typically a PC sound card or a motherboard-mounted multimedia audio chipset), allowing them to use MiCollab AM functions without a telephone.
- Allows subscribers to record their name and greetings over a computer sound device
- Allows subscribers to set Call Blocking, Call Screening, and Extension Specific Processing (ESP) features, if those features are allowed to them.
- Subscribers can annotate messages, adding information about the subject or notes that summarize the response. When the message is forwarded, these notes are not forwarded, but remain only with the original message.
- The subscriber can forward or reply to any message using either MiCollab AM or E-mail message forms.

## Message Enumeration

MiCollab AM enumerates and reads aloud any message found in the Microsoft Exchange user's **Inbox** or **Saved** folders. It considers all messages in the **Inbox** folder, both read and unread, to be new messages, presenting them in separate read and unread groups over the TUI. It presents all messages in the **Saved** folder as saved messages.

**IMPORTANT** If a subscriber moves a message, regardless of type, to an Outlook folder other than Saved or Inbox, MiCollab AM is no longer able to access that message.

## Forwarding Messages

A voice or fax message may be forwarded as a MiCollab AM voice message, with or without a voice annotation.

- If the subscriber selects the voice forwarding option while using the GUI, a new forward form appears. The subscriber has the option of recording an introduction to the original message.
- If the subscriber chooses to forward the message with the E-mail client's standard forwarding function, a new mail message appears with one or two file attachments (a **.wav** file for a voice message, a **.tif** file for a fax). The subscriber may type text in the message or attach other files.

**NOTE** When forwarding a voice message as an E-mail message from Microsoft Outlook, any **.wav** attachment is formatted using a **Pulse Code Modulation (PCM)** based compressor/de-compressor (codec).

This codec allows playback of the voice message on most computers running Windows-based operating systems, without requiring the installation of any special codecs on the computer.

## Replying to Messages

When a subscriber replies to a voice or fax message by either voice or E-mail, the original message is not included in the reply.

- If the subscriber selects the voice reply option while using the GUI, a new voice form appears with the original sender's E-mail address on the **To** line. Using the media controls, the subscriber records a voice reply. The reply can be edited or re-recorded before it is sent.
- If the subscriber selects the E-mail reply option, the E-mail client uses its regular reply function. This allows the creation of a standard E-mail reply.

## Voice Reply to E-mail Messages from Non-Subscribers

In recorded voice replies to E-mail messages, the audio format depends on whether the person who sent the original E-mail message was a MiCollab AM subscriber. For subscribers, MiCollab AM uses the audio format that the administrator selected for voice messages. When subscribers send voice replies to non-subscribers, MiCollab AM uses the audio format, linear-monaural 8-bit PCM.

On reply to an E-mail message from a non-subscriber, the voice message is attached to the reply message as a **.wav** file (linear PCM, 8 KHz, 8 bits per sample, mono). The recipient can then listen to this voice reply on a personal computer capable of playing **.wav** files. The E-mail server used by the recipient must support **.wav** file attachments.

## Deleting Messages

Subscribers can mark messages for deletion on MiCollab AM, but messages are not removed from the subscriber's Inbox until the subscriber logs off from MiCollab AM. When the subscriber logs off MiCollab AM, the Exchange server moves the message marked for deletion to the **Deleted Items** folder. The deleted messages remain in the **Deleted Items** folder until the subscriber moves it or permanently deletes it.

## Saving Messages

If the subscriber reads a message (voice, fax, or E-mail) and saves it through the TUI, MiCollab AM considers the message saved and moves it to the **Saved** folder. If no **Saved** folder exists, **E-mail Access** creates it while saving the first message.

MiCollab AM considers read and unread messages in the **Inbox** as new, but derives their read or unread status from message attributes on the Exchange server. It equates the Saved folder with its own saved message queue, and does not report over the TUI on whether the saved messages are read or unread.

## Text-to-Speech Rendering

The **From** line, **Subject** line, and body of all E-mail messages in the **Inbox** and **Saved** folders can be read aloud using the **text-to-speech** feature. **E-mail Access** cannot find E-mail messages in other folders. Text file attachments (with a **.cmd**, **.bat**, or **.txt** extension) to E-mail messages can also be read aloud.

## Message Notification

Subscribers are notified of normal, urgent, and private priority E-mail messages, if normal, urgent, and private priority message notification is configured for the subscriber.

## Modifying the Subject and Notes Boxes

Subscribers can type comments in the **Subject** or **Notes** box of any received message and save those changes with the message. Such notes are intended for the subscriber's personal use and are not included in any replies or forwards.

## Binary-to-Fax E-mail Attachment Rendering Support

MiCollab AM supports the Server-Side Application (SSA) conversion engine used by RightFax Enterprise Fax Server versions 8.7, 9.0, 9.3 and 9.4. This support allows a subscriber using the TUI to forward an E-mail message with a binary file attachment, such as a Microsoft Word document, to any fax machine and get printouts of the E-mail message and binary attachments. Subscribers can print out binary file attachments in the file formats used by the following programs:

- Microsoft Word 2000-2013
- Microsoft Excel 2000-2013
- Microsoft PowerPoint 2000-2013

**IMPORTANT** The SSA feature is not supported on the same platform as MiCollab AM. SSA requires the installation of Microsoft Office products, such as Word and Excel, which are not allowed on the MiCollab AM platform.

**NOTE** The SSA conversion engine can also use the previously mentioned application programs to render binary file attachments from other application programs on any fax machine.

For a complete list of file attachment formats that the SSA conversion engine can render and information about configuring the feature on the fax server, see the RightFax documentation.

## Third-Party Fax Server Support

In addition to RightFax, MiCollab AM Unified Messaging can support the following third-party fax servers:

- Esker Fax™ 3.5 or later
- Fenestrae® Faxination® 6.0 or later
- Interstar™ XMediusFAX® 4.1.0 or later

If MiCollab AM Unified Messaging is integrated with one of these fax servers, subscribers receive fax messages in their Outlook inboxes and can view, forward, or reply to them as they would with RightFax. They also have the same ability to review, forward, and print their fax messages over the telephone.

**NOTE** Faxtext and standalone fax messaging support require RightFax. For more information about setting up these features, see *Faxtext Administration Guide*, *Fax Messaging Administration Guide*, and *RightFax Integration Guide*.

# Critical Application Issues for MiCollab AM Administrators

MiCollab AM Admins should be aware of the following critical application issues concerning MiCollab AM Unified Messaging for Microsoft Exchange:

- Message cache on the MiCollab AM server
- Activity when the unified message store is unavailable
- Time synchronization between servers

## Message Cache on the MiCollab AM Server

When configured with MiCollab AM Unified Messaging, the MiCollab AM server caches voice and fax messages to speed subscriber access to messages through the TUI. Voice and fax message attachments are stored in the cache as the message is delivered to the inbox on the external message store. When accessing the message, if the attachment is located in the local cache, MiCollab AM will not need to download the attachment, reducing any potential delay during message playback.

An administrator can change the size of the cache using the **E-Mail Cache Size (Mbytes)** box on the **Tenant Summary** dialog box of the **Tenant** tab of **MiCollab AM Configuration**. Mitel recommends that the size of the cache be large enough that its automatic purge function is activated no more than once a day. An entry is recorded in the **Windows Server Event Log** each time the cache is purged.

## Activity When the Unified Message Store is Unavailable

If the E-mail server is unavailable to the MiCollab AM system, incoming voice or fax messages are saved to individual MiCollab AM Subscriber mailboxes. During this period of interrupted communication between the servers, subscribers can use the TUI to log on to MiCollab AM and check for voice and fax messages. Any MiCollab AM messages already moved to the E-mail server's unified message store is unavailable from the TUI until communication between the servers is restored.

If the Exchange server is functioning during this period of broken communication, subscribers may access their voice and fax messages stored on the Exchange server using Outlook. Voice messages residing on the MiCollab AM server are unavailable through Outlook. Once the two servers restore communication, the MiCollab AM server moves any new messages to the Exchange server and all messages are available again through the TUI or Microsoft Outlook.

## Time Synchronization between Servers

It is critical that the time settings on the MiCollab AM server match the time and time zone settings on the Exchange server. You can match these time settings by using a time synchronization program that automatically updates the time on both servers or by manually updating them.

If the times on the two servers lose synchronization with each other, a new message sent from the MiCollab AM server to the Exchange server may appear to be a future delivery message.

If this occurs, the message may fail either to appear in the E-mail client program right away or fail to be presented through the TUI until the future delivery time has arrived. Time differences between the MiCollab AM server and the Exchange server can cause a disparity between the messages displayed in the E-mail client and the messages available in the TUI.

Mitel recommends that you use the Windows Time service in the operating system's Control Panel to synchronize the time between the MiCollab AM server and the Exchange server. Windows Time is a background service that can check the time on the Microsoft Exchange server or on any other Windows server on the network, and reset the time on the MiCollab AM server to match it. For additional information about using Windows Time, see the appropriate Windows documentation.

# Installation Requirements for MiCollab AM Unified Messaging for Microsoft Exchange

This section lists the installation requirements for installing E-mail Access and MiCollab AM Unified Messaging for Microsoft Exchange successfully. Be sure to review, and then satisfy these requirements before continuing with the other procedures discussed in this document.

Installation requires a number of additional files on the Microsoft Exchange Server and on each subscriber's workstation.

## Server Installation Requirements

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

## Microsoft Exchange Server Requirements

- Microsoft Exchange Server 2007

**IMPORTANT** The Microsoft IIS extension, **WebDAV**, is required for the **MWI Access Component**. Download the extension from the Microsoft website. The onsite Exchange/IIS administrator should contact Microsoft for more information about downloading, installing and enabling the **WebDAV** extension module.

## MiCollab AM Server Requirements

- Microsoft Windows Server 2008 R2 with Service Pack 1, Windows Server 2012 R2, or Windows Server 2016 (Server with Desktop Experience)
- MiCollab AM version 9.0
- Ethernet connection to the LAN on which the Exchange Server is running
- Installation of the correct network protocols to communicate with the Exchange server

## Optional MiCollab AM Server Requirements

- To print E-mail messages on a fax machine (E-mail text-to-fax service), the OpenText RightFax Enterprise Fax Server must be integrated with MiCollab AM. For more information, see the RightFax documentation or contact OpenText.
- To print binary file attachments, such as Microsoft Word documents, RightFax Enterprise Fax Server version 8.7 or later must be installed at the site, but not on the MiCollab AM server. For more information, see the RightFax documentation describing the SSA conversion engine.
- To read the content of E-mail messages and text-based attachments aloud using synthesized speech, automatic speech recognition channels must be purchased. Only one subscriber can use an automatic speech recognition channel at one time. To determine the number of current automatic speech recognition resources, see the **Features** tab in MiCollab AM Configuration.

## Client Workstation Installation Requirements

Depending on their system configuration, client workstations can process messages using an E-mail client or Web Browser Access.

### Workstation Client with E-mail Access

- Microsoft Windows Vista, 7, 8/8.1, or 10
- Microsoft Outlook versions 2007, 2010, or 2013

# Installing E-mail Access

This section discusses the tasks that you must accomplish to install E-mail Access on the MiCollab AM server. It assumes that both the LAN and MiCollab AM are functioning properly.

This section covers the following tasks in sequence:

- Configuring Windows Server for E-mail Access
- Enabling Lines for MiCollab AM Unified Messaging

## Configuring MiCollab AM for E-mail Access

For E-mail Access to function, the MiCollab AM System Server must maintain a continuous connection to the Exchange server. To ensure that this connectivity is preserved, perform the following tasks:

**To maintain a continuous connection to the Exchange server:**

- Join the domain in which the Exchange Server is a member.
- Create a MiCollab AM service account on the domain.
- Configure the MiCollab AM service account.
- Associate the MiCollab AM service account with the MiCollab AM Service.
- Enable **E-mail Access** globally.

These tasks are described in details in the following sections.

## Joining the Domain

For E-mail Access to function properly, the MiCollab AM server must be a member of either the same Windows Server domain as the Exchange server or another Windows Server domain that is *trusted* by the Exchange server's Windows Server domain. The Windows Server domain administrator must complete the following steps on the MiCollab AM System Server and on each Call Server in the system.

**To add the MiCollab AM server to the Windows Server domain:**

- 1 Open **MiCollab AM Configuration** and select the **Main** tab.
- 2 If the system is running, click **Shutdown**. Wait until **Current Status** changes to **Stopped**.
- 3 From the taskbar, go to **Start > Settings**, and then click **Control Panel**.
- 4 Double-click **System**.
- 5 On the **Computer Name** tab, click **Changes**.

- 6 Under **Member of**, select **Domain**.
- 7 Type the name of the Windows domain of which you want the MiCollab AM server to be a member in the box, and then click **OK**.

**IMPORTANT** Do not change the computer name in the **Computer Name** box.

- 8 Windows may display a window requiring a logon to the **Windows Server** domain to allow rights to add machines to the domain; this requires the domain administrator to re-enter a user name and password.

Once this task is complete, Windows displays a dialog box stating that the MiCollab AM server has joined the Windows Server domain.

**IMPORTANT** Call Servers in the system must belong to the same domain as the System Server.

- 9 Click **OK** to close the message dialog boxes.
- 10 Click **OK** to close the **System Properties** dialog box.
- 11 Click **Yes** to restart the computer.

**IMPORTANT** Do not manually start the MiCollab AM Service after the computer restarts (**Step 3** in this procedure disables automatic restart). After MiCollab AM Unified Messaging for Microsoft Exchange is configured, you can set the MiCollab AM Service to start automatically.

## Creating the MiCollab AM Unified Messaging Group

MiCollab AM requires additional permissions in order to perform unified messaging. You assign these permissions by placing unified messaging users into a group, and then run scripts that grant MiCollab AM permissions to all members of that group.

### To create the MiCollab AM unified messaging group:

- 1 Log on to the Exchange server platform using an account with administrative permissions for both the Exchange server and the domains it serves.
- 2 From the taskbar, go to **Start > All Programs (or Apps) > Microsoft Exchange Server 2007**, and then click **Exchange Management Console**.
- 3 Expand the **Recipient Configuration** tree in the left pane of the **Exchange Management Console** window, and then click **Distribution Group**.
- 4 Under **Actions** in the right pane, click **New Distribution Group**.
- 5 On the **Introduction** panel of the **New Distribution Group** wizard, ensure that **New group** is selected, and then click **Next**.
- 6 On the **Group Information** panel, select **Security**, enter a Name for the group, and then click **Next**.

- 7 On the **New Distribution Group** panel, click **New** to create the **Unified Messaging** group.
- 8 On the **Completion** panel, click **Finish**.

## Adding Unified Messaging Users to the MiCollab AM Unified Messaging Group

Once you have created the MiCollab AM Unified Messaging Group, you must add all of the user accounts that require unified messaging to this group.

To add the unified messaging user accounts to the MiCollab AM unified messaging group:

- 1 Log on to the Exchange server platform using an account with administrative permissions for both the Exchange server and the domains it serves.
- 2 From the taskbar, go to **Start > All Programs (or Apps) > Microsoft Exchange Server 2007**, and then click **Exchange Management Console**.
- 3 Expand the **Recipient Configuration** tree in the left pane of the **Exchange Management Console** window, and then click **Distribution Group**.
- 4 Double-click on the name of your MiCollab AM Unified Messaging group to open the **Properties** window, and then click the **Members** tab.
- 5 Click the **Add** button on the **Members** panel to open the **Select Recipient** window, and then select all of the users to whom you want to grant unified messaging privileges.  
  
Hold down the **Ctrl** key to select multiple user accounts, and then click **OK** to add the users to the Unified Messaging group.
- 6 Verify that all of your unified messaging users now appear in the **Member** panel, and then click **OK** once more to close the **Properties** window.

## Creating the MiCollab AM Service Account

MiCollab AM requires one *super user* account with full access over the user mailboxes.

To create the MiCollab AM service account:

- 1 Log on to the Exchange server platform using an account with administrative permissions for both the Exchange server and the domains it serves.
- 2 From the taskbar, go to **Start > All Programs (or Apps) > Microsoft Exchange Server 2007**, and then click **Exchange Management Console**.
- 3 Expand the **Recipient Configuration** tree in the left pane of the **Exchange Management Console** window, and then click **Mailbox**.
- 4 Under **Actions** in the right pane, click **New Mailbox**.

- 5 On the **Introduction** panel of the **New Mailbox** wizard, ensure that **User mailbox** is selected, and then click **Next**.
- 6 On the **User Type** panel, ensure that **New user** is selected, and then click **Next**.
- 7 On the **User Information** panel, enter the First name, Last name, User logon, and Password information, and then click **Next**.
- 8 On the **Mailbox Settings** panel, confirm or change the default settings, and then click **Next**.
- 9 On the **New Mailbox** panel, click **New** to create the mailbox.
- 10 On the **Completion** panel, click **Finish**.

**IMPORTANT** The following procedure is not effective on user accounts that Windows classifies as protected, such as members of the Domain Admins group. The operating system blocks these accounts from inheriting the Send As permission from the MiCollab AM service account.

Microsoft advises strongly against using protected accounts to log on to Exchange mailboxes. However, if it is necessary to do so, Microsoft recommends that you assign the protected account Full Mailbox Access and Send As permissions on an Exchange mailbox assigned to a normal user account, and then disable logons for the normal account. Refer to Microsoft knowledge base article 912918 for more information about this issue.

### To authorize the MiCollab AM service account to send messages on behalf of its subscribers:

- 1 Log on to the Exchange server platform using an account with administrative permissions for both the Exchange server and the domains it serves.
- 2 From the taskbar, go to **Start > All Programs (or Apps) > Microsoft Exchange Server 2007**, and then click **Exchange Management Shell**.
- 3 At the command prompt, enter the following command, replacing group with the name of your MiCollab AM Unified Messaging Group and service account with the name of your MiCollab AM service account. Type:

```
Get-DistributionGroupMember -Identity group | Add-ADPermission -User service account -ExtendedRights Send-As
```

- 4 Press **Enter** to submit the command.

**NOTE** You must repeat this shell command whenever new members are added to the distribution Unified Messaging group.

To provide the MiCollab AM Service Account full access to all MiCollab AM Subscriber mailboxes:

- 1 With the **Exchange Management Shell** still open, enter the following command, replacing group with the name of your MiCollab AM Unified Messaging Group and service account with the name of your MiCollab AM service account.

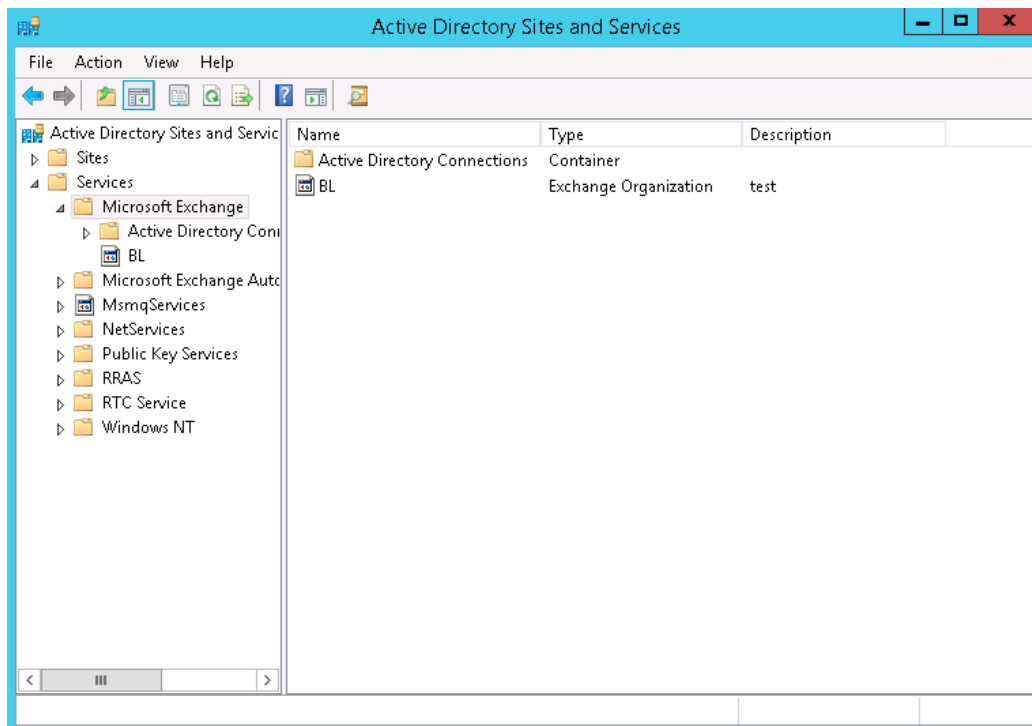
```
Get-DistributionGroupMember -Identity group | Add-MailboxPermission -User  
service account -AccessRights FullAccess
```

- 2 Press **Enter** to submit the command.

**NOTE** This shell command must be repeated whenever new members are added to the MiCollab AM Unified Messaging Group.

To grant Exchange permissions to the MiCollab AM service account:

- 1 Log on to the **Active Directory** server using an account with administrative permissions over the domain of the Exchange server.
- 2 From the taskbar go to **Start > All Programs (or Apps) > Administrative Tools > Active Directory Sites and Services**.
- 3 In the left pane, select **Active Directory Sites and Services**.
- 4 From the **View** dropdown menu, select **Show Services Node**. The menu item now appears check-marked.
- 5 In the left pane, expand **Services**, and then expand **Microsoft Exchange**. Your **Exchange Organization(s)** displays.



- 6 Locate the appropriate **Exchange Organization** object to which MiCollab AM will connect.

In some cases, the **Exchange Organization** object is not visible or the **Security** tab is not shown. In this case, you will need to make the following changes using **ADSIEdit.msc**. See the Microsoft TechNet articles for more information: [technet.microsoft.com/en-us/library/cc773354\(Ws.10\).aspx](https://technet.microsoft.com/en-us/library/cc773354(Ws.10).aspx).

Also refer to [Appendix G: ADSI Edit](#) for specific instructions regarding editing these permissions.

**NOTE** If your users are dispersed across multiple organizations, you must repeat this operation for each organization.

**For example:**

Suppose your Exchange system has two organizations, one for your New York office and another for your Los Angeles office.

If you are only setting up Unified Messaging for users in the New York office, you need only configure the permission on the New York organization object.

However, if users in both offices require Unified Messaging, you must configure the permissions for both organizations.

- 7 Right-click the object, and then select **Properties**.
- 8 In the **Properties** window, click the **Security** tab.
- 9 Click **Advanced**, and then select the **Permissions** tab.
- 10 Click **Add**, and then add the MiCollab AM service account.
- 11 Click **OK** to close the window, and then complete the following steps to grant permissions to the MiCollab AM service account:
- 12 In the **Apply to** field, select **This object and all child objects**.
- 13 Verify that the **Apply these permissions to objects and/or containers within this container only** box is not checked.
  - a In the **Permissions** box, allow the following.

**NOTE** Certain selections create additional permissions. If you have only Exchange 2007 peer mail servers, select the permission names as indicated in parentheses.

- ☐ List contents.
- ☐ Read properties (Read all properties).
- ☐ Write properties (Write all properties).
- ☐ Read permissions.
- ☐ Create children (Create all child objects).
- ☐ Administer information store.
- ☐ Create named properties in the information store.
- ☐ Receive As
- ☐ Send As
- ☐ View information store status.

- b** Click **OK** to close the **Permission Entry** window.
- c** Click **OK** to close the **Advanced Security Settings** window.
- d** Click **OK** to close the **Properties** window.

## Assigning the MiCollab AM Local Service Account Administrative Access

The MiCollab AM service account must be able to create and modify search folders on the Exchange server platform to clear and set MWIs correctly. Assigning the account to the local Administrators group gives it this ability.

This section contains two different versions of the procedure for assigning the MiCollab AM service account to the Administrators group:

- The first procedure discusses how to assign the account to the Administrators group on an Exchange server platform whose local user and group definitions are currently accessible.
- The second procedure discusses how to assign the account to the group on an Exchange server platform that is also an Active Directory domain controller, in which case its local user and group definitions are suppressed.

**IMPORTANT** Complete the following procedures only if you are installing the MiCollab AM MWI Components for Microsoft Exchange in this system.

To give the MiCollab AM service account administrative access to an Exchange server platform that is not an Active Directory domain controller:

- 1** From the taskbar, go to **Start > Control Panel > Administrative Tools > Computer Management**.
- 2** In the left pane of the **Computer Management** window, and then select **Local Users and Groups > Groups**.
- 3** In the right pane, double-click **Administrators**.
- 4** In the **Administrator Properties** window, click **Add**.
- 5** In the **Select Users, Computers, Service Accounts, or Groups** window and in the **Enter the object names to select** box, type the FQDN of the MiCollab AM account (for example, MiCollab AM@mydomain.com).
- 6** Click **Check Names** to verify that the account name is typed correctly, and then click **OK** to add it to the **Members** group.
- 7** Click **OK** again to save your changes.

To give the MiCollab AM service account administrative access to an Exchange server platform that is also an Active Directory domain controller:

- 1 From the taskbar, go to **Start > All Programs (or Apps) > Administrative Tools > Active Directory Users and Computers**.
- 2 In the left pane of the **Active Directory Users and Computers** window, expand the domain that contains the MiCollab AM service account, and then select **Users**.
- 3 In the right pane of the window, right-click the **MiCollab AM service account**, and then select **Properties**.
- 4 On the **Properties** window, select the **Member Of** tab.
- 5 Click **Add**. The **Select Group** window displays.
- 6 Click **Advanced**. The second **Select Group** window displays.
- 7 In the **Common Queries** section, type *Administrators* into the **Name** box, and then click **Find Now**.
- 8 In the list of found users and groups, select **Administrators**, and then click **OK**.
- 9 In the **Properties** window for the MiCollab AM service account, click **OK** or **Apply** to save the changes.

## Associating the MiCollab AM Service Account with the MiCollab AM Service

The administrative account, MiCollab AM@domain-name, must now be associated with the MiCollab AM service on the Exchange Server. This association enables the MiCollab AM service account to log on automatically to the MiCollab AM server and the Windows domain each time the MiCollab AM server starts up. During the logon process, the connection between the MiCollab AM server and the E-mail server restores automatically.

To log off the server and log on with the MiCollab AM service account:

- 1 From the Window's **Shut down** menu, select **Log off** or **Sign out**.
- 2 When logging back on, type *MiCollab AM* in the **Username** box.
- 3 Type the password assigned to the MiCollab AM service account.
- 4 Verify that the **Windows Server** domain name is correct in the **Domain** box, and then click **OK**.

# Configuring MiCollab AM for Unified Messaging in a Multi-Box Environment

You must configure the MiCollab AM Service of the System Server and all of the Call Servers with the same account you configured on the Exchange server to allow MiCollab AM to access the Exchange server and perform unified messaging functions. You must log on to the MiCollab AM servers with an administrative account to make these changes.

**IMPORTANT** Once you have made the user account changes you must use the new domain administrator account to perform all administration and maintenance of the MiCollab AM server from this point forward.

To associate the MiCollab AM service account with the MiCollab AM Service:

- 1 From the taskbar, go to **Start > Settings > Control Panel > Administrative Tools > Services**. The **Services** window displays.
- 2 In the right pane, double-click the **MiCollab AM**. The **MiCollab AM Properties** window displays.
- 3 Select the **Log On** tab.
- 4 Select the **This account** radio button.
- 5 Type the administrator's account name you created for the Exchange server.
- 6 Enter the correct password in the **Password** and the **Confirm Password** fields, and then click **OK**.

**IMPORTANT** You must delete the dots that in the **Password** and **Confirm Password** fields and enter the correct password.

- 7 Close the **Services** window.
- 8 Repeat this procedure on the System Server and on each Call Server in the MiCollab AM system.

# Enabling MiCollab AM Lines for Unified Messaging Callouts

The MiCollab AM Admin must enable lines on the Lines tab so MiCollab AM Desktop applications, such as MiCollab AM Unified Messaging, can make callouts. This type of callout allows subscribers to use telephones to hear and record messages, and record personal greetings and names.

In addition, the administrator must verify that the values are appropriate for the Incoming Line Reserve and Maximum Callouts settings on the Switch Section Options dialog box from the Switch Sections tab.

## To enable lines for Desktop applications:

- 1 Open **MiCollab AM Configuration**.
- 2 Select the **Lines** tab.
- 3 Click the checkbox in the **Callouts** column to enable each MiCollab AM you want to line allow callouts, and then click **Apply**. If necessary, see the online help for information about the **Lines** tab.
- 4 Select the **Switch Sections** tab.
- 5 Select the switch section you want to edit from the list, and then click **Edit**.
- 6 From the **Switch Section Options** dialog box, select **All Parameters** from the **View** dropdown list.
- 7 Verify that the values in the **Incoming Line Reserve** and **Maximum Callouts** settings are appropriate. Change the values as necessary.

**NOTE** Keep in mind that the total number in both settings cannot exceed the number of lines in your system.

If necessary, see the online help for information about **Configuring Callouts**, or the **Switch Section Options** dialog box.

- 8 Click **OK** to close the **Switch Section Options** dialog box.
- 9 Click **OK** to close **MiCollab AM Configuration**.

# Configuring MiCollab AM for E-mail Access

Some of the steps in this section are performed by, or with the assistance of, the Exchange server administrator. In addition, the assistance of the Windows Server domain administrator may be required.

## Enabling the Microsoft Exchange Server Interface

You must perform the following steps to interface MiCollab AM with the Exchange server. The steps you perform depend on the number of Call Servers, the number of Exchange servers in the organization, their configuration, and the requirements of the Exchange administrator. These steps are:

- Install the Microsoft Exchange Server MAPI Client and Collaboration Data Objects 1.2.1 on the MiCollab AM System Server and Call Server platforms.
- Create and configure a messaging server profile within MiCollab AM on each Exchange server for E-mail Access to function properly.
- Configure MiCollab AM with access to the subscribers' Exchange mailboxes. For this purpose, it requires its own mailbox on each Exchange server and a corresponding Domain User account.
- Configure the Microsoft Exchange server interface for MiCollab AM subscribers.

## Installing Microsoft Exchange Server MAPI Client and Collaboration Data Objects 1.2.1 on the MiCollab AM Server Platforms

MiCollab AM uses the Microsoft Exchange MAPI/CDO to access the Exchange server and the subscriber mailboxes it serves. Instructions for installing Server MAPI Client and Collaboration Data Objects 1.2.1 are covered in this section.

You must log on to the MiCollab AM server using the MiCollab AM service account created earlier.

**NOTE** If you have previously installed the MAPI/CDO client, complete this procedure in order to upgrade to the latest version.

**IMPORTANT** You must install the Microsoft Exchange MAPI/CDO on the System Server and on the Call Servers. Furthermore, if Microsoft Outlook is installed on any of the MiCollab AM servers, you must uninstall it prior to proceeding.

**NOTE** Microsoft distributes the required Exchange Server MAPI Client and Collaboration Data Objects 1.2.1 as a download from the Microsoft Download Center. To locate and download this Messaging

API use your Internet browser and navigate to [www.microsoft.com/download](http://www.microsoft.com/download), where you can Search for *Microsoft Exchange Server MAPI Client and Collaboration Data Objects 1.2.1*.

## To install Microsoft Exchange Server MAPI Client and Collaboration Data Objects 1.2.1:

- 1 Stop any processes that use the **MAPI** and **CDO** files.
- 2 Uninstall the current version of the **Messaging API and Collaboration Data Objects 1.2.1** through **Add/Remove Programs**.
- 3 Verify that the following files are not present in **C:\Windows\System32** (and delete them if they do exist there):
  - CDO.DLL
  - EMSABP32.DLL
  - EMSMDB32.DLL
  - EMSUI32.DLL
  - EMSUIX32.DLL
  - GAPI32.DLL
  - MAPISP32.EXE
  - MSPST32.DLL
  - WMSUI32.DLL
- 4 In the **C:\Windows\System32** directory, locate and run the **FixMapi.exe** file, which copies **mapistub.dll** and names it **mapi32.dll**.
- 5 Run the file **ExchangeMapiCdo.exe** that you downloaded from Microsoft, and then click **Run** at the Security Warning.
- 6 Extract the files to the desktop, and then click **OK**.
- 7 Navigate to **ExchangeMapiCdo** directory on the desktop, and then double-click the **ExchangeMapiCdo.MSI** to launch the installation.

**NOTE** If Outlook is installed on the server, an error prompt displays. Click **OK**, and then uninstall Outlook. Repeat **Steps 1-3** to continue the installation.

- 8 Complete the installation by accepting all defaults.
- 9 After the installation is complete, you should see a new directory located in **C:\Program Files\ExchangeMapi\** with all the current **MAPI** components. The file version on these should all be 6.5.8069.0.
- 10 Restart the server.

# Creating Messaging Server Profiles on MiCollab AM to Communicate with the Microsoft Exchange Server

Creating Messaging Server Profiles on MiCollab AM to communicate with the Microsoft Exchange server involves two steps: configuring the E-mail Cache Size, and adding an E-mail profile to the tenant.

**NOTE** If MiCollab AM is deployed as a hosted solution in the cloud, the creation of messaging server profiles for the Microsoft Exchange server requires the server administrator to configure the E-mail Cache Size, and the tenant administrator to add an e-mail profile to the tenant.

## To configure the E-mail Cache Size:

- 1 Verify that you are logged on to the MiCollab AM server using the MiCollab AM service account.
- 2 Open **MiCollab AM Configuration** and select the **Tenant** tab.
- 3 Select a tenant, and then click the **Edit** button. The **Tenant Summary** dialog box appears.
- 4 Set the **E-Mail Cache Size (Mbytes)** to a value between 100 and 500 megabytes (MB), and then click **OK**.

**IMPORTANT** This cache speeds up telephone access to messages stored on the Exchange server. Increase the cache size if the following message appears in the Event Viewer Application log more than once a day: *External Mail Cache purged*.

- 5 Click **OK** to close **MiCollab AM Configuration**.

## To add an E-mail Profile:

**NOTE** Adding e-mail server profiles requires a restart of MiCollab AM before a new e-mail server profile can be used. Until MiCollab AM is restarted, access to e-mail messages may not be available. If MiCollab AM is deployed as a hosted solution on the cloud, contact your server administrator to schedule a restart of your system.

- 1 Start the **Admin** utility and log on using your administrator's name and password.
- 2 From the menu bar, select **Configuration > System**, and then select the **E-Mail** tab.
- 3 On the **E-mail tab**, click **Add**. The **Server Profile** window appears.
- 4 In the **Server Type** box, select **Exchange 200x**.
- 5 In the **Display Name** box, type a unique name, 30 characters or less, for the messaging server profile.
- 6 In the **Route/Path** box, type the DNS domain name that applies to the Exchange 2007 Server.

**NOTE** This should be the DNS domain suffix for the FQDN of the Exchange Server. For example, if the Exchange Server is mail.domain.com, and then the route/path is domain.com. For more

information, refer to [Appendix A: Testing the Communication between the E-mail Access Interfaced and the Exchange Server](#).

- 7 Under **Server Account Login ID**: Type the name for the MiCollab AM service account created in previous steps.

For example: If the service account is CALLXPR1@Domain.com, enter CALLXPR1.

- 8 Enter a **Password** if you are using MWI for Exchange.

- 9 To verify the settings typed in the **Server Profile** dialog box up to this point, click **Test**.

**NOTE** You must be logged on the MiCollab AM server using the MiCollab AM account for the test to function correctly.

- 10 In the **User Logon Account** dialog box, type the user name of a known account on the Exchange server in the **User Name** box.

E-mail Access uses the messaging server profile in an attempt to enumerate the E-mail mailbox of the account specified in the **User Logon Account** dialog box. It then displays a log file called **Mcheck.log**. The **Mcheck.log** file and its associated error codes are described in [Appendix F: Testing Messaging Server Route/Path References](#).

- 11 Using the contents of the **Mcheck.log** file, verify that the messaging server profile settings are correct up to this point.
- If the **Mcheck.log** file indicates **Success** (a normal enumeration of the E-mail mailbox), proceed with **Step 15**.
  - If the **Mcheck.log** file indicates **Failure** (a MAI error code), repeat **Steps 9** through **13** until **Mcheck.log** displays success in all areas.
- 12 Configure the messaging server profile to stop **E-mail Access** during Exchange server maintenance.
- If you want to stop **E-mail Access** during Exchange server maintenance, continue to **Step 16**.
  - If you do not want to stop **E-mail Access** during Exchange server maintenance, skip to **Step 19**.
- 13 Under **Maintenance**, select the **Enabled** check box.
- 14 Select a time to disable the messaging server profile so that maintenance of the Exchange server can begin in the **Start** box.
- 15 Select a time to re-enable the messaging server profile when maintenance of the Exchange server is complete in the **Stop** box.
- 16 Select the **Enabled** check box to enable the messaging server profile.
- 17 Select the **Supports External Mail Store** check box.
- 18 Click **OK** to close the **Server Profile** dialog box.
- 19 Repeat **Steps 3** through **18** for each domain, as necessary.
- 20 On the **E-Mail** tab, click **Apply**, and then click **OK**.

## Enabling E-mail Access Globally

You must grant the MiCollab AM domain-administrator user access to all of the Exchange servers to which it communicates. By enabling E-mail Access globally, you prepare MiCollab AM to link with the Exchange server.

**NOTE** If MiCollab AM is deployed as a hosted solution in the cloud, these steps are performed by the tenant administrator.

To enable E-mail Access globally on MiCollab AM:

- 1 Log on to **MiCollab AM Admin**.
- 2 From the menu bar, select **Configuration** > **System**.
- 3 Select the **Messaging** tab.
- 4 Select the **E-mail Access Active** check box. E-mail Access does not work if this box is cleared.
- 5 Click **OK** to close **MiCollab AM Admin**.

## Enabling the Microsoft Exchange Server Interface for Subscribers

You must perform the following steps on each MiCollab AM Subscriber mailbox that uses MiCollab AM Unified Messaging.

To configure MiCollab AM Subscriber mailboxes for use with MiCollab AM Unified Messaging:

- 1 Log on to **MiCollab AM Admin**.
- 2 Open the Subscriber mailbox or use the template editing tools to edit a range of mailboxes.
- 3 Click the **E-mail** tab.
- 4 Under **Message Storage Location**, select **External**.
- 5 From the **Server Profile** dropdown list, select the messaging server profile created in the section, [Creating Messaging Server Profiles on MiCollab AM to Communicate with the Microsoft Exchange Server](#).
  - If you are using LDAP, continue with **Step 6**.
  - If you are not using LDAP, skip to **Step 10**.
- 6 In the **E-mail server information** section, configure the subscriber's **Display Name** and **E-mail Address** boxes.
- 7 Click **Search**.

- 8 Verify or modify the information appearing in the **Search String** box to match the search type you intend to use, and then click **Search**.
- 9 Select the E-mail account from the **Search Results** box, and then click **OK**.
- 10 If the **Display Name** and **E-mail Address** boxes now contain the information obtained from the search, skip to **Step 13**.
- 11 Type the subscriber's name as it appears in the Exchange address book in the **Display Name** box. This name must be unique to each subscriber. The Exchange server administrator can provide this information.
- 12 Type the subscriber's E-mail address in the **E-mail Address** box.

**NOTE** Type the subscriber's address in SMTP format.

- 13 Under the **Msg Access by Telephone** section, select the **E-mail** box to enable TUI access for E-mail messages.
- 14 Click **OK** to save and close the Subscriber Mailbox.
- 15 Repeat these steps for each subscriber you want to have E-mail Access.

# MiCollab AM Unified Messaging Components for Microsoft Exchange 2007 Server

MiCollab AM Message Waiting Indication (MWI) provides unified messaging users with familiar confirmation of new messages. MWI signals the subscriber that a new voice or fax message has been delivered to the subscriber mailbox. The signal may be visual or audible, depending on the type of telephone system the organization uses and how it is configured.

For the MiCollab AM MWI components to function properly, certain settings and accounts must be set up on the Exchange server before starting the installation of the components.

## IMPORTANT

1. The MiCollab AM MWI components for Microsoft Exchange do not track Exchange server failovers. If a failover occurs on a clustered Exchange server, subscriber's MWIs may not function for up to five hours. To speed up the transition, configure the **TMP Directory Path** to point to a common location on each node of the Exchange cluster, using the **MWI for Exchange** configuration utility.
2. Data backup and restore software can interfere with the MiCollab AM MWI components for Microsoft Exchange if it attempts to modify the contents of the folder containing the Exchange data stores.

# Installing the MiCollab AM Message Waiting Indicator Components on the Exchange Server

To enable MiCollab AM to send notification to subscriber telephones, you must complete the following tasks:

- Installation of components on the Microsoft Exchange server (or, in clustered Exchange systems, each Exchange server in the cluster)
- Activation of MWI on the Features tab of each MiCollab AM Subscriber mailbox or class of service

To install MiCollab AM MWI components on Microsoft Exchange 2007:

**IMPORTANT** SSL is enabled by default for the IIS web site that MiCollab AM connects to for the search folder creation. Use the MWI for Exchange Configuration utility to set the SSL Style for the MiCollab AM component to **Basic SSL**. An alternative is to disable SSL for the Exchange site in the IIS configuration.

- 1 Log on to the Exchange server platform using the MiCollab AM administrative account, and then shut down all running programs.
- 2 Insert the MiCollab AM Installation Media into the appropriate drive.
- 3 Do one of the following:
  - If autorun is enabled, continue with **Step 4**.
  - If autorun is not enabled, on the taskbar, go to **Start > Run**, browse to the location of the Mitel MiCollab AM Installation Media, and then open **start.hta** file.
- 4 When the Mitel MiCollab AM Installation Media Components dialog box appears, select **MWI for Exchange**.
- 5 Click **Next** at the **Message Waiting Indicator Components v9.0 for Microsoft Exchange** screen.
- 6 At the **Choose Destination Location** screen, accept the default destination directory or click **Browse** to select an alternate directory. Once the correct directory is selected, click **Next**.
- 7 At the **SSL Usage** dialog box, click **Next**.
- 8 Verify all listed information, and then click **Next** to begin copying files.
- 9 In the **Setup Complete** dialog box, click **Finish**.
- 10 From the taskbar, go to **Start > Settings > Control Panel > Administrative Tools > Services**.
- 11 In the list of services, double-click **MWI for Exchange**.

- 12 In the **MWI for Exchange Properties** dialog box, select the **Log On** tab.
- 13 Under **Log On As**, select **This Account**, and then click **Browse**.
- 14 In the **Select User** dialog box, click **Locations**.
- 15 In the **Locations** dialog box, select the name of the Windows Server domain that contains the MiCollab AM service account.
- 16 Click **OK**.
- 17 Click **Advanced**, and then click **Find Now**.
- 18 From the **Search Results** list, double-click the **MiCollab AM Service**.
- 19 Click **OK**.
- 20 In the **Password** box, type the password for the MiCollab AM service account.
- 21 In the **Confirm Password** box, retype the password for the MiCollab AM service account, and then click **OK**. The **Services** message box displays to tell you the MiCollab AM Service account has been granted the **Log On As A Service** right.
- 22 Click **OK** to close the message box.
- 23 Click **Close** to close the **Windows Services Manager**.
- 24 Restart the service.

**NOTE** If you are running Exchange 2007 on Windows Server 2008 R2 with Service Pack 1, you must complete the following additional configuration changes:

- You must install the Web Server (IIS) role in the Server Manager console.
- Windows Firewall is enabled by default with Windows Server 2008 R2 with Service Pack 1. You must turn it off or configure the firewall to allow access for the MiCollab AM MWI port for RPC communication.

## Enabling MWI on MiCollab AM Subscriber Mailboxes

You must enable MWI in all Subscriber mailboxes (or the Class of Service mailboxes to which they belong) to complete MWI implementation.

### To enable Subscriber mailboxes for MWI on MiCollab AM:

- 1 Log on to **MiCollab AM Admin**.
- 2 Open the Subscriber mailbox or use the template editing tools to edit a range of mailboxes. The mailbox displays on the **Main** tab.
- 3 In the **Primary extension** area, select the **MWI** checkbox.

**NOTE** When the subscriber is configured to use server-based unified messaging (SBUM), the **MWI** is cleared in the **All mode**, the **Clear MWI Mode** fields are grayed out (unavailable).

- 4 Click **OK** to save and close the mailbox.

# Installing the MiCollab AM MWI Components on a Clustered Exchange 2007 Server

This section describes the tasks required in installing the MiCollab AM MWI components on an Exchange 2007 server that incorporates a cluster of two physical server platforms (or nodes). The Exchange server must have a cluster configuration of this kind, if it uses clustering, for the MiCollab AM MWI components to function correctly.

**IMPORTANT** If your system includes a cluster of Exchange 2007 servers, you must complete the following two procedures for each Exchange server in the cluster. If you do not have a clustered Exchange server, disregard this section.

**NOTE** To avoid confusion, the following procedure refers to the node that is normally active in the cluster as node 1. The procedure refers to the node that is normally passive as node 2.

## Installing MiCollab AM MWI Components

To install MiCollab AM MWI components on a clustered Exchange server:

- 1 Install the MiCollab AM MWI components on node 1 of the server as described in the previous procedure.
- 2 From the taskbar menu on node 1, go to **Start > Programs > Administrative Tools > Services**.
- 3 In the list of services, double-click **MWI for Exchange**.
- 4 From the **Startup Type** list, select **Manual**, and then click **Stop**. Once the service has stopped, click **OK**.
- 5 Repeat **Steps 1** through **4** on node 2.
- 6 From the taskbar menu on node 1, go to **Start > Programs > Administrative Tools**, and then click **Cluster Administrator**.
- 7 In the tree pane in the **Cluster Administrator**, expand the clustered **Exchange server**, expand **Groups**, and then the group that contains the Exchange information store.
- 8 Within the list of components for the group that contains the information store, right-click, point to **New** on the context menu, and then select **Resource**.
- 9 In the **New Resource** dialog box, type *MiCollab AM MWI* in the **Name** box. If desired, type an appropriate label in the **Description** box.

- 10 From the **Resource Type** list, select **Generic Service**.
- 11 Verify that the **Run this service** in a separate **Resource Monitor** box is cleared, and then click **Next**.
- 12 In the **Possible Owners** dialog box, verify that both nodes of the cluster appear in the **Possible Owners** list. If one of them does not appear in the **Possible Owners** list, select it in the Available Nodes list, and then click **Add**.
- 13 Click **Next** to continue.
- 14 In the **Dependencies** dialog box, select **Exchange Information Store** in the list of available components, and then click **Add**. After completing this step, click **Next** to continue.
- 15 In the **Service** name box within the **Generic Service Parameters** dialog box, type *AT\_MWIExchServer*. Leave the **Start** parameters box blank and select **Use Network Name** for the computer name.
- 16 Click **Next** to continue.
- 17 In the **Registry Replication** dialog box, click **OK**.
- 18 Click **Finish**.
- 19 When a dialog box appears indicating that you have successfully added the resource, click **OK**.
- 20 Within the list of components for the group that contains the information store, right-click the new **MiCollab AM MWI Resource**, and then select **Resource** on the context menu.
- 21 On the property sheet for the MiCollab AM MWI component, click the **Advanced** tab.
- 22 Uncheck the **Affect the group** box. Click **Apply** or **OK** to save the change.

## Enabling Required Components

To enable required components on a clustered mailbox server:

- 1 On the node running only the Mailbox role, open the **Internet Information Services (IIS) Manager**.
- 2 In the **Connections** pane on the left, expand your server, and then select **Sites > Default Web Site**.
- 3 In the **Default Web Site Home** pane, select the **WebDav Authoring Rules** icon.
- 4 In the **Actions** pane on the right, select **Open Feature**.
- 5 In the **WebDav Authoring Rules** pane, enable **WebDav**.

**IMPORTANT** The Microsoft IIS version 7.0 extension, WebDAV, is required for the MWI Access Component. Download the extension from the Microsoft website. The onsite Exchange/IIS administrator should contact Microsoft for more information about downloading, installing and enabling the **WebDAV** extension module.

- 6 Close the **Internet Information Services (IIS) Manager**.

- 7 Launch the **Exchange Management Console**, and then highlight **Mailbox** under the **Server Configuration** tree.
- 8 Note the name of the **Mailbox** server, and then close the **Exchange Management Console**.
- 9 From the taskbar, go to **Start > All Programs (or Apps)> MiCollab AM Desktop > MWI for Exchange Configuration**. The **MWI for Exchange Config** tool displays.

**NOTE** You can click **Help** for information on each of the fields.

- 10 Select the **MWI Server Settings** tab.
- 11 In the **Server Name** field, enter the Mailbox server name (not the machine name of the clustered server).

**IMPORTANT** If the server is not clustered, you must use the machine name instead.

- 12 From the **SSL Style** dropdown list, select **No SSL**

**NOTE** By default the Exchange web site in IIS is set not to use SSL. If SSL is enabled, a certificate must be installed on the server. Once the certificate is installed, select **Basic SSL** from the SSL Style drop-down list.

- 13 Click **OK**.
- 14 Launch the **Computer Management** console, highlight **Services**, right-click on the **MWI for Exchange Service**, and then select **Restart**. Once the service restarts, users on the node should be able to receive MWI notifications.
- 15 Repeat **Steps 1** through **13** for any additional nodes running only the Mailbox role.

# Integrating with a Third Party Fax Server (Optional)

To integrate MiCollab AM Unified Messaging for Microsoft Exchange with a third-party fax server such as Esker Fax, Fenestrae Faxination, or Interstar XMediusFAX, you need to know the following information:

- The message class name or names used to represent fax messages on the Exchange server

**NOTE** For more information about message class names on a hosted system, please contact your provider; otherwise, for details see Appendix E in the *System Installation and Configuration Guide*.

- The filename extension that the fax server uses for the fax image files it attaches to E-mail messages, if you want to exclude other attachment extensions for security reasons

This information is normally available in the documentation that accompanies the fax server software.

## To integrate MiCollab AM Unified Messaging for Microsoft Exchange with a third-party fax server:

- 1 Open **MiCollab AM Configuration** and select the **Main** tab.
- 2 If the system is running, click **Shutdown**. Wait until **Current Status** changes to **Stopped**.
- 3 Select the **Fax** tab.

**NOTE** If MiCollab AM is deployed as a hosted solution in the cloud, skip **Step 3** and go to **Step 5**.

- 4 Select **Third Party** as the **Fax Type**, and then click **OK**.
- 5 Open MiCollab AM **Admin**, select **Configuration > System**, and then select the **Fax** tab.
- 6 Select **Third Party** for the **Fax Type**.
- 7 Select **Exchange** as the **Message Store Type**.
- 8 Type the **Fax Domain Name** and the **Fax Template String**.
- 9 In the **Message Classes** box, click **Add New**, and then type a new message class name used for fax messages on the Exchange server (for example, IPM.FAX).
- 10 Click **OK** to add the class name to the **Message Classes** list.
- 11 Repeat **Steps 9** to **10** to add any additional class names that are needed.
- 12 Proceed according to whether or not you want to restrict the filename extensions that are acceptable for fax attachment files.

Table 3. Restriction Procedures for Fax Attachment

If you want to ...	Then...	And...
Restrict fax attachments to one or more specific filename extensions	Clear <b>Allow All</b>	Continue with <b>Step 13</b> .
Allow all filename extensions for fax attachments	Leave <b>Allow All</b> selected	Skip to <b>Step 16</b> .

- 13** In the **Allowed File Extensions** group, click **Add New**.
- 14** In the **File Extension** box, type a file extension (for example, *.tif*) that MiCollab AM allows subscribers to receive as fax messages.
- 15** Click **OK** to add the extension to the list of allowed extensions.
- 16** Repeat **Steps 13** to **15** to add any additional extensions that MiCollab AM should allow.
- 17** Click **OK**.
- 18** Select the **Main** tab on **MiCollab AM Configuration**, and then click **Startup**.

# Configuring a Workstation for Use with MiCollab AM Unified Messaging for Microsoft Exchange

Installing the MiCollab AM Unified Messaging client on subscriber workstations creates a Unified Messaging Connection Manager utility in the Windows Control Panel, adds new menus and toolbar buttons to Outlook, and places an online help file in the MiCollab AM Desktop program group.

Subscribers can configure their connections to the MiCollab AM server through the **Unified Messaging Connection Manager** dialog box using **Outlook** or the **Unified Messaging Connection Manager** utility.

Subscribers must configure these connections before they can access the MiCollab AM server to generate voice messages, and retrieve voice and fax messages in **Outlook**.

For specific information on using **Unified Messaging Connection Manager**, see the MiCollab AM Unified Messaging client online help.

The following three methods are available for installing the client on subscriber desktops:

- The **push** method installs the client software on one or more workstations at the initiation of an administrator, through command-line prompts or third-party deployment software. No subscriber presence or action is required.
- The **pull** method distributes a link to one or more workstations so that the subscriber can initiate an installation of client software from a network source. This is done from a command line or through third-party deployment software.

The administrator needs only to create a default subscriber profile before distributing the link.

- The **direct** method involves installing the client software from the MiCollab AM Installation Media at each subscriber workstation. This method is useful for the addition of single subscribers or for remote subscribers who do not have LAN or Internet connections.

**NOTE** For more information on the command line prompts and switches to use with the **push** and **pull** methods refer to [Appendix E: Client Installation Command Line and Switch Information](#)

If you experience issues with your Outlook form not properly displaying colors and player control settings, please do the following:

- For Outlook 2007: From the menu bar go to **Tools > Trust Center > E-mail Security**, and then make sure the **Allow script in public folders** and **Allow script in shared folders** settings are both selected. Click **OK**, and then restart Outlook.

# Installing the MiCollab AM Unified Messaging Client on a File Server

**IMPORTANT** If you plan to install the MiCollab AM Unified Messaging client using the push or pull methods, the client software must first be installed to a LAN file server prior to setting up each workstation.

Installing the MiCollab AM Unified Messaging client software on a LAN file server requires an Administration Setup. Performing an Administration Setup copies the necessary software components of the MiCollab AM Installation Media to a shared directory on the LAN file server and creates a default subscriber profile.

Administrators can **push** this client profile to client workstations, or subscribers can **pull** from this shared location, and then run Setup to install the MiCollab AM Unified Messaging client to their local hard disk drives.

**IMPORTANT** Do not use the MiCollab AM server as a LAN files server. Using the MiCollab AM server as a LAN file server can increase its vulnerability to viruses and negatively affect overall system performance.

## To install MiCollab AM Unified Messaging client software on a LAN file server:

- 1 Log on to the file server where the client setup file is to be installed.
- 1 Insert the MiCollab AM Installation Media into the appropriate drive of the file server.
- 2 Depending on which edition you wish to install, type or browse to one of the following command lines using the **Command Prompt** or **Run** tools.
  - If you are installing the U.S. edition, type:
    - `<drive>:\Client Installs\Desktop Suite for Exchange\SBUM Client\USA\Setup.exe -a` **ENTER**
    - Skip to **Step 5**.
  - If you are installing the World edition, type:
    - `<drive>:\Client Installs\Desktop Suite for Exchange\SBUM Client\World\Setup.exe -a` **ENTER**
    - Continue on to **Step 4**.

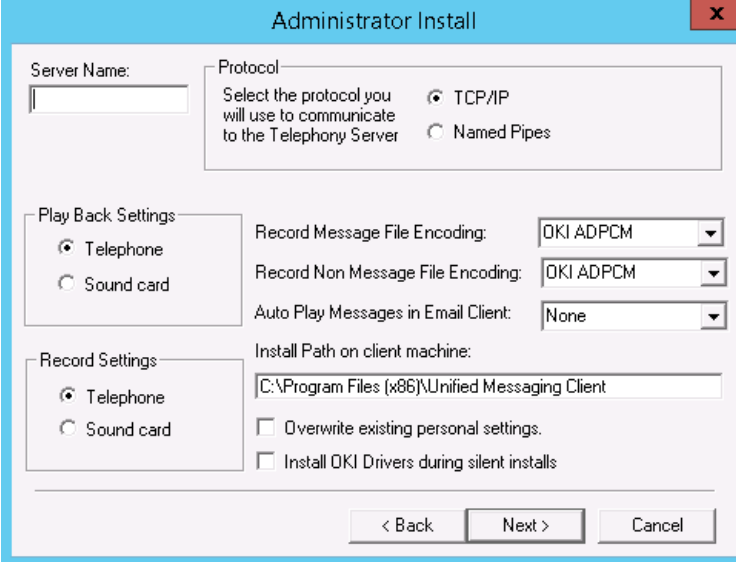
**NOTE** Replace `<drive>` with the drive letter appropriate for your installation.

- 3 From the list box within the **Choose Setup Language** dialog box, select the language you want to use during the setup process, and then click **OK** to continue.

**NOTE** The language selection in this step affects only the setup program itself. The setup program copies support files for all available languages to the file server.

- 4 At the **Welcome** dialog box, click **Next**.

- 5 The **Administrator Install** dialog box appears. The properties set in this dialog box are used as defaults for client installations.

The image shows the 'Administrator Install' dialog box. It has a title bar with a close button. The dialog is divided into several sections. The top section has a 'Server Name' text field and a 'Protocol' section with two radio buttons: 'TCP/IP' (selected) and 'Named Pipes'. Below this are two sections: 'Play Back Settings' and 'Record Settings', each with 'Telephone' and 'Sound card' radio buttons. To the right of these are three dropdown menus: 'Record Message File Encoding' (OKI ADPCM), 'Record Non Message File Encoding' (OKI ADPCM), and 'Auto Play Messages in Email Client' (None). Below these is an 'Install Path on client machine' text field with the default path 'C:\Program Files (x86)\Unified Messaging Client'. At the bottom are two checkboxes: 'Overwrite existing personal settings' and 'Install OKI Drivers during silent installs'. At the very bottom are three buttons: '< Back', 'Next >', and 'Cancel'.

- 6 In the **Administrator Install** dialog box, configure the following options:
- In the **Server Name** field, enter the name of the system server.
  - In the **Protocol** field, select either the **TCP/IP** or **Named Pipes** protocol.
  - In the **Playback Settings** and **Record Settings** fields, select the default playback and record settings. **Telephone** is the default selection.
  - In the **Record Message File Encoding** and the **Record Non-Message File Encoding** fields, select the file encoding format for client workstations. **OKI ADPCM** is the default value.

**NOTE** The client encoding settings can be set differently than those of the server. However, the client settings are overwritten when connection to the system server is established.

- In the **Auto Play Messages in Email Client** field, select an option. **None** is the default value.
  - In the **Install Path on Client Machine** field, enter the path or leave the default path as is. Make note of this path, you need it later in this procedure.
  - Select the **Overwrite existing personal settings** checkbox, if any existing client defaults should be changed to the new defaults.
  - Select the **Install OKI Drivers during silent installs** checkbox if the client workstations are using the **OKI ADPCM** encoding.
- 7 Click **Next**. The confirmation message displays stating the admin parameters have been saved.
- 8 Click **OK**.

# Installing the MiCollab AM Unified Message Client Software on a Workstation

Before the MiCollab AM Unified Messaging client can be configured, confirm that the following items are available for each subscriber workstation:

- A Subscriber mailbox on the MiCollab AM system
- Access to an external message store account on the Exchange server
- An Outlook E-mail client installed on the workstation
- MiCollab AM and external message store servers attached to the same LAN
- Telephone access to and from the MiCollab AM system to support audio recording, audio playback, and Live Reply

**IMPORTANT** If you are installing the client software on a Citrix® MetaFrame® server and the MiCollab AM server uses **OKI ADPCM** audio format for voice messages, you must install the MiCollab AM OKI ADPCM driver on the MetaFrame server. The setup program for the OKI ADPCM driver is located in the **\Client Installs\Desktop Suite for Exchange\Acmdrv** directory on the MiCollab AM Installation Media.

In addition, to ensure that the MiCollab AM Unified Messaging forms operate correctly on Citrix MetaFrame servers or servers for Microsoft Terminal Services, you must install Visual Basic Scripting Edition for Microsoft Outlook on those servers manually. For instructions and other information, refer to knowledge base article KB302003 at [support.microsoft.com](http://support.microsoft.com).

You can install the MiCollab AM Unified Messaging client software from the Installation Media or from a network drive.

**NOTE** If you want to install the client software onto a computer running a Windows Server operating system, log on to the computer with an account that has local administrator rights to the workstation so that all necessary program components, especially the audio compressor/de-compressor, are installed correctly.

## To install the client software on a workstation from the Installation Media:

- 1 Insert the MiCollab AM Installation Media into the appropriate drive.
- 2 When the **Mitel MiCollab AM Installation Components** dialog box displays, click the appropriate link as follows:
  - If you are installing the U.S. edition, click **Desktop Suite for Exchange (USA)**.
  - If you are installing the international edition, click **Desktop Suite for Exchange (World)**.

**NOTE** If the Mitel MiCollab AM Installation Media Components dialog box does not display, navigate to the **...\Client Installs\Desktop Suite for Exchange\SBUM Client** folder on the media. Then, depending on the edition of the software you want to install, navigate to either the **USA** folder or the **World** folder, and then double-click the **Setup.exe** file.

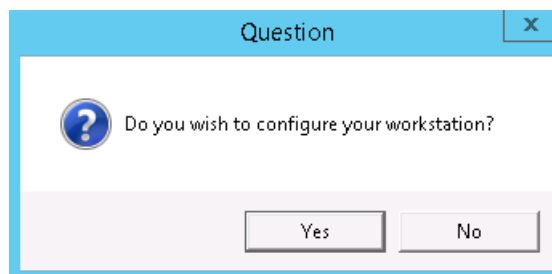
- 3 If the **Choose Setup Language** dialog box appears, select the language you want to use during the setup process, and then click **OK** to continue.

**NOTE** The language selection in this step affects only the setup program itself. The setup program copies support files for all available languages to the file server.

- 4 The **Welcome** dialog box appears. Verify that no other programs are running, and then click **Next**.
- 5 In the **Destination Folder** section of the **Choose Destination Location** dialog box, accept the default destination directory, type the path of another destination directory, or click **Browse** to locate another destination directory.

**IMPORTANT** If you are installing the client software on a Citrix MetaFrame server for deployment to MetaFrame client workstations, do not complete the following step. Subscribers at the MetaFrame client workstations must be able to configure Unified Messaging Connection Manager for their own mailboxes, and they cannot if Unified Messaging Connection Manager is configured at the Citrix server.

- 6 The **Question** dialog box appears.

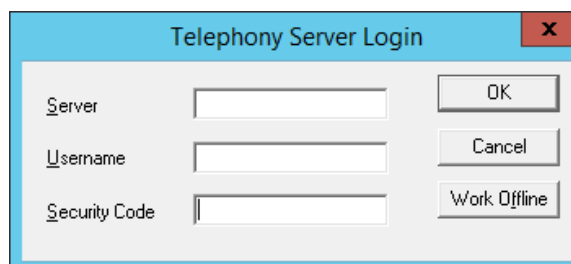


In the **Question** dialog box:

- Click **Yes** to access and configure the **Unified Messaging Connection Manager** utility immediately. Go to **Step 7**.
- Click **No** if you want to configure the **Unified Messaging Connection Manager** utility later. Skip to **Step 8**.

**NOTE** You cannot use **MiCollab AM Unified Messaging** until you configure the settings in the **Unified Messaging Connection Manager** utility. For more information on configuring the utility, refer to [Configuring the MiCollab AM Unified Messaging Client Settings](#).

- 7 If you clicked **Yes**, the **Telephony Server Login** dialog box displays that will allow you to log in to the **Unified Messaging Connection Manager** utility.



In the **Telephony Server Login** dialog box:

- a** Enter the **Server** address, **Username**, and **Security Code**, and then click **OK**.  
Or click **Work Offline** if you want to configure the **Unified Messaging Connection Manager** utility locally without getting connected to the server.
  - b** When the **Unified Messaging Connection Manager** utility displays, configure the options as described in the [Configuring the MiCollab AM Unified Messaging Client Settings..](#)
  - c** When finished configuring, click **OK**.
- 8** The **InstallShield Wizard Complete** dialog box displays prompting to restart your computer. Select the following:
  - Select **Yes** and click **Finish** to restart your computer now.
  - Select **No** and click **Finish** to restart your computer later.
- 9** When the installation completes, the **Unified Messaging Connection Manager** is added to the MiCollab AM **Desktop** program group.

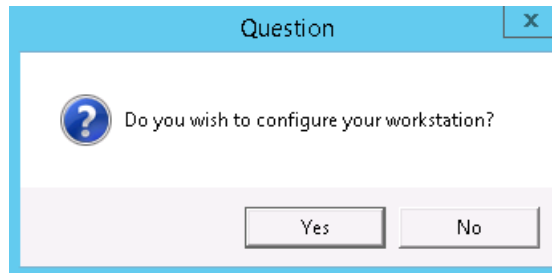
## To install the client software on a workstation from a network file server:

- 1** Locate the appropriate setup folder on the network file server. (The location of this file was established during implementation and then communicated to the subscriber base.)

**NOTE** A shortcut (.lnk file) to the setup file may appear on the subscriber desktop or be included in E-mail or web communication.
- 2** Double-click **Setup** to begin the setup process.
- 3** If the **Choose Setup Language** dialog box appears, select the language you want to use during the setup process, and then click **OK** to continue.

**NOTE** The language selection in this step affects only the setup program itself. The setup program copies support files for all available languages to the file server.
- 4** The **Welcome** dialog box appears. Verify that no other programs are running, and then click **Next**.
- 5** In the **Destination Folder** section of the **Choose Destination Location** dialog box, accept the default destination directory, type the path of another directory, or click **Browse** to locate.

**IMPORTANT** If you are installing the client software on a Citrix MetaFrame server for deployment to MetaFrame client workstations, do not complete the following step. Subscribers at the MetaFrame client workstations must be able to configure Unified Messaging Connection Manager for their own mailboxes, and they cannot if Unified Messaging Connection Manager is configured at the Citrix server.
- 6** The **Question** dialog box appears.

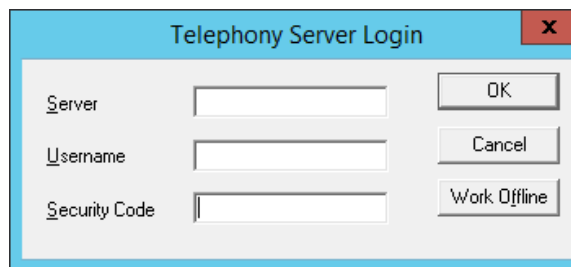


In the **Question** dialog box:

- Click **Yes** to access and configure the **Unified Messaging Connection Manager** utility immediately. Go to **Step 7**.
- Click **No** if you want to configure the **Unified Messaging Connection Manager** utility later. Skip to **Step 8**.

**NOTE** You cannot use **MiCollab AM Unified Messaging** until you configure the settings in the **Unified Messaging Connection Manager** utility. For more information on configuring the utility, refer to [Configuring the MiCollab AM Unified Messaging Client Settings](#).

- 7** If you clicked **Yes**, the **Telephony Server Login** dialog box displays that will allow you to log in to the **Unified Messaging Connection Manager** utility.



In the **Telephony Server Login** dialog box:

- Enter the **Server** address, **Username**, and **Security Code**, and then click **OK**.  
Or click **Work Offline** if you want to configure the **Unified Messaging Connection Manager** utility locally without getting connected to the server.
  - When the **Unified Messaging Connection Manager** utility displays, configure the options as described in the [Configuring the MiCollab AM Unified Messaging Client Settings](#).
  - When finished configuring, click **OK**.
- 8** The **InstallShield Wizard Complete** dialog box displays prompting to restart your computer. Select the following:
- Select **Yes** and click **Finish** to restart your computer now.
  - Select **No** and click **Finish** to restart your computer later.
- 9** When the installation completes, the **Unified Messaging Connection Manager** is added to the MiCollab AM **Desktop** program group.

# Configuring the MiCollab AM Unified Messaging Client Settings

You must configure several settings prior to a subscriber's first use of the MiCollab AM Unified Messaging client. Subscribers who are familiar with the necessary settings can perform this procedure themselves; for those subscribers who are not familiar with the settings, MIS support staff should perform the procedure.

To configure the MiCollab AM Unified Messaging client:

- 1 From the taskbar, go to the **Start > All Programs (or Apps) > MiCollab AM Desktop > Unified Messaging Connection Manager**.
- 2 The **Telephony Server Login** dialog box appears.

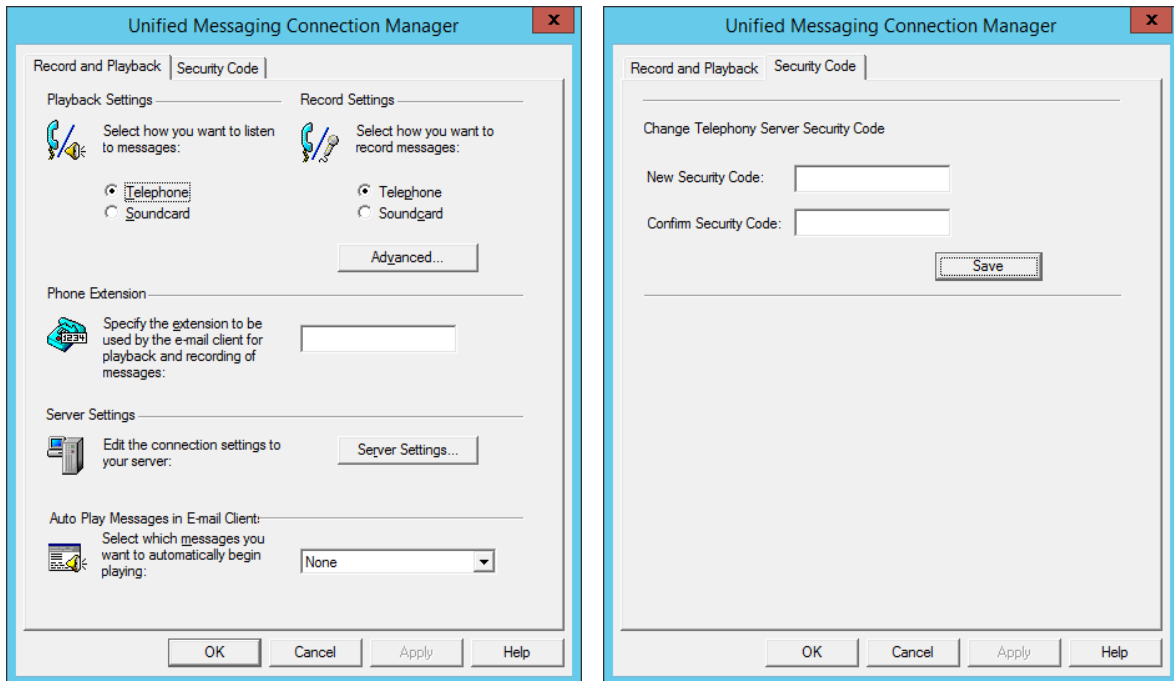


In the **Telephony Server Login** dialog box:

- Enter the FQDN or the TCP/IP address of the System Server in the **Server** box, subscriber **Username**, and **Security Code**.
- Or click **Work Offline** if you want to configure the **Unified Messaging Connection Manager** utility locally without getting connected to the server.

**NOTE** If you are using TCP/IP as the connection protocol, use the TCP/IP address of the System Server. Contact your MiCollab AM or LAN administrator for this IP address, if necessary. Using an IP address in the Server Name box can avoid possible DNS or name resolution issues on a LAN.

- 3 Click **OK**. The **Unified Messaging Connection Manager** dialog box appears.

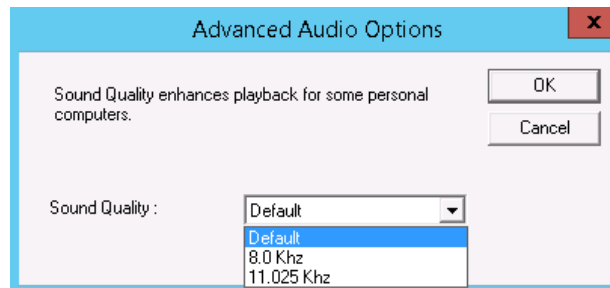


**NOTE** If you clicked **Work Offline**, the **Security Code** tab will not appear.

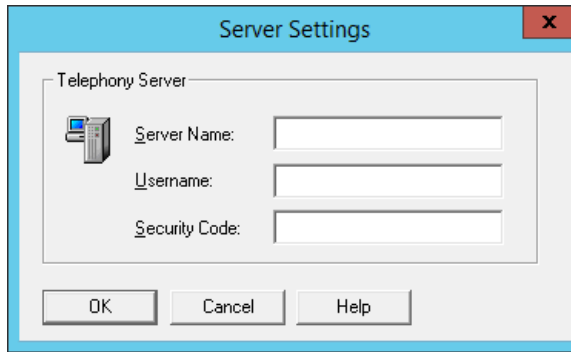
4 In the **Unified Messaging Connection Manager** dialog box, configure the following properties:

- **Record and Playback Tab**

- In **Playback Settings** and **Record Settings** fields, select the default device for playback and recording. The default selection is **Telephone**.
- Click the **Advanced** button and adjust the sound quality of the voice message. The available options are **6.0 kHz (Default)**, **8.0 kHz**, or **11.025 kHz**.



- In the **Phone Extension** box, type the subscriber's telephone extension that will be used for playback and recording of messages.
- Click the **Server Settings** button if you want to change any server options. Update the values and click **OK** to close the **Server Settings** dialog box.



- **Security Code Tab**

- If you want to change your security code at this time, in the **Change Telephony Server Security Code** field, enter a new security code and re-enter the security code. Click **Save**.

5 Click **OK** to close the **Unified Messaging Connection Manager** dialog box.

# Setting XMediusFAX Viewer as Default in Windows 8.1 (or later)

Windows 8.1 (or later) does not allow the installer to define XMediusFAX Viewer as the default application for Tagged Image File Format (TIFF or TIF) files. You must set this manually, if you want to have faxes automatically displayed in XMediusFAX Viewer.

To set the default viewer for TIFF files:

- 1 From the Windows taskbar, go to **Start > Control Panel > Programs > Default Programs > Associate a file type or protocol with a program**. The **Set Associations** window appears.
- 2 In the **Extensions** table, scroll down until you find **.tif**, and then select the extension.
- 3 Click the **Change program** button. The **How do you want to open this type of file (.tif)?** dialog box displays with the list of apps.
- 4 On the dialog box:
  - If you see **Viewer.exe XMedius Solutions Inc.** on the list, select the app. Skip to **Step 5**.
  - If you don't see **Viewer.exe XMedius Solutions Inc.** as an option on the list:
    - a Select **More options**. The apps list expands.
    - b If **Viewer.exe XMedius Solutions Inc.** appears in the expanded list, select the option. Skip to **Step 5**.
    - c Otherwise, scroll down to the bottom of the list and select **Look for another app on this PC**. The **Open with** window appears.
    - d Browse to **C:\Program Files\XMediusFAX\Client\**.

**NOTE** Depending on where **Unified Messaging Client** was installed and the Operating System, the **XMediusFAX** directory may be under **Program Files (x86)**.
    - e Select **Viewer.exe** and click **Open**.
- 5 You are returned to the **Set Associations** window. Make sure **Viewer.exe** is set as the **Current Default** app for the **.tif** extension.
- 6 Follow the same procedure for **.tiff**.

# Appendix A: Testing the Communication between the E-mail Access Interfaced and the Exchange Server

The **Test** button on the **Server Profile** dialog box allows system administrators to quickly test the validity of the settings typed for the messaging server profile during configuration.

When an administrator clicks the **Test** button to test the connection between MiCollab AM and the Exchange server, the **E-mail Access** interface attempts to log on to the E-mail mailbox specified by the settings in the **Server Profile** dialog box.

It then enumerates (counts and reports) the messages in the E-mail mailbox and records the results of the logon and enumeration in a text file called **Mcheck.log**, which is located in the **...\CX\Bin** subdirectory.

The results displayed in the **Mcheck.log** are principally meant to be used by Technical Support in troubleshooting the interaction between the MiCollab AM server and the E-mail server; only a few of the lines that may appear in the **Mcheck.log** file are of direct concern to the administrator.

Testing the interface between a MiCollab AM server and a Microsoft Exchange server analyzes two primary events:

- Logon to the message service
- Logon to an actual E-mail account

The Message Transport Agent (MTA), or MiCollab AM message server, first logs on to the Exchange server using the MiCollab AM account specified in the **Server Profile** dialog box. Possible problems at the message service level include the following:

- Microsoft Exchange MAPI/CDO not being installed on the MiCollab AM server
- Incorrect server, domain, or **Active Directory** name for the Exchange server in the **Server Profile** dialog box
- Invalid Exchange account in the **Server Profile** dialog box

In the **Mcheck.log** file, significant information for troubleshooting these problems is found just after the line that includes **Logon Start**. The example on the next page was taken from a **Mcheck.log** file of an unsuccessful test.

```
196 012500-154427 [10] Logon Start.
196 012500-154427 [1] Logon to Exchange(tm) as Mark Owens to postoffice Exchange.
196 012500-154427 [10] EX_PO Constructor.
196 012500-154427 [10] ExLogon.
196 012500-154427 [10] PROFILE_POOL::Acquire
196 012500-154442 [3] EX_PROFILE::Initialize - ConfigureMsgServiceError:80040115
196 012500-154442 [3] EX_PROFILE::Initialize - ConfigureMsgService Network error or
server name:
```

```

Exchange - invalid
196 012500-154442 [3] EX_PROFILE::~EX_PROFILE - Profile not found:
Telephony Exchange
196 012500-154442 [10] PROFILE_POOL::Acquire - End
196 012500-154442 [10] ExLogon - End
196 012500-154442 [3] EX_PO Constructor - Error login on, logging off
196 012500-154442 [10] EX_PO Logoff
196 012500-154442 [10] EX_PO Logoff - End
196 012500-154442 [10] EX_PO Constructor - End
196 012500-154442 [10] EX_PO Open
196 012500-154442 [3] EX_PO Open - Invalid session parameter
196 012500-154442 [10] EX_PO Open - End
196 012500-154442 [10] Logon done. Return[1]

```

The three boldfaced lines in the example are the ones of interest because they indicate that something went wrong during the initial logon to Exchange.

**NOTE** At this stage, MiCollab AM is attempting to log on using its own account. Later in the log file, another example shows an attempt to log on to a specific mailbox.

As in most cases with the Exchange integration, when an error is encountered, a MAPI error code is included in the log statement. You can cross-reference the error with the list of error codes in this appendix. MAPI is a Microsoft supplied API that is commonly used by messaging applications, including Microsoft Outlook.

In the list of MAPI error codes, MAPI\_E\_NETWORK\_ERROR corresponds to error number 80040115. This code represents a number of error conditions, including a lack of access between the MiCollab AM server and the network and the Exchange server being unavailable.

Because the log shows Exchange as the name of the server, one possible troubleshooting step would be to test for a different server name such as Exchange2. The log excerpt below shows the results of such a test; in this case, the logon to the Exchange server has been successful.

```

215 012500-154045 [10] Logon Start.
215 012500-154045 [1] Logon to Exchange(tm) as Mark Owens to
postoffice Exchange2.
215 012500-154045 [10] EX_PO Constructor.
215 012500-154045 [10] EXLogon.
215 012500-154045 [10] PROFILE_POOL::Acquire
215 012500-154049 [10] EX_PROFILE::RemoveSession
215 012500-154049 [10] LogonProfile
215 012500-154049 [100] LogonProfile - MAPILogonEx Profile:
Telephony Exchange2
215 012500-154049 [100] LogonProfile - GetMsgStoresTable
215 012500-154049 [100] LogonProfile - OpenMsgStore
215 012500-154049 [100] LogonProfile - End

```

Once MiCollab AM can log on to the Exchange server correctly, it continues the test by attempting to log on to a mailbox and enumerate the messages there. The following sample shows the appearance of the Mcheck.log file after this second logon has failed.

```

215 012500-154252 [10] Logon Start.

```

```

215 012500-154252 [1] Logon to Exchange(tm) as Joe Smith to
postoffice Exchange2.
215 012500-154252 [10] EX_PO Constructor
215 012500-154252 [10] PROFILE_POOL::Acquire
215 012500-154253 [10] EX_PROFILE::Remove Session
215 012500-154253 [10] LogonProfile
215 012500-154253 [100] LogonProfile - MAPILogonEx Profile:
Telephony Exchange2
215 012500-154253 [100] LogonProfile - GetMsgStores Table
215 012500-154253 [100] LogonProfile - OpenMsgStore
215 012500-154253 [10] LogonProfile - End
215 012500-154253 [10] EX_PROFILE::RemoveSession - End
215 012500-154253 [10] LogonMailbox
215 012500-154253 [100] LogonMailbox - ResolveName: Joe Smith
215 012500-154253 [3] LogonMailbox - ResolveName - User name not found: 8004010f
215 012500-154253 [10] LogonMailbox - End
215 012500-154253 [10] ExLogoff
215 012500-154253 [10] PROFILE_POOL::Release
215 012500-154253 [10] EX_PROFILE::AddSession
215 012500-154253 [10] EX_PROFILE::AddSession - End
215 012500-154253 [10] PROFILE_POOL::Release - End
215 012500-154253 [10] ExLogoff -End
215 012500-154253 [10] PROFILE_POOL::Acquire - End
215 012500-154253 [10] ExLogon - End
215 012500-154253 [3] EX_PO Constructor - Error logging on, logging off
215 012500-154253 [10] EX_PO Logoff
215 012500-154253 [10] EX_PO Logoff - End
215 012500-154253 [10] EX_PO Constructor - End
215 012500-154253 [10] EX_PO Open
215 012500-154253 [3] EX_PO Open - Invalid session parameter
215 012500-154253 [3] EX_PO Open - End
215 012500-154253 [10] Logon done. Return [1]

```

The two boldfaced lines show that the logon failed because no user was found under the specified name. To resolve this problem, verify that the user name exists in the Exchange address book.

The following example shows the appearance of **Mcheck.log** after a completely successful test. At the end of the file is a section headed by the word **ENUMERATING**. The trace statements in this section describe actions in the user inbox used for the test after both logons are complete.

First, MiCollab AM retrieves the message count, which is 2 in this case.

Second, the system retrieves certain types of information, such as the sender's identity, for all messages for which such information exists.

```

215 012500-154045 [10] //////////////////////////////////////
215 012500-154045 [10] ////////// LOGGING ON //////////////////
215 012500-154045 [10] //////////////////////////////////////
215 012500-154045 [10] Logon Start.
215 012500-154045 [1] Logon to Exchange(tm) as Mark Owens to
postoffice Exchange2.
215 012500-154045 [10] EX_PO Constructor
215 012500-154045 [10] ExLogon

```

```

215 012500-154045 [10] PROFILE_POOL::Acquire
215 012500-154049 [10] EX_PROFILE::RemoveSession
215 012500-154049 [10] LogonProfile
215 012500-154049 [100] LogonProfile - MAPILogonEx Profile:
    Telephony Exchange2
215 012500-154049 [100] LogonProfile - GetMsgStoresTable
215 012500-154049 [100] LogonProfile - OpenMsgStore
215 012500-154050 [10] LogonProfile - End
215 012500-154050 [10] EX_PROFILE::RemoveSession - End
215 012500-154050 [10] LogonMailbox
215 012500-154050 [100] LogonMailbox - ResolveName: Mark Owens
215 012500-154050 [100] LogonMailbox - HrMailboxLogon as /o=XYZ
    Labs/ou=FILER1/cn=Recipients/cn=meo
215 012500-154050 [10] LogonMailbox - End
215 012500-154050 [10] PROFILE_POOL::Acquire - End
215 012500-154050 [10] ExLogon - End
215 012500-154050 [10] EX_PO Constructor - End
215 012500-154050 [10] EX_PO Open
215 012500-154050 [10] ExFolderFind
215 012500-154050 [10] ExFolderFind - End
215 012500-154050 [10] EX_PO PRIMessageListFill
215 012500-154050 [10] ExEnumMessage
215 012500-154050 [10] ExSetEnumMessage
215 012500-154050 [10] ExSetEnumMessage - End
215 012500-154050 [10] ExGetNamedProperties
215 012500-154050 [10] ExGetNamedProperties - End
215 012500-154050 [10] ExEnumMessage - End
215 012500-154050 [10] ExGetMessage
215 012500-154050 [10] ExGetRow
215 012500-154050 [10] ExGetRow - End
215 012500-154050 [10] ExGetMessage - End
215 012500-154050 [100] EX_PO PRIMessageListFill - Message Subject: Voice Message
215 012500-154050 [10] ExGetMessage
215 012500-154050 [10] ExGetRow
215 012500-154050 [10] ExGetRow - End
215 012500-154050 [10] ExGetMessage - End
215 012500-154050 [100] EX_PO PRIMessageListFill - Message Subject:
    Voice Message
215 012500-154050 [10] ExGetMessage
215 012500-154050 [10] ExGetRow
215 012500-154050 [10] ExGetRow - End
215 012500-154050 [10] ExGetMessage - End
215 012500-154050 [10] ExFreeMessageList
215 012500-154050 [10] ExFreeMessageList - End
215 012500-154050 [10] EX_PO PRIMessageListFill - End
215 012500-154050 [10] ExFolderFind
215 012500-154050 [10] ExEnumFolder
215 012500-154050 [10] ExEnumFolder - End
215 012500-154050 [10] ExGetFolder
215 012500-154050 [10] ExGetRow
215 012500-154050 [10] ExGetRow - End
215 012500-154050 [10] ExGetFolder - End

```

```

215 012500-154050 [10] ExFreeFolderList
215 012500-154050 [10] ExFreeFolderList - End
215 012500-154050 [10] ExFolderFind - End
215 012500-154050 [10] EX_PO PRIMessageListFill
215 012500-154050 [10] ExEnumMessage
215 012500-154050 [10] ExSetEnumMessage
215 012500-154050 [10] ExSetEnumMessage - End
215 012500-154050 [10] ExEnumMessage - End
215 012500-154050 [10] ExGetMessage
215 012500-154050 [10] ExGetRow
215 012500-154050 [10] ExGetRow - End
215 012500-154050 [10] ExGetMessage - End
215 012500-154050 [10] ExFreeMessageList
215 012500-154050 [10] ExFreeMessageList - End
215 012500-154050 [10] EX_PO PRIMessageListFill - End
215 012500-154050 [10] EX_PO Open - End
215 012500-154050 [10] Logon done. Return[0]
215 012500-154050 [10] Logon End.
215 012500-154050 [10] //////////////////////////////////////
215 012500-154050 [10] ////////// ENUMERATING //////////
215 012500-154050 [10] //////////////////////////////////////
215 012500-154050 [10] MessageCount Start.
215 012500-154050 [10] MessageCount End.
215 012500-154050 [10] Log Time 4917 - Num Msgs 2
215 012500-154050 [10] MessageFirst Start.
215 012500-154050 [8] MessageFirst Type 2 From Dave Swanson
215 012500-154050 [10] MessageFirst End.
215 012500-154050 [10] MessageNext Start.
215 012500-154050 [8] MessageNext Type 2 From Dave Swanson
215 012500-154050 [10] MessageNext End 1774.
215 012500-154050 [10] MessageNext Start.
215 012500-154050 [10] MessageNext End 1774.
215 012500-154050 [10] Logoff Start.
215 012500-154050 [1] Logoff from Exchange(tm) .
215 012500-154050 [10] EX_PO Logoff
215 012500-154050 [10] ExLogoff
215 012500-154050 [10] PROFILE_POOL::Release
215 012500-154050 [10] EX_PROFILE::AddSession
215 012500-154050 [10] EX_PROFILE::AddSession - End
215 012500-154050 [10] PROFILE_POOL::Release - End
215 012500-154050 [10] ExLogoff - End
215 012500-154050 [10] EX_PO Logoff - End
215 012500-154050 [10] EX_PO Destructor
215 012500-154050 [10] EX_PO Logoff
215 012500-154050 [10] EX_PO Logoff - End
215 012500-154050 [10] EX_PO Destructor - End
215 012500-154050 [10] Logoff done.
215 012500-154050 [10] Logoff End.
215 012500-154050 [0] Log close.

```

## MAPI Error Codes - General Errors (Used by More Than One MAPI Object)

Table 4. General MAPPI error codes

MAPI Error Code	Hexadecimal Value
MAPI_E_CALL_FAILED	0x80004005
MAPI_E_NOT_ENOUGH_MEMORY	0x8007000E
MAPI_E_INVALID_PARAMETER	0x80070057
MAPI_E_INTERFACE_NOT_SUPPORTED	0x80004002
MAPI_E_NO_ACCESS	0x80070005
MAPI_E_NO_SUPPORT	0x80040102
MAPI_E_BAD_CHARWIDTH	0x80040103
MAPI_E_STRING_TOO_LONG	0x80040105
MAPI_E_UNKNOWN_FLAGS	0x80040106
MAPI_E_INVALID_ENTRYID	0x80040107
MAPI_E_INVALID_OBJECT	0x80040108
MAPI_E_OBJECT_CHANGED	0x80040109
MAPI_E_OBJECT_DELETED	0x8004010A
MAPI_E_BUSY	0x8004010B
MAPI_E_NOT_ENOUGH_DISK	0x8004010D
MAPI_E_NOT_ENOUGH_RESOURCES	0x8004010E
MAPI_E_NOT_FOUND	0x8004010F
MAPI_E_VERSION	0x80040110
MAPI_E_LOGON_FAILED	0x80040111
MAPI_E_SESSION_LIMIT	0x80040112
MAPI_E_USER_CANCEL	0x80040113

MAPI_E_UNABLE_TO_ABORT	0x80040114
MAPI_E_NETWORK_ERROR	0x80040115
MAPI_E_DISK_ERROR	0x80040116
MAPI_E_TOO_COMPLEX	0x80040117
MAPI_E_BAD_COLUMN	0x80040118
MAPI_E_EXTENDED_ERROR	0x80040119
MAPI_E_COMPUTED	0x8004011A
MAPI_E_CORRUPT_DATA	0x8004011B
MAPI_E_UNCONFIGURED	0x8004011C
MAPI_E_FAILONEPROVIDER	0x8004011D
MAPI_E_UNKNOWN_CPID	0x8004011E
MAPI_E_UNKNOWN_LCID	0x8004011F

## E\_ACCESSDENIED Used at Logon

Table 5. E\_ACCESSDENIED MAPI error codes

MAPI Error Code	Hexadecimal Value
MAPI_E_PASSWORD_CHANGE_REQUIRED	0x80040120
MAPI_E_PASSWORD_EXPIRED	0x80040121
MAPI_E_INVALID_WORKSTATION_ACCOUNT	0x80040122
MAPI_E_INVALID_ACCESS_TIME	0x80040123
MAPI_E_ACCOUNT_DISABLED	0x80040124

## MAPI Base Function and Status Object Specific Errors and Warnings

Table 6. Object specific errors and warnings

MAPI Error Code	Hexadecimal Value
MAPI_E_END_OF_SESSION	0x80040200
MAPI_E_UNKNOWN_ENTRYID	0x80040201
MAPI_E_MISSING_REQUIRED_COLUMN	0x80040202
MAPI_W_NO_SERVICE	0x80040203

## Property Specific Errors and Warnings

Table 7. Property specific errors and warnings

MAPI Error Code	Hexadecimal Value
MAPI_E_BAD_VALUE	0x80040301
MAPI_E_INVALID_TYPE	0x80040302
MAPI_E_TYPE_NO_SUPPORT	0x80040303
MAPI_E_UNEXPECTED_TYPE	0x80040304
MAPI_E_TOO_BIG	0x80040305
MAPI_E_DECLINE_COPY	0x80040306
MAPI_E_UNEXPECTED_ID	0x80040307
MAPI_W_ERRORS_RETURNED	0x00040380

## Table Specific Errors and Warnings

Table 8. Table specific errors and warnings

MAPI Error Code	Hexadecimal Value
MAPI_E_UNABLE_TO_COMPLETE	0x80040400

MAPI_E_TIMEOUT	0x80040401
MAPI_E_TABLE_EMPTY	0x80040402
MAPI_E_TABLE_TOO_BIG	0x80040403
MAPI_E_INVALID_BOOKMARK	0x80040405
MAPI_W_POSITION_CHANGED	0x80040481
MAPI_W_APPROX_COUNT	0x80040482

## Transport Specific Errors and Warnings

Table 9. Transport specific errors and warnings

MAPI Error Code	Hexadecimal Value
MAPI_E_WAIT	0x80040500
MAPI_E_CANCEL	0x80040501
MAPI_E_NOT_ME	0x80040502
MAPI_W_CANCEL_MESSAGE	0x00040580

## Message Store, Folder, and Message Specific Errors and Warnings

Table 10. Message store, folder, and message specific errors and warnings

MAPI Error Code	Hexadecimal Value
MAPI_E_CORRUPT_STORE	0x80040600
MAPI_E_NOT_IN_QUEUE	0x80040601
MAPI_E_NO_SUPPRESS	0x80040602
MAPI_E_COLLISION	0x80040604
MAPI_E_NOT_INITIALIZED	0x80040605
MAPI_E_NON_STANDARD	0x80040606

MAPI_E_NO_RECIPIENTS	0x80040607
MAPI_E_SUBMITTED	0x80040608
MAPI_E_HAS_FOLDERS	0x80040609
MAPI_E_HAS_MESSAGES	0x8004060A
MAPI_E_FOLDER_CYCLE	0x8004060B
MAPI_W_PARTIAL_COMPLETION	0x00040680

## Address Book Specific Errors and Warnings

Table 11. Address book specific errors and warnings

MAPI Error Code	Hexadecimal Value
MAPI_E_AMBIGUOUS_RECIP	0x80040700

# Appendix B: Subscriber Quick Start

The following section provides steps to enable subscribers to get up and running quickly. You can copy and distribute the information on these pages as necessary.

## Getting Help for MiCollab AM Unified Messaging for Microsoft Exchange

For information on working with voice and fax messaging within Microsoft Outlook, see the online help.

To access online help:

- 1 From the taskbar, go to **Start > Programs > MiCollab AM Desktop > UM for Exchange Help File**.

You might find it useful to print parts of the online help system for easy reference.

- 2 Click the **Print** button at the top of the window to print any help topic.

To print multiple help topics in a book:

- 1 Select the book on the **Contents** tab of the **Help** topics window.
- 2 Click the **Print** button at the bottom of the window.

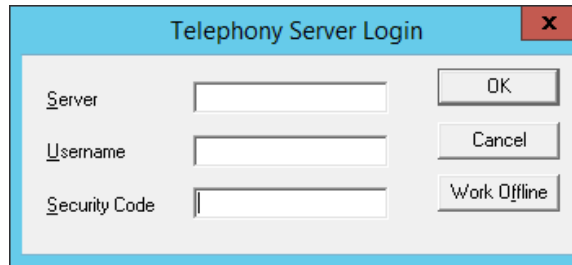
All the topics within that book are printed. You may want to open the book to see how many topics are selected. Some books contain a large number of topics.

## Configuring MiCollab AM Unified Messaging Settings

You may want to modify the settings of your Subscriber mailbox from time to time. For example, you may decide you want to switch the playback device from your telephone to your computer's sound card and speakers. You can modify this option in either Unified Messaging Connection Manager or Web PhoneManager. For information on Web PhoneManager, please see the Web PhoneManager online help or the online book.

To configure MiCollab AM Unified Messaging Settings:

- 1 Open **Unified Messaging Connection Manager** as follows:
  - If **Microsoft Outlook** is running, from the **Home > Mitel** ribbon, click **Connection Manager**.
  - If **Microsoft Outlook** is not running, then from the Windows taskbar, go to **Start > All Programs (or Apps) > MiCollab AM Desktop > Unified Messaging Connection Manager**.
- 2 The **Telephony Server Login** dialog box appears.



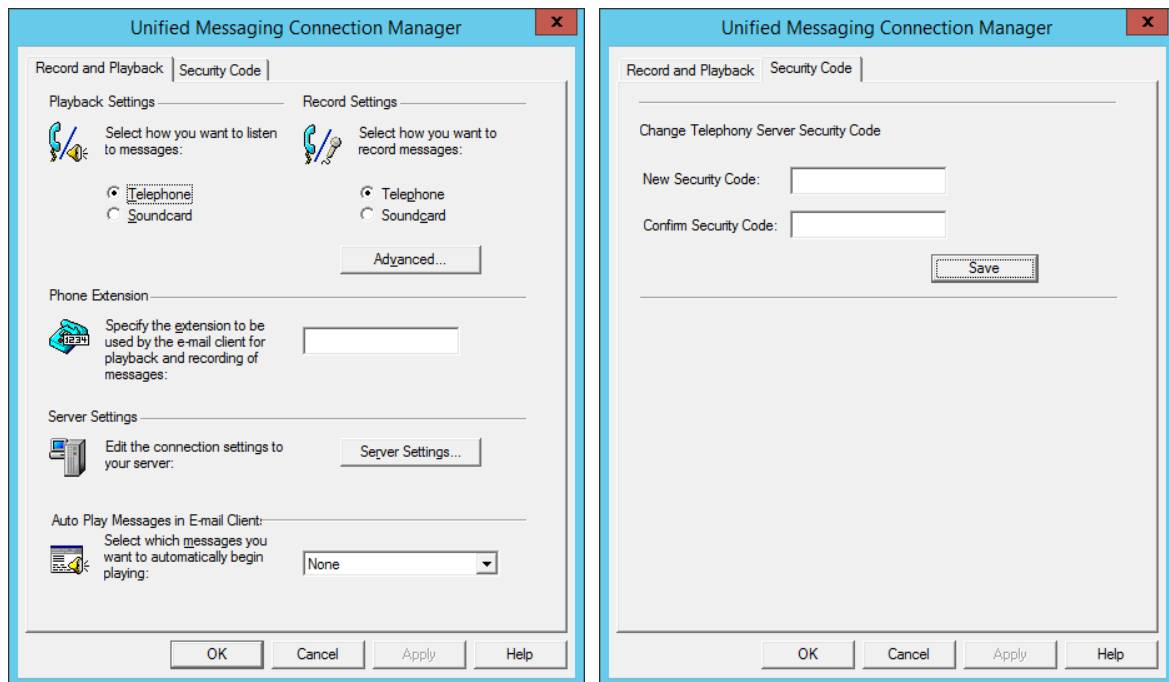
The **Telephony Server Login** dialog box has a title bar with a close button (X). It contains three input fields: **Server**, **Username**, and **Security Code**. To the right of these fields are three buttons: **OK**, **Cancel**, and **Work Offline**.

In the **Telephony Server Login** dialog box:

- Enter the FQDN or the TCP/IP address of the System Server in the **Server** box, subscriber **Username**, and **Security Code**.
- Or click **Work Offline** if you want to configure the **Unified Messaging Connection Manager** utility locally without getting connected to the server.

**NOTE** If you are using TCP/IP as the connection protocol, use the TCP/IP address of the System Server. Contact your MiCollab AM or LAN administrator for this IP address, if necessary. Using an IP address in the **Server** box can avoid possible DNS or name resolution issues on a LAN.

- 3 Click **OK**. The **Unified Messaging Connection Manager** dialog box appears.

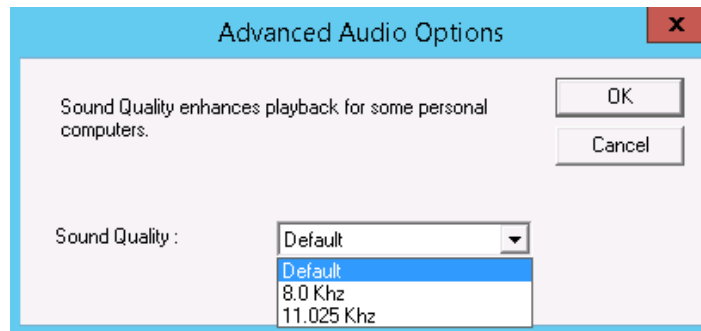


The **Unified Messaging Connection Manager** dialog box has a title bar with a close button (X). It features two tabs: **Record and Playback** (selected) and **Security Code**.  
 The **Record and Playback** tab is divided into several sections:  
 - **Playback Settings**: Includes a speaker icon and the text "Select how you want to listen to messages:". It has two radio buttons: **Telephone** (selected) and **Soundcard**.  
 - **Record Settings**: Includes a microphone icon and the text "Select how you want to record messages:". It has two radio buttons: **Telephone** (selected) and **Soundcard**. Below these is an **Advanced...** button.  
 - **Phone Extension**: Includes a telephone icon and the text "Specify the extension to be used by the e-mail client for playback and recording of messages:". It has a text input field.  
 - **Server Settings**: Includes a computer icon and the text "Edit the connection settings to your server:". It has a **Server Settings...** button.  
 - **Auto Play Messages in E-mail Client**: Includes a document icon and the text "Select which messages you want to automatically begin playing:". It has a dropdown menu currently set to **None**.  
 At the bottom of the tab are four buttons: **OK**, **Cancel**, **Apply**, and **Help**.  
 The **Security Code** tab is currently empty, showing only the tab header and the bottom buttons.

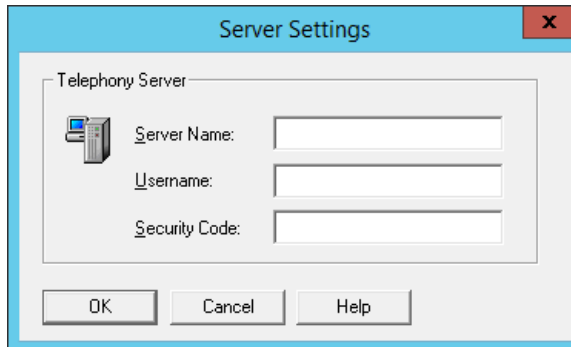
**NOTE** If you clicked **Work Offline**, the **Security Code** tab will not appear.

- 4 In the **Unified Messaging Connection Manager** dialog box, configure the following properties:
  - **Record and Playback Tab**
    - In **Playback Settings** and **Record Settings** fields, select the default device for playback and recording. The default selection is **Telephone**.

- Click the **Advanced** button and adjust the sound quality of the voice message. The available options are **6.0 kHz (Default)**, **8.0 kHz**, or **11.025 kHz**.



- In the **Phone Extension** box, type the subscriber's telephone extension that will be used for playback and recording of messages.
- Click the **Server Settings** button if you want to change any server options. Update the values and click **OK** to close the **Server Settings** dialog box.



- Security Code Tab**
  - If you want to change your security code at this time, in the **Change Telephony Server Security Code** field, enter a new security code and re-enter the security code. Click **Save**.

5 Click **OK** to close the **Unified Messaging Connection Manager** dialog box.

## Sending a Voice Message

Once the client software is installed on your workstation and the server settings are configured in Unified Messaging Connection Manager, you can access the voice messaging and fax retrieval features through your Microsoft Outlook mail program. Steps for creating a voice message with Microsoft Outlook are as follows:

### To create a new voice message:

- With Microsoft Outlook open, open the voice messaging form.
  - If you want to use the toolbar, click the **New Voice Message** icon on the toolbar
  - If you want to use the menu bar, select **Actions > New Voice Message**.

- 2 On the new voice message template:
  - a Click **To** to address the message or type an E-mail address in the **To** box.
  - b Click the **Record** button to begin recording the voice message.
  - c Click the **Stop** button to end recording.
  - d Click **Send** to send the voice message.

For more specific information on recording and playback options, see the help on **Unified Messaging Connection Manager**.

## Playing Voice Messages and Viewing Fax Messages

New voice messages are indicated within Microsoft Outlook by a telephone icon. Fax messages are indicated within Microsoft Outlook by a fax icon.

### To play a voice message or view a fax message:

- 1 Double-click the received message.
  - If the message is a *voice* message, the voice messaging form appears.
  - If the message is a *fax* only, the fax viewer opens automatically, displaying the fax message over the voice messaging form.
  - If the message has both *fax* and *voice* components, only the voice messaging form appears.
- 2 Depending on the message type, perform one of the following tasks:

- **If you want to listen to the voice message:**

Click **Play** on the voice messaging form recorder bar to begin playing the message.

**NOTE** Your mailbox may be set to play messages automatically, so you may not need to click **Play**.

- **If you want to view the fax:**

Click the **View Fax** button to launch the fax viewer. When accessing fax messages only, the viewer will automatically open the fax document in some cases.

For further information on replying to and forwarding voice and fax messages, see the *help* from the **Unified Messaging Connection Manager** utility.

**NOTE** Using the **Auto Play Messages** box in **E-mail Clients** setting on the **Record and Playback** tab in **Unified Messaging Connection Manager**, you can set some voice messages to play automatically as soon as you open them.

For more information on the settings available in this box, see the *help*.

# Changing Your Mailbox Security Code

You can change your mailbox security code, also known as the password, on the **Security Code** tab.

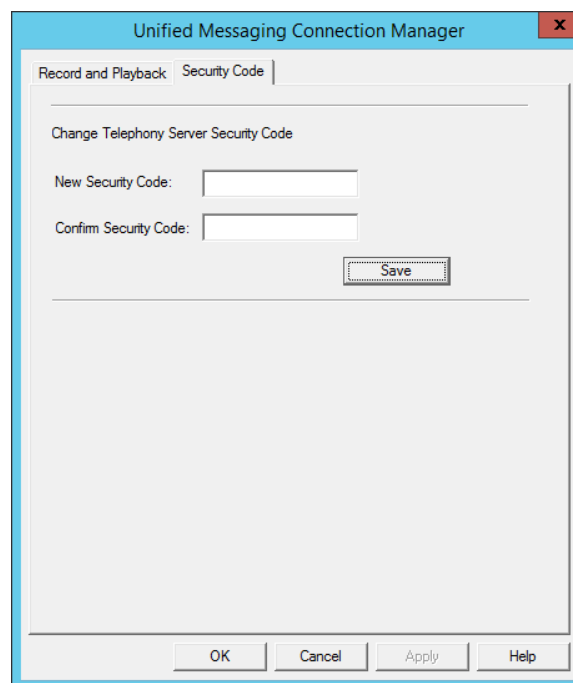
To change your mailbox security code:

- 1 Open **Unified Messaging Connection Manager**.
- 2 In the **Telephony Server Login** dialog box, enter **Server Name**, **Username**, and **Security Code**, and then click **OK**.

A dialog box titled "Telephony Server Login" with a blue header bar and a red close button. It contains three text input fields: "Server", "Username", and "Security Code". To the right of these fields are three buttons: "OK", "Cancel", and "Work Offline".

- 3 Click the **Security Code** tab.

**IMPORTANT** If you clicked **Work Offline** in **Step 2**, the **Security Code** tab won't be available.

A screenshot of the "Unified Messaging Connection Manager" window. The "Security Code" tab is selected. The window has a blue header bar and a red close button. Below the header, there are two tabs: "Record and Playback" and "Security Code". The "Security Code" tab is active and shows the text "Change Telephony Server Security Code". Below this text are two text input fields: "New Security Code:" and "Confirm Security Code:". A "Save" button is located below the "Confirm Security Code" field. At the bottom of the window, there are four buttons: "OK", "Cancel", "Apply", and "Help".

- 4 In the **New Security Code** and **Confirm Security Code** boxes, type and confirm your new security code.
- 5 Click **Save**.

**IMPORTANT** You must click the **Save** button to save your new security code.

- 6 Click **Apply**, and then click **OK**.

## Telephone User Interface Features

The Telephone User Interface (TUI) features provided by MiCollab AM Unified Messaging covered in this section include:

- Replying to an E-mail message by telephone
- Forwarding an E-mail message with voice comments
- Faxing an E-mail message to someone else
- Printing an E-mail message by forwarding it to a fax machine
- Selecting E-mail messages for group processing

### Replying to an E-mail Message by Telephone

You can reply to an E-mail message with a voice message by telephone, rather than waiting to access the E-mail system.

#### To reply to an E-mail message by telephone:

- 1 Access your Subscriber mailbox using a telephone.
- 2 Press **1** to listen to messages in your **Inbox**, press **3** to listen to messages by type (if configured), or press **5** to listen to saved messages.
- 3 While listening to the desired E-mail message, press **8** to reply.
- 4 If prompted, enter the mailbox number of the person to whom your voice message should be sent.
- 5 Press **2** to start recording your message.
- 6 Press **2** to stop recording.
- 7 Press **5** to send your reply.
- 8 To send your reply to someone else, press **1**; otherwise, press **9**.

### Forwarding an E-mail Message with Voice Comments

You can forward an E-mail message with voice comments to anyone who has a computer that can play **.wav** files.

When you forward an E-mail message with voice comments, message recipients receive a single message, with your recording attached as a **.wav** file.

#### To forward an E-mail message with voice comments:

- 1 Access your Subscriber mailbox using a telephone.
- 2 Press **1** to listen to messages in your **Inbox**, press **3** to listen to messages by type (if configured), or press **5** to listen to saved messages.
- 3 While listening to the desired E-mail message, press **2** to forward it.

- 4 Enter the mailbox number of the person to whom your message should be sent.
- 5 Press **2** to start recording your message.
- 6 Press **2** to stop recording.
- 7 Press **5** to send the message with your introduction.
- 8 To forward the message to someone else, press **1**; otherwise, press **9**.

## Faxing an E-mail Message to Someone Else

You can fax an E-mail message to someone else by forwarding it to the appropriate fax delivery mailbox. However, to use this feature, your MiCollab AM server must have access to the RightFax Enterprise Fax Server.

### To fax an E-mail message to someone else:

- 9 Access your Subscriber mailbox using a telephone.
- 10 Press **1** to listen to messages in your **Inbox**, press **3** to listen to messages by type (if configured), or press **5** to listen to saved messages.
- 11 While accessing the desired E-mail message, press **2** to forward it.
- 12 Enter the appropriate **Fax Delivery** mailbox number for the fax machine you want to use.
- 13 If you specified a **Fax Delivery** mailbox that prompts for a telephone number, follow these steps:
  - a Enter the telephone number and press **#**.
  - b Pressing **1** to confirm that the number is correct.
- 14 Enter your extension or telephone number to identify your fax and then press **#**.
- 15 Pressing **1** to confirm that the number is correct.
- 16 When prompted to record an introduction, press **5** to send your message.

**NOTE** You should not record an introduction when forwarding an E-mail message to a fax machine. Pressing **5** allows you to send your message immediately.

- 17 To forward the message to another fax machine or someone else, press **1**; otherwise, press **9**.

## Printing an E-mail Message on a Fax Machine

You can print an E-mail message by forwarding it to a fax machine. MiCollab AM allows you to print at any time and at any fax machine. However, to use this feature, your MiCollab AM server must have access to the RightFax Enterprise Fax Server.

### To print an E-mail message:

- 1 Access your Subscriber mailbox using a telephone, and perform the following:

- To listen to messages in your **Inbox**, press **1**.
  - To listen to messages by type (if configured), press **3**.
  - To listen to saved messages, press **5**.
- 2** While accessing the desired E-mail message, press **2** to forward it.
  - 3** Enter the appropriate **Fax Delivery** mailbox number for the fax machine you want to use.
  - 4** If you specified a **Fax Delivery** mailbox that prompts for a telephone number, follow these steps:
    - a** Specify the telephone number, and then press **#**.
    - b** Confirm that the number is correct by pressing **1**.
  - 5** Identify your fax by entering your extension or telephone number, and then press **#**.
  - 6** Pressing **1** to confirm that the number is correct by
  - 7** When prompted to record an introduction, press **5** to print your message.
- NOTE** Do not record an introduction when forwarding an E-mail message to a fax machine. Pressing **5** allows you to immediately send your message for printing.
- 8** To forward the message to another fax machine or someone else, press **1**; otherwise, press **9**.

## Selecting E-mail Messages for Group Processing

The MiCollab AM group selection feature saves you time and effort by letting you handle messages in a group. For example, you can select your E-mail messages and forward them to a nearby fax machine for printing.

Messages lose their selected status once you exit MiCollab AM.

### To select E-mail messages for group processing:

- 1** Access your subscriber mailbox using a telephone.
- 2** Press **1** to listen to messages in your **Inbox**, press **3** to listen to messages by type (if configured), or press **5** to listen to saved messages.
- 3** While accessing the desired E-mail message, press **0**, and then press **1** to select it for group processing.
- 4** Continue to access and select E-mail messages following the instructions in **Step 3**.
- 5** Press **\*** to return to the main menu
- 6** Press **6** to access selected messages. The following menu options are available:
  - To forward all selected messages, press **2**.
  - To discard all selected messages, press **4**.
  - To save all selected messages, press **5**.
- 7** Press the key for the desired action and follow the voice prompts.

# Appendix C: Enabling/Disabling E-mail Access During System Maintenance

Any time maintenance is performed on the Exchange server, it affects the ability of Unified Messaging to function normally. In sites that have multiple Exchange servers, maintenance on a single server can also have an undesired effect.

During the time work is performed on the Exchange servers, the effect on MiCollab AM may result in new voice mail messages being unavailable to the subscriber until normal Exchange server operation resumes.

The following procedure places MiCollab AM Unified Messaging in maintenance (Store down) mode. Subscribers can use the TUI to log on to MiCollab AM and check for messages received during the maintenance period.

Any MiCollab AM message already moved to the Exchange server's unified message store is unavailable through the TUI until normal operation between the servers is restored.

Voice messages residing on the MiCollab AM server are unavailable through the Outlook client. Once normal operation is restored, the MiCollab AM server moves the new messages still residing on it to the Exchange server, and all messages become available through the TUI or the Outlook client.

The interval between full restoration of service and new message availability may be up to one hour to prevent MiCollab AM from sending too many messages at once to the Exchange server.

## Enabling/Disabling E-mail Access Using MiCollab AM Configuration

To disable a messaging server profile immediately:

- 1 Open **MiCollab AM Admin > Configuration > System** and select the **E-mail** tab.
- 2 Select a messaging server profile, and then click **Edit**. The **Server Profile** dialog box appears.
- 3 Clear the **Enabled** checkbox, and then click **OK** to close the **Server Profile** dialog box.
- 4 Click **Apply** to save the change. The messaging server profile is now disabled.

To enable a messaging server profile immediately:

- 1 Open **MiCollab AM Admin > Configuration > System** and select the **E-mail** tab.
- 2 Select a messaging server profile, and then click **Edit**. The **Server Profile** dialog box appears.
- 3 Select the **Enabled** checkbox, and then click **OK** to close the **Server Profile** dialog box.
- 4 Click **Apply** to save the change. The messaging server profile is now enabled.

## To disable a messaging server profile for server maintenance:

- 1 Open **MiCollab AM Admin > Configuration > System** and select the **E-mail** tab.
- 2 Select a messaging server profile, and then click **Edit**. The **Server Profile** dialog box appears.
- 3 In the **Maintenance** section, select the **Enabled** checkbox.
- 4 In the **Start** box, select a time to start server maintenance.
- 5 In the **Stop** box, select a time to end server maintenance.
- 6 Click **OK** to save the changes to the messaging server profile, and then close the **Server Profile** dialog box.
- 7 Click **Apply** to save the changes.

## Using AT\_EMA

**IMPORTANT** Use of the **AT\_EMA** command disables the E-mail Access application for all messaging server profiles.

Mitel recommends that you disable individual messaging server profiles immediately or configure the messaging server profile to disable the **E-mail Access** interface for the time when system maintenance occurs on the E-mail server, instead of using the **AT\_EMA** command.

**AT\_EMA.exe**, the MiCollab AM E-mail Access Switcher, is a command-line utility that switches E-mail Access on and off at the MiCollab AM server. When E-mail Access is disabled, its features are disabled for all subscribers.

Because **AT\_EMA** is a command-line utility, it can be added to E-mail server maintenance batch files or scripts.

**NOTE** **AT\_EMA.exe** is installed during MiCollab AM installation and is located in the **...\CX\Bin** directory on the MiCollab AM server.

**AT\_EMA.exe** can run from the local hard disk drive of either the MiCollab AM server or the E-mail server. If **AT\_EMA** is run from the Exchange E-mail server, it must be installed locally and the **NetBEUI** protocol must be installed on both the MiCollab AM server and the E-mail server.

## Running AT\_EMA from the MiCollab AM System Server

**NOTE** **NetBEUI** is not required if **AT\_EMA** is run from the MiCollab AM server.

### To disable E-mail Access from the MiCollab AM server using AT\_EMA:

- 1 Start a command prompt in Windows Server.
- 2 Change to the **...\CX\Bin** directory.

- 3 Type *AT\_EMA off*, and then press **Enter**. E-mail Access is now disabled on the MiCollab AM server and maintenance of the E-mail server can proceed.

### To enable E-mail Access from the MiCollab AM server using AT\_EMA:

- 1 Start a command prompt in Windows Server.
- 2 Change to the **...\CX\Bin** directory.
- 3 Type *AT\_EMA on*, and then press **Enter**. E-mail Access is now turned back on.

## Running AT\_EMA from the Exchange Server

**IMPORTANT** **AT\_EMA** supports **Named Pipes** only, not TCP/IP addressing. If **AT\_EMA** runs from the Exchange E-mail server, the **NetBEUI** protocol must be installed on both the MiCollab AM server and the E-mail server.

### To disable E-mail Access from the Exchange Server using AT\_EMA:

- 1 Copy **AT\_EMA.exe** from the **...\CX\Bin** directory on the MiCollab AM server to the E-mail server.
- 2 From a command prompt on the E-mail server or an E-mail server maintenance batch file or script, type *AT\_EMA off <System Server name>*, and then press **Enter**.

E-mail Access is now disabled on the MiCollab AM server and maintenance of the E-mail server can proceed.

### To enable E-mail Access from the Exchange Server using AT\_EMA:

- 1 Verify that **AT\_EMA.exe** is located on the E-mail server.
- 2 From a command prompt on the E-mail server or an E-mail server maintenance batch file or script, type *AT\_EMA on <System Server name>*, and then press **Enter**.

E-mail Access is now turned back on.

# Appendix D: Troubleshooting E-mail Access after Setup

When encountering a problem with the E-mail Access application after setup, always check the Windows Server Event Viewer log before taking any action. It may provide information to help you isolate the problem.

Review the following items if you have problems after the configuration of E-mail Access:

**NOTE** If MiCollab AM is deployed as a hosted solution in the cloud, these tasks are performed by the tenant administrator.

- If subscribers state that E-mail messages previously deleted in the TUI persist in their E-mail mailbox, verify that they are logging off their Subscriber mailboxes correctly.
- Verify that the **E-mail Access Active** checkbox is selected.  
Location: **MiCollab AM Admin** > **Configuration** > **System** > **Messaging Tab**
- Verify that the **Message Storage Location** option is set to **External**.  
Location: **MiCollab AM Admin** > **Subscriber Mailbox** > **E-mail Tab**
- Verify that the **Server Profile** and user information are configured correctly in the Subscriber mailboxes.  
Location: **MiCollab AM Admin** > **Subscriber Mailbox** > **E-mail Tab**
- Verify that the LAN adapter card is configured properly with the correct network protocols to communicate with the E-mail server.
- Verify that the MiCollab AM servers and the MiCollab AM Service have sufficient permissions to log on to the Exchange server(s). Further, verify that the MiCollab AM server is a member of the same Windows Server domain as the Exchange server(s), or if it is a member of a different Windows Server domain, that the two Windows Server domains *trust* each other.
- Check for an ambiguous MiCollab AM domain account name on the Exchange server or in Active Directory. Although the MiCollab AM service authenticates properly to the domain with its account credentials, it must also invoke the MAPI/CDO components through an unambiguous account name to gain access to the Exchange server.

## For example:

If the MiCollab AM account name on the Exchange server is VM2, and there is an unrelated Exchange account named VM200, the MAPI/CDO components must prompt the MiCollab AM server to select one of the two accounts to complete the logon process.

Because the MiCollab AM server cannot make a selection as a human user would, the process comes to a halt at this point and the E-mail Access feature cannot function normally.

# Appendix E: Client Installation Command Line and Switch Information

MiCollab AM Unified Messaging provides the following two automated methods for installing client files on subscriber workstations from a network share:

- **Push** installation, in which an administrator starts the installation routine and the subscribers are not involved in it.
- **Pull** installation, in which subscribers receive a link or path to the installation routine and start it themselves.

This section describes both types of installation and discusses the necessary command line syntax for deploying them.

**NOTE** After the installation, the workstation will need to be restarted.

## Push Installation

A **push** installation can be either attended or unattended, but all subscribers' computers must be on and connected to the network. Both attended and unattended push installs rely on third-party push-installation software packages, all of which allow you to enter the name of an executable with command line arguments to run on the client machine.

The following example shows typical command line syntax to perform an attended **push** install for a subscriber with a mailbox number of **1234** and extension **1234**. All other install values would come from the **Admin.ini** parameter file, which the administrator initially configured during setup.

Executable: **setup.exe**

Command line arguments: `-vAdmin.ini -b1234 -u1234`

The following example shows typical command-line syntax for an unattended **push** install supporting a subscriber with a mailbox of **1234** and extension **1234**. All other installation settings come from the **Admin.ini** file.

For an unattended **push** install (also called a silent install), you must include the **-s** switch and provide a response file. This administrator creates this file during setup; the **filename** is always **Setup.iss**, in that context. For other setups, you can use the **-f1** switch to rename the response file. The **-s** switch must always be the last argument on the command line.

Executable: **setup.exe**

Command line arguments: `-vAdmin.ini -b1234 -u1234 -f1setup.iss -s`

**NOTE** In both attended and unattended installs, you can omit the **-b1234** & **-u1234** arguments to make the install work for a group of users. Although the installation completes properly, subscribers cannot use MiCollab AM Unified Messaging until they enter their mailbox and extension numbers in **Unified Messaging Connection Manager** or **Web PhoneManager**.

## Pull Installation

A **pull** installation is always attended; a subscriber must be present to start it.

To set up a **pull** installation for a group of subscribers, the administrator must provide a copy of the shortcut file UM **Install.lnk** to each user in the group. The administrator creates this file as part of the administrator setup process and places it on the network share with the other install files.

An administrator can distribute the shortcut file to the subscribers in one of two ways:

- Use whatever **pull** installation software the customer has to place it on the subscribers' desktops.
- Send it to all customers as an E-mail attachment.

The subscriber then runs the file to begin the installation. The file is configured to invoke the following command line:

```
setup.exe -vAdmin.ini
```

In this command line, **Admin.ini** is the name of the parameter file created during administrator setup.

## Command-Line Syntax

The following table lists the valid command line arguments for both **push** and **pull** installations.

**NOTE** If you prefer, you can omit the **-v** switch and include the arguments in this table as switches on the command line.

Table 12. Valid command line arguments

Argument	Description
-?	Displays the usage help dialog of the command line parameters and values
-a	Performs an administrator install. When this switch is specified, the setup file is created in the same directory that contains the file <b>Admin.ini</b> . Do not use this switch with the <b>-s</b> or <b>-r</b> switches.
-b	The mailbox. For example, <b>-b1234</b> where the mailbox is <b>1234</b> .
-f1	The full path to the response file, optionally including the filename. The response file is required for silent installs. A default response file is created during the administrator install and is always called <b>setup.iss</b> .
-h	The System Server name. For example, <b>-hCallXpr1</b> where the MiCollab AM System Server is <b>CallXpr1</b> .
-i	The record device. Values are <b>s</b> for <b>sound card</b> ; and <b>t</b> for <b>telephone</b> .

-j	The playback device. Values are <b>s</b> for <b>sound card</b> ; and <b>t</b> for <b>telephone</b> .
-k	Is an install OKI driver override. Values are <b>y</b> for <b>Yes</b> ; and <b>n</b> for <b>No</b> .
-l	Auto-play setting. Values are <b>a</b> for <b>Always</b> ; <b>u</b> for <b>New/Unread</b> ; and <b>n</b> for <b>Never</b> .
-n	Record message format. Values are <b>m</b> for <b>Mu-Law</b> ; <b>a</b> for <b>A-Law</b> ; <b>p</b> for <b>Linear PCM</b> ; <b>d</b> for <b>OKI ADPCM</b> ; and <b>g</b> for <b>GSM 610</b> .
-o	Override personal settings always. Values are <b>y</b> for <b>Yes</b> and <b>n</b> for <b>No</b> .
-p	The protocol. Values are <b>t</b> for <b>TCP/IP</b> ; and <b>n</b> for <b>Named Pipes</b> .
-r	Record a new response file. For example, setup <b>-r</b> will go through a user install and record all user interactions into a response file called <b>setup.iss</b> , which will be located in the Windows directory.
-s	Silent install. This should appear as the last command line argument.
-u	Extension. For example <b>-u1234</b> where your extension is <b>1234</b> .
-v	Administrator parameter file name. For example, <b>-vAdmin.ini</b> (the default). This switch cannot be used to set the path where the file resides.
-w	Record non-message format. Values are <b>m</b> for <b>Mu-Law</b> ; <b>a</b> for <b>A-Law</b> ; <b>p</b> for <b>Linear PCM</b> ; <b>d</b> for <b>OKI ADPCM</b> ; and <b>g</b> for <b>GSM 610</b> .
-y	Client install path. For example, <b>-yc:\Program Files\UM</b> .

Here is an example command line and what it represents:

#### Example:

Setup -hcallxpr1 -b1234 -pT -u1234 -iT -jT -kN -lU -nM -wM -yc:\UM

①            ②            ③            ④            ⑤            ⑥            ⑦            ⑧

- ① The name of your **System Server** is **callxpr1**.
- ② Your mailbox and extension are **1234**.
- ③ You are using **TCP/IP** for your protocol.
- ④ Your playback and record devices are **telephone**.
- ⑤ Is **not** an install **OKI driver override**.
- ⑥ You want to auto-play only the **new or unread messages**.
- ⑦ The record message and record non-message formats are **Mu-Law**.
- ⑧ The default client install path is **C:\UM**.

## Using the Diagnostic Files

Because **push** and **pull** installations occur in your absence, you need some sort of evidence that the installation was completed correctly.

To provide you that evidence, the setup program creates a diagnostic file in the topmost directory where the software was installed. The name of the diagnostic file indicates how the installation concluded.

Table 13. Installation Conclusion Steps

If the file name is...	Then...
UMInstallSuccess.txt	The installation completed successfully and no further action is required.
UMInstallReboot.txt	The installation completed successfully, but the computer must be restarted before the software can be used.
UMInstallErr.txt	The installation encountered problems, which the file describes.

If the **UMInstallErr.txt** file exists, it contains one or more error codes that explain why the installation could not complete successfully. The following table shows the codes that can help you troubleshoot the installation yourself; if the file contains other codes, contact Mitel Technical Support for assistance.

Table 14. Troubleshooting codes

Code	Error Message	Explanation
110	User cancelled install (On Cancel event)	A user interrupted the setup program as it was installing the software.
111	User cancelled un-installation	A user interrupted the setup program as it was removing software.
112	Invalid file, CRC error encountered	<p>The setup program could not match the checksum given for an installed file, indicating that the file is corrupt.</p> <ul style="list-style-type: none"><li>• If you have installed the setup program and its associated files to a shared directory on your network, verify that all of the files were copied correctly.</li><li>• If you are installing from the MiCollab AM Installation Media, contact Mitel Technical Support.</li></ul>
113	File reported an error during file copy	<p>The setup program could not copy a file successfully.</p> <p>Verify the following:</p> <ul style="list-style-type: none"><li>• The destination folder (or its parent folder) is shared.</li><li>• The account running the setup program has permission to modify it.</li><li>• None of the files is marked read-only.</li></ul>

115	Locked file was encountered	<p>The setup program could not copy a file successfully because it would need to replace a file that was in use at the time it ran.</p> <p>Make sure that no one has any files open in the directory where you are installing MiCollab AM Unified Messaging.</p>
119	Error occurred attempting to process the command line parameters	<p>The setup program could not understand all of the command line arguments it was given.</p> <p>Check the syntax of the command line you are attempting to use to install MiCollab AM Unified Messaging.</p>

# Appendix F: Testing Messaging Server Route/Path References

As discussed in the section, [Creating Messaging Server Profiles on MiCollab AM to Communicate with the Microsoft Exchange Server](#), the domain specified in the Route/Path box of a messaging server profile must resolve as a global catalog server in the organization's LAN or WAN.

If this domain does not resolve properly, functions that rely on **Lightweight Directory Access Protocol (LDAP)** fail. For example, under these circumstances, the **Subscriber Mailbox E-mail Search** dialog box of the MiCollab AM Admin utility fails to find even known Subscriber mailboxes matching its specified search criteria.

This appendix discusses steps you can take to confirm that the domain specified in the Route/Path box of a messaging server profile resolves correctly. It also discusses how to configure the MiCollab AM server to recognize valid domains that do not resolve as global catalog servers.

**IMPORTANT** To support the following procedures, the site's network administrator must provide you with the IP addresses of the global catalog servers in the site's network and the domain names associated with those servers. This information is available in the Active Directory Sites and Services utility.

## Verifying the Global Catalog Server's Domain

The following procedure confirms the domain name of the MiCollab AM messaging server protocol in most systems.

**To verify and test the domain name of a global catalog server:**

- 1 From the taskbar on the **MiCollab AM System Server**, select **Start**, and then **Run**.
- 2 In the **Open:** box, type *cmd*, and then click **OK**. The command prompt window displays.
- 3 At the command prompt, type the command, *ping %userdnsdomain%*.

Examine the text that the ping command returns. You should be able to see the domain name and IP address of the global catalog server associated with the MiCollab AM platform, as well as the results of the communication test that the command normally performs.

Verify that the domain name stored in the messaging server profile on the MiCollab AM server is the same as the domain name returned by the ping command, and correct the profile if necessary.

**NOTE** For the purposes of configuring MiCollab AM, it is not necessary for the communication test to succeed. If the ping command identifies the domain name and IP address of the global catalog server correctly, you can proceed to verify and correct the configuration of the MiCollab AM messaging server profile.

## Configuring Other Domain Names for Use with MiCollab AM

In most systems, using the domain name of a global catalog server as the Route/Path in a MiCollab AM messaging server profile provides the best performance. However, you can substitute a different domain name (if it is valid) by adding it to the host file on the MiCollab AM server platform.

### To configure a domain name for use with MiCollab AM:

- 1 From the taskbar on the MiCollab AM System Server, select **Start**, and then **Run**.
- 2 In the **Open:** box, type *cmd*, and then click **OK**. The command prompt window displays.
- 3 At the command prompt, type *notepad %windir%\system32\drivers\etc\hosts*.
- 4 Click **OK** to start Notepad and load the host file.
- 5 In Notepad, place the cursor at the beginning of an empty line at the bottom of the file. Type the IP address associated with the domain name you are configuring, press the **Tab** key, and then type the domain name.
- 6 From the menu bar, select **File**, and then select **Exit**.
- 7 When prompted to save the changes before exiting, click **Yes**.

You can now use the domain name in the **Route/Path** boxes of MiCollab AM messaging server profiles.

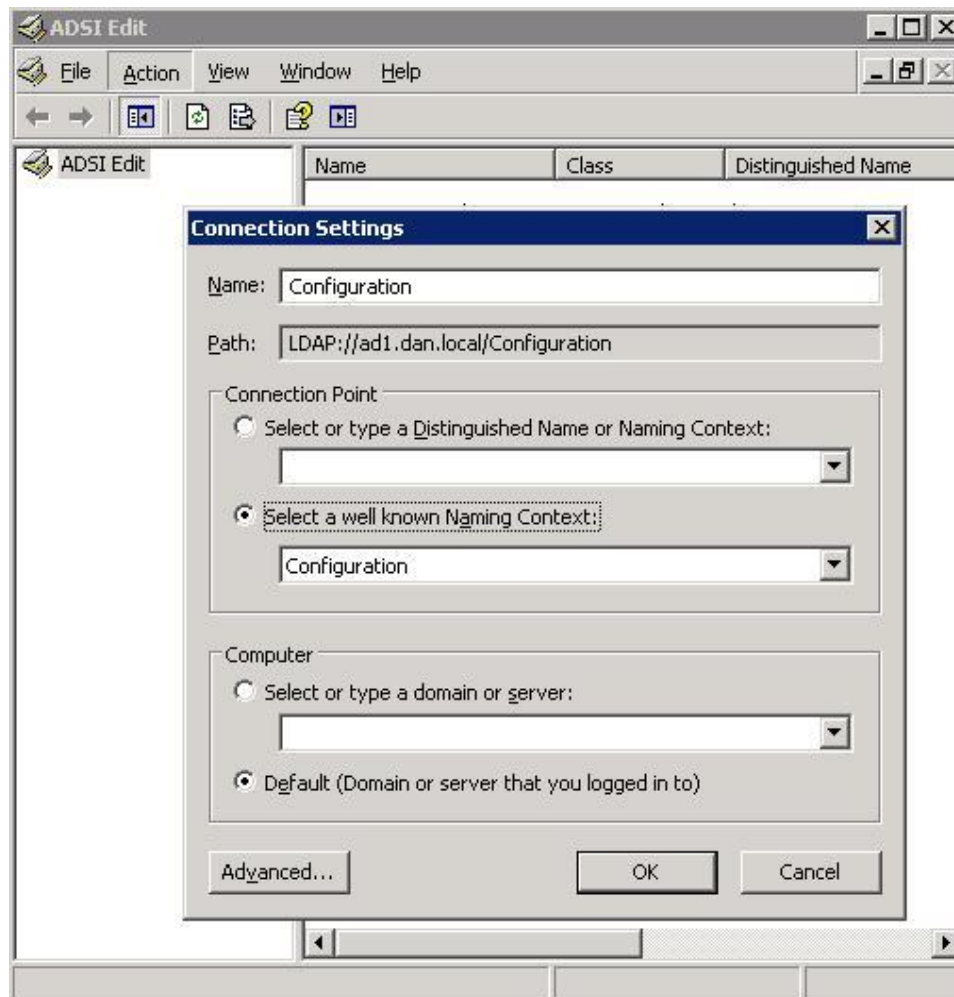
# Appendix G: ADSI Edit

Active Directory® Service Interfaces Editor (ADSI Edit) is a Directory Access Protocol (LDAP) editor that allows to manage objects and attributes in Active Directory.

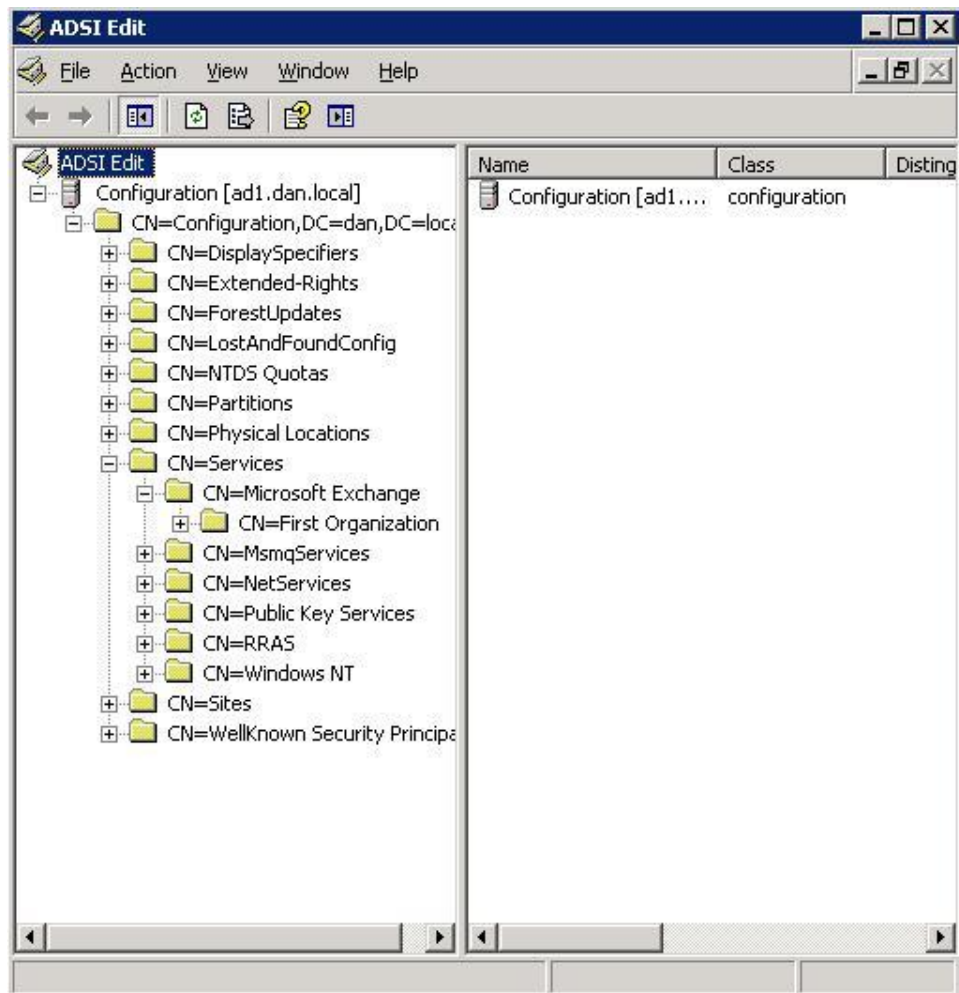
This utility must be run by a domain administrator. It can be run from any workstation that has access to the domain and does not have to be run directly on a domain controller or Exchange server.

## To run the ADSI Edit utility:

- 1 On a workstation that has the support tools installed, log in as a domain administrator and open **ADSIEdit**. The default location of the utility is **C:\Program Files\Support Tools\adsiedit.msc**.
- 2 From the **Action** menu, choose **Connect To**.
- 3 Under **Connection Point**, choose **Select a well known Naming Context**, select **Configuration**, and click **OK**.

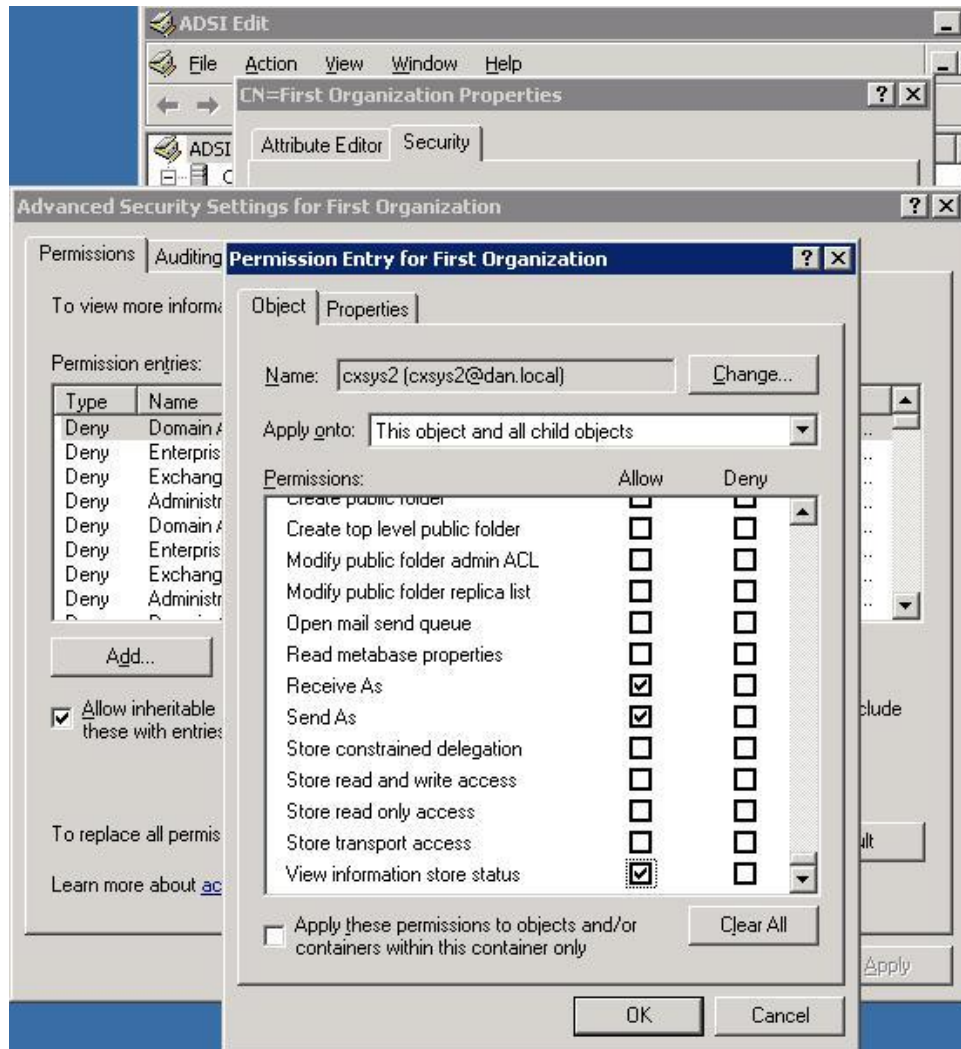


- 4 Expand **Configuration** to include **CN=Configuration**, **CN=Services**, **CN=Microsoft Exchange**.



- 5 Right click on your Exchange organization and choose **Properties**.
- 6 Navigate to the **Security** tab, and click **Advanced**
- 7 Click **Add**, enter the name of the MiCollab AM service account, and click **OK**.
- 8 In the **Allow** column, select the following:
- a List Contents
  - b Read All Properties
  - c Write All Properties
  - d Read Permissions
  - e Create All Child Objects
  - f Administer information store
  - g Create named properties in the information store
  - h Receive As
  - i Send As
  - j View information store status

- 9 Verify that **Apply onto** is set to **This object and all child objects**
- 10 Verify **Apply these permissions to objects and/or containers within this container only** is not enabled.



- 11 Click **OK** until you back out, and close **ADSIEdit**.

**NOTE** These permissions can take from 15 minutes to several hours to replicate throughout your domain.