

MiCollab Advanced Messaging Containerized MiCollab AM System Installation and Configuration Guide

For version 9.1 and above

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Preface

This guide describes how to configure the system in a container. This guide also explains how to configure various web applications and how to share the files outside of the container.

References

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

Documentation

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

- **Administration Documentation.** Available as a PDF only. Contains the following:
 - **Administration Guides.** Available as a PDF only. Contains administrative guides for administrators about how to manage and configure the messaging system.
 - **Quick Reference Cards (QRC).** Contains shortcuts and quick instructions telling subscribers how to access and use the messaging system.
 - **User Guides.** Available as a PDF only. Contains user guides for subscribers about accessing the messaging system and checking and sending messages.
- **Server Documentation.** Available as a PDF only. Contains the following:
 - **Developer Resources.** Contains programming guides and API references for developers for integrating the server clients and web applications with MiCollab AM.
 - **Installation and Configuration.** Available as a PDF only. Contains installation and configuration guides for server administrators about how to install and configure the messaging system.
 - **Integration Technical Notes (ITN).** Contains a set of guides that describe the integration methods and instructions for a variety of phone systems to work with MiCollab AM. The ITNs are generally used by resellers or administrators who are experienced with MiCollab AM and familiar with the integration procedures and terminology.
 - **Spare Parts Documentation.** Contains a set of guides that describe the instructions for installing and configuring hardware parts to work with MiCollab AM. These documents are written for Mitel-certified MiCollab AM technicians who are experienced with MiCollab AM and familiar with the procedures and terminology.
- **Software Release Notice (SRN).** This notice introduces the new features, capabilities, and hardware/software requirements for the corresponding MiCollab AM version.

Documentation Updates

Documentation updates may be available from the following sources:

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

Help

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

Document Conventions

The following conventions are used in this document:

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

Example: **Enter**

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

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

- **Reference to Document** Titles of other documents are shown in italics.

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

- **User Interface (UI) Element Names.** Names of UI elements such as dialog boxes, windows, screens, menu items, tabs, buttons, and icons are shown in bold.

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

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

Example: Type the password *voicemail*.

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

WARNING A warning paragraph advises you of circumstances that can result in the loss of data, harm to the MiCollab AM System Server platform, or personal harm.

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

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

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

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

Table 1. References

Document Type	Document Title
Server Documentation	<i>System Backup and Restore</i>
Server Documentation	<i>System Installation and Configuration Guide</i>
Administration Documentation	<i>Mobile Client Service</i>
Administration Documentation	<i>Web Client</i>
Administration Documentation	<i>Web PhoneManager</i>

Acronyms and Abbreviations

Table 2. References

Term	Description
FTPS	File Transfer Protocol Secure
SMB	Server Message Block

Frequently Used Terms

Table 3. Frequently Used Terms

Term	Description
System Server	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.

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.

Call Server

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.

Container

Somewhat like a Virtual Machine, a container includes a disk image along with an isolated set of processes having a specific role. Containerized MiCollab AM deployments include the following containers:

- System Server
 - Call Server
 - MiCollab AM web client
 - Web Phone Manager
 - MiCollab AM Mobile Service
-

Overview

This document explains the procedures for installing and configuring MiCollab AM in a containerized environment. The emphasis is on what is unique to these environments as compared to traditional deployments on physical servers and virtual machines. The following prerequisites are expected to be met.

Prerequisites

- All MiCollab AM containers have already been deployed.
- The administrator has IP/FQDN addresses for each container.
- The administrator has a valid administrator account.
- The administrator has command line/shell access to each container.
- The administrator has the license file for the system.
- The administrator has familiarity with the various MiCollab AM products and the traditional installation and configuration methods.
- The administrator has access to the referenced external documents for comprehensive descriptions of the standard installation and configuration tasks.

Remote Client Applications

Traditional installation and configuration of MiCollab AM relies heavily on the usage of the MiCollab AM desktop client applications. Containerized MiCollab AM runs on Windows instances without a desktop user interface, so these client applications cannot be run directly on the servers. The solution in most cases is to install the MiCollab AM Client Installation on a separate workstation, and remotely configure and administer the system.

The following clients are fully supported running remotely:

- MiCollab AM Administration
- Reports
- Line Status
- System Status
- Diagnostics
- Mailbox Archive

Command Line Alternatives

A few of the clients are not able to run remotely, however, in particular MiCollab AM Configuration, which is used heavily in the initial configuration of MiCollab AM as well as for certain maintenance tasks. The most critical functionality has been implemented in command line utilities, and which is covered in the remainder of this document.

Additional Differences

FTPS for File Copying between Servers

FTPS is automatically configured on containerized MiCollab AM servers and used for copying certain files between the System Server and the Call Server(s), such as local store messages, name recordings greeting recordings, and announcements. Traditionally MiCollab AM has used the SMB protocol for this purpose, however SMB is not supported on Windows containers, so FTPS is used instead.

NOTE Because SMB is not used for copying files between servers, the MiCollab AM File Manager Service does not require the usual administration-level logon rights, and thus can run under the default Local System account, as they are already set in the containers.

By default, the configuration is fully automated, including the creation of a self-signed certificate.

NOTE Customers can use their own certificate by registering it in IIS.

External Volumes for Data Persistence

By default, MiCollab AM containers are created with a container volume which maps key customer data to persistent storage locations that are stored external to the container. By having data persisted in an external volume, if the container is lost or otherwise needs to be re-deployed, this data is automatically mapped to the replacement container, seamless to MiCollab AM.

Initial System Configuration

Since database initialization is traditionally done using the interactive database initialization wizard in MiCollab AM Configuration, an alternative approach is required with containerized MiCollab AM. In this environment, database initialization and system configuration are done in a non-interactive mode (aka "silent configuration") using the command line utility AT_DBAutoCfg.exe, along with a special XML file containing the specific system settings desired. The XML file contains the settings that would otherwise be provided interactively using the database initialization wizard, such as system mailbox length, whether to include a standard database, and PBX Integration settings.

For a full description of the database initialization process, refer to the document *System Installation and Configuration*.

Template Silent Configuration Files

Containerized MiCollab AM comes pre-populated with two silent configuration template files located in the CX\Bin directory:

- SilentConfigTemplate_SystemServer.xml
Template silent configuration file for the System Server
- SilentConfigTemplate_CallServer.xml
Template silent configuration file for Call Servers

These files should be used as starting points for generating the silent configuration files for a server, with changes made according to the customer requirements. Carefully review [Initialization](#) and [Configuration](#) for detailed descriptions of the file format, as the fields must have valid and correct values for the system to function properly.

NOTE The silent configuration files have two major sections: <Initialization> and <Configuration>. When doing the first-time initialization of the server, or a re-initialization of a server, both sections are required.

Silent Configuration Process

System Server

The System Server must be the first server to be initialized. Use the following steps to initialize the System Server.

1. Copy the license file into the container at location CX_Volume\Bin.
2. Copy the silent configuration file into the container at location CX\Bin.

3. Run the following command within the container from CX\Bin:

```
AT_DBAutoCfg.exe <silent_configuration_file_name.xml>
```

NOTE The initialization process takes several minutes, but when successful, will exit with error code 0. If there is an error, the error log can be reviewed at CX_Volume\Log\AT_DBAutoCfg.TSSysInt.log, focusing on the tail end of the log for any details about the error. Technical Support may be required.

4. If there were no errors, start MiCollab AM using the instructions at [Starting / Stopping MiCollab AM](#).
5. Ensure SOAP connectivity by attaching Line Status to the container (using its IP address).
6. Ensure proper Telephony functionality by verifying the Line Status shows all lines are OnHook, and by calling into the system and verifying the call is answered, and that the TUI menu can be interacted with using DTMFs.

Call Servers

With a running System Server, the call servers can be initialized. Use the following steps to initialize each Call Server.

1. Copy the silent configuration file into the container at location CX\Bin.
2. Run the following command within the container from CX\Bin:

```
AT_DBAutoCfg.exe <silent_configuration_file_name.xml>
```

NOTE The initialization process takes several minutes, but when successful, will exit with error code 0. If there is an error, the error log can be reviewed at CX_Volume\Log\AT_DBAutoCfg.TSSysInt.log, focusing on the tail end of the log for any details about the error. Technical Support may be required.

3. If there were no errors, start MiCollab AM using the instructions at [Starting / Stopping MiCollab AM](#).
4. Refresh Line Status attached to the System Server and verify that the Call Server now shows up as well.
5. Ensure proper Telephony functionality by verifying the Line Status shows all lines are OnHook, and by calling into the system and verifying the call is answered, and that the TUI menu can be interacted with using DTMFs.

Web Applications

The containerized web applications each come pre-installed, requiring only the site-specific configuration to be done. Be sure the System Server is configured and MiCollab AM is running before configuring the web applications.

WPM

For WPM, refer to the *Web PhoneManager* document. Since much of the installation is already done, refer to the section “Configuring Web PhoneManager”. Note that for containerized WPM, the configuration address is <http://servername/wpm/admin.php>.

NOTE Containerized WPM is set up for HTTP by default. To enable HTTPS, refer to the *Web PhoneManager* document.

Web Client

For Web Client, refer to the *Web Client* document. Since much of the installation is already done, refer to the section “Configuring the web Client”. Note that for containerized Web Client, the configuration address is <http://servername:8081/config-app> and the user portal is <http://servername:8081/user>.

NOTE Containerized Web Client is set up for HTTP by default. To enable HTTPS, refer to the *Web Client* document.

CXMS

For CXMS, refer to the *Mobile Client Service* document. Since much of the installation is already done, refer to the section “Configuring Mobile Service”.

Maintenance Tasks

Starting / Stopping MiCollab AM

Starting MiCollab AM

Starting MiCollab AM can be done from the command line or remotely through Line Status or System Status. From the command line, MiCollab AM can be started by issuing the following command:

```
net start Launcher
```

Stopping MiCollab AM

Normal Shutdown

Stopping MiCollab AM should be done with care on a live system. The equivalent of a “normal shutdown” through MiCollab AM Configuration can be done using Line Status or System Status. This will wait for any active calls to end before shutting down and is the recommended approach on a live system.

Forced Shutdown

At times a “forced shutdown” is needed. In this case, use the following command:

```
net stop Launcher
```

Viewing Service State

To view the current state of all the MiCollab AM services, issue the following PowerShell command:

```
Get-Service -DisplayName “MiCollab AM*”
```

Viewing/Modifying Configuration Settings

Since MiCollab AM Configuration cannot run remotely or direct on a container, viewing system configuration settings must be done from the command line.

Viewing Current Settings

In order to view specific system configuration settings, which would otherwise be visible in MiCollab AM Configuration in a traditional deployment, a new utility `AT_ConfigDataView.exe` is used. This utility can display any category of system configuration data, and for a given category, a specific instance or all records. The data categories generally correspond to the displayed tabs in MiCollab AM Configuration. The most common data categories are:

- integration
- line
- node
- switch
- switchsection

The entire list of data categories can be displayed by running the following command:

```
AT_ConfigDataView.exe /?
```

To view an instance of a data category, run the following command with the category name and the instance ID of the category you'd like to view. For example, to view all the settings for integration 1:

```
AT_ConfigDataView.exe integration 1
```

NOTE The instance IDs are an internal ID, and although generally the first instance gets an ID of 1, they are not guaranteed to be contiguous. The exception is with the line category, where the instance ID is simply the line number.

To see a list of the valid instance IDs for a specific category, run `AT_ConfigDataView.exe` with just the data category name. To see the valid instance IDs for the line category, you would see the following:

```
AT_ConfigDataView.exe switchsection
```

```
ERROR: No data instance ID specified: category = "switchsection"
```

```
Valid values (Instance ID's) for this category consist of: '1' or 'all'.
```

To view all settings for every instance of a data category, use 'all' instead of the instance ID. For example, to see the information for each of the lines (such as the extension numbers):

```
AT_ConfigDataView.exe line all
```

Modifying Settings

A system can be updated after it has been initialized, again using `AT_DBAutoCfg.exe`. The silent configuration XML file is again used but is scaled back only to the fields that need updating.

When doing system configuration updates, only the <Configuration> section should be included in the silent configuration file.

WARNING DO NOT include an <Initialization> section when doing a system configuration update, as this will cause the server to be re-initialized!

One or more fields can be updated using this strategy, depending on which fields are populated in the silent configuration file. Refer to [Configuration](#) to get more information about the fields to configure.

NOTE Many fields can be updated with the system running, whereas some require restarting MiCollab AM after making the change.

As with the initial system configuration process, copy the silent configuration file to CX\Bin and run the following command within the container from CX\Bin:

```
AT_DBAutoCfg.exe <silent_configuration_file_name.xml>
```

NOTE This process should be relatively fast, and when successful, will exit with error code 0. If there is an error, the error log can be reviewed at CX_Volume\Log\AT_DBAutoCfg.TSSysInt.log, focusing on the tail end of the log for any details about the error. Technical Support may be required.

Viewing/Modifying System Records

MiCollab AM Configuration has a way to display and manage the instances of system records such as switches, switch sections, integrations, and boards, but this is done through AT_DBAutoCfg.exe in a containerized deployment.

Viewing Summaries

System settings category names/ids (system and local)

Show Switch Data Summary (system and local level):

```
AT_DBAutoCfg.exe /showswitches
```

Show Switch Section Data Summary (system and local level):

```
AT_DBAutoCfg.exe /showswitchsections
```

Show Integration Data Summary (system and local level):

```
AT_DBAutoCfg.exe /showintegrations
```


System settings category names/ids (local only)

Show Switch Data Summary:

```
AT_DBAutoCfg.exe /showlocalswitches
```

Show Switch Section Data Summary:

```
AT_DBAutoCfg.exe /showlocalswitchsections
```

Show Integration Data Summary:

```
AT_DBAutoCfg.exe /showlocalintegrations
```

Show Board (with assigned Lines) Data Summary:

```
AT_DBAutoCfg.exe /showboards
```

Deleting Records

If a system record such as a switch, switch section, integration, or board ever needs to be deleted, this is supported via the command line using AT_DBAutoCfg.exe. For the names of the records, see [Viewing Summaries](#).

NOTE For Switch, Switch Section, and Integration data instances with MULTIPLE instances (i.e., same Switch, Switch Section, or Integration exists on multiple Call Servers), the Delete action will delete the local instance only. Leaving the parent Switch, Switch Section, or Integration along with references on other Call Servers. This is the same behavior as deleting via MiCollab AM Configuration.

Deleting Switch Data

```
AT_DBAutoCfg.exe /deleteswitch= "<name>"
```

Deleting Switch Section Data

NOTE If the Switch Section is a single system instance (i.e., no other instances exist on other Call Servers), then a "replacewith" Switch Section MUST be provided. Otherwise this argument may be omitted.

```
AT_DBAutoCfg.exe /deleteswitchsection= "<name>" [/replacewith= "<name>"]
```

Deleting Integration Data

```
AT_DBAutoCfg.exe /deleteintegration= "<name>"
```

Deleting Board (with assigned Lines) Data

```
AT_DBAutoCfg.exe /deletelastboard
```

Database Recovery

For full information on recovering a database backup, refer to the *Recovering a Database* section in the *System Backup and Restore* document.

NOTE Anytime a System Server is restored from backup, all Call Servers will then need to either be resynched or restored from backup.

Restoring the backup of the System Server

The command for restoring a database backup on a System Server is:

```
AT_DBAutoCfg.exe /dbrecover=<full path to backup zip file> servername=<override server display name> netaddr=<override network address> init=<1/0> reports=<1/0> recordings=<1/0>
```

NOTE The recovery process takes several minutes, but when successful, will exit with error code 0. If there is an error, the error log can be reviewed at CX_Volume\Log\AT_DBAutoCfg.TSSysInt.log, focusing on the tail end of the log for any details about the error. Technical Support may be required.

System Server Database Recovery Arguments

Field Name	Default	Notes
dbrecover	N/A	Full path to the backup zip file. In containerized MiCollab AM, the online backups will be under C:\CX_Volume\CX_Backups\backup\.
netaddr	Value in backup	Optional override of the IP or DNS address. NOTE Required if the IP address of the container is different from the system where the backup was taken, such as

		when a database is migrated from one server to another.
servername	Value in backup	Optional override of the Name (Display Name) of the server.
init	0	Set to 1 to completely rebuild the database before restoring. This is generally only needed if the database is being restored onto a new server.
reports	0	Set to 1 to restore the reports from the backup
recordings	0	Set to 1 to restore the messages and other records from the backup

Restoring the backup of the Call Server

NOTE Before restoring a Call Server, the System Server must be online and reachable, however MiCollab AM does not need to be started.

The command for restoring a database backup on a Call Server is:

```
AT_DBAutoCfg.exe /dbrecover=<full path to backup zip file> servername=<override server display name> netaddr=<override network address> init=<1/0> reports=<1/0> recordings=<1/0> systemserver_addr=<system server address> systemserver_user=<administrator account> systemserver_pwd=<administrator password>
```

NOTE The recovery process takes several minutes, but when successful, will exit with error code 0. If there is an error, the error log can be reviewed at CX_Volume\Log\AT_DBAutoCfg.TSSysInt.log, focusing on the tail end of the log for any details about the error. Technical Support may be required.

Call Server Database Recovery Arguments

Field Name	Default	Notes
dbrecover	N/A	Full path to the backup zip file. In containerized MiCollab AM, the online backups will be under C:\CX_Volume\CX_Backups\backup\.

netaddr	Value in backup	Optional override of the IP or DNS address. NOTE Required if the IP address of the container is different from the system where the backup was taken, such as when a database is migrated from one server to another.
servername	Value in backup	Optional override of the Name (Display Name) of the server.
init	0	Set to 1 to completely rebuild the database before restoring. This is generally only needed if the database is being restored onto a new server.
reports	0	Set to 1 to restore the reports from the backup, otherwise the reports in the current data directory will remain.
recordings	0	Set to 1 to restore the messages and other records from the backup, otherwise the messages in the current data directory will remain.
systemserver_addr	N/A	System Server network address. This address must be reachable by the Call Server.
systemserver_user	N/A	Existing administrator account
systemserver_pwd	N/A	Password for the administrator account

Removing a Call Server

There can be cases where an administrator needs to remove a Call Server from a multi-server system, whether to free up a license or due to a Call Server being re-deployed, and this would normally be done using MiCollab AM Configuration. Given that MiCollab AM Configuration can't be run in containerized MiCollab AM, a workaround has been implemented from the command line. This can be run from either the System Server or the Call Server being removed.

From the System Server, you need to specify the "Node ID" of the Call Server. The Node ID can be retrieved from the SOAP Server logs on the System Server. The Node ID can also be retrieved through System Status, when the option is enabled to show the Node ID in the view. For example, if an administrator wanted to remove the Call Server with Node ID 2, this would be the command to run:

```
AT_DBAutoCfg.exe /removecs_id=2
```

From the Call Server, the command line is simply:

```
AT_DBAutoCfg.exe /removethiscs
```

Since these commands rely on communication between servers to fully remove the Call Server, if the remote server (whether the Call Server or System Server) cannot be reached, a warning will be reported, and the corresponding command will also need to be run on the remote system.

Refer to the *System Backup and Restore* document.

Call Server Resynchronization

In the event of a network failure or after System Server recovery you can resync the Call Server with the System Server. The Call Server must be shutdown to perform resync.

From the Call Server, run the following command from CX\Bin:

```
AT_DBAutoCfg.exe /dbresync
```

Refer to the *System Backup and Restore* document for more information on Call Server Resynchronization.

Importing a new license

There are certain scenarios where a system needs to be updated with a new license file, and this can be done from the command line on the System Server with MiCollab AM stopped. Once the new license file has been copied onto the container, run the following command from CX\Bin:

```
AT_DBAutoCfg.exe /importlicense=<full path to new file>
```

Configuring the System for Custom SSL Certificate

MiCollab AM by default will create a self-signed certificate and key file that will be used by the system. Some systems may prefer instead to provide their own custom certificate instead. Below are the steps to perform in order to import a provided SSL key/certificate in the container:

1. Stop the MiCollab AM SOAP Server service.
2. Delete existing file at:

```
C:\CX_Volume\bin\server.pem
```

3. Copy the target key file and name it as:

```
C:\CX_Volume\bin\server.pem
```

4. Get the content of the target **certificate** file and append it to the contents of this same `server.pem` file, so that its contents will now include the encoded text of both the key and the certificate:

```
C:\CX_Volume\bin\server.pem
```

5. Start the MiCollab AM SOAP Server service.

Resetting the automatic FTPS password

Containerized MiCollab AM uses FTPS for copying files between servers. The FTPS configuration uses a unique password which is auto-generated when each server is initialized. However, there may be times when customers want to reset the password, such as for security reasons. To reset the FTPS password to a new, auto-generated password, run the following command within the container from CX\Bin:

```
AT_DBAutoCfg.exe /ftppasswordreset
```

NOTE This can be done while MiCollab AM is running, however there may be a very brief period where files fail to copy on a very active system.

Silent Configuration File Formatting

NOTE The following section assumes the reader has familiarity with MiCollab AM Configuration. Having access to a server running MiCollab AM Configuration would be helpful as well when referencing the Display Names in the following tables.

Initialization

The <Initialization> section is required for the initialization of a MiCollab AM server. The following table contains each field name in the <Initialization> section, its corresponding name in MiCollab AM Configuration, and in some cases additional notes specific to configuring containerized MiCollab AM.

The silent configuration file has the <Initialization> section fields under /CXDBAutoCfg/Initialize.

System Server Initialization fields

Field Name	Display Name	Notes
ServerRole	Server Role	5 – System Server with call services (default) 1 – System Server without call services
ServerAddress	N/A	Defaults to the local machine's FQDN
SystemName	System Name	
OverwriteExisting	N/A	Must be set to 1
SilentMode	N/A	Must be set to 1
OnlineBackupLocation	Location	Must be set to C:\CX_Volume\CX_Backups
MbxLength	Mailbox Length	
UseStdDB	Use Standard Database	
UseSpeechAutoAttendantUI	Auto Attendant User Interface	
StdDBDirKey	Directory Key Mapping	

StdDBXferType	Call processor transfer Type	
Location	Location	
LineCount	Number of Lines	
FirstExtension	First Extension	Each line will be pre-configured with incrementing extensions, starting with FirstExtension
SwitchMfg	Switch Manufacturer	These values must match valid values, such as TS_SW_SWITCH_MFG_VAL::MITEL See Technical Support for other values.
SwitchModel	Switch Model	These values must match valid values, such as TS_SW_SWITCH_MODEL_VAL::MITEL_3300_ICP. See Technical Support for other values.
Integration	Integration Type	These values must match valid values, such as TS_INTG_INTEGRATION_TYPE_VAL::MITEL_SIP. See Technical Support for other values.
SwitchName	Switch Name	User defined name which is referenced in the <Configuration> section
SwitchSectionName	Switch Section Name	User defined name which is referenced in the <Configuration> section
IntegrationName	Integration Name	User defined name which is referenced in the <Configuration> section
FTPUsage	N/A	Must be set to 1

Call Server Initialization fields

Field Name	Display Name	Description
ServerRole	Server Role	Must be set to 4
TenantID	N/A	Must be set to 1
SystemServerAddress	System Server Network Address	FQDN or IP address of the System Server that can be reached by the Call Server

SystemServerSOAPPort	System Server SOAP Port	Must be set to 18276
AdminUserName	MiCollab AM Administrator	Must be a valid Administrator account
AdminPassword	Password	Must be the password for the corresponding Administrator account
OverwriteExisting	N/A	Must be set to 1
SilentMode	N/A	Must be set to 1
OnlineBackupLocation	Location	Must be set to C:\CX_Volume\CX_Backups
LineCount	Number of Lines	
FirstExtension	First Extension	
SwitchMfg	Switch Manufacturer	These values must match valid values, such as TS_SW_SWITCH_MFG_VAL::MITEL See Technical Support for other values.
SwitchModel	Switch Model	These values must match valid values, such as TS_SW_SWITCH_MODEL_VAL::MITEL_3300_ICP. See Technical Support for other values.
Integration	Integration Type	These values must match valid values, such as TS_INTG_INTEGRATION_TYPE_VAL::MITEL_SIP. See Technical Support for other values.
SwitchName	Switch Name	User defined name which is referenced in the <Configuration> section
SwitchSectionName	Switch Section Name	User defined name which is referenced in the <Configuration> section
IntegrationName	Integration Name	User defined name which is referenced in the <Configuration> section
FTPUsage	N/A	Must be set to 1

Configuration

The <Configuration> section in a silent configuration file is used on both initializations and updates, but is the only section needed when doing updates to an already initialized server.

Configure Daily Maintenance

The <ConfigureIntegrationSIP> section in the silent configuration file allows an Administrator to configure some of the system's key daily maintenance settings. It is found in the XML at XPath /CXDBAutoCfg/Configuration/ ConfigureDailyMaintenance and supports the following fields:

Field Name	Display Name	Notes												
DailyMaintenanceTOD	Daily Maintenance Schedule Time of Day	<p>In the form of <hour> <minute>. Some sample values:</p> <table><thead><tr><th>Value</th><th>Time</th></tr></thead><tbody><tr><td>0</td><td>12am (midnight)</td></tr><tr><td>15</td><td>12:15am</td></tr><tr><td>200</td><td>2am</td></tr><tr><td>1300</td><td>1pm</td></tr><tr><td>2359</td><td>11:59pm</td></tr></tbody></table>	Value	Time	0	12am (midnight)	15	12:15am	200	2am	1300	1pm	2359	11:59pm
Value	Time													
0	12am (midnight)													
15	12:15am													
200	2am													
1300	1pm													
2359	11:59pm													
OnlineBackupLocation	Online Backup Location	<div>WARNING In containerized MiCollab AM, this location is tied directly to a persistent volume. Changing this value will cause online backups to be permanently lost if the container is ever re-deployed.</div>												

Configure Integration SIP

The <ConfigureIntegrationSIP> section in the silent configuration file allows an Administrator to configure some of the system's key SIP integration settings. It is found in the XML at XPath /CXDBAutoCfg/Configuration/ConfigureIntegrationSIP and supports the following fields:

Field Name	Display Name	Notes
IntegrationName	Integration Name	Name of the Integration
SIPServerAddress	SIP Server Address	
SIPServerPort	SIP Server Port	
PBXRegistrationPwd	PBX Registration Password	

LocalIPAddressToBindOn	Local IP Address to bind on	A special variable “[FirstIPv4Address]” can be used which will resolve to the first IPv4 address of the system.
SIPLocalConnectionPort	SIP Local Connection Port	
SIPParserQualifier	SIP Parser Qualifier string	
MediaPacketSize	Media packet size (Milliseconds)	
MWISubscriptionPeriod	MWI Subscription period in seconds	

Configure the Lines

The <ConfigureLines> section in the silent configuration includes repeating <Line> sections which allow an Administrator to configure the system’s line settings. It is found in the XML at XPath /CXDBAutoCfg/Configuration/ ConfigureLines/Line and supports the following fields:

Field Name	Display Name	Notes
ID	Line Number	
IntegrationName	Switch Integration Name	The name must match exactly with IntegrationName from the <Initialization> section.
SwitchSectionName	Section	The name must match exactly with SwitchSectionName from the <Initialization> section.
Callouts	Callouts	To enable callout settings, you must have at least one line enabled for callouts, and it is recommended that you enable all lines for callouts.
Open	Open	

CDAUS data

The silent configuration file has below fields under
/CXDBAutoCfg/Configuration/CDAUSData/Parameter/ID.

Additional Integration specific settings (CONF_ACCESS_CAT_INTEGRATION):

Field Name	Display Name
TS_INTG_ON_HOOK_DELAY	On hook delay
TS_INTG_MWI_SET_TEMPLATE	Set MWI Dialing Template
TS_INTG_MWI_CLEAR_TEMPLATE	Clear MWI Dialing Template

Additional Switch Section specific settings (CONF_ACCESS_CAT_SWITCHSECTION):

Field Name	Display Name
SWITCH_SECTION_MAX_TOTAL_CALLOUTS	Maximum Callouts
SWITCH_SECTION_MAX_IMN_CALLOUTS	Maximum Message Notification Callouts
SWITCH_SECTION_MAX_MWI_CALLOUTS	Maximum MWI Callouts