

# CMG Installation Guide

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# Contents

<b>Chapter: 1</b>	<b>Introduction . . . . .</b>	<b>1</b>
	CMG Package Overview . . . . .	1
	Mitel Installer Overview . . . . .	1
<b>Chapter: 2</b>	<b>Requirements Overview . . . . .</b>	<b>3</b>
<b>Chapter: 3</b>	<b>Install from Wizard . . . . .</b>	<b>4</b>
<b>Chapter: 4</b>	<b>Upgrade from Wizard . . . . .</b>	<b>5</b>
	Upgrade ELM Server/Client . . . . .	5
	Install Microsoft .NET Framework 4.7.2 . . . . .	6
	Upgrade CMG Server . . . . .	6
	Upgrade from CMG Server 6.5 SP4 . . . . .	6
	Upgrade from CMG Server 2007 . . . . .	6
	Upgrade from CMG Server 7.5 . . . . .	7
	Upgrade from CMG Server 8.1/8.2 . . . . .	8
<b>Chapter: 5</b>	<b>Install and Upgrade from Browse Packages . . . . .</b>	<b>9</b>
<b>Chapter: 6</b>	<b>Install Enterprise License Manager . . . . .</b>	<b>10</b>
	ELM . . . . .	10
	Install License File . . . . .	10
	Enterprise License Manager IIS 6 Compatibility . . . . .	11
<b>Chapter: 7</b>	<b>Install CMG Server . . . . .</b>	<b>12</b>
	Before the Installation . . . . .	12
	Microsoft VC 2010 SP1 Runtime . . . . .	12
	Microsoft VC 2013 Runtime . . . . .	12
	Microsoft .NET Framework 3.5 . . . . .	12
	Microsoft .NET Framework 4.7.2 . . . . .	12

---

---

Microsoft SQL 2005 BC Package . . . . .	.12
Restart . . . . .	.13
CMG Server . . . . .	.13
Configuration Manager . . . . .	.14
Directory Manager . . . . .	.14
Office Web Components . . . . .	.15
AnA Web Service . . . . .	.15
User Information Service (CWI) . . . . .	.16
Activity Service (CWI) . . . . .	.16
BluStar License Manager . . . . .	.16
CMG Web database Tables . . . . .	.17
CMG Web service . . . . .	.17
CMG Web . . . . .	.17
Azul Open Java Development Kit (i586) . . . . .	.18
Calendar Connection . . . . .	.18
Configure Calendar Connection . . . . .	.19
Restart . . . . .	.20
After the Installation . . . . .	.20
Verify the Installation of CMG Server . . . . .	.20
Verify the Installation of CMG Configuration Manager . . . . .	.20
Verify the Installation of CMG Directory Manager . . . . .	.20
Verify the Installation of CMG Web . . . . .	.21
Quality of Service . . . . .	.21

## Chapter: 8

<b>Upgrade CMG Server (7.5 or higher) . . . . .</b>	<b>.22</b>
Before the Upgrade . . . . .	.22
Microsoft VC 2010 SP1 Runtime . . . . .	.22
Microsoft VC 2013 Runtime . . . . .	.22
Microsoft .NET Framework 3.5 . . . . .	.22
Microsoft .NET Framework 4.7.2 . . . . .	.22
Microsoft SQL 2005 BC package . . . . .	.22
Restart . . . . .	.23
CMG Server . . . . .	.23
Upgrade on the same Server . . . . .	.23
Migrate from another Server . . . . .	.23
Upgrade from earlier Versions . . . . .	.25
After the Migration . . . . .	.26
Configuration Manager . . . . .	.27
Directory Manager . . . . .	.27
Office Web Components . . . . .	.27
AnA Web Service . . . . .	.27
User Information Service (CWI) . . . . .	.27
Activity Service (CWI) . . . . .	.27
BluStar License Manager . . . . .	.27
CMG Web database Tables . . . . .	.27
CMG Web service . . . . .	.28

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	CMG Web . . . . .	.28
	Azul Open Java Development Kit (i586) . . . . .	.28
	Calendar Connection . . . . .	.28
	Calendar Connection Configuration . . . . .	.28
	Restart . . . . .	.28
<b>Chapter: 9</b>	<b>Optional Server Software . . . . .</b>	<b>29</b>
	BluStar Server . . . . .	.29
	CMG AD sync . . . . .	.29
	Install CMG AD Sync . . . . .	.29
	CMG Server SQL Express Backup . . . . .	.29
	Install CMG Server SQL Express Backup . . . . .	.29
	After Installation . . . . .	.30
	LDAP Server . . . . .	.30
	Install LDAP Server . . . . .	.30
	After Installation . . . . .	.30
	Upgrade LDAP Server . . . . .	.30
	For Cisco Communication Platforms . . . . .	.30
	CMG IP Phone Services for Cisco . . . . .	.31
	LSSCom Client Standalone . . . . .	.31
	For Mitel Communication Platforms . . . . .	.31
	CMG Corporate Directory for IP phone . . . . .	.31
	CMG Personal Number Interface . . . . .	.32
	Restart . . . . .	.32
<b>Chapter: 10</b>	<b>Optional Client Software . . . . .</b>	<b>33</b>
	CMG Quick (client) . . . . .	.33
<b>Chapter: 11</b>	<b>Tools . . . . .</b>	<b>34</b>
	LogReader Tool . . . . .	.34
<b>Chapter: 12</b>	<b>Configure CMG Web . . . . .</b>	<b>35</b>
<b>Chapter: 13</b>	<b>CMG Uninstallation . . . . .</b>	<b>36</b>
<b>Chapter: 14</b>	<b>Appendix I – CMG Quick client Group Policy Installation . . . . .</b>	<b>37</b>
	Manual Installation . . . . .	.37
	AD Group Policy (GPO) Installation . . . . .	.37
<b>Chapter: 15</b>	<b>Technical Assistance . . . . .</b>	<b>38</b>
<b>Chapter: 16</b>	<b>References . . . . .</b>	<b>39</b>

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# Introduction

Mitel CMG Suite is a collaboration and presence management suite enabling business users to manage their day-to-day communication.

The **CMG Package** includes the CMG Web component, enabling users to manage their activities. With the CMG Web site, users can work with “smart-search” directory services, use click-to-dial, set activity timeline and manage call-routing preferences based on the calendar/activities.

The integration with the BluStar Server enables users to see in real-time their colleagues’ rich presence information, including BluStar user presence status, calendar activity and line state from all available sources provided by the BluStar Server.

This document describes the installation of **CMG**. For configuration, refer to document CMG configuration Guide [6].

## CMG Package Overview

The CMG installation package includes these main components:

- **Enterprise License Manager (ELM)** - used by CMG to manage licenses.
- **Microsoft.NET Framework 4.7.2** – necessary to run the CMG Web applications.
- **CMG Server**– the main software package including CMG Server, CMG Web, Calendar Connection and different administrative tools and web services.

In addition to the main components, some optional components can be installed:

- BluStar Server
- CMG AD Sync
- CMG Server SQL Express backup - is mandatory if SQL Express is used
- Mitel LDAP Server
- For Cisco call manager: CMG IP Phone Services for Cisco  
LSSCom Client Standalone
- For Mitel call manager: Corporate Directory for IP Phone  
Personal Number Interface
- CMG Quick (client)

For more detailed information about the CMG components, refer to document CMG System Overview [2].

## Mitel Installer Overview

Mitel Installer is the tool used for installing and upgrading CMG. The installation or upgrade is performed from a wizard or the classical package browser.

The wizard is only used for a standard installation, when all software components are installed on the same server. For custom installations, use the Package Browser.

For more detailed information about Mitel Installer, refer to document Mitel Installer Overview [1].

To start Mitel Installer, run the `Install.exe` file.

Mitel Installer for CMG Package includes the following options:

- **Install** – used to install the CMG Server software from a wizard. This is described in chapter 3.
  - **Upgrade** – used to upgrade the existing CMG Server software from a wizard. This is described in chapter 4.
  - **Browse Packages**– used to install or upgrade from the classical package browser view. This is described in chapters 6, 7, 8, 9, 10 and 11.
  - **Configure variables** - to configure the variables related to the wizard installation. These variables will help automating the installation process, and variables used on many installations need only be stated once:
    - **Set installation path** - default is: `C:\Program Files (x86)\Mitel`
    - **Set Drive Letter for CMG Server** - default is: `C`
    - **Set CMG database language** - default is: `English`
    - **Set Call Manager type** - default is: `Mitel MX-ONE & TSW / NIU`
    - **Create or enter Windows account for CMG** -default is: `DOMAIN\User`  
 NOTE: The character `@` is not supported. This windows account is used to install the system, when upgrading the system and as the user running the Nice Server (01) service. Local account is created if it doesn't exist but a domain account must exist before it can be used.
    - **Enter Windows account password** - default is `blank`  
 NOTE: A blank password is not allowed. A domain account must exist before it can be used.
    - **SQL User (Calendar Connection)**- default is `sa` or `..`. If using Windows authentication
    - **SQL Password (Calendar Connection)** - Keep empty if using Windows authentication.
    - **Calendar Connection path** – default is: `C:\Program Files (x86)\Mitel\Calendar Connection`
- In the **Configure Variables** window, you can click **Reset** to restore the variables to the default values. Click **OK** when all values have been configured.
- **View installed versions** – used to list the versions of already installed software. In the **View Installed Versions** window, click **Save** to save the version list in HTML format. Click **OK** when finished.

# Requirements Overview

There are a number of requirements to consider before installing CMG. These are further described in document CMG Installation Preparation Guide [3].

For software compatibility and hardware requirements, see CMG Web Compatibility Matrix [10] available on Mitel web (InfoChannel).



# Install from Wizard

The steps involved when installing CMG from a wizard are described in document CMG Quick Installation Guide [4].

# Upgrade from Wizard

This section describes the steps involved to upgrade the CMG Server using an installation wizard. For more detailed information on the installation wizard, refer to document Mitel Installer Overview [1].

To upgrade using the wizard, click the **Upgrade** link in the Mitel Installer main window. The **Upgrade** wizard is displayed. The Upgrade wizard includes these links:

- **Upgrade ELM Server/Client**
- **Install Microsoft.NET Framework 4.7.2**
- **Upgrade CMG Server**

## Upgrade ELM Server/Client

This section describes how to upgrade ELM Server from the wizard.

**NOTE:**

- ELM Server must not be installed on more than one server on the network.
- If BluStar License Manager and ELM Server are installed on separate servers, the ELM Client must be installed on the same server as BluStar License Manager.

To install ELM Server, do the following:

1. Click the **Upgrade** link in the Mitel Installer main window.
2. Click on the **Upgrade ELM Server/Client** link.
3. In the **Upgrade ELM Server/Client** window, review the list of components to install for ELM Server. Components that are already installed are displayed with a green check mark. Click **Next** to start the installation.
4. In the **Welcome** dialog, click **Next**.
5. In the **Feature Selection** dialog, select either of the following:
  - a. **Enterprise License Manager Client** - if ELM Server has already been installed. If you select this choice, you will be asked to enter the server address and port of the installed ELM Server.
  - b. **Enterprise License Manager Server**- to install ELM Server including ELM Client.
  - c. Click **Next** to continue.
6. In the **Choose Destination Location** dialog, change the **Destination Folder** or keep the default folder. Click **Next** to continue.
7. In the **License Server Options** dialog, keep the default port number, 2580. Click **Next** to continue.
8. The **Start Copying Files** window includes a summary of the settings made in the previous steps. To change a setting click **Back**, to continue click **Next** and the installation will start.
9. In the **InstallShield Wizard Complete** dialog, click **Finish**.

**NOTE:** To run ELM on Windows Server, enable IIS 6 compatibility, ASP and ASP.NET on the web server. The instructions for these activities are described in the document CMG Installation Preparation Guide [3].

**NOTE:** If ELM is installed on Windows Server 2012/R2, ensure that the following boxes are checked in Windows **Server Manager -> Manage -> Add Roles and Features -> Web Server -> Management Tools**:



10. The license file should now be installed, see Enterprise License Manager Technical Guide [8] for instructions on how to do this. In the **Working...** window click **Continue** and in the next window click **Finish**.

## Install Microsoft .NET Framework 4.7.2

This section describes how to install Microsoft.NET Framework 4.7.2 from the wizard.

To install Microsoft.NET Framework 4.7.2, do the following:

1. Click the **Install** link in the Mitel Installer main window.
2. Click on the **Install Microsoft.NET Framework 4.7.2** link.
3. In the **Install Microsoft.NET Framework 4.7.2** window, review the list of components to install. Components that are already installed are displayed with a green check mark. Click **Next** to start the installation.
4. When the installation is finished, the server will be automatically restarted.

**NOTE:** If running on Windows Server 2012 or 2012 R2, .NET Framework 4.5 is already included and this step can be skipped.

## Upgrade CMG Server

### Upgrade from CMG Server 6.5 SP4

This cannot be done from the wizard, read section 8.8.3.

### Upgrade from CMG Server 2007

This cannot be done from the wizard, read section 8.8.3.

## Upgrade from CMG Server 7.5

This section describes how to upgrade CMG Server 7.5 from the wizard.

**NOTE:** The upgrade wizard can only be used on a Windows Server 2008 R2.

To upgrade CMG Server 7.5 on a Windows Server 2008 R2, do the following:

1. Click the **Upgrade** link in the Mitel Installer main window.
2. Click on the **Upgrade CMG Server** link.
3. In the **Upgrade CMG Server** window, review the list of components to upgrade for CMG Server. Components that are already installed are displayed with a green check mark and components to be upgraded are displayed with a yellow check mark. Click **Next** to start the upgrade.
4. In the **Configure variables** window, do the following:
  - a. Keep the 'sa' user name in the **SQL User (Calendar Connection)** field or enter a new user name.
  - b. Enter a password for the database user in the **SQL Password (Calendar Connection)** field.
  - c. Click **Apply**.
5. The **Working ...** window shows the installation status for all components. The component that is currently installed is shown with a blue arrow and the installed components are shown with a green check mark. Go through all steps, read the information and then click **Continue**. This will start the actual upgrade process.
6. In the **Enter Hostname or IP address** dialog, do the following:
  - a. Enter the host name or IP address for the AnA web service.
  - b. Click **Update URL** to include the host name or IP address in the [SERVER] part of the AnaService URL in the **URL to CMG AnAService** field.
  - c. Click **Next**.
7. When the CMG Server components have been upgraded, click **Finish**.
8. After Calendar Connection has been installed, the **Calendar Connection Wizard** is displayed.

**NOTE:**

- Even though this is an upgrade of CMG Server, Calendar Connection is installed for the first time and has to be configured.
- This configuration shall NOT be performed for future upgrades of Calendar Connection. This is only for new installations.

For a new installation of Calendar Connection, perform the following configuration steps:

- a. In the **Calendar Connection Wizard**, there are the following choices:
  - If Calendar Connection shall be configured for another e-mail system than Microsoft Exchange, click **Skip configuration** and then click **Next**. This configuration has to be performed manually and is described in document Calendar Connection Configuration Guide [5].
  - If Calendar Connection shall be configured for Microsoft Exchange, click **Setup Calendar Connection for Microsoft Exchange** and then click **Next**.
- b. If **Setup Calendar Connection for Microsoft Exchange** was selected, the Configuration dialog is displayed. In this dialog, configure the following:
  - Database Access

**Username** - enter the database user which was defined during installation.

**Password** - enter the password for the database user.

- Exchange server

**Server** - enter the Exchange server name.

**Mail Domain** - enter the e-mail domain for the Exchange server.

**Access Protocol** - select the protocol to use for accessing the server.

- Microsoft Exchange login parameters

**Username** - enter the Exchange user.

**Password** - enter the password for the Exchange user.

**Domain** - enter the Exchange server domain.

- Additional parameters

**Calendar view (days)** - in the (Back) list, select for how many days backwards to select Calendar data and in the (Future) list, select for how many days ahead to select Calendar data.

- c. Click **Apply** when Finished.

9. In the next window, click Finish

10. In the last window, click the link **Click here to restart....**

After the upgrade, some additional steps might need to be performed, in order to install additional software and to set up connections to different external systems.

For more information about installing additional software, see sections 9 and 10. For information about configuration, refer to CMG configuration Guide [6].

## Upgrade from CMG Server 8.1/8.2

This section describes how to upgrade CMG Server 8.1/8.2 from the wizard.

1. Click the **Upgrade** link in the Mitel Installer main window.
2. Click on the **Upgrade ELM Server/Client** link.
3. Click **Next** to complete the upgrade.
4. Click on the **Upgrade CMG Server** link.
5. Click **Next** to complete the upgrade.

# Install and Upgrade from Browse Packages

The Browse Packages view (the classical package browser) contains all software required for the CMG installation and for each installation step, a setup program will guide you through the installation process, in order to carry out the installation in the correct order. A green check mark indicates that a component has already been installed, and you can move on to the next step.

To open the package browser, click on the **Browse Packages** link in the Mitel Installer main window main window. The package browser window for CMG is displayed and here you will find all included software components.

To install a component, expand the package in the left-hand menu and follow the instructions in the package browser and in this document.

See the coming chapters for how to install and upgrade the software components that are included in the CMG Package browser.

# Install Enterprise License Manager

This section describes how to install Enterprise License Manager (ELM) and the license file from the browse packages.

**NOTE:**

- ELM Server must not be installed on more than one server on the network.
- If BluStar License Manager and ELM Server are installed on separate servers, the ELM Client must be installed on the same server as BluStar License Manager.

## ELM

To install ELM Server/Client, do the following:

1. Click the link **Install Enterprise License Manager...**
2. In the **Welcome** dialog, click **Next**.
3. In the **Feature Selection** dialog, select either of the following:
  - a. **Enterprise License Manager Client** - if ELM Server has already been installed. If you select this choice, you will be asked to enter the server address and port of the installed ELM Server.
  - b. **Enterprise License Manager Server** - to install ELM Server including ELM Client.
  - c. Click **Next** to continue.
4. In the **Choose Destination Location** dialog, change the **Destination Folder** or keep the default folder. Click **Next** to continue.
5. In the **License Server Options** dialog, keep the default port number, 2580. Click **Next** to continue.
6. The **Start Copying Files** window includes a summary of the settings made in the previous steps. To change a setting click **Back**, to continue click **Next** and the installation will start.
7. In the **InstallShield Wizard Complete** dialog, click Finish.

## Install License File

When a product is ordered, a voucher is generated in the License and Services application (SLS) and as soon as the voucher is registered (activated), a license file is created and delivered.

For information on how to activate the license file, refer to document CMG Installation Preparation Guide [3].

Follow the steps in the package browser to install the license file in ELM. For more detailed information, see Enterprise License Manager Technical Guide [8].

## Enterprise License Manager IIS 6 Compatibility

To be able to run ELM on Windows Server 2008 R2 or 2012 R2, IIS 6 compatibility has to be setup on the web server.

The instructions for these activities are described in the document CMG Installation Preparation Guide [3].



# Install CMG Server

This section includes the information needed to perform a new installation of CMG Package.

## Before the Installation

For information on requirements, see section 2.

## Microsoft VC 2010 SP1 Runtime

To install, click **Install Microsoft Visual C++ 2010 SP1 (x86) Redistributable...**

## Microsoft VC 2013 Runtime

To install, click **Install Microsoft Visual C++ 2013 (x86) Redistributable...**

**NOTE:** For Windows 8.1 and Windows Server 2012 R2, KB2883200 (available through Windows Update) is required before installing VS2013 Runtime.

## Microsoft .NET Framework 3.5

To install the Microsoft .NET Framework 3.5, use Windows **Role Services** in **Computer Management**.

## Microsoft .NET Framework 4.7.2

To install, click the link **Install Microsoft .NET Framework 4.7.2 (x86 and x64)...**

**NOTE:** If running on Windows Server 2012 or 2012 R2, .NET Framework 4.5 is already included and this step can be skipped.

## Microsoft SQL 2005 BC Package

The SQL Server Backward Compatibility package includes the latest versions of:

- Data Transformation Services 2000 runtime
- SQL Distributed Management Objects
- Replication Component
- SQL Virtual Device Interface
- Decision Support Objects

These versions have been updated for compatibility with both SQL Server 2005 and SQL Server 2008 and include all fixes shipped through SQL Server 2000 Service Pack 4 (SP4) and SQL Server 2005 SP2.

**NOTE:** Windows Server Itanium-based editions are not supported.

To install the backward compatibility components for SQL Server, do the following:

1. Click the link **Install SQL 2005 BC package**.
2. In the **Welcome** window, click **Next**.
3. Accept the **License Agreement** and click **Next**.
4. In the Registration information dialog, enter your **Name** and the name of your **Company**. Click **Next**.
5. In the **Feature Selection** dialog, click **Next** and all included features will be installed.
6. In the **Ready to Install the Program** window, click **Back** to change any of the settings made in the previous steps, or click **Install** to start the installation.
7. In the next window, click **Finish**.

## Restart

After all necessary components have been installed, the server must be restarted. To restart the server, click the link **Click here to restart...**

## CMG Server

**NOTE:** Before starting the installation of CMG Server, .NET Framework 4.7.2 must be installed and the server must be restarted.

To install CMG Server, do the following:

1. Click the link **Install CMG Server ...**
2. In the **Collaboration Management window**, click **CMG Server**.
3. In the **License Agreement** window, click **Accept**.
4. In the **Enter server name** dialog, click **Next**.
5. In the **CMG Local Account window**, do the following:
  - a. Accept the predefined account 'nice' as local account for the CMG Server. This account will be a local administrator on the server and used for administrative purposes and upgrades. Please also see document CMG configuration Guide [6].
  - b. Choose a password for a local account on the CMG server. Confirm the password and click **Next**.

**NOTE:** The password must meet Windows complexity requirements.
6. In the **Select PBX** window, select the PBX type that will be used. Click **Next**.
7. In the **Select Language** window, select which language to use for the system. This creates the standard configuration used on the system of the selected language. It also defines in which language SQL server messages will be showed in. Click **Next**.

8. In the next window, enter the **Program path**. This defines the location for the CMG Server programs and the CMG Server log files. In the **Log path** field, enter a log directory. Click **Next**.
9. In the next window, enter a database path. To update the properties for the database, click **Details** to change the settings and click **OK** when finished. Click **Next** to continue.
10. In the next window, click **Install** to start the installation.
11. Click **Finish** in the “successful” dialog.
12. Click **Exit** in the **Collaboration Management** window to finish the CMG Server installation.

**NOTE:** If you install CMG Server for Cisco Call Manager, two embedded kits will automatically be installed (LSSClient and LSSCOMClient). These kits are a part of the PBX integration.

The embedded kits might request a reboot of the server. You must complete the server installation before restarting the server.

## Configuration Manager

To install CMG Configuration Manager (CM), do the following:

1. Click the link **Install Configuration Manager...**
2. In the **Welcome** window, click **Next**.
3. In the **License Agreement** window, read and accept the license agreement and then click **Next**.
4. In the **Paths** dialog, do the following:
  - a. For **Enter path for CMG Configuration Manager**, click the **Browse...** button to select where the Configuration Manager specific files will be installed or accept the default value. Click **OK** when finished.
  - b. For **Enter path for CMG Server root path (nicesrv)**, click the **Browse...** button to select where the Configuration Manager system files will be installed. This should be the folder where the other CMG server programs are installed. Click **OK** when finished.
  - c. Click **Next** to continue.
5. In the **CMG Account** dialog, accept **User ID** and **Password** used by CMG Server.
6. In the **Start Copying Files** window, click **Next** to start the installation.
7. In the **Install Shield Wizard Complete** window, click **Finish**.

CMG Configuration Manager can be accessed with any browser at the address: `http://<server-name>/CMGCM` or from your server where the product is installed: <http://localhost/CMGCM>

## Directory Manager

To install CMG Directory Manager (DM), do the following:

1. Click the link **Install Directory Manager...**
2. In the **Welcome** window, click **Next**.
3. In the **License Agreement** window, read and accept the license agreement and click **Next**.

4. In the **Paths** dialog, do the following:
  - a. For **Enter path for CMG Directory Manager**, click the **Browse...** button to select where the Directory Manager specific files will be installed, or accept the default value. Click **OK** when finished.
  - b. For **Enter path for CMG server root path (nicesrv)**, click the **Browse...** button to select where the Directory Manager system files will be installed. This should be the folder where the other CMG server programs are installed, or accept the default value. Click **OK** when finished.
  - c. Click **Next** to continue.
5. In the **CMG Account** dialog, accept **User ID** and **Password** used by CMG Server.
6. In the **Start Copying Files** window, click **Next** to start the installation.
7. In the **InstallShield Wizard Complete** window, click **Finish**.

CMG Directory Manager can be accessed with any browser at the address: `http://<server-name>/CMGDM` or from your server where the product is installed: <http://localhost/CMGDM>

## Office Web Components

To install Office Web, do the following:

1. Click the link **Install CMG web Components....**
2. In the **Welcome** window, click **Next**.
3. In the **License Agreement** window, read and accept the license agreement and click **Next**.
4. In the **Paths** dialog, do the following:
  - a. For **Enter path for CMG web**, click the **Browse...** button to select where the Office Web specific files will be installed, or accept the default value. Click **OK** when finished.
  - b. For **Enter path for CMG server root path (nicesrv)**, click the **Browse...** button to select where the Office Web system files will be installed. This should be the folder where the other CMG server programs are installed. Click **OK** when finished.
  - c. Click **Next** to continue.
5. In the **CMG Account** dialog, accept **User ID** and **Password** used by CMG Server.
6. In the **Start Copying Files** window, click **Next** to start the installation.
7. In the **InstallShield Wizard Complete** window, click **Finish**.

## AnA Web Service

To install, click the link **Install AnA Web Service for CMG Server...**

The setup will install to `C:\Inetpub\wwwroot\NwAnA`

## User Information Service (CWI)

To install the CWI User Information Service, do the following:

1. Click the link **Install CMG User Information Service (CWI) ...**
2. In the Welcome window, click **Next**.
3. In the **License Agreement** window, read and accept the license agreement and then click **Next**.
4. In the **Choose Destination Location** dialog, change the **Destination Folder** or keep the default folder. Click **Next** to continue.
5. In the **CMG Server Connect** dialog, do the following:
  - a. Enter the address of the CMG server in the **Server** field.
  - b. Let the **Database** name (Nice) remain unchanged.  
**NOTE:** It MUST NOT be changed.
  - c. Specify **CMG database user** (the SQL account) to use for CMG database connection.
  - d. Enter **Password** for the database user.
  - e. Click **Next**.
6. In the **Enter Hostname or IP address** dialog, do the following:
  - a. Enter the host name or IP address for the AnA web service.
  - b. Click **Update URL** to include the host name or IP address in the **AnA Web Service URL**.
  - c. Click **Next**.
7. The **Start Copying Files** window includes a summary of the settings made in the previous steps. To change a setting click **Back**, to continue click **Next**.
8. In the **InstallShield Wizard Complete** window, click Finish.

## Activity Service (CWI)

To install the CWI activity service, do the following:

1. Click the link **Install CMG Activity Service...**
2. In the **Welcome** window, click **Next**.
3. In the **License Agreement** window, read and accept the license agreement and then click **Next**.
4. In the **Choose Destination Location** dialog, change the default **Destination Folder** if desired. Click **Browse...** and then choose a new folder and click **OK**. Click **Next** to continue.
5. In the **Ready to install the Program** window, click **Install**.
6. In the **InstallShield Wizard Complete** window, click **Finish**.

## BluStar License Manager

To install, click the link **Install BluStar License Manager ...**

## CMG Web database Tables

To install CMG Web database Tables, do the following:

1. Click the link **Install CMG Web database Tables...**
2. In the **Welcome** window, click **Next**.
3. In the **End-User License Agreement** window, read and accept the license agreement and then click **Next**.
4. In the **CMG Web database configuration** dialog, do the following:
  - a. In the **Database host** field, specify the address of the server where to install the database.
  - b. Select **SQL Log-on** and then:
    - i. In the **Username of sysadmin** field, enter the username of the database administrator.
    - ii. In the **Password** field, enter password for the database administrator.
  - c. Click **Next**.
5. In the **Ready to Install** window, click **Install**.
6. In the **Completed** window, click **Finish**.

**NOTE:** The installer will make updates in CMG Database to support CMG Web.

## CMG Web service

To install the CMG Web service, do the following:

1. Click the link **Install CMG Web service...**
2. In the **Welcome** window, click **Next**.
3. In the **End-User License Agreement** window, read and accept the license agreement and then click **Next**.
4. In the **Destination Folder** dialog, change the installation folder or keep the default folder. Click **Next** to continue.
5. In the **Ready to install** window, click **Back** to change any of the settings made in the previous steps or click **Install** to start the installation.
6. In the **Completed** window, click **Finish**.

## CMG Web

To install CMG Web, do the following:

1. Click the link **Install CMG Web...**
2. In the **Welcome** window, click **Next**.
3. In the **End-User License Agreement** window, read and accept the license agreement and then click **Next**.

4. In the **Select Web Site** dialog, do the following:
  - a. Select a web site from the **Select web site** list.
  - b. Enter the name of the application in the **Web application name** field. Click **Next** to continue.
5. In the **Destination Folder** dialog, change the installation folder or keep the default folder. Click **Next** to continue.
6. In the **Ready to install** window, click **Install**.
7. In the **Completed** window, click **Finish**.

## Azul Open Java Development Kit (i586)

The Java based services for Calendar Connection require JDK 32-bit, also on 64-bit operating system (OS).

To install the latest release of the JDK with version 8, do the following:

1. Click the link **Install Open Azul Java SE Development Kit 8 (i586)...**
2. In the **Welcome** dialog, click **Next**.
3. In the next dialog, keep **Development Tools** selected and click **Next**.
4. In the **Destination Folder** dialog, change the installation folder or keep the default folder. Click **Next** to continue.
5. In the **Successfully Installed** dialog, click **Close**.

**NOTE:** If JDK 7 or 8 already is installed, you can skip this chapter.

## Calendar Connection

Calendar Connection uses Microsoft SQL Server or Microsoft SQL Express to store data. Refer to document CMG Installation Preparation Guide [3] for SQL installation information.

**NOTE:** “Repair mode” is visible in InstallShield, but is not supported.

To install Calendar Connection, do the following:

1. Click the link **Install Calendar Connection...** When running the setup the first time, the first instance of the Calendar Connection and the Calendar Connection Notification will be installed.
2. In the **Mitel Calendar Connection Setup Program** dialog, click **Next**.
3. In the **Installation path** dialog, change the Destination Folder or keep the default folder. Click **Next** when finished.
4. In the **Calendar Connection Instance Name** dialog, enter the name of the first Calendar Connection instance and then click **Next**.
5. In the **Select Program Folder** dialog, select a program folder and click **Next**.
6. In the **Setup Type** dialog, select **Create the database in the SQL server** and click **Next**.

7. In the **SQL Server Login** dialog, enter the SQL Server login details:

- a. Enter the IP address or server name of the SQL Server.
- b. Enter **Login ID** and **Password**.

This user should have rights to create the database “TsConfigCMGx” (x is the number of the instance, beginning with 1).

For more information, see chapter “SQL Database User” in Calendar Connection Configuration Guide [5].

**Important:** About characters in the password string:

Characters like ‘<’, ‘>’, ‘”’, ... are not supported.

See <http://www.m86security.com/KB/KnowledgebaseArticle14179.aspx>

- c. Click **Next** to continue.

8. In the **Setup completed** window, click **Finish** to complete the installation.

## Configure Calendar Connection

When Calendar Connection is installed for the first time, it has to be configured.

The **Calendar Connection Wizard** makes it easier to do the initial configuration of Calendar Connection for Microsoft Exchange. To configure Calendar Connection for another e-mail server, refer to Calendar Connection Configuration Guide [5].

**NOTE:** This configuration shall **NOT** be performed for future upgrades of Calendar Connection. This is only for new installations.

To configure Calendar Connection for Microsoft Exchange, do the following:

1. Click the link **Start the Calendar Connection Wizard**

In the Calendar Connection Wizard, there are the following choices:

- If Calendar Connection shall be configured for another e-mail system than Microsoft Exchange, click **Skip configuration** and then click **Next**. This configuration has to be performed manually and is described in document Calendar Connection Configuration Guide [5].
- If Calendar Connection shall be configured for Microsoft Exchange, click Setup **Calendar Connection for Microsoft Exchange** and then click **Next**.

2. If **Setup Calendar Connection for Microsoft Exchange** was selected, the Configuration dialog is displayed. In this dialog, configure the following:

- **Database Access**

**Username** - enter the database user which was defined during installation.

**Password** - enter the password for the database user.

**NOTE:** This user should have rights to create the database “TsConfigCMGx” (x is the number of the instance, beginning with 1). For more information, see chapter “SQL Database User” in Calendar Connection Configuration Guide [6]. Characters like ‘<’, ‘>’, ‘”’, ... are not supported in the password string

- **Microsoft Exchange server**

**Server** - enter the Exchange server name.

**Mail Domain** – enter the e-mail domain for the Exchange server.



**Access Protocol** – select the protocol to use for accessing the server.

– **Microsoft Exchange login parameters**

**Username** - enter the Exchange user.

**Password** - enter the password for the Exchange user.

**Domain** - enter the Exchange server domain.

– **Additional parameters**

**Calendar view (days)** – in the (Back) list, select for how many days backwards to fetch Calendar data and in the (Future) list, select the number of days ahead.

– Click **Apply** when finished.

3. In the next window, click **Finish**.

4. In the **Working...** window, click the link **Click here to restart...**

## Restart

After all necessary components have been installed, the server must be restarted. To restart the server, click the link **Click here to restart...**

## After the Installation

When CMG Server has been installed and restarted, the installation must be verified.

The verification activities are described in the next sections and the instructions for the configuration activities are included in document CMG configuration Guide [6].

### Verify the Installation of CMG Server

After installing the CMG Server, verify the installation by doing these checks:

- Check that the service Nice Server (01) is started.
- Check that **Spman Tool** can be started from Start Menu.

### Verify the Installation of CMG Configuration Manager

To verify the Configuration Manager installation, start Internet Explorer, type `http://<servername>/CMGCM` or start Edge Chromium and type `http://<servername>/CMG.CM` in the address bar and login.

### Verify the Installation of CMG Directory Manager

To verify the installation of Directory Manager, do the following:

- Make sure there is license installed in ELM. See section 6.2 for more information.
- Start Internet Explorer, type `http://<servername>/CMGDM` or start Edge Chromium, type `http://<servername>/CMG.DM` in the address bar and login.

- Enter a few test records into the CMG database using Directory Manager to check that the application works.

## Verify the Installation of CMG Web

CMG Web is configured using CMG Configuration Manager. Information on CMG Web specific settings can be found in the CMG CM Online help.

To verify the CMG Web installation, do the following:

- Make sure there is license installed in ELM. See section 6.2 for more information.
- Verify that the user **CMGWeb** is created in CMG CM and has CWI Service rights added with a valid, default user view assigned.
- Check that CMG Web can be started. Start Internet Explorer or Edge Chromium, type `http://<servername>/CMGWeb` in the address bar and login.
- Make a directory search. This requires that there are records entered in the CMG database. If there are not, enter a few test records in Directory Manager for test purposes. Start Internet Explorer, type `http://<servername>/CMGDM` or start Edge Chromium, type `http://<servername>/CMG.DM` in the address bar and login.
- Further tests of CMG Web require that the connection between the CMG system and the call manager is established.

## Quality of Service

For Quality of Service (QoS), refer to <https://docs.microsoft.com/en-us/windows-server/networking/technologies/qos/qos-policy-top>.

# Upgrade CMG Server (7.5 or higher)

This section describes how to upgrade an existing CMG Server installation to CMG.

**NOTE:** When upgrading from CMG Web 8.2 or 8.3, no additional settings have to be made. The upgrade can be started directly by clicking the packages to be upgraded.

## Before the Upgrade

For requirements, see section 2.

## Microsoft VC 2010 SP1 Runtime

To install, click link **Install Microsoft Visual C++ 2010 SP1 (x86) Redistributable...**

## Microsoft VC 2013 Runtime

To install, click the link **Install Microsoft Visual C++ 2013 (x86) Redistributable...**

**NOTE:** For Windows 8.1 and Windows Server 2012 R2, KB2883200 (available through Windows Update) is required before installing VS2013 Runtime.

## Microsoft .NET Framework 3.5

To install the Microsoft .NET Framework 3.5, use Windows **Role Services in Computer Management**.

## Microsoft .NET Framework 4.7.2

To install, click the link **Install Microsoft .NET Framework 4.7.2 (x86 and x64)...**

**NOTE:** If running on Windows Server 2012 or 2012 R2, .NET Framework 4.5 is already included and this step can be skipped.

## Microsoft SQL 2005 BC package

For information on how to install, refer to section 7.6.

## Restart

After all necessary components have been installed, the server must be restarted. To restart the server, click the link [Click here to restart...](#)

## CMG Server

There are three scenarios for upgrading CMG Server:

- **Upgrade on the same server - from CMG Server 8.1/8.2 SPx**  
This upgrade is performed from the CMG Package. See section 8.8.1 for more information.
- **Migrate from another server - from CMG Server 7.5**  
This upgrade requires some manual steps before installing CMG Package. See section 8.8.2 for more information.
- **Upgrade from earlier CMG Server and Windows Server versions**  
This upgrade requires some manual steps before installing CMG Package.  
See section 8.8.3 for more information.

### Upgrade on the same Server

To upgrade from CMG Server 8.1/8.2 SPx, do the following:

1. Use the CMG Package to upgrade.
2. Click the link **Upgrade CMG Server....**

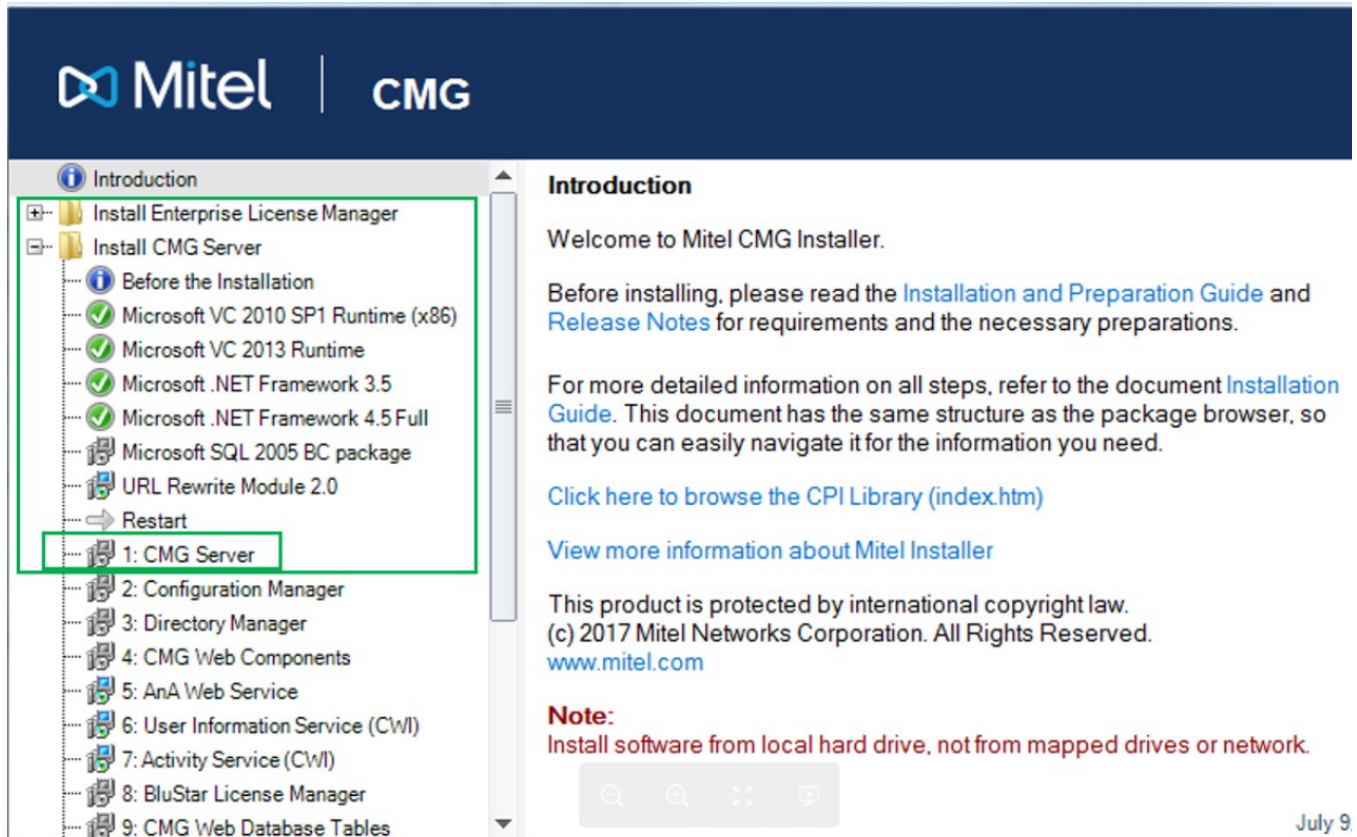
For detailed descriptions on the installation steps, see section 7.8.

### Migrate from another Server

**NOTE:** When installing CMG 8.3 SP2 together with CMG 7.5 components, other than CMG NOW, only Windows Server 2008 R2 is supported.

To upgrade "CMG Server 7.5 SP4 on Windows Server 2003 or 2008/R2" do this:

1. Use the CMG Server 7.5 SP4 package to upgrade to CMG 7.5 Server SP4 on the old Windows Server 2003 or 2008/R2.
2. Backup the CMG Server 7.5 SP4 database from the old Windows Server 2003 or 2008/R2 and copy the backup file to the new Windows 2012/2016 server
3. On the new Windows 2012/2016 server then use the "Browse packages" option in the CMG Package installer and install according to the below screen-shot (Stop after install of "1:CMG Server").



4. Restore the 7.5 database backup file in SQL server Studio Management on the new Windows Server 2012/2016.
5. Close the CMG installation package browser. After the database restore, run the below commands in the SQL Query:

```
Use nice
```

```
EXEC Sp_changedbowner nice
```

6. Start "regedit" with "Run as administrator" and change the CMG version value from 8.4.xxxx to 8.3 in the below registry branch.
7. [HKEY\_LOCAL\_MACHINE \ SOFTWARE \ Wow6432Node \ Netwise \ Nice01]
8. Start the CMG installation package browser again, chose "Browse packages" and install the initial "1:CMG Server" setup again.
9. Then continue with CMG Configuration Manager, CMG Directory Manager, etc.

For more information, see section 7.8.

#### NOTE:

- This procedure is required for all upgrades that you migrate to a newer server regardless of PBX platform (not only for Cisco).
- Use the old registry to check if you need to create new entries for multiple PBX's, import- and export jobs, e-mail, SMS and more.

32-bit Operating system:

HKEY\_LOCAL\_MACHINE\Software\Netwise\Nice01\Programs

64-bit Operating system:

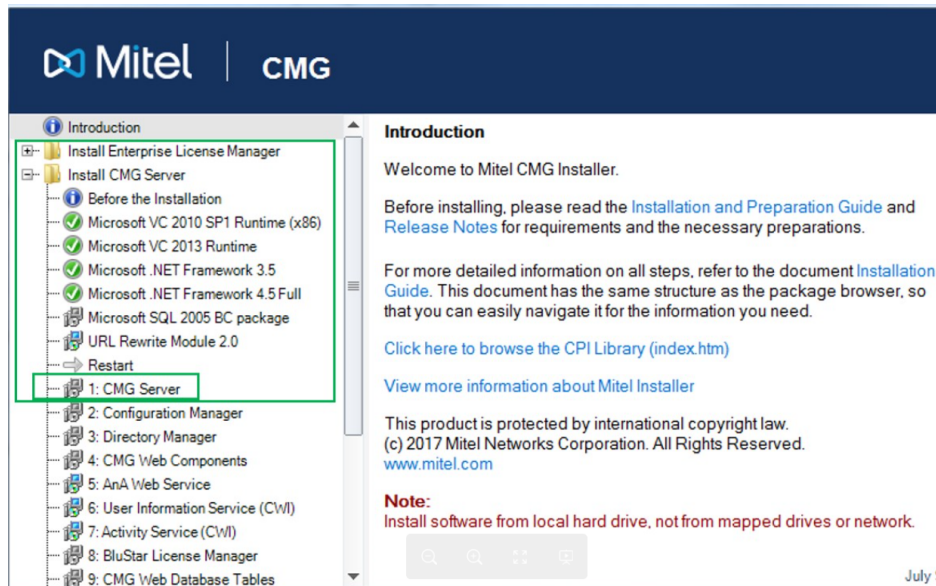
KEY\_LOCAL\_MACHINE\Software\Wow6432Node\Netwise\Nice01\Programs

After the migration, a few configuration steps must be performed in CMG Configuration Manager. For more information, see section 8.8.4.

## Upgrade from earlier Versions

To upgrade “CMG Server 6.5 SP4/2007 on Windows Server 2003” do the following:

1. Use the CMG Server 7.5 SP4 package to upgrade to CMG 7.5 Server SP4 on the old Windows Server 2003 or 2008/R2.
2. Backup the CMG Server 7.5 SP4 database from the old Windows Server 2003 or 2008/R2 and copy the backup file to the new Windows 2012/2016 server
3. On the new Windows 2012/2016 server then use the "Browse packages" option in the CMG Package installer and install according to the below screenshot (Stop after install of "1:CMG Server").



4. Restore the 7.5 database backup file in SQL server Studio Management on the new Windows Server 2012/2016.
5. Close the CMG installation package browser. After the database restore, run the below commands in the SQL Query:

```
Use nice
```

```
EXEC Sp_changedbowner nice
```

6. Start “regedit” with “Run as administrator” and change the CMG version value from 8.4.xxxx to 8.3 in the below registry branch.
7. [HKEY\_LOCAL\_MACHINE \ SOFTWARE \ Wow6432Node \ Netwise \ Nice01]
8. Start the CMG installation package browser again, chose “Browse packages” and install the initial "1:CMG Server" setup again.

9. Then continue with CMG Configuration Manager, CMG Directory Manager, etc.

For more information, see section 7.8.

**NOTE:**

- This procedure is required for all upgrades that you migrate to a newer server regardless of PBX platform (not only for Cisco).
- Use the Windows registry to check if you need to create new entries for multiple PBX's, import- and export jobs, e-mail, SMS and more.

32-bit Operating system:

```
HKEY_LOCAL_MACHINE\Software\Netwise\Nice01\Programs
```

64-bit Operating system:

```
KEY_LOCAL_MACHINE\Software\Wow6432Node\Netwise\Nice01\Programs
```

## After the Migration

If migrating from another server version (see section 8.8.2), the following configuration steps must be performed in **CMG Configuration Manager** after the migration:

1. Select **Site Configuration – Companies/Views** in the sidebar to access the Companies window.
  - a. Enter the new server address in the ServerName field.
2. Select **CMG Operator Workstation – Parameters** in the sidebar to access the Parameters window. In the **Parameters** window:
  - a. Navigate to **Search parameters** and enter the new address to the Quick Info web page in the **QuickInfoUrl** field.
3. Select **CMG Office modules – Parameters** in the sidebar to access the Parameters window. In the **Parameters** window:
  - a. Navigate to **Voice parameters** and enter the new CMG Server address in the **CMGServer** field.
  - b. Navigate to **Change request parameters** and enter the new local storage directory in the **UpdMailSavePath** field.
  - c. Navigate to **Cisco Ip Phone** parameters and enter the new IP phone application URL in the **CMGIpPhonePath** field.
  - d. Navigate to **Personal number parameters**. Enter the new CMG Server address in the **CMGServerAddress** field and the new Personal Number configuration directory in the **PNConfigUrl** field.
4. Select **CMG Visit – Parameters** in the sidebar to access the **Parameters** window. In the Parameters window:
  - a. Enter the new Visit configuration path in the CMGVisitCMPath field.

**NOTE:** This is only applicable if CMG Visit was included in the previous installation.
5. Select **CMG Speech – Parameters** in the sidebar to access the Parameters window. In the **Parameters** window:
  - a. Enter the new SQL server name in the **CMG Speech Host** field.

**NOTE:** This is only applicable if CMG Speech was included in the previous installation.



## Configuration Manager

To upgrade, click the link **Upgrade Configuration Manager...**

## Directory Manager

To upgrade, click the link **Upgrade Directory Manager...**

## Office Web Components

To upgrade, click the link **Upgrade CMG web Components...**

## AnA Web Service

To upgrade, click the link **Uninstall AnA web service 75.3.1205...** Then click **Install or upgrade AnA web service for CMG Server...**

The setup will execute silently and not display any dialogs.

The setup will install to `C:\Inetpub\wwwroot\NwAnA`

## User Information Service (CWI)

For information on how to install User Information Service, refer to section 7.13.

## Activity Service (CWI)

For information on how to install Activity Service (CWI), refer to section 7.14.

## BluStar License Manager

For information on how to install BluStar License Manager, refer to section 7.15.

## CMG Web database Tables

For information on how to install CMG Web database, refer to section 7.16.



## CMG Web service

For information on how to install CMG Web service, refer to section

## CMG Web

For information on how to install CMG Web service, refer to section 7.18.

## Azul Open Java Development Kit (i586)

For information on how to install Azul Open JDK (i586), refer to section 7.19.

## Calendar Connection

For information on how to install Calendar Connection, refer to section 7.20.

## Calendar Connection Configuration

The Calendar Connection Wizard makes it easier to do an **initial** configuration of Calendar Connection when using Microsoft Exchange.

**NOTE:** Though this is an upgrade of CMG Server, if Calendar Connection is installed for the first time, it has to be configured.

This configuration will **NOT** be performed for future upgrades of Calendar Connection. This is only for new installations using Microsoft Exchange. For more info, see section 7.21.

## Restart

The Server must be restarted to make sure all components have been successfully installed. To restart the server, click the link **Restart...**

# Optional Server Software

CMG can be extended with server functionality further described in the coming sections.

## BluStar Server

The installation of BluStar Server (BSS) includes:

- Azul Open Java Development Kit (x64)
- Microsoft .NET Framework 3.5
- Microsoft .NET Framework 4.7.2
- BluStar Server

For more detailed information on the installation, refer to document BluStar Server Installation and Configuration Guide [9].

**NOTE:** If BluStar Server is installed on the same server as CMG Server, consider the following during installation:

- Only install Mitel LDAP Server for an InAttend standalone solution.
- Do not configure Calendar Connection in WebAdmin if used together with CMG (Calendar Connection located in the CMG Web package should be used instead, see 7.21).

## CMG AD sync

The CMG AD Sync requires a BSW 8.3 System license to work.

**NOTE:** Only use the CMG AD Sync for populating an empty CMG database.

The CMG AD Sync should NOT be used in combination with synchronizing CMG from MX-ONE Provisioning Manager.

### Install CMG AD Sync

To install, click the link [Install CMG AD Sync ...](#)

## CMG Server SQL Express Backup

This section describes the installation and un-installing of the optional CMG Server SQL Express backup application, which is **mandatory** if Microsoft SQL Express is used.

### Install CMG Server SQL Express Backup

Use **Control Panel => Programs and Features** to uninstall previous CMG Server SQL Express backup application, before continuing.

To install, click the link **Install CMG Server SQL Express backup...**

## After Installation

After CMG Server SQL Express backup has been installed, it must be added as a scheduled task. The instructions for this are included in document CMG configuration Guide [6].

# LDAP Server

This section describes the installation of Mitel LDAP Server.

## Install LDAP Server

Before installing LDAP Server, the previous software has to be uninstalled from **Programs and Features** in the Control Panel.

To install LDAP Server, do the following:

1. Click the link **Install LDAP Server and create ODBC data source...**
2. In the **Mitel LDAP Server Setup Program** window, click **Next**.
3. In the **Installation path** dialog change the default **Destination Folder** if desired. Click **Browse...** and then choose a new folder and click **OK**. Click **Next** to continue.
4. In the SQL Server Login dialog, do the following:
  - a. From the **CMG Server that you are connecting** to list, select the address of the CMG server.
  - b. Enter **Login ID** and **Password** for the SQL Server.
  - c. Click **Next**.
5. In the **Setup Completed** window, click **Finish**.

## After Installation

When LDAP Server has been installed, it must be configured. The instructions for this are included in document CMG configuration Guide [6].

## Upgrade LDAP Server

Use Control Panel => Programs and Features to uninstall previous LDAP Server software, before continuing.

To install, click the link **Install LDAP Server and create ODBC data source...**

# For Cisco Communication Platforms

This section describes installation of components for Cisco call manager.

## CMG IP Phone Services for Cisco

**NOTE:** Office Web must be installed before the installation of IP Phone Service.

To install CMG IP Phone Services for Cisco, do the following:

1. Click the link **Install CMG IP Phone Services (7.5 SP1) for Cisco...**
2. In the **Welcome** window, click **Next**.
3. Accept the license agreement and then click **Next**.
4. To start copying files, click **Next**.
5. The setup will attempt to find out where CmgOffice is installed. If it fails to do so, the setup will ask you for the destination folder of the application. The default folder is `C:\Inetpub\wwwroot\Cmgoffice\ipphoneservice`. Select a different folder if you wish to install the application elsewhere. Click **Finish** in the Complete window.

### After installation

When IP Phone Services has been installed, some configuration is needed for:

- Cisco Call Manager
- CMG system
- Cisco IP Phone Services

The instructions for these activities are included in document CMG configuration Guide [6].

### Testing the IP Phone Service

1. Log in to the IP Phone Service on a Cisco IP phone.
2. Select the New activity menu.
3. Check that all the activities in the CMG system are displayed.
4. Enter an activity.
5. Check that the IP phone is forwarded.
6. Check in the Attendant client or in CMG Web that the activity has been registered in the CMG system.

## LSSCom Client Standalone

LSSCom Client Standalone is automatically installed when installing CMG Server with Cisco, see step 6 in section 7.8. If another call manager was selected during CMG Server installation, LSSCom Client Standalone can be installed from here.

To install or upgrade LSSCom Client Standalone application, do the following:

1. Click the link **Install/upgrade LSSCom Client Standalone for ACS...**

## For Mitel Communication Platforms

### CMG Corporate Directory for IP phone

Click the link **Uninstall Corporate Directory for IP Phone...**

Click the link **Install Corporate Directory for IP Phone...**

### After installation

When Corporate Directory for IP Phone has been installed, some configuration is needed for:

- Microsoft IIS server
- Mitel IP phones: 67xxi SIP Phone, 7400 and MiVoice 4400 terminals
- Mitel SIP DECT phones: version 3.0 and 3.1
- Prefix for Multi Node Configuration

The instructions for these activities are included in document CMG configuration Guide [6].

## CMG Personal Number Interface

To install the CMG Personal Number interface, do the following:

1. Click the link **Install CMG Personal Number Interface...**
2. In the **Welcome** window, click **Next**.
3. In the **Choose Destination Location** dialog, change the default folder if desired. Then click **Browse...**, choose a new folder and click **OK**. Click **Next** to continue.
4. The **Start Copying Files** window includes a summary of the settings made in the previous steps. To change a setting click **Back**, to continue click **Next**.
5. In the **InstallShield Wizard Complete** window, select to restart the computer and click **Finish**.

### After installation

When Personal Number Interface has been installed, some configuration is needed:

- Add a User in MiVoice MX-ONE
- Enable the Personal Number function in CMG CM and CMG DM
- Add parameters to the PBXSTD Process

The instructions for these activities are included in document CMG configuration Guide [6].

## Restart

After all necessary components for optional server software have been installed the CMG server must be restarted. To restart the server, click the link **Restart...**

# Optional Client Software

## CMG Quick (client)

CMG Quick client is a client application that provides office users with an easy to use tool for setting activities and forwarding phones.

To install CMG Quick client, do the following:

1. Click the link **If existing, uninstall CMG Quick 7.5 first...**
2. Before upgrading, exit CMG Quick client application.  
Click the link **Install or upgrade CMG Quick client...**
3. In the **Welcome** window, click **Next**.
4. In the **End-User License Agreement** window, read and accept the license agreement and then click **Next**.
5. In the **Destination Folder** dialog, change the default folder if desired. Then click **Change...**, choose a new folder and click **OK**. Click **Next** to continue.
6. In the **Settings** dialog, enter the CMG Web URL. Click **Next**.
7. In the **Ready to install** window, click **Install**.
8. In the **Completed** window, click **Finish**.

CMG Quick client can also be installed using AD Group Policy (GPO), for automatic distribution to several clients. This is further described in Appendix I – CMG Quick client Group Policy Installation.

# Tools

## LogReader Tool

Mitel CMG LogReader is a tool for viewing log files. It supports:

- Bookmarks
- Filters and Highlighting
- Huge log files
- XML

To install LogReader tool, do the following:

1. Click the link **Install or upgrade CMG LogReader...**

# Configure CMG Web

When CMG has been installed, some configuration is required for different parts of the system. This configuration is described in document CMG configuration Guide [6].



# CMG Uninstallation

To uninstall the CMG Server, follow the below steps:

1. First, manually uninstall all CMG related processes from Control panel.
2. Then Stop the '**Nicesrv**' service.
3. Go to **SQL Server Management studio**.
4. Delete the '**Nice**' Database.
5. Go to **Registry Editor**. The path is: HKEY\_LOCAL\_MACHINE\SOFTWARE\Wow6432Node\Netwise\Nice01
6. Delete the Registry key "Nice01".
7. Restart the system.

**NOTE:** Some components still don't get deleted.

8. Delete the C:\NiceSrv folder from the system.
9. Go to service.msc, locate and right-click **Nice Server**, select properties and copy the service name.
10. Run the command prompt as Administrator. Enter `sc delete <service name>` (service name is the name you copied in step 9).

The CMG server is now deleted.

# Appendix I – CMG Quick client Group Policy Installation

CMG Quick client can be installed in different ways:

1. By performing a standard installation from Mitel Installer, to install Quick on a local computer. This is described in section
2. By installing manually from the command line, specifying a MSI property. This is further described in section 16.1.
3. By using AD Group Policy (GPO) for automatic distribution of programs to several clients. This is useful when installing larger sites with many client machines and further described in section 16.2.

## Manual Installation

To install CMG Quick client from the command line, enter the following command:

```
msiexec.exe /qr /i BluStarQuick.msi \MSI_BS_WEB_URL=http://<server name>/CMGWeb
```

where:

`MSI_BS_WEB_URL` is the HTTP address to where the CMGWeb is installed, typically `http://<server name>/CMGWeb`

`<server name>` is the server where CMG is installed

## AD Group Policy (GPO) Installation

The original installation MSI file must be modified in order to include the `MSI_BS_WEB_URL` property. Use the Quick Deployment Assistant tool in order to modify the property in the original MSI file and to save the result as a new MSI file.

Do the following:

1. Go to the Quick installation directory and then enter the following command from the command line: `QuickDeploymentAssistant.exe`
2. In the **CMG Quick client Deployment Assistant** dialog, enter **CMG Web address** in the field and click **Save updated MSI**.
3. Use the modified MSI file to push out the installation to the clients.

# Technical Assistance

Mitel provides [www.mitel.com](http://www.mitel.com) as a starting point for technical assistance regarding all products, including CMG – CMG Web. From here, partners can obtain online documentation, FAQs, latest software updates and request further technical assistance.

# References

- [1]Mitel Installer Overview
- [2]CMG System Overview
- [3]CMG Installation Preparation Guide
- [4]CMG Quick Installation Guide
- [5]Calendar Connection Configuration Guide
- [6]CMG configuration Guide
- [7]CMG Server System Process Description
- [8]Enterprise License Manager Technical Guide
- [9]BluStar Server Installation and Configuration Guide
- [10]CMG Web Compatibility Matrix (Note: available on InfoChannel)



