

April 7, 2020

Preface



Note

This document is intended for use with UC30 units identified by part number 600-3158-01 Rev B or later. Starting with revision B, the part number has been added along with the model name on the certification label that is placed on the top of the chassis. Certification labels on earlier versions of the UC30 had just the model name without the corresponding part number.

The Small Business Edition System (SBE) is designed to give small business owners productivity enhancing UC application with brilliantly simple management and low total cost of ownership. This downscaled version of the Unified Communication Solution is designed for companies and organizations needing no more than 100 phone extensions but still in need of a versatile and feature-rich IP phone system. SBE fits right in with existing IP networks and works seamlessly with business applications and processes.

The SBE system is typically deployed using the UC30 server. Refer to the following sections for information about installing and performing the initial configuration of the UC30 server as the Headquarters server for a SBE system.

The UC30 server is designed to support a single application, the MiVoice Connect core PBX software, enabling it to be the Headquarters (HQ) server. The server is shipped with Microsoft Windows Server 2016 Embedded Telecom edition with HQ server preinstalled.

Windows Server Considerations

The UC30 server is shipped with Microsoft Windows Server 2016 Embedded Telecom edition with HQ server preinstalled and the Microsoft license key applied. By default, the server is configured to load Windows updates, prompting for acceptance before reboot. Administrators should use typical Windows update and security procedures with the server.

**Note**

Microsoft Windows Server 2016 and Mitel End-user License Agreements (EULA) are available in the UC30 Server Documentation available at <https://www.mitel.com/legal/end-user-license-agreements>. By using UC30 server, you automatically accept and agree to the terms and conditions of EULA.

Set up the UC30 SBE System

To use the server with an SBE 100 license and as a headquarters server, refer to the following sections for an overview of the procedures required to set up your SBE 100 system as well as information for where to find specific instructions.

System Considerations

- Ensure the server is placed on a network that has a firewall installed. Do not connect Mitel equipment directly to the Internet.
- Ensure the server is configured with an administrator account other than the default:
 - a. Create an additional administrator account.
 - b. Disable the default administrator account. Refer to the Microsoft TechNet web site for instructions.

**WARNING!**

To avoid risk of a security breach, administrators **MUST** complete these steps.

UC30 Server Capacities

The following table includes maximum capacities per server and license combination.

Specification	UC30 SBE100 License
Hard Disk Drive Size	1 1 TB
CPU	Xeon E3-1225-v5 3.3GHz Quad core
RAM	8 GB
Network	100Base-T or Gigabit Ethernet
Server role	HQ or DVS
Max users per system	100
Max users per server (phones managed by switches, which are managed by server)	100
Max system BHCC	5000
BHCC per server via reports run outside of business hours	2500
Max BHCC per server via reports run during business hours	Not recommended
Max media calls to server*	50
Max number of contact center agents	Not recommended

* Media calls include access to voicemail, Auto-Attendant, workgroups, paging groups, or call recording.



Note

You can name the folder as per your choice. The capacity of your Mitel system is defined by hardware in combination with the system license you apply, such as SBE100. Refer to the *MiVoice Connect Planning and Installation Guide* for additional information about SBE 100 system capacities. To view this document, visit <https://www.mitel.com/document-center/business-phone-systems/mivoice-connect/mivoice-connect-platform>

Install and Configure the Operating System

The UC30 is shipped with the Windows Server operating system and MiVoice Connect pre-installed, and no additional actions are required.

Credentials

The credentials for the default admin account are as follows:

- User name: Administrator
- Password: changeme

Install and Configure Mitel Connect

Install and configure Connect for UC30



Note

The operating system and HQ server software are preinstalled on the UC30 at the factory. For performing the following initial configuration steps, you will need to attach a monitor, keyboard and mouse. After the UC30 is configured, you can connect to it the network so that these accessories are no longer needed.



WARNING!

Each network port on the server is associated with its own NIC card and has its own IP address and MAC address. Select one network port and continue to use only that port for all server activities and configuration. Changing network ports might cause issues with licensing and accessibility because of the corresponding change in IP address and MAC address information.

1. After you power on the UC30 and log in with the default administrator credentials, the **Mitel Connect Director** icon will be displayed on the desktop.

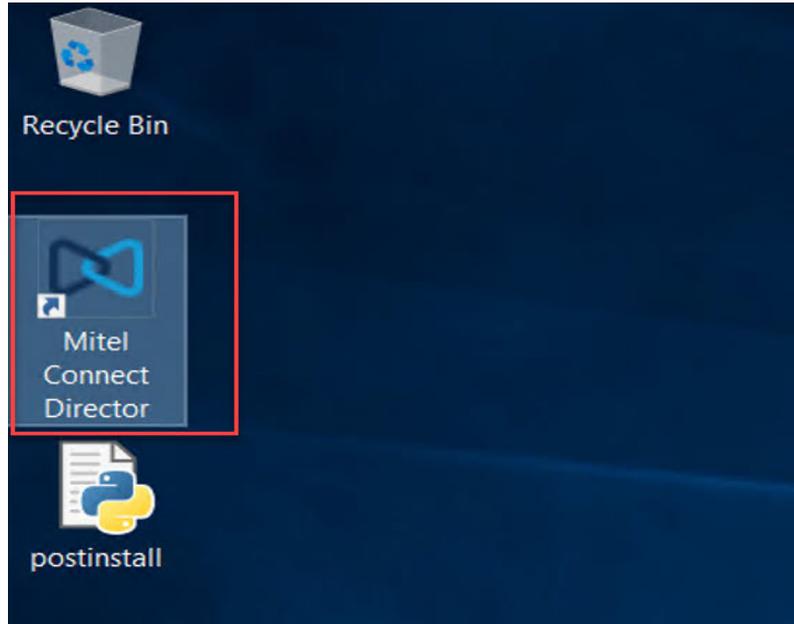


Figure 1: Mitel Connect Director Icon

2. Configure the IP address for the machine (Static) by following these steps:
 - a. Go to Network Connections on your system.
 - b. Click Ethernet Network.
 - c. In the **Ethernet Network** window, right-click and select **Properties**. The **Ethernet Properties** window opens.
 - d. In the **Ethernet Properties** window, select **Internet Protocol Version 4 (TCP/IPv4) > Properties**. The **Internet Protocol Version 4 (TCP/IPv4) Properties** window opens.
 - e. In the **Internet Protocol Version 4 (TCP/IPv4) Properties** window, do the following:
 - Manually enter the IP address in the following fields:
 - **Use the following IP address** > enter the **IP address**
 - **Use the following DNS server addresses** > enter the **Preferred DNS server address**
 - f. Click **OK**.

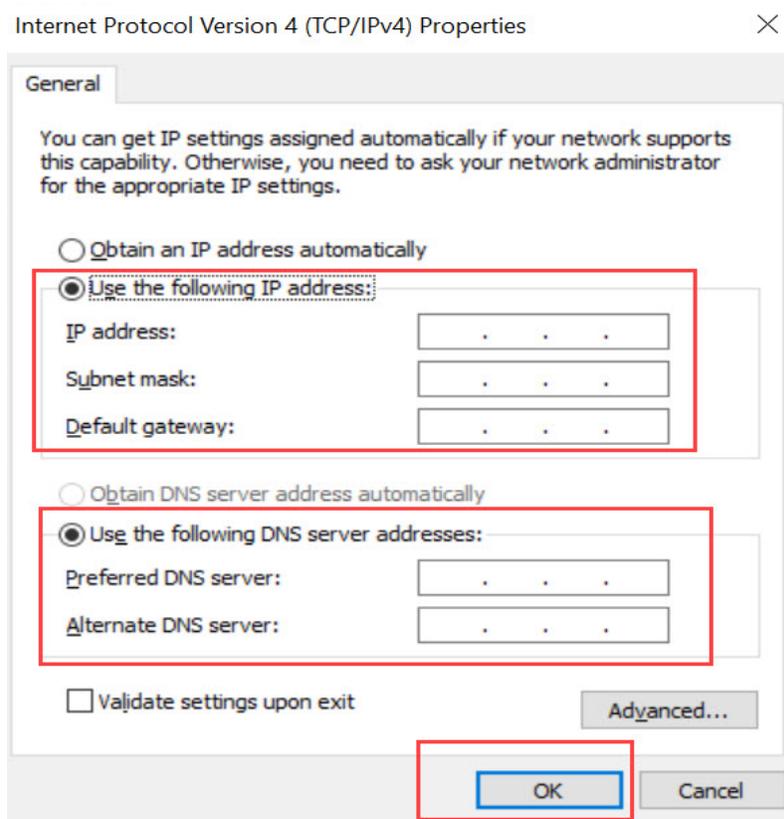


Figure 2: Configuring the IP address

3. Double-click the **Postinstall.py** file on desktop. This step is important because it will change the registry settings.

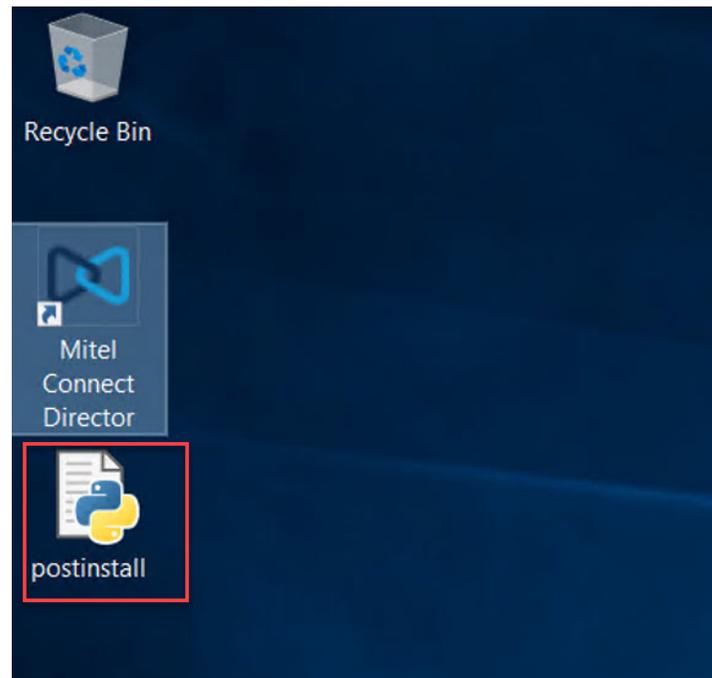


Figure 3: Postinstall file

4. Double-click the **Mitel Connect Director** icon on the desktop to open the Connect Director login page in the browser.
5. Log in to Connect Director.
6. Go to the following paths and change the IP address and the fully qualified domain name (FQDN):
 - **Administrator > Appliances/Servers > Platform Equipment > Headquarters > IP address**
 - **Administrator > Appliances/Servers > Platform Equipment > Headquarters > Fully qualified domain name**

The screenshot shows the Mitel Connect Director interface. At the top, there are navigation tabs for Connections, Trunk Groups, Bandwidth, Voice Quality, Appliances, and Servers. A search bar is on the left. The main area displays a table of Platform Equipment. The table has columns for NAME, DESCRIPTION, SITES, SERVER, DATABASE, TYPE, IP ADDRESS, SECONDARY ADDRESS, and MAC ADDRESS. The first row, 'Headquarters', is selected and highlighted with a red box. Below the table, the configuration form for 'WinHQ: Headquarters - 10.211.122.31' is shown. The form has tabs for GENERAL, MUSIC ON HOLD, VOICE APPLICATION, and CERTIFICATE. The GENERAL tab is active, showing fields for Name, Description, Site, IP address, Secondary IP address, Fully qualified domain name, Proxy server URL, and Note. The IP address field contains '10.211.122.31' and the Fully qualified domain name field contains 'USHQ.mivcbl.com'. Both fields are highlighted with red boxes. There are buttons for SAVE, RESET, CANCEL, and REFRESH.

NAME	DESCRIPTION	SITES	SERVER	DATABASE	TYPE	IP ADDRESS	SECONDARY ADDRESS	MAC ADDRESS	SE
Headquarters	SoftSwitch	Headquarters	Headquarters	Headquarters	WinHQ	10.211.122.31		00-00-00-00-00-00	
US_HQ_EGW	EGW	Headquarters	Headquarters	Headquarters	vEdgeGW	10.211.122.34		00-50-56-8c-7e-e0	
US_HQ_SA100	Sa100	Headquarters	Headquarters	Headquarters	SA100	10.211.132.40		0c-c4-7a-cf-01-1b	UR
US_HQ_SG220T1	SG200T1	Headquarters	Headquarters	Headquarters	SG220T1	10.211.132.37		00-10-49-1e-21-c5	S'
US_HQ_SG24A	SG24A	Headquarters	Headquarters	Headquarters	SG24A	10.211.132.41		00-10-49-16-1c-c5	Z'
US_HQ_SG90	SG90	Headquarters	Headquarters	Headquarters	SG90	10.211.132.36		00-10-49-1e-2b-f9	S'

7. Click **Save**.

Licensing Considerations

For licensing considerations, see the *Registering the MiVoice Connect Software* section of the MiVoice Connect System Administration Guide for more information. To view this guide, visit <https://www.mitel.com/document-center/business-phone-systems/mivoice-connect/mivoice-connect-platform>.

Install and Configure Switches and Phones

- Refer to the *MiVoice Connect System Administration Guide* for your switch for detailed installation and configuration instructions on voice switches: <https://www.mitel.com/document-center/business-phone-systems/mivoice-connect/mivoice-connect-platform>
- For General IP Phone Documentation, visit <https://www.mitel.com/document-center/devices-and-accessories/ip-phones/general-ip-phone-documentation>
- For 400-Series IP Phones, visit <https://www.mitel.com/document-center/devices-and-accessories/ip-phones/ip400-series/ip400-platform-specific-documents/mivoice-connect>.
- For 6900-Series IP Phones, visit <https://www.mitel.com/document-center/devices-and-accessories/ip-phones/6900-series/6900-ip-phones>.

Install and Configure the Connect Client

Refer to the Connect Client User Guide and the Connect Client Quick Reference Card for instructions on installing and using the client. To view these documents, visit <https://www.mitel.com/document-center/business-phone-systems/mivoice-connect/connect-client>.

Install additional Connect applications as needed for your system. Visit <https://oneview.mitel.com/s/support> for related documentation.

Server Backup and Image Recovery

This section provides instructions on restoring Mitel UC30 Server operating system image in case of software or hardware failure.

Depending on the issue, Mitel suggests the following options for system recovery:

- **Quick UC Server 30 Recovery:** The Mitel UC30 Server has 2 partitions; the operating system (main) partition and the recovery partition. The recovery partition contains the server operating system recovery information, which will be used to restore the operating system image during failures. Use the Quick UC Server 30 Recovery Image method if there was no disk hardware failure.
- **Complete (bare metal) UC Server 30 Recovery:** Use this method if there is a hard drive or hardware failure.



Note

If you have misplaced the USB drive shipped with the UC30, follow steps 2 through 6 below to create an equivalent USB drive to use. Otherwise, proceed to step 7 to continue.

Follow these steps to recover the operating system image of your server:

1. Select the recovery image depending on the scenario:
 - Quick UC30 Server Recovery Image to initiate recovery from the recovery partition of your Server.
 - Complete (bare metal) UC30 Server Recovery Image to restore the complete operating system image in case of a hard drive or hardware failure. You must use the USB provided along with UC30 for the UC30 image recovery.
2. Locate the UC30 Server Recovery images at the following site: <https://swdlgw.mitel.com/download/6346002d-e889-433d-8beb-1439a7513651>.
3. Create a new folder on your system and unzip the files into that folder.



Note

You can name the folder as per your choice.

4. Create a bootable USB thumb drive. Follow these steps:

- a. Insert the USB device into your computer and prepare to format the device.

**Note**

Before inserting the USB device into your computer, it is recommended that you transfer the previous data in the USB device to another location. This is because the previous data will be lost when you insert the USB device.

- b. In the **Start** menu > **Search** field, enter **CMD**. The Command Prompt window opens.
- c. In the Command Prompt window, enter the following command: *DISKPART*
- d. Press **Enter**.
- e. When the **Do you want to allow the following program (DISKPART) to make changes to this computer** dialog box opens, select **Yes**. The **diskpart.exe**. window opens.
- f. In the **diskpart.exe**. window, enter **LIST DISK** and press **Enter**. A list of the disk drives on the system is displayed.
- g. Mitel UC30 Server's hard drive will be listed as **Disk 0** and the USB will be listed as **Disk 1**. Select **Disk 1**.
- h. Enter the following commands one by one and pressing **Enter** after each entry:
 - *CLEAN*
 - *CREATE PARTITION PRIMARY*
 - *SELECT PARTITION 1*
 - *ACTIVE*
 - *FORMAT FS=NTFS*
 - *ASSIGN*
 - *EXIT*

**Note**

The disk format process might take time.

- i. Close the **Command Prompt** window.
- j. The USB device is now reformatted to be a bootable device. Go to the **Computer** folder on your system and open the USB device.

**Note**

The USB device will be empty.

5. Double-click the folder you created in Step 3 above and copy all files and folders from that folder to the root level of the formatted USB thumb drive. Ensure that you preserve the file hierarchy/structure to ensure correct execution of the recovery script.

**Note**

Preserve the file hierarchy/structure to ensure correct execution of the recovery script.

6. Safely eject the USB thumb drive from your computer. The USB is now ready for imaging the server.
7. Insert the USB thumb drive (with Quick Recovery or Complete Recovery files copied onto it) into a USB interface of Mitel UC30 Server.
8. Boot the server from the USB thumbdrive drive. Press **F11** (boot options) to select the USB thumb drive as a boot device.
9. After loading the files and starting Windows, a command line window prompts you to Proceed with reimaging (cannot be reversed) Y/N, enter Y to complete the image recovery process.

**Note**

The recovery operation is irreversible. If you select to proceed, the operating system partition will be formatted and then reimaged. Any changes to the system name and activation key will be saved in the recovery partition.

10. Run the **Postinstall.py** file to change the registry settings.

**Note**

For information about handling insecure connection error messages on the browser, see the section *Browser warning message* in the *MiVoice Connect Contact Center Administration Guide*. You must wait for 5 minutes to ensure that the services are functional.

11. Go to the following path in Connect Director and change the IP address: **Administrator > Appliances/Servers > Platform Equipment > IP address**.
12. Go to the following paths and change the IP address and the fully qualified domain name (FQDN):
 - **Administrator > Appliances/Servers > Platform Equipment > Headquarters > IP address**
 - **Administrator > Appliances/Servers > Platform Equipment > Headquarters > Fully qualified domain name**
13. Click **Save**.