

Integration of Active Directory, Calendar, Contacts

Contents

| | | |
|----------|--|-----------|
| 1 | Active Directory Integration – Application Suite (UC) | 3 |
| 1.1 | General | 3 |
| 1.2 | "Classroom" infrastructure (e.g. Munich APT) | 4 |
| 1.3 | "Flying classroom" infrastructure (e.g. Munich APT) | 5 |
| 1.4 | Prerequisites | 5 |
| 2 | Calendar integration | 6 |
| 2.1 | Calendar integration – locally via Outlook add-ons | 6 |
| 2.2 | Exercise | 7 |
| 2.2.1 | Calendar integration – centrally via OSO | 7 |
| 2.2.1.1 | OSO server setting... | 8 |
| 2.2.1.2 | Client setting... | 8 |
| 2.3 | Add-on Exchange 2010 | 9 |
| 3 | Contact integration | 10 |
| 3.1 | Contact integration – Exchange mailbox | 11 |
| 3.2 | Exercise | 13 |
| 3.2.1 | Calendar integration – Public Folder (centrally via OSO) | 13 |
| 3.2.1.1 | OSO server setting... | 14 |
| 3.2.1.2 | Client setting... | 15 |
| 3.3 | Add-on Exchange 2010 | 16 |

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1 Active Directory Integration – Application Suite (UC)

1.1 General

Use the following entries according to your exercise and infrastructure.

- "Classroom" infrastructure
or...
- "Flying Classroom" infrastructure

Starting point:

The systems are preconfigured. Exchange is accessible.

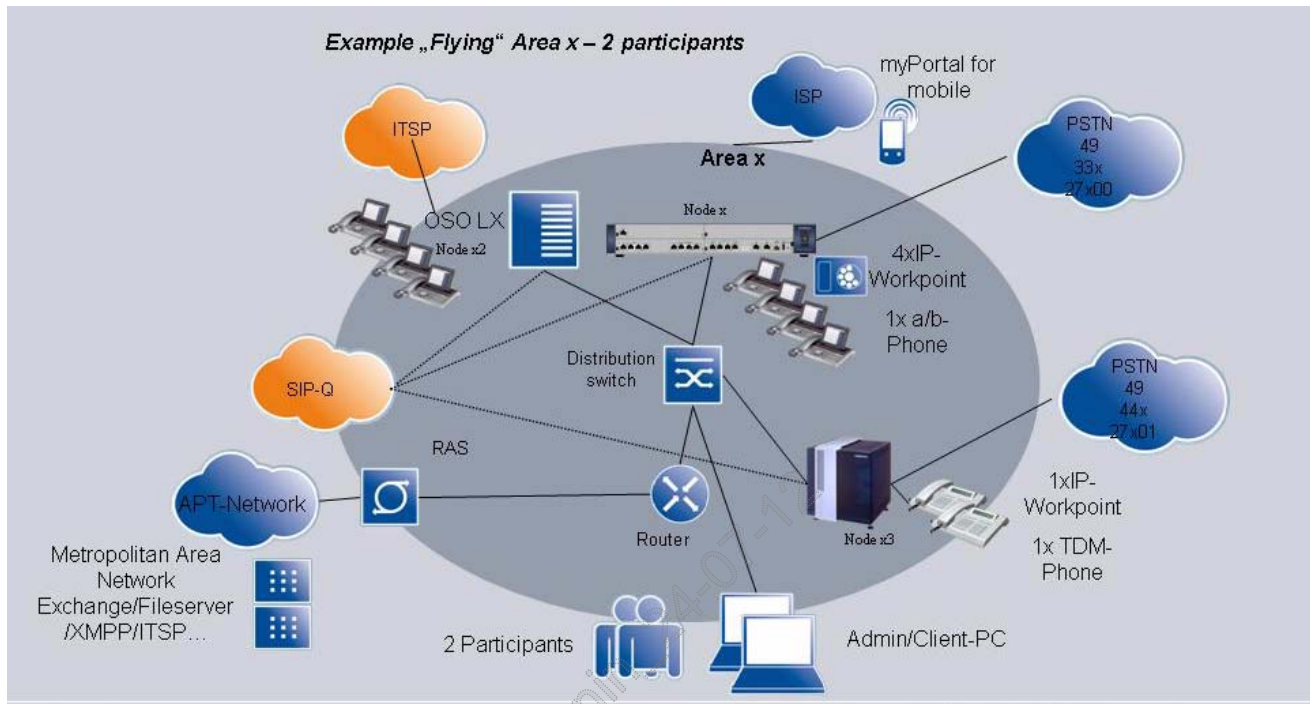
Aim:

OpenScape Office and Exchange with:

- Calendar integration
- Contact integration

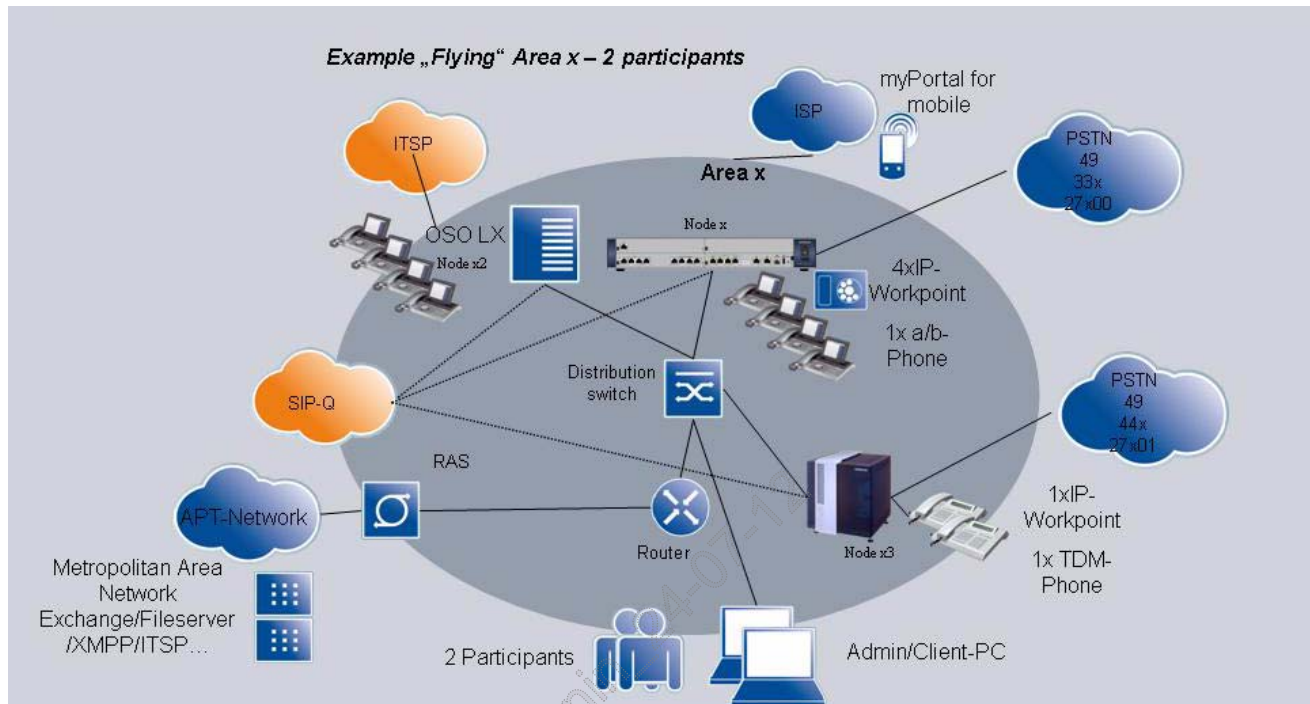
1.2 "Classroom" infrastructure (e.g. Munich APT)

Global infrastructure...



1.3 "Flying classroom" infrastructure (e.g. Munich APT)

Global infrastructure...



1.4 Prerequisites

The course participant can administer the system at the administrator level.

Laboratory environment: Please use the general Module III for numbering plans, IP addresses, routing environment etc.

Preconfiguration:

- Systems have been reloaded
- The system can be accessed via IP
- Basic installation has been carried out

2 Calendar integration

Starting point:

The systems are preconfigured.

Exchange incl. IIS and current service pack are preconfigured.

Outlook integration / myPortal for Desktop / myAttendant is installed.

Access via OWA (EWS with Exchange 2010 only).

Aim:

OpenScape Office and Exchange with:

- Calendar integration



Note:

OSO Exchange configuration is only required if the presence comparison of relevant calendar entries should also be carried out with Outlook closed! This function generates additional load between Exchange and OSO.

2.1 Calendar integration – locally via Outlook add-ons

If the comparison between OSO and Exchange should only be carried out with Outlook open, use the "Outlook Calendar Integration" client setting. The exercise is now finished, further settings under OSO Exchange are not necessary

Setup

Personal Details

My Preferences

Appearance

Notifications

Outlook Connectivity

Hot Keys

Miscellaneous

Call Rules

Communications

VoiceMail Profiles

Sensitivity

Outlook Connectivity

☐ No Calendar Integration

☒ Outlook Calendar Integration

☐ Exchange Calendar Integration

☒ Automatically generate calendar appointments from my presence changes.

Local PST

The following outlook storage locations will be used when searching for caller information.

| Name | Folder |
|---|------------------------------|
| <input type="checkbox"/> Personal Folders | |
| <input checked="" type="checkbox"/> Mailbox - richard s | Mailbox - richard s\Contacts |

2.2 Exercise

2.2.1 Calendar integration – centrally via OSO

Prerequisites: Presence comparison with Outlook closed:

The following prerequisites apply to the Exchange Server:

- Microsoft Exchange Server 2007 with current service pack
- Web Server (IIS)
- Outlook Web Access (OWA) including WebDav in use
- Public Folder Contacts in use
- Users with assigned mail addresses
- Privileged user - e.g. "osomx"
Explanation: In this example, the "osomx" ADS user is used to enable OSO access to the Exchange server. The osomx user reads calendar information of the subscriber. Users who want to use the calendar must allow "osomx" access to the mailbox. This can be configured via Exchange Management Shell - the syntax is as follows:

```
Add-MailboxPermission ["username@domain"] -User ["privileged user"] -AccessRights FullAccess
```

The user "OSOMX" is used in this example as a privileged user which is used to give the OpenScope Office LX/MX V3 access to Microsoft Exchange Server 2007 and to the calendars of users who want to use the Calendar Integration feature. This user has to be added to your Active Directory. It requires a mail address.



Further information on Exchange configuration can be obtained at wiki.siemens-enterprise.com.

Infrastructure:

To adapt the following example to your infrastructure, ask your lecturer.
Applicable to APT Munich:

- Exchange IP address: 1.50.100.214
- Domain: openoffice.training.bay

2.2.1.1 OSO server setting...

Server

General Settings | Logging | Notifications | Maintenance | VoiceMail | **Exchange**

Enable Exchange calendar integration ☒

Server URL:

User name:

Password:

Enable search for Exchange public folder: ☒

Server URL:

User name:

Password:

2.2.1.2 Client setting...

Setup

Personal Details | My Preferences | Appearance | Notifications | **Outlook Connectivity** | Hot Keys | Miscellaneous | Call Rules | Communications | VoiceMail Profiles | Sensitivity

Outlook Connectivity

☐ No Calendar Integration

☐ Outlook Calendar Integration

☒ **Exchange Calendar Integration**

☒ Automatically generate calendar appointments from my presence changes.

The following outlook storage locations will be used when searching for caller information.

| Name | Folder |
|---|------------------------------|
| <input type="checkbox"/> Personal Folders | |
| <input checked="" type="checkbox"/> Mailbox - richard s | Mailbox - richard s\Contacts |

2.3 Add-on Exchange 2010

Exchange 2010 - Outlook Calendar Integration via „Exchange Web Services“ (EWS).

The user “osomx” is used in this example as Service Account with the role privilege for “*ApplicationImpersonation*” which is used to give the OpenScape Office MX V2 or MX/LX V3 access to the mailbox database of the Microsoft Exchange Server 2010. This user has to be added to your Active Directory. It requires also a configured mail-address.



Note:

Excerpt of OSO server setting only. Further information on Exchange 2010 integration at: <http://wiki.siemens-enterprise.com>

Functional operation:

Settings apply to both calendar and contact integration.

Server

General Settings | Logging | Notifications | Maintenance | VoiceMail | **Exchange**

Enable Exchange calendar integration ☒

Server URL:

User name:

Password:

Enable search for Exchange public folder: ☒

Server URL:

User name:

Password:

3 Contact integration

Starting point:

The systems are preconfigured.

Exchange incl. IIS and current service pack are preconfigured.

Outlook integration / myPortal for Desktop / myAttendant is installed.

Access via OWA (Exchange Web Services with Exchange 2010 only).

Aim:

OpenScape Office Client/Server and Exchange with:

- Contact integration with Exchange / Local postbox

Functional operation:

myPortal for Outlook accesses the mailbox locally - more precise: The contact storage (exchange.pst or local.pst).

- Contact integration with Public Folders

Functional operation:

The OSO system accesses - via authorized users - the Exchange server centrally.

3.1 Contact integration – Exchange mailbox

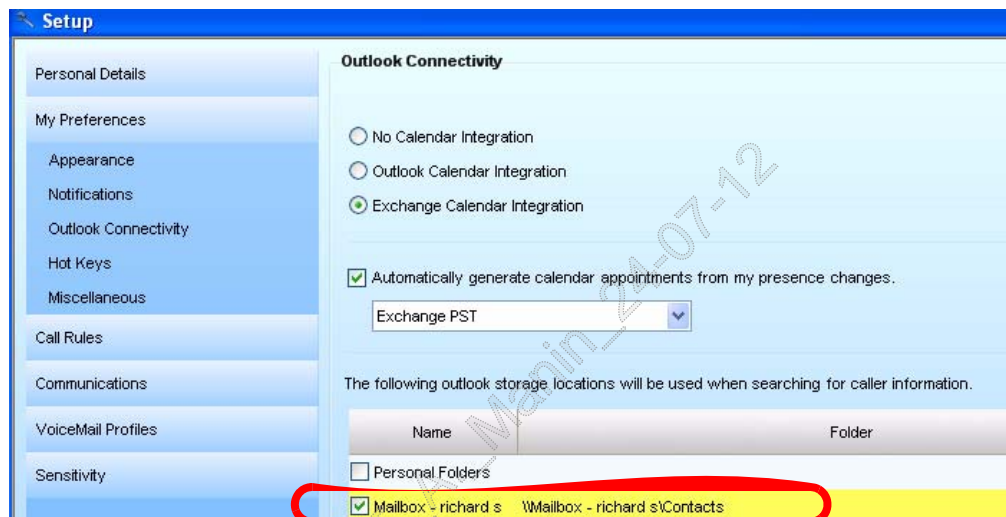
Client configuration - myPortal for Outlook locally accesses the postbox memory - example shows access to Exchange postbox memory...

With caller identification using call number (CLI), a screen pop of the contact appears - example of call number entry: +49xxxxxxx.

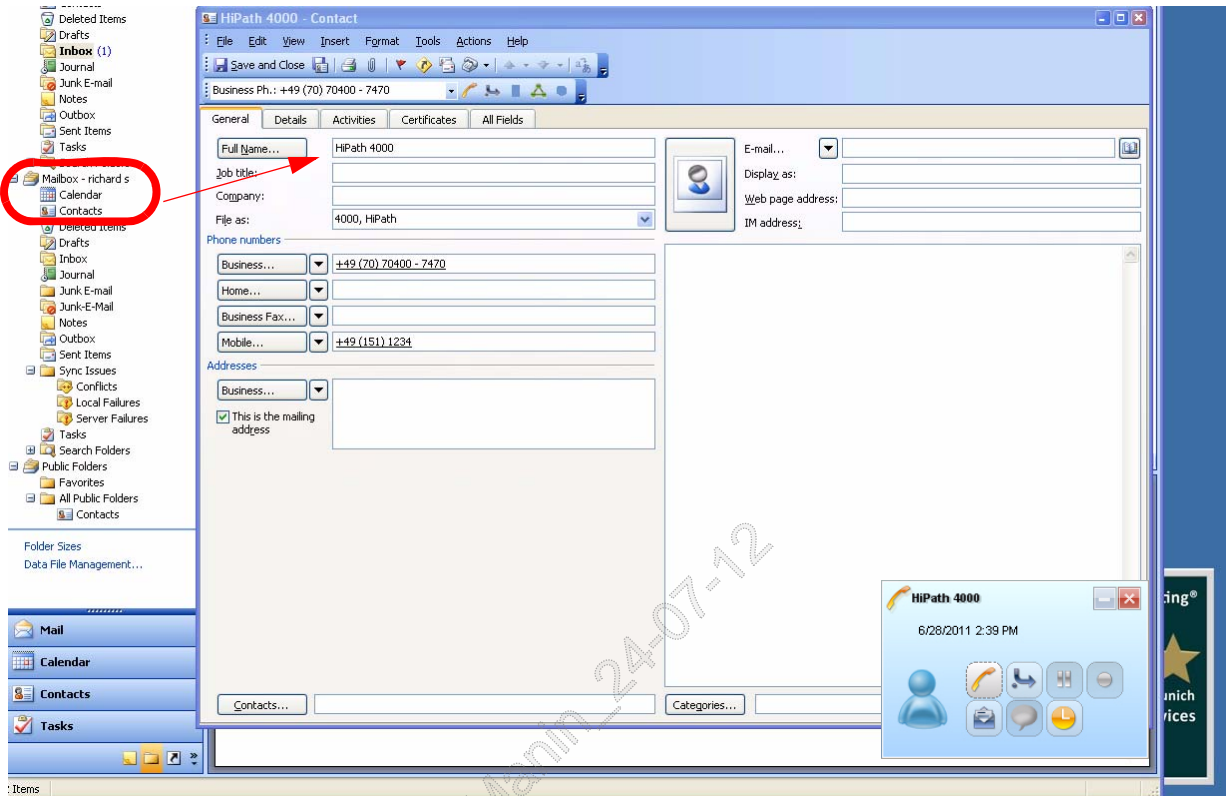


Note:

Other call number formats are supported - e.g. "Canonical".



The call number associated with the contact is displayed...



3.2 Exercise

3.2.1 Calender integration – Public Folder (centrally via OSO)

Prerequisites for searching in the Public Folder:

The following prerequisites apply to the Exchange Server:

- Microsoft Exchange Server 2007 with current service pack
- Web Server (IIS)
- Public Folder Contacts in use
- User- e.g. "osomx"
Explanation: OSO uses this account to read contact information. The "osomx" user needs no special rights to "Public Folder" - "read" is sufficient.
- User - e.g. "richards" - needs read rights to "Public Folder". Example of syntax:
Add-PublicFolderClientPermission -Identity "\<FolderID>" -AccessRights <Collection> -User <UserID>



Further information on Exchange configuration can be obtained at wiki.siemens-enterprise.com.

Infrastructure:

To adapt the following example to your infrastructure, ask your lecturer. Applicable to APT Munich:

- Exchange IP address: 1.50.100.214
- Domain: openoffice.training.bay

3.2.1.1 OSO server setting...

Server

General Settings Logging Notifications Maintenance VoiceMail **Exchange**

Enable Exchange calendar integration ☒

Server URL:

User name:

Password:

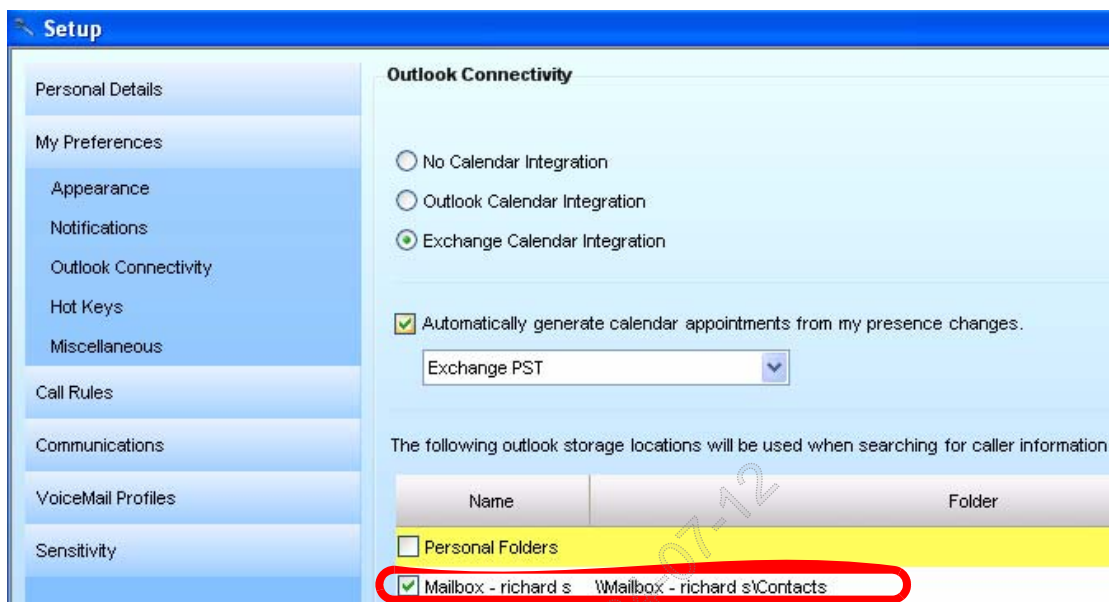
Enable search for Exchange public folder: ☒

Server URL:

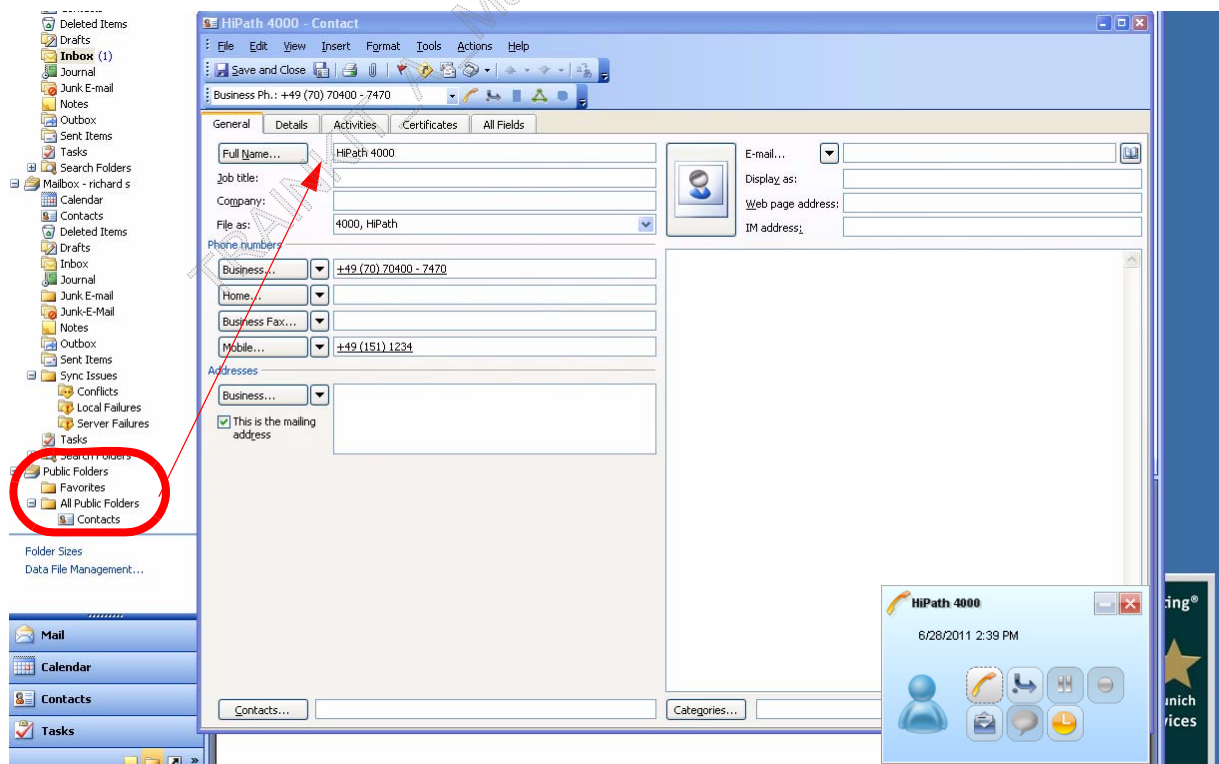
User name:

Password:

3.2.1.2 Client setting...



The call number associated with the "Public Folder" contact...



3.3 Add-on Exchange 2010

Exchange 2010 - Contact Integration with „Exchange Web Services“ (EWS).

The user “osomx” is used in this example as Service Account with the role privilege for “*ApplicationImpersonation*” which is used to give the OpenScape Office MX V2 or MX/LX V3 access to the mailbox database of the Microsoft Exchange Server 2010. This user has to be added to your Active Directory. It requires also a configured mail-address.



Note:

Excerpt of OSO server setting only. Further information on Exchange 2010 integration at: <http://wiki.siemens-enterprise.com>

Functional operation:

Settings apply to both calendar and contact integration.

Server

General Settings | Logging | Notifications | Maintenance | VoiceMail | **Exchange**

Enable Exchange calendar integration ☒

Server URL:

User name:

Password:

Enable search for Exchange public folder: ☒

Server URL:

User name:

Password: