



# **IP Office 8.0**

Installing one-X Portal for IP Office

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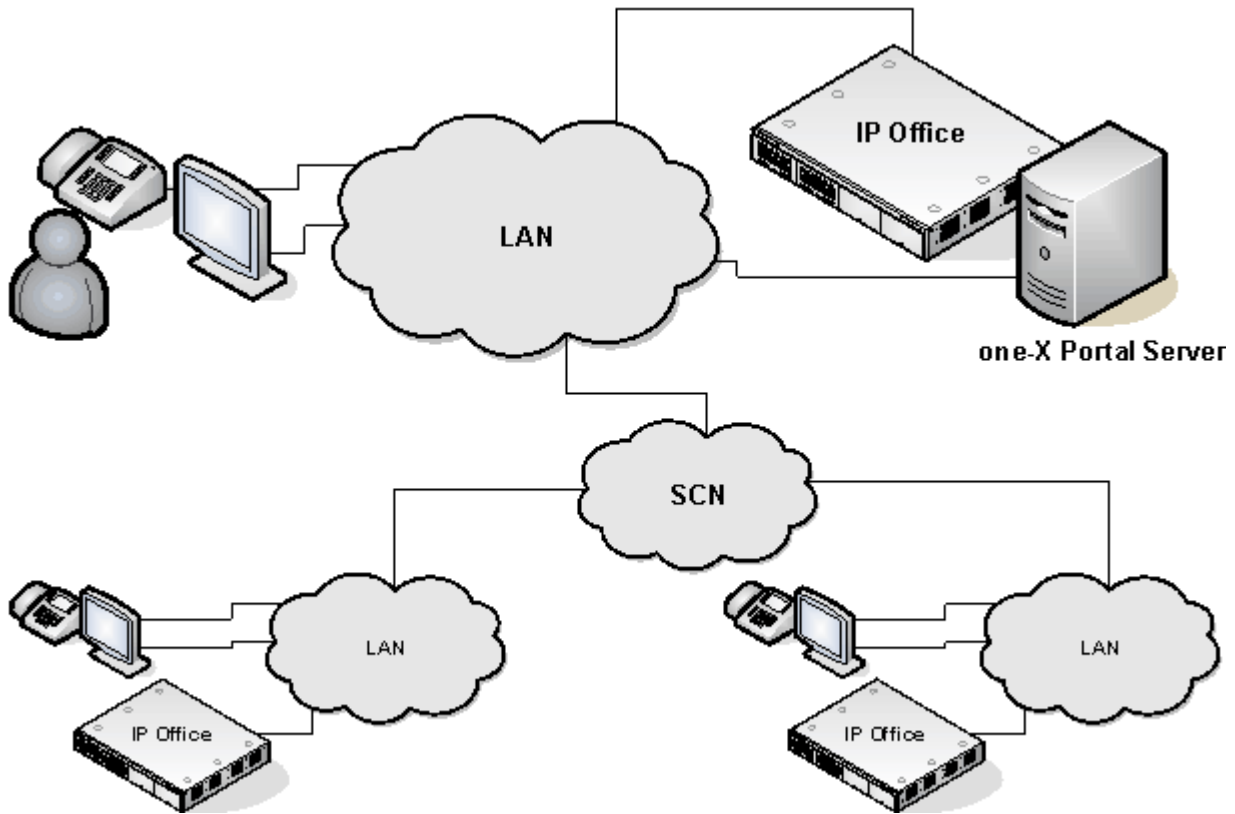
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# **Chapter 1.**

# **one-X Portal for IP Office**

# 1. one-X Portal for IP Office

This documentation covers the installation of one-X Portal for IP Office supported by IP Office Release 8.0. one-X Portal for IP Office is a server application that allows IP Office users to control their phone and various telephony settings through a web browser. A single one-X Portal for IP Office server can support multiple IP Offices when they are connected in a single [IP Office Small Community Network](#) (SCN). one-X Portal for IP Office supports up to 500 simultaneous sessions.



one-X Portal for IP Office installs as a service with an integral web server. Both user and administrator access to one-X Portal for IP Office is via web browser to the one-X Portal for IP Office server.

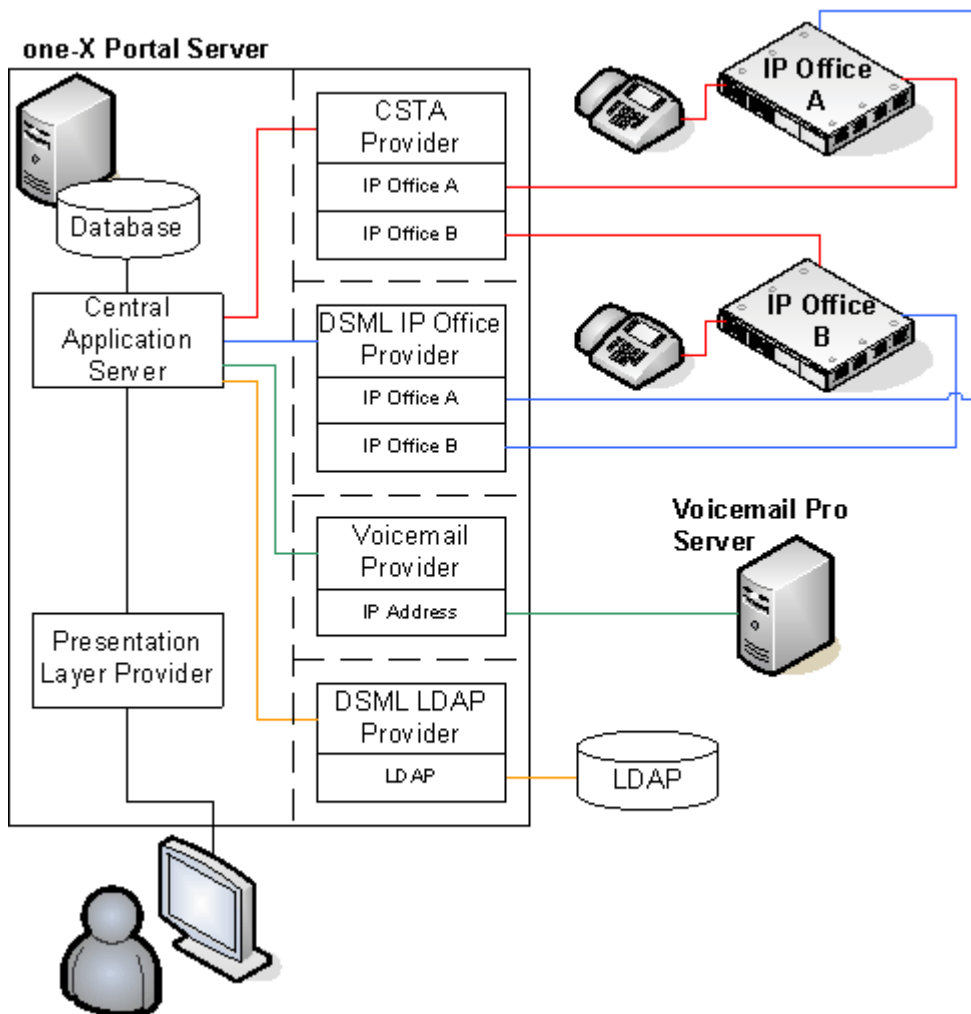
The one-X Portal for IP Office service communicates with the IP Office system using the IP Office's TSPI (Telephony Service Provider Interface) service. This service is configured through the security settings of the IP Office control units.

one-X Portal for IP Office is a licensed application, with each IP Office requiring a one-X Portal for IP Office license for those [users configured to use](#) one-X Portal for IP Office.

# 1.1 Providers

A key idea to understand for one-X Portal for IP Office is providers. Providers are components of one-X Portal for IP Office, each of which performs a specific role. The different types of provider are:

- **Presentation Level Provider**  
This type of provider handles the browser connections between users and the one-X Portal for IP Office server.
- **Telephony CSTA Provider**  
This type of provider handles telephony communications to and from the IP Office systems assigned to it.
- **Directory DSML IP Office Provider**  
This type of provider handles obtaining directory information from the IP Office phone systems assigned to it.
- **Directory DSML LDAP Provider**  
Handles obtaining LDAP directory information from an LDAP source. LDAP sources are assigned to the provider during installation.
- **VoiceMail Provider**  
Handles direct interaction with the voicemail server for features such as message playback via the browser.



During installation:

- One provider of each type is created.
- The IP Offices indicated during installation are assigned to the Telephony CSTA and Directory DSML providers. Following installation, additional IP Offices can be assigned as they are added to the Small Community Network.
- A Directory DSML LDAP provider is created even if no LDAP source is assigned. The actual LDAP sources can be assigned after installation.
- A Voicemail provider is created even if no Voicemail servers are configured. The Voicemail provider is to be manually configured to the IP address of the Voicemail server. Restart the one-X Portal for IP Office after configuring the Voicemail provider.

**Note:** Automatic configuration of the Voicemail provider is not supported during the installation of the one-X Portal for IP Office version 8.0.

## 1.2 one-X Portal for IP Office Settings

The sections below detail which user and directory data is stored by the one-X Portal for IP Office server and which is stored by the IP Office systems.

### Directories

The various directories available to a one-X Portal for IP Office user are taken from a number of sources:

- **Personal Directory**

As personal directory records are added, they are stored by both the one-X Portal for IP Office application and by the telephone system and kept in synch. The telephone system can only store up to 100 personal directory entries per user (subject to its own system limits), any additional entries beyond that are stored by one-X Portal for IP Office only.

- Personal directory records stored by one-X Portal for IP Office can contain several numbers, with one selected as the **Primary phone** number. The matching records stored in the IP Office configuration contains just one number, that being the one selected as the **Primary phone** number. Changing the Primary phone number selection in one-X Portal for IP Office will update the number stored in the IP Office configuration to match.

- The system limit for total personal directory records depends on the IP Office control unit being used. When this limit is reached, additional personal directory records are stored by one-X Portal for IP Office only.

- **IP500/IP500v2:** 10800 total personal directory records.

- For users with a 1608, 1616, 9500 or 9600 phones, they can edit or delete contacts through the phone's menus (primary phone number only).

- **System Directory**

The system directory contains records for all the users and groups on the IP Office systems assigned to one-X Portal for IP Office plus the system directory entries stored in the configuration of those systems. It does not include directory records those systems obtain by LDAP and or HTTP import.

- In an IP Office Small Community Network, the system directory entries configured on one IP Office system can be dynamically shared by other IP Offices in the network. This is a Centralized System Directory. The IP Office used to store the system directory used by the other systems should be one of those also assigned to one-X Portal for IP Office.

- If multiple IP Office systems are configured to operate with one-X Portal for IP Office, the system directories of each are combined by one-X Portal for IP Office into a single system directory for use by one-X Portal for IP Office users. If the same name exists in more than one IP Office system directory, that name will exist as multiple records in the one-X Portal for IP Office system directory. If this is undesirable, the centralized system directory feature supported by IP Office 5.0 and higher systems should be used to have the system directory record configured on just one IP Office but shared by HTTP import on the other IP Offices.

- Since the system directories are available to all one-X Portal for IP Office users, the number must be dialable by all one-X Portal for IP Office users. Alternatively, short codes should be used to ensure that numbers selected from the one-X Portal for IP Office system directory are interpreted correctly by the user's own IP Office

- The one-X Portal for IP Office administrator can add System Directory contacts that are stored as part of the one-X Portal for IP Office configuration rather than IP Office configuration. These contacts can have multiple phone numbers and email addresses in the same way as user's Personal Directory contacts, but are available to all one-X Portal for IP Office users.

- **External Directory**

The external directory is not stored by one-X Portal for IP Office. Instead one-X Portal for IP Office performs a live search of the external directory source configured for one-X Portal for IP Office usage.

## User Settings

User settings for telephony operation are mainly stored by the IP Office system on which that user is configured. Only a small number of settings are stored by the one-X Portal for IP Office server.

Setting	one-X Portal for IP Office	IP Office	Source/Storage
<b>Personal Directory</b>	✓	✓	<p>A user's personal directory is stored in the configuration of both one-X Portal for IP Office and their IP Office. Changes in either are synchronized where possible.</p> <ul style="list-style-type: none"> <li>Personal directory records stored by one-X Portal for IP Office can contain several numbers, with one selected as the <b>Primary phone</b> number. The matching records stored in the IP Office configuration contains just one number, that being the one selected as the <b>Primary phone</b> number. Changing the Primary phone number selection in one-X Portal for IP Office will update the number stored in the IP Office configuration to match.</li> <li>The system limit for total personal directory records depends on the IP Office control unit being used. When this limit is reached, additional personal directory records are stored by one-X Portal for IP Office only.</li> <li><b>IP500/IP500v2:</b> 10800 total personal directory records.</li> <li>For users with a 1608, 1616, 9500 or 9600 phones, they can edit or delete contacts through the phone's menus (primary phone number only).</li> </ul>
<b>Call Log</b>	-	✓	A user's call log is stored in the configuration of their IP Office.
<b>Voicemail Messages</b>	-	✓	Details of the user's voicemail messages are taken from the voicemail server via the IP Office.
<b>Profiles</b>	✓	-	A user's profiles are stored by the one-X Portal for IP Office server. When a profile is made active, it alters various user settings on the IP Office. If the IP Office configuration settings are altered by another method, the user's profile is changed to 'Detected'.
<b>DND Exceptions</b>	-	✓	A user's Do Not Disturb exception numbers are stored in the configuration of their IP Office.
<b>Keyboard Shortcuts</b>	✓	-	A user's keyboard shortcuts are stored by one-X Portal for IP Office.
<b>Sound Configuration</b>	✓	-	A user's one-X Portal for IP Office sound preference is stored by one-X Portal for IP Office.
<b>Park Slots</b>	✓	-	The park slot numbers used for a user's one-X Portal for IP Office park buttons are stored by one-X Portal for IP Office.

Note that those settings stored by one-X Portal for IP Office are lost if one-X Portal for IP Office is reinstalled rather than upgraded.



## 1.3 Telephony Notes

### Incoming Calls

The calls that reach the one-X Portal for IP Office user still fully controlled by the IP Office system settings. For example the user's call waiting settings, number of appearance buttons, etc. This applies to both user calls and calls to hunt groups of which the user is a member. Issues with incoming calls not alerting the one-X Portal for IP Office user will be down to IP Office system configuration settings.

### Outgoing Calls

The outgoing calls that the one-X Portal for IP Office user can make will be subject to the user's IP Office configuration settings. The one difference is that the user can use one-X Portal for IP Office to make additional calls. For example, when all the appearance buttons on a user's phone are in use, they can still use one-X Portal for IP Office to make additional calls.

On some phones, the call log shown by the phone and the redial function use information stored by the phone. Typically this will not include calls made using one-X Portal for IP Office.

### Call Gadget Buttons

Within the sub-tab shown for each call being handled by the one-X Portal for IP Office users, a number of buttons are included. The buttons indicate actions that the user can perform or initiate and vary according to factors such as the type of phone, the current state of the call, whether the user already has other calls connected or held, etc.

It is important to understand that it is not the one-X Portal for IP Office application that controls which buttons are displayed. The actions currently performable on each call are indicated to one-X Portal for IP Office as part of the information from the IP Office system.

When the user is using a phone that the IP Office system cannot force off-hook, the following differences are applicable.

- When an incoming calls is presented while the phone is on-hook, one-X Portal for IP Office will not enable the **Answer** button. The user needs to manually take the phone off hook to answer the call using the phone's own controls.
- When making a call from one-X Portal for IP Office with the phone is on-hook (for example after entering a number and clicking on **Call** or having selected to play a voicemail message), the IP Office will call the user's phone and will only make the outgoing call when answered.

Some phones allow actions such as entering the number to call without going off-hook. This is called en-bloc dialing. The IP Office system, and therefore the one-X Portal for IP Office, is unaware of such activity until the prepared digits are sent from the phone.

- This typically applies to phones on DECT system and to SIP extensions.
- Avaya 1400, 1600, 9500 and 9600 Series phones can be optionally set to use en-bloc dialing.

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## 1.4 Small Community Network Support

one-X Portal for IP Office is supported within an IP Office Small Community Network (SCN).

- Each IP Office on which one-X Portal for IP Office users are located must meet the requirements for one-X Portal for IP Office. That includes systems to which one-X Portal for IP Office users temporarily hot desk. This means that all systems in the SCN must be the same IP Office software release.
- one-X Portal for IP Office does not provide additional SCN features. It only supports SCN features that are supported by the IP Office systems. For example, the park buttons provided by one-X Portal for IP Office are not supported between different systems in an SCN. This means that one-X Portal for IP Office users can only park and unpark calls on the IP Office on which they are registered.
- one-X Portal for IP Office 6.0 and higher supports up to 500 simultaneous sessions.



# Chapter 2.

# Installation

## 2. Installation

This section covers the installation of a one-X Portal for IP Office server using default settings. Installers with advanced one-X Portal for IP Office experience can use the custom option.

- **Important**

Installation of one-X Portal for IP Office is greatly simplified if each IP Office contains at least one user already licensed and configured for one-X Portal for IP Office operation. It is also vital to check the security settings of each IP Office.

### Installation Process

The basic installation process consists of the following stages:

1. [Check the installation requirements](#) <sup>14</sup>
2. [Check IP Office Security Settings](#) <sup>17</sup>
3. [Add one-X Portal for IP Office Licenses](#) <sup>19</sup>
4. [Configure IP Office Users for one-X Portal for IP Office](#) <sup>20</sup>
5. [Checking Available Ports](#) <sup>21</sup>
6. [Install the one-X Portal for IP Office Software](#) <sup>22</sup>
7. [Initial Server Configuration](#) <sup>28</sup>
8. [Test User Connection](#) <sup>33</sup>
9. [Advanced Provider Configuration Options](#) <sup>35</sup>
10. [Configuring Microsoft Exchange server for IM/Presence](#) <sup>40</sup>

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## 2.1 Installation Requirements

Ensure that the following requirements are met before beginning installation of the one-X Portal for IP Office software on the server PC. Failure to do so will cause the one-X Portal for IP Office server to operate incorrectly.

### IP Office Software

- **IP Office Applications DVD**

The IP Office Applications DVD for IP Office Release 8.0 includes the software for installation of one-X Portal for IP Office. It also includes software for installation of IP Office Manager and the IP Office System Status Application which are required during one-X Portal for IP Office installation.

### IP Office System Requirements

- **IP Office System**

If the system is running pre-IP Office Release 8.0 software, it must be upgraded. For more information on the upgrade process, see [one-X Portal for IP Office software upgrade](#)<sup>[28]</sup>.

- **IP Office Small Community Network Support**

Operation with multiple IP Office's is only supported within a single IP Office Small Community Network (SCN).

- Each IP Office must be running IP Office Release 8.0 or higher software.

- Each user and group name must be unique.

- Each user and group extension number must be unique. The IP Office System Status Application (SSA) should be used to check for name and extension conflicts before installation of one-X Portal for IP Office.

- **IP Office Release 6+ Licensing**

This release of IP Office uses user profiles licenses. Users licensed and configured with the **Office User**, **Teleworker User** or **Power User** profiles can be configured for as one-X Portal for IP Office users. Those licensed and configured for with **Teleworker User** or **Power User** profiles can also be enabled for one-X Portal for IP Office telecommuter mode.

- For systems being upgraded from IP Office Release 5, existing **one-X Portal for IP Office** licenses remain valid and can be used to enable one-X Portal for IP Office for users set to the **Basic User** profile.

### Server PC Requirements

one-X Portal for IP Office is currently supported with all components installed on a single server. During installation you have to be logged in using an account with full administrator rights.

The following are the server requirements for one-X Portal for IP Office deployments up to 200 IP Office users configured with a license to use the one-X Portal for IP Office:

- **Operating System:** Windows Server 2003 or Windows Server 2008 (32-bit and 64-bit).
- **Processor:** Intel Pentium D945 core or AMD Athlon 64 4000+.
- **RAM Memory:** 4 GB
- **Available Hard Disk Space:** 20 GB.

During the one-X Portal for IP Office installation on Window Server 2003, if you receive *Error 1718. File FileName was rejected by digital signature policy* you have to install a hotfix. The hotfix can be downloaded from <http://support.microsoft.com/kb/925336>.

The following are the server requirements for one-X Portal for IP Office deployments greater than 200 IP Office users configured with a license to use the one-X Portal for IP Office:

- **Operating System:** Windows Server 2008 (64-bit).
- **Processor:** Intel® Core™ 2 Duo CPU E8400 @ 3.00 GHz.
- **RAM Memory:** 8 GB.
- **Available Hard Disk Space:** 20 GB.

For one-X Portal for IP Office deployments greater than 200 users, the maximum limit is of 500 users.

- **TCP/IP Port:**

The default ports are 8080 and 8666. These can be changed if required during installation of the server software. See [Checking Available Ports](#)<sup>[21]</sup>.

- **Firewall Exceptions**

Exceptions should be added to the server firewall for incoming access on the TCP ports above. If the firewall is also used to control outgoing access, an exception for access to TCP port 50814 on the IP Office IP address should also be added.

## Voicemail Server Requirements

The playback of a user's messages through their phone is supported using embedded voicemail or Voicemail Pro.

Voicemail playback through the one-X Portal for IP Office user's browser and personalized greeting recording and control requires a Voicemail Pro voicemail server installed as follows:

- Microsoft IIS should be installed and running before installation of the Voicemail Pro voicemail server software. Set the following IIS options:
- **Enable Direct Metabase Edit.**
- **IIS6 Configuration Compatibility.**
- SSL should be disabled for the default website.
- The Voicemail Pro voicemail server installation should include the **Web Voicemail Pro (UMS)** component.
- The voicemail server must be in the same subnet as the one-X Portal for IP Office server.
- Check that the IIS on the voicemail server can be browsed by server name from the one-X Portal for IP Office server PC. Enter ***http://<voicemail\_server\_name>/localstart.asp*** into a browser. If the IIS server does not respond, resolve the DNS routing between the servers before proceeding with the one-X Portal for IP Office installation.

After the Voicemail Pro is installed, you will see Voicemail Pro related virtual directories under **IIS > sites**.

The following 3 directories should be available:

- NamesGreetings
- PersonalGreetings
- VoicemailAccounts

To manually create the aforementioned virtual directories and specify the path:

- NamesGreetings: VMPro Installation Dir/VM/Names.
- PersonalGreetings: VMPro Installation Dir/VM/Greetings.
- VoicemailAccounts: VMPro Installation Dir/VM/Accounts.

If there is an error during the installation of Voicemail Pro, then the three directories will not be available.

1. Ensure that the Voicemail Server is in the same subnet where the Tomcat server is installed.
2. Include the computer name of the system where the Voicemail pro server is installed at the No Proxy Settings/Exception list of the browser in order to listen to the Voicemail or Greeting on the browser.

## Information Required

### For the server PC:

- **IP Address.**
- **User Account:** A user account with full administrator rights. This account should be used for the software installation.
- **Computer Name:** This name will become part of the URL users use to access one-X Portal for IP Office.

### For each IP Office system:

- IP Address.
- Name and password for security settings access.
- Name and password for configuration settings access.
- one-X Portal for IP Office Licenses.
- Users who will be using one-X Portal for IP Office including IP Office user name and password.
- The IP address of the Voicemail Pro voicemail server being used by the IP Office.

## LDAP Information

To enable the External tab in the one-X Portal for IP Office Directory gadget, details of the customer's LDAP server and an search configuration details are required.

- LDAP Server URL.
- User name and password.
- Base DN/Search Base.

- 
- Field names.

## one-X Portal for IP Office User Requirements

- **Browser**

Web browser with LAN access to the one-X Portal for IP Office server. one-X Portal for IP Office is tested using the current versions of the **Google Chrome, Internet Explorer, Mozilla Firefox** and **Safari** browsers.

**Note:** The **Internet Explorer 9** web browser is not supported.

- The browser should be Javascript enabled.
- The **Remember me on this computer** option requires the browser to allow cookies.
- For sounds to be used, for example ringing for a call waiting, or voicemail playback through the computer, a media player such as **Windows Media Player** or **Quick Time** must be installed. When using a browser other than Internet Explorer, Windows Media Player can be supported by the addition of the Firefox Windows Media Play plugin. This plugin is available from <http://port25.technet.com/pages/windows-media-player-firefox-plugin-download.aspx>. Currently, this plugin is useable with Google Chrome, Mozilla Firefox and Windows Safari.
- The playback of voicemail messages on the user computer requires the user browser to have the IP address of the voicemail server added to the proxy server exceptions.
- **Language**  
one-X Portal for IP Office currently supports **English, French, German, Italian, Dutch, Brazilian Portuguese, Latin Spanish, Russian** and **Simplified Chinese**. The language it uses will be the best match to the browser language preferences.
- **Phone**  
one-X Portal for IP Office can be used with most phones supported by the telephone system except Phone Manager PC Softphone. The operation of analog and SIP phones does affect the method of operation of the one-X Portal for IP Office application, see [Telephony Notes](#)<sup>[9]</sup>.
- For analog phone users, the user's **Call Waiting On** and **Off Hook Station** settings should be selected in the user's IP Office configuration.

## Exchange server requirements

one-X Portal for IP Office supports Exchange server calendar mining feature. one-X Portal for IP Office mines the calendar details of users configured on Microsoft Exchange server and updates the presence status of the users on one-X Portal for IP Office.

### Information Required

- Microsoft Exchange server 2007 or Microsoft Exchange server 2010.
- **IP Address** of the Microsoft Exchange server.
- **User Account:** *AvayaAdmin* user account with rights to mine the details of the users configured on the Exchange server. For more details see [Creating AvayaAdmin user account](#)<sup>[4]</sup>.
- A batch file that automatically sets the impersonation rights for the *AvayaAdmin*. For more details see setting impersonation rights.
- **TCP/IP Port:**  
The default port is 5269. For more details see [Checking Available Ports](#)<sup>[2]</sup>.
- **Firewall Exceptions**  
If the Exchange server is hosted by a service provider and it outside the internal network, then port 6669 has to be opened on the router or firewall to allow inbound traffic from the Exchange server to the One X Portal for IP Office server.



## 2.2 Check the IP Office Security Settings


Before attempting to connect an IP Office to a one-X Portal for IP Office server you must check the IP Office security settings. one-X Portal for IP Office uses a specific service and security service user account for the connection. This service is not necessarily present by default.

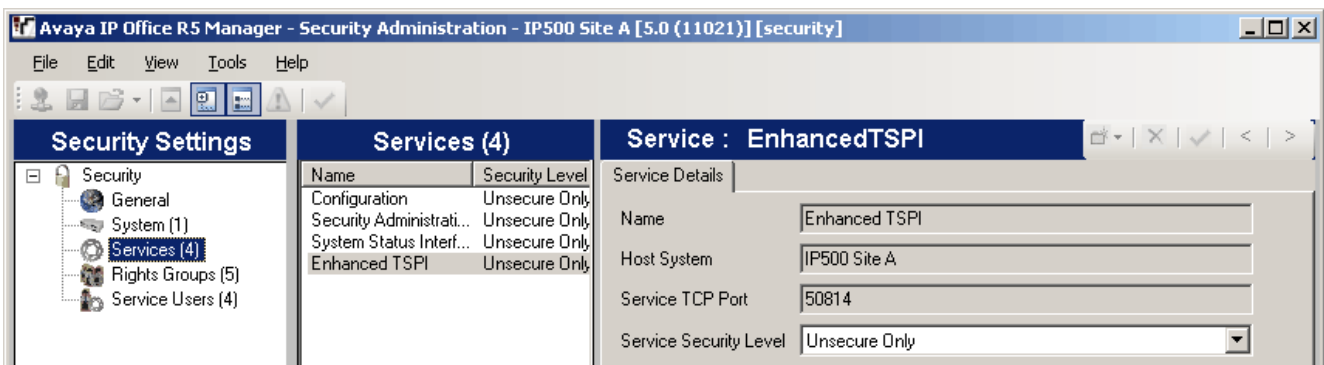
- **Important: Perform this Process from the one-X Portal for IP Office Server PC**

The IP Office security settings and other IP Office configuration actions are to be performed using IP Office Manager installed on the server PC. The IP Office Manager also tests the network routing between the server PC and the IP Office system. These can be installed from the IP Office Applications DVD.

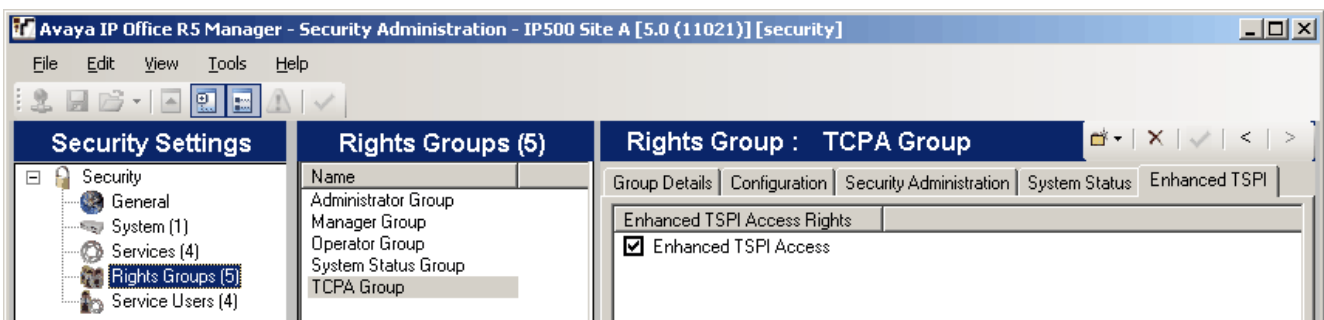
- **Important: Security Name and Password**

This process uses the default security name and password assumed by one-X Portal for IP Office installation for TCPA/TSPI access to an IP Office 5.0+ system. If using the Advanced option during one-X Portal for IP Office installation, alternate names and passwords can be used. Only installers with experience of previous one-X Portal for IP Office installations should use the Advanced option.

1. If not already done, install IP Office Manager from the IP Office Applications DVD.
2. Start IP Office Manager and select **File | Advanced | Security Settings**.
3. Select the IP Office system and click **OK**.
4. Enter the user name and password for access to the IP Office's security settings.
5. Select  **Services**. On systems running IP Office 5.0+ software the list of services will include an entry for an **Enhanced TSPI** service. This is the service used by the one-X Portal for IP Office service to access the IP Office. You need to ensure that the IP Office security configuration includes a Service User and Right Group configured to use this service.

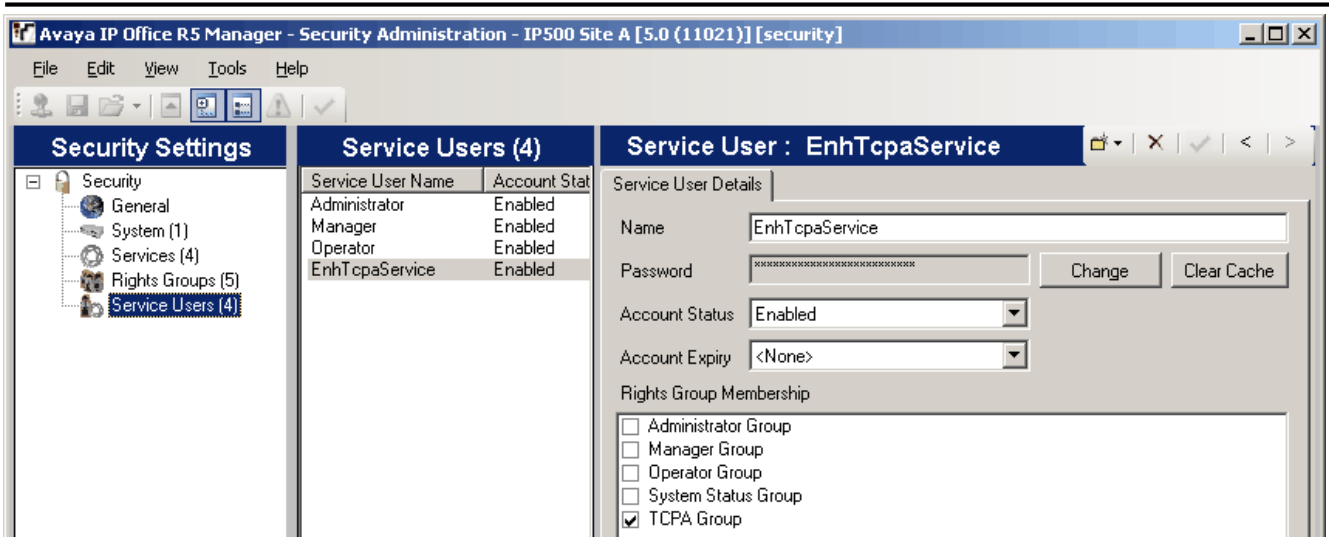


6. Select  **Rights Groups**.




7. The list of **Rights Groups** should contain a group called **TCPA Group**. Select this group and then the **Enhanced TSPI** tab. The option for **Enhanced TSPI Access** should be selected as shown above. If this is not the case correct the security settings, creating a new group.

8. Select  **Service Users**.



9. The list of **Service Users** should include a user called **EnhTcpaService**. In the service user details this user should be set as a member of the **TCPA Group**. If this is not the case correct the security settings, creating a new user. The user password should be **EnhTcpaPwd1**.

10. If you have had to make changes to the security settings, click on the  icon to save the new security settings.

## 2.3 Add one-X Portal for IP Office Licenses

Each user for one-X Portal for IP Office requires a one-X Portal for IP Office license. The licenses should be added to the IP Office configuration and validated before the one-X Portal for IP Office is installed.






Each one-X Portal for IP Office license is specific to the serial number of the IP Office system's Feature Key serial number and licenses a specific number of users. Multiple licenses can be added for a larger total number of users.

### • IP Office Release 6+ Licensing

This release of IP Office uses user profiles licenses. Users licensed and configured with the **Office User**, **Teleworker User** or **Power User** profiles can be configured for as one-X Portal for IP Office users. Those licensed and configured for with **Teleworker User** or **Power User** profiles can also be enabled for one-X Portal for IP Office telecommuter mode.

- For systems being upgraded from IP Office Release 5, existing **one-X Portal for IP Office** licenses remain valid and can be used to enable one-X Portal for IP Office for users set to the **Basic User** profile.
- For one-X Portal for IP Office 6.0 and higher, a user can refresh their browser without being logged out. All data will be retrieved from the server again as if they had just logged in again. The user can also navigate to another website and back to one-X Portal for IP Office and still be logged in. If the user presses the **Esc** button they will be prompted to ask whether they wish to logout, if they do not, the browser will be refreshed. With some browsers, for example Firefox, a user can close their browser without logging out and when they reopen the browser they will be logged straight back in. If a user closes their browser rather than logging out, the license they were using will remain consumed for up to 6 hours.

**Note:** IP Office users are required to have *Power User* or *Mobile Worker* license to use Mobility Client. The profile of the user should be set to either *Power User* or *Mobile User*.

1. Start IP Office Manager and click on the  icon.
2. Select the IP Office and click **OK**.
3. Enter the user name and password for access to the IP Office's configuration settings.
4. Click on  **License**.
5. Click on  to enter a new license.
6. Enter the license or licenses provided for one-X Portal for IP Office operation on that system.
7. If the license has been entered correctly, the **License Type** will show **one-X Portal for IP Office**. The **License Status** will be **Unknown**. The **Instances** will show the number of users who can now be configured for one-X Portal for IP Office operation using that license.
8. Click on  to save the updated configuration back to the IP Office system.
9. Reload the IP Office configuration and select  **License** again.
10. Check that the **License Status** is now **Valid**.
11. Repeat this process for any other IP Office's that will be supported by the one-X Portal for IP Office server.



## 2.4 Configure Users for one-X Portal for IP Office

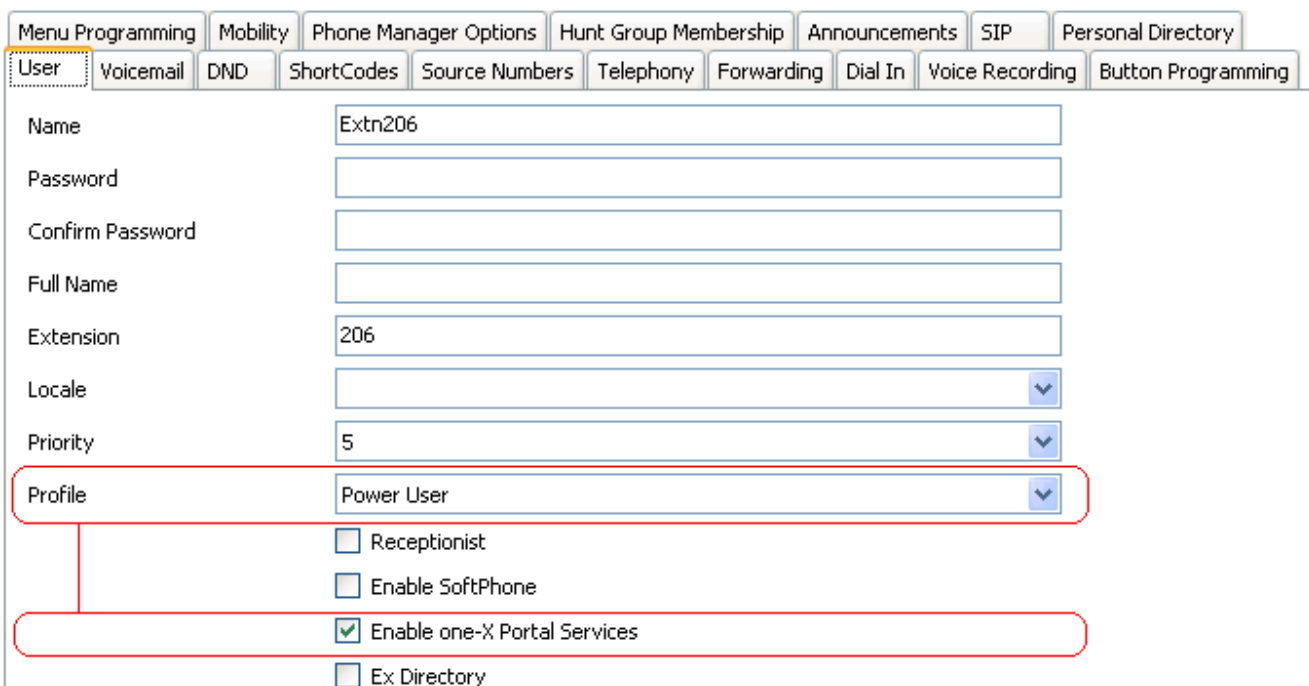
At least one user on each IP Office system to be supported is configured as a one-X Portal for IP Office user before the one-X Portal for IP Office server is installed.

### • IP Office Release 6+ Licensing


This release of IP Office uses user profiles licenses. Users licensed and configured with the **Office User**, **Teleworker User** or **Power User** profiles can be configured for as one-X Portal for IP Office users. Those licensed and configured for with **Teleworker User** or **Power User** profiles can also be enabled for one-X Portal for IP Office telecommuter mode.

- For systems being upgraded from IP Office Release 5, existing **one-X Portal for IP Office** licenses remain valid and can be used to enable one-X Portal for IP Office for users set to the **Basic User** profile.

1. Start IP Office Manager and click on the  icon.
2. Select the IP Office and click **OK**.
3. Enter the user name and password for access to the IP Office's configuration settings.
4. Click on  **User**.
5. Select the user who you want to enable for one-X Portal for IP Office operation.
6. Select the **User** tab.



Menu Programming	Mobility	Phone Manager Options	Hunt Group Membership	Announcements	SIP	Personal Directory			
<b>User</b>	Voicemail	DND	ShortCodes	Source Numbers	Telephony	Forwarding	Dial In	Voice Recording	Button Programming
Name	Extn206								
Password									
Confirm Password									
Full Name									
Extension	206								
Locale									
Priority	5								
Profile	Power User								
	<input type="checkbox"/> Receptionist								
	<input type="checkbox"/> Enable SoftPhone								
	<input checked="" type="checkbox"/> Enable one-X Portal Services								
	<input type="checkbox"/> Ex Directory								

7. Select the **Profile** which you want the user to use and for which the IP Office system has licenses. For one-X Portal for IP Office the supported profiles are **Office User**, **Teleworker User** or **Power User**. The later two are also able to support the one-X Portal for IP Office telecommuter features.
8. Check that the **Enable one-X Portal Services** check box is selected.
9. Note the user **Name** and **Password**. These are used by the user to login to one-X Portal for IP Office.
  - For analog phone users, the user's **Call Waiting On** and **Off Hook Station** settings should be selected in the user's IP Office configuration.
10. Repeat the process for any other users who will be using one-X Portal for IP Office services.
11. Click on  to save the updated configuration back to the IP Office system.

## 2.5 Checking Available Server Ports

The one-X Portal for IP Office application installs as a service (*Avaya one-X Portal*) listening on a port. By default it uses port 8080. The backup and restore service also use port 8666 by default.

It is important to check that these ports are not already in use by other applications. If they are, a different unused port number should be specified during the one-X Portal for IP Office software installation. The only way to change the ports following installation is to remove and then reinstall the software.

Whichever ports are selected, ensure that incoming TCP access to those ports is allowed in the server's firewall exceptions.

### A. Ports used by the one-X Portal for IP Office

In addition to the ports used to access the one-X Portal for IP Office server from a browser client, various components of the one-X Portal for IP Office also use ports to communicate. The full set of ports used by one-X Portal for IP Office are listed below:

- **4560** - This port is used by log4j socket appender.
- **5222** - This port is used for XMPP client/server communication.
- **5269** - This port is used for server to server federation. This port federates with the External XMPP servers or XMPP enabled servers such as GTalk, Yahoo, and MSN.
- **5269** - This port is used for XMPP server to server federation. If the customer is not intending to federate with external XMPP servers then this port does not need to be opened on the firewall.
- **8005** - Used by the Tomcat shutdown listener.
- **8080** - Default HTTP browser access port. This port number can be changed during installation.
- **8082** - The database component of the one-X Portal for IP Office uses this port.
- **8086** - This port is used for HTTPS access to MyBuddy.
- **8443** - Used for HTTPS access to one-X Portal for IP Office (Only for Windows installation of the one-X Portal for IP Office).
- **8444** - This port is used for initial communication between the mobility client (Android/iPhone) and the one-X Portal for IP Office. If customer is **NOT** using the mobility client or is only using it on the internal WiFi network, then this port does not need to be opened on the firewall.
- **8666** - This port is used by the JVMX component of the one-X Portal for IP Office. This port number can be changed during installation.
- **9094** - This port is used for OpenFire XML RPC (Remote Procedure Call) and administration console.
- **9095** - This port is used by the OpenFire admin console (https).

#### Note:

- Ports **5222**, **5269** and **8444** need to be opened on the customer's firewall or router, if the mobility client is to be used on a cellular network or if external XMPP access is required.
- Ports **8086**, **9094** and **9095** need not be opened on the customer's firewall or router.

### B. Listing Ports Already in Use

To check which ports are already in use on the server, the command **netstat -an > ports.txt** can be used. This will create a text file **ports.txt** listing all the ports on which the server is currently listening. Check that none of the ports required by one-X Portal for IP Office are already in use. If they are, there will be a conflict between the application already using the port and one-X Portal for IP Office when one-X Portal for IP Office is installed.

### C. Reserved Ports

There are a number of ports used by other Avaya IP Office applications. If any of these are specified during installation, the installer will ignore the selection and default to installing on port 8080. Examples of reserved ports are:

- **8888** - Default port used by ContactStore for IP Office.
- **8089** - Default port used by IP Office Conferencing Center application.

### D. Other Commonly Used Ports

Ports in the 8000 range are also frequently used by other applications.

- **8081** - Default port used by IIS for Sharepoint Administration access.

---

## 2.6 Install the one-X Portal for IP Office Software

- **Important**

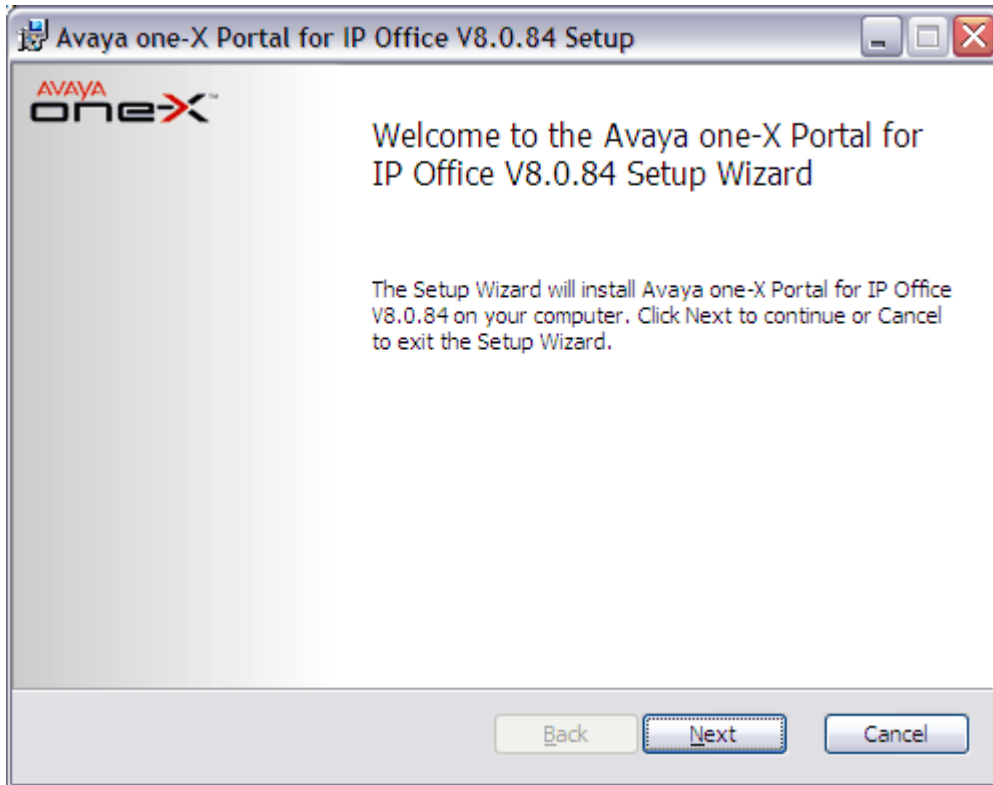
Do not start software installation until the previous installation steps ([IP Office security settings](#)<sup>[17]</sup>, [one-X Portal for IP Office licenses](#)<sup>[19]</sup>, [user configuration](#)<sup>[20]</sup>) have been completed.

1. Check that you have logged in to the server using an account with full administrator rights.

- **! WARNING: Windows 2008 Server Installation**

For installation on a Windows 2008 server, ensure that **User Account Control (UAC)** is **switched off** before beginning the installation. This is done through the **User Accounts** section of the Windows Control Panel. When doing this you have to restart the server. Failure to switch off UAC during installation will cause operating system issues. It can be re-enabled once installation is complete.

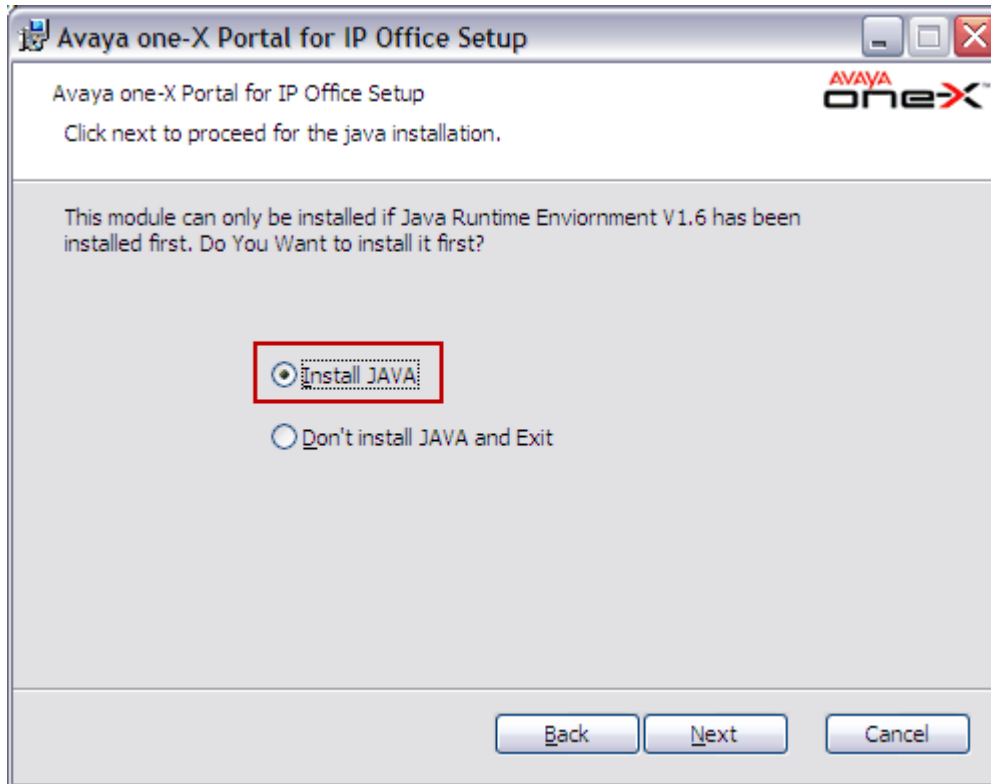
2. On the IP Office Application DVD, locate and double-click on the file **one-Xportal.msi** file to start the server software installation process.



**Note:** If you have a previous version of the one-X Portal for IP Office installed, you need to upgrade it to the new version. For more information on the upgrade process, see [one-X Portal for IP Office software upgrade](#)<sup>[26]</sup>.

3. Click **Next**. If Java is not installed on the server, the one-X Portal for IP Office installer will offer to install it.

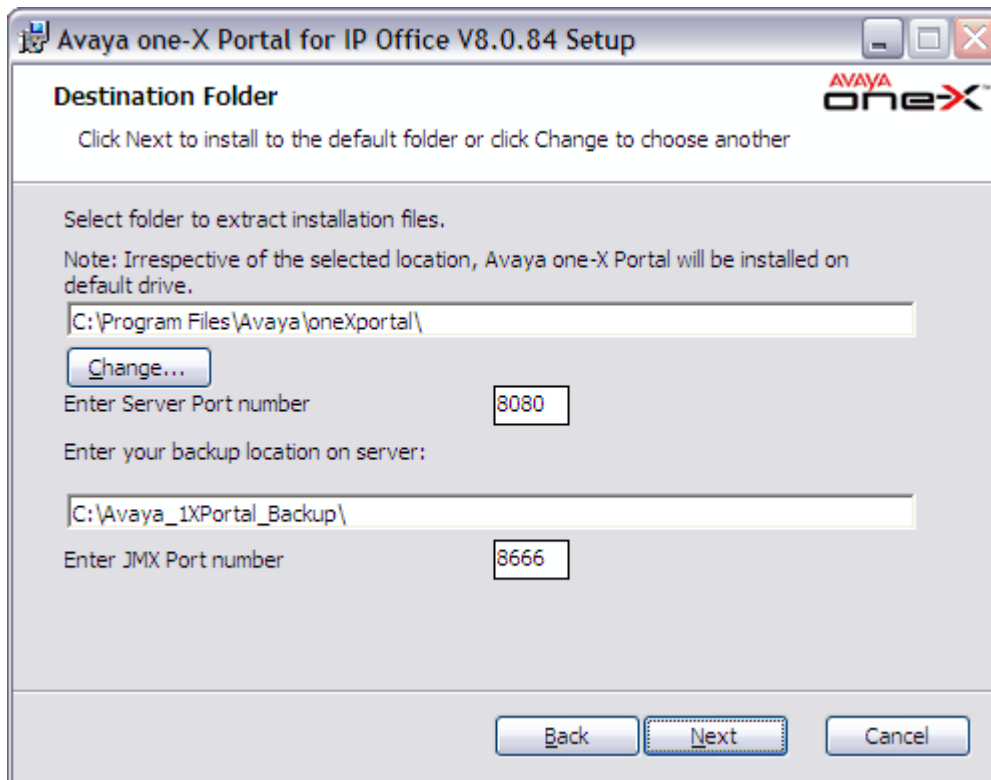
4. Select **Install JAVA**.



**Note:** If Java is already installed, you will not see the above dialog box.

5. Click **Next**.

6. By default, the one-X Portal for IP Office is installed on **C** drive.



- **Enter Server Port number:** *Default = 8080*

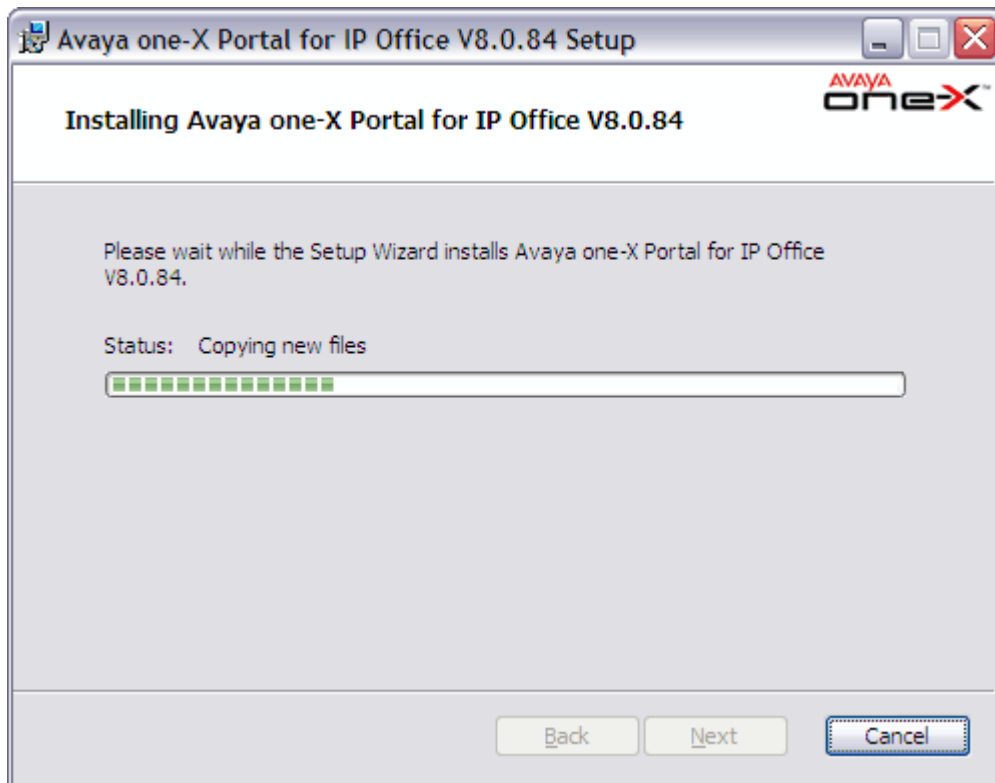
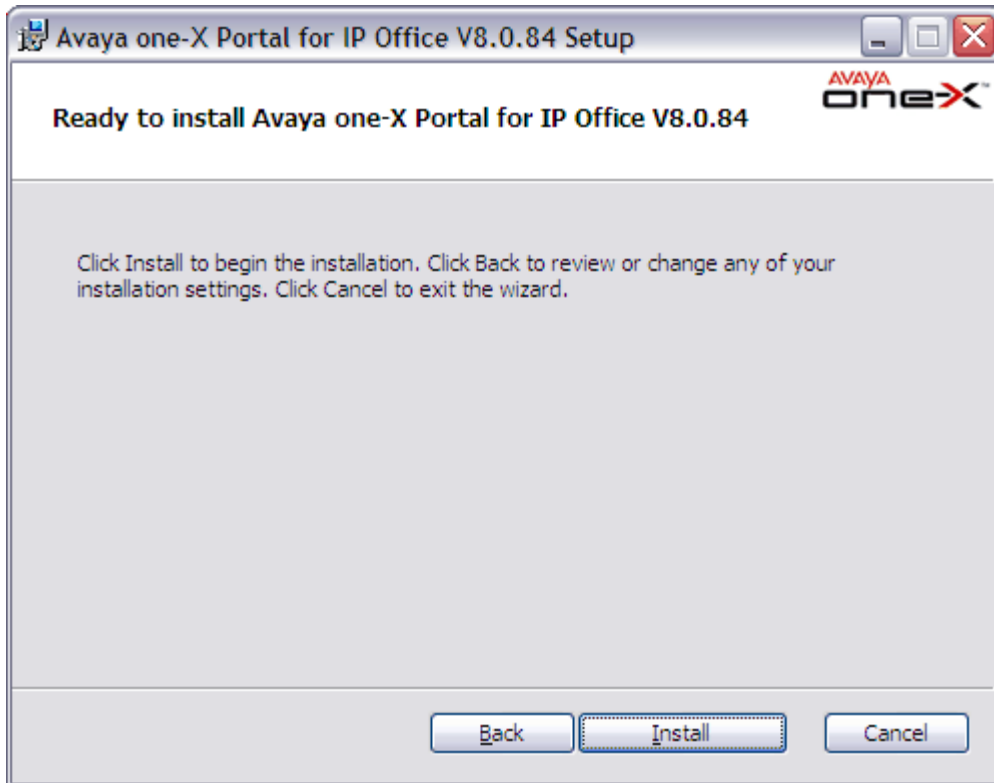
If the server PC already has services using port 8080 (see [Checking Available Ports](#) <sup>[21]</sup>), enter a new unused port number here. Note that once one-X Portal for IP Office is installed, the port number can only be changed by removing and then reinstalling the one-X Portal for IP Office software.

- **Enter JMX Port Number:** *Default = 8666*

This is the port used for the one-X Portal for IP Office's backup and restore services.

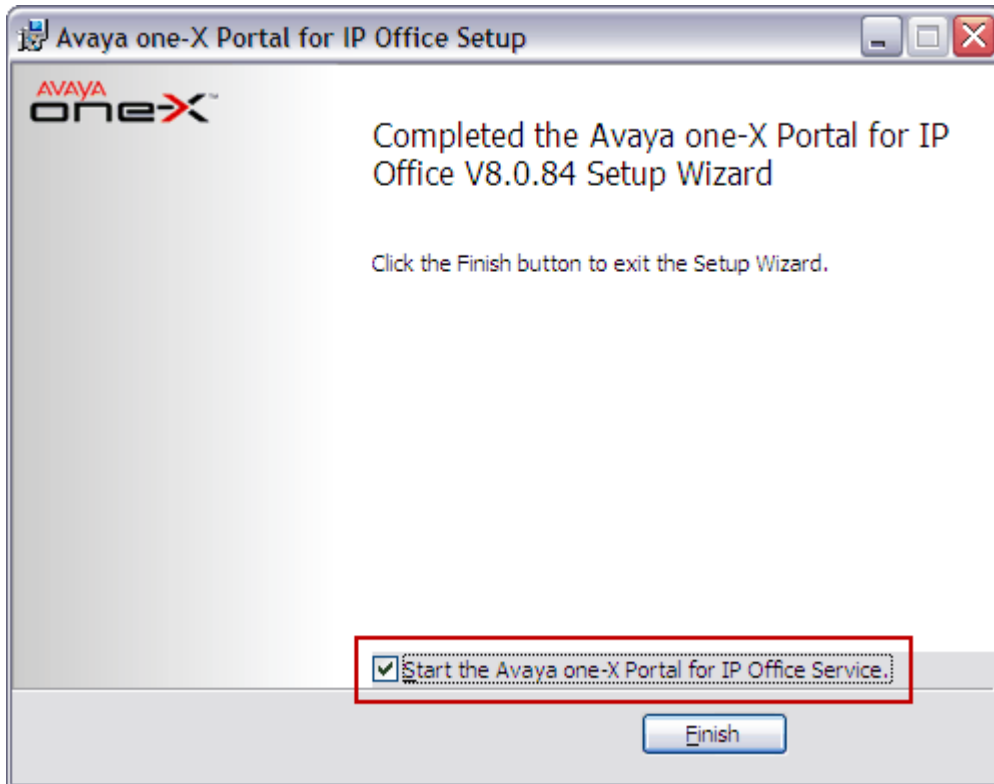
7. Click **Next**.

8. Click **Install** to start the process of copying and installing the files.



9. When installation of the software is complete, the completion screen is displayed.





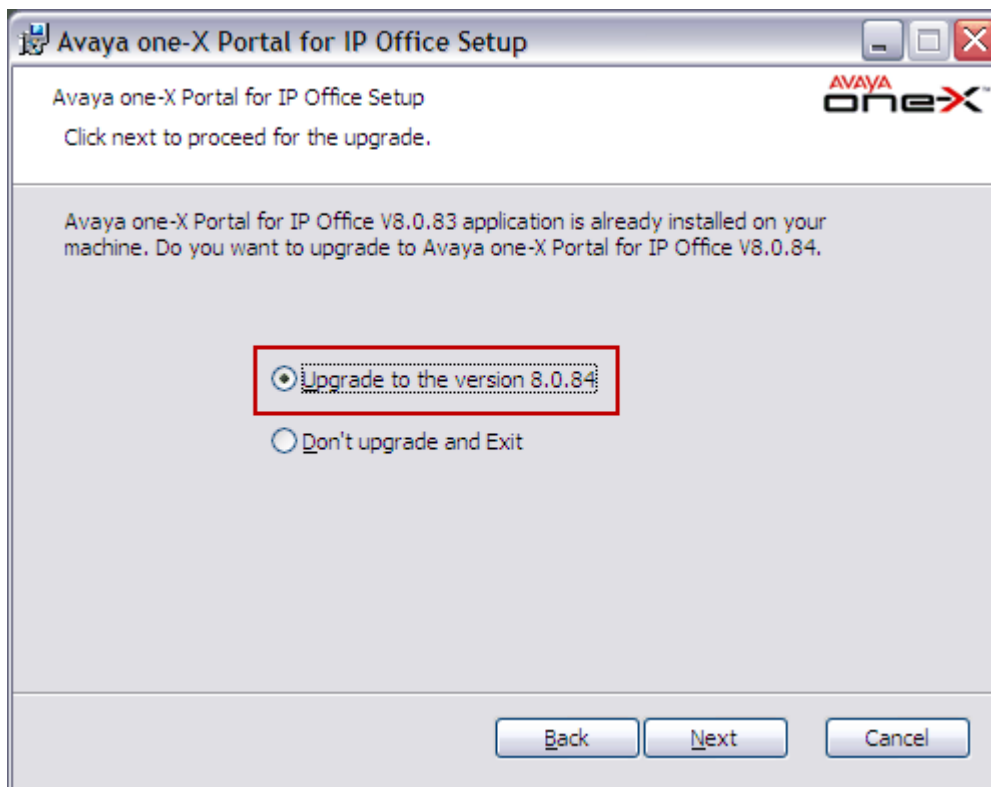
10. Select the **Start the Avaya one-X Portal for IP Office Service** option. If you do not select this option, the Avaya one-X Portal service will need to be started manually before it can be configured.
11. Click **Finish**.
12. Proceed to [Initial Server Configuration](#) <sup>28</sup>.

## 2.6.1 one-X Portal for IP Office software upgrade

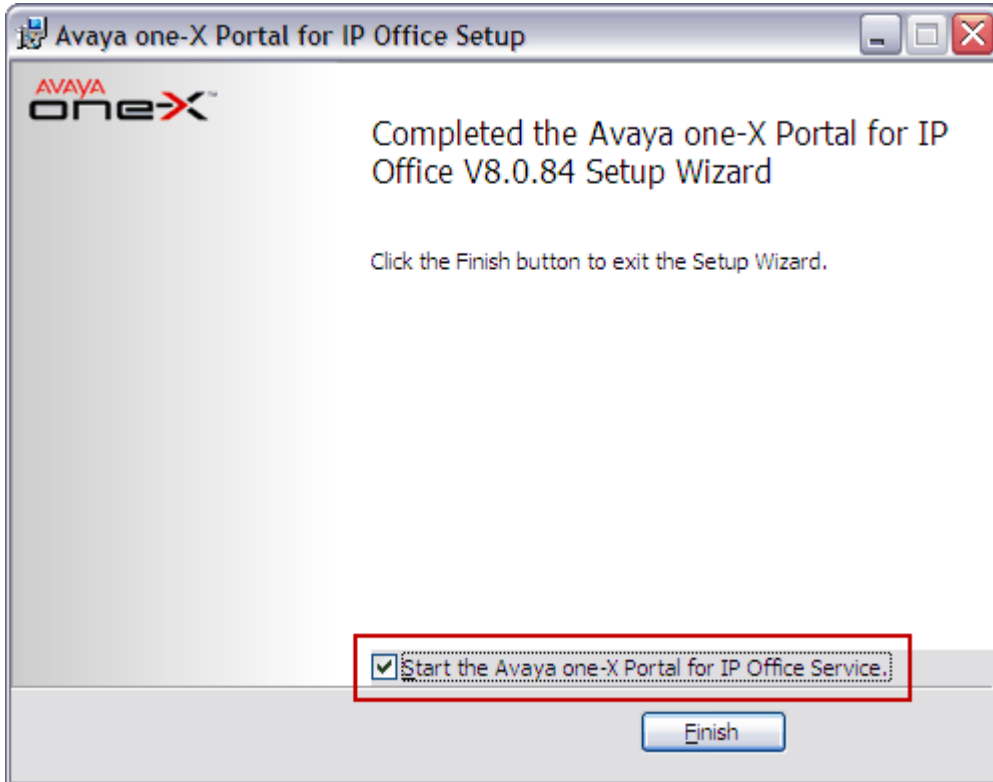
You can upgrade a previous version of **one-X Portal for IP Office** to a new version. Upgrade from **one-X Portal for IP Office 5.0, 6.0, 6.1** and **7.0** to **8.0** is supported.

**Note:** You will have to add the **XMPP domain name** and restart the services while upgrading from **one-X Portal for IP Office 5.0** and **6.0** to **8.0**.

1. Insert the new one-X Portal for IP Office CD. If the setup does not start automatically, right-click the CD drive and select AutoRun. Alternatively, run one-Xportal.msi.
2. At the Welcome screen, click **Next**
3. At the Upgrade screen, select the *Upgrade to the version...* option.



4. Click **Next**.
5. At the **Destination Folder** screen, click **Next**.
6. At the **Ready to install...** screen, click **Install**.
7. When the upgrade has completed, select the **Start the Avaya one-X Portal for IP Office Service** option.

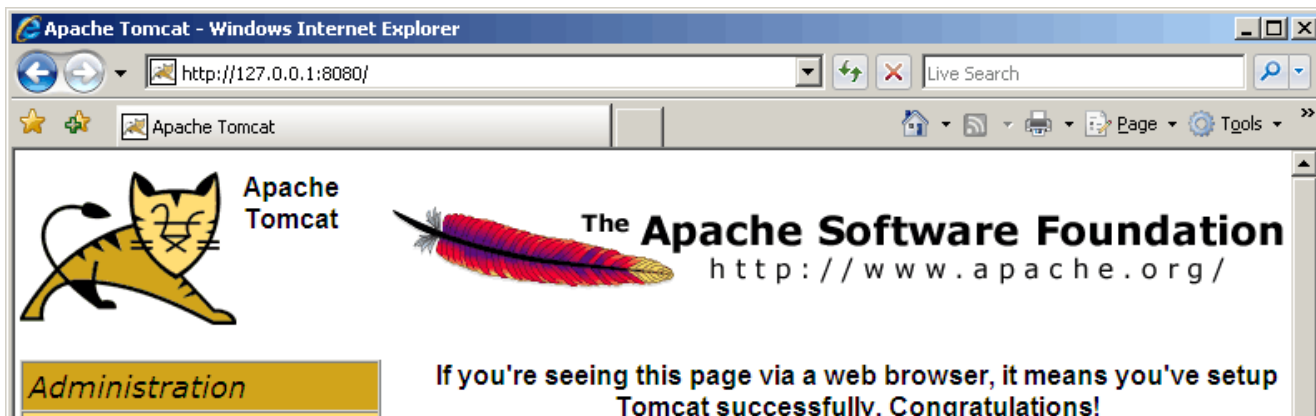


8. Click **Finish**.

## 2.7 Initial Server Configuration

At this stage, the one-X Portal for IP Office server software has been [installed](#) and the service started. However the one-X Portal for IP Office server still requires initial configuration. During this configuration it will connect to the IP Office systems.

1. If you did not select **Start the Avaya one-X Portal Service** during the software installation, start the service manually.
2. On the one-X Portal for IP Office server, open a web browser and enter **http://127.0.0.1:8080**. If the software was installed using a different port number, replace the 8080 with that port number.
3. If the service has only just been started, you will have to wait a while whilst the services are started. This can take up to 15 minutes before one-X Portal for IP Office responds. One way to monitor progress is to use Windows Task Manager. Typically as one-X Portal for IP Office is starting, the **PF Usage** will gradually increase. Once it reaches approximately 2.3GB, one-X Portal for IP Office has started.
4. The web server installed by the one-X Portal for IP Office installer should respond with its default web page.



5. Add **/onexpportal-admin.html** to the browser address. This is the login path for the administrator access to the one-X Portal for IP Office application.



6. The message **System is currently unavailable - please wait** is displayed with the one-X Portal for IP Office application starts. When the message disappears approximately 15 minutes after the one-X Portal for IP Office service was started, you can login.
7. Check that the version reported matches the version expected. If not refer to the Troubleshooting section.
8. Enter the default administrator name (**Administrator**) and password (**Administrator**) and click **Login**.
9. The **License Agreement** page is displayed.

**STEP 1: License Agreement**

You must read and accept this agreement.

AVAYA END USER LICENSE AND WARRANTY

For Customer Purchases from a Reseller

THIS END USER LICENSE AND WARRANTY AGREEMENT ("AGREEMENT") GOVERNS THE WARRANTY OF AVAYA'S PRODUCTS AND THE USE OF AVAYA'S PROPRIETARY SOFTWARE. READ THIS AGREEMENT CAREFULLY, IN ITS ENTIRETY, BEFORE INSTALLING OR USING THE AVAYA PRODUCT (S) (AS DEFINED BELOW). BY INSTALLING OR USING THE AVAYA PRODUCT(S), OR AUTHORIZING OTHERS TO DO SO, YOU, ON BEHALF OF YOURSELF AND THE ENTITY FOR WHOM YOU ARE INSTALLING OR USING THE PRODUCT(S) (HEREINAFTER REFERRED TO INTERCHANGEABLY AS "YOU" AND "END USER"), AGREE TO THE TERMS AND CONDITIONS OF THIS AGREEMENT AND CREATE A BINDING CONTRACT BETWEEN YOU AND AVAYA INC. ("AVAYA"). ANY USE OF THE PRODUCT(S) WILL CONSTITUTE YOUR ASSENT TO THE TERMS OF THIS AGREEMENT (OR RATIFICATION OF ANY PREVIOUS CONSENT).

Have Read & Agree

**Next->** **Cancel**

10. When you have read the license, select **Have Read & Agree** and then click on **Next**.
11. The menu now allows entry of the IP addresses of the IP Office systems to which you want the one-X Portal for IP Office server to connect.

**STEP 2: Setting the IP Office IP Addresses**

Description

Now you need to specify sources of user lists, directories & telephony services. Enter a comma seperated list of the IP Address(es) of the IP Office Units which will be used.

For example enter: 192.168.42.1,192.168.42.2

In 'Advanced Provider Options' you may override default provider configuration values and specify an optional LDAP Directory Source common to all users.

IP Office Unit IP Address(es)

192.168.42.1

IP Office(s) not yet checked.

Simple Installation  Advanced Installation

► Status

**Check IP Office(s)->** **Configure for IP Office(s)->** **Next->** **Cancel & Restart**

- In the following menus, the ► **Status** icon can be used to show/hide status messages about the actions being performed by the installation process.
12. Enter the addresses in the form and select **Check IP Office(s)**. The one-X Portal for IP Office server will attempt to connect to each of the indicated IP Offices. The orange background will change to green is this is successful.

IP Office Unit IP Address(es)

192.168.42.1

All IP Office(s) have acceptable firmware version & licensing

Simple Installation  Advanced Installation

► Status

Check IP Office(s)->    Configure for IP Office(s)->    Next->    Cancel & Restart

13. If the customer has a Voicemail Pro voicemail server, click on **Advanced Installation**.

- Click on the **Voicemail Provider** tab and enter the IP address of the Voicemail Pro voicemail server. For IP Offices in a Small Community this should be the address of the centralized voicemail server (not that of the backup or any distributed voicemail servers). For embedded voicemail enter the IP Office system's own IP address.

**Provider Editor**

ID: 5

Name: Default-VMPro-Provider

URL: http://localhost:8080/izwi

Provider Type Selector: VoiceMailServer (VMPro)

**VoiceMail Server Assigned**

Mid-Layer URL: http://localhost:8080/inkaba

Mid-Layer Username: izwi\_user

VoiceMail Config Editor

Mid-Layer Password: .....

Mid-Layer Password Hash: 7BDDEE71046BA3FA2763

Run On Port: 8080

Created: 2010-06-24 17:06:59.39300

Close

**VoiceMail Server Assigned to Provider**

This control enables you to add & delete the Voicemail server Unit(s).  
Changes apply to the local copy of the VMPRO provider record & must be committed to take affect.

ID	VoiceMailServer IP Address	
0	135.xx.xxx.xx	Delete

Close    **Assign New Voicemail Server Unit**

14. If the customer has provided details of an LDAP directory source, click on **Advanced Installation** if not already selected.

- Click on the **Directory (LDAP)** tab. Enter the LDAP server information into the fields labeled LDAP.

**Provider Editor**

ID: 3

Name: Default-DSML-LDAP-Provi

URL: http://localhost:8080/ldapdi

Provider Type Selector: Directory Source (DSML LDAP)

**LDAP Server(s) Assigned**

Mid-Layer URL: http://localhost:8080/inkaba

Mid-Layer Username: indoda\_user

DSML LDAP Config Editor

Mid-Layer Password: .....

Mid-Layer Password Hash: 7BDDEE71046BA3FA2763

Run On Port: 8080

Created: 2010-06-24 17:06:59.31700

**Close**

**LDAP Server(s) assigned to Provider**

This control enables you to add & delete the LDAP Server(s) mapped to a provider. Changes apply to the local copy of the provider record & must be committed to take affect. Up to 1 LDAP Server(s) may be assigned to a provider. Distribution of providers over several servers may be needed for effective performance. The factors are: server performance, IP Office utilisation & network latency.

ID	LDAP Server URL	User	Password	Base DN	
0	ldap://135.xx.xxx.xxx:xxx	globaljohn	.....	OU=emea,OU=Global Use	<input type="button" value="Edit Field Mapping"/> <input type="button" value="Delete"/>

**Close**

15. Click on **Configure for IP Office(s)**. The one-X Portal for IP Office server will connect with each IP Office and automatically extract details of the IP Office users. If **Simple Installation** was selected, the installer will go through this and the following steps automatically. If **Advanced Installation** was selected, the installer will require you to select **Next** after each step.

**STEP 3: Extract User Lists from IP Office Unit(s)**

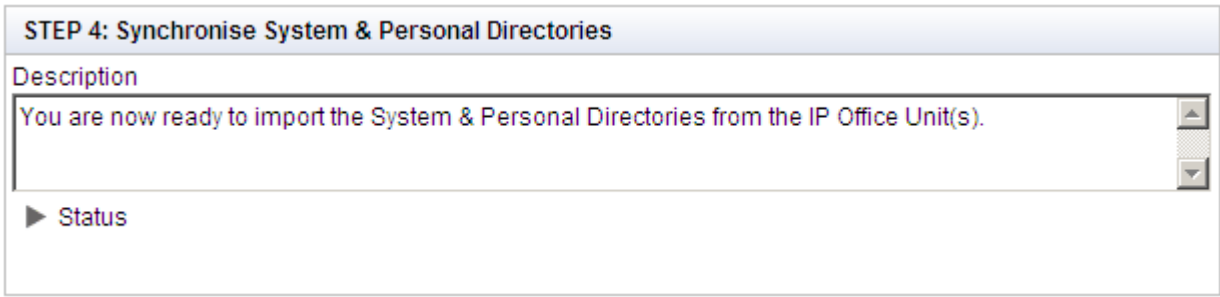
**Description**

Extraction of lists of users from the IP Office Unit(s) can start. A cached internal representation of these users will be maintained in synchronisation with the master records on the IP Office(s). Adds, moves and changes of users must be done with the IP Office Manager.

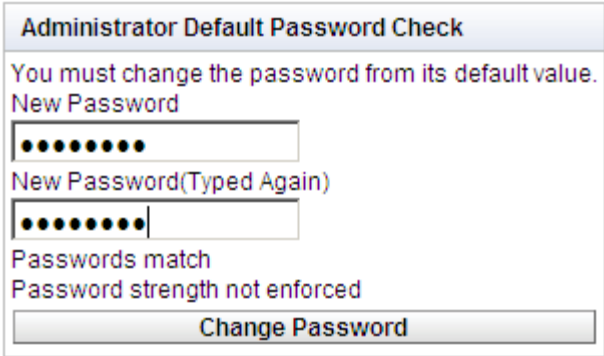
**Status**

Automatic User List Extraction Progress

16. Having extracted user details, the one-X Portal for IP Office server will extract directory details from the IP Office systems.



17. The one-X Portal for IP Office server will now prompt you to change the password used for administrator access.



18. Enter a new password and click **Change Password**.

19. The initial configuration is complete. Note that it will still be at least another 5 minutes before the one-X Portal for IP Office is usable by end users.



## 2.8 Test User Connection

From a user PC rather than the server PC, check that a user can login to one-X Portal for IP Office and use it to make and answer calls.

1. From a user PC, uses a web browser to browse to the one-X Portal for IP Office server. Do not add the **?admin=true** part to the URL as that is only used for administrator access.



2. Enter the user's name and password.
3. Check that the user can see the system directories and, if configured, search the external directory.
4. Check that the user can see and edit their personal directory.
5. Make a call to the user's extension. The call should be shown within the **Calls** gadget. Answer the call using the **Calls** gadget.
6. Check that the answered call appears in the **Call Log** gadget.
7. Make a call using the **Calls Gadget**.
8. If the IP Office system includes a voicemail server, check that the **Messages** gadget shows messages in the user's mailbox.
9. Select **Logout**.

---

## 2.9 Disable Java Updates

one-X Portal for IP Office uses Java and will install Java if not already present on the server. Turn off the Java automatic updates once one-X Portal for IP Office is installed. This can be done through the Java option in the Windows Control Panel.

## 2.10 Advanced Provider Configuration Options

You can configure the providers. The options available through Advanced Installation should not currently be adjusted except for the settings on the Directory (LDAP) tab. That tab can be used to enter the details of the LDAP source to be used.

1. Select **Configuration > Providers**.
2. Click **Get All**.
3. Select a provider.
4. Click **Edit**.

The following providers are listed:

- **Telephony (CSTA)**

**Provider Editor**

ID:

Name:

URL:

Provider Type Selector:

**IP Office(s) Assigned**

Mid-Layer URL:

Mid-Layer Username:

CSTA Config Editor: Mid-Layer Password:

Mid-Layer Password Hash:

Run On Port:

Created:

**IP Office(s) assigned to Provider**

This control enables you to add & delete the IP Office Unit(s) mapped to a provider.  
 Changes apply to the local copy of the provider record & must be committed to take affect.  
 Up to 32 IP Office Unit(s) may be assigned to a provider, as per Small Community Network limit.  
 Distribution of providers over several servers may be needed for effective performance.  
 The factors are: server performance, IP Office utilisation & network latency.

ID	IP Address	User	Password	
<input type="text" value="0"/>	<input type="text" value="148.xxx.xxx.xxx"/>	<input type="text" value="EnhTcpaService"/>	<input type="password" value="....."/>	<input type="button" value="Delete"/>

- **Directory (IP-Office)**

### Provider Editor

ID:

Name:

URL:

Provider Type Selector:  ▼

**IP Office(s) Assigned**

Mid-Layer URL:

Mid-Layer Username:

DSML IPO Config Editor Mid-Layer Password:

Mid-Layer Password Hash:

Run On Port:

Created:

#### IP Office(s) assigned to Provider

This control enables you to add & delete the IP Office Unit(s) mapped to a provider.  
 Changes apply to the local copy of the provider record & must be committed to take affect.  
 Up to 32 IP Office Unit(s) may be assigned to a provider, as per Small Community Network limit.  
 Distribution of providers over several servers may be needed for effective performance.  
 The factors are: server performance, IP Office utilisation & network latency.  
 Timeout value should be numeric and must be between 30 to 600

ID	IP Address	User	Password	Timeout	
<input type="text" value="0"/>	<input type="text" value="148.xxx.xxx.xxx"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="300"/>	<input type="button" value="Delete"/>

- **Directory (LDAP)**

### Provider Editor

ID:

Name:

URL:

Provider Type Selector:  ▼

**LDAP Server(s) Assigned**

Mid-Layer URL:

Mid-Layer Username:

Mid-Layer Password:

Mid-Layer Password Hash:

Run On Port:

Created:

#### LDAP Server(s) assigned to Provider

This control enables you to add & delete the LDAP Server(s) mapped to a provider. Changes apply to the local copy of the provider record & must be committed to take affect. Up to 1 LDAP Server(s) may be assigned to a provider. Distribution of providers over several servers may be needed for effective performance. The factors are: server performance, IP Office utilisation & network latency.

ID	LDAP Server URL	User	Password	Base DN	
<input type="text" value="0"/>	<input type="text" value="ldap://135.xx.xxx.xxx:xxx"/>	<input type="text" value="globaljohn"/>	<input type="password" value="....."/>	<input type="text" value="OU=emea,OU=Global Use"/>	<input type="button" value="Edit Field Mapping"/> <input type="button" value="Delete"/>

#### LDAP Field Mappings

Name:

Last name:

Work phone:

Home phone:

Other phone:

Work email:

Personal email:

Other email:

- **Presentation Layer**

**Provider Editor**

ID	1
Name	Default-Presentation_Layer
URL	http://localhost:8080/inyam
Provider Type Selector	Application Presentation Layer
	Mid-Layer URL
	http://localhost:8080/inkaba
	Mid-Layer Username
Client/Svr. Config Editor	inyama_user
	Mid-Layer Password
	.....
	Mid-Layer Password Hash
	7BDDEE71046BA3FA2763
Created	2010-06-24 17:01:42.1400

**Close**

• Voicemail Provider

**Provider Editor**

ID

Name

URL

Provider Type Selector  ▼

**VoiceMail Server Assigned**

Mid-Layer URL

Mid-Layer Username

VoiceMail Config Editor Mid-Layer Password

Mid-Layer Password Hash

Run On Port

Created

**Voicemail Server Assigned to Provider**

This control enables you to add & delete the Voicemail server Unit(s).  
Changes apply to the local copy of the VMPRO provider record & must be committed to take affect.

ID	VoiceMailServer IP Address	
<input type="text" value="0"/>	<input style="border: 2px solid red;" type="text" value="135.xx.xxx.xx"/>	<input type="button" value="Delete"/>

5. Complete the details as required. Then continue as per normal [initial server configuration](#) <sup>29</sup>.

---

## 2.11 Configuring Microsoft Exchange server for IM/Presence

You must perform the following steps to enable the one-X Portal for IP Office to update the users' presence based on Microsoft Exchange Server 2007 or 2010 calendar meetings or appointments.

- [Installing Digest Authentication](#) <sup>[40]</sup>
- [Enabling Digest Authentication](#) <sup>[40]</sup>
- [Creating AvayaAdmin user account](#) <sup>[41]</sup>
- [Configuring AvayaAdmin user account](#) <sup>[41]</sup>
- [Setting impersonation rights for AvayaAdmin user account](#) <sup>[41]</sup>

### 2.11.1 Installing Digest Authentication

#### Before you begin

- Ensure the **Digest Authentication** role is installed.

**Note:** Installing digest authentication is only applicable to IIS 7.x. By default, digest authentication is available on IIS 6.0.

#### To install Digest Authentication:

1. On the **Exchange Server** taskbar, click **Start > Administrative Tools > Server Manager**.
2. In the **Server Manager** pane, expand Roles and click **Web Server**.
3. In the **Web Server (IIS)** pane, scroll to **Role Services** and click **Add Role Services**.

The system displays the **Add Role Services** wizard.

4. In the **Select Role Services** dialog, select **Digest Authentication**.
5. Click **Next**.
6. In the **Confirm Installation Selections** dialog, click **Install**.
7. On the **Results** dialog, click **Close**.

#### 2.11.1.1 Enabling Digest Authentication

After [installing Digest Authentication](#) <sup>[40]</sup>, you have to enable the Digest Authentication on IIS 7.x and IIS 6.0.

#### To enable the IIS 7.x Digest Authentication (Windows Server 2008 or Windows Server 2008 R2):

1. On the **Exchange Server** taskbar, click **Start > Administrative Tools > Internet Information Services (IIS) Manager**.
2. Expand **Server Name**.
3. Expand **Sites**.
4. Click **EWS**.
5. Under the **IIS Section**, double-click **Authentication**.
6. In the **Authentication** pane, select **Digest Authentication**.
7. In the **Actions** pane, click **Enable**.

#### To enable the IIS 6.0 Digest Authentication:

1. On the **Exchange Server** taskbar, click **Start > Administrative Tools > Internet Information Services (IIS) Manager**.
2. Expand **Server Name**.
3. Expand **Sites**.
4. Right-click **EWS** and select **Properties**.
5. Select **Directory Security** tab.
6. In the **Anonymous access and authentication control** section, click **Edit**.
7. In the **Authenticated access** section, select **Digest authentication for Windows domain servers**.
8. Click OK twice.

Restart the IIS for the changes to take effect.

**Note:** IPOffice integration with Microsoft Exchange for the purposes of Calendar mining cannot be configured and used, if Microsoft Office Communication Server (OCS) and Office Communicator is already deployed. Hence, enabling Digest Authentication can stop the Microsoft OCS from working. There is a continual prompting for authentication in the Office Communicator and an error message is generated.



## 2.11.2 Creating AvayaAdmin user account

To create **AvayaAdmin** user account on the Microsoft Exchange server.

**Note:** Ensure that the user name of the new account that you create is **AvayaAdmin**. The batch file that automatically sets the rights to mine to the calendar details of the users configured on the Microsoft Exchange server only for **AvayaAdmin**. It does not set the rights to mine the calendar details of the users configured on the Microsoft Exchange server for other usernames.

1. In the Microsoft Exchange server window, right click **Mailbox**.
2. Select **New Mailbox**.
3. Choose **User Mailbox** as the mailbox type.
4. Click **Next**.
5. Select **New User** as the **User Type**.
6. Type the User Information such as **First name, Lastname, User Log on name (User Principal Name)**, and **Password**.
7. Click **Next**.
8. Set the **Mailbox Settings** and type the alias details for the mailbox user.
9. Click **Next**.
10. Click **New**, the system displays the configuration summary of the mailbox.
11. Click **Next**.
12. Click **Finish**, the system creates the **AvayaAdmin** user account.

### 2.11.2.1 Configuring AvayaAdmin user account

You must configure the **AvayaAdmin** user account such that its password never expires and a password change is not required upon next login.

Perform the following steps to configure the **AvayaAdmin** user account:

1. After creating the **AvayaAdmin Mailbox**, launch the **Active Directory Users and Computers** application.
2. Click **Users**.
3. Double-click on the **AvayaAdmin** user.
4. Select the **Account** tab.
5. Check the *Password never expires* checkbox.
6. Uncheck the *User must change password at next login* checkbox.
7. Click **OK**.

### 2.11.2.2 Setting impersonations rights for AvayaAdmin user account

#### Before you begin

1. **AvayaAdmin** user account should be configured on the Microsoft Exchange Server.
2. **avaya.ps1 batch file:** Download the batch file that automatically sets the impersonations rights to mine the details of the users configured on the Microsoft Exchange Server.
  - a. Log in as **Administrator** on one-X Portal for IP Office.
  - b. Click **Configuration > Exchange Service**.
  - c. Right-click the **Download Powershell script** link.
  - d. Select **Save link as...**

Save the batch file on the main drive. For example, **C** drive.

**Note:** You will not be able to execute the batch file or set the impersonations rights to the AvayaAdmin user if you save the batch file on the desktop.

#### To set the impersonations rights for AvayaAdmin:

1. In the Exchange Server, go to **Start > Run**.
2. Type **powershell -noexit <drive>\avaya.ps1**, where *<drive>* is the main drive where you saved the AvayaAdmin.ps1 batch file.

After the batch file is executed successfully the system display a message that reads: *Permissions for mailbox AvayaAdmin updated successfully.*

---

If you have created the Avaya Admin user account on the Microsoft Exchanger Server, the system displays a message that reads: *Create mailbox AvayaAdmin and run this script again.*



# Chapter 3.

# Glossary

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## 3. Glossary

**CSTA** - Computer Supported Telecommunications Application.

**Indoda** - The Zulu word for 'man'.

**Induna** - The Zulu word for 'advisor', 'great leader' or 'ambassador'.

**Inyama** - The Zulu word for 'meat' or, when applied to people, 'flesh'. For example 'inyama nenyama' is 'face to face' or 'in the flesh'.

**Inkaba** - The Zulu word for 'navel' or 'centre'. For example 'inkaba yedolobha' is 'town centre'.

**Izwi** - The Zulu word for 'voice'.

**TCPA** - Thin Client Productivity Application.

**TSPI** - Telephony Service Provider Interface.

**XMPP** - Extensible Messaging and Presence Protocol

**XML RPC** - XML Remote Procedure Call

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