

MiCollab Advanced Messaging MiCollab AM Scheduler Installation Guide

For version 9.1 and above

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Preface

This guide explains how to install MiCollab AM Scheduler.

This guide is written for Mitel-certified administrators and technicians who are familiar with MiCollab Advanced Messaging (MiCollab AM) procedures and terminology, the **MiCollab AM Configuration** utility, and the Microsoft Windows® operating system.

Before implementing any procedures in this guide, ensure that MiCollab AM software is installed and running successfully.

References

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

Documentation

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

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

written for Mitel-certified MiCollab AM technicians who are experienced with MiCollab AM and familiar with the procedures and terminology.

- **Software Release Notice (SRN).** This notice introduces the new features, capabilities, and hardware/software requirements for the corresponding MiCollab AM version.

Documentation Updates

Documentation updates may be available from the following sources:

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

Help

The primary source of information about MiCollab AM is the online help available within any of its administrative utilities. You can access **Help** in either of the following ways:

- Click the **Help** button in the dialog box or window in which you are working.
- Press the **F1** key at any time.

Document Conventions

The following conventions are used in this document:

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

Example: **Enter**

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

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

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

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

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

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

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

Example: Type the password *voicemail*.

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

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

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

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

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

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

Table 1. References

Document Type	Document Title
Server Documentation	<i>System Installation and Configuration Guide</i>
Administration Documentation	<i>System Administration Guide</i>
Administration Documentation	<i>MiCollab AM Scheduler Administration Guide</i>
Online help	MiCollab AM online help system

Frequently Used Terms

Table 2. Frequently Used Terms

Terms	Description
System Server	<p>Term refers to an organization's computer platform(s) that have MiCollab AM software installed and handles the core system functions such as storing messages, database.</p> <p>It can also refer generically to the System Server platform, the Call Server platform, or both. The term is most often used to describe a software or hardware installation or configuration practice where the role of the server platform is not specifically expressed.</p>
Call Server	<p>Term refers to an organization's computer platforms that have MiCollab AM software installed and serve as the interface to the system (PBX). The Call</p>

Server(s) interface with the System Server for the purpose of accessing messages, and database.

In this document, it also refers in this document to a combined System and Call Server platform.

Overview

MiCollab AM Scheduler is an ancillary application used to augment the Extension Specific Processing (ESP) capabilities of MiCollab AM.

MiCollab AM Scheduler provides the ability to configure individual subscriber ESP Call Processor mailboxes on a time of day, day of week, or specific date basis. This gives the administrator the ability to create sophisticated personal and departmental menus as well as interactive audio menu applications for specific extensions based on time and date.

To utilize MiCollab AM Scheduler, the **MiCollab AM Admin** utility creates and edits ESP schedules with any text editing or spreadsheet application capable of creating a Comma Separated Value (.CSV) file. The administrator uploads the .CSV schedule file to each individual Call Server utilizing the program and starts the MiCollab AM Scheduler application. Administrators can change or update the schedule at any time by using the copy functions inherent to the Microsoft operating system.

Once MiCollab AM Scheduler is in operation, its executable file is launched from a Call Processor (designated as the ESP for a particular subscriber) and returns digits to that Call Processor. The digits it returns depend upon which line in its .CSV file is matched.

When a forwarded extension number is returned to MiCollab AM on a no answer, busy or Call Blocking basis, MiCollab AM sends the call to MiCollab AM Scheduler where the extension number is matched in the active schedule file with a corresponding output number. The output number is immediately sent back to MiCollab AM for Enhanced ESP call processing. Incoming calls with route code numbers are processed through MiCollab AM Scheduler in a similar fashion.

Before You Begin

If you are installing MiCollab AM Scheduler on a new MiCollab AM installation, Mitel recommends you allow subscribers to use MiCollab AM for a period of at least five business days prior to implementing MiCollab AM Scheduler. Implementing MiCollab AM in this manner allows subscribers to become familiar with the basic features of MiCollab AM and allows administrators to isolate problems and identify application inaccuracies. After the installation is working well and any problems have been resolved, implement one ancillary application at a time. To avoid confusion and delays in problem resolution, test each new application thoroughly before installing another.

- Read this document in its entirety before you begin installing MiCollab AM Scheduler and configuring the MiCollab AM application.
- If you are not the site administrator maintaining MiCollab AM on a daily basis Mitel recommends you involve the individual who is responsible for the day to day maintenance and work together to create the application and numbering plan for the MiCollab AM Scheduler application.
- Before using MiCollab AM Scheduler, you must create and save an ESP schedule (SX.CSV) file as described in the section **Error! Reference source not found..**
- Plan your MiCollab AM Scheduler application carefully before you create any ESP Call Processor mailboxes. Every subscriber using MiCollab AM Scheduler might have multiple Call Processor mailboxes associated with the Subscriber mailbox extension number. Plan your work to create an organized numbering plan for Call Processor mailboxes for each subscriber. This helps you to create a well-designed and easy to follow application that allows others to understand the flow-through of the application.
- Create the Call Processor mailboxes before you implement MiCollab AM Scheduler and thoroughly test each application manually before you enable it in MiCollab AM Scheduler. A graphic representation or flow chart is helpful to work out all the design issues and can save time in isolating problems.
- If you are installing MiCollab AM Scheduler in a multi-Call Server environment, you must install the SX.LIC (license file), the SX.exe (executable file) and all SX.CSV (schedule files) on each individual Call Server that processes calls using MiCollab AM Scheduler.

Preparing for Installation

MiCollab AM Requirements

- MiCollab AM software version 9.1
- A MiCollab AM Scheduler license and executable file installed on each Call Server or System Server with Call Services that runs MiCollab AM Scheduler.

Installing MiCollab AM Scheduler

The following installation instructions assume you have installed the MiCollab AM software to the Mitel recommended default location of D:\CX. If your MiCollab AM software is running on a different drive or directory, adjust the following instructions accordingly, to match your site requirements. You must install MiCollab AM Scheduler on each Call Server platform that utilizes the program.

- MiCollab AM Scheduler can be installed while MiCollab AM is running
- No restart or downtime is required
- MiCollab AM Scheduler is ready to use as soon as the installation is completed.

IMPORTANT You must install the **SX.LIC** (license file), the **SX.EXE** (executable file) and all **SX.CSV** (schedule files) on each individual Call Server that processes calls using MiCollab AM Scheduler.

To install MiCollab AM Scheduler on a Call Server platform:

- 1 Select **Start > My Computer**, and then double-click hard disk (**D:**).
- 2 Double-click the folder **CX**, and then select **File > New > Folder**.
- 3 Rename the new folder to **SX**.
- 4 Right-click on the new **SX folder**, and then select **Sharing and Security**.
- 5 Enable network sharing and allow read/write permissions for the MiCollab AM Admin's Windows Active Directory account. The administrator adds and modifies files to the new **D:\CX\SX** directory from their workstation.
- 6 Copy the MiCollab AM Scheduler license file to the new **SX** folder. The license file is included with your MiCollab AM Scheduler order. You may have received the license file by e-mail, or it may be on a media such as CD-ROM.

IMPORTANT The license file may have a name such as XXXXX.AAL or XXXXX.LIC, where XXXXX is the Mitel order number for your MiCollab AM Scheduler order. Do not confuse the license file with the executable file (**SX70.EXE**). The MiCollab AM Scheduler license file must be named **SX.LIC** and it must exist in the **\CX\SX** folder that you created. MiCollab AM Scheduler cannot run if the license file is not named **SX.LIC** and it is not in the proper location.

- 7 If necessary, rename the license file so that it has the name of **SX.LIC** (not case-sensitive).

IMPORTANT Do not open, modify, or attempt to edit the MiCollab AM Scheduler license file. If you change the contents of the license file, MiCollab AM Scheduler cannot recognize it.

- 8 Copy the executable file named **SX70.EXE** to the **\CX\Bin** folder.

IMPORTANT Do not copy the executable file to the **\CX\SX** folder that you created. It must be in the **\CX\Bin** folder in order for MiCollab AM to run it.

- 9 Perform **Steps 1** through **8** for each Call Server that runs MiCollab AM Scheduler.

Uninstalling the Application

To uninstall the application and remove all application files from the system, the following steps must be completed. In general, the steps should be completed in the order they are listed here.

To uninstall the application:

- 1 From the Windows Control Panel, select **Programs and Features**.
- 2 Select **Uninstall a program**.
- 3 Click the listing named **SX**.
- 4 Click **Uninstall/Change** and follow the prompts to remove the application and all of its components.
- 5 Restart the system to complete the uninstallation.
- 6 Check for existence of the **C:\Program Files\CX\Bin\SX** folder. If the folder exists, review and delete the contents and the entire folder as appropriate.