

# **MiCollab Advanced Messaging 9.3**

## **Integrated Client Access**

### **Installation and Configuration Guide**

For version 9.3 and above

## Notice

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# Preface

This guide describes how to install and configure Integrated Client Access (ICA) and MiCollab AM Unified Messaging.

This guide is written for Mitel-certified MiCollab Advanced Messaging (MiCollab AM) technicians and administrators who are familiar with MiCollab AM procedures and terminology, and the Microsoft Windows® operating system, and have a working knowledge of TCP/IP protocols, as well as a working knowledge of domain administration in a Windows Server environment.

## 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](http://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** by clicking the **Help** button in the dialog box or window in which you are working.

## 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 Number	Document Title
Administration Documentation	<i>System Administration Guide</i>
Administration Documentation	<i>Unified Messaging for IMAP Administration Guide</i>
Administration Documentation	<i>Unified Messaging for Lotus Notes and Domino Administration Guide</i>
Administration Documentation	<i>Unified Messaging for Microsoft Exchange 2010 2013 2016 2019 Administration Guide</i>
Administration Documentation	<i>Unified Messaging for Microsoft Office 365 Administration Guide</i>
Server Documentation	<i>XMediusFAX Integration Guide</i>
Server Documentation	<i>RightFax Integration Guide</i>
Server Documentation	<i>Software Release Notice</i>
Server Documentation	<i>System Installation and Configuration Guide</i>
Server Documentation	<i>Unified Messaging Connection Manager online help</i>
Server Documentation	<i>Web PhoneManager System Administrator Guide</i>

## Frequently Used Terms

Table 2. Frequently Used Terms

Terms	Description
<b>System Server</b>	<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>
<b>Call Server</b>	<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 Server(s) interface with the System Server for the purpose of accessing messages, and database.</p>



# Overview

Integrated Client Access, referred to throughout this document as ICA, provides MiCollab AM subscribers with a direct gateway between their e-mail client and their Subscriber mailbox. Because the interface between ICA and the subscriber's e-mail software is based on the Internet Mail Access Protocol (IMAP), subscribers can use a wide range of IMAP-compatible client programs to manage their messages through ICA. In addition, an administrator can configure ICA to use the Secure Sockets Layer (SSL) for all of its transactions and apply a security certificate to protect them.

ICA can be installed on the MiCollab AM System Server or on another server that shares the same LAN and meets the platform requirements.

**IMPORTANT** Although ICA is based on and compliant with IMAP version 4, revision 1, as specified in RFC 3501, it is not a full-featured IMAP messaging server. Instead, it is designed as an IMAP-compliant gateway between e-mail client programs and a MiCollab AM system server.

The following diagram shows how the MiCollab AM server, the ICA gateway, and a variety of e-mail client programs interact

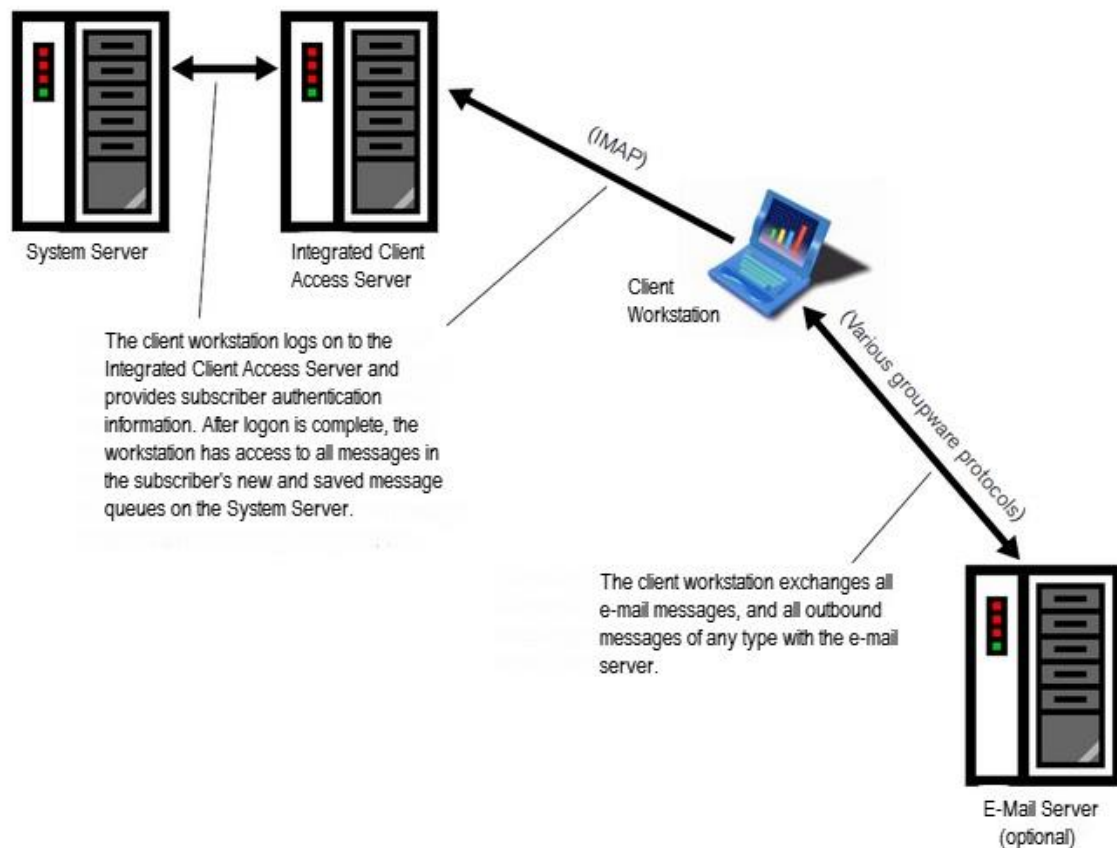


Figure 1. Email client programs

# Integrated Client Access and MiCollab AM Unified Messaging

When a subscriber uses ICA, the e-mail client program displays the voice messages that are present in the subscriber's mailbox and retrieves them for playback on demand. If a fax messaging application is integrated with MiCollab AM, ICA can process fax messages in the same way.

In this configuration, MiCollab AM stores all voice and fax messages, and does not manage e-mail at all; instead, the subscriber's e-mail program integrates the presentation of all messages to the subscriber. To support this integration, an administrator must create an account definition for ICA in each subscriber's e-mail program. In addition, the administrator can install optional voice and fax forms for those subscribers who use Microsoft® Outlook.

## NOTES

1. ICA can be used with MiCollab AM E-mail Access, which allows the subscriber to log on to MiCollab AM by telephone and listen to a text-to-speech rendition of any queued e-mail messages. For more information, refer to [Installing E-mail Access \(Optional\)](#).
2. In many messaging systems that include both MiCollab AM and either XMediusFAX or Open Text® RightFax, the XMediusFAX fax server or the RightFax fax server receives the incoming fax messages and places them directly into the subscriber's e-mail inboxes. On these systems, fax messages are not available through ICA.

An ICA-based configuration differs somewhat from other MiCollab AM Unified Messaging client programs. In a MiCollab AM Unified Messaging system, the MiCollab AM server passes all incoming voice and fax messages to an e-mail server as soon as they arrive. Aside from the installation of custom voice and fax message forms, subscribers do not need to modify their e-mail client setup at all. However, they are required to use the primary e-mail client program the organization uses.

For example, if MiCollab AM Unified Messaging for Microsoft Exchange is installed, subscribers must use Microsoft Outlook; if MiCollab AM Unified Messaging for Lotus Notes and Domino is installed, subscribers must use Lotus Notes.

Table 3. Major strengths of each approach

Capability	ICA (Client Based Unified Messaging)	Other MiCollab AM Unified Messaging Configurations
Forward voice and fax messages to MiCollab AM subscriber	No <sup>1</sup>	Yes
Annotate forwarded voice and fax messages with voice recordings	Yes <sup>2</sup>	Yes

Use any IMAP-compatible e-mail client program	Yes	No
Retrieve e-mail messages from outside the organization <sup>3</sup>	Yes	No
Clear message waiting indicators	Yes	Yes <sup>4</sup>

#### NOTES

1. If a separate fax server such as XMediusFAX or RightFax handles incoming fax messages, they are available in the subscriber's Inbox but may not be accessible through the MiCollab AM telephone user interface (TUI).
2. Requires Microsoft Outlook with the custom voice message forms installed. All outgoing or forwarded messages must be sent through the subscriber's e-mail server.
3. E-mail messages are retrieved from the e-mail server, not the MiCollab AM server. TUI access to these messages requires that E-mail Access be installed on the MiCollab AM server.
4. Requires the installation of additional software components; see the MiCollab AM Unified Messaging online books for more information.

# Message Retrieval with Integrated Client Access

As with all MiCollab AM message integration and unified messaging products, Integrated Client Access provides MiCollab AM subscribers with the following methods of retrieving their voice, fax, and e-mail messages:

- The telephone user interface (TUI)
- A graphic user interface (GUI), usually an e-mail client such as Microsoft® Outlook, Mozilla™ Thunderbird™, Novell® GroupWise®, or a similar program.
- A speech recognition-based voice user interface (VUI) provided by MiCollab AM

This section describes how subscribers can retrieve and manage their messages by each of these three methods.

## TUI or VUI Message Access

With TUI or VUI access, subscribers can manage their e-mail messages by telephone using either keystroke combinations or spoken voice commands. They begin this process by logging into MiCollab AM, which then checks their accounts on the e-mail server and reports the number of messages they have waiting. The server presents messages so that the subscribers can retrieve their information in the easiest way possible over the telephone:

- Voice messages are played back directly
- E-mail messages are read aloud using text-to-speech capabilities, starting with information about the e-mail messages' subjects and senders
- Fax messages are announced as such with their delivery dates, delivery times, and page counts, as well as the sender's name if the sender was another subscriber. The subscriber must send the fax message to a fax machine for printing to view it.

**NOTE** The speech interface does not provide fax page counts.

To improve message handling, subscribers can set MiCollab AM to present messages by type, allowing them to access specific types of messages quickly.

Subscribers can reply to these messages or forward them to other MiCollab AM subscribers. In addition, they can record introductory statements to annotate messages of any type before they forward them, and they can send voice messages to e-mail recipients through the VUI.

## TUI and VUI access features

- Subscribers are notified when they have received e-mail messages and are told the number of messages they have received. Subscribers can also set MiCollab AM to notify them when new e-mail messages arrive.

**NOTE** Notification of incoming e-mail messages does not set the message waiting indicators (MWIs) on subscriber telephones.

- Subscribers are informed of the time when each e-mail message was sent. Depending on what “envelope” information is available; MiCollab AM can also report the message’s subject and read or play the sender’s name.
- Subscribers can listen to their e-mail messages. The text-to-speech feature allows MiCollab AM to “read aloud” the content of an e-mail message, speaking each message’s subject, body, and any text-based attachments using synthesized speech.
- Subscribers can reply to e-mail messages with voice messages, whether the original e-mail messages came from other subscribers or from non-subscribers. This allows them to respond to critical e-mail messages immediately without having to wait for access to their e-mail system. When a subscriber replies to an e-mail message with a voice message, the new voice message is attached to the reply e-mail message as a .wav file. The message recipient can then listen to this voice reply on any personal computer capable of playing .wav files. The e-mail server used by the recipient must support e-mail attachments of this type.
- Subscribers can forward e-mail messages to other subscribers, enabling them to distribute information quickly with a few key strokes. They can also record voice introductions to these messages when they forward them.
- When an XMediusFAX fax server or a RightFax fax server is installed at the site, subscribers can forward e-mail messages by fax and print e-mail messages on any fax machine. In addition, text file attachments (with a .cmd, .bat, or .txt extension) can be printed (rendered) on a fax machine as well, as can binary file attachments from such popular application programs as Microsoft Word and Excel.

## GUI Message Access

Once the subscriber’s e-mail program is configured to retrieve voice and fax messages from the MiCollab AM server, the subscriber sees the following changes:

- Voice and fax messages appear in a newly defined inbox associated with MiCollab AM.
- When copies of Microsoft Outlook that have Unified Messaging forms installed, voice and fax messages are indicated with special icons in the message list. A telephone icon indicates voice messages, while a fax page icon indicates fax messages. Customized forms present these messages in a way that makes them easier to read and answer than a typical e-mail attachment.
- In other e-mail client programs, voice and fax messages appear as normal e-mail messages with attachments. For voice messages, these attachments are Windows waveform (.wav) or MiCollab AM Unified Messaging Audio (.uma) files; for fax messages, they are Group 3 TIFF (.tif) files. To open the attachments, the subscriber must have software installed that can read them.

- MiCollab AM messages are identified as such in the subject line.
- Installing Unified Messaging Connection Manager, or using Web PhoneManager if it is available, allows subscribers to record their name and mailbox greetings over a computer sound device.
- Unified Messaging Connection Manager also allows subscribers to set call blocking, call screening, and Extension Specific Processing (ESP), if those features are enabled in their MiCollab AM subscriber mailboxes.
- Subscribers can annotate messages, adding notes that summarize their responses. When the message is forwarded, these notes are not forwarded, but remain only with the original message.

## Forward

All messages can be forwarded. However, they must be forwarded through an e-mail server as e-mail attachments.

## Delete

ICA uses the IMAP conditional deletion feature to handle deleted messages. When the subscriber deletes a voice or fax message in the Inbox, Integrated Client Access marks it as conditionally deleted; most e-mail programs display conditionally deleted messages with their subject lines stricken out. The next time the subscriber or the e-mail program purges the mailbox these messages are erased.

**NOTE** Messages that are conditionally deleted are not available through the TUI or VUI.

## Save

Messages saved in either the TUI or the subscriber's e-mail program are moved to a separate location. In the TUI, this location is the MiCollab AM saved message queue, which is represented by a Saved folder in the e-mail program. While the message is in the Saved folder, the subscriber can listen to it as a saved message in the TUI. However, moving the message to any other archive folder in the e-mail program makes it unavailable through the TUI.

## Text-to-Speech Rendering

If E-mail Access is installed, MiCollab AM can read the From line, Subject line, and body of all e-mail messages in the Inbox aloud using the text-to-speech feature. E-mail Access cannot find e-mail messages in other folders. Text file attachments (with a .cmd, .bat, or .txt extension) to e-mail messages can also be read aloud.

## Message Notification

Subscribers are notified of normal-priority and urgent-priority e-mail messages, if E-mail Access and Immediate Message Notification are enabled and configured properly in the subscribers' MiCollab AM mailboxes.

## Forwarding and Replying to Messages

When a subscriber replies by e-mail to a voice or fax message, the reply is formatted as an e-mail message, and then handled by the e-mail server. Depending on how the e-mail program is set up, the reply may not include the original message. Forwarded voice and fax messages are also handled by the e-mail server, but the original message attachment is included.

## Modifying the Notes Box

Subscribers can type comments in the Notes box of any received message and save those changes with the message. Such notes are intended for the subscriber's personal use and are not included in any replies or forwards.

## Binary-to-Fax E-mail Attachment Rendering Support

MiCollab AM supports the Server-Side Application (SSA) conversion engine used by RightFax versions 5.1 or later. This support allows a subscriber using the TUI to forward an e-mail message with a binary file attachment, such as a Microsoft Word document, to any fax machine and create printouts of the e-mail message and binary attachments. Subscribers can print out binary file attachments in the file formats used by the following programs:

- Microsoft Word 2000-2019
- Microsoft Excel 2000-2019
- Microsoft PowerPoint 2000-2019
- Lotus WordPro, release 9

**IMPORTANT** The SSA feature is not supported on the same platform as MiCollab AM. SSA requires the installation of Microsoft Office products, such as Word and Excel, which are not allowed on the MiCollab AM platform.

The SSA conversion engine can also use the previously mentioned application programs to render binary file attachments from other application programs on any fax machine.

For a complete list of file attachment formats that the SSA conversion engine can render and information about configuring the feature on the fax server, see the RightFax documentation.

**IMPORTANT** If RightFax version 8.0 or later is installed on the fax server platform, subscribers must use Fax Delivery mailboxes set up for callback delivery to retrieve E-mail attachments. For more information about Fax Delivery mailboxes, see the *Fax Messaging for RightFax Administration Guide*.

## Time Synchronization between Servers

The time setting on the MiCollab AM server dictates when messages are shown as having been received. If the time on the MiCollab AM server platform is different from the time on the subscriber's workstation, incoming messages may appear to have arrived earlier or later than they actually did.

It is recommended that you use the Windows Time service in the operating system's Control Panel to synchronize the time between the MiCollab AM server, the e-mail server, and subscriber workstations. Windows Time is an operating system service that can be configured to check the time on any Windows server platform on the network and reset the time on the MiCollab AM server to match it.

For additional information about using Windows Time, see the appropriate Windows Server documentation.



# Integrated Requirements for Integrated Client Access

This section lists the installation requirements for installing ICA successfully. Be sure to review and meet these requirements before continuing with the other procedures discussed in this document. This section also lists requirements for E-mail Access, which may be installed and used with ICA.

## Server Installation Requirements

Review the following installation requirements to ensure that the correct files, versions, and service packs are installed.

**IMPORTANT** For systems supporting more than 1000 subscribers through ICA, the ICA server must be installed on a standalone server.

## MiCollab AM Server Requirements

See the *Software Release Notice* for more information.

- Microsoft Windows Server 2012 R2, Windows Server 2016 (Server with Desktop Experience), or Windows Server 2019 (Server with Desktop Experience)
- MiCollab AM software
- TCP/IP protocol
- Connection to the local area network (LAN) or wide area network (WAN) through which subscribers retrieve their messages

## MiCollab AM Server Requirements for Optional Features

- To print e-mail messages on a fax machine (e-mail text-to-fax service), either the XMediusFAX fax server or the Open Text RightFax fax server must be installed. For more information, see the XMediusFAX or RightFax documentation.
- To print binary file attachments, such as Microsoft Word documents, RightFax version 9.0 or later must be installed. See the RightFax documentation on the SSA conversion engine.
- To read the content of e-mail messages and text-based attachments aloud using synthesized speech, E-mail Access and text-to-speech channels must be purchased. Only one subscriber can use a text-to-speech channel at one time. To determine the number of text-to-speech resources the MiCollab AM server is currently licensed for, see the **Features** tab in MiCollab AM Configuration. To determine if additional text to-speech channels need to be purchased based on the requirements of the site, see the *Software Release Notice*.

- Depending on the E-mail Access features you want to use, the MiCollab AM platform may need additional RAM. See the *Software Release Notice* for more information for additional requirements.

## Standalone Integrated Client Access Server Requirements

See the *Software Release Notice* for more information. If you are installing a standalone ICA server, the platform must meet the following requirements:

- Microsoft Windows Server 2012 R2, Windows Server 2016 (Server with Desktop Experience), or Windows Server 2019 (Server with Desktop Experience)
- 2.4 GHz Pentium 4 or better (Windows Server 2012 R2 64bit requires an x64 processor or a Dual Core processor)
- 1GB of RAM
- 20 GB or larger hard disk drive with at least 10 GB of free space available (additional free space is required if the operating system is installed on the platform over a network)
- DVD/USB drive
- TCP/IP protocol
- Availability to both subscriber workstations and the MiCollab AM server platform over the LAN or WAN

## Workstation Client with E-mail Access Requirements

See the *MiCollab AM Software Release Notice* for more information. Depending on their system configuration, client workstations can process messages using an e-mail client.

- An e-mail client program compatible with IMAP 4.1, such as the following:
  - Microsoft Outlook 2010, 2013, 2016, or 2019
  - Microsoft Outlook Express
  - Mozilla Thunderbird
  - Novell GroupWise

# Installing E-mail Access (Optional)

E-mail Access is not required for subscribers who use ICA to manage their voice and fax messages. However, installing E-mail Access allows these subscribers to hear their e-mail messages when they log on to MiCollab AM through the TUI. The specific steps involved in configuring E-mail Access vary greatly depending on the e-mail server in use, but the major tasks are as follows:

**NOTE** Not all of tasks are required for all servers.

- Creating and configuring a domain user account for MiCollab AM on the Windows domain
- Associating the domain user account with the MiCollab AM service
- Reinstalling MiCollab AM while logged on under the MiCollab AM domain user account
- Configuring user mailboxes on the e-mail server to support E-mail Access
- Installing a copy of the e-mail client program on the MiCollab AM platform
- Enabling and configuring E-mail Access in MiCollab AM Configuration
- Configuring and troubleshooting a server profile in MiCollab AM Configuration for the e-mail server

# Obtaining an Encryption Certificate

To provide your users with extra security when they use ICA, you can apply Secure Sockets Layer (SSL) support. With this option installed, all of the information that passes through ICA cannot be restored to legible form without two encryption keys—data files that contain a unique code used to encrypt and decrypt the information. Once these keys are verified, approved, and registered by a Certifying Authority, they become the basis for a file called a certificate. Later, the certificate can be compared to the Certifying Authority's records to verify the ICA server's identity.

## To obtain an encryption certificate for ICA:

- 1** At a secure Web server platform on the same local area network as the platform where ICA is running, generate a certificate request. Make note of the name and location of your private key on the Web server.
- 2** Transmit the certificate request to a Certifying Authority and order a certificate.
- 3** Take whatever steps the Certifying Authority requires to confirm your identity and your right to use your domain name.
- 4** When you receive your certificate, install it on the secure Web server.

ICA can use SSL certificates stored on any Web server it can reach through a Universal Naming Convention (UNC) path. For information about how to request and deploy SSL certificates on a given server, refer to that server's SSL documentation. For information about how to order a certificate, refer to the web site of the Certifying Authority you intend to use or contact their customer service department.

# Installing Integrated Client Access

Before you install the ICA software, you need the following items of information:

- The address of the MiCollab AM server (for example, the IP Address, UMServer or an FQDN such as UMServer.mycompany.com)
- Your site's public and private keys, if you plan to use Secure Sockets Layer (SSL) data security

Once you have these items, follow the procedures to install and configure the ICA software.

## To install the ICA software:

- 1 Insert the MiCollab AM Installation Media into the appropriate drive.
- 2 Do one of the following:
  - If autorun is enabled, the MiCollab AM Installation Media appears. In the MiCollab AM Installation Media's Components area, click **Integrated Client Access**, and then skip to Step 7.
  - If autorun is not enabled, On the taskbar select **Start > Run > Browse**, and then continue to Step 5.
- 3 Locate the MiCollab AM Installation media, and then double-click **start.hta**. The MiCollab AM Installation main window appears.
- 4 Click **Integrated Client Access** in the Server components submenu. The Welcome dialog box appears.
- 5 At the Welcome screen of the Setup wizard, click **Next**. The **License Agreement** dialog box appears.
- 6 Review the agreement, and then click **Yes** to accept its terms. The **Choose Destination Location** dialog box appears.
- 7 Verify the destination drive and path, and then click **Next**. The **Start Copying Files** dialog box appears.
- 8 Review your selections and click **Next**. The software installation proceeds, and then the **Integrated Client Access Initialization** dialog box appears.

- 9 Enter the MiCollab AM System Server address in the **Server Address** field, the administrator ID in the **Administrator** field, the Logon Tenant Name in the **Tenant Name** field, and then type the administrator's password in the **Password** field, or select the **Windows Integrated Logon** checkbox.

#### NOTES

1. Depending on the requirements of your organization, the System Server address may be the server's IP Address, a name such as UMServer or a FQDN such as *UMServer.mycompany.com*.
2. The **Tenant Name** field is not mandatory for a single tenanted system. For a multi-tenanted system, the **Tenant Name** field is mandatory and a Tenant Name must be entered.
3. For more information on how to set up ICA with Windows Integrated Logon, refer to the section, *To configure ICA for Windows Integrated Logon...*

- 10 Click **Next**.
- 11 At the **InstallShield Wizard Complete** screen, select **Yes, I want to restart my computer now**, and then click **Finish**.

When ICA is installed, it is configured with a default port number and other default settings. These settings provide the best performance in most systems. However, if you want to modify them, you can do so using the steps in the following procedure. This procedure also includes steps for installing an encryption certificate and a private key for use with Secure Sockets Layer (SSL). The next procedure includes steps on how to set up the ICA for Windows Integrated Logon.

### To configure ICA:

- 1 Select **Start > Programs > MiCollab AM Desktop**, and then click **Integrated Client Access Configuration**. The **MiCollab AM Integrated Client Access** dialog box appears.

- 2 Click **Shutdown** and then verify that the **Current Status** indicator reads **Stopped**.
- 3 If ICA is configured to start automatically when the computer starts, clear the **Automatic Startup** check box.
- 4 In the **Port Number** box, verify that the IMAP port number shown is appropriate for your organization. The default is **143**.
- 5 In the **Telephony Server Connection** box, note the **Server Address**, **Tenant Name**, **Administrator**, and **Password** fields are populated with the information you provided the **Integrated Client Access Initialization** dialog box.

**NOTE** The **Tenant Name** field is not mandatory for a single tenanted system. For a multi-tenanted system, the **Tenant Name** field is mandatory and a Tenant Name must be entered.

- 6 In the **Timeout (minutes)** box, adjust the amount of time that ICA should allow a subscriber to remain logged on but inactive. The default is **10** minutes.
- 7 In the **Concurrent Connection Limit** box, adjust the maximum number of subscriber sessions that can be logged on at any one time. The default is **200**.

**NOTE** The number of sessions can be different from the number of subscribers that are logged on currently. Some e-mail clients can open multiple sessions for a single subscriber.

8 From the **Extension Type** list, select the audio file format for ICA to use for voice messages that it delivers to subscribers as e-mail attachments.

- If you subscribers are using MiCollab AM Unified Messaging for Microsoft Exchange client software, select **.wav**.
- If you subscribers are using MiCollab AM Unified Messaging client software for IMAP, select **.uma**.

If you are using SSL, continue with **Steps 8** through **10**. Otherwise, skip to **Step 11**.

9 If subscribers use Secure Sockets Layer (SSL) data security when logging on to ICA, select the **SSL Enable** box, and then verify that the port number shown is appropriate in the **Port Number** box, and then change it if necessary. The default port is **993**.

**IMPORTANT** In the following two steps, it is recommended that you use the Universal Naming Convention (UNC) paths if the certificate and private key are not on the same platform that ICA is running.

10 In the **Certificate Filename** box, type the full path (including the drive letter) to the encryption certificate that SSL should provide to the subscribers' e-mail clients for verification of a secure connection.

11 In the **Private Key Filename** box, type the full path (including the drive letter) to the file containing the private encryption key on which the certificate is based.

12 Click **Startup**, and then verify that the **Current Status** indicator now reads **Running**.

## To configure ICA for Windows Integrated Logon:

1 Verify that the ICA server status is **Stopped**.

2 In the **MiCollab AM Integrated Client Access Configuration** dialog box, select the **Windows Integrated Logon** checkbox, and then click **OK**.

3 From the Start menu, select **Control Panel**.

4 Double-click **Administrative Tools**, and then double-click **Services**.

5 Locate and open the **MiCollab AM Integrated Client Access Service**.

6 Click the **Log on** tab.

7 Select **This account**, and then specify the **Windows Logon ID** and **Password** on which you want the ICA Server to run.

8 Click **OK**, and then close the Services window and the **Control Panel**.

9 Do one of the following:

If you...	Then...
Have an administrator account that matches the Windows Logon ID that is set to use Windows Integrated Logon	Skip to <b>Step 20</b> .



Do not have an administrator account that matches the Windows Logon ID that is set to use Windows Integrated Logon

---

Proceed to **Step 10**.

- 10** Verify that MiCollab AM is running.
- 11** Start MiCollab AM Admin.
- 12** From the File menu, select **Administrators**, and then click **Add**.
- 13** In the **User ID** box, type the Windows Logon ID you specified for the ICA.
- 14** Select the **Windows Integrated Logon** check box.
- 15** Select the **Mailbox Access** check box, and the **Subscriber** check box in the Mailbox Types list.
- 16** Configure other settings as necessary.
- 17** Click **OK** to create the account.
- 18** Click **OK** to close the **Administrators** dialog box.
- 19** Close the MiCollab AM Admin.
- 20** Start the ICA server.

# Installing Unified Messaging Client Software on a LAN File Server

If you plan to install the MiCollab AM Unified Messaging client using the “push” or “pull” methods, the client software must first be installed on a LAN file server prior to setting up each workstation. Installing the MiCollab AM Unified Messaging client software on a LAN file server requires an Administration Setup. Performing an Administration Setup copies the necessary software components of the MiCollab AM Installation Media to a shared directory on the LAN file server and creates a default subscriber profile. This client and profile can then be pushed to client workstations, or subscribers can pull from this shared location and run Setup to install the MiCollab AM Unified Messaging client to their local hard disk drives. For more information, refer to [Appendix B: Client Installation Command Line and Switch Information](#).

**IMPORTANT** Do not perform an Administration Setup to the MiCollab AM server. Using the MiCollab AM server as a LAN file server can increase its vulnerability to viruses and negatively affect overall system performance.

## To install MiCollab AM Unified Messaging client software on a LAN file server:

- 1 Insert the MiCollab AM Installation Media into the appropriate drive of the file server from which you want the client installed.
- 2 In the **MiCollab AM Server** dialog box, do one of the following:

If you want to install...	Then click...	And...
The U.S. edition	MiCollab AM Unified Messaging client for IMAP (USA)	Skip to <b>Step 4</b> .
The international edition	MiCollab AM Unified Messaging client for IMAP (World)	Continue to <b>Step 3</b> .

**NOTE** If you do not have autorun enabled, you can start installation by double-clicking Setup.exe located in the USA or World folder in the **Client Installs\Unified Messaging Connection Manager** for **IMAP\SBUM\_Client** directory.

- 3 From the list box within the **Choose Setup Language** dialog box, select the language you want to use during the setup process, and then click **OK** to continue.

**NOTE** The language selection in this step affects only the setup program itself. The setup program copies support files for all available language to the file server.

- 4 At the **Welcome** dialog box, click **Next**.

- 5 The **Administrator Install** dialog box appears. Properties set in this dialog box are used as defaults for client installations.
- 6 Type the server name in the **Server Name** field.
- 7 Select either the TCP/IP or the Named Pipes protocol.
- 8 Click **Test Connection** to ensure your previous selections are accurate. Connecting to the server sets the **Record Message File Encoding** and **Record Non Message File Encoding** fields to the System Server settings.

**NOTE** The client encoding settings can be set differently than those of the server. However, the client settings are overwritten when connection to the system server is established.

- 9 Select the default device for message playback.
- 10 Select the default device with which messages are recorded.
- 11 From the **Auto Play Messages in E-mail Client** drop down list, choose **None**, **Unread**, or **All**.
- 12 Enter or confirm the path on the client workstation to which the client software will be installed. Make note of this path, you will need it later in **Step 16**.
- 13 If you want to change any existing client defaults, select **Overwrite Existing Personal Settings**.
- 14 Select **Install OKI** drivers during silent installs if those drivers need to be installed on client workstations.
- 15 Click **Next** to continue the installation with the settings you have specified.
- 16 If the **Administrative Setup Destination** dialog box appears, either accept the path it displays or click **Browse** to provide a path. If you click **Browse**, use the **Choose Folder** dialog box to specify the path you used in **Step 12**, and then click **OK**.
- 17 Click **Next** to continue. Setup files and a client setup profile are copied to the file server.
- 18 After completing Administration Setup, click **OK** to close the dialog box. Workstations can now run the Setup program from this network directory.

# Configuring Subscriber Workstations

For each subscriber workstation using ICA, you must configure the subscriber's e-mail client program with a unique mail profile. This profile specifies how the program gains access to the subscriber's MiCollab AM Subscriber mailbox through ICA. The program then displays separate Inboxes for the subscriber's e-mail server and the MiCollab AM Subscriber mailbox.

After you have created the subscriber ICA e-mail profiles, you must also configure their Saved folders so that the subscribers have access to them.

Additionally, the subscribers have the option of installing MiCollab AM Unified Messaging client software, which helps them review and manage their voice and fax messages more easily. The Unified Messaging software also includes Unified Messaging Connection Manager, a utility that the subscribers can use to configure and update the settings in their MiCollab AM subscriber mailboxes. After the Unified Messaging client software is installed, you must configure Unified Messaging Connection Manager for each Subscriber mailbox to ensure that the subscriber's messaging setup works properly.

The following sections discuss how to perform each of these configuration tasks.

## Configuring Workstations for Use with MiCollab AM ICA

From a subscriber's workstation, ICA appears to be a standard IMAP-compliant e-mail server. Configuring the subscriber's e-mail program for ICA involves defining an e-mail account or creating an e-mail profile in that program. In the new e-mail account definition or profile, you must configure the settings in the following table with the values shown.

**IMPORTANT** You must also specify the destination address for ICA messages. This address is normally the subscriber's address on the e-mail server. To configure it, type it in to the **Reply-To Address** box on the **E-mail** tab of the Subscriber mailbox.

**NOTE** The terminology in the following table may vary from one e-mail client program to another. The table shows the setting names used in several common programs.

Table 4. Workstation configuration

Setting	Value
Incoming E-mail Server Type	IMAP
E-mail Address	The subscriber's e-mail address on the e-mail server

Server Name	The name of the ICA server, as specified in the ICA Configuration utility
Account or User Name	The subscriber's mailbox number
Account or User Password	The subscriber's mailbox security code
Server Port Number for Incoming Messages	The port number you specified in the topmost Port Number box in the ICA Configuration utility
Automatic Message Send and Receive Interval (if available)	A value convenient to the subscriber, such as five minutes
Message Download Type (full message or headers only, if available)	Full message download for all messages

## Configuring the Subscriber's Saved Message Folder

When you configure a subscriber's e-mail client program for ICA, an Inbox appears automatically. This Inbox corresponds to the queue of new messages (which can include read and unread messages) in the subscriber's MiCollab AM mailbox. The subscriber's saved message queue is also available, but does not appear automatically.

To allow subscribers to review saved messages through ICA, you must locate and subscribe to their saved message folders.

### To subscribe to a MiCollab AM saved message folder:

- 1 In the subscriber's e-mail program, open the configuration screen for the subscriber's MiCollab AM mailbox account.
- 2 Within the subscriber's account, locate a folder named Saved.
- 3 Subscribe to the Saved folder.

For detailed information about performing these steps, see the documentation for the subscriber's e-mail program.

## Installing MiCollab AM Unified Messaging Software

Installing an edition of the MiCollab AM Unified Messaging client software on subscriber's workstations improves their access to their MiCollab AM mailboxes and makes the MiCollab AM system easier for them to use. The edition of the Unified Messaging software you should install depends on the e-mail client program your subscribers use, as follows:

- For subscribers who use Microsoft Outlook with ICA, the Unified Messaging for Microsoft Exchange client software can be installed. In addition to customized message forms for voice messages, the Unified Messaging for Exchange setup also installs online help and the Unified Messaging Connection Manager utility.

- For subscribers who use other IMAP-compatible e-mail programs, the Unified Messaging for IMAP software can be installed. This software does not include custom message forms. However, it provides subscribers with playback drivers for MiCollab AM Unified Messaging Audio (.uma) files, the Unified Messaging Connection Manager utility, and its online help.

## Installing Unified Messaging Software for Microsoft Outlook

This section includes instructions for installing both editions of MiCollab AM Unified Messaging. Before installing the MiCollab AM Unified Messaging software, confirm that the following conditions are true:

- The subscriber's mailbox exists and is available on the MiCollab AM server.
- Microsoft Outlook is installed on the subscriber's workstation.
- The subscriber has telephone access to and from the MiCollab AM system to support audio recording, audio playback, and Live Reply.

You can install the MiCollab AM Unified Messaging client software from either the MiCollab AM Installation Media or a network drive.

**NOTE** If you want to install the client software onto a computer running a Windows Server operating system, log on to the computer with an account that has local administrator rights to the workstation. This ensures that all necessary program components, especially the audio compressor/decompressor, are installed correctly.

### To install the client software on a workstation from a media:

- 1 If you want to install the software from the MiCollab AM Installation Media, insert that media into the appropriate drive.
- 2 In the MiCollab AM Server dialog box, do one of the following:

If you want to install...	Then click...	And...
The U.S. edition	Desktop Suite for IMAP (USA)	Skip to <b>Step 4</b> .
The international edition	Desktop Suite for IMAP (World)	Continue to <b>Step 3</b> .

**NOTE** If you do not have autorun enabled, you can start installation by double-clicking Setup.exe located in the USA or World folder in the **Client Installs\Unified Messaging Connection Manager for IMAP\SBUM\_Client** directory.

- 3 From the list box within the Choose Setup Language dialog box, select the language you want to use during the setup process, and then click **OK** to continue.

**NOTE** The language selection in this step affects only the setup program itself. The setup program copies support files for all available languages to the file server.

- 4 At the **Welcome** dialog box, click **Next**.
- 5 Under **Destination Directory**, accept the default destination directory, type the path of another destination directory, or click **Browse** to locate another directory.

**NOTE** If you have a fax viewer registered on the workstation, the InstallShield Wizard detects it and asks if you want to replace it with the MiCollab AM Unified Messaging for IMAP fax viewer. Click **Yes** to replace it, or **No** to continue using the default fax viewer.

- 6 Click **Next**. Setup begins copying the files to the workstation and updates the information in the Windows registry.
- 7 At the Do you wish to configure the workstation message, click **Yes** to access the **Unified Messaging Connection Manager** utility or click **No** if you want to configure **MiCollab AM Unified Messaging** client later.

If you...	Then...
Click <b>Yes</b>	The <b>Telephony Server Login</b> dialog box appears. The <b>Server Settings</b> dialog box appears. Continue with <b>Step 4</b> in the section, <a href="#">Configuring MiCollab AM Unified Messaging Client Settings</a> .
Click <b>No</b>	Click <b>OK</b> at the "Setup is complete" message. This creates a program group and adds the Unified Messaging Connection Manager icon in the Control Panel. You cannot use MiCollab AM Unified Messaging or Unified Messaging Connection Manager until you configure these settings. For more information, refer to the section <a href="#">Configuring MiCollab AM Unified Messaging Client Settings</a> .

## To install the client software on a workstation from a network file server:

- 1 Locate the appropriate setup folder on the network file server. The location of this file was established earlier during the initial implementation, and then communicated to the subscriber base.

**NOTE** A shortcut (.lnk file) to the setup file may appear on the subscriber desktop or be included in e-mail or web communication.

- 2 Double-click **Setup** to begin the setup process.
- 3 If the Choose Setup Language dialog box appears, select the language you want to use during the setup process, and then click **OK** to continue.

**NOTE** The language selection in this step affects only the setup program itself. The setup program copies support files for all available languages to the file server.

- 4 After you have verified that no other programs are running, click **Next** on the Welcome dialog box.
- 5 Under **Destination Directory**, accept the default destination directory, type the path of another destination directory, or click **Browse** to locate another directory.

**NOTE** If you have a fax viewer registered on the workstation, the InstallShield Wizard detects it and asks if you want to replace it with the MiCollab AM Unified Messaging for IMAP fax viewer. Click **Yes** to replace it, or **No** to continue using the default fax viewer.

- 6 Click **Next**. Setup begins copying the files to the workstation and updates the information in the Windows registry.
- 7 At the **Do you wish to configure the workstation** message, click **Yes** to access the **Unified Messaging Connection Manager** utility or click **No** if you want to configure **MiCollab AM Unified Messaging** client later.

If you...	Then...
Click <b>Yes</b>	The <b>Telephony Server Login</b> dialog box appears. The <b>Server Settings</b> dialog box appears. Continue with step 4 in the section, <a href="#">Configuring MiCollab AM Unified Messaging Client Settings</a> .
Click <b>No</b>	Click <b>OK</b> at the "Setup is complete" message. This creates a program group and adds the Unified Messaging Connection Manager icon in the Control Panel. You cannot use MiCollab AM Unified Messaging or Unified Messaging Connection Manager until you configure these settings. For more information, refer to the section <a href="#">Configuring MiCollab AM Unified Messaging Client Settings</a> .



# Installing Unified Messaging Software for Other E-mail Client Programs

Like the Microsoft Exchange edition, you can install the MiCollab AM Unified Messaging client software for other IMAP programs from the MiCollab AM Installation Media or from a network drive.

**NOTE** If you want to install the client software onto a computer running a Windows Server operating system, log on to the computer with an account that has local administrator rights to the workstation so that all necessary program components, especially the audio compressor/decompressor, is installed correctly.

## To install the client software on a workstation from a media:

- 1 Insert the MiCollab AM Installation Media into the appropriate drive.
- 2 In the MiCollab AM Server dialog box, do one of the following:

If you want to install...	Then click...	And...
The U.S. edition	Desktop Suite for IMAP (USA)	Skip to step 4.
The international edition	Desktop Suite for IMAP (World)	Continue to step 3.

**NOTE** If you do not have autorun enabled, you can start installation by double-clicking Setup.exe located in the USA or World folder in the Client Installs\ Unified Messaging Connection Manager for IMAP\SBUM\_Client directory.

- 3 From the list box within the Choose Setup Language dialog box, select the language you want to use during the setup process, and then click **OK** to continue.

**NOTE** The language selection in this step affects only the setup program itself. The setup program copies support files for all available languages to the file server.

- 4 At the **Welcome** dialog box, click **Next**.
- 5 Under **Destination Directory**, accept the default destination directory, type the path of another destination directory, or click **Browse** to locate another directory.

**NOTE** If you have a fax viewer registered on the workstation, the **InstallShield** wizard detects it and asks if you want to replace it with the MiCollab AM Unified Messaging for IMAP fax viewer. Click **Yes** to replace it, or **No** to continue using the default fax viewer.

- 6 Click **Next**. Setup begins copying the files to the workstation and updates the information in the Windows registry.
- 7 At the **Do you wish to configure the workstation** message, click **Yes** to access the Unified Messaging Connection Manager utility or click **No** if you want to configure the MiCollab AM Unified Messaging client later.

**NOTE** If you install the international edition, this message does not appear.

If you...	Then...
Click <b>Yes</b>	The <b>Telephony Server Login</b> dialog box appears. The <b>Server Settings</b> dialog box appears. Continue with step 4 in the section, <a href="#">Configuring MiCollab AM Unified Messaging Client Settings</a> .
Click <b>No</b>	Click <b>OK</b> at the "Setup is complete" message. This creates a program group and adds the Unified Messaging Connection Manager icon in the Control Panel. You cannot use MiCollab AM Unified Messaging or Unified Messaging Connection Manager until you configure these settings. For more information, refer to the section <a href="#">Configuring MiCollab AM Unified Messaging Client Settings</a> .

## To install the client software on a workstation from a network file server:

- 1 Locate the appropriate setup folder on the network file server. The location of this file was established earlier during the initial implementation, and then communicated to the subscriber base.

**NOTE** A shortcut (lnk file) to the setup file may appear on the subscriber desktop or be included in e-mail or web communication.

- 2 Double-click **Setup** to begin the setup process.
- 3 If the **Choose Setup Language** dialog box appears, select the language you want to use during the setup process, and then click **OK** to continue.

**NOTE** The language selection in this step affects only the setup program itself. The setup program copies support files for all available languages to the file server.

- 4 After you have verified that no other programs are running, click **Next** on the Welcome dialog box.
- 5 Under **Destination Directory**, accept the default destination directory, type the path of another destination directory, or click **Browse** to locate another directory.

**NOTE** If you have a fax viewer registered on the workstation, the **InstallShield Wizard** detects it and asks if you want to replace it with the MiCollab AM Unified Messaging for IMAP fax viewer. Click **Yes** to replace it, or **No** to continue using the default fax viewer.

- 6 Click **Next**. Setup begins copying the files to the workstation and updates the information in the Windows registry.

- 7 At the **Do you wish to configure the workstation** message, click **Yes** to access the Unified Messaging Connection Manager utility or click **No** if you want to configure MiCollab AM Unified Messaging client later.

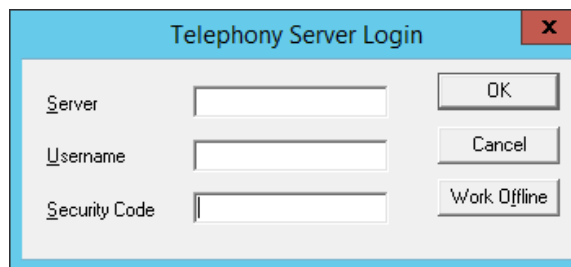
If you...	Then...
Click <b>Yes</b>	The <b>Telephony Server Login</b> dialog box appears. The <b>Server Settings</b> dialog box appears. Continue with step 4 in the section, <a href="#">Configuring MiCollab AM Unified Messaging Client Settings</a> .
Click <b>No</b>	Click <b>OK</b> at the "Setup is complete" message. This creates a program group and adds the Unified Messaging Connection Manager icon in the Control Panel. You cannot use MiCollab AM Unified Messaging or Unified Messaging Connection Manager until you configure these settings. For more information, refer to the section <a href="#">Configuring MiCollab AM Unified Messaging Client Settings</a> .

# Configuring MiCollab AM Unified Messaging Client Settings

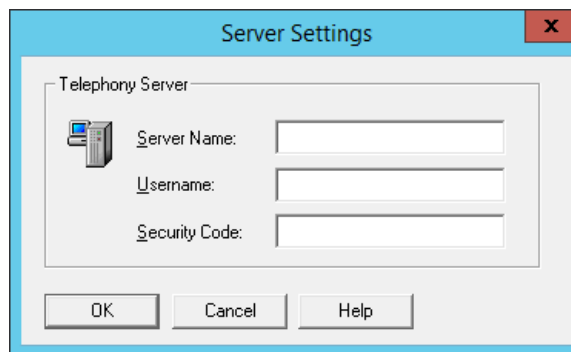
Before a subscriber uses MiCollab AM Unified Messaging for the first time, you must configure several unique settings for each subscriber. Subscribers who are familiar with the necessary settings can perform this procedure themselves; for those subscribers who are not familiar with the settings, an administrator should perform the procedure.

To configure the MiCollab AM Unified Messaging client:

- 1 Select **Start**, and then click **Control Panel**.
- 2 Double-click **Unified Messaging Connection Manager**.
- 3 At the **Telephony Login** dialog box, click **Work Offline**.



- 4 On the **Server Settings** dialog box, type the name or IP Address of the System Server in the **Server Name** box.

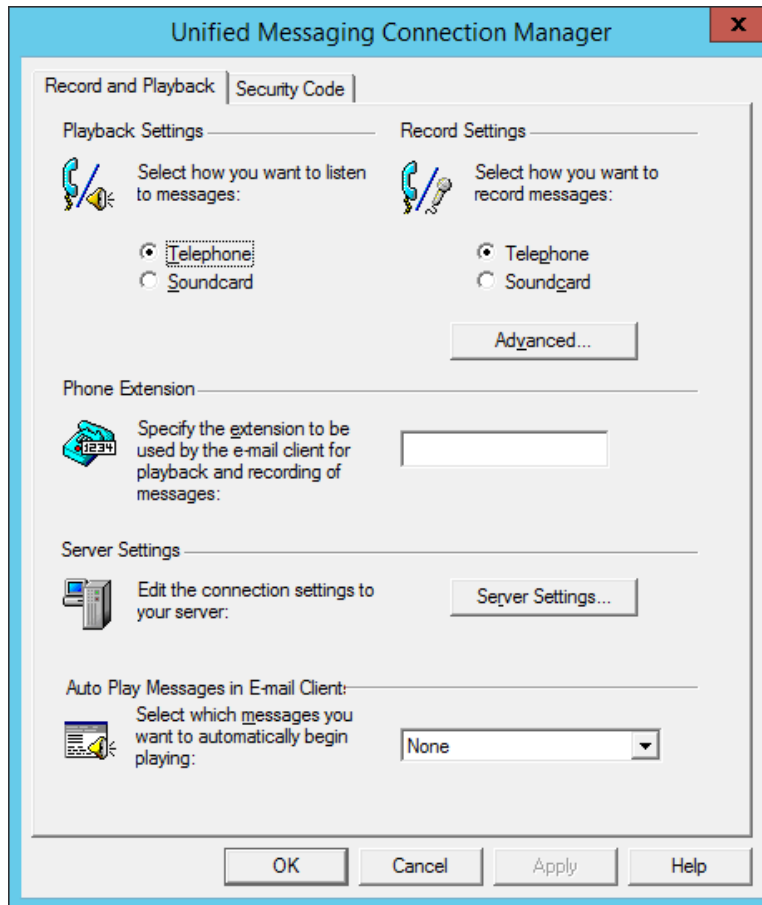


**NOTE** If you are using TCP/IP as the connection protocol, use the IP address of the System Server. Contact your MiCollab AM or LAN administrator for this IP address, if necessary. Typing an IP address in the Server Name box can avoid possible DNS or name resolution issues on a LAN.

- 5 Type the subscriber's username in the **Username** box, and then enter the security code.

**NOTE** Typically, a subscriber changes his or her own security code using the Unified Messaging Connection Manager or Web PhoneManager utility. If this is the case, you can leave the **Security Code** field blank.

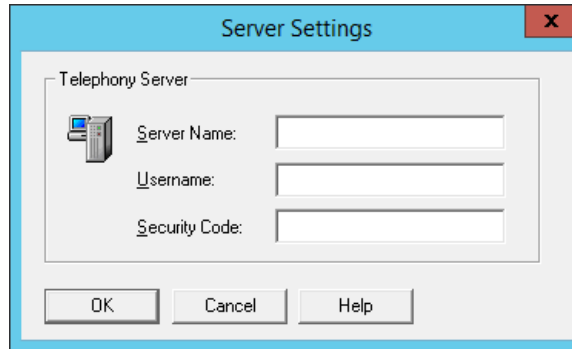
- 6 Click **OK** to close the **Server Settings** dialog box. The Unified Messaging Connection Manager appears.



- 7 Select how the MiCollab AM Unified Messaging client plays back messages. If you want messages to play through the telephone, select **Telephone**. If you want messages to play through the soundcard of the workstation, select **Soundcard**.
- 8 Select how the MiCollab AM Unified Messaging client records messages. If you want to record messages through the telephone, select **Telephone**. If you want to record messages through the soundcard of the workstation, select **Soundcard**.
- 9 To change the sound quality, click **Advanced**. The **Advanced Audio Options** dialog box appears. Select a new sound quality, and then click **OK**.
- 10 In the **Phone Extension** box, type the subscriber's telephone extension device number.
- 11 If you want to change the password, click the **Security Code** tab.

**NOTE** If you clicked **Work Offline**, the **Security Code** tab will not appear.

- 12 Enter a new security code, re-enter it again in the **Confirm Security Code** field, and then click **Save**.
- 13 If you want to change the Server Settings, click **Server Settings**. The **Server Settings** dialog box appears.



- 14 Enter a new **Server Name** or a new **Username**, and then click **OK**. The changes are not applied until you exit, and then log back on again.
- 15 Click **OK** to close the **Unified Messaging Connection Manager** dialog box.

# Appendix A: Troubleshooting E-mail Access after Setup

When encountering a problem with the E-mail Access application after setup, always check the Windows Event Viewer log before taking any action. It may provide information that helps you isolate the problem.

Review the following items if you have problems after the configuration of E-mail Access:

- Verify that the **E-mail Access Active** check box is selected on the **Messaging** tab of the System Configuration dialog box in MiCollab AM Admin.
- Verify that the **Message Access by Client Application** option on the **E-mail** tab of the subscriber's mailbox is set to **ICA/WPM**.
- Verify that the Server Profile and user information on the **E-mail** tab of the subscriber's mailbox are configured correctly.
- Verify that the LAN adapter card is properly configured with the correct network protocols to communicate with the e-mail server.

# Appendix B: Client Installation Command Line and Switch Information

There are several ways to perform a user install from a network share. Two major categories of user install are push install and pull install.

## Push Install

Someone other than the user initiates the user install. The install can be either attended or unattended, but the user's computer must be on and connected to the network. Both attended and unattended push installs rely on third-party installation software packages, all of which allow you to enter the name of an executable with command line arguments to be run on the client machine.

The following is an example of an attended push install for a subscriber with mailbox of 1234 and extension 1234. All other install values would come from Admin.ini, which is created during the administrator install.

Executable: *setup.exe*

Command line arguments: *-vAdmin.ini -b1234 -u1234*

The following example shows typical command-line syntax for an unattended push install supporting a subscriber with a mailbox of 1234 and extension 1234. All other install values come from the file Admin.ini, which is created during the administrator install. For an unattended push install (also called a *silent install*), you must include the *-s* switch and provide a response file.

This file is created for you by the administrator setup and is always called Setup.iss in that context. For other setups, you can use the *-f1* switch to rename the response file. The *-s* for silent must always appear as the last argument on the command line.

Executable: *setup.exe*

Command line arguments: *-vAdmin.ini -b1234 -u1234 -f1setup.iss -s*

**NOTE** In both of the attended and unattended installs, you could omit the *-b1234* and *-u1234* arguments to make the install work for a group of subscribers. The install for each subscriber would be complete; however, MiCollab AM Unified Messaging would not be available to subscribers until they configured their mailbox and extension numbers in Unified Messaging Connection Manager or Web PhoneManager.



## Pull Install

Subscribers initiate this install by clicking a shortcut or otherwise running setup.exe from their computers. This type of install is always attended because the subscriber must be present to initiate it.

To do a pull install for a group of users, the administrator must distribute a copy of UM Install.Ink to each user in the group. This file is created as part of the administrator install, and located on the network share with the other install files. The administrator could attach the shortcut file to an e-mail message, which is sent to all subscribers in the group, or the shortcut file could be pushed to the desktops of all subscribers in the group, using whatever push software the customer has. This allows the subscribers to perform the install when they are ready.

The shortcut file above invokes setup.exe with `-vAdmin.ini` where Admin.ini is the name of the file created in the administrator setup. In all of the above-mentioned installs, you can omit the `-v` argument and enter some or all of the administrator parameters as command line arguments.

The following is a table of valid command line arguments for push and pull installs.

Table 5. Valid command line arguments

Argument	Description
<code>-?</code>	Displays usage dialog showing command line parameters and values
<code>-a</code>	Performs an administrator install - When this switch is specified, the setup file is created in the same directory that contains the file Admin.ini. Do not use this switch with the <code>-s</code> or <code>-r</code> switches.
<code>-b</code>	Mailbox number - For example, <code>-b1234</code> where your mailbox is 1234
<code>-h</code>	Server name - For example <code>-hUMServer</code> where your System Server is UMServer
<code>-l</code>	Record device - Values are <i>s</i> for sound card and <i>t</i> for telephone
<code>-j</code>	Playback device - Values are <i>s</i> for sound card and <i>t</i> for telephone.
<code>-k</code>	Overrides the OKI driver install - Values are <i>y</i> for Yes and <i>n</i> for No.
<code>-l</code>	Auto-play setting - Values are <i>a</i> for Always, <i>u</i> for New/Unread and <i>n</i> for Never.
<code>-n</code>	Record Message Format - Values are <i>m</i> for Mu-Law, <i>a</i> for A-Law, <i>p</i> for Linear PCM, <i>d</i> for OKI ADPCM, and <i>g</i> for GSM 610
<code>-o</code>	Override personal settings always - Values are <i>y</i> for Yes and <i>n</i> for No
<code>-p</code>	Protocol - Values are <i>t</i> for TCP/IP and <i>n</i> for Named Pipes
<code>-u</code>	Extension - For example <code>-u1234</code> where your extension is 1234

-v	Administrator parameter file name - For example: -v <i>Admin.ini</i> (the default). This switch cannot be used to set the path where the file resides
-w	Record Non Message Format - Values are <i>m</i> for Mu-Law, <i>a</i> for A-Law, <i>p</i> for Linear PCM, <i>d</i> for OKI ADPCM, and <i>g</i> for GSM 610
-y	Client Install Path - For example -yc:\Program Files\UM
-s	Silent install - This should appear as the last command line argument
-f1	Full path to the response file, optionally including the filename - The response file is required for silent installs. A default response file is created for you during the administrator install and is always called <i>setup.iss</i> .
-r	Record a new response file - For example, <i>setup -r</i> goes through a user install and records all user interactions into a response file called <i>setup.iss</i> , which are located in the Windows directory.

As an example of how to use these arguments, assume that you want to install Unified Messaging under the following conditions:

- The name of your system server is *UMServer*.
- You are using TCP/IP protocol for the install.
- Your mailbox and extension are 1234.
- You want the telephone to be the default playback and record devices.
- You want to play all new and unread messages automatically.
- The message non-message audio formats are both •-Law.
- The default client install path is c:\UM.

For these conditions, you would use the following command line to start the install:

Setup -hUMServer -b1234 -pT -u1234 -iT -jT -kN -IU -nM -wM -yc:\UM