

MiCollab Advanced Messaging 9.3

Web Admin

System Administrator Guide

For version 9.3 and above

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Preface

This guide describes how to install and configure the MiCollab AM Web Admin and the Message Cache Manager.

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

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

To successfully implement MiCollab AM Web Admin in an organization, the assistance of the following individuals, who constitute the implementation team, is required:

- MiCollab AM system administrator
- Microsoft Windows Server administrator
- Web server administrator
- MIS/IT support staff

IMPORTANT Ensure each member of the implementation team receives a copy of this guide prior to the implementation of MiCollab AM Web Admin.

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** 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.

Frequently Used Terms

Table 1. 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 Server(s) interface with the System Server for the purpose of accessing messages, and database.</p>

Message Cache Manager (Recommended)

Prerequisites for installing MiCollab AM Web Admin

This section lists the installation requirements for successfully installing MiCollab AM Web Admin. Be sure to review and meet these requirements before continuing with the other procedures discussed in this document.

Web Server Installation Requirements

Be sure to review the following installation requirements to ensure that the correct files, versions, and Service Packs are installed on your web server.

Site Requirements

- TCP/IP-based connectivity between the web server and the MiCollab AM server
- TCP/IP network connectivity with the Message Cache Manager server (if deployed)
- MiCollab AM Web Admin and Message Cache Manager may run on the same physical platform or as VMware® virtual machines running on the same platform

Message Cache Manager Server Requirements

- Windows Server 2012 R2, Windows Server 2016 (Server with Desktop Experience), or Windows Server 2019 (Server with Desktop Experience)
- TCP/IP networking
- The firewall on the Message Cache Manager Server platform must have TCP port 18276 for unencrypted communication and port 18277 for SSL communication open so that MiCollab AM Web Admin can access the Message Cache Manager Server.
- The firewall must also allow port 18277 for SSL communication on the SOAP server.
- Message Cache Manager can run on the same server platform as MiCollab AM Web Admin, as a separate VMware virtual machine, on a separate stand-alone server, or on a shared server with available processing capacity.

Workstation Installation Requirements

Workstations must have access to the following software and capabilities to use MiCollab AM Web Admin. For more information, refer to the [Error! Reference source not found.](#) section. The following are the minimum requirements for client workstations running MiCollab AM Web Admin:

- Compatible web browser (refer to the [Error! Reference source not found.](#) section).
- Connection to the local area network (LAN) or to the World Wide Web via an Internet Service Provider (ISP).
- A phone or microphone/speakers to record or listen to voice messages.
- A fax viewer capable of displaying multiple-page TIFF documents, such as the XMediusFAX Viewer, the Microsoft Windows Picture and Fax Viewer, or Apple Preview for Mac.

NOTE To find a multiple-page TIFF viewer for a Linux-based workstation, consult the software package repository for the Linux distribution installed on the workstation.

Configuring the Firewall

If your organization maintains a firewall between its web-based servers and the organization's users, you must open the port addresses in the following table for MiCollab AM Web Admin to function correctly.

Table 2. Port Configuration Purposes

Port	Purpose
80	Primary HTTP port for the MiCollab AM Web Admin site
	NOTE If you specified a different HTTP port when you installed the web server, substitute port 80 with the port number you specified.
443	Secure HTTP (HTTPS) port
18277	Secure SOAP port

IMPORTANT If you are installing MiCollab AM Web Admin on an IIS server, you must go back to IIS Administration and start MiCollab AM Web Admin now.

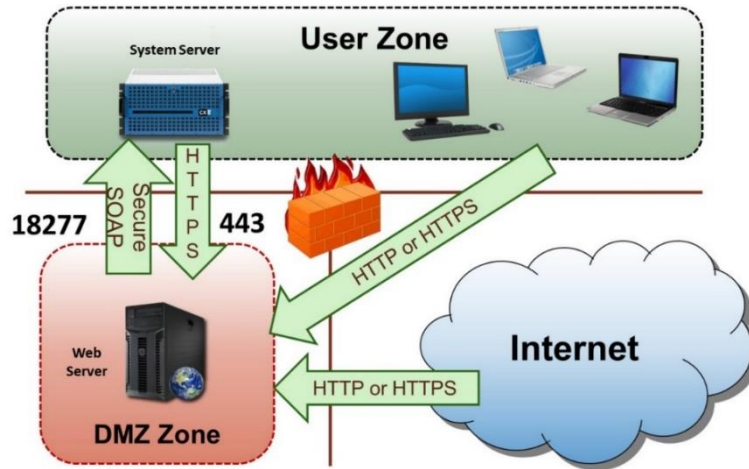


Figure 1. Firewall Setup Diagram

Installing MiCollab AM Web Admin

Mitel has designed MiCollab AM Web Admin to run on the AngularJS/Node.js platform; thus, there is an option to install MiCollab AM Web Admin when you install MiCollab AM. Updates occur when you update MiCollab AM. For information on how to install MiCollab AM, see the *System Installation and Configuration Guide*.

You can also perform a stand-alone installation using either Windows, Linux, or Darwin operating systems.

To install MiCollab AM Web Admin via the stand-alone installation:

- 1 Log on to the platform using a Windows Administrator account.
- 2 Insert the MiCollab AM Installation Media into the appropriate drive.
- 3 Do one of the following:

Table 3. Autorun Options

If autorun is...	Then...
Enabled	The MiCollab AM Installation Media menu appears. In the Server Components area, click MiCollab AM Web Applications (stand-alone) , and then follow the installation instructions on the setup wizard.
Not Enabled	<ol style="list-style-type: none">1. Double-click the start.hta file. The MiCollab AM Installation Media menu appears.2. In the Server Components area, click MiCollab AM Web Applications (stand-alone), and then follow the installation instructions on the setup wizard.

- 4 In the **Choose Destination Location** dialog box, specify the installation path or accept the default.
- 5 Click **Next**. If you are installing MiCollab AM Web Admin for the first time, proceed with **Step 6**. If you are upgrading MiCollab AM Web Admin, skip to **Step 12**.
- 6 In the **Web Application Selection** dialog box, select the **Web Admin** check box and click **Next**.
- 7 In the **MiCollab AM System Server Connection** dialog box, specify the location of the MiCollab AM System Server in the **Address** field. By default, the **Use Secure Connection** box is selected. This enables a secured connection between the MiCollab AM System Server and the Web Server.
- 8 Click **Next**. The **Application Server** dialog box appears.
- 9 In the **Application Server** dialog box, choose the connection and the port.
 - a If you choose **Use HTTP**, specify the **Port** or accept the default (8081 is standard protocol).

- b** If you choose **Use HTTPS**, specify the **Port** or accept the default (443 is standard protocol) and then enter the location of the **Key File** and **Certificate File** or click the **Browse** button to search for *.pem files.

NOTE The **Key File** and **Certificate File** require PEM format.

IMPORTANT If you plan to configure Single Sign-On (SSO), you must select **Use HTTPS**. See [Error! Reference source not found.](#) for more information.

- 10** Leave the **Network Address** field blank, or, if you want to specify a different network address, enter the address you want to use to connect to it.
- 11** Click **Next**. The **Start Copying Files** dialog box appears.
- 12** Click **Next**. MiCollab AM Web Admin installation begins.
- 13** Click **Finish** to complete the setup and exit the setup wizard.
- 14** Continue to the next section.