MiCollab
Solution Document - CloudLink

⋈ Mitel®

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1. ABOUT MITEL CLOUDLINK

CloudLink is Mitel's next generation Cloud platform, that enables Mitel to build and deliver advanced applications quickly and enhances select on-premise solutions with feature-rich cloud-based capabilities.

This document discusses CloudLink Chat integration with MiCollab.

1.1 CLOUDLINK INTEGRATION

Introduction of CloudLink Chat creates two choices for existing customers of MiCollab. These choices are to continue using legacy MiCollab Chat or migrate to CloudLink Chat.

CloudLink chat service provides an enhanced experience for all MiCollab users and can be integrated with MiCollab as of Release 9.0. The integration of CloudLink chat with MiCollab is done directly from MiCollab by the MiCollab administrator after a Mitel partner or counterparts (CloudLink administrators) creates customer site accounts for the MiCollab administrators.

The CloudLink chat integration with MiCollab provides the following benefits:

- CloudLink chat works in Server Independent Mode, which means that the chat functionality is active even when the MiCollab server is in the offline mode.
- CloudLink feature includes:
    - Sending attachments
    - Sharing locations
    - Reacting to messages with a set of emojis
    - Reply inline to specific messages
    - Sharing audio

Notes:

- ➢ CloudLink chat is not supported with legacy clients or users running earlier versions of MiCollab client (releases earlier to Release 9.0).
- ➢ At a time, either Legacy MiCollab chat or CloudLink chat will be enabled, not both.
- ➢ All peered servers must enable the CloudLink Chat & use the same CloudLink account for enabling the CloudLink chat between them.

For more information about CloudLink, see: https://mitel.help/latest/en
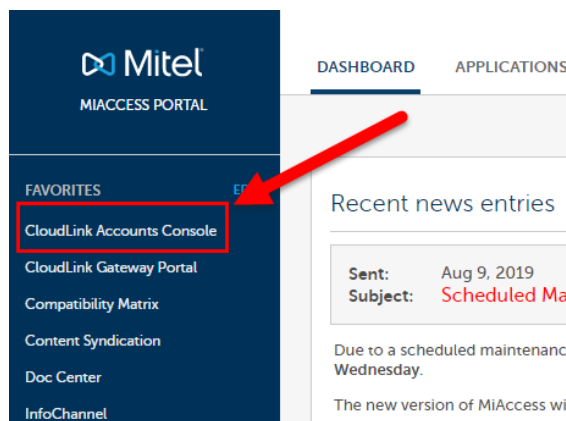
2. ABOUT CLOUDLINK ACCOUNTS CONSOLE

For CloudLink Chat, the Mitel Channel Partners are provided access to the CloudLink Accounts Console through the MiAccess portal. The details on how to create a CloudLink account on CloudLink Accounts Console is described in the procedure **2.1 To create a CloudLink Account on CloudLink Accounts Console.**

On the CloudLink Accounts Console, the Mitel partner or counterparts can create customer site accounts for the MiCollab administrators. An account administrator can add, delete, or edit users' information in the customer account. To enable the chat integration a MiCollab administrator must have administrator rights on a CloudLink account.

The following is a brief description of the procedure that a Mitel channel partner follows to create CloudLink accounts and account administrators.

2.1 TO CREATE A CLOUDLINK ACCOUNT ON CLOUDLINK ACCOUNTS CONSOLE

1. Log in to the MiAccess portal using your MiAccess credentials.

2. On the left tab, select **CloudLink Accounts Console**.

3. Create an account for the customer on CloudLink.
    o   For CloudLink based Chat, the CloudLink Account needs to integrate with MiCollab. Select the **MiCollab** setting from the CloudLink Account Console. When the CloudLink Account Console administrator selects the **MiCollab** setting, MiCollab Integration settings will automatically enable **Delegate Authentication**.
    •   For CloudLink based MiTeam Meetings integration, select the **MiTeam** setting from the CloudLink Account Console. When the CloudLink Account Console administrator selects the **MiTeam** setting, MiTeam Integration settings will also automatically enable **Guest Access**.

    Note: CloudLink Account Console administrators must not disable account privileges such as **Delegate Authentication** or **Guest Access** without any instruction from the support.

4. Once a site account is created, create an account administrator for the customer account. Please note that multiple administrators can be created for the same account.

Note: End-users will be added automatically from MiCollab during CloudLink activation.

5. A welcome email, with the account administrator's account information is sent to each account administrator. Account administrators must verify their name and set a password using **Finish building your account** option in the email body.

   Note: Take note of the Account Number which is provided in the welcome email as it will be used while activating the CloudLink integration on MiCollab.

6. MiCollab administrator must use the account information provided in the welcome email to access MiCollab Auth Portal and to activate the CloudLink integration.

   Note: If an account administrator has been mapped to different customer accounts, the **Account Number**, which is provided in the welcome email must be used to verify an account.

For more information about the CloudLink Accounts Console, see:
https://mitel.help/latest/en/cloudlink-accounts

3. CLOUDLINK CHAT INTEGRATION WITH MICOLLAB

The CloudLink chat integration with MiCollab is a two-step process. In the first step, a connection is established between CloudLink and MiCollab, and the MiCollab users are activated on the CloudLink platform. In the second step the CloudLink chat is activated for the MiCollab users.

## 3.1 TO ENABLE CLOUDLINK INTEGRATION

Prerequisite

As a MiCollab administrator, you can enable CloudLink Chat on the MiCollab Server if you have the credentials for your administrator account on the CloudLink Accounts Console. If you do not have the credentials, contact the Mitel channel partner. Also, ensure that the MiCollab server is in Integrated Mode.

See the section About **CloudLink Accounts Console**, for details on creating a CloudLink customer account and their administrators.

1. In the MiCollab Administrator portal, under **Configuration** click **MiCollab Settings**. On the right pane, the **MiCollab Settings** page opens.

2. Go to the **CloudLink Integration** tab and click the **Connect CloudLink** button. A confirmation message appears that you are being redirected to the Mitel Auth Portal for authentication.

   Note: Ensure that the web browser pop-up blocker is disabled. This is mentioned in the confirmation message which redirects to the Auth Portal.

   Note: Please note that the Internet Explorer browser is not supported. But if the Mitel Auth portal opens in an IE browser, the user should enable the **Protected Mode** (navigate to **Internet options>Security>Protected Mode**), otherwise the browser stops working after the credentials are entered and does not proceed with the authorization.
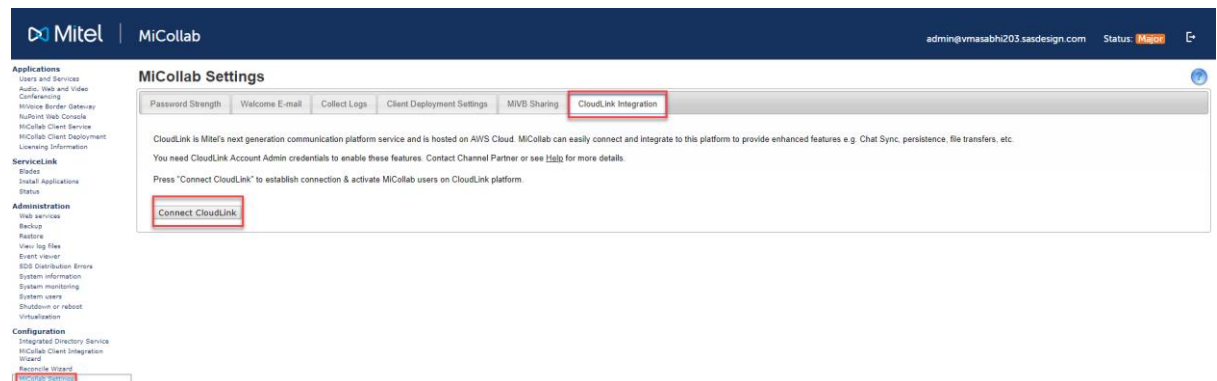
3. Click **OK** to proceed.

4. In the **Mitel Authorization Portal**, enter your CloudLink account administrator user name (as given in the welcome email that you received during CloudLink account creation) and then click **Next**.

   Optional step: If the same email address is used for two different customer accounts, then the administrator needs to specify the Account Number in the next step to confirm the authentication in order to sign in.

5. Enter the CloudLink account administrator password and click **Next.**
   The authentication process begins.

   When the authentication is completed successfully, as indicated in the authentication status, MiCollab automatically starts the process of activating all the MiCollab users within the CloudLink portal (under associated accounts).

   Note: When the authentication fails for reasons such as – auth portal pop-up timeout, token generation failed in the background, administrator closed portal pop-up during the process, or no response from portal due to network issues, the error status notifies that the authentication has failed. The administrator should refer the **Failed User Report** under Troubleshooting section and see if he can resolve the error and then, repeat the steps of this procedure from Step 2.

6. When the authentication process is completed, MiCollab server automatically starts the process of activating all MiCollab users on CloudLink portal.

   The MiCollab administrator can monitor the progress on the number of failed and successful users activated from the **CloudLink Activation Summary.**

   Note: If there are any users who are on two different peered servers, but have the same email address, they will be treated as a single user on CloudLink.

   Note: After the integration is complete, the users who are configured within MiCollab Server but not configured within MiCollab Client Deployment application are not automatically synced (**Deployment Profile** status **Un-Deployed**). In such cases, import the users into the MiCollab Client Deployment application by performing a manual import function (**MiCollab Client Deployment** > **Import Users**) or deploy the users manually from **MiCollab Server Manager** > **Applications** > **Users and Services**.

FAILED USER REPORT

When the activation of certain users fails, the MiCollab administrator can view the list of users for whom it failed and the reasons for the failure by downloading the **Failed User Report**, from the **CloudLink User Activation Summary.** After reviewing the report, the administrator can apply the steps described in the section **Troubleshooting** for resolving the errors.

If any of the users have failed the activation steps, either during the initial integration process, or for any users who were added later, this warning message will appear:

Note: After reviewing the **Failed User Report** and resolving the errors, it is recommended that the MiCollab administrator closes this warning message, so that any future appearance of the warning will highlight that new users have failed to activate.

3.2 FIREWALL AND PROXY EXCEPTIONS

For CloudLink chat, at network firewall level, certain firewall related exception must be considered. The network firewall must allow access to CloudLink URLs on mitel.io (https on port 443). These URLs *(*.mitel.io/*)* should be reachable from the following:
- MiCollab Server
- Admin PC used to access the MiCollab Server for enabling CloudLink integration, which are used for opening the MiCollab Administrator Portal
- End-user PCs and mobile devices where the MiCollab end-user client is running
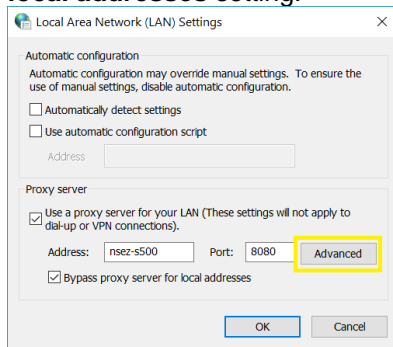
Proxy exceptions list

If your organization uses a web proxy, the web proxy might block connections to the CloudLink URLs. Therefore, you may need to add the CloudLink server address to your proxy exceptions list. To add the server to your proxy exceptions list:
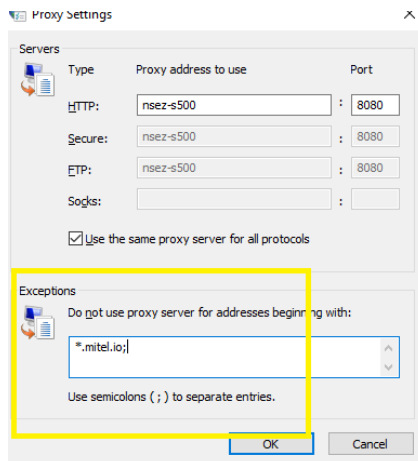
1. From Control panel, select **Internet Options**.

2. Under **Connections** tab, select LAN settings.
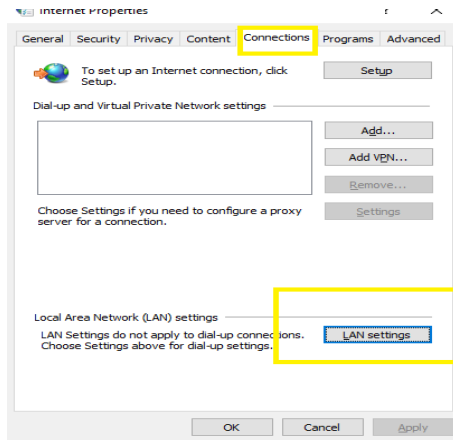
3. Enable the **Use a proxy server for your LAN** setting.

4. Enter the proxy address and the Port number and enable the **Bypass proxy server for local addresses** setting.

5. Click **Advanced**.

6. Add *.mitel.io* in the Proxy Exceptions list box.

7. Click **OK**.

3.2 TO ENABLE AND DISABLE CLOUDLINK CHAT

Once user activation is done, proceed to the next step and click the **Enable CloudLink Chat** button to start CloudLink Chat for the activated MiCollab users.

Enabling CloudLink chat automatically disables Legacy MiCollab chat. All existing Legacy MiCollab chats will be archived and will be available to users as read-only.

Notes:

➢ CloudLink chat is not supported for failed users (failed due to the reasons stated in the troubleshooting table), users with legacy clients or users running earlier versions of MiCollab client (releases earlier to Release 9.0).

➢ Only one MiCollab chat solution may be enabled at a time, either Legacy MiCollab chat or CloudLink chat will be enabled, and not both. CloudLink chat between peer servers will not work if CloudLink chat is not enabled on all servers or if the servers are not using the same CloudLink account.

The **Disable CloudLink Chat** option disables CloudLink chat for MiCollab users. Disabling CloudLink chat for MiCollab users will automatically re-enable Legacy MiCollab chat for the users.

Note: It is recommended that the operations of enabling or disabling CloudLink chat be done outside of working hours, because the process might impact the server performance.

3.3 TO DEACTIVATE CLOUDLINK INTEGRATION

The **Disconnect CloudLink** option terminates the connection between the CloudLink platform and the MiCollab and disables the CloudLink features for all MiCollab users. To re-connect to CloudLink Platform, you must enable CloudLink integration from the MiCollab Administrator portal. See, Procedure **3.1 To enable CloudLink Integration**.

The MiCollab administrator can reconnect to CloudLink chat as long as the CloudLink account created for CloudLink chat integration with MiCollab has not been deleted by the CloudLink administrator from the CloudLink Accounts Console.

Notes:
  ➢ When the CloudLink integration is disconnected, the account details, user details, and chat history remain preserved in the Cloud. If desired, the CloudLink administrator can delete the user information from the Cloud through the **CloudLink Accounts Console.**
  ➢ MiCollab application does not delete the users from **CloudLink Accounts Console**. Deletion of users from CloudLink Accounts Console can only be done by the CloudLink Site Account/Partner administrator.
  ➢ To deactivate or delete the CloudLink account information, customers will need to contact their Mitel Channel Partners. Account deletion will delete all the users' information (including their chats) from the CloudLink account.
  ➢ CloudLink user account information and chat history are encrypted and stored securely in the Cloud. To retrieve the chat history of one or more users, the partner or authorized administrator can make a request to Mitel Support in compliance with GDPR or local laws.

3.4 TO RE-ESTABLISH CLOUDLINK CONNECTION

The CloudLink connection tokens are preserved securely in the MiCollab server. In error conditions or when the connection tokens are lost, the following warning message is displayed.

Warning : Connection to CloudLink has lost, Chat services might be impacted. Please reestablish it by (Clicking here)

(Close)

To re-establish the connection, the account administrator must login again using CloudLink administrative account credentials.

3.5 TROUBLESHOOTING

General CloudLink Failures

Problem	Possible Reason	Resolution
Chat conversation of one user visible to another user	Two accounts are created with the same email address. For example, if two accounts, say a personal account and an IP console have the same email address, then the users using the IP console would see the chat conversation of the personal account and vice versa.	Use a separate email address for two different accounts which is not used by any other user in the setup. Accounts with the same email address would be treated as a single chat account.
User created without a primary email address	**Multiple user accounts are created using the same primary email address**. For example, if a MiTeam guest user exists on MiCollab Client server with primary email (for example, john@xyz.com), then you create a MiCollab user on MiCollab Server with the same primary email. This will create a user on MiCollab Client server but without a primary email for the user. This happens because the same primary email is being used for another account (MiTeam guest user account). This impacts all the features which depend on primary email, such as, CloudLink Chat, MiTeam, and so on.	1. Delete the MiTeam guest user account from **Applications** > **MiCollab Client Service** > **Configure MiCollab Client Service** > **Account** tab. 2. Delete and recreate the user on MiCollab from **Applications** > **Users and Services** tab.

Failed User Report

The section below addresses the errors in the Failed User Report (csv import) which occurs as a result of the activation failure, where the user accounts fail to get added to the CloudLink and the possible corrective action for each failure.

The MiCollab administrator can view the list of failed users and download the Failed User Report. See section **Failed user report** for more information.

For any other issues, contact the Mitel Support with issues and log details.

Failure reason/ Error in CSV Report	Corrective action
CloudLink Error - 500, <Email address is invalid>	Invalid email address provided at the time of user creation. CloudLink validates email addresses through third-party verification tool and rejects the email address which is not reachable. Check and update the correct email address of the user on MiCollab. Once the correct email address is provided, the MiCollab server will auto-trigger the user activation in CloudLink. **Note:** The email address must be reachable from Internet upon creation of the user in CloudLink.
CloudLink Error - 500, <Internal server error>	Click the **Retry Failed User** button available under **MiCollab Setting > CloudLink Integration**.
UCA Error - 400, <Validation Error: User info must not be empty>	Check and update the user's first name, last name and email address in MiCollab Client Service. Click the **Retry Failed User** button available under **MiCollab Setting > CloudLink Integration.**
UCA Error - 400, <Validation Error: Primary Email missing>	Check and update the user's primary email address in MiCollab Client Service. Click the **Retry Failed User** button available under **MiCollab Setting > CloudLink Integration.**
UCA Error - 500, No user found with email: <email_address>	Check and update the user's email address in **MiCollab Client Service**. Click the **Retry Failed User** button available under **MiCollab Setting > CloudLink Integration.**
UCA Error - 500, Multiple users found with email: <email_address>	Check number of users associated with the email address in **MiCollab Client Service**. Only one user should be associated with one email address. Please delete the other users with similar email address and retain only one valid user. Click the **Retry Failed User** button available under **MiCollab Setting > CloudLink Integration.**
UCA Error - 500, *<THIS STRING WILL VARY BASED ON THE EXCEPTION SCENARIO>*	Restart the **MiCollab Client Service** and click the **Retry Failed User** button available under **MiCollab Setting > CloudLink Integration.**
SAS Error – User's Email/UC service not available.	Check and update the email address and login ID of the user on MiCollab. Once the email address is provided, the MiCollab server will auto-trigger the user activation in CloudLink.

4. MICOLLAB CLIENT

4.1 CLOUDLINK CHAT FROM AN END-USER PERSPECTIVE

For detailed information on CloudLink Chat, see *MiCollab Client Online Help* in the MiCollab Client.

- **CloudLink chat**

  The CloudLink chat UI supports several new features introduced for sending, receiving, and displaying messages. The features include:
  - o Sending attachments
  - o Sharing locations
  - o Reacting to messages with a set of emojis
  - o Reply inline to specific messages
  - o Sharing audio

- **Chat provider change**

  When CloudLink Chat is enabled for Legacy MiCollab chat users, the client displays an alert informing the users that their chat provider has changed. The users can now use CloudLink chat, and the Legacy MiCollab chat will be disabled for the users. All legacy MiCollab chats will be archived and will be available to users as read-only under the Chat tab.

- **Chat Presence change**

  The CloudLink chat will function even when the MiCollab server is in the offline mode. This enables the users to be always available for instant messaging. The CloudLink server will store the offline messages, which are downloaded once the users launch the CloudLink chat.