



**NetVanta Unified Communications**

**NetVanta Unified Communication Server**

**Configuration Guide**

**Version 5.5**

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## Conventions

 **NOTE** *Notes provide additional useful information.*

 **CAUTION** *Cautions signify information that could prevent service interruption or damage to equipment.*

**WARNING** *Warnings provide information that could prevent injury or endangerment to human life.*

Below is a list of naming conventions used in this document. The first example shows the naming convention used for the first occurrence; the second example shows the naming convention used for subsequent occurrences.

Type	Convention Example
Operating System*	Microsoft <sup>®</sup> Windows Server <sup>®</sup> 2008 operating system version R2 or later <b>or</b> Windows Server 2008 R2 or later
Server Software	NetVanta Unified Communications Server software <b>or</b> NetVanta UC Server software NetVanta Unified Communications Live Attendant Server or Live Attendant Server
Client Software	NetVanta Unified Communications Client software <b>or</b> NetVanta UC Client software NetVanta ucCompanion Desktop Presence client software <b>or</b> ucCompanion NetVanta ucCompanion Live Attendant or Live Attendant NetVanta ucCompanion Soft Phone or Soft Phone
Hardware	Server computer - the computer on which the server software is installed. Client computer - the computer on which the client software is installed.
NetVanta Unified Communication Products	NetVanta Unified Communications Server <b>or</b> NetVanta UC Server NetVanta Business Communications System <b>or</b> NetVanta BCS NetVanta Enterprise Communications Server <b>or</b> NetVanta ECS NetVanta Business Application Server <b>or</b> NetVanta BAS NetVanta UC Live Attendant Server or Live Attendant Server
* Other operating systems may be mentioned in this document. They will follow a format similar to the one provided.	



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# 1 Server Configuration Guide

## Introduction

This guide is written for installers to configure the NetVanta Unified Communications Server at the customer site. It assumes that you have experience installing and programming PBXs and voicemail systems. It does not assume extensive knowledge of computer networks.

Before you run the NetVanta UC Server Configuration Wizard, make sure you follow all the instructions in the *NetVanta Unified Communications Software Installation Guide* available on ADTRAN's Support Community at <https://supportforums.adtran.com> (article number 4394).

This guide covers the following main topics:

- *Preparing to Start the Server Configuration Wizard on page 7*
- *Starting the Server Configuration Wizard on page 10*



For additional ADTRAN documents, refer to the ADTRAN Support Community at <https://supportforums.adtran.com>.

## Preparing to Start the Server Configuration Wizard

Before you start the NetVanta UC Server Configuration Wizard, you can further prepare your system by doing the following:

- *Obtaining Network and Security Information on page 7*
- *Verifying Requirements and Recommendations on page 7*
- *Incorporating the Server into the Customer Domain on page 8*
- *Gathering Server Configuration Wizard Information on page 9*
- *Creating an Authorization Store to Enable Active Directory Roles on page 9*

## Obtaining Network and Security Information

Obtain network and server information from the customer prior to configuration, such as service accounts and administrative passwords.

For security reasons, some customers might be reluctant to provide passwords and network information in this manner. If that is the case, the customer should make sure that this information is readily available when you arrive on site to do the configuration.

## Verifying Requirements and Recommendations

The NetVanta UC Server application runs on the following operating systems:

- Microsoft Windows Server 2008 (x86, x64)
- Microsoft Windows Server 2003 R2 SP2
- Microsoft Windows Server 2003 SP1, SP2
- Microsoft Windows Small Business Server 2003 SP1 or later



*Deployment on Server Core or Hyper-V is not supported.*

To ensure security, NetVanta UC Server accounts are given minimal permissions on the computer. The Server must be installed onto an NTFS partition on this server computer to make sure that proper security is in place.

The Exchange Server and NetVanta UC Server computer must be members of the same Windows domain.

Consult the NetVanta UC Server support website for additional up-to-date application or configuration notes. NetVanta UC Server



*It is **not** recommended that you run NetVanta UC Server and the Exchange Server on the same system.*

## Incorporating the Server into the Customer Domain

Incorporating the NetVanta UC Server into the customer domain is required for Active Directory and Microsoft Exchange integration.

### To incorporate the NetVanta UC Server

1. On the desktop, right-click **My Computer**.
2. Select **Properties**.
3. Select the **Computer Name** tab.
4. Select the **Change...** button.
5. In the Member of section, select **Domain**, and enter the domain name.



*You require a domain administrator user name and password to complete this procedure.*



## Gathering Server Configuration Wizard Information

The NetVanta UC Server Configuration Wizard provides a step-by-step guide for configuring your server. The Server Configuration Wizard is customized to configure the server according to the needs of your particular network configuration.

It is recommended that you have the information ready that you might need before you start the wizard. You need to know the following:

<b>Message store type</b>	Local only or Local and Exchange or Lotus Notes/IMAP
<b>Computer names</b>	Includes Networking information and computer names
<b>Server Account</b>	The dedicated account for running the Server
<b>Microsoft Exchange names</b>	Microsoft Exchange Server computer name Mailbox name for Service Account
<b>NetVanta UC Server administrator password</b>	The password that is used to configure the system. The default administrator login name is “admin.”
<b>PBX type</b>	Avaya Communication Manager or DEFINITY, Merlin Magix, Nortel Norstar, IP Office or generic analog
<b>CTI link options (Merlin Magix)</b>	Used to configure advanced PBX integration for calling line ID
<b>Port Name and Identity</b>	Used to configure all the ports that are connected to the PBX
<b>User information</b>	Used to create and configure all the user accounts
<b>Email configuration</b>	Used to configure the services when sending notification by email. If you do not have Exchange, you can configure an SMTP Server for email notification.

## Creating an Authorization Store to Enable Active Directory Roles



*Creating an authorization store is an optional step that applies to NetVanta UC Server installations that are integrated with Active Directory. You can skip this step if you are configuring NetVanta UC Server as stand-alone.*

The authorization store is typically created *prior* to running the Server Configuration Wizard.

The following conditions must be satisfied in order to create an authorization store:

- The NetVanta UC Server computer platform must be integrated with the customer’s network.
- The NetVanta UC Server Active Directory account must already be created on the customer’s domain.
- The user creating the authorization must be authenticated with the domain.

If users were already created prior to creating an authorization, the administrator must assign a role to each configured Windows User. Users added after the authorization store is created have a default role Standard User assigned to their user profile.



*If you have already followed the instructions in the **NetVanta Unified Communication Server Planning and Deployment Guide** for creating an authorization store, then you do not need to repeat the same steps below.*

### To create an authorization store

1. Log in to the NetVanta UC Server computer as a domain administrator.
2. Select **Start > Run > CMD** to launch a CMD window.
3. Navigate to the NetVanta UC Server installation directory:  
`\ADTRAN\NetVanta UC Server\bin`
4. Type the following:  

```
manageazman +createxmlstore +admin <DOMAIN>\<NetVanta UC Server  
SERVICE ACCOUNT>
```
5. Stop and restart the NetVanta UC Server application service by doing the following:
  - Open the service control panel application.
  - Restart the service named **NetVanta UC Server Application Services**.



*You can create the custom authorization store at any time, before, during or after installation. However, any Active Directory users and their associated authentications will have to be modified to include a role from the role list. Consult the **NetVanta Enterprise Communications Server Administrator Guide** for details on how to change the authentication role for individual user authentications.*

## Starting the Server Configuration Wizard

### Login Requirements

Make sure that a computer account is created in the customer's network. If you are integrating with Microsoft Exchange, make sure that you are logged on as a domain user that has:

- Domain administrator privileges—must be able to add users to the domain
- Exchange Server administrator privileges—must be able to create mailboxes and set permissions on the Exchange Server

### Server Configuration Wizard Overview

The Server Configuration Wizard consists of several wizards that each become available after the successful completion of the previous wizard. The wizards are listed below:

1. *Product Licensing Wizard on page 11* — enter your product and license key information
2. *Windows Network Integration Wizard on page 11* — configure Windows Firewall, service account, and service connection point
3. *Communication Systems Wizard on page 11* — configure your communications systems
4. *Business Continuity on page 12* — configure the server's Business Continuity role
5. *Messaging Systems on page 15* — select message store type and configure accounts
6. *Users on page 22* — add new or import existing users
7. *Final System Configuration on page 29* — configure email notification system; create default user, operator and default mailbox; specify dialing rules and location; specify the system default voice

### To start the Server Configuration Wizard

Select Windows **Start > Programs > NetVanta UC Server > Server Configuration Wizard**. The main wizard screen guides you through the rest of the configuration.

## Product Licensing Wizard

Run this wizard to specify your product and license key information for NetVanta UC Server. You can paste the product and license key, and the machine ID, into the appropriate wizard boxes. The product key is provided with the product media. To obtain a license key, contact ADTRAN support at <http://adtran.com/support>.



*The view of the NetVanta UC Server Configuration Wizard changes after entering a license key for NetVanta UC Server Standard Edition, as only those items applicable to the Standard edition are visible.*

## Windows Network Integration Wizard

You can configure your Windows account to work with NetVanta UC Server. Create a service account: assign permissions to the directory, and assign the account to NetVanta UC Server.

Create a service connection point. A service connection point is an advertised name that can be used to locate NetVanta UC Server. When you start UC Client for the first time, the service connection point contains the name and IP address of the NetVanta UC Server. The user does not have to type a name, the name automatically appears in the list.

## Communication Systems Wizard

You can define and configure new communication systems. Select a communication system type from the list provided. The communication systems listed have the required hardware and a valid license. You cannot create a communication system that is invalid.

You can select an existing PBX, which you can connect to NetVanta UC Server through a Dialogic Media Gateway. For a list of PBXs supported by Dialogic, and for gateway configuration information, refer to the

Dialogic website at [www.dialogic.com](http://www.dialogic.com). For more information on configuring the gateway to connect NetVanta UC Server to an existing PBX, refer to *Configuring the Dialogic Media Gateway* technical note, available on ADTRAN's Support Community at <https://supportforums.adtran.com> (article number 2681).

The options that are available depend on the communications system type selected, but may include configuring message waiting, configuring the CTI link, selecting and configuring ports, and selecting a network adapter for the communication services.

The Port Configuration page allows you to choose a device ID, to enable and attach a name and an extension number to.

## Business Continuity

From the Business Continuity Wizard, you can configure the role of the NetVanta UC Server in the Business Continuity solution.



*The Business Continuity Wizard is only available if you have purchased a Business Continuity license key.*

You can configure the server role as either Standalone, Primary, or Secondary. The Standalone role is used when the NetVanta UC Server is not a part of a Business Continuity solution. The Primary role is used when the NetVanta UC Server is the Primary server in a Business Continuity solution. The Secondary role is used when the NetVanta UC Server is the Secondary server in a Business Continuity solution.

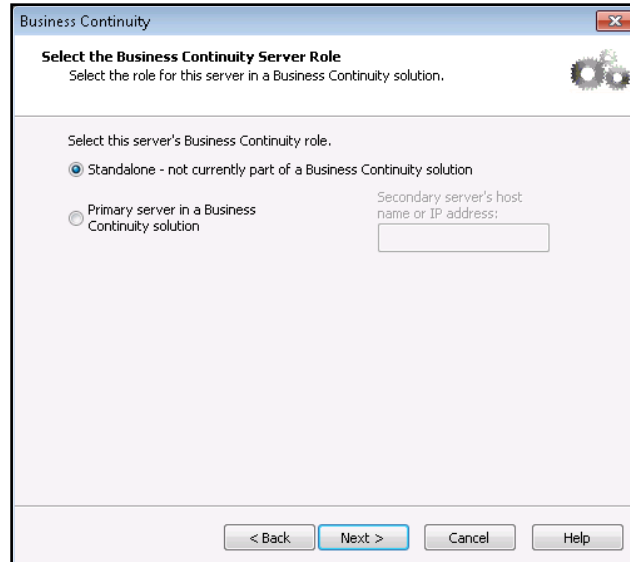
How the server is licensed in the Business Continuity solution determines the server roles available in the Business Continuity Wizard. If the server being configured is licensed as a Primary server, you have the option to configure the server as a Primary server or Standalone server. If the server being configured is licensed as a Secondary server, you have the option to configure the server as a Secondary server or Standalone server.



*For more information on installing a Business Continuity solution, please refer to the NetVanta UC Server Business Continuity Installation Guide available from ADTRAN's support community (<https://supportforums.adtran.com>).*

## To configure the server as a Standalone server

1. Select the **Standalone** radio button. If the server is configured as a Standalone server, no Primary or Secondary server can be configured. This role should be selected when Business Continuity is not being used.

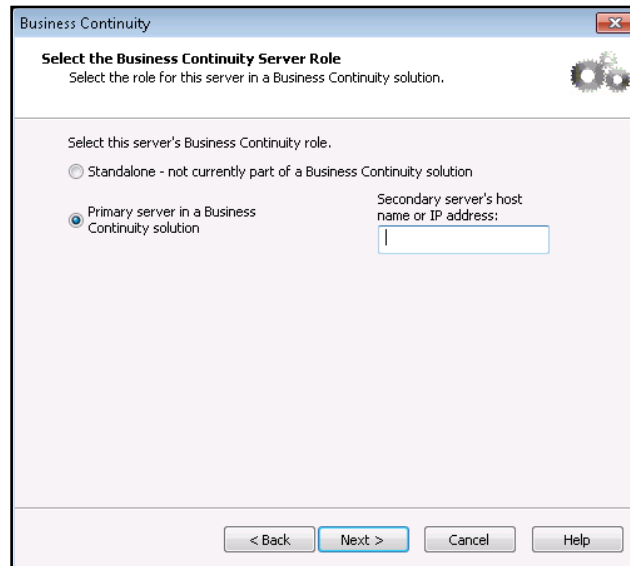


The screenshot shows a window titled "Business Continuity" with a close button in the top right corner. The main heading is "Select the Business Continuity Server Role" with a sub-heading "Select the role for this server in a Business Continuity solution." and a gear icon. Below this, it says "Select this server's Business Continuity role." There are two radio button options: "Standalone - not currently part of a Business Continuity solution" (which is selected) and "Primary server in a Business Continuity solution". To the right of the second option is a text input field labeled "Secondary server's host name or IP address:". At the bottom of the window are four buttons: "< Back", "Next >" (highlighted with a blue border), "Cancel", and "Help".

2. Select **Next**, a summary page will appear.
3. On the summary page, review the Business Continuity role selection for the server. Then, select **Submit** to accept the configurations.
4. Once the wizard has configured the server's Business Continuity role, select **Next** to exit the wizard.

## To configure the server as a Primary Server

1. Select the **Primary Server in a Business Continuity solution** radio button, and enter the Secondary server's host name or IP address in the provided field.

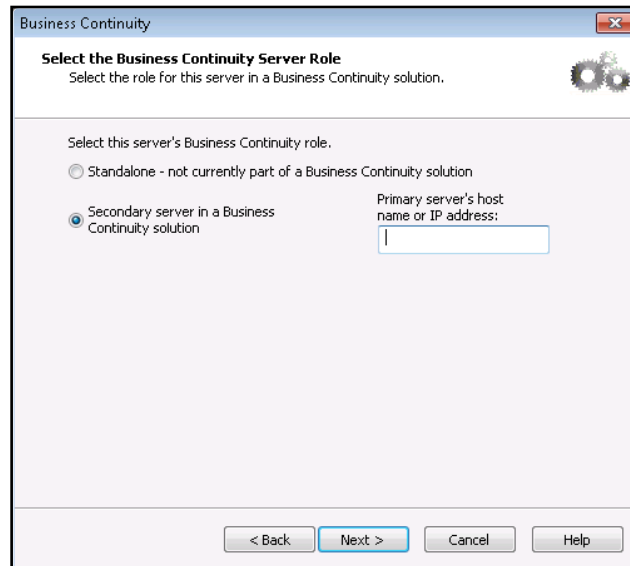


The screenshot shows a window titled "Business Continuity" with a close button in the top right corner. The main heading is "Select the Business Continuity Server Role" with a sub-instruction: "Select the role for this server in a Business Continuity solution." Below this, there is a section titled "Select this server's Business Continuity role." with two radio button options: "Standalone - not currently part of a Business Continuity solution" and "Primary server in a Business Continuity solution". The second option is selected. To the right of the selected option is a text input field labeled "Secondary server's host name or IP address:". At the bottom of the window are four buttons: "< Back", "Next >", "Cancel", and "Help".

2. Select **Next**, a summary page will appear.
3. On the summary page, review the Business Continuity role selection for the server. Then, select **Submit** to accept the configurations.
4. Once the wizard has configured the server's Business Continuity role, select **Next** to exit the wizard.

## To configure the server as a Secondary Server

1. Select the **Secondary Server in a Business Continuity solution** radio button, and enter the Primary server's host name or IP address in the provided field.



The screenshot shows a window titled "Business Continuity" with a close button in the top right corner. The main heading is "Select the Business Continuity Server Role" with a sub-instruction: "Select the role for this server in a Business Continuity solution." Below this, there is a section titled "Select this server's Business Continuity role." with two radio button options: "Standalone - not currently part of a Business Continuity solution" and "Secondary server in a Business Continuity solution". The second option is selected. To the right of the second option is a text input field labeled "Primary server's host name or IP address:". At the bottom of the window are four buttons: "< Back", "Next >", "Cancel", and "Help".

2. Select **Next**, a summary page will appear.
3. On the summary page, review the Business Continuity role selection for the server. Then, select **Submit** to accept the configurations.
4. Once the wizard has configured the server's Business Continuity role, select **Next** to exit the wizard.

## Messaging Systems

Use the Messaging Systems Wizard to select a message store type, such as Microsoft Exchange Server, an Internet Message Access Protocol (IMAP) server, or a Simple Mail Transfer Protocol (SMTP) server, and to configure the message store account. For more information about configuring the desired message store account, refer to the following sections:

- [Configuring Microsoft Exchange Server on page 15](#)
- [Configuring Microsoft Exchange Server EWS on page 19](#)
- [IMAP Server on page 20](#)
- [SMTP Server on page 21](#)

## Configuring Microsoft Exchange Server

When configuring Microsoft Exchange Server, there are several options available to consider. The following sections describe these options.

### Selecting the Exchange Server version

NetVanta UC Server can connect to several versions of Microsoft Exchange Server. NetVanta UC Server version 5.1.0 automatically detects the version of the Exchange Server connected to the NetVanta UC

Server and configures the connection settings accordingly. However, you can manually override the Exchange Server version selected by NetVanta UC Server using the **Version** drop-down menu of the **Configure Exchange Server** window.



*Each time NetVanta UC Server connects to Microsoft Exchange Server it will detect the Exchange Server's version. If the version of Microsoft Exchange Server selected in NetVanta UC Server does not match the version detected, an error is logged. If the detected version of Microsoft Exchange Server is later than the current configuration, then the later version will be used for connectivity settings. For more information on how to access error logs, refer to [Using Logs in the NetVanta UC Server](#) available on ADTRAN's Support Community at <http://supportforums.adtran.com> (article number 2605).*

### Connecting to Exchange Server 2010

The Client Access server (CAS) role was introduced in Exchange Server 2007 to accept client connections to services such as Outlook Web Access. Nevertheless, NetVanta UC Server (and other exchange clients) connect directly to the Mailbox server via Messaging Application Programming Interface (MAPI).

In Exchange Server 2010, the RPC Client Access service was introduced to allow the CAS to handle all MAPI connections. Instead of Exchange clients (including NetVanta UC Server) connecting to the Mailbox server directly, they must connect to the CAS via MAPI to access the Mailbox server. Because NetVanta UC Server integrates with Exchange Server using MAPI, this change can affect which physical server should be designated as the **Server** when configuring an Exchange Server 2010 connection in NetVanta UC Server. You must designate a physical server that hosts the CAS role as the **Server**. If, for example, the CAS role and Mailbox server role are hosted on separate physical servers, the server hosting the CAS role should be designated as the Exchange Server. If multiple physical servers host the CAS role in a CAS array, any one of these servers can be designated as the **Server** when configuring the connection.



*NetVanta UC Server does not provide failover for Microsoft Exchange Server configurations with CAS arrays. If the CAS server designated as the **Server** fails, NetVanta UC Server will not redirect to another CAS server in the array.*

### Connecting to Exchange Server 2013

In Exchange Server 2013, the CAS role solely provides authentication and proxy redirection for client connections. As of version 5.5.0, NetVanta UC Server uses Remote Procedure Call (RPC) over Hypertext Transfer Protocol (HTTP) to connect to the CAS in Exchange Server 2013. Consequently, when adding an Exchange Server 2013 to the NetVanta UC Server system, no **Server** is specified.

### Configuring message delivery

When you configure Exchange Server, you can set the system-wide message delivery mode to determine whether voice and fax messages are sent from the system mailbox or are stored directly in users' mailboxes. This setting affects whether:

- User defined message rules in Microsoft Outlook® or Microsoft Exchange Server are applied.
- Messages are sent to third-party applications such as BlackBerry® Enterprise Server.
- The caller's phone number appears in the From line of the message.



The message delivery modes are as follows:

**Send messages from system mailbox**

Voice and fax messages are sent from the system mailbox. This mode has the following effects:

- Any user defined message rules set in Outlook or Exchange Server are applied. For example, a user's rule might direct messages from a particular contact to a specific folder.
- Messages are sent to any third-party applications such as BlackBerry Enterprise Server.
- The message appears to be from the system mailbox, and the From line does not include the caller's phone number.

**Impersonate caller and store to mailbox**

Voice and fax messages are stored directly in the user's mailbox, rather than being sent. This mode has the following effects:

- User defined message rules in Outlook or Exchange Server are not applied. For example, a user's rule directing messages from a particular contact to a specific folder is not applied.
- Messages are not sent to any third-party applications such as BlackBerry Enterprise Server.
- The From line includes the caller's phone number, or the caller's name from a contact that matches the phone number.

**Synchronizing message waiting indicators for messages accessed through the Web or mobile devices**

You can configure Exchange Server to monitor users' mailboxes to determine when a new message arrives or is read, or when a message is marked as read or unread. The advantage is that when a user accesses their voicemail messages through Microsoft Outlook Web Access or a mobile device, the NetVanta UC Server adjusts the message waiting indicator on the user's phone accordingly (to turn it on or off). Without mailbox monitoring, the NetVanta UC Server is unaware when a user accesses their voicemail messages through Outlook Web Access or a mobile device. For example, even after a user has accessed all their new messages, the message waiting indicator on their desk phone may continue to flash.

However, mailbox monitoring can negatively impact system performance. Therefore, you may want to enable mailbox monitoring only for those users who require it.

The mailbox monitoring options are as follows:

**Enable mailbox monitoring**

Opens the Exchange Server mailboxes of selected users at system start up. The NetVanta UC Server monitors each mailbox for changes such as a new message has arrived or is read, or a message is marked as read or unread. This applies only to the Inbox; other folders are not monitored. When a user accesses messages through Outlook Web Access or a mobile device, depending on the message waiting indicator (MWI) settings selected, the MWI turns on or off accordingly.

**Default setting for users** If mailbox monitoring is enabled, then this mode turns mailbox monitoring for users on or off by default.



*Mailbox monitoring works in conjunction with the MWI options set. For example, the MWI options determine if the message waiting indicator is turned off when the first message is read, or when all new messages have been read.*



*Mailbox monitoring could negatively impact system performance. Mailbox monitoring increases the traffic between the Exchange Server and the NetVanta UC Server. On systems with more than 100 users, system design and engineering must consider the increased load of mailbox monitoring on the Exchange Server. Monitoring more than 500 mailboxes requires careful consideration and should not be done without a slow roll-out procedure to validate the performance of both Exchange Server and NetVanta UC Server in the specific customer environment. If your Exchange Server is at or near maximum capacity, then you may want to disable mailbox monitoring.*

### Configuring a Microsoft Exchange Server Message Store

To configure a Microsoft Exchange Server message store, follow these steps:

1. Select **Microsoft Exchange Server** in the **Select Messaging Servers** window and select **Next**. The **Configure a Microsoft Exchange Server** window will appear.
2. Use the **Select the Exchange Server** drop-down menu to select an Exchange Server that has been detected by NetVanta UC Server. If the server name does not appear in the list, a server name can be entered in the field. The server name is the name of the physical Exchange Server to which the NetVanta UC Server will be connected. If you are adding a Microsoft Exchange Server 2010 (including service pack versions), you must select a server with the CAS role. Refer to [Connecting to Exchange Server 2010 on page 16](#) for information on selecting the appropriate Microsoft Exchange Server 2010 server.



*If Microsoft Exchange Server 2013 is auto-detected or manually selected for the **Version**, the **Select the Exchange Server** option is disabled and cannot be changed without first manually selecting a different Exchange Server **Version**.*

3. If the version of the selected Exchange Server differs from the version in the **Version** field, use the drop-down menu to select the appropriate version of Microsoft Exchange Server. You may receive one of the following error messages when manually selecting the version of Microsoft Exchange Server:

- Selected version differs from autodetected version
  - The selected Exchange server has changed and no longer reflects the existing home mailbox configuration for the service account.
4. In the **Mailbox** field, enter the Microsoft Exchange Server mailbox name for the NetVanta UC Server service account. This mailbox is the Microsoft Exchange Server mailbox that has special access privileges in Exchange Server.



*If the service account has a mailbox defined for it in Active Directory, the associated mailbox name displays automatically and cannot be changed.*



*If Microsoft Exchange Server 2013 is auto-detected or manually selected for the **Version**, the **Mailbox** option is disabled and cannot be changed without first manually selecting a different Exchange Server Version.*

5. In the **Message delivery mechanism** section, select one of the following options:

**Send messages from system mailbox**

Voice and fax messages are sent from the system mailbox.

**Impersonate caller and store to mailbox**

Voice and fax messages are stored directly in the user's mailbox, rather than being sent.

6. Select the **Enable mailbox monitoring** checkbox if you want to enable mailbox monitoring for specific or all users.

**Enable mailbox monitoring**

Opens the Exchange Server mailboxes of selected users at system start up. The NetVanta UC Server monitors each mailbox for changes in new message status, and depending on the MWI settings, adjusts the MWI accordingly.

**Default setting for users**

If **Enable mailbox monitoring** is selected, you can use the **On** or **Off** radio buttons to turn mailbox monitoring for users on or off by default.

## Configuring Microsoft Exchange Server EWS

You can configure NetVanta UC Server to connect to Microsoft Exchange Server using Exchange Web Server (EWS) to store and retrieve voice, fax, and email messages.



*You can add only one Microsoft Exchange Server.*

## Configuring a Microsoft Exchange Server EWS Message Store

To configure a Microsoft Exchange Server EWS message store, follow these steps:

1. Select **Microsoft Exchange Server EWS** in the **Select Messaging Servers** menu and select **Next**. The **Configure a Microsoft Exchange Server EWS** menu will appear.
2. NetVanta UC Server will automatically detect the Microsoft Exchange Server URL. If necessary, the detected value can be overridden in the **Configure a Microsoft Exchange Server EWS** menu. To override the automatically detected Exchange Server URL, select the **Override Exchange Server URL** check box, and enter the Exchange Server URL in the provided field using the format **https://<server>/ews/exchange.asmx**. The **<server>** variable is the fully qualified domain name (FQDN) of the physical Exchange Server that hosts the CAS role or the FQDN of any Exchange Server hosting the CAS role in a CAS array.
3. NetVanta UC Server will automatically detect the Microsoft Exchange Server service account Simple Mail Transfer Protocol (SMTP) address. If necessary the detected value can be overridden in the **Configure a Microsoft Exchange Server EWS** menu. To override the automatically detected service account SMTP address, select the **Override service account smtp address** check box, and enter the Exchange Server mailbox name for the NetVanta UC Server service account. This mailbox is the Microsoft Exchange Server mailbox that has special access privileges in Exchange Server.



*If you change a mailbox name, the corresponding Exchange Server account might also need to be configured.*

4. Use the **Message delivery mechanism** drop-down menu to select one of the following options:
 

<b>Send messages from system mailbox</b>	Voice and fax messages are sent from the system mailbox.
<b>Impersonate caller and store to mailbox</b>	Voice and fax messages are stored directly in the user's mailbox, rather than being sent.
5. Select **Enable mailbox monitoring** if you want to enable mailbox monitoring for specific or all users.
 

<b>Enable mailbox monitoring</b>	Opens the Exchange Server mailboxes of selected users at system start up. The NetVanta UC Server monitors each mailbox for changes in new message status, and depending on the MWI settings, adjusts the MWI accordingly.
<b>Default setting for users</b>	If <b>Enable mailbox monitoring</b> is selected, you can use the <b>On</b> or <b>Off</b> radio buttons to turn mailbox monitoring for users on or off by default.

## IMAP Server

Internet Message Access Protocol (IMAP) is a method of accessing and storing email messages. The NetVanta UC Server can integrate with IMAP version 4 revision 1 servers conforming to RFC 2060. For more information on IMAP version 4 revision 1, refer to [www.ietf.org/rfc/rfc2060.txt](http://www.ietf.org/rfc/rfc2060.txt). Add an IMAP server when you need to integrate NetVanta UC Server with Lotus Notes, Lotus Domino, Novell GroupWise, Google Mail (Gmail), or other servers. For more information on integrating NetVanta UC Server with Gmail, refer to the *IMAP Integration with Google Mail* technical note available on ADTRAN's Support Community at <https://supportforums.adtran.com> (article number 2768).

The NetVanta UC Server can use mailboxes on an IMAP server to store voice and fax messages in order to provide users with unified messaging functionality. In addition, users licensed for text-to-speech (TTS) can listen to their email messages from their mailbox over the telephone.

To configure an IMAP server message store, follow these steps:

1. Select **IMAP** in the **Select Messaging Servers** window, and select **Next**. The **Configure an IMAP Server** window will appear.
2. Enter the host name or IP address of the IMAP server in the **Enter the network address for the IMAP server** field. In some cases, such as Gmail, this can point to a proxy instead.
3. If you would like to select a service port for the IMAP server other than the default (port 143), select the **Other** radio button and enter a port number in the adjacent field. The port number is the IP port number of the IMAP service on the target server.
4. Select the **Test** button to verify that the host name or IP address that you specified is listening and displays the IMAP banner.



*Depending on your server configuration, further configuration may be required from the NetVanta UC Server Administrator application to configure the appropriate message retrieval method. For more information refer to the [NetVanta Unified Communications Server Administrator Guide](https://supportforums.adtran.com) available on ADTRAN's Support Community at <https://supportforums.adtran.com> (article number 1252).*

## SMTP Server

The SMTP server is used to send emails, and is only required if you are not integrating with Microsoft Exchange. To configure an SMTP server, follow these steps:

1. Select **SMTP** in the **Select Messaging Servers** window, and select **Next**. The **Configure an SMTP Server** window will appear.
2. Enter the host name or IP address of the SMTP server in the **Enter the network address for the SMTP server** field.
3. If you would like to select a service port for the SMTP server other than the default (port 25), select the **Other** radio button and enter a port number in the adjacent field. The port number is the IP port number of the SMTP service on the target server.
4. Select the **Test** button to verify that the host name or IP address that you specified is listening and displays the SMTP banner.
5. Enter the display name for outgoing email in the provided field. This display name is sent with the email and appears on the recipient's email client.
6. Enter the outgoing email address in the provided field. This address is the physical email address that is used to send email. The email account must exist with your service provider for SMTP to function correctly. An example of a sender email address is: **myemailname@serviceprovider.com**.

7. Select **Send a test email** to send a test email using the defined display name and outgoing email address of the SMTP server. The **Enter email address** window will appear. In the provided field, enter a valid email address that you would like to receive the test email. Then, select **OK** to send the test email.

## Users

Use this wizard to add new users and import existing users from Active Directory, Microsoft Exchange Server, or from text files. The wizard allows you to select a location to import users from. You can also change user information before you create users. For more information refer to the following sections:

- *Importing users from Active Directory on page 22*
- *Importing users from Exchange Server on page 23*
- *Importing users from text files on page 23*

### Importing users from Active Directory

You can select a group of users to import from Active Directory, and you can also automatically assign an extension number for each user.

#### User naming convention

If you import users with a display name only, without specifying the first and last name, then users are imported as follows:

- If a display name is delimited with spaces, then the last 'word' is the last name, for example, "Bob Jeff Thompson"  
    lastname = Thompson  
    firstname = Bob Jeff
- If a display name is delimited with commas, then everything after the comma is the first name, for example, "Thompson, Bob J."  
    lastname = Thompson  
    firstname = Bob J.

#### To import Active Directory users

1. From the drop-down list, select the Active Directory domain from which you want to import users.
2. Select **Browse** to search Containers on your system for the users that you want to import.
3. If you specify a name prefix, the wizard imports users with names that begin with that prefix (this feature is not case sensitive).
4. Enable the **Create "Windows-enabled" Active Directory users** check box if you want users to be able to use the single sign-on Active Directory feature.

5. Enable the **Use Active Directory for messaging configuration** check box to link users' mailboxes to their corresponding Exchange mailboxes.



*If you are importing a large number of users, the process takes some time, and a progress page shows you how many users have been found so far.*

### To change users' specifications

- To return the wizard to the specification page, select **Stop search and refine criteria**.

### To stop importing users

- To stop the import, select **Stop search and process users**.

The configuration page appears with only those users that were imported up to that point.

## Importing users from Exchange Server

### To import users from Exchange Server

1. From the list, select the location of the Microsoft Exchange Server from which you want to import users.
2. If you specify a name prefix, the wizard imports users with names that begin with that prefix (this feature is not case sensitive).

With the list of users, you can assign the Identities (typically extensions). The wizard extracts the first name and last name from the Exchange Server. The users are associated with the Personal Assistant (PA) user profile, and have the system operator as the default dial "0" location.

3. Select whether you want the users that you are importing to be linked to Active Directory.



*If you are importing a large number of users, the process takes some time, and a progress page shows you how many users have been found so far.*

### To change users' specifications

- To return the wizard to the specification page, select **Stop search and refine criteria**.

### To stop importing users

- To stop the import, select **Stop search and process users**.

The configuration page appears with only those users that were imported up to that point.

## Importing users from text files

You can use Microsoft Excel to create a tab-separated text file to import Windows-enabled or local users. A Windows-enabled user is associated with an Active Directory user, while a local user is not. Local users

are configured to use local message store (LMS), while Windows-enabled users are configured to use Microsoft Exchange Server if one exists. Some fields are required and others are optional, depending on whether you're importing local or Active Directory users.

For more information refer to the following sections:

- *Structuring the Text File on page 24*
- *Using the Provided Excel File to Create the Text File on page 26*
- *Creating a Text File Using Microsoft Excel on page 28*



*For more information on importing users from text files, refer to the [Importing Users to NetVanta UC Server](#) technical note available from ADTRAN's Support Community at <https://supportforums.adtran.com> (article number 2766). A corresponding zip file also includes a Microsoft Excel file for importing users.*

## Structuring the Text File

When using a text file to populate the NetVanta UC server, the wizard takes all the data from a specially formatted text file containing tab separated values. The following table describes the columns that can be included in the tab separated text file.

**Table 1. Text File Columns**

Column	Required	Description	Example
DisplayName	Yes	Name that appears in the Administration Users pane	John Smyth
GivenName	Yes <sup>1</sup>	First name of the user	John
Surname	Yes <sup>1</sup>	Last name of the user	Smyth
Extension	Yes	Identity that is associated with the user. It must be unique and cannot correspond to an existing identity.	101 1234 56789
UserFax	No	Identity associated with DID fax. It must be unique and cannot correspond to an existing identity.	487 6543 31337
UserMode	No	Determines whether the Personal Assistant or the Personal Business Assistant is used for this user. The default is PA.	PA – for Personal Assistant PBA – for Personal Business Assistant
CommunicationSystem	No	Determines which communications system a user is associated with. If left blank or omitted completely, the communication system will be selected when the file is imported.	UC Server Generic PBX (via SIP Gateway)



Table 1. Text File Columns

Column	Required	Description	Example
MailboxID	Yes <sup>2</sup>	Identifying string for the user's Exchange Server, as defined in Active Directory	/o=First Organization/ou=First Administrative Group/cn=Recipients/cn=jsmyth
WindowsUserEnabled	Yes <sup>2</sup>	Determines whether to create a Windows-User Enabled Account.	Yes No
ADUserGuid	Yes <sup>2</sup>	GUID of the object in Active Directory	6c4981f6413de3479b0845ae1af24203
ADUserSid	Yes <sup>2</sup>	SID of the user in Active Directory, in S-1-5-... format	S-1-5-21-2138396756-507797660-930774684-1916
UserPrincipalName	Yes <sup>2</sup>	The user e-mail address	jsmyth@domain.com
TelephoneMacAddress	No	MAC address of the user's phone. The MAC address can be entered with or without dashes or colons between octets.	00-04-F2-02-51-CA 12:34:56:78:90:AB CDEF12345678
TelephoneType	No	The user's phone type must appear <i>exactly</i> as it appears in the phone creation wizard.	Some possible values: Aastra-480i Aastra-480i cordless Aastra-9112i Aastra-9133i Polycom SoundPoint IP-301 Polycom SoundPoint IP-320 Polycom SoundPoint IP-330 Polycom SoundPoint IP-4000 Polycom SoundPoint IP-430 Polycom SoundPoint IP-501 Polycom SoundPoint IP-550 Polycom SoundPoint IP-601 Polycom SoundPoint IP-650 snom-300 snom-320 snom-360 snom-370 Grandstream BT101 Grandstream BT102 Grandstream BT200 Grandstream GXP2000 Grandstream GXP2020 Grandstream GXV3000 Unknown
UmEnabled	No	Determines whether to work with Exchange UM. ExchangeUmDialPlan, UmPilotNumber and ProxyAddresses are required if it is TRUE	FALSE TRUE

Table 1. Text File Columns

Column	Required	Description	Example
ExchangeUmDialPlan	No <sup>3</sup>	This attribute specifies the UM dial plan that is associated with the UM mailbox policy.	
UmPilotNumber	No <sup>3</sup>	The UM Pilot Number	
ProxyAddresses	No <sup>3</sup>	This property specifies the extension for the user. A single extension or a list separated with exclamation marks (!) can be specified.	sip:jsmyth@domain.com!smtp:jsmyth@domain.com!SMTP:jsmyth@domain.com!X400:c=US;a=;p=Domain;o=HULL;s=Smyth;g=James;
IncludeInDialByName	No	If set to no, user will be excluded from the dial by name feature. If set to yes, the user will be included. If left blank or omitted, assumed to be yes.	Yes No
UserPin	No	Specifies the PIN used for accessing voicemail for the user. If omitted or left blank, the PIN for the user will be the same as the extension. If the extension is less than four digits, it will be padded with prepended zeros to a length of four digits.	0101 1234 56789
UseADForMessaging	No	Is set to yes, the UC server will configure the users' messaging according to what is set in Active Directory.	Yes No
LoginName	No	If users are not using single sign on, they will log in using this login name.	Jsmyth James Smyth

<sup>1</sup> Required for Dial by Name

<sup>2</sup> Required for "Windows-enabled" users

<sup>3</sup> Only required if **UmEnabled** is TRUE

### Using the Provided Excel File to Create the Text File

The **MailboxId**, **ADUserGuid**, and **ADUserSid** fields required for "Windows-enabled" users are generally complex, so it's not feasible to enter this data manually. One method to generate the tab separated values is to use the Excel file provided to build it for you, pulling the data from Active Directory, generating identity numbers, and so on.

1. Extract **UserImportSheet.xlt** from *TN094 – Importing Users to UC Server.zip*.
2. Open **User Import Preparation Tool.xls** with Microsoft Excel.

3. If the **Communications Server** the users are being added to is not “UC Server” then enter it.
4. If **Generated Extension** is selected, set the **Starting Extension Number**.
5. Select **Import from Active Directory**.



*This will import every ‘user’ on your domain, including accounts that are not going to become UC server users, such as Administrator. It will not include disabled accounts.*

6. Select the rows where accounts are not to become UC server users, right-click and select **delete**.



*Looking for entries missing **GivenName**, **Surname**, or **MailboxId** can provide a good idea of which ‘user’ accounts are not actually users. However, this will not catch all of them.*



*The default value for the **UserMode** column in the file is ‘**PA**’, so all imported users will be Personal Assistant users. If some or all users need to be Personal Business Assistant users, change ‘**PA**’ to ‘**PBA**’ to for each user that requires it.*

7. Confirm that the extensions are correct, re-numbering them if necessary, or enter them now if they were not created. Duplicate numbers will be highlighted red.
8. Add the **TelephoneMacAddress** and **TelephoneType** for all or some of the users. (Optional)



*The **TelephoneType** field values must be exactly the same as they appear in the Phone type drop-down menu in the new phone dialog. The **TelephoneType** field will be validated against the possible phone types. A drop-down menu is provided.*



*Phone MAC addresses can be read into the spreadsheet using a barcode scanner if the phones being used have MAC address barcodes. Depending on the scanner software being used, the MAC address is pasted to the current cursor location.*

9. Select the **Options** worksheet.
10. Select **Export Text Data**.
11. Navigate to where the file should be saved, type a name for the file and select **Save**.
12. Close Excel.
13. Select **No**.

## Creating a Text File Using Microsoft Excel

This section only covers how to create local users because the **MailboxId**, **ADUserGuid**, **ADUserSid**, and **UserPrincipalName** fields required for “Windows-enabled” users are generally complex, so it is not feasible to enter this data manually and therefore it is omitted from this section.

1. Create a Microsoft Excel spreadsheet that has some or all of the following headings. At a minimum, the **DisplayName** and **Extension** must be specified.
  - **DisplayName**
  - **GivenName**
  - **Surname**
  - **CommunicationSystem**
  - **Extension**
  - **UserFax**
  - **TelephoneMacAddress**
  - **TelephoneType**
  - **UserMode**
2. Enter the customer-provided user information into rows below the relevant headings, one row per user.



*Phone MAC addresses can be read into the spreadsheet using a barcode scanner if the phones being used have MAC barcodes. Depending on the scanner software being used, the MAC address is pasted to the current cursor location.*

3. In Excel 2003 select **File > Save As**. In Excel 2007, select the **Microsoft Office Button > Save As**.
4. In the **Save as type** list, select **Text (Tab delimited)(\* .txt)**.
5. Type a name for the file.
6. Select **Save**.
7. Select **OK**, then **Yes**.
8. Close Excel.
9. Select **No**.

## Importing Users From the Text File

1. Start the Server Configuration Wizard.
2. Select **Users**, **Next**, select “Import user Information from a text-based file” then select **Next**.
3. Select **Browse**, find the text file containing the users, select it, and select **Open**.



*If the text file contains the headers **MailboxId**, **ADUserGuid**, **ADUserSid**, and **UserPrincipalName**, the ‘Create Windows-enabled” Active Directory users’ and ‘Use Active directory for messaging configuration’ options will be automatically selected regardless of whether those fields are populated.*



*If the options in steps 4 and 5 are selected but if any the values for these headers is not provided for some or all the users, those users will be created as local users instead of Windows-enabled users.*

4. If your users need to use single sign-on and automatic synchronization with Active Directory, ensure the ‘Create “Windows-enabled” Active Directory users’ option is selected. This is a requirement to bind users’ mailboxes with their Microsoft Exchange mailboxes.



*If you are creating local users, leave all options unchecked and proceed to step 7.*

5. If you need to bind users’ mailboxes with their Microsoft Exchange mailboxes, ensure the ‘Use Active directory for messaging configuration’ option is selected.
6. If the server cannot access the instance of Active Directory the users are from, such as an off-site installation, ensure ‘Allow “disconnected” Active Directory user creation’ is selected.
7. Select **Next**.
8. Select the communication system that the entries that have no **CommunicationSystem** value should be associated with from the drop down menu and select **Next**.
9. If the entire text file is to be imported, select **Select All** to select every entry in the text file, and select **Next**. If only part of the file is to be imported, select the users to be imported and select **Next**.
10. Select **Submit** and wait for the task to complete.
11. Select **Next**, then **Finish**.

## Final System Configuration

The **Final System Configuration Wizard** allows you to configure the administrator password, dialing properties, system operator, default mailbox, system default voice, and email notification system. To complete the **Final System Configuration Wizard**, follow these steps:

1. In the **NetVanta UC Server Configuration Wizard** menu, select **Final System Configuration**. The **Final System Configuration Wizard** welcome menu will appear.
2. Select **Next** to begin the **Final System Configuration Wizard**. The **Administrator Password** menu will appear.
3. In the **Administrator Password** menu, you can configure the password used by the NetVanta UC Server administrator to log in to NetVanta UC Server to perform administrative tasks. Enter the desired administrator password in the **Password** field, and re-enter the password in the **Confirm password** field. Once you have configured the password, select **Next**. The **Dialing Properties** menu will appear.
4. Follow the directions provided in the **Dialing Properties** menu to specify the system location and dialing properties for outbound calls. Once you have configured the dialing properties, select **Next**. The **Operator and Default Mailbox** menu will appear.

5. Follow the directions provided in the **Operator, Default Mailbox, and System Default Voice** menu to configure the **Operator identity**, the **Default mailbox**, and the **System Default Voice**. The **Operator identity** is the identity of the NetVanta UC Server operator to whom callers can transfer when accessing the voice mail service. The **Default mailbox** is the mailbox to which NetVanta UC Server will deliver a voice or fax message if an error occurs while delivering the message. The **System Default Voice** is the default voice the system uses for prerecorded announcements, voice mailbox management, and voicemail behavior for the **Voice Mail** element and **Personal Assistant** mode. System voices combine a language, gender, and text to speech (TTS) generator. When you are finished, select **Next**. The **Notification email server** menu will appear.
6. In the **Notification email server** menu, use the **Send e-mail using** drop-down menu to specify the messaging server that will send email notifications to email recipients when they receive new voice and fax messages. Once you have chosen the notification email server, select **Next**. The final system configuration **Summary** menu will appear.
7. In the **Summary** menu, review the system settings. If you would like to change a setting, select **Back** to return to previous menus. Otherwise, select **Submit** to submit the changes. NetVanta UC Server will automatically configure the changes.
8. Once all tasks have been completed, select **Next** then select **Finish**.

## Appendix A. Manually Configuring Accounts and Permissions

The information in this appendix is intended as reference material for the network administrator.

Before the installer arrives at your site, ensure that the required files for the configuration have already been installed on the UC Server computer.

The following sections describe the manual procedures for some tasks that are typically performed automatically by the UC Server Configuration Wizard. These procedures may be required to be performed manually, since there may be some information about your network and hardware that the wizard cannot determine automatically. The procedures are described below in case some manual configuration is required.

- [Configuring the UC Server User Account on page 31](#)
- [Configuring the Exchange Server Account and Permissions on page 32](#)



*It is only necessary to follow the manual procedures below if the Server Configuration Wizard failed to do so automatically, or if you chose to do so manually in order to implement a custom configuration.*

### Configuring the UC Server User Account

The Server Configuration Wizard typically creates a new user account on the computer network for UC Server. If this was not done automatically, then follow the steps below to create the account manually.

#### To manually create a user account for UC Server on the local machine (UC Server is not part of a domain)

1. Right-click **My Computer** on the desktop.
2. Select **Manage**.
3. Select **Local Users and Groups**.
4. Right-click **Users**.
5. Select **New User**.
6. In the New User dialog, enter the required user account information.  
The User name can be “UC Server” or a name that you choose.
7. Select **Create**.

#### To manually create a user account for UC Server in Active Directory (UC Server is part of a domain)

1. Select **Start > Programs > Administrative Tools > Active Directory Users and Computers**.
2. In the left pane, select **Users > Action > New > User**.

3. In the New User dialog box, enter the required user account information.  
The Logon Name can be “UC Server” or a name that you choose.
4. Select **Next**.
5. Enter the user password information, and select **Next**.
6. If you have Exchange on the computer, enable **Create an Exchange Mailbox**.
7. Select **Next**, and then select **Finish**.

## Configuring the Exchange Server Account and Permissions

The UC Server user account provides a separate security context that does not require administrative permissions on the local computer or in the Domain Administrators Active Directory group.

The UC Server account’s administrative privileges are limited to Microsoft Exchange Server mailboxes. The account must access Exchange user mailboxes in an administrative capacity because it uses them to store and retrieve messages.

Follow the relevant instructions below for configuring Exchange Server 2007, 2010, and 2013

- [Integrating NetVanta UC Server with Exchange Server 2007 on page 32](#)
- [Integrating NetVanta UC Server with Exchange Server 2010, 2010 SP1 through SP3, or 2013 SP1 \(or Later\) on page 33](#)

## Integrating NetVanta UC Server with Exchange Server 2007

For NetVanta UC Server to function properly in a Microsoft Exchange Server 2007 environment, the NetVanta UC Server service account must be given the View-Only Administrator role and Send As, Receive As, and Administer Information Store permissions. To specify these settings, follow the steps below:



*Commands from this section cannot be pasted directly into Microsoft Exchange Management Shell. You must first paste the command into a text editor (e.g., Notepad) and replace all line breaks so that each command appears as one consecutive string. Otherwise, Microsoft Exchange Management Shell will recognize each line of command individually, and the commands will fail.*

1. Access the Microsoft Exchange Management Shell by navigating to **Start > Programs > Microsoft Exchange Server 2007 > Exchange Management Shell**.
2. To set the administrator role to View-Only Administrator, enter the following command at the prompt:  
**add-exchangeadministrator <service account name> -role ViewOnlyAdmin**  
The <service account name> parameter is the name of the Windows account (for example, **UCService**).
3. To view the configured administrator role, enter the following command at the prompt:  
**get-exchangeadministrator | Format-List**



- Next, you will need to set the Send As, Receive As, and Administrator Information Store permissions for the account. Set these permissions by entering the following command at the prompt:

```
get-mailboxserver <exchange server name> | add-adpermission -user <service account name> -  
accessrights GenericRead, GenericWrite -extendedrights Send-As, Receive-As, ms-Exch-  
Store-Admin
```

The *<exchange server name>* parameter is the name of the Microsoft Exchange Server 2007 or the Microsoft Exchange cluster. The *<service account name>* parameter is the name of the Windows account. Neither the *<exchange server name>* nor the *<service account name>* can contain spaces when configuring Microsoft Exchange Server 2007 using Exchange Management Shell.

- To view the configured account permissions, enter the following command at the prompt:

```
get-mailboxserver <exchange server name> | get-ADpermission -user <service account name> |  
Format-List
```

Neither the *<exchange server name>* nor the *<service account name>* can contain spaces when configuring Microsoft Exchange Server 2007 using Exchange Management Shell.

After setting the permissions, the Windows account should be displayed with a View-Only Administrator role and contain the Send As, Receive As, and Administrator Information Store permissions.

## Integrating NetVanta UC Server with Exchange Server 2010, 2010 SP1 though SP3, or 2013 SP1 (or Later)

This section provides instructions for integrating Microsoft Exchange Server with either MAPI/CDO or EWS. Both integration methods require that the service account be given specific permissions and the client throttling be disabled on the service account. Additionally, if Exchange is being upgraded from Exchange 2007 to Exchange 2010 or 2013, the NetVanta UC Server services must be stopped and the service account reset.



*Commands from this section cannot be pasted directly into Microsoft Exchange Management Shell. You must first paste the command into a text editor (for example, Notepad) and remove all line breaks so that each command appears as one consecutive string. Otherwise, Microsoft Exchange Management Shell will recognize each line of command individually, and the commands will fail.*

### Configuring the Service Account Permissions

In order to integrate NetVanta UC Server with Microsoft Exchange Server 2010, the service account must be added to the View-Only Organization Management role group and given Send As, Receive As, and Administer Information Store permissions. To specify these settings, follow the steps below:

- For Microsoft Exchange Server 2010, access the Microsoft Exchange Management Shell by navigating to **Start > Programs > Microsoft Exchange Server 2010 > Exchange Management Shell**.

For Microsoft Exchange Server 2013, access the Microsoft Exchange Management Shell by navigating to **Start > Programs > Microsoft Exchange Server 2013 > Exchange Management Shell**.

- To set the administrator role to View-Only Organization Management role group using the following command:

```
Add-RoleGroupMember "View-Only Organization Management" -Member "<service account name>"
```

The *<service account name>* parameter is the name of the Windows account (for example, **UCServer**). The *<service account name>* parameter can contain spaces when configuring Microsoft Exchange Server using Exchange Management Shell.

- Next, you will need to set the Send As, Receive As, and Administer Information Store permissions at the common name level. Set these permissions by entering the following commands at the prompt:

```
Get-MailboxDatabase | Add-ADPermission -User "<service account name>" -AccessRights ExtendedRight -ExtendedRights Receive-As, ms-Exch-Store-Admin
```

```
Add-ADPermission -InheritedObjectType User -InheritanceType Descendants -ExtendedRights Send-As -User "<service account name>" -Identity "CN=Users,DC=<domain x>,DC=<domain y>,DC=<domain z>"
```

The *<service account name>* parameter is the name of the Windows account (for example, **UCServer**). The *<service account name>* parameter can contain spaces when configuring Microsoft Exchange Server using Exchange Management Shell.

The domain variables must be altered to match your implementation. The variables *<domain x>*, *<domain y>*, and *<domain z>* form the name of the domain. For example, if the domain name is *example.organization.net*, enter **example** for *<domain x>*, **organization** for *<domain y>*, and **net** for *<domain z>*. If you have problems with this command please check with your administrator to ensure you have the proper variables for your environment.

The following is an example of these two commands using a UC Service account named **UCServer** for the domain **division.department.company.com**:

```
Get-MailboxDatabase | Add-ADPermission -User "UCServer" -AccessRights ExtendedRight -ExtendedRights Receive-As, ms-Exch-Store-Admin
```

```
Add-ADPermission -InheritedObjectType User -InheritanceType Descendants -ExtendedRights Send-As -User "UCServer" -Identity "CN=Users,DC=division,DC=department,DC=company,DC=com"
```



*In some installations, permissions cannot be set using the commands above due to external permissions issues between Active Directory and Microsoft Exchange. Refer to [Setting Send-As Permission on Windows Server 2008 R2 on page 38](#) to set Send-As permissions for the NetVanta UC Server service account using Active Directory.*

## Disabling Client Throttling for the Service Account

NetVanta UC Server requires continuous access to multiple Exchange mailboxes in a typical installation. Microsoft Exchange Server 2010 and later implement a default throttling policy that limits the number of simultaneous connections to Exchange. It is recommended to increase the throttling value to allow NetVanta UC Server to make as many connections as possible to Exchange Server. To remove client throttling on the NetVanta UC Server service account, follow these steps:

1. For Microsoft Exchange Server 2010, access the Microsoft Exchange Management Shell by navigating to **Start > Programs > Microsoft Exchange Server 2010 > Exchange Management Shell**.

For Microsoft Exchange Server 2013, access the Microsoft Exchange Management Shell by navigating to **Start > Programs > Microsoft Exchange Server 2013 > Exchange Management Shell**.

2. For Microsoft Exchange Server 2010, enter the following command to create a new throttling policy called **UCPolicy** with all client throttling disabled:

```
New-ThrottlingPolicy UCPolicy -RCAMaxConcurrency $null -RCAPercentTimeInAD $null -RCAPercentTimeInCAS $null -RCAPercentTimeInMailboxRPC $null -EWSMaxConcurrency $null -EWSPercentTimeInAD $null -EWSPercentTimeInCAS $null -EWSPercentTimeInMailboxRPC $null -EWSMaxSubscriptions $null -EWSFastSearchTimeoutInSeconds $null -EWSFindCountLimit $null
```

For Microsoft Exchange Server 2010 SP1 through SP3, enter the following command to create a new throttling policy called **UCPolicy** with all client throttling disabled:

```
New-ThrottlingPolicy UCPolicy -RCAMaxConcurrency $null -RCAPercentTimeInAD $null -RCAPercentTimeInCAS $null -RCAPercentTimeInMailboxRPC $null -EWSMaxConcurrency $null -EWSPercentTimeInAD $null -EWSPercentTimeInCAS $null -EWSPercentTimeInMailboxRPC $null -EWSMaxSubscriptions $null -EWSFastSearchTimeoutInSeconds $null -EWSFindCountLimit $null -CPAMaxConcurrency $null -CPAPercentTimeInCAS $null -CPAPercentTimeInMailboxRPC $null
```

For Microsoft Exchange Server 2013 SP1, enter the following command to create a new throttling policy called **UCPolicy** with all client throttling disabled:

```
New-ThrottlingPolicy UCPolicy -OwaMaxConcurrency Unlimited -EWSMaxConcurrency Unlimited -EWSMaxBurst Unlimited -EWSRechargeRate Unlimited -EWS CutoffBalance Unlimited -EWSMaxSubscriptions Unlimited -RcaMaxConcurrency Unlimited -RcaMaxBurst Unlimited -RcaRechargeRate Unlimited -RcaCutoffBalance Unlimited -CpaMaxConcurrency Unlimited -CpaMaxBurst Unlimited -CpaRechargeRate Unlimited -CpaCutoffBalance Unlimited
```

3. Enter the following command to apply the **UCPolicy** throttling policy to the NetVanta UC Server service account. The *<service account>* variable should be replaced with the name of the NetVanta UC Server service account.

```
Set-Mailbox -Identity <service account> -ThrottlingPolicy UCPolicy
```

In the following example, the service account is **UC.Server@adtran.com**:

```
Set-Mailbox -Identity UC.Server@adtran.com -ThrottlingPolicy UCPolicy
```

4. If you are upgrading from Exchange Server 2007 to Exchange Server 2010, follow the steps in *Upgrading from Exchange 2007 to Exchange 2010 or Exchange 2013 on page 36* to stop all NetVanta UC Server services and reset the NetVanta UC Server service account.

## Modifying Session Limits for Exchange 2013 SP1

For Exchange Server 2013 integrations, additional registry modifications may be required for large user deployments and call volume scenarios. To exceed the session limits imposed by Exchange Server by default, the following steps are required using the registry editor:



*Ensure your registry is backed-up prior to making any modifications.*

1. On the Exchange Server, open the Registry Editor (**regedit.exe**).
2. Navigate to the following location in the registry:  
**HKEY\_LOCAL\_MACHINE > SYSTEM > CurrentControlSet > Services > MExchangeIS > ParametersSystem**
3. Create or edit the following **dword** values in the **ParametersSystem** registry key:  
**"DatabaseType"=dword:00000000**  
**"Maximum Allowed Sessions Per User"=dword:000007d0**  
**"Disable Session Limit"=dword:00000001**  
**"Maximum Allowed Service Sessions Per User"=dword:000007d0**



*Please note that registry setting changes will only apply if the Exchange Server system is restarted or the Exchange Information Store service is manually restarted via **services.msc**.*

## Upgrading from Exchange 2007 to Exchange 2010 or Exchange 2013

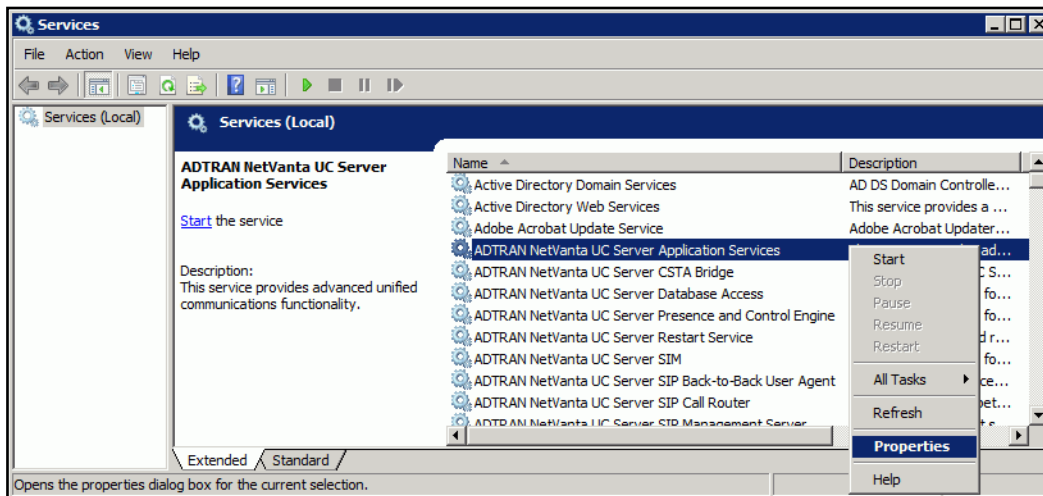
If you are upgrading from Exchange 2007 to Exchange 2010 or Exchange 2013, after configuring the permissions and throttling policy for the NetVanta UC Server service account, you must stop all NetVanta UC Server services and reset the service account. To do this, follow these steps:



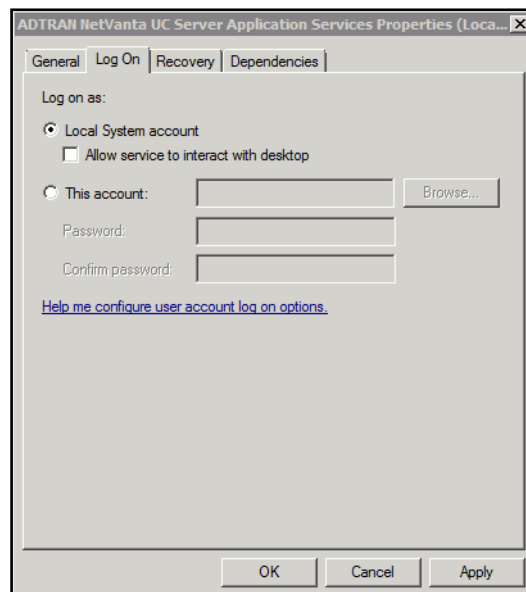
*If the name of the Exchange server changes during the upgrade process, additional steps may be required to change the name of the Exchange server in NetVanta UC Server. For more information, refer to *Changing the Exchange Server Name within UC Server* available from the ADTRAN Support Community (<https://supportforums.adtran.com>).*

1. Open **Windows Explorer**, and navigate to **C:\Program Files (x86)\ADTRAN\NetVanta UC Server**. Run the **StopAllUCServerServices.bat** file located in the folder.
2. Next, navigate to **Start > Administrative Tools > Services**. The **Services** window will appear.

- Right-click **ADTRAN NetVanta UC Server Application Services**, and select **Properties**. The **ADTRAN NetVanta UC Server Application Services Properties** menu will appear.

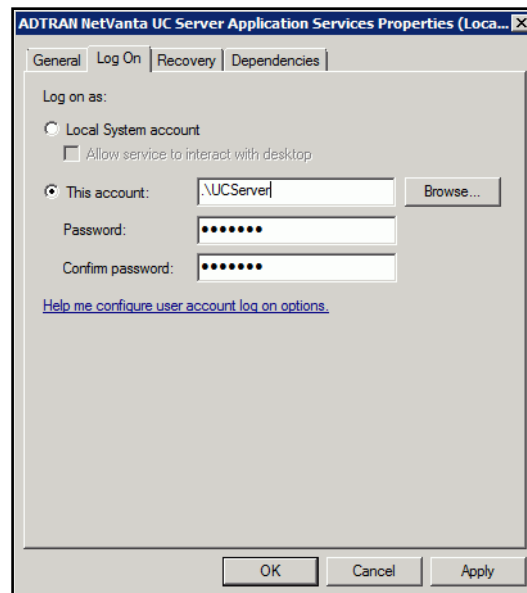


- In the **ADTRAN NetVanta UC Server Application Services Properties** menu, record the account that appears in the **This account** field. This is the service account used by the ADTRAN NetVanta UC Server Application Services service and will be reused in a later step. Select the **Log On** tab and select **Local System account**. Select **Apply**.



- Run the **StopAllUCServerServices.bat** file again.
- Access the **Log On** tab of the **ADTRAN NetVanta UC Server Application Services Properties** menu using the procedure in Steps 2 and 3.

7. On the **Log On** tab, select **This Account** and enter the appropriate account and password information for the NetVanta UC Server service account in the **This Account**, **Password**, and **Confirm password** fields. The service account used should be the account you recorded earlier in Step 4. Select **Apply**.



## Setting Send-As Permission on Windows Server 2008 R2

The NetVanta UC Server service account must have the Send-As permission set on each Active Directory User object that is configured for NetVanta UC Server unified messaging. The Send-As permission can be granted to the containers holding these User objects, or to individual User objects. If you cannot set the permissions for the NetVanta UC Server service account using Exchange Management Shell, follow these steps to set the Send-As permission for service account using Active Directory.

1. Navigate to **Start > All Programs > Microsoft Exchange > Active Directory Users and Computers**. This will open Active Directory Users and Computers.
2. From the **View** menu, select the **Advanced Features** option.
3. Right-click on the appropriate domain, container, or user, and then select **Properties**. This is typically the Users folder in the root of a domain, but steps 3 through 8 can be repeated for multiple containers or OUs.
4. Navigate to the **Security** tab and select **Advanced**.



*If the **Security** tab is not visible, make sure you selected **Advanced Features** in the **View** menu.*

5. Select the service account that requires the **Send As** permission from the list. If the service account is not listed, select **Add**. Then select the service account name and select **OK** to add the account to the list.

- When you have selected the proper account from the list, select **User object** in the **Apply to** list.



*If you are using Windows Server 2008 R2 as the domain controller, select **Descendant user objects** in the **Apply to** list.*

- In the **Permissions** screen, select the **Allow** check box next to **Send As**.
- Select **Apply** and then select **OK**.
- Close the **Properties** window and then close **Active Directory Users and Computers**.