



IP Softphone Release 6.0 with Microsoft Office Communicator 2005 Integration Quick Setup Guide

This Quick Setup guide describes how to administer an Avaya media server and Microsoft® Office Live Communications Server (LCS) 2005 so users can use Avaya IP Softphone Release 6.0 with Microsoft Office Communicator 2005 Integration.

Before performing the procedures in this guide, make sure the following conditions exist:

- An Avaya IP-enabled media server is installed and is running Avaya Communication Manager software Release 2.0 or later.
- You have Avaya IP Softphone licenses.
- A host computer is installed and is running Microsoft Office LCS 2005 with Service Pack 1.
- Each user is running Avaya IP Softphone Release 6.0 with Service Pack 1.
- Avaya IP Softphone is installed after Microsoft Office LCS 2005 has been installed on the user's PC.
- Each user has an extension on the Avaya media server that is configured for Avaya IP Softphone.
- Each user has an Active Directory account with:
 - phone number information in the E.164 format
 - the Live Communications feature enabled
- You are familiar with administering Avaya Communication Manager or Call Processing software.
- You are familiar with administering Microsoft Office LCS. See the [Microsoft Office Communicator 2005 Planning and Deployment Guide](#).

1

Configure a Station Endpoint for Avaya IP Softphone

To configure a station to use Avaya IP Softphone:

1. Perform one of the following steps:
 - Use the **add station** command to add an Avaya IP Softphone station, and set **IP Softphone** to **y**.
 - Use the **change station xxx** command to modify an existing station, and set **IP Softphone** to **y**.
2. Repeat Step 1 for each Avaya IP Softphone endpoint you want to configure.

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Configure Microsoft Office LCS

Before Microsoft Office LCS users can use Avaya IP Softphone with Microsoft Office Communicator Integration, you must

- add a user account in Active Directory that will be used by the Avaya Integration Gateway service.
- add the server on which you will install the Avaya Integration Gateway service as a trusted host on the LCS.

To configure an account for the Avaya Integration Gateway service:

1. In Active Directory User and Computers, add a new user account for the Avaya Integration Gateway service.
2. Access the properties for the user account you added in Step 1.

The Properties dialog box appears for the selected account.
3. Click the **Live Communications** tab.

The Live Communications tab appears.
4. Make sure the **Enable Live Communications for this user** check box is enabled.
5. In the SIP URI box, enter the URI that will be used by the Avaya Integration Gateway service.
6. Click the **Account** tab.

The Account tab appears.

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7. In the Account options area, make sure the **Password never expires** check box is selected.
8. In the Account expires area, make sure the **Never** option button is selected.
9. Click **OK**.

To add a trusted host on the LCS:

1. Select **Start>Administrative Tools>Live Communications Server 2005**.
2. Expand **Forest - <your forest name>**.
3. Expand the **Domains** folder.
4. Expand the icon that contains three small triangles with one of the three triangles darkened.
5. Expand the **Live Communications servers and pools** folder.
6. Right-click the icon in the **Live Communications servers and pools** folder, and select **Properties**.

The Properties dialog box appears.

7. Click the **Host Authorization** tab.
 8. Click the **Add** button.
- The Add Authorized Host dialog box appears.
9. Click the **IP address** option button, and enter the IP address of the server on which you will install the Avaya Integration Gateway service.

10. Click the **Throttle As Server** check box.
11. Click the **Treat As Authenticated** check box.
12. Click the **OK** button.

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Install the Avaya Integration Gateway Service

The Avaya Integration Gateway service routes CSTA session packets from a user's Microsoft Office Communicator to the user's Avaya IP Softphone CSTA Gateway.

Note:

You must perform these steps from an administrator account.

To install the Avaya Integration Gateway service:

1. Download the file **Avaya_Integration_Gateway_Service_051707.zip** to a server. You can download this file from <http://www.avaya.com/support>.
2. Using Windows Explorer, create the **sb2b** directory on the c: drive of the server (c:\sb2b).
3. Unzip the file **Avaya_Integration_Gateway_Service_051707.zip** to the **sb2b** directory. The contents of this folder will be referenced by the Avaya Integration Gateway service when it runs.
4. Copy **sb2b_version.txt** to the Windows system directory (for example, c:\Windows\System32).
5. Using Windows Explorer, create the **temp** directory on the c: drive of the server (c:\temp). The Avaya Integration Gateway service will write its log files to this directory.
6. Using a text editor (such as Notepad), open the file **install.bat** and set the following variables:

- **-uri**

Specify the URI that you want the Avaya Integration Gateway service to use to register with the LCS. This setting must match the URI you specified for the Avaya Integration Gateway service in Step 5 of Procedure 2.

- **-port**

Specify the TCP port that you want the Avaya Integration Gateway service to listen for packets from the Avaya IP Softphone CSTA Gateway.

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- **-lcs**

Specify the IP address of the LCS server.

- **-lcsport**

Specify the port of the LCS server.

7. Save your changes, and exit the file.

8. Run **install.bat**.

Note:

If you need to make changes to the settings in **install.bat**, run **uninstall.bat**, make your changes to **install.bat**, and then run **install.bat** again.

9. Click on **Applications** under the LCS server, and make sure the IM URL Filter Application Setting - Default is **enabled**.

If you do not want to enable the IM URL Filter Application Setting, you must perform the following steps:

a. From the LCS management interface, right-click on the **Applications** folder and select **Properties**.

The Application Properties dialog box appears.

b. Click **Add** and select the file **StrictRoute.am**. This file was installed when you unzipped the file **Avaya_Integration_Gateway_Service_051707.zip** in Step 2 of this procedure.

c. In the URI box, enter ***http://www.avaya.com/LCS/StrictRouting*** and then click the **OK** button to add **StrictRoute.am** as an application.

d. Make sure the **Enabled** check box is selected, and then click the **OK** button.

10. Select **Start>All Programs>Administrative Tools>Services** to start the Microsoft Services utility.

11. Double-click the **sb2b** service.

The sb2b Properties dialog box appears.

12. Click the **Recovery** tab.

13. From the First failure box, select **Restart the Service**.

14. From the Second failure box, select **Restart the Service**.

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15. In the Restart service after box, enter **1**.

16. Click the **Apply** button.

17. Click the **OK** button.

4

Configure the Tabs.xml File

In this procedure, you must:

- Put the files **tabs.xml** and **icon.png** on a web server (for example, <http://www.yourcompany.com>) that users can access. These files are in the file **Avaya_Integration_Gateway_Service_051707.zip** that you unzipped to a folder.
- Modify the **tabs.xml** file so users can access the Avaya tab in the Microsoft Office Communicator window.

See the [Microsoft Office Communicator 2005 Planning and Deployment Guide](#) for more information about the tabs.xml file.

Perform the following steps:

1. Put the file **icon.png** on a web server that users can access. This file is icon that will appear on the Avaya tab in the Microsoft Office Communicator window.
2. Perform one of the following steps:
 - If you do not have a **tabs.xml** file, put the **tabs.xml** file provided on a web server that users can access.
 - If you have a **tabs.xml** file, copy the contents of the **tabs.xml** file provided into your existing **tabs.xml** file.
3. Using a text editor (such as Notepad), open the **tabs.xml** file and set the following variables:
 - **<image>**
Specify the location of the **icon.png** file.
 - **<content url>**
Specify the Avaya IP Softphone installation directory.
4. Save your changes and exit the file.

5 Customize the Avaya IP Softphone MSI File

Before users install Avaya IP Softphone with Microsoft Office Communicator Integration, you should customize the Avaya IP Softphone .msi file for your network.

To customize the Avaya IP Softphone .msi file:

1. Using an application such as Wise for Windows Installer, open the Avaya IP Softphone .msi file.
2. Set the following variables:
 - **DOMAIN**
Enter your domain (for example, **yourcompany.com**).
 - **GW_SERVICE_HOST_NAME**
Enter the host name of the server running the Avaya Integration Gateway service.
 - **GW_SERVICE_PORT**
Enter the port to connect to the Avaya Integration Gateway service.
 - **LCS_HOST_NAME**
Enter the host name of Microsoft Office Live Communications Server (LCS).
 - **REMOTE_CALL_CONTROL_URI**
Enter the URI that you want Avaya IP Softphone to use to communicate through the Avaya Integration Gateway service to the LCS. This setting must match the URI you specified in Step 5 of Procedure 2.
 - **XML_FILE_URL**
Enter the URL to the tabs.xml file you configured in Procedure 4.
3. Save your changes and exit the file.

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4. On each user's PC, confirm that the web server containing the tabs.xml file has been added as a "Trusted Site:"
 - a. Start **Internet Explorer**.
 - b. From the **Tools** menu, select **Internet Options**.
The Internet Options dialog box appears.
 - c. Click the **Security** tab.
 - d. Click **Trusted sites**.
 - e. Click **Sites**.
The Trusted sites dialog box appears.
 - f. Make sure the **Require server verification (https:) for all sites in this zone** check box is unchecked.
 - g. Make sure the Add this Web site to the zone box displays the URL of the web server that contains the tabs.xml file. (See Procedure 4.)
 - h. If you made any changes, click **Add**.
 - i. Click **OK**.
 - j. Click **OK**.

Things to Keep In Mind

Please note the following information:

- To verify that your configuration is set up correctly, right-click on a contact in Microsoft Office Communicator, and dial that contact's telephone number. The Conversation dialog box should appear, and the call should be placed. Note that the contact's telephone number you dialed is specified in the Telephone Number box of the General tab in the Active Directory Users and Computers User Properties dialog box.
- There is no performance monitoring utility for the Avaya Integration Gateway service.
- If the Avaya Integration Gateway service stops for any reason while Avaya IP Softphone clients are logged in, the Avaya IP Softphone clients must restart.
- By default, the log file for the Avaya Integration Gateway service is located in

c:\temp\sb2bLog-yyyyymmdd-hhmmss.txt

where:

yyyy is the year
mm is the month
dd is the day
hh is the hour
mm is the minute
ss is the second

The log file is helpful for troubleshooting. You should initially see the following two entries in the log if the Avaya Integration Gateway service is communicating properly with the LCS:

- A SIP REGISTER entry
(for example, contact: administrator@x.x.x.x)
- 200-OK

When the Avaya Integration Gateway service restarts, a new log file is created.

- If the following icon appears at the bottom of the Microsoft Office Communicator window, there is an error with the telephone integration:



To resolve this error, stop and restart the Avaya Integration Gateway service. Then, exit Microsoft Office Communicator and Avaya IP Softphone. If this icon still appears, check the log file for the Avaya Integration Gateway service for any errors.

- To verify that the Avaya Integration Gateway service is running, perform one of the following steps:
 - Use the Microsoft DOS command **netstat -an** and look for the TCP port you specified the gateway to listen on. (You defined this port in the install.bat file.)
 - Start the Windows services control application and verify that the "sb2b" service (managed by WinServ) is running.
- If Avaya IP Softphone displays a socket error (for example, avlcs_it - couldn't open socket: connection refused), verify that the Avaya Integration Gateway service is running. The Avaya Integration Gateway service depends on the LCS running before it can start. (Sometimes the Avaya Integration Gateway service and the LCS can become out of sync.)
- If you enter an incorrect value for the Remote Call Control URI various problems can occur. For example, Avaya IP Softphone could consume 99% of the CPU and the telephone integration error icon (discussed previously) would appear.
- To verify the Avaya IP Softphone/Microsoft Office Communicator settings, use regedit to view the following registry entry:
HKEY_CURRENT_USER\Software\Avaya\Avaya IP Softphone\uaCSTA
- The Windows Event Viewer application contains events from the Avaya Integration Gateway server (Avaya SB2B service) that may be helpful for troubleshooting.

