



# **Administering Avaya IP Office Contact Center Address Book**

Release 9.1.6  
Issue 2  
February 2016

© 2014-2016, Avaya, Inc.  
All Rights Reserved.

#### Notice

While reasonable efforts have been made to ensure that the information in this document is complete and accurate at the time of printing, Avaya assumes no liability for any errors. Avaya reserves the right to make changes and corrections to the information in this document without the obligation to notify any person or organization of such changes.

#### Documentation disclaimer

"Documentation" means information published by Avaya in varying mediums which may include product information, operating instructions and performance specifications that Avaya may generally make available to users of its products and Hosted Services. Documentation does not include marketing materials. Avaya shall not be responsible for any modifications, additions, or deletions to the original published version of documentation unless such modifications, additions, or deletions were performed by Avaya. End User agrees to indemnify and hold harmless Avaya, Avaya's agents, servants and employees against all claims, lawsuits, demands and judgments arising out of, or in connection with, subsequent modifications, additions or deletions to this documentation, to the extent made by End User.

#### Link disclaimer

Avaya is not responsible for the contents or reliability of any linked websites referenced within this site or documentation provided by Avaya. Avaya is not responsible for the accuracy of any information, statement or content provided on these sites and does not necessarily endorse the products, services, or information described or offered within them. Avaya does not guarantee that these links will work all the time and has no control over the availability of the linked pages.

#### Warranty

Avaya provides a limited warranty on Avaya hardware and software. Refer to your sales agreement to establish the terms of the limited warranty. In addition, Avaya's standard warranty language, as well as information regarding support for this product while under warranty is available to Avaya customers and other parties through the Avaya Support website: <https://support.avaya.com/helpcenter/getGenericDetails?detailId=C20091120112456651010> under the link "Warranty & Product Lifecycle" or such successor site as designated by Avaya. Please note that if You acquired the product(s) from an authorized Avaya Channel Partner outside of the United States and Canada, the warranty is provided to You by said Avaya Channel Partner and not by Avaya.

"Hosted Service" means a hosted service subscription that You acquire from either Avaya or an authorized Avaya Channel Partner (as applicable) and which is described further in Hosted SAS or other service description documentation regarding the applicable hosted service. If You purchase a Hosted Service subscription, the foregoing limited warranty may not apply but You may be entitled to support services in connection with the Hosted Service as described further in your service description documents for the applicable Hosted Service. Contact Avaya or Avaya Channel Partner (as applicable) for more information.

#### Hosted Service

THE FOLLOWING APPLIES IF YOU PURCHASE A HOSTED SERVICE SUBSCRIPTION FROM AVAYA OR AN AVAYA CHANNEL PARTNER (AS APPLICABLE), THE TERMS OF USE FOR HOSTED SERVICES ARE AVAILABLE ON THE AVAYA WEBSITE, [HTTPS://SUPPORT.AVAYA.COM/LICENSEINFO](https://support.avaya.com/LICENSEINFO) UNDER THE LINK "Avaya Terms of Use for Hosted Services" OR SUCH SUCCESSOR SITE AS DESIGNATED BY AVAYA, AND ARE APPLICABLE TO ANYONE WHO ACCESSES OR USES THE HOSTED SERVICE, BY ACCESSING OR USING THE HOSTED SERVICE, OR AUTHORIZING OTHERS TO DO SO, YOU, ON BEHALF OF YOURSELF AND THE ENTITY FOR WHOM YOU ARE DOING SO (HEREINAFTER REFERRED TO INTERCHANGEABLY AS "YOU" AND "END USER"), AGREE TO THE TERMS OF USE. IF YOU ARE ACCEPTING THE TERMS OF USE ON BEHALF A COMPANY OR OTHER LEGAL ENTITY, YOU REPRESENT THAT YOU HAVE THE AUTHORITY TO BIND SUCH ENTITY TO THESE

TERMS OF USE. IF YOU DO NOT HAVE SUCH AUTHORITY, OR IF YOU DO NOT WISH TO ACCEPT THESE TERMS OF USE, YOU MUST NOT ACCESS OR USE THE HOSTED SERVICE OR AUTHORIZE ANYONE TO ACCESS OR USE THE HOSTED SERVICE. YOUR USE OF THE HOSTED SERVICE SHALL BE LIMITED BY THE NUMBER AND TYPE OF LICENSES PURCHASED UNDER YOUR CONTRACT FOR THE HOSTED SERVICE, PROVIDED, HOWEVER, THAT FOR CERTAIN HOSTED SERVICES IF APPLICABLE, YOU MAY HAVE THE OPPORTUNITY TO USE FLEX LICENSES, WHICH WILL BE INVOICED ACCORDING TO ACTUAL USAGE ABOVE THE CONTRACT LICENSE LEVEL. CONTACT AVAYA OR AVAYA'S CHANNEL PARTNER FOR MORE INFORMATION ABOUT THE LICENSES FOR THE APPLICABLE HOSTED SERVICE, THE AVAILABILITY OF ANY FLEX LICENSES (IF APPLICABLE), PRICING AND BILLING INFORMATION, AND OTHER IMPORTANT INFORMATION REGARDING THE HOSTED SERVICE.

#### Licenses

THE SOFTWARE LICENSE TERMS AVAILABLE ON THE AVAYA WEBSITE, [HTTPS://SUPPORT.AVAYA.COM/LICENSEINFO](https://support.avaya.com/LICENSEINFO), UNDER THE LINK "AVAYA SOFTWARE LICENSE TERMS (Avaya Products)" OR SUCH SUCCESSOR SITE AS DESIGNATED BY AVAYA, ARE APPLICABLE TO ANYONE WHO DOWNLOADS, USES AND/OR INSTALLS AVAYA SOFTWARE, PURCHASED FROM AVAYA INC., ANY AVAYA AFFILIATE, OR AN AVAYA CHANNEL PARTNER (AS APPLICABLE) UNDER A COMMERCIAL AGREEMENT WITH AVAYA OR AN AVAYA CHANNEL PARTNER. UNLESS OTHERWISE AGREED TO BY AVAYA IN WRITING, AVAYA DOES NOT EXTEND THIS LICENSE IF THE SOFTWARE WAS OBTAINED FROM ANYONE OTHER THAN AVAYA, AN AVAYA AFFILIATE OR AN AVAYA CHANNEL PARTNER; AVAYA RESERVES THE RIGHT TO TAKE LEGAL ACTION AGAINST YOU AND ANYONE ELSE USING OR SELLING THE SOFTWARE WITHOUT A LICENSE. BY INSTALLING, DOWNLOADING OR USING THE SOFTWARE, OR AUTHORIZING OTHERS TO DO SO, YOU, ON BEHALF OF YOURSELF AND THE ENTITY FOR WHOM YOU ARE INSTALLING, DOWNLOADING OR USING THE SOFTWARE (HEREINAFTER REFERRED TO INTERCHANGEABLY AS "YOU" AND "END USER"), AGREE TO THESE TERMS AND CONDITIONS AND CREATE A BINDING CONTRACT BETWEEN YOU AND AVAYA INC. OR THE APPLICABLE AVAYA AFFILIATE ("AVAYA").

Avaya grants You a license within the scope of the license types described below, with the exception of Heritage Nortel Software, for which the scope of the license is detailed below. Where the order documentation does not expressly identify a license type, the applicable license will be a Designated System License. The applicable number of licenses and units of capacity for which the license is granted will be one (1), unless a different number of licenses or units of capacity is specified in the documentation or other materials available to You. "Software" means computer programs in object code, provided by Avaya or an Avaya Channel Partner, whether as stand-alone products, pre-installed on hardware products, and any upgrades, updates, patches, bug fixes, or modified versions thereto. "Designated Processor" means a single stand-alone computing device. "Server" means a Designated Processor that hosts a software application to be accessed by multiple users. "Instance" means a single copy of the Software executing at a particular time: (i) on one physical machine; or (ii) on one deployed software virtual machine ("VM") or similar deployment.

#### License type(s)

Designated System(s) License (DS). End User may install and use each copy or an Instance of the Software only on a number of Designated Processors up to the number indicated in the order. Avaya may require the Designated Processor(s) to be identified in the order by type, serial number, feature key, Instance, location or other specific designation, or to be provided by End User to Avaya through electronic means established by Avaya specifically for this purpose.

Concurrent User License (CU). End User may install and use the Software on multiple Designated Processors or one or more Servers, so long as only the licensed number of Units are accessing and using the Software at any given time. A "Unit" means the unit on which Avaya, at its sole discretion, bases the pricing of its licenses and can be, without limitation, an agent, port or user, an e-mail or voice mail

account in the name of a person or corporate function (e.g., webmaster or helpdesk), or a directory entry in the administrative database utilized by the Software that permits one user to interface with the Software. Units may be linked to a specific, identified Server or an Instance of the Software.

Database License (DL). End User may install and use each copy or an Instance of the Software on one Server or on multiple Servers provided that each of the Servers on which the Software is installed communicates with no more than one Instance of the same database.

CPU License (CP). End User may install and use each copy or Instance of the Software on a number of Servers up to the number indicated in the order provided that the performance capacity of the Server(s) does not exceed the performance capacity specified for the Software. End User may not re-install or operate the Software on Server(s) with a larger performance capacity without Avaya's prior consent and payment of an upgrade fee.

Named User License (NU). You may: (i) install and use each copy or Instance of the Software on a single Designated Processor or Server per authorized Named User (defined below); or (ii) install and use each copy or Instance of the Software on a Server so long as only authorized Named Users access and use the Software. "Named User", means a user or device that has been expressly authorized by Avaya to access and use the Software. At Avaya's sole discretion, a "Named User" may be, without limitation, designated by name, corporate function (e.g., webmaster or helpdesk), an e-mail or voice mail account in the name of a person or corporate function, or a directory entry in the administrative database utilized by the Software that permits one user to interface with the Software.

Shrinkwrap License (SR). You may install and use the Software in accordance with the terms and conditions of the applicable license agreements, such as "shrinkwrap" or "clickthrough" license accompanying or applicable to the Software ("Shrinkwrap License").

#### **Heritage Nortel Software**

"Heritage Nortel Software" means the software that was acquired by Avaya as part of its purchase of the Nortel Enterprise Solutions Business in December 2009. The Heritage Nortel Software is the software contained within the list of Heritage Nortel Products located at <https://support.avaya.com/LicenseInfo> under the link "Heritage Nortel Products" or such successor site as designated by Avaya. For Heritage Nortel Software, Avaya grants Customer a license to use Heritage Nortel Software provided hereunder solely to the extent of the authorized activation or authorized usage level, solely for the purpose specified in the Documentation, and solely as embedded in, for execution on, or for communication with Avaya equipment. Charges for Heritage Nortel Software may be based on extent of activation or use authorized as specified in an order or invoice.

#### **Copyright**

Except where expressly stated otherwise, no use should be made of materials on this site, the Documentation, Software, Hosted Service, or hardware provided by Avaya. All content on this site, the documentation, Hosted Service, and the product provided by Avaya including the selection, arrangement and design of the content is owned either by Avaya or its licensors and is protected by copyright and other intellectual property laws including the sui generis rights relating to the protection of databases. You may not modify, copy, reproduce, republish, upload, post, transmit or distribute in any way any content, in whole or in part, including any code and software unless expressly authorized by Avaya. Unauthorized reproduction, transmission, dissemination, storage, and or use without the express written consent of Avaya can be a criminal, as well as a civil offense under the applicable law.

#### **Virtualization**

The following applies if the product is deployed on a virtual machine. Each product has its own ordering code and license types. Note that each Instance of a product must be separately licensed and ordered. For example, if the end user customer or Avaya Channel Partner would like to install two Instances of the same type of products, then two products of that type must be ordered.

#### **Third Party Components**

"Third Party Components" mean certain software programs or portions thereof included in the Software or Hosted Service may

contain software (including open source software) distributed under third party agreements ("Third Party Components"), which contain terms regarding the rights to use certain portions of the Software ("Third Party Terms"). As required, information regarding distributed Linux OS source code (for those products that have distributed Linux OS source code) and identifying the copyright holders of the Third Party Components and the Third Party Terms that apply is available in the products, Documentation or on Avaya's website at: <https://support.avaya.com/Copyright> or such successor site as designated by Avaya. The open source software license terms provided as Third Party Terms are consistent with the license rights granted in these Software License Terms, and may contain additional rights benefiting You, such as modification and distribution of the open source software. The Third Party Terms shall take precedence over these Software License Terms, solely with respect to the applicable Third Party Components to the extent that these Software License Terms impose greater restrictions on You than the applicable Third Party Terms.

The following applies if the H.264 (AVC) codec is distributed with the product. THIS PRODUCT IS LICENSED UNDER THE AVC PATENT PORTFOLIO LICENSE FOR THE PERSONAL USE OF A CONSUMER OR OTHER USES IN WHICH IT DOES NOT RECEIVE REMUNERATION TO (i) ENCODE VIDEO IN COMPLIANCE WITH THE AVC STANDARD ("AVC VIDEO") AND/OR (ii) DECODE AVC VIDEO THAT WAS ENCODED BY A CONSUMER ENGAGED IN A PERSONAL ACTIVITY AND/OR WAS OBTAINED FROM A VIDEO PROVIDER LICENSED TO PROVIDE AVC VIDEO. NO LICENSE IS GRANTED OR SHALL BE IMPLIED FOR ANY OTHER USE. ADDITIONAL INFORMATION MAY BE OBTAINED FROM MPEG LA, L.L.C. SEE [HTTP://WWW.MPEGLA.COM](http://www.mpegla.com).

#### **Service Provider**

THE FOLLOWING APPLIES TO AVAYA CHANNEL PARTNER'S HOSTING OF AVAYA PRODUCTS OR SERVICES. THE PRODUCT OR HOSTED SERVICE MAY USE THIRD PARTY COMPONENTS SUBJECT TO THIRD PARTY TERMS AND REQUIRE A SERVICE PROVIDER TO BE INDEPENDENTLY LICENSED DIRECTLY FROM THE THIRD PARTY SUPPLIER. AN AVAYA CHANNEL PARTNER'S HOSTING OF AVAYA PRODUCTS MUST BE AUTHORIZED IN WRITING BY AVAYA AND IF THOSE HOSTED PRODUCTS USE OR EMBED CERTAIN THIRD PARTY SOFTWARE, INCLUDING BUT NOT LIMITED TO MICROSOFT SOFTWARE OR CODECS, THE AVAYA CHANNEL PARTNER IS REQUIRED TO INDEPENDENTLY OBTAIN ANY APPLICABLE LICENSE AGREEMENTS, AT THE AVAYA CHANNEL PARTNER'S EXPENSE, DIRECTLY FROM THE APPLICABLE THIRD PARTY SUPPLIER.

WITH RESPECT TO CODECS, IF THE AVAYA CHANNEL PARTNER IS HOSTING ANY PRODUCTS THAT USE OR EMBED THE G.729 CODEC, H.264 CODEC, OR H.265 CODEC, THE AVAYA CHANNEL PARTNER ACKNOWLEDGES AND AGREES THE AVAYA CHANNEL PARTNER IS RESPONSIBLE FOR ANY AND ALL RELATED FEES AND/OR ROYALTIES. THE G.729 CODEC IS LICENSED BY SIPRO LAB TELECOM INC. SEE [WWW.SIPRO.COM/CONTACT.HTML](http://www.sipro.com/contact.html). THE H.264 (AVC) CODEC IS LICENSED UNDER THE AVC PATENT PORTFOLIO LICENSE FOR THE PERSONAL USE OF A CONSUMER OR OTHER USES IN WHICH IT DOES NOT RECEIVE REMUNERATION TO: (I) ENCODE VIDEO IN COMPLIANCE WITH THE AVC STANDARD ("AVC VIDEO") AND/OR (II) DECODE AVC VIDEO THAT WAS ENCODED BY A CONSUMER ENGAGED IN A PERSONAL ACTIVITY AND/OR WAS OBTAINED FROM A VIDEO PROVIDER LICENSED TO PROVIDE AVC VIDEO. NO LICENSE IS GRANTED OR SHALL BE IMPLIED FOR ANY OTHER USE. ADDITIONAL INFORMATION FOR H.264 (AVC) AND H.265 (HEVC) CODECS MAY BE OBTAINED FROM MPEG LA, L.L.C. SEE [HTTP://WWW.MPEGLA.COM](http://www.mpegla.com).

#### **Compliance with Laws**

Customer acknowledges and agrees that it is responsible for complying with any applicable laws and regulations, including, but not limited to laws and regulations related to call recording, data privacy, intellectual property, trade secret, fraud, and music performance rights, in the country or territory where the Avaya product is used.

## **Preventing Toll Fraud**

“Toll Fraud” is the unauthorized use of your telecommunications system by an unauthorized party (for example, a person who is not a corporate employee, agent, subcontractor, or is not working on your company's behalf). Be aware that there can be a risk of Toll Fraud associated with your system and that, if Toll Fraud occurs, it can result in substantial additional charges for your telecommunications services.

### **Avaya Toll Fraud intervention**

If You suspect that You are being victimized by Toll Fraud and You need technical assistance or support, call Technical Service Center Toll Fraud Intervention Hotline at +1-800-643-2353 for the United States and Canada. For additional support telephone numbers, see the Avaya Support website: <https://support.avaya.com> or such successor site as designated by Avaya.

### **Security Vulnerabilities**

Information about Avaya's security support policies can be found in the Security Policies and Support section of <https://support.avaya.com/security>.

Suspected Avaya product security vulnerabilities are handled per the Avaya Product Security Support Flow (<https://support.avaya.com/css/P8/documents/100161515>).

### **Downloading Documentation**

For the most current versions of Documentation, see the Avaya Support website: <https://support.avaya.com>, or such successor site as designated by Avaya.

### **Contact Avaya Support**

See the Avaya Support website: <https://support.avaya.com> for product or Hosted Service notices and articles, or to report a problem with your Avaya product or Hosted Service. For a list of support telephone numbers and contact addresses, go to the Avaya Support website: <https://support.avaya.com> (or such successor site as designated by Avaya), scroll to the bottom of the page, and select Contact Avaya Support.

### **Trademarks**

The trademarks, logos and service marks (“Marks”) displayed in this site, the Documentation, Hosted Service(s), and product(s) provided by Avaya are the registered or unregistered Marks of Avaya, its affiliates, or other third parties. Users are not permitted to use such Marks without prior written consent from Avaya or such third party which may own the Mark. Nothing contained in this site, the Documentation, Hosted Service(s) and product(s) should be construed as granting, by implication, estoppel, or otherwise, any license or right in and to the Marks without the express written permission of Avaya or the applicable third party.

Avaya is a registered trademark of Avaya Inc.

All non-Avaya trademarks are the property of their respective owners. Linux® is the registered trademark of Linus Torvalds in the U.S. and other countries.

# Contents

<b>Chapter 1: Overview</b> .....	6
Address Book administrator overview.....	6
Address Book administrator UI overview.....	6
Opening the Address Book administrator module.....	7
<b>Chapter 2: Address books and settings</b> .....	9
Configurable address books.....	9
Address book settings.....	9
Common tab field descriptions.....	10
Attribute Mapping field descriptions.....	11
LDAP connection field descriptions.....	12
JDBC connection field descriptions.....	13
Import Schedule field descriptions.....	14
<b>Chapter 3: Address book profiles</b> .....	15
Address book profiles overview.....	15
Profile field descriptions.....	15
<b>Chapter 4: Address book server settings</b> .....	16
Address book server settings.....	16
<b>Chapter 5: Import log</b> .....	17
The View field descriptions.....	17
Refreshing address book import logs.....	17
<b>Glossary</b> .....	18

# Chapter 1: Overview

---

## Address Book administrator overview

An address book consists of customer details. You can configure an address book with details such as the name, phone number, or fax number. In IP Office Contact Center, the email module integrates with the address book functionality. The address book server provides the address books that the system displays in the email module.

In the email module, an agent can use the address book that the address book server configures for the agent. You can use the Address Book administrator module, which is a web user interface, to change the configuration of the address book server.

Use the Address Book administrator module to:

- Add, change, and delete address books.
- Add, change, and delete address book profiles.
- Edit the settings of the address book server.
- View the import log.

You cannot use the drag-and-drop function in the Address Book administrator module.

---

## Address Book administrator UI overview

The Address Book administrator user interface includes the following areas:

- Title bar
- Navigation
- Settings

### Title bar

The title bar UI displays the:

- Module name
- Logo
- Version

## Navigation

The navigation UI includes:

- **Address books:** Lists the configured address books. You can add an address book, change the settings of an address book, and delete an address book.
- **Address book profiles:** Displays the configured address book profiles. You can add an address book, change the settings of an address book, and delete an address book to a profile.
- **Address book server:** Displays the properties of the address book server. You can edit the properties of the address book server.
- **Import-Log:** Displays import information. You can refresh this display.

## Settings

The settings area displays the settings selected from the navigation pane.

## Icons and buttons

You can use the buttons in the Address Book Administrator user interface to perform the following actions:

Icon	Name	Description
	<b>Edit</b>	Opens the settings of the selected entries for editing.
	<b>Delete</b>	Deletes the selected entry or the selected setting.

You can use the buttons in the Address Book Administrator user interface to perform the following actions:

Button	Description
<b>Add</b>	Adds a new address book or a new address book profile.
<b>Save</b>	Saves the current settings.
<b>Back</b>	Returns to the previous section.
<b>Refresh</b>	Refreshes the display.

---

# Opening the Address Book administrator module

## Before you begin

- Create an account with a user name and a password in the Configuration module.
- Install Microsoft Internet Explorer 6.0 or later.
- Turn off the Pop-up Blocker in Microsoft Internet Explorer.
- Get the administrator privilege for the UMR database.
- Log in to the IP Office Contact Center user interface.

For more information about logging in to the IP Office Contact Center user interface, see *Using Avaya IP Office Contact Center for Windows*.

### **Procedure**

On the **Go to** menu, click **Address book admin**.

The system displays the Address Book administrator module user interface.

# Chapter 2: Address books and settings

---

## Configurable address books

You can configure the following address books:

**\* Note:**

Ensure that the call numbers you want to import into the address books are in canonic format.

### Private address book

You can configure address books that a user can import using the Corba interface of the address book server instead of automatically importing from an external source by the address book server. Using the email module, you can import the content of a CSV file into the private address book. A private address book has an instance for each user. Each user uses this instance to import the private address book.

### Shared address book

You can configure address books that a user imports using the Corba interface of the address book server instead of automatically importing from an external source by the address book server. Using the email module, you can import the content of a CSV file into the shared address book. A shared address book has one instance. If two users have write-access to this type of address book and the users import addresses, the users are updating the shared address book.

### External address book using LDAP or JDBC

You can use an import scheduler to import an address book from an external source. You can connect an address book using LDAP or JDBC. You can also customize the attributes.

---

## Address book settings

The following table lists the address book types and the required settings for each type:

Address book type	Setting
Private address book	<ul style="list-style-type: none"><li>• Common</li><li>• Attribute Mapping</li></ul>
Shared address book	<ul style="list-style-type: none"><li>• Common</li></ul>

*Table continues...*

Address book type	Setting
	<ul style="list-style-type: none"> <li>• Attribute Mapping</li> </ul>
External address book (LDAP)	<ul style="list-style-type: none"> <li>• Common</li> <li>• LDAP-Connection</li> <li>• Attribute Mapping</li> <li>• Import Schedule</li> </ul>
External address book (JDBC)	<ul style="list-style-type: none"> <li>• Common</li> <li>• JDBC-Connection</li> <li>• Attribute Mapping</li> <li>• Import Schedule</li> </ul>

### JDBC connection settings

You can use JDBC to connect to an external address book.

**!** **Important:**

- You cannot use spaces or special characters for column names in the database. If you assign the column names with spaces or special characters for mapping, the import process fails.
- You can use JDBC to connect to an address book only if the address book that you want to import is available as a database or a view.

---

## Common tab field descriptions

Name	Description
<b>Address book name</b>	Displays the name of the address book.
<b>Result limit</b>	Specifies the maximum number of data records for the queries to the address book server.
<b>Internationalized address book names</b>	<p>Configures the names of the internationalized address books. In the E-mail WebClient module, you can display the address book names in the login language of the user.</p> <p><b>* Note:</b> If you do not configure the <b>Internationalized address book names</b> field to display in the login language, the system displays the name entered in the <b>Address book name</b> field.</p>
<b>German</b>	Displays the address book name if the agent logs on in German.

*Table continues...*

Name	Description
English	Displays the address book name if the agent logs on in English.
Spanish	Displays the address book name if the agent logs on in Spanish.
French	Displays the address book name if the agent logs on in French.
Italian	Displays the address book name if the agent logs on in Italian.
Portuguese	Displays the address book name if the agent logs on in Portuguese.

---

## Attribute Mapping field descriptions

### Application

The system provides a default attribute mapping when you create a new external address book (LDAP), a new private address book, or a new shared address book.

You can use the following send requests in the WebClient module:

Name	Send in WebClient
EmailAddress	Sends an email message to the corresponding email address.
Fax	Sends a fax message to the corresponding fax number.
MobilePhone	Sends a text message to the corresponding number.

### Table

The table displays the attributes assigned to an address book. The first column lists the attributes of the address book server. The second column displays the attributes of the database to which you want to connect. You can change or delete the attributes assigned to an address book or add new attributes in the table to an address book.

On the Attribute Mapping tab, you can add, change, or delete the following attributes:

Name	Description
City	The name of the city
Company	The name of the company
Country	The name of the country
Department	The name of the department
EmailAddress	The email address

*Table continues...*

Name	Description
Fax	The fax number
FirstName	The first name
LastName	The last name
MobilePhone	The mobile phone number
PhoneNumber	The business phone number
PostalCode	The ZIP code
PrivatePhone	The home phone number
Province	The name of the province
State	The name of the state
Street	The street address

## LDAP connection field descriptions

The settings for connecting an address book using LDAP are:

Name	Description
Server	Displays the host name of the LDAP server.
Port	Displays the port number of the LDAP server. The default port number is 389.
User	Displays the name of the LDAP user. The LDAP user must have read access.
Password	Specifies the password of the LDAP User.
Base DN	Specifies the base Distinguished Name (DN). The search or the import operation begins from DN. For example, DC=xxx, DC=yyy, DC=zzz.
Condition	Specifies an optional condition for the LDAP search filter. For example, objectClass=user.   <b>Note:</b> You can use the Base DN to gain access to the appropriate entries.

### Button

You can use the **Connect** button in the UI to check the connection to the LDAP server.

Name	Description
Connect	Checks the settings by establishing a connection to the LDAP server. If the connection is successful, the system displays the following message: Successfully connected to LDAP-Server!

Name	Description
	If the connection fails, the system displays the following message: Connection to LDAP server could not be established. Check your settings and the network connection.

 **Note:**

The system does not support additional attribute connection functions for JDBC connections.

## JDBC connection field descriptions

Name	Description
<b>JDBC driver</b>	Specifies the JDBC driver.  The address book server installation provides a JDBC driver for the CSV (csvjdbc-1.0-18.jar). Hence, you must specify the driver for a JDBC import. For example, org.relique.jdbc.csv.CsvDriver.
<b>DB URL</b>	Specifies the database URL or AccountURL.  The <b>DB URL</b> format is: jdbc:relique:csv:<FolderPath>. For <FolderPath>, you must use the folder path without the file name. For example, jdbc:relique:csv:c:\addressbook.
<b>DB table</b>	Displays the database table name.

### Buttons

You can use the following button to check the connection to the JDBC server:

Name	Description
<b>Connect</b>	Checks the settings by establishing a connection to the JDBC server.  If the connection is successful, the system displays the message: Successfully connected to JDBC -Server!  If the connection fails, the system displays the message: Connection to JDBC server could not be established. Check your settings and the network connection.

Icon	Name	Description
	List	Displays the available tables in a selection list when you connect to the JDBC server. The system displays the relevant columns of the table in a selection list in Attribute Mapping.
	Select	Selects a table from the list and applies the table to the database table.

---

## Import Schedule field descriptions

You can create an import scheduler for each address book. The system imports the data records according to the specified schedule.

Name	Description
<b>Activated</b>	Specifies whether the import scheduler is enabled.
<b>First execution time</b>	Specifies the time at which the first importing of data records from the address book occurs. You can specify a date and a time of day.  You can click the calendar icon (  ) to select a date.
<b>Once</b>	Specifies that the data records are imported only once.
<b>Repeat import every x days</b>	Specifies the interval in days at which the data records are imported.
<b>Repeat import every x weeks</b>	Specifies the interval in weeks at which the data records are imported.
<b>Import now</b>	Imports the data records instantly.

# Chapter 3: Address book profiles

---

## Address book profiles overview

The address book profile lists the agents with the list of address books that each agent can read, import, or both. You can assign the address book profiles to agents during the agent configuration in the Configuration module.

 **Note:**

You can select one configured address book profile as the default profile. The system uses the default address book profile when you configure a new agent in the Configuration module.

---

## Profile field descriptions

The system lists the configured address book profiles in the Address book profile tab. You can add, change, or delete profiles.

Name	Description
<b>Profile name</b>	Displays the profile name of the address book.
<b>Address book</b>	Specifies the name of the address book. You can change the settings in the <b>Address books</b> tab.
<b>Read access</b>	Specifies that only the configured agent can read the address book.
<b>Write access</b>	Specifies that the agent has write access to a private or a shared address book. The following address books do not require read-only rights: <ul style="list-style-type: none"><li>• The external address book (LDAP)</li><li>• The external address book (JDBC)</li></ul> For the external address books, the system imports the content periodically.

# Chapter 4: Address book server settings

---

## Address book server settings

Name	Description
<b>Merge keys</b>	<p>Specifies the merge keys. A semicolon separates the Merge keys. You can enter all attributes of the address book server as merge keys.</p> <p>For example, if you enter <code>FirstName;LastName</code> in <b>Merge keys</b>, the system displays the entry that matches both the first name and the last name.</p>
<b>Cache location</b>	<p>Specifies the folder in which the address book server stores the data temporarily.</p> <p>The address book server saves the frequent queries in a cache to get faster access to the server.</p> <p>The default folder is:</p> <pre>C:/temp/adb_srv_favorites</pre>
<b>Maximum cache entries</b>	<p>Specifies the maximum number of entries in the cache.</p> <p>The default setting is 1000.</p>
<b>Size Import Event-log</b>	<p>Specifies the maximum number of entries in the import event log.</p> <p>The system adds the details of the import events in the import event log. When the number of entries in the import log exceeds the maximum number, the system overwrites the oldest entries.</p> <p>The default setting is 100.</p>

# Chapter 5: Import log

---

## The View field descriptions

A table displays the entries for the address book import with the most recent entry on the top.

Setting	Description
Address book	Displays the name of the address book.
Start time	Displays the start time and date of the import.
End time	Displays the completion time and date of the import.
State	Displays the following status when importing the address books: <ul style="list-style-type: none"><li>• Success: The import is successful.</li><li>• Failed: The import is unsuccessful.</li><li>• Queued: The import is in the queue.</li><li>• Initializing: The system is starting the import.</li></ul>
Result	Displays the data for successful imports.

---

## Refreshing address book import logs

### Procedure

1. In the **Address Book Administrator** tab, click **Import-Log**.

The system displays the list of importing address books.

2. Click **Refresh**.

The system refreshes the import list.

# Glossary

## CSV

A Comma separated values (CSV) file is a text file for saving or exchanging data with a simple structure.

# Index

## A

address book	
profiles .....	<a href="#">15</a>
address book admin	
opening .....	<a href="#">7</a>
address book administration	
UI .....	<a href="#">6</a>
address book administrator .....	<a href="#">6</a>
address books	
external .....	<a href="#">9</a>
private .....	<a href="#">9</a>
settings .....	<a href="#">9</a>
shared .....	<a href="#">9</a>
administrator modules	
address book .....	<a href="#">6</a>

## I

import log	
refreshing import .....	<a href="#">17</a>
view option .....	<a href="#">17</a>

## L

LDAP connection .....	<a href="#">12</a>
-----------------------	--------------------

## O

overview	
address book profiles .....	<a href="#">15</a>

## P

profiles .....	<a href="#">15</a>
----------------	--------------------

## S

settings	
address book server .....	<a href="#">16</a>

## T

tab settings	
attribute mapping .....	<a href="#">11</a>
common .....	<a href="#">10</a>
import schedule .....	<a href="#">14</a>
JDBC .....	<a href="#">13</a>
JDBC connection .....	<a href="#">13</a>
LDAP connection .....	<a href="#">12</a>