MaxACD Release 7.0 Update 1
Exchange Integration Guide

June 4, 2018

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About This Guide

This guide describes how to configure MaxACD to integrate with Microsoft Exchange, to enable two-way synchronization between user MaxACD voicemail messages and user Outlook mailboxes.

Requirements

MaxACD supports the following versions of Exchange:

- Exchange Server 2013
- Exchange Online

Integration Procedures

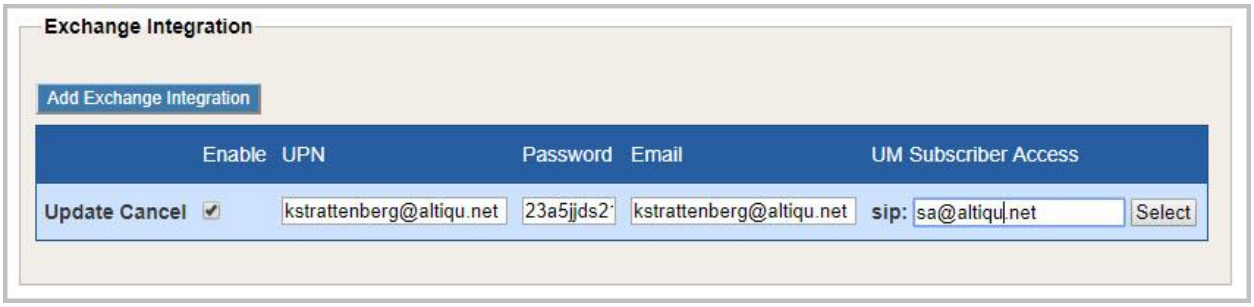
You can specify the Exchange Administrator as the MaxACD Exchange Integration Service Administrator, or you can select another Exchange user as the MaxACD Exchange Integration Service Administrator. Whichever you chose, this user account will be used to log in to Exchange through Exchange Web Services (EWS).

Option 1: Set the Exchange Administrator as the MaxACD Exchange Integration Service Administrator

MaxACD Configuration

1. Within MaxACD, select **System** > **Server**.
2. In the Exchange Integration section, check the *Enable* option.
3. Complete the fields and click **OK**.
    - *UPN* – Enter the Exchange Administrator account's UPN
    - *Password* – Enter the password for the Exchange Administrator account
    - *Email* – Enter the Exchange Administrator account's email address
    - *UM Subscriber Access* – Enter or select the SIP address of the Exchange UM Subscriber Access account.

      Note: You must configure and test this SIP URI in your SFB environment first.

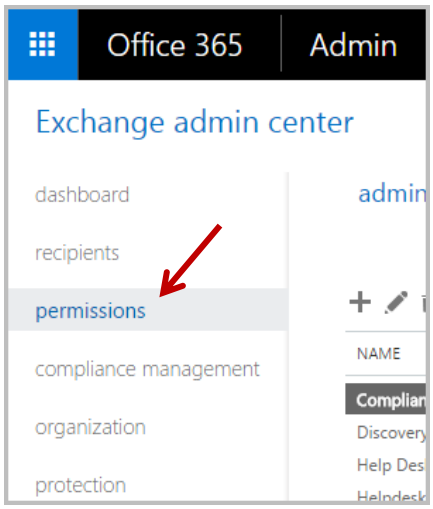


4. If you have multiple Exchange servers for different domains, click the **Add Exchange Integration** button and add more entries as needed.

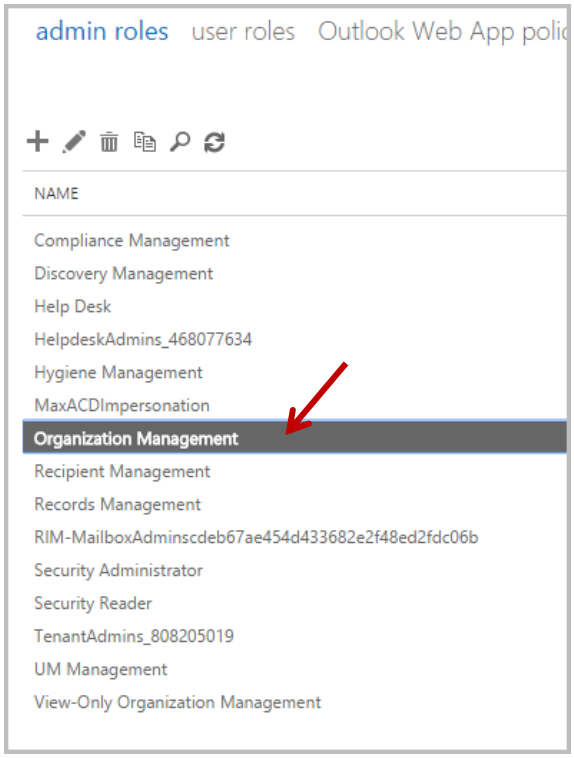
Exchange Configuration

During these procedures, you will configure Application Impersonation.

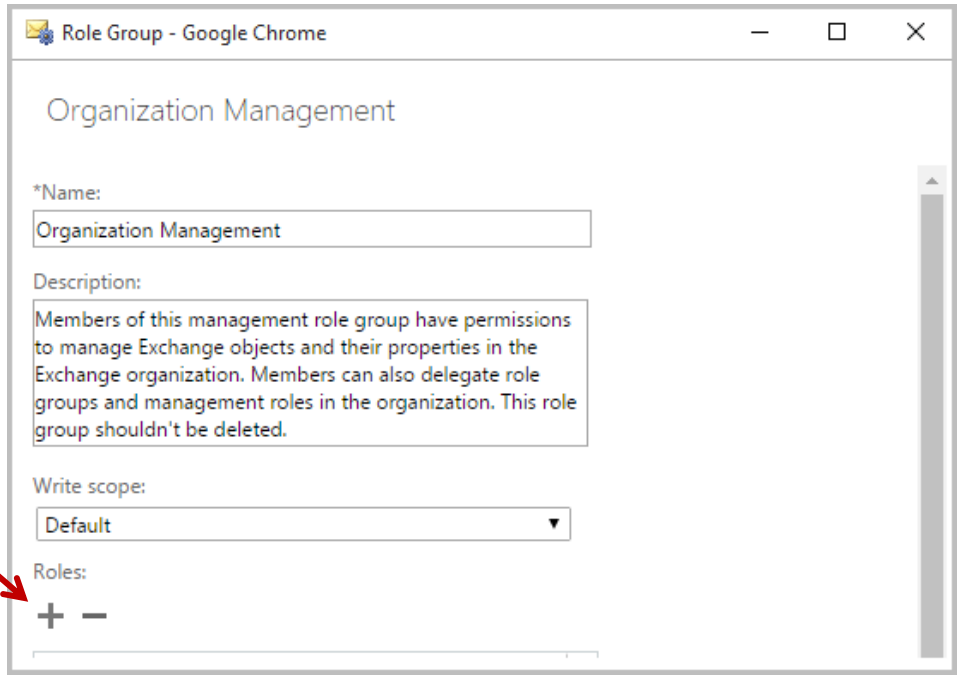
1. Log into the Exchange portal as the Exchange Administrator.
2. Click **permissions** in the left panel.



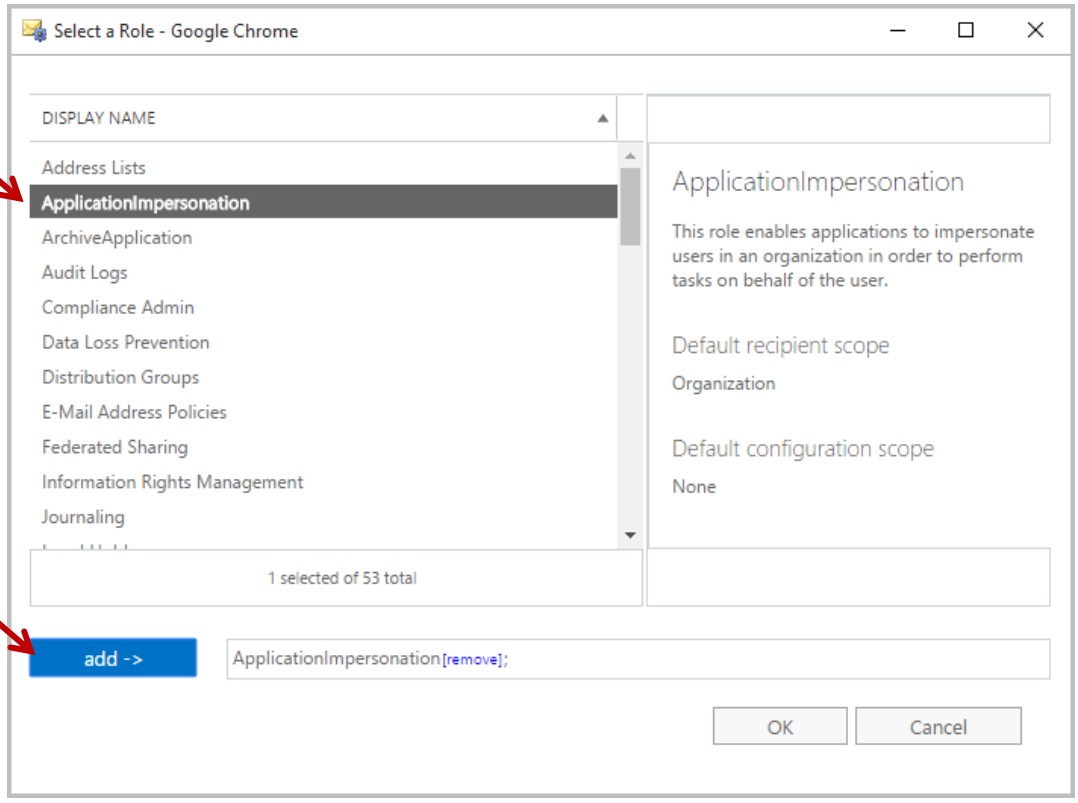
3. In the middle panel, click the *admin roles* tab, select **Organization Management**, and then click the Pencil (edit) icon.



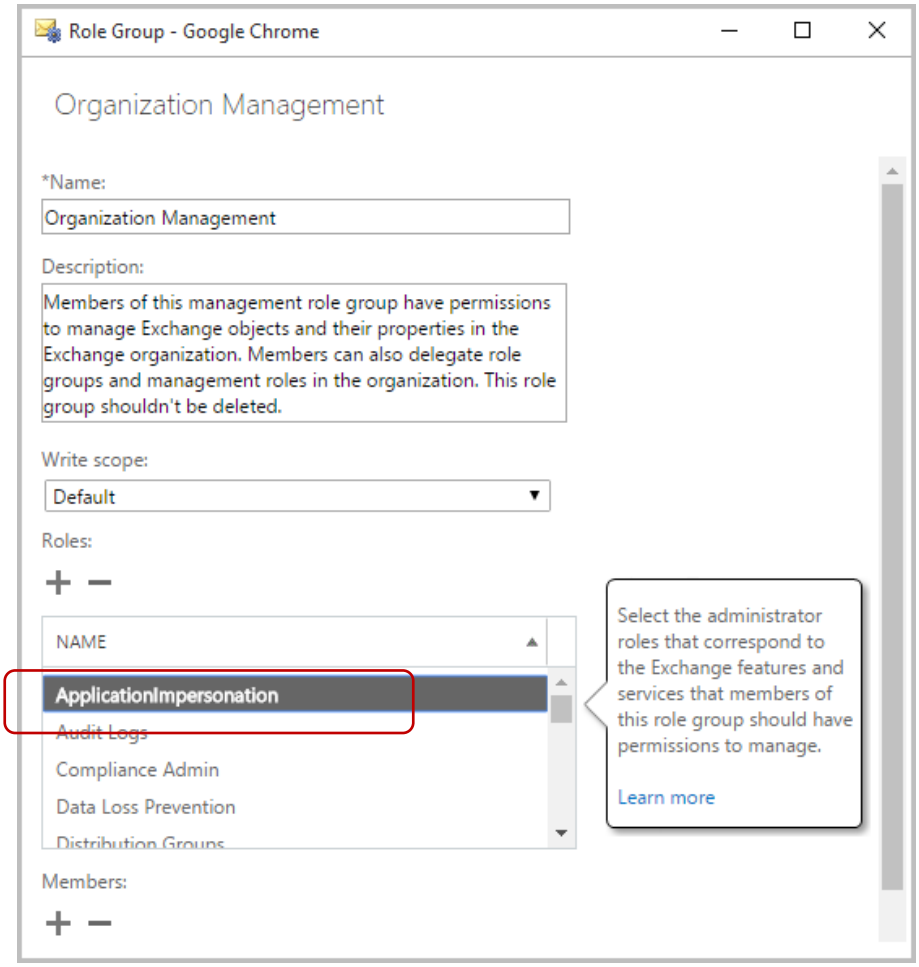
4. In the Role Group popup window, click the add button (the Plus sign) under *Roles.*



5. In the *Select a Role* popup window, select *ApplicationImpersonation* and click the **add ->** button. Then click **OK** to return to the previous window.



6. In the Role Group window, you should now see *ApplicationImpersonation* in the Roles list. Click **Save** to save your changes.



Option 2: Set a Different User as the MaxACD Exchange Integration Service Administrator

Perform these steps if you want to assign a user other than the Exchange Administrator as the MaxACD Exchange Integration Service Administrator.

MaxACD Configuration

Note the following requirements for this configuration:

- This user's email address must be the same as the user's UPN
- This UPN must be able to log into the **Office 365 Outlook or Exchange Web Access (OWA) account**
- Use this UPN and its password for Exchange Integration service login

To configure the MaxACD fields,

1. Within MaxACD, select **System** > **Server**.
2. In the Exchange Integration section, check the *Enable* option.

3. Complete the fields and click **OK**.
   - *UPN* – Enter the Exchange Administrator account's UPN
   - *Password* – Enter the password for the Exchange Administrator account
   - *Email* – Enter the Exchange Administrator account's email address
   - *UM Subscriber Access* – Enter or select the SIP address of the Exchange UM Subscriber Access account.

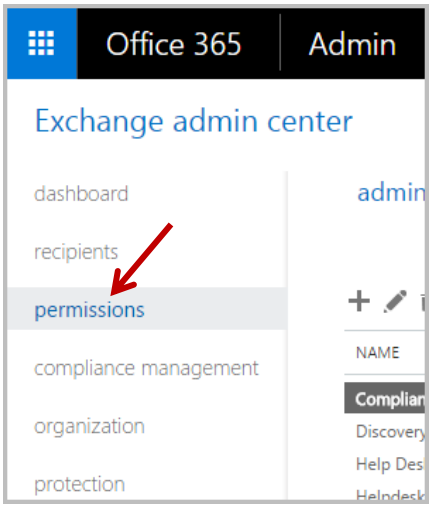
     Note: You must configure and test this SIP URI in your SFB environment first.

4. If you have multiple Exchange servers for different domains, click the **Add Exchange Integration** button and add more entries as needed.

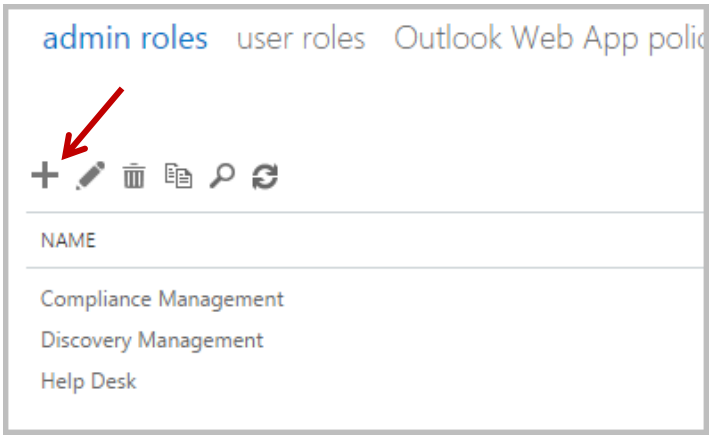
Exchange Configuration

During these procedures, you will configure Application Impersonation and will add the user whom you want to assign as the MaxACD Exchange Integration Service Administrator to the *Members* list.

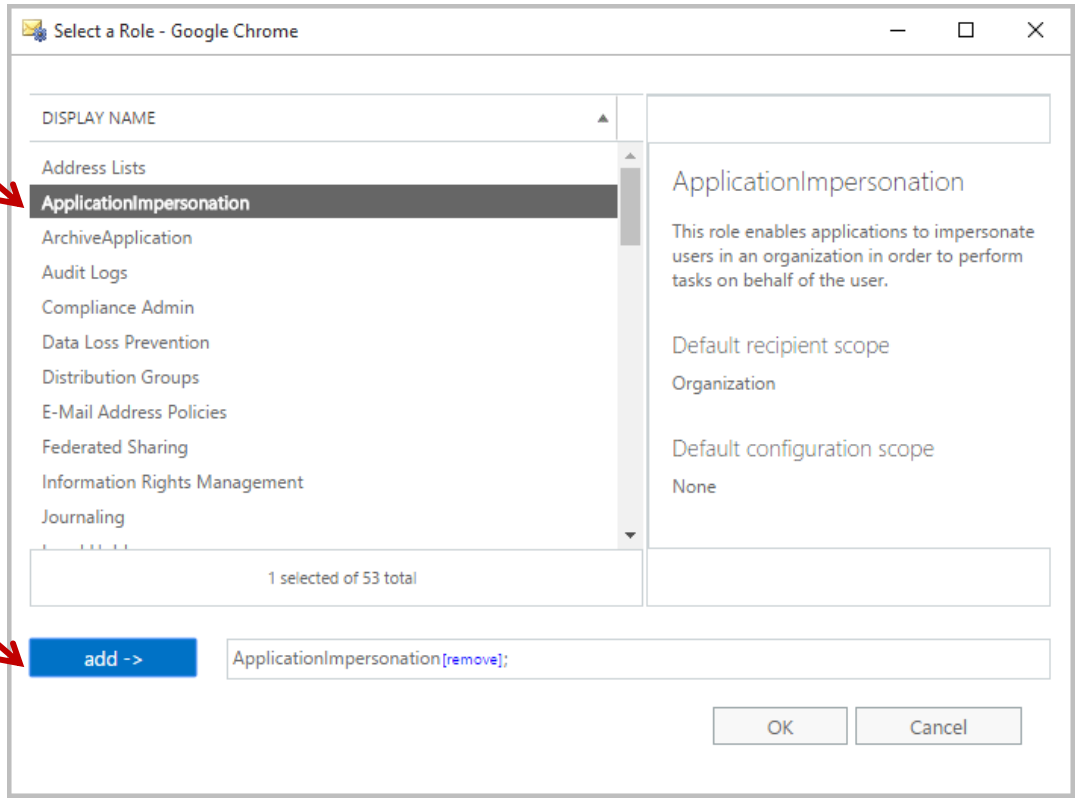
1. Log into the Exchange portal as the Exchange Administrator.
2. Click **permissions** in the left panel.



3. In the middle panel, click the *admin role* tab. Click the Add (Plus sign) button to add a new role.



4. In the Role Group window, provide a meaningful name and enter a brief description.
5. In the same window, click the Add (Plus sign) button under *Roles* again, to add another new role. In the *Select a Role* popup window, select *ApplicationImpersonation* and click the **add ->** button. Click **OK** return to the previous window.



6. In the *Role Group* window, click the Add (Plus sign) button below *Members.*
7. In the *Select Members* window, select the user whom you want to use as the MaxACD Exchange Integration Service Administrator and click the **add ->** button. Click **OK** to return to the previous window.

8. Make sure that *ApplicationImpersonation* appears in the *Roles* list. Confirm that the MaxACD Exchange Integration Administrator appears in the *Members* list.
9. Click **Save**.

Optional: Restrict the Scope of the Impersonation Service Account

The steps in this section are optional.

You can restrict the scope of the impersonation service account if desired.

If you are unfamiliar with this concept or process, we recommend that you review the following web page for details before you create a new scope:

- https://technet.microsoft.com/en-us/library/dd351083(v=exchg.150).aspx

Procedures:

1. Create a group in AD, for example *ExSync*.
2. Add users that will be impersonated to this new group *ExSync*.
3. Open Exchange PowerShell and execute the command to create a new scope. In our example we use the name *AcdMailSyncScope,* with *alti2013.com* is a domain example.

```
New-ManagementScope -Name:AcdMailSyncScope -RecipientRestrictionFilter:
"MemberOfGroup -eq 'CN=ExSync,CN=Users,DC=alti2013,DC=com'"
```

4. In Exchange PowerShell, execute the command to assign the impersonation to an email account. In our example, we use the email account *john@alti2013.com*.

```
New-ManagementRoleAssignment -Name: AcdMailSyncAssign
-Role:ApplicationImpersonation -User:john@alti2013.com
-CustomRecipientWriteScope:AcdMailSyncScope
```

5. Use the email account from step 4 for MaxACD Exchange Voicemail synchronization.

AltiGen Technical Support

Authorized AltiGen Partners and distributors may contact AltiGen technical support by the following methods:

- You may request technical support on AltiGen's Partner web site, at https://mspartner.altigen.com. Open a case on this site; a Technical Support representative will respond within one business day.
- Call 888-ALTIGEN, choose option 5 from the IVR, or 408-597-9000, option 5 from IVR, and follow the prompts. Your call will be answered by one of AltiGen's Technical Support Representatives or routed to the Technical Support Message Center if outside of normal business hours and no one is available to answer your call.

Technical support hours are 5:00 a.m. to 5:00 p.m., PST, Monday through Friday, except holidays.

If all representatives are busy, your call will be returned in the order it was received, within four hours under normal circumstances. Outside AltiGen business hours, only urgent calls will be returned on the same day (within one hour). Non-urgent calls will be returned on the next business day.

Please be ready to supply the following required information when calling in for Support:

- Partner ID.
- AltiGen Certified Tech ID.

- Product serial number.
- MaxACD version number.
- Server model.
- Number and types of boards in the system.
- Indicate whether this is a virtual or standalone server installation.
    - If this is a virtual installation, be prepared to identify whether you're using VMware or Hyper-V, and which version of the virtual software is installed.
- The amount of memory and the number of CPUs that are reserved for MaxACD Server use. Be aware that memory and CPU cores should always be dedicated and reserved for MaxACD Server use exclusively.
- Indicate whether SSD drives are installed. If they are not, be prepared to describe what NAS devices are installed, and whether they are shared or dedicated to MaxACD Server.
- The telephone number where you can be reached.