

ITSanchez, Compartiendo Conocimiento

# ITSanchez

# **Documento:** Integración Exchange 2010 SP1 UM con Lync 2010 RTM

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#### INTRODUCCION

El presente documento tiene como objetivo definir los pasos a seguir realizar la integración de Exchange 2010 SP1 UM con Lync 2010.

IMPORTANTE: Este procedimiento funciona con Exchange 2010 SP1 y Lync 2010 RTM

#### **CONFIGURACION EXCHANGE 2010 SP1**

Para realizar la configuración conectarse al servidor que tiene instalado el rol

de UM, se deben ejecutar los siguientes pasos:

 Crear un plan de marcado (Dialplan), es importante definir el número telefónico en formato E.164 para ser utilizado como número del buzón de voz de Exchange en mi ejemplo utilizare el número (+400070007100).
 Desde la consola de Exchange Management Shell, ejecutar el siguiente comando:

new-umdialplan -name UM -UriType "SipName" -VoipSecurity SIPSecured -NumberOfDigitsInExtension 4 -AccessTelephoneNumbers +400070007100

Completar con 1 CountryOrRegionCode



2. Desde la consola de administracion de Exchange -> Server

Configuration -> Unified Messaging





Buscamos el servidor -> botón derecho -> Propiedades En la solapa UM Settings -> + Add...

| EX01 Properties                  | ×                                    |  |  |  |  |
|----------------------------------|--------------------------------------|--|--|--|--|
| General System Settings UM So    | ettings                              |  |  |  |  |
| Associated Dial Plans            |                                      |  |  |  |  |
| 🛟 Add 🗡                          |                                      |  |  |  |  |
| Name                             |                                      |  |  |  |  |
|                                  |                                      |  |  |  |  |
|                                  |                                      |  |  |  |  |
|                                  |                                      |  |  |  |  |
| Miscellaneous Configuration      |                                      |  |  |  |  |
| D U                              |                                      |  |  |  |  |
| Prompt languages:                | Spanish (Spain)                      |  |  |  |  |
|                                  | English (United States)              |  |  |  |  |
| Startup mode:                    | TLS                                  |  |  |  |  |
| (i) The service must be restarte | ed for these changes to take effect. |  |  |  |  |
| Mauimum concurrent caller        | 100                                  |  |  |  |  |
| I♥ Maximum concurrent calls.     | 100                                  |  |  |  |  |
|                                  |                                      |  |  |  |  |
|                                  |                                      |  |  |  |  |
| ОК                               | Cancel Apply Help                    |  |  |  |  |
|                                  |                                      |  |  |  |  |

Seleccionamos el plan de discado (Dialplan), creado en el paso anterior



| 🍕 Selec | t Dial Plan |          |                |                | _ 🗆 X |
|---------|-------------|----------|----------------|----------------|-------|
| File    | View        |          |                |                |       |
| Search: |             |          | Find Now Clear |                |       |
| Name 🔺  | <u>_</u>    | # Digits |                | Phone Context  |       |
| 🖬 ИМ    |             | 4        |                | UM.exoum.local |       |
|         |             |          |                |                |       |
|         |             |          |                |                |       |
|         |             |          |                |                |       |

#### Por ultimo confirmamos la configuración

| EX01 Properties  |
|--|
| General System Settings UM Settings  |
| Associated Dial Plans  |
| 🛟 Add 🗡  |
| Name   |
| III UM   |
|  |
|  |
|  |
| Miscellaneous Configuration  |
| Prompt languages: Spanish (Spain)<br>Spanish (Mexico)<br>English (United States) |
| Startup mode: TLS  |
| The service must be restarted for these changes to take effect.                  |
| Maximum concurrent calls:  |
|  |
| DK Cancel Apply Help   |

3. Desde la consola Exchange Management Shell en la carpeta de instalación de Exchange en mi ejemplo (c:\Program Files\Microsoft\Exchange Server\V14\Scripts)

Ejecutar los siguientes comandos: exchucutil.ps1 exchucutil.ps1 –verify



| Permissions for group exoum.local                               | NRTCUniversalServerAdmins  |                              |
|---|--|------------------------------|
| ObjectName  | AccessRights   | Configured                   |
| EXO — UM<br>UM DialPlan Container<br>UM AutoAttendant Container | ListChildren<br>ListChildren, ReadProperty<br>ListChildren, ReadProperty | True<br>True<br>True<br>True |
| Permissions for group exoum.local                               | \RTCComponentUniversalServices   |                              |
| ObjectName  | AccessRights   | Configured                   |
| EXO – UM  | ListChildren<br>ListChildren, ReadProperty                               | True<br>True<br>True<br>True |
| UM DialPlan Container<br>UM AutoAttendant Container             | ListChildren, ReadProperty   | 11 40                        |
| UM DialPlan Container<br>UM AutoAttendant Container<br>PoolFqdn | ListChildren, ReadProperty<br>UMIPGateway                                | DialPlans                    |

 Crear cuenta de auto respuesta IVR (Auto-Attendant) en mi ejemplo el número a utilizar en formato E.164 será el siguiente (+400070007101), desde la consola Exchange Management Shell con el siguiente comando:

#### New-umautoattendant -name ExchangeIVR -umdialplan UM -PilotIdentifierList +400070007101 -SpeechEnabled \$true -Status Enabled

| dentifierList · | +400070007101 -SpeechE | Enabled \$true -Status Enabled |               |         |
|-----------------|------------------------|--------------------------------|---------------|---------|
| Name            | UMDialPlan             | PilotIdentifierList            | SpeechEnabled | Status  |
| Exc hange I VR  | UM                     | <+400070007101>                | True          | Enabled |



#### **CONFIGURACION LYNC SERVER 2010**

Para realizar la configuración conectarse al servidor que tiene instalado Lync Server 2010 (Front End), se deben ejecutar los siguientes pasos:

Buscar la carpeta c:\Program Files\Common Files\Microsoft
 Lync Server 2010\Support, y ejecutar el siguiente comando:
 OcsUmUtil.exe

C:\Program Files\Common Files\Microsoft Lync Server 2010\Support>OcsUmUtil.exe\_

| 🚡 Exchange UM Integration Utility |   |                                      |                                       |                                | × |
|-----------------------------------|---|--------------------------------------|---------------------------------------|--------------------------------|---|
| Help                              |   |                                      |                                       |                                |   |
| Exchange UM Dial Plan Forest:     |   |                                      |                                       |                                |   |
| I<br>SIP Dial Plans               | Contacts:                                 |                                      |                                       |                                |   |
| FQDN                              | Number                                    | SIP URI                              | Туре                                  | AA Name                        |   |
|                                   |   |                                      |                                       |                                |   |
|                                   |   |                                      |                                       |                                |   |
|                                   |   |                                      |                                       |                                |   |
|                                   |   |                                      |                                       |                                |   |
|                                   |   |                                      |                                       |                                |   |
|                                   |   |                                      |                                       |                                |   |
|                                   |   |                                      |                                       |                                |   |
|                                   | Load                                      | Data                                 |                                       |                                |   |
|                                   | uen Chell Cerinte I                       |                                      |                                       |                                | 1 |
| Exchange 2007 Server, the Office  | er Snell Scripts i<br>Communication:      | s Server can star                    | t routing callers t                   | psi on your 🔄<br>o voice mail. | 1 |
| This application makes it possib  | le for UM features<br>ork with the Office | s like Play-on-pho<br>Communications | one, External Sul<br>Server, Click Lo | oscriber<br>ad Data to         |   |
| get started.                      |   | Communications                       | OBIVEL ONCK LU                        |                                |   |
|                                   |   |                                      |                                       |                                |   |

#### Cuando aparece el asistente presionar el botón Load Data



#### Presionar el botón Add

| 📷 Exchange UM Integration Utility   |   |  |  |  |
|---|---|--|--|--|
| Help  |   |  |  |  |
| Exchange UM Dial Plan Forest:<br>exoum.local  | T   |  |  |  |
| SIP Dial Plans  | Contacts:   |  |  |  |
| FQDN  | Number  | SIP URI  | Туре   | AA Name  |
|   |   |  |  |  |
| Refresh   |   | Del  | ete Edit   | Add  |
| Select a domain from the "Exchar<br>plans that are configured in that fo<br>there is a two-way trust relationsh<br>sure the dial plan is designated "<br>Exchange Server. | nge UM Dial Plar<br>prest. If you do no<br>ip with that forest<br>SIP Name <sup>®</sup> and t | n Forest" combo l<br>It see the forest y<br>If you don't see t<br>hat you have run | box to see a list (<br>ou expect listed,<br>he dial plan you<br>ExchUCUtil.ps1 ( | of SIP dial<br>make sure<br>expect, make<br>on the |



Completar los datos como en el ejemplo y presionar OK

| Contact 🛛  |
|--|
| Dial Plan:   |
| UM.exoum.local   |
| Organizational Unit:   |
| OU=EXOUM,DC=exoum,DC=local Browse                            |
| Name:  |
| Correo de Voz  |
| SIP Address:   |
| sip:voicemail @ exo.com.ar                                   |
| Server or pool:  |
| lync.um.exo.com.ar   |
| Phone Number   |
| C Enter phone number:  |
|  |
| <ul> <li>Healthis pilot number from Euchennes UM:</li> </ul> |
| Ose this pilot number from Exchange OM:                      |
| J+400070007100   |
|  |
| Subscriber Access  |
| C Auto-Attendant   |
|  |
|  |
|  |
|  |



#### Presionamos nuevamente el botón Add

| 🞥 Exchange UM Integration Utility   |   |   |  |  | _ 🗆 🗙    |
|---|---|---|--|--|----------|
| Help  |   |   |  |  |          |
| Exchange UM Dial Plan Forest:<br>exoum.local  | •   |   |  |  |          |
| SIP Dial Plans  | Contacts:   |   |  |  |          |
| FQDN  | Number  | SIP URI   | Туре   | AA Name  |          |
| UM.exoum.local 🚯  | +400070007100   | sip:voicemail@exo.  | SA   |  |          |
|   |   |   |  |  |          |
| Refresh   |   | Del   | ete Edit   | Ad   | id       |
| Select a domain from the "Exchar<br>plans that are configured in that fo<br>there is a two-way trust relationsh<br>sure the dial plan is designated "<br>Exchange Server. | nge UM Dial Plar<br>prest. If you do no<br>ip with that forest.<br>SIP Name <sup>‴</sup> and th | Forest" combol<br>t see the foresty<br>If you don't see t<br>hat you have run | box to see a list o<br>ou expect listed,<br>he dial plan you<br>ExchUCUtil.ps1 o | of SIP dial<br>make sure<br>expect, ma<br>on the | e<br>ake |



| Completamos  | los datos | como   | en el | eiemnlo | v | presionamos   | OK |
|--------------|-----------|--------|-------|---------|---|---------------|----|
| Completanios | ius ualus | COILIO | ener  | ejempio | y | presionaritos | UK |

| Contact 2                               |
|---|
| Dial Plan:                              |
| UM.exoum.local                          |
| Organizational Unit:                    |
| OU=EXOUM,DC=exoum,DC=local Browse       |
| Name:                                   |
| Exchange                                |
| SIP Address:                            |
| sip:Exchange @ exo.com.ar               |
| Server or pool:                         |
| lync.um.exo.com.ar                      |
| Phone Number                            |
| C Enter phone number:                   |
|   |
|   |
| Use this pilot number from Exchange UM: |
| J+400070007101                          |
| - Contact Tupo                          |
|   |
|   |
|   |
|   |
|   |
| OK Cancel                               |

Cerramos la herramienta y con esto tenemos la integración configurada



#### RESUMEN

Se describe el procedimiento integrar Exchange 2010 SP1 UM a Lync 2010.

Buenos Aires, 10 de mayo de 2012

Guillermo Sánchez

**Consultor IT** 

MCP – MCTS – MVP Virtual Machine: Architecture