Instant Alert Manager
Installation Guide

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ALERT MANAGER INSTALLATION GUIDE

SYSTEM REQUIREMENTS

Alert Manager is designed to operate on Windows Server 2008 R2® and Windows Server 2012®.

NOTE: Alert Manager should not be installed on the same server as Lync®. There are configuration issues when trying to host this application where Lync® is hosted.

ENVIRONMENT

- Active Lync 2013 environment
- SQL Server 2008 R2 -or – SQL Server 2012
- Access to Active Directory
- Desktop Experience (for Server 2008 R2) – or – Media Foundation (for Server 2012)

OPTIONAL REQUIREMENTS FOR EMAIL-TO-IM GATEWAY

- SMTP or Exchange Server
- Ability to modify MX records

SOFTWARE PREREQUISITES

- .NET Framework 4.5
- PowerShell 3.0
- UCMA 4.0 Runtime API [UcmaRuntime.msi]

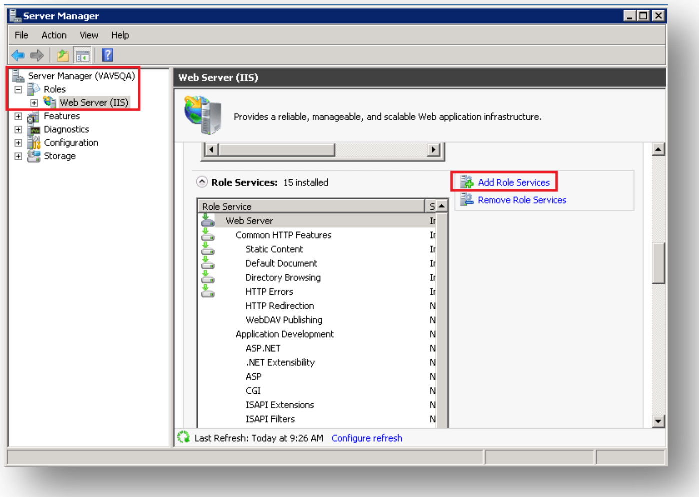
ENABLE REQUIRED ROLE SERVICES

Alert manager requires some role services to be installed before the installation of the application can proceed.

We have provided the appropriate PowerShell commands to quickly enable these roles services. They can be found in the **PS_Commands** folder provided in the download. Or if you prefer, you can enable these services through the GUI using the following steps:

ENABLE ROLE SERVICES IN WINDOWS SERVER 2008R2:

1. Start the Server Manager application as an administrator.
2. Select Roles from the directory tree.
3. Select Web Server, and scroll down to Role Services.



Provides a reliable, manageable, and scalable Web application infrastructure.

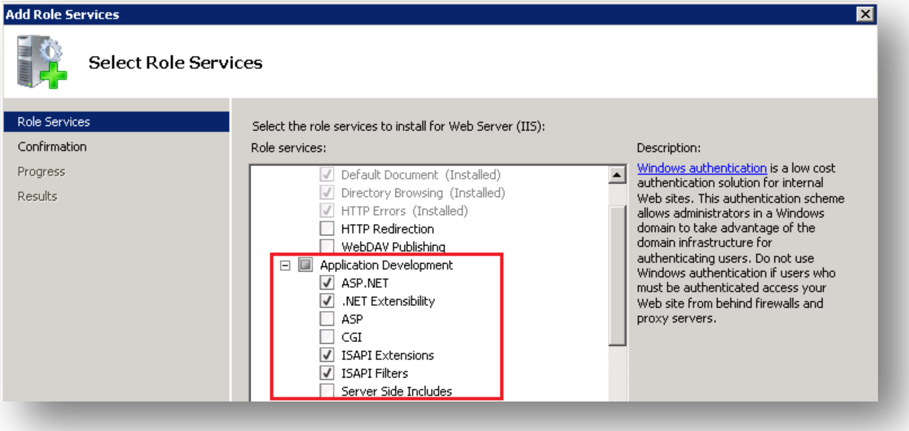
Role Services: 15 installed

Role Service	S
Web Server	Ir
Common HTTP Features	Ir
Static Content	Ir
Default Document	Ir
Directory Browsing	Ir
HTTP Errors	Ir
HTTP Redirection	N
WebDAV Publishing	N
Application Development	N
ASP.NET	N
.NET Extensibility	N
ASP	N
CGI	N
ISAPI Extensions	N
ISAPI Filters	N

Last Refresh: Today at 9:26 AM

Figure 1: Add Role Services (Web Server (IIS))

4. Click on the option to “Add role services”
   4.1. Scroll to Application Development and select the following services:
   - **ASP.NET**
   - **.NET Extensibility**
   - **ISAPI Extensions**
   - **ISAPI Filters**



Select the role services to install for Web Server (IIS):

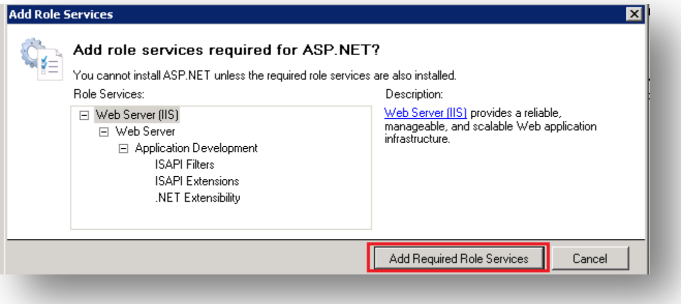
Role services:

☑ Default Document (Installed)
☑ Directory Browsing (Installed)
☑ HTTP Errors (Installed)
☐ HTTP Redirection
☐ WebDAV Publishing
⊟ ▣ Application Development
☑ ASP.NET
☑ .NET Extensibility
☐ ASP
☐ CGI
☑ ISAPI Extensions
☑ ISAPI Filters
☐ Server Side Includes

Description:

Windows authentication is a low cost authentication solution for internal Web sites. This authentication scheme allows administrators in a Windows domain to take advantage of the domain infrastructure for authenticating users. Do not use Windows authentication if users who must be authenticated access your Web site from behind firewalls and proxy servers.

Figure 2: Select **Application Development** services



Add role services required for ASP.NET?

You cannot install ASP.NET unless the required role services are also installed.

Role Services:

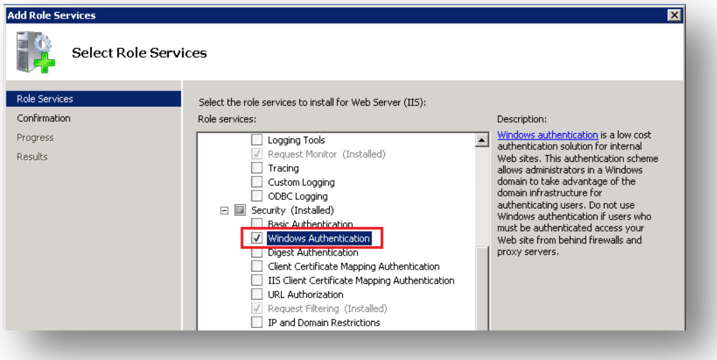
- Web Server (IIS)
  - Web Server
    - Application Development
      - ISAPI Filters
      - ISAPI Extensions
      - .NET Extensibility

Description:

Web Server (IIS) provides a reliable, manageable, and scalable Web application infrastructure.

Figure 3: Select required role services for **ASP.NET**

4.2. Scroll to **Security** and select **Windows Authentication**.



Select the role services to install for Web Server (IIS):

Role services:

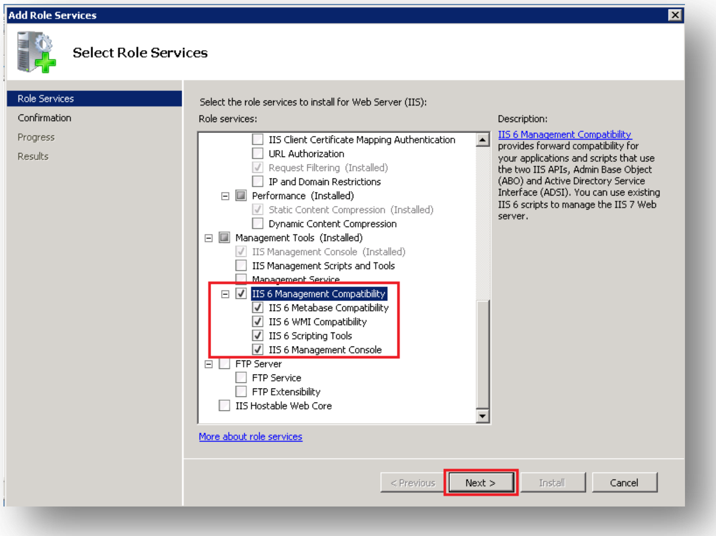
- □ Logging Tools
- ☑ Request Monitor (Installed)
- □ Tracing
- □ Custom Logging
- □ ODBC Logging
- ▣ Security (Installed)
  - □ Basic Authentication
  - ☑ Windows Authentication
  - □ Digest Authentication
  - □ Client Certificate Mapping Authentication
  - □ IIS Client Certificate Mapping Authentication
  - □ URL Authorization
  - ☑ Request Filtering (Installed)
  - □ IP and Domain Restrictions

Description:

Windows authentication is a low cost authentication solution for internal Web sites. This authentication scheme allows administrators in a Windows domain to take advantage of the domain infrastructure for authenticating users. Do not use Windows authentication if users who must be authenticated access your Web site from behind firewalls and proxy servers.

Figure 4: Select **Windows Authentication**

4.3. Scroll down until you find IIS6 Compatibility Mode, and select all the services in the **IIS6 Compatibility Mode** tree.



Select the role services to install for Web Server (IIS):

Role services:

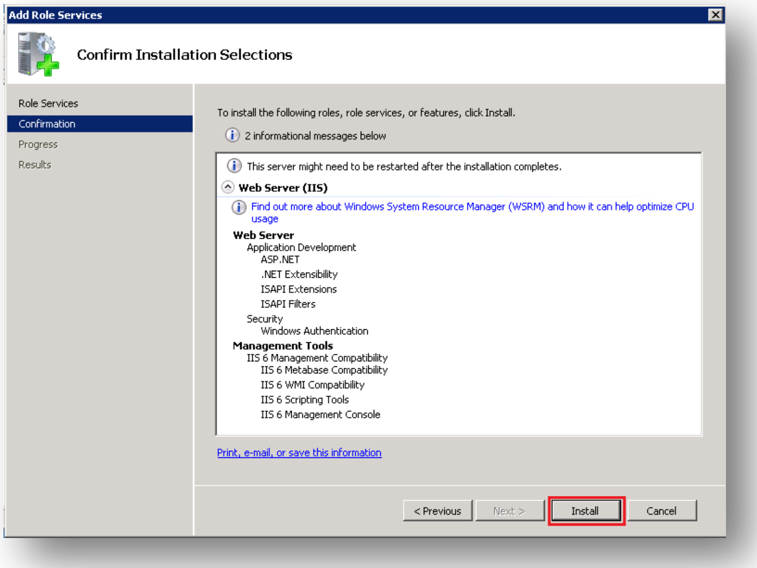
- ☐ IIS Client Certificate Mapping Authentication
- ☐ URL Authorization
- ☑ Request Filtering (Installed)
- ☐ IP and Domain Restrictions
- ▣ Performance (Installed)
  - ☑ Static Content Compression (Installed)
  - ☐ Dynamic Content Compression
- ▣ Management Tools (Installed)
  - ☑ IIS Management Console (Installed)
  - ☐ IIS Management Scripts and Tools
  - ☐ Management Service
  - ☑ IIS 6 Management Compatibility
    - ☑ IIS 6 Metabase Compatibility
    - ☑ IIS 6 WMI Compatibility
    - ☑ IIS 6 Scripting Tools
    - ☑ IIS 6 Management Console
- ☐ FTP Server
  - ☐ FTP Service
  - ☐ FTP Extensibility
- ☐ IIS Hostable Web Core

Description:

IIS 6 Management Compatibility provides forward compatibility for your applications and scripts that use the two IIS APIs, Admin Base Object (ABO) and Active Directory Service Interface (ADSI). You can use existing IIS 6 scripts to manage the IIS 7 Web server.

Figure 5: Select **IIS 6 Management Compatibility**

5. Click **Next** in the bottom right corner once all necessary services have been selected.
6. Click **Install** to install these services to the server.



To install the following roles, role services, or features, click Install.

ⓘ 2 informational messages below

ⓘ This server might need to be restarted after the installation completes.

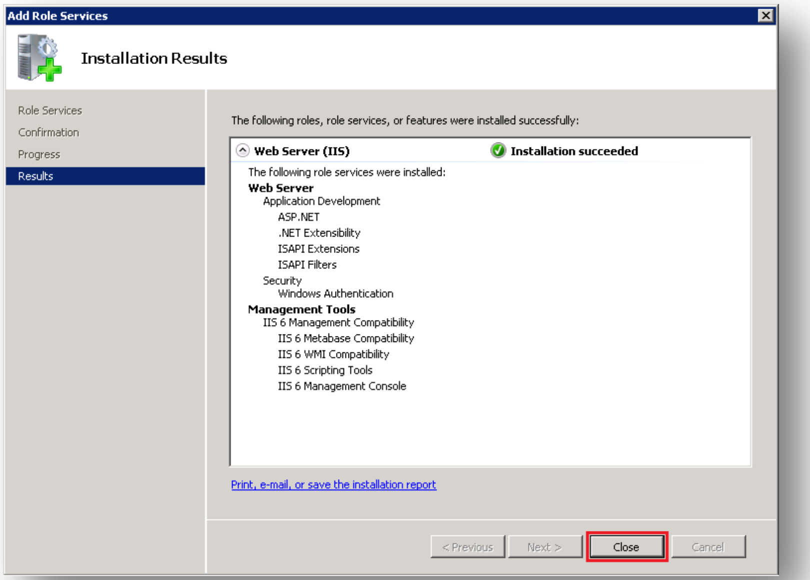
Web Server (IIS)

ⓘ Find out more about Windows System Resource Manager (WSRM) and how it can help optimize CPU usage

Web Server
  Application Development
    ASP.NET
    .NET Extensibility
    ISAPI Extensions
    ISAPI Filters
  Security
    Windows Authentication
Management Tools
  IIS 6 Management Compatibility
    IIS 6 Metabase Compatibility
    IIS 6 WMI Compatibility
    IIS 6 Scripting Tools
    IIS 6 Management Console

Figure 6: Install selected role services

7. Click **Close** once installation of the selected services is completed.



The following roles, role services, or features were installed successfully:

Web Server (IIS) — Installation succeeded

The following role services were installed:

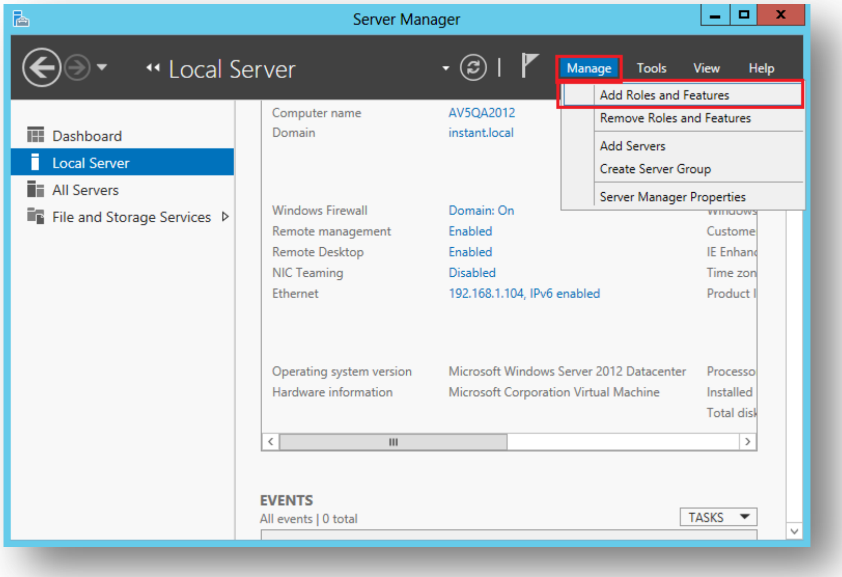
Web Server
Application Development
ASP.NET
.NET Extensibility
ISAPI Extensions
ISAPI Filters
Security
Windows Authentication
Management Tools
IIS 6 Management Compatibility
IIS 6 Metabase Compatibility
IIS 6 WMI Compatibility
IIS 6 Scripting Tools
IIS 6 Management Console

Print, e-mail, or save the installation report

Figure 7: Installation of role services complete

ENABLE ROLE SERVICES IN WINDOWS SERVER 2012:

1. Open the Server Manager application.
2. Select **Add Roles and Features** from the **Manage** option.



Computer name AV5QA2012
Domain instant.local

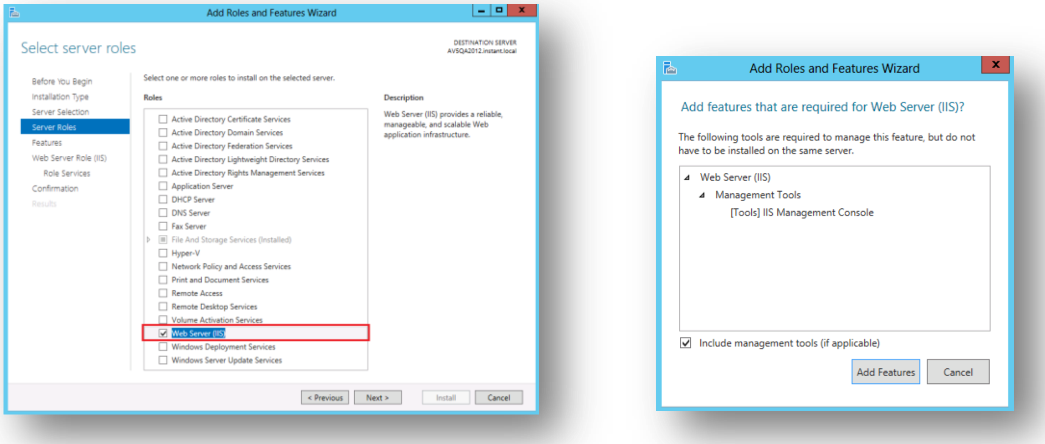
Windows Firewall Domain: On
Remote management Enabled
Remote Desktop Enabled
NIC Teaming Disabled
Ethernet 192.168.1.104, IPv6 enabled

Operating system version Microsoft Windows Server 2012 Datacenter
Hardware information Microsoft Corporation Virtual Machine

Figure 8: Add Roles and Features

3. Select the option for **Role-based or feature-based installation** and click **Next**.

4. Select the appropriate server and click **Next**.
5. Add Web Server (IIS), and accept the Roles and Features prompted by the wizard. Click **Next**.



Select one or more roles to install on the selected server.

- □ Active Directory Certificate Services
- □ Active Directory Domain Services
- □ Active Directory Federation Services
- □ Active Directory Lightweight Directory Services
- □ Active Directory Rights Management Services
- □ Application Server
- □ DHCP Server
- □ DNS Server
- □ Fax Server
- ▣ File And Storage Services (Installed)
- □ Hyper-V
- □ Network Policy and Access Services
- □ Print and Document Services
- □ Remote Access
- □ Remote Desktop Services
- □ Volume Activation Services
- ☑ Web Server (IIS)
- □ Windows Deployment Services
- □ Windows Server Update Services

Web Server (IIS) provides a reliable, manageable, and scalable Web application infrastructure.

Add features that are required for Web Server (IIS)?

The following tools are required to manage this feature, but do not have to be installed on the same server.

- Web Server (IIS)
  - Management Tools
    - [Tools] IIS Management Console

☑ Include management tools (if applicable)

Figure 9: Add Web Server (IIS)

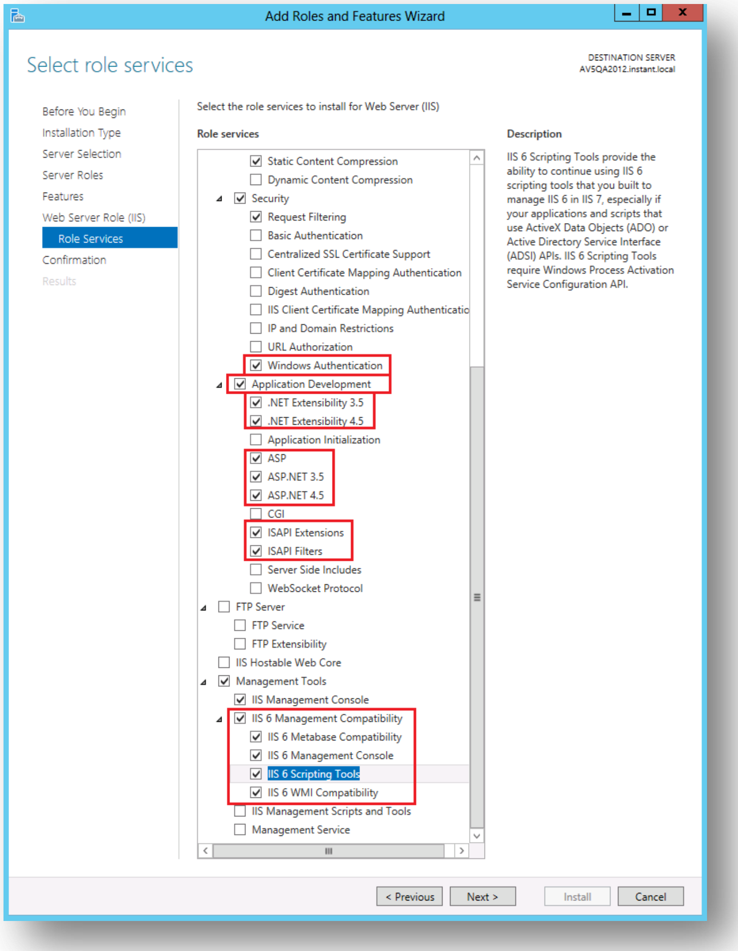
6. Do not select any features, and click **Next.**
7. Add Web Server (IIS) Role Services
   a. Under **Common HTTP Features**, ensure the following services are selected:
      - **Default Document**
      - **Directory Browsing**
      - **HTTP Errors**
      - **Static Content**

   b. Under **Security**, ensure the following services are selected:
      - **Request Filtering**
      - **Windows Authentication**

   c. Under **Application Development**, select the following services:
      - **.NET Extensibility 4.5**
      - **ASP**
      - **ASP.NET 4.5**
      - **ISAPI Extensions**
      - **ISAPI Filters**

      By manually selecting **ASP.NET** and **ASP.NET 4.5**, the wizard will prompt you to accept the others, as they are required to for these services to run.

   d. Under **Management Tools**, select **IIS 6 Management Compatibility**, and then select the four additional services:
      - **IIS 6 Metabase Compatibility**
      - **IIS6 Management Console**
      - **IIS 6 Scripting Tools**
      - **IIS 6 WMI Compatibility**



Select role services

DESTINATION SERVER
AVSQA2012.instant.local

Select the role services to install for Web Server (IIS)

Role services

- ☑ Static Content Compression
- ☐ Dynamic Content Compression
- ☑ Security
  - ☑ Request Filtering
  - ☐ Basic Authentication
  - ☐ Centralized SSL Certificate Support
  - ☐ Client Certificate Mapping Authentication
  - ☐ Digest Authentication
  - ☐ IIS Client Certificate Mapping Authenticatio
  - ☐ IP and Domain Restrictions
  - ☐ URL Authorization
  - ☑ Windows Authentication
- ☑ Application Development
  - ☑ .NET Extensibility 3.5
  - ☑ .NET Extensibility 4.5
  - ☐ Application Initialization
  - ☑ ASP
  - ☑ ASP.NET 3.5
  - ☑ ASP.NET 4.5
  - ☐ CGI
  - ☑ ISAPI Extensions
  - ☑ ISAPI Filters
  - ☐ Server Side Includes
  - ☐ WebSocket Protocol
- ☐ FTP Server
  - ☐ FTP Service
  - ☐ FTP Extensibility
- ☐ IIS Hostable Web Core
- ☑ Management Tools
  - ☑ IIS Management Console
  - ☑ IIS 6 Management Compatibility
    - ☑ IIS 6 Metabase Compatibility
    - ☑ IIS 6 Management Console
    - ☑ IIS 6 Scripting Tools
    - ☑ IIS 6 WMI Compatibility
  - ☐ IIS Management Scripts and Tools
  - ☐ Management Service

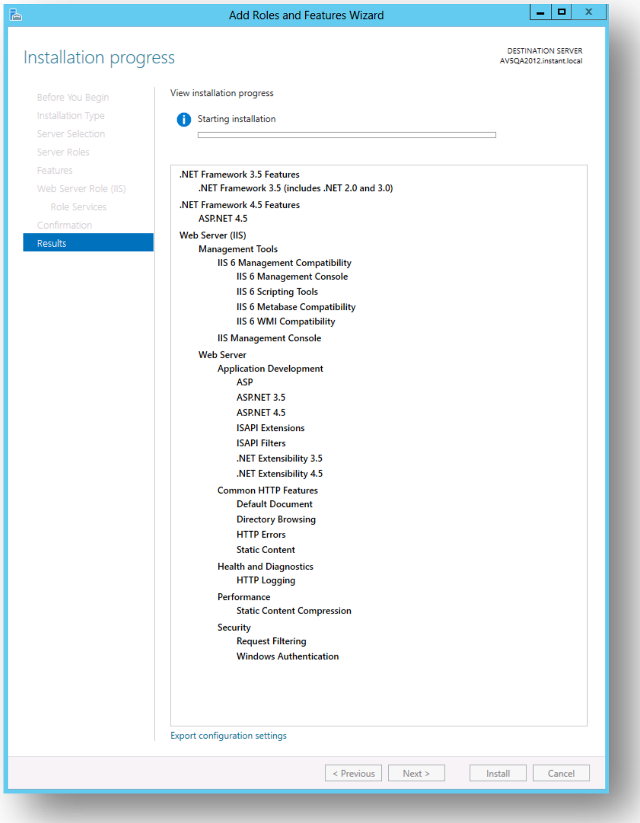
Description

IIS 6 Scripting Tools provide the ability to continue using IIS 6 scripting tools that you built to manage IIS 6 in IIS 7, especially if your applications and scripts that use ActiveX Data Objects (ADO) or Active Directory Service Interface (ADSI) APIs. IIS 6 Scripting Tools require Windows Process Activation Service Configuration API.

Figure 10: Add require role services

8. Click **Next** once these services have been selected.

9. Click **Install** to install the required services to your server.



Installation progress

DESTINATION SERVER
AV5QA2012.instant.local

View installation progress

Starting installation

- .NET Framework 3.5 Features
    - .NET Framework 3.5 (includes .NET 2.0 and 3.0)
- .NET Framework 4.5 Features
    - ASP.NET 4.5
- Web Server (IIS)
    - Management Tools
        - IIS 6 Management Compatibility
            - IIS 6 Management Console
            - IIS 6 Scripting Tools
            - IIS 6 Metabase Compatibility
            - IIS 6 WMI Compatibility
        - IIS Management Console
    - Web Server
        - Application Development
            - ASP
            - ASP.NET 3.5
            - ASP.NET 4.5
            - ISAPI Extensions
            - ISAPI Filters
            - .NET Extensibility 3.5
            - .NET Extensibility 4.5
        - Common HTTP Features
            - Default Document
            - Directory Browsing
            - HTTP Errors
            - Static Content
        - Health and Diagnostics
            - HTTP Logging
        - Performance
            - Static Content Compression
        - Security
            - Request Filtering
            - Windows Authentication

Figure 11: Installing required services

10. Installation of these services may take several minutes. Once complete, you are ready to begin installing Alert Manager.

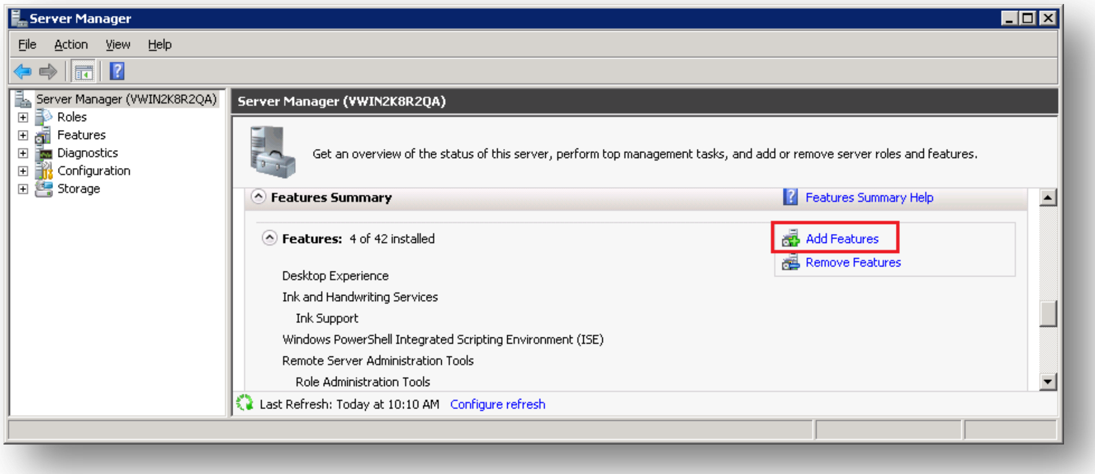
ADD SERVER FEATURES

To install some of the prerequisites, it will be necessary to enable some additional features on the server.

WINDOWS SERVER 2008 R2

For Windows Server 2008 R2, it will be necessary to add the **Desktop Experience** feature. To do so, complete the following steps.

1. Start the Server Manager, and select **Add Features** in the Features Summary area.



Get an overview of the status of this server, perform top management tasks, and add or remove server roles and features.

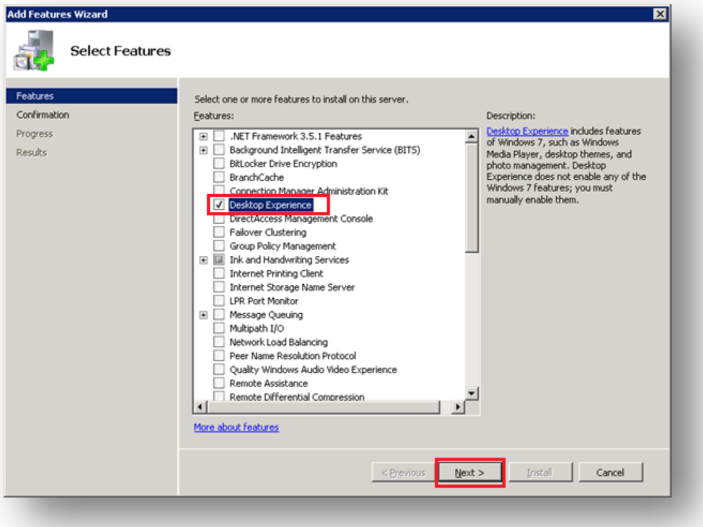
Features: 4 of 42 installed

Desktop Experience
Ink and Handwriting Services
Ink Support
Windows PowerShell Integrated Scripting Environment (ISE)
Remote Server Administration Tools
Role Administration Tools

Last Refresh: Today at 10:10 AM

Figure 12: Add Features

2. Select **Desktop Experience**, and click **Next**.



Select one or more features to install on this server.

Features:

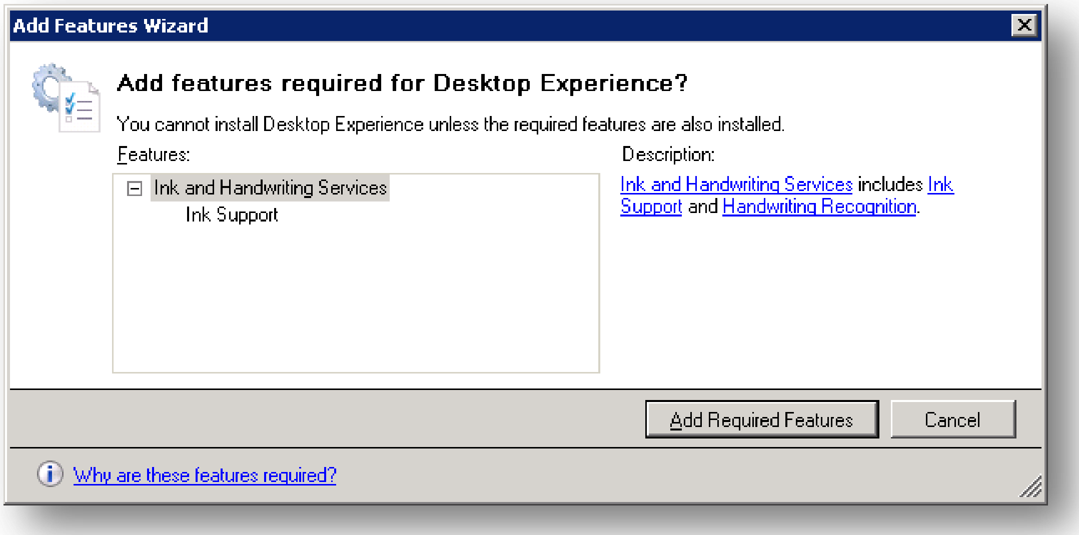
- □ .NET Framework 3.5.1 Features
- □ Background Intelligent Transfer Service (BITS)
- □ BitLocker Drive Encryption
- □ BranchCache
- □ Connection Manager Administration Kit
- ☑ Desktop Experience
- □ DirectAccess Management Console
- □ Failover Clustering
- □ Group Policy Management
- ▣ Ink and Handwriting Services
- □ Internet Printing Client
- □ Internet Storage Name Server
- □ LPR Port Monitor
- □ Message Queuing
- □ Multipath I/O
- □ Network Load Balancing
- □ Peer Name Resolution Protocol
- □ Quality Windows Audio Video Experience
- □ Remote Assistance
- □ Remote Differential Compression

Description:

Desktop Experience includes features of Windows 7, such as Windows Media Player, desktop themes, and photo management. Desktop Experience does not enable any of the Windows 7 features; you must manually enable them.

Figure 13: Select Desktop Experience

3. Accept the additional features required for Desktop Experience.



Add Features Wizard

Add features required for Desktop Experience?

You cannot install Desktop Experience unless the required features are also installed.

Features:

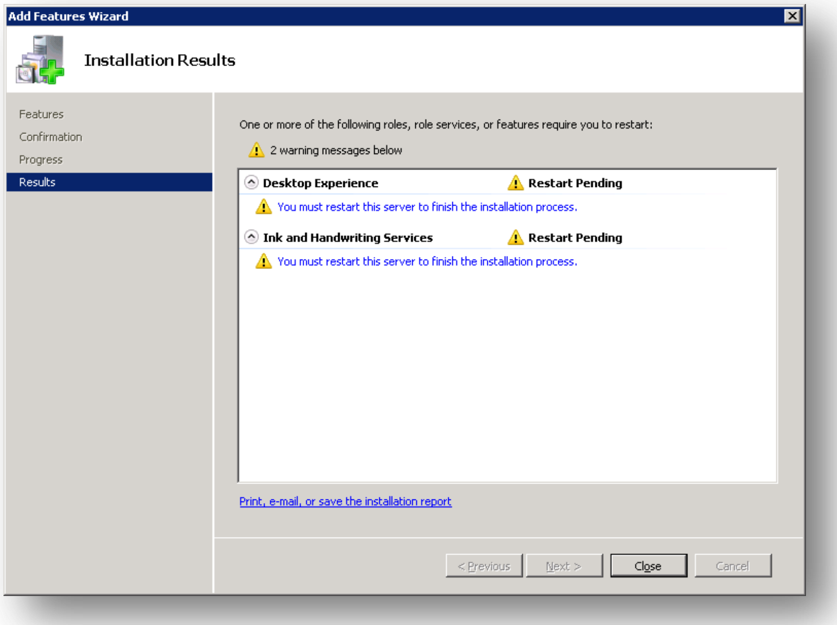
⊟ Ink and Handwriting Services
    Ink Support

Description:

Ink and Handwriting Services includes Ink Support and Handwriting Recognition.

Figure 14: Accept required features

4. Restart the server when prompted once the installation is complete.



Add Features Wizard

Installation Results

One or more of the following roles, role services, or features require you to restart:

⚠ 2 warning messages below

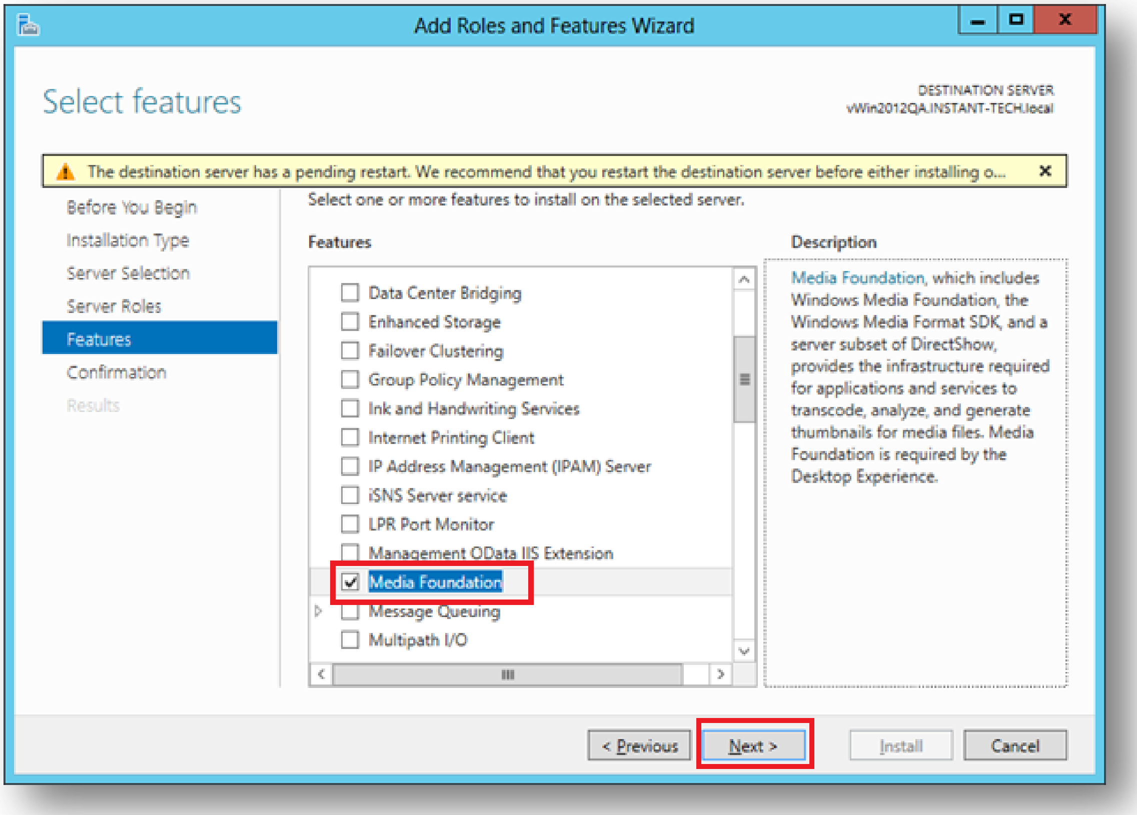
Desktop Experience	⚠ **Restart Pending**
⚠ You must restart this server to finish the installation process.	
Ink and Handwriting Services	⚠ **Restart Pending**
⚠ You must restart this server to finish the installation process.	

Figure 15: Installation of feature complete

WINDOWS SERVER 2012

For Windows Server 2012, it will be necessary to add the **Media Foundation** feature. To do so, complete the following steps:

1. Start the Server Manager.
2. Click **Manage > Add Roles and Features**.
3. Select the **Media Foundation** feature, and click **Next**.



Add Roles and Features Wizard

Select features

DESTINATION SERVER
vWin2012QA.INSTANT-TECH.local

The destination server has a pending restart. We recommend that you restart the destination server before either installing o...

Select one or more features to install on the selected server.

Features

☐ Data Center Bridging
☐ Enhanced Storage
☐ Failover Clustering
☐ Group Policy Management
☐ Ink and Handwriting Services
☐ Internet Printing Client
☐ IP Address Management (IPAM) Server
☐ iSNS Server service
☐ LPR Port Monitor
☐ Management OData IIS Extension
☑ Media Foundation
☐ Message Queuing
☐ Multipath I/O

Description

Media Foundation, which includes Windows Media Foundation, the Windows Media Format SDK, and a server subset of DirectShow, provides the infrastructure required for applications and services to transcode, analyze, and generate thumbnails for media files. Media Foundation is required by the Desktop Experience.

Figure 16: Add Media Foundation

4. Click **Install** to begin the installation of the feature to the server.

INSTALL UCMA 4.0

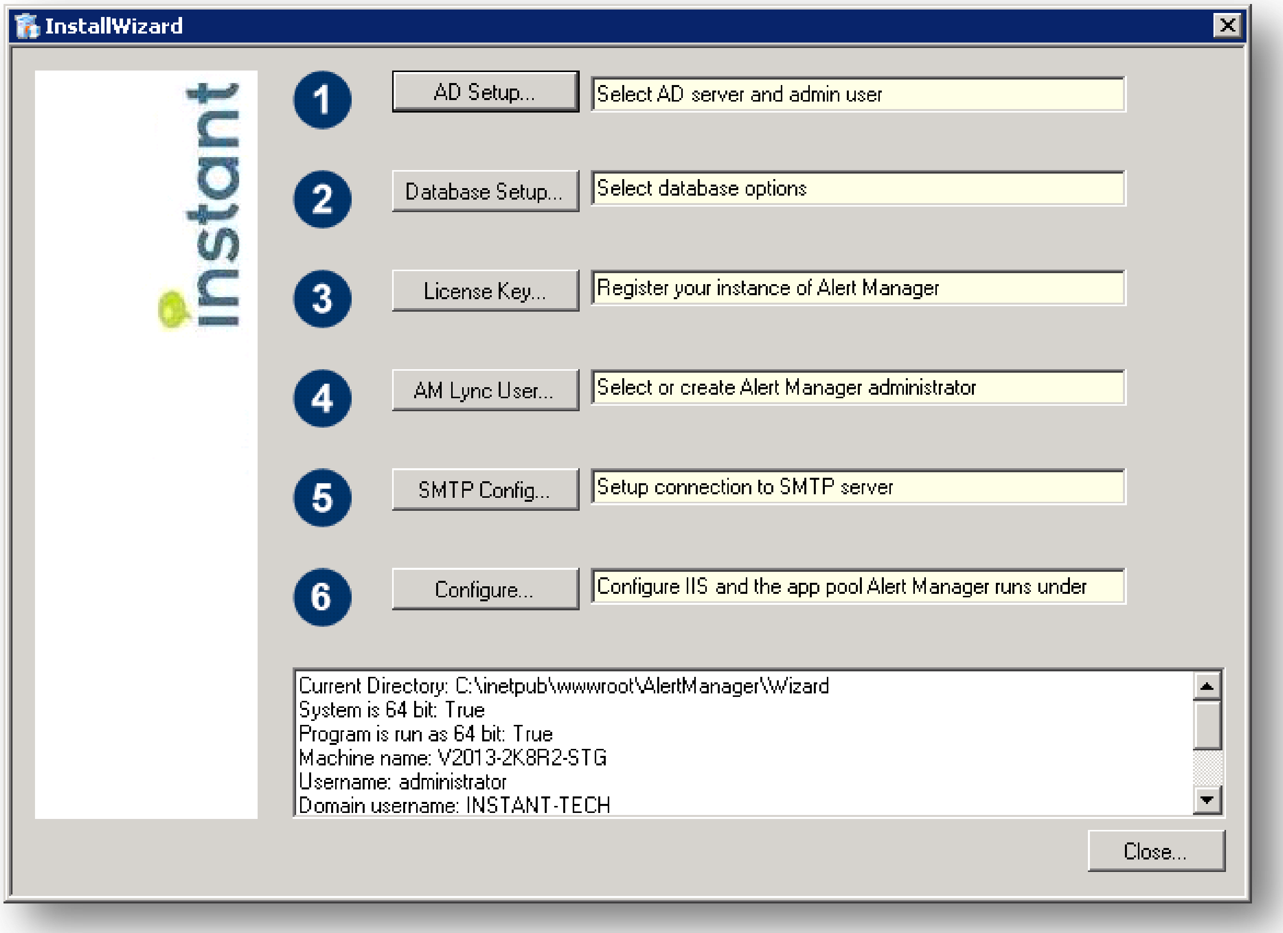
The UCMA 4.0 Runtime can be downloaded from:

http://www.microsoft.com/en-us/download/details.aspx?id=34992

ALERT MANAGER INSTALLATION

Once the required services, features, and prerequisites are installed, you are ready to begin installation of the Alert Manager application.

Run the **AlertManager2013** application provided in the Alert Manager download.



1. AD Setup... — Select AD server and admin user
2. Database Setup... — Select database options
3. License Key... — Register your instance of Alert Manager
4. AM Lync User... — Select or create Alert Manager administrator
5. SMTP Config... — Setup connection to SMTP server
6. Configure... — Configure IIS and the app pool Alert Manager runs under

```
Current Directory: C:\inetpub\wwwroot\AlertManager\Wizard
System is 64 bit: True
Program is run as 64 bit: True
Machine name: V2013-2K8R2-STG
Username: administrator
Domain username: INSTANT-TECH
```

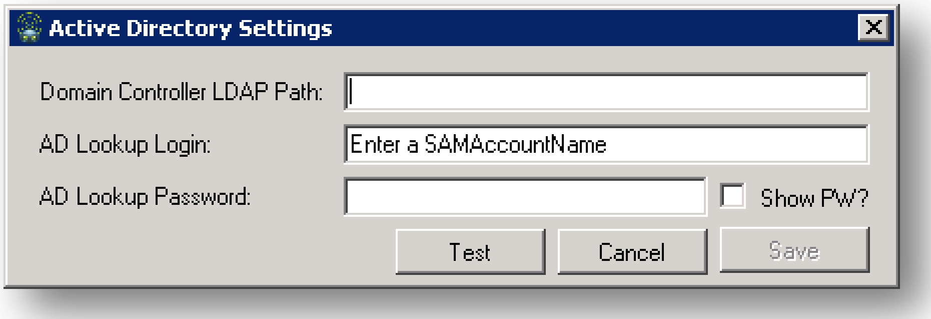
Figure 17: Alert Manager Installation Wizard

ACTIVE DIRECTORY SETUP

1. Enter Domain Controller LDAP Path.

   Ex: **MachineName.Domain**

   Note: You do not need to enter the **LDAP://** prefix, we will enter that automatically when testing the connection
2. Provide an account for AD Lookup Login. This account is used to query Active Directory when searching for users or groups to send alerts to.
3. Provide the password for the account provided in the previous step.
4. Click **Test** to verify that the values provided will successfully connect. If the test passes, click **Save**. If the test fails, verify the values provided and retest.



Active Directory Settings

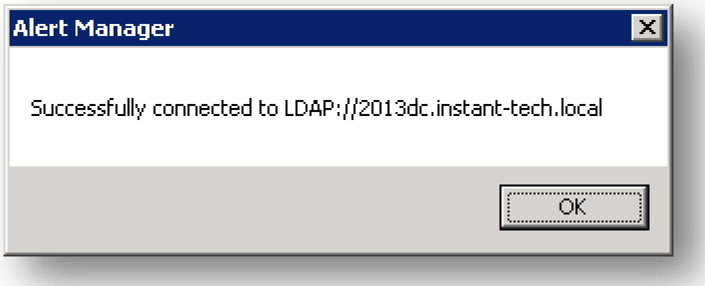
Domain Controller LDAP Path:

AD Lookup Login: Enter a SAMAccountName

AD Lookup Password:

□ Show PW?

Figure 18: Active Directory Settings



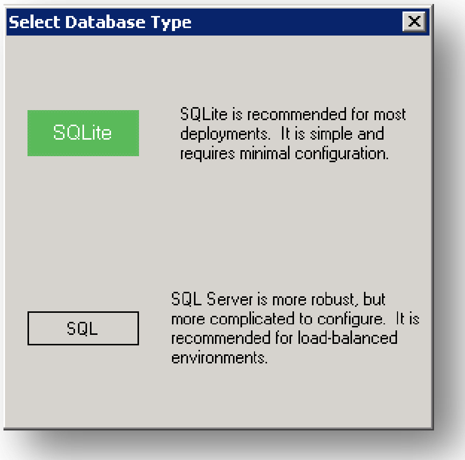
Alert Manager

Successfully connected to LDAP://2013dc.instant-tech.local

Figure 19: Successfully connected.

DATABASE SETUP: SELECT DATABASE TYPE

1. You have two options when selecting a database type: SQLite or SQL.
    a. SQLite is simple and requires minimal configuration. It is recommended for most deployments of Chime.
    b. SQL Server is more complicated to configure, and is recommended for more robust, load-balanced environments.



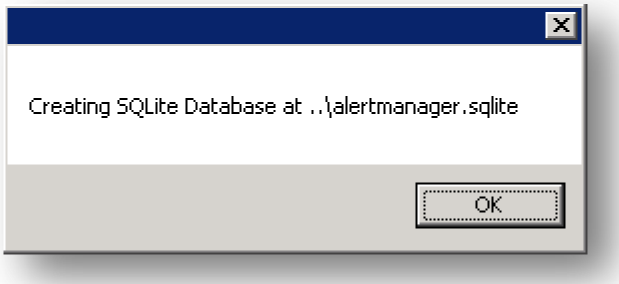
SQLite is recommended for most deployments. It is simple and requires minimal configuration.

SQL Server is more robust, but more complicated to configure. It is recommended for load-balanced environments.

Figure 20: Select Database Type

SQLITE

1. If using SQLite, click the SQLite button and a new database will be created automatically.

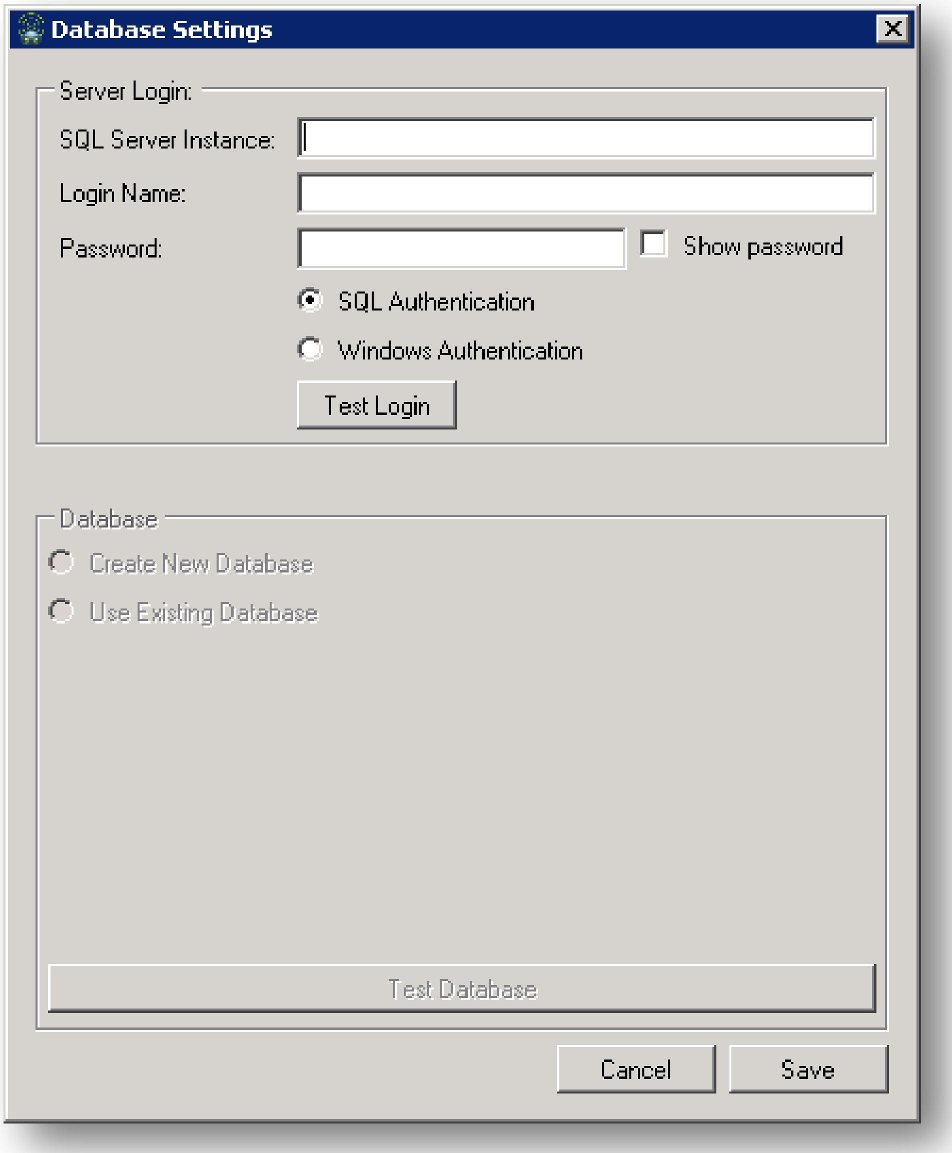


Creating SQLite Database at ..\alertmanager.sqlite

Figure 21: Create SQLite Database

SQL DATABASE SETUP

1. If using the SQL option, specify the address for the SQL server to use.
    a. Enter FQDN (*Ex:* **MachineName.Domain***)*
2. Provide an account to login to the SQL server.
3. Provide password for the account provided in the previous step.
4. Click **Test Login** to verify that the values provided will successfully connect. If the test fails, verify the values provided. If the test passes, continue to the next step.



Server Login:

SQL Server Instance:

Login Name:

Password: □ Show password

● SQL Authentication

○ Windows Authentication

Database

○ Create New Database

○ Use Existing Database

Figure 22: Connect to SQL

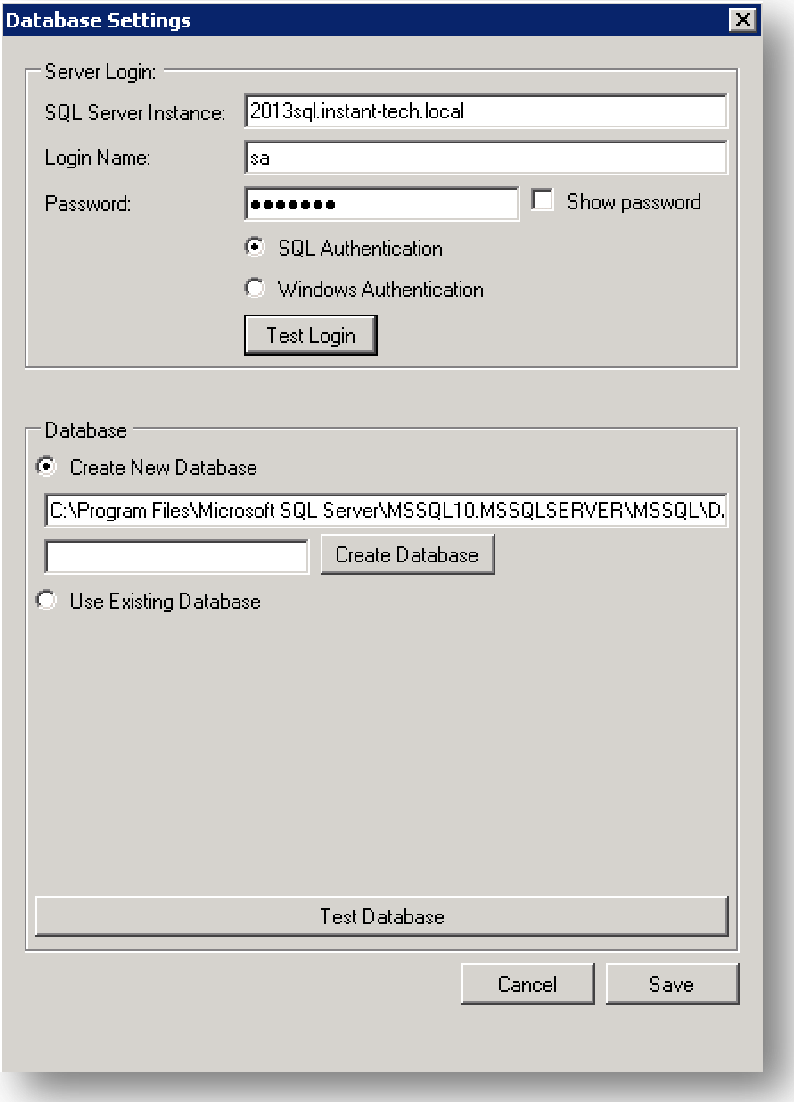
CREATE NEW OR USE EXISTING DATABASE

You have two options when configuring the database using SQL. You can choose to create a new database, or use an existing database created during a previous installation.

CREATE NEW DATABASE

1. Click the radio button for **Create New Database.**
2. Specify the location of the SQL instance that will be used for the new database.
3. Enter a name for the new database into the input field.

Click **Create Database.** Figure 22: Creating a new database



SQL Server Instance: 2013sql.instant-tech.local

Login Name: sa

Password: ●●●●●●● □ Show password

● SQL Authentication

○ Windows Authentication

Database

● Create New Database

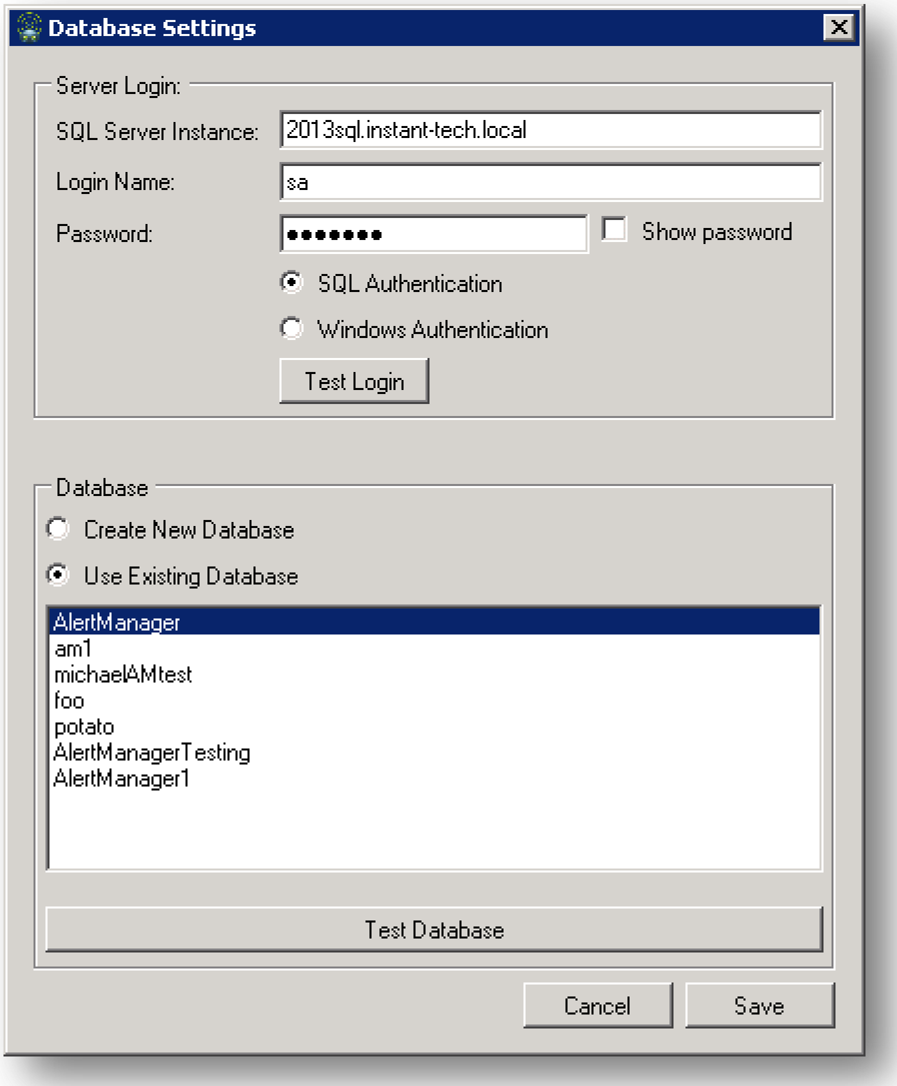
C:\Program Files\Microsoft SQL Server\MSSQL10.MSSQLSERVER\MSSQL\D.

○ Use Existing Database

Figure 23: Creating a new database

USE EXISTING DATABASE

4. Click the radio button for **Use Existing Database.**
5. Click on the name of the database you wish to use.
6. Click **Test Database.** The wizard will verify that the application can successfully connect to the specified database.
7. Click **Save.**



Database Settings

Server Login:

SQL Server Instance: 2013sql.instant-tech.local

Login Name: sa

Password: ●●●●●●●● □ Show password

● SQL Authentication

○ Windows Authentication

Database

○ Create New Database

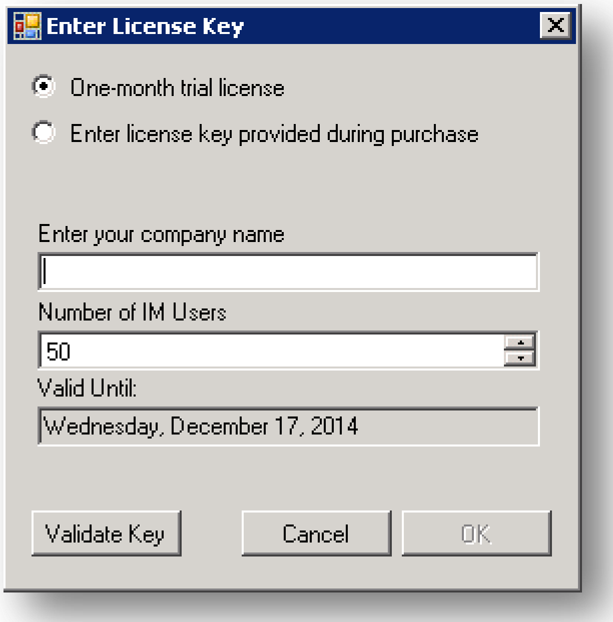
● Use Existing Database

AlertManager
am1
michaelAMtest
foo
potato
AlertManagerTesting
AlertManager1

Figure 24: Using an existing database

LICENSE KEY

During configuration, you have the option to either enter a license key manually, or generate a one-month trial license.



● One-month trial license

○ Enter license key provided during purchase

Enter your company name

Number of IM Users: 50

Valid Until: Wednesday, December 17, 2014

Figure 25: Enter a license key

ENTER A LICENSE KEY

1. Click the first radio button.
2. Enter the license key that has been provided to you into the input field.
3. Click **Validate Key**. The wizard will verify that they key you have entered is valid.
4. Click **OK.**

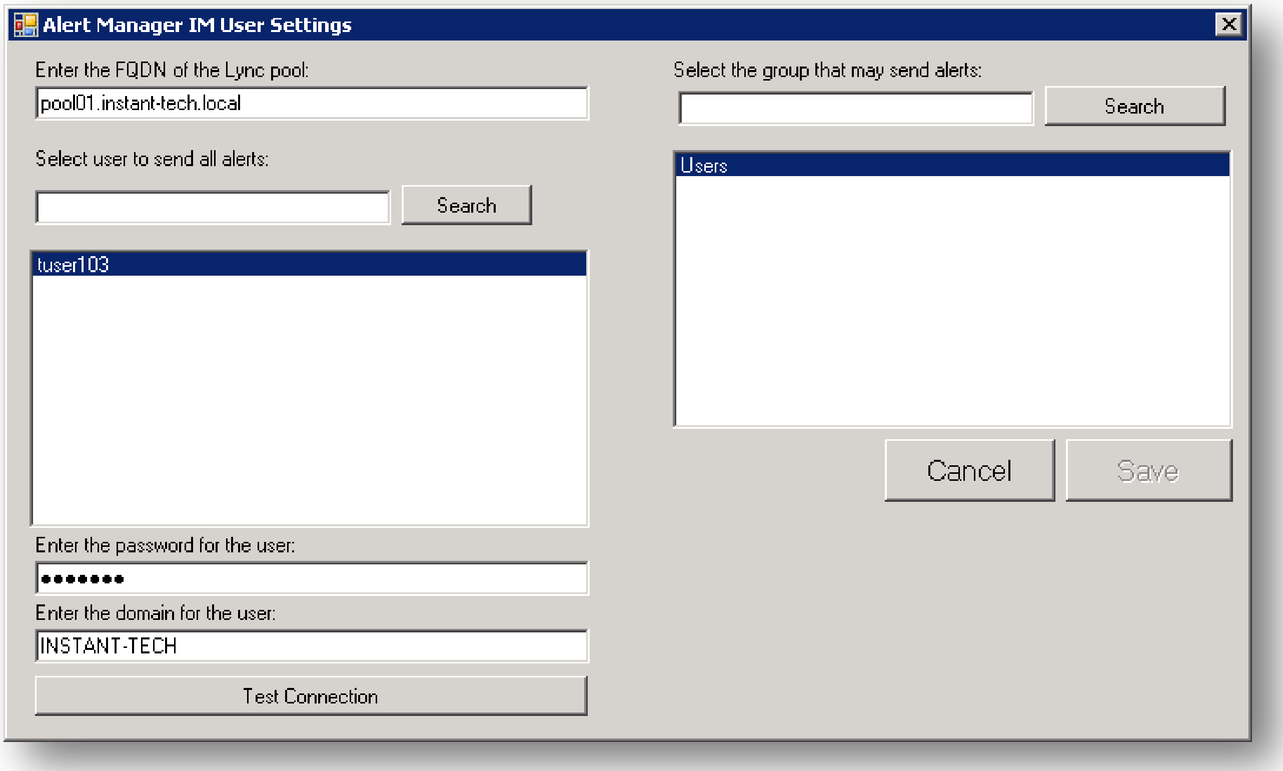
ONE-MONTH TRIAL LICENSE

1. Click the radio button for **One-month trial license.**
2. Enter your company name into the appropriately labeled input field.
3. Enter the number of IM users you will need to dispatch to.
4. Click **Validate Key**. The wizard will verify that the key is valid.
5. Click **OK**.

AM LYNC USER

You will need to assign a user account that the application can use to dispatch messages. It is recommended that you create a new account for this purpose.

You can later configure your message settings to inform the user who dispatched the message if desired.



Alert Manager IM User Settings

Enter the FQDN of the Lync pool: pool01.instant-tech.local

Select user to send all alerts: tuser103

Enter the password for the user: •••••••

Enter the domain for the user: INSTANT-TECH

Select the group that may send alerts: Users

Figure 26: Selecting IM User Settings

SELECT DISPATCH ACCOUNT

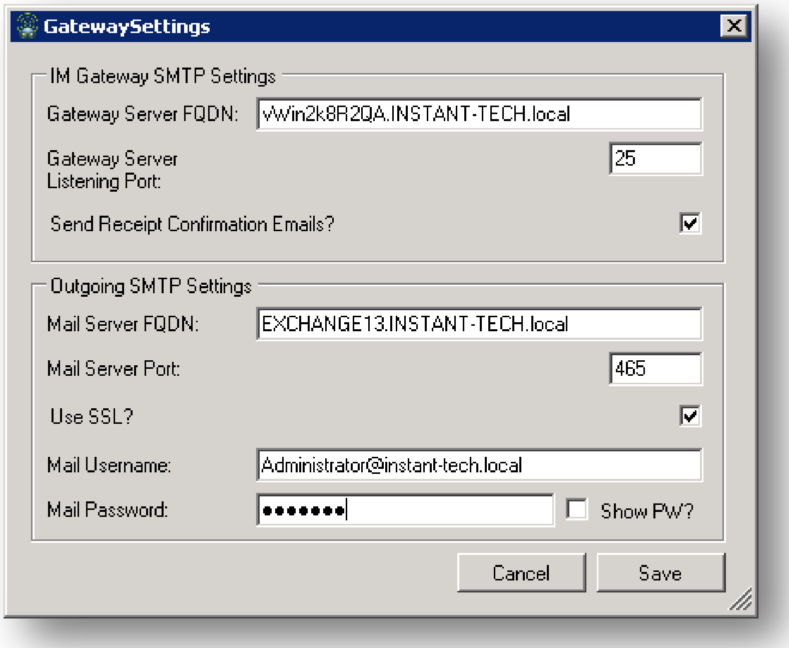
1. Enter the fully qualified domain name of the Lync pool
2. Enter the display name of the account you wish dispatch alerts.
3. Click **Search** to search the Active Directory for the account.
4. Click to select the account that you wish to use. The selected account will remain highlighted.
5. Enter the password for the chosen account.
6. Enter the domain name for the chosen account.

SELECT GROUP TO SEND ALERTS

The application allows all members of a specified group to login to the service to send alerts. To control access, be sure that you have an Active Directory group appropriately setup to provide access to only the users who should be allowed to dispatch.

1. Enter the name of the Active Directory group in the input field.
2. Click **Search** to search the Active Directory for this group.
3. Click the name of the group you wish to use. The selected account will remain highlighted.
4. Click **Save** to save these settings.

SMTP CONFIG



IM Gateway SMTP Settings

Gateway Server FQDN: vWin2k8R2QA.INSTANT-TECH.local

Gateway Server Listening Port: 25

Send Receipt Confirmation Emails? ☑

Outgoing SMTP Settings

Mail Server FQDN: EXCHANGE13.INSTANT-TECH.local

Mail Server Port: 465

Use SSL? ☑

Mail Username: Administrator@instant-tech.local

Mail Password: ●●●●●●●● □ Show PW?

Figure 27: Email Gateway Settings

IM GATEWAY SMTP SETTINGS

This sets up the listening service for the Email-to-IM Gateway. These fields should automatically populate with the default settings. You will also need to create a new **.im** subdomain in order for the gateway to work.

1. Enter the Gateway (Alert Manager) Server FQDN into the appropriate field.
2. Specify the Gateway (Alert Manager) Server listening port.
3. Check or uncheck the checkbox to send receipt confirmation emails. If this box is checked, you must complete the next section of the form in order to dispatch the messages.

After completing the installation wizard, ensure that you have opened the gateway server listening port (default 25) on your server's firewall.

OUTGOING SMTP SETTINGS

These settings are used by the application to dispatch confirmation emails if you have selected to send the receipt confirmation emails.

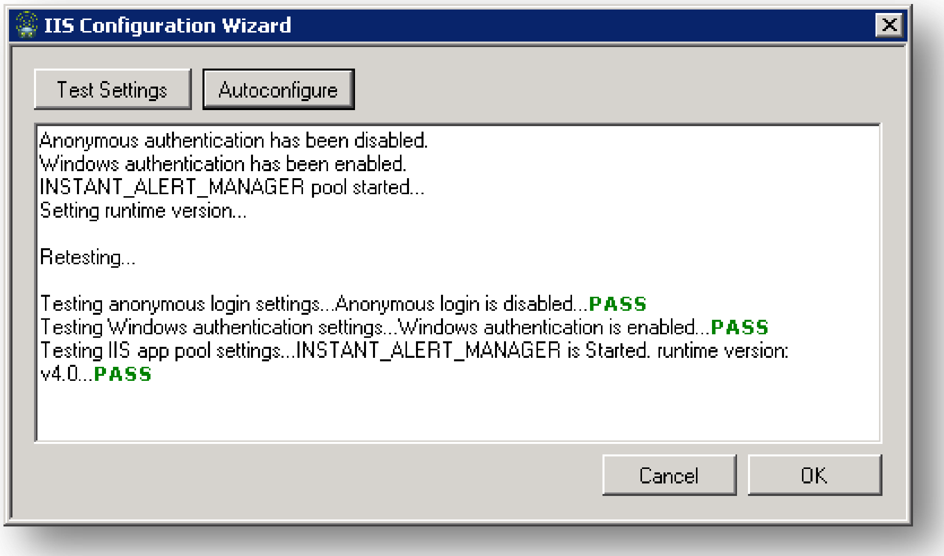
The Outgoing SMTP Settings should be configured with the connection info for your current Exchange or SMTP server.

1. Enter the outgoing mail server FQDN into the appropriate field.
2. Specify the mail server port.
3. Check the box to use SSL if so desired.
4. Specify a username for the
5. Specify a password.
6. Click **Save** to apply the settings.

CONFIGURE IIS

This step ensures that the IIS settings for this application are correct.

1. Click **Test Settings** to perform a check of the current IIS settings.
2. Click **Autoconfigure** to have the application configure the settings to be correct, or manually change the settings using the Server Manager.
3. Click **OK** to complete this step.



```
Anonymous authentication has been disabled.
Windows authentication has been enabled.
INSTANT_ALERT_MANAGER pool started...
Setting runtime version...

Retesting...

Testing anonymous login settings...Anonymous login is disabled...PASS
Testing Windows authentication settings...Windows authentication is enabled...PASS
Testing IIS app pool settings...INSTANT_ALERT_MANAGER is Started. runtime version:
v4.0...PASS
```

Figure 28: IIS Configuration Wizard

CONFIGURE GATEWAY FOR USE

You can configure the Email-to-IM Gateway for use with Microsoft Exchange, or any other SMTP server your organization is using.

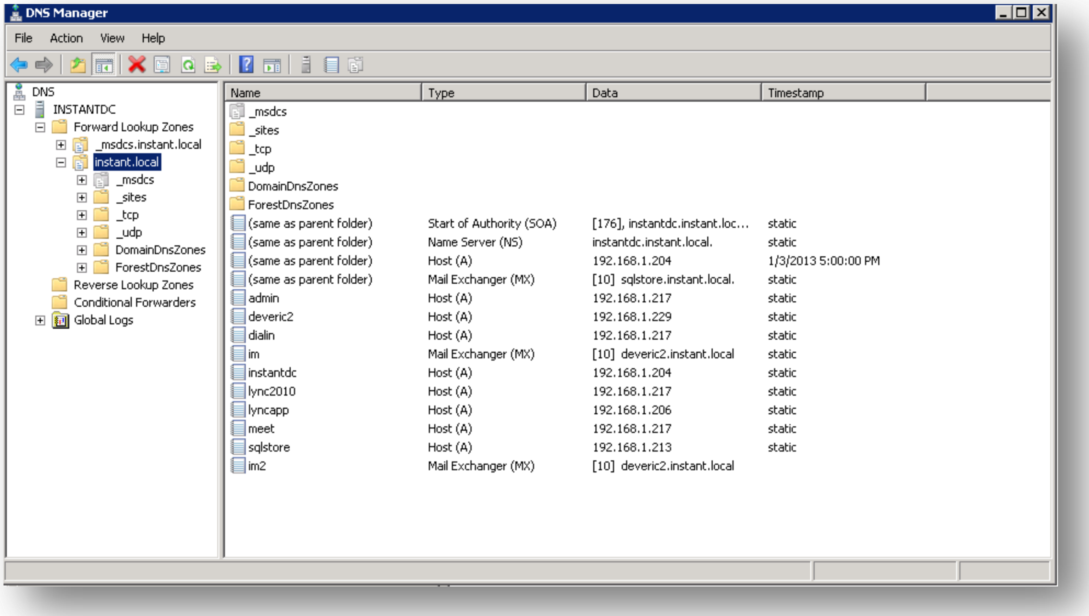
For an SMTP server, follow the **Create .IM Subdomain** instructions.

For a Microsoft Exchange server, follow the **Configure Exchange Send Connector** instructions.

CREATE .IM SUBDOMAIN

In order for email messages to be correctly dispatched to Lync users, it is necessary to create an MX Record for the IM Gateway.

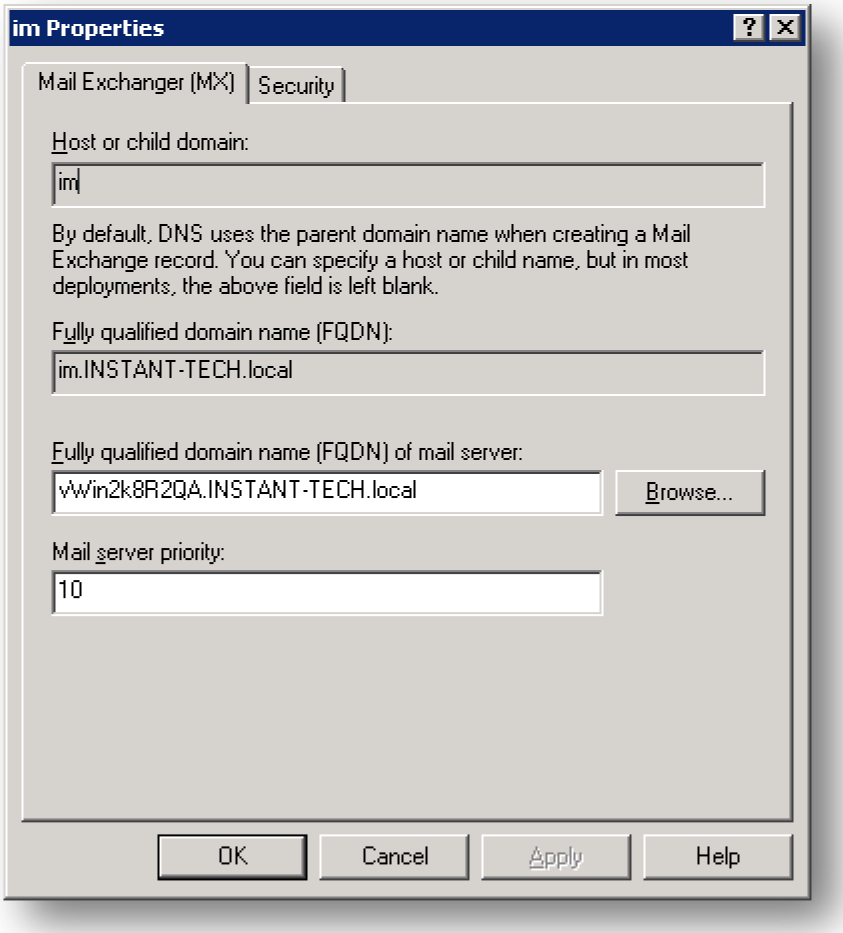
1. Login to the Domain Controller.
2. Open the **DNS Manager**.
3. Expand the proper domain controller node. Underneath there should be a node name **Forward Lookup Zones**. Underneath this you will find a list of domains. Select the domain corresponding to the email domain that you would like to use the IM Gateway to IM-enable.



Name	Type	Data	Timestamp
_msdcs			
_sites			
_tcp			
_udp			
DomainDnsZones			
ForestDnsZones			
(same as parent folder)	Start of Authority (SOA)	[176], instantdc.instant.loc...	static
(same as parent folder)	Name Server (NS)	instantdc.instant.local.	static
(same as parent folder)	Host (A)	192.168.1.204	1/3/2013 5:00:00 PM
(same as parent folder)	Mail Exchanger (MX)	[10] sqlstore.instant.local.	static
admin	Host (A)	192.168.1.217	static
deveric2	Host (A)	192.168.1.229	static
dialin	Host (A)	192.168.1.217	static
im	Mail Exchanger (MX)	[10] deveric2.instant.local	static
instantdc	Host (A)	192.168.1.204	static
lync2010	Host (A)	192.168.1.217	static
lyncapp	Host (A)	192.168.1.206	static
meet	Host (A)	192.168.1.217	static
sqlstore	Host (A)	192.168.1.213	static
im2	Mail Exchanger (MX)	[10] deveric2.instant.local	

Figure 29: **DNS Manager**

4. Right-click in the main pane and select **New Mail Exchanger (MX)…** In the child domain input, enter **im**. Thus, if the parent domain is **contoso.com**, the second input should then read **im.contoso.com**. Enter the FQDN of the server which will run the IM Gateway in the third input (the Alert Manager server). Leave the priority field at the default.



Host or child domain: im

By default, DNS uses the parent domain name when creating a Mail Exchange record. You can specify a host or child name, but in most deployments, the above field is left blank.

Fully qualified domain name (FQDN): im.INSTANT-TECH.local

Fully qualified domain name (FQDN) of mail server: vWin2k8R2QA.INSTANT-TECH.local

Mail server priority: 10

Figure 30: IM Subdomain Record

With the new MX record in place, emails addressed to the new **im.***domain* will now be routed to the IM Gateway server.

CONFIGURE EXCHANGE SEND CONNECTOR (EXCHANGE SERVER 2013)

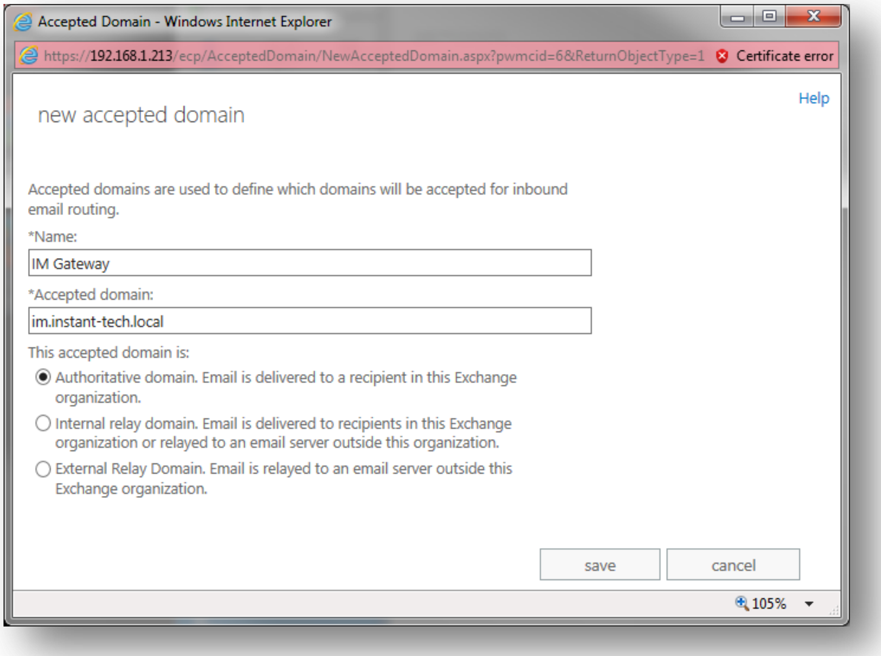
1. Access the Exchange Server Management Console using a supported browser (<SERVERADDRESS>/ecp).
2. Click on the **mail flow** option on the left side of the screen.
3. Click **accepted domains**.
4. Click the **+** icon to add a new accepted domain.

ADDING AN ACCEPTED DOMAIN

The new accepted domain will serve as a subdomain to route email messages to IM users. We recommend creating an **IM** subdomain. Prepending this new subdomain to email messages will allow these messages to be routed through the Alert Manager system.

Ex: user@**im.**domain.com

1. Provide a display name for the new domain
2. Create a new accepted domain (EX: **im.instant-tech.local**)
3. Choose the option for an **Internal relay domain**.
4. Click **save** to save the new settings.



Accepted Domain - Windows Internet Explorer

https://192.168.1.213/ecp/AcceptedDomain/NewAcceptedDomain.aspx?pwmcid=6&ReturnObjectType=1 Certificate error

new accepted domain

Accepted domains are used to define which domains will be accepted for inbound email routing.

*Name:

IM Gateway

*Accepted domain:

im.instant-tech.local

This accepted domain is:

● Authoritative domain. Email is delivered to a recipient in this Exchange organization.

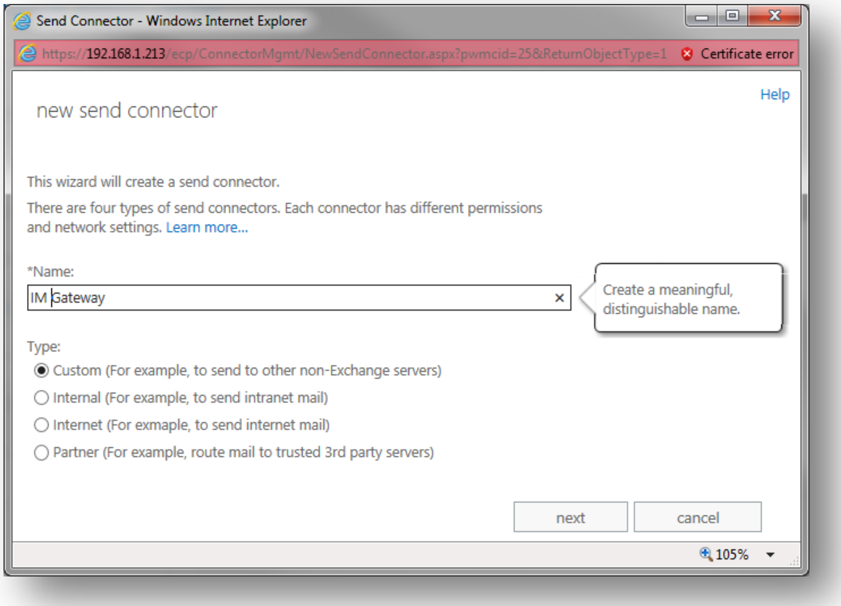
○ Internal relay domain. Email is delivered to recipients in this Exchange organization or relayed to an email server outside this organization.

○ External Relay Domain. Email is relayed to an email server outside this Exchange organization.

Figure 31: Create a new accepted domain

CONFIGURE SEND CONNECTOR

1. Click **send connectors**.
2. Click the **+** to create a new send connector.
3. Enter a descriptive name for the new connector (Ex: IM Gateway).
4. Choose the option for **Custom**.


Send Connector - Windows Internet Explorer
https://192.168.1.213/ecp/ConnectorMgmt/NewSendConnector.aspx?pwmcid=25&ReturnObjectType=1
Certificate error
Help
next
cancel
105%

new send connector

This wizard will create a send connector.

There are four types of send connectors. Each connector has different permissions and network settings. Learn more...

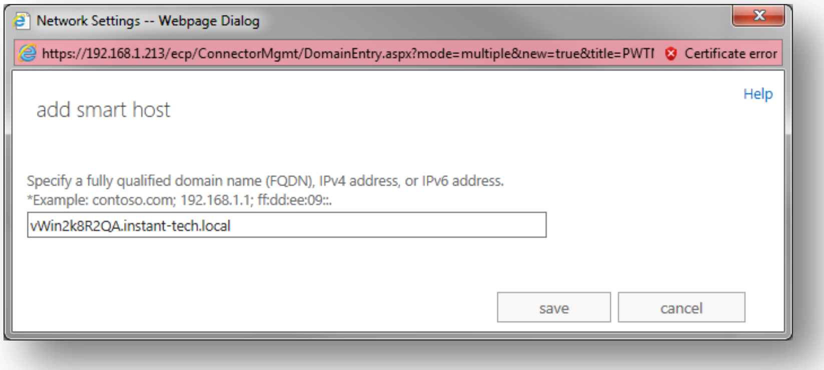
*Name:
IM Gateway

Create a meaningful, distinguishable name.

Type:
● Custom (For example, to send to other non-Exchange servers)
○ Internal (For example, to send intranet mail)
○ Internet (For exmaple, to send internet mail)
○ Partner (For example, route mail to trusted 3rd party servers)

Figure 32: Name the new send connector

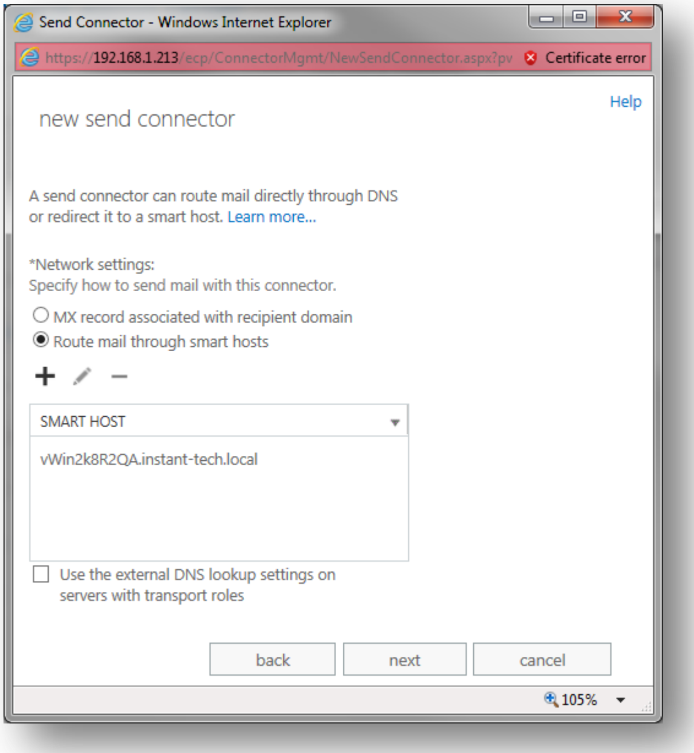
5. Click **next**.
6. Choose the option to **Route mail through smart hosts**.
7. Click **+** to add a new smart host.
8. Enter the FQDN of the server hosting Alert Manager in the field.


Network Settings -- Webpage Dialog
https://192.168.1.213/ecp/ConnectorMgmt/DomainEntry.aspx?mode=multiple&new=true&title=PWTI
Certificate error
Help
save
cancel

add smart host

Specify a fully qualified domain name (FQDN), IPv4 address, or IPv6 address.
*Example: contoso.com; 192.168.1.1; ff:dd:ee:09::.
vWin2k8R2QA.instant-tech.local

Figure 33: Add a smart host


Send Connector - Windows Internet Explorer
https://192.168.1.213/ecp/ConnectorMgmt/NewSendConnector.aspx?pv
Certificate error
Help
back
next
cancel
105%

new send connector

A send connector can route mail directly through DNS or redirect it to a smart host. Learn more...

*Network settings:
Specify how to send mail with this connector.

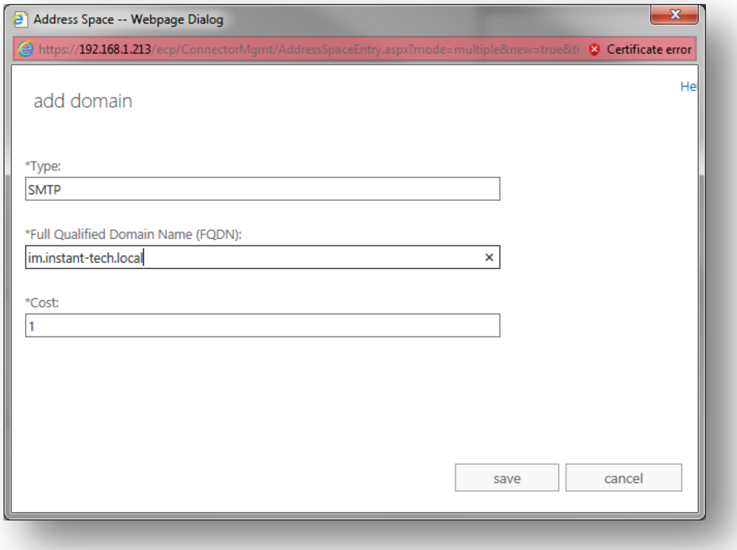
○ MX record associated with recipient domain
● Route mail through smart hosts

SMART HOST
vWin2k8R2QA.instant-tech.local

□ Use the external DNS lookup settings on servers with transport roles

Figure 34: Send mail through a smart host

9. Click **next**.
10. Leave the default option of **none** selected for Smart host authentication.
11. Click **next**.
12. Click the **+** to specify an address space to use for this connector.
13. Leave the default type of **SMTP**.
14. Enter the FQDN of the new accepted domain created earlier (EX: im.instant-tech.local).
15. Leave the default cost **1.**
16. Click **save**.


Address Space -- Webpage Dialog
https://192.168.1.213/ecp/ConnectorMgmt/AddressSpaceEntry.aspx?mode=multiple&new=true&ti
Certificate error
He
save
cancel

add domain

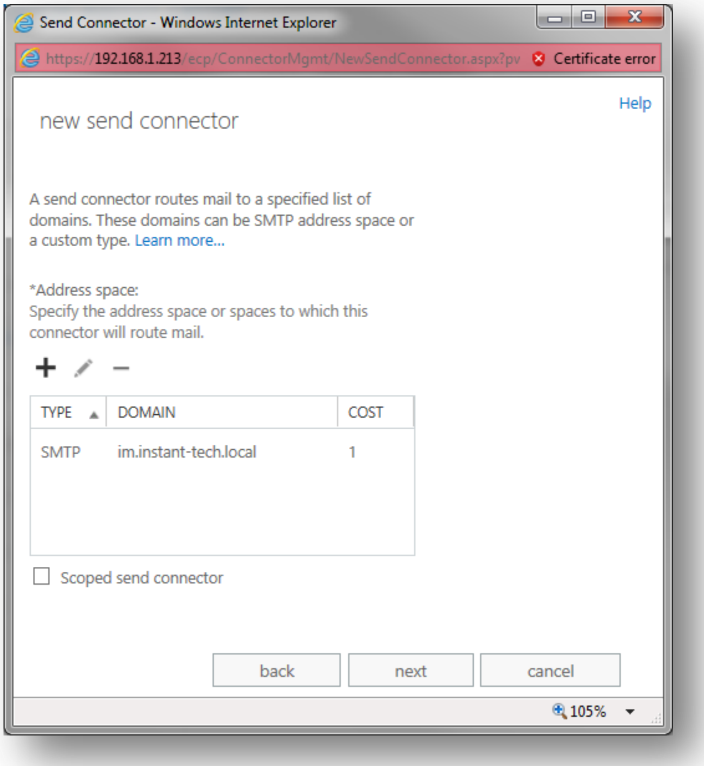
*Type:
SMTP

*Full Qualified Domain Name (FQDN):
im.instant-tech.local

*Cost:
1

Figure 35: Add an address space

17. Click **next**.


Send Connector - Windows Internet Explorer
https://192.168.1.213/ecp/ConnectorMgmt/NewSendConnector.aspx?pv
Certificate error
Help
back
next
cancel
105%

new send connector

A send connector routes mail to a specified list of domains. These domains can be SMTP address space or a custom type. Learn more...

*Address space:
Specify the address space or spaces to which this connector will route mail.

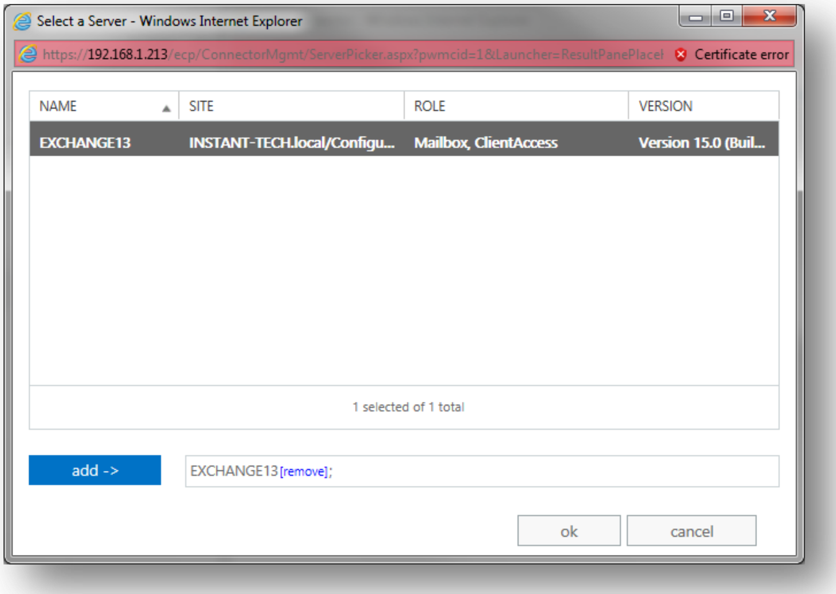
TYPE ▲	DOMAIN	COST
SMTP	im.instant-tech.local	1

□ Scoped send connector

Figure 36: Address space specified

18. Click the **+** to associate a source server.
19. Select the appropriate exchange server, and click the **add** button.

20. Click **ok** to save the selection.



Select a Server - Windows Internet Explorer

https://192.168.1.213/ecp/ConnectorMgmt/ServerPicker.aspx?pwmcid=1&Launcher=ResultPanePlaceH Certificate error

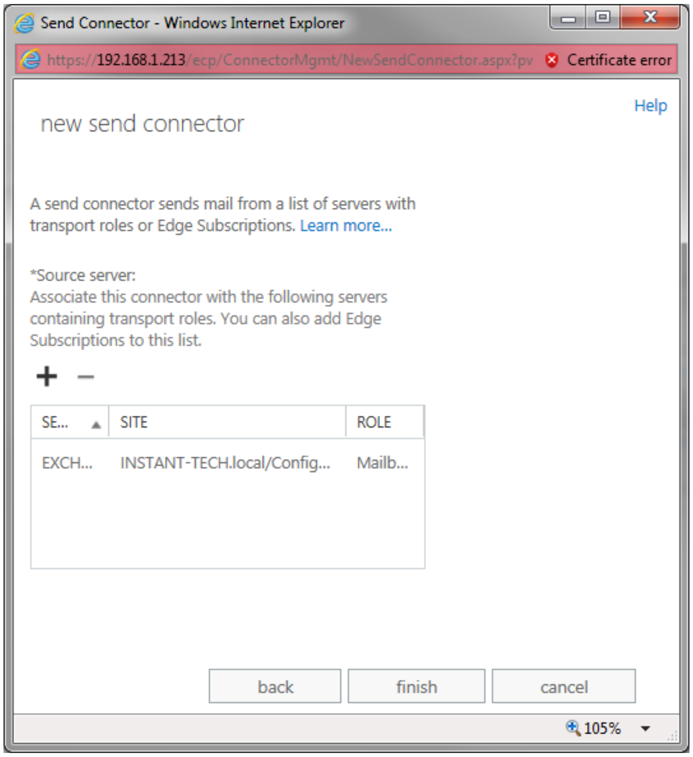
NAME	SITE	ROLE	VERSION
EXCHANGE13	INSTANT-TECH.local/Configu...	Mailbox, ClientAccess	Version 15.0 (Buil...

1 selected of 1 total

EXCHANGE13 [remove];

Figure 37: Select a mail server

21. Click **finish** to complete the creation of the new send connector.



Send Connector - Windows Internet Explorer

https://192.168.1.213/ecp/ConnectorMgmt/NewSendConnector.aspx?pv Certificate error

new send connector

A send connector sends mail from a list of servers with transport roles or Edge Subscriptions. Learn more...

*Source server:
Associate this connector with the following servers containing transport roles. You can also add Edge Subscriptions to this list.

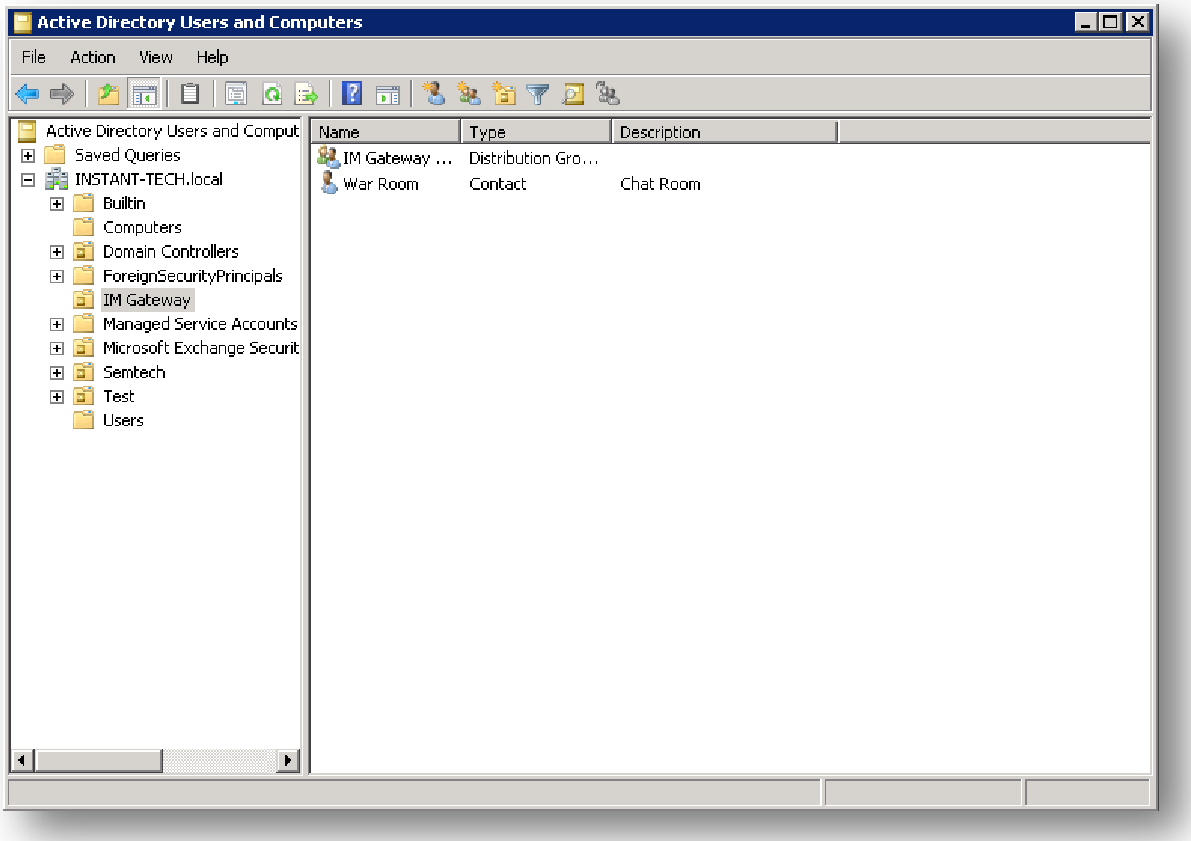
SE...	SITE	ROLE
EXCH...	INSTANT-TECH.local/Config...	Mailb...

Figure 38: Finish send connector setup

ENABLING PERSISTENT CHAT ROOMS FOR USE WITH INSTANT ALERT MANAGER

To enable a Lync persistent chat room for receiving alerts from Instant Alert Manager, it is necessary to create an Active Directory Contact object for the chat room on your domain controller.

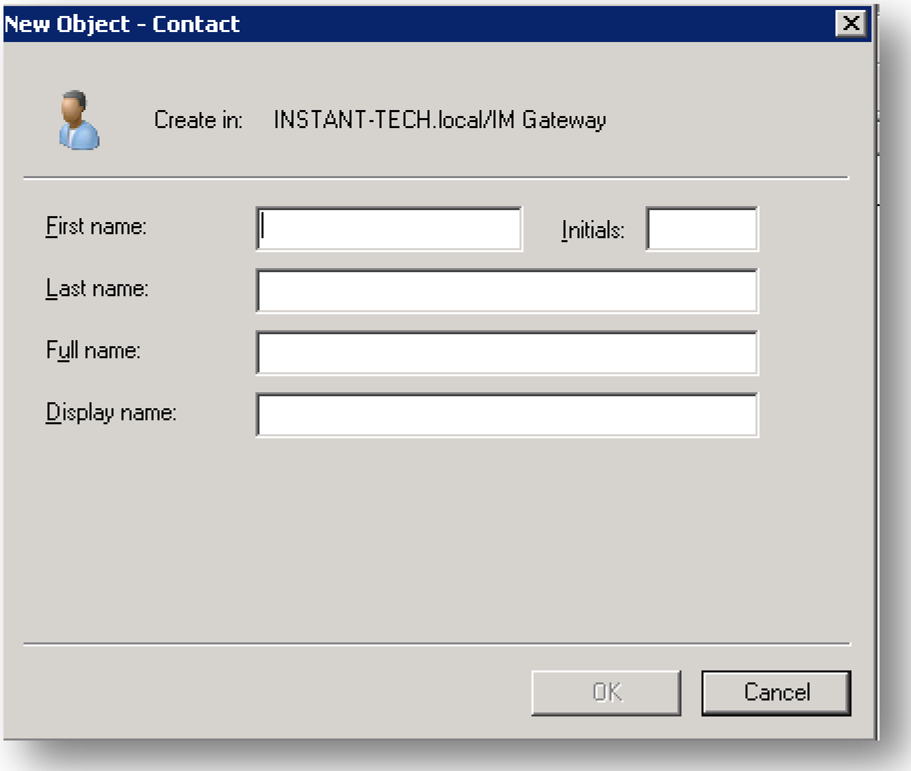
1. On your domain controller, open **Active Directory Users and Computers,** and navigate to the OU that you would like to add the chat room in. If you do not have specific OUs, then you will want to navigate to **Users.**



Name	Type	Description
IM Gateway ...	Distribution Gro...	
War Room	Contact	Chat Room

Figure 39: Active Directory

2. Right-click in the right panel, and from the context menu that appears select **New->Contact.** You should see the dialog below pop up.

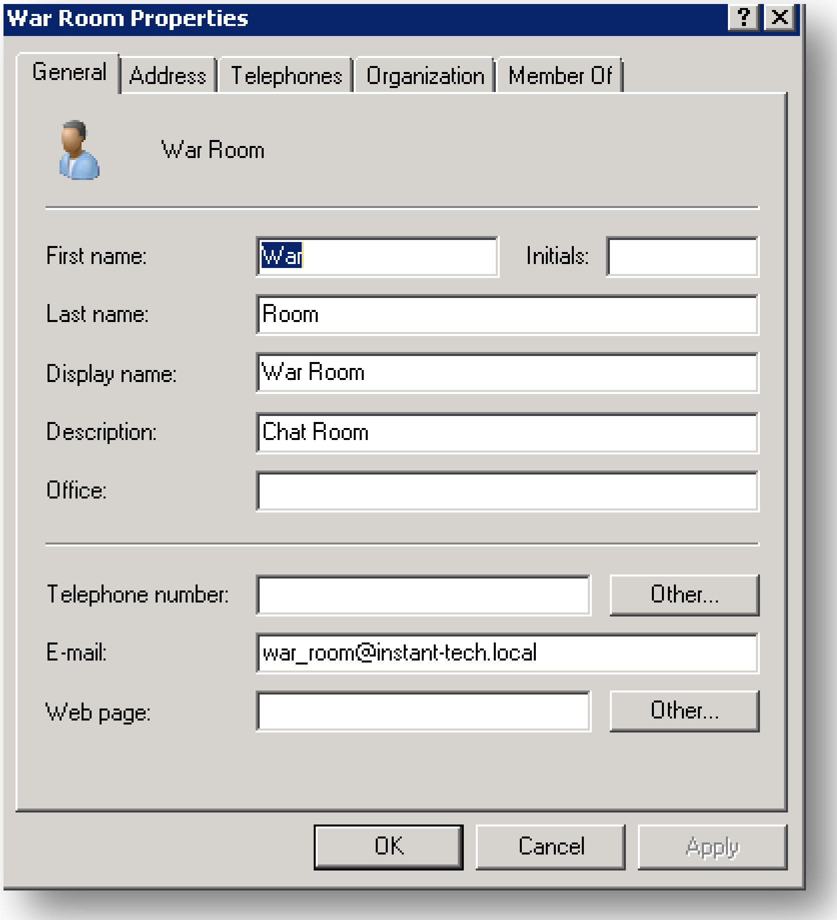


Create in: INSTANT-TECH.local/IM Gateway

Figure 40: Create a new contact

3. Under **Display Name**, enter the name of the persistent chat room, as it is displayed in the Lync Client. Enter the same value, or any identification of your choice for the **Full Name** (This value is not used by AlertManager, but must be filled out to create the AD object). Click **OK** to create the new contact object.

4. Double-click on the newly created contact object in the right pane of the **Active Directories Users and** Computers dialog. This will open the properties dialog for the new contact object.



First name: War
Initials:
Last name: Room
Display name: War Room
Description: Chat Room
Office:
Telephone number:
E-mail: war_room@instant-tech.local
Web page:

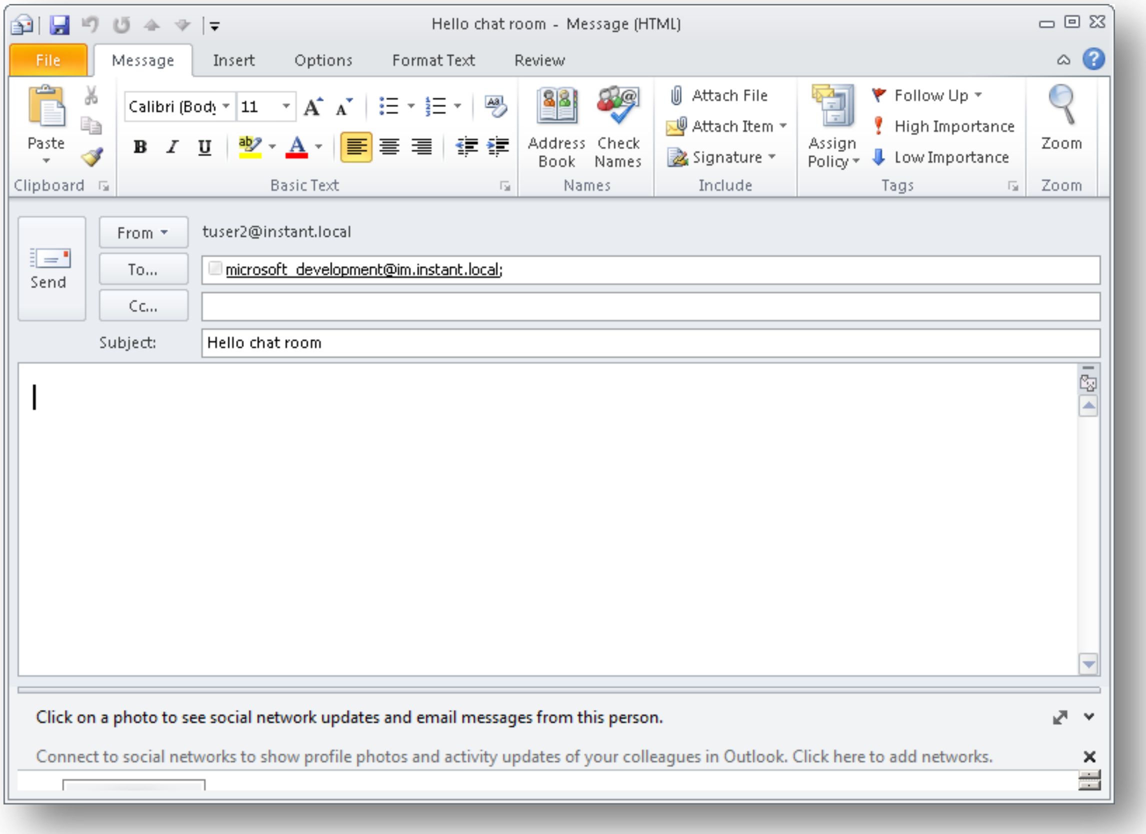
Figure 41: Chat Room Properties

5. In the **Description** field, enter the words "**Chat Room**". This indicates to the AlertManager service that this contact object represents a chat room; if you have other Contact objects without this description, AlertManager will not consider them when searching for Chat rooms or resolving addresses.
6. If you would like to enable the chat room for dispatching via email using the Email-to-IM Gateway feature, provide an email address for the contact object in the **E-mail** field. This email address does not need to have an actual Exchange mailbox associated with it.
7. Click **OK** to save the contact object. You should now be able to lookup the newly enabled chat room when sending an alert via the AlertManager web UI, or by sending an email to chatEmailName@im.chatRoomEmailDomain via the IM Gateway. (In this example, *chatRoomEmailName* would be **war_room** and *chatRoomEmailDomain* would be **instant-tech.local**, thus to send to this chat room, you would email **war_room@im.instant-tech.local**.)

USING THE GATEWAY

SENDING AN EMAIL TO A CHAT ROOM

To send a message to a chat room using the Instant IM Gateway, simply compose an email to the address defined for the chat room, with the (**im.**) subdomain prepended to the domain. For instance, in the screen shot below, a message is being sent to the Microsoft Development chat room, which is defined in AD as **microsoft_development@instant.local**. The (**im.**) subdomain is essential to ensure that the message is correctly routed to the IM Gateway server, rather than the normal mail server. In the following example, the 'To' address of the email is: **microsoft_development@im.instant.local**.



From: tuser2@instant.local

To...: microsoft_development@im.instant.local;

Subject: Hello chat room

Click on a photo to see social network updates and email messages from this person.

Connect to social networks to show profile photos and activity updates of your colleagues in Outlook. Click here to add networks.

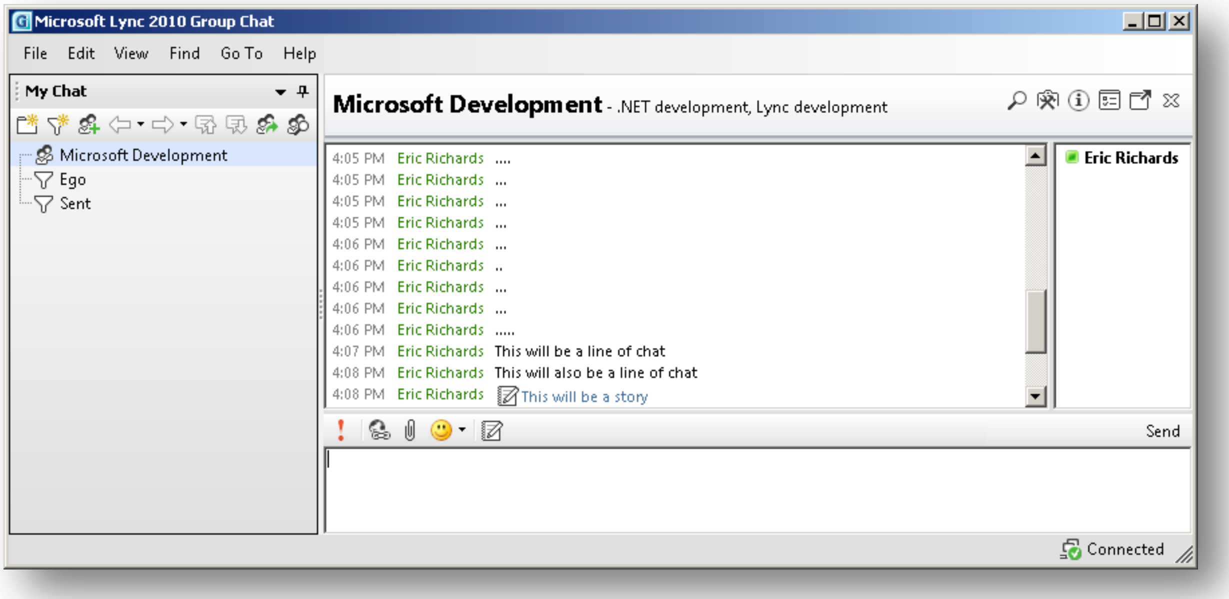
Figure 42: Sending an email through the Gateway

You have three options when sending a message to a chat room through the IM Gateway.

1.) A message with a subject, but no body, will appear in the chat room as a single line of text.
2.) A message with a body and no subject will also appear as a single line of text, unless the body text exceeds the max length limit of the chat client. If this limit is exceeded, the chat will be converted to a story.

3.) A message with subject and body will be displayed as a story, with the subject of the mail as the subject of the story.

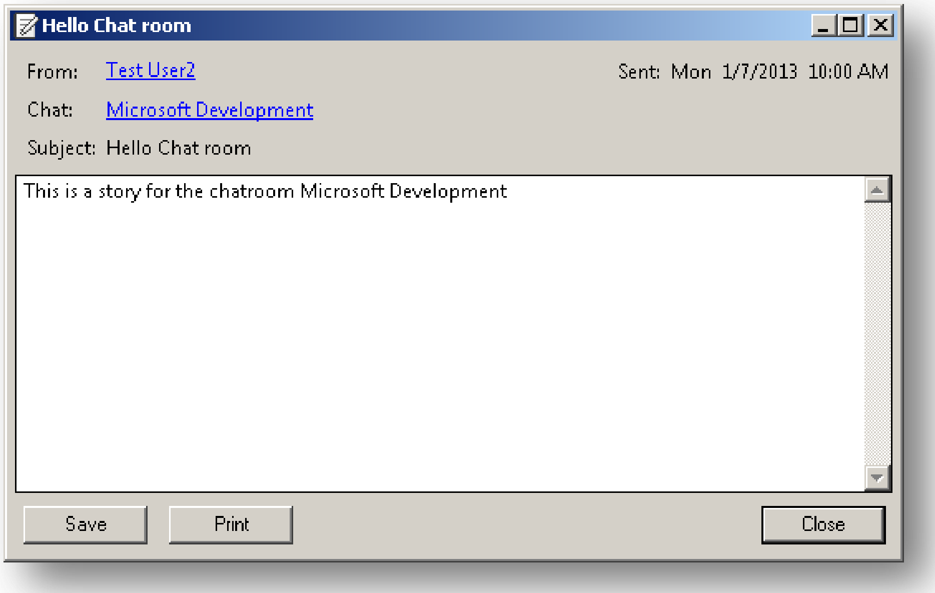
NOTE: When possible, emails should be sent as plain-text, not as HTML. The IM Gateway currently supports HTML formatted email, but HTML is not rendered with the Lync 2010 Group Chat room. Therefore, the IM Gateway will attempt parse the HTML contained within an email into a format suitable for the Lync 2010 Chat Room.


Microsoft Lync 2010 Group Chat
File
Edit
View
Find
Go To
Help
My Chat
Microsoft Development
Ego
Sent
Microsoft Development - .NET development, Lync development
Eric Richards
Send
Connected

```
4:05 PM  Eric Richards  ....
4:05 PM  Eric Richards  ...
4:05 PM  Eric Richards  ...
4:05 PM  Eric Richards  ...
4:06 PM  Eric Richards  ...
4:06 PM  Eric Richards  ..
4:06 PM  Eric Richards  ...
4:06 PM  Eric Richards  ...
4:06 PM  Eric Richards  .....
4:07 PM  Eric Richards  This will be a line of chat
4:08 PM  Eric Richards  This will also be a line of chat
4:08 PM  Eric Richards  This will be a story
```

Figure 43: Message delivered to group chat room

The following screen shot demonstrates how a message will be displayed in the Group Chat room when the message is consolidated to a Group Chat story:



From: Test User2

Sent: Mon 1/7/2013 10:00 AM

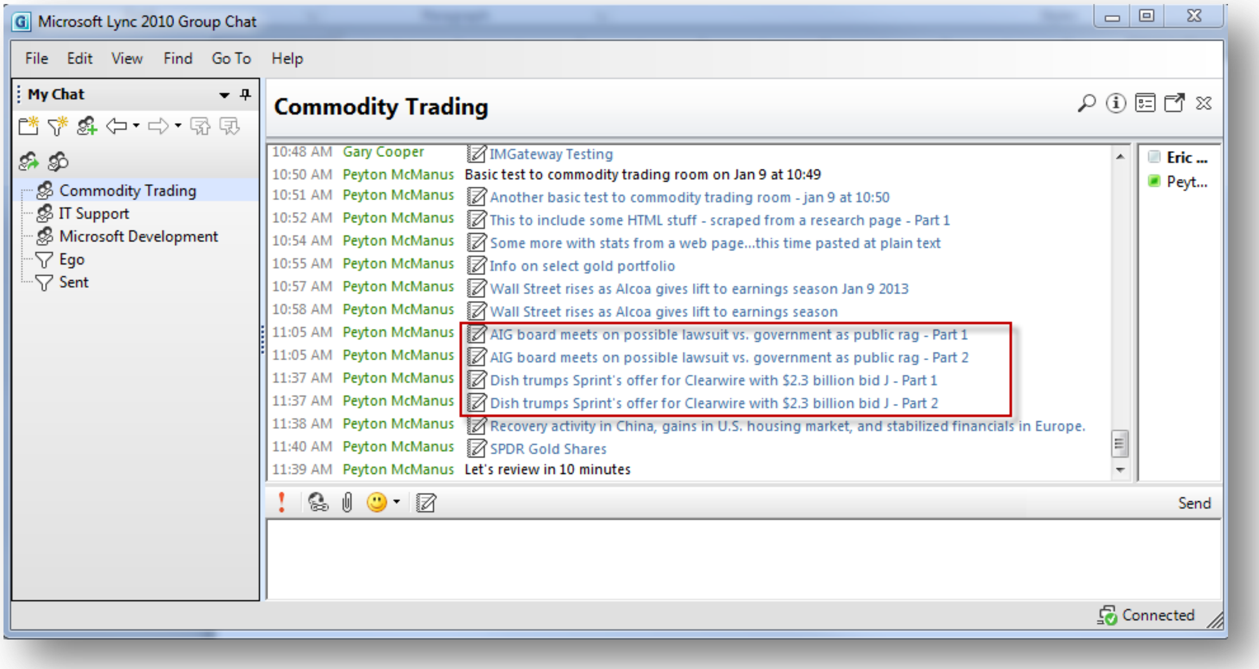
Chat: Microsoft Development

Subject: Hello Chat room

This is a story for the chatroom Microsoft Development

Figure 44: Message displayed as a story

In the event that an email contains a significant amount of information, then the email message will automatically be split into different ‘stories’ and placed into the Lync Group Chat room as a collection of ‘parts’. For example, the following screen shot demonstrates several emails that have been submitted to the chat room and they have been split across a collection of story segments:



Commodity Trading

```
10:48 AM  Gary Cooper      IMGateway Testing
10:50 AM  Peyton McManus   Basic test to commodity trading room on Jan 9 at 10:49
10:51 AM  Peyton McManus   Another basic test to commodity trading room - jan 9 at 10:50
10:52 AM  Peyton McManus   This to include some HTML stuff - scraped from a research page - Part 1
10:54 AM  Peyton McManus   Some more with stats from a web page...this time pasted at plain text
10:55 AM  Peyton McManus   Info on select gold portfolio
10:57 AM  Peyton McManus   Wall Street rises as Alcoa gives lift to earnings season Jan 9 2013
10:58 AM  Peyton McManus   Wall Street rises as Alcoa gives lift to earnings season
11:05 AM  Peyton McManus   AIG board meets on possible lawsuit vs. government as public rag - Part 1
11:05 AM  Peyton McManus   AIG board meets on possible lawsuit vs. government as public rag - Part 2
11:37 AM  Peyton McManus   Dish trumps Sprint's offer for Clearwire with $2.3 billion bid J - Part 1
11:37 AM  Peyton McManus   Dish trumps Sprint's offer for Clearwire with $2.3 billion bid J - Part 2
11:38 AM  Peyton McManus   Recovery activity in China, gains in U.S. housing market, and stabilized financials in Europe.
11:40 AM  Peyton McManus   SPDR Gold Shares
11:39 AM  Peyton McManus   Let's review in 10 minutes
```

Figure 45: Large message split up into multiple stories

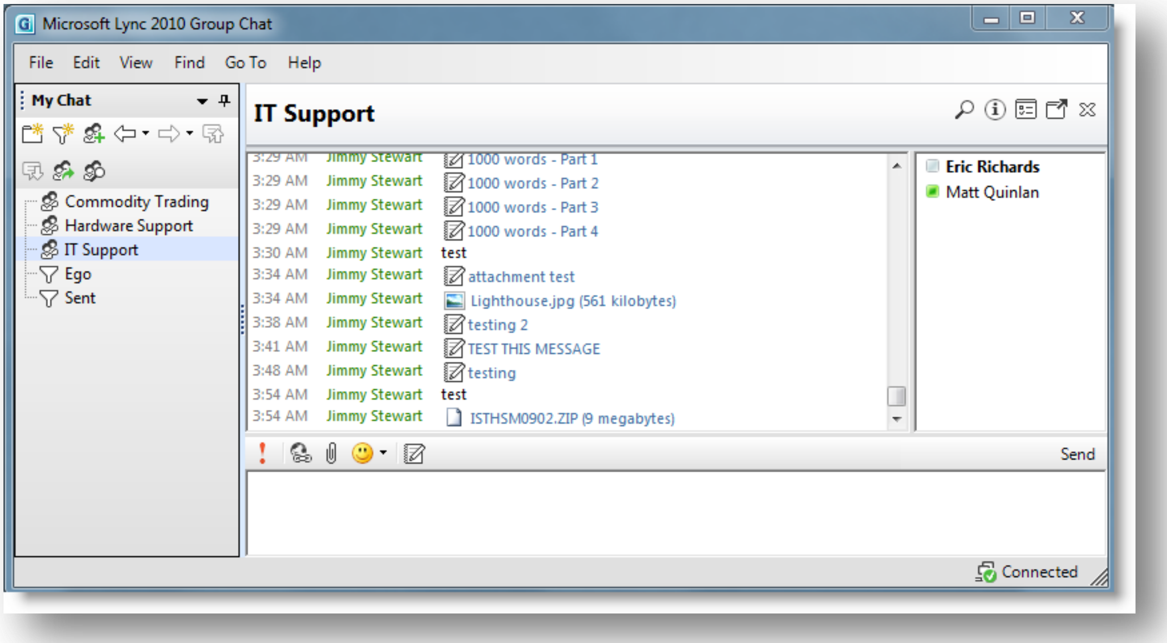
SENDING EMAIL WITH IMPORTANCE TO CHAT ROOM

By default, the gateway supports the ability to convert emails marked with ‘importance’ to a similar message in the Lync Group Chat room. So, if an email is marked as important, the message will be dispatched to the chat room and flagged as important.

SENDING EMAIL WITH ATTACHMENTS

The gateway supports the ability to receive emails with attachments and the application will automatically post attachments to the designated Microsoft Lync Group Chat room. Currently the gateway does not support the ability to distribute attachments to individuals via the Lync IM protocol.

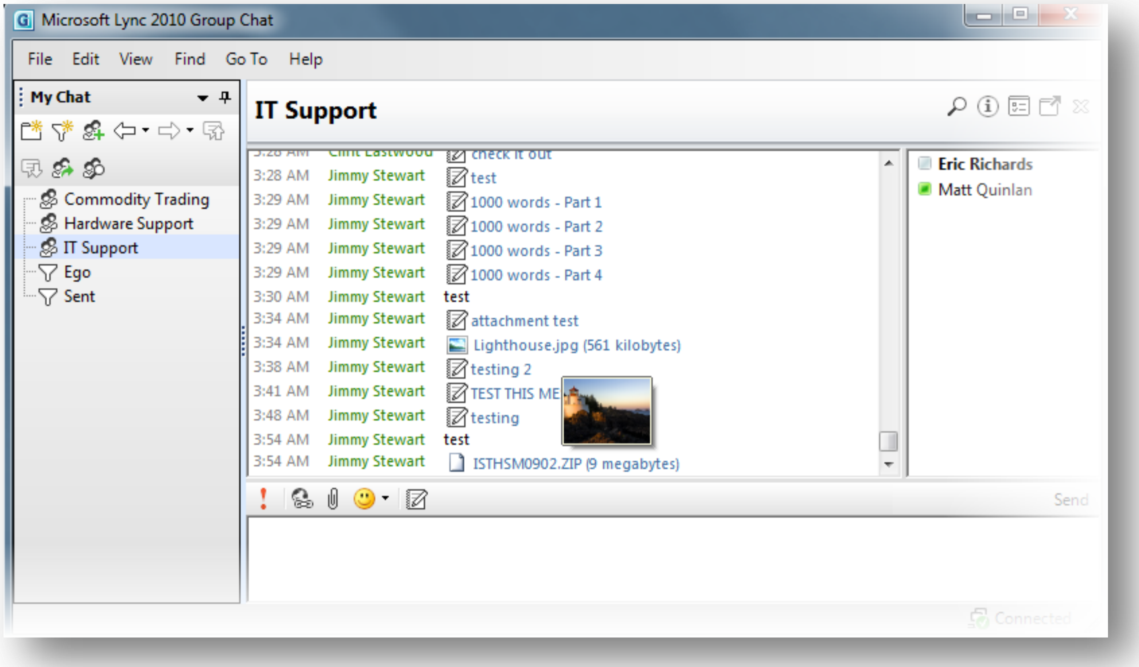
The following screen shots demonstrate sending an email with either one, or multiple attachments, to a Group Chat room.



3:29 AM Jimmy Stewart 1000 words - Part 1
3:29 AM Jimmy Stewart 1000 words - Part 2
3:29 AM Jimmy Stewart 1000 words - Part 3
3:29 AM Jimmy Stewart 1000 words - Part 4
3:30 AM Jimmy Stewart test
3:34 AM Jimmy Stewart attachment test
3:34 AM Jimmy Stewart Lighthouse.jpg (561 kilobytes)
3:38 AM Jimmy Stewart testing 2
3:41 AM Jimmy Stewart TEST THIS MESSAGE
3:48 AM Jimmy Stewart testing
3:54 AM Jimmy Stewart test
3:54 AM Jimmy Stewart ISTHSM0902.ZIP (9 megabytes)

Figure 46: Attachments delivered to the chat room

By default, the Lync Group Chat room may provide specific ‘hover’ behavior for certain types of files. For example, the following screen shot demonstrates how an image might be rendered via a hover action:



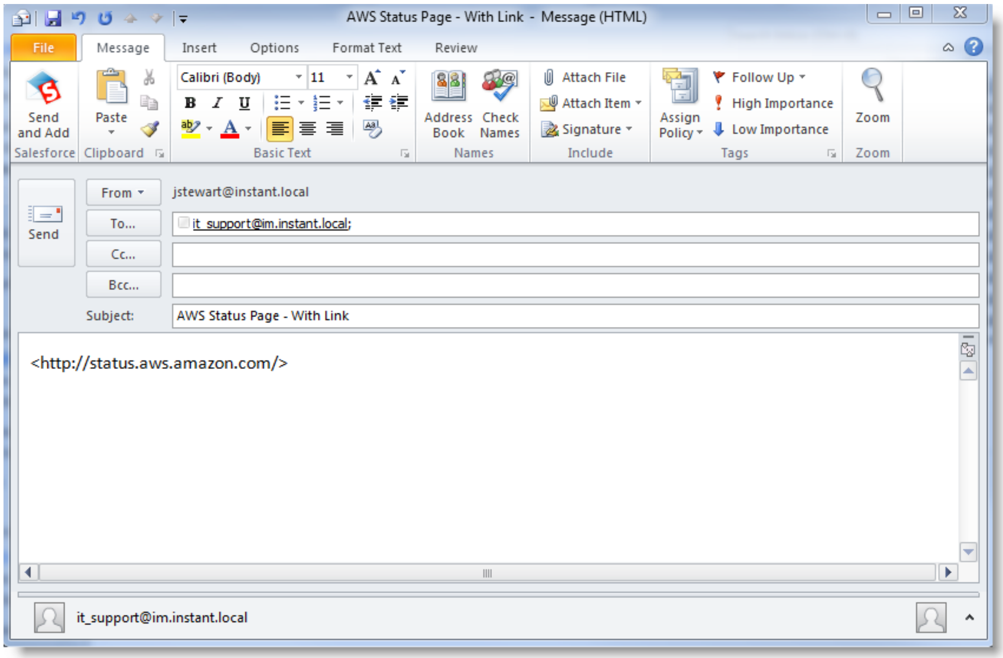
```
3:28 AM   Clint Eastwood   check it out
3:28 AM   Jimmy Stewart    test
3:29 AM   Jimmy Stewart    1000 words - Part 1
3:29 AM   Jimmy Stewart    1000 words - Part 2
3:29 AM   Jimmy Stewart    1000 words - Part 3
3:29 AM   Jimmy Stewart    1000 words - Part 4
3:30 AM   Jimmy Stewart    test
3:34 AM   Jimmy Stewart    attachment test
3:34 AM   Jimmy Stewart    Lighthouse.jpg (561 kilobytes)
3:38 AM   Jimmy Stewart    testing 2
3:41 AM   Jimmy Stewart    TEST THIS ME
3:48 AM   Jimmy Stewart    testing
3:54 AM   Jimmy Stewart    test
3:54 AM   Jimmy Stewart    ISTHSM0902.ZIP (9 megabytes)
```

Figure 47: Pictures delivered to a chat room

SENDING EMAILS WITH URL LINK(S)

It is also possible to send an email to a chat room that contains hyperlinks. In many cases, the IM Gateway server will attempt to map hyperlinks to the appropriate structure within the Lync Group Chat room. The Lync Group Chat room will display the link as ‘clickable’ and the link will be represented with a story structure. In many cases, the IM Gateway will attempt to parse the email message and identify the various ‘link’ references. In order to explicitly indicate a link, please surround the link with the < > characters.

The following screen shot demonstrates how to send a clickable link to the chat room – this is accomplished by enclosing the link URL with <> characters.



From: jstewart@instant.local

To...: it_support@im.instant.local;

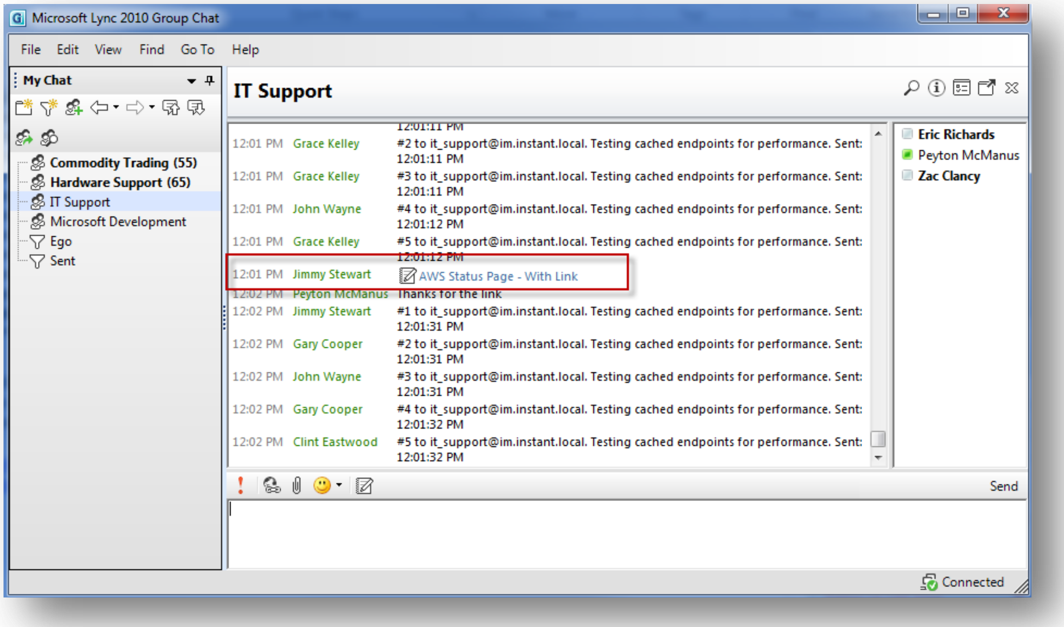
Subject: AWS Status Page - With Link

<http://status.aws.amazon.com/>

it_support@im.instant.local

Figure 48: Sending a link in a message

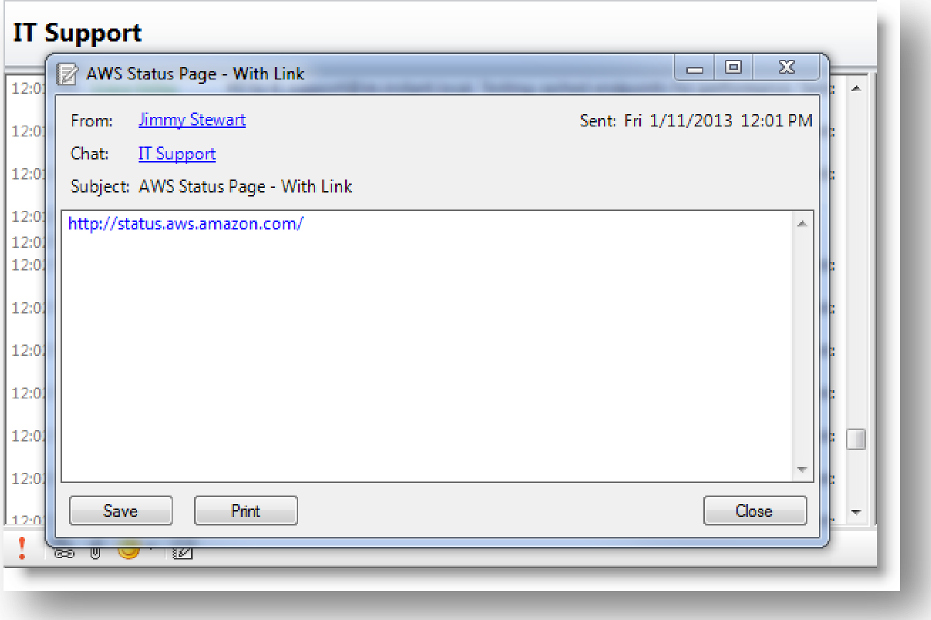
The following screen shot demonstrates how the message will be displayed in the IT Support group chat room:



12:01:11 PM
12:01 PM Grace Kelley #2 to it_support@im.instant.local. Testing cached endpoints for performance. Sent: 12:01:11 PM
12:01 PM Grace Kelley #3 to it_support@im.instant.local. Testing cached endpoints for performance. Sent: 12:01:11 PM
12:01 PM John Wayne #4 to it_support@im.instant.local. Testing cached endpoints for performance. Sent: 12:01:12 PM
12:01 PM Grace Kelley #5 to it_support@im.instant.local. Testing cached endpoints for performance. Sent: 12:01:12 PM
12:01 PM Jimmy Stewart AWS Status Page - With Link
12:02 PM Peyton McManus Thanks for the link
12:02 PM Jimmy Stewart #1 to it_support@im.instant.local. Testing cached endpoints for performance. Sent: 12:01:31 PM
12:02 PM Gary Cooper #2 to it_support@im.instant.local. Testing cached endpoints for performance. Sent: 12:01:31 PM
12:02 PM John Wayne #3 to it_support@im.instant.local. Testing cached endpoints for performance. Sent: 12:01:31 PM
12:02 PM Gary Cooper #4 to it_support@im.instant.local. Testing cached endpoints for performance. Sent: 12:01:32 PM
12:02 PM Clint Eastwood #5 to it_support@im.instant.local. Testing cached endpoints for performance. Sent: 12:01:32 PM

Figure 49: Link formatted in chat

When the story is expanded, or read, then the link will appear as a clickable entity:



IT Support

AWS Status Page - With Link

From: Jimmy Stewart

Sent: Fri 1/11/2013 12:01 PM

Chat: IT Support

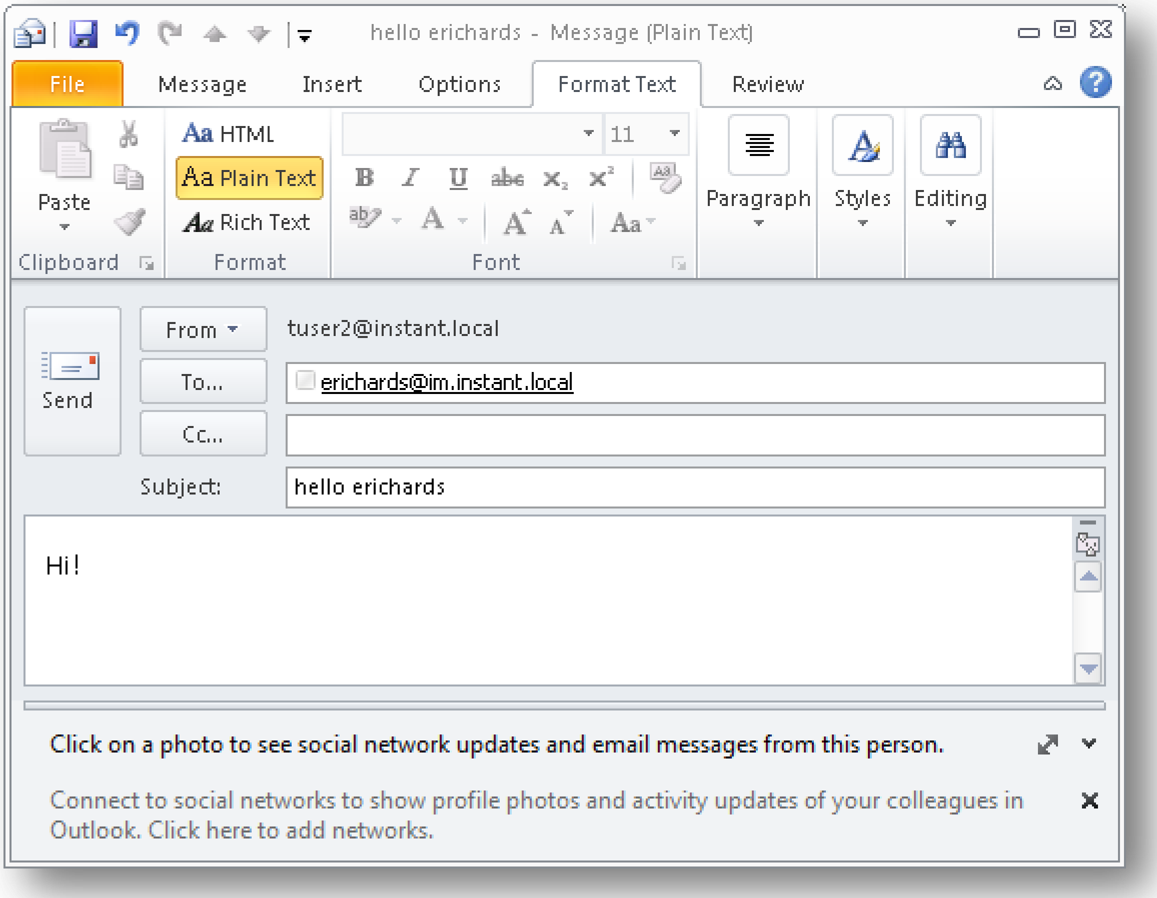
Subject: AWS Status Page - With Link

http://status.aws.amazon.com/

Figure 50: Link displayed in a story

SENDING AN IM TO A USER BY EMAIL

You may send an IM to a user via email with the IM Gateway by composing an email to the user's normal email address, and then prepending the (**im.**) subdomain to the domain portion of the address.



From: tuser2@instant.local

To...: erichards@im.instant.local

Subject: hello erichards

Hi!

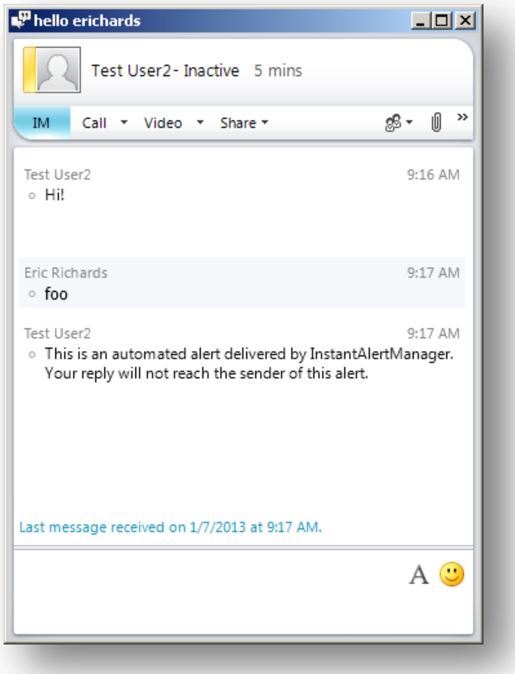
Click on a photo to see social network updates and email messages from this person.

Connect to social networks to show profile photos and activity updates of your colleagues in Outlook. Click here to add networks.

Figure 51: Sending an message to a user

In this example, the following IM will be sent to the user with the email address: erichards@instant.local. In this example, the IM Gateway server will receive the email (since the subdomain im.instant.local was provided) and then the email will be converted to an IM message and dispatched, using the user's SIPURI, to the user in Active Directory who matches the user erichards@instant.local.

These IM alerts are entirely one-way; responses to the messages will not be delivered to the sender of the alert, and if a recipient attempts to reply, they will receive notification that their response will not be delivered.



Test User2 9:16 AM
Hi!

Eric Richards 9:17 AM
foo

Test User2 9:17 AM
This is an automated alert delivered by InstantAlertManager. Your reply will not reach the sender of this alert.

Last message received on 1/7/2013 at 9:17 AM.

Figure 52: Message delivered to user

SENDING AN IM TO A GROUP OF USERS

In addition to sending an email, and thus an IM, to an individual user, the Instant IM Gateway has the ability to dispatch messages to standard Microsoft Exchange distribution groups. So, the Instant IM Gateway will expand the distribution list, stage the IM messages, and distribute the IM messages to all users within the distribution group.

Distribution lists composed of Lync Group Chat rooms are not supported. In order to send a message to multiple Lync Group Chat rooms, the rooms should be specified as unique email addresses in the email message.

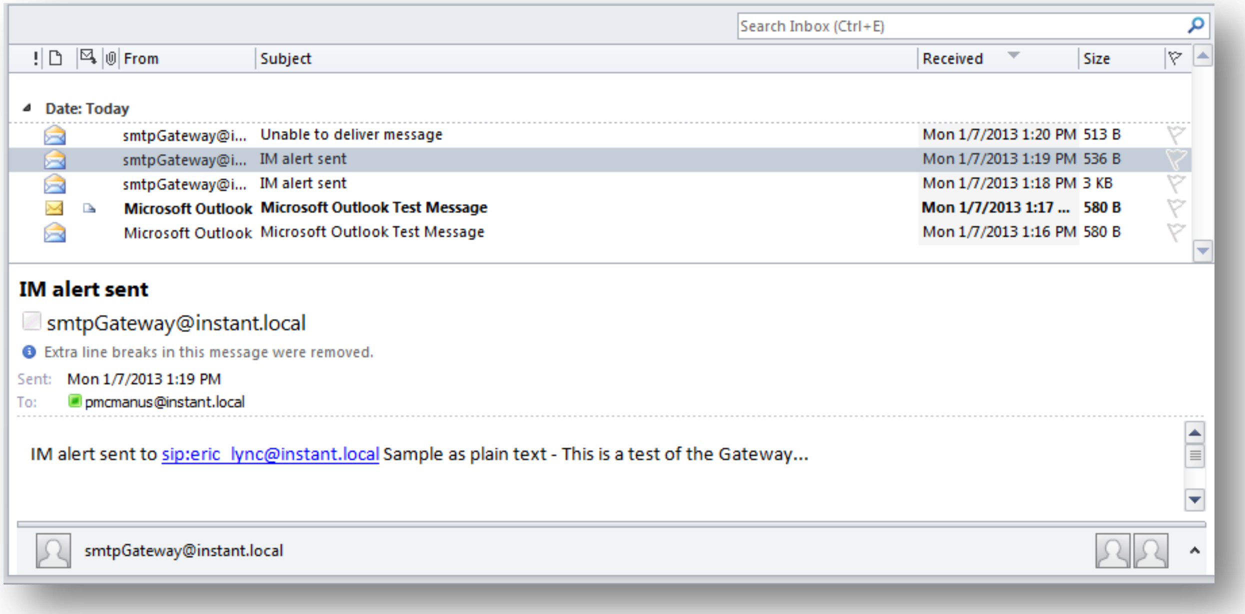
SENDING IM MESSAGES ON BEHALF OF THE SENDER

By default, the IM Gateway application will send messages, both to individuals and to the Microsoft Lync Group Chat rooms, on behalf of the user who originally sent the email. In order to accomplish this behavior, the IM Gateway server will impersonate the specified user (the person who originally sent the email) via a login to the Microsoft Lync server. This login will take place using the Microsoft Lync trusted application pool. So, as IM messages are dispatched to both individuals and Group Chat rooms, they will appear to originate from the original email 'sender'.

EMAIL RESPONSE TO SENDER

The IM Gateway will automatically acknowledge each email request by providing a return email notification to the original email sender. This email acknowledgement will include information on the status of the request and whether or not the user's SIPURI was located.

The following return receipt indicates that the participant of the original message was located:



Search Inbox (Ctrl+E)

Date: Today

From	Subject	Received	Size
smtpGateway@i...	Unable to deliver message	Mon 1/7/2013 1:20 PM	513 B
smtpGateway@i...	IM alert sent	Mon 1/7/2013 1:19 PM	536 B
smtpGateway@i...	IM alert sent	Mon 1/7/2013 1:18 PM	3 KB
Microsoft Outlook	**Microsoft Outlook Test Message**	**Mon 1/7/2013 1:17 ...**	**580 B**
Microsoft Outlook	Microsoft Outlook Test Message	Mon 1/7/2013 1:16 PM	580 B

IM alert sent

smtpGateway@instant.local

Extra line breaks in this message were removed.

Sent: Mon 1/7/2013 1:19 PM

To: pmcmanus@instant.local

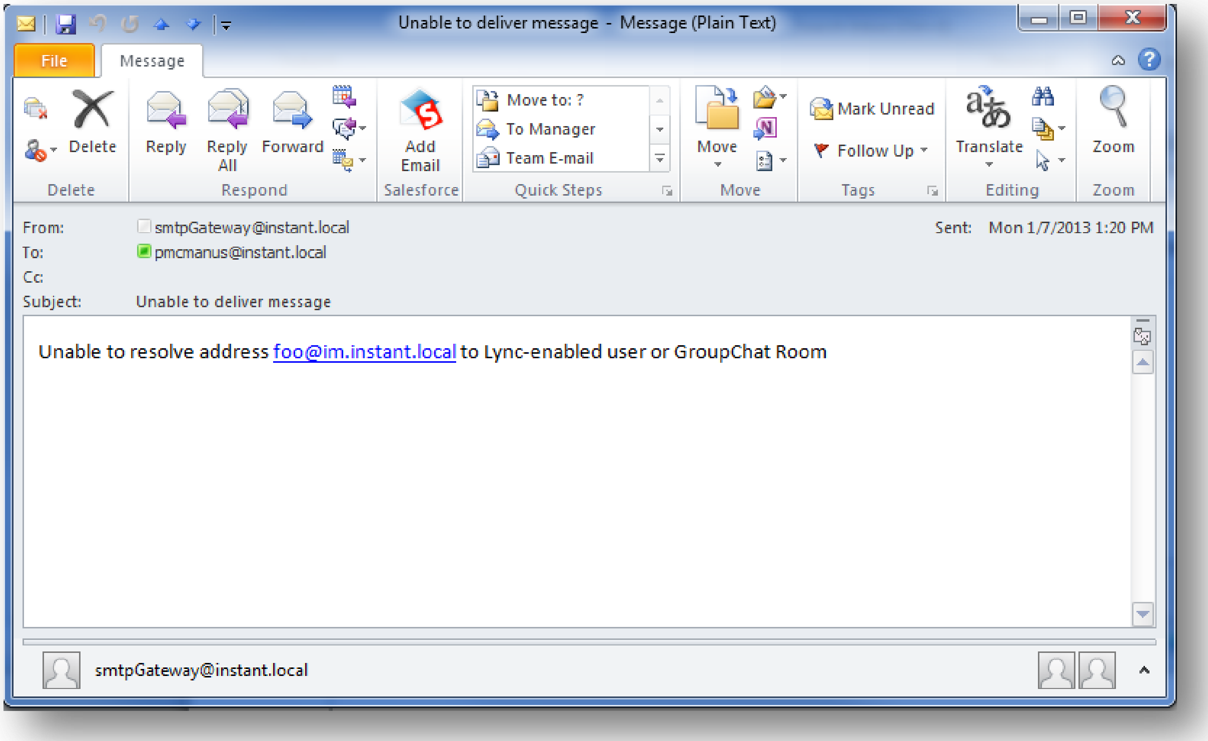
IM alert sent to sip:eric_lync@instant.local Sample as plain text - This is a test of the Gateway...

smtpGateway@instant.local

Figure 53: Delivery receipt dispatched by the gateway

If the designated person was not located (i.e. their email address did not resolve against a user in Active Directory and the system was not able to determine a SIPURI in Active Directory), then an email message will be returned indicating that the user was not located in the directory.

For example, the following screen shot demonstrates an email message that is returned from the IM Gateway server if the recipient is not located (i.e. their SIPURI was not located in Active Directory):



From: smtpGateway@instant.local
To: pmcmanus@instant.local
Cc:
Subject: Unable to deliver message
Sent: Mon 1/7/2013 1:20 PM

Unable to resolve address foo@im.instant.local to Lync-enabled user or GroupChat Room

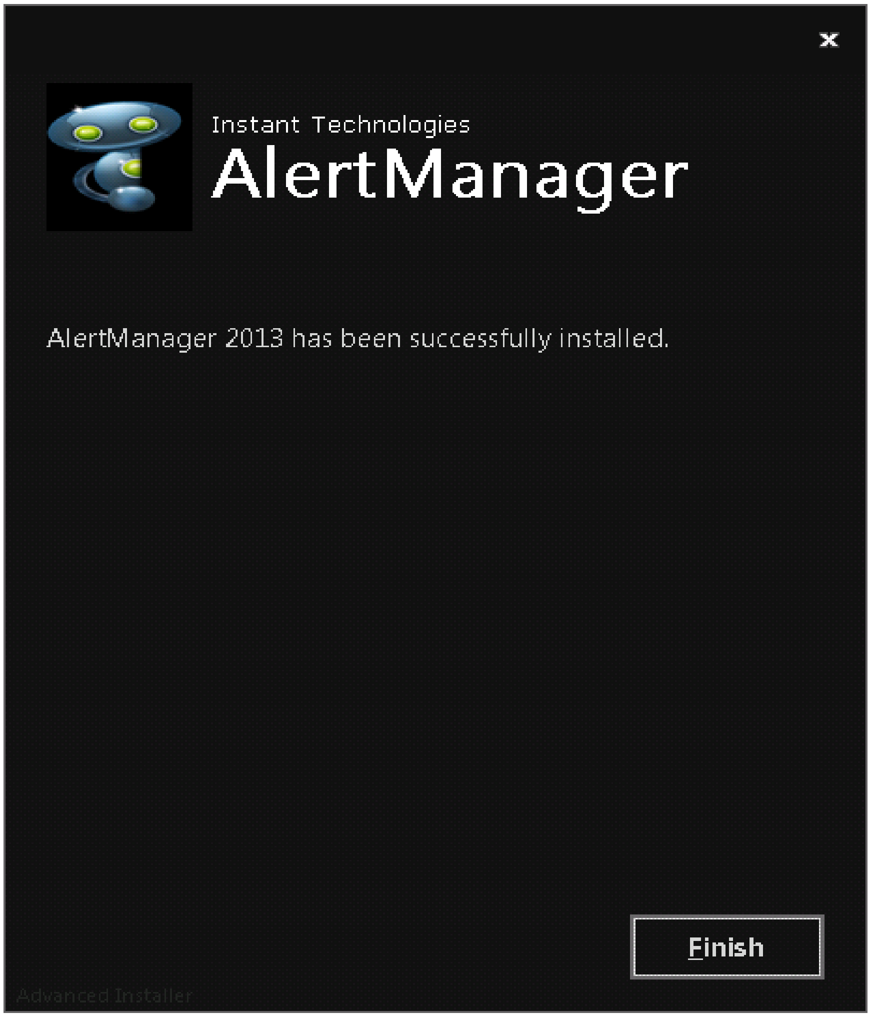
smtpGateway@instant.local

Figure 54: Failed delivery message

CONFIGURATION COMPLETE

The application should now be successfully installed and configured. To access the application, enter

< http://*ServerAddress*/alertmanager > into a web browser.



AlertManager 2013 has been successfully installed.

Figure 55: Installation Complete

If you are experiencing any troubles installing, configuring, or accessing the application, contact the Instant Technologies support team:

Support@instant-tech.com

Phone: 1 (800) 884-0443
Intl: +1 (603) 397-3344