ixi-Framework

Installation & Configuration

Onlineversion

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1 Overview

ixi-Framework is a set of applications necessary to install and run ixi-UMS Enterprise components. ixi-Framework must be installed on every computer at that you set up an ixi application.

Currently ixi-Framework setup consists of:

- **Apache HTTP Server Version 2.4.48 with OpenSSL Version 1.1.1k**
  Required for the function of the ixi-UMS SnapIns, the ixi-UMS Voice-Mail Server and the included websites
- **OpenSSL Version 1.0.2u**
  Required for TLS connections of ixi-UMS components
- **Firebird Server Version 3.0.5**
  Required for storing the journal data of the ixi-UMS Kernel.
- **OpenLDAP Server Version 2.4.42 (optional)**
  LDAP database for user administration. This server is only required if the ixi-UMS users are to be created and managed locally.
- **ixi-UMS User Management (optional)**
  ixi-UMS User Management is a tool for the user administration, when the users are administered in the Open LDAP.
  You can find instructions on this issue in the manuals of ixi-UMS Mail Server Connector andixi-UMS Voice-Mail Server.

1.1 Requirements

- Windows 10 (32bit / 64bit)
- Windows Server 2012/2012R2
- Windows Server 2016/2019

2 Installation

Before you start the ixi-Framework 7.0 setup:

- deinstall all older Version
- you have to be logged in with an administrator-account
  Remark: With this account, many of the needed services for ixi-UMS Enterprise run after the installation

The setup includes a configuration wizard for HTTPS. The ports of the other components are fixed during the installation:

Service	Port
Apache HTTP	8890
OPEN LDAP Server: LDAP	391
Firebird Datenbank Server (gds_db)	3050

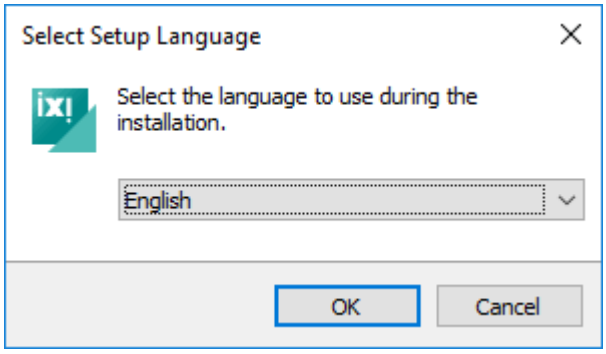
If these ports have to be changed, please contact ixi-UMS support department.

For the ixi-UMS web applications provided by the ixi-UMS Portal Server the use of HTTPS is recommended . The state kind port 443 can be changed during the set-up. A setup to change to HTTPS can be start separate after installation also.

During the installation, the password IXI-UMS is assigned to the user "**sysdba"** of the Firebird Server.
The password can be changed anytime.

Entries in the ixi-UMS User Management should be exported before the deinstallation of the ixi-Framework. User data can be reimported in the new OPEN LDAP data base.

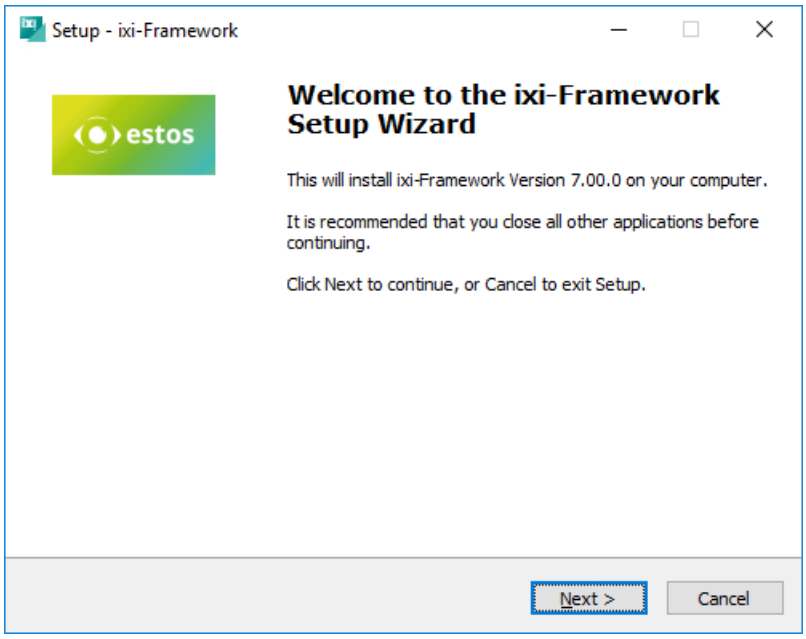
2.1 Language



The ixi-Framework Setup can be executed in the languages German and English.

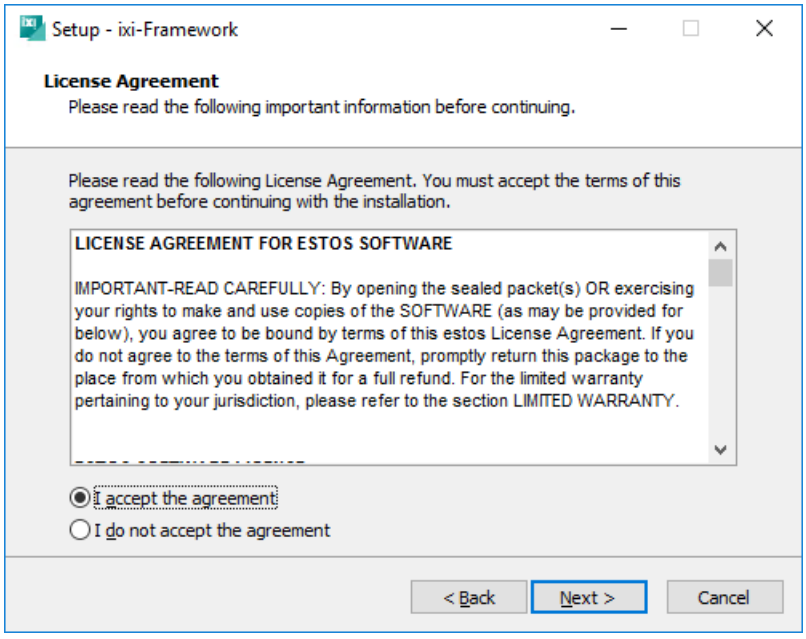
The console for the ixi-UMS User Management is installed in the same language. This can be changed after the installation.

2.2 Welcome



The installation is started after the language has been determined.

2.3 License Agreement

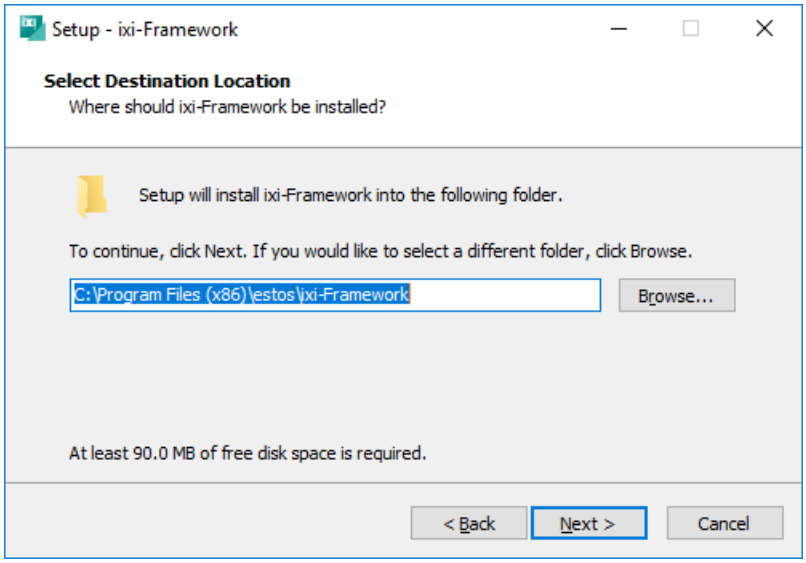


The end user's licence agreement is indicated.

Peruse this carefully and choose "I accept..."

Only then the installation can be continued.

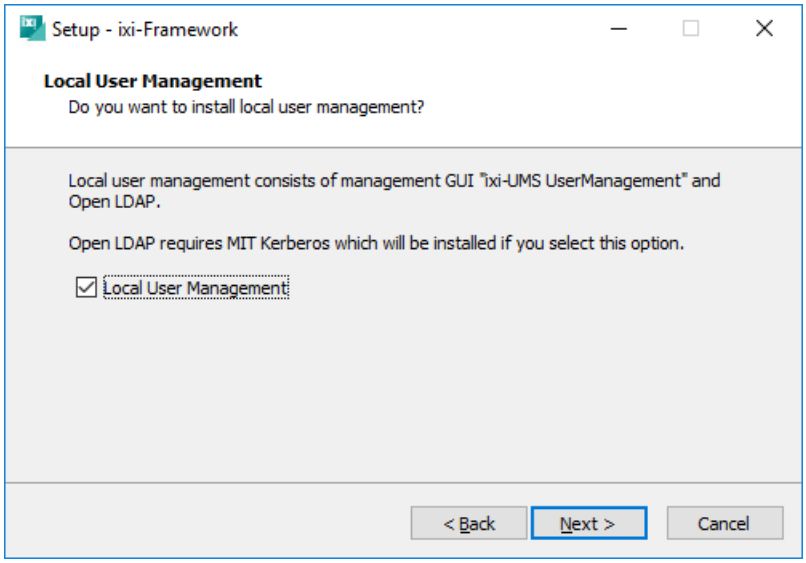
2.4 Select Destination Location



Now you have to determine the installation path.

All the further ixi-UMS components are installed in the main directory stated here by default.

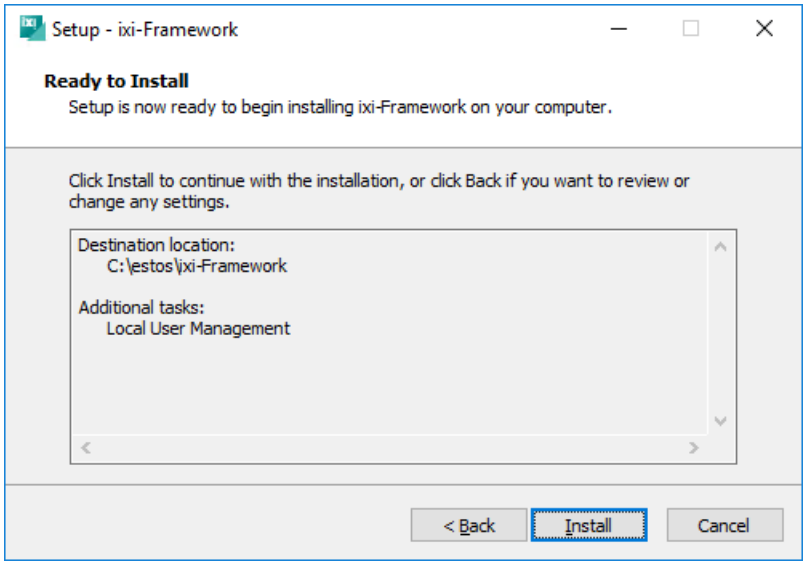
2.5 Local User Management



This selection has to be selected only if the ixi-UMS users shall be administered on the ixi-Server locally.

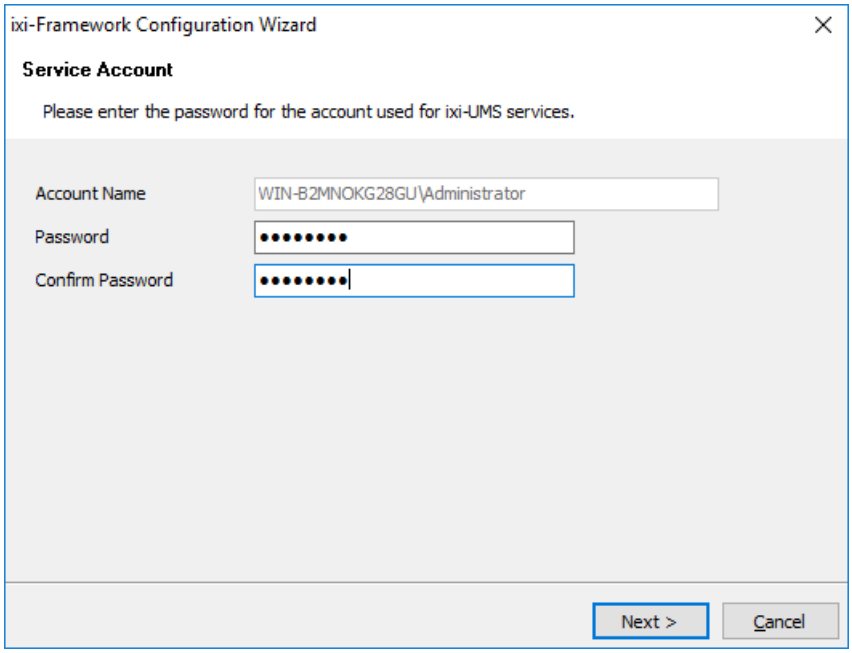
The the interface needed for the ixi-UMS User Management is automatically installed in addition.

2.6 Start Installation



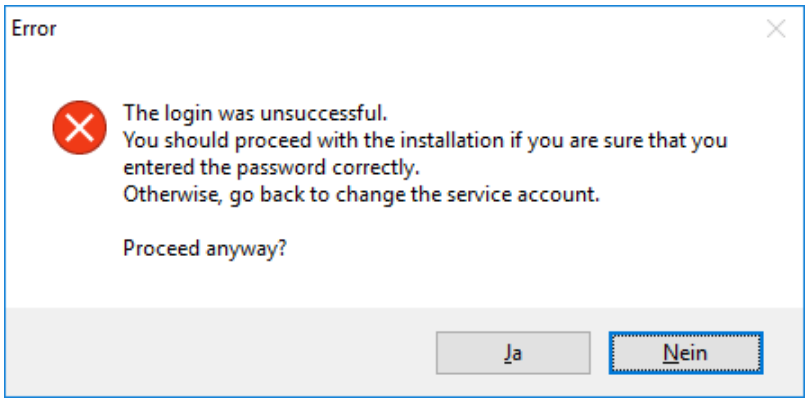
After having determined which components are installed, the copying- and installation procedure starts.

2.7 Service Account



During the installation, the password for the service account is queried.

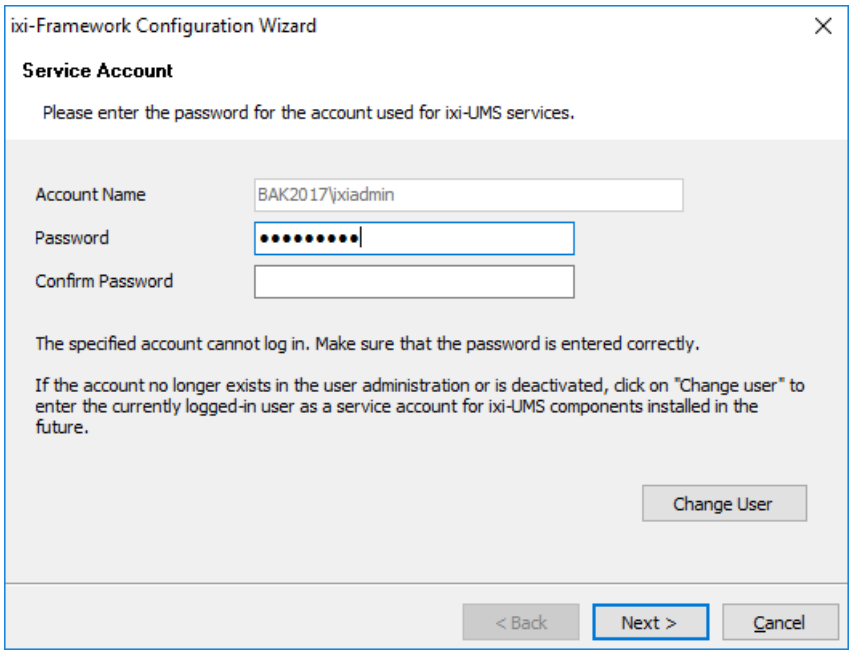
The service account is the user account, with which you are logged in. This account cannot be changed!



Update
If the original installation account is no longer valid, the login will fail.

The installation and service account can be set to the account you are logged in with.

Confirm the message with "No**.**



You will now be offered the "Change user" button, with which you can use the user with which you are currently logged in as the future service account.

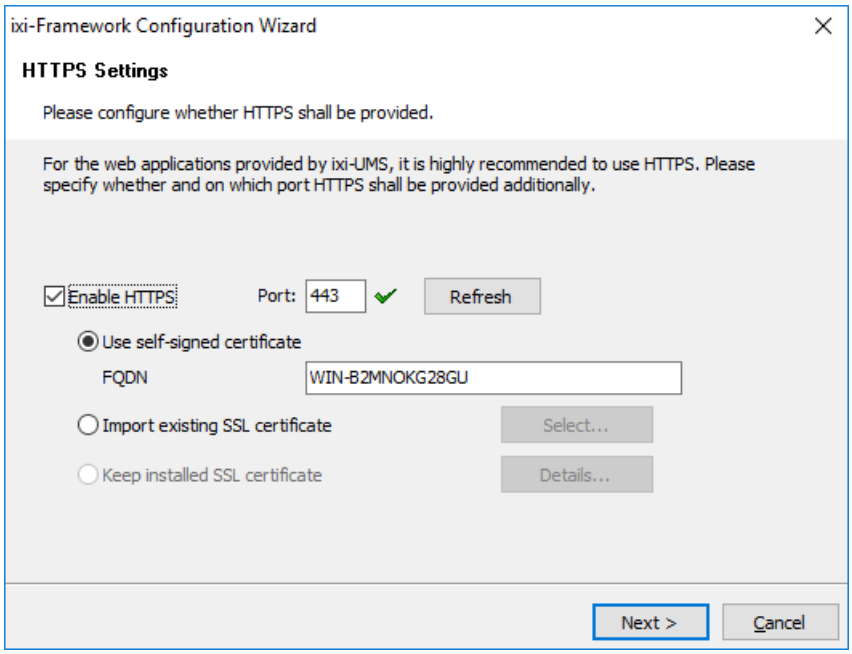
Changing the installation account **does not** change the already installed services. These must be manually changed to the new service account in the Microsoft Services Administration.

After changing the service account, you can enter the password and continue the installation.

2.8 HTTPS Settings

ixi-UMS Enterprise offers to the users the possibility to call away information and/or settings about a web page or to work on. These web applications are provided by the ixi-UMS Portal Server by default via HTTP on port 8890.

Note:
The Apache HTTP Server uses all IP addresses registered to the computer. The connection on one IP address must be made manual.

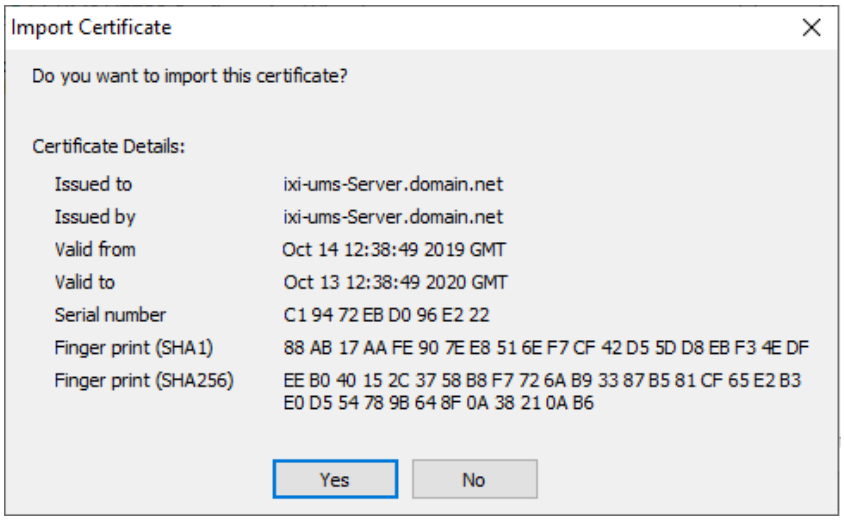


The web applications can publish, **in addition**, by HTTPS.

To use HTTPS a SSL certificate is necessary.
You can

- create from the setup a selfsigned SSL certificate,
- import an available SSL certificate
- or (with an update) already in the Apache servers available certificate take over.

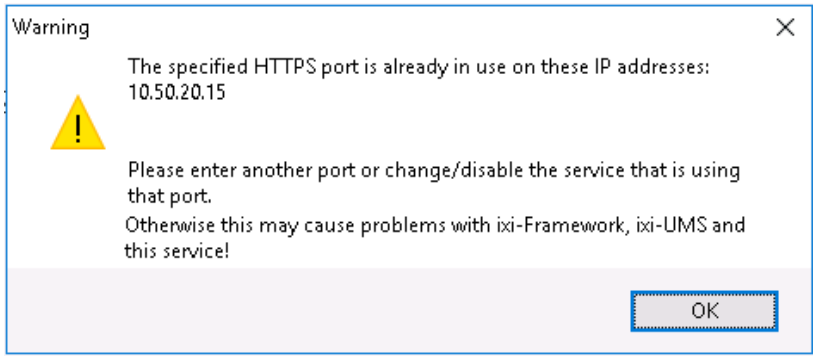
Note:
The configuration wizard can be restarted at any time after installation.



An existing certificate must be available on the computer and can then be selected as:

- PEM encoded server certificate as .cer or .crt file with the corresponding "private key" as "key" file
or as:
- PKCS#12 certificate as .pfx file

On the internal network a selfsigned certificate is sufficient to use the websites from ixi-UMS Enterprise.

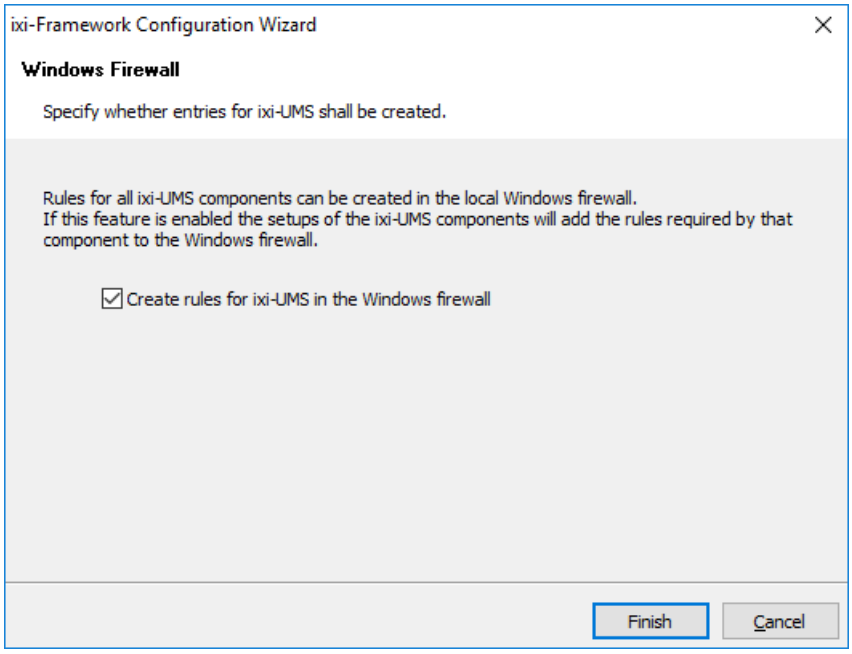


If **HTTPS is enabled**, the setup is checked whether the given port (for all local IPAddressed) is available. If the given port on all or one the IP addresses is already booked, a suitable warning is given.

In this case, it is urgently recommended to bind the Apache HTTP Server (of ixi-Framework) on another port or on a free IP address.

2.9 Windows Firewall

Some ixi-UMS Enterprise components must be reachable over the network.



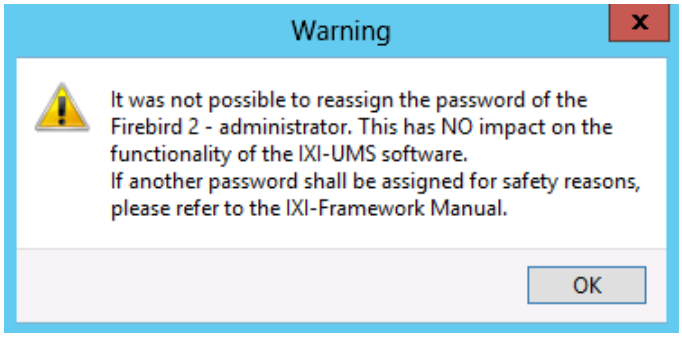
Required accesses are:

- HTTP/HTTPS port specified in the ixiFramework for the administration and availability of the web-based user pages
- in the ixi-UMS Mail Server Connector defined ports for e-mail receipt / shipping

By enabling this feature, the setups of ixi-UMS components can enter the required shares in the Windows Firewall.

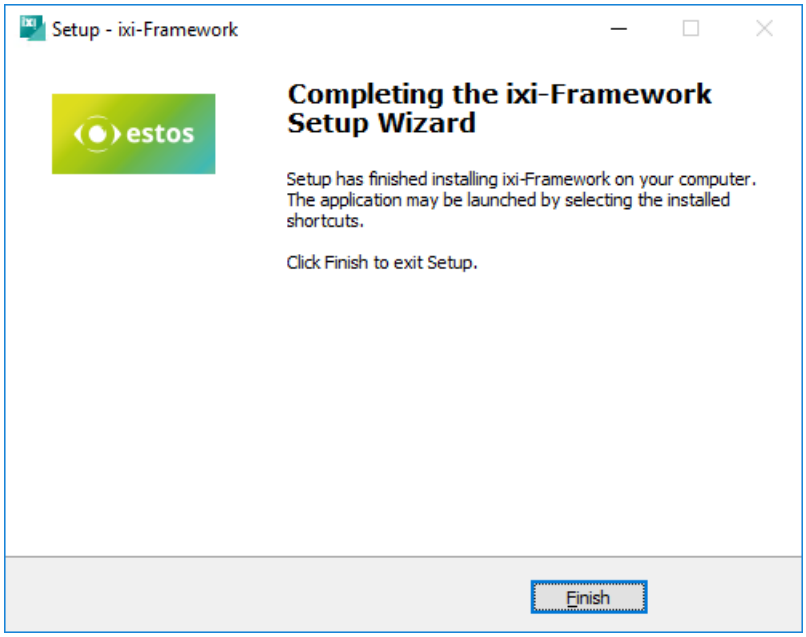
2.10 Finish

The services are configured and installed in the following.



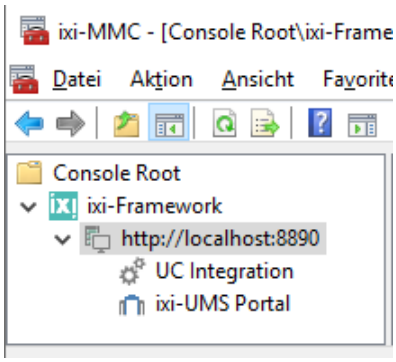
Among others, the setup tries to rename the default password of the system administrator of the Firebird data base.
This process fails on some of the systems. In this case, a warning is displayed and the user **sysdba** of the Firebird Server keeps his default password.

If you want to change this, please have a look at Additional Information - Change of the Password of the sydba



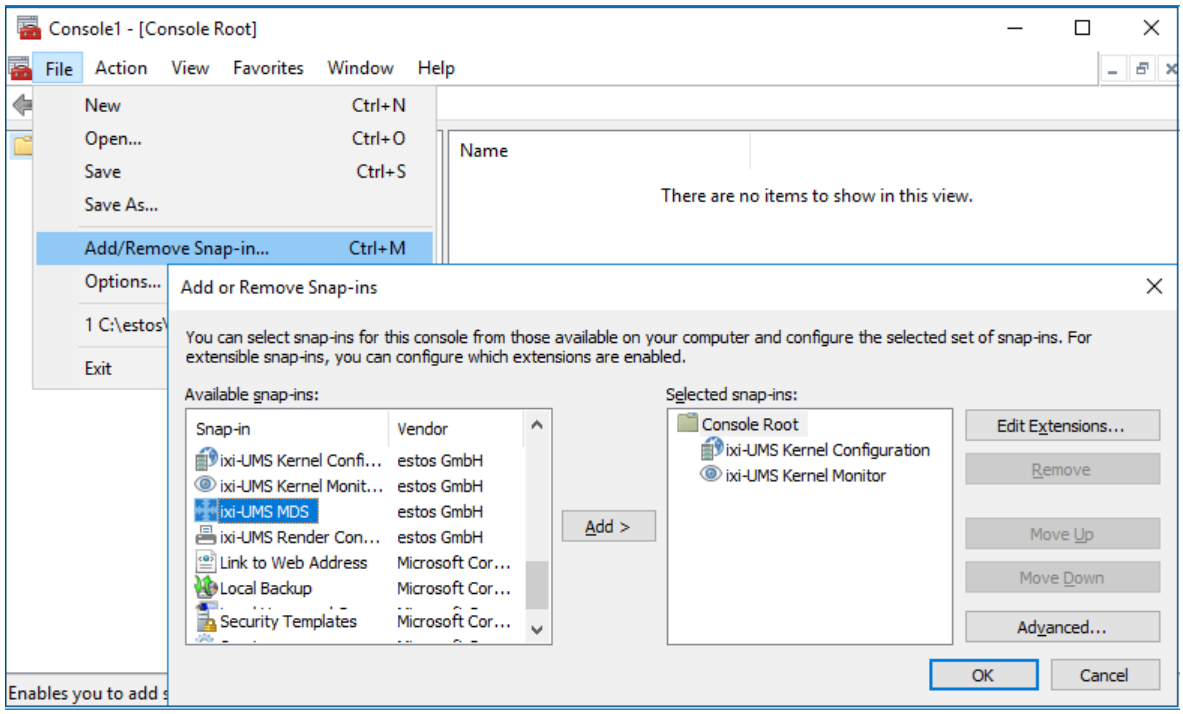
In order to complete the installation, please click on "Finish".

3 ixi-Framework Management



During the installation, the needed ixi-UMS Enterprise snap-ins are registered on the machine automatically. After the installation, please open the Microsoft MMC and add the Configuration Snap-In.

Via Console - Add/Remove MMC-Snap-in - Add, the ixi-UMS MMC-Snap-Ins can be selected



Changing MMC Language

The language of the snap-ins is stated in the file "**snapinLang.ini**" in the respective user directory at
"C:\Documents and Settings\Administrator\Application data\estos.

In order to change the language, please enter
Language=de for German
Language=en for English
at [Language] and restart the MMC.

3.1 UC Integration

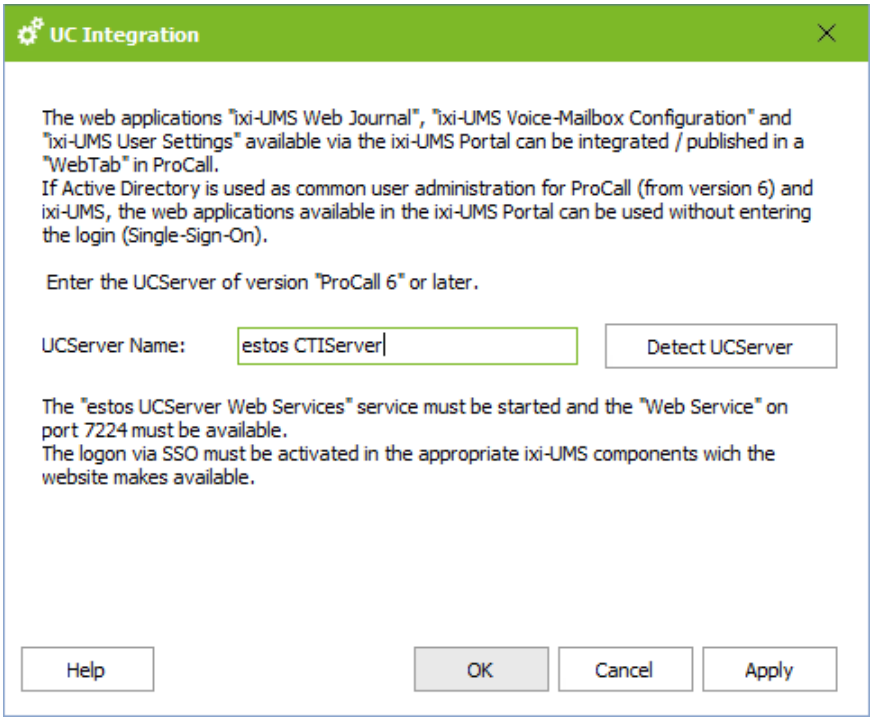
ixi-UMS Enterprise provides various browser-based configuration options for users via the ixi-UMS Portal Server.
The ixi-UMS User Portal can be published via a "WebTabs" from ProCall. Information about this can be found in the ixi-UMS Portal Server Manual under Additional Information in article: Integrate ixi-UMS User Portal in estos ProCall.

In order for users not to have to log on to ixi-UMS User Portal, authentication can be automatically made via the "ProCall Enterprise Integration" via single-sign-on. For this function, the user administration of ProCall and ixi-UMS Enterprise must be performed in the same Active Directory.

Requirement:

- A ProCall Server version 6 or later is installed on the network
- The "estos UCServer Web Services" service has started and the "Web Service" on port 7224 is available
- The user management for ixi-UMS Enterprise and ProCall are in Active Directory
- The ProCall UCServer is entered in the ixi-Framework configuration

Enter the name of the computer on which the UCS server of ProCall 6 Enterprise is installed or click on "Find UCServer" to find the ixi framework in the network for an installed UCServer.



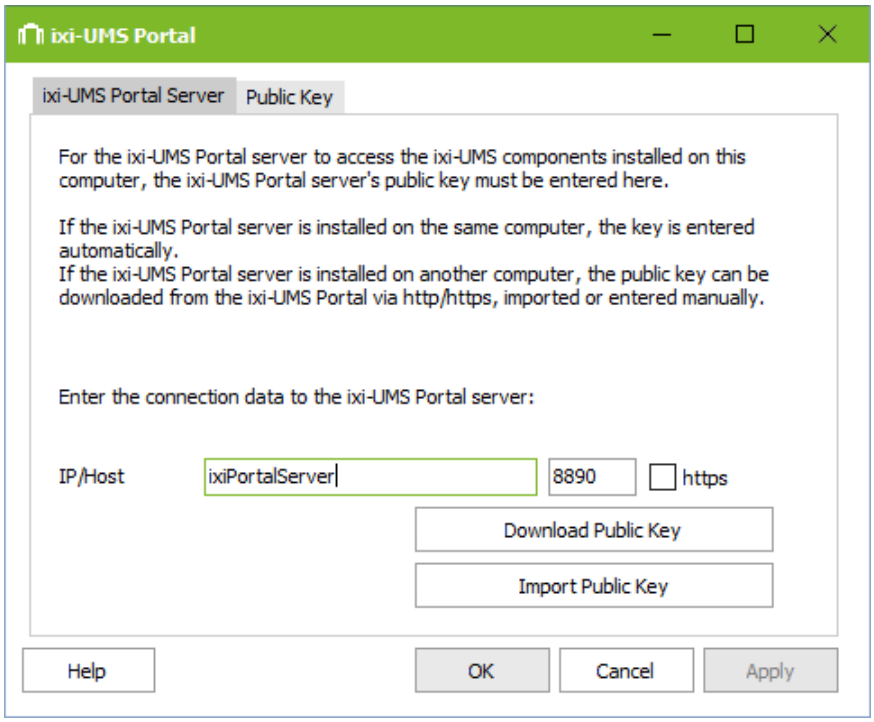
If the logon is to be performed via SSO, this must be activated in the configuration of the ixi-UMS Portal Server.

3.2 ixi-UMS Portal

To secure the connection from ixi-UMS Portal Server to ixi-UMS components and workstations, the JWT tokens issued to users after authentication are digitally signed. For this purpose, the "public.key" must be entered on all computers on which the required ixi-UMS components are installed.

For further information on the "JWT tokens" and setup for distributed installations, please refer to the ixi-UMS Portal Servers manual.

3.2.1 ixi-UMS Portal Server

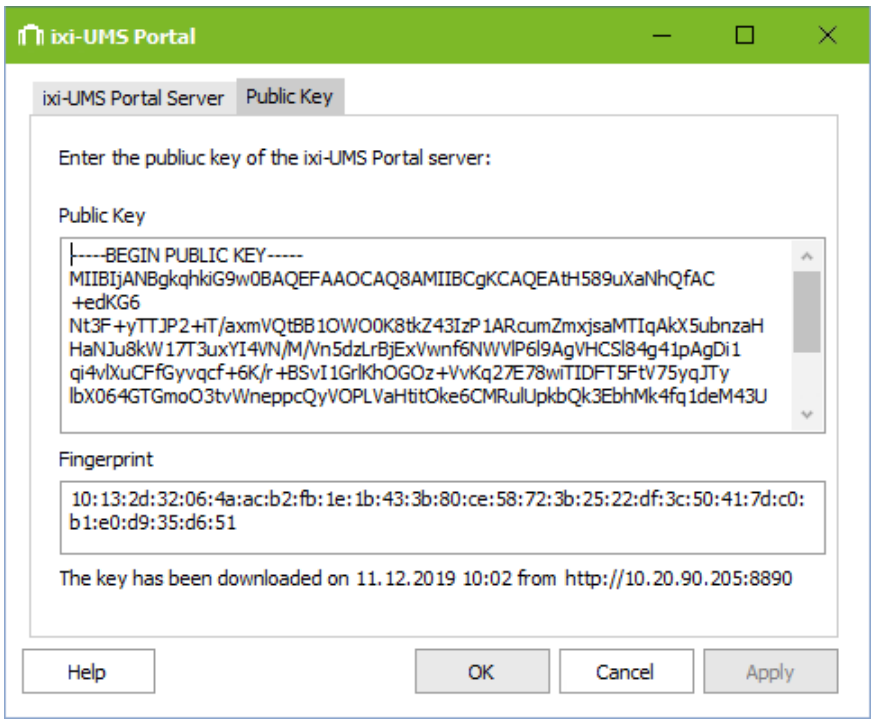


The "public.key" is automatically entered into the locally installed ixi framework. If the ixi-UMS Portal Server is installed on another computer, the "public.key" can be downloaded via http/https.

Alternatively the "public.key" can be exported in ixi-UMS Portal Server and imported here.

Further information about the "JWT tokens" and setup for distributed installations can be found in the manual of the ixi-UMS Portal Servers.

3.2.2 Öffentlicher Schlüssel



After the public key has been imported, it is displayed here.

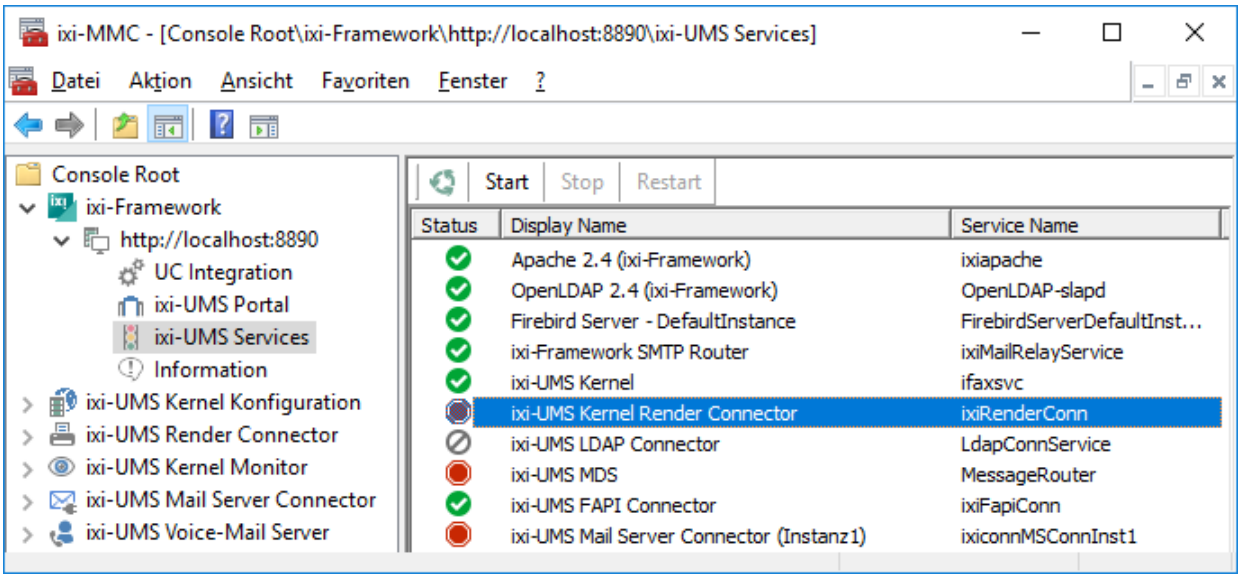
If required, this can be quickly checked using the "fingerprint" with the key created/registered in ixi-UMS Portal Server.

The bottom line shows when and how the key was entered.

3.3 ixi-UMS Dienste

In the ixi-UMS services all services installed by ixi-UMS can be monitored.
The services can be stopped and started by "right mouse click" and via the menu bar.

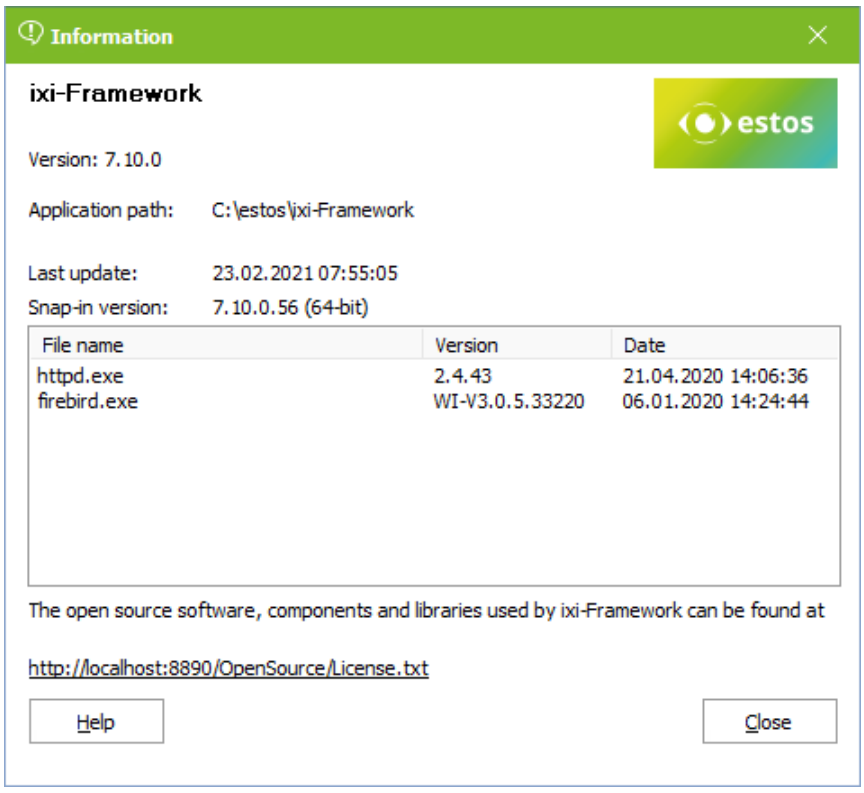
The displayed services depend on the installed components



Service started
Service ended
Service disabled

Note:
Please note: if the service "Apache 2.4 (ixi-Framework") is stopped, settings and the display of the services in the MMC are no longer possible. The service must be restarted via the service control of the operating system.

3.4 Information



Some information about installed file versions is displayed here.

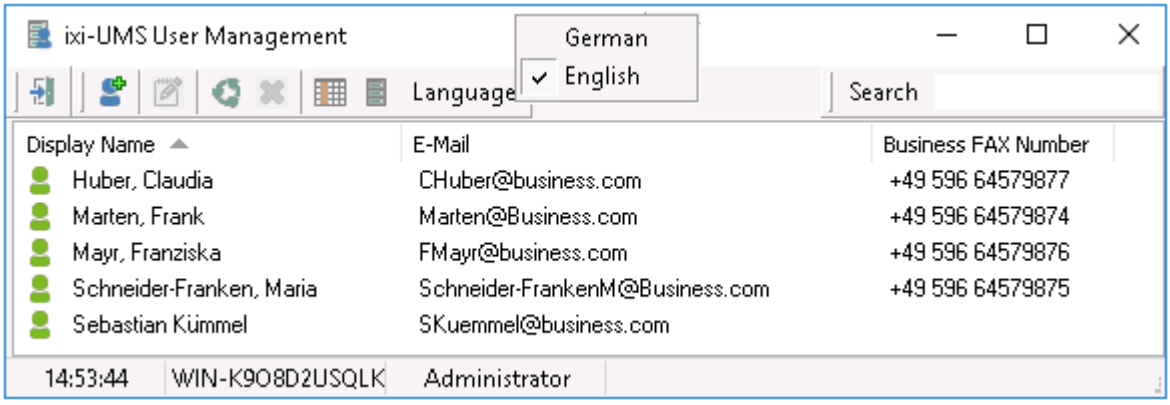
4 ixi-UMS User Management

If you installed the service OPEN LDAP as user data base additionally, you get the respective icon with the installation in order to start the ixi-UMS User Management.

Remark:
If another LDAP-server is applied for the user management, the interface can be mapped on this via "Setting" in order to enter the needed ixi-UMS settings at the users.
Precondition for this is that the needed attributes are available in the LDAP-server and/or that the interface was adjusted.

4.1 Menue

Via the menu bar users can be created, the display can be modified and the "Settings" can be called.



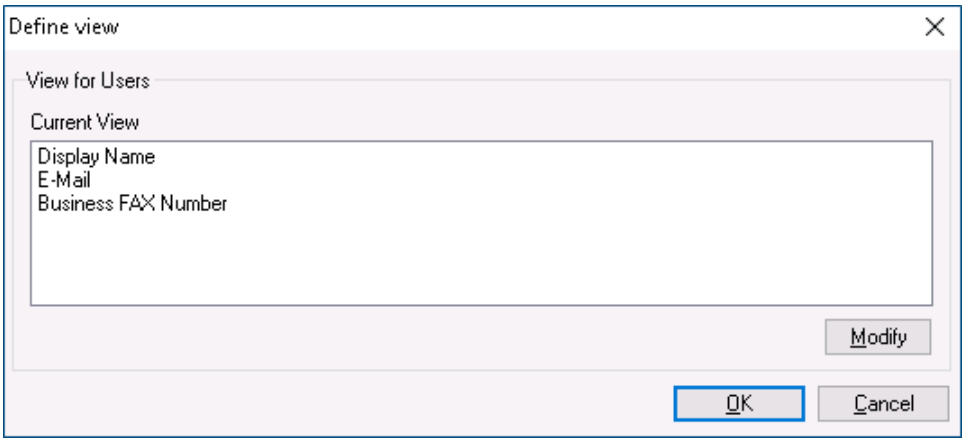
- Button for closing ixi-UMS User Management
- Add user
- Edit properties
- Refresh
- Delete
- Define view
- Display configuration, e.g. OpenLDAP configuration

The language of the interface can be changed via the button Language between German and English.
In the field "**Search**" you can search for displayed names. It is searched in the entire name.

4.1.1 Anzeige definieren

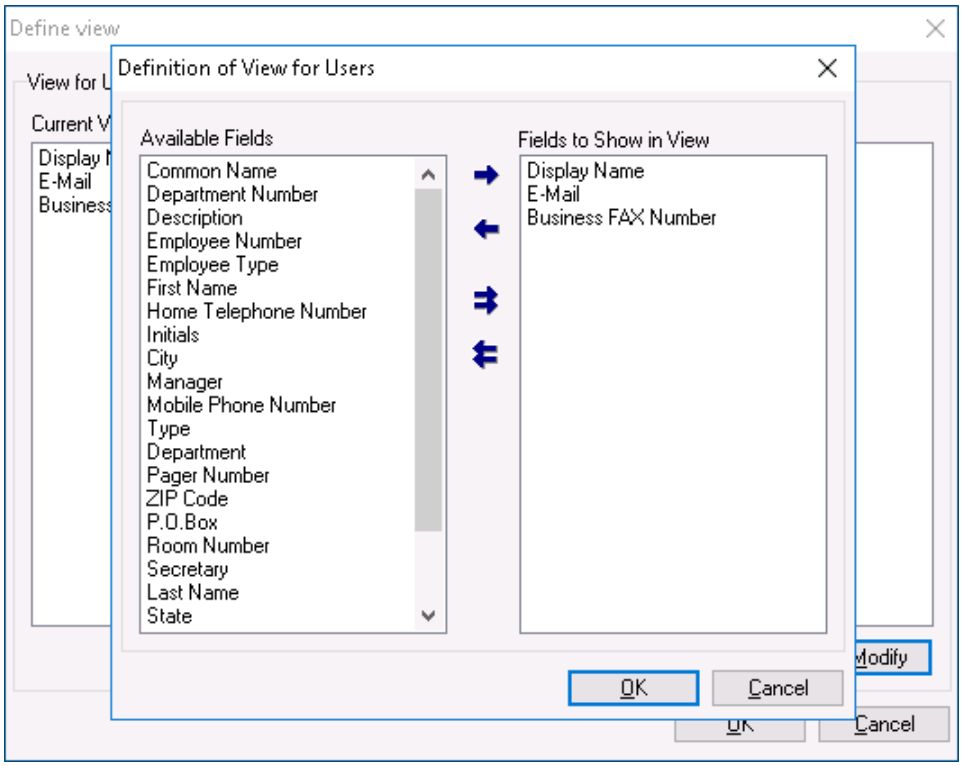
Via the button , the column setting for the ixi-UMS User Management can be opened.

The displayed columns are currently displayed in ixi-UMS User Management.



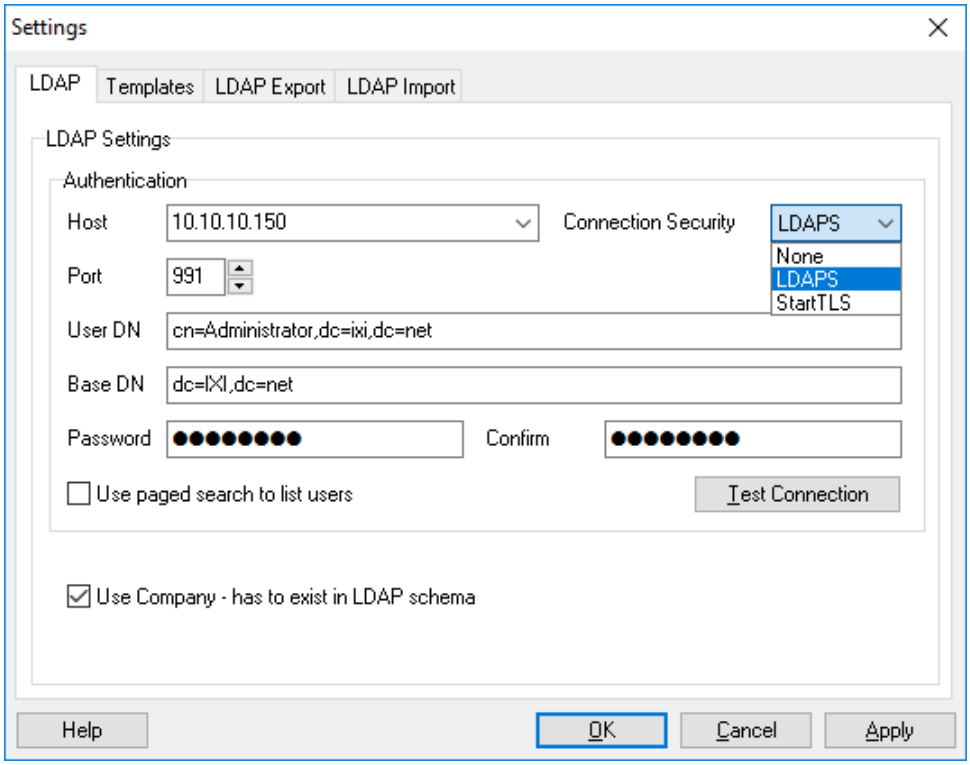
Via the button "Modify" columns can be added to the display or removed.

The available fields are displayed in the left column and the displayed fields in the right column.
The available fields in the left column can be added to the right column using the arrow keys.



4.1.2 LDAP-Settings

Via the button , the LDAP-connection data for the ixi-UMS User Management can be opened.
The interface is connected to the additionally installed OPEN LDAP data base by default.



If the ixi-UMS User Management shall display the data from another LDAP-data base, the connection data can be adjusted accordingly.

If the OPEN LDAP Server was changed to LDAPS or if the connection to the LDAP database is to be established via LDAPS, the FQDN must be specified as "Host" which is entered in the certificate.

If the LDAP server supports this option, the users can be queried page by page (paged-mode).

Please take into account that the LDAP-fields to be read (schema) must correspond with the LDAP-attributes in the OPEN LDAP supplied with ixi-UMS Enterprise.
Exception here is the field "Company", which is displayed in the user settings as field “Company”. As it is not a default field, the “Mapping“ can be deactivated. The attribute then does not have to be available in the external data base.

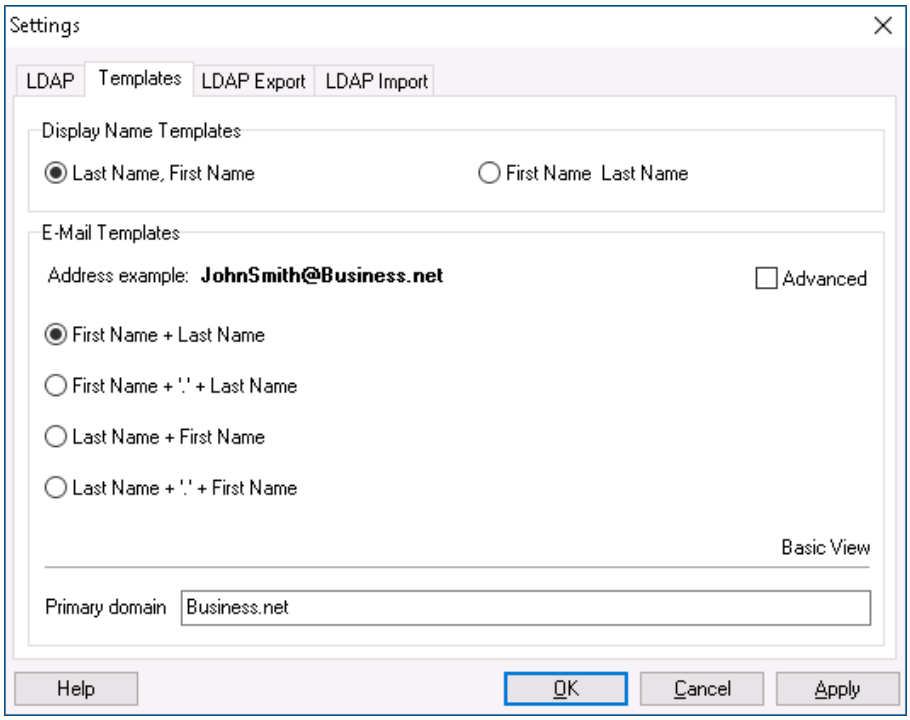
The ixi-UMS User Management interface must be closed and open again for the change of the settings.

4.1.2.1 Templates

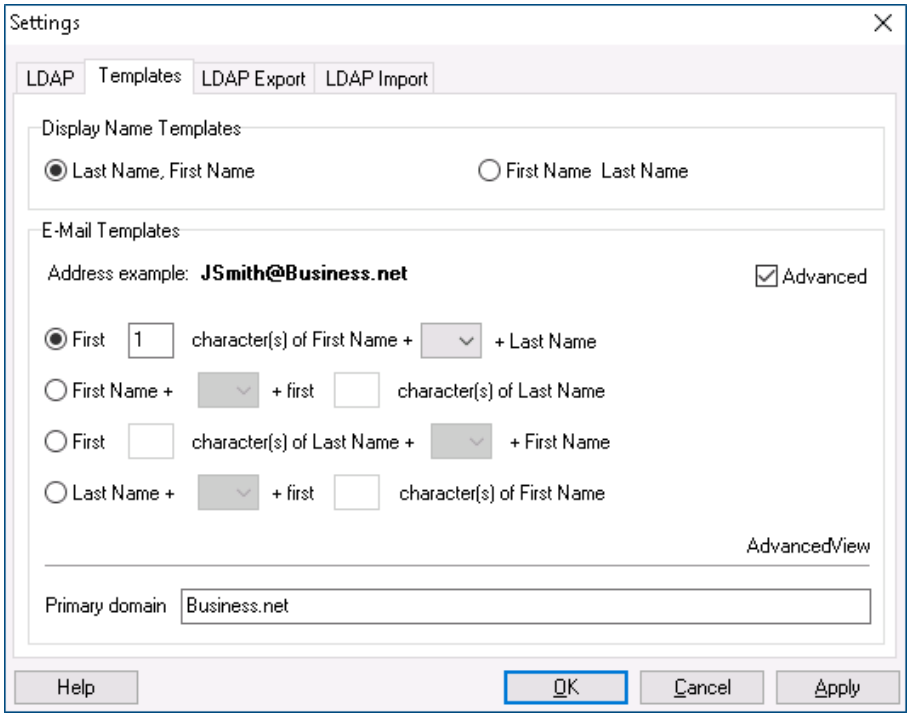
The setting is only valid for newly created user objects, users already available are not changed.

Here you can determine, how the **display name** in the ixi-UMS User Management shall be created.

It is determined at "**E-Mail-Templates**", how the e-mail addresses of the users are generated. The selection is displayed as "Address example".

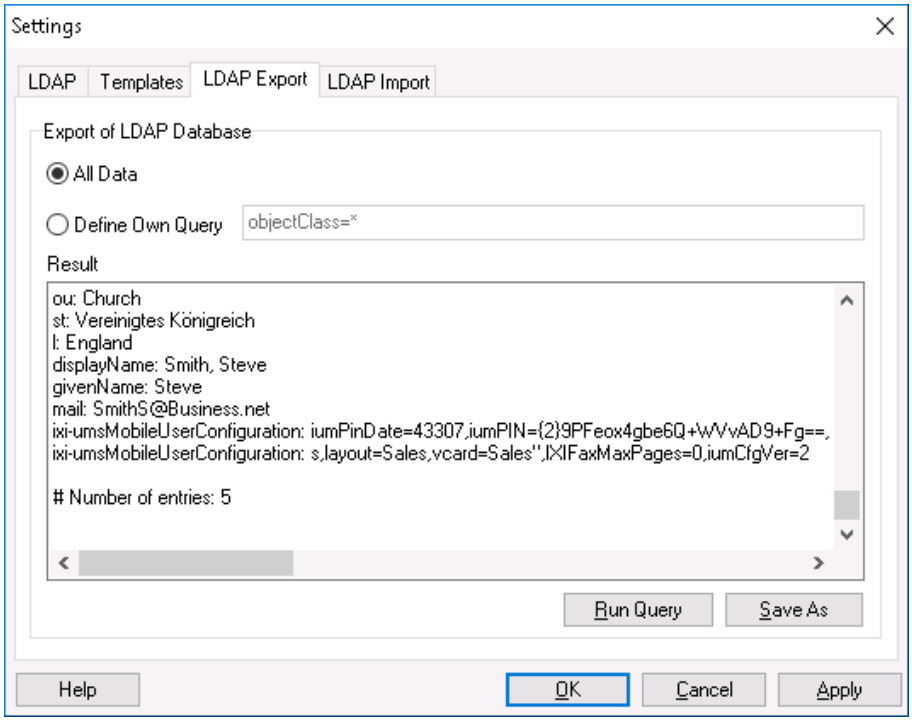


When "**Advanced**" is selected, the template can be adjusted individually.



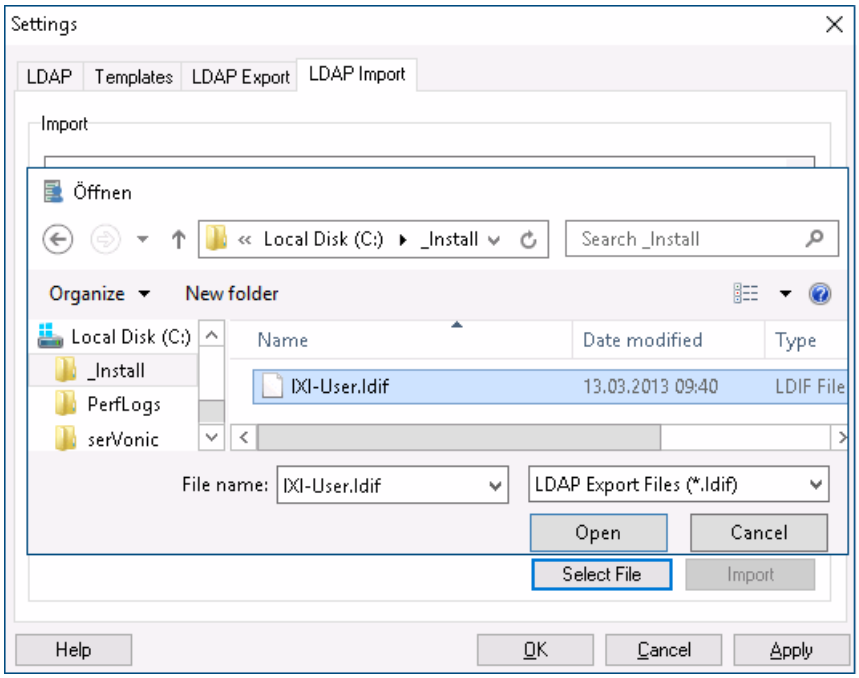
4.1.2.2 LDAP Export

If the users shall be saved, they can be exported to an LDIF-file.
Start the query via the button "Run Query".
This query may take a while, depending on how many users are in the OPEN LDAP.



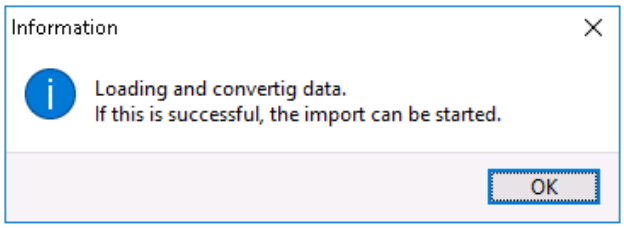
When the query is finished, the data can be stored in a file via "Save As".

4.1.2.3 LDAP Import

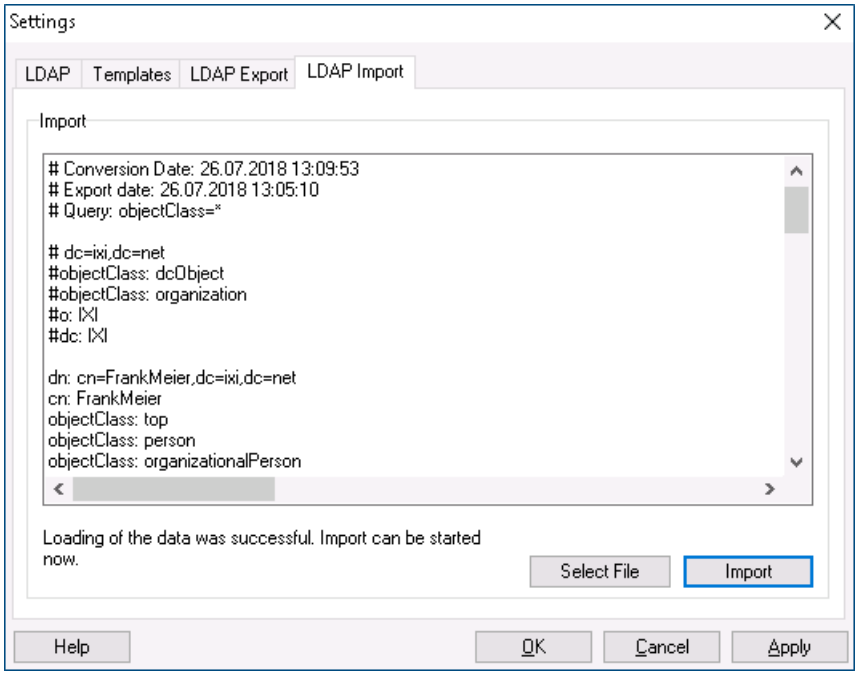


In order to import users from an older ixi-UMS User Management, they must be available in an LDIF-file.

The LDIF-file can be selected via the button "Select File".

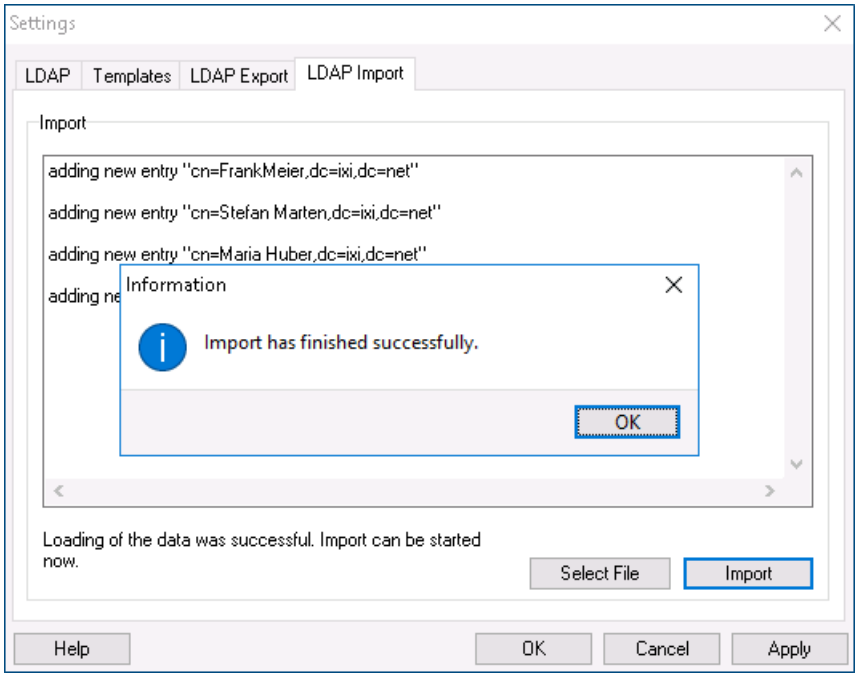


When the file is open, the data must be imported via the importer and thereby formatted correctly.
This process must be started now.



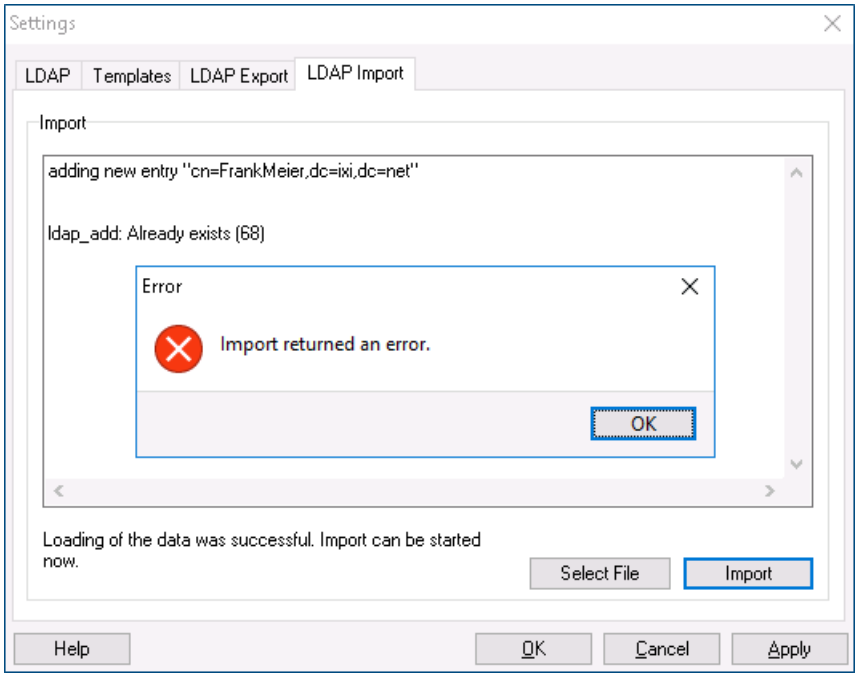
This process may take a while. If the conversion has been successful, a note is displayed.

The user data now can be imported in the OPEN LDAP data base via the button "Import".



If the import has been completed successfully, a note is displayed.

All the imported data are displayed with "adding new entry".



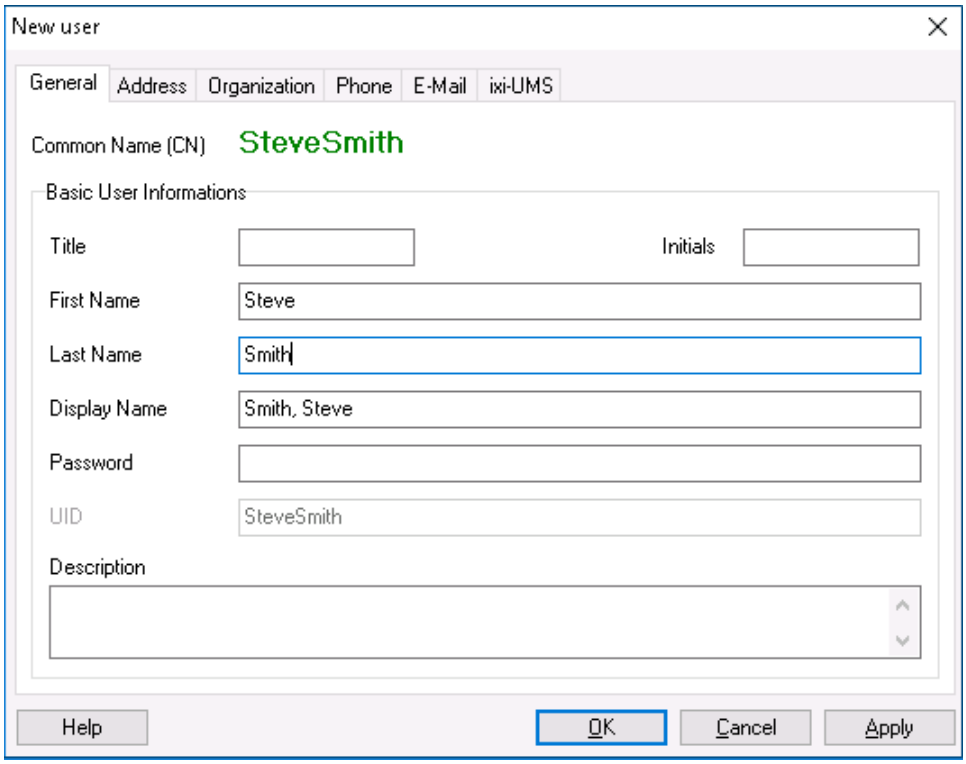
If the process has not been successful, the respective error message is displayed with the first error.

The dataset that caused the problem is displayed in the "Import Window".

All the added user data are now displayed at "Users" in the ixi User Management. It might be necessary to update the display with "F5".

4.2 Create User

A new user can be created via the button .**Note the settings under "Templates" before creating the user**

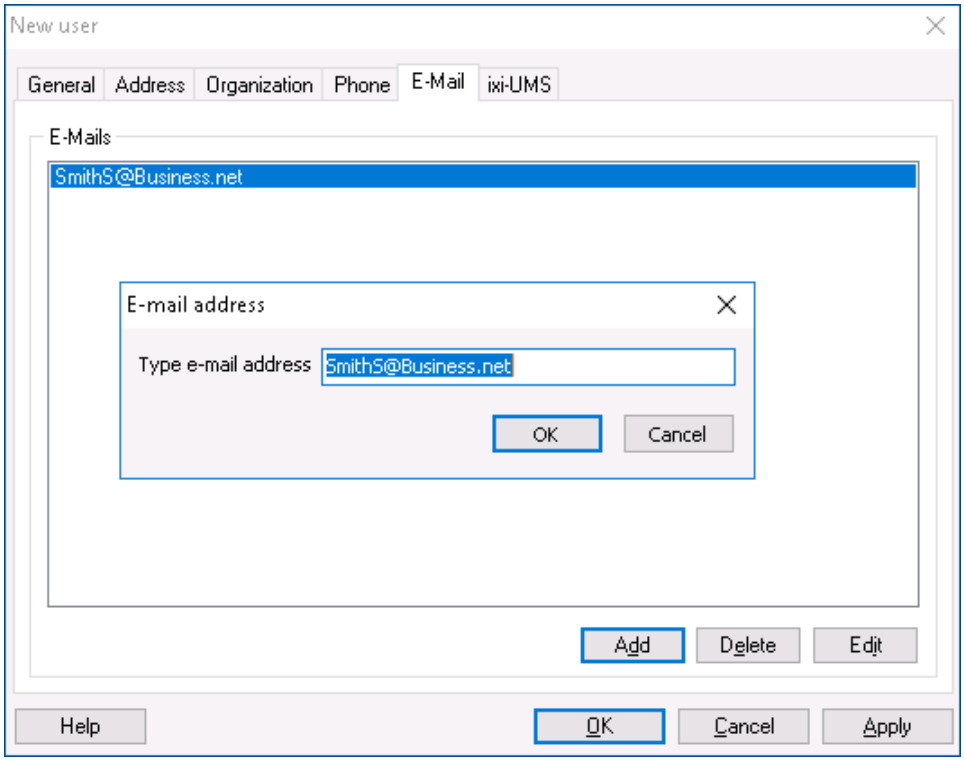


After entering the first name and surname, the user can be saved using the "Apply" button.

The CN corresponds to the UID and is created when saving and cannot be changed later.

The CN or UID may be required for logging on to one of the ixi-UMS User Homepages.

To use ixi-UMS Enterprise, the user must enter a valid e-mail address (see below) and a valid ixi-UMS recipient number.



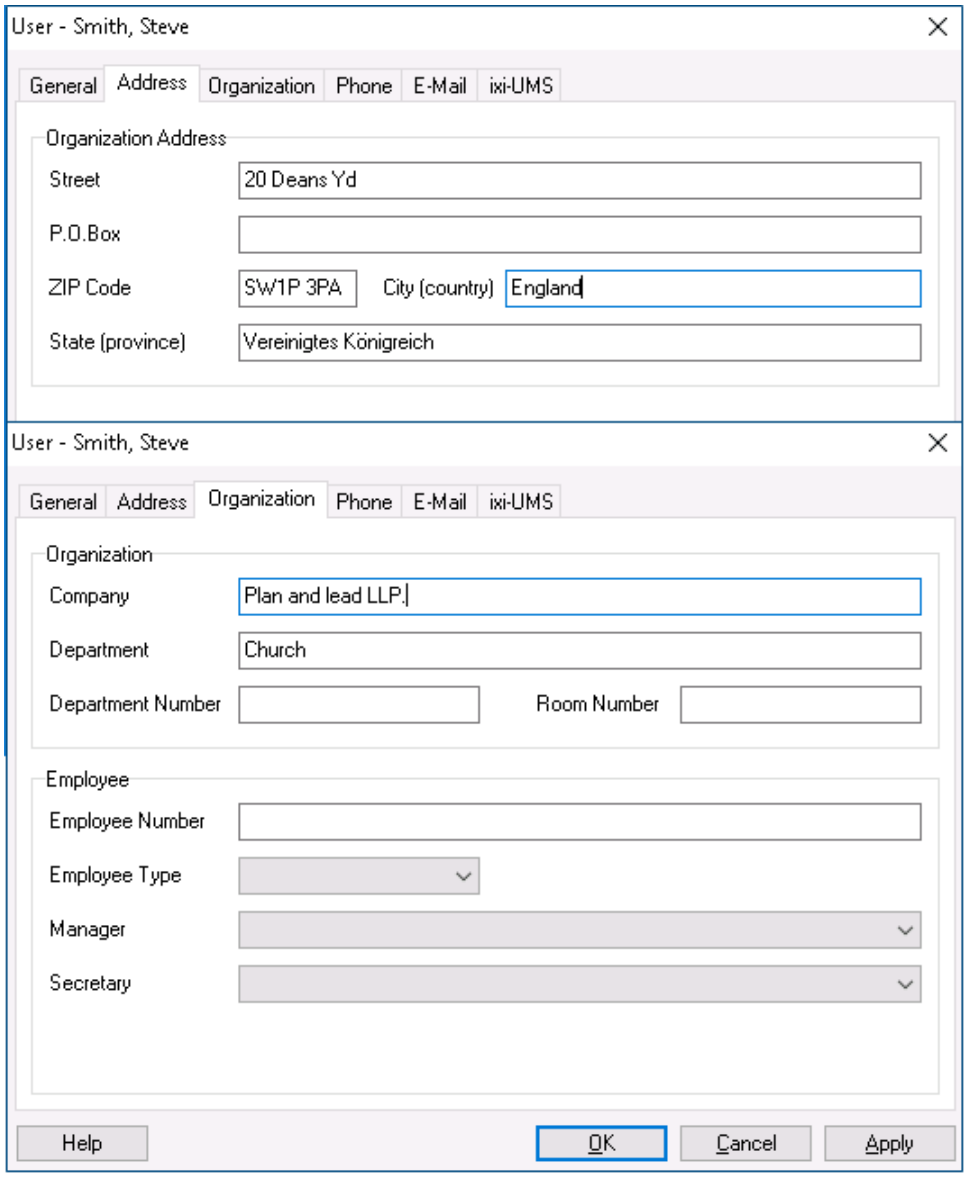
To be able to deliver incoming ixi-UMS messages to the user and for authentication with outgoing ixi-UMS messages, the user must be entered a valid e-mail address in the mail system.

Please double-click on the automatically generated entry in the tab "E-Mail" and enter the e-mail address from the mail server.

Note the settings under "Templates" before creating the user

It is then stored with "OK".

Optionally, information about the company and the address can be provided.



This information can be printed on a cover sheet.

By default, ixi-UMS Mail Server Connector reads:

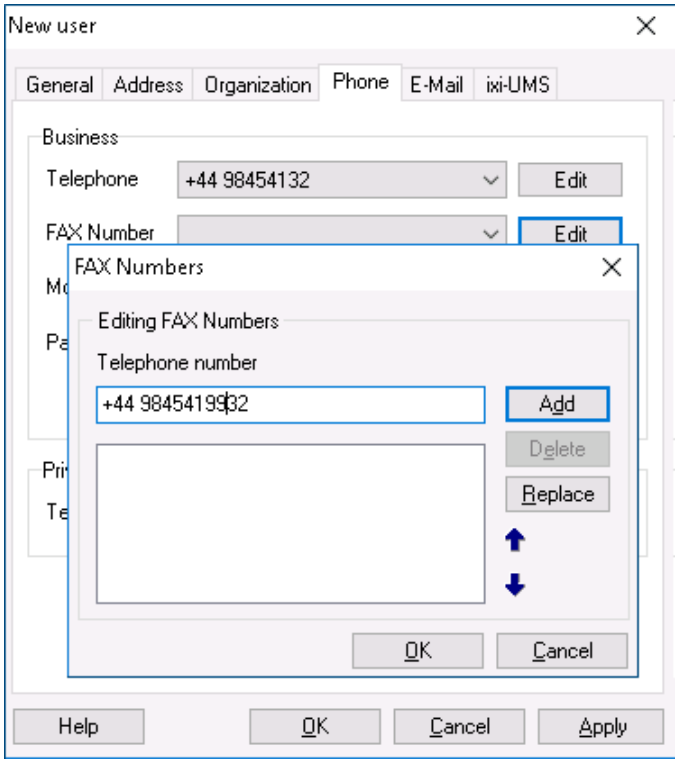
- company
- Road
- Post Code
- place
- Department
- office

For more information about cover page, see the instructions for ixi-UMS Mail Server Connector and ixi-UMS Kernel.

4.3 Assign ixi-UMS number

Inbound Routing means the delivery of UMS messages to the e-mail inbox of the user. By means of LDAP, the ixi-UMS Mail Server Connector looks for the call number received by the ixi-UMS Kernel in the LDAP-Database.
When the UMS number is found, the ixi-UMS Mail Server Connector reads out the accompanying e-mail address of the user and transmits the message to the Exchange Server.

Principally, every user in the company can get one or several fax-, voice- and SMS-numbers assigned therewith. By Default, every user gets a UMS recipient number, on that all 3 sorts of messages can be received.



In order to be able to receive messages, a valid fax recipient number has to be entered at the user in the tab "Phone" at **FAX Number**.
(LDAP Attribute: facsimileTelephoneNumber)

When clicking on the button "Edit", the call number can be entered.
Via "Add", it is assigned to the user.

Remark:
The call number must be entered in the international format. Characters like ( ) / - are NOT read out.

Example:
+49 8142 4799123 or
+4981424799123 (without all spaces)

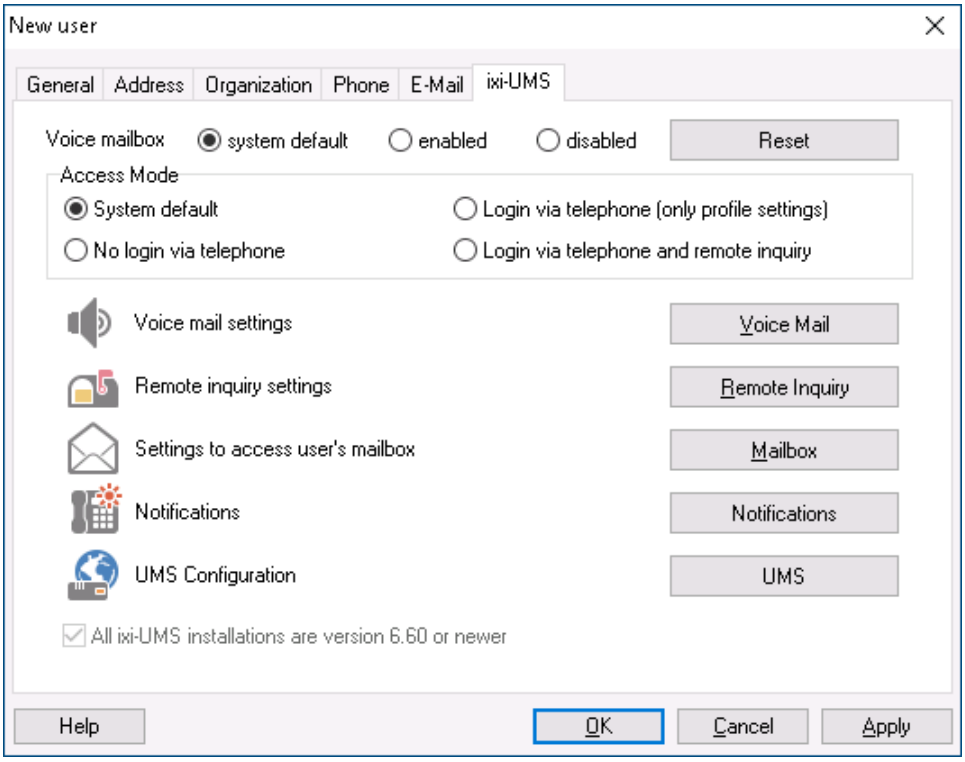
Remark:
An E.164 telephone number is a number in the so-called canonical format, this means it contains country code, area code, phone number and extension information.
Example: +49 8142 4799123 or +4981424799123 (without all spaces)

By default, the country code, area code and call number depend on the ixi-UMS Kernel site settings.
When the PBX transmits the recipient number in E.164 format (see ixi-UMS Kernel Manual - ISDN & PBX) or when a call number converter is deployed, you may have to enter the recipient number without blanks.

Note:
If the fax recipient number is to be searched in another field, see the notes in Additional Information in the ixi-UMS Mail Server Connector and / or ixi-UMS Voice-Mail Server manual.

4.4 ixi-UMS Tab

Regardless of whether the ixi-UMS Voice-Mail Server is installed or not, all settings / buttons are active.



If the "Voice-mailbox" function is not in use, it can also be deactivated.

Under "UMS" the authorizations and properties for the services Fax, SMS and TTS can be entered.

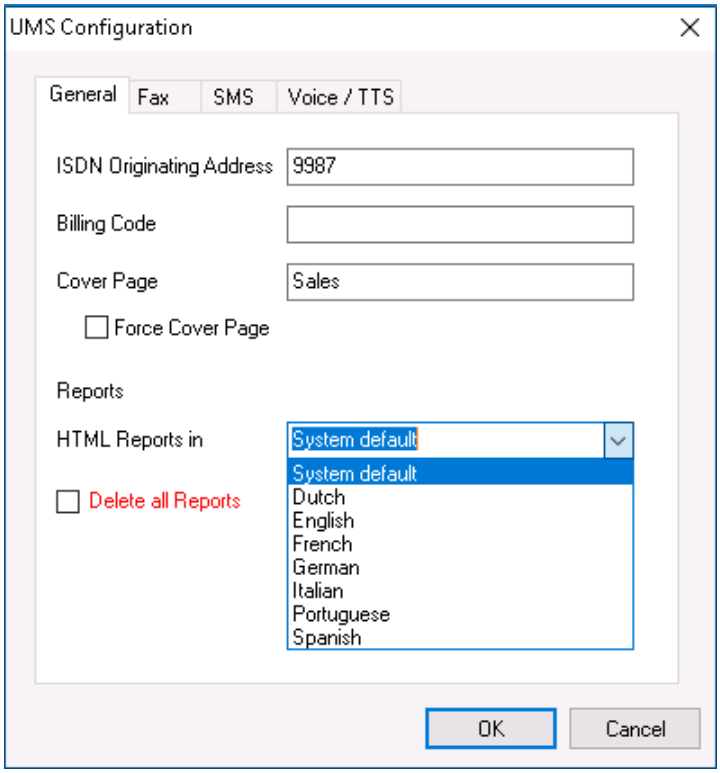
4.4.1 UMS Settings

Here, the setting per service can be made, if these should deviate from the settings on the ixi-UMS server.
If this information is not deposited with the user, the standard authorizations entered at the ixi-UMS Mail Server Connector and / or ixi-UMS Kernel will apply. In that case, "System Preset" is displayed.

In general, the settings of the users overwrite the settings on the server.

4.4.1.1 General

Here, the sender information as well as “Coverpage” and “Cost Center” are determined. These entries are optional.



ISDN Originating Address:
The calling party number, that is signaled for outgoing UMS messages for this user.
If no ISDN sender identification is entered here, the fax sender number is signaled as a calling party number.
If SMS-in fixed network is used, a sender information valid for the ISDN connection **must be stored here**, if the fax sender number is not a valid number for the telephone system or the connection

Billing Code:
Any string. Is logged in the journal of the ixi-UMS Kernel and can be used for charging information.

Cover Page
Here you enter the directory name of a cover page sub-directory. It contains files, that can be used as fax coversheet, fax layout and as header file for outgoing short messages (SMS).

Optionally it can be set **Force Cover Page** for all outgoing fax messages.

Non/Delevery reports:
The ixi-UMS Kernel reports, the text OCR and the information contained by the "transmitter identification", can be sent as HTML e-mail to the user. If this option in the ixi-UMS server is activated, an individual presentation can be assigned to the user.

Optionally **all reports can be deleted**. In this case the user gets no more positive and negative delivery reports. Errors that occur while processing an outgoing message keep the users informed.

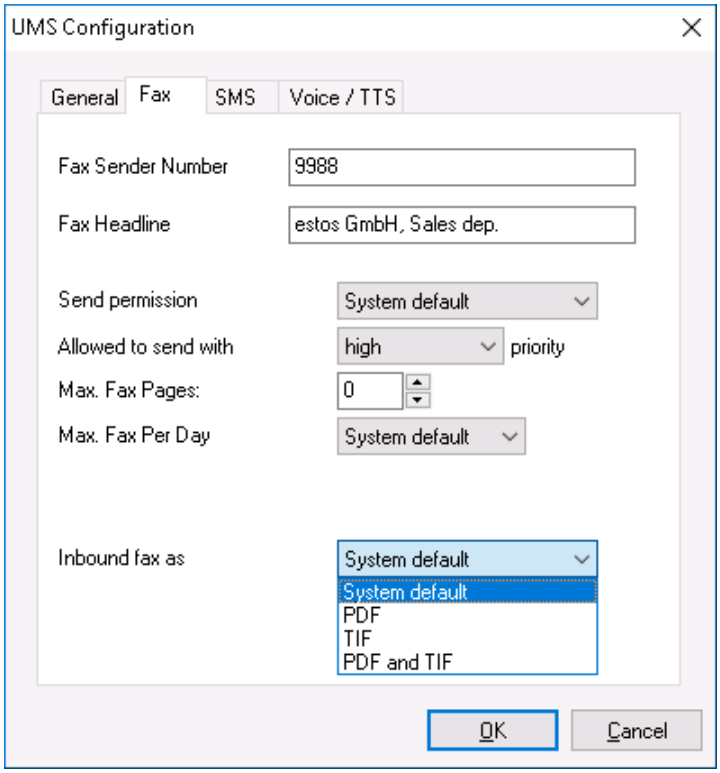
If ixi-UMS Enterprise is set up so that ixi-UMS messages and reports are only stored on the ixi-UMS server (see also Message Store), the settings for the confirmations are not relevant.

4.4.1.2 Fax Settings

This sets the sender information and permissions for ixi-UMS faxes.

Fax Sender Number:
The number in the headline of an outgoing fax. This number is an extension number. It is then combined with the licensing information of the ixi-UMS Kernel.
Example:
When a sender ID +49 is entered at the ixi-UMS Kernel in the license information, you have to enter the following here:
<area code without 0> <complete phone number>

Fax Headline:
This entry overwrites the sender ID in the ixi-UMS Kernel. If you want the users to enter this individually, see also "Additional Informations - ixi-UMS User Preference" in ixi-UMS Mail Server Connector manual.



Fax Permissions:
Here it is entered how "far" a user is allowed to send UMS messages.

Allowed to send with priority:
If the priority stated in the message exceeds the priority entered here, the effective priority is limited to the one entered here.

Max. Fax Pages:
If the user wants to send a fax with more pages than entered here, he gets an error message.
The value 0 means "System default"= (max. number of pages defined in the ixi-UMS Render Connector).

Max. Fax Per Day:
You can determine how many messages per message type the user is allowed to send per day. In order to activate this limitation, the score must be activated in the ixi-UMS Kernel Configuration at "AddOns - Daily Limit".
The settings of the users overwrite the settings at the server.

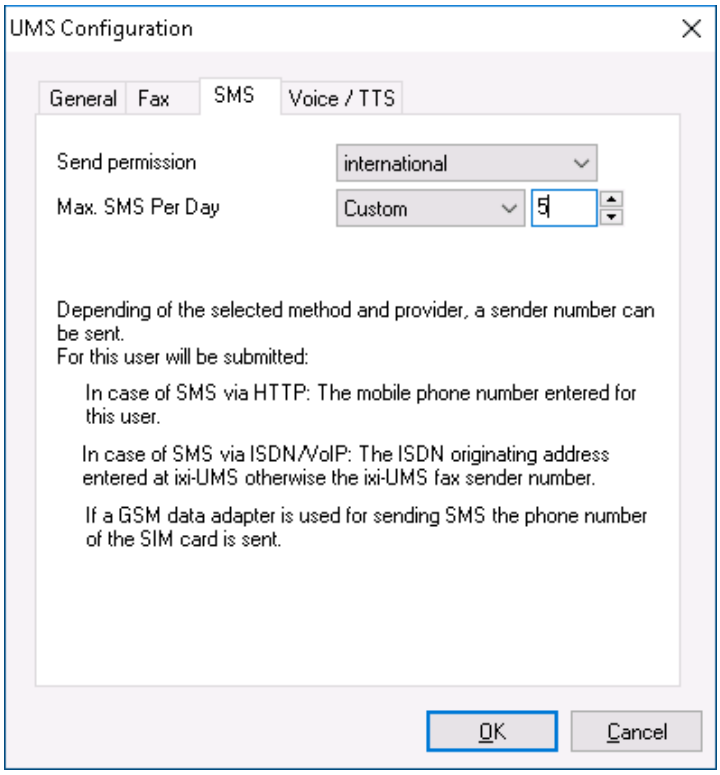
System default: The number set at the ixi-UMS Kernel is valid.
Infinite: Independent of the configuration at the ixi-UMS Kernel, the user is allowed to send any number of messages.
Custom: The number of the messages allowed must be entered.

Inbound fax as
Here you can specify whether the user receives the ixi-UMS faxes as TIF and / or PDF attachments.
Note the required setting in the ixi-UMS Render Connector.

If ixi-UMS Enterprise is set up so that ixi-UMS messages and reports are only stored on the ixi-UMS server (see also "Message Store" in ixi-UMS Kernel manual), the settings for "Inbound fax as" is not relevant.

4.4.1.3 SMS Settings

If the ixi-UMS Enterprise system is set up for sending SMS, you can set different permission from the server here.

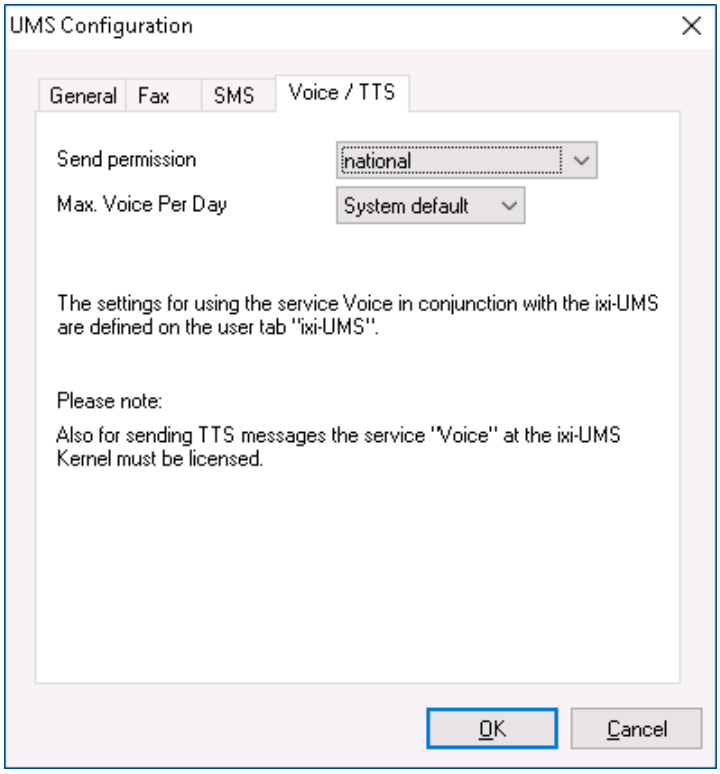


SMS Permissions:
Here it is entered how "far" a user is allowed to send SMS messages.

Max. SMS Per Day:
You can determine how many SMS per the user is allowed to send per day.
In order to activate this limitation, the score must be activated in the ixi-UMS Kernel Configuration at "AddOns - Daily Limit".
The settings of the users overwrite the settings at the server.

System default: The number set at the ixi-UMS Kernel is valid.
Infinite: Independent of the configuration at the ixi-UMS Kernel, the user is allowed to send any number of messages.
Custom: The number of the messages allowed must be entered.

4.4.1.4 Voice+TTS Settings



Send Permissions:
Here it is entered how "far" a user is allowed to send Voice- or TTS messages.

Max. Voice/TTS Per Day:
You can determine how many Voice and TTS messages (additively) per the user is allowed to send per day.
In order to activate this limitation, the score must be activated in the ixi-UMS Kernel Configuration at "AddOns - Daily Limit".
The settings of the users overwrite the settings at the server.

System default: The number set at the ixi-UMS Kernel is valid.
Infinite: Independent of the configuration at the ixi-UMS Kernel, the user is allowed to send any number of messages.
Custom: The number of the messages allowed must be entered.

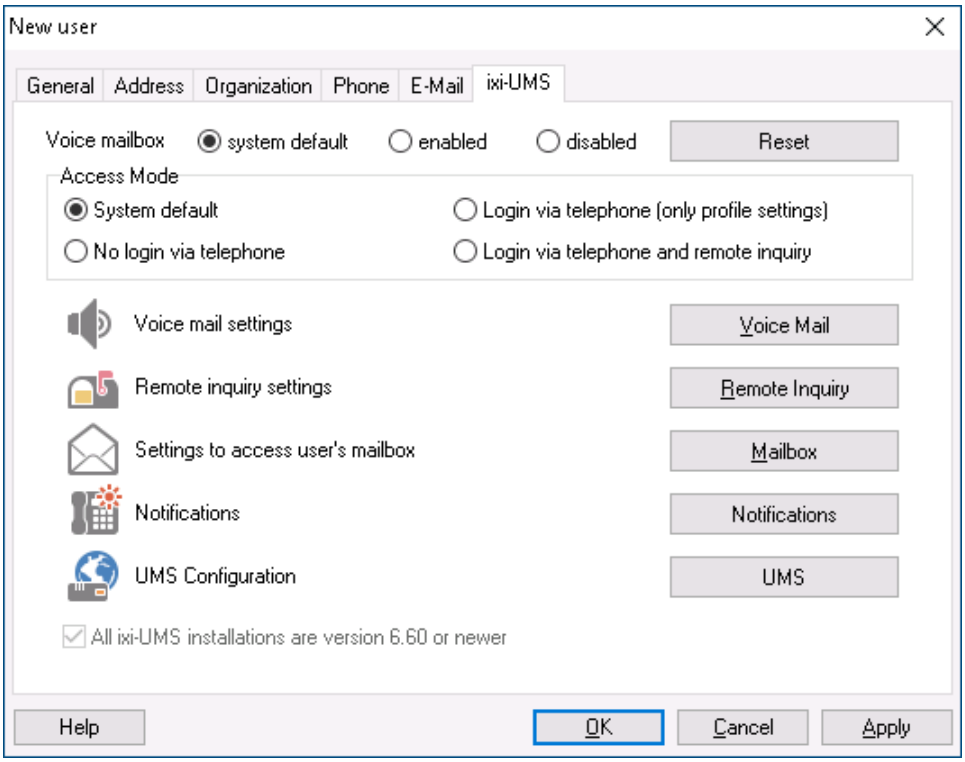
4.4.2 ixi-UMS Voice-Mailbox Settings

All basic settings can be made globally on the ixi-UMS Voice-Mail Server and are valid for all users. Thus, e.g. Deactivate the voice mailbox on the server and activate it only for selected users. If the function "remote inquiry by telephone" is to be used, a configuration for the IMAP access is absolutely necessary.
For more information, see the ixi-UMS Voice-Mail Server Guide.

If the PIN has been entered incorrectly several times and therewith the account for the log in by telephone has been locked, it can be unlocked via the button "Reset". The options are explained under: Reset - Release locked voice-mailbox

If the **Voice mailbox** is disabled, the caller hears a respective announcement and cannot leave a message.
At **Access Mode** it can be determined, whether and for which features the user is entitled to log in by telephone.

System default:	The settings at the ixi-UMS Voice-Mail Server are valid.
No login via telephone:	The user is not entitled to log in. He cannot record any announcements or access messages.
Login via telephone (only profile settings):	The user is entitled to log in via telephone, record his announcements and set all the profiles, independent of the settings in "Global User Settings - Login via telephone".
***Login via telephone and remote inquiry*:**	The user is entitled to log in, set his profiles and access his messages, independent of the settings in "Global User Settings - Remote Inquiry"

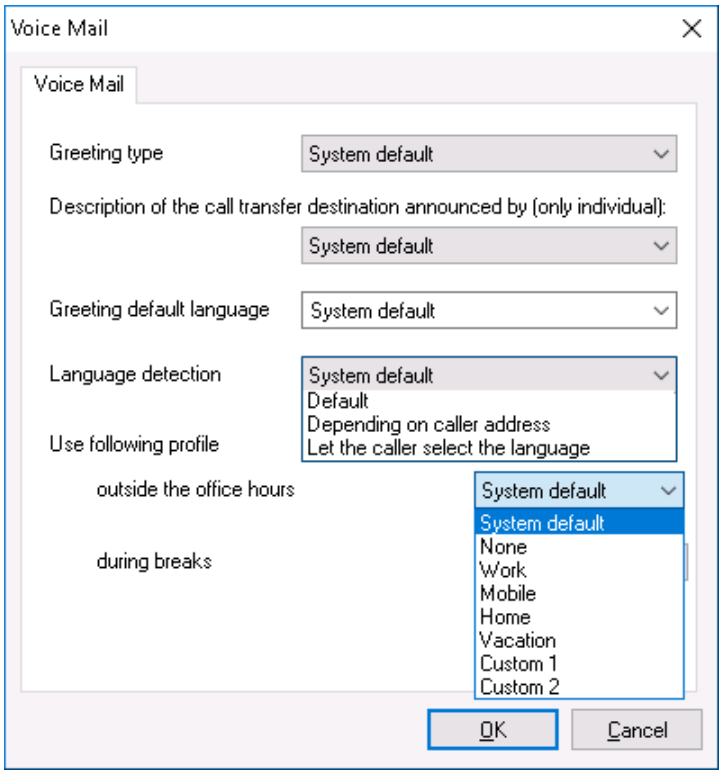


Further settings in terms of language and permissions can be made in the menues "Voice Mail", "Remote Inquiry", "Mailbox" and "Notifications".

All ixi-UMS installations are version 6.60 or newer
With ixi-UMS Enterprise 6.60, the encryption of the PIN and the IMAP password for the individual IMAP4-login on the mail server is increased. If the ixi-UMS User Managemet is installed on the same server as the ixi-UMS Voice-Mail Server, the setting is automatically taken from the setting of the ixi-UMS Voice-Mail Server.
For more information, please refer to the ixi-UMS Voice-Mail Server Manual.

4.4.2.1 Voice Mail

In **Greeting type** it is determined, whether this user is enabled to use an individual or a personalized announcement.



At **Description of the call transfer destination is announced by (only individual)** it is determined, who announces the selection for the forwarding of callers. This setting is only possible in combination with the announcement type "Individual".

System Default:
The setting of the ixi-UMS Server is used.

Only User:
The user must announce the selection for "Press 1 and 2" together with his individual announcement.

User and System:
The user deposits a regular announcement and the ixi-UMS system then plays: "Press 1 to leave a message or 2 to be forwarded to XXX"

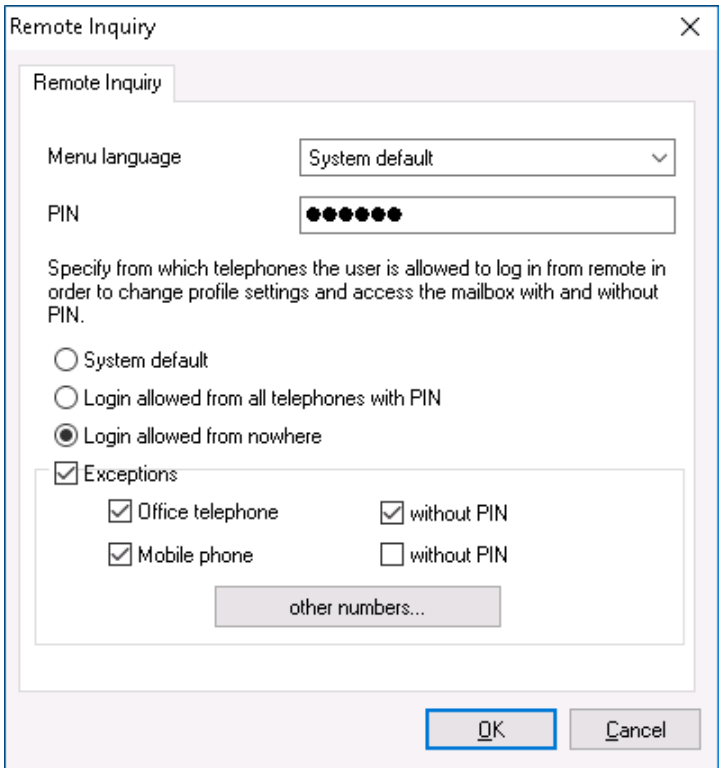
The **Greeting default language** defines whether the caller hears the German or the English announcement by default.
Language detection specifies the method used to find out the preferred language for the caller.

System default:	The language determined at **Default Language** is played.
Depending on caller address:	Depending on what was set up on the ixi-UMS Voice-Mail Server under Country Codes / Languages, the caller will receive the announcement in the assigned language (if available) based on the sender number.
Ask the caller for language preference:	The caller gets a selection of the available languages (German and English by default) and can choose which language he prefers.

When a profile is defined for **outlide off-hours** or **during breaks**, this profile is activated automatically according to the fixed times.
Office hours can be set on the ixi-UMS Voice-Mail Server and/or set by the user using the browser-based ixi-UMS Voice-Mailbox Configuration.

4.4.2.2 Remote Inquiry

At **Menu Language** it is determined, in which language the menu at the phone shall be announced to the user.



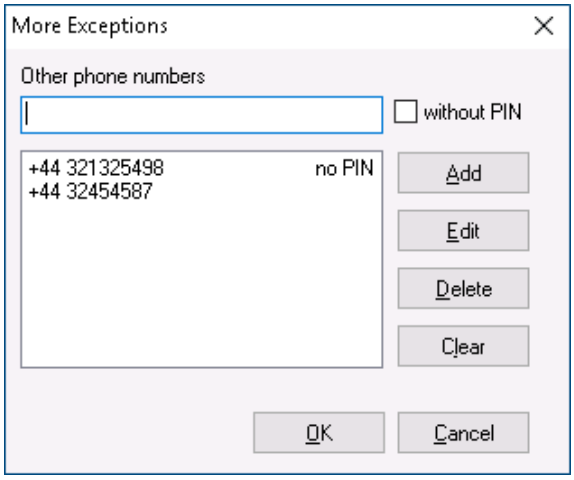
When the user has forgotten his **PIN** or has entered it incorrectly several times, a new PIN can be entered here.

Login allowed from all telephones with PIN is activated by default. That way, the users can access their voice box via any telephone and log in by entering the PIN.

If this shall not be allowed, you can switch over to **Login allowed from nowhere**.

At **Exceptions**, telephone numbers can be entered, from that the user can change his profile settings and access his messages. Depending on the general selection, call numbers can entered here which do not require a PIN-entry or it can be adjusted in general, from which telephone the users are allowed to log in.

The telephone numbers that may have have been entered in the AD at "General - Phone Number" and "Phone Numbers - Mobile" are predefined. If **without PIN** is selected, no PIN-entry is required from this telephone. When dialing in from one of the numbers defined here, the main menu is immediately read to the user.

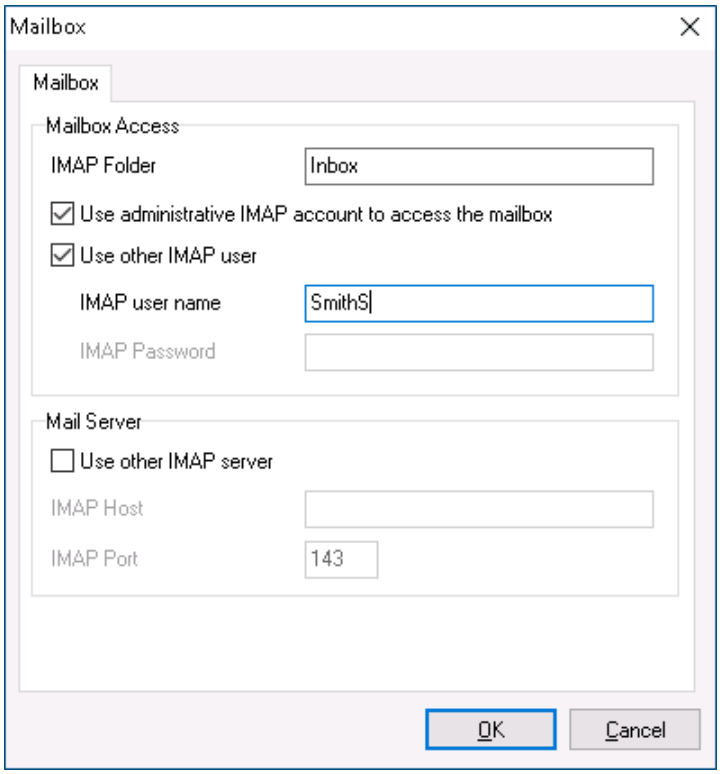


At **Other Phone Numbers**, any phone number can be entered.
It is also possible here to allow the dial in from this telephone without PIN-entry.

When entering phone numbers for the general access or the access without PIN you have to take care, that the phone numbers are deposited in the format +49 8142 47990.

Remark:
If the access is restricted to one phone number, the caller ID must not be suppressed.

4.4.2.3 Mailbox



Here a mailbox folder can be assigned to the user that differs from the default entry.
New messages are then searched for in this folder.

Example:
If a subfolder "Voice" is created in the inbox of the user and all the voice mails are moved there rule-based, Inbox/Voice has to be entered here.

- with MS Exchange: Inbox/Voice
- with IBM Domino: Voice

Basically, a configuration of the mailbox access is not required, as for the access to all the mailboxes, an administratove IMAP account is used. For using Individual IMAP4 User Login the feature "**use administrative IMAP account...**" must uncheck and the users must enter the valid password via "IndivHomepage" or ixi-UMS Voice-Mailbox Configuration.

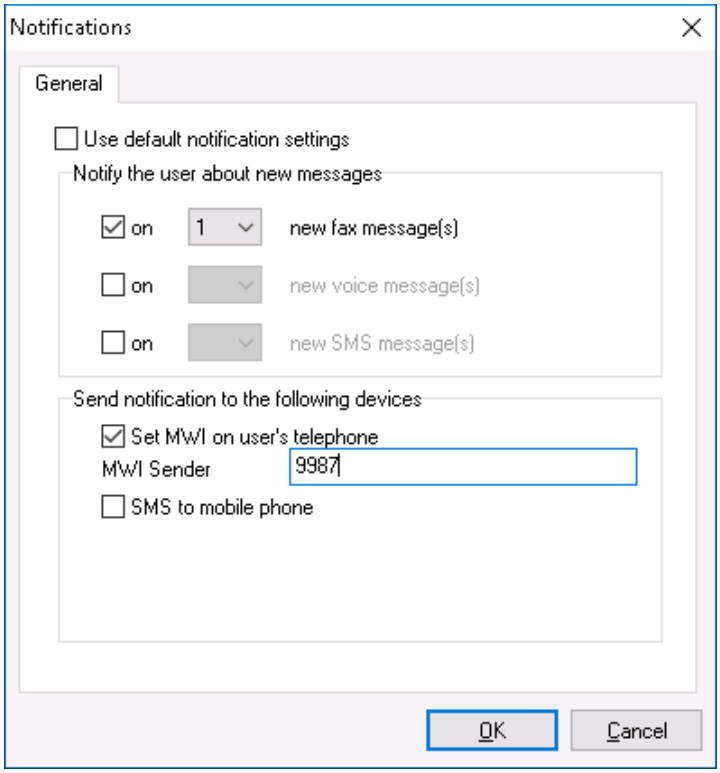
If the user name required for the IMAP-access is not deposited in the LDAP-data base, it can be entered here.

If the mail server does not support "IMAP4 Forwarding" (e.g. IBM Lotus Domino) and if it is not deposited in the LDAP-data base, it must be entered as **Other Mail Server.**

Note:
If users must enter their passwords for mobile accessing their mailbox, sending of welcome messages is mandatory because the link to password web page is included in this mail or the feature must aktivate in ixi-UMS Voice-Mailbox Configuration.

4.4.2.4 Notifications

It is determined here after how many and which sort of incoming messages the user shall receive a notification (MWI) at his telephone.
In order to be able to make use of the "Message Waiting Indication" or "SMS to mobile phone", you have to make the respective setting in the ixi-UMS Kernel Configuration and in the ixi-UMS Voice-Mail Server Configuration.



If **Use default notification settings** is enabled, no individual settings can be made for the user. The default settings of the Notifier Express are used.

At **Send notifications to the following devices** it can be determined, how the user is informed. Only the options are active that can be used on the basis of the deposited information. Missing yet required information is indicated.

In the Configuration of the ixi-UMS Enhanced Voice Package at General - Number conversion it can be termined, from which LDAP-Attribute the number for the MWI-notification is read out.

Sender of the "Message Waiting Indication" (MWI) at the Telephone:
By default, the UMS-extension of the user is displayed as sender number at the telephone. If "Route-By-Redirection" was activated in the configuration of the ixi-UMS Voice-Mail Server at General - Number configuration, the number entered there is displayed at the telephone of the user as call back number. It should be guranteed that the user is connected to his mailbox with this number by call-back.

In environments with e.g. networked PBX's it can happen that the internal and the external extension differ in order to get access to the ixi-UMS Server.
In cases like this, the UMS number "dialed" from the outside has to be entered as recipient number at the user. The differing internal MWI callback number must be deposited at the users separately.
In this case, the entire configuration of the notifications MUST be set at the user individually. No default settings are valid any more.

In environments with several ixi-UMS Kernel sites AND the use of Route-By-Redirection, the respective voice-mailbox number must be entered here.

Remark: In order to inform the user by MWI, the phone number of the user has to be entered in the User Administration in the following format: +49 8142 4799555.
The fax number of the users is used as sender number for SMS-messages.

Remark: If e-mails and/or faxes shall be read via telephone, TTS and/or OCR is/are needed.

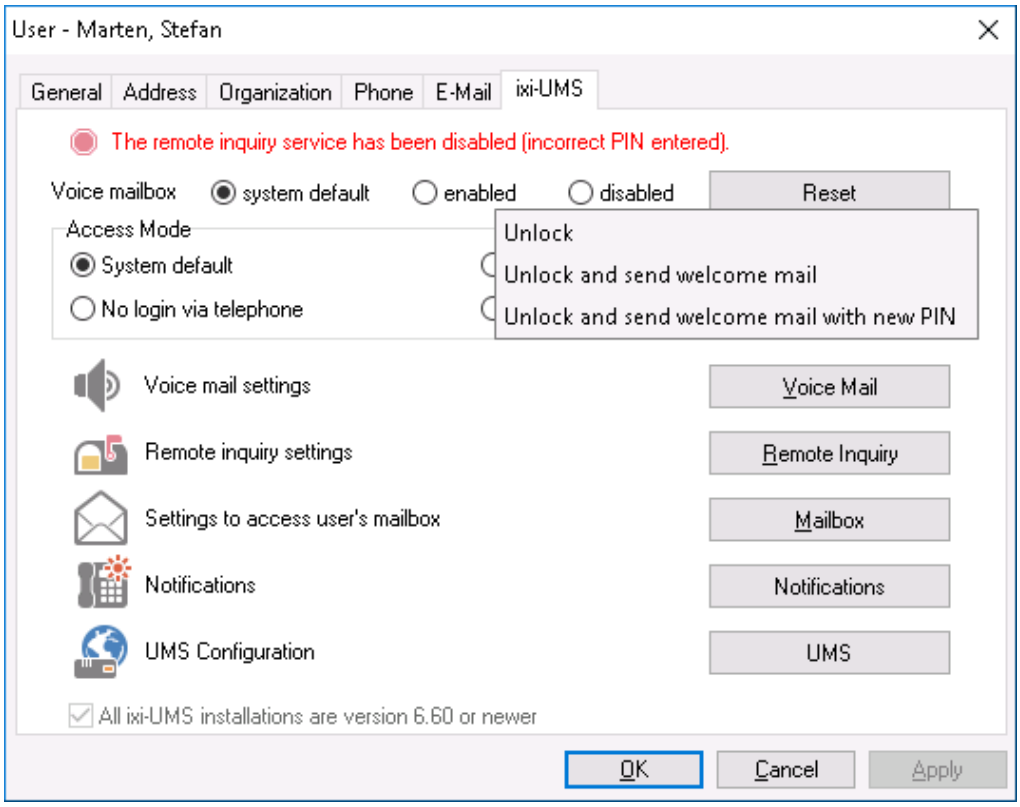
4.4.2.5 Reset - Unlock Voice-Mailbox

Via the button "Reset", you can select at any time:

Resend welcome mail	With the next call, the user receives the welcome mail with his PIN again.
Reset PIN and resend welcome mail	With the next call, the user receives the welcome mail again with a newly generated PIN.

If the PIN has been entered incorrectly several times, the account for the access via telephone is locked. Via the button "Reset", it can be unlocked and you can choose, whether and which further action shall be executed:

Unlock	The access by telephone is unlocked.
Unlock and resend welcome mail	The access is unlocked and the user receives the welcome mail with his PIN again with the next call.
Unlock, reset PIN and resend welcome mail	The access is unlocked and the user receives the welcome mail with a newly generated PIN with the next call.



5 Info

5.1 About estos

estos GmbH, headquartered in Starnberg near Munich, Germany, is a leading manufacturer of software solutions with focus on unified communication with unified messaging and CTI (Computer Telephony Integration). The products of estos ixi-UMS support existing standards like standard interfaces and standard hardware; proprietary solutions are avoided. The company strives to provide its customers with future-oriented product development, with a focus on integration in available environments.

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Web: www.estos.com

For more information about estos and its products, please visit estos website.

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5.2 Version

Software: ixi-Framework
Version: 7.00
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