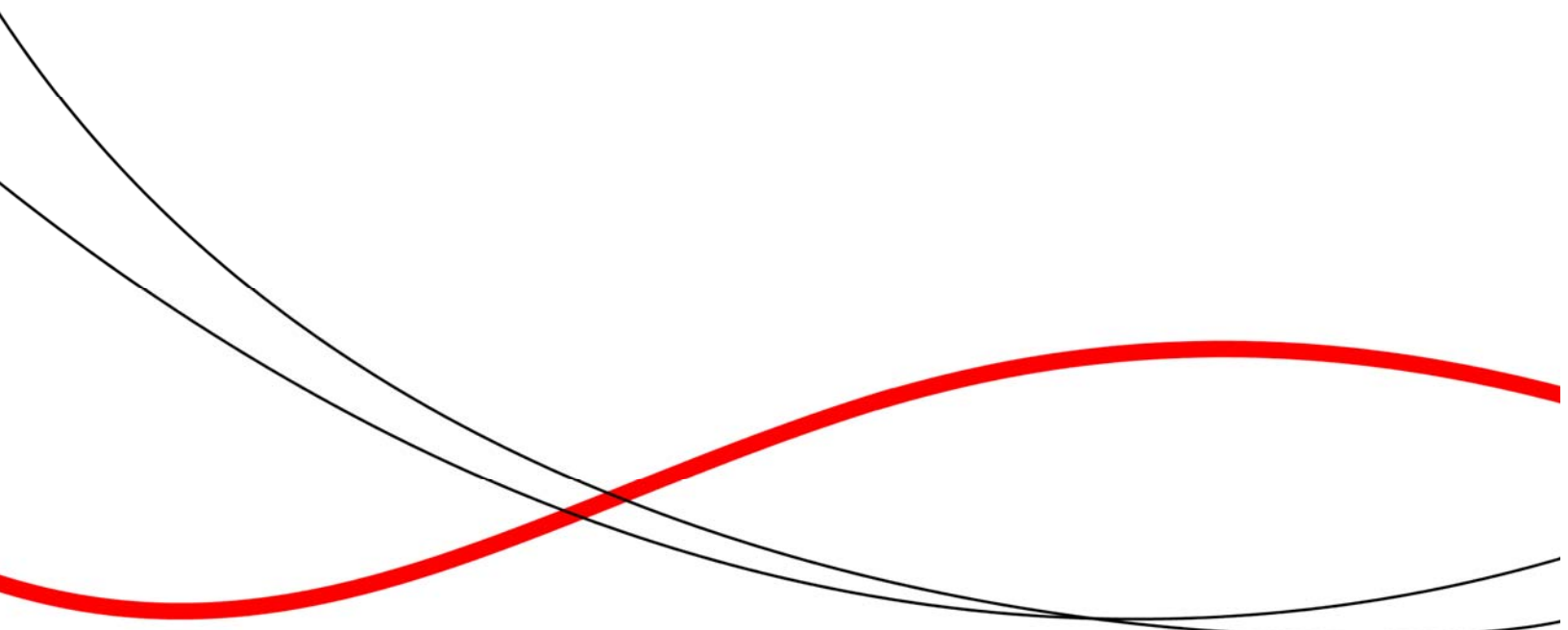


InGenius

SimplER



INSTALLATION &
ADMINISTRATOR GUIDE

 InGenius

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SimplER
Installation and Administrator Guide
Release 1.0
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SimplER Installation

The InGenius SimplER application provides an easy way to provide email notification to response personnel for emergency phone calls.

The InGenius SimplER application automatically pulls information from two different sources:

- **Microsoft Active Directory** for caller information and determining responders to email
- **Mitel 3300 ICP Switch** for calling and called numbers, and optional location information (CESID).

Prerequisites

SimplER has a number required components needed to run:

- **Microsoft Windows XP or Microsoft Windows Server 2003** or higher.
- **Access to an SMTP server.** If credentials are required to access the SMTP server, then they will need to be entered during configuration of SimplER.
- **Microsoft Active Directory (AD).** SimplER uses the LDAP protocol to connect to AD.
- **Installed on a computer with a fixed IP address.** Configuration of the SNMP trap on the Mitel 3300 ICP Switch is done by supplying the IP address of the computer to notify.
- **Installed on a computer on a network that can access the Mitel 3300 ICP switch.** SimplER needs to receive and acknowledge SNMP traps from the switch.
- **Installed on a computer with incoming UDP port 162 open in any software firewall.** The SNMP traps sent to this computer are sent on port 162, and SimplER needs to monitor this port.
- **Administrative email addresses.** SimplER requires two lists of email addresses. The first is a list of email addresses that will receive all emergency notifications. This list will receive messages even if Active Directory is unavailable. The second list of addresses receives error messages encountered during the processing of an emergency notification. This reduces the burden of frequently checking the log file for issues.
- You should ensure that the machine where you intend to install SimplER is connected to the Internet during installation. This is necessary to verify your registration key. (There is a manual registration method using email if necessary.)

SimplER Application Overview

Simply put, the SimplER application listens for SNMP traps from the Mitel 3300 ICP switch that indicate emergency phone calls. From the supplied information, SimplER looks up user information in Active Directory for the caller, and also uses the called number and group id (either the CESID supplied from the switch or a specified Active Directory field) to derive an Active Directory group name to send the emergency email to.

Initial Setup BEFORE You Install SimplER

1. Create Active Directory responder groups.

SimplER searches for responder groups (groups to send email to) based on constructing a string out of ER-GroupId-CalledNumber. So, if the number called was 8888 and the CESID was 123 (and SimplER was configured to use the CESID), it would look for the group **ER-123-8888**. If this group isn't found, then it will then look for **ER-DEFAULT-8888**, then **ER-123-DEFAULT** and finally **ER-DEFAULT-DEFAULT**. It will send the email to the first of these groups found. These groups can be Security Groups or Distribution Groups, and should contain members who are the people to be notified. Groups can contain other groups for easy management. Note: Any special characters that are not valid for an Active Directory group name (V:*?"<>|) will be replaced by an "x" in the group id or called number fields.

2. Ensure that user information in Active Directory is up to date.

The phone number that made the call is searched for in Active Directory to find the corresponding user. One of the main phone number fields in Active Directory must contain the users extensions in order to be searched to find users. Also, other user information fields can be reported in the email (e.g. Location).

3. Create the SNMP Trap on the Mitel 3300 ICP Switch.

In the Mitel 3300 ICP Administration Tool, go to the SNMP Trap and Community Assignment form and create the traps for the emergency numbers to go to the computer where SimplER will be installed. Also go to the SNMP Configuration form and ensure there is a community set up to receive acknowledgements. The name of the trap and the read/write community will be needed during SimplER configuration.

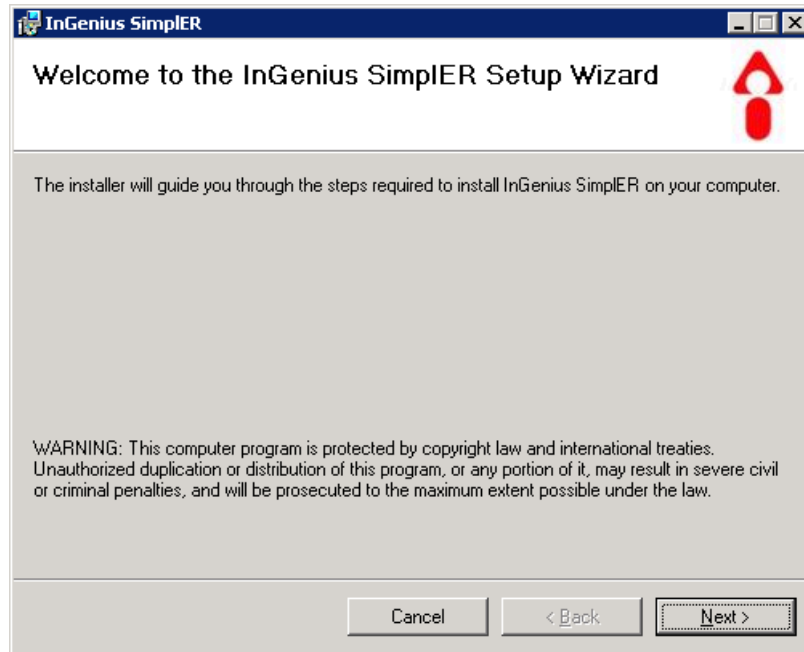
4. Ensure there is an available SMTP server.

SimplER needs access to an SMTP server to send the emails. If authentication to the server is required, then the credentials will be needed during SimplER configuration.

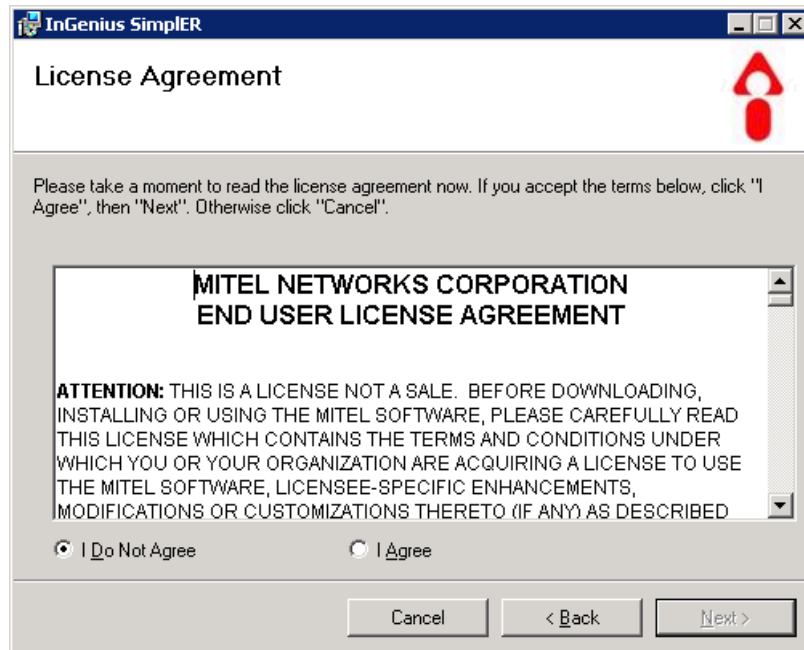
SimplER Installation

Run **SimplERSetup.exe** on the machine where you want to install the SimplER service.

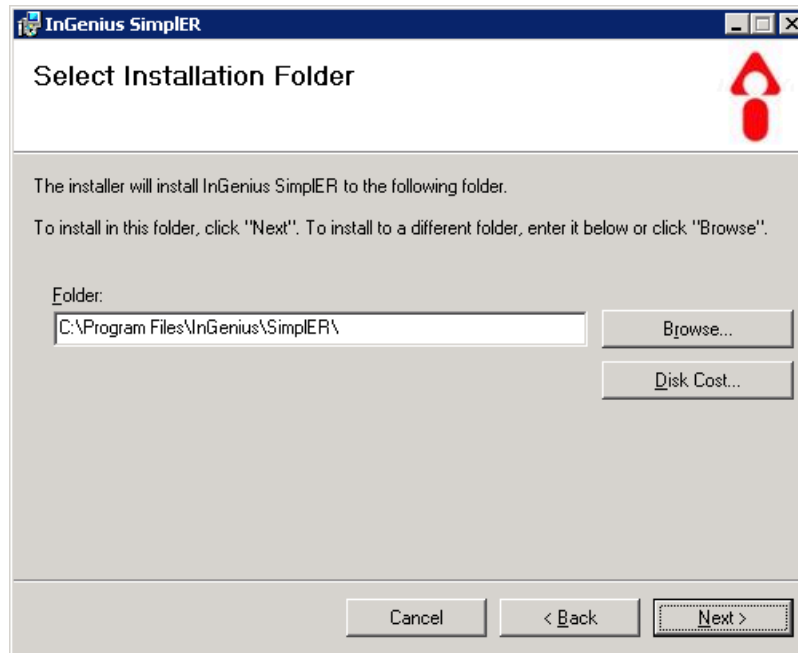
1. Welcome page, click Next:



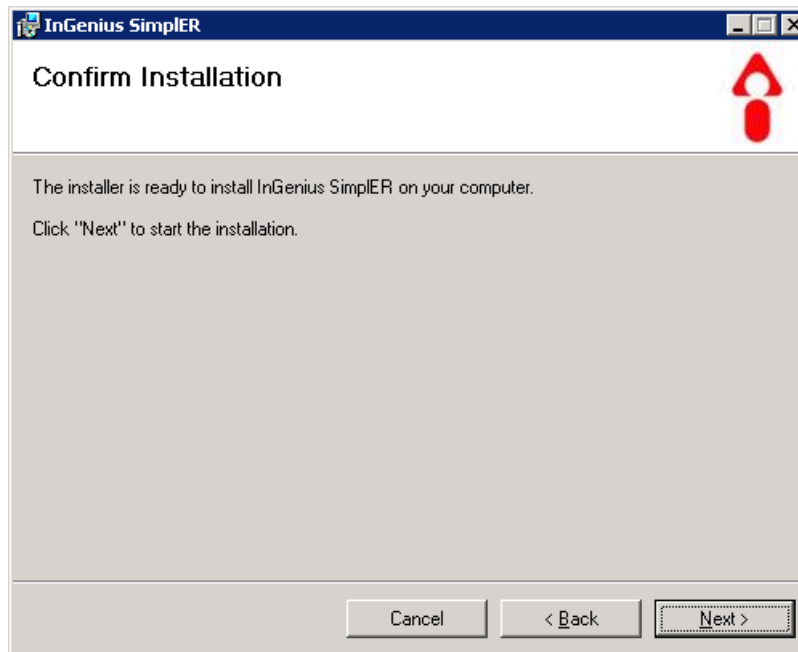
2. License Agreement page, agree to License Agreement and click Next:



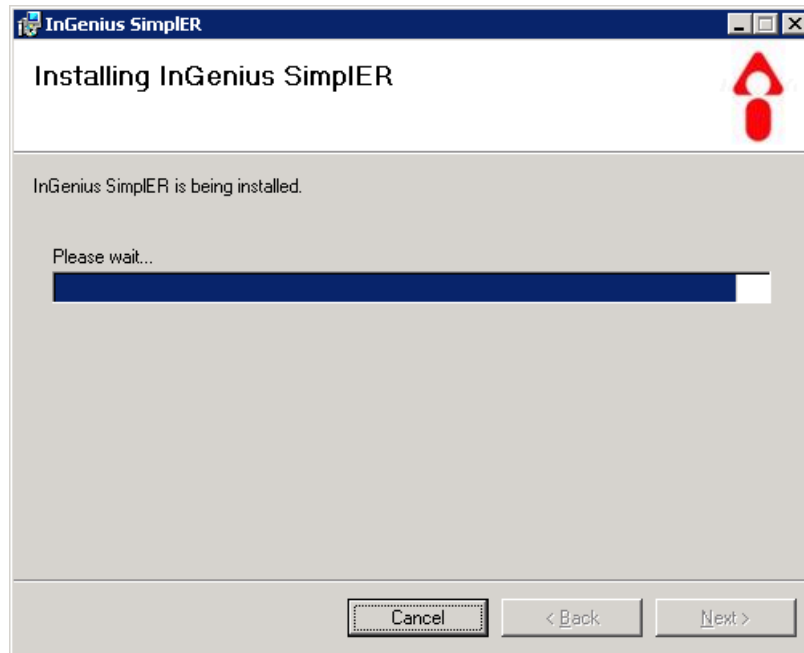
3. Select Installation Folder page, specify where you want to install and click Next:



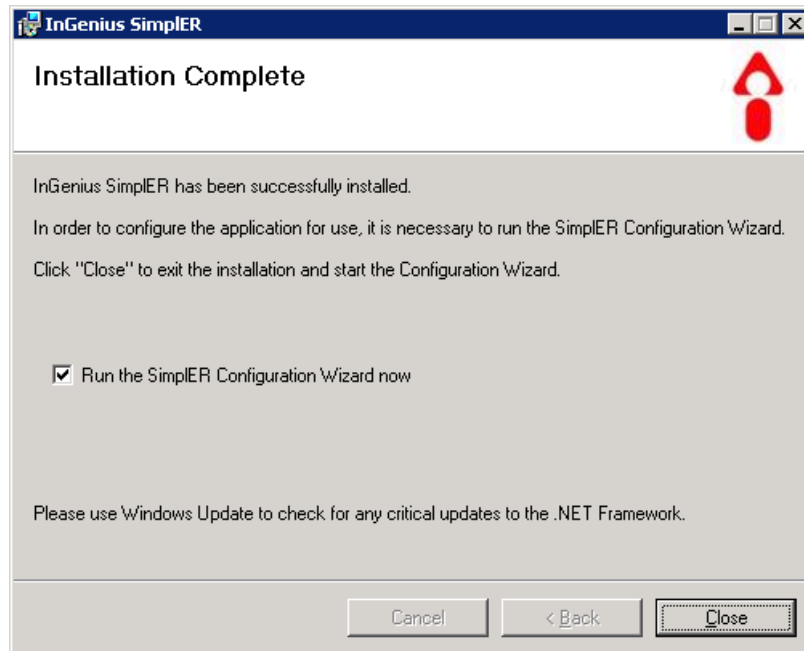
4. Confirm Installation page, click Next:



5. Installing page:



6. Installation Complete page, leave checkbox selected to run Configuration Wizard and click Close:



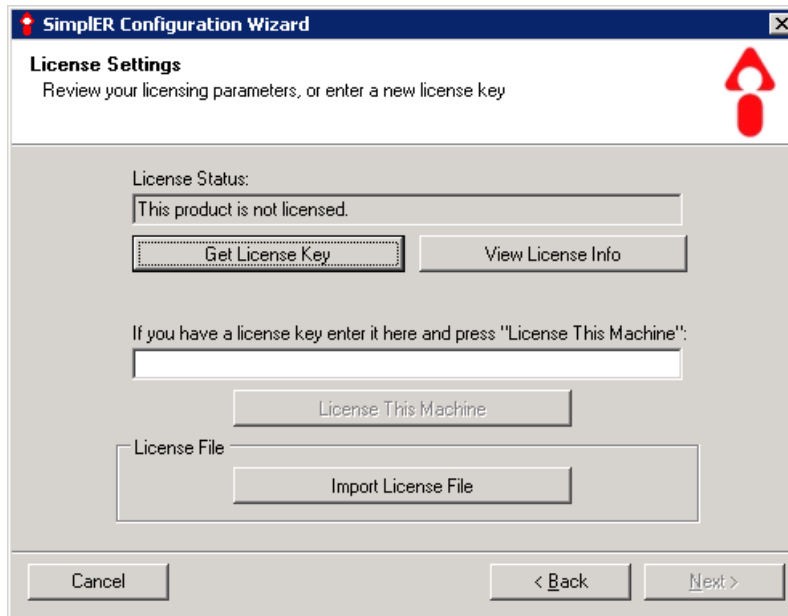
SimplER Configuration

Note: If you choose not to run the Configuration Wizard after the installation, you can open it at a later time from the Start menu. Select Start, All Programs, InGenius Software, SimplER, SimplER Configuration Wizard.

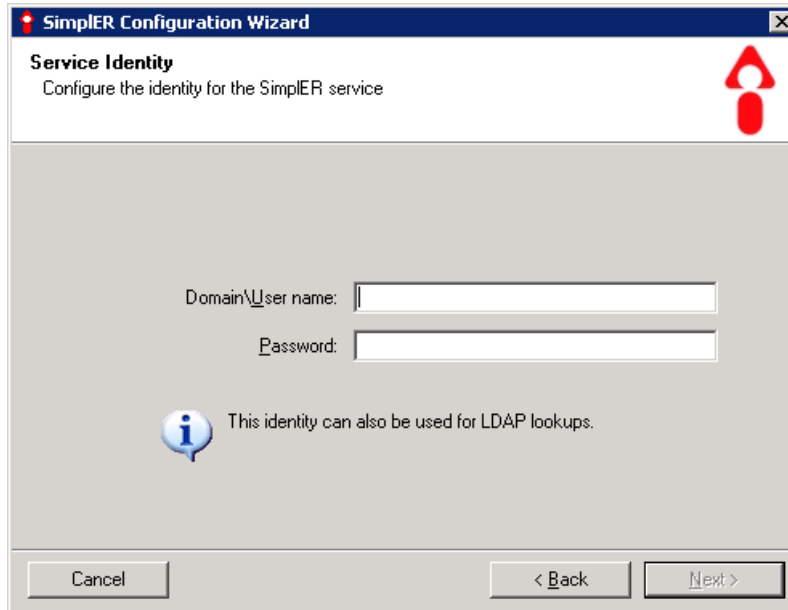
1. Welcome page, click Next:



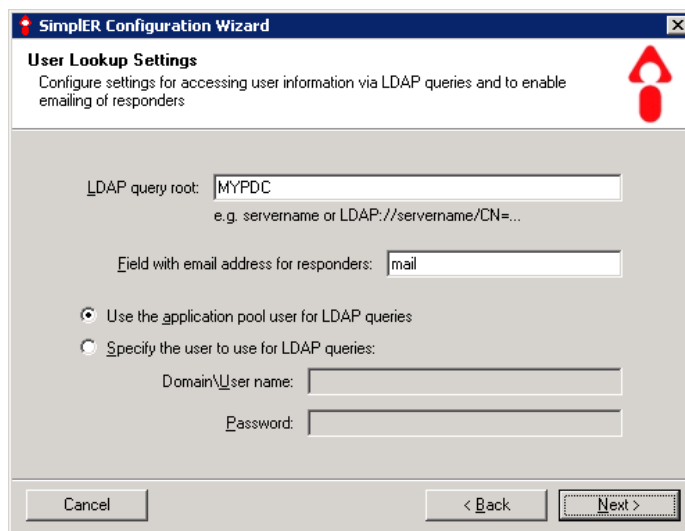
2. Licensing parameters page, enter your license key in the box provided, and click “License This Machine”. Once licensed, click Next.



3. Service Identity page, select Domain\User name and Password for the service to run as. This should be some domain account with minimal privileges. Enter the credentials and click Next:



4. LDAP Settings page, specify the LDAP server (default should be filled in already), LDAP field to lookup email addresses for responders, and credentials to use while doing lookups. Click Next:

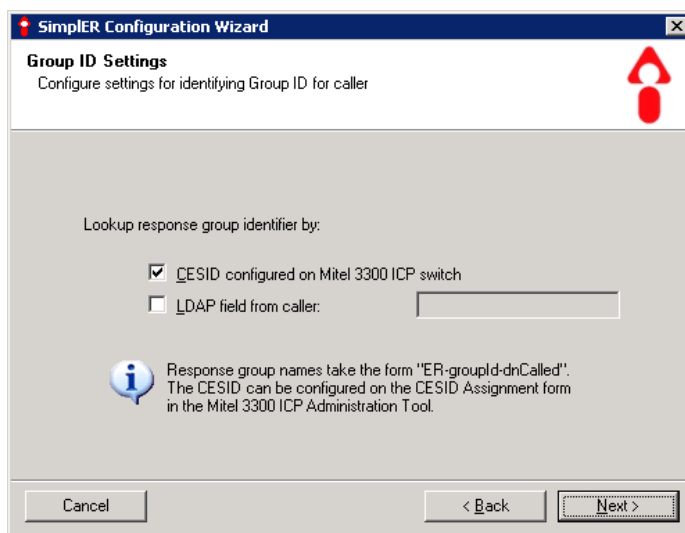


The screenshot shows the 'User Lookup Settings' dialog box in the SimplER Configuration Wizard. The title bar reads 'SimplER Configuration Wizard'. The main title is 'User Lookup Settings' with a subtitle 'Configure settings for accessing user information via LDAP queries and to enable emailing of responders'. There is a red arrow icon in the top right corner. The dialog contains the following fields and options:

- 'LDAP query root:' text box containing 'MYPDC', with a hint 'e.g. servename or LDAP://servename/CN=...' below it.
- 'Field with email address for responders:' text box containing 'mail'.
- Two radio button options:
 - Use the application pool user for LDAP queries
 - Specify the user to use for LDAP queries:
- Below the second radio button, there are two text boxes: 'Domain\User name:' and 'Password:'.

At the bottom, there are three buttons: 'Cancel', '< Back', and 'Next >'.

5. Group ID Settings page. Active Directory group names to email are constructed from a group id and the called number. The group id can either be the CESID reported from the Mitel 3300 ICP Switch, or extracted from an Active Directory field from the calling user. Specify which you wish to use (if you specify both, then the CESID is used if sent from the switch) and click Next:



The screenshot shows the 'Group ID Settings' dialog box in the SimplER Configuration Wizard. The title bar reads 'SimplER Configuration Wizard'. The main title is 'Group ID Settings' with a subtitle 'Configure settings for identifying Group ID for caller'. There is a red arrow icon in the top right corner. The dialog contains the following fields and options:

- 'Lookup response group identifier by:' section with two checkboxes:
 - CESID configured on Mitel 3300 ICP switch
 - LDAP field from caller: [text box]
- An information icon (i) with the text: 'Response group names take the form "ER-groupid-dnCalled". The CESID can be configured on the CESID Assignment form in the Mitel 3300 ICP Administration Tool.'

At the bottom, there are three buttons: 'Cancel', '< Back', and 'Next >'.

6. Caller Lookup Settings page, specify which fields to use to lookup callers by extension and which fields to use to report information about the caller and click Next:

7. Email Settings page, specify the From address that will appear in notification emails, and the SMTP server and credentials to use. This information is verified by sending a test email to the current user when you click Next:

8. Additional Email Addresses page, specify the email list that will receive all emergency notifications and the email list that will receive error messages generated while processing notifications. These email addresses are separated by semi-colons or commas. Once this page has been completed, click Next. The addresses in both lists

should receive confirmation via email that they have been subscribed to the respective groups.

SimplER Configuration Wizard

Administrative E-mail Addresses
Specify email addresses to be notified for all emergencies and email addresses to be notified when an error occurs.

Send all notifications to:
example:
address@server.com;joe@company.com;...

i These email addresses will be notified for all emergencies. This field is mandatory to ensure emergency notifications are received by someone if the LDAP server is inaccessible.

Send notification errors to:
example:
address@server.com;joe@company.com;...

i These email addresses will be notified when an error occurs while processing an emergency. This field is mandatory.

Cancel < Back Next >

- Group Email settings page, specify how you would like to handle LDAP group email addresses. Since there is a practical limit of 250 e-mail addresses on a single e-mail, you may want to use the group distribution e-mail addresses specified in the directory, as long as these distribution e-mail addresses cover every member of the group. If a group does not have an e-mail address assigned, the members of the group will be processed for their individual e-mail addresses. If you are unsure, select "Use individual user email addresses" and all members will be parsed individually while group e-mail addresses will be ignored.

SimplER Configuration Wizard

Group E-mail Address Handling
Specify how you would like to handle group email addresses.

Use group email addresses for emergency notifications
i If a group has an email address defined, that group email address will be used instead of individual email addresses of members of the group. If a group does not have an email address, individual email addresses of members of the group will be used instead.

Use individual user email addresses for emergency notifications
i The individual email addresses of members of the group will always be used.

Cancel < Back Next >

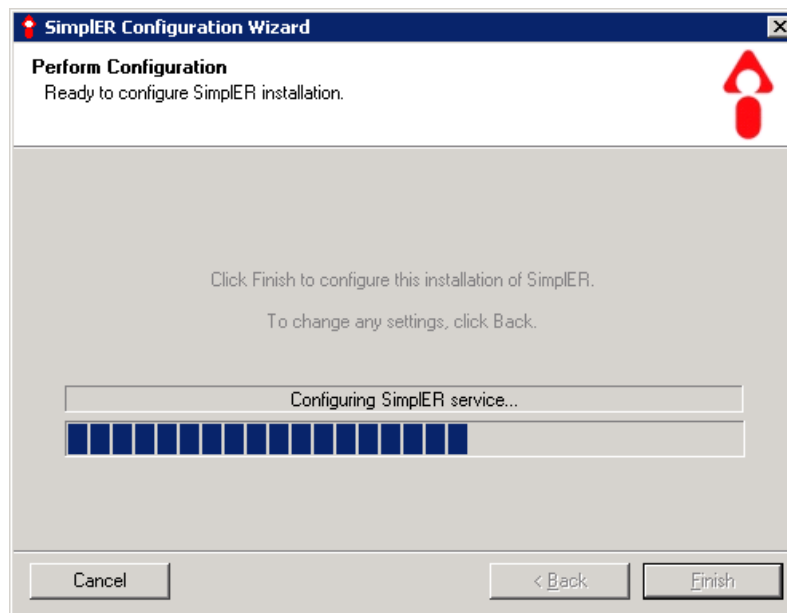
10. SNMP settings page, specify the Trap Community and Read/Write community specified on the SNMP forms in the Mitel 3300 ICP Administration tool, then click Next.

The screenshot shows the 'SimplER Configuration Wizard' window with the 'SNMP Settings' page. The title bar reads 'SimplER Configuration Wizard'. Below the title bar, the page title is 'SNMP Settings' and the subtitle is 'Configure the SNMP settings for receiving and acknowledging traps'. There are two input fields: 'SNMP Trap Community:' and 'SNMP Community:'. Below each field is an information icon (a blue circle with an 'i') and a text box explaining that the community name must match the one used in the Mitel 3300 ICP Administration Tool. At the bottom of the window, there are three buttons: 'Cancel', '< Back', and 'Next >'. A red arrow icon is visible in the top right corner of the main content area.

11. Perform Configuration page, click Finish to start the configuration process:

The screenshot shows the 'SimplER Configuration Wizard' window with the 'Perform Configuration' page. The title bar reads 'SimplER Configuration Wizard'. Below the title bar, the page title is 'Perform Configuration' and the subtitle is 'Ready to configure SimplER installation.'. The main content area contains the text: 'Click Finish to configure this installation of SimplER.' and 'To change any settings, click Back.'. At the bottom of the window, there are three buttons: 'Cancel', '< Back', and 'Finish'. The 'Finish' button is highlighted with a dashed border. A red arrow icon is visible in the top right corner of the main content area.

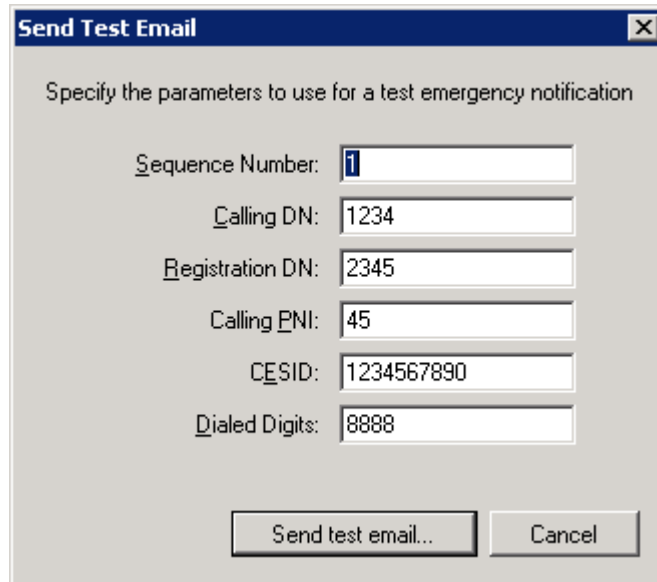
12. Perform Configuration progress:



13. Configuration Complete page, click Exit:



You can test sending emails pertaining to emergency situation by clicking the “Test emergency notifications...” button, which brings up the following dialog:



The image shows a Windows-style dialog box titled "Send Test Email" with a close button (X) in the top right corner. The dialog contains the instruction "Specify the parameters to use for a test emergency notification". Below this, there are seven input fields, each with a label and a value:

- Sequence Number: 1
- Calling DN: 1234
- Registration DN: 2345
- Calling PNI: 45
- CE SID: 1234567890
- Dialed Digits: 8888

At the bottom of the dialog, there are two buttons: "Send test email..." and "Cancel".

On this dialog you can specify various numbers to test. If you choose to send an email, the email will have "TEST" in the subject and a lot of "TEST"s in the first line of the email. Otherwise it looks just as it would if the number had been dialed. NOTE that this does not test that SNMP traps are being received properly from the Mitel 3300 ICP.

Testing the Installation

You can test the email sending portion of the application by using the “Test emergency notifications...” button on the last page of the Configuration Wizard (described above).

To test an actual call, dial the emergency number from a particular user’s phone and verify that the correct information is sent to the correct group. Please ensure that any response personnel who either answer the call or receive the email know that this is just a test.

Appendix – Open Source Software

The following open source software, or portions thereof, have been used in creating the SimplER software product.

1. 7-Zip, Copyright 1999-2007 Igor Pavlov, <http://www.7-zip.org/license.txt>

Appendix – For Your Information

SimplER and Microsoft Framework 2.0

In order to install the SimplER application, your PC will also need to have the Microsoft .NET Framework 2.0 installed.

- If the Microsoft .NET Framework 2.0 is not installed when you install the SimplER application, the install will download and install the Framework at that time.
- The Microsoft .NET Framework 2.0 must also be present if you uninstall the SimplER application.