

The logo for Instant Technologies, featuring a green speech bubble icon above the word "instant" in a blue, lowercase, sans-serif font.

instant

The logo for Chime, featuring a blue Wi-Fi symbol above the word "CHIME" in a bold, black, uppercase, sans-serif font, with the letters "I", "M", and "E" in blue.

CHIME

# OFFICE 365 REQUIREMENTS

Chime for Microsoft Lync

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ISV/Software Solutions

*Chime for Lync with Office 365 requires the service account to be logged into the server at all times for the queues to stay online and work as expected.*

*Please follow these recommended steps to have all of the Chime for Lync required services running under the service account.*

1. Verify that no other users are currently logged on to the Chime for Lync server. If other users are logged in, please log them out.
2. Log into the Chime for Lync server with the service account.
  - a. If Lync has never run on the server before, please do the following:
    - i. Start the Lync client
    - ii. Choose appropriate Lync settings for the client
    - iii. When prompted for sign-in address, exit Lync client (see figure 1)

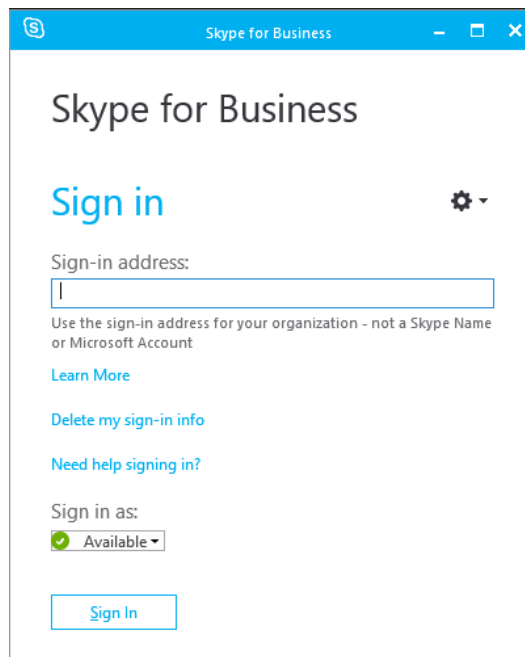


Figure 1

3. Open Control Panel > Administrative Tools > Services and select the Chime for Lync service.
4. If Chime for Lync is running, stop the service.
5. Run CheckChime.ps1 to verify that all related services have stopped (Lync, ChimeSH, and LyncOnlineQueue).
6. Start the Chime service.

7. Run CheckChime.ps1 to verify that all related services are running under the service account (Lync, ChimeSH, and LyncOnlineQueue). (See figures 2 & 3)

```
cmdlet CheckChime.ps1 at command pipeline position 1
Supply values for the following parameters:
computerName: vitqa2012r20365
DomainAndUserName: instant-tech.com\svc_chime

PSComputerName      ProcessName      Id Owner
-----
vitqa2012r20365    ChimeSH          4388 svc_Chime
vitqa2012r20365    lync              1420 svc_Chime
vitqa2012r20365    lync              2724 svc_Chime
vitqa2012r20365    lync              3600 svc_Chime
vitqa2012r20365    lync              3708 svc_Chime
vitqa2012r20365    lync              3896 svc_Chime
vitqa2012r20365    LyncOnlineQueue  3264 svc_Chime
vitqa2012r20365    LyncOnlineQueue  4164 svc_Chime
vitqa2012r20365    LyncOnlineQueue  4268 svc_Chime
vitqa2012r20365    LyncOnlineQueue  6068 svc_Chime
Press Enter to continue...:
```

Figure 2: All services running under service account – preferred setup

```
cmdlet CheckChime.ps1 at command pipeline position 1
Supply values for the following parameters:
computerName: vitqa2012r20365
DomainAndUserName: instant-tech.com\svc_chime

PSComputerName      ProcessName      Id Owner
-----
vitqa2012r20365    ChimeSH          1864 svc_Chime
vitqa2012r20365    lync              2076 Administrator
vitqa2012r20365    lync              2512 Administrator
vitqa2012r20365    lync              4260 Administrator
vitqa2012r20365    lync              4856 Administrator
vitqa2012r20365    lync              5040 Administrator
vitqa2012r20365    LyncOnlineQueue  3696 svc_Chime
vitqa2012r20365    LyncOnlineQueue  4008 svc_Chime
vitqa2012r20365    LyncOnlineQueue  4136 svc_Chime
vitqa2012r20365    LyncOnlineQueue  7048 svc_Chime
Press Enter to continue...: _
```

Figure 3: Services running under mixed accounts – not recommended

8. Lock the account that is logged into the Chime server
  - a. **An account must be logged on to the server for Chime with Office 365 to work properly.**