



Chime for Lync High Availability Setup

Spring 2017

Copyright and Disclaimer

This document, as well as the software described in it, is furnished under license of the Instant Technologies Software Evaluation Agreement and may be used or copied only in accordance with the terms of such license. The content of this document is furnished for informational use only, is subject to change without notice, and should not be construed as a commitment by Instant Technologies. Instant Technologies assumes no responsibility or liability for any errors or inaccuracies that may appear in this document. All information in this document is confidential and proprietary.

Except as permitted by the Software Evaluation Agreement, no part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, recording, or otherwise, without the prior written permission of Instant Technologies .

Copyright © 2005 - 2017 Instant Technologies, All rights reserved.

Trademarks

All other trademarks are the property of their respective owners.

Contact Information

See our website for Customer Support information.

<http://www.instant-tech.com/>



ISV/Software Solutions

CONTENTS

Summary of Changes: High Availability Installation	4
High Availability Requirements	6
Chime Requirements	6
Recommendations	6
Required accounts:.....	7
High Availability Setup	9
Primary Server.....	9
Chime Setup Wizard.....	9
Installation Type.....	10
Active Directory.....	12
Chime Database	13
Service Account.....	15
Active Directory Authentication Scheme.....	16
Web Client Configuration.....	16
Ready to Install	18
Chime Configuration Wizard.....	19
Configure Active Directory	20
On Premise.....	20
Configure SQL	21
Setup Web Client (Optional)	22
Pick Admin User	24
Setup SSL (Optional)	25
Startup Settings	26
Secondary Servers	28
Chime Setup Wizard.....	28
Installation Type.....	29
Active Directory.....	30

Chime Database	31
Service Account	33
Active Directory Authentication Scheme.....	34
Web Client Configuration	34
Ready to Install	36
Secondary Server Settings	37
High Availability Manual Fail-over Instructions	39

SUMMARY OF CHANGES: HIGH AVAILABILITY INSTALLATION

At a high-level, the High Availability setup involves installing Chime on two or more servers, pointed at the same application database. In Chime 2.5, each installation must be slightly modified to change the service from “Automatic” startup to “Manual”. The primary server will need to be started manually and, in case of fail-over, the secondary server will need to be started manually as well. To make the cold fail-over process as quick as possible, the files containing login information for service accounts, other required accounts, and any Virtual Agent files should always be kept up to date on both servers. Below is a high-level summary of changes that occur when installing Chime in High Availability mode. The rest of this document provides detailed information on each of these steps.

Install Chime on the Primary H.A. server

Install Chime on the primary server as normal. If a custom database name is used, make sure to record it because all of the H.A. installations must use the same database. After the installation and configuration wizards are complete:

1. Open Services
2. Select “Chime for Lync” service and open the properties
3. Change the Startup type from “Automatic(Delayed Start)” to “Manual”

Install Chime on Secondary H.A. server(s)

Install Chime on the secondary H.A. server(s) as normal. If a custom database name is used, make sure all secondary servers use the same custom database name. After the installation and configuration wizards are complete:

1. Open Services
2. Select “Chime for Lync” service and open the properties
3. Verify that the Chime for Lync service has stopped. If it isn't stopped, stop it
4. Change the Startup type from “Automatic(Delayed Start)” to “Manual”
5. Copy the following files from the primary server to the secondary servers:

- Settings.xml*
- Plugins directory*

***NOTE:** These items should be synced regularly. If any of the settings used in the original installations are changed, all of the High Availability Servers need to also have the Settings.xml and Plugins directory synced.

Examples of these changes:

- Changes related to the SQL Server, including the name of the database or db_reader/writer account
- AD Username/password is changed
- Azure Username/password is changed

- Service account is changed

High Availability Manual Fail-over Instructions

Go to the Primary server

Open Services

Verify that the Chime service has stopped

Go to the Secondary server

Start the Chime service

After the service has started, verify that Chime page and associate links and queue accounts are active

HIGH AVAILABILITY REQUIREMENTS

- Minimum 2 Windows Server 2008 R2, 2012, 2012 R2, 2016
 - UCMA 4.0 Runtime
- SQL Server access by all Chime Servers
- Active Directory access by all Chime Servers
- Lync\Skype for Business access by all Chime Servers
- Load Balancer\Web Proxy with routing to all Chime Servers
- All Chime links are using Load Balancer\Web Proxy address

CHIME REQUIREMENTS

- 64-bit Windows Server®: 2008 R2, 2012, 2012 R2
 - Server 2008 R2 requires Desktop Experience feature to be installed
 - Server 2012/2012 R2 requires Media Foundation feature to be installed
- Application cannot be installed on the same server hosting Lync®. Application will conflict with Lync® settings.
- Connection to Microsoft SQL Server®. The application supports full SQL Server® or SQL Express Edition®
 - Account with create access to SQL server (for building and updating the Chime database)
 - Account with read\write access to Chime database
 - The application supports both SQL and Windows server authentication options.
 - *Note:* For optimal performance, Chime and SQL Server should be in the same physical site.
- Read Access to Windows Active Directory

Chime 2.x (Self hosted) with Lync On-Premise support

- .Net Framework 4.5.1+
- UCMA 4.0
- SQL Server 2008 R2+ (SQL Express, Standard, Enterprise...)
- 1 Lync account for Web Client
- 1 Lync account per queue for dispatcher

Chime 2.x (Self hosted) with Office 365 support

- .Net Framework 4.5.1+
- UCMA 4.0
- SQL Server 2008 R2+ (SQL Express, Standard, Enterprise...)
- 1 Office 365 Lync account for Web Client*
- 1 Office 365 Lync account per queue for dispatcher*

**Lync Online Plan 2 and Microsoft Office 365 with Lync Plans are supported*

RECOMMENDATIONS

- SQL Server cluster accessible by all Chime Servers

REQUIRED ACCOUNTS:

The following accounts will be need for the installation and/or operation of Chime.

Active Directory Query Account

This account will be used by Chime to query Active Directory for users

AD Server Name: _____

AD Username: _____

Password: _____

Chime Database Admin Account

This account is used to create the Chime database during the installation. This account needs SQL authentication with the ability to create the database.

This account information is not stored, and is only utilized during creation or updating.

SQL Server Name: _____

Username: _____

Password: _____

Chime Database Service Account

This account will be used by Chime to read and write information to the Chime database.

Username: _____

Password: _____

Account must have db_datareader & db_datawriter rights to Chime database

Chime Service Account

This account will be used as the login for the Windows Service. If using Windows Authentication on the SQL connection, this must be the same account. This account must be granted the Local Security Setting of "Logon as a service".

This account must be a member of the Chime server's local Administrator group or a member of the Domain Admins group of the domain to which the Chime server is joined. This is required for the OWIN web server components which power the Chime web interface to operate.

Username: _____

Password: _____

Web Seeker account - *This account will be used by Chime to connect request from the web chat to Lync experts. This account needs to be Lync enabled and not used anywhere else.*

AD Username: _____

Password: _____

Dispatcher accounts - *This account will be used by Chime to connect request from a guest to Lync experts. This account needs to be Lync enabled. Each queue will need a separate dispatcher.*

HIGH AVAILABILITY SETUP

PRIMARY SERVER

This section of the document is used for installing the Chime for Lync application on the primary High Availability server.

CHIME SETUP WIZARD

Once the required accounts have been provisioned for Chime, you are ready to begin the installation of the Chime application.

1. Run **ChimeSHInstaller.exe**. You will be prompted with the Chime for Lync Setup wizard.



Figure 1: Chime for Lync Setup Wizard

2. Click **Next** to proceed through the Setup wizard.

During the setup, you will need to enter the credentials for the following required accounts:

- Active Directory Query Account
- Chime Database Account
- Chime for Lync Service Account
- Web Client Dispatcher Account

NOTE: The accounts and credentials associated with the items listed above will be used on all of the High Availability servers you will set up, so it is required that you have access to this information.

INSTALLATION TYPE

Chime has two installation options, Default and Custom. When installing using the default setting, Chime uses a default installation path and a default SQL Database name.

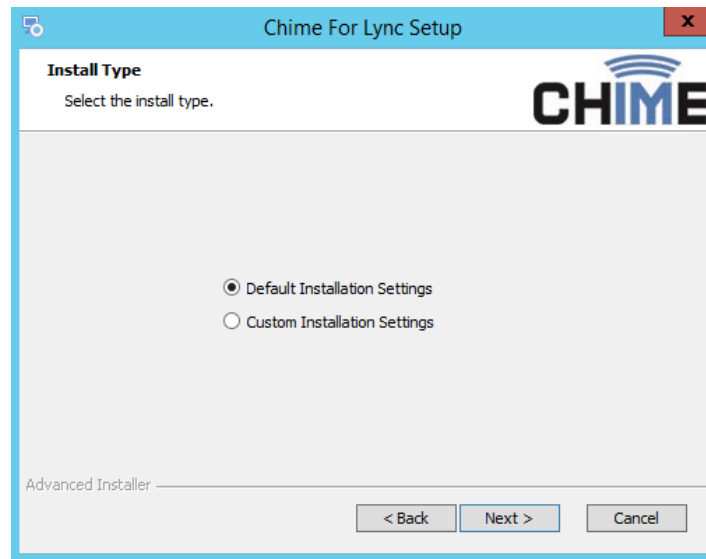


Figure 2: Default Install Type

When installing using the Custom Installation Settings, you will be able to select a specific installation path for Chime as well as more specific control over the name of the SQL Database used with Chime. For a High Availability installation, it is recommended that you use Custom Settings so that you are able to name the SQL Database you will be using.

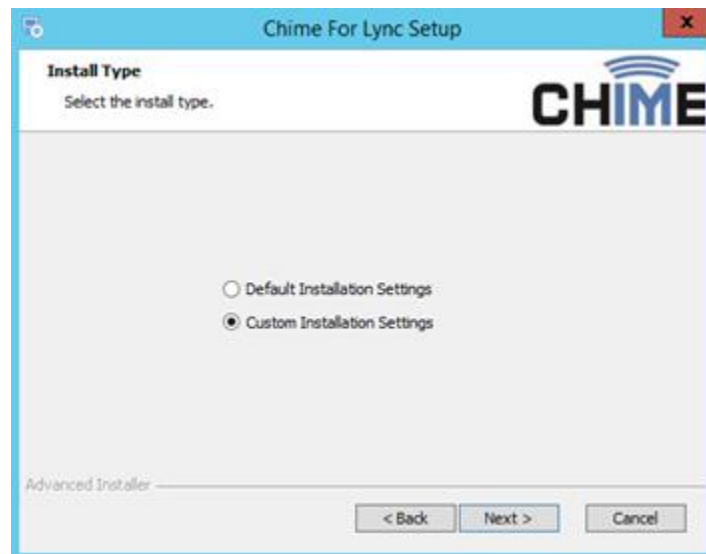


Figure 3: Custom Install Type

To select an installation folder, simply click the Browse... button and navigate to the folder location you wish to install Chime. Once you have selected the desired folder location, click **Next**.

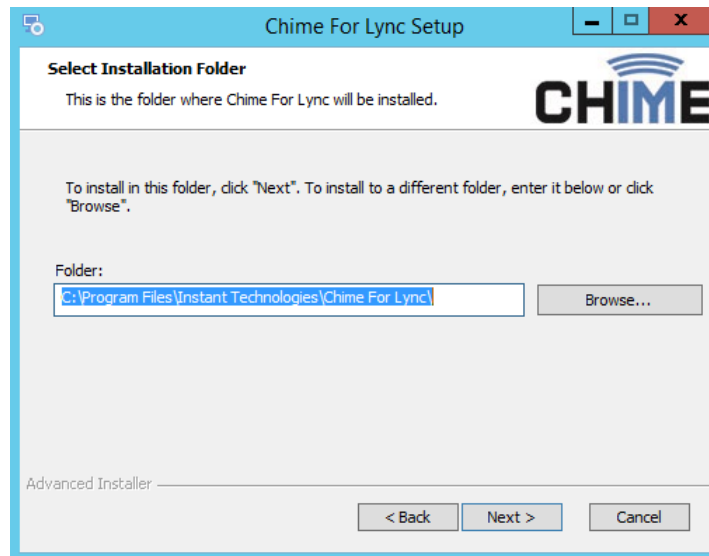
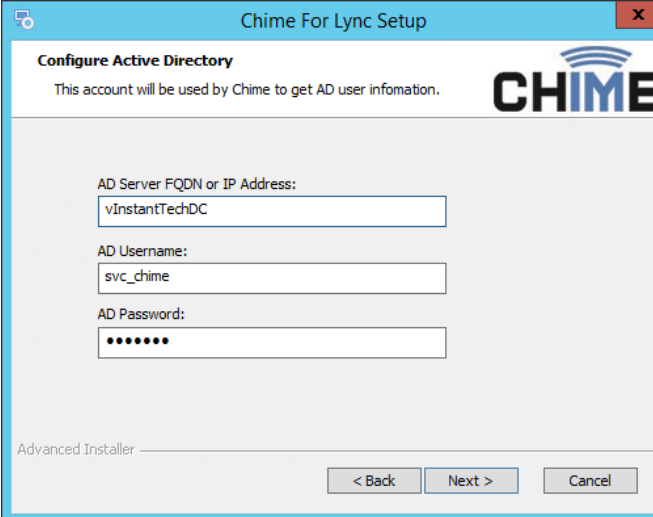


Figure 4: Custom Installation Setup

ACTIVE DIRECTORY

The first required account is Active Directory. You will need the Active Directory account information to fill out this section.



Chime For Lync Setup

Configure Active Directory

This account will be used by Chime to get AD user information.

CHIME

AD Server FQDN or IP Address:
vInstantTechDC

AD Username:
svc_chime

AD Password:
•••••

Advanced Installer

< Back Next > Cancel

Figure 5: Active Directory Configuration

1. Enter the Active Directory Fully Qualified Domain Name, or IP Address of the server hosting Active Directory.
2. Enter the username that Chime can use to query Active Directory.
3. Enter the password for the username provided. The password will be encrypted. Chime requires read access of your Active Directory.
4. Click **Next** once you have entered the Active Directory account information.

CHIME DATABASE

Chime requires an account with administrative rights to the SQL database. In this section of the Setup wizard, the Chime database will be created. Chime requires read/write access to its own database.

CREATE/UPDATE THE DATABASE

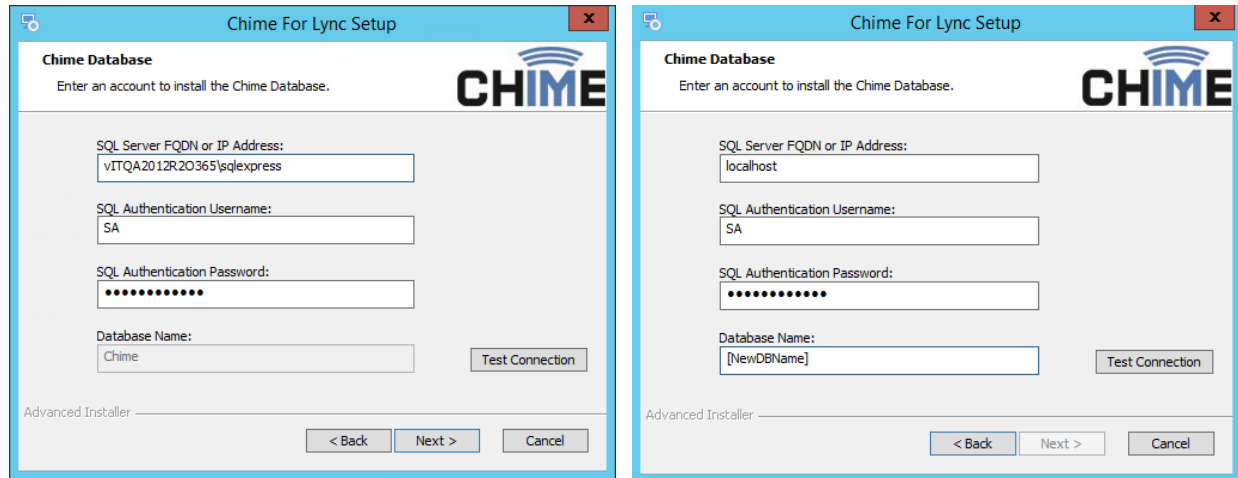


Figure 6: Chime Database Setup

1. Enter the Fully Qualified Domain Name or IP address of the SQL Server where the Chime database will be installed.
2. Provide the username of the account that will be used to create the Chime database. This account needs *sys_admin* rights for the SQL Server.
3. Enter the password for the SQL account.

If you chose the Custom Install option, you are able to change the name of the Database Name.

4. Make sure you record the name of the Database name because you will need to use the same SQL database in all of the High Availability installations.
5. Click on **Test Connection** once the require account information has been entered.
6. Click **Next** to proceed.

CONFIGURE DATABASE SERVICE ACCOUNT

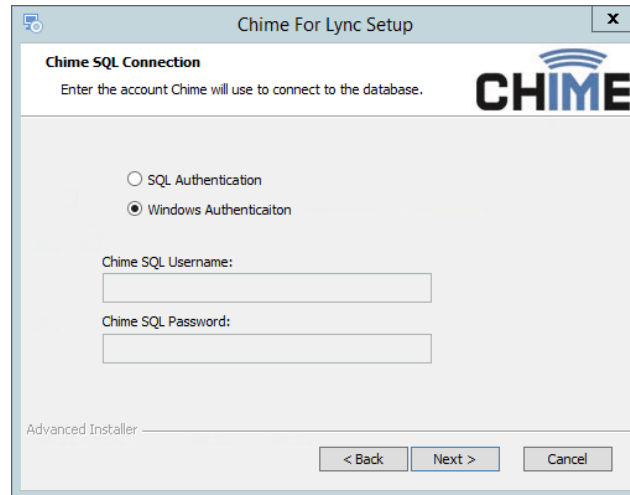


Figure 7: Configure Database Service Account

1. Choose the authentication scheme Chime will use to connect to the database.

If using SQL Authentication:

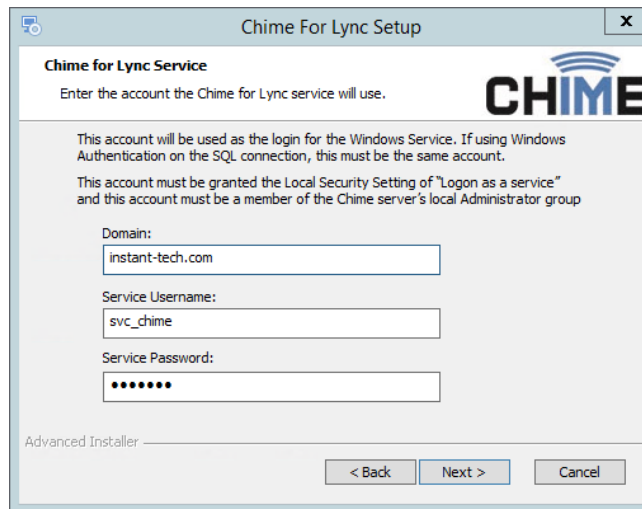
- a. Enter the username for the service account Chime will use to access the database.
- b. Enter the password for the service account.

If using Window Authentication, the service account provided in the next screen will be used to connect to the database.

2. Click **Next** to proceed.

SERVICE ACCOUNT

The Chime for Lync Service account is the account that will be used to run the Chime Self-Hosted application.



The image shows a Windows installer window titled "Chime For Lync Setup". The main heading is "Chime for Lync Service". Below it, it says "Enter the account the Chime for Lync service will use." and the CHIME logo is on the right. A note states: "This account will be used as the login for the Windows Service. If using Windows Authentication on the SQL connection, this must be the same account. This account must be granted the Local Security Setting of 'Logon as a service' and this account must be a member of the Chime server's local Administrator group". There are three input fields: "Domain:" with "instant-tech.com", "Service Username:" with "svc_chime", and "Service Password:" with masked characters. At the bottom, it says "Advanced Installer" and has "< Back", "Next >", and "Cancel" buttons.

Figure 8: Chime Service Account

1. Enter the name of the domain that the Chime service account belongs to.
2. Provide the username of the account that will be used to run Chime.
3. Enter the password for the provided username.
4. Click **Next** to proceed through the installation.

ACTIVE DIRECTORY AUTHENTICATION SCHEME

Beginning with Chime 2.4, we support using Azure AD for Chime deployments against Office 365. For more information on how to obtain the information required for this setup, see the document titled *Configuring Azure AD access for Chime for Lync*.

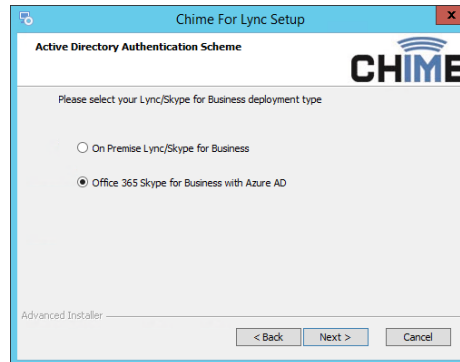


Figure 9: Choose deployment type

For On Premise deployments, choose the corresponding option, and complete the following steps:

For Office 365 deployments, choose the corresponding option and proceed to the section entitled *Azure AD Integration*.

WEB CLIENT CONFIGURATION

ON-PREMISE WEB CLIENT CONFIGURATION

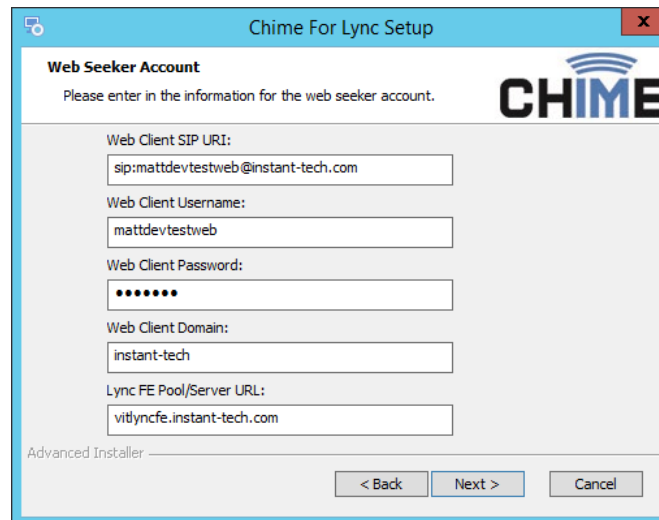


Figure 10: Web Client configuration screen

1. Enter the information requested in the appropriate fields.
2. Click **Next** to continue.

AZURE AD INTEGRATION

PREREQUISITES:

- A.) Application configured for Azure Active Directory access configured in previous steps
- B.) Recorded Azure AD Tenant ID, Application Client ID, and Application API key from previous steps.

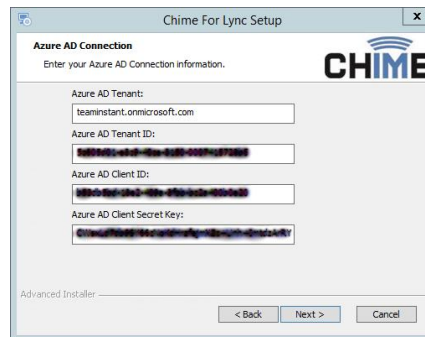


Figure 11: Provide Azure AD information

1. Enter the name of your Office 365 tenant in the input labeled **Azure AD Tenant**. This is usually the domain associated with your Office 365 email address, e.g. example.com.
2. Enter the **Azure AD Tenant ID** obtained the corresponding input.
3. Enter the **Azure AD Application ID** obtained in the corresponding input.
4. Enter the Azure AD Application API key in the input labeled **Azure AD Client Secret Key**.
- 3.

OFFICE 365 WEB CLIENT CONFIGURATION

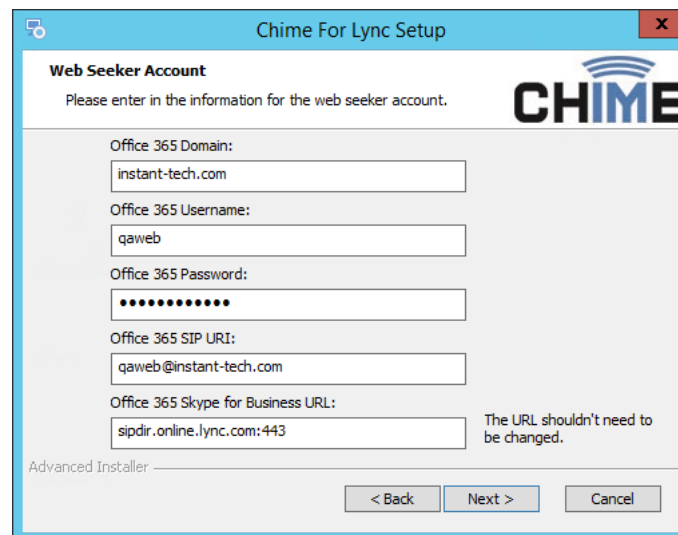


Figure 12: Web Client configuration screen

1. Enter the information requested in the appropriate fields.
2. Click **Next** to continue.

READY TO INSTALL

Press the **Install** button to begin installing Chime.

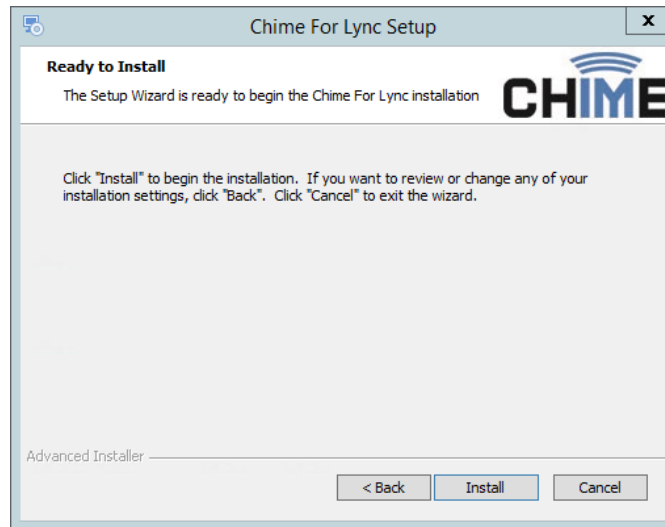


Figure 13: Install Chime

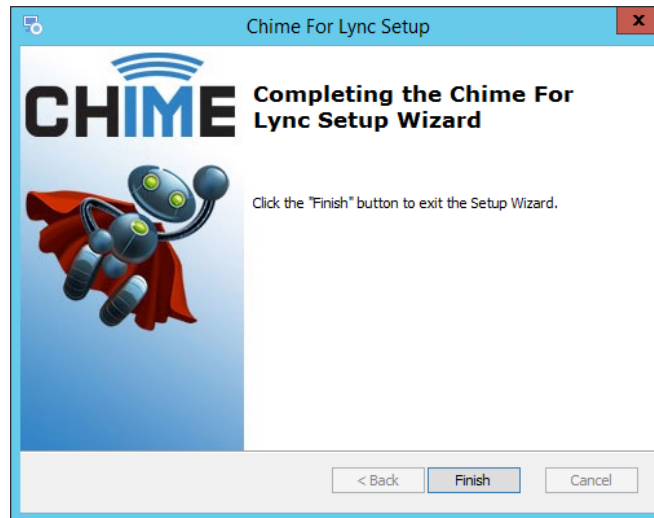


Figure 14: Install Complete

Click **Finish** to close the setup wizard and launch the configuration wizard.

CHIME CONFIGURATION WIZARD

Once all the required account information has been filled out in the Chime Setup wizard, you will be prompted with the next part of the installation, the Configuration Wizard. In this section you will do the following:

- Verify Active Directory account information
- Verify and test connection to the SQL Database
- Setup the Chime Web Client
- Pick the first administrative user for the Chime application
- Configure SSL Certificates (optional)

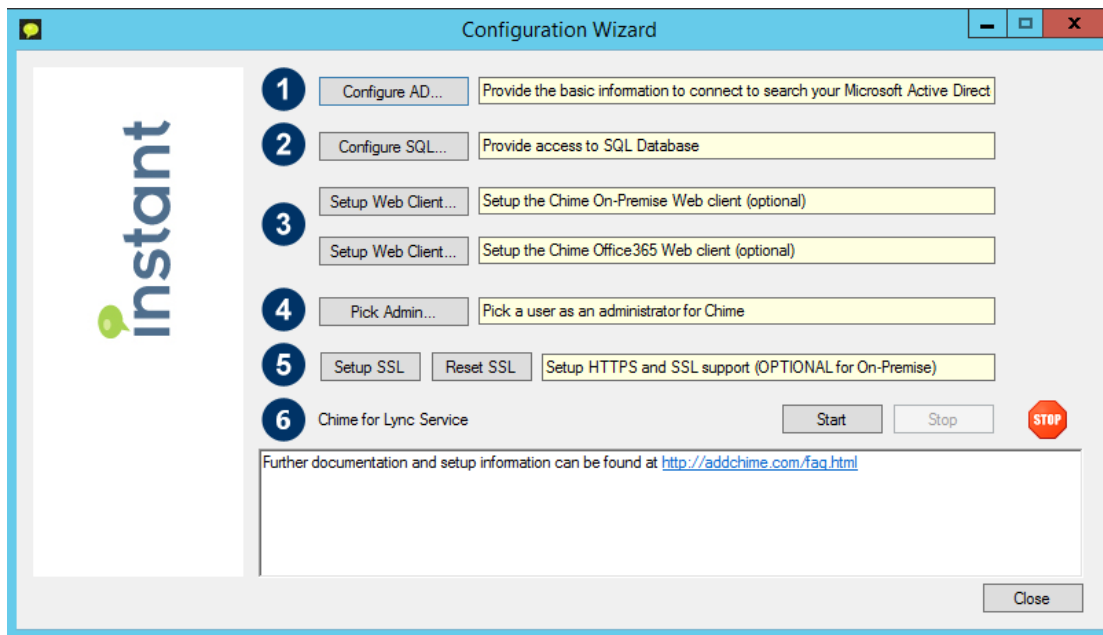


Figure 15: Configuration Wizard

CONFIGURE ACTIVE DIRECTORY

In the first step of the configuration wizard, you will need to verify your active directory credentials.

ON PREMISE

1. Click **Configure AD**.
2. Enter the Active Directory FQDN, username, and password (if not provided during the previous installation process).
3. Click **Validate**.

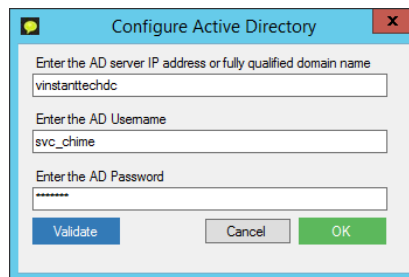


Figure 16: Active Directory

4. Click **OK** on the alert once you have been notified that we've successfully connected to Active Directory.
5. Click **OK** to proceed to the next step.

OFFICE 365

Verify that the information in these fields matches what was provided during the installation phase. You can test to be sure that we can connect using the information provided using this tool.

1. Enter your **Azure AD Tenant**.
2. Enter your **Azure AD Tenant ID**.
3. Enter your **Azure AD Client ID**.
4. Enter your **Azure AD Client Secret Key** (API key).
5. Click **Test...** to verify that we can connect using the provided information
6. Click **Save** to save the information and close the window.

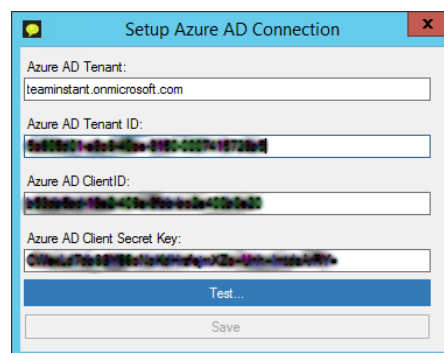


Figure 17: Azure AD Connection info

CONFIGURE SQL

In this section you will need to enter the required account information for the Chime SQL account. This account needs read and write access to the Chime database.

1. Click **Configure SQL** in the configuration wizard.
2. Enter the name of the SQL instance that Chime will be hosted on.

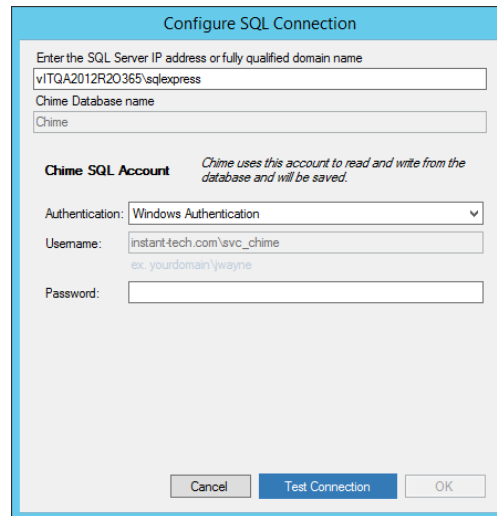


Figure 18: SQL Connection

3. Select the appropriate authentication method for the Chime SQL account.
4. Enter the username and password for the Chime SQL account.
5. Click on **Test Connection** to test the connection to the database.

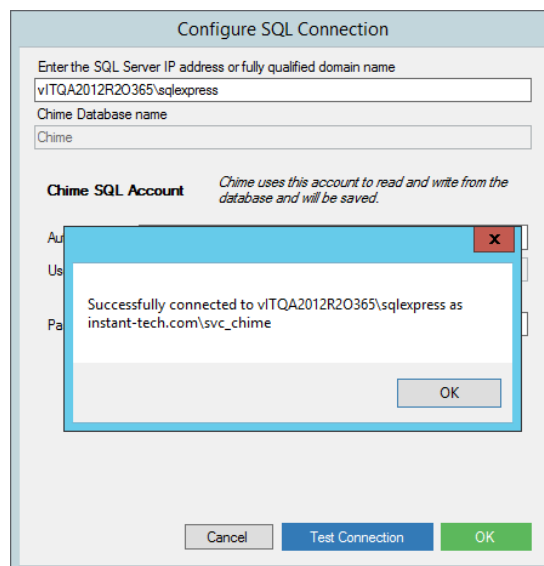


Figure 19: Test SQL Connection

6. Click **OK** once you have successfully connected to the database.
7. Click the green **OK** button in the Configure SQL Connection window to proceed to the next step.

SETUP WEB CLIENT (OPTIONAL)

There are two options in the configuration wizard for setting up the Web Client:

1. Setup the Chime on premise web client – uses your on premise Lync Server
2. Setup the Chime Office 365 web client – uses an Office 365 Lync-enabled account

SETUP ON PREMISE WEB CLIENT

Follow these instructions to setup the Web Client with an on premise Lync Server.

1. Click **Setup Web Client...** in the configuration wizard.
2. Enter a SAM account name to search for, and click **Search for Lync Account**. The wizard will query Active Directory for a Lync-enabled account matching the provided name.
3. Select the desired account, and the wizard should pre-populate whatever fields it can obtain from Active Directory.
4. Provide information for any missing fields.
5. Click **Verify**, and the wizard will attempt to log in using the credentials provided.
6. Click **OK** once the information has been verified to save the values and close the window.

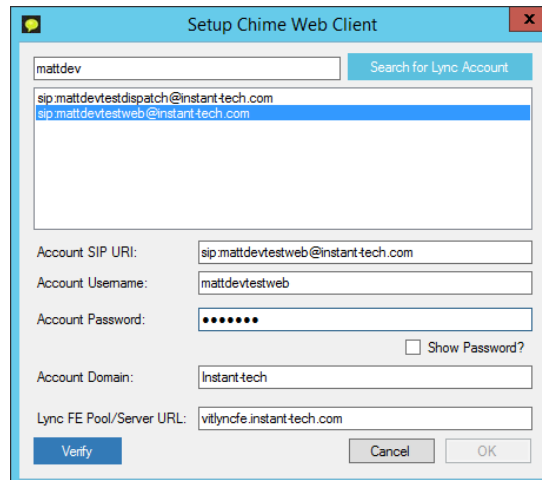


Figure 20: Web Client configuration

SETUP OFFICE 365 WEB CLIENT

Follow these instructions to setup the Web Client with an Office 365 account.

1. Click **Setup Web Client...** in the configuration wizard.
2. Provide the required information for the web client dispatcher account.
3. Click **Test**, and the wizard will attempt to log in using the credentials provided.
4. Click **OK** once the information has been verified to save the values and close the window.

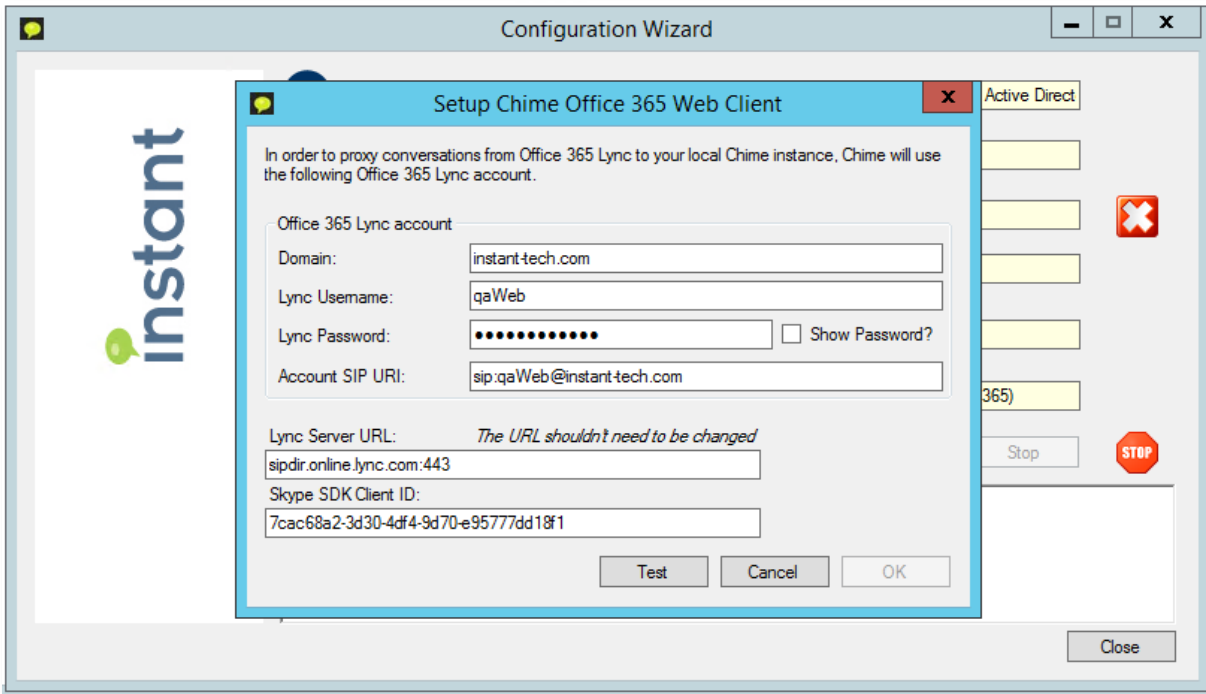


Figure 21: Web Client Configuration

Account SIP URI: The SIP URI for a Lync-enabled Office 365 account. The Chime Web Client will log in as this account.

Account Domain: The name of the domain that the chosen Office 365 account belongs to.

Account Username: The full username of the chosen Office 365 account.

Account Password: The password for the username provided.

Lync Server URL: Provide the Lync Server URL. For Office 365 this should be:
sipdir.online.lync.com:443

Skype SDK Client ID: The Azure AD Application Client ID for the Native Application used to connect to Skype for Business over UCWA.

PICK ADMIN USER

Chime will need a Lync-enabled account to be configured as the first Admin user of Chime. That person will be able to add other people once they log in.

1. Click on **Pick Admin** from the Configuration Wizard.
2. Enter the partial or full username of the person who will be the first admin. Click Search to find the user.

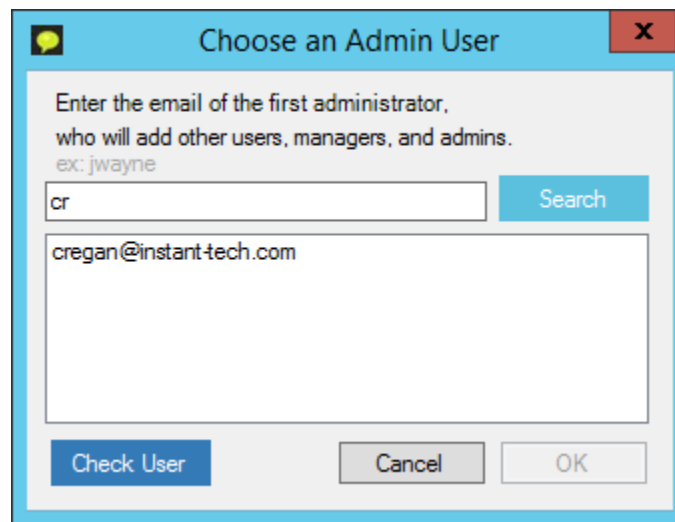


Figure 22: Pick Admin User

3. Select the correct user from the list, and click Check User.

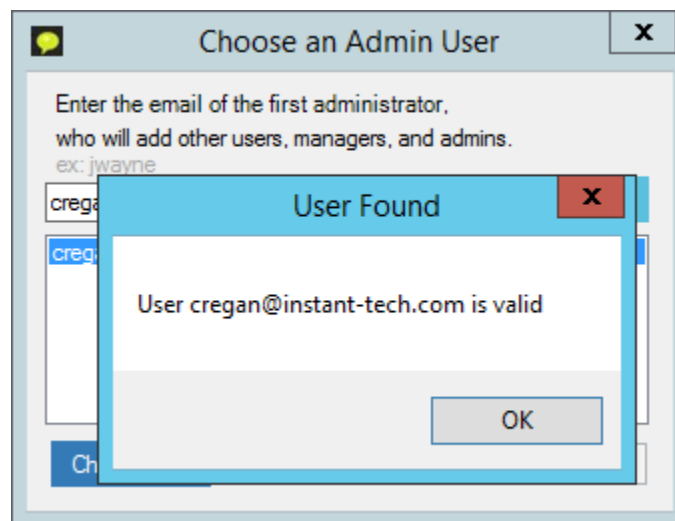


Figure 23: Check User

4. Once you've verified that the user picked is valid, click OK. Then, click OK in the Choose Admin user window to proceed to the next step of the Configuration Wizard.

SETUP SSL (OPTIONAL)

The configuration wizard provides a tool to register an SSL certificate with the Chime application. As a prerequisite, you will need to have a valid SSL certificate installed on the server. Once the certificate has been installed on the server, you can follow these steps.

1. Click **Setup SSL**.
2. Click through the prompts to register listeners for ports 80 and 443 (or click OK if already reserved).

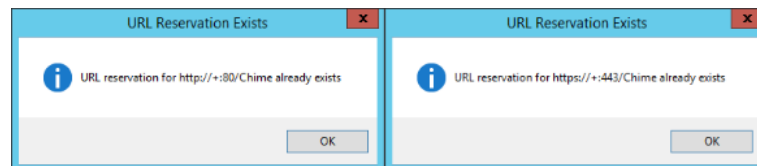


Figure 24: URL Reservations

3. Select the desired SSL Certificate from the list provided. Click on the desired certificate and click **OK** to try and use that certificate. If you don't see the certificate desired, click **Cancel**, and another list will be displayed.

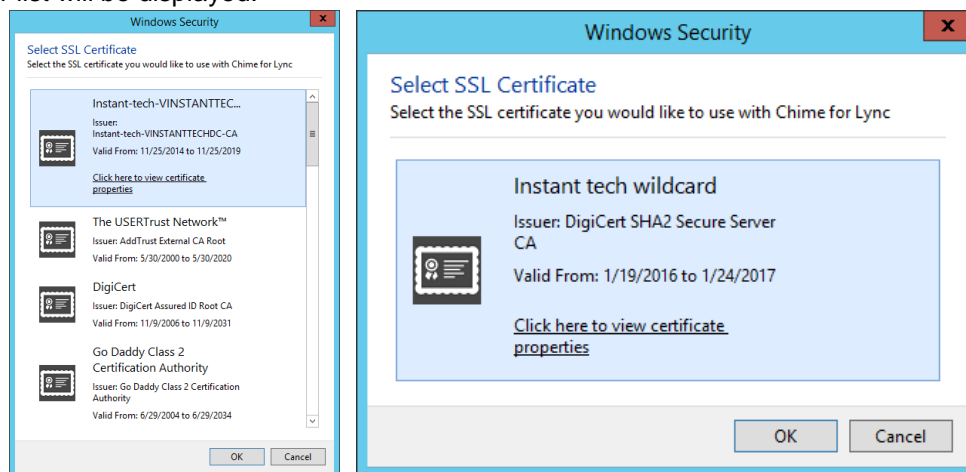


Figure 25: Selecting SSL Certificates

4. Click to **OK** to execute the command to register the SSL Certificate.

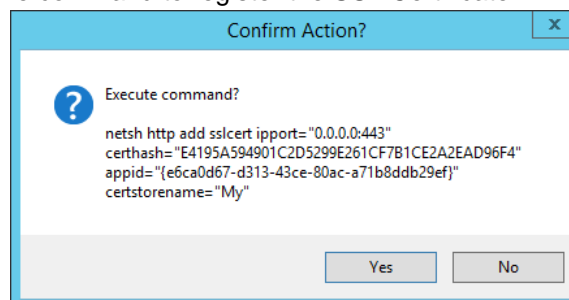


Figure 26: Executing SSL Command

STARTUP SETTINGS

1. Open Services

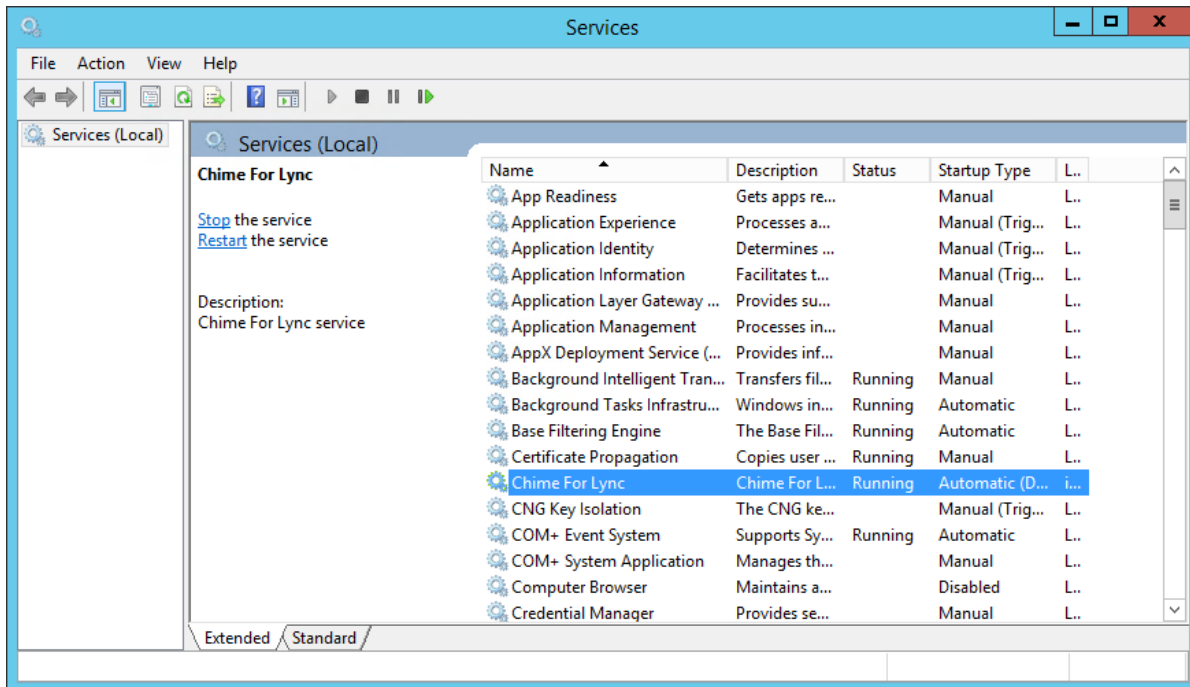


Figure 27: Services Window

2. Select "Chime for Lync" service and open the properties

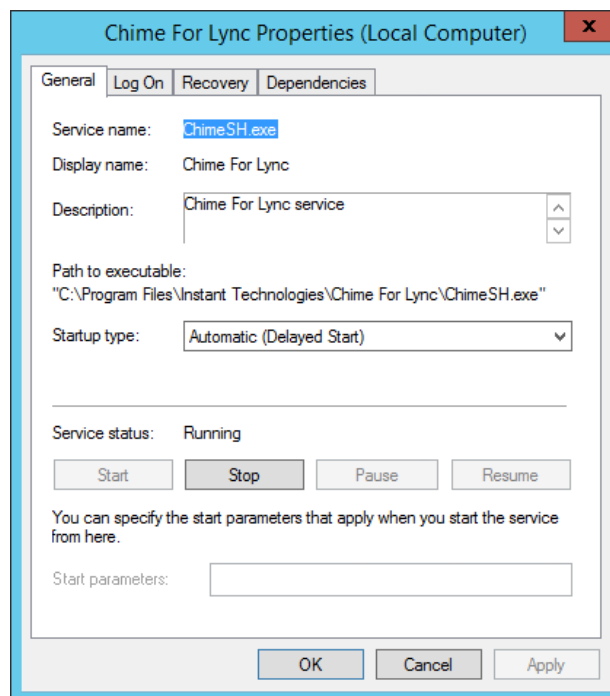


Figure 28: Chime For Lync Properties

3. Change the Startup type from “Automatic(Delayed Start)” to “Manual”

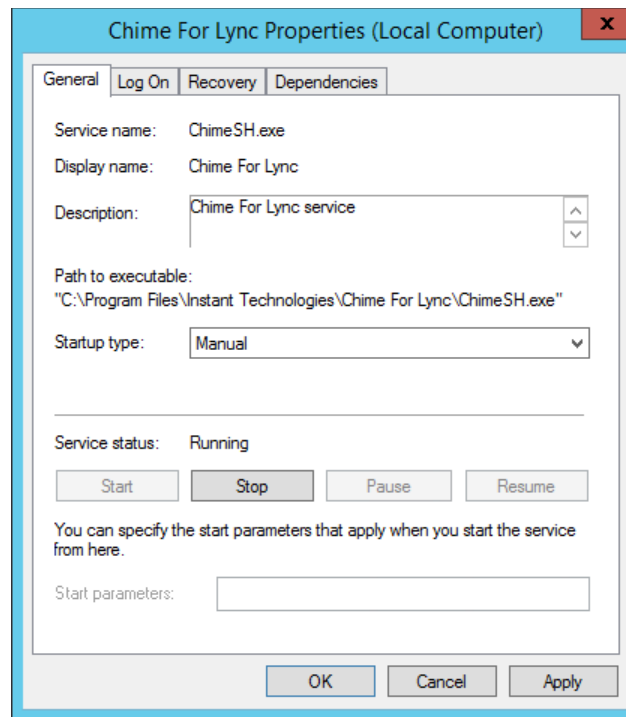


Figure 29: Manual Start

NOTE: If any of the settings used in the original installations are changed, all of the secondary servers need to also have these changes made to them. Examples of these changes:

- SQL Server used is changed
- AD Username/password is changed
- Azure Username/password is changed
- Service account is changed

SECONDARY SERVERS

This section of the document is used for installing the Chime for Lync application on the remaining non-primary High Availability servers.

CHIME SETUP WIZARD

1. Run **ChimeSHInstaller.exe**. You will be prompted with the Chime for Lync Setup wizard.



Figure 30: Chime for Lync Setup Wizard

2. Click **Next** to proceed through the Setup wizard.

During the setup, you will need to enter the credentials for the following required accounts:

- Active Directory Query Account
- Chime Database Account
- Chime for Lync Service Account
- Web Client Dispatcher Account

NOTE: The accounts and credentials associated with the items listed above will be used on all of the High Availability servers you will set up, so it is required that you have access to this information.

INSTALLATION TYPE

Chime has two installation options, Default and Custom. For this install you will need to choose the same install setting that you used on the primary High Availability server.

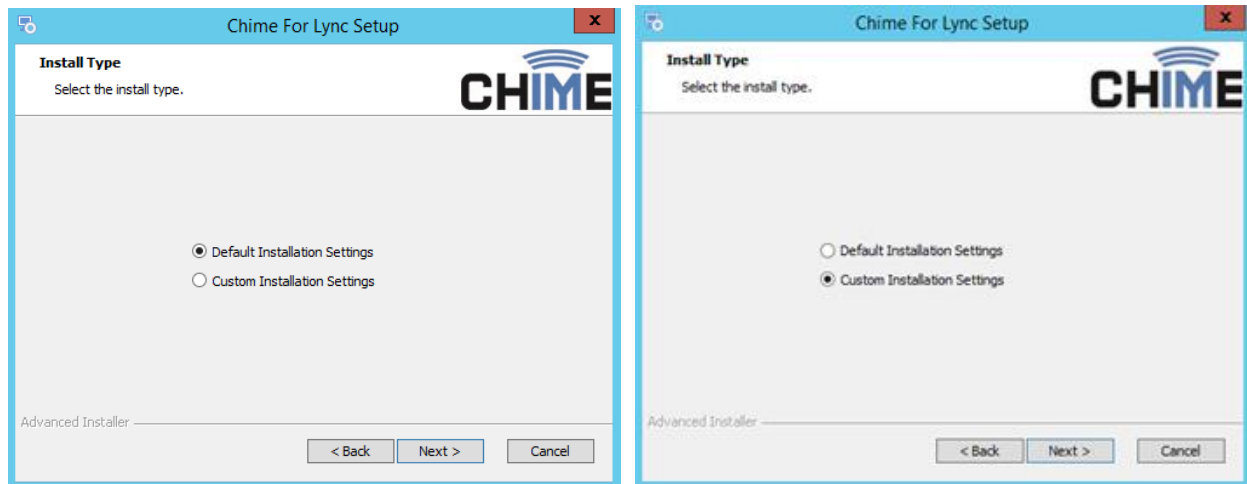


Figure 31: Default and Custom Install Types

To select an installation folder, simply click the Browse... button and navigate to the folder location you wish to install Chime. Once you have selected the desired folder location, click **Next**.

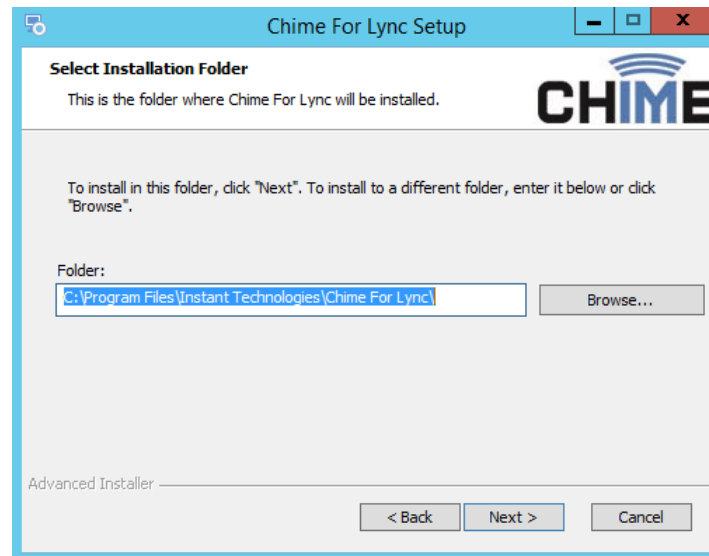


Figure 32: Custom Installation Setup

ACTIVE DIRECTORY

The first required account is Active Directory. You will need the information for the Active Directory account you used on the primary High Availability server to fill out this section.

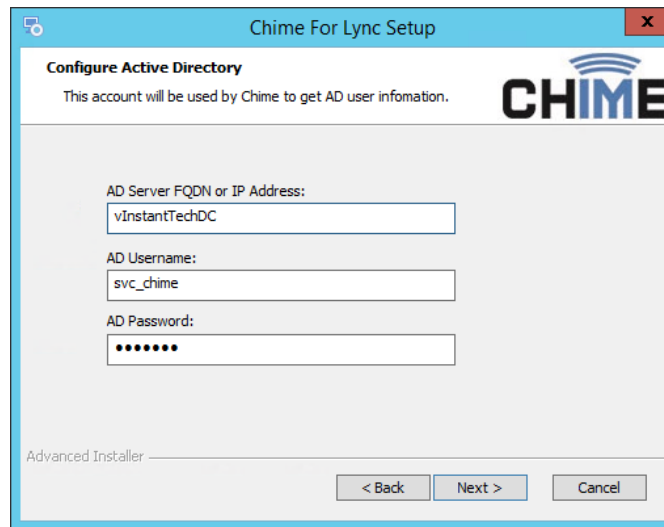
The screenshot shows a Windows-style window titled "Chime For Lync Setup". Inside, the "Configure Active Directory" section is active. It includes a sub-header "Configure Active Directory" and a note: "This account will be used by Chime to get AD user information." The CHIME logo is in the top right. Below, there are three input fields: "AD Server FQDN or IP Address:" with the value "vInstantTechDC", "AD Username:" with the value "svc_chime", and "AD Password:" with masked characters "•••••". At the bottom left, it says "Advanced Installer". At the bottom right, there are three buttons: "< Back", "Next >", and "Cancel".

Figure 33: Active Directory Configuration

1. Enter the Active Directory Fully Qualified Domain Name, or IP Address of the server hosting Active Directory.
2. Enter the username that Chime can use to query Active Directory.
3. Enter the password for the username provided. The password will be encrypted. Chime requires read access of your Active Directory.
4. Click **Next** once you have entered the Active Directory account information.

CHIME DATABASE

Chime requires an account with administrative rights to the SQL database. In this section of the Setup wizard, you will need to enter in the information for the SQL Database you set up for the primary High Availability server.

CREATE/UPDATE THE DATABASE

The figure displays two side-by-side screenshots of the 'Chime For Lync Setup' wizard, specifically the 'Chime Database' configuration screen. Both windows have a title bar that says 'Chime For Lync Setup' and a close button. The main heading is 'Chime Database' with the instruction 'Enter an account to install the Chime Database.' and the CHIME logo. The left window shows the 'Create' path where the 'SQL Server FQDN or IP Address' is 'vTTQA2012R20365\sqlexpress', 'SQL Authentication Username' is 'SA', 'SQL Authentication Password' is masked with dots, and 'Database Name' is 'Chime'. The right window shows the 'Update' path where the 'SQL Server FQDN or IP Address' is 'localhost', 'SQL Authentication Username' is 'SA', 'SQL Authentication Password' is masked with dots, and 'Database Name' is '[NewDBName]'. Both windows feature a 'Test Connection' button and navigation buttons ('< Back', 'Next >', 'Cancel') at the bottom.

Figure 34: Chime Database Setup

1. Enter the Fully Qualified Domain Name or IP address of the SQL Server where the Chime database is located.
2. Provide the username of the account for the Chime database.
3. Enter the password for the SQL account.
4. Click on **Test Connection** once the require account information has been entered.
5. Click **Next** to proceed.

CONFIGURE DATABASE SERVICE ACCOUNT

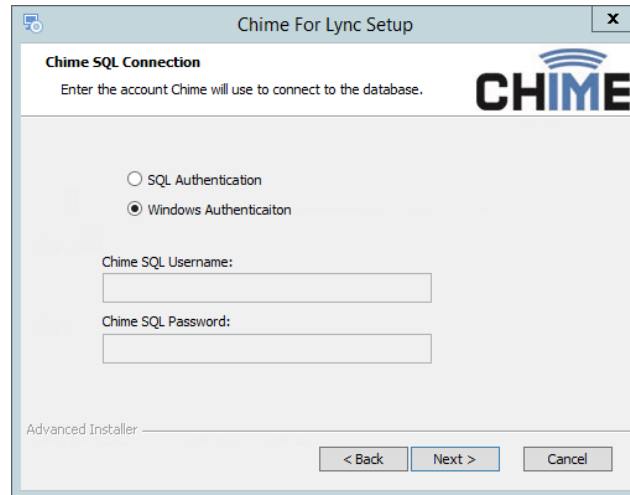


Figure 35: Configure Database Service Account

1. Choose the authentication scheme used in the primary High Availability Chime server to connect to the database.

If using SQL Authentication:

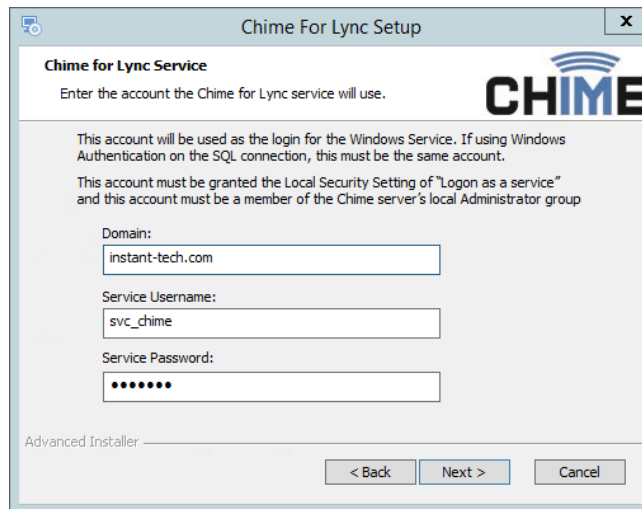
- a. Enter the username for the service account Chime will use to access the database.
- b. Enter the password for the service account.

If using Window Authentication, the service account provided in the next screen will be used to connect to the database.

2. Click **Next** to proceed.

SERVICE ACCOUNT

The Chime for Lync Service account is the account that will be used to run the Chime Self-Hosted application.



The image shows a Windows installer window titled "Chime For Lync Setup". The main heading is "Chime for Lync Service". Below it, it says "Enter the account the Chime for Lync service will use." and the CHIME logo is on the right. A note states: "This account will be used as the login for the Windows Service. If using Windows Authentication on the SQL connection, this must be the same account. This account must be granted the Local Security Setting of 'Logon as a service' and this account must be a member of the Chime server's local Administrator group". There are three input fields: "Domain:" with the text "instant-tech.com", "Service Username:" with the text "svc_chime", and "Service Password:" with masked characters. At the bottom, it says "Advanced Installer" and has three buttons: "< Back", "Next >", and "Cancel".

Figure 36: Chime Service Account

1. Enter the name of the domain that the Chime service account belongs to.
2. Provide the username of the account that will be used to run Chime.
3. Enter the password for the provided username.
4. Click **Next** to proceed through the installation.

ACTIVE DIRECTORY AUTHENTICATION SCHEME

Beginning with Chime 2.4, we support using Azure AD for Chime deployments against Office 365. For more information on how to obtain the information required for this setup, see the document titled *Configuring Azure AD access for Chime for Lync*.

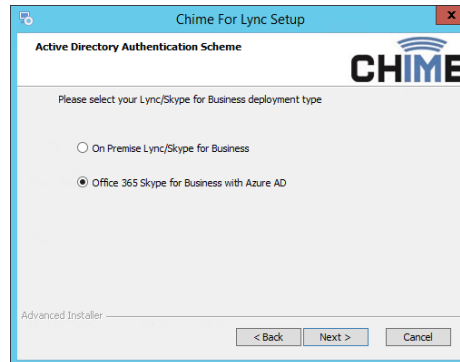


Figure 37: Choose deployment type

For On Premise deployments, choose the corresponding option, and complete the following steps:

For Office 365 deployments, choose the corresponding option and proceed to the section entitled *Azure AD Integration*.

WEB CLIENT CONFIGURATION

ON-PREMISE WEB CLIENT CONFIGURATION



Figure 38: Web Client configuration screen

1. Enter the information requested in the appropriate fields.
2. Click **Next** to continue.

AZURE AD INTEGRATION

PREREQUISITES:

- A.) Application configured for Azure Active Directory access configured in previous steps
- B.) Recorded Azure AD Tenant ID, Application Client ID, and Application API key from previous steps.

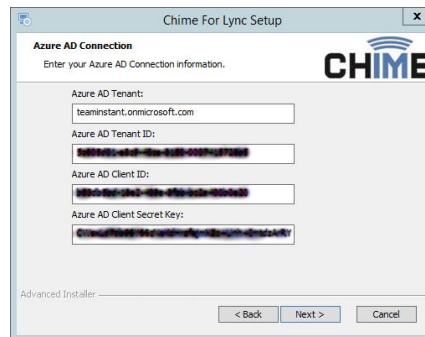


Figure 39: Provide Azure AD information

1. Enter the name of your Office 365 tenant in the input labeled **Azure AD Tenant**. This is usually the domain associated with your Office 365 email address, e.g. example.com.
2. Enter the **Azure AD Tenant ID** obtained the corresponding input.
3. Enter the **Azure AD Application ID** obtained in the corresponding input.
4. Enter the Azure AD Application API key in the input labeled **Azure AD Client Secret Key**.

OFFICE 365 WEB CLIENT CONFIGURATION

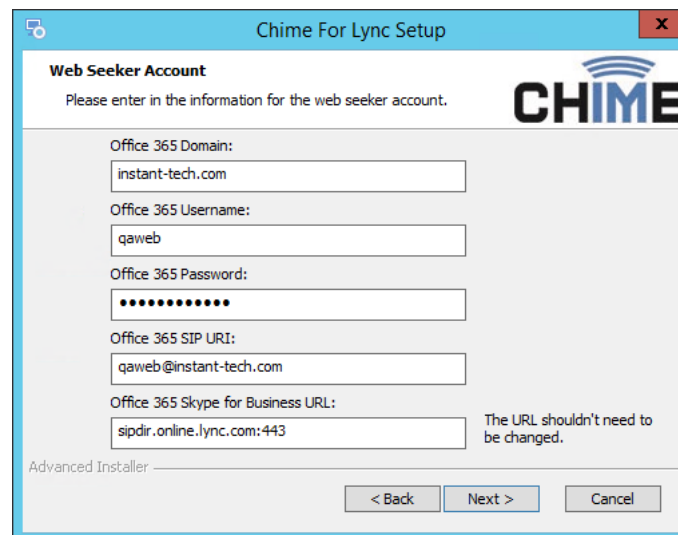


Figure 40: Web Client configuration screen

1. Enter the information requested in the appropriate fields.
2. Click **Next** to continue.

READY TO INSTALL

Press the **Install** button to begin installing Chime.

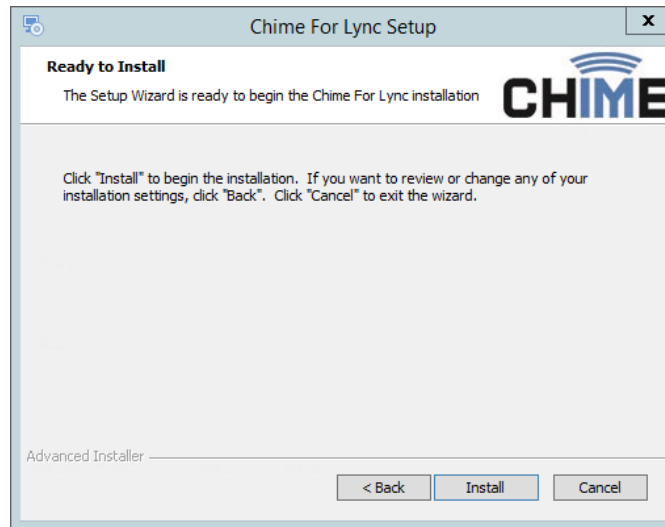


Figure 41: Install Chime

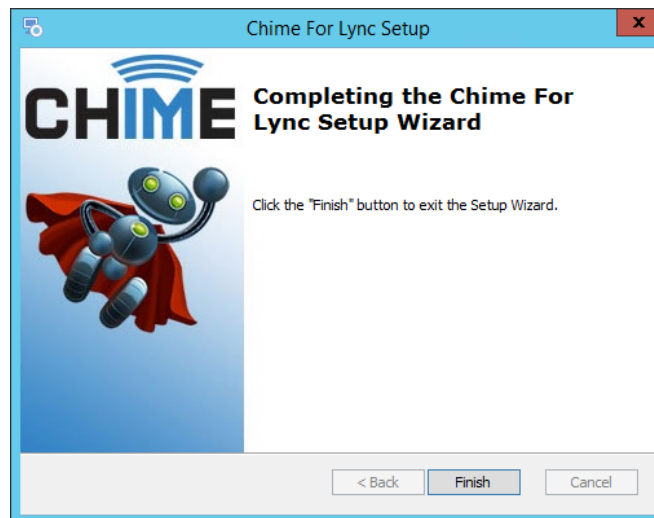


Figure 42: Install Complete

Click **Finish** to close the setup wizard and launch the configuration wizard.

SECONDARY SERVER SETTINGS

Close the Configuration Wizard

Open Services

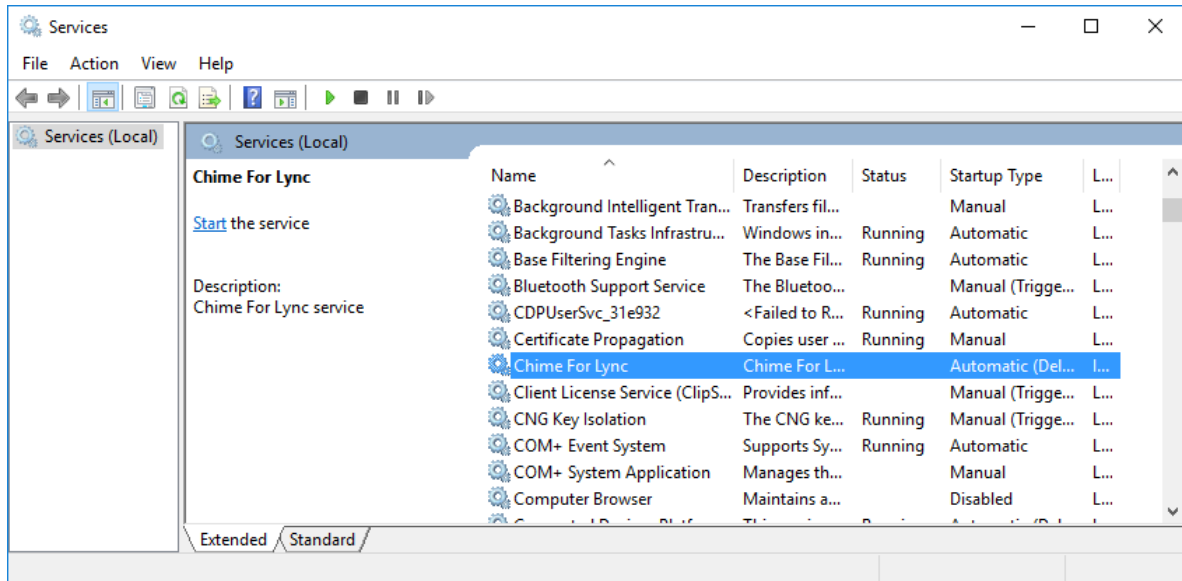


Figure 43: Services

Select "Chime for Lync" service and open the properties

Verify that the Chime for Lync service has stopped

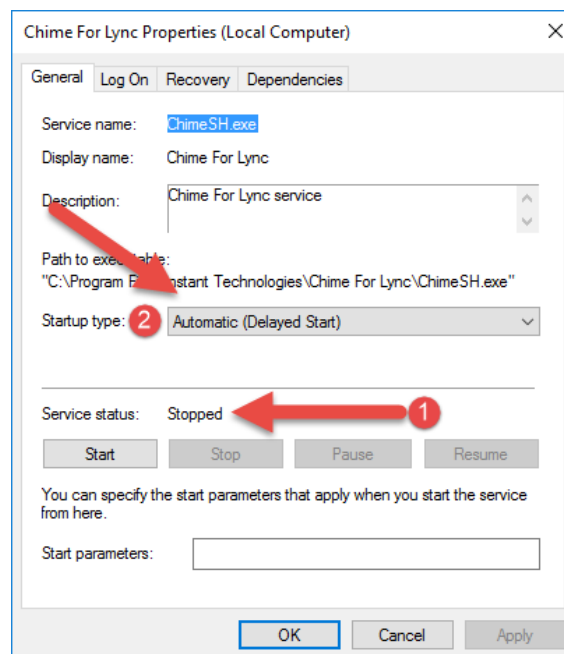


Figure 44: Chime Properties

Change the Startup type from “Automatic(Delayed Start)” to “Manual”

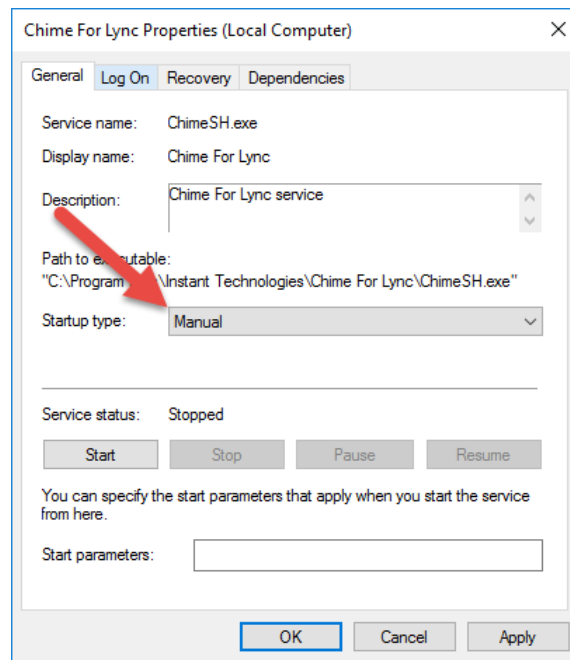


Figure 45: Chime Startup

Copy the following files from the primary server to the secondary servers:

Note: The default installation path is C:\Program Files\Instant Technologies\Chime For Lync\

1. Settings.xml
2. Plugins directory

These items should be synced regularly.

HIGH AVAILABILITY MANUAL FAIL-OVER INSTRUCTIONS

Go to the Primary server

Open Services

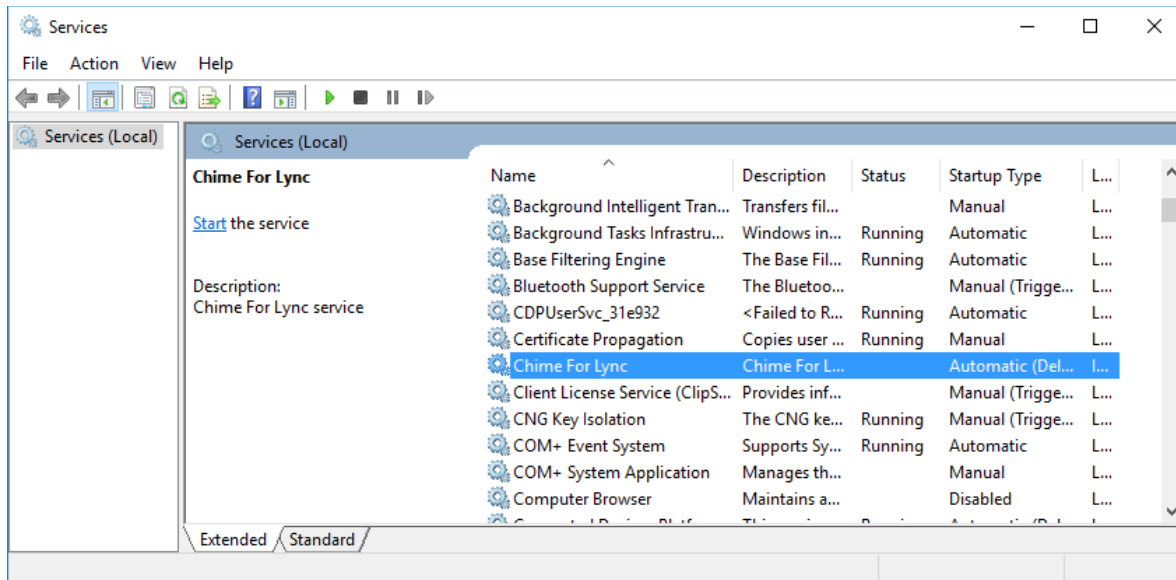


Figure 46: Services

Verify that the Chime service has stopped

Go to the Secondary server

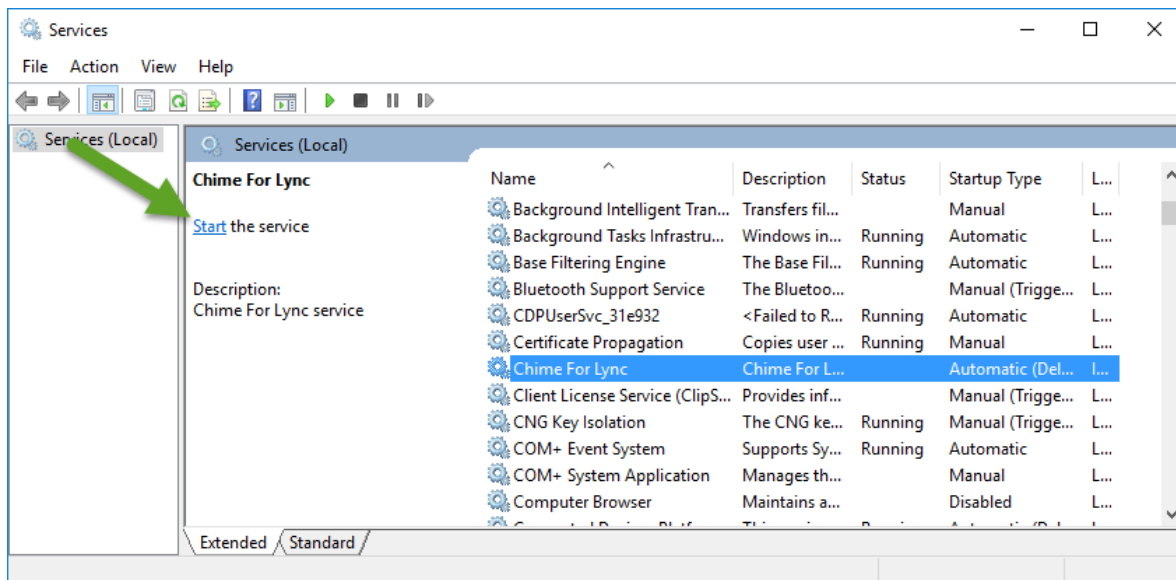


Figure 47: Services on Secondary Server

Start the Chime service

After the service has started, verify that Chime page and associate links and queue accounts are active