



OFFICE 365 REQUIREMENTS

Chime for Microsoft Lync

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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)

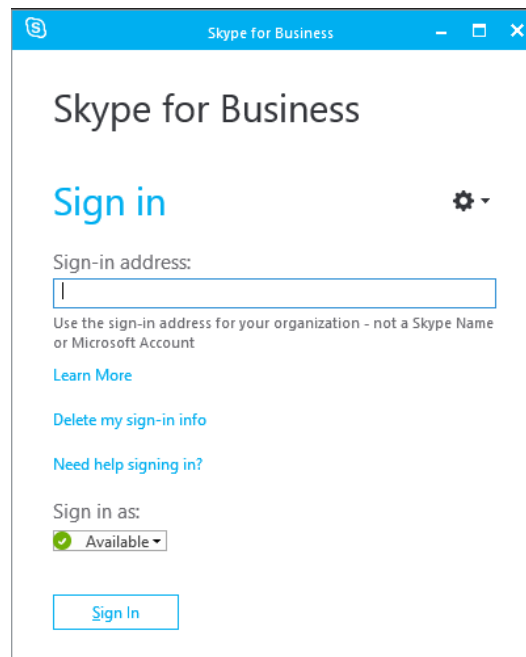


Figure 1

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 CheckChimeService.ps1 to verify that all related services have stopped (Lync, ChimeSH, and LyncOnlineQueue).
6. Start the Chime service.

7. Run CheckChimeService.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.**