

# Deem Control Panel Guide

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## 1 About this Guide

This document provides information on Cloud Blue and constitutes a hand on guide covering the CB Portal and service connectors of NIC and is intended for NIC customers and Org Admins and/or any other stakeholder deemed relevant by NIC

This document contains the following sections:

- 1 About this Guide
- 2 General Portal Functions
- 3 Exchange Administrator Features
- 4 Share point Admin Guide
- 5 Skype-for-Business Admin Guide

### 1.1 Overview

Cloud Blue IT Automation Suite (CBITA) provides a complete solution for Ordering, Service Catalog,

Product Modeling, Pricing, Rating, Billing, Invoicing, Reconciliation, Payment, Notification, and Approval Workflow. It is fully integrated with Cloud Blue connectors for a complete billing solution for business applications and services in private, public, and hybrid cloud environments. It is used by Service Providers to offer their solutions to Organizations and Resellers, and by enterprises and government agencies to provide a consumer-like experience for employees and departments ordering IT services. Multiple offers can be easily created to allow various pricing and rating plans for any type of service, item, hardware, software, SaaS, IaaS, and so on.

Cloud Blue Exchange Connector enables you to manage the Hosted Exchange as a Service with Order fulfillment, predefined Resource Provisioning for Organizations and users, and self-service delegated administration. Service Providers, Resellers, Agents, Organization administrators, and end users can easily manage day-to-day activities related to Exchange through an easily to use Cloud Blue control panel.

Self-service portal features include actions, such as assigning Exchange Service and mailbox type to users, managing group membership, adding additional domains, setting user primary email addresses and aliases, managing external contacts, setting email forwarding, and so on. The portal also supports right to left (R2L) UI representation for languages, which are read from right to left, such as Arabic, Hebrew, and so on.

The portal can be used instead of or along with the native Exchange server management portal (but only Service Provider administrators would have access to native Exchange server portal).

Cloud Blue Skype For Business Connector is an application connector for Microsoft Skype for Business 2015 allows you to monitor and manage day-to-day activities related to Lync-enabled users, present in EAS. These activities include, adding users, provisioning service to those users, and so on.

Skype for Business 2015 is a real-time communication server, which provides the required infrastructure for instant messaging, audio-video conferencing, telephony and Web conferencing. Service providers can automate policy enforcement using template driven auto-provisioning from EAS.

Cloud Blue SharePoint Connector automates provisioning of SharePoint Collaborative Site Collections (CSCs) and user permission management on the sites. It allows Service Providers to maintain business objectives and policy requirements throughout the provisioning or de-provisioning of sites.

This also ensures the management processes with the help of the fine-grained role-based access controls available in the CBITA.

## 1.2 General list of features

The following table lists the Service features and their benefits.

### 1.2.1 Active Directory Features

Feature	Benefit
Create User	Organization administrators can create active directory users for his organization. The number of active directory users is unlimited.
Edit User	Organization administrators can also edit user's information such as external email address, mobile number, fax number, street and address information.

Disable User	Organization administrators can also disable user from Cloud Blue panel and thus it will be disabled from Active Directory.
Reset Password	Organization administrators can reset user passwords at any time from Cloud Blue portal as well. This will be automatically reflected on the domain controllers
Delete User	Cloud Blue Organization administrators can remove user from Cloud panel, and this will be deleted from Active Directory.

## 1.2.2 Exchange Features

Feature	Benefit
Exchange Server 2016	Microsoft Exchange provides enterprises with web-based Exchange solutions. It supports MAPI-enabled mailboxes and provides all features of Microsoft Messaging with the additional power of Hosted Exchange. Hosted Exchange uses both Microsoft Outlook and Microsoft Outlook Web App (OWA). OWA enables users to retrieve email from a mail server and is an effective solution for users who require roaming, remote access, or cross-platform functionality.
Automatic Mailbox Distribution	Automatic mailbox distribution across mailbox databases is possible based on configurable criteria. Service Providers can register one or more mailbox databases, which can be used to create user mailbox, archive mailbox, or public folder mailbox, as applicable.
Mailbox Provisioning	Service Providers or Organization administrators can create different types of mailboxes, such as user, equipment, and shared.
Group Management	Service Providers can either delegate control of specific attributes of group management or group management control to one or more group owners or managers. Service Providers or Organization administrators can create, update, or delete groups, aliases, and delegations, as part of member management.
SMTP Domain Management	Service Providers or Organization administrators can manage Simple Mail Transfer Protocol (SMTP) domains through CloudBlue.
OWA Policy Management	Service Providers can create, modify, and remove OWA policy in CloudBlue Global Configuration, which defines personal mailbox

	options such as notes, change password, spelling checker, and calendar.
External Contact Management	Service Providers or Organization administrators can manage external contacts using a single web portal. They can add, modify, or remove contacts through the web portal.
Mobile Policy Management	Service Providers or Organization administrators can create and view mobile policies. They can also assign a mobile policy to a user.
Usage Collection	Service Providers or Organization administrators can view the usage of the mailboxes allocated to the Organization end users.
Public Folder	Service Providers can register the Exchange database to create a public folder. The Service Provider or Organization administrator can create public folder mailboxes, which contain public folders of a specific Organization. They can also create and manage public folders and set privileges for users to access a folder.
Overviews	Service Providers can view mailbox plans, OWA policies, and UM Policies.

### 1.2.3 Skype for Business Features

Feature	Benefit
Enable Skype User	Organization administrators can enable skype for business for any user that belongs to the organization.
SIP Domains	Organization administrators can also take control of the SIP domains for the organization. They can add additional SIP domains from Cloud Blue Portal.
Configure SAL Types	Configure Skype for Business plans including Conferencing policies, archiving policies, client policies, voice policies, dial plan policies etc...

## 2 General Portal Functions

### 2.1 Log in to CBITA

## Welcome

Log in to access your CloudBlue Enterprise account.

Username: orgadmin1

Password: [REDACTED]

Default Language: English

Remember me

**LOGIN**

Forgot password? Reset Password



login to NIC control panel:

**<https://cloud.gws.sa/order> or <https://78.93.161.112/order>**

1. Provide the Username and Password.
2. Click Login. This action directs you to the dashboard page. ‘Dashboard’ page contents vary depending on the type of user.

## 2.2 Dashboard

This is the first landing page for the Organization admin user after successful log in to the portal. The ‘Dashboard’ tab on the navigation bar also redirects user to the dashboard screen.

The dashboard features several key sections:

- Marketplace:** Buy a broad range of Cloud Services within minutes.
- Subscriptions:** 0 Pending, 1 Active, 0 On Hold.
- Orders:** 0 Draft, 0 Pending.
- Invoices:** 0 Unpaid.
- Support:** Create Incident, Knowledge Help, Ticket Status, and a **SUBMIT A REQUEST** button.
- Services:** Microsoft Exchange details: Order ID: 2021-01-08-000019, Resources: 2 GB Plan, 5 GB Plan; Usage: 0/2, 0/1.

## 2.3 Creating a User – Manual and Bulk Import

### 2.3.1 Manual Creation of Users

To create new users within an Organization, complete the following steps.

1. Log in to the CBITA portal with the Org Admin credentials that have the permission to create new users under Organizations.
2. Click on Users.

The 'Users' page displays a table of existing users:

Name	Email Address	Status	Active Directory	Assigned Services
User01 LastName Customer Super Admin	user01@tenanta.com	Active	Completed	-

Buttons at the top right include **ADD USER** and a three-dot menu icon.

3. From the top right corner, click **ADD USER**

The Create User page appears.

[Users](#)

## Add User

**User Profile**  
Provide information about the user.

First Name*	Last Name*
John	Smith
Email Address*	Mobile Number*
johnsmith@email.com	966
Account*	Language
Main	English (US)
User Organization Attribute	National ID*
Login Name*	Password*
	***** 
Password Expiry is aligned to the IDM settings.	

**User Settings**  
Specify user roles and contact information.

Assign Primary Role to User*	
<input type="radio"/> Customer Business Contact	<input type="radio"/> Customer Business and Technical Contact
<input type="radio"/> Customer Technical Contact	
<input type="checkbox"/> Assign Secondary Roles to User	
Set User as Company Account Contact	
<input type="checkbox"/> Default Business Contact (Currently: user01@...)	<input type="checkbox"/> Default Admin Contact (Currently: user01@...)

1. Provide the required details for the user and select the appropriate roles you'd like to assign to the user:
  - a. Organization Technical Contact: The main reference of the organization in case of a technical issue. Can manage users' mailboxes but cannot request new orders.
  - b. Organization Business Contact: The main reference of the organization in case of a business issue, has permission to request a new order, view invoices and make payments.
  - c. Organization Business and Technical contact: has both permissions of business and technical contact.

If needed, you may assign 1 or more roles to the user by selecting 1 role under "primary role" and one or more under "secondary role".

5. Click  User to save the new user.

### 2.3.2 Bulk Import Users

The user import procedure allows Customers to import bulk users at once using a single CSV file.

Pre-requisites for CSV file creation:

- Import or create users for by uploading a well-formed CSV file. File format must have .csv. the template must be downloaded from Cloud Blue portal.

- ◆ User Import CSV file contains following fields accountId(1), userName(mandatory), password, language(5), primaryRole(7), secondaryRole, firstName(mandatory), lastName(mandatory), phoneNumber(mandatory), mobileNumber, faxPhoneNumber, primaryEmail(mandatory), secondaryEmail, streetAddress1(mandatory), streetAddress2, city, stateProvince(mandatory), zipPostalCode, countryCode(2), isBusinessContact(3), isTechnicalContact(3), faxCountryCode, faxAreaCode, adUserName(4), organisationId.
- ◆ If the primary Role is not specified in CSV, then the application will assign Organization Service User Role by default. If the Organization Service User Role is not present in the application, then primary Role must be specified in the CSV file.

Follow the steps below to import user:

1. Click on the Users tab.

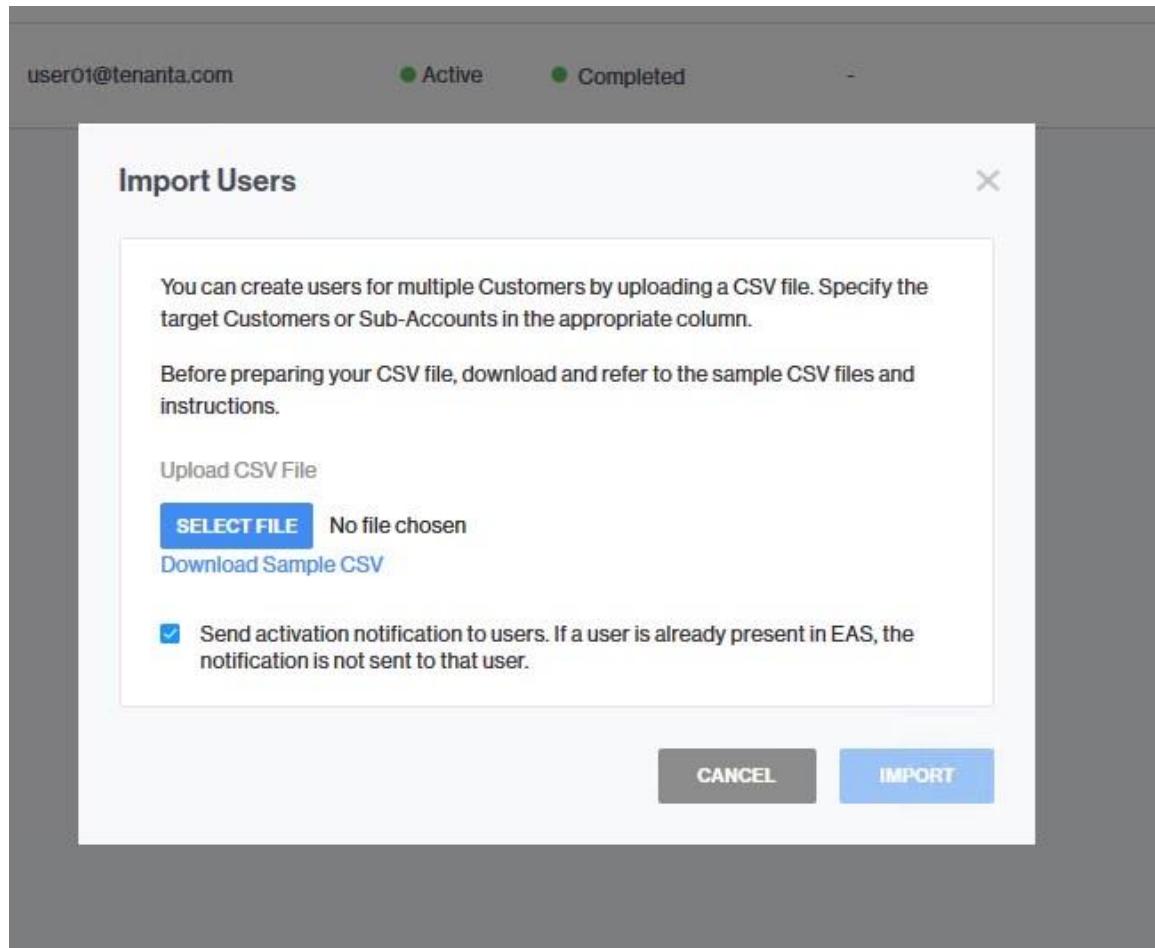
2. Click on the three dots “...” on the top right corner

The screenshot shows the 'Users' page interface. At the top right, there are buttons for 'ADD USER' and a three-dot menu. Below them is a dropdown menu with two options: 'Import Users' and 'Bulk User Service Assignment'. The main area displays a table of users with columns: Name, Email Address, Status, Active Directory, and Assigned Services. A single user row is shown: 'User01 LastName' (Customer Super Admin), 'user01@tenanta.com', 'Active' (green dot), 'Completed' (green dot), and a 'ASSIGN SERVICES' button with a three-dot menu.

3. Click on 'Bulk Import'

4. Import CSV file using the screen displayed below-

5. Browse the CSV and click on 'Import' button.



6. To download a sample CSV, click on '**Download Sample CSV**' button.

Following conditions need to be satisfied for User creation:

#	Organization-ID given	Account id given	Organization & Account combination valid?	Exists multiple Account	Under which account?
1	Yes	Yes	No	NA	Don't import user
2	Yes	Yes	Yes	NA	Import user under given account
3	Yes	No	NA	Yes	Don't import user

4	Yes	No	NA	No	Import user under the default account
5	No	Yes	NA	NA	Import user under the given account

## 2.4 Activate / Deactivate users

In order to deactivate a user, you need to:

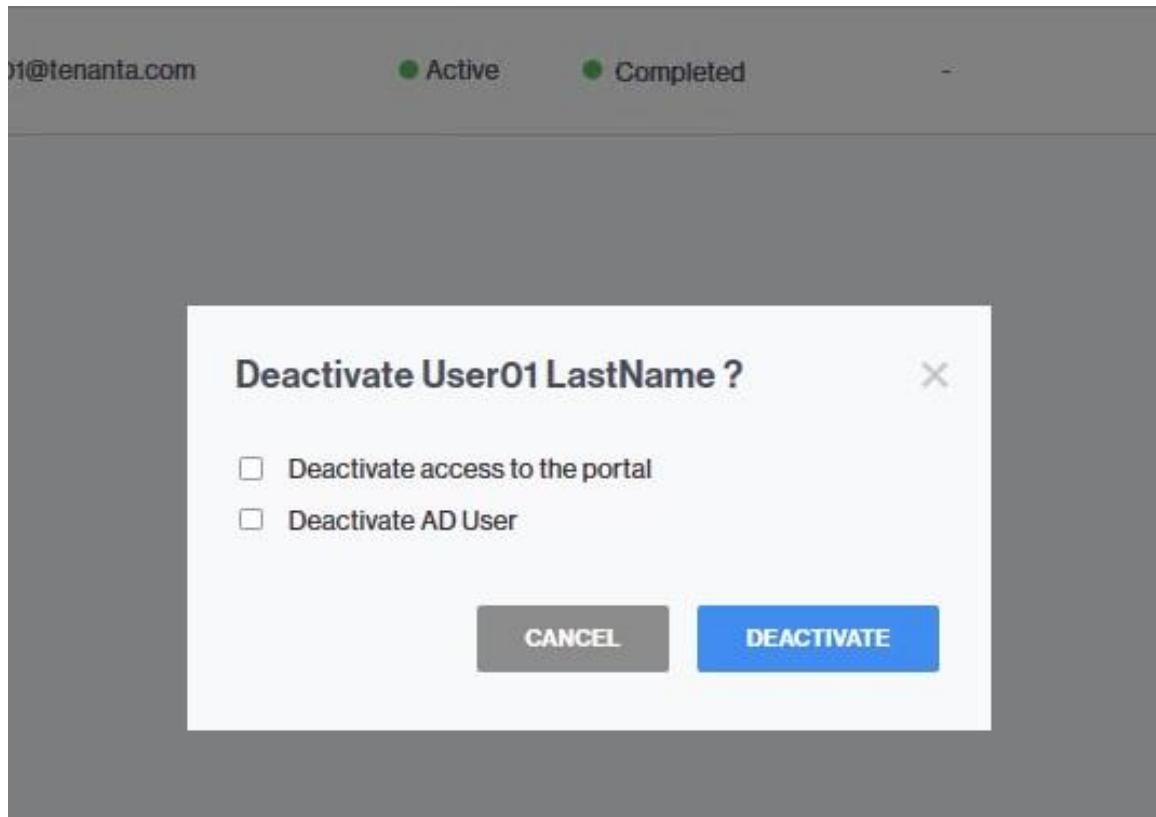
1. Log in to the CBITA portal with Organization admin credentials.
2. Select Users TAB.

The list of users will be displayed. You can select the user you want to deactivate and click the three dots button and choose disactivate.

Status	Active Directory	Assigned Services	Deactivate
Active	Completed	-	<a href="#">Deactivate</a>

**ASSIGN SERVICES** **...**

3. The below window will open, and you can select what to deactivate:



You can choose to deactivate 1 or all of the below:

- ◆ Portal Login: the user won't be able to access the panel however all services will still be running fine.
- ◆ AD user: the user will be deactivated on Active Directory which means all services will stop working.
- ◆ Microsoft Exchange: mailbox will be disabled.

In order to reactivate the user, you need to reselect it and click Activate.

## 2.5 Assign Services – Manual and Bulk Assignment

### 2.5.1 Manual Service Assignment

To assign Exchange Service for each user, complete the following steps:

1. Log in to the portal with the user credentials that have the permission to create new users under Organizations.
2. Click **Users**.
3. In the list of existing Users, click on **ASSIGN SERVICES** button next to the desired user.

Name	Email Address	Status	Active Directory	Assigned Services
User01 LastName Customer Super Admin	user01@tenantanta.com	Active	Completed	<a href="#">ASSIGN SERVICES</a> ...

4. The Assign Services screen appears.

Email Address	Status	Active Directory	Assigned Services
user01@tenantanta.com	Active	Completed	<a href="#">ASSIGN SERVICES</a>

Select Service to Assign

- Microsoft Exchange [ASSIGN](#)

5. Then click the **ASSIGN** button next to the desired service (in this example, we will select Exchange)

The screen of Mailbox Plan selection appears along with the properties of the created mailbox.

Mailbox Configurations

Active Directory Login ID: john@customer901.com

Primary Email Address: john@customer901.com [Edit](#)

Mailbox Plan\*: Standard2GB

Storage Threshold: 90 %

Mailbox Type: User

Mobile Device Policy: Default

Show This User In Address Book:

Other sections visible: Email Alias, Mailbox Delivery Restrictions, Email Forwarding Setup

## 2.5.2 Bulk User Service Assignment

To assign services for many users, complete the following steps:

1. Log in to the CBITA portal with the user credentials that have the permission to create new users under Organizations.
2. Click **Users**
3. Click on the 3 dots button on the top right corner of the Users Page

Name	Email Address	Status	Active Directory	Assigned Services
User01 LastName Customer Super Admin	user01@tenanta.com	● Active	● Completed	-

4. Select “Bulk User Service Assignment” option.

5. The Bulk Assignment wizard will get displayed

6. Select the Service that you would like to assign and click proceed

7. The wizard will proceed to **Configure** step

8. Fill up the required information and click proceed
9. The wizard will proceed to the **Select Users** step

**Bulk User Service Assignment**

4 Review

3 Select Users

2 Configure

1 Select Subscription

Users Without Service

Search by First/Last Name or Login Id

Name	Login ID	Phone Number	Account ID
User01 LastName	user01@tenanta.com		64532200152

CANCEL      BACK      PROCEED

10. Choose Users by clicking on the checkbox right next to each user. When selected Click proceed
11. The wizard will proceed to the **Review** step in which u can review the information. Click Finish to complete your action

## 2.6 Disable Service for User

To disable service or to disable user, please refer to section 2.4 of this document

## 2.7 Remove Service for User

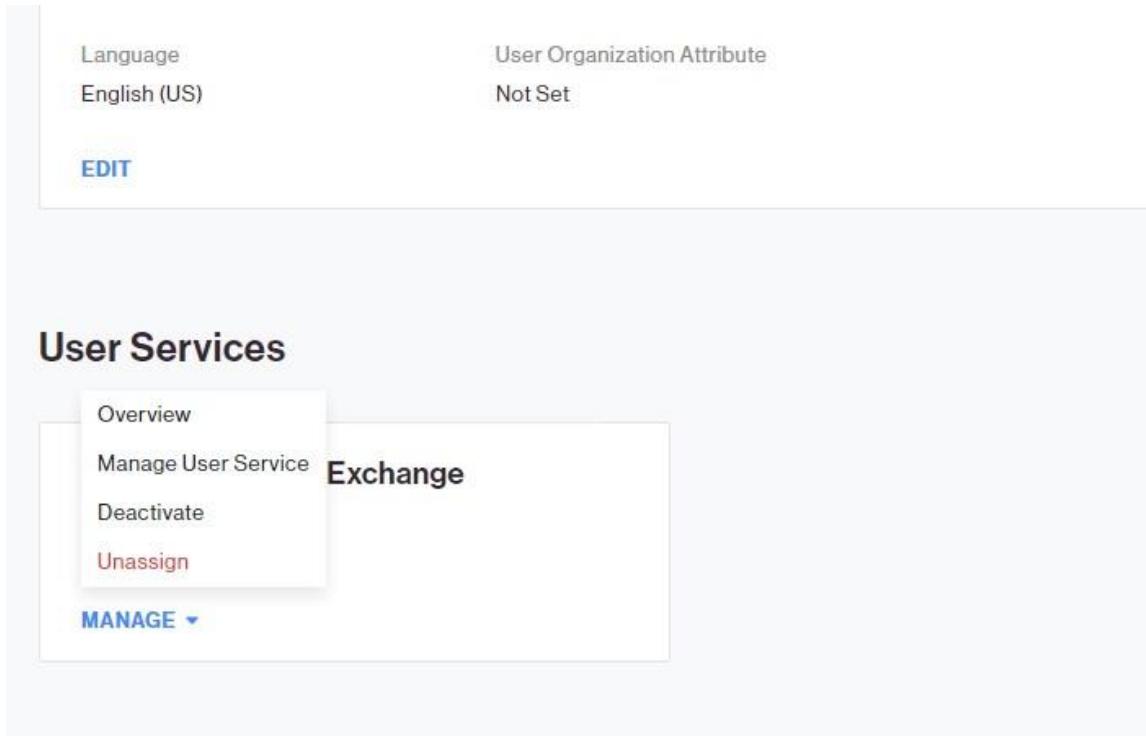
To remove a service from user, complete the following steps:

1. Log in to the portal with the user credentials that have the permission to delete users under Organizations.
2. Click **Users**.

Actions	Active Directory	Assigned Services	ASSIGN SERVICES	...
Active	Completed		ASSIGN SERVICES	...
Active	Completed		ASSIGN SERVICES	...

3. Click on the user that you would like to remove the service from

4. The page will redirect to the user's page detail page, which has "User Services" section 5. On the designated service, click on "**MANAGE**" button and choose unassign.



The screenshot shows a user profile page with the following details:

Language	User Organization Attribute
English (US)	Not Set

**EDIT**

**User Services**

Overview

Manage User Service    **Exchange**

Deactivate

Unassign

**MANAGE ▾**

## 2.8 Delete a User

This will delete the user from Active Directory and will remove it from SQL database. To delete a user from Cloud Blue and Active Directory, complete the following steps:

1. Log in to the CBITA portal with the user credentials that have the permission to delete users under Organizations.
2. Click Users.
3. In the list of users, click on the user you wish to delete 4. The page will redirect to the user details page.

User01 LastName

GENERAL ADDITIONAL

**Reseller Profile**

- Login Name: user01@tenanta.com
- First Name: User01
- Last Name: LastName
- Account Main
- Email Address: user01@tenanta.com
- Mobile Number
- Language: English (US)
- User Organization Attribute: Not Set

**Settings**

- Roles: Customer Super Admin
- User as Account Default Contact
- Default Business Contact
- Default Technical Contact
- Default Admin Contact

**EDIT**

**RESET PASSWORD**

...

- On the top right corner click on the 3 dots button and select remove user

Deactivate

Regenerate Password

Remove User

**Settings**

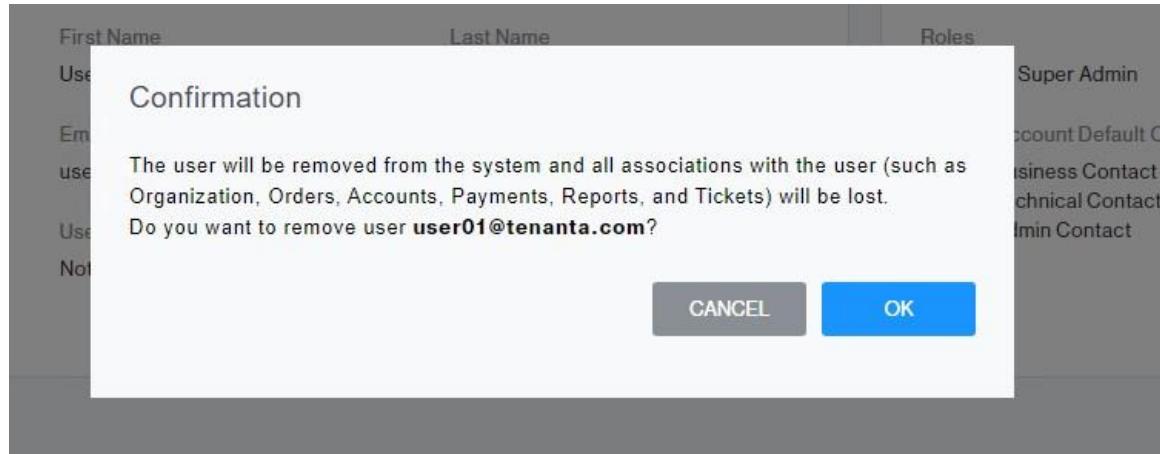
**ACTIVE**

Roles: Customer Super Admin

User as Account Default Contact

Default Business Contact

- Dialog will be displayed to confirm deletion, click OK to confirm



This will delete the user from Active Directory

## 2.9 Delete mailboxes

To delete a mailbox please refer to section 2.7 of this document which will describe the steps to unassign the Exchange Service plan from the user.

## 2.10 Reset Password

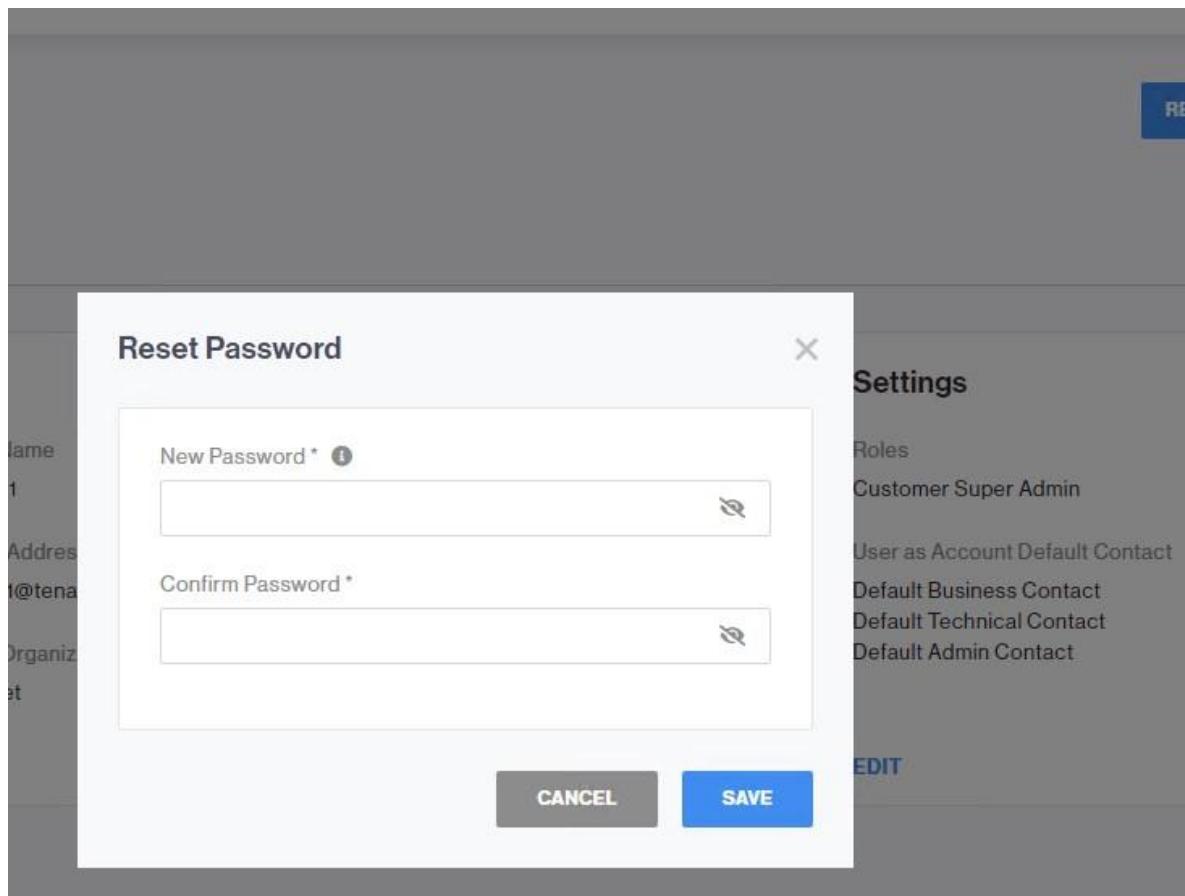
Reset password is available on the organization admin level.

1. Log in to the portal with the user credentials that have the permission to reset users under Organizations.
2. Click Users.
3. In the list of users, click on the user you wish to reset password 4. The page will redirect to the user details page.

Reseller Profile		ACTIVE	Settings
Login Name user01@tenanta.com	First Name User01	Last Name LastName	Roles Customer Super Admin
Account: Main	Email Address user01@tenanta.com	Mobile Number	User as Account Default Contact Default Business Contact Default Technical Contact Default Admin Contact
Language English (US)	User Organization Attribute Not Set		EDIT

5. On the top right corner click on reset password.

6. A popup will be displayed



7. Specify the password and confirm it.
8. Click SAVE button.

### 3 Exchange Administrator Features

The Microsoft Exchange home page displays all features available to the Organization administrator or Technical Contact.

**Microsoft Exchange** Order number: ENSIM-10-18-000003

#### Users Related Actions

- [!\[\]\(0c960be1d8eb5c895b7cfaefee87832a\_img.jpg\) List Users](#)
- [!\[\]\(80335a63fee2473f73a56a7eeec73bb7\_img.jpg\) User Storage Usage](#)

#### Exchange Related Actions

- [!\[\]\(629054d8fa2878d1979526f1a73b671f\_img.jpg\) Group Management](#)
- [!\[\]\(34831a98efec4b970f48f15ba3aa393b\_img.jpg\) External Contact Management](#)
- [!\[\]\(c48a4d8a3d6b74cb19c7252136cf4284\_img.jpg\) Custom Address Book Groups](#)
- [!\[\]\(8db1d72be8170ea8f34c2e80b0857956\_img.jpg\) SMTP Domain Management](#)
- [!\[\]\(5dbbf54520be7782d62d6a98a36223c2\_img.jpg\) Mailbox Plans](#)
- [!\[\]\(d148a915f4ad85683a63cbfeb70169de\_img.jpg\) OWA Mailbox Policies](#)
- [!\[\]\(cadd2c66506db792b53857756225ac55\_img.jpg\) Mobile Policy Management](#)
- [!\[\]\(396c53b913029f588d352a87150a8c6d\_img.jpg\) UM Mailbox Policies](#)
- [!\[\]\(57455f58c3f2daa91bf1718e717f60e0\_img.jpg\) Disclaimer Settings](#)

#### Users Related Actions

  
List Users

  
User Storage Usage

#### Exchange Related Actions

  
Group Management

  
External Contact Management

  
Custom Address Book Groups

  
SMTP Domain Management

  
Mailbox Plans

  
OWA Mailbox Policies

  
Mobile Policy Management

  
UM Mailbox Policies

**Contact Us**

Support helpdesk number:  
1-877-MY-ENSIM

Support mailbox:  
[support@ensim.com](mailto:support@ensim.com)

**News**

Cloud items are available.  
Find more details here  
[www.ensim.com](http://www.ensim.com)

## 3.1 User Management

### 3.1.1 List users

The Organization administrator or Technical Contact can view an individual's mailbox details and download the details in .csv, .xlsx, and .pdf formats.

**List Users** Order number: 2016-03-08-000234

#### Users Related Actions

- [List Users](#)
- [User Storage Usage](#)

#### Exchange Related Actions

- [Group Management](#)
- [External Contact Management](#)
- [Custom Address Book Groups](#)
- [Public Folder Management](#)
- [SMTP Domain Management](#)
- [Mailbox Plans](#)
- [OWA Mailbox Policies](#)
- [Mobile Policy Management](#)
- [UM Mailbox Policies](#)
- [Disclaimer Settings](#)

**List Users**

Search by

Username	AD Username	User Details
alex.porterfield@ensim.com	alex.porterfield@ensim.com	Username: alex.porterfield@ensim.com
florence.halbert@ensim.us	akra.roy@ensim.com	AD Username: alex.porterfield@ensim.com
viratkohli@ensim.com	viratkohli@ensim.com	First Name: Alex
		Last Name: Porterfield
		Display Name: Alex Porterfield
		Primary Email Address: dhowlee@yahoo.com
		Primary SMTP Address: alex.porterfield@ensim.com
		Mailbox Plan: Enterprise Mailbox
		Mailbox Type: User
		Storage Allocated: 2 GB
		Archive Option: None
		Mobile Device Policy: Default
		UM Mailbox Policy: None
		Show This User In Address Book: <input checked="" type="checkbox"/>

Export as

Download User Details in PDF Format

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Organization Name :Ensim Corporation Report Name :User Details								Report Date: January 16, 2018 Report Time: 17:11		
SL	First Name	Last Name	Display Name	Primary Email Address	Username	UPN	Mailbox Plan	Storage Allocated	Archive Option	
1	Alex	Porterfield	Alex Porterfield	dhowlee@yahoo.com	alex.porterfield@ensim.com	alex.porterfield@ensim.com	Enterprise Mailbox	3 GB	None	
2	Florence	Halbert	Florence Halbert	florence.halbert@ensim.us	florence.halbert@ensim.us	akra.roy@ensim.com	Standard Plus Mailbox	2560 MB	None	
3	Virat	Kohli	Virat Kohli	viratkohli@ensim.com	viratkohli@ensim.com	viratkohli@ensim.com	Basic Mailbox	1 GB	None	

### 3.1.2 User storage usage

The Organization administrator or Technical Contact can view a user's mailbox storage usage information and download the details in .csv, .xlsx, and .pdf formats.

AD Username	Storage Allocated	Storage Used	Archive Storage Allocated	Archiving Type	Mailbox Template
alex.porterfield@ensim.com	2 GB	0 MB	0 MB	None	Enterprise Mailbox
akra.roy@ensim.com	7 GB	0 MB	0 MB	None	Standard Plus Mailbox
viratkohli@ensim.com	2 GB	0 MB	0 MB	None	Basic Mailbox

Download User Storage Usage Details in PDF Format

Organization Name :Ensim Corporation Report Name :User Storage Usage								Report Date: January 18, 2018 Report Time: 11:16		
SL	First Name	Last Name	Primary Email Address	UPN	Storage Allocated	Storage Used	Archive Storage Allocated	Archive Type	Mailbox Plan	
1	Alex	Porterfield	dhowlee@yahoo.com	alex.porterfield@ensim.com	3 GB	0 MB	0 MB	None	Enterprise Mailbox	
2	Florence	Halbert	florence.halbert@ensim.us	akra.roy@ensim.com	2560 MB	0 MB	0 MB	None	Standard Plus Mailbox	
3	Virat	Kohli	viratkohli@ensim.com	viratkohli@ensim.com	1 GB	0 MB	0 MB	None	Basic Mailbox	

### 3.2 Group management

The Organization administrator or Technical Contact can perform the following actions:

- ◆ Create groups
- ◆ View a list of groups
- ◆ Modify group details
- ◆ Delete groups
- ◆ View group members
- ◆ Manage aliases in group

- Manage delegation for groups. Multiple users can have rights, such as Send on behalf of and Send as.

Name	Alias	Group Type
GROUP1	GROUP1	Distribution
Beta	Beta	Distribution
testme	testme	Distribution
Alpha	Alpha	Distribution
GROUP2	GROUP2	Distribution
test	test	Distribution

### 3.2.1 View group members

You can view a list of users who belong to a group and the corresponding object type attribute.

To view a list of users who belong to a group, complete the following steps:

- On the left pane of the Microsoft Exchange home page, click Group Management.
- Perform a search to display the group whose details you want to view.
- In the Group Details area, click Members. The list of group members is displayed.
- View the details, as required.

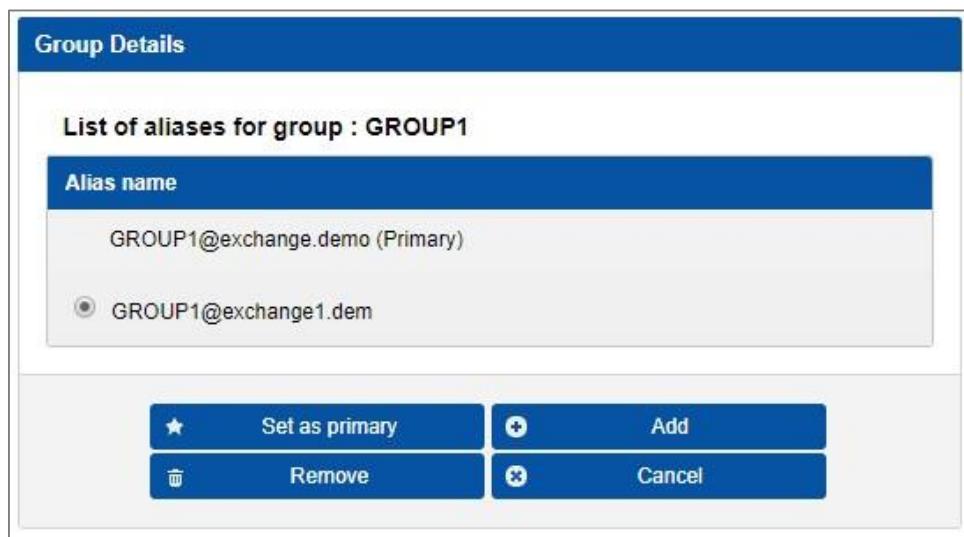
Name	Type
430upgradetest@exchange.demo	UserMailbox

### 3.2.2 Manage aliases in groups

You can view, create, and delete an alias or an alternative way of identifying the group. The alias can also be set as the primary SMTP address associated with the Account.

To view a list of users who belong to a group, complete the following steps:

- ◆ On the left pane of the Microsoft Exchange home page, click Group Management.
- ◆ Perform a search to display the group whose details you want to view.
- ◆ In the Group Details area, click Aliases. A list of existing group aliases is displayed.
- ◆ Click Add, provide the required information and click Save.



**NOTE:** To set an alias as the primary SMTP address associated with the Account, select the **Set as primary** checkbox.

### 3.2.3 Manage delegation in groups

You can configure mailbox delegation permissions for the members of a group.

The Send As permission allows delegates to use the mailbox to send messages. After this permission is assigned to a group, any message that a group member sends from the mailbox will appear to have been sent by the group. However, this permission doesn't allow a delegate to sign in to the user's mailbox. It only allows users to open the mailbox.

The Send on Behalf permission allows delegates to use the mailbox to send messages. After this permission is assigned to a group, the from address in any message sent by the group members indicates that the message was sent by the delegate on behalf of the mailbox owner.

To configure mailbox delegation permissions for the members of a group, complete the following steps:

- ◆ On the left pane of the Microsoft Exchange home page, click Group Management. Perform a search to display the group whose details you want to view.
- ◆ In the Group Details area, click Manage Delegation.
- ◆ Select the checkbox next to the group member and click Send on Behalf or Send As to provide the required permissions.

Delegated to	Delegation Rights
430upgradetest@exchange.demo	None

Buttons at the bottom:

- Send On Behalf
- Send As
- Remove
- Cancel

**NOTE:** To remove the delegation rights, select the group member and click Remove.

### 3.3 Contacts and Address Book

#### 3.3.1 External contact management

The Organization administrator or Technical Contact can perform the following actions:

- ◆ Create an external contact
- ◆ Create external contacts in bulk by using a csv file
- ◆ View external contacts
- ◆ Modify external contacts

◆ Remove external contacts

List of External Contacts

Name	Display Name	External Email Address
debh	debh	SMTP:debh@ss.ss

**External Contact Details**

**General**

Name	debh
Display Name	debh
First Name	debabrata
Last Name	howlee
Initials	dh
Description	This is external contact.
Office	+11445678
Telephone Number	+11445679
Web Page	http://debh.ss.ss/

**Address**

**Telephones**

**Organization**

**Exchange Features**

**Action Buttons:** Remove, Aliases, Edit

## External Contact Management

**Add External Contacts in Bulk**

Add external contacts in bulk by uploading a CSV file. For the correct file format, download the sample CSV file.

The following fields are mandatory:

1. name
2. externalEmail
3. contactAlias

Load CSV File  No file chosen

**Action Buttons:** Cancel, Download Sample CSV, Save

### 3.3.2 Custom address book groups

The Organization administrator or Technical Contact can perform the following actions:

- ◆ Add a new custom address book group.

**Add Custom Address Book Group**

Display Name*	Development CAB	?
Based On	Department	?
Specify New Group Name <input checked="" type="checkbox"/>		
New Group Name	Development	?

**Action Buttons:** Cancel, Save

- Select an existing custom address book group.

Add Custom Address Book Group

Display Name*	Technical Expertise	<a href="#">?</a>
Based On	Department	<a href="#">?</a>
Group Name	Technical Expertise	<a href="#">?</a>
Specify New Group Name	<input type="checkbox"/>	
<a href="#">Cancel</a>		<a href="#">Save</a>

- Update a custom address book group.

List of Custom Address Book Groups		Custom Address Book Group Details
CAB Name	Display Name	CAB Name
Development CAB	Development CAB	Technical Expertise
Technical Expertise	Technical Expertise	Display Name * <input type="text" value="Technical Expertise"/>
<a href="#">Cancel</a> <a href="#">Setting</a> <a href="#">Add</a>		<a href="#">Cancel</a> <a href="#">Save</a>

- Remove a custom address book group.

List of Custom Address Book Groups		Custom Address Book Group Details
CAB Name	Display Name	CAB Name
Development CAB	Development CAB	Technical Expertise
Technical Expertise	Technical Expertise	Display Name Based On Group Name
<a href="#">Cancel</a> <a href="#">Setting</a> <a href="#">Add</a>		<a href="#">Remove</a> <a href="#">Edit</a>

- Modify global settings for a custom address book group.

Custom Address Book Settings

This is a global setting that is applicable to all the address book groups. The setting cannot be applied to an individual address book group.

<input checked="" type="radio"/> Show all existing users in the root address list. <a href="#">?</a>	
<input type="radio"/> Hide the users in the root address list, if the user exists in any of the address groups. <a href="#">?</a>	
<a href="#">Cancel</a>	<a href="#">Save</a>

## 3.4 General Exchange settings

### 3.4.1 SMTP domain management

The Organization administrator or Technical Contact can perform the following actions:

- Add SMTP domains
- View SMTP domains

#### ◆ Remove SMTP domains

Domain Name	Is Stamped
skype1.rtqa4	Default <input checked="" type="checkbox"/>
skype1.com	<input checked="" type="checkbox"/>

Cancel
 Add

Domain Details	
Domain Name	skype1.com
Accepted Domain Type	Authoritative
Is Stamped	<input checked="" type="checkbox"/>
Default	<input checked="" type="checkbox"/>

Remove
 Edit

**NOTE:** The default SMTP domain (on which the order was placed) cannot be removed.

#### 3.4.2 Mailbox plans

The Organization administrator or Technical Contact can view the list of mailbox plans available to the Organization.

Description	Consumed	Purchased
Enterprise Mailbox	1	1
Standard Plus Mailbox	1	1

Cancel

Mailbox Plan Details	
<b>Mailbox Type Overview</b>	
Service Version	Microsoft Exchange 2013
Name	Enterprise
Description	Enterprise Mailbox
Active	<input checked="" type="checkbox"/>
<b>Mailbox Options</b>	
<b>Archiving Settings</b>	
<b>Personal Mail Options</b>	

#### 3.4.3 OWA mailbox policies

The Organization administrator or Technical Contact can view the list and details of the OWA policies associated with mailboxes that are being ordered for the Organization.

Name	GUID
Ensim_StandardPlusOWAPolicy	516d345d-b837-44f0-8dcb-9f33cd9136c7
Ensim_EnterpriseOWAPolicy	98f07be1-f675-485f-9c4a-b8593aa6ba2d

Cancel

OWA Policy Details	
<b>General</b>	
OWA policy name	Ensim_StandardPlusOWAPolicy
GUID	516d345d-b837-44f0-8dcb-9f33cd9136c7
<b>Communication Management</b>	
<b>Information Management</b>	
<b>Security</b>	
<b>User Experience</b>	
<b>Time Management</b>	

### 3.4.4 Mobile policy management

Mobile policy allows the Organization administrators to implement the desired security level across a group of mobile devices used by the Organization. The Organization administrator or Technical Contact can perform the following actions:

- ◆ Create mobile policy
- ◆ View mobile policies
- ◆ Modify mobile policies
- ◆ Remove Mobile Policies

List of Mobile Policies																													
<p>Mobile Policy name</p> <p>mPolicy1(skype1.rtqa4)</p> <p>Default</p> <p><span style="border: 1px solid #ccc; padding: 2px;">Cancel</span> <span style="border: 1px solid #0070C0; color: white; background-color: #0070C0; padding: 2px;">Add</span></p>	<p><b>mPolicy1(skype1.rtqa4)</b></p> <table border="1"> <tr> <td>Mobile Policy name</td> <td>mPolicy1(skype1.rtqa4)</td> </tr> <tr> <td>Allow non-provisional devices</td> <td><span style="color: green;">✓</span></td> </tr> <tr> <td>Allow attachments to be downloaded to device</td> <td><span style="color: green;">✓</span></td> </tr> <tr> <td>Maximum attachment size (kb)</td> <td>2048</td> </tr> <tr> <td>Require password</td> <td><span style="color: green;">✓</span></td> </tr> <tr> <td>Require alphanumeric password</td> <td><span style="color: red;">✗</span></td> </tr> <tr> <td>Enable password recovery</td> <td><span style="color: red;">✗</span></td> </tr> <tr> <td>Require encryption on device</td> <td><span style="color: red;">✗</span></td> </tr> <tr> <td>Allow simple password</td> <td><span style="color: red;">✗</span></td> </tr> <tr> <td>Number of failed attempts allowed</td> <td>16</td> </tr> <tr> <td>Time without user input before password must be re-entered (in minutes)</td> <td>60</td> </tr> <tr> <td>Password expiration days</td> <td>365</td> </tr> <tr> <td>Minimum password length</td> <td>4</td> </tr> <tr> <td>Enforce password history</td> <td>0</td> </tr> </table> <p><span style="border: 1px solid #ccc; padding: 2px;">Remove</span> <span style="border: 1px solid #0070C0; color: white; background-color: #0070C0; padding: 2px;">Edit</span></p>	Mobile Policy name	mPolicy1(skype1.rtqa4)	Allow non-provisional devices	<span style="color: green;">✓</span>	Allow attachments to be downloaded to device	<span style="color: green;">✓</span>	Maximum attachment size (kb)	2048	Require password	<span style="color: green;">✓</span>	Require alphanumeric password	<span style="color: red;">✗</span>	Enable password recovery	<span style="color: red;">✗</span>	Require encryption on device	<span style="color: red;">✗</span>	Allow simple password	<span style="color: red;">✗</span>	Number of failed attempts allowed	16	Time without user input before password must be re-entered (in minutes)	60	Password expiration days	365	Minimum password length	4	Enforce password history	0
Mobile Policy name	mPolicy1(skype1.rtqa4)																												
Allow non-provisional devices	<span style="color: green;">✓</span>																												
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Maximum attachment size (kb)	2048																												
Require password	<span style="color: green;">✓</span>																												
Require alphanumeric password	<span style="color: red;">✗</span>																												
Enable password recovery	<span style="color: red;">✗</span>																												
Require encryption on device	<span style="color: red;">✗</span>																												
Allow simple password	<span style="color: red;">✗</span>																												
Number of failed attempts allowed	16																												
Time without user input before password must be re-entered (in minutes)	60																												
Password expiration days	365																												
Minimum password length	4																												
Enforce password history	0																												

### 3.4.5 UM policy management

The Organization administrator or Technical Contact can perform the following actions.

- ◆ View UM policies

List of UM Mailbox Policies																					
<p>UM Policy Name</p> <p>UM-Len10 Default Policy</p> <p>UM-Len1 Default Policy</p> <p>UM Default Policy</p> <p><span style="border: 1px solid #ccc; padding: 2px;">Cancel</span></p>	<p><b>Details of UM Mailbox Policy</b></p> <table border="1"> <tr> <td>UM Policy Name</td> <td>UM-Len10 Default Policy</td> </tr> <tr> <td>Associated UM Dial Plan</td> <td>UM-Len10</td> </tr> <tr> <td>Minimum PIN length (digits)</td> <td>6 <span style="border: 1px solid #ccc; padding: 2px;">?</span></td> </tr> <tr> <td>PIN Lifetime (Days)</td> <td>60 <span style="border: 1px solid #ccc; padding: 2px;">?</span></td> </tr> <tr> <td>PIN recycle count</td> <td>5 <span style="border: 1px solid #ccc; padding: 2px;">?</span></td> </tr> <tr> <td>Voice Message text</td> <td></td> </tr> <tr> <td>Fax Message text</td> <td></td> </tr> <tr> <td>UM Enabled Text</td> <td></td> </tr> <tr> <td>Reset PIN Text</td> <td></td> </tr> <tr> <td>Number of sign-in failures before PIN reset</td> <td>5 <span style="border: 1px solid #ccc; padding: 2px;">?</span></td> </tr> </table>	UM Policy Name	UM-Len10 Default Policy	Associated UM Dial Plan	UM-Len10	Minimum PIN length (digits)	6 <span style="border: 1px solid #ccc; padding: 2px;">?</span>	PIN Lifetime (Days)	60 <span style="border: 1px solid #ccc; padding: 2px;">?</span>	PIN recycle count	5 <span style="border: 1px solid #ccc; padding: 2px;">?</span>	Voice Message text		Fax Message text		UM Enabled Text		Reset PIN Text		Number of sign-in failures before PIN reset	5 <span style="border: 1px solid #ccc; padding: 2px;">?</span>
UM Policy Name	UM-Len10 Default Policy																				
Associated UM Dial Plan	UM-Len10																				
Minimum PIN length (digits)	6 <span style="border: 1px solid #ccc; padding: 2px;">?</span>																				
PIN Lifetime (Days)	60 <span style="border: 1px solid #ccc; padding: 2px;">?</span>																				
PIN recycle count	5 <span style="border: 1px solid #ccc; padding: 2px;">?</span>																				
Voice Message text																					
Fax Message text																					
UM Enabled Text																					
Reset PIN Text																					
Number of sign-in failures before PIN reset	5 <span style="border: 1px solid #ccc; padding: 2px;">?</span>																				

### 3.4.6 Disclaimer settings

This feature allows the Organizer administrator or Technical Contact to set up a disclaimer text in Microsoft Exchange. Once the disclaimer text is enabled, sent emails will display the disclaimer message.

<b>Users Related Actions</b> <hr/> List Users <hr/> User Storage Usage <hr/> <b>Exchange Related Actions</b> <hr/> Distribution List Management <hr/> External Contact Management <hr/> SMTP Domain Management <hr/> Mailbox Plans <hr/> OWA Mailbox Policies <hr/> Mobile Policy Management <hr/> UM Mailbox Policies <hr/> <b>Disclaimer Settings</b>	<h3>Disclaimer Settings</h3> <hr/> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <b>Enabled</b> <input checked="" type="checkbox"/> </div> <div style="width: 45%;"> <b>Fallback Action</b> WRAP </div> </div> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 10px;"> <b>Disclaimer*</b> <p>This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error please notify the system manager. Please note that any views or opinions presented in this email are solely those of the author and do not necessarily represent those of the company. Finally, the recipient should check this email and any attachments for the presence of viruses. The company accepts no liability for any damage caused by any virus transmitted by this email.</p> </div> <div style="text-align: center; margin-top: 10px;"> <input type="button" value="Cancel"/> <input type="button" value="Save"/> </div>
---	--

### 3.5 User Service Management

#### 3.5.1 User Service assignment

The Organization administrator or Technical Contact can configure mailboxes during the user Service assignment.

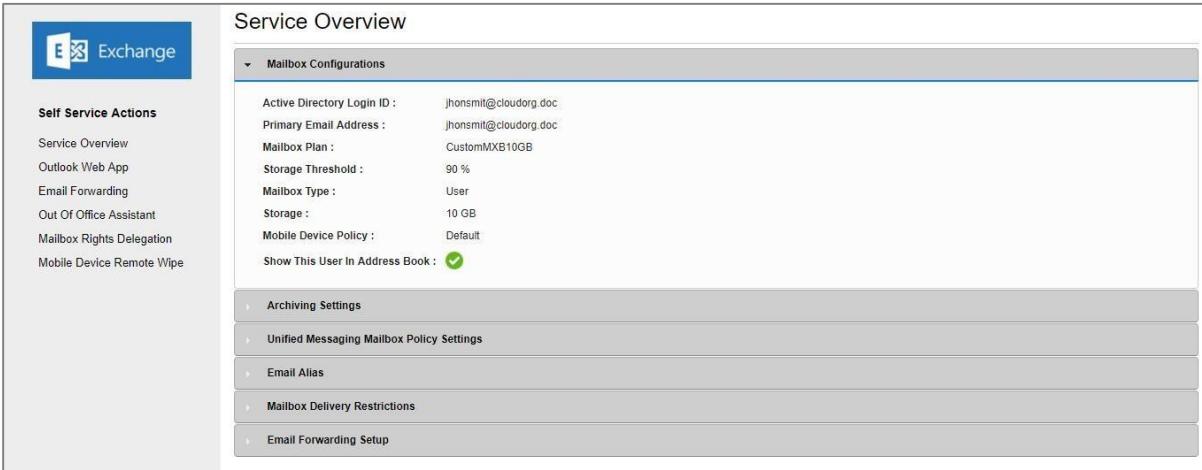
To configure mailboxes through user Service assignment, complete the following steps:

- ◆ Log in to the CloudBlue portal.
- ◆ On the left pane, click Account > Users.
- ◆ Select the user to whom you want to assign the Service.
- ◆ On the User Information page, click Assign Services.
- ◆ Click the arrow beside the Service and click Save and Continue

Service Assignment

Available Services	Selected Services
<input type="checkbox"/> Microsoft Exchange Service <span style="float: right;">▶</span>	<input checked="" type="checkbox"/> Microsoft Skype for Business <span style="float: right;">Already Assigned</span>
<input type="button" value="Cancel"/> <input type="button" value="Save and Continue"/>	

Under Microsoft Exchange Service, in the Mailbox Configurations section, configure the settings as required, and click Save.



The screenshot shows the Microsoft Exchange Service interface. On the left, there's a sidebar with 'Self Service Actions' including Service Overview, Outlook Web App, Email Forwarding, Out Of Office Assistant, Mailbox Rights Delegation, and Mobile Device Remote Wipe. The main area is titled 'Service Overview' and contains a 'Mailbox Configurations' section. Inside this section, the following settings are listed:

Active Directory Login ID :	jhonsmit@cloudrog.doc
Primary Email Address :	jhonsmit@cloudrog.doc
Mailbox Plan :	CustomMXB10GB
Storage Threshold :	90 %
Mailbox Type :	User
Storage :	10 GB
Mobile Device Policy :	Default
Show This User In Address Book :	<input checked="" type="checkbox"/>

Below this, there are collapsed sections for Archiving Settings, Unified Messaging Mailbox Policy Settings, Email Alias, Mailbox Delivery Restrictions, and Email Forwarding Setup.

## 3.5.2 Provision and Manage

User Service is managed as follows:

### 3.5.2.1 Provision User Service

- ❖ An active mailbox database (enabled for User Mailbox) with maximum free storage and free user quota is selected.
- ❖ After user Service provision, the **Storage Assigned** value of the above database is increased by the storage of the assigned user's mailbox template.
- ❖ The **User Assigned** value of the same database is increased by 1.
- ❖ If the mailbox template is archive enabled, the **Storage Assigned** value of the archive database is increased by the archive storage of the template.

### 3.5.2.2 Update User Service

- ❖ If the mailbox template is changed, the **Storage Assigned** value of the mailbox database is updated according to the storage of the new mailbox template.
- ❖ If the new mailbox template is archive enabled, the **Storage Assigned** value of the archive database is modified according to the archive storage of the new template.
- ❖ If the updated mailbox template is not archive enabled, the **Storage Assigned** is decreased by the archive storage of the old template.

### 3.5.2.3 Remove User Service

- ❖ The **Storage Assigned** value of the mailbox database is decreased by the storage of the mailbox template.

- ❖ The **User Assigned** value of the same database is decreased by 1.
- ❖ If the mailbox template is archive enabled, the **Storage Assigned** value of the archive database is decreased by the archive storage of the template.

### 3.5.2.4 Automatic mailbox distribution

When a user Service is provisioned, the following process is used to find a suitable mailbox database:

- ❖ Service connector retrieves a list of all registered mailbox databases in CloudBlue.
- ❖ Any database that is marked as inactive is excluded from the distribution process.
- ❖ For a mailbox database, if the Storage Assigned value is same as the Storage Allowed value, it is excluded from the distribution process.
- ❖ From the remaining list of mailbox databases, connector chooses a mailbox database to create user mailbox based on maximum storage space availability and user quota availability, provided the database is eligible to create user mailbox.
- ❖ Similarly, the connector selects a mailbox database to create archive mailbox and public folder mailbox based on maximum storage space availability provided the database is eligible to create archive mailbox and public folder mailbox.

## 3.6 Bulk User Service Assignment (BUSA)

You can assign Exchange mailboxes to a bulk user set using the BUSA feature. However, you should not use this feature to configure properties for individual users. Only properties that are common to all users, such as telephony option and so on can be used in BUSA.

### 3.6.1 Configure BUSA

To configure BUSA, complete the following steps:

- ❖ Select the Service and click **Edit Service**.
- ❖ Select the **Bulk assignment allowed** checkbox and click **Save**.

Service Name\* Microsoft Exchange

Enable Bundling

Internal Service ID\* MSExchange

Service type\* Default

Vendor name Microsoft

Search tags (comma separated) mailbox, email

Provisioning System ID

Suggested services for shopping Configure

Provisioning delay notification threshold Minutes View notification template

Multi Instance Single Instance

Private Domain Name (DNS) required Allow multiple orders on same DNS name

Usage collection required Requires Active Directory service domain

Need phone numbers

Has user management Bulk assignment allowed

- Select the Service and click **Configure Resources**.
- For all mailbox type Resources that must be a part of BUSA, in the **Resource type** list, select **User only**.

Edit Resource

Resource Name\* Mailbox Type Resource ID\* typeOfMailbox

Provisioning Information Order Item

Ask in first order only Ask in every order Unique Mandatory Editable after provisioning Resource type User only

Input type Free text Description

Default value User

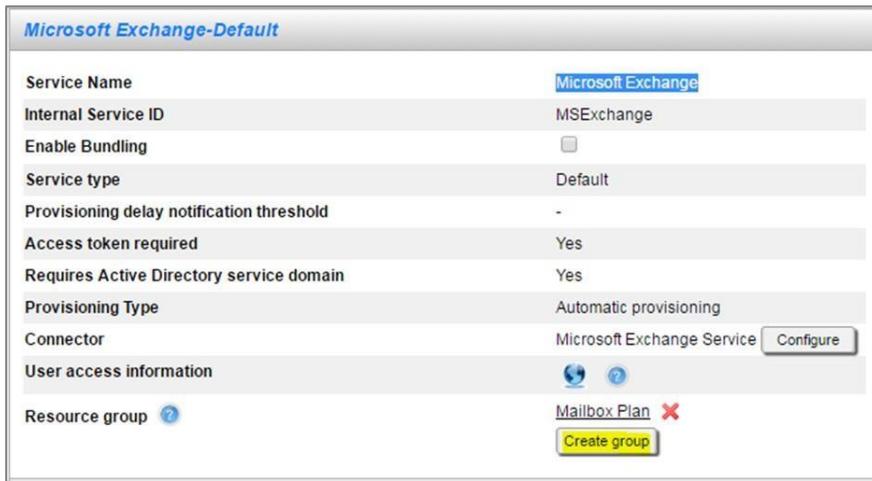
- For **type Of Mailbox** Provisioning information, in the **Resource type** list, select **User only** and set **Default value** to **User**.

**NOTE:** When you change the Resource type to 'User only', the Resource is visible in the Service option of BUSA UI. Resources, such as umPolicyName, mobileDevicePolicyName, and others can be configured as 'User only' as well. The default policy information is taken from Mailbox type default configuration if not provided in the BUSA UI.

### 3.6.2 Create Resource group

To create a Resource group, complete the following steps:

- ◆ Select Microsoft Exchange Service.
- ◆ Click **Create group**.



- ◆ In the Resource group window, provide the Group Name, the Unique Identifier and select all Mailbox type Items, which are listed.
- ◆ Click OK.



- ◆ In the Offer, select the **Exclusive** checkbox for all Items, which should be available while executing BUSA.

Item Details - Microsoft Exchange 2013

Item	Currency	EUR										
Tier Mode	Tier Details *			Price ( EUR )				Price Tier Controls (Add/Remove)	PPU Limit	Trial With Quantity	Exclusive	
	Name *	Start *	End *	Unit Price *	Discount	Min	Max					
A	Pricing_CustomMXB10GB	0	-1	100.0	<input checked="" type="checkbox"/> Price	100.0	100.0		0	<input type="checkbox"/>	0.0	<input checked="" type="checkbox"/>
A	Pricing_CustomMXB15GB	0	-1	150.0	<input checked="" type="checkbox"/> Price	150.0	150.0		0	<input type="checkbox"/>	0.0	<input checked="" type="checkbox"/>
A	Pricing_CustomMXB20GB	0	-1	200.0	<input checked="" type="checkbox"/> Price	200.0	200.0		0	<input type="checkbox"/>	0.0	<input checked="" type="checkbox"/>
A	Pricing_CustomMXB30GB	0	-1	300.0	<input checked="" type="checkbox"/> Price	300.0	300.0		0	<input type="checkbox"/>	0.0	<input checked="" type="checkbox"/>
A	Pricing_CustomMBX50GB	0	-1	500.0	<input checked="" type="checkbox"/> Price	500.0	500.0		0	<input type="checkbox"/>	0.0	<input checked="" type="checkbox"/>
A	Pricing_PublicFolder	0	-1	1000.0	<input checked="" type="checkbox"/> Price	1000.0	1000.0		0	<input type="checkbox"/>	0.0	<input type="checkbox"/>

Cancel

### 3.6.3 Execute BUSA

To execute BUSA for an Organization, complete the following steps:

- ◆ In the list of Organizations, select or perform a search to identify the Organization.
- ◆ Click **BUSA**.
- ◆ On the **Bulk Assignment** page, select the Order number, the mailbox plan, and set the values for the other user only PIFs as required. Mailbox type value is User by default.

**NOTE:** Refer to the MSExchange\_ServiceSpecificData.xml available in the ISO for the available user only PIFs.

### Bulk Assignment

Microsoft Exchange

Order Number: ENSIM-12-07-0000

Mailbox: Custom Mailbox

Type Of Archive: Local

Delete Subject:

Automate Calender Processing:

Hide From Address List:

Reset PIN On Logon:

Add Organizer To Subject:

Mobile Device Policy Name: Default

Um Policy Name:

Delete Attachments:

Delete Comments:

Type of Mailbox: User

Disk QuotaThreshold: 90

Continue >

- From the list of users, select the users to assign BUSA and click **Continue**.

### Bulk Assignment

Microsoft Exchange

Search by: Service Properties

Show users without service  Show users with service  Show all users All Accounts

Search

Select all users

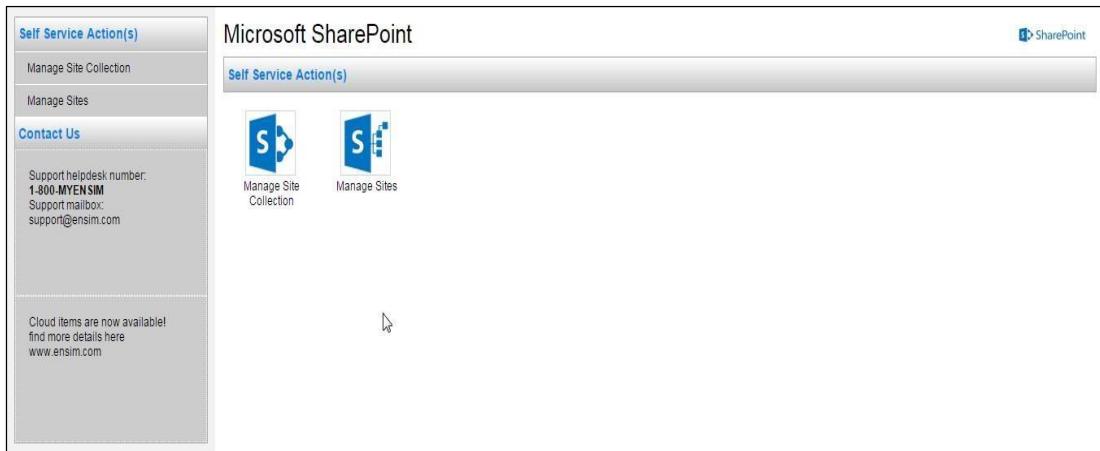
SL	Name	Login ID	Phone Number	Account ID
1	username clouduuser	technical contact@cloudrog.doc	10558	
2	Deve Late	deve@cloudrog.doc	10558	
3	Kim Anderson	kim@cloudrog.doc	10558	
4	Eric Smith	eric@cloudrog.doc	10558	
5	Jhon Rony	jhon@cloudrog.doc	10558	
6	Tom Lee	tom@cloudrog.doc	10558	
7	Ritt Cattrall	ritt@cloudrog.doc	10558	

Go Back Continue >

- Click **Finish** to start the execution.

## 4 SharePoint Admin Guide

In **CloudBlue**, the self-service page for SharePoint displays all features available to a Service Provider, Organization super admin, or Organization technical contact.



A Service Provider, Organization super admin, or Organization technical contact can log in to the **CloudBlue** portal and perform the following tasks.

## 4.1 Manage the site collection

A site collection is a group of websites under a common top-level site. The websites have the same and share administration settings, such as permissions.

When an Order is placed for an Organization, a site collection is created.

To view site collection details, in the **Microsoft SharePoint** home page, click **Manage Site Collection**.



## 4.2 Manage sites

A Service Provider, Organization administrator, or Organization technical contact can manage subsites under the top-level site.

To manage subsites, in the **Microsoft SharePoint** home page, click **Manage Sites**. The following operations are available under this feature.

## >Create a site.

**Self Service Action(s)**

- Manage Site Collection
- Manage Sites**
- Contact Us

Support helpdesk number:  
**1-800-MYENSM**  
Support mailbox:  
[support@ensim.com](mailto:support@ensim.com)

Cloud items are now available!  
find more details here  
[www.ensim.com](http://www.ensim.com)

**Manage Sites**

Site URL	Title
<a href="http://democssite.example.tst">http://democssite.example.tst</a>	Welcome to Democssite

**Create Site**

**Site Properties**

Parent Site URL: <http://democssite.example.tst>

Name\*

Title\*

Description

User Permission  Use unique permissions  
 Use same permissions as parent site

Locale

Web Template

## Edit a site.

**Self Service Action(s)**

- Manage Site Collection
- Manage Sites**
- Contact Us

Support helpdesk number:  
**1-800-MYENSM**  
Support mailbox:  
[support@ensim.com](mailto:support@ensim.com)

Cloud items are now available!  
find more details here  
[www.ensim.com](http://www.ensim.com)

**Manage Sites**

Site URL	Title
<a href="http://democsite.example.tst">http://democsite.example.tst</a>	Welcome to Democssite
<a href="http://democsite.example.tst/Index">http://democsite.example.tst/Index</a>	Welcome to Index

**Site Details**

**Site Properties**

Name\*

Title\*

Description

User Permission  Use unique permissions  
 Use same permissions as parent site

Locale

## Remove a site.

**Self Service Action(s)**

- Manage Site Collection
- Manage Sites**
- Contact Us

Support helpdesk number:  
**1-800-MYENSM**  
Support mailbox:  
[support@ensim.com](mailto:support@ensim.com)

Cloud items are now available!  
find more details here  
[www.ensim.com](http://www.ensim.com)

**Manage Sites**

Site URL	Title
<a href="http://democsite.example.tst">http://democsite.example.tst</a>	Welcome to Democssite
<a href="http://democsite.example.tst/Index">http://democsite.example.tst/Index</a>	Welcome to Index

**Site Details**

**Site Properties**

Name: Index  
Title: Welcome to Index  
Description: Index  
User Permission: Use unique permissions  
Locale: English (United States)

## 4.2.1 Manage groups for a site

A Service Provider, Organization administrator, or Organization technical contact can manage groups based on various functions and add users (as members) to those groups.

To manage groups for a site, on the **Manage Sites** page, click **Group List**.

The screenshot shows the 'Manage Sites' interface. On the left, a sidebar includes 'Self Service Action(s)' like 'Manage Site Collection' and 'Manage Sites'. Under 'Contact Us', it lists support details: 'Support helpdesk number: 1-800-MYENSIM', 'Support mailbox: support@ensim.com', and a note about cloud items. The main area displays a table of sites with columns 'Site URL' and 'Title'. One row is selected for 'Welcome to Democssite' with URL 'http://democssite.example.tst'. To the right, a 'Site Details' panel shows properties like 'Title' (Welcome to Democssite), 'Description', and 'Locale' (English (United States)). At the bottom right of the panel are buttons for 'Cancel', 'Create Site', 'Edit Site', 'Remove Site', and 'Group List' (which has a cursor icon over it).

The following operations are available under this feature.

- ❖ Create a group.

The screenshot shows the 'Manage Groups' interface. The left sidebar includes 'Self Service Action(s)' and 'Contact Us' information. The main area shows a table of existing groups: 'Excel Services Viewers' (description: Members of this group can view pages, list items, and documents. If the document has a server rendering available, they can only view the document using the server rendering.), 'Publishers Group' (description: Publishers Group), and 'Viewers Group' (description: Viewers Group). A 'Create Group' button is at the bottom of this list. To the right, a 'Create Group' dialog box is open, prompting for 'Name' and 'Description'. It also includes sections for 'Group Settings' (who can view and edit membership), 'Membership Requests' (allowing requests to join/leave), and 'Group Permission to this Site' (with options like Full Control, Design, Edit, Contribute, Read, and View Only). Buttons for 'Cancel' and 'Save' are at the bottom of the dialog.

- ❖ View group details.

**Manage Groups**

Name	Description
Excel Services Viewers	Members of this group can view pages, list items, and documents. If the document has a server rendering available, they can only view the document using the server rendering.
Publishers Group	Publishers Group
Viewers Group	Viewers Group

**Group Details**

**Name and Description**

**Name:** Excel Services Viewers  
**Description:** Members of this group can view pages, list items, and documents. If the document has a server rendering available, they can only view the document using the server rendering.

**Group Settings**

**Who can view the membership of the group?**  Group Members  Everyone  
**Who can edit the membership of the group?**  Group Members  Group Owner

**Membership Requests**

**Allow request to join/leave this group?** No

**Group Permission to this Site**

Full Control  
 Design  
 Edit  
 Contribute  
 Read  
 View Only

**Buttons:**

### ← Edit a group.

**Manage Groups**

Name	Description
Excel Services Viewers	Members of this group can view pages, list items, and documents. If the document has a server rendering available, they can only view the document using the server rendering.
Publishers Group	Publishers Group
Viewers Group	Viewers Group

**Group Details**

**Name and Description**

**Name:** Excel Services Viewers  
**Description:** Members of this group can view pages, list items, and documents. If the document has a server rendering available, they can only view the document using the server rendering.

**Group Settings**

**Who can view the membership of the group?**  Group Members  Everyone  
**Who can edit the membership of the group?**  Group Members  Group Owner

**Membership Requests**

**Allow request to join/leave this group?** No

**Group Permission to this Site**

Full Control  
 Design  
 Edit  
 Contribute  
 Read  
 View Only

**Buttons:**

### ← Remove a group.

**Manage Groups**

Name	Description
Excel Services Viewers	Members of this group can view pages, list items, and documents. If the document has a server rendering available, they can only view the document using the server rendering.
Publishers Group	Publishers Group
Viewers Group	Viewers Group

**Group Details**

**Name and Description**

**Name:** Viewers Group  
**Description:** Viewers Group

**Group Settings**

**Who can view the membership of the group?** Group Members  
**Who can edit the membership of the group?** Group Owner

**Membership Requests**

**Allow request to join/leave this group?** No

**Group Permission to this Site**

Read

**Buttons:**

## 4.2.2 Provision the Service to users

Once the sites and groups are created, a Service Provider, Organization administrator, or Organization technical contact can provision the SharePoint Service to end users.

Microsoft SharePoint

Site Collection URL : <http://demosite123.org.tering.org>

Choose the groups in site : <http://demosite123.org.tering.org>

Site URL : <http://demosite123.org.tering.org>

Permission : *Uses unique permissions* [?](#)

asdasdasd :

Excel Services Viewers :

Publishers Group :

Viewers Group :

welcome to demo world Members :

welcome to demo world Owners :

welcome to demo world Visitors :

[Cancel](#) [Save](#)

## 5 Skype-for-Business Admin Guide

The home page displays all features available to the Organization administrator or Technical Contact.

### 5.1 List SIP domains

Service Providers, Organization administrator or Technical Contact can check the SIP domains.

SIP Domain
List SIP Domains
<b>SAL Type</b>
List SAL Types
Support helpdesk number: <b>1-800-MYENSIM</b> Support mailbox: support@ensim.com
Cloud items are now available! find more details here <a href="http://www.ensim.com">www.ensim.com</a>

**List SIP Domains**

Name	Delete
ensim.us	<a href="#">Default</a>
ensim.com	<a href="#">Delete</a>

[Cancel](#) [Add](#)

## 5.2 List SAL types

Service Providers, Organization administrator or Technical Contact can check the usage per SAL.

SAL Type	Purchased	Consumed	PPU
Standard Enterprise	As used	3	3
Standard Enterprise Plus	As used	0	0
Standard Plus	As used	1	1

**SAL Type details**

- SAL Type Overview
- Conferencing Policies
- Client Version Policies
- Pin Policies
- External Access Policies

## 5.3 Provisioning user

Service Providers, Organization administrator or Technical Contact can assign user Service.

**General Settings**

SAL Type: Standard Enterprise

Sign-in Name\*: sip: tom.cruise@ensim.com

**Telephony Options**

Telephony Option: AVDisabled

Line URI: tel:+97333333333;ext=123

Line Server URI:

Dial Plan Policy: Automatic

Voice Policy: Automatic

**Policy Selection**

Conferencing Policy	Automatic
Client Version Policy	Automatic
Pin Policy	Automatic
External Access Policy	Automatic
Archiving Policy	Automatic
Location Policy	Automatic
Client Policy	Automatic
Mobility Policy	Automatic

**Buttons:** Cancel, Save

## 5.4 Bulk User Service Assignment (BUSA)

The Service Provider can assign the Skype for Business Service to multiple users at a time. The userspecific information, such as sign-in address, private line, and so on cannot be set using BUSA. Only common properties, such as telephony option can be set using BUSA.

### 5.4.1 Configure BUSA

To configure BUSA, complete the following steps:

- Select the Service and click **Edit Service**.
- Select the **Bulk assignment allowed** checkbox and click **Save**.

Service Name\* Microsoft Skype for Business

Enable Bundling

Internal Service ID\* MSLync

Service type\* Default

Vendor name

Search tags (comma separated)

Provisioning System ID

Suggested services for shopping [Configure](#)

Provisioning delay notification threshold  Minutes [View notification template](#)

Multi Instance  Single Instance

Private Domain Name (DNS) required  Allow multiple orders on same DNS name

Usage collection required  Requires Active Directory service domain

Need phone numbers

Has user management  Bulk assignment allowed

3. Select the Service and click **Configure Resources**.
4. For all SAL type Resources that must be a part of BUSA, in the **Resource type** drop-down list, select **User only**.

Edit Resource

Resource Name\* Standard Enterprise Plus

Resource ID\* Standard Enterprise Plus

Provisioning Information  Order Item

Pay-per-use Allowed  True  False

Default Quantity  1

Resource category Sal Type

Resource type User only

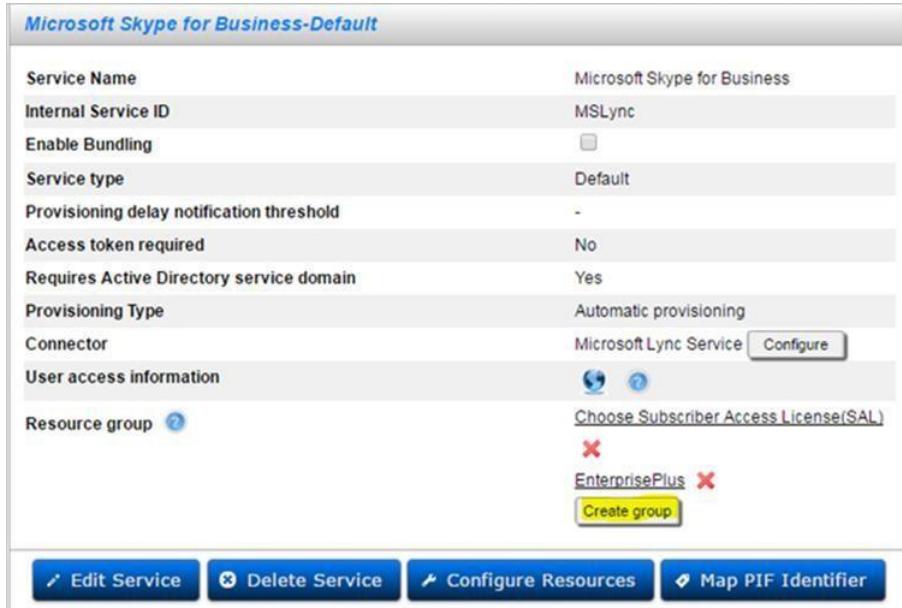
- For all provisioning information that must be part of BUSA, such as Telephony Option Resource, in the Resource type drop-down list, select User only.

**NOTE:** When you change the Resource type to User only, the Resource is visible in the Service option of BUSA UI. Resources, such as voicePolicy, conferencingPolicy, and others can be configured as User only as well. The default policy information is taken from SAL type default configuration if not provided in the BUSA UI.

## 5.4.2 Create Resource group

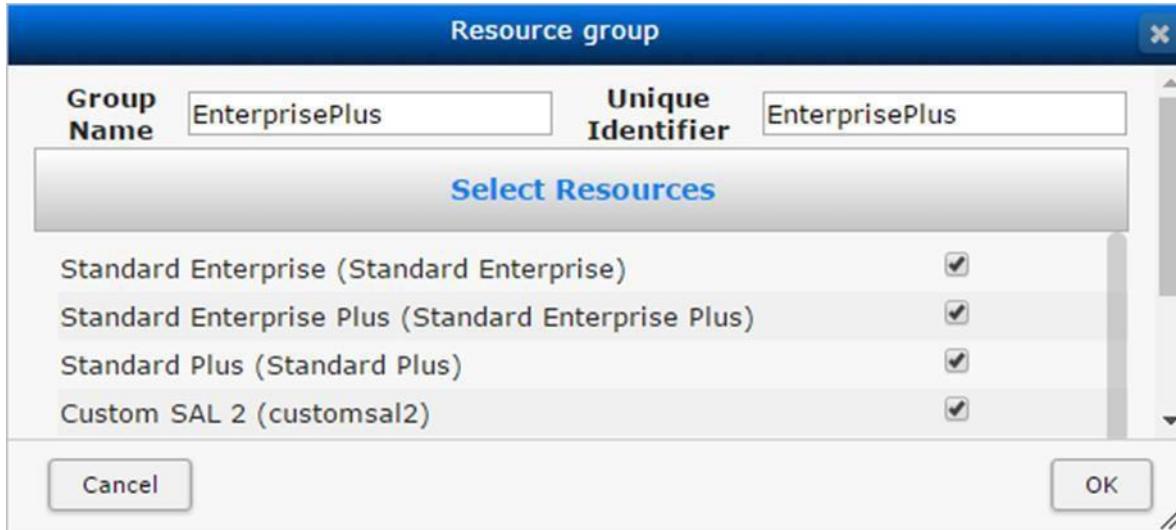
To create a Resource group, complete the following steps:

- ❖ Select **Skype for Business** Service.
- ❖ Click **Create group**.



Microsoft Skype for Business-Default	
Service Name	Microsoft Skype for Business
Internal Service ID	MSLync
Enable Bundling	<input type="checkbox"/>
Service type	Default
Provisioning delay notification threshold	-
Access token required	No
Requires Active Directory service domain	Yes
Provisioning Type	Automatic provisioning
Connector	Microsoft Lync Service <a href="#">Configure</a>
User access information	
Resource group <a href="#">?</a>	<a href="#">Choose Subscriber Access License(SAL)</a> EnterprisePlus <a href="#">Create group</a>
<a href="#">Edit Service</a> <a href="#">Delete Service</a> <a href="#">Configure Resources</a> <a href="#">Map PIF Identifier</a>	

- ❖ In the **Resource group** window, provide the **Group Name**, the Unique Identifier and select all SAL type Items, which are listed.
- ❖ Click **OK**.



Resource group	
Group Name	EnterprisePlus
Unique Identifier	EnterprisePlus
<a href="#">Select Resources</a>	
Standard Enterprise (Standard Enterprise)	<input checked="" type="checkbox"/>
Standard Enterprise Plus (Standard Enterprise Plus)	<input checked="" type="checkbox"/>
Standard Plus (Standard Plus)	<input checked="" type="checkbox"/>
Custom SAL 2 (customsal2)	<input checked="" type="checkbox"/>
<a href="#">Cancel</a>	<a href="#">OK</a>

- ❖ In the product Offer, select the **Exclusive** checkbox for all Items, which should be available while executing BUSA.

Rank	Item Name	Exclusive	Usage Per Service	Billable	PPU Limit
1	S4B Custom Sal 2 License			<input type="checkbox"/>	<input checked="" type="checkbox"/> 9999
2	S4B Standard Plus License			<input type="checkbox"/>	<input checked="" type="checkbox"/> 9999
3	Skype for Business Enter			<input type="checkbox"/>	<input checked="" type="checkbox"/> 9999
4	Phone Number Licensed			<input type="checkbox"/>	<input checked="" type="checkbox"/> NA

### 5.4.3 Execute BUSA

To execute BUSA for an Organization, complete the following steps:

- In the list of Organizations, select the Organization.
- Click the BUSA icon beside the Organization name.

The screenshot shows a search interface for organizations. On the left, there's a sidebar with search filters like 'Advanced Search', 'Organizations Of Own Organizations', 'Search By Organization Name', 'Keyword', 'Street Name', 'City Name', 'Postal/Zip Code', and 'Type of Search' (radio buttons for 'Similar Soundings'). The main area is titled 'Search Results' and contains a table with four rows of organization data. Each row includes a thumbnail, the organization name ('DMX Org1', 'DMX org2', 'DMX org 3', 'DMX Org4'), its ID ('ID:10908', 'ID:10920', 'ID:10924', 'ID:10951'), and three icons: a magnifying glass, a shopping cart, and a clipboard. The third organization, 'DMX org 3', is highlighted with a blue background. At the bottom of the results table are buttons for 'Add Organization' and navigation arrows.

Organization	ID	Actions
DMX Org1	ID:10908	
DMX org2	ID:10920	
DMX org 3	ID:10924	
DMX Org4	ID:10951	

- On the **Bulk Assignment** page, choose the Order number from the **Order No.** drop-down list.
- Provide the **Telephony Option** and click **Continue**.

## Bulk Assignment

Microsoft Skype for Business

Order No: 2017-01-06-000401

EnterprisePlus

Telephony Option: EnterpriseVoice

Choose options | Choose users | Summary

- From the list of users, select the users to assign BUSA and click **Continue**.

Microsoft Skype for Business

Show Users without Service (radio button selected)

All Accounts

Search: Search

Select one or more users

Name	Login ID	Account ID	Status	Action
dmxskype3user14 lname14	dmxskype3user14@dmx.skype3	10925		
dmxskype3user17 lname17	dmxskype3user17@dmx.skype3	10925		
dmxskype3user18 lname18	dmxskype3user18@dmx.skype3	10925		
dmxskype3user19 lname19	dmxskype3user19@dmx.skype3	10925		

- Click **Finish** to start the execution.

**NOTE:** During global configuration, if the Use User Phone No for BUSA is set as 1, when Service is assigned using BUSA using telephony option EnterpriseVoice, the user phone number is used as Line URI.

The user phone number is used for Enterprise Voice only. For other telephony options, phone number is not used when assignment done via BUSA.

If the Allow service connect using BUSA is set as 1, existing Skype for Business users can be connected in CloudBlue using the BUSA option.

## 5.5 SAL Type Quantity Allocation

Till **CloudBlue Skype for Business Connector 4.0** release, individual SAL consumed quantity was considered while executing operations, such as upsize, downsize, upgrade, and downgrade. For example, if the number of purchased Standard SALs and consumed Standard SALs were same, the quantity could not be decreased.

However, the quota could be decreased if the consumption was decreased.

This behavior is changed in **CloudBlue Skype for Business Connector 4.1**. Currently, the total purchased quantity from all SAL types of the Order are considered instead of individual SAL quantity while executing Order upsize, downsize, upgrade, or downgrade operation.

The customers can upgrade their **Skype for Business Standard** account to **Standard Enterprise Plus** account. Moreover, they do not need to continue

paying for Standard SAL quantity. Standard can be set as 0 and the rest of the quantity are added in the **Standard Enterprise Plus** version.

Example:

An Order is purchased with three SAL types — Standard, Standard Enterprise, Standard Enterprise Plus with quantity 5, 5, and 8, respectively. From these, five Standard SALs are assigned to the user.

## List of SAL Types

SAL Type	Purchased	Consumed	PPU
Standard	5	5	0
Standard Enterprise	5	0	0
Standard Enterprise Plus	8	0	0

Upsizing Order with ID 2017-01-18-000422 | Offer : Skype for Business platinum

1 Select Items    2 Contact Details    3 Provisioning Information    4 Summary

Item	Price in \$	Quantity
Skype for Business Standard SAL	Flat rate of 36.00 per Month per item	5
Skype for Business Enterprise SAL	Flat rate of 107.00 per Month per item	5
Skype for Business Plus SAL	Flat rate of 80.00 per Month per item	0
Skype for Business Enterprise Plus SAL	Flat rate of 123.00 per Month per item	8
Custom SAL 2	Flat rate of 12.00 per Month per item	0
Phone Numbers	Flat rate of 10.00 per Month per item	0

The Order is upsized and the Standard Enterprise Plus version is set as 18 and the other is

Upsizing Order with ID 2017-01-18-000422 | Offer : Skype for Business platinum

1 Select Items    2 Contact Details    3 Provisioning Information    4 Summary

Item	Price in \$	Quantity
Skype for Business Standard SAL	Flat rate of 36.00 per Month per item	0
Skype for Business Enterprise SAL	Flat rate of 107.00 per Month per item	0
Skype for Business Plus SAL	Flat rate of 80.00 per Month per item	0
Skype for Business Enterprise Plus SAL	Flat rate of 123.00 per Month per item	18
Custom SAL 2	Flat rate of 12.00 per Month per item	0
Phone Numbers	Flat rate of 10.00 per Month per item	0

set as 0.

**NOTE:** This upsize process does not upgrade the Skype for Business Standard users. Follow the next screens for the upgrade process.

## List of SAL Types

SAL Type	Purchased	Consumed	PPU
Standard Enterprise Plus	18	0	0

For Standard SAL and Enterprise SAL users, upgrade the **Skype for Business** license. To upgrade the license to **Skype for Business Enterprise Plus SAL**, edit the Service.

As Standard SAL is no more associated with the Order, the edit page displays the following message:

**SAL type no more available to organization, select a SAL type.**

From available SAL Type list, select the **Standard Enterprise Plus** and provide the necessary information, such as telephony option and so on.

The screenshot shows the 'Edit Service' page with the following sections:

- General Settings:** SAL Type is set to "Standard Enterprise Plus". Sign-in Address is "sip: skype2user121 @ orgcustom9.com".
- Telephony Options:** Telephony Option is "EnterpriseVoice". Line URI and Private Line fields are present. Line Server URI, Dial Plan Policy, and Voice Policy dropdowns are shown.
- Policy Selection:** Conferencing Policy is "PintuCustomConferencir". Client Version Policy, Pin Policy, and External Access Policy dropdowns are listed.



**NIC**

مركز المعلومات الوطني  
National Information Center



# Thank you.

If you have any request or you want to raise an incident please send it through:

<http://cloudsupport.gws.sa/sp>

If you have any further questions please don't hesitate to contact your account manager.

