@COM Active Directory Sync

Centralized user and phonebook management

General Information

The @COM Active Directory Synchronization enables centralized management.
By simply adding, removing or modify users and/or contact stored in a Microsoft® Active Directory these changes will automatically be forwarded to the @COM Business Manager. This means that administrators no longer need to maintain two different systems when they add, remove or modify users/extensions in the @COM Business Manager. There are two separately available options: The "Global Address Book Synchronization" and the "Active Directory User Synchronization". The "Global Address Book Synchronization" synchronizes the contacts stored in an Active Directory, and the "Active Directory User Synchronization" synchronizes Active Directory users with users stored in the @COM Business Manager, this essentially synchronizes extensions. When using the "Active Directory User Synchronization" it is strongly recommended to program all extensions as flex-workers to allow full integration.

Global Address Book Synchronization

The @COM Global Address Book

The global address book is an LDAP based database of phone records that may be accessed from any LDAP enabled phone or application, making it accessible from anywhere.

- Up to 50000 records
- Searchable by first, last and full name [phone dependant]
- Stores mobile and normal telephone numbers
- Accessible from Snom 3xx and 8xx phones
- Accessible from Aastra Cordless DECT phones
- Accessible from CounterPath Bria Professional soft phones
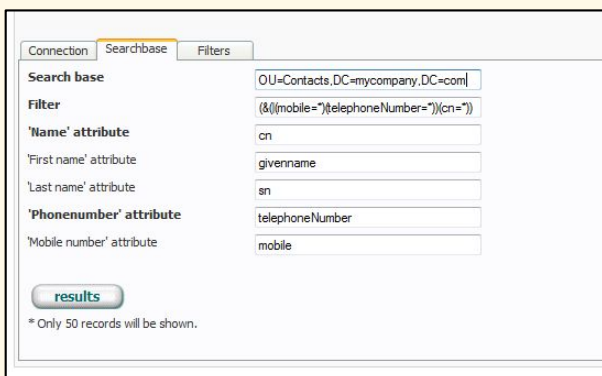- Integrated in the @COM Personal Call Manager[optional]

Global Address Book Synchronization

The global address book can be synchronized using this optional feature with a Microsoft Active Directory.
This enables administrators to centralize the contact management and reduces the workload.
The following items can be synchronized;

- Full Name
- First name
- Last name
- Phone number
- E-mail address
- Mobile phone number

Phone numbers can be automatically converted & filtered to the correct format by the @COM Business Manager as long as the phone number format used in the Active Directory is consistent and does not contain additives like; "ext.:"256".

Example screenshot of an Active Directory synchronization:

Connection	Searchbase	Filters
Search base		OU=Contacts,DC=mycompany,DC=com
Filter		(&(|(mobile=*)(telephoneNumber=*))(cn=*))
'Name' attribute		cn
'First name' attribute		givenname
'Last name' attribute		sn
'Phonenumber' attribute		telephoneNumber
'Mobile number' attribute		mobile

results

* Only 50 records will be shown.

Note:
The Global Address Book is also described on a separate datasheet.

Active Directory User Synchronization

Users in the @COM Business Manager

The @COM Business Manager supports user-orientated programming [1], which means you do not need to program the extensions in your system, but just the actual user.
It does this by applying a predefined extension template to an extension according to the user's assigned department.

User Synchronization

AD User Synchronization is an optional feature that is part of the AD implementation in the @COM Business Manager. For optimal use it's strongly recommended to use this feature in combination with the flex-working feature. This allows new employees to start working anywhere where there is a flex-working enabled phone by logging in with a service code.
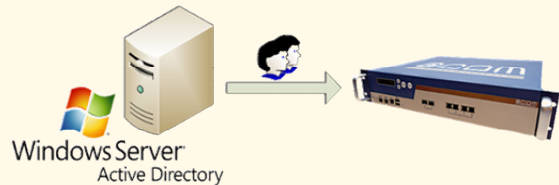
The following items can be synchronized;

- Name   (Full name, first name & last name)
- Username
- Extension   ("IP Phone" field in AD, which must exist and be unique!)
- E-mail address
- DID number
- Cell-phone number
- Department   (Must exists in AD, used to correctly program an extension)

Available on/off options for User Synchronization are;

- Dynamically add or remove extensions [2]
- Apply new extension template if department changes
- Update extension name if name changes
- Update DID number if DID number changes.
- Update CLIP number if DID number changes. [use DID as CLIP]
- Filter/Convert phone numbers to the correct format
- Authenticate Personal Call Manager users, using their Microsoft Windows login account

Abbreviations:
AD	**A**ctive **D**irectory
DID	**D**irect **I**nward **D**ial number
CLIP	**C**alling **L**ine **I**dentification **P**resentation (show your number)

Notes:
[1] User orientated programming is currently only supported in combination with the Active Directory User Synchronization.
[2] This feature only works in combination with the flex-working feature.

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