

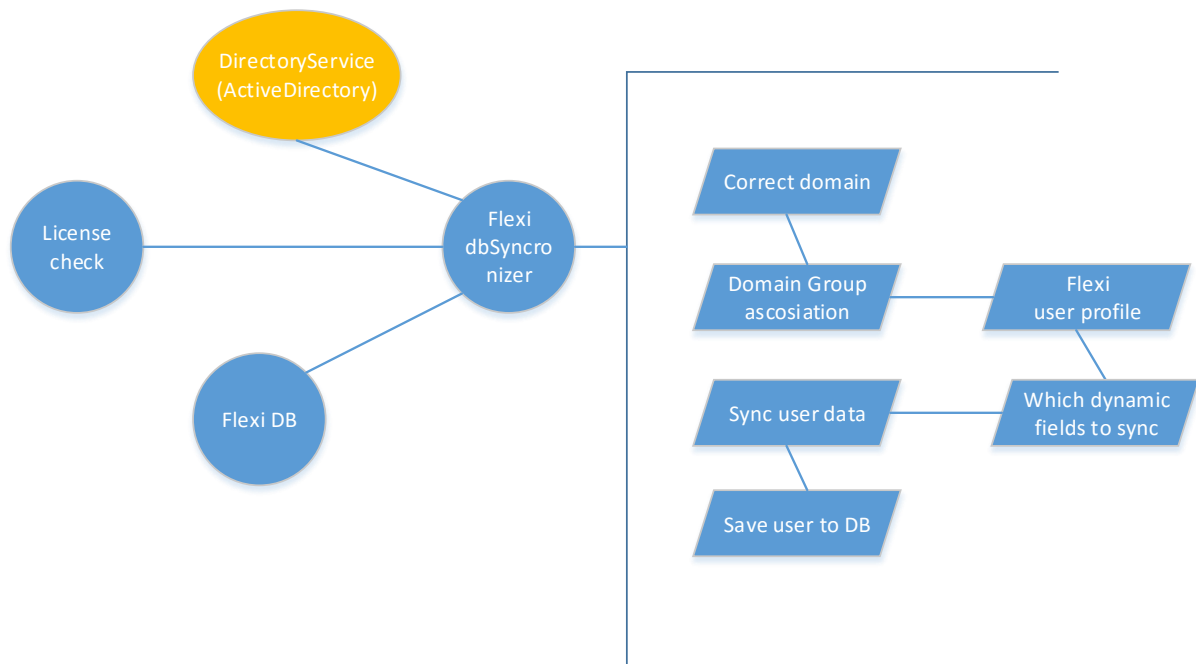
# Datatal Flexi Directory Service

With the Directory Service from Datatal you can configure Flexi to synchronize Flexi users directly from your corporate domains Directory Service (as of now only Active Directory is supported). This synchronization can be used to sync users during installation and also to keep Flexi users synced with AD during normal operation (runtime).

If you create different user groups in AD and populate them with members, you can create different user profiles in Flexi and when members are synced Flexi applies the corresponding user profile.

## Requirements

- Directory Service license from Datatal (1 per user)
- Corporate Domain with Active Directory
- Flexi server member of corporate Domain
- Flexi version 5.12 (or later)
- Domain members must have their extension in "IP Phone" field set (Active Directory)



*Basic schematic of Flexi Directory Service*

You need to do the following configuration in Flexi Admital Web to activate Flexi Directory Service.

1. Assign number of Directory service users. This number will limit how many Flexi users that will be able to use this feature, it is recommended that you assign the same number of DS licenses as the number of Flexi users.  
Log in to Admtal Web and select "Company" in the left pane select for which company you will assign Directory service licenses.

	Existing	Max	Available
Voice mail user:	23	35	15
Destination:	0	0	10
Operator:	0	0	20
CC Queues:	3	3	297
CC Supervisors:	8	5	5
CC Ag. w. GUI:	8	10	30
CC Ag. w/o GUI:		0	0
Operators:	6	5	10
SKL reporting:	0	0	2
SFB Users:		35	15
Directory Service:		35	15
WonderPhone Standard:		35	15

2. Now that licenses have been assigned, we move on to configure Directory Service for your system. In left pane Select "System" and "Directory Service", click on "New Domain" to configure a new Directory Service Domain.

flexi

www.datatal.se System / Directory Service

Here you define which user data to be synced for each user and their corresponding fields in AD.

Domain

Domain name: datatal.se

E-Mail Address [not used]

Home Phone Home

Manager Boss

Department Department

Title Title

City Location

Country [not used]

Fax Number Fax nr

Save Cancel Delete Apply

Domain Group  
Add group to domain...

Name	Priority	Userprofile
FlexiUsers	0	Standard User

Type name of your corporate domain.

Select email field in AD

Select home phone field in AD

Select manager field in AD

Select department field in AD

Select title field in AD

Select city field in AD

Select country field in AD

Select fax number field in AD

Which user profile to apply to users synced for this domain. Click to change.

- Now that you have created a relationship between Flexi and corporate domain. We need to configure user profile that will be applied to synchronized users. Click on "User", "user profile".

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User / Userprofile

**Userprofile**

Name:

Description:

Access Group: [not used] ▼

Schedule: [not used] ▼

Voice mail type: [not used]

Generate name:

Web language: [not used] ▼

Save Cancel Apply

This field must be same as Domain Group name in AD

Name your user profile

Select which access group for your user profile

Select which schedule for your access group

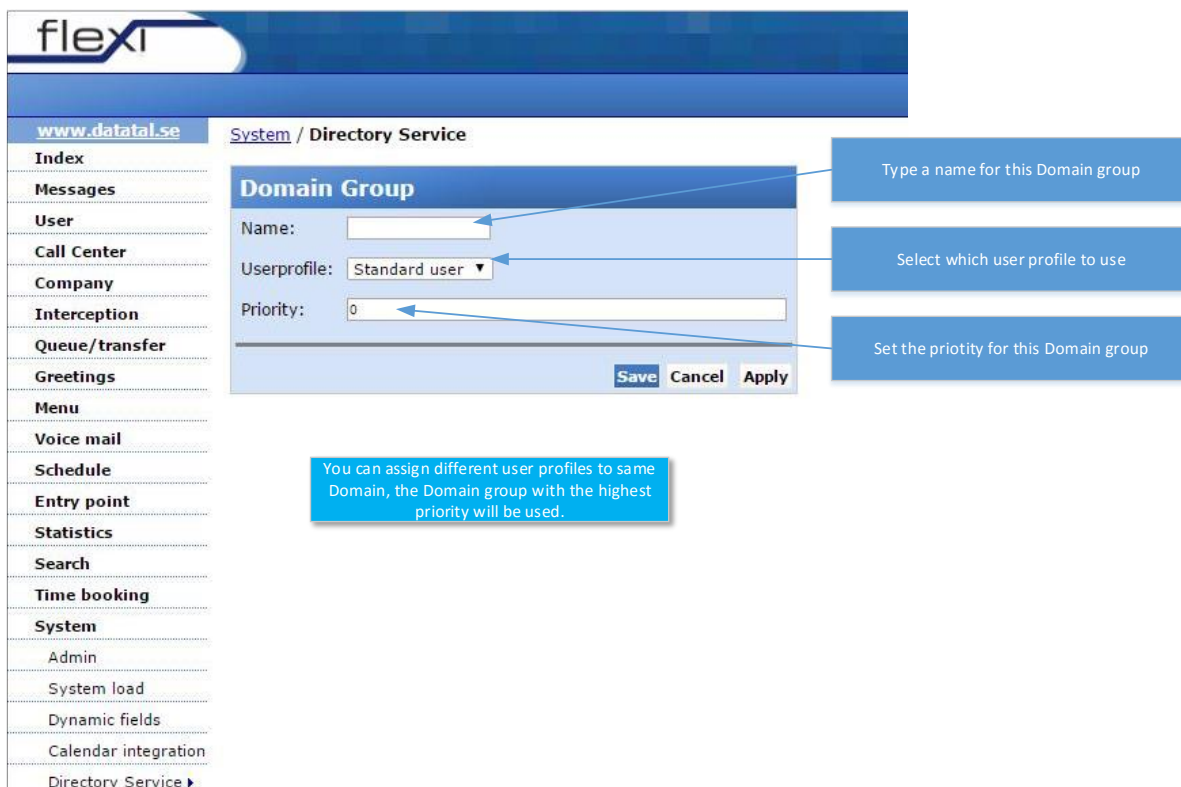
Select which voicemail type for your access group

Check if name file should be generated

Select which web language for your user profile

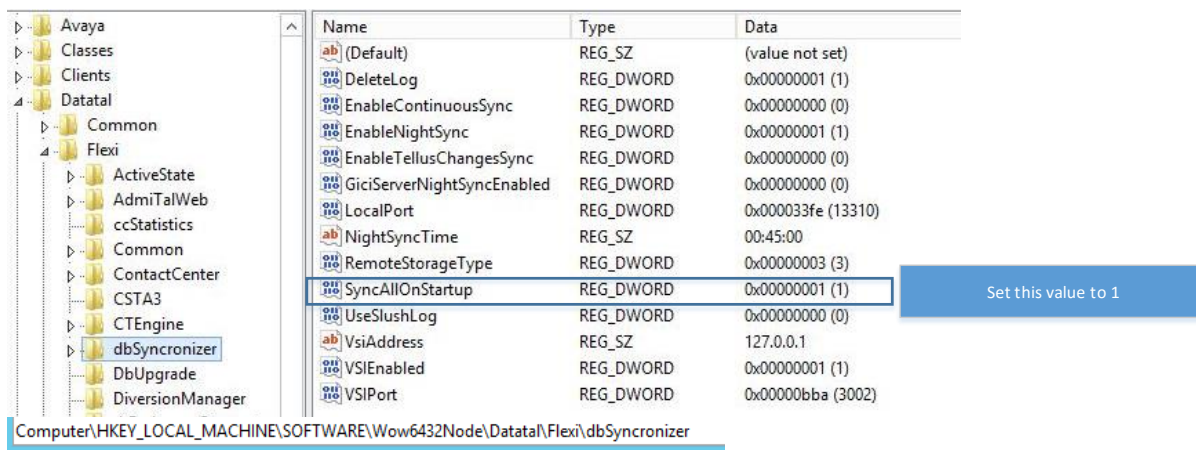
These settings will be applied to all users synchronized from AD with this user profile.

4. You can add several different user profiles to same Domain.

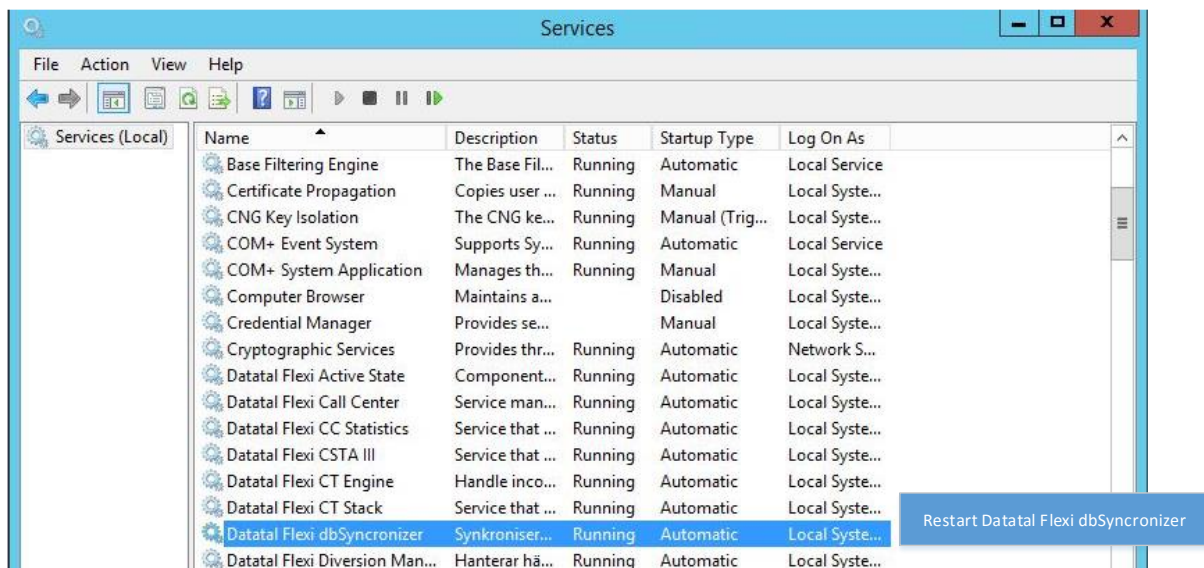


Now all of the configuration in Flexi is done. If you wish to initiate a full synchronization and create Flexi users, you need to activate this via NT\_registry and restart NT\_Service “Flexi synchronizer”

1. Verify that the following NT registry value is set to “1” (if not then change it)



## 2. Restart the following NT service "Datatal Flexi dbSynchronizer" via Service Manager



Depending on the number of users that will be synchronized you might have to wait a few minutes before the will appear in Admtal web under "Users". If no users appear we need to start trouble shooting.

1. First verify that you have entered correct "Domain name" in Directory service in Admtal Web (should be the same name as the corporate domain that users will be synchronized from).
2. Verify that "User profile" "Name" is the same as Domain group name in your corporate Active Directory. And that it contains members with the field "IP Phone" set to extension used in Flexi. (If this field is empty no synchronization will be made).
3. Check log files for Flexi dbsynchronizer. Log file location X:\Flexi\Log\Flexi Database Synchronizer.
4. If no indication where the problem might be contact Datatal Support.