

# Datatal Flexi Directory Service

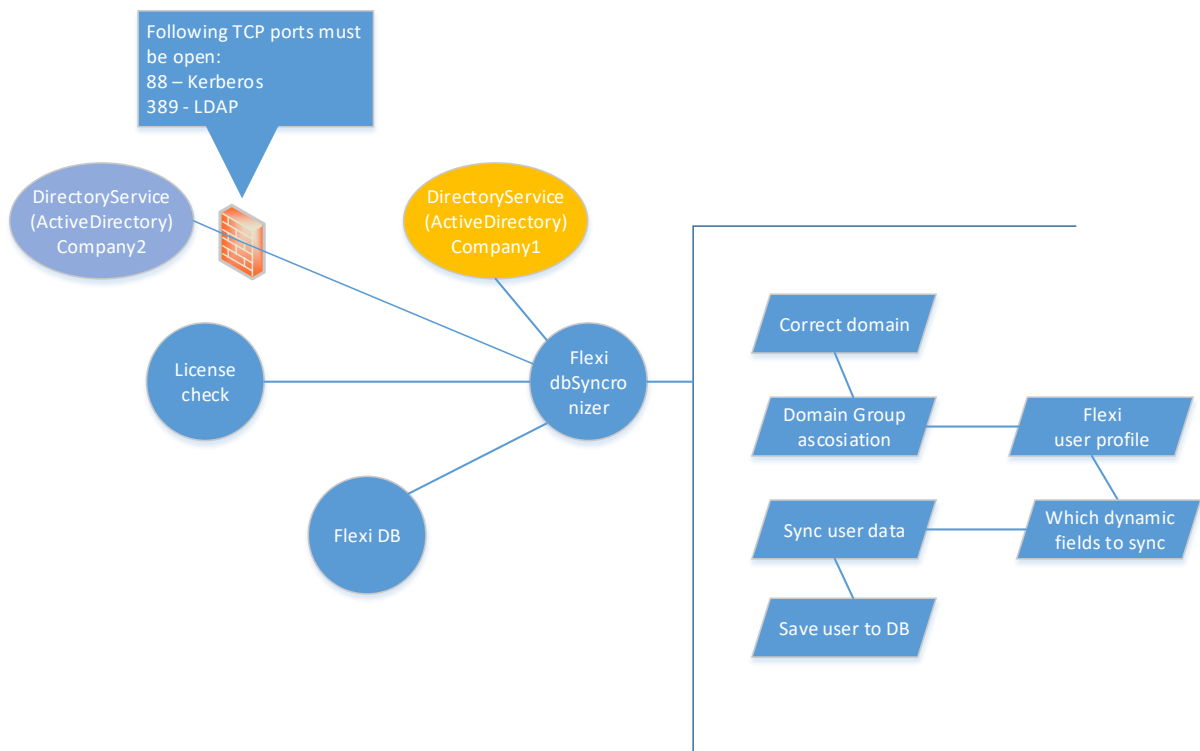
With the Directory Service from Datatal you can configure Flexi to synchronize Flexi users directly from your corporate domains Directory Service (as of now only Active Directory is supported).

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)
- TCP ports 88 (Kerberos) and 389 (LDAP) must be open



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 Admital Web and select “Company” in the left pane select for which company you will assign Directory service licenses.



The screenshot shows the Flexi Admital Web interface. The top navigation bar includes the 'flexi' logo and the URL 'www.datatal.se'. The main content area is titled 'Company / Edit company'. On the left, there is a navigation menu with options like 'Index', 'Messages', 'User', 'Call Center', 'Company', 'Interception', 'Queue/transfer', 'Greetings', 'Menu', 'Voice mail', 'Schedule', 'Entry point', 'Statistics', 'Search', 'Time booking', 'System', 'Accessnumber', and 'Log out'. The 'Company' section is expanded, showing a list of sub-items: 'Company', 'Licenses', 'Call Center', 'Language', 'Statistics', 'API', and 'Operator'. The 'Licenses' sub-item is selected, displaying a table with the following data:

	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

At the bottom of the table, there are buttons for 'Save', 'Cancel', 'Delete', and 'Apply'. A callout box on the right side of the screenshot contains the text: 'Assign number of Directory Service users for selected Company.'

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. You can specify separate Directory Service connections and accounts, which enables different companies to have their own Directory Service. This applies to hosting environments where several companies are sharing the same Presentity platform, or if the Presentity server is not a member of the corporate domain.

**flexi**

[www.datatal.se](http://www.datatal.se)    **System / Directory Service**

Here you define which user data to be synced for each user and their corresponding fields in AD. You can also specify per Company different AD connections. Applicable to Hosting systems with different coopoartions.

**Domain**

Domain name:     Type name of your corporate domain.

Server address:     Enter address to your company's AD

User name:     Enter username to be used. Must be [username]@[domain]

Password:     Enter password for user.

E-Mail Address:     Enter password for user.

Home Phone:     Map the following fixed fields to corresponding "dynamic fields" in Presentity.

Manager:

Department:

Title:

City:

Country:

Fax Number:

Mobile number:

**Domain Group**  
[Add group to domain...](#)

Name	Priority ▲	Userprofile
FlexiSyncUsers	1	Standard user
FlexiSysops	2	Sysops

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

**www.datatal.se**

- Index
- Messages
- User
- Call Center
- Company
- Interception
- Queue/transfer
- Greetings
- Menu
- Voice mail
- Schedule
- Entry point
- Statistics
- Search
- Time booking
- System
  - Admin
  - System load
  - Dynamic fields
  - Calendar integration
  - Directory Service ▶
  - Skype integration
- Accessnumber
- Log out

- 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".

**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.

**System / Directory Service**

**Domain Group**

Name:

Userprofile: Standard user ▼

Priority: 0

**Save Cancel Apply**

Type a name for this Domain group

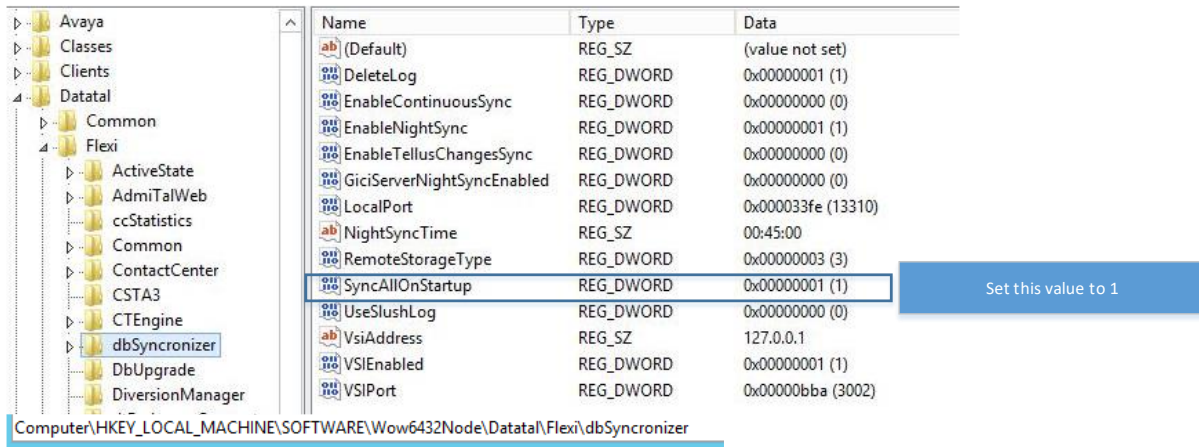
Select which user profile to use

Set the priority for this Domain group

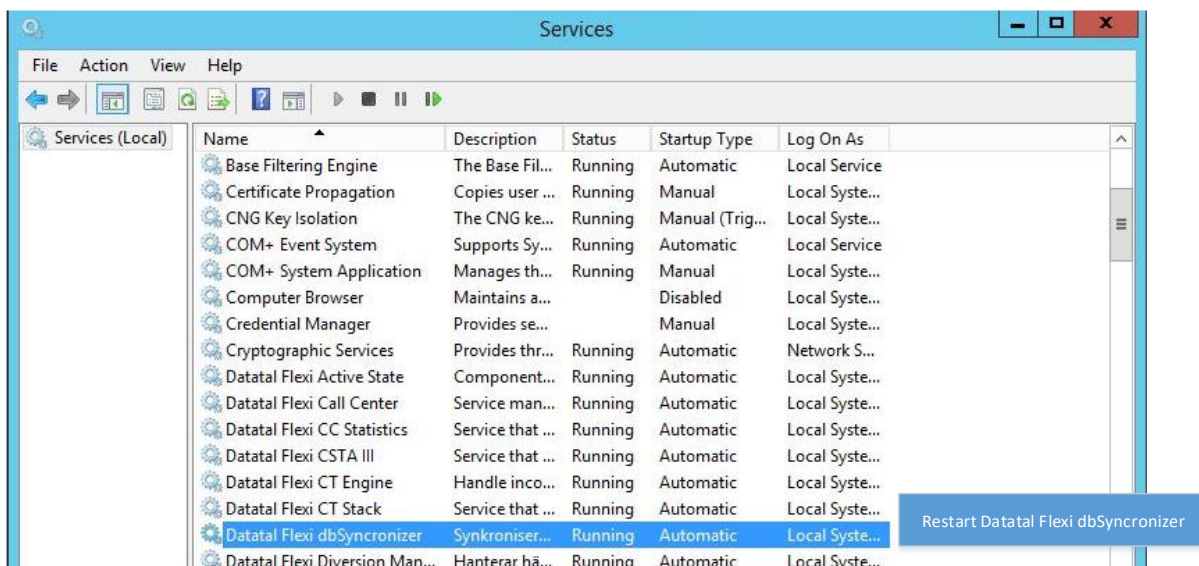
You can assign different user profiles to same Domain, the Domain group with the highest priority will be used.

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 Admital 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 Admital Web (should 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.