



SKYPE CONNECTOR FOR DATATAL FLEXI SERVER

Summary

This document describe how to configure Skype server and Flexi server to communicate

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Office 365 UCWA Configuration

Prerequisite

- A Microsoft Office account that has access to Skype Online P2
- Activate license Skype integration on Flexi user
- Public FQDN to Flexi server
- Server need internet access

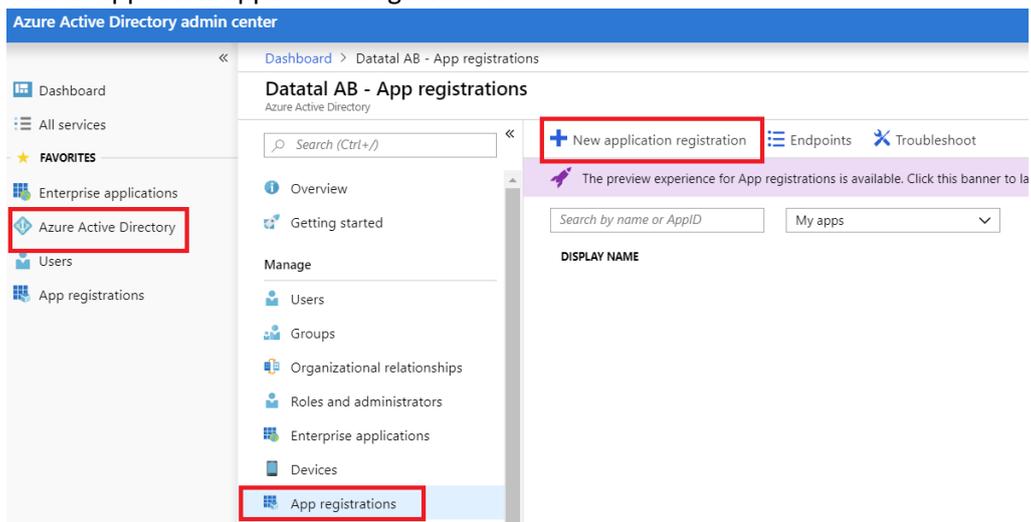
Limitations

- Flexi will only read data from Skype Online
- Will not affect line status in Flexi, due to inconsistent behavior on presence state in Skype. Data will be treated as Skype user information data.

Register your application with Azure AD

Sign in to the Azure Management Portal, then do the following:

1. Log into to <https://aad.portal.azure.com> as administrator
2. Select “Azure Active Directory” and then “App registrations”
3. Add an app “New application registration”



4. Enter Name a unique name for this app like “PresentityUCWAConnector”
5. Select Application type **Native**
6. On Redirect URI set [Fel! Ogiltig hyperlänkreferens.](#)
7. Click create
8. Select **Settings** -> **Require permissions** -> **Add** -> **Select an API** -> **Skype for Business Online**
9. Click **Select**
10. Check Read/Write Skype user information
11. Check Read/Write Skype user contact and groups
12. Click **Select**

Add API access ×

1 Select an API
Skype for Business Online ✓

2 Select permissions
0 role, 2 scopes >

Done

Enable Access □ ×

DELEGATED PERMISSIONS REQUIRES ADMIN

Initiate conversations and join meetings	No
Create Skype Meetings	No
<input checked="" type="checkbox"/> Read/write Skype user information (preview)	No
Receive conversation invites (preview)	No
<input checked="" type="checkbox"/> Read/write Skype user contacts and groups	No

Select

13. Click **Done**

14. Click **Grant permissions**

Required permissions □

+ Add Grant permissions

Do you want to grant the permissions below for PresentityUCWAConnector for all accounts in current directory? This action will update any existing permissions this application already has to match what is listed below.

15. Copy **Application ID** notepad, needed when configure Flexi Presentity

PresentityUCWAConnector Registered app ⚙️ ×

⚙️ Settings ✎ Manifest 🗑️ Delete

Display name PresentityUCWAConnector	Application ID 0f391d41-7e6c-49d7-8737- XXXXXXXXXX
Application type Native	Object ID 59947b34-d277-4466-b545-31765d9459e5
Home page ---	Managed application in local directory PresentityUCWAConnector

Sign in to Admital web

1. Make sure that you logon as sysop accessright. Need access to System tab

2. Click **New Server...**
3. Enter **username** and **passhrase** for a the Skype account that Presentity should use. User must be a valid Skype user.
4. Enter **Client ID**, user **Application ID** from above
5. AD instance, enter <https://login.microsoftonline.com/>
6. In Domain, enter customers domain
7. In Tennant, enter customers tennant domain.

[System](#) / [Skype integration](#) / [UCWA Servers](#) / [Edit](#)

8. Goto **System->Skype integration->Rules**
9. Click **New**
10. Select **[UCWA] Host**, this is the created host above
11. Enter a rule, example [%@datatal.se](#) this will match all users on @datatal.se
12. Enter a priority, enter **1** if no other rules are needed

[System](#) / [Skype integration](#) / [Rules](#)

Troubleshooting UCWA integration

- Goto UCWA server in Admital, check status text column. Example below is everything okay

New server...

Tenant	AD Instance	Domain	Status	Status text
datatal365.onmicrosoft.com	https://login.microsoftonline.com/	datatal.se	1	Connected

- Check that, username and password is correct entered
- Check that Client ID is the same as application ID on app in Azure AD
- On Flexi server goto x:\flexi\log\lynconnector
 - o Check error.log and warning.log
 - o Check ucwa.log and ucwaclient.log
- Check internet access, firewall setting that blocks communication

Skype onpremise configuration

Prerequisite on Flexi server

- Flexi license for Skype connection
- Windows Server 2008 R2 SP1 or Windows Server 2012
- Windows Server 2012: Media Foundation server feature
- Windows Server 2008 R2 SP1: Desktop Experience server feature
- x64
- .NET 4.5
- UCMA 4.0 Runtime

Start Powershell on Flexi server and run...

Windows 2012

Install-WindowsFeature server-media-foundation



```

Administrator: Windows PowerShell
Windows PowerShell
Copyright (C) 2014 Microsoft Corporation. All rights reserved.

PS C:\Users\Administrator> Install-WindowsFeature server-media-foundation

Success Restart Needed Exit Code      Feature Result
-----
True     Yes          SuccessRest... (Media Foundation)
WARNING: You must restart this server to finish the installation process.

PS C:\Users\Administrator> _
  
```

Windows 2008 R2 SP1

Import-module servermanager

Add-WindowsFeature Desktop-Experience

If reboot is require after installation of Media Foundation or Desktop Experience, do so

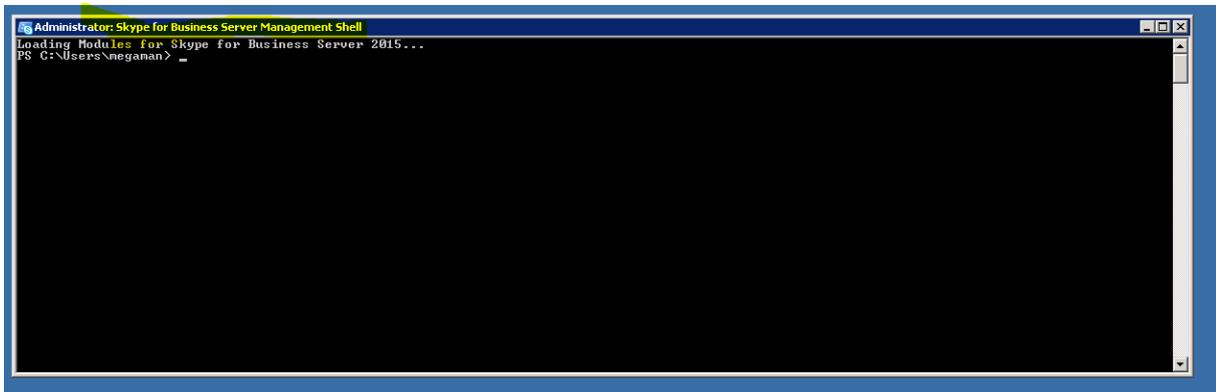
In Flexi installer GUI start the installation of UCMA 4.0 runtime

 UcimaRuntimeSetup.exe	2015-10-08 10:04	Application	245 873 KB
---	------------------	-------------	------------

Skype Server settings

On Skype server

Start Powershell manager for Skype...



Get-CsSite

```
PS C:\Users\megaman> Get-CsSite

Identity           : Site:visby
SiteId             : 1
Services           : <CentralManagement>
                   : teway:johnny.de
Pools              : <lync.datatal.s
FederationRoute    : EdgeServer:lync
XmppFederationRoute :
DefaultPersistentChatPool :
Description        : Site for Datatal
DisplayName        : visby
SiteType           : CentralSite
ParentSite         :
```

Run this command...

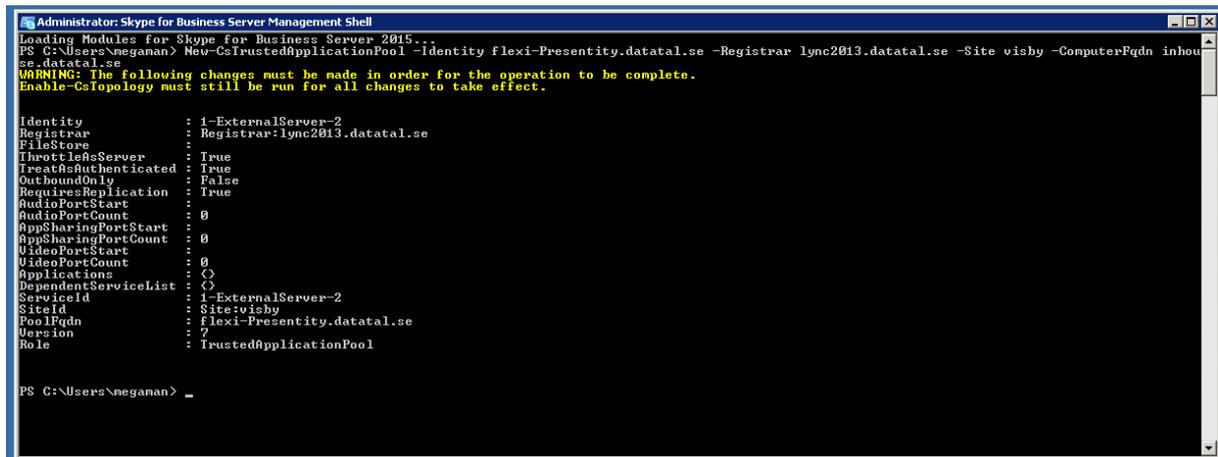
```
New-CsTrustedApplicationPool -Identity flexi-Presentity.datatal.se -Registrar lync2013.datatal.se -Site visby -ComputerFqdn inhouse.datatal.se
```

Identity = Trusted Application Pool

Registrar = Skype servers full FQDN

Site = Skype site name, from previous step

ComputerFqdn = Flexi server name FQDN



```
Administrator: Skype for Business Server Management Shell
Loading Modules for Skype for Business Server 2015...
PS C:\Users\neganan> New-CsTrustedApplicationPool -Identity flexi-Presentity.datatal.se -Registrar lync2013.datatal.se -Site visby -ComputerFqdn inhouse.datatal.se
WARNING: The following changes must be made in order for the operation to be complete.
Enable-CsTopology must still be run for all changes to take effect.

Identity          : 1-ExternalServer-2
Registrar         : Registrar:lync2013.datatal.se
FileStore         :
ThrottlesServer  : True
TreatAsAuthenticated : True
OutboundOnly     : False
RequiresReplication : True
AudioPortStart   :
AudioPortCount   : 0
AppSharingPortStart :
AppSharingPortCount : 0
VideoPortStart   :
VideoPortCount   : 0
Applications     : {}
DependentServiceList : {}
ServiceId        : 1-ExternalServer-2
SiteId           : Site:visby
PoolFqdn         : flexi-Presentity.datatal.se
Version          : 7
Role             : TrustedApplicationPool

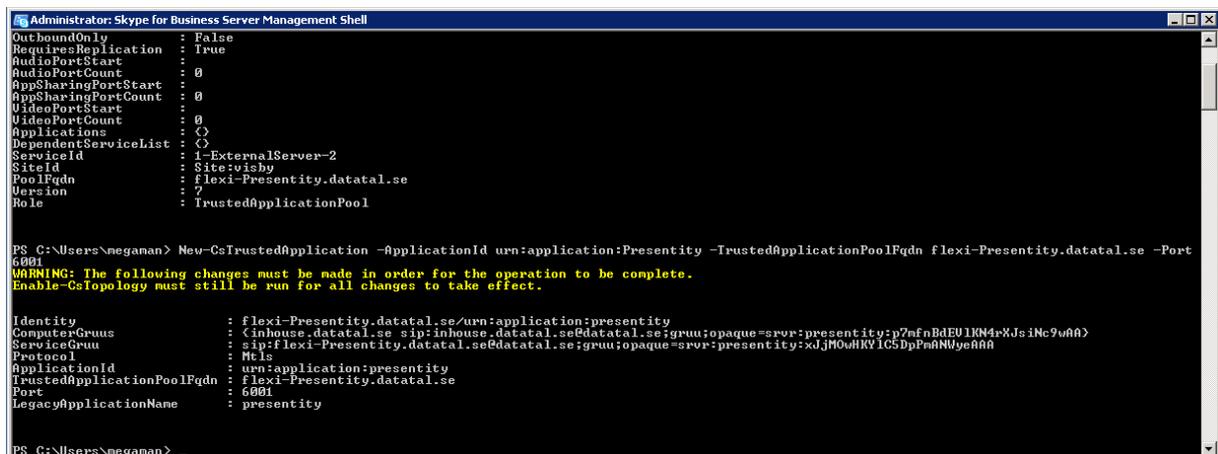
PS C:\Users\neganan> _
```

Create application ID and bind a port

```
New-CsTrustedApplication -ApplicationId urn:application:Presentity -TrustedApplicationPoolFqdn flexi-Presentity.datatal.se -Port 6001
```

ApplicationId = urn:application:Presentity

Port = 6001



```
Administrator: Skype for Business Server Management Shell
OutboundOnly     : False
RequiresReplication : True
AudioPortStart   :
AudioPortCount   : 0
AppSharingPortStart :
AppSharingPortCount : 0
VideoPortStart   :
VideoPortCount   : 0
Applications     : {}
DependentServiceList : {}
ServiceId        : 1-ExternalServer-2
SiteId           : Site:visby
PoolFqdn         : flexi-Presentity.datatal.se
Version          : 7
Role             : TrustedApplicationPool

PS C:\Users\neganan> New-CsTrustedApplication -ApplicationId urn:application:Presentity -TrustedApplicationPoolFqdn flexi-Presentity.datatal.se -Port 6001
WARNING: The following changes must be made in order for the operation to be complete.
Enable-CsTopology must still be run for all changes to take effect.

Identity          : flexi-Presentity.datatal.se/urn:application:presentity
ComputerGroups   : <inhouse.datatal.se sip:inhouse.datatal.se@datatal.se;gruu;opaque=srvr:presentity:p7mf0BdEU1K94rXJsicMc9wAA>
ServiceGroup    : sip:flexi-Presentity.datatal.se@datatal.se;gruu;opaque=srvr:presentity:xJjMOuHkV1C5DpPmANUyeAAA
Protocol        : Mtls
ApplicationId    : urn:application:presentity
TrustedApplicationPoolFqdn : flexi-Presentity.datatal.se
Port             : 6001
LegacyApplicationName : presentity

PS C:\Users\neganan> _
```

After New-CsTrustedApplicationPool and New-CsTrustedApplication run Enable-CsTopology to enable config changes.

Enable-CsTopology

```
Administrator: Skype for Business Server Management Shell
RequiresReplication : True
AudioPortStart      :
AudioPortCount      : 0
AppSharingPortStart :
AppSharingPortCount : 0
VideoPortStart      :
VideoPortCount      : 0
Applications         : {}
DependentServiceList : {}
ServiceId           : 1-ExternalServer-2
SiteId              : Site:visby
PoolFqdn            : flexi-Presentity.datatal.se
Version             : 7
Role                : TrustedApplicationPool

PS C:\Users\negaman> New-CsTrustedApplication -ApplicationId urn:application:Presentity -TrustedApplicationPoolFqdn flexi-Presentity.datatal.se -Port
6001
WARNING: The following changes must be made in order for the operation to be complete.
Enable-CsTopology must still be run for all changes to take effect.

Identity                : flexi-Presentity.datatal.se/urn:application:presentity
ComputerGrnuus         : <inhouse.datatal.se sip:inhouse.datatal.se@datatal.se;gruu;opaque=srvr:presentity:p7nfnBdEU1RM4*%Js1Ne9wAA>
ServiceGrnuu           : sip:flexi-Presentity.datatal.se@datatal.se;gruu;opaque=srvr:presentity:xJjM0wHKY1G5DpPnANUyeAAA
Protocol               : Mtls
ApplicationId          : urn:application:presentity
TrustedApplicationPoolFqdn : flexi-Presentity.datatal.se
Port                   : 6001
LegacyApplicationName  : presentity

PS C:\Users\negaman> Enable-CsTopology
PS C:\Users\negaman>
```

Service GRUU is needed for Flexi to communicate with Skype server. To receive that run this command, and copy it from console Window and save it to later use in a text file.

Get-CsTrustedApplication -Identity flexi-Presentity.datatal.se/urn:application:presentity

```
Select Administrator: Skype for Business Server Management Shell
egaman> New-CsTrustedApplication -ApplicationId urn:application:Presentity -TrustedApplicationPoolFqdn flexi-Presentity.datatal.se -Port
6001
WARNING: The following changes must be made in order for the operation to be complete.
Enable-CsTopology must still be run for all changes to take effect.

Identity                : flexi-Presentity.datatal.se/urn:application:presentity
ComputerGrnuus         : <inhouse.datatal.se sip:inhouse.datatal.se@datatal.se;gruu;opaque=srvr:presentity:p7nfnBdEU1RM4*%Js1Ne9wAA>
ServiceGrnuu           : sip:flexi-Presentity.datatal.se@datatal.se;gruu;opaque=srvr:presentity:xJjM0wHKY1G5DpPnANUyeAAA
Protocol               : Mtls
ApplicationId          : urn:application:presentity
TrustedApplicationPoolFqdn : flexi-Presentity.datatal.se
Port                   : 6001
LegacyApplicationName  : presentity

PS C:\Users\negaman> Enable-CsTopology
PS C:\Users\negaman> Get-CsTrustedApplication -Identity flexi-Presentity.datatal.se/urn:application:presentity

Identity                : flexi-Presentity.datatal.se/urn:application:presentity
ComputerGrnuus         : <inhouse.datatal.se sip:inhouse.datatal.se@datatal.se;gruu;opaque=srvr:presentity:p7nfnBdEU1RM4*%Js1Ne9wAA>
ServiceGrnuu           : sip:flexi-Presentity.datatal.se@datatal.se;gruu;opaque=srvr:presentity:xJjM0wHKY1G5DpPnANUyeAAA
Protocol               : Mtls
ApplicationId          : urn:application:presentity
TrustedApplicationPoolFqdn : flexi-Presentity.datatal.se
Port                   : 6001
LegacyApplicationName  : presentity

PS C:\Users\negaman>
```

Later you will need to create a certificate on the Skype server, so be sure that you still have access to it.

Flexi server Settings

Now login to Admital and create a Lync server and fill these settings. Be careful that all settings are case sensitive!! Log in as sysop

Admital->System->Lync integration->Servers

New...

Host : Skype server FQDN

Port: 5061

URI: <sip:<flexiserverFQDN>>

ServicePort: 6001

GRUU: <paste it from previous step>

www.datatal.se [System](#) / [Lync integration](#) / [Servers](#)

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- [User](#)
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- [Queue/transfer](#)
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- [Menu](#)
- [Voice mail](#)
- [Schedule](#)
- [Entry point](#)
- [Statistics](#)
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- System**
- [Admin](#)
- [System load](#)
- [Dynamic fields](#)
- [Calendar integration](#)
- Lync integration**
- [Active connections](#)
- [Rules](#)
- Servers ▾**

Edit [nf]server

Host:	<input type="text" value="lync2013.datatal.se"/>
Port:	<input type="text" value="5061"/>
Uri:	<input type="text" value="sip.inhouse.datatal.se"/>
ServicePort:	<input type="text" value="6001"/>
GRUU:	<input type="text" value="sip.flexi-Presentity.datatal.se@datatal.se:gruu:opaque=svr:f"/>
Certificate:	<input type="text"/>
Serial number:	<input type="text"/>

Save

Rule

New..

Select host server

Rule: enter domain that can access skype service

Priority: a value within 0-10

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

Lync integration

Active connections

Rules ▶

Servers

Accessnumber

Log out

New rule

Host:

Rule:

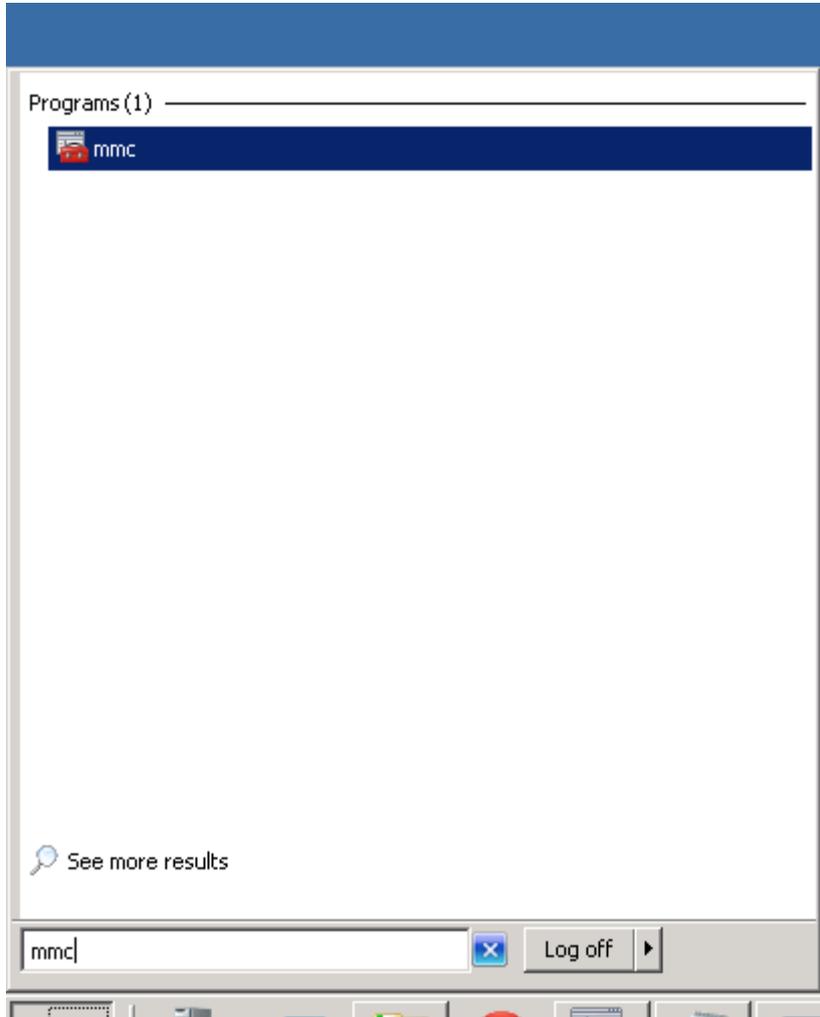
Priority:

Certificate create on Skype server

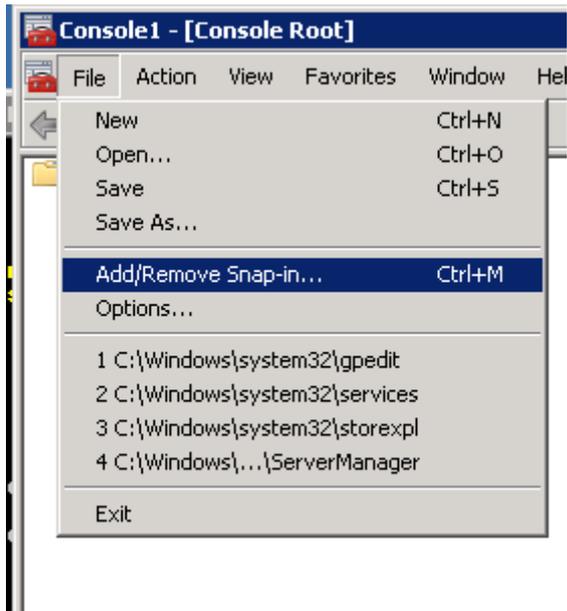
We need to create a certificate for communication between Skype server and Flexi server. To create this, follow these steps. Its required!

On **Skype server** Start → MMC

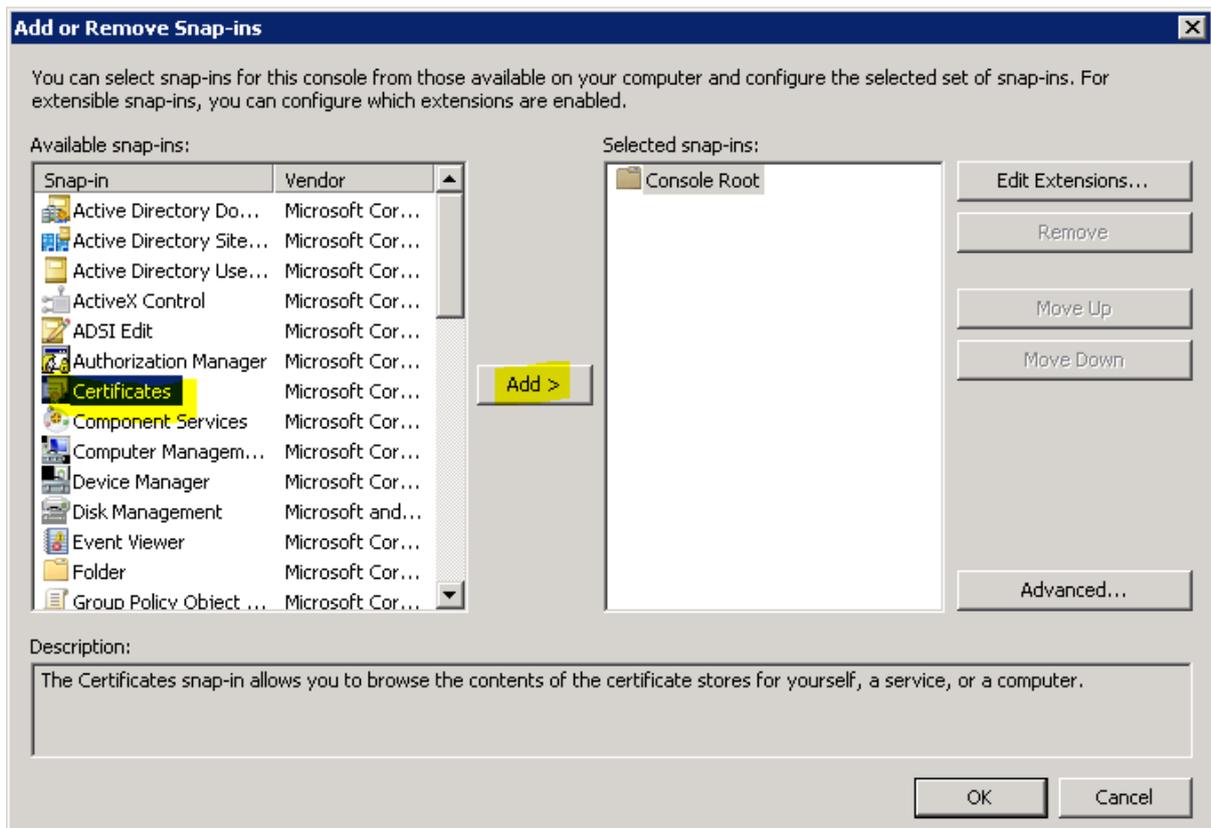
Certificate



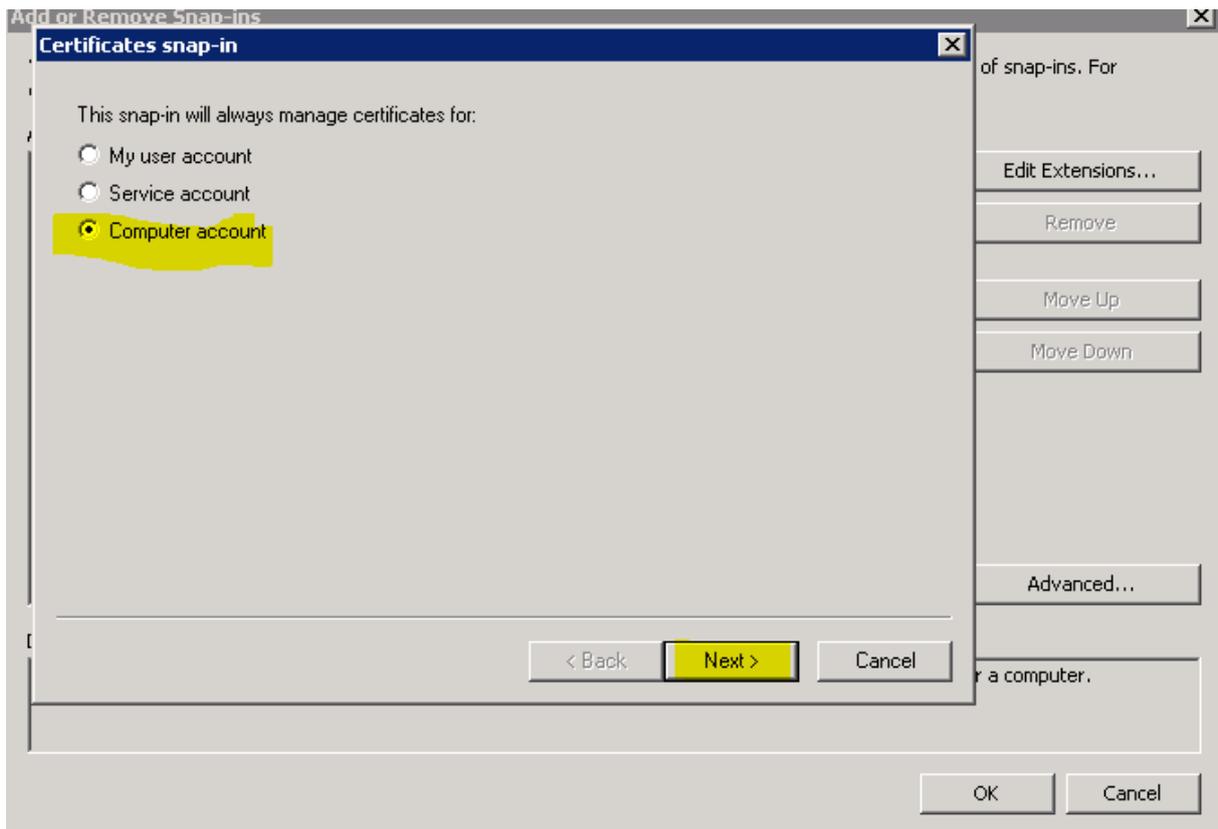
File -> Add/Remove Snap-in



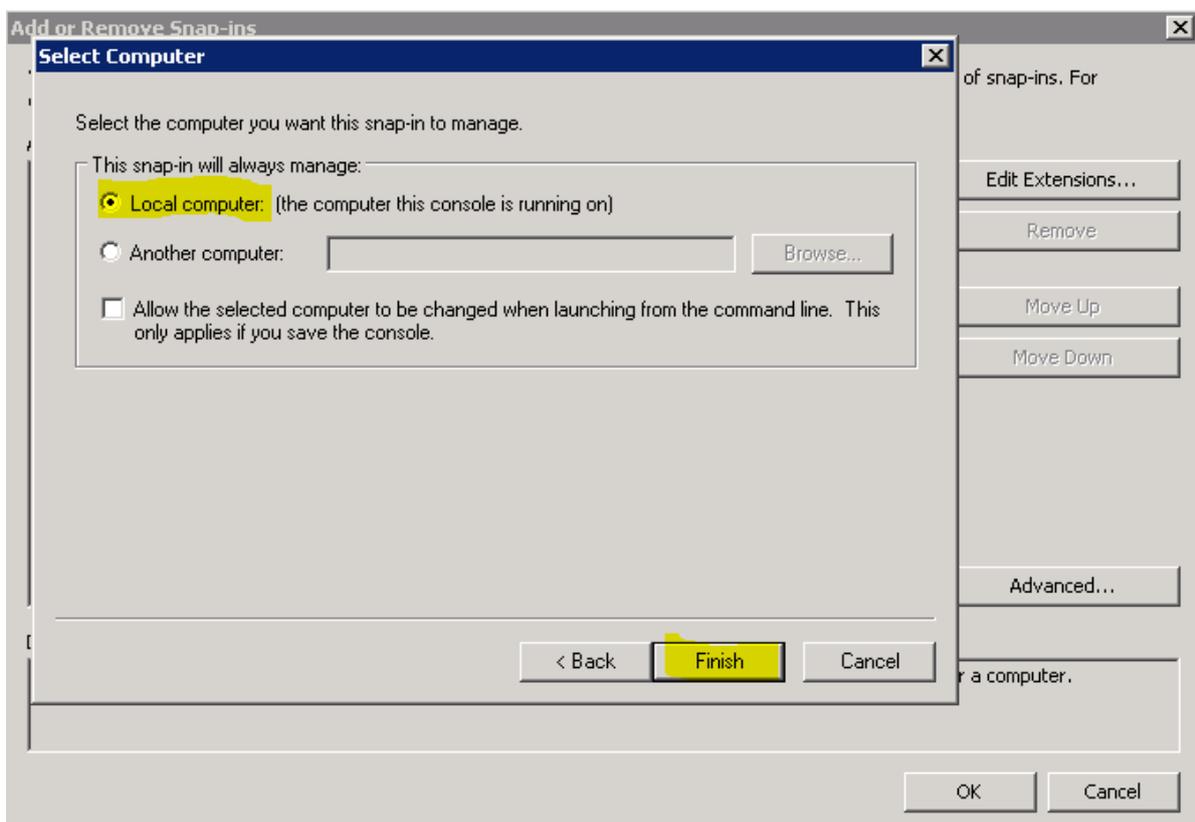
Add Certificates...



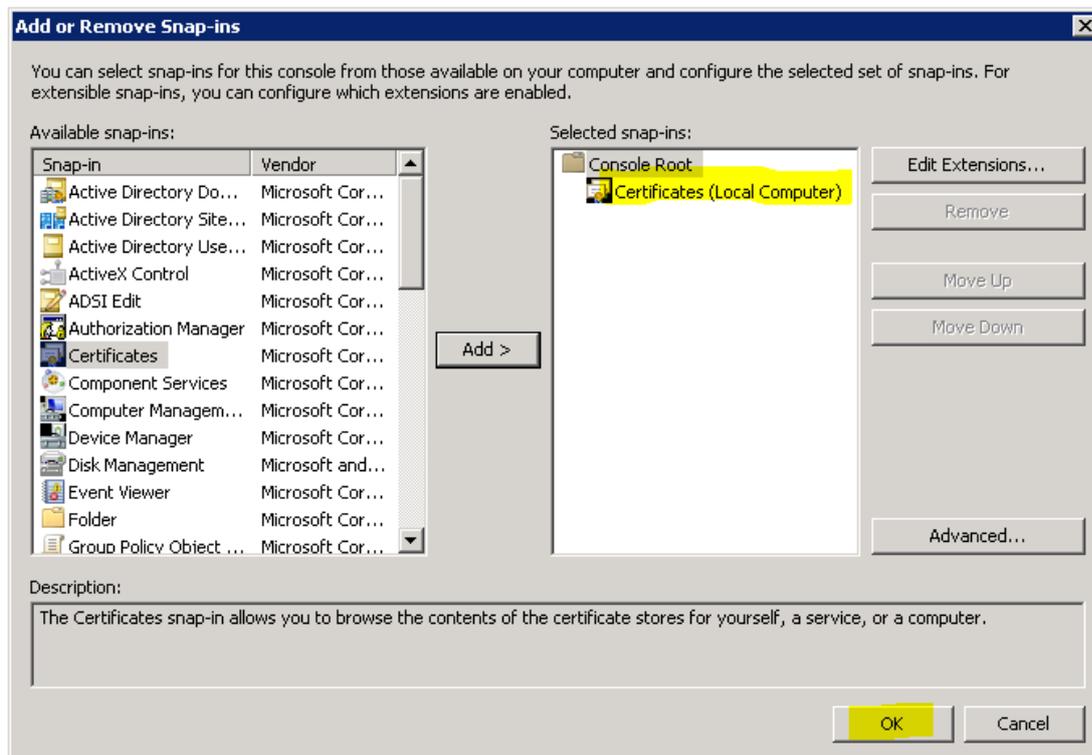
Choose "Computer account"



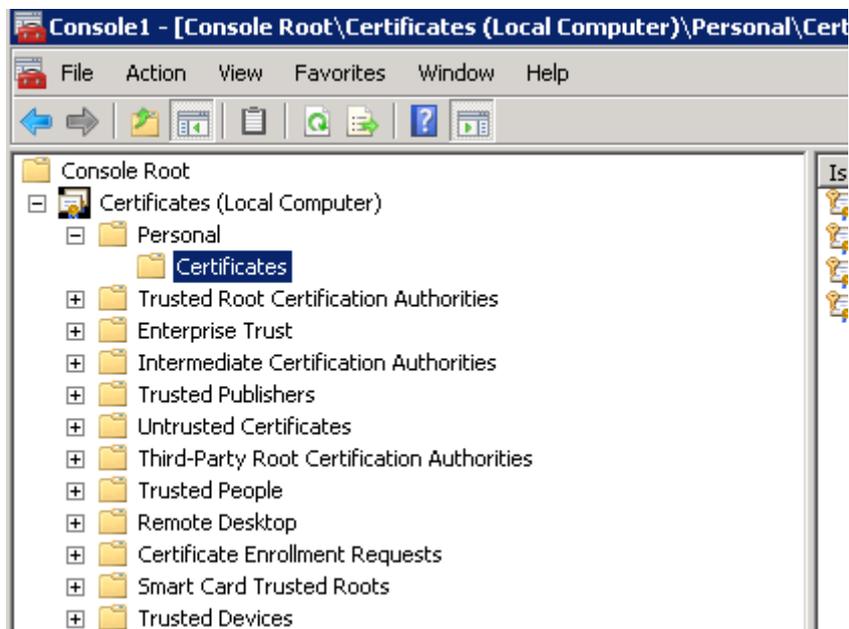
Choose "Local computer"



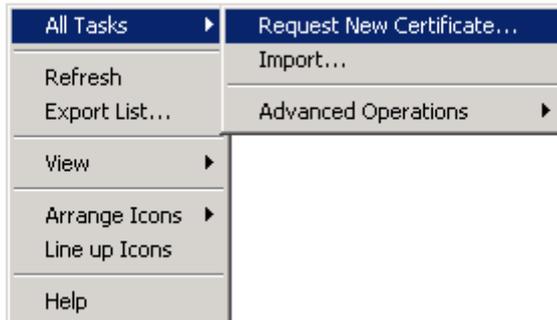
Verify that Certificates is selected and press ok



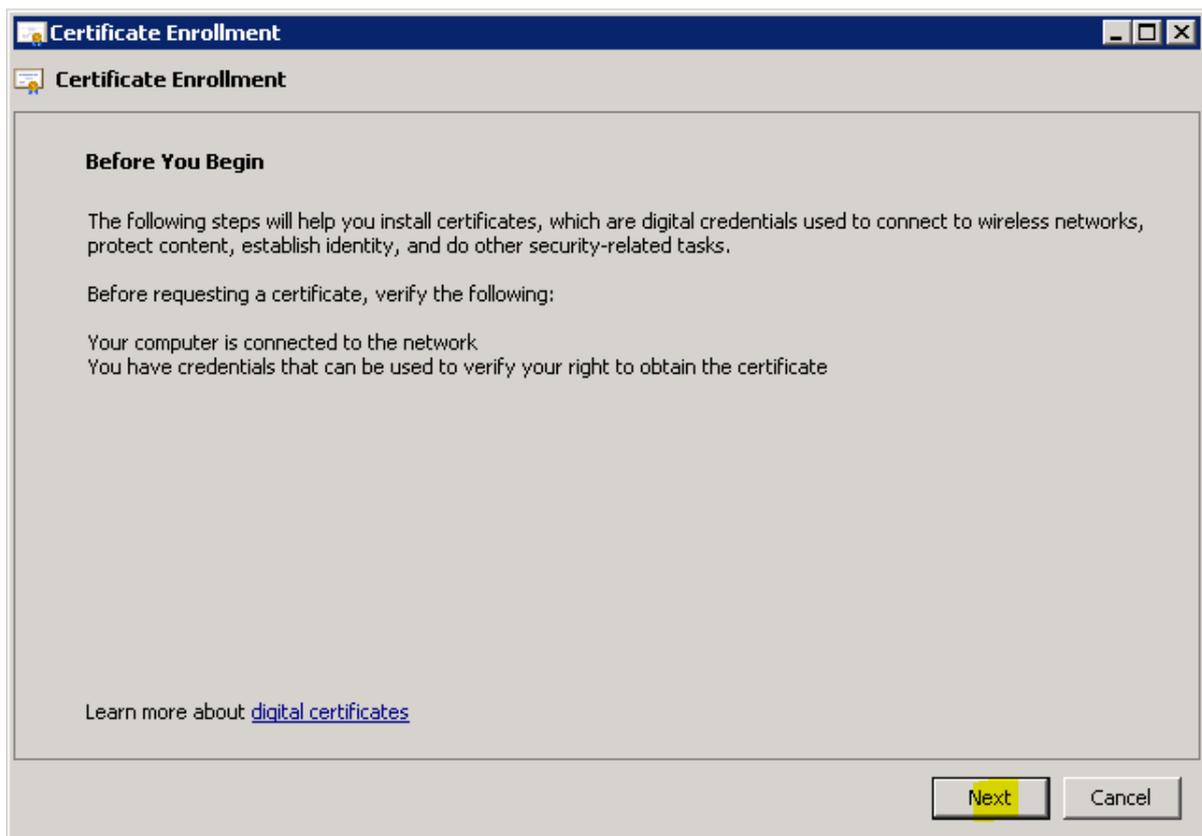
Browse to Certificates->Personal->Certificates



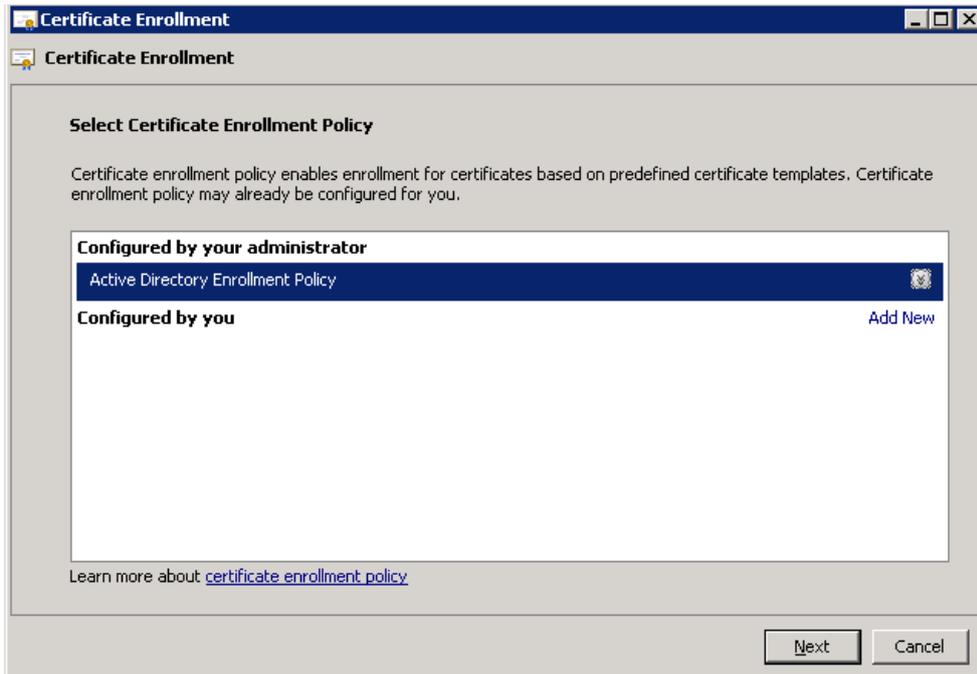
Left click in the white space and All Task->Request New Certificate...



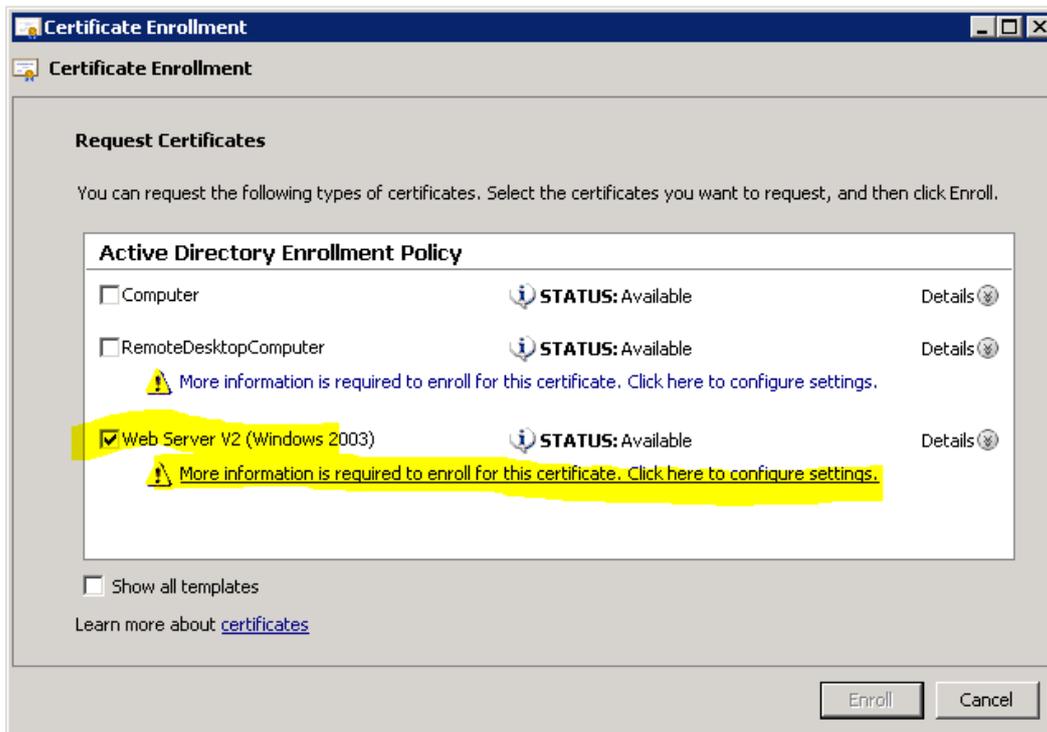
Click Next...



Click Next...

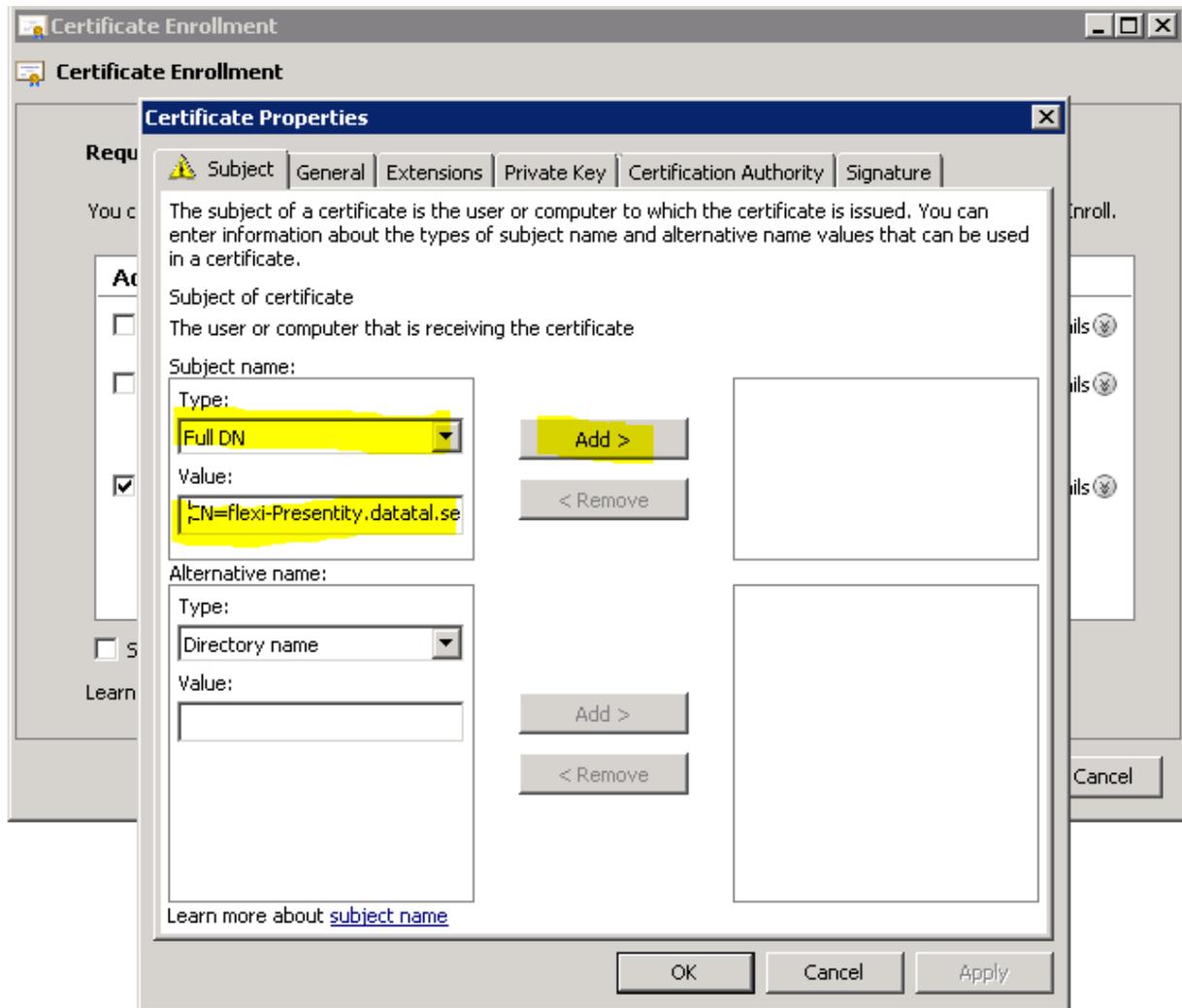


Choose, Webserver V2 and click on the link that says “More information is required for this certificate. Click here to configure settings”



In Type enter common name, in this case its TrustedApplication pool FQDN

In this example its “CN = flexi-Preentity.datatal.se” and click add>



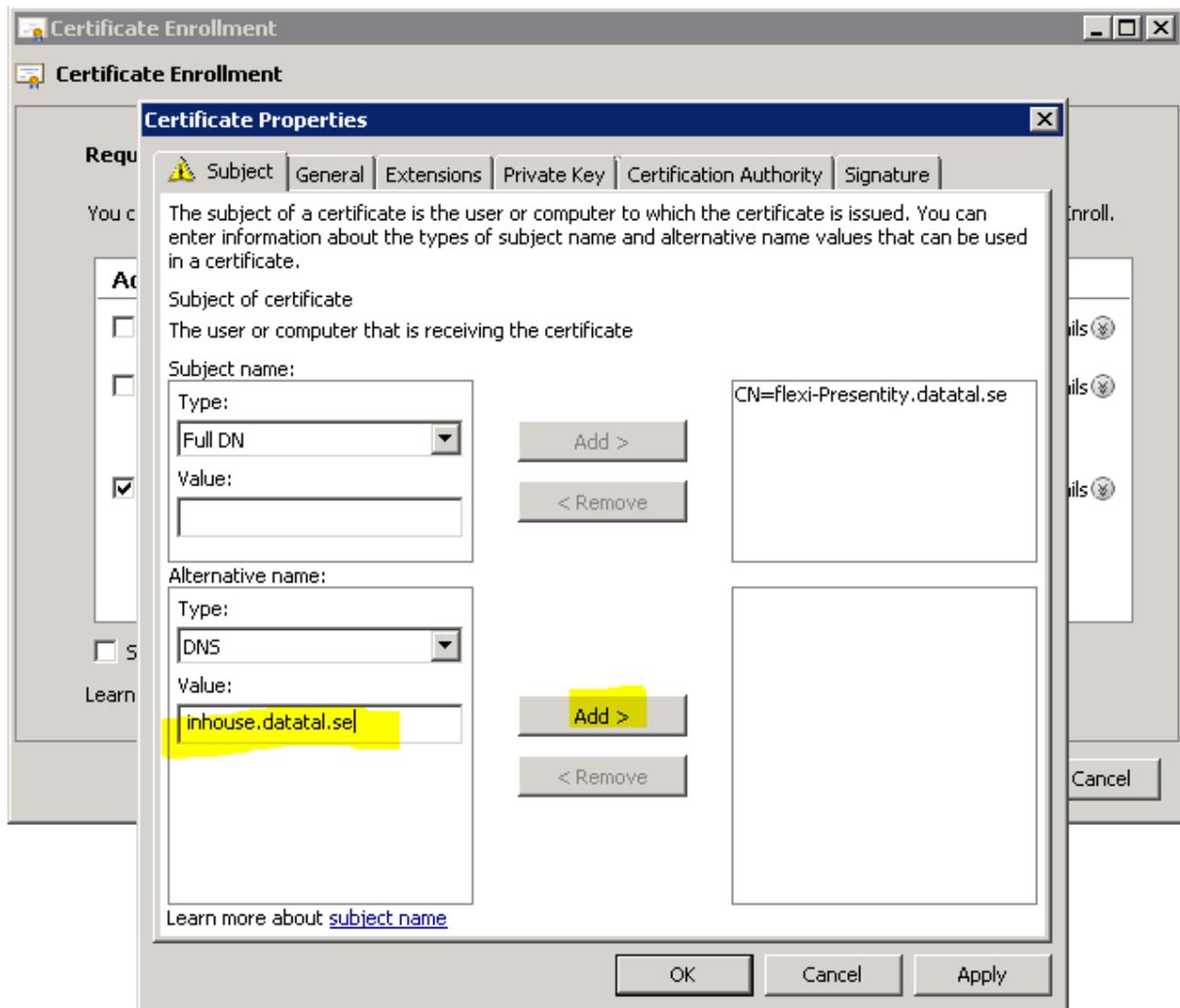
In Alternative name change type to DNS and enter

FlexiServer name, skype server name, TrustedApplicationPoolFQDN

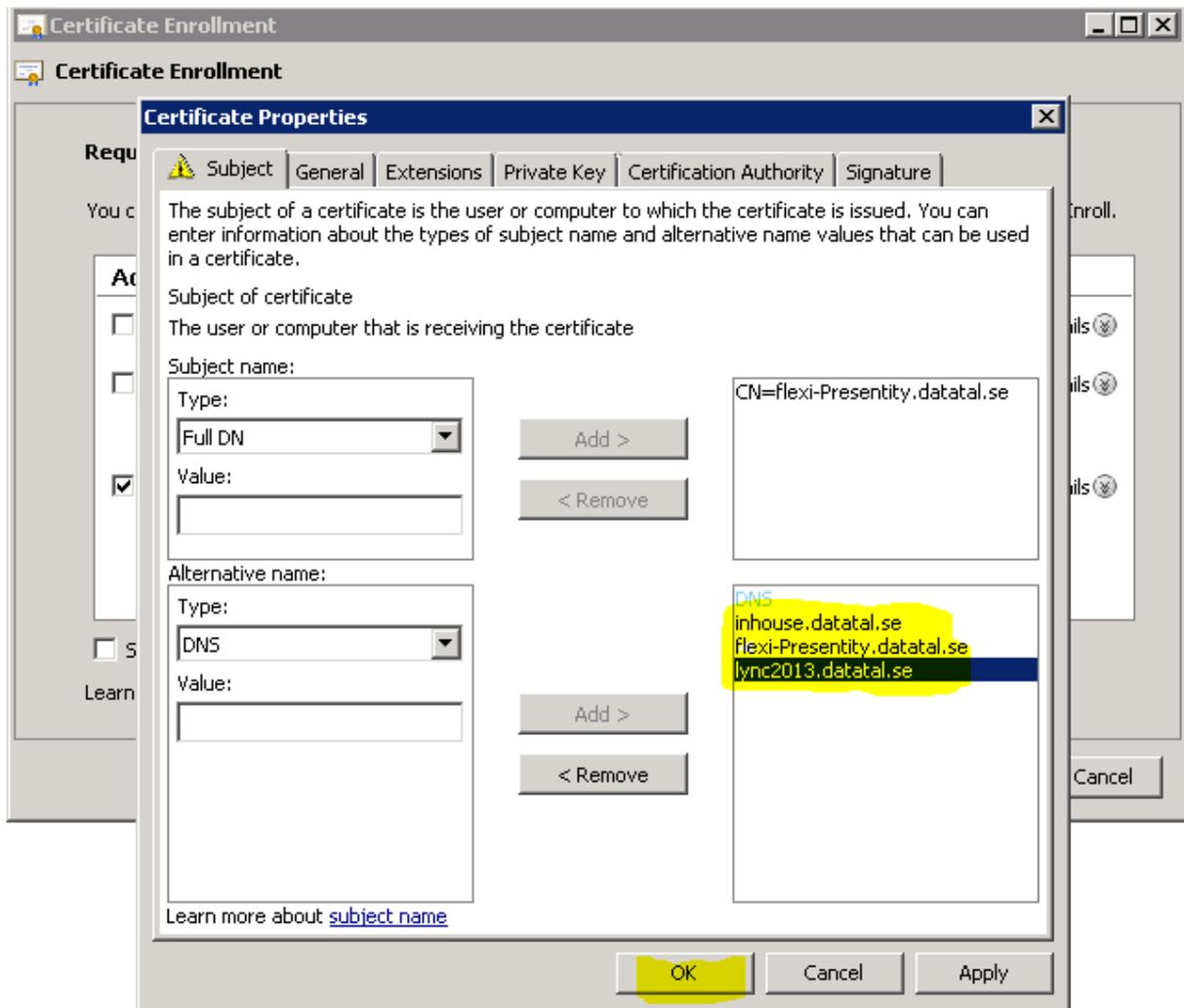
Inhouse.datatal.se in this case is flexiserver

flexi-Prentity.datatal.se in this case TrustedApplicationPoolFQDN

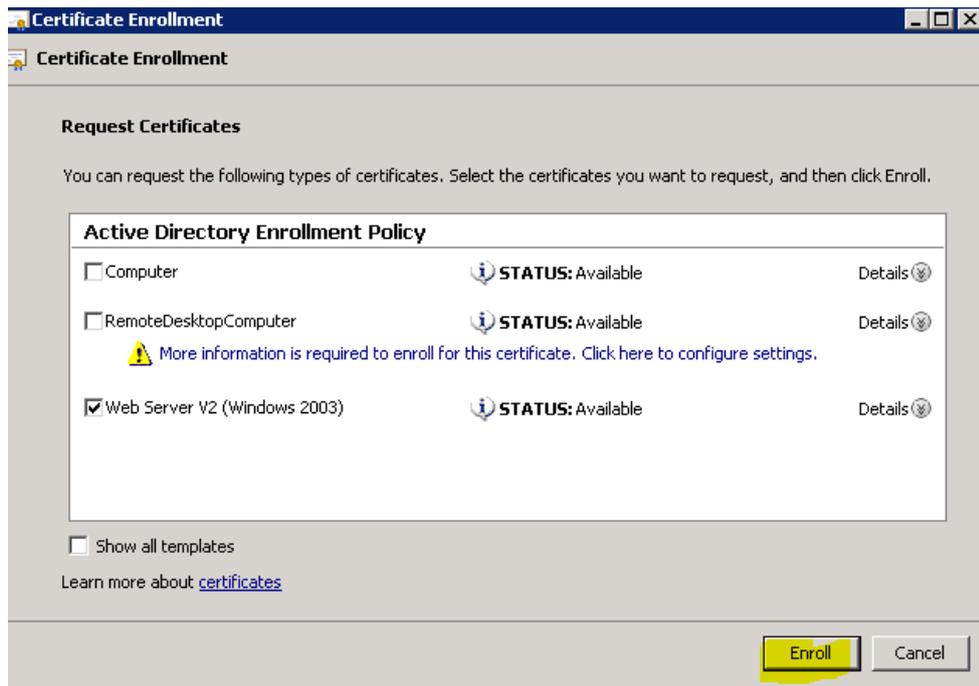
lync2013.datatal.se in this case Skype for Business server (don't mind lync2013 it's just a computer name)



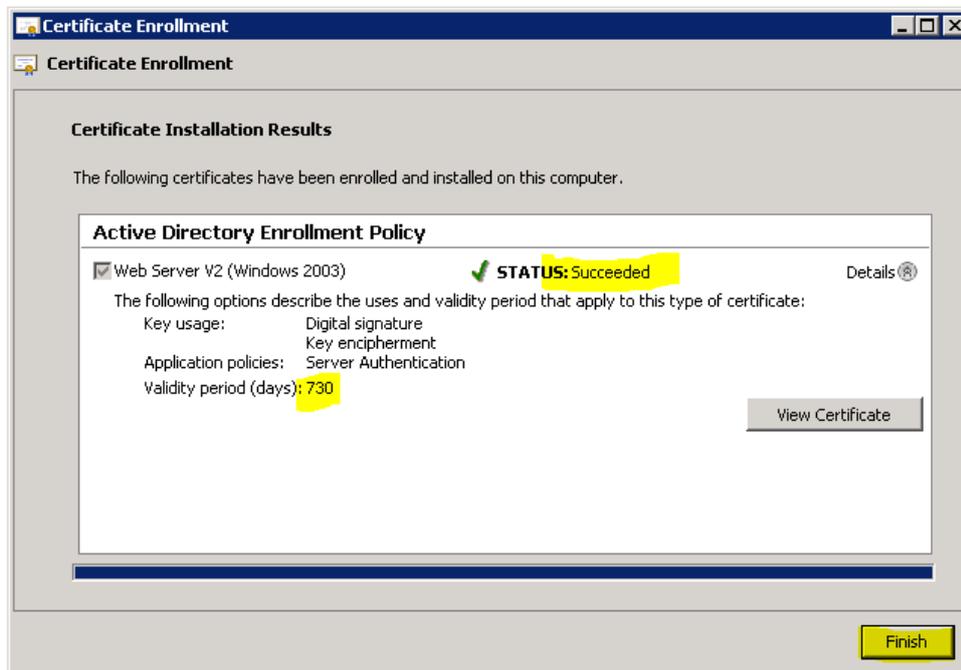
When finish press OK...



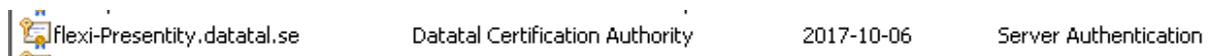
Now press Enroll...



Now you shall see a Status:Succeeded and a valid period, mind that this certificate must be renewed before that period ends! Press Finish..



Now in the MMC GUI you shall see an active certificate that can be exported. Next step export...



Export certificate from Skype server

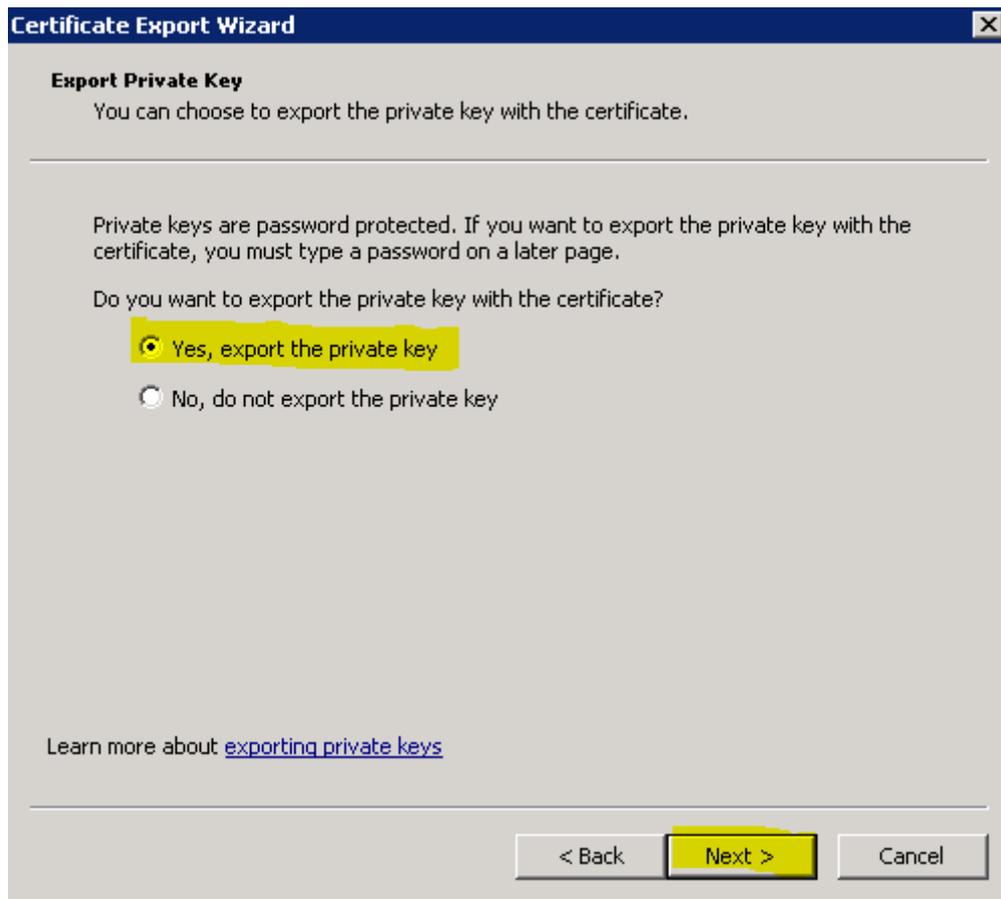
Right click on the new certificate, all tasks->export...



Click Next...



Export with private key... click Next...



Certificate Export Wizard [X]

Export Private Key
You can choose to export the private key with the certificate.

Private keys are password protected. If you want to export the private key with the certificate, you must type a password on a later page.

Do you want to export the private key with the certificate?

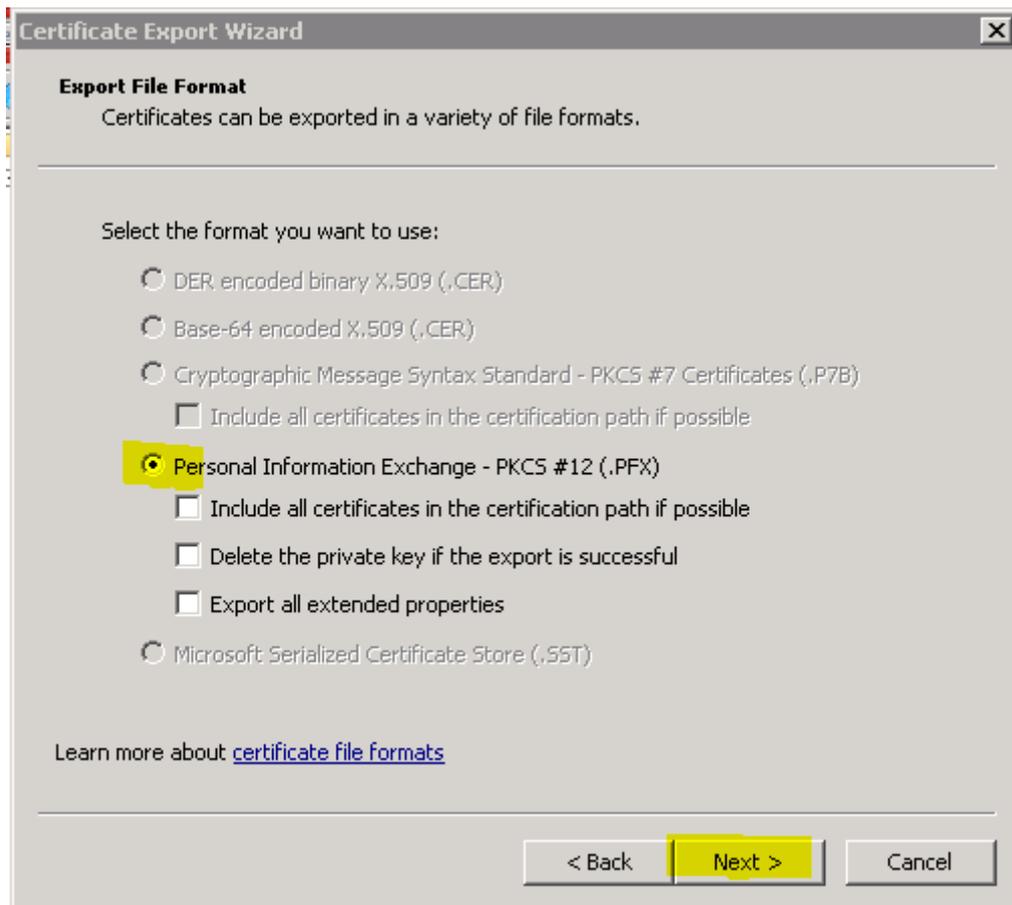
Yes, export the private key

No, do not export the private key

Learn more about [exporting private keys](#)

< Back **Next >** Cancel

Click Next...



The image shows a Windows dialog box titled "Certificate Export Wizard". The main heading is "Export File Format" with the subtext "Certificates can be exported in a variety of file formats." Below this, it asks the user to "Select the format you want to use:". There are five radio button options: "DER encoded binary X.509 (.CER)", "Base-64 encoded X.509 (.CER)", "Cryptographic Message Syntax Standard - PKCS #7 Certificates (.P7B)", "Personal Information Exchange - PKCS #12 (.PFX)", and "Microsoft Serialized Certificate Store (.SST)". The "Personal Information Exchange - PKCS #12 (.PFX)" option is selected and highlighted with a yellow background. Underneath this selected option, there are three checkboxes: "Include all certificates in the certification path if possible", "Delete the private key if the export is successful", and "Export all extended properties". At the bottom of the dialog, there is a link that says "Learn more about [certificate file formats](#)". At the very bottom, there are three buttons: "< Back", "Next >" (which is highlighted in yellow), and "Cancel".

Export File Format
Certificates can be exported in a variety of file formats.

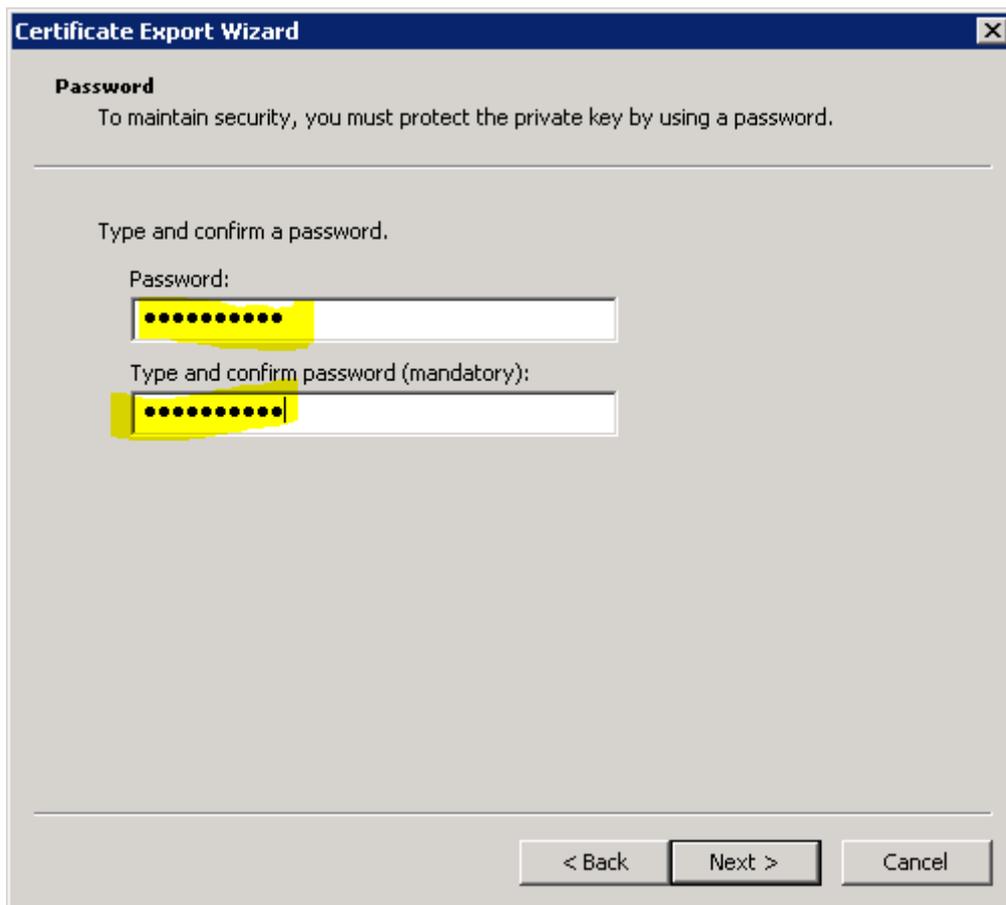
Select the format you want to use:

- DER encoded binary X.509 (.CER)
- Base-64 encoded X.509 (.CER)
- Cryptographic Message Syntax Standard - PKCS #7 Certificates (.P7B)
 - Include all certificates in the certification path if possible
- Personal Information Exchange - PKCS #12 (.PFX)
 - Include all certificates in the certification path if possible
 - Delete the private key if the export is successful
 - Export all extended properties
- Microsoft Serialized Certificate Store (.SST)

Learn more about [certificate file formats](#)

< Back Next > Cancel

Enter a Password and remember it, will be needed when import on Flexi Server. Click Next...



Certificate Export Wizard [X]

Password
To maintain security, you must protect the private key by using a password.

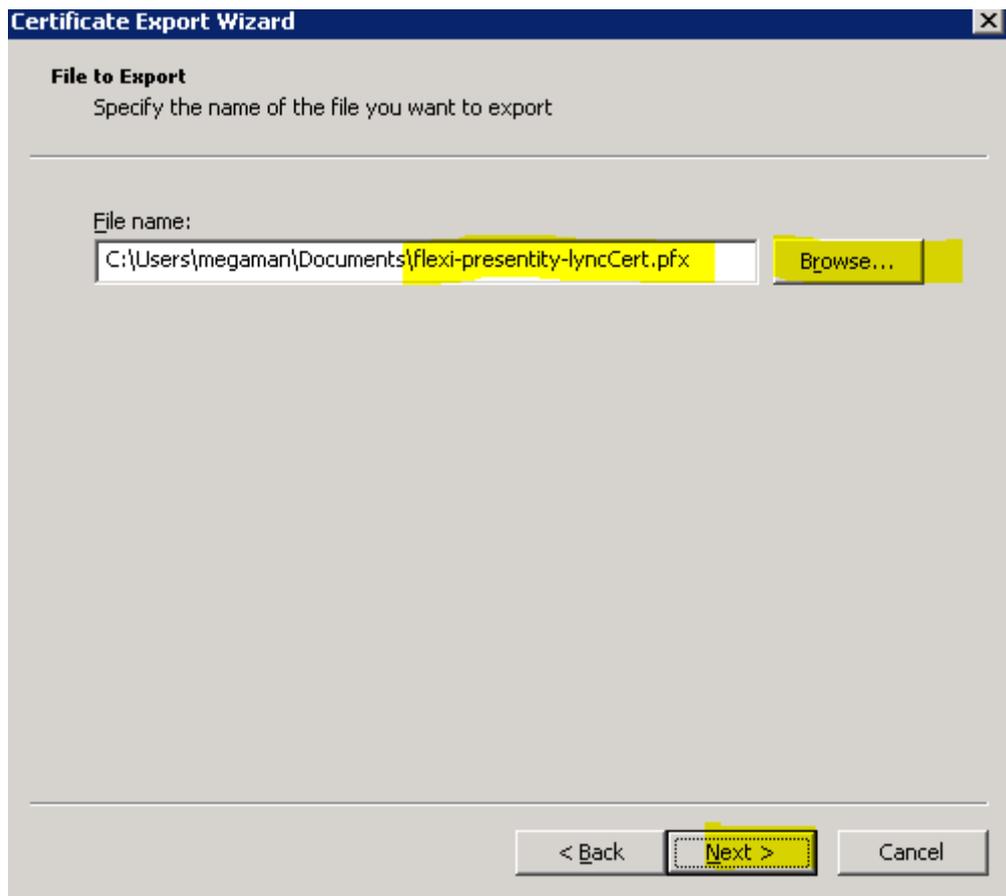
Type and confirm a password.

Password:

Type and confirm password (mandatory):

< Back Next > Cancel

Enter a filename... Click Next...



Certificate Export Wizard [X]

File to Export
Specify the name of the file you want to export

File name:

Click Finish...



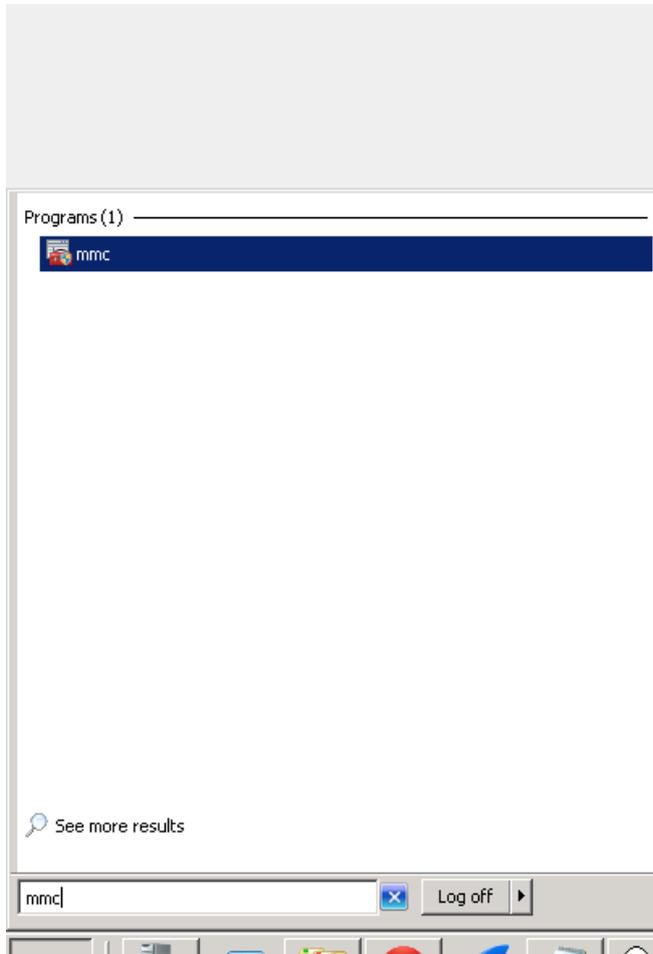
Browse to the file where it was exported to and copy the file to FlexiServer...

Name ^	Type	Date modified	Size
flexi-presentity-lyncCert	Personal Information Exchange	2015-10-07 11:44	4 KB

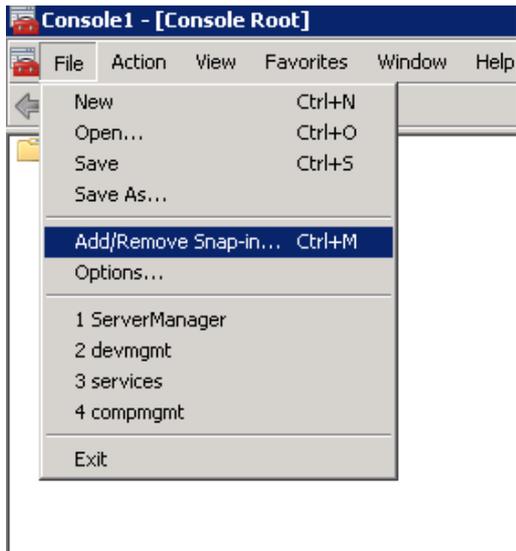
Certificate import on Flexi server

On the **Flexi server**

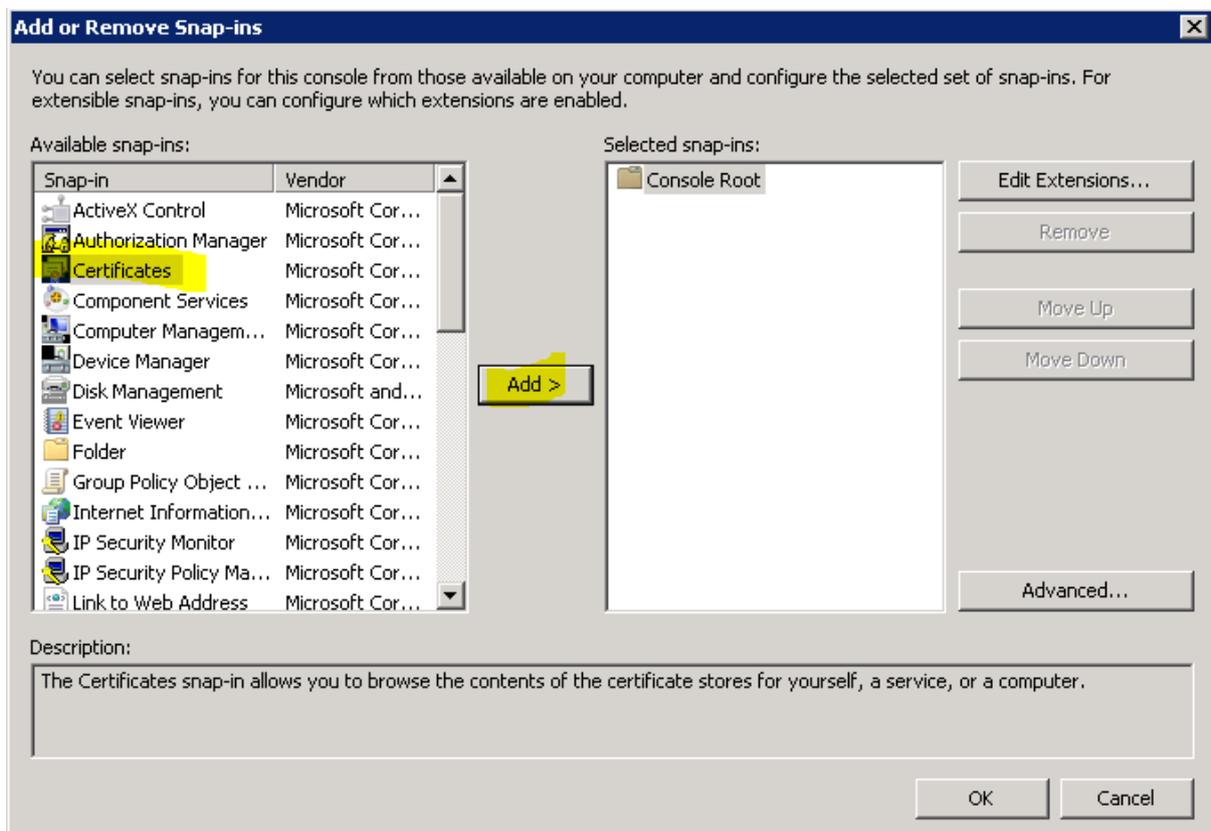
Start->MMC



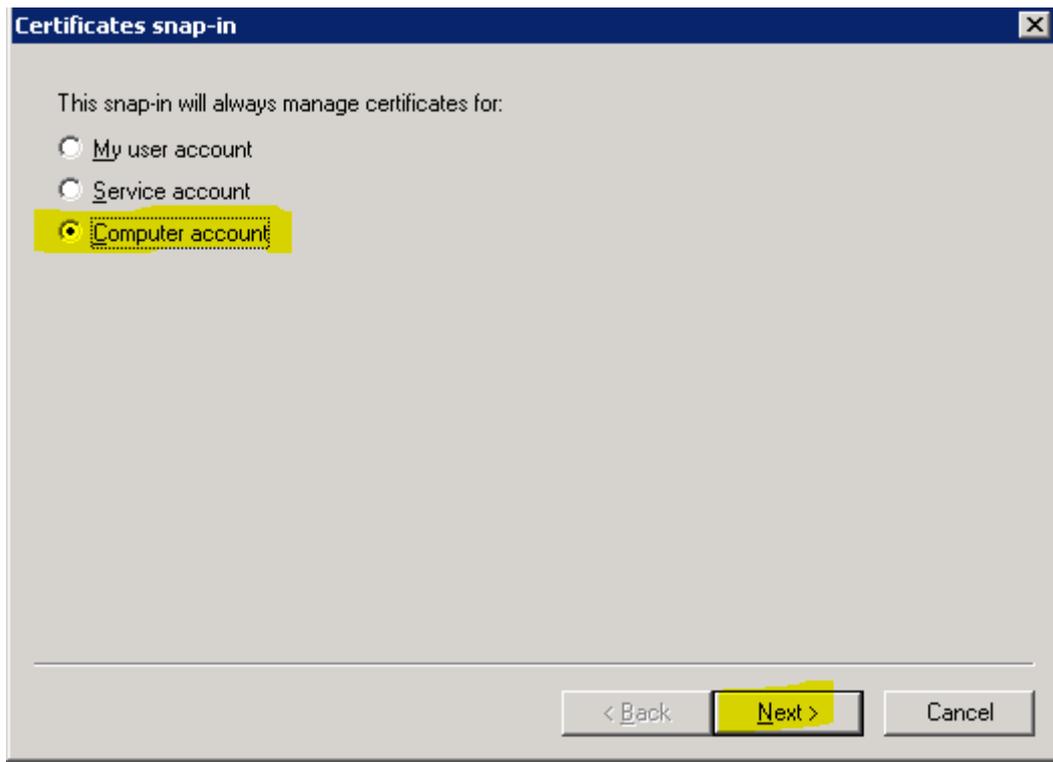
File->Add/Remove Snap-in



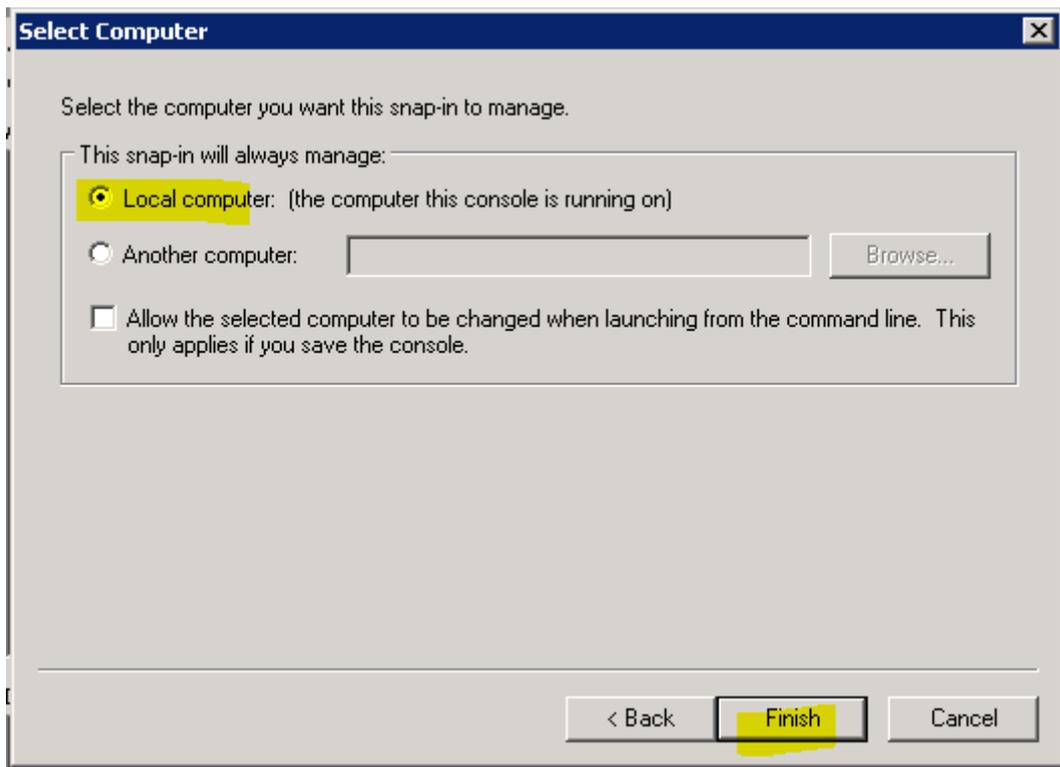
Choose Certificates -> Add>



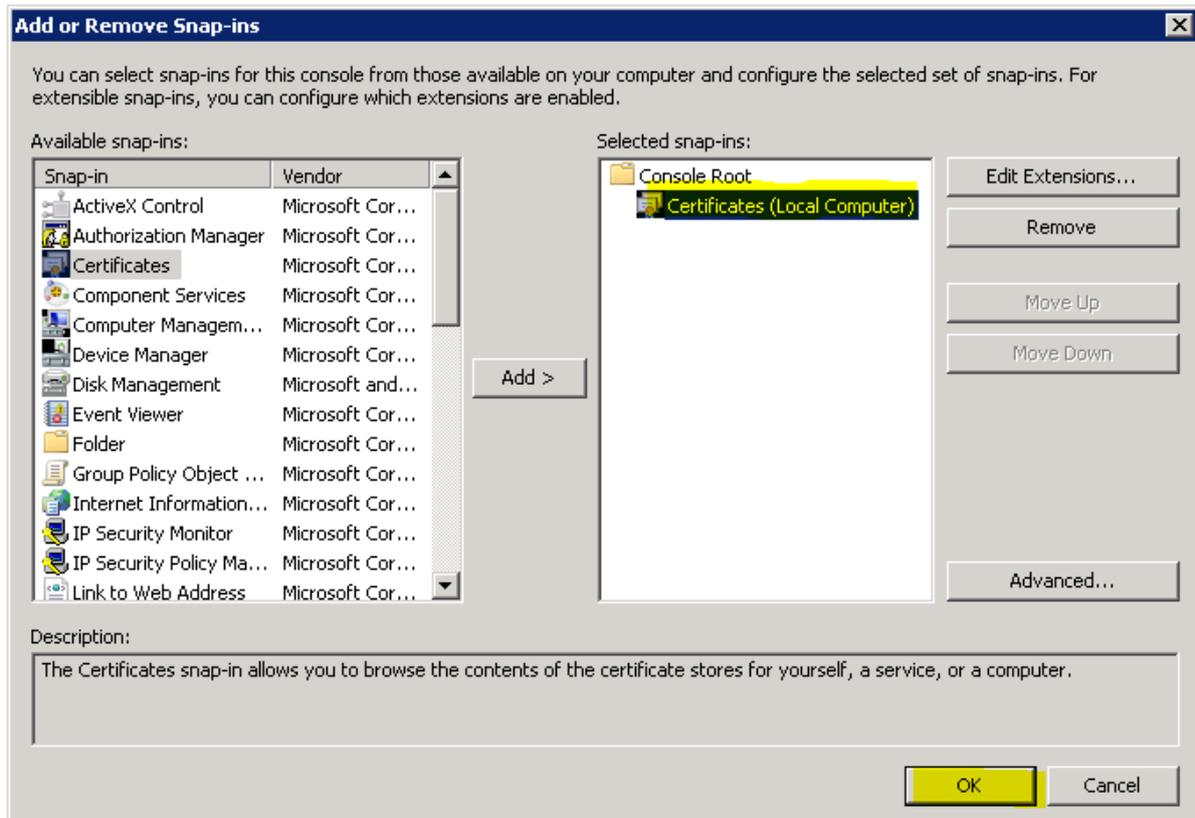
Choose "Computer account" and click Next...



Choose "Local computer", click Next...



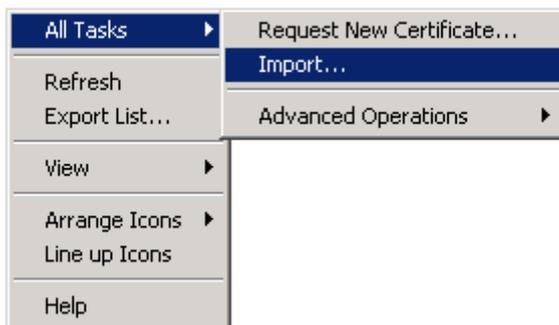
Verify that Certificates is selected snap-in and click OK



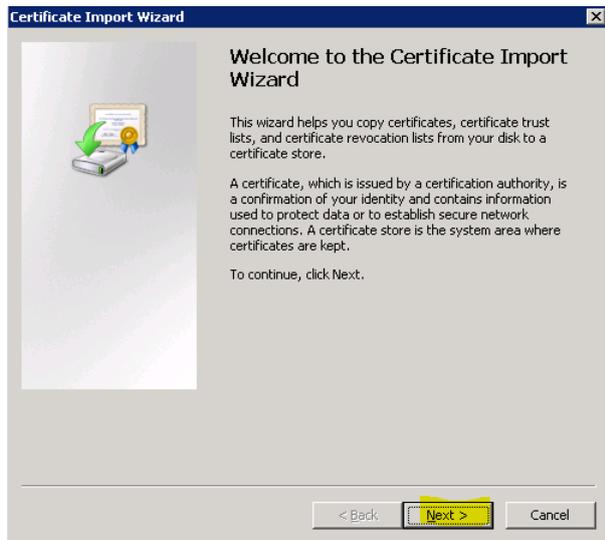
Browse to Certificates->Personal->Certificates



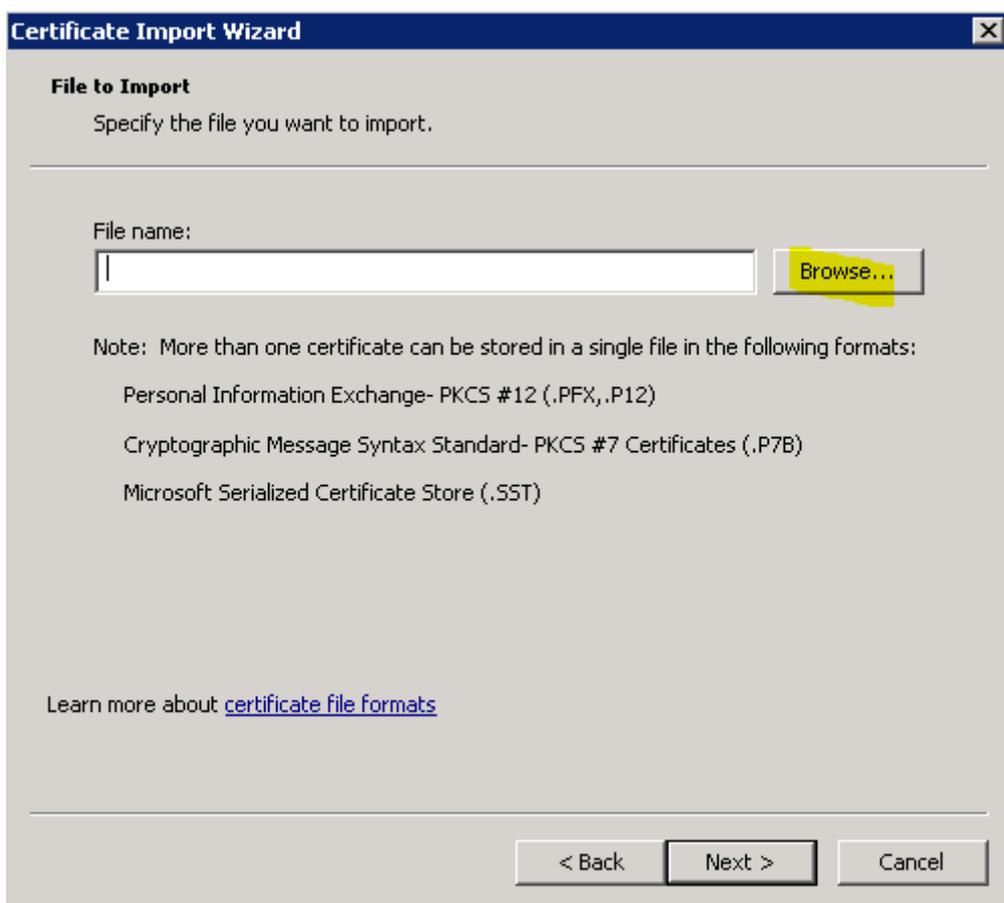
In the white space right click and All-Tasks->Import



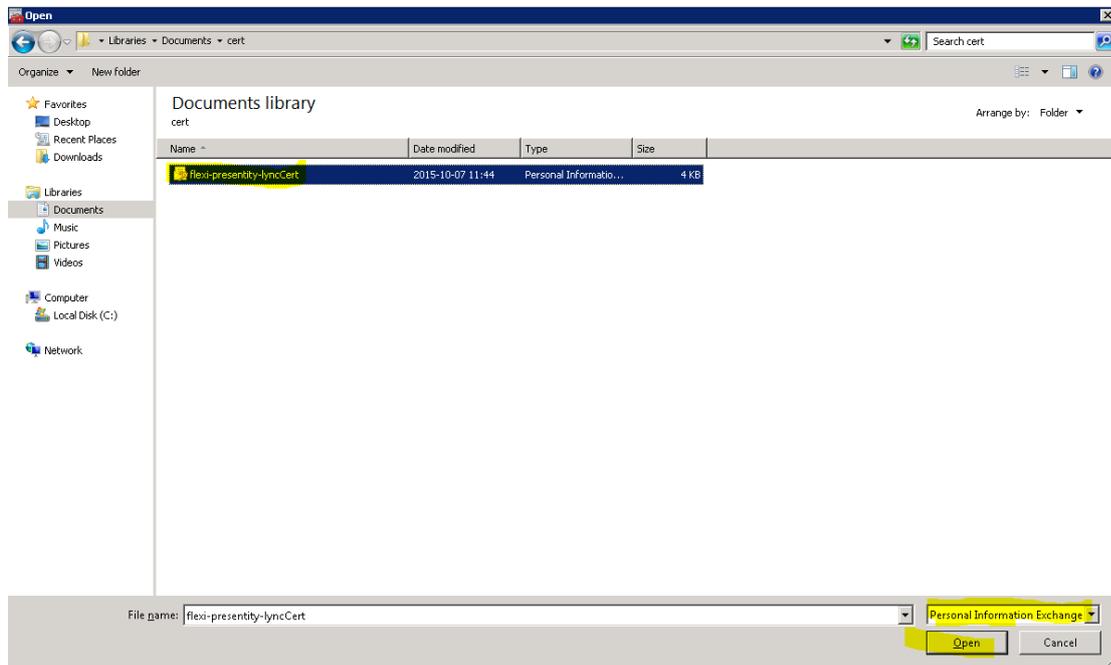
Click Next...



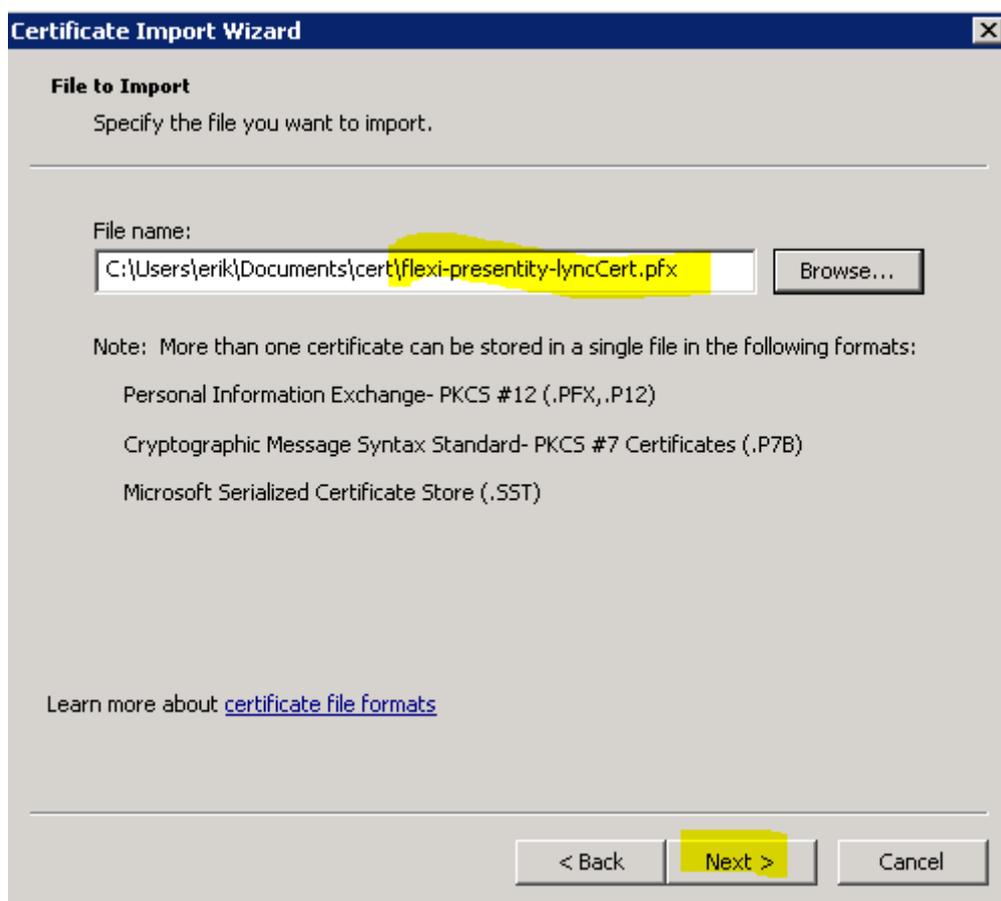
Browse to our copied certificate file...



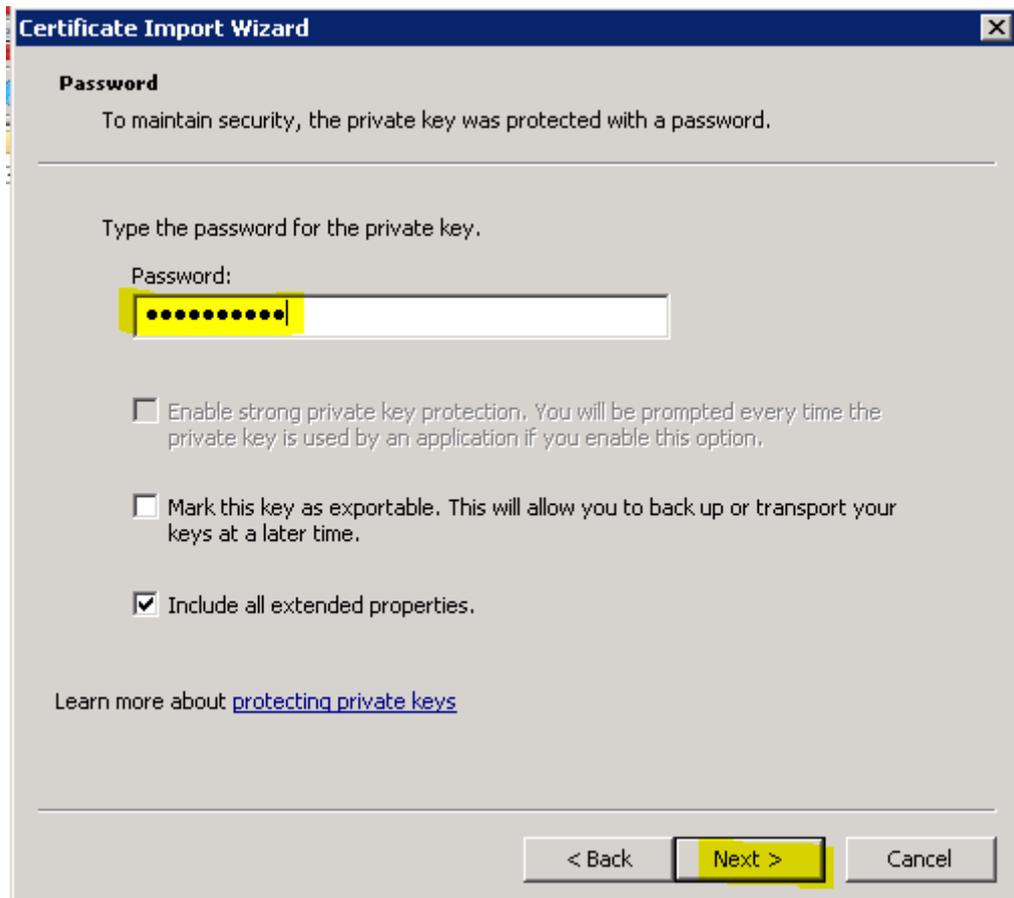
Important!! Change to *Personal Information Exchange* otherwise you will not see the file. Select the certificate file that was exported from Skype server, then press Open...



Click Next...



Enter password that you created when exported the Certificate file, press Next...



Certificate Import Wizard

Password

To maintain security, the private key was protected with a password.

Type the password for the private key.

Password:

Enable strong private key protection. You will be prompted every time the private key is used by an application if you enable this option.

Mark this key as exportable. This will allow you to back up or transport your keys at a later time.

Include all extended properties.

Learn more about [protecting private keys](#)

< Back **Next >** Cancel

Verify that this import is to Certificate store: Personal, Click Next



Certificate Import Wizard

Certificate Store

Certificate stores are system areas where certificates are kept.

Windows can automatically select a certificate store, or you can specify a location for the certificate.

Automatically select the certificate store based on the type of certificate

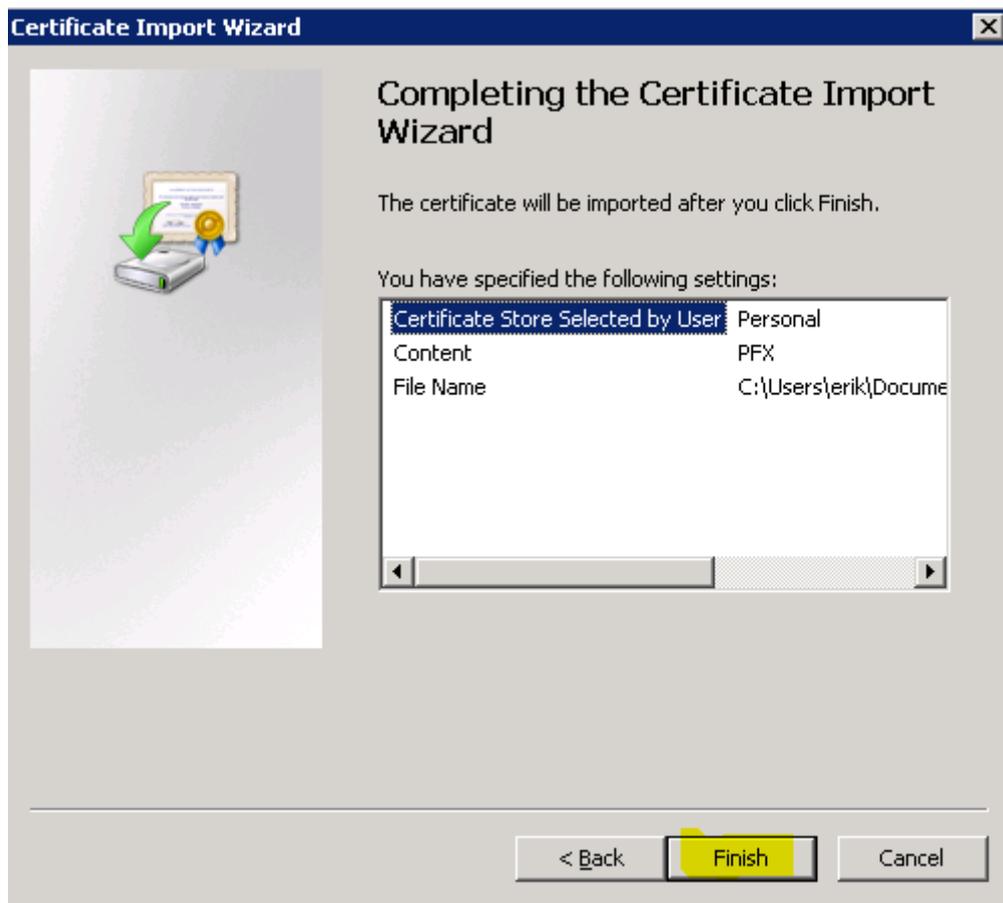
Place all certificates in the following store:

Certificate store:

Learn more about [certificate stores](#)

< Back **Next >** Cancel

Click Next...



Verify that now this certificate will appear under Personal-Certificates

Add Certificate on Flexi Skype connector settings

Back to Flexi server and log in to Admital as sysop.

Add additional information on the server, this will specify the certificate that will be used

Information is common name that was entered with the certificate. Remember it's case sensitive.

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Edit [nf]server

Host:	<input type="text" value="lync2013.datatal.se"/>
Port:	<input type="text" value="5061"/>
Uri:	<input type="text" value="sip:inhouse.datatal.se"/>
ServicePort:	<input type="text" value="6001"/>
GRUU:	<input type="text" value="sip:flexi-Prentity.datatal.se@datatal.se;gruu;opaque=svr:p"/>
Certificate:	<input type="text" value="CN=flexi-Prentity.datatal.se"/>
Serial number:	<input type="text"/>

Goto user and activate Lync integration on user, if another address is users primary email address then the email on user please enter it in address field next to Lync integration

The screenshot shows a web interface for user management. The breadcrumb is 'User / Edit user'. The left sidebar contains a menu with categories: Index, Messages, User (highlighted), Edit user, Permissions, Save, Copy hot keys, Call Center, Company, Interception, and Queue/transfer. The main content area is titled 'User' and contains the following fields:

- Last name: Kalström
- First name: Erik
- E-mail: erik@datatal.se
- Extension: 3017
- Company: Datatal AB
- Calendar integration
- Lync integration Address:

Restart the Lync Connector



Goto System-Lync integration->Active connection

Verify that connection is ok, status offline is a valid state. Error could mean that some settings above is incorrect. Verify all steps and all is case sensitive.

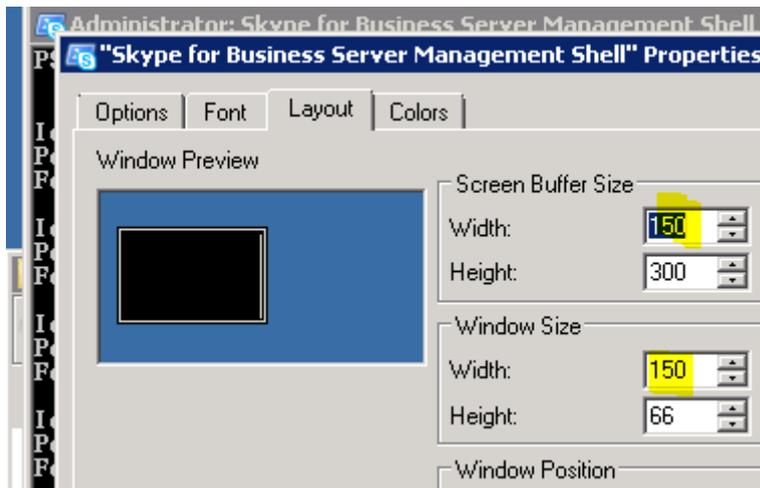
www.datatal.se		System / Lync integration / Active connections		
Index				
Messages				
User		User	Last update	Status
Call Center		Lars Högberg	57s	Online: Away
Company		Tord Bjuresten	1m 29s	Online: Away
Interception		Anders Molinder	1m 41s	Online: Away
Queue/transfer		Molle Sidotelefon	1m 41s	Online: Away
Greetings		Erik Kalström	1m 51s	Online: DoNotDisturb
Menu		Anders Alyhr	1m 51s	Online: DoNotDisturb
Voice mail		Kim Hermansson	1m 51s	Online: Away
Schedule		Magnus Sidotelefon	1m 52s	Online: Busy
Entry point		Magnus Bäckström	1m 52s	Online: Busy
Statistics		System Admin	1m 52s	Online: Busy
Search		Johnny Pettersson	1m 52s	Online: DoNotDisturb
Time booking		Patrik Merk	1m 54s	Online: DoNotDisturb
System		Thomas Persson	4m 12s	Offline
Admin		Robin Ahlgren	55m 13s	Error: 404 Not Found
System load		Marielle Cederblad	55m 13s	Error: 404 Not Found
Dynamic fields		En Administratör	55m 13s	Error: 404 Not Found
Calendar integration		Petra Målberg Svensson	1h 5m 32s	Offline
Lync integration		Anne-Mari Geitz	1h 5m 32s	Offline
Active connections ▶		Göran Geitz	1h 5m 32s	Offline
Rules				

Troubleshooting

On skype server powershell run

```
Get-CsTrustedApplication -Identity flexi-Preentity.datatal.se/urn:application:presentity
```

Verify that all ServiceGruu is included when you copied from console window, could be a wise idea to expand the width of the console windows



On Flexi server, goto `x:\flexi\log\LyncConnector\`

Error.log contains error message that LyncConnector have catch. Communication errors with certificates should be logged here, first log fil to check into

AEManager.log contains communication information between SkypeServer and FlexiServer. Second file to look into

Warning.log contains warning messages

HvdClient.log contains message from Diversionamanger

TelephonyClient.log contains communication between LyncConnector and Telephony manager