



**AT&T Conferencing<sup>®</sup>**

**Add-in for Microsoft<sup>®</sup> Outlook<sup>®</sup> Implementation  
Guide**

**v11.5**

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## About this Guide

This Implementation Guide describes the features available to systems administrators working with the AT&T Conferencing® Add-in for Microsoft® Outlook® (OAI).

**Note:** This document applies *only* to the AT&T Conferencing add-in for Microsoft® Outlook® 2007, Outlook® 2010, and Outlook® 2013. The AT&T Conferencing add-in application described here cannot be installed on earlier versions of Outlook.

**Note:** In this guide, the terms “event”, “meeting” and “conference” are used interchangeably.

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# 1. Introduction

The AT&T Conferencing Add-in for Microsoft Outlook (OAI) enables users to schedule, manage and join AT&T conferences through Microsoft Outlook. This Implementation Guide is intended for the IT user, showing you how to deploy, configure and customize the conferencing add-in onto the machines of all users in your organization.

For information on how to schedule, manage, and join AT&T Connect conferences using the Add-in for Outlook, refer to the *AT&T Conferencing® Add-in for Microsoft Outlook® User Guide*.

## System requirements

This section describes the system requirements for the AT&T Conferencing Add-in for Outlook.

**Note:** Your system must meet the following minimum requirements before installing the OAI.

- **Microsoft Exchange Server**—Exchange Server 2003, 2007, or 2010.
- **Microsoft Exchange Online** – Exchange provided in Office 365
- **ACC**—ACC (AT&T Connect Communication Center) Version 8.9 or above.

**Notes:**

- If you work with an early version of the ACC, some of the new functionality may not be available.
- The *AT&T Connect ACC* must be marked as trusted in Personal Firewalls when installed on clients’ machines.
- **Operating System**—Windows XP/Vista 32 bit only/Windows 7 32/64 bits, Windows 8 32/64 bits.

**Note:** The latest Service Pack for each of the above operating systems must also be installed.

- **Microsoft Office** – Version 2007 and higher.

**Note:** The latest Service Pack must also be installed.

- **Microsoft Outlook configuration**—exchange mode and cached exchange mode.

The table below lists the supported operating systems with Outlook versions for the Add-in for Outlook.

	Win XP 32 bit	Win XP 64 bit	Win Vista 32 bit	Win 7 32 bit	Win 7 64 bit	Win 8 32 bit	Win 8 64 bit
Office 2007	✓	X	✓	✓	✓	✓	✓
Office 2010	✓	NA*	✓	✓	✓	✓	✓
Office 2010 64 bits	NA*	NA*	NA*	NA*	✓	NA*	✓
Office 2013	NA*	NA*	NA*	✓	✓	✓	✓



	Win XP 32 bit	Win XP 64 bit	Win Vista 32 bit	Win 7 32 bit	Win 7 64 bit	Win 8 32 bit	Win 8 64 bit
Office 2013 64 bits	NA*	NA*	NA*	NA*	✓	NA*	✓
Office 365ProPlus 2013 **	NA*	NA*	NA*	✓	✓	✓	✓

\*NA = Not supported by Microsoft

\*\* Updates to the Enterprise Edition recurring conferences may cause Outlook to crash.

**Note:** Although the series is updated and forwarded to all recipients, a Microsoft bug can cause Outlook to crash when the Add-in for Outlook is installed.



## 2. Installing the Add-in for Outlook

This chapter covers the key scenarios for installing the OAI.

### Installation scenarios

There are three installation scenarios to install the Add-in for Outlook (OAI) on the machines in your organization:

- [Centralized Preparation](#)– the IT user prepares all machines in the organization for the OAI by installing the required Microsoft Prerequisites to all machines in the organization (using a mass distribution tool). This prepares the machines so that any user (including those without administrator privileges) can then install the OAI using the following “User Installation” scenario.
- [User Installation](#) – the user independently installs the OAI on their machine. The user may later upgrade the Add-in for Outlook to a future version.
- [Full OAI Centralized Distribution](#) – the IT user installs the OAI and any required Microsoft applications (prerequisites) on all of the machines in an organization (using a mass distribution tool). The IT user is then responsible for installing any future upgrade of the Add-in for those users.

**Note:** All of the above scenarios are implemented using the same installation program – the **OAI-Setup.exe**.

### Centralized preparation

#### Centralized preparation description

- This scenario installs the Microsoft Prerequisites **only**. It does not install the OAI.
- The Microsoft Prerequisites are installed on a machine only when missing.
- When installing prerequisites - Administrator privileges are required.
- This scenario allows the IT user to mass distribute any required Microsoft applications onto all the machines in an organization. See [Microsoft Prerequisites](#).
- This scenario prepares all the machines in an organization for an OAI installation that will not require administrator privileges. After completing this scenario the user can install OAI using the following scenario. See [User Installation](#).
- This scenario is appropriate for preparing machines in an organization where:
  - Users may independently install applications when they do not have administrative rights on their local machines.
  - Users may upgrade their Add-in for Outlook independently when new releases are published.



## Centralized preparation setup

Run the **OAI-Setup.exe** via a mass distribution tool (e.g., SMS) using the following command line:

```
<path>\OAI-Setup.exe -silent -p_only
```

**Note:** If <path> contains spaces, enclose the full path in quotation marks as in the following example:

```
"<path>\OAI-Setup.exe" -silent -p_only
```

For more information on the OAI setup command line options; see [Command Line Options](#).

## User installation

### User installation description

- This scenario allows the user to independently install or upgrade the OAI on their machine.
- OAI is installed for the current user profile only. If a different user logs in to the same machine, OAI is not available.
- If any Microsoft prerequisite is missing from the machine, the installation requires administrator privileges. If the current user does not have such privileges, the installation will abort. In this case, see [Centralized preparation](#).
- This scenario is appropriate for organizations where users independently install applications on their machines.

### User installation setup

The user simply double clicks **OAI-Setup.exe** and follows the online instructions.

**Note:** The user does not need to input any information during the installation (the GUI presents a simple step by step installation).

## Full OAI centralized distribution

### Centralized distribution description

- This scenario allows the IT user to fully distribute OAI and its prerequisites onto all machines in an organization.
- OAI is installed for all user profiles. Any user that logs in to the machine can use OAI.
- Users that do not have Administrator Privileges on the machine will not be able to upgrade or uninstall the OAI. This is the responsibility of the IT Administrator.
- This scenario is appropriate for organizations where users do not independently install applications to their machines.



### Important Restrictions:

- **Upgrade from OAI version 9.2** is **not** supported. If the previous version of OAI is already installed on the machines in your organization, remove it before deploying this version (OAI version 9.5).
- **Future Upgrades** – If you want to deploy an OAI upgrade in the future, you need to use this scenario (i.e., you will have to use the **–admin** command line option and perform a *Full OAI Centralized Distribution*).

## Centralized distribution setup

Run the **OAI-Setup.exe** via a mass distribution tool (e.g., SMS) using the following command line:

```
<path>\OAI-Setup.exe -silent -admin
```

**Note:** If <path> contains spaces, enclose the full path in quotation marks as shown here:

```
"<path>\OAI-Setup.exe" -silent -admin
```

For more information on the OAI setup command line options, see [Command Line Options](#).

## Microsoft prerequisites

The OAI requires the following Microsoft applications to be installed on the machine:

- .NET Framework 2.0 or .NET Framework 3.5
- Office 2007 Primary Interop Assemblies (Office2007PIA) or Office 2010 Primary Interop Assemblies (Office2010PIA)
- Visual Studio 2005 Tools for Office Runtime Language Pack (VSTOLP)
- Visual Studio 2005 Tools for Office Second Edition Runtime (VSTOSERuntime) or Visual Studio 2010 Tools for Office Runtime (x64) Setup (VSTOV4)

The installer automatically decides which Microsoft applications to install, according to the current configuration on the machine (Office version, Windows version and if Office and Windows are 32 or 64 bit).

The OAI Microsoft Prerequisites are included within the OAI installation (OAI-Setup.exe). The same program will install **any** OAI Microsoft prerequisites missing from the machine.

**Note:** The Microsoft .NET Framework installations are not included within the installation package. If necessary the installer will automatically download and install them.

**Note:** The installer will only install prerequisites if they are missing from the machine. In this case, the user running the installation must have Administrator privileges.

## Installing only the Microsoft prerequisites

To install only the Microsoft Prerequisites on all machines in your organization, use the installation scenario for [Centralized Preparation](#).





## Changing the source location of the .NET Framework installations

Due to their size, the Microsoft .NET Framework installations (.NET Framework 2.0 and .NET Framework 3 for 32 and 64 bit machines) are not included within the installation program (OAI-Setup.exe).

During installer runtime, the installer checks if the .NET Framework prerequisites are required. If this is the case, the required installations are imported from an external location.

By default, this external location is the AT&T ACDS site (a site that allows downloading from the server nearest to the user's location).

If you wish to change this default and specify a different source location, use the `-p_path` command line option. See the table below.

## Command line options

This section contains OAI-Setup.exe command line options.

To use a command line option, call the OAI-Setup.exe followed by the required command line option(s). Each command line option should be preceded by a space and a minus sign (-).

For example:

```
OAI-Setup.exe -silent -admin
```

Command Line option	Description	Notes & Tips
<b>-silent</b>	Using this command line option will run the OAI installation silently. No dialogs will appear and no user intervention is required.	Use the <b>-silent</b> option when mass distributing the setup onto remote machines (e.g., using SMS).
<b>-admin</b>	This command installs the OAI for <b>all</b> user profiles on the machine. If this option is not used, the setup installs the OAI only for the current user profile <b>Note:</b> To install the OAI for all user profiles in VDI systems you must run the <b>-VDI</b> command; do not run the <b>-admin</b> command (see below).	The user running this command must have Administrator privileges. <b>Important:</b> The <b>-p_only</b> command overrides the <b>-admin</b> command; therefore do not use the <b>-admin</b> command together with the <b>-p_only</b> command.
<b>-VDI</b> (to be used only in VDI systems)	This command installs the OAI for <b>all</b> user profiles on the machine in a VDI environment. If this option is not used, the setup installs the OAI only for the current user profile <b>Note:</b> This command is to be used only in VDI systems; in all other systems run the <b>-admin</b> command (see above).	The user running this command must have Administrator privileges. <b>Important:</b> The <b>-p_only</b> command overrides the <b>-VDI</b> command; therefore do not use the <b>-VDI</b> command together with the <b>-p_only</b> command.



Command Line option	Description	Notes & Tips
<p><b>-p_path</b> <b>=&lt;path&gt;</b></p>	<p>Use this command line option to provide an <b>alternate</b> path from which to bring the installations for the Microsoft .NET Framework Prerequisites (.NET Framework 2.0 and .NET Framework 3.5 for 32 and 64 bit machines).</p> <p>The &lt;path&gt; can be a URL (http:// or https://) or a Network Path. This path should NOT include a file name.</p> <p><b>The provided path should be accessible to all users in your organization.</b></p> <p><b>Under the provided path, please place all of the following Microsoft .NET Framework installations, using the following names:</b></p> <ol style="list-style-type: none"> <li>1. dotnetfx35.exe</li> <li>2. dotnetfx.exe</li> <li>3. NetFx64.exe</li> </ol> <p><b>Note:</b> When this option is <b>not</b> used, the .NET Framework prerequisites are downloaded during installer runtime from the web (from the AT&amp;T ACDS site).</p>	<p><b>Note:</b> When using both the <b>-p_path</b> option and the <b>-silent</b> option to install behind a proxy server, you must specify a <b>-p_path</b> path that is within the network, or else the proxy authentication dialog will appear and the setup will not be able to proceed without user intervention (i.e., the setup will not be “silent”).</p> <p>When providing a path that contains spaces or special characters, enclose the parameter in quotation marks, for example:</p> <p><b>OAI-Setup.exe "-p_path=\\172.23.2.200\at&amp;t2\Install\Dotnet"</b></p> <p>The installer will only install prerequisites if they are missing from the machine. In this case, the user running the installation must have Administrator privileges.</p>
<p><b>-p_only</b></p>	<p>Use this command line option to install only the Microsoft Prerequisites, without installing the OAI.</p>	<p>If providing <i>both</i> the <b>-p_only</b> and the <b>-admin</b> options (which are contradicting), the <b>-p_only</b> option will override the <b>-admin</b> option (i.e., <i>the -admin option will be ignored</i>).</p> <p>The installer will only install prerequisites if they are missing from the machine. In this case, the user running the installation must have Administrator privileges.</p>



## 3. Working in Delegate Access or Shared Calendar Mode

This chapter describes how the AT&T Conferencing Add-in for Outlook works with core Microsoft Outlook functionality, namely managing AT&T conferences on someone else's calendar. In Outlook this is achieved either by sharing the calendar with a user assigned the relevant permissions, or by delegating access to someone else.

Once you click on the manager's calendar, your Add-in for Outlook functions as if you are in the manager's calendar. For example, when creating a new AT&T conference, the meeting is created in the manager's calendar with the manager's credentials.

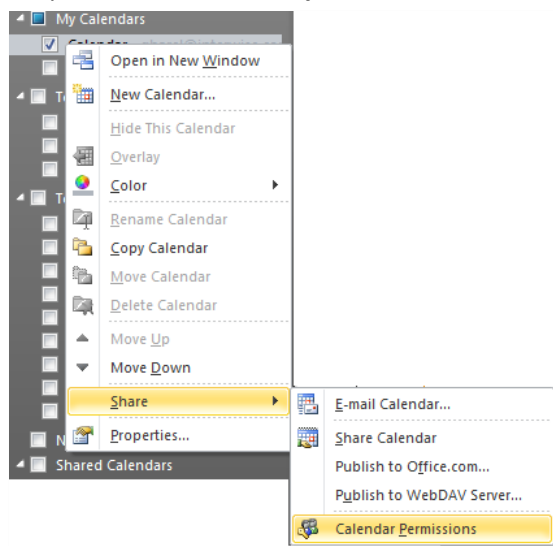
This means that you, as an assistant, do not need a valid account defined for you as long you have Outlook add-in. You can even define a new account (using the **Account Settings** window) for your manager (assuming you have the manager's credentials).

The core Outlook delegate access and share calendar features support a variety of different permission settings. However, for meetings scheduled using the AT&T Conferencing add-in, the only relevant permissions are those that allow you to manage meetings on behalf of somebody else (as listed in the procedure below). All other permissions are irrelevant for AT&T conferences.

### Delegate Access and Shared Calendar mode

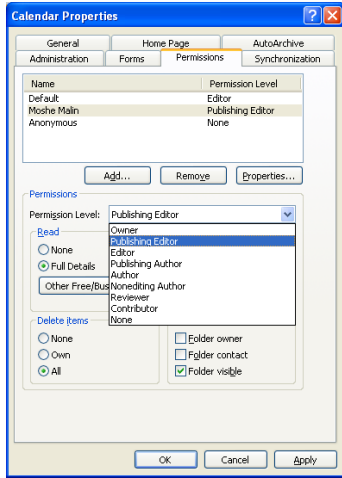
**To work with AT&T conferences in Delegate Access or Shared Calendar mode:**

1. In Calendar view, right-click the Calendar header bar and select **Share > Calendar Permissions** to open the **Calendar Properties** window.



**Figure 1– Opening Delegation Permissions Dialog**

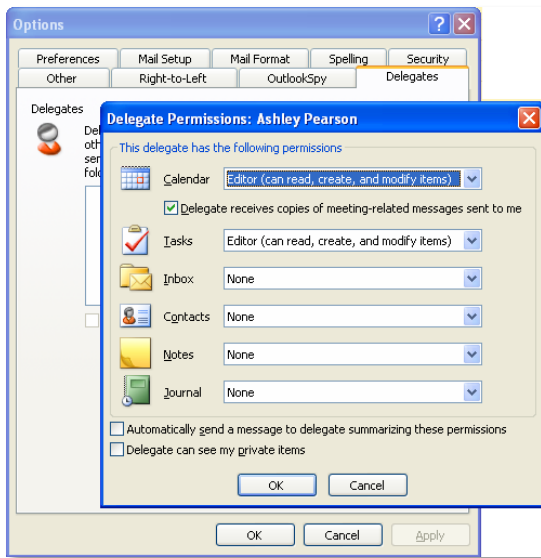
2. Click the **Permissions** tab.



**Figure 2—Calendar Properties Permissions tab**

—or—

From the main menu, select **Options** from the **Tools** tab and click the **Delegates** tab.



**Figure 3—Delegate Permissions window**

3. Add or select a user to whom you want to grant permissions.
4. Assign the permission level to the delegate. To work with the Add-in for Outlook, you must set one of the following permission levels when sharing a calendar between two users (for example, User A and User B) or when delegating access to another:
  - Owner
  - Editor
  - Author
  - Publishing Author
  - Publishing Editor



5. Ensure that the AT&T Conferencing add-in is installed on both users' computers and that the same Add-in for Outlook version is installed on both computers.
6. Create valid user accounts with the *Editor* only permissions in the ACC for the users. (For example, for User A and User B.)

Once the meeting is scheduled, it is sent to the invitees as a regular Outlook meeting from User A. From this point, User A, the conference owner, can manage and join this conference from his/her calendar. User B can manage and join this conference by accessing User A's calendar.

**Note:** When creating, updating or deleting a conference, the process is the same as described above for regular or recurring conferences.



## 4. Additional Implementation Tools and Issues

### Add-in Installation on different language versions of Microsoft Office

The AT&T Conferencing add-in for Microsoft Outlook can be installed on any Office language version. However, English continues to be the language used for the add-in's interface.

### Add-in for Outlook log files

The conferencing add-in generates log files and locates them under:  
%AppData%\ATT\Outlook\Logs.

If there are any problems with the conferencing add-in, these logs should be forwarded to AT&T Connect Support.

**Important:** It is strongly recommended to use the Log Submission Utility to collect and send the logs to AT&T Conferencing support automatically

**To automatically collect and send logs AT&T Connect support:**

1. Open Outlook and click the **Report a Problem** button under the **AT&T Conferencing** menu.
2. Or Click **Start > All Programs > AT&T Connect > Log Submission Utility**.
3. If AT&T Connect is not installed on the machine, the Log Submission Utility can be manually found under **C:\Users\\AppData\Local\ATT\OutlookAddin\Log Submission Utility\lsu.exe**  
or if installed by the IT admin user, **C:\Program Files\ATT\OutlookAddin\Log Submission Utility\lsu.exe**.

### iCal support

Starting from version 9.2, the AT&T Conferencing add-in supports the iCal format. An iCal attachment is added to each meeting request that is sent and enables the meeting to be read by mail applications other than MS Outlook, such as Gmail.

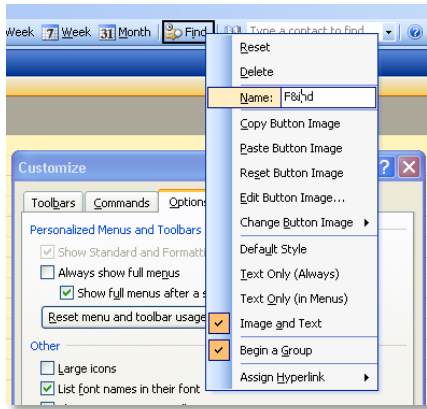
Meeting invitations distributed in email applications not supported by the conferencing add-in are treated as normal meetings and not as AT&T Connect conferences.



## Core Outlook features NOT supported

This section describes all the major Microsoft Outlook core features which are not supported for AT&T Conferencing meetings.

- **Copying AT&T Conferencing meetings**—this is not supported as Microsoft Outlook does not include the functionality for sending an update after pasting appointments and meetings.
- **Moving to Folders**—the capability to move AT&T Conferencing meetings to folders—for example, dragging them from the **Deleted** or **Sent** Items folder to the Calendar—is not supported.
- **Cross Updating**—Meetings that were originally created in Outlook cannot be managed from the ACC. AT&T believes that a single point of management is necessary; if the conference was originally created in Outlook, it should be managed using Outlook to perform subsequent updates, deletions.
- **Standard Toolbar Customize Options**—the renaming of AT&T Connect buttons, the changing of image/location, and other standard toolbar customization options (as shown below), is not supported.



**Figure 4—Toolbar customization options**

- **Multiple AT&T Connect meetings**—working with multiple AT&T Connect meetings is not supported (for example, selecting several Meetings on the calendar and deleting or updating them together).
- **Recovering Meetings**—the Outlook feature to recover a meeting after it was deleted is not supported for AT&T Connect meetings. Once the Meeting is deleted, it is deleted from the ACC and is no longer an AT&T Connect meeting (the body is cleaned, and all AT&T Connect flags are removed). Therefore, when a user recovers such a meeting it will *no longer* be an AT&T Connect meeting.
- **Working with a Single Occurrence of a Recurring Meeting on Calendar**—actions such as moving the occurrence of a recurring meeting on the calendar, expanding/shrinking an occurrence, or deleting an occurrence on the calendar have limited support. All work on an occurrence of a recurring meeting should be done from within the form, by opening the form and then updating or deleting it.



## Release limitations

The known limitations of this release include:

- When UAC is activated (in Windows Vista and Windows 7), installing directly with Setup.msi will not work properly (CR 24626). Remove the UAC before starting the installation.
- POP3, IMAP, and http accounts are not supported.
- Outlook application upgrade: When upgrading the Outlook application from Outlook XP/2003 to Outlook 2007, the Add-in for Outlook must be removed and reinstalled after the upgrade.
- When creating a conference using the Add-in for Outlook and updating it in the Add-in for Outlook 2007, the body of the invitation may appear duplicated. (CR #25112).
- The invitation body may be missing if sending an invitation from Exchange 2003 to Exchange 2007. (CR #2583)
- The combination of Office 2010 64 bits and Windows Vista 64 does not support Silent installation on preinstallation.exe.
- Due to a known issue of Microsoft, the Location is not updated correctly when updating resources in code. This may result the location field not to display Telepresence rooms correctly or ask you to save the meeting when opening for view only
- An unhandled exception sometimes occurs when scheduling an event while defining the same name for a Connect account and Voice-Only account in the Account Settings window.