



Using Avaya Outlook Meetings Add-In

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Chapter 1: Introduction

Purpose

This document provides instructions on setting up and using Avaya Outlook Meetings Add-In, as well as its features.

This document is intended for end users of Avaya Outlook Meetings Add-In.

Chapter 2: Avaya Outlook Meetings Add-in Overview

Avaya Outlook Meetings Add-In Overview

The Avaya Outlook Meetings Add-In enables users to add, update, or delete Avaya Meetings Server meeting details in the Microsoft Outlook meeting. This add-in is designed for the new or modern Outlook. While users using existing add-in on classic or modern Outlook can continue with the existing Avaya Workplace Outlook add-in, the new Avaya Outlook Meetings Add-In provides support for those who have already made the switch to the modern Outlook on Office 365. The new add-in becomes the standard add-in when Microsoft enforces the full transition to the new Outlook.

The Avaya Outlook Meetings Add-In has the following features:

- Add, edit, or remove Avaya Meetings Server meeting details in the Microsoft Outlook meetings
- Add, edit, or remove Avaya Meetings Server meeting information in the Microsoft Outlook meetings on behalf of the host if the host provides calendar access to the delegate
- Join meeting
- Join Meet Me conferences from your calendar
- Start meeting
- Reserve meeting

Supported Operating System

The Avaya Outlook Meetings Add-In supports the following operating systems:

- Desktop
 - macOS Catalina or later
 - Windows 10 or later

Supported Microsoft Outlook Version for the Add-In

The Avaya Outlook Meetings Add-In supports the following Microsoft Outlook versions:

- Microsoft Outlook within Office 365
- Microsoft Outlook Web

Supported Servers

The Avaya Outlook Meetings Add-In supports the following servers:

- Avaya Meetings Server
- Unified Portal
- Avaya Aura® Web Gateway

For information about supported versions, use the Compatibility Matrix tool on the [Avaya Support website](#).

Enhanced Template for Avaya Outlook Meetings Add-In

The Avaya Meetings Server supports separate HTML and TEXT invitation templates.

- The Outlook add-in uses an HTML template to schedule meetings and send email invitations.
- Avaya Workplace Client uses a TEXT template to display the dialing information during a meeting.

Configuration of Avaya Meetings Management Server

Avaya Meetings Management Server 9.1 CD6 supports the following new variables:

- [MEETING_ID]
- [PIN]
- [E164]

Existing variables supported on Avaya Meetings Management Server 9.0.2 or before 9.1 CD6 includes:

- [MEETING_ID]
- [PIN]
- [E164]

Configuration for Avaya Meetings Server

You must configure the following parameters for Avaya Meetings Server:

- CONFERENCE_ACCESS_NUMBER
- CONFERENCE_PORTAL_URI

Use Avaya Aura[®] Device Services to automatically provide configuration parameters for each user. Otherwise, the users must manually update the Avaya Workplace Client settings in **Services > Meetings**.

About Avaya Meetings

Avaya Meetings does the following:

- Improves productivity and enhances HD video, audio, and web collaboration from Avaya Meetings
- Delivers a face-to-face meeting experience to employees, customers, and partners in any location and on any device
- Simplifies and covers audio, video, web collaboration, and webcasting to one cloud platform and app
- Saves cost, administering time, and user training by meeting with just one app

Application Capabilities of Avaya Meetings

Avaya Meetings is used to:

- Send data over the Internet
- Access and modify personal information in the active message, such as the body, subject, sender, recipients, and attachment information. It may send this data to a third-party service. Other items in your mailbox cannot be read or modified

Limitation

The Avaya Outlook Meetings Add-In has the following limitations:

- The Avaya Outlook Meetings Add-In does not support the **Reserve meeting** feature on Windows Classic Outlook.
- The add-in does not schedule meetings with advanced recurrence options. For example, you cannot schedule a recurring meeting for every second Monday and fourth Friday of every year.
- When you delete a single occurrence of a recurring event, no notification is generated for the deleted occurrence due to a limitation in the Microsoft Graph API.
- When a host or delegate creates or updates a meeting, if the add-in takes more than 5 seconds to respond, Outlook shows a message with two options: **Send** and **Don't Send**. To complete the meeting setup, click **Send**. If you click **Don't Send**, the meeting will appear in Avaya Aura[®] Web Gateway but not in Outlook. In this scenario, reopen the meeting, make a minor adjustment, and click **Send** to ensure if it is synced correctly with Avaya Meetings Server.

- The **Call to Contact** feature is not supported.
- The **Integrated Windows Authentication (IWA)** feature is not supported.
- Avaya Outlook Meetings Add-In cannot be controlled through Avaya Workplace AADS auto-configuration settings.

To delete a meeting from Avaya Aura® Web Gateway when a user deletes a meeting from Outlook, **Outlook Exchange Online** is a prerequisite, and Avaya Outlook Meetings Add-In backend server must be configured as provided in [Installing Avaya Outlook Meetings Add-In Backend using Script](#) on page 25

Table 1: Modern Outlook UI in a web browser or the new Outlook for Windows

Use Case	Exchange Online	Exchange 2019 on-premises (Cumulative Update 1 or later)	Exchange 2016 on-premises (Cumulative Update 6 or later)
Create and update Reserved or Non-Reserved Meetings	Yes	Not applicable	Not applicable
Delete Reserved or Non-Reserved Meetings	Yes (If backend server setup)	Not applicable	Not applicable

Table 2: Windows (classic) Version 1910 (Build 12130.20272) or later

Use Case	Exchange Online	Exchange 2019 on-premises (Cumulative Update 1 or later)	Exchange 2016 on-premises (Cumulative Update 6 or later)
Create, update, and delete Reserved Meetings	No	No	No
Create, update, and delete Non-reserved Meetings	Yes	Yes	Yes

Table 3: Mac (new Outlook) Version 16.47 (21031401) or later

Use Case	Exchange Online	Exchange 2019 on-premises (Cumulative Update 1 or later)	Exchange 2016 on-premises (Cumulative Update 6 or later)
Create, update Reserved or Non-reserved Meetings	Yes	Yes	Yes
Delete Reserved or Non-reserved Meetings	Yes (If backend is enabled)	Yes (If backend enabled)	Yes (If backend is enabled)

*** Note:**

The add-in is currently not supported on mobile devices.

For more information about platform support, see [Office client application and platform availability for Office Add-ins](#)

Languages Supported

The Avaya Outlook Meetings Add-In supports the following languages:

- English
- For German Language, select Deutsch (Deutschland)
- Danish
- Spanish
- Czech
- French
- Hebrew
- Hungarian
- Indonesian
- Italian
- Japanese
- Korean
- Malaysia
- Norwegian Bokmål
- Dutch in Netherlands
- Polish
- Portuguese
- Russian
- Swedish
- Thai
- Turkish
- Chinese

Chapter 3: Avaya Outlook Meetings Add-In Navigation

Avaya Outlook Meetings Add-In Navigation

Avaya Outlook Meetings Add-In

Use Avaya Outlook Meetings Add-In to add, update, or delete Avaya Meetings Server meeting information in Microsoft Outlook. You must enable the Avaya Outlook Meetings Add-In in Outlook. After you enable the add-in, the location of **Avaya Meeting** feature varies by platform:

- Windows: **Meeting** ribbon
- Mac: **New Event** window
- Web: **Event** page

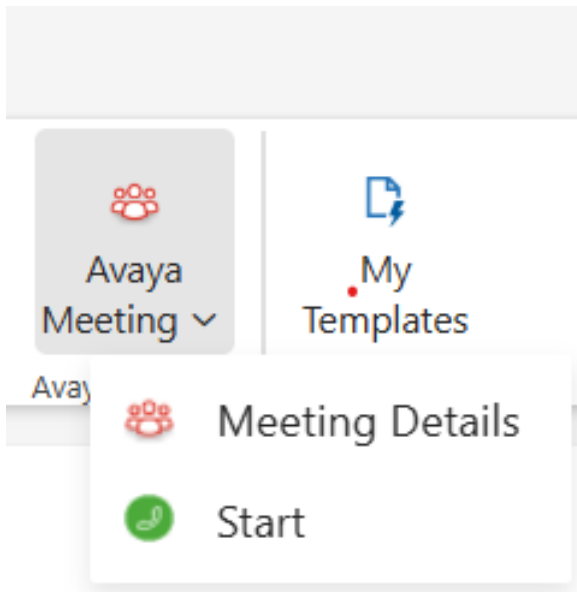


Figure 1: Location of Avaya Meeting feature

Avaya Meeting has the following 2 features:

- **Meeting Details:** Enables users to add or remove Avaya Meetings Server meeting information to the Microsoft Outlook meetings.
- **Start:** Enables the host to start the meeting.

Start page

The **Start** page has **Email address** field.

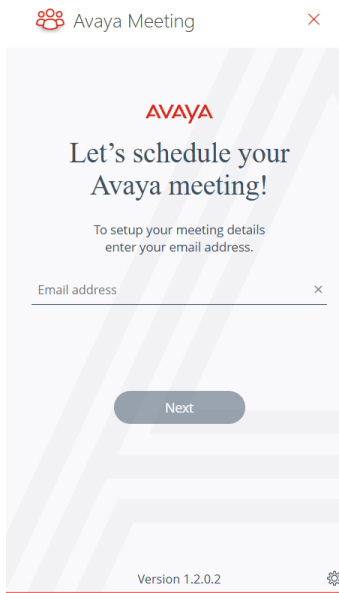


Figure 2: Start page

Sign in page

The **Sign in** page validates users to access Avaya Outlook Meetings Add-In. The **Sign in** page has the following fields:

- **Username:** Enter the email address or username.
- **Password:** Enter the password.

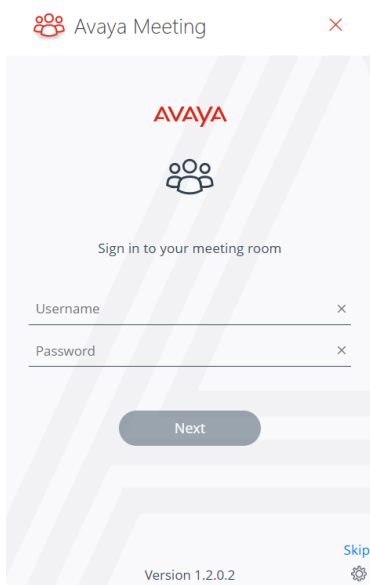


Figure 3: Sign-in page

Add Details

Use the **Add Details** to add Avaya Meetings Server meeting information to Microsoft Outlook meeting.

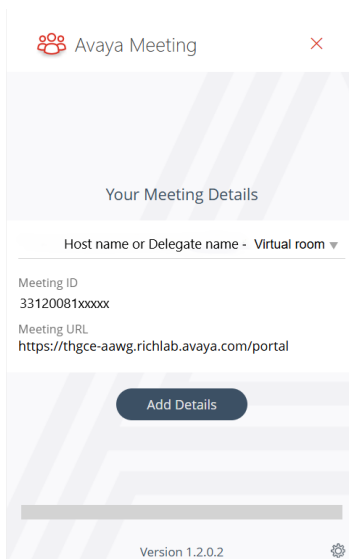


Figure 4: Add details

Remove Details

Use **Remove Details** to remove Avaya Meetings Server meeting information from Microsoft Outlook meeting.

The **Remove Details** has the following feature:

- **Reserve the Meeting** check box: Enables users to reserve the meeting on the server and generate a unique meeting ID.
- **Start Meeting**: Enables the host to start the meeting.

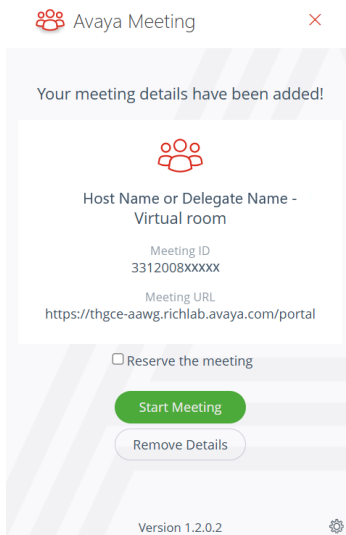









Figure 5: Remove details

Icons

The following table provides information about the icons available in Avaya Outlook Meetings Add-In:

Icon	Name	Notes
	Calendar	Use the Calendar icon to view users or host calendar. In Outlook , the Calendar icon is located on the left pane.
	Share Calendar	Use the Share Calendar icon to share the host calendar with a delegate or vice versa. To access the Share Calendar , click  and then select Share Calendar on the ribbon.
	Settings	The Settings icon has the following 3 options: <ul style="list-style-type: none"> • Download logs • Reset • Cancel To access  , click Avaya Meeting . The  icon is at the bottom-right of the page.
	Next	Use Next to move to the next page. This option is enabled only if all required details are provided in the fields.

Chapter 4: Installing Avaya Outlook Meetings Add-In

This section provides instructions on how to install Avaya Outlook Meetings Add-In.

Downloading Avaya Outlook Meetings Add-In

About this task

The Avaya Outlook Meetings Add-In for Microsoft Outlook is an Avaya cloud-hosted add-in for Microsoft Outlook. The Microsoft Outlook client downloads the add-in from the Internet during startup. The enterprises use the following procedure to host the Avaya Outlook Meetings Add-In for Microsoft Outlook in the enterprise environment.

Before you begin

- You must have a build file.

Procedure

1. Click the required build file.
2. In the build, click **Artifacts**.
3. Navigate to `aomp-client` and click `aomp-client` to download a file.
4. After the file download is completed, extract the file and use the manifest.

Installing the Avaya Outlook Meetings Add-In using Side-Loading Method

About this task

You can install Avaya Outlook Meetings Add-In using side-loading method.

Procedure

1. Download the `manifest.xml` file which is part of the build.

2. Click <https://aka.ms/olksideoad> to add your add-in.
3. Go to **My Add-ins** and find the custom add-ins option.
You can install add-ins from a file or a URL.
4. Click on **Add a Custom Add-in** and select your manifest to install it.

 **Note:**

If you are using Outlook on the browser, refresh the tab.

If you are using the Desktop application, restart Outlook.

Deploying Avaya Outlook Meetings Add-In through Microsoft 365 admin center

About this task

The Avaya Outlook Meetings Add-In must be deployed through Microsoft 365 admin center.

Procedure

For more information about deploying Avaya Outlook Meetings Add-In through Microsoft 365 admin center, see [Deploy and manage Office Add-ins through Integrated Apps](#)

After the add-in is installed, it becomes available on all platforms (Mac, Windows, and more) and browser for the user.

Assigning a Delegate to the Host Using iView

About this task

You can assign a delegate to a host using iView.

Before you begin

- The host and the delegate must grant each other Outlook delegate access using the iView portal.

Procedure

1. Open iView.
2. Log in to iView using the credentials of the host.
3. Click **Users**.
4. Search for a user by name and select the user profile.
5. Click **Advanced**.

6. In **Select Delegated User**, select a delegate for the host.
7. Click **Apply**.

Updating the external config file

About this task

You can update the external configuration file to change the add-in settings.

Procedure

1. Access the server where the build is deployed.
2. Locate the `configuration.json` file in the `public` directory, and then navigate to the `config` folder.
3. Update the configuration details in a key-value format.

For example, to add the Avaya Aura® Web Gateway portal URL to the external configuration file, use the portal URL as the key and an array of domains as the values.

```
"aawg": {  
  "https://abc-aawg.abc.com/portal": ["abc.com", "abc2.com"....],  
  "https://pqr-aawg.pqr.com/portal": ["pqr.com", "pqr2.com"....]  
}
```

* Note:

If a user logs in to the domain abc.com, the configuration returns `https://abc-aawg.abc.com/portal` URL as the Avaya Aura® Web Gateway.

Alternately, if only one Avaya Aura® Web Gateway is available for all domains, then specify the Avaya Aura® Web Gateway portal URL as the default. For example:

```
"default_aawg": "https://default-aawg.abc.com/portal"
```

4. To enable or disable the usage of an email address as a username, enter the following configuration property:
 - 1: Enables the use of an email address as a username.
 - 0: Disables the use of an email address as a username.

```
"ALLOW_EMAILADDRESS_AS_USERNAME": 1
```

The default value is 0. If no value is set, the system uses the part of your email address before the `@` symbol as the username.

5. For backend configuration, update the following:

```
"BACKEND_HOST": "http://localhost:3001",  
"BACKENDENABLED": true
```

Example

The following is an example of all configurations in the `.json` file format:

```
{
  "aawg": {
    "https://your-aawg.com/portal": ["domain1.com", "domain2.com", "domain3.com"],
    "https://your-aawg-2.com/portal": ["domain4.lab", "domain5.lab", "domain6.lab"]
  },
  "default_aawg": "https://your-aawg.com/portal",
  "ALLOW_EMAILADDRESS_AS_USERNAME": 1,
  "DOMAIN": "thgce.lab",
  "BACKEND_HOST": "http://localhost:3001",
  "BACKENDENABLED": false
}
```

Chapter 5: Deploying Avaya Outlook Meetings Add-In in Backend

This section provides instructions for deploying Avaya Outlook Meetings Add-In in the backend.

Overview of Deploying Avaya Outlook Meetings Add-In in Backend

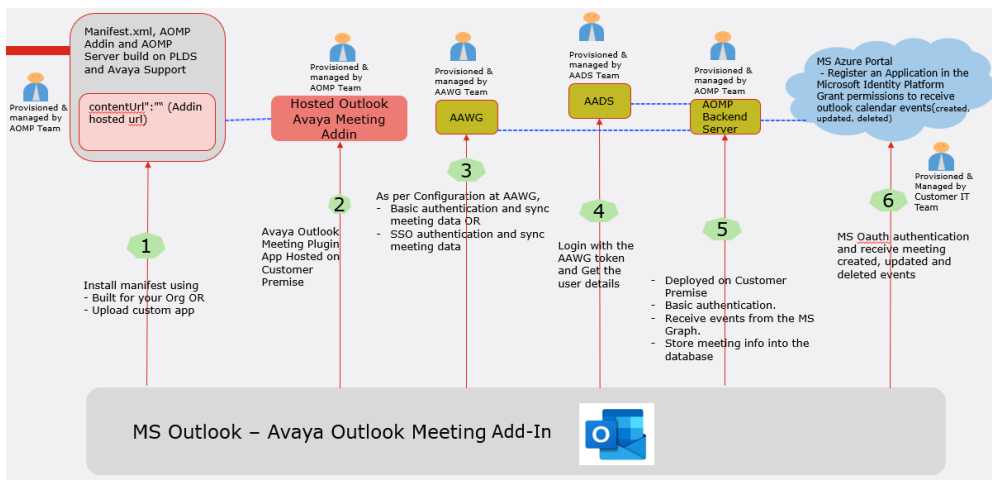


Figure 6: Deploying with Avaya Outlook Meetings Add-in server

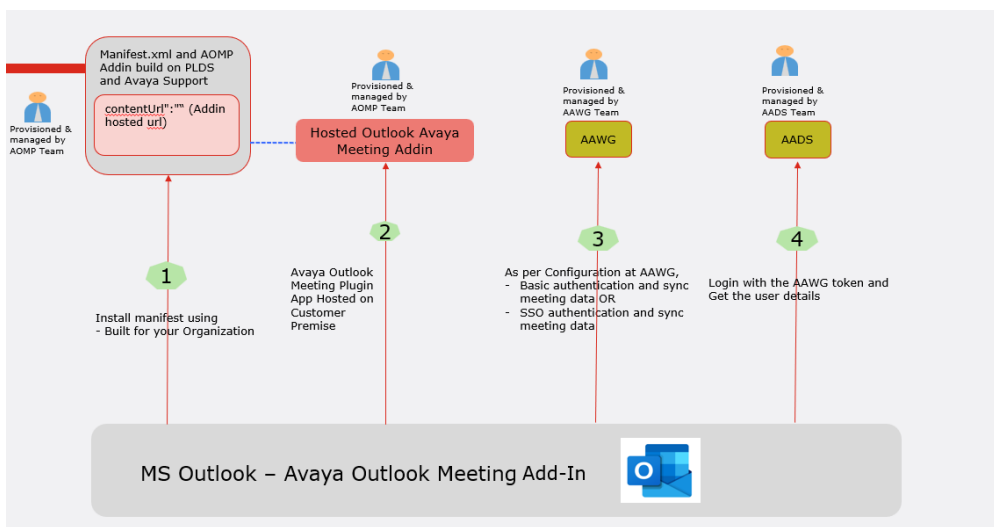


Figure 7: Deploying without Avaya Outlook Meetings Add-in

For Avaya Outlook Meetings Add-In, if a customer wants to enable the functionality that deletes a meeting from the meeting server when the user deletes it from Outlook, then the Avaya Outlook Meetings Add-In backend application is involved.

Prerequisites

The following are the prerequisites for the installation process:

- Operating System: Linux (Verified on RHEL and Ubuntu).
- Utilities: Ensure that [curl](#) and unzip, or equivalent software, are installed to extract the zip file.
- Internet Connection: Required for downloading `Node.js` and `npm` packages.
- Ensure that you register an application with Microsoft identity platform. For more information, see [Register an application with the Microsoft identity platform](#).
- Publicly Reachable HTTPS Domain is required to receive the Microsoft Graph events.
- All Microsoft Graph notifications are delivered to the endpoint `https://<DOMAIN>:443/v1/events/` which must be accessible to the public over HTTPS.
- Keep the PostgreSQL database internal and restrict access from public networks.
- For security purpose, use same machine for the backend server and the PostgreSQL database.

Creating Microsoft Graph Application

About this task

To integrate your Node.js application with Microsoft Exchange using the **Microsoft Graph API**, you must register an application in the Azure Portal and obtain the **Client ID** (Application ID),

Client Secret, and **Tenant ID** credentials. These credentials are used for the authentication and authorization of the Azure application that activates it.

For more information on registering the application on Azure, see [Registering an Application in the Microsoft Identity Platform](#).

Procedure

1. Navigate to the [Azure](#) portal and sign in with your Microsoft account.
2. Under **Register a New Application**, do the following:
 - a. Go to **Microsoft Entra ID**.
 - b. At the left navigation bar, click **Manager > App registrations**.
 - c. Click **New Registration**.
 - d. In **Name**, choose a name similar to **Avaya Outlook Meeting Add-In Azure Application**.
 - e. In **Supported account types**, choose **Accounts in this organizational directory only**.
 - f. Keep the **Redirect URL** section blank.

After registering a new application, you are navigated to **Overview** page.

3. On the **Overview** page, obtain your credentials:

Client ID: The **Client ID** is located under **Application (client) ID**.

Tenant ID: The **Tenant ID** is located under **Directory (tenant) ID**.

4. Under **Generate Client Secret**, do the following:
 - a. Go to **Certificates & secrets > Client secrets**.
 - b. Click **New client secret**.
 - c. Add a description and select an expiration period. For example, AOMP Secret.
 - d. Click **Add**, and copy the value immediately.

The value is not visible later.

5. Under **API Permission**, do the following:
 - a. Click **API permissions > Add a permission**.
 - b. Click **Microsoft Graph**.
 - c. Select the one of the following options:

- **Application permissions**
- **Add following permissions**

- `Calendars.ReadWrite`

- `User.Read`

Installing PostgreSQL 16

About this task

Use this procedure to install PostgreSQL 16 based on the package management system of your Linux distribution.

Before you begin

- You must log in to the virtual machine using tools such as SSH, PuTTY, or other terminal clients to run the commands with `sudo`.

Procedure

- For RHEL 8, do the following:

- To add the official PostgreSQL repository, run the following command:

```
sudo dnf install -y https://download.postgresql.org/pub/repos/yum/reporepms/EL-8-x86_64/pgdg-redhat-repo-latest.noarch.rpm
```

- To disable the built-in PostgreSQL module, run the following command:

```
sudo dnf -qy module disable postgresql
sudo dnf clean all
```

- To install PostgreSQL 16, run the following command:

```
sudo dnf install -y postgresql16-server
```

- To initialize the PostgreSQL database, run the following command:

```
sudo /usr/pgsql-16/bin/postgresql-16-setup initdb
```

- To enable and start the PostgreSQL service, run the following command:

```
sudo systemctl enable postgresql-16
sudo systemctl start postgresql-16
```

- To verify the PostgreSQL installation, run the following command:

```
psql -V
sudo systemctl status postgresql-16
```

- For Ubuntu, do the following:

- To update the systems and install prerequisites, run the following command:

```
sudo apt update
sudo apt install -y wget ca-certificates
```

- To add the official PostgreSQL repository and import key, run the following command:

```
wget --quiet -O - https://www.postgresql.org/media/keys/ACCC4CF8.asc | sudo
apt-key add -
echo "deb http://apt.postgresql.org/pub/repos/apt/ focal-pgdg main" | sudo
tee /etc/apt/sources.list.d/pgdg.list
```

- To update package lists again, install the PostgreSQL 16 server and contrib modules, run the following command:

```
sudo apt update
sudo apt install -y postgresql-16 postgresql-client-16 postgresql-contrib
```

- d. To enable and start the PostgreSQL service, run the following command:

```
sudo systemctl enable --now postgresql
```

- e. To check the PostgreSQL installation, run the following command:

```
psql --version  
systemctl status postgresql
```

Starting and Configuring PostgreSQL

Procedure

1. For RHEL, do the following:

- a. To start PostgreSQL, run the following command:

```
# For RHEL  
sudo systemctl start postgresql-16
```

- b. To check the PostgreSQL Status, run the following command:

```
sudo service postgresql-16 status
```

2. For Ubuntu, do the following:

- a. To start PostgreSQL, run the following command:

```
# For Ubuntu  
sudo service postgresql
```

- b. To check the PostgreSQL Status, run the following command:

```
sudo service postgresql status
```

3. To access PostgreSQL, enter `sudo -u postgres psql`:

4. Run the following SQL command:

```
-- Create the database  
CREATE DATABASE msaddin;  
  
-- Create the user if it doesn't already exist  
-- (Run this only if the user 'dev' doesn't exist)  
CREATE USER dev WITH PASSWORD 'secure_password';  
  
-- Set the user 'dev' as the owner of the 'msaddin' database  
ALTER DATABASE msaddin OWNER TO dev;
```

5. In the SQL command, replace the following parameters:

- `dev`: Replace with the required username.
- `secure_password`: Replace with the required password.

 **Note:**

Record the username and password. It is required in [Running the Application using systemd](#) on page 28.

Installing Avaya Outlook Meetings Add-In Backend using Script

About this task

You can install the Avaya Outlook Meetings Add-In backend using script on a NodeJS (Linux environment).

Before you begin

- Ensure that you have a Linux system with curl unzip installed.
- Ensure that you download `Node.js` and `npm` packages.
- Ensure that you download `install_node_aomp.sh` and `aomp-server.zip`

Procedure

1. In the Linux terminal, go to the directory where you saved the `install_node_aomp.sh` script and the `aomp-server.zip` file.
2. To prepare the script for execution, run the following command:

```
chmod +x install_node_aomp.sh
```
3. To execute the script using `bash`, run the following command:

```
./install_node_aomp.sh
```
4. Follow the instructions in the prompt.
5. After the script is completed, verify that `Node.js` and `aomp-server` are set up correctly.
 - a. To check the `Node.js` version, enter the following command: `node -v`
 - b. To check the `npm` version, enter the following command: `npm -v`
 - c. Check for the `aomp-server` directory and files.

Downloading the Application Files

About this task

Use this procedure to download the application files.

Procedure

1. Download the following files from the provided resource:
 - `aomp-server-installation.zip`
 - `aomp-server-package.zip`
2. To create a directory where you want to place the application files, run the following command:

```
mkdir AOMP
```

3. Extract the file `aomp-server-installation.zip`, which has the following installation script `install_node_aomp.sh`:

*** Note:**

The script `install_node_aomp.sh` supports only on the RHEL systems.

4. Move all the extracted files to the `~/AOMP` directory.

The directory structure is as follows:

```
~/AOMP/  
├─ install_node_aomp.sh  
└─ aomp-server-package.zip
```

Installing for RHEL System

About this task

Use this procedure to install RHEL systems.

Procedure

To install for a RHEL system, run the following script:

```
cd ~/AOMP  
chmod +x install_node_aomp.sh  
./install_node_aomp.sh
```

The script does the following:

- If `Node.js` is not installed in the script, install `Node.js v20`.
- Unzip `aomp-server.zip`.
- Install the application dependencies and generate the build.

Installing for Non-RHEL Systems

About this task

Use this procedure for Ubuntu, Debian, or any non-RHEL systems.

Procedure

1. Install `Node.js v20.18.1` using the following command:

```
curl -fsSL https://deb.nodesource.com/setup_20.x | sudo -E bash -  
sudo apt install -y nodejs
```

2. To confirm the version, run the following command:

```
node -v  
# Should show v20.18.1 or similar
```

3. To unzip the application files and install avaya-outlook-meeting-plugin-x.x.x.tgz file, run the following command:

```
cd ~/AOMP
unzip aomp-server-package.zip

cd aomp-server-package
# After above command, you will able to find the avaya-outlook-meeting-plugin-x.x.x.tgz file in the same directory.
# Copy the same file name run the below command.

npm install avaya-outlook-meeting-plugin-x.x.x.tgz
# This command will install the AOMP dependency
```

Configuring the Certificate

About this task

Use this procedure to configure the certificate.

Procedure

1. To create the directory structure, run the following command:

```
mkdir -p ~/AOMP/aomp-cert
```

2. Place your server certificate files in the ~/AOMP/aomp-cert directory.
3. Rename the certificate files to server.key and server.cert
4. To create Self Signed Certificates, do the following:

- a. To generate a 2048-bit RSA private key (server.key), run the following command:

```
openssl genpkey -algorithm RSA -out server.key
```

The private key is a secret key used for encrypting data and signing the certificate.

- b. To generate Certificate Signing Request (CSR) (server.csr), run the following command and enter the details like Country, State, Organization, Common Name, and more:

```
openssl req -new -key server.key -out server.csr
```

The Certificate Signing Request (CSR) is a request for an SSL certificate that contains information about your server.

- c. To generate Self-Signed Certificate (SSL), run the following command:

```
openssl x509 -req -days 365 -in server.csr -signkey server.key -out server.crt
```

The Certificate Signing Request (CSR) is required for Self-Signed Certificate (SSL).

Running the Application using systemd

About this task

Use this procedure to run the application using systemd.

Procedure

1. To create the systemd service file, run the following command:

```
sudo vi /etc/systemd/system/aomp-server.service
```

The new file is created.

2. Use the following command in the new file and add the actual values of User, ExecStart, WorkingDirectory, and environment variables:

```
[Unit]
Description=AOMP Node.js App Service           # Description of the service
After=network.target                          # Wait until network is up before
starting this service

[Service]
Type=simple                                   # Specifies the service type; 'simple'
is for basic processes (no forking)
User=myuser                                   # The Linux user to run the app as (run
whoami to get the user)
ExecStart=/usr/bin/node /home/myuser/myapp/app.js # Command to start your
Node.js app
WorkingDirectory=/home/myuser/myapp          # The directory from which the service
will run (like 'cd' into this folder)
Restart=always                               # Automatically restart the service if
it crashes or stops
RestartSec=5                                 # Wait 5 seconds before attempting to
restart
Environment=NODE_ENV=production              # Set environment variables for your
app (here: sets app to production mode)
Environment=POSTGRES_USER="your_postgres_user"
Environment=POSTGRES_PASSWORD="your_postgres_password"
Environment=CLIENT_ID='your_ms_client_id'
Environment=CLIENT_SECRET='your_ms_client_secret'
Environment=TENANT_ID='your_ms_tenant_id'
Environment=CLIENT_STATE='your_ms_client_state'
Environment=NOTIFICATION_HOST="your_notification_host"
StandardOutput=journal                       # Send normal output (stdout) to system
journal (viewable with journalctl)
StandardError=journal                        # Send error output (stderr) to system
journal too
[Install]
WantedBy=multi-user.target                   # Defines when the service should start
- here, at normal multi-user boot stage
```

3. To reload and start the service, run the following command:

```
sudo systemctl daemon-reload # Reloads systemd to recognize any new or changed
service files
sudo systemctl enable aomp-server # Enables the service to start automatically on
system boot
sudo systemctl start aomp-server # Starts the Node.js app service immediately
```

4. To check the status and logs, run the following command:

```
sudo systemctl status aomp-server
sudo journalctl -u aomp-server -f
```

Chapter 6: Configuring Avaya Outlook Meetings Add-In

This section provides instructions for configuring Avaya Outlook Meetings Add-In.

Signing in to Avaya Meeting with Username and Password

About this task

Use this procedure to sign in to Avaya Meeting with your username and password.

Before you begin

- A valid email address and password is required.

Procedure

1. In **Microsoft Outlook**, click **New items > Meeting**.

The **Outlook** displays the **Meeting** as a new window.

2. In the **Meeting** ribbon, click **Avaya Meeting**.

The **Avaya Meeting** is displayed on the right of the page.

 **Note:**

For Mac users, click **New Events**.

For Web-based client users, click **New > Event**.

3. On the **Avaya Meeting**, do the following:

- a. In the **Email address** field, enter your email address and click **Next**.
- b. In the **Password** field, enter the password and click **Next**.

 **Note:**

Only after the valid email address and password is entered, the **Next** button is enabled.

Signing in to Avaya Meeting with Single Sign-On (SSO)

About this task

Use this procedure to sign in to Avaya Meeting with Single Sign-On (SSO).

Before you begin

- A valid email address is required.

Procedure

1. In **Microsoft Outlook**, click **New items > Meeting**.

The **Outlook** displays the **Meeting** as a new window.

2. In the **Meeting** ribbon, click **Avaya Meeting**.

The **Avaya Meeting** is displayed on the right of the page.

 **Note:**

For Mac users, click **New Events**.

For Web-based client users, click **New > Event**.

3. On the **Avaya Meeting**, enter your email address and click **Next**.
4. To sign in using SSO, select the **Use Enterprise SSO** check box and click **Next**.
5. If prompted, authorize the **Avaya Meeting** to open a new window to complete the SSO process.
The **SSO authentication** page is displayed.
6. On the **SSO authentication** page, enter the username or email and password, and click **Sign in**.

Scheduling a Meeting using Microsoft Outlook Client


About this task

Use this procedure to schedule a meeting in Microsoft Outlook client as host and delegate, and add Avaya Meetings Server meeting information to the Outlook meeting.


Before you begin

- You must ensure that the Avaya Outlook Meetings Add-In for Microsoft Outlook is enabled.
- The meeting host and delegate must access each other using iView portal.
- The meeting host must share their calendar with the delegate in the Outlook.

Procedure


1. For the host, do the following:
 - In **Microsoft Outlook**, click **New items > Meeting**.
2. For the delegate, do the following:
 - a. In **Outlook**, click  icon.
 - b. At the left of the **Calendar**, expand **People's Calendar**.
 - c. Under **People's Calendar**, select the check box next to the host name to view the calendar of the host.

The host calendar is displayed next to the delegate calendar.
 - d. In the host calendar, right-click on the time you like to schedule the meeting and select **New Meeting**.
3. Under **New Meeting**, enter the following required details:
 - **Title**: Enter the title of the meeting.
 - **Invite attendees**:
 - **Required** field: Enter the participants name or email address who must attend the meeting.
 - **Optional** field: Enter the participants name or email address who may attend the meetings, but not mandatory.
 - **Date**: Select the date when you want to schedule the meeting.
 - **Time**: Select the start time and end time when you want to schedule the meeting.
 - **Location**: Select the location you want to schedule the meeting.
 - **Message**: Enter the message or give the meeting invitation link.

 **Note:**

If the **Location** field is empty, the meeting link is used from the message area of the email.

If multiple meeting links are available in the **Location** field or the message area of the email, Avaya Workplace Client uses the **Call** button on the Top of Mind screen to dial you to Avaya Meetings Server.

 **Note:**

You cannot reserve resources while scheduling a conference.

To reserve the meeting, you must include at least 1 attendee.

 - **Make Recurring**: Enter the frequency at which you want the meeting to repeat.
4. To check the availability of attendees, use **Scheduling Assistant**.

5. To add Avaya Meetings Server meeting information to the Microsoft Outlook meeting, do the following:

- a. In the ribbon, click **Avaya Meeting > Meeting Details**.

The **Meeting ID** and **Meeting URL** are created.

If one bridge is configured, the system includes the message body with the conference bridge and collaboration information, and displays it in the side panel.

If multiple bridges are configured, the system does not include the message body with the conference bridge and information, and displays it in the side panel.

- b. For the delegate, select the virtual room of the host or the delegate from the drop-down list.
- c. Click **Add Details**.
- d. To reserve a meeting, select the **Reserve the meeting** check box.

The Avaya Meetings Server meeting information is added to the Microsoft Outlook meeting invitation.

6. Click **Send**.

Microsoft Outlook sends an email notification to the attendees.

 **Note:**

If you create a meeting invite in Outlook and only include your meeting telephone number in the signature, ensure that the number has at least ten digits. Avaya Workplace Client ignores telephone numbers in the signature that are fewer than ten digits when making a call.

Scheduling a Meeting using Microsoft Outlook Web

About this task

Use this procedure to schedule a meeting in Microsoft Outlook web as host and delegate, and add Avaya Meetings Server meeting information to the Outlook meeting.

Before you begin


- You must ensure that the Avaya Outlook Meetings Add-In for Microsoft Outlook is enabled by default.
- The meeting host and delegate must access each other using iView portal.
- The meeting host must share their calendar with the delegate in the Outlook.

Procedure

1. For the host, do the following:

In **Microsoft Outlook**, click **New > Event**.

2. For the delegate, do the following:

- a. In **Outlook**, click  icon.
- b. At the left of the **Calendar**, expand **People's Calendar**.
- c. Under **People's Calendar**, select the check box next to the host name to view the calendar of the host.

The host calendar is displayed next to the delegate calendar.

- d. In the host calendar, right-click the time you like to schedule the meeting and select **New Event**.

3. Under **New Event**, enter the following required details:

- **Add a title:** Enter the title of the meeting.
- **Invite attendees**
 - **To** field: Enter the participants name or email address who must attend the meeting.
 - **Optional** field: Enter the participants name or email address who may attend the meetings, but not mandatory.
- **Date:** Select the date when you want to schedule the meeting.
- **Time:** Select the time when you want to schedule the meeting.
- **Location:** Select the location you want to schedule the meeting.
- **Message:** Enter the message or give the meeting invitation link.

 **Note:**

If the **Location** field is empty, the meeting link is used from the message area of the email.

If multiple meeting links are available in the Location field or the message area of the email, Avaya Workplace Client uses the **Call** button on the Top of Mind screen to dial you to Avaya Meetings Server.

- **Recurring:** Enter the frequency at which you want the meeting to repeat.

4. To check the availability of attendees, use **Scheduling Assistant**.

5. To add Avaya Meetings Server meeting information to the Microsoft Outlook meeting, do the following:

- a. In the ribbon, click **Avaya Meeting > Meeting Details**.

The **Meeting ID** and **Meeting URL** are created.

If one bridge is configured, the system includes the message body with the conference bridge and collaboration information, and displays it in the side panel.

If multiple bridges are configured, the system does not include the message body with the conference bridge and collaboration information, and displays it in the side panel.

- b. For delegate, select the virtual room of the host or the delegate from the drop-down list.
- c. For multiple bridges configuration, select the bridge whose details you want to add to the message body available in the sidebar.
- d. Click **Add Details**.

The Avaya Meetings Server meeting information is added to the Microsoft Outlook meeting invitation.

6. Click **Send**.

Microsoft Outlook sends an email notification to the attendees.

Reserving the Meeting

About this task

Use this procedure to reserve the meeting on the server and generate a unique meeting ID.

Procedure

1. In **Microsoft Outlook**, click **New items > Meeting**.

 **Note:**

For Mac users, click **New Events**.

For Web-based client users, click **New > Event**.

2. In the **Meeting** ribbon, click **Avaya Meeting > Meeting Details**.
3. To generate a unique meeting ID, click the **Reserve the meeting** check box.
4. Add the required attendees.
5. Add the required meeting information.
6. Click **Send**.

Starting the Meeting


About this task

Use this procedure to start the meeting as a host or delegate.

Before you begin

- You must be the host or delegate for the meeting.

Procedure

1. In **Outlook**, click  icon.
2. In **Calendar**, double-click the meeting you want to join.
Outlook opens **Meeting** as a new window.
3. In the **Meeting** ribbon, click **Avaya Meeting > Start**.
The link navigates to the Avaya Aura® Web Gateway portal and opens as a new window.
4. Under **Meet now**, enter your name.
5. To start the meeting, select one of the following options:
 - **Join with Browser**
 - **Join with the App**
 - **Join Presentation only**

Joining the Meeting


About this task

Use this procedure to join the meeting as an attendee.

Before you begin

- You are an attendee of the meeting.
- You received the meeting invitation link.

Procedure


1. In **Outlook**, click  icon.
2. In **Calendar**, double-click the meeting you want to join.
Outlook opens **Meeting** as new window.
3. In **Meeting**, go to the **Message** area, and click **Join**.
The link navigates to the Avaya Aura® Web Gateway portal and opens as a new window.
4. Under **Meet now**, enter your name.
5. To join the meeting, select one of the following options:
 - **Join with Browser**
 - **Join with the App**
 - **Join Presentation only**

Resetting the Avaya Outlook Meetings Add-In

About this task

You can reset the Avaya Outlook Meetings Add-In to restore it to its default settings. When you reset, you are redirected to the **Avaya Meeting** login page.

Procedure

1. In **Microsoft Outlook**, click **New items > Meeting**.
2. In the **Meeting** ribbon, click **Avaya Meeting > Meeting Details**.
3. At the bottom right of **Avaya Meeting**, select  .

The **Settings** page is displayed.

4. On the **Settings** page, select **Reset**.

The Avaya Outlook Meetings Add-In resets all settings, and the **Avaya Meeting** login page is displayed.

Customizing the email template

About this task

You can customize the email template provided by the Avaya Outlook Meetings Add-In for Microsoft Outlook.

Procedure

1. Replace the example bridge numbers and location labels with the relevant information.
If the simple custom logo is configured, you can replace the default logo location in the HTML template with the custom logo stored on the User Portal.
2. **(Optional)** To find the custom logo URL, use one of the following links and the **customLogo** field:
 - <https://alphaconfportal.avaya.com:8443/ups/resources/tenants/default/>
 - <https://alphaconfportal.avaya.com:8443/ups/resources/tenants/%7BtenantAlias%7D/>
3. **(Optional)** For a single tenant deployment, use one of the following URLs:
 - <https://alphaconfportal.avaya.com:8443/portal/custom-styles/999/customLogo.svg>
 - <https://alphaconfportal.avaya.com:8443/portal/custom-styles/999/customLogo.png>
4. **(Optional)** For a multi-tenant deployment, use one of the following URLs:
 - <https://alphaconfportal.avaya.com:8443/portal/custom-styles/%7BtenantID%7D/customLogo.svg>

- <https://alphaconfportal.avaya.com:8443/portal/custom-styles/%7BtenantID%7D/customLogo.png>

*** Note:**

For all the above mentioned URLs, replace <https://alphaconfportal> with your `_aawg_portal_address` and keep all other parts the same.

5. **(Optional)** To use an invitation template in a language other than English, download the localized invitation template files.

Schedule a Avaya Meeting using Microsoft Outlook Calendar

The Avaya Outlook Meetings Add-In enables users to schedule Avaya Workplace or Avaya Meetings directly within the Outlook client.

If you already have an Avaya Meetings Server Virtual Room, you can enter a virtual room by entering your email address during the initial use of the add-in.

If you do not have Avaya Workplace and your organization uses Avaya Meetings Server or Avaya Equinox® Meetings Online, contact your IT department.

Your meeting attendees receive meeting invitations in their calendars and can join on any device using the following instructions:

- Users of the Avaya Workplace application benefit from the ability to join scheduled meetings with a single click from the Top of Mind panel.
- External invitees can join using any standards-based video conferencing system or using a web browser.

Participants can also dial in over the telephone using any one of the global dial-in numbers provided in the invitation.

*** Note:**

Avaya Workplace or Avaya Meetings requires a paid subscription.

Removing Scheduled Avaya Meetings Server Information from Outlook


About this task

Use this procedure to remove scheduled Avaya Meetings Server information from Outlook.

Before you begin

- You must be the host or delegate for the scheduled meeting.

Procedure

1. In **Outlook**, click  icon.
2. For the host, do the following:
 - a. In **Calendar**, open the meeting you want to remove the link.
Meeting opens as a new window.
 - b. In **Meeting**, click **Edit**.
 - c. To remove scheduled Avaya Meetings Server information from Outlook meeting invitation, click **Avaya Meeting > Meeting Details** and click **Remove Details**.
The Avaya Meetings Server information is removed from the Outlook meeting.
 - d. Click **Send**.
3. For the delegate, do the following:
 - a. At the left of the **Calendar**, expand **People's Calendar**.
 - b. Under **People's Calendar**, select the check box next to the host name to view the host calendar.
The host calendar is displayed next to the delegate calendar.
 - c. In the host calendar, double-click the meeting from which you want to remove the link.
Meeting opens as a new window.
 - d. To remove scheduled Avaya Meetings Server information from Outlook as a delegate, click **Avaya Meeting > Meeting Details** and click **Remove Details**.
 - e. Click **Send**.

Chapter 7: Upgrading Avaya Outlook Meetings Add-In

About this task

Use this procedure to upgrade Avaya Outlook Meetings Add-In.

Before you begin

- Avaya Outlook Meetings Add-In is already installed in a Linux environment.
- The existing setup includes the following:
 - ~/AOMP/aomp-server/ directory
 - Configured aomp-cert/ with valid certificate files.
- You have the latest **aomp-server.zip** file (new version) and are ready to replace the old code.

Procedure

1. To take a backup of the current server node (excluding `node_modules`), enter the following command:

```
cd ~/AOMP
mkdir -p aomp-server-backup
rsync -av --progress aomp-server/ aomp-server-backup/ --exclude node_modules
```

Alternatively, copy and paste the server code to another folder.

2. Before modifying the application file, run the following command to stop Avaya Outlook Meetings Add-In service:

```
sudo systemctl stop aomp-server
```

3. To install the new version of Avaya Outlook Meetings Add-In, do the following:
 - a. Extract the new version of the application from `aomp-server.zip`.
 - b. After extracting, copy the `avaya-outlook-meeting-plugin-x.x.x.tgz` file and paste it in the `AOMP/aomp-server-package/` folder.

The directory structure is as follows:

```
~/AOMP/
├── aomp-server-package ← (existing package folder)
│   ├── config/
│   ├── migration/
│   ├── ... ← (other files and folders)
│   └── ...
└── avaya-outlook-meeting-plugin-x.x.x.tgz ← (After copied you would able to see this file the newer version)
```

```
|— aomp-server-backup/ ← (Backup of old code)
```

- c. After you unzip, copy the name of `avaya-outlook-meeting-plugin-x.x.x.tgz` file and run the following command:

```
cd ~/aomp-server-package  
  
# Replace x.x.x with the actual newer version.  
npm install avaya-outlook-meeting-plugin-x.x.x.tgz  
# This will install specified version of the AOMP service
```

4. To start the service using Systemd, do the following:
 - a. After the update is completed, restart the application using Systemd. To restart the application, enter the following `sudo systemctl start aomp-server`
 - b. To check the service status and logs, enter the following `sudo systemctl status aomp-server`
 - c. To view real-time logs, enter the following `sudo journalctl -u aomp-server -f`

Chapter 8: Troubleshooting

Unable to Send Meeting Request

Condition

After the user clicks **Send Invite**, a pop-up message displays to **Send** or **Don't Send** the meeting request.

Cause

When an add-in delays creating or updating a meeting, Microsoft Outlook generates the prompt.

Solution

On the pop-up message, click **Send**.

Meeting Template shows no Content

Condition

The meeting template shows no content after removing and adding details.

Cause

Adding a new line as a part of the cursor shift.

Solution

Remove the new line manually.

Start button is always Present

Condition

The green **Start** button is always present in the Outlook invitation, next to the **Add-In** icon.

Cause

The new add-in always shows the green **Start** button because its code cannot hide it, like the old add-in. This is a limitation of the Outlook add-in framework.

Deleting Scenario for the Recurring Meeting

Condition

If host has scheduled a recurring meeting, the single event from the recurring meeting is not deleted from portal.

Cause

This is a limitation of Microsoft Graph API.

Solution

This is a limitation of the Microsoft Graph API. It does not provide a notification for the deletion of a single event from a recurring series.

Synchronization Fails for Reserved Meetings with no Attendee

Condition

When a meeting is scheduled with the **Reserve meeting** option and has no attendees, it does not sync on the web portal

Cause

Due to absence of a Save event in Microsoft office js, the add-in requires at least one attendee to receive an event to sync with Avaya Aura® Web Gateway. If the add-in does not receive the event, it does not create or update a meeting.

Solution

Select at least one attendee.

Unable to Configure Account at this Time

Condition

When adding email address and clicking **Next**, the error message **Unable to configure account at this time** is displayed.

Cause

This error can be due to one or more of the following reasons:

- Avaya Aura® Web Gateway URL is missing in `configuration.json`,
- Avaya Aura® Web Gateway is not accessible,
- CORS issue to Avaya Aura® Web Gateway URL,

- Invalid or missing Avaya Aura® Web Gateway certificates,

Solution

1. Verify that the required configurations are added correctly in the `configuration.json`.
2. Ensure that Avaya Aura® Web Gateway is accessible.
3. Ensure that the Avaya Aura® Web Gateway certificates are installed.

Unable to Log in to Avaya Outlook Meetings Add-In

Condition

The Avaya Outlook Meetings Add-In login is denied due to invalid or expired authentication token. The developer console in your browser displays the following message `Request failed with status code 401`.

Cause

The Avaya Outlook Meetings Add-In is using an invalid or expired authentication token.

Solution

Generate a new secret key in Azure and update it in Avaya Outlook Meetings Add-In backend configuration.

Download logs of Avaya Outlook Meetings Add-In

Download logs feature is available in **Settings**. Use **Download logs** to access and download logs from any page within the application for troubleshooting and share with the development team for further investigation.

Download logs stores the logs with the following criteria:

- Stores a limited number of logs as configured in the configuration file.
- When the storage reaches 75% of the storage capacity, the logs are rotated until the storage is reduced to 65%.
- Currently, the rotation process deletes logs when the storage reaches 75% capacity. If the storage is still not reduced to 65%, the process repeats until the required storage limit is achieved.

Downloading Logs from Avaya Outlook Meetings Add-In Backend Application on a Remote Server using scp

About this task

Use this procedure to download logs from Avaya Outlook Meetings Add-In backend application on a remote server using `scp` or WinSCP.

Before you begin

- You must know the username for the server.
- You must have the IP address or hostname of the server.
- You must install `scp` on your local device.

Procedure

1. Run the following command and replace the placeholder information with your device information:

```
scp -r user@remote_host:/path/to/remote/files /path/to/local/destination
```

Command	Meaning	Description
<code>scp</code>	Secure Copy	Copy files or directories between systems over an SSH connection
<code>-r</code>	Recursive	Copy entire directories, including all files and subfolders.
<code>user</code>	Username	Username of the remote machine
<code>@remote_host:</code>	Address of the remote machine	Address of the remote machine. For example, IP address or host name
<code>/path/to/remote/files</code>	Remote server path	The location of the file or folder you want to copy from the remote machine. The path can be either absolute or relative
<code>/path/to/local/destination</code>	Local path	The destination location on your local machine where the files or folders are copied.

2. When prompted, enter the password.

The logs of the Avaya Outlook Meetings Add-In backend are copied from the remote server to your local device.

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