

Contents

Acknowledgments	xix
Introduction	xxi
Chapter 1: Introducing Microsoft Unified Communications	1
Introducing Microsoft Office Live Communications Server with SP 1	2
Microsoft Office Communicator 2005	3
Microsoft Office Live Meeting 2005	3
The Business Value of Presence	4
Providing Secure Communications	4
Live Communications Server 2005 SP1 Server Roles	6
Live Communications Server Access Proxy	6
Live Communications Server Proxy	8
Live Communications Server Director	9
Live Communications Server Front-End Servers	9
Live Communications Server Back-End Servers	11
Live Communications Server IM Archiving	13
Live Communications Server SIP/PSTN Gateway	13
Introducing Session Initiation Protocol	16
SIP Architecture	16
SIP Methods	17
SIP Messages	19
Introducing Transport Layer Security	20
MTLS	21
Introducing Microsoft Office Communicator 2005	22
Communicator 2005 Features	22
Public Instant Messaging Connectivity Integration	26
Telephony Integration	28
PBX Integration	28
PSTN Integration	28
Microsoft Office Communicator 2005 Web Access	28
Microsoft Office Communicator 2005 Mobile	28
Summary	29

Contents

Chapter 2: Live Communications Server 2005 SP1 in the Enterprise **31**

Understanding the Live Communications Server Pre-Sales Process	31
Deploying for an Enterprise Customer	32
Setting Down Requirements	33
Planning Your Schedule	34
Scheduling Additional Deliverables	36
Deployment Schedule Summary	37
Building the Team	41
Entering the IBM Sametime Domain	42
IBM Attrition Scenarios	43
Cost Comparisons	43
Features and Functionality	44
Understanding Microsoft's Integrated Platform	44
Access Anytime, Anywhere	44
Integrated Public Instant Messaging Connectivity	44
Understanding the Benefits of Real-Time Security	45
Meeting Compliance Regulations	45
Scalability and Availability	46
Understanding the User Interface	48
Understanding Telephony and VoIP Integration	48
Understanding the Development Platform	48
Summary	50

Chapter 3: Microsoft Office Integration **51**

Microsoft Office Outlook 2003	51
Microsoft Office Word 2003	54
Microsoft Office Excel 2003	55
Microsoft Office PowerPoint 2003	56
Microsoft Office SharePoint Portal Server 2003	57
Microsoft Office Live Meeting 2005	59
“Better Together” Scenario	61
Summary	62

Chapter 4: Preparing Your Environment for Live Communications Server 2005 with Service Pack 1	63
Live Communications Server 2005 and Microsoft Active Directory	63
Active Directory Schema	64
Active Directory Groups	66
Local Server Groups	67
User Authentication	68
Preparing Active Directory for LCS 2005 SP1	69
Understanding Administration Tools	69
Implementing Prep Schema	70
Implementing Prep Forest	72
Implementing Prep Domain	73
Implementing Domain Add to Forest Root	74
Working with Resource Forest and Multi-Forest Scenarios	74
Live Communications Server 2005 SP1 and DNS	75
DNS Host A Records	75
DNS SRV Records	78
Deploying LCS in Multiple Domains	80
LCS DNS Best Practices	81
Understanding Live Communications Server 2005 GPO Settings	82
Using the rtclient.adm Administrative Template	82
Understanding the Windows Messenger Feature Policies	85
Understanding the SIP Communications Service Policies	86
Understanding the RTC Client API Policies	88
Implementing a Group Policy Template for Testing	89
Communicator.adm Administrative Template	91
Understanding LCS and Certificates	96
Certificate Types	97
LCS Certificate Properties	97
Common Name or Subject Name	98
Enhanced Key Usage	98
Validity Period	99
Certificate Deployment	99
Certsrv Website	99
Certificate Automatic Enrollment	102
Certificate Templates	103
Certificate MMC Console	103
Public Certificates	110

Contents

Understanding Live Communications Server and SQL Server	113
Installing LCS with SQL Server	114
Understanding Permissions	115
Understanding the LCS Databases and Database Functions	115
rtc Database	116
rtcconfig Database	117
LcsLog Database	117
Exporting the LcsLog Archiving Database	117
Understanding User Replicator	118
Understanding Software Requirements	118
Recommended Hardware Configurations	119
Processors and RAM	120
Hard Drives	121
Virtual Machines	122
Network Infrastructure	122
Summary	122
<u>Chapter 5: Installing Live Communications Server 2005</u>	<u>125</u>
Live Communications Server: Standard or Enterprise Edition	125
Other Components Needed for the Install	126
Installing Live Communications Server 2005 Standard Edition	127
Installing Live Communications Server 2005 Enterprise Edition	131
Installing Live Communications Server 2005 SP1 Additional Components	137
Installing the Live Communications Server 2005 IM Archiving Service	138
Installing a Live Communications Server Access Proxy	138
Installing a Live Communications Director Server	139
Installing a Live Communications Server Proxy	140
Installing Live Communications Server 2005 SP1 Client Applications	140
Installing Microsoft Office Communicator 2005	141
Installing Windows Messenger	141
Summary	142
<u>Chapter 6: Configuring Live Communications Server 2005</u>	<u>143</u>
Live Communications Server 2005 Microsoft Management Console Snap-in	143
Configuring Messaging Ports	145
Configuring Routes	147
Enabling Remote Access	148

Enabling Federation	151
Integrating Live Communications Server with VoIP	154
Configuring Microsoft Office Communicator	159
Configuring Windows Messenger	165
Summary	166
Chapter 7: Live Communications Server 2005 Configuration Management	167
The Live Communications Server 2005 Administration Console	167
Microsoft Operations Manager for Live Communications Server 2005	172
Summary	175
Chapter 8: Enterprise Implementation Lessons Learned	177
Active Directory Concerns	177
Extending the Active Directory Schema	178
Active Directory Multi-Forest Organizations	178
Deploying LCS in a Multi-Operating System Environment	180
IT Security	181
Database Administrators	182
Remote Access Best Practices	182
Using a Virtual Private Network	182
Using Direct Access	183
Additional Recommendations	183
International Deployments	183
IBM Sametime Migration	185
Requirements	185
Schedule	186
Exchange IM Migration	186
Immediate Migration without Importing Users' Contacts and Permissions	187
Immediate Migration with Importing Users' Contacts and Permissions	187
Gradual Migration Importing Users' Contacts and Permissions	188
Gradual Migration without Importing Users' Contacts and Permissions	188
Scripts Provided by Microsoft	189
lcsish.wsf	189
lcsmon.wsf	189
lcssipen.wsf	189
lcsimpac.wsf	190
Further Information	190

Contents

Implementing LCS for Military and Private Sector Environments	190
Satellite Connectivity	191
Locate and Communicate-Mapping Solutions	192
Protecting Communications	192
Logging of Instant Messaging Conversations	192
Deploying LCS for a Limited Duration	192
Mobile Communications	193
Summary	193
Chapter 9: Troubleshooting	195
General Troubleshooting (FAQs)	195
Enabling LCS When AD Permissions Inheritance Is Blocked	198
Authenticated Users ACE Removed	198
Custom Organizational Unit	198
Using LcsCmd.exe with CreateLcsOuPermissions	200
LCS Certificate Troubleshooting	201
There was a problem verifying the certificate from the server.	201
Error Message: The certificate you selected is issued for a subject that differs from the fully qualified domain name (FQDN) of this pool. If you continue, clients and other servers may not be able to connect to this server. Do you wish to proceed with this certificate?	202
IM Archiving FAQs	202
Live Communications Server 2005 Support Resources	205
Live Communications Server Resource Kit	205
LCS Diagnostics Tool	206
Certificate Request Tool	206
LCS Ping Utility	206
Flat File Logging Tool	207
Resources	207
Summary	208
Appendix A: Live Communications Server 2005 Test Plan	209
Test Objectives	209
Test Strategy	210
Responsibilities	210
Test Environment	211
LCS Architecture: Production Environment	211
LCS Architecture: Pre-Production Environment	212
LCS Architecture: Test Environment	213

Test Procedures	215
Verifying Active Directory Configuration	215
Verifying Configuration of Live Communications Server Environment	225
Verifying Live Communications Server Security	232
Validating Certificate Configuration	232
Assessing the Live Communications Server Management Environment	234
Microsoft Office Communicator 2005 Client Testing	236
Testing Connectivity	237
Testing Features and Functionality	248
Live Communications Server Back-End Testing	264
Verifying That the SQL Server Databases Are Populated with Data from the LCS Service	264

Appendix B: Live Communications Server and Communicator Design **273**

Test Domain Environment **273**

Live Communications Server Active Directory Design	273
Live Communications Server Environment	275
Live Communications Server Forest	275
Live Communications Server Pools	275
Live Communications Server Pool Servers	275
Live Communications Server Back-End Server	276
Live Communications Server Address Book Service	276
Test Domain DNS	277
Microsoft Office Communicator Clients	277
Live Communications Server Detailed Architecture	277

Pre-Production Environment **279**

Live Communications Server Active Directory Design	279
Live Communications Server Environment	279
Live Communications Server Forest	279
Live Communications Server Pools	279
Live Communications Server Pool Servers	281
Live Communications Server Back-End Server	281
Live Communications Server Address Book Service	282
Microsoft Operations Manager Server	282
BIG-IP Load Balancer	282
Pre-Production DNS	283
Microsoft Office Communicator Clients	283
Live Communications Server Detailed Architecture	283

Index **285**

