

Rainbow CTI & Media Bridge (MITEL MIVOICE 250)-

INSTALLATION GUIDE

Rainbow CTI & Media Bridge



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1 Document History

Edition	Date	Changes / Comments / Details
01	23/09/2020	Initial Installation Guide created
02	07/03/2021	Legal notice has been updated. Section 3.1 Section about IIS & .NET Framework Configuration about Windows 7 has been removed and remaining sections have been renumbered. Section 4 Some steps and screenshots about Rainbow CTI & Media Bridge Installation have been removed. Section 6 Screenshot has been updated.
03	25/05/2021	Section 4 Screenshots have been added. Section 6 Screenshot has been added. Information about application startup has been updated. Screenshot has been updated.

2 Introduction

Rainbow CTI & Media Bridge works with a number of telephone systems e.g. Cisco Call Manager, Avaya IP Office, NEC 3C etc. This document describes the installation of Rainbow CTI and Media Bridge for Mitel MiVoice 250.

Rainbow CTI & Media Bridge application is installed on a local machine in customer premises. It connects with Rainbow Server to push the list of extensions so that they can be associated to Rainbow Users for CTI and VOIP calling, and it also interacts with third-party telephone systems to monitor those extensions for signaling information and call controls.

This document will take you step by step through the installation process. Everything is explained in detail to get hold of the understanding of the solutions architecture.

Note: Red Boxes and Arrows indicate the functional areas on every screen or window.

3 Pre Requisites

Following configurations have to be made in the IIS configurations as pre-requisites on the machine before proceeding with Rainbow CTI & Media Bridge installation.

Following configurations have to be done for all applicable version of Windows i.e. Windows 10 and Windows Server 2012, 2016 & 2019.

IMPORTANT: When installing the Rainbow CTI & Media Bridge, you must be logged in as a Local Administrator. Failing to do this may prevent that application from being installed correctly.

3.1 IIS & .NET Framework Configurations for Windows 10

Please perform following configurations of IIS & .NET Framework on a machine that is operating on Windows 10 OS prior to installation of Rainbow CTI & Media Bridge on it.

1. Click on Start Icon 🗄 and open Control Panel as displayed below:



2. Select **Programs and Features** as highlighted below:

All Control Panel Items						
$\leftarrow \rightarrow \ \ \ $	→ 🗸 🏚 Control Panel > All Control Panel Items > 🗸 💍					
Adjust your computer's settings				View by: Large icons ▼		
Administrative Tools	AutoPlay	Backup and Restore (Windows 7)	RitLocker Drive Encryption	🛐 Color Management		
Credential Manager	Date and Time	Default Programs	Device Manager	Devices and Printers		
🚱 Ease of Access Center	File Explorer Options	File History	Flash Player (32-bit)	A Fonts		
lndexing Options	Intel(R) Graphics and Media	Internet Options	👞 Keyboard	Mail (Microsoft Outlook 2016)		
Mouse	Network and Sharing Center	Phone and Modem	Power Options	Programs and Features		
Recovery	Region	RemoteApp and Desktop Connections	Security and Maintenance	Sound		
Speech Recognition	Storage Spaces	Sync Center	System	Taskbar and Navigation		
Troubleshooting	& User Accounts	Windows Defender Firewall	yindows Mobility Center	0 Work Folders		

3. Click on Turn Windows features on or off option in the left hand menu as highlighted below:

0	Programs and Features		
~	→ * ↑ I > Control Pa	anel > All Control Panel Items > Programs and Feature	5
	Control Panel Home	Uninstall or change a program	
_	View installed updates	To uninstall a program, select it from the list and the	en cli
•	Turn Windows features on or		
	off	Organize 🔻	
	Install a program from the network	Name	1
		🚴 Adobe Acrobat Reader DC	
		🖳 Advanced IP Scanner 2.5	1
		🟊 AnyDesk	1
		🗑 Bitvise SSH Client 8.44 (remove only)	1
		🚍 Cisco IP Communicator	1

4. You need to turn on a Windows feature by checking the boxes next to those features. Expand .NET Framework 3.5 (includes .NET 2.0 and 3.0) by clicking on ⊞ icon next to it as displayed below:



👿 Windows Features	—		×
Turn Windows features on or off			?
To turn a feature on, select its check box. To turn a feature A filled box means that only part of the feature is turned or	off, clear n.	its check l	oox.
.NET Framework 3.5 (includes .NET 2.0 and 3.0)			^
Windows Communication Foundation HTTP	Activatio	n	
Windows Communication Foundation Non-	HTTP Act	ivation	
🖃 🔳 📊 .NET Framework 4.8 Advanced Services			
ASP.NET 4.8			
WCF Services			
Active Directory Lightweight Directory Services			
Containers			
Data Center Bridging			
🗄 🔲 🔂 Device Lockdown			
Guarded Host			
Hvper-V			×
	ОК	Cano	el

5. Check the boxes next to both options displayed below .NET Framework 3.5 (includes .NET 2.0 and 3.0) as shown:

💽 Windows Features —	⊐ ×
Turn Windows features on or off	•
To turn a feature on, select its check box. To turn a feature off, clear its chec filled box means that only part of the feature is turned on.	ck box. A
 .NET Framework 3.5 (includes .NET 2.0 and 3.0) Windows Communication Foundation HTTP Activation Windows Communication Foundation Non-HTTP Activation 	^
Image: Imag	
□ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □	
Guarded Host ■ □ Hyper-V ■ □ Internet Explorer 11	
	~
ОК	Cancel

6. Expand Internet Information Services (IIS) as displayed below:



7. From the expanded options displayed expand **Web Management Tools.** Now check the boxes next to **IIS Management Console, IIS Management Scripts and Tools** and **IIS Management Service** options as shown below:



8. Expand IIS 6 Management Compatibility and check all the boxes next to the features listed under IIS 6 Management Compatibility as shown below:



9. Close expanded menu of **Web Management Tools** by clicking on the [□] icon displayed next to it and expand **Application Development Features** option. Check all the boxes next to the features listed in the menu except for **CGI** and **WebSocket Protocol** as shown below:

🕎 Windows Features	_		×		
Turn Windows features on or off					
To turn a feature on, select its check box. To turn a feature off, clear its check box. A filled box means that only part of the feature is turned on.					
🖃 🔳 📊 Internet Information Services			^		
FTP Server					
🗉 🗹 📙 Web Management Tools					
🖃 🔲 World Wide Web Services					
Application Development Features					
.NET Extensibility 3.5					
.NET Extensibility 4.8					
Application Initialization					
ASP ASP					
ASP.NET 3.5					
ASP.NET 4.8					
CGI					
ISAPI Extensions					
ISAPI Filters					
Server-Side Includes					
WebSocket Protocol					
🕀 🔳 🔒 Common HTTP Features					
Health and Diagnostics			¥		
[OK	Can	cel		



10. Now expand **Common HTTP Features** option. Check all the boxes next to the features listed in the menu except for **HTTP Redirection** and **WebDAV Publishing** as shown below:



11. Now expand Health and Diagnostics option. Following options are displayed:



Check the boxes next to HTTP Logging and Request Monitor options as shown below:



12. Now expand **Performance Features** option. Check the box next to **Static Content Compression** option as shown below:

windows Features	_		×
Turn Windows features on or off			?
To turn a feature on, select its check box. To turn a feature off, filled box means that only part of the feature is turned on.	clear its o	check box	. A
 Internet Information Services FTP Server Web Management Tools World Wide Web Services Application Development Features Common HTTP Features Health and Diagnostics 			^
Microsoft XPS Document Writer	ОК	Cano	el

13. Now expand **Security** option. Check the box next to **Basic Authentication**, **Request Filtering** and **Window Authentication** options as shown below:



14. Now expand **Windows Process Activation Service** option. Check the boxes next to all 3 displayed options as shown below. Once you have made all the above configurations, click on the OK button highlighted below:





A new window will be displayed once you press OK button as shown below:

	The second second second		
			×
~	🧱 Windows Features		
	Searching for required files		
1			
			Cancel
			×
	 Windows Features 		
	Applying changes		
			Cancel
			concer

Note: When the above progress window disappears, please restart your computer. This will ensure that the new configuration can take effect.

15. Now go back to the **Control Panel** and select **Administrative Tools** as highlighted below:

🔾 🖓 🛛 😨 🕨 Control Panel	All Control Panel Items			▼ 🦃 Search Control Panel
Adjust your computer's s	settings			View by: Large icons ▼
A 2050 IP Softphone	e (32-bit) 🔶 Action Center	Administrative Tools	AutoPlay	Dackup and Restore
🛐 Color Managemer	nt 🛛 🥘 Credential Manager	Date and Time	💮 Default Programs	Desktop Gadgets
Device Manager	Devices and Printers	Display	Ease of Access Center	Folder Options
Fonts	Getting Started	🝓 HomeGroup	IDT Audio Control Panel	lndexing Options
Intel(R) Graphics a Media	ind 🛛 💮 Internet Options	Java (32-bit)	Keyboard	Location and Other Sensors
Mail (32-bit)	J Mouse	Network and Sharing Center	Notification Area Icons	NVIDIA Control Panel
Performance Infor and Tools	mation 🥰 Personalization	Phone and Modem	Power Options	Rograms and Features
Recovery	Region and Language	RemoteApp and Desktop Connections	Sound	Speech Recognition
Sync Center	🙀 System	Taskbar and Start Menu	Troubleshooting	User Accounts
Windows Anytime Upgrade	Windows CardSpace	Windows Defender	Windows Firewall	🔯 Windows Mobility Center
Windows Update				

16. Select Local Security Policy as highlighted below:

^			
Name	Date modified	Туре	Size
矜 Component Services	07/12/2019 2:09 pm	Shortcut	2 KB
🔚 Computer Management	07/12/2019 2:09 pm	Shortcut	2 KB
膧 Defragment and Optimize Drives	07/12/2019 2:09 pm	Shortcut	2 KB
🔚 Disk Cleanup	07/12/2019 2:09 pm	Shortcut	2 KB
🔢 Event Viewer	07/12/2019 2:09 pm	Shortcut	2 KB
🗊 Internet Information Services (IIS) 6.0 Ma	07/12/2019 2:10 pm	Shortcut	2 KB
鶢 Internet Information Services (IIS) Manager	07/12/2019 2:10 pm	Shortcut	2 KB
👧 iSCSI Initiator	07/12/2019 2:09 pm	Shortcut	2 KB
🚠 Local Security Policy	07/12/2019 2:10 pm	Shortcut	2 KB
Represent a the second	28/07/2020 2:21 pm	Shortcut	2 KB
Microsoft .NET Framework 1.1 Wizards	28/07/2020 2:21 pm	Shortcut	2 KB
🚎 ODBC Data Sources (32-bit)	07/12/2019 2:10 pm	Shortcut	2 KB
📷 ODBC Data Sources (64-bit)	07/12/2019 2:09 pm	Shortcut	2 KB
🔊 Performance Monitor	07/12/2019 2:09 pm	Shortcut	2 KB
汩 Print Management	07/12/2019 2:46 am	Shortcut	2 KB
📷 Recovery Drive	07/12/2019 2:09 pm	Shortcut	2 KB
寣 Registry Editor	07/12/2019 2:09 pm	Shortcut	2 KB
🔊 Resource Monitor	07/12/2019 2:09 pm	Shortcut	2 KB

17. Double Click on Local Policies option in the left menu and following options will be displayed:





18. Double click on **User Rights Assignment** option from the displayed menu as highlighted below and the right hand screen will display a list of rights as shown below:



19. Now go to the right hand side panel, double click on the command Log on as a service, as shown below:

Local Security Policy			x		
File Action View Help					
 Security Settings Account Policies Local Policies Audit Policy User Rights Assignment Security Options Windows Firewall with Advanced Security Network List Manager Policies Public Key Policies Software Restriction Policies Application Control Policies 	Policy Enable computer and user accounts to be trusted for delega Force shutdown from a remote system Generate security audits Impersonate a client after authentication Increase a process working set Increase scheduling priority Coad and unload device drivers Lock pages in memory Locy on as a batch job	Security Setting Administrators LOCAL SERVICE, NETWO LOCAL SERVICE, NETWO Users Administrators Administrators Administrators, Backup	*		
General Compute G	 Wanage auditing and security log Modify an object label Modify firmware environment values Perform volume maintenance tasks Profile single process Profile system performance Remove computer from docking station Replace a process level token Restore files and directories Shut down the system Synchronize directory service data Take ownership of files or other objects 	Administrators Administrators Administrators Administrators Administrators,NT SERVI Administrators,Users LOCAL SERVICE,NETWO Administrators,Backup Administrators,Users,Ba	Ш		
			-		

20. Click on Add User or Group, as shown below:

Log on as a service Properties	?	×
Local Security Setting Explain		
Log on as a service		
*S-1-5-21-701814442-4272699955-3851783055-500 ASPNET IIS APPPOOL\.NET v2.0 IIS APPPOOL\.NET v2.0 Classic IIS APPPOOL\.NET v4.5 Classic IIS APPPOOL\.NET v4.5 Classic IIS APPPOOL\.NET v4.5 Classic IIS APPPOOL\DefaultAppPool IIS APPPOOL\DefaultAppPool NETWORK SERVICE NT SERVICE\ALL SERVICES NT SERVICE\MSSQL&SQLEXPRESS NT SERVICE\SQLAgent\$SQLEXPRESS SQL Service2005SQL		
Add User or Group Remove		
OK Cancel	Ap	oply

21. To add a New User, click on the highlighted button Advanced.

Select this object type:		
Users, Service Accounts, Groups, or Buil	It in security principals	Object Types
From this location:		
production and		Locations
Inter the object names to select (example		Locations
inter the object names to select (<u>example</u>	23):	Locations
Inter the object names to select (<u>example</u>	<u>es):</u>	Check Names

22. To display the list of users, click on the highlighted button Find Now as highlighted below:

Select Users or Gr	oups		×
Select this object ty	/pe:		
Users or Built-in se	curity principals	Ob	ject Types
From this location:			
AQEEL-TESTING		 L	ocations
Common Queries			
Name: S	Starts with \sim		Columns
Description: S	Starts with \sim		Find Now
Disabled acc	counts		Stop
Non expiring	password		
Days since last	logon: 🗸 🗸		,
Search results:		OK	Cancel
Name	In Folder		

A list of users is displayed in the lower section Select the **Administrator** and click **OK** as shown below:

Select this object type:			
Users, Service Accounts, G	roups, or Built-in security	principals	Object Types
From this location:			
ghostsoftware.local			Locations
Common Queries			
Name: Starts with	•		Columns
Description: Starts with	1 ¥		Find Now
Disabled accounts			Stop
Non expiring passwor	d		
			~
Days since last logon:	Ψ.		
			OK Cancel
Search results:			
ame (RDN)	E-Mail Address	Description	In Folder
lame (RDN) Administrators	E-Mail Address	Description	In Folder
iame (RDN) Administrators	E-Mail Address	Description	In Folder
iame (RDN) Administrators	E-Mail Address	Description	In Folder
lame (RDN) Administrators	E-Mail Address	Description	In Folder
lame (RDN) Administrators	E-Mail Address	Description	In Folder
lame (RDN) Administrators	E-Mail Address	Description	In Folder
lame (RDN)	E-Mail Address	Description	In Folder
lame (RDN)	E-Mail Address	Description	In Folder

- 23. The User has now been selected so click OK to finish the process.
- 24. The user is shown below, under Local Security Settings section. Now click OK, as shown below.

Log on as a service Properties	?	\times
Local Security Setting Explain		
Log on as a service		
*S-1-5-21-701814442-4272699955-3851783055-500 AQEEL-TESTING\Administrator ASFNET IIS APPPOOL\NET v2.0 IIS APPPOOL\NET v2.0 Classic IIS APPPOOL\NET v4.5 IIS APPPOOL\NET v4.5 IIS APPPOOL\Classic .NET AppPool IIS APPPOOL\DefaultAppPool IIS APPPOOL\DefaultAppPool NETWORK SERVICE NT SERVICE\ALL SERVICES NT SERVICE\ALL SERVICES NT SERVICE\SQLAppeol ESPVICE\SQLAppeol		
Add User or Group Remove		
OK Cancel	Ap	oply

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25. Close the Local Security Policy window, and also close the Administrative Tools window.

26. Go to the **Control Panel** select **Administrative Tools** and double click on the **Internet Information Services (IIS) Manager** window as shown below:

Туре

Shortcut Shortcut

Shortcut

Size

2 KB

2 KB

2 KB

All Control Panel Items > Administrative Tools Name Date modified					
Name	Date modified				
🌮 Component Services	07/12/2019 2:09 pm				
🛃 Computer Management	07/12/2019 2:09 pm				
🎦 Defragment and Optimize Drives	07/12/2019 2:09 pm				
🔚 Disk Cleanup	07/12/2019 2:09 pm				
🛃 Event Viewer	07/12/2019 2:09 pm				
🚰 Internet Information Consistent (IIC) 6.0 Manageme	07/12/2010 2:10				

Ja benugment und optimize brives	01/12/2015 2:05 pill	Shorecut	E ND
🔚 Disk Cleanup	07/12/2019 2:09 pm	Shortcut	2 KB
🛃 Event Viewer	07/12/2019 2:09 pm	Shortcut	2 KB
🗊 Internet Information Services (IIS) 6.0 Manager	07/12/2019 2:10 pm	Shortcut	2 KB
🔚 Internet Information Services (IIS) Manager	07/12/2019 2:10 pm	Shortcut	2 KB
🔝 iSCSI Initiator	07/12/2019 2:09 pm	Shortcut	2 KB
📠 Local Security Policy	07/12/2019 2:10 pm	Shortcut	2 KB
Reg Microsoft .NET Framework 1.1 Configuration	28/07/2020 2:21 pm	Shortcut	2 KB
🕎 Microsoft .NET Framework 1.1 Wizards	28/07/2020 2:21 pm	Shortcut	2 KB
📷 ODBC Data Sources (32-bit)	07/12/2019 2:10 pm	Shortcut	2 KB
📷 ODBC Data Sources (64-bit)	07/12/2019 2:09 pm	Shortcut	2 KB
🔊 Performance Monitor	07/12/2019 2:09 pm	Shortcut	2 KB
汩 Print Management	07/12/2019 2:46 am	Shortcut	2 KB
📷 Recovery Drive	07/12/2019 2:09 pm	Shortcut	2 KB
📑 Registry Editor	07/12/2019 2:09 pm	Shortcut	2 KB
🔊 Resource Monitor	07/12/2019 2:09 pm	Shortcut	2 KB
🍰 Services	07/12/2019 2:09 pm	Shortcut	2 KB
🔁 System Configuration	07/12/2019 2:09 pm	Shortcut	2 KB
👰 System Information	07/12/2019 2:09 pm	Shortcut	2 KB
😥 Task Scheduler	07/12/2019 2:09 pm	Shortcut	2 KB

27. Now expand **PC name** from the left hand panel and select **Application Pools**, in the left hand side panel, as shown below:

A QEEL-TESTING - Application Pools File View Help Connections	💱 Internet Information Services (IIS) Manager	- 0 ×
File View Help Connections Image: Conne	← → Q A AQEL-TESTING → Application Pools	📴 🛛 🟠 🔞 🗸
Connections	File View Help	
	File View Help Connections Application Pools Appli	Actions Add Application Pool Set Application Pool Defaults P Help
	Ready	€a

28. The **Applications Pools** pane appears in the central pane. Click on **DefaultAppPool** as highlighted below:



🝓 Internet Information Services (IIS) Manager									– 🗗 🗡
← →	ls								🖬 🔤 🏠 🔞 •
File View Help									
File View Help Connections Image: Connection State of the State	Applicat This page lets you view more applications, an Filter: Name NET V2.0 NET V2.0 NET V2.0 NET V4.5 NET V4.5 Classic NET V4.5 Classic NET App. DefaultAppPool	ion Poo w and manaa d provide iso Started Started Started Started Started Started Started	Is pe the list of a p lation among .NET CLR V v2.0 v4.0 v4.0 v2.0 v4.0 v4.0 v2.0 v4.0	plication pools on different applicatio w All Group by: Integrated Classic Integrated Classic Classic Integrated	the server. Application ns. No Grouping Identity ApplicationPoold ApplicationPoold ApplicationPoold ApplicationPoold	pools are associate Applications 0 0 0 0 16	d with worker processes, contain one or	Action Action Solution Solution Action Action Solution Action Solution Action Solution Action Solution Action Solution Action Solution Action Action Solution Acti	s dd Application Pool tt Application Pool Tasks art top ecycle sik Application Pool ssic Settings ecycling dvanced Settings ename emove iew Applications leip
	Features View 📑 C	Content View	1						
Ready									•

30. Now go to the **Actions** panel on the right hand side, and click on **Advanced Settings**, as shown below:

Internet Information Services (IIS) Manager								- 0 >
 AQEEL-TESTING Application Pool 	ls							🖬 🛛 🟠 🕷
ile View Help								
ile View Help onnections AQEEL-TESTING (AQEEL-TESTING\Administrator) Application Pools > - Sites	Applicat This page lets you view more applications, and Filter: Name NET V2.0 NET V2.0 Classic Classic NET A5. Classic NET A5. NET V4.5 NET V4.5 Classic NET A5. Classic NET A5. Classic NET A5. Classic NET A5. NET V4.5 Classic NET A5. Classic N	ion Poo v and manage d provide isc Status Started Started Started Started Started Started Started	IS ge the list of a go plation among Go ~ ↓ Sho v2.0 v4.0 v2.0 v4.0 v4.0	plication pools on different applicatic w All Group by: Integrated Classic Classic Classic Classic Integrated	the server, Application ns. No Grouping Identity ApplicationPoold ApplicationPoold ApplicationPoold ApplicationPoold	pools are associated Applications 0 0 0 0 0 16	d with worker processes, contain one or	Actions Set Application Pool Set Application Pool Tasks > Start Stop Recycle Edit Application Pool Basic Settings Recycling Advanced Settings Rename View Applications Image: Help
	Features View	ontent View						

Following screen is displayed when you click on **Advanced Settings**. In **Advanced Settings**, if the **General** option is closed, with a + sign beside it, click on + sign to open and expand it.

31. Choose .NET Framework Version and set its value to V4.0 as shown below:

	INCLUTION CONVERSION	v4.0	1Ē
	Enable 32-Bit Applications	v4.0	
	Managed Pipeline Mode	v2.0	
	Name	No Managed Code	:
,	Queue Length	1000	1
	Start Automatically	True	
0	CPU		
	Limit	0	
	Limit Action	NoAction	
	Limit Interval (minutes)	5	
	Processor Affinity Enabled	False	
	Processor Affinity Mask	4294967295	
Ξ	Process Model		
1	Identity	ApplicationPoolIdentity	
1	Idle Time-out (minutes)	20	
	Load User Profile	True	
	Maximum Worker Processes	1	
	Ping Enabled	True	1

32. Choose Enable 32-Bit Applications and set its value to True, as shown below:

	(General)		^
	.NET Framework Version	v4.0	
	Enable 32-Bit Applications	True 🔻	
	Managed Pipeline Mode	True	
	Name	False	Ξ
	Queue Length	1000	4
	Start Automatically	True	
Ξ	CPU		
	Limit	0	
	Limit Action	NoAction	
	Limit Interval (minutes)	5	
	Processor Affinity Enabled	False	
	Processor Affinity Mask	4294967295	
Ξ	Process Model		
	Identity	ApplicationPoolIdentity	
	Idle Time-out (minutes)	20	
	Load User Profile	True	
	Maximum Worker Processes	1	
	Ping Enabled	True	Ŧ
Er [e	Ping Enabled nable 32-Bit Applications enable32BitAppOnWin64] If set to serating system the worker proc	True o true for an application pool on a 64-bi cess(es) serving the application pool wil	it I



33. Select **Managed Pipeline Mode** option using the dropdown menu and select **Integrated** option as shown below:

	(ocheral)		
	.NET Framework Version	v4.0	
	Enable 32-Bit Applications	True	
	Managed Pipeline Mode	Integrated 🔹	
	Name	Integrated	
	Queue Length	Classic	
	Start Automatically	True	1
Ξ	CPU		
	Limit	0	
	Limit Action	NoAction	
	Limit Interval (minutes)	5	
	Processor Affinity Enabled	False	
	Processor Affinity Mask	4294967295	
Ξ	Process Model		
	Identity	ApplicationPoolIdentity	
	Idle Time-out (minutes)	20	
	Load User Profile	True	
	Maximum Worker Processes	1	
	Ping Enabled	True	

34. Press OK and close the Internet Information Services (IIS) Manager and Administrative Tools window.

Please restart your computer after you have made the above mentioned configurations so that the changes can be applied.

3.2 IIS & .NET Framework Configurations for Windows Server 2012, 2016 & 2019

Please perform following configurations of IIS & .NET Framework on a machine that is operating on Windows Server 2012, 2016 or 2019 OS prior to installation of Rainbow CTI & Media Bridge on it.

1. Click on the Windows button by dragging the cursor to the bottom right corner. This opens the following screen:





2. Go to search bar and type **Control Panel** as displayed below:



3. Click on **Programs** option that is highlighted below:





4. Click on Turn Windows features on or off as highlighted below:



Following screen is displayed when you click on Turn Windows features on or off:

Server M	anager • Dashboard		
🔛 Dashboard	WELCOME TO SERVER MANAGE	R	
Local Server			
All Servers		onfigure this local server	
■File and Storage Services ▷	QUICK START	Add roles and features	
	3	Add other servers to manage	
	WHAT'S NEW 4	Create a server group	
	5	Connect this server to cloud service	s
	ROLES AND SERVER GROUPS		
	File and Storage Services	1 Local Server 1	All Servers 1
	Manageability	Manageability	Manageability
	Events	1 Events	1 Events
	Performance	Services	Services
	BPA results	Performance	Performance
		BPA results	BPA results
		11/6/2020 4:00 AM	11/6/2020 4:00 AM

5. In the Server Manager, click on Add Roles and Features and click on Next button as highlighted below:



2	Add Roles and Features Wizard
Before you begin	DESTINATION SERVER WIN-NRMM9HK6TQH
Before You Begin Installation Type	This wizard helps you install roles, role services, or features. You determine which roles, role services, or features to install based on the computing needs of your organization, such as sharing documents, or hosting a website.
Server Selection Server Roles	To remove roles, role services, or features: Start the Remove Roles and Features Wizard
Features Confirmation Results	 Before you continue, verify that the following tasks have been completed: The Administrator account has a strong password Network settings, such as static IP addresses, are configured The most current security updates from Windows Update are installed If you must verify that any of the preceding prerequisites have been completed, close the wizard, complete the steps, and then run the wizard again. To continue, click Next.
	Skip this page by default
	< Previous Next > Install Cancel

Once on next screen, click on **Role-based or feature-based installation** option and click on **Next** as highlighted below:

2	Add Roles and Features Wizard	_ D X
Select installation	n type	DESTINATION SERVER WIN-NRMM9HK6TQH
Before You Begin	Select the installation type. You can install roles and features on a running p machine, or on an offline virtual hard disk (VHD).	ohysical computer or virtual
Server Selection	Role-based or feature-based installation Configure a single server by adding roles, role services, and features.	
Features Confirmation Results	 Remote Desktop Services installation Install required role services for Virtual Desktop Infrastructure (VDI) to cre or session-based desktop deployment. 	eate a virtual machine-based
	< <u>P</u> revious <u>N</u> ext >	Install Cancel

ALE International proprietary and confidential. Copyright © 2021. All rights reserved. 6. This is the server selection screen, select your desired **Server** and then Click **Next** as highlighted below:

M	Add Role	s and Features V	Vizard	_ D X	
Select destinati	Select destination server				
Before You Begin	Before You Begin Select a server or a virtual hard disk on which to install roles and features.				
Server Selection	ation Type Select a server from the server pool Select a virtual hard disk				
Server Roles Features Confirmation	Server Pool				
Results	Name	IP Address	Operating System		
	1 Computer(s) found This page shows servers th Add Servers command in 1 collection is still incomplet	nat are running Win Server Manager. Ofi te are not shown.	dows Server 2012, and that have fline servers and newly-added se	been added by using the rvers from which data	
		< Pre	vious Next >	Install Cancel	

On the next screen, scroll down and go to the Web Server (IIS) option.

When you click on the **Web Server (IIS)** option. Once open, click on the box next to **Include Management tools (if applicable)** as shown below:

Add features that are required for Web Server (IIS)? The following tools are required to manage this feature, but do not have to be installed on the same server. Web Server (IIS) Management Tools [Tools] IIS Management Console Include management tools (if applicable) Add Features Cancel	Add Roles and Features Wizard	
Add features that are required for Web Server (IIS)? The following tools are required to manage this feature, but do not have to be installed on the same server. Web Server (IIS) Management Tools [Tools] IIS Management Console Include management tools (if applicable) Add Features Cancel		
The following tools are required to manage this feature, but do not have to be installed on the same server. Web Server (IIS) Management Tools [Tools] IIS Management Console Include management tools (if applicable) Add Features Cancel	Add features that are required for Web Se	erver (IIS)?
have to be installed on the same server.	The following tools are required to manage this feat	ure, but do not
 Web Server (IIS) Management Tools [Tools] IIS Management Console Include management tools (if applicable) Add Features Cancel 	have to be installed on the same server.	
 Management Tools [Tools] IIS Management Console Include management tools (if applicable) Add Features Cancel 	▲ Web Server (IIS)	
[Tools] IIS Management Console ✓ Include management tools (if applicable) Add Features Cancel	Management Tools	
Include management tools (if applicable)	[Tools] IIS Management Console	
Include management tools (if applicable)		
Include management tools (if applicable)		
Include management tools (if applicable)		
Include management tools (if applicable)		
Include management tools (if applicable) Add Features Cancel		
Include management tools (if applicable) Add Features Cancel		
Include management tools (if applicable) Add Features Cancel		
Include management tools (if applicable) Add Features Cancel		
Add Features Cancel		
Add Features Cancel	La shuda mana a sana ta a la (if an a lias h la)	
Add Features Cancel	Include management tools (if applicable)	
	Include management tools (if applicable)	a Caral
	Include management tools (if applicable)	es Cancel

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Then click on **Add Features** button as displayed below:



Following screen is displayed when you click on Add Features button. Web Server (IIS) option is checked. Click on Next button.

Add Roles and Features Wizard		- 0	×
Select server roles		DESTINATION SE WIN-Q3DREI9M	RVER IDK5
Before You Begin Installation Type Server Selection Server Roles Features Web Server Role (IIS) Role Services Confirmation Results	Select one or more roles to install on the selected server. Roles Descrip Active Directory Lightweight Directory Services Active Directory Rights Management Services Device Health Attestation DHCP Server Fax Server Fax Server Fax Server File and Storage Services (1 of 12 installed) Host Guardian Service Hyper-V MultiPoint Services Network Controller Network Controller Network Policy and Access Services Remote Access Remote Desktop Services Volume Activation Services Volume Activation Services Volume Activation Services	otion erver (IIS) provides a relia eable, and scalable Web tion infrastructure.	ble,
	Windows Deployment Services Windows Server Essentials Experience Windows Server Update Services		

7. Expand the option of **NET Framework 3.5 Features** on the next screen by clicking on the ▷ icon. Following menu of features will be displayed: Select **Features** from the left panel and a dialogue box will be displayed as shown below:

L	Add Roles and Features Wizard	_ 🗆 X
Select features	Add Roles and Features Wizard X	DESTINATION SERVER WIN-NRMM9HK6TQH
Before You Begin Installation Type Server Selection Server Roles Features Confirmation Results	Add features that are required for HTTP Activation? Vou cannot install HTTP Activation unless the following role services or features are also installed. .NET Framework 4.5 Features ASP.NET 4.5 Web Server (IIS) Management Tools [Tools] IIS Management Console Web Server Application Development .NET Extensibility 3.5 Security Include management tools (if applicable) Add Features Cancel	ion tivation supports process n via HTTP. Applications HTTP Activation can start of dynamically in response to ms that arrive over the via HTTP.
	< Previous Next >	Install Cancel

8. Select [Tools] IIS Management Console and click on Add Features option as highlighted below:

	🚡 Add Roles and Features Wizard	
Before You Begin Installation Type Server Selection Server Roles Features Confirmation Results	Add features that are required for HTTP Activation? You cannot install HTTP Activation unless the following role services or features are also installed.	ion tivation supports process n via HTTP. Applications HTTP Activation can start o dynamically in response to ms that arrive over the via HTTP.

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9. Both features will be activated in this manner as highlighted below:

a	Add Roles and Features Wizard	
Select features	Select one or more features to install on the selected server.	DESTINATION SERVER WIN-NRMM9HK6TQH
Installation Type Server Selection Server Roles Features Web Server Role (IIS) Role Services Confirmation Results	Features Image: Installed insta	Description Non-HTTP Activation supports process activation via Message Queuing, TCP and named pipes. Applications that use Non-HTTP Activation can start and stop dynamically in response to work items that arrive over the network via Message Queuing, TCP and named pipes.
	< Previous Nex	t > Install Cancel

10. Now expand .NET Framework 4.5 Features as displayed below and check the box next to the feature ASP .NET 4.5

B	Add Roles and Features Wizard	_ D X
Select features	Select one or more features to install on the selected server.	DESTINATION SERVER WIN-NRMM9HK6TQH
Installation Type Server Selection Server Roles Features Web Server Role (IIS) Role Services Confirmation Results	Features Image: Straight of the straight of t	Description .NET Framework 3.5 combines the power of the .NET Framework 2.0 APIs with new technologies for appealing user interfaces, protect your customers' personal identity information, enable seamless and secure communication, and provide the ability to model a range of business processes.
	< Previous Next	> Install Cancel



11. Expand **Windows Process Activation Service** and check all the features listed under this option as highlighted below



Press Next Button. Following screen of Web Server Roles (IIS) is displayed:



12. Click on Next and screen for Role Services is displayed. Check Boxes next to features Common HTTP Features, Default Document, Directory Browsing, HTTP Errors and Static Content as highlighted below:



à	Add Roles and Features Wizard	_ D X
Before You Begin Installation Type Server Selection Server Roles Features Web Server Role (IIS)	Common HTTP Features Common HTTP Features Directory Browsing HTTP Seature HTTP Se	DESTINATION SERVER WIN-NRMM9HK8TQH Description Static Content allows the Web server to publish static Web file formats, such as HTML pages and image files. Use Static Content to publish files on your Web server that users can then view using a Web browser.
Role Services Confirmation Results	 ✓ HTTP Errors ✓ Static Content HTTP Redirection WebDAV Publishing ✓ Health and Diagnostics HTTP Logging Custom Logging Logging Tools ODBC Logging Request Monitor ✓ ✓ Ш< > 	view using a web browser.
	< III >	t > Install Cancel

13. Now move to next option of **Health and Diagnostics** and check boxes next to features **HTTP Logging** and **Request Monitor** as highlighted below:

<u>a</u>	Add Roles and Features Wizard	_ D X		
Select role servic	es	DESTINATION SERVER WIN-NRMM9HK6TQH		
Before You Begin	Select the role services to install for Web Server (IIS)			
Installation Type	Role services	Description		
Server Selection		Request Monitor provides		
Server Roles	Static Content	infrastructure to monitor Web		
Features	HTTP Redirection	information about HTTP requests in		
Web Server Role (IIS)	WebDAV Publishing	an IIS worker process.		
Role Services	HTTP Logging	use Request Monitor to understand		
Confirmation	Custom Logging	which HTTP requests are executing		
Results	Logging Tools	process has become unresponsive or		
	ODBC Logging	very slow.		
	Request Monitor			
	Static Content Compression			
	Dynamic Content Compression			
	⊿ V Security	-		
	< III >			
< Previous Next > Install Cancel				

14. Now move to next option of **Performance** and check box next to feature **Static Content Compression** as highlighted below:

2	Add Roles and Features Wizard	_ D X
E Select role service Before You Begin Installation Type Server Selection Server Roles Features Web Server Role (IIS) Role Services Confirmation Results	Add Roles and Features Wizard Select the role services to install for Web Server (IIS) Role services Request Monitor Tracing Performance Static Content Compression Dynamic Content Compression Request Filtering Basic Authentication Centralized SSL Certificate Support Client Certificate Mapping Authentication	DESTINATION SERVER WIN-NRMM9HK6TQH
	Digest Authentication IIS Client Certificate Mapping Authenticatio IP and Domain Restrictions URL Authorization <	> Install Cancel

15. Now move to next option of **Security** and check boxes next to features **Request Filtering, Basic Authentication** and **Windows Authentication** as highlighted below:

L	Add Roles and Features Wizard	_ _ ×
Select role service Before You Begin Installation Type Server Selection Server Roles Features Web Server Role (IIS) Role Services Confirmation Results	Add Roles and Features Wizard S Select the role services to install for Web Server (IIS) Role services S Securits Security Request Filtering Request Filtering Request Filtering Security Securi	DESTINATION SERVER WIN-NRMM9HK6TQH Description Windows authentication is a low cost authentication solution for internal Web sites. This authentication scheme allows administrators in a Windows domain to take advantage of the domain infrastructure for authenticating users. Do not use Windows authentication if users who must be authenticated access your Web site from behind firewalls and proxy servers.
	IP and Domain Restrictions IVRL Authorization Windows Authentication Application Development FTP Server <	t > Install Cancel

16. Now move to next option of Management Tools and check boxes next to features IIS Management Console, IIS 6 Management Compatibility, IIS 6 Metabase Compatibility, IIS 6 Scripting Tools, IIS 6 WMI Compatibility, IIS Management Scripts and Tools and Management Service as highlighted below:
| Select role servio | ces | DESTINATION SERVE
WIN-NRMM9HK6TQ |
|--|---|---|
| Before You Begin
Installation Type
Server Selection
Server Roles
Features
Web Server Role (IIS)
Role Services
Confirmation
Results | Select the role services to install for Web Server (IIS) Role services I IP and Domain Restrictions URL Authorization Application Development FTP Server IMAnagement Tools IIS Management Console IIS 6 Management Console IIS 6 Metabase Compatibility IIS 6 Management Console IIS 6 Scripting Tools IIS 6 Scripting Tools IIS 6 WMI Compatibility IIS 6 WMI Compatibility IIS 6 WMI Compatibility IIS 6 Management Scripts and Tools | Description
Management Tools provide
infrastructure to manage a Web
server that runs IIS 8. You can use
the IIS user interface, command-lin
tools, and scripts to manage the
Web server. You can also edit the
configuration files directly. |
| | Management Service | × |

When you click on any of the box next to the highlighted features above, following screen is displayed:

Click on **Add Features** button as displayed below:

🔁 Add Roles and Features Wizard	Х
Add features that are required for IIS 6 Scripting Tools?	
You cannot install IIS 6 Scripting Tools unless the following role services or features are also installed.	
 Web Server (IIS) Management Tools IIS 6 Management Compatibility IIS 6 WMI Compatibility 	
Include management tools (if applicable) Add Features Cancel	

Once all the options are checked, following screen will be displayed:



A	Add Roles and Features Wizard	_ D X
Select role service	es	DESTINATION SERVER WIN-NRMM9HK6TQH
Before You Begin	Select the role services to install for Web Server (IIS)	
Installation Type	Role services	Description
Server Selection Server Roles Features Web Server Role (IIS) Role Services Confirmation Results		Management Service allows the Web server to be managed remotely from another computer using IIS Manager.
	Management Service Management Service < Management Service Previous Next 	> Install Cancel

17. Now expand option of **Application Development** and check all features in its expanded menu except for **Web Socket Protocol** as highlighted below. Also add features of **ISAPI Extensions** and **ISAPI Filters** as displayed below:

ħ		Add Roles and Features Wizard	_ 🗆 X
	Select role servi	Add Roles and Features Wizard	DESTINATION SERVER WIN-NRMM9HK6TQH
	Before You Begin Installation Type Server Selection Server Roles Features Web Server Role (IIS) Role Services Confirmation Results	Add features that are required for ASP? You cannot install ASP unless the following role services or features are also installed. Web Server (IIS) Web Server Application Development ISAPI Extensions Include management tools (if applicable) Add Features Cancel	ion erver Pages (ASP) provides a de scripting environment for Web sites and Web ions. Offering improved ance over CGI scripts, ASP IIS with native support for Script and JScript. Use ASP if e existing applications that ASP support. For new ment, consider using
		< Previous Next >	Install Cancel



Select role servi Before You Begin Installation Type Server Selection	Add Roles and Features Wizard	DESTINATION SERVER WIN-NRMM9HK6TQH
Before You Begin Installation Type Server Selection		
Server Roles Features Web Server Role (IIS) Role Services Confirmation Results	Add features that are required for ASP.NET 3.5? You cannot install ASP.NET 3.5 unless the following role services or features are also installed. Web Server (IIS) Web Server Application Development ISAPI Filters Include management tools (if applicable) Add Features Cancel	ion provides a server side riented programming ment for building Web sites p applications using d code. ASP.NET is not new version of ASP. Having tirely re-architected to a highly productive ming experience based on Framework, ASP.NET s a robust infrastructure for web applications.
Select role servic	< Previous Next > Add Roles and Features Wizard es	Linstall Cancel
Before You Begin Installation Type Server Selection Server Roles Features Web Server Role (IIS) Role Services Confirmation Results	Select the role services to install for Web Server (IIS) Role services Application Development Application Development Application Initialization ASP ASP, NET 3.5 ASP, NET 4.5 CGI ISAPI Filters Server Side Includes WebSocket Protocol FTP Server Management Tools	Description Server Side Includes (SSI) is a scripting language used to dynamically generate HTML pages. The script runs on the server before the page is delivered to the client and typically involves inserting one file into another. You might create an HTML navigation menu and use SSI to dynamically add it to all pages on a Web site.

18. Click on **Next** button displayed at the bottom and confirmation screen will be displayed. Check the box next to **Restart the destination server** as highlighted below on confirmation screen. Following pop up will be displayed:

Confirm installat	ion selections	DESTINATION SER WIN-Q3DREI9M	DKS
Before You Begin	To install the following roles, role services, or features o	n selected server, click Install.	
Installation Type	Restart the destination server automatically if requi	ired	
Server Selection Server Roles	Optional features (such as administration tools) might b been selected automatically. If you do not want to insta their check boxes.	be displayed on this page because they have all these optional features, click Previous to c	lear
Features Web Server Role (IIS) Role Services	NET Framework HTTP Activat	is server restarts automatically, without	8
Confirmation	Non-HTTP A Additional notifications.	Do you want to allow automatic restarts?	
Results	.NET Framework ASP.NET 4.6 Web Server (IIS)	Yes No	J
	IIS 6 Management Compatibility IIS 6 Management Console IIS 6 Scripting Tools		
	Export configuration settings Specify an alternate source path		2

Click on Yes button as highlighted on the pop up window below:

			- 0
Confirm installation	on selections	WIN-Q3DREI9MDK	K5
Before You Begin	To install the following roles, role services, or features on selected se	rver, click Install.	
Installation Type	Restart the destination server automatically if required		
Server Selection	Optional features (such as administration tools) might be displayed of	on this page because they have	
Server Roles	been selected automatically. If you do not want to install these optio	onal features, click Previous to clea	ar
Features	Add Roles and Features Wizard	×	
Web Server Role (IIS)	.NET Framework		
Role Services	HTTP Activat If a restart is required, this server resta	arts automatically, without	
Confirmation	Non-HTTP A 🔼 additional notifications. Do you want	to allow automatic restarts?	
Results	.NET Framework		
	ASP.NET 4.6	Yes No	
	Web Server (IIS)		
	Management Tools		
	IIS 6 Management Compatibility		
	lis 6 Management Console		
	IIS 6 Scripting Tools		\sim
	Export configuration settings		
	Specify an alternate source path		

19. Now click on **Install** button available at the bottom of the window as highlighted below to install all the above selected features:



B	Add Roles and Features Wizard	_ 🗆 X
Confirm installat	ion selections	ESTINATION SERVER IN-NRMM9HK6TQH
Before You Begin	To install the following roles, role services, or features on selected server, click Install.	
Installation Type	Restart the destination server automatically if required	
Server Selection	Optional features (such as administration tools) might be displayed on this page beca	use they have
Server Roles	been selected automatically. If you do not want to install these optional features, click	Previous to clear
Features		
Web Server Role (IIS)	.NET Framework 4.5 Features	^
Role Services	ASP.NET 4.5	=
Confirmation	Web Server (IIS)	
Results	Management Tools	
	IIS 6 Management Console	
	IIS 6 Scripting Tools	
	IIS 6 Metabase Compatibility	
	IIS 6 WMI Compatibility	
	IIS Management Console	~
	Export configuration settings Specify an alternate source path	
	< Previous Next > Install	Cancel

20. Once you click on Install, screen with installation progress bar will be displayed:

2	Add Roles and Features Wizard	_	. 🗖	X
Installation progr	ess	DESTINATI WIN-NRM	ION SERV M9HK6T	/er QH
Before You Begin	View installation progress			
Installation Type	i Starting installation			
Server Selection		1		
Server Roles				
Features	.NET Framework 4.5 Features			^
Web Server Role (IIS)	ASP.NET 4.5			
Role Services	Web Server (IIS)			≡
Confirmation	Management Tools			
Results	IIS 6 Management Console			
	IIS 6 Scripting Tools			
	IIS 6 Metabase Compatibility			
	IIS 6 WMI Compatibility			
	IIS Management Console			
	Management Service			
	Web Server			
	Export configuration settings			\sim
	< Previous Next > Ins	stall	Cance	5



If you are installing Rainbow CTI & Media Bridge on Windows Server 2019 and face an error while performing the above step, then following steps have to be performed to resolve this issue:

- Insert the Windows installation media in the form of either a CD or through a bootable disc format.
- Launch Command Prompt. You can employ multiple options to launch a command prompt, though the simplest ones would be to type in cmd in the Windows Search field.
- Type in the following command in Command Prompt interface

Dism /online /enable-feature /featurename:NetFX3 /All /Source:[cd drive]:\sources\sxs /LimitAccess

IMPORTANT!! Make sure that in the highlighted portion, you enter the drive name that is associated with your CD-ROM/bootable device.

Once you have performed these actions, start performing the pre-requisite IIS & .NET framework configurations on Windows Server 2019 from step 1.

21. Once installation is completed, click on **Close** button as highlighted below:



22. Now go back to the **Control Panel** and select **Administrative Tools** as highlighted below:

Control Panel + All Cont	trol Panel Items 🕨			✓ 4 Search Control Panel
Adjust your computer's settings				View by: Large icons 🔻
2050 IP Softphone (32-bit)	Y Action Center	Administrative Tools	AutoPlay	😻 Backup and Restore
🙀 Color Management	👸 Credential Manager	Date and Time	💮 Default Programs	Desktop Gadgets
Device Manager	Devices and Printers	Display	Ease of Access Center	Folder Options
Fonts	Getting Started	🖓 HomeGroup	IDT Audio Control Panel	lndexing Options
Intel(R) Graphics and Media	Internet Options	Java (32-bit)	🧼 Keyboard	Location and Other Sensors
Mail (32-bit)	Mouse	Network and Sharing Center	Notification Area Icons	NVIDIA Control Panel
Performance Information and Tools	Personalization	Phone and Modem	Power Options	Programs and Features
Recovery	Region and Language	RemoteApp and Desktop Connections	Sound	Speech Recognition
Sync Center	🛃 System	Taskbar and Start Menu	Troubleshooting	🥵 User Accounts
Windows Anytime Upgrade	Windows CardSpace	Windows Defender	Windows Firewall	Windows Mobility Center
Windows Update				

23. Select Local Security Policy as highlighted below:



\mu Terminal Services	8/22/2013 8:39 AM	File folder	
Component Services	8/21/2013 11:57 PM	Shortcut	2 KB
🛃 Computer Management	8/21/2013 11:54 PM	Shortcut	2 KB
📸 Defragment and Optimize Drives	8/21/2013 11:47 PM	Shortcut	2 KB
震 Disk Cleanup	8/21/2013 11:57 PM	Shortcut	2 KB
🔝 Event Viewer	8/21/2013 11:55 PM	Shortcut	2 KB
Internet Information Services (IIS) 6.0 Ma	8/21/2013 11:50 PM	Shortcut	2 KB
💦 Internet Information Services (IIS) Manager	8/21/2013 11:50 PM	Shortcut	2 KB
😹 iSCSI Initiator	8/21/2013 11:57 PM	Shortcut	2 KB
🔁 Local Security Policy	8/21/2013 11:54 PM	Shortcut	2 KB
Microsoft Azure Services	11/21/2014 7:19 PM	Shortcut	2 KB
📷 ODBC Data Sources (32-bit)	8/21/2013 4:56 PM	Shortcut	2 KB
📷 ODBC Data Sources (64-bit)	8/21/2013 11:59 PM	Shortcut	2 KB
Performance Monitor	8/21/2013 11:52 PM	Shortcut	2 KB
Resource Monitor	8/21/2013 11:52 PM	Shortcut	2 KB
📠 Security Configuration Wizard	8/21/2013 11:45 PM	Shortcut	2 KB
🔁 Server Manager	8/21/2013 11:55 PM	Shortcut	2 KB
😹 Services	8/21/2013 11:54 PM	Shortcut	2 KB
🛃 System Configuration	8/21/2013 11:53 PM	Shortcut	2 KB
🔁 System Information	8/21/2013 11:53 PM	Shortcut	2 KB
😥 Task Scheduler	8/21/2013 11:55 PM	Shortcut	2 KB
📝 Windows Firewall with Advanced Security	8/21/2013 11:45 PM	Shortcut	2 KB
📧 Windows Memory Diagnostic	8/21/2013 11:52 PM	Shortcut	2 KB
😿 Windows PowerShell (x86)	8/22/2013 8:37 AM	Shortcut	3 KB
📷 Windows PowerShell ISE (x86)	8/21/2013 11:55 PM	Shortcut	2 KB

Double Click on Local Policies option in the left menu and following options will be displayed:





24. Double click on **User Rights Assignment** option from the displayed menu as highlighted below and the right hand screen will display a list of rights as shown below:

Local Security Policy			x
File Action View Help			
🗢 🔿 🙋 📰 🗙 🗟 🛛 🖬			
Security Settings	Policy	Security Setting	
 Local Policies Audit Policy User Rights Assignment 	Access Credential Manager as a trusted caller Access this computer from the network Act as part of the operating system Add workstations to domain	Everyone,Administrators	
 Security Options Windows Firewall with Advanced Security Network List Manager Policies Public Key Policies Software Restriction Policies Application Control Policies IP Security Policies on Local Compute Advanced Audit Policy Configuration 	 Adjust memory quotas for a process Allow log on locally Allow log on through Remote Desktop Services Back up files and directories Bypass traverse checking Change the system time Change the time zone Create a pagefile Create a token object Create global objects 	LOCAL SERVICE, NETWO Guest, Administrators, Us Administrators, Remote Administrators, Backup Everyone, LOCAL SERVIC LOCAL SERVICE, Admini Administrators LOCAL SERVICE, NETWO	E
< •	 Create permanent shared objects Create symbolic links Debug programs Deny access to this computer from the network Deny log on as a batch job Deny log on as a service Deny log on locally Deny log on through Remote Desktop Services Fnable computer and user accounts to be trusted for delegators 	Administrators Administrators Guest Guest	Ŧ
	we change conduction of the country of the there of the operation		

25. Now go to the right hand side panel, double click on the command Log on as a service, as shown below:

Local Security Policy			x
File Action View Help			
🗢 🔿 🞽 🖬 🗶 🗎 🖬 👘			
 Security Settings Account Policies Local Policies Audit Policy User Rights Assignment Security Options Windows Firewall with Advanced Security Network List Manager Policies Public Key Policies Software Restriction Policies Application Control Policies Reservice Delivion Policies 	Policy Caracteristic Constraints of the second seco	Security Setting Administrators LOCAL SERVICE,NETWO LOCAL SERVICE,NETWO Users Administrators Administrators Administrators Administrators,Backup	*
Advanced Audit Policy Configuration	 Manage auditing and security log Modify an object label Modify firmware environment values Perform volume maintenance tasks Profile single process Profile system performance Remove computer from docking station Replace a process level token Restore files and directories Shut down the system Synchronize directory service data Take ownership of files or other objects 	Administrators Administrators Administrators Administrators,NT SERVI Administrators,Users LOCAL SERVICE,NETWO Administrators,Backup Administrators,Users,Ba	ш
			-

26. Click on Add User or Group, as shown below:



27. To add a New User, click on the highlighted button Advanced, as shown below:

Select this object type:		
Users, Service Accounts, Groups, or Built-	n security principals	Object Types
From this location:		
production and		Locations
Enter the object names to select (examples):	
		Check Names

28. To display the **list of users**, click on the highlighted button **Find Now** as highlighted below:

From this location ghostsoftware.lo	n: ocal		Locations
Name: Description: Disabled : Non expir Days since la	es	2	Columns. Find Nov Stop
			OK Cancel
Search results:		Description	In Folder
Search results: Iame (RDN)	E-Mail Address	2 000 mp.	

29. A list of users is displayed in the lower section as displayed below. Select the **Administrator** and click **OK** as shown below:

Select Users or Groups	×
Select this object type:	
Users or Built-in security principals Ob	ject Types
From this location:	
WIN-NRMM9HK6TQH	ocations
Common Queries	
Name: Starts with V	Columns
Description: Starts with V	Find Now
Disabled accounts	Stop
Non expiring password	
Days since last logon:	<i>9</i> 9
Search results:	Cancel
Name In Folder	^
Administrator WIN-NRMM9H	
ANONYMOU	=
Authenticated	
CONSOLE L	
CREATOR G	
CREATOR O	
Everyone	
Minist WIN-NRMM9H	~

The User has now been selected so click OK to finish the process as shown below:

Select Users or Groups	x
Select this object type:	
Users or Built-in security principals	Object Types
From this location:	
WIN-NRMM9HK6TQH	Locations
Enter the object names to select (<u>examples</u>):	
WIN-NRMM9HK6TQH\Administrator	Check Names
Advanced OK	Cancel

30. The user is shown below, under Local Security Settings section. Now click OK, as shown below.

Log on as a service Properties ? X
Local Security Setting Explain
Log on as a service
IIS APPPOOL\.NET v2.0 IIS APPPOOL\.NET v2.0 Classic IIS APPPOOL\.NET v4.5 IIS APPPOOL\.NET v4.5 Classic IIS APPPOOL\Classic .NET AppPool NT SERVICE\ALL SERVICES WIN-NRMM9HK6TQH\Administrator
Add User or Group Remove
OK Cancel Apply

- 31. Close the Local Security Policy window and also close the Administrative Tools window.
- 32. Go to the **Control Panel** select **Administrative Tools** and double click on the **Internet Information Services (IIS) Manager** window as shown below:

					- 0	X
Control Panel + All Co	ntrol Panel Items + Administrative Tools		▼ [€] Search A	dministrative Tools	:	Q
Organize 🔻 🗊 Open Burn						0
🔆 Favorites	Name	Date modified	Туре	Size		
🔜 Desktop	Component Services	7/14/2009 10:57 AM	Shortcut	2 KB		
Downloads	🛃 Computer Management	7/14/2009 10:54 AM	Shortcut	2 KB		
🔠 Recent Places	Data Sources (ODBC)	7/14/2009 10:53 AM	Shortcut	2 KB		
	🚼 Event Viewer	7/14/2009 10:54 AM	Shortcut	2 KB		
📜 Libraries	훩 Internet Information Services (IIS) 6.0 Manager	10/20/2016 6:03 PM	Shortcut	2 KB		
Documents	Participation Services (IIS) Manager	10/20/2016 1:15 PM	Shortcut	2 KB		
J Music	🙈 iSCSI Initiator	7/14/2009 10:54 AM	Shortcut	2 KB		
Pictures	🛃 Local Security Policy	10/19/2016 6:37 AM	Shortcut	2 KB		
Videos	Performance Monitor	7/14/2009 10:53 AM	Shortcut	2 KB		
	🕞 Print Management	10/19/2016 6:37 AM	Shortcut	2 KB		
🖳 Computer	Services	7/14/2009 10:54 AM	Shortcut	2 KB		
🚢 Local Disk (C:)	🛃 System Configuration	7/14/2009 10:53 AM	Shortcut	2 KB		
👝 Local Disk (E:)	🔊 Task Scheduler	7/14/2009 10:54 AM	Shortcut	2 KB		
CD Drive (G:)	🞓 Windows Firewall with Advanced Security	7/14/2009 10:54 AM	Shortcut	2 KB		
🖙 Share Data (\\172.20.0.2) (Z:)	🔊 Windows Memory Diagnostic	7/14/2009 10:53 AM	Shortcut	2 KB		
	😹 Windows PowerShell Modules	7/14/2009 11:32 AM	Shortcut	3 KB		
🗣 Network						
Internet Information Service Shortcut	es (IIS) Manager Date modified: 10/20/2016 1:15 PM Size: 1.24 KB	Date created: 10/2	20/2016 1:15 PM			

Following Window is displayed:

9]	Internet Information Services (IIS) Manager	_ _ X
€ S WIN-NRMM9HK6TQH →		🗰 🖂 😭 😦 -
File View Help		
Connections Image: Connection image: Connec	WIN-NRMM9HK6TQH Home Filter: • • • • • • • • • • • • • • • • • • •	Actions Manage Server & Restart > Start Stop View Application Pools View Sites Change .NET Framework Version G Get New Web Platform Components Help
	IS ASP Authentic CG Compression Default Document Brevaring HTTD ISAPI and ISAPI Filters Logging MIME Types Modules Worker Processes Worker Processes	
	Management Imagement Imagement	
Ready		¶1.:

33. Now expand **PC name** from the left hand panel and select **Application Pools**, in the left hand side panel, as shown below:



9		Internet Info	rmation Service	s (IIS) Manager		_ D X
WIN-NRMM9HK6TQH Application Pools						🖬 🛛 🟠 🔞 •
File View Help						
Connections	Applicat	ion Dools				Actions
Image: Start Page Image: WIN-NRMM9HK6TQH (WIN-NRMM9HK6TQH\Administrator)	This page lets you view contain one or more a	N and manage the list of a	pplication pools or solation among dif	the server. Application ferent applications.	n pools are associated with worker processes,	Add Application Pool Set Application Pool Defaults
Application Pools	Filter:	- 🐨 Go - 🕁 Sh	ow All Group by:	No Grouping		• nep
	Name	Status .NET CLR V	Managed Pipel	Identity	Applications	
	NET v20 NET v20 Classic NET v45 NET v45 Classic Attraction Classic Attraction DefaultAppPool Features View C	Santed v20 Started v20 Started v40 Started v40 Started v40 Started v40 Started v40 Started v40 Started v40	Integrated Integrated Classic Classic Classic Classic Integrated	ApplicationPoolid ApplicationPoolid ApplicationPoolid ApplicationPoolid ApplicationPoolid ApplicationPoolid	Populations 0 0 0 0 1	
Ready						G

34. The **Applications Pools** pane appears in the central pane. Click on **DefaultAppPool** as highlighted below. Now go to the **Actions** panel on the right hand side, and click on **Advanced Settings**:

V i	Internet Information Services (IIS) Manager	_ _ ×
WIN-NRMM9HK6TQH Application Pools		😐 🖂 🔞 •
File View Help		
Connections	Poplacion Pools The server and manage the list of application pools on the server. Application pools are associated with worker processes, Interview and manage the list of application pools are associated with worker processes, The terms of the server and provide isolation among different application. Interview and managed Piecel, Identity Application pools, Net V420 Classic Started V40 Classic Application Poold. O Classic ApplicationPoold. O Classic ApplicationPoold.	Actions Actions Add Application Pool Set Application Pool Defaults Applecation Pool Tasks Start Stop Recycle Edit Application Pool Bails estings Recycling Advanced Settings Recycling. View Applications Help Help
Ready		1 .:

Following screen is displayed when you click on **Advanced Settings**. Click on **Enable 32-Bit Applications** and set its value to **True**, as shown below:



_	(General)		F
	.NET Framework Version	v4.0	
	Enable 32-Bit Applications	True	
	Managed Pipeline Mode	True	
	Name	False	
	Queue Length	1000	1
	Start Automatically	True	
-	CPU		L
	Limit	0	
	Limit Action	NoAction	
	Limit Interval (minutes)	5	
	Processor Affinity Enabled	False	
	Processor Affinity Mask	4294967295	
-	Process Model		
	Identity	ApplicationPoolIdentity	
	Idle Time-out (minutes)	20	
	Load User Profile	True	
	Maximum Worker Processes	1	
	Ping Enabled	True	
Er [e oj b	nable 32-Bit Applications enable32BitAppOnWin64] If set to perating system, the worker proc e in WOW64 (Windows on Windo	o true for an application pool on a 64-bi :ess(es) serving the application pool wil ows64) mode. Processes in WOW64 mo	t 1

35. Select Managed Pipeline Mode option using the dropdown menu and select Integrated option as shown below:

	NET Framework Version	v4.0	Ē
	Enable 22 Pit Applications	True	
	Managed Dipeline Mode	Integrated	
	Name	Integrated	
	Queue Length		1
	Start Automatically		
F	CPU	inde	
_	Limit	0	
	Limit Action	NoAction	
	Limit Interval (minutes)	5	
	Processor Affinity Enabled	False	
	Processor Affinity Mask	4294967295	
Ξ	Process Model		
	Identity	ApplicationPoolIdentity	
	Idle Time-out (minutes)	20	
	Load User Profile	True	
	Maximum Worker Processes	1	
	Ping Enabled	True	-
N [r IS in	lanaged Pipeline Mode managedPipelineMode] Configui GPI extension, or in Integrated M ito the request processing pipelir	res ASP.NET to run in Classic Mode as a lode where managed code is integrated ne.	in I



36. Press **OK** and close the **Internet Information Services (IIS) Manager** and **Administrative Tools** window.

4 Rainbow CTI & Media Bridge Installation

IMPORTANT!! Windows Defender must be turned off during installation.

1. All the above listed configurations must be made before you proceed to this section. Double click the Rainbow CTI & Media Bridge.exe to start the installation. It is important that you run the setup as administrator as highlighted below:



2. Your installation will begin by extraction of files as shown below:





3. You will be prompted to install Microsoft .NET Framework 4.6.2:

Microsoft	.NET 2015	– – X			
T Framework 4.6.2 Setup Please accept the license terms to continue	2.	.NET			
MICROSOFT SOFTWARE SUPPLEN	IENTAL LICENSE TER	MS ^			
.NET FRAMEWORK AND ASSOCIA MICROSOFT WINDOWS OPERATION	ATED LANGUAGE PAC	KS FOR			
Microsoft Corporation (or based on where you live, one of its affiliates) licenses this supplement to you. If you are licensed to use Microsoft Windows operating system software (the "software"), you may use this supplement. You may not use it if you do not have a					
I have read and accept the license term	IS.	🖶 💾			
Download size estimate:	0 MB				
Download time estimates:	Dial-Up: 0 minutes Broadband: 0 minutes				
For data collection information, read the Microsoft Privacy Statement.					
	Insta	Cancel			
	Microsoft T Framework 4.6.2 Setup Please accept the license terms to continue MICROSOFT SOFTWARE SUPPLEN INET FRAMEWORK AND ASSOCIA MICROSOFT WINDOWS OPERATIO Microsoft Corporation (or based on affiliates) licenses this supplement to Microsoft Windows operating system may use this supplement. You may I have read and accept the license term Download size estimate: Download time estimates: For data collection information, read the M	Microsoft .NET 2015 TFramework 4.6.2 Setup Please accept the license terms to continue. MICROSOFT SOFTWARE SUPPLEMENTAL LICENSE TER .NET FRAMEWORK AND ASSOCIATED LANGUAGE PAC MICROSOFT WINDOWS OPERATING SYSTEM Microsoft Corporation (or based on where you live, one o affiliates) licenses this supplement to you. If you are licen Microsoft Windows operating system software (the "softw may use this supplement. You may not use it if you do no I have read and accept the license terms. Download size estimates: Dial-Up: 0 minutes For data collection information, read the Microsoft Privacy Statement Insta			

4. Check the option box next to I have read and accept the license terms and click on Install button that becomes enabled as soon as you click on the option next to I have read and accept the license terms.



	Microso	ft .NET 2015	_	□ X	
.NET Framework 4.6.2 Please accept the lic	ense terms to conti	nue.		.NET	
MICROSOFT SO	FTWARE SUPPL	EMENTAL LICENSE	TERMS	^	
.NET FRAMEWO MICROSOFT WI	RK AND ASSOC NDOWS OPERA	IATED LANGUAGE TING SYSTEM	PACKS FOR		
Microsoft Corpor affiliates) license Microsoft Window may use this sup	ation (or based as this supplement ws operating system oplement. You make	on where you live, on to to you. If you are tem software (the y ay not use it if you o	one of its licensed to u 'software"), y do not have a	se ou ~	
✓ I have read and a	accept the license to	erms.	-		
Download size estimation	ate:	0 MB			
Download time estim	ates:	Dial-Up: 0 minute: Broadband: 0 min	s utes		
For data collection information, read the <u>Microsoft Privacy Statement</u> .					
			Install	Cancel	

5. Installation will start off and following screen is displayed once Microsoft .NET Framework is successfully installed.

_ 1	Microsoft .NET 2015	– – X
Installation	Is Complete	
.NET Framework 4.6.	2 has been installed.	
Check for more recen	it versions on Windows Update.	
		Finish

Once you click on **Finish** button, you might receive a pop up prompting you to restart your machine. Click on **Restart Later** option as highlighted below to continue with installation process.



If .NET Framework is already installed on your machine, then following Window will be displayed:

교 Microsoft .NET 2015	×
Your installation will not occur. See below for reasons why.	
Details .NET Framework 4.6.2 or a later update is already installed on this computer.	
More information about <u>blocked .NET Framework 4.6.2 installations</u> .	
Continue	Close

6. Now you will be prompted to install Microsoft Visual C++ 2015 as shown below:





7. Tick the check box to accept the license agreement and then click **INSTALL** to begin the installation as shown below:

🖟 Microsoft Visual C++ 2015 Redistributable (x64) - 14.0.23026 Set 💷 💷 💌				
Microsoft Visual C++ 2015 Redistributable (x64) - 14.0.23026				
MICROSOFT SOFTWARE LICENSE TERMS				
MICROSOFT VISUAL STUDIO 2015 ADD-ONs, VISUAL STUDIO SHELLS and C++ REDISTRIBUTABLE				
These license terms are an agreement between Microsoft Corporation (or				
Install Close				

Following screen will be presented.



Wait, for the installation to be completed.

Installation successful. Click **CLOSE.** Once you click on **Close** button, you might receive a pop up prompting you to restart your machine. Click on **Restart Later** option to continue with installation process.

If Microsoft Visual C++ 2015 is already installed on your machine, then you will be asked to modify setup. Simply click on Close button as displayed below:



A pop up will be displayed to confirm cancellation of Microsoft Visual C++ 2015 setup. Click on Yes, as shown below:



8. Now you will be presented with the installation screen for Rainbow CTI & Media Bridge. Click on Next as shown below:



9. Please read the information on the screen carefully. Once read, select "I accept the license agreement" option and then click on the **Next** button, as shown below.



Rainbow CTI & Media Bridge (Mitel Mivoice 250) Setup —	×
License Agreement You must agree with the license agreement below to proceed.	R ainbow"
IMPORTANT - PLEASE READ CAREFULLY	^
This Software License Agreement (hereinafter referred to as this "Agreement") is between (a) You, the end user (i.e. the legal person or entity that by its agents or representatives uses the Software and/or Documentation as defined in Section 1 below) (hereinafter referred to as "You" or the "Licensee"), and (b) the entity You contracted with to be supplied with the	*
● <u>I accept the license agreement</u> ○ I <u>d</u> o not accept the license agreement Rainbow Connector Installation Wizard <u>R</u> eset < <u>B</u> ack <u>N</u> ext > Can	cel

Screenshot - Welcome Window

10. You are now asked to provide local machine account or domain **Username** and **Password** that will allow Rainbow CTI & Media Bridge for logging onto servers or to run application services.

Rainbow CTI & Media Bridge (Mitel Mivoice 250) Setup —	
Logon Information The following logon information is used by Rainbow CTI & Media Bridge (Mitel Mivoice 250).	Rainbow"
Local Machine Information Username : admin Password : •••••	
Rainbow Connector Installation Wizard < <u>B</u> ack <u>N</u> ext >	Cancel

11. The program is asking you to browse for a suitable directory for Rainbow CTI & Media Bridge. If you have no preference, accept the default and click **Next**, as shown below.



Rainbow CTI & Media Bridge (Mitel Mivoice 250) Setup -	×				
Destination Folder Rainbow CTI & Media Bridge (Mitel Mivoice 250) installion path.	Rainbow [*]				
The Installation Wizard will install the files for Rainbow CTI & Media Bridge (Mitel Mivoice 250) in the following folder.					
You can choose not to install Rainbow CTI & Media Bridge (Mitel Mivoice 250) by clicking Cancel to exit the Installation Wizard.					
Destination Folder					
C:\Program Files (x86)\Alcatel-Lucent Enterprise\					
Rainbow Connector Installation Wizard	Cancel				

Screenshot-Request for folder selection

- 12. Behind this screen is an install script ready to execute and configure the files of the Rainbow CTI & Media Bridge application
 - To begin the process, click the **Next** button, as shown below.



Rainbow CTI & Media Bridge (Mitel Mivoice 250) Setup -		×
Ready to Install the Application Click Next to begin installation.		Rainbow
Click the Back button to reenter the installation information or click Cancel to the wizard.	exit	
Rainbow Connector Installation Wizard	Са	ncel

Screenshot-Ready for Installation

- 13. All the choices and options you have made with regards to Rainbow CTI & Media Bridge are now being implemented.
 - A progress bar will appear while the application is being installed, as shown below.

Rainbow CTI & Media Bridge (Mitel Mivoice 250) Setup	_		×
Updating System The features you selected are currently being installed.		R	R
Copying new files			
Rainbow Connector Installation Wizard			
Screenshot-Undating System		Can	icel

14. Your application has been successfully installed when you see this screen. Click **Finish** button, as shown below.



R Rainbow CTI & Media Bridge (Mitel Mivoice 250) Setup — 🗌 🗙					
	Rainboy (Mitel Mi success Click the Finish I	v CTI & Me ivoice 250 sfully insta	edia Bri) has bo lled. Installation.	dge een	
Rainbow [™] ヽ					
		< <u>B</u> ack	<u>F</u> inish	Cano	el

Screenshot - Installation Complete Window

Now Rainbow CTI & Media Bridge has been successfully installed in your system.

Once installation has been completed, you need to provide necessary permissions to the user for the installation path. So go to the default installation path as mentioned below:

C:\Program Files (x86)\Alcatel-Lucent Enterprise

If you have provided a different installation path at the time of installation then go that particular installation path.

Once you have accessed the above path, select the **Rainbow CTI and Media Bridge** folder and right click on it. Go to **Properties** option as highlighted below:

Computer	→ Local Disk (C:) → Program Files (x	86)) A	Alcatel-Lucent Enterprise	•	
🍃 Open	Include in library 👻 Share with	•	New folder		
	Name		Date modified	Туре	Size
ds	🕌 Rainbow CTI and Media Bridge 🗌	Op Op	en en in new window		lder
nts		Sh Re Inc	are with store previous versions clude in library	*	
		Se	nd to	•	
		Cu Co	rt ipy		
		Cr De Re	eate shortcut lete name		
	(Pr	operties		

Click on **Security** tab and click on **Edit** button to change permissions.

:

👃 Rainbow CTI and Media Bridge Properties 🧧	x			
General Sharing Security Previous Versions Customize				
Object name: C:\Program Files (x86)\Alcatel-Lucent Enterprise\R				
Group or user names:				
SYSTEM A	1			
& Administrators (usethis-PC\Administrators)				
& Users (usethis-PC\Users)				
👷 Trustadinetallar				
4				
To change permissions, click Edit. Edit				
Permissions for Users Allow Deny				
Full control				
Modify				
Read & execute 🗸 🗉				
List folder contents				
Read				
Write -				
For special permissions or advanced settings, Advanced click Advanced.				
Learn about access control and permissions				
OK Cancel Apply				



Check all the permissions for logged in user as highlighted below and then press Ok.

Permissions for Rainbow CTI and Media Bridge				
Security				
Object name: C:\Program Files (x86)\Alcatel-Lucent Enterprise\R				
Group or user names:				
& CREATOR OWNER				
SYSTEM				
Administrators (usethis-PC/Administrators)				
Users (usethis-PC/Users)				
Manual I rusted installer				
	Add	Remove		
Permissions for Users	Allow	Deny		
Full control				
Modify				
Read & execute	1			
List folder contents	~			
Read	1			
Learn about access control and permissions				
ОК	Cancel	Apply		



5 Verification Procedure

Once you have done with **Rainbow CTI & Media Bridge** installation, you will find a shortcut on your desktop. You can verify the installation by double clicking the icon.



Rainbow CTI & Media Bridge Shortcut

6 Rainbow CTI & Media Bridge Interface

The installation is now completed and after you click Rainbow CTI & Media Bridge Shortcut a login screen is displayed as shown below:

	EN 👻
	Connect to CTI & Media Bridge Administration Please enter the username
Welcome to CTI & Media Bridge	Username * Enter your password Password *
	Login
@ ■ 🚱 早 🗞	By continuing, you agree to: the Terms of Service and the Privacy Policy

Please enter following credentials when you are logging into the Rainbow CTI & Media Bridge for the first time after installation:

Username: admin

Password: admin

You should be able to view the main screen below.
Alcatel·Lucent 🕖

R ainbow [™]			≡ CTI & Media Bridge Version 4.0.0.4			A :
Cor	ntrol Panel	~	>- System			
5- Syst	tem		Services Control Panel			
🔊 Das	hboard		Prinkow (TI & Madis Bridge Stanned			
🕑 Acti			Kainbow CII & Media Brid	je - stoppen	Start	
🗟 Acti						
Set	ttings	~	Running Statistics			
📮 Con			Started at	N/A		
PAB			Running time	N/A		
🗟 Exte						
Ø Med			Connectivity Statistics			
Gei	neral	~	Rainbow XMPP	Disconnected		
📴 Syst			Rainbow PCG	Disconnected		
器 Bus			Telephone System (Mitel MiVoice 250) Last Heartbeat At	Disconnected N/A		
ট Rep						
		<		R	ainbow CTI & Media Bridg	ge 2021

Screenshot-Web Admin Control Panel

enterprise.alcatel-lucent.com

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