

## Server IP Address

The ShoreTel Connect server should have a static IP address. If the server suddenly gets a new IP address, system operation can be unpredictable.



### Note

You should always configure the server to be part of a domain and make sure that it remains in the domain.

## DHCP on the ShoreTel Server

ShoreTel recommends that the ShoreTel server not be used as a Dynamic Host Configuration Protocol (DHCP) server.

## Microsoft Windows Server 2008 R2 Configuration

Before you install ShoreTel server software, you must prepare Microsoft Windows Server 2008 R2 to run ShoreTel services by enabling IIS, COM+, SMTP, and FTP, as well as changing the SMTP and FTP startup type to automatic. You must also ensure that all recommended Microsoft updates for the operating system are installed on the server. This section describes how to prepare a Microsoft Windows Server 2008 R2 server to use ShoreTel software.



### Notes

- User Account Control must be disabled on the server before installing the ShoreTel server software.
- Windows Server 2008 R2 must be activated through Microsoft before installing the ShoreTel server software.
- Disable the Windows Base Filtering Engine, and Windows Firewall services.

## Application Server Roles

This section describes how to configure the server roles required to run the ShoreTel server. In this procedure, you will add application server and the web server roles, then add services for each role.

1. On the Windows desktop, click **Start > Programs > Administrative Tools > Server Manager** to launch the Server Manager, as shown in [Figure 15](#).

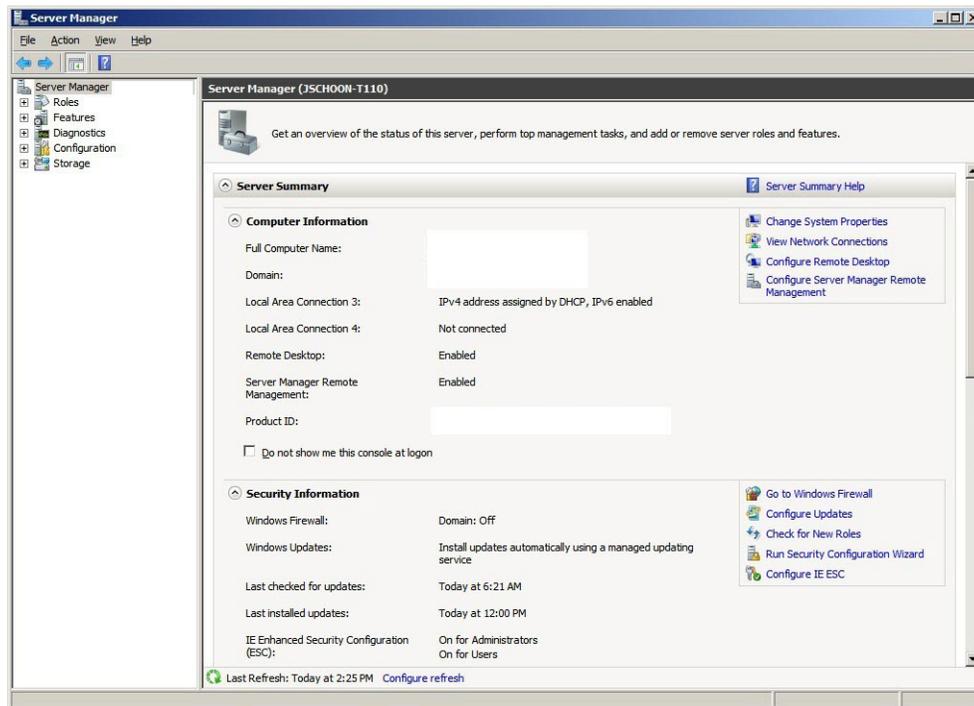


Figure 15: Installation Windows Server Manager

2. In the Server Manager, click **Roles** in the left panel to open the Roles pane.
3. In the Roles pane, click the **Add Roles** icon.  
The Add Roles Wizard appears.
4. In the left pane of the Add Roles Wizard page, click **Server Roles**.  
The Server Roles menu is displayed.
5. Check the **Application Server** and **Web Server (IIS)** check boxes.
6. In the left pane of the Add Roles Wizard page, locate Application Server and click **Role Services**.  
The Application Server Role services menu is displayed.
7. Perform the following steps:
  - a. Select .NET Framework 3.5.1.
  - b. Select Web Server (IIS) Support.
  - c. Select COM+ Network Access.
  - d. Select TCP Port Sharing.
  - e. Select all Windows Process Activation Service Support features.
  - f. Select all Distributed Transactions features.

8. In the left pane of the Add Roles Wizard page, locate Web Server (IIS) and click **Role Services**.  
The Web Server Role services menu is displayed.
9. Perform the following steps:
  - a. Select all Common HTTP Features.
  - b. Select all Application Development Features.
  - c. Select the following Health and Diagnostics Features:
    - HTTP Logging
    - Logging Tools
    - Request Monitor
    - Tracing
  - d. Select all Security options
  - e. Select all Performance options
  - f. Select all Management Tools options.
  - g. Select all FTP Publishing Service options.
10. Click **Next**.  
The Confirm Installation Selections page appears.
11. Click **Install**.

## Installing SMTP

ShoreTel requires the installation of SMTP Server. To install SMTP, do the following:

1. On the Windows desktop, click **Start > Programs > Administrative Tools > Server Manager**.  
The Service Manager page appears.
2. Click **Features**.  
The Features panel appears on the right.
3. Click the **Add Features** icon.  
The Add Features Wizard appears.
4. Select **Features** in the menu.  
The Select Features Installation page appears.
5. Check the **SMTP Server** check box.
6. Click **Next**.

The Confirm Installation Selections page appears.

7. Click **Install**.

## Setting SMTP and FTP Properties

After SMTP and FTP are installed, the startup type must be changed from manual to automatic. The following procedure changes the startup type for SMTP and FTP.



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### Note

Verify that the FTProot folder in the Inetpubs directory has at least read access.

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1. Access the Services table by selecting **Server Manager > Configuration > Services**.
2. Right click **Simple Mail Transfer Protocol** and select **Properties** on the menu.  
The Simple Mail Transfer Protocol (SMTP) Properties page appears.
3. Select **Automatic** on the Startup Type drop down menu, then click the **OK** button.
4. Return to the Services page.
5. On a Windows 2008 32-bit server: Right click **FTP Publishing Service** and select **Properties** on the menu. The **FTP Publishing Service** properties page appears. In the Startup Type field, select **Automatic** and click the **OK** button.
6. On a Windows 2008 R2 64-bit server: Right click **Microsoft FTP Service** and select **Properties** on the menu. The **Microsoft FTP Service** properties page appears. In the Startup Type field, select **Automatic** and click the **OK** button.

## Microsoft Windows Server 2012 R2 Configuration

Before you install ShoreTel server software, you must prepare Microsoft Windows Server 2012 R2 to run ShoreTel services by enabling IIS, COM+, SMTP, and FTP, as well as changing the SMTP and FTP startup type to automatic. This section describes how to prepare a Microsoft Windows Server 2012 R2 server to use ShoreTel Connect software.



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### Note

- Windows Server 2012 R2 must be activated through Microsoft before installing the ShoreTel Connect server software.
  - During installing the server operating system, select the **Server with a GUI** option, instead of **Server Core Installation** option.
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## Application Server Role

This section describes how to configure the server roles required to run the ShoreTel Connect server. In this procedure, you add application server and web server roles, and then you add services for each role.



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**Note**

Run the Windows updates and all the related patches before adding the Roles and Features.

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1. On the Windows desktop, click **Start > Programs > Administrative Tools > Server Manager** to launch the Server Manager Dashboard.
2. In the Server Manager Dashboard, under **Configure this local server**, click **Add roles and features**.

The Add Roles and Features Wizard appears, showing the **Before you begin** page.

3. After reading the **Before you begin** page, click **Next**.

The **Select installation type** page appears.

4. In the middle pane, select **Role-based or feature-based installation**, and then click **Next**.

The **Select destination server** page appears.

5. Check **Select a server from the server pool**, and then highlight a server in the pool and click **Next**.

The **Select server roles** page appears.

6. Check the **Application Server** and **Web Server (IIS)** check boxes, and expand these selections to see the sub-roles for each selection.

7. Select all of the following roles and sub-roles:

- Application Server
  - .NET Framework 4.5
  - COM+ Network Access
  - Distributed Transactions
    - WS-Atomic Transactions
    - Incoming Network Transactions
    - Outgoing Network Transactions
  - TCP Port Sharing
  - Web Server (IIS) Support
  - Windows Process Activation Service Support
    - HTTP Activation
    - Message Queuing Activation
    - Named Pipes Activation
- Web Server
  - Common HTTP Features (select all options)
  - FTP Server (select all options)
  - Health and Diagnostics
    - HTTP Logging
    - Logging Tools
    - Request Monitor
    - Tracing
  - IIS Hostable Web Code (select all options)
  - Management Tools (select all options)
  - Security (select all options)

8. Click **Next**.

The **Select features** page appears, showing the Application Server Features menu.

9. Do the following:

- a. Select .NET Framework 3.5 Features.
- b. Select Quality Windows Audio Video Experience.
- c. Select SMTP Server.

10. Click **Next**.

The Confirm installation selections page appears.

11. Click **Install**.