

AN 10583
December 2015

ShoreTel Connect Desktop Client Intelligent Login Configuration

Description: This Application Note describes configuration of required backend services and components that facilitate the ShoreTel Connect Desktop Client intelligent login.

Environment: ShoreTel Connect Desktop Client

Audience/Purpose: This document is intended for technical channel sales engineers and administrators of ShoreTel Unified Communication systems. The configurations outlined in the document provide examples of the backend services and components so as to enable the simple, intelligent login process to function.

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Introduction

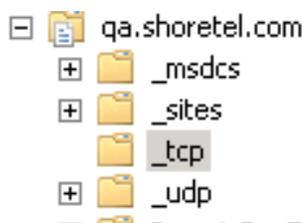
ShoreTel Connect provides a simple, consistent, feature rich user experience. Part of this experience is the ShoreTel Connect Desktop Client Intelligent Login process, requiring the user to input only their email address and password. The ShoreTel Connect Desktop Client facilitates this process with an intelligent use of auto-login, DNS and Microsoft's Active Directory, where possible. This document shows the required components and services as well as their configuration that facilitate the operation. This document assumes you have a functioning Microsoft Active Directory (AD), Microsoft Exchange, and a DNS environment.

Connect Intelligent Login Sequence

Logging into your ShoreTel Unified Communication (UC) environment is quite simple in ShoreTel Connect. The user is not required to know the location, IP address or type of UC system their organization uses. They simply enter their username and password.

The client attempts to login as follows:

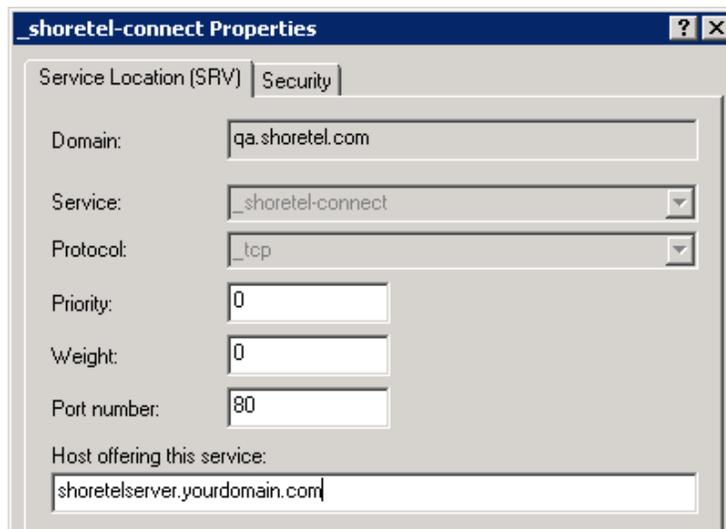
- 1) It first validates it against the cloud credentials and goes to `clientstart.sky.shoretel.com`. This is automatic and no configuration is necessary. The user simply just enters their Cloud login credentials and the client then attempts to connect our Cloud systems.
- 2) If the ShoreTel Connect Client fails to login into the Cloud accounts it then attempts to login using a DNS Service Record. The client queries DNS to see if the DNS SRV is set for domain zone the computer queries and then connects to the address set in the record. The SRV record is in the DNS server. For Microsoft DNS server, this record is found under the domain zone and in the `_tcp` records:



Adding DNS-SRV

If the record does not exist, you can add the `_tcp` record :

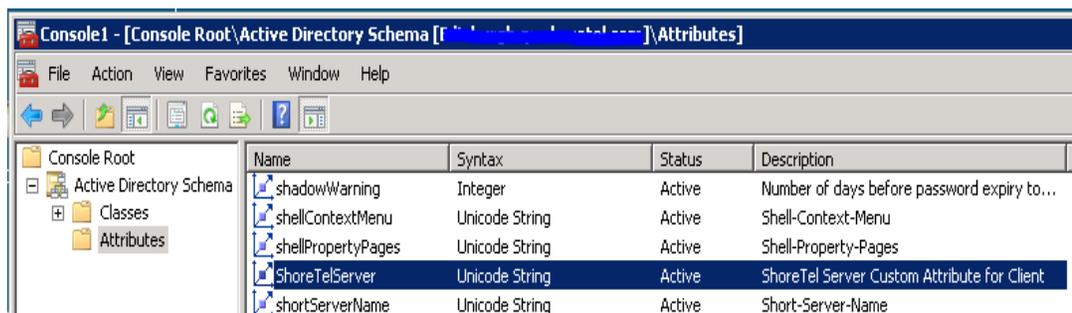
`_shoretel-connect._tcp.yourdomain.com` to the service location (SRV) with the FQDN of the ShoreTel server.



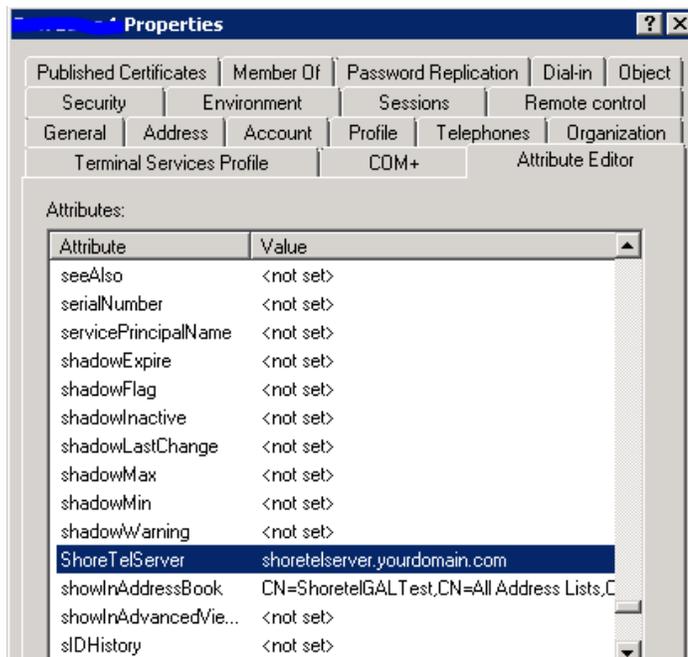
Adding Microsoft Active Directory Custom Attribute

If the DNS SRV record is not found, the client then looks for the AD user attribute in Microsoft Active Directory. This AD attribute must be created as it is not a default AD attribute. The AD attribute the ShoreTel Connect Client reads is "ShoreTelServer". Basic steps for creating and setting AD custom attributes are:

- 1) Create the attribute in Active Directory Schema MMC Snap In:



2) Enter the FQDN of the ShoreTel Server by editing the user AD attribute:



Caution!!! : Modifying the AD Schema is permanent and not reversible. Always consult Microsoft documentation and best practices when changing/editing/adding AD attributes or schema. Also, ensure the name for the attribute is created exactly as shown above. The AD attribute name is case sensitive and can't be changed. If a mistake is made, a new attribute will need to be created. Reference the following Microsoft link for more info on adding custom AD attributes:

<http://social.technet.microsoft.com/wiki/contents/articles/20319.how-to-create-a-custom-attribute-in-active-directory.aspx>

Version	Date	Contributor	Content
1.0	Dec 2015	Mancebo/TME	Original App Note