Competella TDC Implementation Guide for Teams

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Content

INTRODUCTION AND REQUIREMENTS	3
INTRODUCTION	3
GETTING STARTED	3
REQUIRED BASIC KNOWLEDGE	3
Accounts and Permissions Requirements	3
Azure Active Directory	4
SETUP IN YOUR AZURE PORTAL	5
Azure User Importer	5
IDENTITY SERVER	10
FEDERATION REQUIREMENT	14
FIREWALL RULES	15
EXTRA SERVICES	16
Exchange Calendar Integration	16



Introduction and requirements

Introduction

This document describes the how to setup your Office 365 and Azure environment to start using the Competella TDC Solution for Teams.

Getting started

To start using the services in the Competella TDC Solution for Teams you have to some basic setup of your Office 365 and Azure environment, this includes:

- 1. Register an App that handles the user logins towards the Competella TDC Solution
- 2. Configure the Azure User Importer Process

Required basic knowledge

The installation procedure requires that you have detailed knowledge of the existing IT-environment and detailed knowledge of the Teams deployment in Azure.

Accounts and Permissions Requirements

The person performing the configuration tasks for the customer in Azure needs to have sufficient permissions in Azure to add applications in **App registrations**. For example the Global Admin role.



Azure Active Directory

It is important that the Azure Active Directory is updated with the correct user information for the TDC Competella Solution to work properly.

It is **your organisation's** responsibility to update the user information in Azure Active Directory. **TDC Erhverv** will not update this information.

The following tables outline the information that will get imported from Azure Active Directory to the TDC Competella Solution. There are fields that are mandatory and need to be updated, other fields are just optional.

Azure Active Directory Field Name	Field in Competella
AccountEnabled	Active
Name	DisplayName
First name	FirstName
Last name	LastName
User Principal Name	UserPrincipalName
ObjectId	AzureADObjectGuid
Mobile phone (if a number is assigned to this user)	PhoneWorkMobile
Office phone	PhoneWork
Email	EMail
SipProxyAddress	SIP

Mandatory fields that need to be updated:

Please remember to input the numbers in E164 format (e.g., +4512345678).

Optional fields that can be updated:

Azure Active Directory Field Name	Field in Competella
Job Title	Title
Office	Office

Users that are only known with a single name e.g., Reception, also needs to have all the mandatory fields updated: <u>Name</u>: Reception, <u>First name</u>: Reception, <u>Last</u> <u>name</u> "Organization name".



Setup in your Azure Portal

Azure User Importer

You will need to register an App to open up for the import of user information to Competella TDC solution. This is done under "App registrations" in the Azure portal.

Follow the steps below.

1. Log on to your Azure portal and go to Azure Active Directory and then click on **App registrations**.



3. Select New registration.

4. Add Name: "CompetellaAzureUserImporter"

Register an application

Register

* Name	
The user-facing display name for this application (this can be changed later).	
CompetellaAzureUserimporter	~
Supported account types	
/ho can use this application or access this API?	
Accounts in this organizational directory only (Competella1 Demo only - Single tenant)	
Accounts in any organizational directory (Any Azure AD directory - Multitenant)	
Accounts in any organizational directory (Any Azure AD directory - Multitenant) and personal Microsoft accounts (e.g. Skype	, Xbox)
ielp me choose	
Help me choose	





5. Then press Register.



- 6. Take a note of the Application (client) ID and the Directory (tenant) ID. Also make a note of the Azure tenant domain: e.g. tdcdk.onmicrosoft.com. This will have to be provided to the responsible TDC representative who will configure the Competella TDC solution in the backend.
- 7. Go to Certificates & secrets.
- 8. Under Client secrets, click on New client Secret.



9. Add a description (CompetellaSecurityKey) and select expiration to never.



10. Press Add.

🔶 CompetellaAzureUserIm	porter Certificates & secrets			
Search (Ctrl+/) « Overview	Credentials enable applications to identify then higher level of assurance, we recommend using	nselves to the authentication service when receivi a certificate (instead of a client secret) as a crede	ng tokens at a web addressable location (using an HTT ential.	PS scheme). For a
Quickstart Manage	Certificates Certificates can be used as secrets to prove the	application's identity when requesting a token. A	uso can be referred to as public keys.	
 Branding Authentication 	↑ Upload certificate Thumbprint	Start date	Expires	
Certificates & secrets Token configuration	No certificates have been added for this application	ation.		
 API permissions Expose an API Owners Roles and administrators (Previ 	Client secrets A secret string that the application uses to prov + New client secret	ve its identity when requesting a token. Also can l	pe referred to as application password.	
Manifest Support + Troubleshooting	Description CompetellaSecurityKey	Expires 12/31/2299	Value trc******	Î

- 11. Copy the "Client secret" Value and save it in a text file. This will have to be provided to the responsible TDC representative who will configure the solution in the backend.
- 12. Go to API permissions.
- 13. Remove the already assigned permission.
- 14. Add permissions from Microsoft Graph.

🗘 Sahain 🛛 🐨 Bot Nectoral I	Microsoft APts APts my organization	sales My APIs	
A the existing permanent to your participant, care with their to consert even if they've energy core to permany.	Commonly used Microsoft Alfte		
Configured permissions Applications we automate to all Mu when they we greated permission by servicidines as part of the conset process. The last of configured permission photol include of the permission the application needs. Learning about permissions and conset — 4 444 generates w ⁻¹ One water conset to Consentito Dome	Microsoft Graph The advantage of the teer Acore Azure All, Store, Int Acore Anuel All, Store, Int Acore Anuel All, Store, Int	rentous amount of data is Office 363, transmis une, Outschollecturge, OreOnie, Oreihete, Str	e Hostifus + Security, and Windows 10. areflort, Parrier, and more through a
ARJ Peretains same Type Deception Advancement mp_ Stells To permission added	Anan Baltis Manapotenti Services Anime rail design ann to mad and anim protected softent	Asses Service Management Populational a social for multi- functional ty available through the Alane pome	Data Operat Service for Minisoff Operanics 360 Boost and here Minisoff Operaniz Othi organization to an external methation
	Comparative NRS Realizes Control Regimentaria access to data and Antistaneity in Optimiza NRS Business Centrol	Demonstra COM Allowed and State of COM Statement Selfstates and Diff systeme	These Services Services have been used on an age frame
	Population Repairments access to the one one	Office NS Management Affic Annual information associations, white, system, and policy actions and marris from Office 2018 and Alarm AC attinuty rep.	Poer B Service Regularization and to Destauring such a Detauris, Nore, erd Nore i Poer B
	Sharehald Interact sendery with Sharehord para	S Hope for Basiness ImageNet rate characteristics, secure	Variante Access resources in the territien web



15. From the "Delegated permissions" select "User.Read", "User.Read.All", "User.ReadBasic.All", "Presence.Read" and "Presence.Read.All"

Request API permissions	×
C All APIs Microsoft Graph https://graph.microsoft.com/ Docs @* What type of permissions does your application require?	
Delegated permissions Your application needs to access the API as the signed-in user.	Application permissions Your application runs as a background service or daemon without a signed-in user.
Select permissions	expand all
Permission	Admin consent required
> IdentityRiskyUser	
∨ User (3)	
User.Read ① Sign in and read user profile	
User.Read.All Read all users' full profiles	Yes
User.ReadBasic.All ① Read all users' basic profiles	

- 16. Click Add permissions.
- 17. From the **Application permissions** select **Directory.Read.All**.

Request API permissions	×
C All APIs Microsoft Graph https://graph.microsoft.com/ Docs C* What type of permissions does your application require?	
Delegated permissions Your application needs to access the API as the signed-in user.	Application permissions Your application runs as a background service or daemon without a signed-in user.
Select permissions	expand al
🔎 directory.read.all	×
Permission	Admin consent required
V Directory (1)	
Directory.Read.All O Read directory data	Yes

18. Press Add permissions.



19. When all the permissions are added they need to be granted.

Cor	nfigured permissions				
App all ti	lications are authorized to call APIs he permissions the application nee	when they are ds. Learn more a	granted permissions by users/admins as part of the bout permissions and consent	e consent process. The list of con	figured permissions should include
+	Add a permission 🗸 Grant ad	min consent for	Competella Demo		
	API / Permissions name	Туре	Description	Admin consent req	Status
	✓ Microsoft Graph (4)				
	Directory.Read.All	Application	Read directory data	Yes	🛕 Not granted for Compet 🚥
	User.Read	Delegated	Sign in and read user profile		
	User.Read.All	Delegated	Read all users' full profiles	Yes	🛕 Not granted for Compet ***
	User.ReadBasic.All	Delegated	Read all users' basic profiles		

20. Press Grant admin consent for... and the permissions will be granted.

Configured permissions				
Applications are authorized to call Af all the permissions the application ne	Pis when they eeds. Learn mo	are granted permissions by users/admins as part of the conser re about permissions and consent	t process. The list of conf	igured permissions should include
+ Add a permission 🗸 Grant a	admin consent	for Competella Demo		
API / Permissions name	Туре	Description	Admin consent requ	Status
∽Microsoft Graph (5)				
Presence.Read	Delegated	Read user's presence information	No	🥑 Granted for Competella 🚥
Presence.Read.All	Delegated	Read presence information of all users in your organization	No	♂ Granted for Competella ***
User.Read	Delegated	Sign in and read user profile	No	🥑 Granted for Competella 🚥
User.Read.All	Delegated	Read all users' full profiles	Yes	✓ Granted for Competella ***
User.ReadBasic.All	Delegated	Read all users' basic profiles	No	🥑 Granted for Competella 🚥

- 21. Under Authentication -> Advanced settings, make sure "Allow public client flows" is enabled!
- 22. For Competella to be able to use and read presence for this app it needs to sign in as a normal user in the Office 365 environment. For that we use the already created user account for the SIP trunk setup tdcdirectrouting@XXXX.cust.supertrunk.net . This account thus also acts as a service account and needs to be able to login always. Therefore, make sure that its password is set to never expire and MFA is disabled (if MFA is required, you can set up conditional access on it from IP address 77.234.164.224).
- 23. Done!



Identity Server

You will need to register an App that handles the user logins towards the Competella TDC solution.

This is done under **App registrations** in the Azure portal. Follow the steps below.

1. Log on to your Azure portal and go to **Azure Active Directory** and then click on **App registrations**.

= Mi	crosoft	Azure			
Home > Ap	op registi	rations			
App reg	istrati	ons			
+ New re	gistratio	n 🌐 Endpoints	P	Troubleshooting	🗢 Got feedback?
🔒 Welco	me to the	new and improved	App r	egistrations (now Ge	enerally Available). See what's new
All applic	ations	Owned applica	tions		
🔎 Start ty	/ping a n	ame or Applicatio	n ID to	filter these result	5

- 2. Select New registration.
- 3. Add "CompetellaldentityServer" under Name.





4. You need to add the "Redirect URI", replace < Directory (tenant) ID > with your saved id from earlier.

https://uc3p1comp.competella.ontdc.net:5000/< Directory (tenant) ID >/signin-oidc

Register an app	lication
* Name	
The user-facing displa	y name for this application (this can be changed later).
CompetellaIdentityS	erver 🗸
Supported accour	nt types
Who can use this app	lication or access this API?
 Accounts in this of 	organizational directory only (Competella1 Demo only - Single tenant)
Accounts in any o	organizational directory (Any Azure AD directory - Multitenant)
Accounts in any of the second seco	organizational directory (Any Azure AD directory - Multitenant) and personal Microsoft accounts (e.g. Skype, Xbox)
Help me choose	
Redirect LIRL (opti	
We'll return the authe	ntication response to this URI after successfully authenticating the user. Providing this now is optional and it can be
changed later, but a v	alue is required for most authentication scenarios.
Web	https://uc3p1comp.competella.ontdc.net:5000/5d22c335-2615-482
By proceeding, you ag	gree to the Microsoft Platform Policies 🖉

- 5. Lastly click **Register**.
- 6. Go to overview and make a note of **Application (client) ID and the Directory (tenant) ID**.

Microsoft Azure		$\mathcal P$. Search resources, services, and	nd docs (G+/)				E.	8	0	t () ©	admin@c
Home > Competella1 Demo App regi	strations >											
Competellaldenten	ityServer 🖉											
,⊃ [search (Ctrl+/) ≪	👔 Delete 😁 Endpoints											
Overview	Display name : Competellaidentenity	Server		Supported account type	s : Multiple organ	izations						
😃 Quickstart	Application (dient) ID : 15789612-9db2-4b0	-b19c-eae568ea7596		Redirect URIs	: 1 web, 0 spa, 0	public client						
💉 Integration assistant (preview)	Directory (tenant) ID : 5d22c335-2615-402	-b1a9-a868990793c0		Application ID URI	: api;//competel	la1.demo.ontdi	:.cloud/	1570961	2-9db2-	460a-b1	9c-eae560	ea7596
	Object ID : 844a5310-18ee-4bb	-a2c5-c31a0o44a93a		Managed application in	L. : Competellaide	ntenityServer						
Manage				A								



7. Go to Authentication.



- 8. Under Implicit grant, check the ID tokens box and save.
- 9. Go in under Expose an API.
- 10. Click **Add scope** and then under **Application ID URI**, add your Teams domain "eg. the domain after @ that you are using for teams".



11. Press Save and continue.

- 12. Add "CompetellaldentityServerAccess" as Scope name.
- 13. Toggle Who can consent? to Admins and users.



- 14. Add "CompetellaldentityServerAccess" as Admin consent display name.
- 15. Add "CompetellaldentityServerAccess" as Admin consent description.
- 16. Toggle State to Enabled

	>
Scope name * ①	
CompetellaIdentityServerAccess	~
api://competella1.demo.ontdc.cloud/15789612-9db2-4b0a-b19c- eae568ea7596/CompetellaldentityServerAccess	
Who can consent? (i)	
Admins and users Admins only	
Admin consent display name * 🕕	
CompetellaldentityServerAccess	~
Admin consent description * 🛈	
CompetellaldentityServerAccess	~
User consent display name 🕕	
e.g. Read your files	
User consent description ①	
e.g. Allows the app to read your files.	

17. Press Add scope at the bottom.



18. Send those notes you have been taking from the two app registrations and send them to the TDC Erhverv representative.



Federation requirement

TDC Competella solution for Teams requires that Teams federation is open between Teams and the Competella TDC solution (sip domain).

If Teams is running open federation nothing needs to be done here.

If Teams is running Closed Federation, follow these steps:

- 1. Logon to <u>https://admin.teams.microsoft.com/dashboard</u> as a Teams administrator in the office365 portal.
- 2. Click on **Org-Wide Settings** in the left menu bar.
- 3. Click on External Access

If Users can communicate with other Skype for Business and Teams users is enabled/On, nothing else needs to be done! – if the it is set to Disabled/Off, follow the steps below.

1. Click on Add a domain.

External access	
External access lets your Teams and Skype for Business users co organization. By default, your organization can communicate w domains will be allowed but if you add allowed domains, all ot	ommunicate with other users that are outside of your /ith all external domains. If you add blocked domains, all other her domains will be blocked. Learn more
Users can communicate with other Skype for Business and Teams users	On
Users can communicate with Skype users	On
+ Add a domain	
√ Name Sta	atus



2. Enter domain (provided by TDC Erhverv representative), and set action to **Allowed**, click **Done** to save the settings.

Add a domain
Domain
customername.competella.ontdc.net
Action to take on this domain Allowed

Firewall Rules

Competella needs the following firewall rules to be in place from the customer side.

Protocol / ports	Source	Destination	Description
ТСР 80	Client	77.234.164.227	Competella webservices and Browser http traffic.
TCP 5000	Client	77.234.164.227	Competella Office365 SSO
TCP 6777	Client	77.234.164.227	Competella Management
TCP 443	Client	77.234.164.227	Competella Webservices and Browser http traffic.
TCP 8099	Client	77.234.164.227	Competella Attendant application traffic



Extra Services

Exchange Calendar Integration

For customers with On-Prem Exchange

For solutions including Competella Calendar Integration must also be configured. In order to work properly, i.e. to get users' free/busy status and Calendar information, a service account with impersonation privileges has to be created in the Exchange environment.

- 1. Create a user object in the Active Directory and mailbox-enable it. Set the password to never expire.
- 2. Wait 2 minutes for Active Directory replication, and then start an Exchange Management Shell.
- 3. Modify the following line to reflect the UPN you want to use:

[string]\$UPN = "<mail address>"

Then run:

Enable-OrganizationCustomization

New-ManagementRoleAssignment -Role:ApplicationImpersonation -User:\$UPN



For customers with Exchange in O365

To start using the calendar services in the Competella TDC Solution you have to do some basic setup of your Office 365 and Azure environment, this includes registering an App in Azure that handles the authentication towards the Competella TDC Solution.

Here's how:

1. Logon to <u>portal.azure.com</u> with an account with Application Administrator, Cloud Application Administrator or Global Admin that has the permissions to create and manage Apps in your Tenant.



2. Click on Azure Active Directory followed by clicking App registration.





3. Select New registration

- **Name** for the Application: *CompetellaCalendarOAuthApp*
- **Supported account types**: Accounts in this organizational directory only
- Redirect URI, Public client/native: urn:ietf:wg:oauth:2.0:oob

Microsoft Azure	$\mathcal P$ Search resources, services, and do
Home > Competella1 Demo >	
Register an application	
* Name	
The user-facing display name for this application (this can be changed later).	
CompetellaOAuthApp	
Supported account types	
Who can use this application or access this API?	
Accounts in this organizational directory only (Competella1 Demo only -	- Single tenant)
O Accounts in any organizational directory (Any Azure AD directory - Multi	itenant)
O Accounts in any organizational directory (Any Azure AD directory - Multi	itenant) and personal Microsoft accounts (e.g. Skype, Xbc
O Personal Microsoft accounts only	
Help me choose	
Redirect URI (optional)	
We'll return the authentication response to this URI after successfully authent changed later, but a value is required for most authentication scenarios.	ticating the user. Providing this now is optional and it can
	~

5. Copy the alue of **Application (client) ID** to, for instance, a notepad. You'll need it later.





6. Click and select API permissions



- 7. Select Add permission
- 8. Under **Request API permission** select **APIs my organization uses** and type in **Office 365 Exchange Online**.

educer i i berrinerene	
All APIs	
Office 365 Exchange Online	
https://outlook-tdf-2.office.com/	
What type of permissions does your application require?	
Delegated permissions	Application permissions
Your application needs to access the API as the signed-in user.	Your application runs as a background service or daemon without a signed-in user.
elect permissions	expand all
O Start typing a reply url to filter these results	
Permission	Admin consent required
full_access_as_app ①	Ver
Use Exchange Web Services with full access to all mailboxes	163
Use Exchange Web Services with full access to all mailboxes Calendars	163
Use Exchange Web Services with full access to all mailboxes Calendars Contacts	162
Use Exchange Web Services with full access to all mailboxes Calendars Contacts Exchange	193
Use Exchange Web Services with full access to all mailboxes Calendars Contacts Exchange Mailbox	15



9. Select Application permissions. Under Select permissions set a check for *full_access_as_app and* click on Add permissions.

Request API permissions			X	
Select an API				
Microsoft APIs	APIs my organization uses	My APIs		
Apps in your direct	tory that expose APIs are shown	below		
	hange online			
Name			Application (client) ID	
Office 365 Excha	nge Online		00000002-0000-0ff1-ce00-00000000000	

10. Select Grant admin consent for <name of organization>

🕐 Refresh 🛛 🗢 Got feedback?		
A You are editing permission(s) to ye	our application	, users will have to consent even if they've alread
Configured permissions		
all the permissions the application nee	s when they a ds. Learn mor	re granted permissions by users/admins as p re about permissions and consent
+ Add a permission 🗸 Grant ad	min consent	for Competella1 Demo
API / Permissions name	Type	Description

11. Click Yes in the popup

12. Select Certificate & Secrets

- 13. Click on New Client Secret
 - Add short description: CompetellaCalendarOAuthAppSecret
 - Expires, set to Never

14. Click Add

✓ Search (Ctrl+/) «	♡ Got feedback?
B Overview	Add a client secret
🝊 Quickstart	Description
💉 Integration assistant (preview)	CompetellaOauthAppSecret
Manage	Expires
Branding	O In 2 years
Authentication	Never
📍 Certificates & secrets	
Token configuration	Add Cancel



15. Copy the value of the newly created client secret to, for instance, a notepad.

Description	Expires	Value	
CompetellaOauthAppSecret	12/31/2299	LCw~rma8As6	D 📋

If you're in the process of being onboarded with us, the values created in step 5 and 15 can now be entered in the **Data collection** section of the GoLive Portal under **Competella**.

If not, please hand them over to the responsible TDC Erhverv representative.

Either way, we will then configure the Competella TDC solution in the backend.