

## QuickLaunch Account Preparation

Quicklaunch has created this preparation checklist in order to provide the best possible experience to your team in our upcoming deployment of QuickLaunch. If you have any questions when going through this checklist, please do not hesitate to let us know.

This document has been revised by:

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## Engagement Contacts

Provide a list the contacts for the engagement.

Name	Role	Email Address	Phone	Office Location

## Checklist

### Account Requirements

QuickLaunch is a Windows application that requires an account for the Windows operating system (OS), Exchange calendaring and Skype for Business/Lync unified communication services. Although recommended to use a single account to authenticate into these three services, QuickLaunch's modular design allows for a variation of accounts to access these services. The following will break down each service's account requirements.

### Document Style Conventions

Throughout this document, various snippets of computer code may be included to provide explanation. Due to the length of some of these commands, and the limitations of this printed medium, longer lines will be word-wrapped. Where a new-line is required, a dotted separating line will be used to separate multiple lines at the point of pressing the "Enter" key.

The following indicates a series of commands, with word-wrapped text that should be entered as two complete lines:

```
$services = Get-WMIObject Win32_Service | Where-Object {$_.Description -imatch "Lync" -and  
$_StartMode -eq "Auto"}  
Foreach ($service in $services){sc.exe failure $service.name reset= 86400 actions=  
restart/5000}
```

The following shows one very long command, typed without pressing enter until the final "e:\sources\sxs" row is typed:

```
Add-WindowsFeature RSAT-ADDS, NET-Framework-45-Core, Windows-Identity-Foundation, NET-  
Framework-Core, Web-Server, Web-Static-Content, Web-Default-Doc, Web-Http-Errors, Web-Asp-  
Net, Web-Net-Ext, Web-ISAPI-Ext, Web-ISAPI-Filter, Web-Http-Logging, Web-Log-Libraries,  
Web-Request-Monitor, Web-Http-Tracing, Web-Basic-Auth, Web-Windows-Auth, Web-Client-Auth,  
Web-Filtering, Web-Stat-Compression, Web-Dyn-Compression, NET-WCF-HTTP-Activation45, Web-  
Asp-Net45, Web-Net-Ext45, Web-Mgmt-Tools, Web-Scripting-Tools, Web-Mgmt-Console, Web-Mgmt-  
Compat, Desktop-Experience, Telnet-Client, Server-Media-Foundation, BITS -source  
e:\sources\sxs
```

Please pay close attention to the lack of a separator line between multiple rows on the latter example, compared to the former.

## Windows

QuickLaunch is a Windows 32bit application built using ClickOnce Technology that allows a user without administrative right to install. This application can run on either 32bit or 64bit versions of Windows 7, 8, 8.1, 10. The system running QuickLaunch should have access to the internet for application licensing and updating. The user account used to login to the OS can be either a local or domain account and the system can be configured as a Shared or Resource computer.

Shared Computer (*Option 1*): A standard Windows computer that allows individual users to use their own credentials to authenticate to the system.

### Configure:

- Computer is either joined to a domain or workgroup (Windows Home editions cannot be domain joined)
- Each user has an account that can sign into the system
- QuickLaunch is installed per user and application settings are per computer

### Notes:

- To auto install/run QuickLaunch for every user on a computer:
  - Install QuickLaunch for a single user
  - Configure the QuickLaunch application settings
    - The "App starts automatically" setting isn't required
  - Copy the QuickLaunch desktop shortcut (ClickOnce Application Reference) and place it in the C:\ProgramData\Microsoft\Windows\Start Menu\Programs\Startup\ folder
- In some scenarios with Office 365 it might be required to disable Internet Explorer's Single Sign On:
  - In Internet Explorer, go to the Tools -> Internet Options -> Advanced tab and uncheck the "Enable Integrated Windows Authentication" check-box
  - Next, switch to the security tab and click Local Intranet -> Custom Level and select "Prompt for user name and password" (under User Authentication, Logon)

Resource/Room Computer (*Option 2*): A Windows computer that is constantly signed in with the same user. This system can be configured for automatic logon or the password is shared/known to all the users using the system.

### Configure:

- Computer is either joined to a domain or workgroup (Windows Home editions cannot be domain joined)
- Resource/Room's Windows account credentials are known to all users or Windows is configured for automatic logon
- QuickLaunch is installed and configured under the Resource/Room account

### Notes:

- Windows automatic Login:

Important this feature is provided as a convenience. However, this feature may be a security risk. If you set a computer for automatic logon, anyone who can physically obtain access to the computer can gain access to all the computer's contents, including any networks it is connected to. Additionally, when automatic logon is turned on, the password is stored in the registry in plain text. Appropriate steps should be taken to lock down the computer and network access the Resource/Room account has rights to.

  - Run Regedit.exe as an administrator
  - Navigate to: "HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Windows NT\CurrentVersion\Winlogon\"

- Set or create the following (replace <value> with the appropriate value):
  - AutoAdminLogon (String): 1
  - DefaultDomainName (String): <Domain Name>
  - DefaultUserName (String): <User Name>
  - DefaultPassword (String): <Password>
  - ForceAutoLogon (DWORD): 1
  - ForceUnlockLogon (DWORD): 1
- If exists, delete the AutoLogonCount (DWORD)
- Restart and verify automatic login was successful
- To bypass the automatic login process and to log on as a different user, press and hold the Shift key after you log off or after Windows restarts. If that doesn't work modify the values for AutoAdminLogon/ForceAutoLogon/ForceUnlockLogon to 0.
- QuickLaunch has built-in Lockdown/Kiosk mode functionality that can be optionally enabled which removes the default Windows shell and replaces it with the QuickLaunch application.

Document the following:

- OS Version/Edition and System Type (Control Panel\All Control Panel Items\System)
- Type of computer (Shared | Resource)
- User, Password, Domain/Workgroup
- Lockdown/Kiosk mode required (Yes | No)

Testing:

- Sign into computer with documented details

## Exchange

QuickLaunch leverages Exchange Web Services (EWS) to provide calendaring access within the application. Supported EWS versions: Exchange 2007/2010/2013/2016/Online. The account used to login to EWS services can be either a User or Resources mailbox that has EWS enabled, a password set and is logon enabled.

User Mailbox (*Option 1*): A standard user that has been enabled for Exchange.

Configure:

- Exchange 2007/2010
  - Launch Exchange Management Console
    - Recipient Configuration
    - New Mailbox Wizard
      - User Mailbox
      - New or Existing User
      - User Information (New User)
      - Mailbox Settings
      - Archive Settings (2010+)
      - New Mailbox
      - Completion
- Exchange 2013/2016/Online
  - Launch Exchange Admin Center (2013/2016/Online):
    - Recipients
    - Mailboxes
    - New User Mailbox
      - Existing/New

Resource (Room) Mailbox (*Option 2*): A bookable resource that usually represents a physical location or device configured in Exchange.

Configure:

- Exchange 2010
  - Launch Exchange Management Console
    - Recipient Configuration
    - New Mailbox Wizard
      - Room Mailbox
      - New or Existing User
      - User Information (New User)
      - Mailbox Settings
      - New Mailbox
      - Completion
  - Launch Active Directory Users and Computers
    - Find Resource (room) object
    - Set Password
    - Enable Account
  - Launch Exchange Management Shell (replace Resource Mailbox in the following commands with the correct identity for the object)
    - Configure Calendar Processing (recommended options for best user experience)

```
Set-CalendarProcessing -Identity "Resource Mailbox" -AutomateProcessing AutoAccept -
AddOrganizerToSubject $false -DeleteSubject $false -RemovePrivateProperty $false -
DeleteAttachments $false -DeleteComments $false -ProcessExternalMeetingMessages $true
```

- Set MailTip

```
Set-Mailbox -Identity "Resource Mailbox" -MailTip "This room is equipped with QuickLaunch,
please make it a Skype Meeting to take advantage of the enhanced meeting experience"
```

- 
- Exchange 2013/2016/Online
  - Launch Exchange Admin Center
    - Recipients
    - Resources
    - New Resource Mailbox
      - New
  - Launch Exchange Management Shell (replace Resource Mailbox in the following commands with the correct identity for the object)
    - Set password and enable resource account

```
$pass = Read-Host "Enter password" -AsSecureString
```

```
Set-Mailbox -identity "Resource Mailbox" -RoomMailboxPassword $Pass -
EnableRoomMailboxAccount $true
```

- Configure Calendar Processing (recommended options for best user experience)

```
Set-CalendarProcessing -Identity "Resource Mailbox" -AutomateProcessing AutoAccept -
AddOrganizerToSubject $false -DeleteSubject $false -RemovePrivateProperty $false -
DeleteAttachments $false -DeleteComments $false -ProcessExternalMeetingMessages $true
```

- Set MailTip

```
Set-Mailbox -Identity "Resource Mailbox" -MailTip "This room is equipped with QuickLaunch,
please make it a Skype Meeting to take advantage of the enhanced meeting experience"
```

#### Notes:

- If using Exchange Online, use the following to start a tenant remote PowerShell to run the Set-Mailbox and Set-CalendarProcessing commands

```
$EOCredential = Get-Credential
```

```
$EOSession = New-PSSession -ConfigurationName Microsoft.Exchange -ConnectionUri
https://outlook.office365.com/powershell-liveid/ -Credential $EOCredential -Authentication
Basic -AllowRedirection
```

```
Import-PSSession $EOSession
```

- Disconnect from Exchange Online

```
Remove-PSSession $EOSession
```

Document the following:

- Exchange server version hosting the mailbox (2007 | 2010 | 2013 | 2016 | Online)
- Type of Mailbox (User | Resource)
- Mailbox Name, Password, Domain, Email Address
- EWS URL (typically <https://mail.domain.com/EWS/Exchange.asmx>)
- Webmail/EWS authentication format (ADDomain\UserID | UserID | Email Address)

Testing:

- Open Webmail and authenticate with documented details

- Open Remote Connectivity Analyzer (<https://testconnectivity.microsoft.com/>) and run Microsoft Exchange Web Services Connectivity Tests with documented details on either the Exchange Server or Office 365 tabs depending on the server version hosting the specific mailbox.
- Using EWSEditor (<https://ewseditor.codeplex.com/>) to testing EWS connectivity with documented details.
  - Install EWSEditor
  - Run EWSEditor.exe
    - File -> New Exchange Service...
      - Enter Service URL (EWS URL)
      - Select EWS Schema Version
      - Check "Use the following credentials instead of the default Windows credentials"
      - Enter User Name/Password and Domain if required
      - Click Ok (any connection errors or warnings will be returned in a popup).

## Skype for Business/Lync

QuickLaunch requires the Windows desktop Skype for Business 2015/2016 or Lync 2013 client. Supported Server versions: Skype for Business/Lync 2010/2013/2015/Online. The account used to login to the Skype for Business/Lync client can be either a User or Meeting Room account that has a password set and is logon enabled.

User Account (*Option 1*): A standard user that has been enabled for Skype for Business/Lync.

### Configure:

- Skype for Business/Lync Server 2010/2013/2015/Online
  - Launch Skype for Business/Lync Server Control Panel (CSCP)
    - Users
    - Enable users
      - Add..
        - Search for User account to Enable
      - Assign user to a pool
      - Generate user's SIP URI
      - Configure Telephony settings
      - Assign Policies

Meeting Room Account (*Option 2*): A conferencing device that usually represents a physical device used to access conferencing and collaboration services. The following adds Skype for Business/Lync services to an Exchange Resource (Room) mailbox.

### Configure:

- Skype for Business/Lync Server 2013/2015/Online
  - Launch Skype for Business/Lync Server Management Shell
    - Enable an Exchange Room to be a Skype for Business/Lync Meeting Room
      - Replace Test Room1 with Meeting Room's Identity
      - Replace testroom1@domain.com with Resource Mailbox email address
      - Replace FEPool.domain.com with the room's Front End pool

```
Enable-CsMeetingRoom -Identity "Test Room1" -SipAddress "sip:testroom1@domain.com" -RegistrarPool FEPool.domain.com
```

- (Optional) Enable Meeting Room account for Enterprise Voice
  - Replace Test Room1 with Meeting Room's Identity
  - Replace +14031234567 with Meeting Room's E.164 phone number

```
Set-CsMeetingRoom "Test Room1" -LineURI "tel:+14031234567" -EnterpriseVoiceEnabled $true
```

- (Optional) Grant the appropriate policies to the Meeting Room
  - Replace Test Room1 with Meeting Room's Identity
  - Replace Policy with correct policy names.

```
Get-CsMeetingRoom -Identity "Test Room1" | Grant-CsConferencingPolicy -PolicyName "Policy"
```

```
Get-CsMeetingRoom -Identity "Test Room1" | Grant-CsVoicePolicy -PolicyName "Policy"
```

```
Get-CsMeetingRoom -Identity "Test Room1" | Grant-CsDialPlan -PolicyName "Policy"
```

```
Get-CsMeetingRoom -Identity "Test Room1" | Grant-CsClientPolicy -PolicyName "Policy"
```

- (Optional) Update all Conferencing Policies to prompt to make a Skype for Business/Lync Meeting when booking Meeting Rooms in Outlook

```
Get-CsConferencingPolicy | Set-CsConferencingPolicy -EnableOnlineMeetingPromptForLyncResources $true
```



- (Optional) High Performance settings, available if there is sufficient network capacity
  - Replace Policy with correct policy names.

```
Set-CsClientPolicy -Identity "Policy" -EnableHighPerformanceConferencingAppSharing $True -
EnableHighPerformanceP2PAppSharing $True
```

#### Notes:

- If using Skype for Business/Lync Online, use the following to start a tenant remote PowerShell to run the Enable-CsMeetingRoom and Grant policy commands
  - Download and Install the Skype for Business Online Connector module:
   
<https://technet.microsoft.com/en-us/library/dn362829.aspx>

```
Import-Module LyncOnlineConnector
$LOCredential = Get-Credential
$LOSession = New-CsOnlineSession -Credential $LOCredential
Import-PSSession $LOSession -AllowClobber
```

- Get Registrar Pool (required for Enable-CsMeetingRoom, replace user@doamin.com with an existing Skype for Business/Lync Online user)

```
Get-CsOnlineUser -identity user@domain.com | FT identity, registrarpool
```

- Disconnect from Skype for Business/Lync Online

```
Remove-PSSession $LOSession
```

#### Document the following:

- Skype for Business/Lync server and client versions hosting the account (2010 | 2013 | 2015 | 2016 | Online)
- Type of Account (User | Meeting Room)
- User Name and format (ADDomain\UserID | Sip Address)
- SIP Address, Password

#### Testing:

- Open Skype for Business/Lync Windows desktop client and authenticate with documented details

## Additional Notes

**Group Policies:** When you join a QuickLaunch PC to the domain, it is recommended that you create a separate Organizational Unit (OU), so that you can provide Group Policy Object (GPO) exclusions to the OU where all the QuickLaunch machine objects reside. Even if you create a separate OU and block inheritance, there are some policies which could cause issues at a higher level. A Group Policy with No Override setting beats an OU with a Block Policy Inheritance setting. For more information, see the article "No Override as Compared to Block Policy Inheritance" in the Group Policy documentation at <http://technet.microsoft.com/en-us/library/cc978255.aspx>.

GPO policies that could impact QuickLaunch are:

- Timeout of logon sessions (auto lockout)
- Power management related policies
- Requiring additional authentication steps
- Denying access to local drives
- Prompting users for slow network connections
- Start a certain program at logon

**Password Expiry:** When deploying QuickLaunch be mindful of the password expiry policy applying to the accounts QuickLaunch is configured to use for Windows, Exchange and Skype for Business/Lync. User experience can be impacted if accounts expire or configured program passwords aren't updated after a password change.

**QuickLaunch:**

- **Testing Accounts** – QuickLaunch has a built-in utility to test the Exchange Web Services account information located in QuickLaunch Settings -> Security -> General -> Verify
- **Change User** – QuickLaunch has the ability to temporarily change the Exchange Web Services and Skype for Business/Lync accounts on the fly from the Dashboard. This allows a user to view their Calendar and Contacts from within a Meeting Room. This feature can be disabled within QuickLaunch Settings -> Security -> General -> Allow Change User?