



Communicator for Mac 2011 Deployment Guide

Information in this document, including URL and other Internet Web site references, is subject to change without notice. Content in this document represents the current view of Microsoft Corporation on the issues discussed as of the date of publication. Because Microsoft must respond to changing market conditions, it should not be interpreted to be a commitment on the part of Microsoft, and Microsoft cannot guarantee the accuracy of any information presented after the date of publication.

Complying with all applicable copyright laws is the responsibility of the user. Without limiting the rights under copyright, no part of this document may be reproduced, stored in or introduced into a retrieval system, or transmitted in any form or by any means (electronic, mechanical, photocopying, recording, or otherwise), or for any purpose, without the express written permission of Microsoft Corporation.

Microsoft may have patents, patent applications, trademarks, copyrights, or other intellectual property rights covering subject matter in this document. Except as expressly provided in any written license agreement from Microsoft, the furnishing of this document does not give you any license to these patents, trademarks, copyrights, or other intellectual property.

© 2010 Microsoft Corporation. All rights reserved.

The names of actual companies and products mentioned herein may be the trademarks of their respective owners.

Microsoft Terms of Use - <http://www.microsoft.com/info/cpyright.mspix>

Microsoft Trademarks - <http://www.microsoft.com/library/toolbar/3.0/trademarks/en-us.mspix>

Microsoft Privacy Statement - <http://privacy.microsoft.com/en-us/default.aspx>

Table of contents

Getting Started	1
Overview.....	1
Features in Communicator for Mac 2011.....	2
System requirements for Communicator for Mac 2011.....	5
Compare Communicator for Mac 2011 to Messenger for Mac 7	6
Compare Communicator for Mac 2011 to Office Communicator 2007 R2	8
Communicator for Mac 2011 topology.....	10
Installing and Configuring Communicator for Mac 2011 on a Corporate Network.....	10
Deploying Communicator for Mac	10
Connecting to Office Communications Server	12
Uninstalling Communicator for Mac	14
Post-Installation	15
Using Communicator for Mac 2011 with Office for Mac 2011	15
Security best practices.....	17
Deploying Communicator for Mac 2011 preferences	18
Turn on logging.....	19
Technical Reference.....	20
Communicator for Mac 2011 managed preferences	20
Communicator for Mac 2011 user preferences.....	26

Getting Started

Overview

Microsoft Communicator for Mac 2011 works with Microsoft Office Communications Server 2007 R2 to provide real-time collaboration between people in different locations. People can collaborate in real time by using several methods of communication, including instant messaging (IM), presence, Web conferencing, and audio/video (A/V) conferencing. Contacts that a user adds to his or her Communicator account can include coworkers in the same company and, if authorized, associates on *federated* networks.

IM conversations are not limited to conversations with other Communicator for Mac users. With Microsoft Office Communications Server 2007 R2, Communicator for Mac users can have IM conversations with contacts who use Office Communicator for Windows and public instant-messaging connectivity (PIC), such as AOL Instant Messenger (AIM), Yahoo! Messenger, and Windows Live Messenger. These accounts must have the required IM connectivity licenses. You can then authorize or deny federated access for an individual user or groups of users, and you can block federated partners from using IM with particular users.

Intended audience

The Microsoft Communicator for Mac 2011 Deployment Guide is for system implementers, IT managers, system administrators, or other people who plan for, implement, and maintain Communicator for Mac in their organizations.

Communicator for Mac is available as part of Microsoft Office for Mac Standard 2011 as well as a standalone edition for volume licensing customers. For information about Office for Mac 2011 deployment, see the [Office for Mac 2011 Administrator's Guide](#) .

Documentation roadmap

This document guides you through planning and deploying Communicator for Mac in a corporate environment. The following table describes the chapter content.

Chapter	Description
Getting Started	Details about the new features in Communicator for Mac and information about what you should consider when you upgrade to the new version
Installing and Configuring Communicator for Mac 2011 on a Corporate Network	How to install and deploy Communicator for Mac in a corporate environment
Post-Installation	Post-installation instructions that include how to integrate Communicator for Mac with Office for Mac 2011 and how to customize and deploy Communicator for Mac preferences.
Technical Reference	Additional resources for planning, deploying, and maintaining Communicator for Mac

Features in Communicator for Mac 2011

Microsoft Communicator for Mac 2011, the communications client for Macintosh computers, includes real-time audio calls, video calls, and new presence statuses to improve the way users find and connect with their coworkers.

Important

The corporate contact list is no longer part of the Messenger application. For Office Communications Server functionality, you need Microsoft Communicator for Mac 2011.

Rich presence


- **Calendar-based presence** Communicator offers new presence statuses to more accurately reflect whether someone can communicate with you at that time. Based on your Exchange calendar, Communicator sets your status automatically. For example, if you are in a meeting, your status automatically changes to Busy (In a Meeting).
- **Presence in other Office for Mac applications** Communicator is integrated with Office for Mac 2011, which allows you to collaborate with your contacts by starting a conversation from these Office applications: Word, PowerPoint, and Outlook. For example, while you are working in Outlook, you can rest the pointer on a status icon to see the contact card for your contact. The contact card shows the presence status for the contact in more detail, and gives you several communication options, such as sending an instant message, e-mail message, or meeting request, or starting an audio or video call.

Audio, video, and conferencing

- **Audio or video calls** You can make computer-to-computer audio and video calls. You can also conduct conference calls by inviting multiple contacts to join the conversation. By using the audio and video calling features in Communicator, you can see and hear your contacts. This provides an experience that is similar to meeting in person.

You can make any of the following types of audio or video calls:

- Start audio and video conversations from the conversation window with a contact in the corporate network.
- Call a contact who is using either Communicator for Mac or Office Communications Server 2007 R2.
- Call from Communicator to a *federated* network if both networks allow audio and video calls.
- Call multiple participants. Participants who are invited to join the audio or video conference can leave the session at any time.


 **Note** You cannot make audio and video calls to contacts who use public instant-messaging connectivity (PIC), such as AOL Instant Messenger (AIM) or Yahoo! Messenger.

- **Join a virtual meeting** With Communicator, you can join a scheduled virtual meeting with colleagues and clients from down the hall or across the world by clicking **conf: URL** in an Outlook meeting invite. For virtual meetings with audio or video calls, you can use a webcam, a microphone, and either speakers or headphones. If your computer does not have a built-in webcam and microphone, you can purchase a Mac-compatible device to attach to your computer. Users can set the preference for registering Communicator as the default client for conference URLs from the Preferences dialog box. To learn about how to set up these devices, see Mac Help.
- **Use your computer as a telephone** Communicator allows you to place calls by using a dial pad, and use the dial pad during a call.

If you use a computer to make or receive calls, you must have a microphone and either speakers or headphones. The computer's built-in microphone or a purchased Mac-compatible microphone works with Communicator for Mac. To learn how to set up these devices, see Mac Help. For a sample list of supported devices, see "System requirements for Communicator for Mac 2011" below.

System requirements for Communicator for Mac 2011

The following table lists the minimum hardware and software that you must have to install Microsoft Communicator for Mac 2011.




Component	Minimum requirement
Display resolution	Super VGA 1280 x 800
Processor	Intel only
Operating system	Mac OS X v10.5.8 or a later version
Hard disk	300 MB of available hard disk space. This includes space for downloading the Global Address List (GAL). HFS+, also known as Mac OS Extended format
Memory	1 GB of RAM or more
Other requirements	Microsoft Office Communications Server 2007 R2 Office for Mac 2011 for new integration features  Note Microsoft Communicator for Mac 2011 does not work with Office Communications Server 2007 or earlier versions.
Web browser	Safari 5









The following table lists the recommended minimum hardware and software for audio/video.

























Component	Recommended for audio/video
Video memory	Video card with 64 MB of RAM
Voice	Compatible microphone and speakers, headset with microphone, or equivalent device Sample devices include a built-in Apple iSight webcam and other external devices that are compatible with Mac OS X.
Video	Compatible webcam Sample devices include a built-in Apple iSight webcam and other external webcams that are compatible with Mac OS X.
Internet connection	Broadband

Compare Communicator for Mac 2011 to Messenger for Mac 7

The following table compares features between Communicator for Mac 2011 and Messenger for Mac 7 hosted on Office Communications Server 2007.

-  Feature included
  Feature partially included or not completely functional
  Feature not included

Features	Microsoft Communicator for Mac 2011	Messenger for Mac 7
Outbound/inbound audio calls from PSTN callers		
Quick access to conferences in Communicator for Mac 2011 by clicking <i>conf: URL</i> in a meeting request		
Calendar-based presence status, such as In a Meeting		
Outlook out-of-office messages appear in Communicator for Mac		

Features	Microsoft Communicator for Mac 2011	Messenger for Mac 7
Presence status integrated with Office for Mac 2011		
Access to the Conversation History from the conversation window		
Instant messaging (IM)		
Basic presence		
Computer-to-computer audio calls with Communicator for Mac 2011 and Office Communicator for Windows users		
Computer-to-computer video calls with Communicator for Mac 2011 and Office Communicator for Windows users		
Access to external <i>federated</i> users		
Public IM connectivity		
File transfer with Communicator for Mac 2011 clients		
Global Address List (GAL) search		
Integration for presence states between Communicator for Mac 2011 and Office Communicator for Windows		
Support for NTLM and <i>Kerberos protocol</i>		

Compare Communicator for Mac 2011 to Office Communicator 2007 R2

Office Communicator 2007 R2 for Windows provides easy access to rich presence, instant messaging (IM), and other real-time communications capabilities. It enables information workers to communicate with each other more easily and quickly. Communicator for Mac 2011 has many of the same features as Office Communicator 2007 R2 for Windows. For example, many presence types that are available in Office Communicator 2007 R2 are also available in Communicator for Mac. The new and improved features in Communicator for Mac help maintain compatibility with Office Communicator 2007 R2 for Windows users.

The following table compares the features that are available in Communicator for Mac with those in Office Communicator 2007 R2 for Windows.

Feature is included Feature is not included

Rich presence and instant messaging	Communicator for Mac 2011	Office Communicator 2007 R2 for Windows
Send instant messages	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Display published phone numbers, organizational structure, and office information all on contact cards	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Set presence status manually or automatically based on calendar, login status, and more	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Specify access levels for sharing information with different contacts	<input type="radio"/>	<input checked="" type="radio"/>
Connect with people outside the organization with public instant-messaging connectivity (PIC), such as AOL Instant Messenger (AIM), Yahoo! Messenger, and Windows Live Messenger	<input checked="" type="radio"/>	<input checked="" type="radio"/>


Enterprise Voice

	Communicator for Mac 2011	Office Communicator 2007 R2 for Windows
Place a call by clicking an Outlook or Communicator contact	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Receive calls on all registered endpoints (including mobile phones or other mobile devices)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Receive call notifications on the computer	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Configure call forwarding in Communicator	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Access voice mail from either the computer or by calling an access number	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Use the Communicator dial pad to call external numbers	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Audio, video, and web conferencing

	Communicator for Mac 2011	Office Communicator 2007 R2 for Windows
Connect using audio calls	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Connect using video calls	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Schedule conferences in Outlook	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Join conferences scheduled from Outlook	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Share your desktop with other contacts	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Communicator for Mac 2011 topology

In the enterprise environment, Microsoft Communicator for Mac 2011 and Microsoft Office Communications Server 2007 R2 combine to provide various functionalities including IM, presence status, audio/video conferencing, and Enterprise Voice. For more information on Communicator for Mac 2011 in the Office Communications Server environment, see [Topology and Component Architecture](#) .

Installing and Configuring Communicator for Mac 2011 on a Corporate Network


Deploying Communicator for Mac

To install Communicator for Mac 2011, use one of the following options:

- **Install by using Apple Remote Desktop** Communicator uses the Apple Installer for installation. The Apple Installer makes the installation process more efficient because the data that Communicator installs is in the .pkg format. Communicator Installer is compatible with Apple Remote Desktop and the installation applications are AppleScript ready.
- **Install from a software distribution point** You can download the installation image to a central location, such as the network file server. Then users can drag the installation image to their computers and install Communicator.

To establish a standard set of preferences for users, you can customize the preferences for Communicator. For example, you can customize the preferences for setting a range of ports for audio/video sessions in the preference file and deploy the file to your client computers. For more information about managed preferences in Communicator for Mac 2011, see [Communicator for Mac 2011 managed preferences](#).

Before users install, make sure that they have the following information to successfully set up Communicator.

- Corporate account information, which includes the company e-mail address, domain name, user name or e-mail name, and password.
- For automatic configuration of network settings, a Domain Name System server (DNS SRV) resource record. With automatic configuration enabled, the client automatically queries for a DNS SRV resource record. The client either connects directly or is redirected to the correct Office Communications Server. For instructions about how to create a DNS SRV resource record for the Office Communications Server deployment and more information about automatic configuration, see the [Office Communications Server 2007](#)  documentation.
- For manual configuration of network settings, the IP address or fully qualified domain name of the Office Communications Server and instructions on whether they should use Transport Connection Protocol (TCP) or Transport Layer Security (TLS).


▶ Install by using Apple Remote Desktop

1. Copy the installer to a writable volume.
2. Set up Apple Remote Desktop to deploy Communicator to users' computers.

As an added security measure, we strongly recommend that you lock the screens of the client computers before you deploy. If you use Apple Remote Desktop 3 or later to deploy Communicator, you can choose the options that lock the screens during installation.

You may want to instruct users to leave their computers on overnight so that you can schedule the distribution during non-working hours.

3. Select one or more computers in the Apple Remote Desktop window, and then click

Install. Click **Add**  to add the package to install, and then click **Install**.

This installs new software automatically and without user intervention by remotely installing installer packages (.pkg or .mpkg files) to one or more remote clients. Apple Remote Desktop installs the package to the computers that you choose, runs the installer with no visible window or user interaction required, and then erases the installer files on completion.

▶ Install from a software distribution point

You can perform the following steps to install Communicator from a central location.


▶ Step 1: Install from the central file location to client computers

1. Save the installer package file to the central network location for file sharing. Set the user permissions for the network file share to allow authorized users to access the shared folder.

For more information about how to set permissions, see your server documentation. Users can then install Communicator on their computers by performing the following steps.

2. Double-click the installer file on the central file sharing location.
3. Follow the instructions on the screen.

▶ Step 2: Manually configure the connection to the Office Communications Server

 **Note** Users should perform the following procedure only if the connection to the Office Communications Server is not automatically configured after users run the installer. Users should either have the IP address or name of the server.

1. On the **Communicator** menu, click **Preferences**, and then click **Account**.
2. Under **My Network Settings**, click **Manually configure settings**.
3. Type the IP address or the fully qualified domain name of the Office Communications Server.
4. Click **TCP** or **TLS**, and then click **OK**.

Connecting to Office Communications Server

By default, Communicator for Mac clients use Transport Layer Security (TLS) to connect to the Office Communications Server. If TLS is unavailable, Transport Connection Protocol (TCP) is used to establish the connection.

Installing and Configuring Communicator for Mac 2011 on a Corporate Network

For TLS connections, users must have an X509 certificate to authenticate the server to the Communicator client. If the server uses a certificate from one of the root certification authorities (CAs) that is preinstalled on the client computer, the user does not have to install the certificate again. When a user signs in to a TLS connection, Communicator requests a valid certificate from the server. To be valid, the certificate must be from a CA trusted by the client. If the certificate is valid, the client authenticates the server and opens the connection. If the server uses a certificate that is generated from a certification authority that the Macintosh computer does not recognize, you have to manually import the certificate to the client computers before you deploy Communicator.

To complete the certificate installation, you have to have access to the certificate file. You can issue a self-signed certificate, an identity certificate that is signed by its own creator, or you can purchase digital certificates from a certification authority. For more information about how to obtain a digital certificate from a certification authority, visit the [Office Marketplace digital ID page](http://office.microsoft.com/OfficeMarketplace/digitalID) on the Microsoft Office Online Web site (office.microsoft.com).

Select one of the following procedures based on whether the Macintosh computer that you want to install the certificate on is running Mac OS X v10.5 (Leopard) or Mac OS X v10.6 (Snow Leopard).

Install a certificate in Mac OS X v10.5 (Leopard)

In Mac OS X v10.5 (Leopard), you must first add X509Anchors to Keychain Access. Then add the root certificate to X509Anchors.

To add X509Anchors to Keychain Access, do the following:

1. Open Keychain Access from /Applications/Utilities.
2. On the **File** menu, click **Add Keychain**.
3. Select the X509Anchors keychain from /System/Library/Keychains.

To add the root certificate to X509Anchors, do the following:

1. Double-click the certificate file (.cer) file to open it in the **Keychain Access** application.
2. On the **Keychain** pop-up menu, click **X509Anchors**, and then click **OK**.
If you are asked to provide a name and password, use the administrator credentials.
3. Click **View Certificates** to verify the details of the certificate.

Install a certificate in Mac OS X v10.6 (Snow Leopard)

1. Open Keychain Access from `/Applications/Utilities`.
2. Drag the root certificate to the login Keychain.
3. Click **Always Trust**.

Uninstalling Communicator for Mac

Follow these steps to uninstall Communicator.

1. Log in to your computer with administrative credentials.
2. Quit Communicator if it is running.
3. Drag the Microsoft Communicator application to the Trash.
4. To remove your existing Communicator preferences, delete the following files:
 - `/Users/username/Library/Preferences/com.microsoft.Communicator.plist`
 - `/Users/username/Library/Preferences/ByHost/MicrosoftCommunicatorRegistrationDB.xxxx.plist`
 - `/Users/username/Library/Preferences/Microsoft/Microsoft Communicator User Cache.plist`
 - `/Users/username~/Library/Preferences/com.microsoft.autoupdate2.plist`
 - `/Users/username/Library/Logs/Microsoft-Communicator-0.log` (this file is present only if you turned on Communicator Logging)
5. To remove all Communicator files from your computer, delete the following folders in `/Users/username/Documents/Microsoft User Data`:
 - Microsoft Communicator Data
 - Microsoft Communicator History

 **Note** If you remove the Microsoft Communicator History folder, you will delete all conversations that are saved in the Conversation History.

Post-Installation


Using Communicator for Mac 2011 with Office for Mac 2011

Communicator for Mac 2011 is tightly integrated into Outlook, and works seamlessly with other Office for Mac 2011 applications, such as Word and PowerPoint — the familiar applications that users employ daily.

For example, while you are working in Outlook, you can rest the pointer on a status icon to see the contact card for your contact. The contact card shows the presence status for the contact in more detail, and gives you several communication options, such as sending an instant message, e-mail message, or meeting request, or starting an audio or video call. You can also add contacts to the Office Address Book directly from Communicator for Mac. From Outlook, you can use instant messaging to interact with Communicator contacts. You can also use the Instant Message option on the Review tab in Word to send a document in an instant message.

► Office Address Book

Add a contact to the Office Address Book

1. In the Communicator for Mac **Contact List** window, click **Add** .
2. Type the e-mail address for the contact whom you want to add.
3. Select the **Add this contact to the Office Address Book** check box, complete the contact information, and then click **Next**.
4. Click **Finish**.


► Outlook

Communicator is integrated with Outlook, so you can send an instant message (IM) or collaborate with other people on a project, directly from Outlook.

 **Note** Presence information is available in Outlook for any person who is using Communicator, regardless of whether he or she is in your contact list.

▶ Start an instant message conversation, or an audio or video call from Outlook

In Outlook, you can interact with your Communicator contacts by sending an IM, or by making audio/video calls. For example, when an e-mail is displayed in the reading pane in Outlook, the presence status of the sender is shown beside the sender's name. You click the status icon to display the various options that you can use to communicate with the sender. The following procedure shows how to send an instant message from Outlook.

1. At the bottom of the navigation panel, click **Mail**.
2. In the Outlook reading pane, next to the sender's name, click the status icon.
3. Click **Send an instant message** .

▶ Join a virtual meeting

With Communicator, you can join a scheduled virtual meeting with colleagues and clients from down the hall or across the world without leaving your desk.

For virtual meetings with audio or video calls, you must have a webcam, a microphone, and either speakers or headphones. If your computer does not have a built-in webcam and microphone, you can purchase a Mac-compatible device to attach to your computer. To learn about how to set up these devices, see Mac Help.

1. In the Outlook navigation pane, click **Calendar**, and then double-click the meeting invitation that contains the URL for the conference call.
2. Do any of the following:


To	Do this
Join the conference by using Communicator	Click Join using Communicator .
Join the conference by using a Web browser	Click Join using a Web browser .

▶ Word


You can use Communicator directly from the Review tab in Word to send a document to reviewers and to send an instant message. You can also use the **Share** command on the **File** menu to send a file.

Send a document for review directly from Word

To complete this procedure, you must be signed in to Communicator.

1. Open the Word document that you want to send for review.
2. On the **Review** tab, click **Instant Message**  , and then click the name of the person to whom you want to send the document.

If the person does not appear on the list, click **Other**, and then type the person's e-mail or instant messaging address.

 **Note** You can also share the document by using the **Share** command on the **File** menu. To use the **Share** command, on the **File** menu, point to **Share**, click **Instant Message**, and then click the name of the person to whom you want to send the document.

Security best practices

You can improve security in your organization by using the following best practices.

- Configure Microsoft Communicator for Mac 2011 to use Transport Layer Security (TLS), which provides encrypted signaling. The confidentiality of otherwise-encrypted communications, such as media, is not protected when Transmission Control Protocol (TCP) is used to connect to the server. The encryption key can be intercepted by an attacker and used to decrypt the message.
- Instruct users to run a virus check before they open transferred files. File transfer between users is peer-to-peer; by default, all file transfers are encrypted.
- Reduce the access of external network connections to open ports on your local network. Knowing which ports are open can help you assess the security of the system or troubleshoot any connection issues. You should close the ports that you do not use. For more information about the ports that are used for audio/video sessions, see [Communicator for Mac 2011 managed preferences](#)
- If you want to block specific features or functionality for your users, you can enforce computer level policies by using managed preferences. For more information about which features you can block, see [Communicator for Mac 2011 managed preferences](#).

- Implement password-controlled access to the network.
- The Communicator for Mac preference file is stored in the user's home folders: `/Users/username/Library/Preferences/com.microsoft.Communicator.plist`. The preference file contains security settings. Users should make sure that their home folders cannot be accessed by other unauthorized users.

Deploying Communicator for Mac 2011 preferences



If you customize Communicator for Mac preferences, you can choose one of the methods that is described below to deploy the preferences to users on the network. For more information about the preferences that you can manage, see [Communicator for Mac 2011 managed preferences](#).

Before you deploy the preferences, users must quit Communicator. The preference setting changes are applied when users reopen Communicator.

► Deploying preferences by using Workgroup Manager

You can use *Workgroup Manager* to deploy preferences and define privileges by user, by group, or by computer. You can also use it to perform a broad range of other workgroup management functions. It can deploy preferences either before or after users begin to work with Communicator because you can manage individual preferences in a .plist file without disrupting other settings in the same file. Workgroup Manager does not deploy whole .plist files; instead, it updates .plist files on users' computers by writing individual *key/value pairs*.

When you customize preferences, the customized .plist files are stored in the home folder of the administrator account that you used to log in for that session. When you are ready to deploy these customized preferences, you must log in with that same administrator account because Workgroup Manager deploys the preference settings of the administrator who is currently logged in.

For information about Workgroup Manager, see [Client Management](#)  in the Mac OS X Server area of the Apple Web site (www.apple.com/server). For detailed information about managing preferences with Workgroup Manager, see the [Mac OS X Server User Management](#)  documentation available for download from the Apple Web site (www.apple.com/server/documentation).

▶ Deploying preferences by using Apple Remote Desktop

You can create a special .pkg file specifically to deploy preferences. You can use Apple Remote Desktop to deploy this .pkg file to the home folders on users' computers. Or, you can make the file available for users to copy from a file server.

For information about Apple Remote Desktop, see [Apple Remote Desktop Administrator's Guide](http://www.apple.com/remotedesktop)  on the Apple Web site at <http://www.apple.com/remotedesktop>.


Turn on logging

Logging is a diagnostic tool that is primarily used to help troubleshoot issues.

When you turn on logging, Communicator creates log files and stores them in `/Users/username/Library/Logs`. If users are experiencing issues with the instant messaging service, ask them to turn on logging and send the report to you for diagnosis.

Important

Ask users to turn off logging after troubleshooting is completed. Otherwise, the log files continue to increase in size and consume hard disk space.

1. On the **Communicator** menu, click **Preferences**, and then click **General** .
2. Under **Logging**, select the **Turn on logging for troubleshooting** check box.

 **Note** Users must close and then reopen Communicator to start creating log files.

Technical Reference


Communicator for Mac 2011 managed preferences

Certain features and behaviors that are available to Microsoft Office Communications Server 2007 R2 clients are determined by preference settings on the client. You can standardize the settings for Microsoft Communicator for Mac 2011 in your organization by configuring preferences for the application and then deploying these preferences to users on the network. The Office Communications Server 2007 R2 preferences are stored in the `/Library/Preferences/MicrosoftCommunicatorRegistrationDB.plist` or the `User/username/Library/Preferences/ByHost/MicrosoftCommunicatorRegistrationDB-xxxx.plist`. The `/Library/Preferences/MicrosoftCommunicatorRegistrationDB.plist` corresponds to the `HKEY_LOCAL_MACHINE` keys on a Windows-based computer. This means every user on the computer shares the same set of settings. You need Administrator privileges on the computer to modify the file in this folder. The `User/username/Library/Preferences/ByHost/MicrosoftCommunicatorRegistrationDB-xxxx.plist` corresponds to the `HKEY_CURRENT_USER` keys on a Windows-based computer. This means that users who are using the same computer can have different Communicator settings. The keys documented below are supported in either of these .plist files. However, the `/Library/Preferences/MicrosoftCommunicatorRegistrationDB.plist` key will override the `~/Library/Preferences/ByHost/MicrosoftCommunicatorRegistrationDB-xxxx.plist` file, if available.

To add a new preference, in the `/Library/Preferences/MicrosoftCommunicatorRegistrationDB.plist` file, use the following syntax:

`hkey_local_machine\software\policies\microsoft\communicator\<preferencename>`. Use all lowercase letters for the preference entry. Before you add a new preference in the file, you must create the following default preference entries with the specified values in this .plist file:

Preference	Value
Backward-Compatible_Version	1
Current_Version	1
<code>hkey_local_machine\software\policies\microsoft\communicator\</code>	<code><<MacRegNoValue>></code>

 **Note** To edit a .plist file, you can use a property list (plist) editor. A plist editor is available as part of the Apple XCode tool set. The default location for the plist editor on the hard disk is `/Developer/Applications/Utilities/Property List Editor`. Various third-party plist editors are also available.

The following table lists the Office Communications Server 2007 R2 preferences available for Communicator for Mac.

Office Communication Server R2 policies for Communicator for Mac 2011


AutoDiscoveryRetryInterval

Setting Name: Time interval to retry the autodiscover service
Value: Default = 30
 Min = 15
 Max = 4800
Description: Set time interval to retry a failed automatic connection to the server.

BlockConversationFromFederatedContacts

Setting Name: Block conversation from federated contacts
Value: Not present = User choice.
 0 = Allow conversation
 1 = Block conversation
Description: Prevents federated contacts from starting an audio, video, or instant messaging session with a Communicator for Mac user.


ConfiguredServerCheckValues

Setting Name: Additional server versions supported
Value: string (MaxLen 256)
Description: Specifies a list of server version names separated by semicolons that Communicator will log on to, in addition to the server versions that are supported by default. For example, RTC/2.8;RTC/2.9.
 **Note** A space character is treated as part of the version string.

CalendarStatePublicationInterval

Setting Name: Time interval to publish calendar data to presence
Value: If not present, the default value is 15.
 Min = 5
 Max = 480
Description: Frequency of updates to presence from the Outlook Calendar.

ConfigurationMode

- Setting Name:** Specify transport and server
- Value:** Not present = User choice (default).
 0 = In the Options dialog box, on the Personal tab, under My account, the Advanced button is unavailable, and the connection is automatic.
 1 = The Advanced button is enabled. The server locations and transport mechanism must be supplied by the ServerAddressInternal, ServerAddressExternal, and Transport policy settings.
- Description:** Specifies how Communicator identifies the transport and server. If you enable this policy, you must specify the transport and either the server name or server IP address that Communicator will use. If this policy is not present, the user can choose automatic configuration, or specify the transport and server name in the Communicator Options dialog box (on the **Personal** tab, under **My account**, click **Advanced**).
-  **Note** You can configure this policy under both /Library/Preferences/MicrosoftCommunicatorRegistrationDB.plist and the ~/Library/Preferences/ByHost/MicrosoftCommunicatorRegistrationDB-xxxx.plist, but the policy setting under /Library/Preferences/MicrosoftCommunicatorRegistrationDB.plist takes precedence.

DisableCalendarPresence

- Setting Name:** Disable Calendar Presence
- Value:** 0 or not present = Calendar data is published per the **Update my presence based on Exchange calendar information** option on the Account tab. The user's presence status will change to **In a meeting** based on Calendar data (default).
 1 = Feature is disabled and Calendar data is not published. The user's presence status will not change to **In a meeting** based on Calendar data.
- Description:** Disables the loading of free or busy data from the Microsoft Outlook messaging and collaboration client, and prevents this data from being published.

DisableFileTransfer

Setting Name: Prevent file transfer
Value: 0 = File transfer is enabled (default).
1 = File transfer is disabled.
Description: Disables the File Transfer command.

DisablePhonePresence

Setting Name: Disable Call Presence
Value: 0 = Phone call (VoIP and conference) states are published (default).
1 = Phone call states are not published to presence.
Description: Prevents phone call states from being published as part of the presence information.


DisablePresenceNote

Setting Name: Disable Presence Note
Value: 0 (or not set) = User is allowed to set the presence and Out of Office message. Out of Office message is published, per the **Display my Out of Office information to my contacts** option on the Account tab (default).
1 = Feature is disabled; OOF note is not published.
Description: Prevents users from selecting or clearing the Automatically retrieve Out of Office settings from Outlook check box on the Personal tab of the Options dialog box.

EnableAppearOffline

Setting Name: Enable the state Appear Offline
Value: 0 or not present = All user interface entry points for this option are disabled (default).
1 = Users can manually choose Appear Offline on the Office Communicator Presence menu.
Description: Allows users to manually set presence status to Appear Offline. User interface entry points for this feature do not appear when this policy is not present, or is set to 0.

EnableStrictDNSNaming

- Setting Name:** Enable strict DNS naming for server name
- Value:** 0 = Communicator can communicate using TLS transport with any SIP server that has an FQDN that ends with the domain portion of the user's SIP URI (default).
1 = Communicator can communicate with a SIP server using TLS transport only if the server's FQDN is an exact match with the domain in the domain portion of the user's SIP URI, or the FQDN is sip. followed by the domain portion of the user's SIP URI, for example, sip.contoso.com.
- Description:** Allows Communicator to automatically detect and securely communicate with SIP servers that have non-standard fully qualified domain names (FQDNs).
- Note** This policy setting only takes effect if Communicator uses Domain Name Server (DNS) lookup to query a list of SIP servers, and only if Communicator communicates with the SIP server using the Transport Layer Security (TLS) protocol. In this case, the set of supported server FQDNs depends on the SIP Uniform Resource Identifier (URI) of the user who starts  Communicator. You can configure this policy under both `/Library/Preferences/MicrosoftCommunicatorRegistrationDB.plist` and `~/Library/Preferences/ByHost/MicrosoftCommunicatorRegistrationDB-xxxx.plist`, but the policy setting under `/Library/Preferences/MicrosoftCommunicatorRegistrationDB.plist` takes precedence.

EnableURL

- Setting Name:** Allow hyperlinks in instant messages
- Value:** 0 = Communicator will disable hyperlinks in instant messages. Hyperlinks will appear as text only in the instant message (default).
1 = Communicator will allow active hyperlinks in instant messages.
- Description:** Enables hyperlinks in instant messages.

MaxAudioVideoBitRate

- Setting Name:** Limit bandwidth for audio and video calls
- Value:** 0 (or not set) = Communicator uses as much bandwidth as is available and necessary for audio and video calls (default). The maximum value for this setting is 1,000,000 bits per second.
- Description:** Limits bandwidth that Communicator can use for audio and video calls.

Portrange\Enabled

Setting Name: Specify dynamic port ranges

Value: 0 (or not set) = Ranges are dynamic (default).
1 = Ranges are controlled by the sub policies.

Description: The Portrange subvalues specify the ranges of dynamically-allocated ports that Communicator can use to transmit signaling data using SIP, and to transmit audio and video data using RTP. Set in /Library/Preferences/MicrosoftCommunicatorRegistrationDB.plist only. Cannot be set on a per-user basis.

 **Note** If enabled, this policy prohibits overlapping SIP and RTP port ranges.

Portrange\MaxMediaPort

Setting Name: Specify maximum media port ranges

Value: DEFAULT = 5353
Minimum = 1024
Maximum = 65535

Description: See Portrange\Enabled

Portrange\MinMediaPort

Setting Name: Specify minimum media port ranges

Value: DEFAULT = 5350
MIN = 1024
MAX = 65535

Description: See Portrange\Enabled

ServerAddressInternal

Setting Name: Server Address Internal

Value: string (MaxLen 256)

Description: Specifies the server name or IP address used by Communicator when connecting from inside the organization's firewall.

TelephonyMode

Setting Name: Specify Telephony Mode
Value: 0 = Enable computer-to-computer calling only.
 1, 2 or 3 = Enable enterprise voice telephony features.
 4 or 5 = Instant Message and Presence only. No audio/video support.
Description: Enables Remote Call Control (RCC), Unified Communications enterprise voice telephony, or both. For RCC, you must also set the Office Communications Server 2007 LineServer attribute.

Transport

Setting Name: Specify Transport protocol
Value: 2 = TCP (default)
 4 = TLS
Description: Defines the network protocol used by Communicator: Transmission Control Protocol (TCP) or Transport Layer Security (TLS).

WebServicePollInterval

Setting Name: Time interval to load calendar data from Outlook
Value: Default = 30
 Min = 15
 Max = 4800
Description: Specifies the frequency (in minutes) of loading calendar data from Outlook.

Communicator for Mac 2011 user preferences

The default list of user preferences is stored in
 /Users/username/Library/Preferences/com.microsoft.Communicator.plist.

Preference	Description
AcceptedSLT###	Shows if the user has accepted the license agreement for a specific version of Communicator
AddContactLocation	Shows the last location of the upper-left corner of the Add Contact dialog box, in "left, top" format
AddedToContactListDialogLocation	Shows the last location of the upper-left corner of the

Preference	Description
	Contact Has Added You dialog box, in "left, top" format
AllowSIPUnencryptedFileTransfer	Allows transfer of files that are not encrypted
AppleNavServices	Shows the Apple preference items for the file locator dialog box
AudioVolume	Shows the audio volume for audio/video sessions that the user has set
AutoldleDelay	Shows the minutes before status is set to Away
BounceOnlyOnce	Bounces icon in Dock one time or continuously when an instant message arrives
ContactOnlineSound	Shows the name of the sound to be played when a contact goes online
CorporateContactWindowLocation	Shows the last location of the upper-left corner of the Contacts list window, in "left, top" format
CorporateContactWindowSize	Shows the last size of the Contacts list window, in "width, height" format
DisableSpellAsYouType	Disables the spelling checker as users type
DisallowSave	Disables message archiving to prevent users from saving conversations
DoNotRunMessengerOnStartup	Does not run Communicator when computer starts
DoNotShowArchivePrefChangedAlert	Does not show the "message archive options changed" message again
DoNotShowBlockAlert	Does not show the "user blocked" message again
DoNotShowAlertsInFullScreen	Does not show alerts when in full screen
DoNotShowCloseContactListAlert	Does not show the "contact list window closed" message again
DoNotShowConfProviderAlert	Does not show the alert when the user sets Communicator as the default application for handling

Preference	Description
	conference links
DoNotShowDropOutOfMAlert	Does not show the “user leaving instant message conversation” message again
DoNotShowOpenFileAlert	Does not show the warning message when clicking an FTP hyperlink again
DoNotShowPresenceProviderAlert	Does not show alerts when the user sets Communicator as the default application for providing presence information for Office
DoNotShowTelProviderAlert	Does not show the alert when the user sets Communicator as the default application for handling telephone calls
DoNotShowUnblockAlert	Does not show the “user unblocked” message again
DoNotShowVirusAlert	Does not show the “file transfer virus” message again
DontAutIdle	Does not automatically set status to away (default = true)
DontBounceDockIcon	Does not bounce icon in Dock when an instant message arrives
EnableAlertsForDoNotDisturb	Enables the alerts for Do Not Disturb
EnableKerberosLogin	Enables <i>Kerberos protocol</i> for authentication
fBonjourCollapsedSIP	Collapses or expands the Bonjour list in the Contact List
GroupOfflineTogetherSIP	Groups offline contacts together in the contact list
GroupsViewEverUsed	Shows whether the user ever viewed the contact list in groups view
HideContactOnlineToasts	Does not show a message when a contact comes online
HideCorporateContactsWindow	Does not show the Communicator Contact List window
HideDisplayPictureDrawer	Does not open the user display picture drawer from the instant message window when a new instant message window is opened

Preference	Description
HideEmoticons	Shows emoticons as text when they are received in the instant message window
HideGALSearchPane	Hides the Global Address List search pane
HideIncomingCallToasts	Does not show a message when a call is received
HideIncomingVideoToasts	Does not show a message when a video request is received
HideInlineDisplayPictures	Does not show inline user pictures in the instant message window
HideInternetAlerts	Does not show the message "new instant message is received" when an instant message/history window is in front, Communicator is not front-most application, or the current instant message window is minimized
HideTimeStamp	Does not show time stamps for instant messages sent and received
HiToolbar Config	Shows the Apple preference items for toolbar customization
IncomingCallSound	Shows the selected type of sound that plays for an incoming call
InstantMessageTextStyles	Shows the current instant message styles that are used in custom defined format and stored as raw data
NavPanelPreferredColumnContentWidth	Shows the Apple preference items for file locator dialog box
NewAlertSound	Shows the name of the sound to be played when a message is shown
NewMailSound	Shows the name of the sound to be played when an e-mail message is received
NewMessageSound	Shows the name of the sound to be played when an instant message is received

Preference	Description
OfflineCollapsedSIP	Shows the Offline group collapsed
OnlineCollapsedSIP	Shows the Online group collapsed
OutgoingCallSound	Shows the name of the sound to be played when the user starts an audio/video call
PreferencesDialogLocation	Shows the last location of the upper-left corner of the Preferences dialog box, in "left, top" format
PreferencesTabValue	Shows the active preferences tab, starting from 0 as the left-most tab
ReceivedFileLocation	Shows the full path of the location where the received file is to be saved
SaveSIPPassword	Saves the password for an account
SendOtherLocation	Shows the last location of the upper-left corner of the Send Other dialog box, in "left, top" format
SetFontLocation	Shows the last location of the upper-left corner of the Font dialog box, in "left, top" format
ShowGroupsSIP	Shows contacts in groups view for the corporate account
SignInDialogLocation	Shows the last location of the upper-left corner of the Sign In dialog box, in "left, top" format
SIPAccountSettingsLocation	Shows the last location of the upper-left corner of the corporate service account settings dialog box, in "left, top" format
SIPSignInMRU01 - SIPSignInMRU05	Lists the five most recent e-mail addresses used to try to sign in to SIP service
SIPSignInStatus	Shows the sign-in status for the user account
SuppressContactSounds	Does not play sounds for any notifications
UseKerberosLoginChecked	Uses Kerberos protocol as the default authentication method at login

Preference	Description
UserHasRunMessenger130	Shows that the user has run Microsoft Communicator for Mac 2011
UserLogonName	Shows the user ID for corporate account sign in
UserSIPID	Shows the user name
WebContinuousSpellCheckingEnabled	Applies to WebKit preferences
WebIconDatabaseDirectoryDefaultsKey	Applies to WebKit preferences