



# Installation and Configuration Guide

## Aastra BluStar for PC 3.1

Aastra BluStar for PC delivers high-quality audio, HD video and access to a set of UCC features from a single client on the desktop directly integrated with Aastra's communication servers.

This document specifies the installation and configuration of BluStar 3.1

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# 1 Introduction

This document describes the basic steps for installing BluStar for PC and configuring the client using the configuration template file (BSCpc.cfg).

## 1.1 Notes on guarantee and warranty

- Aastra accepts no warranty claims for malfunctions and limited functionality caused by non Aastra-Applications installed by the customer.
- Please also note the guarantee and warranty conditions from Microsoft relating to the Windows operating system or other Microsoft components in use.
- Aastra accepts no warranty claims for malfunctions on 3<sup>rd</sup>-party components delivered together with BluStar Server.

For more details see the end user license agreement for BluStar.

## 2 System requirements

For the latest information regarding requirements and compatibility information, please refer to release notes and Aastra InfoChannel: <https://infochannel.aastra.com/>.

### 2.1 Supported Aastra Communication Servers

- MX-ONE 5.0 SP5 or later version
- Aastra 400 R3.1 or later version

The available functionality in BluStar will be determined by the capabilities in the Communication Servers it is connected to.

### 2.2 Client requirements

#### Recommended hardware for Softphone capabilities:

- CPU: Intel Pentium 4 1.4GHz or equivalent
- RAM: 1 GB (Win 7 / 32); 2 GB RAM (Win 7 / 64)
- Hard Disk: BluStar for PC requires 100MB disk space + .NET Framework 4 (additional disc space required for log files)

#### Recommended hardware for Video capabilities:

- CPU: Intel Core 2 Duo 2.1 GHz or equivalent
- RAM: 2 GB
- Hard Disk: BluStar for PC requires 100MB disk space + .NET Framework (Additional space required for log files and directory cache)
- Accelerated DirectX9 graphics

#### Recommended hardware for HD Video capabilities:

- CPU: Intel Core i5 2.5 GHz or equivalent
- RAM: 2 GB
- Hard Disk: BluStar for PC requires 100MB disk space + .NET Framework (Additional space required for log files and directory cache)
- Accelerated DirectX9 graphics

**Software:**

- Windows 7, 32 & 64 bit Service Pack 1
  - Enterprise Edition
  - Ultimate Edition
  - Professional Edition
- Windows 8 and 8.1
- Lync 2013 (Lync 2013 version 15.0.4454 and higher)
- Microsoft Office Outlook Contacts 2007, 2010 (32 & 64 bit) and 2013
- MS Office integration with Microsoft Office Outlook 2010 and 2013

**2.3 Supported & tested headsets**

BluStar supports most USB headsets. Please note that additional drivers may be required for USB headsets.

- Jabra Biz 2400 USB
- Jabra PRO 9470, 9465, 9450, 930
- Jabra GO 6470, 6430
- Jabra GN2000 USB
- Jabra UCVOICE series
- Logitech clearchat
- Plantronics Savi (400 & 700 Series) – UC wireless
- Sennheiser PC-36 USB headset

**2.4 Supported video camera**

Video camera requirements:

- DirectShow compatible
- Minimum resolution: 160 x 90 at 30 fps
- Color format YUY2 or I420

BluStar supports most USB web cameras.

**2.5 Supported systems for integration**

- Microsoft Lync 2013 (Lync 2013 version 15.0.4454 and higher)
- Microsoft Office Outlook Contacts 2007, 2010 (32 & 64 bit) and 2013
- MS Office integration with Microsoft Office Outlook 2010 and 2013

## 3 Installation

The installation package BluStarClientSetup.exe includes both a MSI package and a standard „.exe“ - setup.

### 3.1 Standard installation

To install BluStar as a standard installation, do the following:

1. Double-click **BluStarClientSetup.exe**
2. Select **Typical** or **Customized** installation
  - a. Typical – Most common features
  - b. Customized – Choose to select features
3. Afterwards the installation program offers the option to install drivers for Jabra and / or Plantronics headsets.



#### Notice

Once the drivers are installed they are independent from the BluStar application, thus have to be maintained / updated or uninstalled separately.

4. When the Installation wizard completes, click **Finish**  
BluStar for PC is now ready to be used



#### Notice

The user installing the client needs to have local administrator privileges.

### 3.2 Silent installation using a MSI package

BluStar for PC is not delivered as a MSI package. This package however can be created by a system integrator using the following command executed in the directory where the “BluStarClientSetup.exe” file resides:

```
[path]\BluStarClientSetup.exe /a /w /s "/v /qn MSIEXTRACTDIR=[path] "
```

This file is then deployed remotely using Group Policy, Microsoft SMS, Novell ZENworks, Altiris Notification Server, or a similar tool.

This is the recommended way to install if users do not have local administrator privileges.



#### Notice

The following software products must be installed before the MSI package is deployed:

- Microsoft Visual C++ 2008 SP1 Runtime
- Microsoft Visual C++ 2010 Runtime
- Microsoft .NET Framework 4.0 Full

Make sure that the software installation or remote deployment of BluStar for PC has correctly completed.

### 3.3 Silent installation using the .EXE package

BluStar can be installed from the command line using the following options:

```
BluStarClientSetup.exe /S /v"/qn"
```

/S instructs the installation loader (BluStarClientSetup.exe) to run silently.

/v passes parameters to the Windows Installer engine where /qn instructs the engine (msiexec) to run silently.

Additional parameters may be passed to Windows Installer engine to control selected features. Available features are:

Feature: `BluStar` - BluStar Application, Required.

Feature: `Localization` - Localization Files (Dutch, French, German, Italian, Russian, Spanish and Swedish)

An example command line to install the BluStar for PC application and the localization files would be:

```
BluStarClientSetup.exe /S /v"/qn ADDFEATURE=BluStar,Localization"
```

Passing parameters to the Windows Installer engine should only be performed by users experienced with Windows Installer.

## 4 Configuration

The configuration of BluStar is predefined in common configuration files in order to simplify the provisioning process. The definition of the configuration server where the configuration files are placed is done in a configuration file (.cfg).

The BluStar for PC client can be configured manually in the GUI to a certain extent. In most cases a centrally organized deployment may make most sense.

For central deployments at least one configuration file is required to denote the address and login credentials for connection to the configuration server. It must be provided during deployment of the client.

The client downloads the configuration files (see below), user-specific and user preferences settings from the configuration server that can be the communication server or another http or ftp server.

The configuration files are as follows:

- General configuration: `aastra.cfg`
- Client configuration: `BSCpc.cfg`
- User settings:  
`BSCpc_<user>.cfg`  
`BSCpc_<user>_local.cfg`
- User preferences: `BSCpc_prefs_<user>.cfg`

The user needs to provide it's BluStar for PC user name (this can be the number of the assigned extension) and password (if required from the deployment server) on initial client startup in order to retrieve configuration data from the configuration server.

For more information regarding the configuration parameters in BluStar Client, see the *Configuration Parameters* document.

### 4.1 Installation with configuration files (.cfg)

The `aastra.cfg` configuration file is used to configure system settings and defaults by a system administrator before installing BluStar for PC in the system environment.

When BluStar for PC is installed, the `aastra.cfg` file (if provided) is copied to the client PC. On a US English PC the file is located:

Windows 7 or 8: `C:\Users\<User name>\AppData\Roaming\Aastra\BluStar\`

If a user client configuration file (`BSCpc_<user>.cfg`) already exists, the settings in this override the settings in the predefined client configuration when applicable.

Also the user settings override settings in the predefined client configuration when applicable.

Upload of changed user-defined settings to the configuration server takes place after each change, if allowed by the configuration file parameters.

Failover is supported when the configuration server is not reachable. BluStar for PC will use the local configuration files (if existing). Changed user settings will be stored locally.

`aastra.cfg` and `BSCpc.cfg` can be edited with any text editor.

### 4.2 Installation with configuration from a configuration server

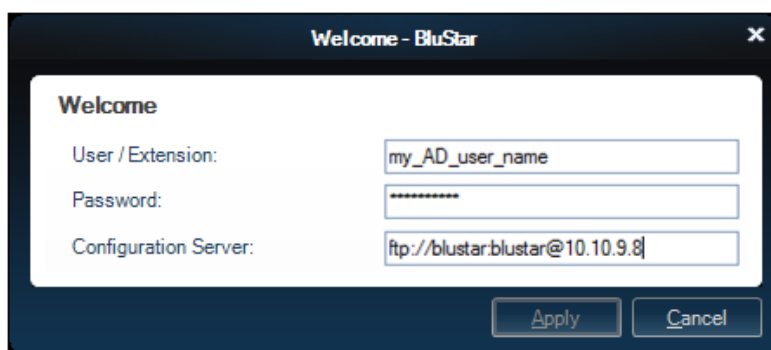
The user will be prompted for user name and password when the client is started for the first time.

If a configuration server address is provided, the client will connect to the specified server and retrieve the hosted client- and user-defined configuration files. If no configuration server is defined or reachable, the client will use the system settings from the configuration files stored locally.

The configuration server may be a ftp server or a web server (http or https). The servers must provide the respective configuration files with general settings as well as configuration files containing individual settings.

Example: The administrator may use a Microsoft ftp server which validates the users against the Active Directory. The generic settings like LDAP related parameters and the call server's FQDN or IP-address may apply for every user and are not individual settings. This allows one ftp account for all users to download the `aastra.cfg` and `BSCpc.cfg` from the ftp server at IP-address 10.10.9.8 using the account / user name "blustar" and the password "blustar".

A directory to download the files from can be assigned to use:  
ftp://blustar:blustar@10.10.9.8/user\_this\_dir).



The `aastra.cfg` may contain a configuration server URI (used for the second stage of the roll-out for loading `BSCpc_<user>.cfg` and `BSC_prefs_<user>.cfg`).

If such parameter is not contained, the BluStar client will access the same ftp server using the user name "my\_AD\_user\_name" and the password provided in the message box for downloading the files which must contain the individual settings.

Please note that "user isolation" is required on the ftp server in such case.

### 4.3 BluStar configuration files

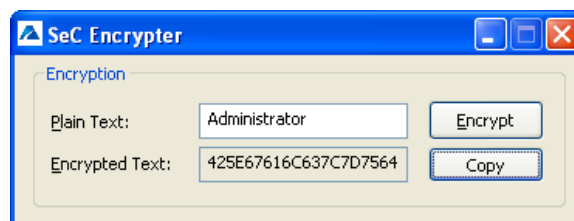
For information about the BluStar configuration file hierarchy and parameters consult the document "BluStarforPC\_Parameters.pdf" (make sure to use the version which refers to the current BluStar Client).

### 4.4 SeC encrypter tool

To avoid storing user id's and passwords in plain text like login credentials for AD, the utility SeCEncrypter.exe is included in the BluStar for PC installation directory. If encryption is required for a field, it will be noted in the field description.

To use SeC Encrypter, do the following:

1. Run SeCEncrypter.exe
2. Enter the data to be encrypted and click Encrypt.
3. Press [Copy] to copy the encrypted text to the clipboard



Paste it into the appropriate field in the CFG configuration file.



## 5 Video quality

Making video calls over a network with insufficient performance will cause degradation of the quality of the video call. This can especially be the case when using a wireless network. If video quality issues occur when using a wireless network, it is recommended to use a wired network instead if such a network is available.

Also if a video issue occurs when CPU load is high, it is recommended to use video settings of less quality.

Sometimes an attempt to change to wired network can be unsuccessful due to existing network settings in Windows. To make the Local Area Connection (the term for wired local network in Windows) the default network, follow the procedures below.

To give Local Area Connection first priority, proceed as following:

1. In the **Control Panel**, open **Network Connections** (in Windows 7; Network Internet → Network Connections).
2. Select **Advanced** → **Advanced Settings...**
3. In the **Advances Settings** window, **Connections** area, the Local Area Connection should be at the top. If not, use the up and down keys to rearrange the list.
4. Click **OK**.

In Windows, the interface metrics can be set for the network adapters. If Automatic metric is enabled, the default setting is 10. You can make the wired network the preferred network by setting the metric for the wireless network higher than the wired network.

To change the metric for the wireless network, proceed as following:

1. In the **Control Panel**, select **Network Connections** (in Windows 7; Network Internet → Network Connections) and **Wireless Network Connection**.
2. Select **Wireless Network Connection Properties**. Click **Internet Protocol (TCP/IP)**, followed by **Properties**.
3. In the **Internet Protocol (TCP/IP) Properties** window, click **Advanced...**
4. Disable **Automatic metric**. In the **Interface metric** text field, set the value to **50**.
5. Click **OK**.

## 6 Integration with image sources

BluStar for PC can be integrated with the image source server in Aastra's products such as CMG Application Suite, Aastra 5000 and others. Pictures already existing in the database of the picture server can then be displayed directly in the contact list and contact cards of BluStar for PC. Refer to the documentation of the specific platform for more details.

### 6.1 Integration image source configuration (.cfg) file

In `BSCpc.cfg` specific file following parameters needs to be configured to retrieve pictures from the databases:

number translation extension length	Enter the number of digits for internal extension. This parameter is also needed for showing pictures from a database in order to match the appropriate file names
ldap<n> server image uri	URL to access picture of users in picture database linked to this LDAP directory
ldap<n> picture extension	Extension of user picture files (could be jpeg, png, ...)
a5000<n> server image uri	URL to access picture of users in the A5000 database
a5000<n> picture extension	Extension of user picture files in the A5000 database (could be jpeg, png, ...)

### 6.2 BluStar for PC plug-in integration for Microsoft Lync

The Microsoft Lync plug-in feature for Aastra BluStar for PC will be installed automatically if the Lync-client is installed on the PC.

If Lync is installed after BluStar for PC is installed, the BluStar for PC installation must be repeated. The users need to log in to BluStar for PC with a SIP extension in order to use call handling.

The plug-in provides basic call handling using BluStar for PC behind LYNC. To call a contact in LYNC using BluStar for PC, drag and drop the contact to the BluStar for PC call window or use the contact menu (right click on a name / entry).

The Microsoft Lync 2010 / 2013 integration will enable the user to initiate BluStar for PC audio, video or IM session from within the Lync application by right clicking on a contact in the contact list and selecting the menu choice to start a BluStar for PC audio, video or IM session.

### 6.3 Updating Client

To update the client, first close the application.

Download the new version and install it. Be aware that you need administrator rights to be able to do this!

Installing is now just a matter of clicking yes, yes, yes,.... And it's done.

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