

# Glossary

2007 R2 release of Microsoft Office Communicator Mobile for Windows Mobile See Office Communicator Mobile for Windows Mobile.

2007 R2 release of Microsoft Office Communicator Web Access See Office Communicator Web Access.

A/V Audio/video.

A/V Conferencing Server An Office Communications Server 2007 R2 server in the internal network that mixes and manages audio/video inputs from multiple audio/video conferences. In Office Communications Server, an A/V Conferencing Server must be deployed if you want users to be able to start a conference call by using Office Communicator Web Access.

A/V Edge Server An Office Communications Server 2007 R2 server role in the perimeter network that provides a single trusted point through which media traffic can traverse NATs and firewalls. It enables audio and video conferencing and A/V peer-to-peer communications with external users equipped with the Office Communicator 2007 R2 or Office Live Meeting 2007 client. This server role can be collocated with the Access Edge Server and Web Conferencing Edge Server, or it can reside on a separate, dedicated server.

Access Edge Server A server role that is located in the perimeter network and validates external users. In the Office Communications Server 2007 R2 consolidated edge topology, this server role is collocated on the same computer as the Office Communications Server 2007 R2 Edge Server.

Access levels A setting in Office Communicator 2007 R2 that enables you to control the level of your presence information that other people see. Access levels (from least restrictive to most restrictive) include Personal, Team, Company, Public, and Blocked.

ACK A SIP request that is used in a three-way handshake, similar to Transmission Control Protocol (TCP).

ACP Audio conference provider.

Active Directory Domain Services The Windows-based directory service. Active Directory Domain Services (AD DS) stores information about objects on a network, and makes this information available to users and network administrators. AD DS gives network users access to permitted resources anywhere on the network by using a single logon process. It provides network administrators with an intuitive, hierarchical view of the network and a single point of administration for all network objects.

Address Book Service A service that provides global address list (GAL) information from Active Directory Domain Services (AD DS) to Office Communicator 2007 R2. This service can also perform phone number normalization for Office Communicator 2007 R2 telephony integration. The Address Book Service runs on an Office Communications Server 2007 R2 Front End Server and synchronizes SIP user data on the client with updates from AD DS.

Advanced media gateway A category of media gateway vendors that does not require deploying Mediation Servers to interface with Office Communications Server 2007 R2.

Agent A user who is designated as a member of a Response Group. Response Group settings determine which calls will be routed to a particular agent or group of agents. There are two kinds of agents: formal and informal. A formal agent must sign in and sign out of the Response Group. An informal agent is not required to sign in or sign out, and would typically be someone who covers calls on a part-time basis.

Agent Communications Panel for Microsoft Dynamics CRM 4.0 An application add-in that provides presence information in addition to instant messaging (IM) and call control capabilities within Microsoft Dynamics CRM 4.0. This application can be used also as a Response Group agent that enables users to sign in and sign out of Response Groups.

Allow/Block lists In the context of an individual user, a block list refers to contacts to whom the user has assigned a permission level of Blocked, which means that the contact cannot view the user's presence information or contact the user. The Allow and Block list terminology is also used in the context of Office Communications Server 2007 R2 Edge Server configuration. Server administrators can configure the Access Edge Server properties to explicitly allow or block communication with other domains.

**Anonymous user** An external user who does not have credentials in Active Directory Domain Services. Unlike a federated user, an anonymous user is not authenticated.

**Answering agent** Used with the Deployment Validation tool to simulate an answering machine. When users call an answering agent, those users are prompted to record a message. After the message has been recorded, it is replayed immediately. This gives the user an opportunity to verify the audio quality of the call.

**Application Server** A component of the Office Communications Server 2007 R2 that provides a platform to deploy, host, and manage unified communications applications.

**Application Sharing Server** A server role introduced in Office Communications Server 2007 R2 Front End Server that manages and streams data for conferences that share applications or an entire desktop.

**ArchivingCdrReporter** An Office Communications Server 2007 R2 Resource Kit tool that enables you to quickly create reports drawn from either the Archiving Server database or the Monitoring Server database.

**Archiving database** A SQL Server database that, with the Archiving Service, comprises the Archiving Server role. This database stores instant messaging (IM) conversations and IM group conferences.

**Archiving Server** A server role in the internal network that captures all IM conversations and IM group conferences and stores them in a SQL Server database. With Office Communications Server 2007 R2, the Archiving Server role is separated from the call detail record (CDR) collection, which is now included in the new Monitoring Server role.

**Array** A group of interconnected, identical processors operating synchronously, often under the control of the central processor. A group of servers that are clustered behind a load balancer and that are running the same server roles.

**Attendant** See Office Communications Server 2007 R2 Attendant.

**Audio conference** A call that involves at least three people.

**Audio conference provider (ACP)** A third-party provider that enables PSTN conferencing.

**Authenticated caller** A participant who joins a VoIP conference and is authenticated through Active Directory Domain Services (AD DS).

**Authentication** A method of associating an identity with an entity. In a multiuser server operating system, the process by which the system validates a user's logon information.

**Authorization** The right granted to an individual to use the system and the data that is stored on it. Typically set up by a system administrator and verified by the computer based on some form of user identification, such as a code number or a password.

**Auto attendant** A feature in Microsoft Exchange Server Unified Messaging that supplies a caller with information and performs an action without the intervention of a human operator. It automatically routes calls based on selections made by the caller.

**Back-End Database** A server role that hosts the SQL back-end database, which provides user information and conference state, including persistent user data, transient user data, and persistent Office Communications Server 2007 R2 settings to the Front End Server. The Back-End Database is collocated with a Standard Edition server. In an Enterprise pool, the Back-End Database is deployed on a separate, dedicated computer.

**Basic media gateways** A category of media gateway vendors that requires the deployment of Office Communications Server, Mediation Server to work with the Office Communications Server 2007 R2.

**BYE** A SIP request that is used to end a session.

**CA** Certification authority.

**Call Back Control** A feature that provides Enterprise Voice functionality and call control to mobile phones and other devices that are not otherwise enabled for Enterprise Voice.

**Call deflection** The ability of a called party to redirect the calling party to a different phone number before picking up the call.

**Call delegation** A feature that was introduced in Office Communications Server 2007 R2 that enables managers to delegate phone-call handling to one or more administrative assistants or other delegates. The receiver is notified when a delegate answers a call, together with which delegate answered.

**Call Detail Record (CDR)** A record that contains information about a call. In Office Communications Server 2007 R2, a CDR is part of the Monitoring Server role and it captures and reports information such as user logons and logoffs, instant messaging conversations, usage details about voice and video, and conference starts and joins.

**Call forwarding** The process of automatically forwarding a missed call to a user-designated number, which can be a registered SIP device, a PSTN number, or voice mail. In Office Communications Server 2007 R2, one way to configure call forwarding is through the Response Group Service.

**Call Me** Functionality that enables a Communicator Web Access user to specify a phone number for joining an audio conference, which is then used by Office Communications Server to conference in the user.

**CANCEL** A SIP request that is used to cancel a session establishment process.

**Category** An enhanced presence concept that is used by a Session Initiation Protocol (SIP) client to publish or subscribe to presence information. A category enables basic identification of the data that is being published. It implies an agreed-upon schema for interpreting the data. A category name identifies a contract between a publisher and a subscriber.

**Category SUBSCRIBE** A SUBSCRIBE request that specifies the presentities and the categories for which information is requested.

**Category subscriber** A Session Initiated Protocol (SIP) client that sent a category SUBSCRIBE request.

**CDP** Certificate distribution point.

**CDR** Call detail record.

**Certificate distribution point (CDP)** The location where you can download the latest certificate revocation list. A CDP is typically listed in the CRL Distribution Points field of the Details tab of the certificate.

**Certificate revocation list (CRL)** A file that contains a list of revoked certificates, their serial numbers, and their revocation dates. Additionally, the CRL file contains the name of the issuer of the CRL, the effective date, and the next update date.

**Certification authority (CA)** An issuer of digital certificates, the cyberspace equivalent of identity cards. A certification authority may be an external issuing company or an internal company authority that has installed its own server for issuing and verifying certificates.

**Channel Server** A server role for Office Communications Server 2007 R2 Group Chat that provides core functionality for chat rooms, except for file posting, which is managed through the Web Service.

**Chat room** A persistently available space for exchanging instant messages where authorized individuals can enter and leave at will. Unlike a group IM conference, the complete contents of the chat room remain available, even when there are no participants, as long as the chat room is open.

**Chat Room History** A Group Chat feature that consists of saved messages that are no longer displayed in a chat room, but are searchable and readable.

**CheckSPN** A tool that is part of the Office Communications Server 2007 R2 Resource Kit Tools, that validates service principal names (SPNs) in order to avoid authentication and topology errors.

**Class** In Active Directory Domain Services (AD DS), the characteristics of an object and the kind of information an object can hold. For each object class, the schema defines the attributes that an instance of the class must have and the additional attributes that it might have.

**Click to Call** A feature of Office Communicator 2007 R2 and the 2007 R2 release of Office Communicator Mobile for Windows Mobile that enables a cellular phone user to place a voice call by clicking a contact's single phone number or Session Initiation Protocol (SIP) URI.

**ClientLogReader** A script that is part of the Office Communications Server 2007 R2 Resource Kit Tools, that scans client trace log files to highlight errors, provide protocol summaries, or filter out specific protocol messages.

**Codec** An algorithm that is used to convert media between digital formats, especially between raw media data and a format that is more suitable for a particular purpose. Encoding converts the raw data to a digital format. Decoding reverses the process.

**Communicator call** A VoIP call that is routed to all a contact's devices that are running Office Communicator 2007 R2.

**Compliance** Adherence to federal, state, and local statutory requirements with regard to the logging and archiving of corporate communications.

**Computer-level settings** Settings that are applied to a specific server in an Enterprise Edition pool or to a Standard Edition server.

**Computer Supported Telephony Application (CSTA)** An international standard established by the Ecma International (formerly ECMA) that specifies an application's interface and protocols for monitoring and controlling calls and devices in a communications network.

**Computer-Telephony Integration (CTI)** A technology that allows interactions on a telephone and a computer to be integrated or coordinated. As contact channels have expanded from voice to include e-mail messages, Web, and fax, the definition of CTI has expanded to include the integration of all customer contact channels (voice, e-mail, Web, fax, and so on) with computer systems. Computer Telephony (CT) is the new term for this technology.

**Conference** An instant messaging (IM), audio, or video session that is mediated by Office Communications Server.

**Conference Directory** A feature that is used to generate and to resolve PINs used for PSTN conferencing. When a new pool is set up, one Conference Directory is associated with the pool.

**Conferencing Announcement Service** An application that uses a tone or a voice recording to announce when a phone user joins or leaves a conference.

**Conferencing Attendant** An application that enables dial-in conferencing, whereby an enterprise user who does not have access to a unified communications client can join an audio/video conference by dialing in using a telephone on the Public Switched Telephone Network (PSTN).

**Conferencing server** A server role that mixes and matches inputs from multiple clients in a group session. A conferencing server typically supports one or more media types such as audio, video, and data. Also known as a multipoint control unit (MCU).

**Conferencing Server Factory** The Conferencing Server Factory provisions a conference for a particular media type on a conferencing server.

**Consolidated Edge** A server that validates traffic from the edge network and connects to the internal servers in the organization. The internal servers could be a pool of servers or a single Office Communications Server 2007 R2 Standard Edition server.

**Consolidated topology** An Enterprise pool configuration in which all server components, including Internet Information Services (IIS), the Web Conferencing Server, the Web Components Server, and the A/V Conferencing Server, are collocated on the pool's Front End Servers. The Application Host, IM Conferencing Server, and Telephony Server are also collocated with the Front End Server. The Monitoring, Archiving, and Mediation Servers are typically located on a separate computer (or separate computers).

**Contact card** A feature that provides details about a contact's availability and activity. A contact card can be viewed by clicking the Presence button next to a contact in Office Communicator 2007 R2.

**Contact Group** A logical grouping of people in a Contact List. Contact Groups can be used to communicate with an entire group of people with one call.

**Contact List** A list of co-workers, family, friends, and associates with whom you communicate most frequently.

**Contact objects** Active Directory Directory Service objects that are used to identify and route to response groups.

**Container** A data object that is used to store published presence information and a list of subscribers who are allowed to view the information. A container enables a publisher to publish different data values of the same category and instance, which enables different subscribers to see different values.

**CRL** Certificate revocation list.

**CSTA** Computer Supported Telephony Application.

**CTI** Computer-Telephony Integration.

**Custom authentication** An authentication method that allows administrators to use a third-party authentication system to enable single sign on (SSO) or two-factor authentication.

**DbAnalyze** A tool that is part of the Office Communications Server 2007 R2 Resource Kit Tools that collects analysis reports from the Office Communications Server 2007 R2 database.

**Delegate** A person designated through the call delegation feature of Office Communications Server 2007 R2 to answer the phone for someone else.

**Denial of Service (DoS)** A category of threat in which a malicious user launches an attack against your servers that consumes server processing time and causes services to become unavailable.

**Deployment Validation Tool** Included in the Office Communications Server 2007 R2 Resource Kit Tools, this tool enables users or administrators to test the quality of audio connections in an Office Communications Server 2007 R2 infrastructure.

**Desktop sharing** A feature of Office Communicator 2007 R2 that enables a user in an Office Communicator conference to share a view of his or her desktop with the conference attendees.

**Destination Network Address Translation (DNAT)** Not supported in Office Communications Server 2007 R2. A technique where the destination IP address of an enroute packet is transparently rewritten and then changed back on the reply to the packet.

**Dial plan** Basic unit of configuration in Exchange Unified Messaging that can be of the following types: telephone extensions, SIP URI, or E.164. The dial plan is an Active Directory container object that logically represents sets or groupings of PBXs that share common user extension numbers. An example of a dial plan is the 10-digit North American Numbering Plan (NANP) that includes a 3-digit area code and a 7-digit telephone number.

**DID** Direct Inward Dialing.

**Digest authentication** A protocol for use with HTTP and Simple Authentication Security Layer (SASL) exchanges, as documented in RFCs 2617 and 2831. An authentication method that prompts the user for a user name and a password, also called credentials, which are hashed with other data before being transmitted over the network. Digest authentication is available only on domains that have domain controllers that are running Microsoft Windows Server operating systems.

**Direct Inward Dialing (DID)** A service in which a local phone company provides a corporation with a block of phone numbers for calling into the corporation's private branch exchange (PBX).

**Director** A server role in the internal network that authenticates internal and external users, and routes traffic between Edge Servers and the internal Office Communications Server deployment.

**Distribution group** A group of users, stored in Active Directory Domain Services (AD DS), whose members can be contacted as a group.

**DNAT** Destination Network Address Translation.

**Domain** In Active Directory Domain Services, (AD DS) a collection of computer, user, and group objects that are defined by the administrator. These objects share a common directory database, security policies, and security relationships with other domains.

**Domain controller** In an Active Directory Domain Services (AD DS) forest, a server that contains a writable copy of the AD DS database, participates in AD DS replication, and controls access to network resources. Administrators can manage user accounts, network access, shared resources, site topology, and other directory objects from any domain controller in the forest.

**DTMF** Dual tone multiple frequency.

**Dual Forking** A configuration by which Office Communications Server 2007 R2 operates in co-existence with the PBX.

**Dual tone multiple frequency (DTMF)** In telephony systems, a signaling system in which each digit is associated with two specific frequencies. This system is typically associated with telephone touch-tone keypads.

**Dynamic Host Control Protocol (DHCP)** A standards-based network protocol (IETF RFC 2131) used by computers to obtain an IP address and other network configuration information when they first connect to the network.

**E.164** A standard industry format for number normalization. The E.164 format consists of a country code (1 to 3 digits) and a National Significant Number (12 to 14 digits) for a total of 15 digits. The National Significant Number consists in turn

of a National Destination Number and a Subscriber Number (extension). For example (425) 555-1212 ext. 3011 is represented by E.164 format as 42555512123011.

**Ecma International (Ecma)** Formerly European Computer Manufacturers Association.

**Edge Server** An Office Communications Server 2007 R2 server that is located in the perimeter network and provides connectivity for external users, federated users, and public IM connections. Each Edge server has one or more of the following server roles: Access Edge Server, a Web Conferencing Edge Server, or an A/V Edge Server. An Edge server is managed by using the Office Communications Server 2007 snap-in extension for the Computer Management snap-in, not the Office Communications Server 2007 administrative snap-in.

**EKU** Enhanced Key Usage.

**Endpoint** The receiving client software of a communication, such as Office Communicator 2007 R2 or Office Live Meeting 2007.

**Enhanced key usage (EKU)** Both a certificate extension and a certificate extended property value. An EKU field specifies the uses for which a certificate is valid.

**Enhanced presence** The publication of customized presence information to presence subscribers.

**Enterprise cellular telephony** Functionality that enables users of the 2007 R2 release of Office Communicator Mobile for Windows Mobile to set up and control Enterprise Voice calls over their cell-phone providers' circuit-switched networks.

**Enterprise pool** Servers in the internal network that are running Office Communications Server 2007 R2, Enterprise Edition and host the necessary services, including IM, presence, and conferencing services. Depending on the pool configuration (consolidated configuration or expanded configuration), services can all be collocated on the Front End Server or specific services can run on separate, dedicated computers. The back-end database must be run on a separate, dedicated computer. Typically, Monitoring, Archiving, and Mediation Servers are also on separate computers.

**Enterprise user** A user who has an identity in Active Directory Domain Services (AD DS).

**Enterprise Voice** A software solution from Microsoft that enables an enterprise to manage Voice over Internet Protocol (VoIP), and provide full unified communication capabilities. This includes the ability to make single-party and multiparty VoIP calls, configure robust call forwarding features, and receive voice mail in the Exchange Server mailbox.

**Enterprise Voice Route Helper** See Route Helper tool.

**Exchange Management Console** The Exchange 2007 graphical user interface (GUI) from which administrators can perform tasks to configure and manage Exchange servers. The Exchange Management Console is based on Windows Microsoft Management Console (MMC) 3.0.

**Exchange Management Shell** A command-line interface and associated command-line plug-ins for Exchange Server that enable automation of administrative tasks. The Exchange Management Shell is built on Windows PowerShell technology.

**Expanded topology** An Enterprise pool configuration in which the Front End Server, Application Sharing Server, Web Conferencing Server, Web Components Server, and the A/V Conferencing Server are installed on separate, dedicated computers. The Application Host, IM Conferencing Server, and Telephony Server are collocated on the Front End Server.

**External caller** A participant who joins a conference over the Public Switched Telephone Network (PSTN) and is not authenticated.

**External user** A user who connects from outside the organization's firewall. External users include anonymous users, federated users, and remote users.

**Federated Group Chat** A Group Chat feature that enables members of different organizations to post and access Group Chat content in Group Chat rooms.

**Federated user** An external user who has valid credentials with a federated partner and who is authenticated on that basis by Office Communications Server 2007 R2.

**Federation** A trust relationship between two or more SIP domains that allows users in separate organizations to communicate in real-time across network boundaries as federated partners. Internal users can communicate with external users of a federated partner by using IM, audio/video, or conferencing.

**Filters** In chat rooms, a feature that allows a user to selectively monitor chat room messages and execute a specific action if specified criteria are met.

**Focus** A conference state server that acts as the coordinator for all aspects of a conference. It is implemented as a SIP user agent that is addressable by using a conference URI. The Focus server runs in the User Services module of all Front End servers.

**Focus Factory** A conferencing component that provides the appropriate conferencing servers requested by the Focus for a conference and manages their state for the duration of the conference. The Focus Factory handles conference creation and deletion.

**Formal agent** See Agent.

**Forms-based authentication** An authentication method by which a user enters a user name and password into a Web page. The Web server compares this information to a database or XML configuration file to determine whether to authenticate the user.

**Front End Server** An Office Communications Server 2007 R2 server in the internal network that hosts the Application Host, IM Conferencing Service, Address Book Service, and Telephony Conferencing Service to support registration, presence, IM, and conferencing. In an Enterprise pool, it can be collocated with the Web Conferencing Server and A/V Conferencing Server, or it can be deployed on a separate server.

**GAL** Global address list.

**Global address list (GAL)** A directory that contains entries for every group, user, and contact in an organization's implementation of Exchange Server.

**Global group** A security or distribution group that can contain users, groups, and computers from its own domain as members. Global security groups can be granted rights and permissions on resources in any domain in its forest.

**Global-level settings** Settings that apply to the entire Active Directory forest and affect all servers and users in the forest.

**Globally Routable User-Agent URI (GRUU)** An IETF standard that extends the Session Initiation Protocol (SIP) so that it is possible to reliably route to a specific device that belongs to a user anywhere on the IP network.

**Group Chat room** A topic-specific chat room, similar to discussion forums, for Group Chat sessions.

**GRUU** Globally Routable User-Agent URI.

**Hardware load-balancing device (HLD)** A single-purpose piece of hardware that is used in a scaled single-site server topology on the external and internal side of the edge network. It manages connections only across a series of two or more computers to make it appear as one, and handles the failure scenario of when one computer fails, redirecting traffic to the rest of the devices.

**Home, homed** The user's home server is the Standard Edition server or Enterprise pool that is specified in the user's Office Communications Server 2007 R2 properties. The user is said to be "homed" on the specified server or pool.

**HTTP reverse proxy** A server in the perimeter network that is required to enable external users to download meeting content, to expand distribution groups, or to download files from the Address Book Service. The reverse proxy does not run Office Communications Server and therefore is not an Office Communications Server role.

**Hunt group** A group of PBX or IP PBX resources or extension numbers that are shared by users. A hunt group is used to direct calls to identity-capable endpoints, or to an application such as voice mail.

**Hybrid media gateway** A media gateway vendor category that consists of a basic media gateway with the functionality of the Mediation Server coexisting on the same physical server.

**ICE** Interactive Connectivity Establishment.

**IM** Instant messaging.

**IM Conferencing Server** An Office Communications Server 2007 R2 conferencing server that provides server-managed group IM. It runs as a separate process on the Standard Edition server or Enterprise pool Front End Server.

**IM Conferencing Service** A service that runs on an Office Communications Server 2007 R2 Front End Server and that mixes and manages inputs from multiple clients in a group instant messaging (IM) session.

**IM service provider** A public or private organization that provides instant messaging services for multiple domains.

Informal agent See Agent.

Instant messaging (IM). A way to communicate interactively with one or more people by using a live text session. Unified communications uses Office Communicator 2007 R2 as the client for IM.

Integrated Windows authentication (IWA) An authentication method where a user name and password credentials are hashed before they are sent over the network. Also known as Windows NT Challenge/Response authentication.

Interactive Connectivity Establishment (ICE) A network protocol, developed by the IETF's MMUSIC working group, that provides a mechanism for Network Address Translator (NAT) traversal, using various techniques. In particular, it is used to allow SIP-based VoIP clients to successfully traverse the many firewalls that might exist between a remote user and a network.

Interactive Voice Response (IVR) A feature of the Response Group Service that detects and recognizes both speech and dual tone multi-frequency (DTMF) keypad input. Response Group Service IVR also supports text-to-speech and the .WAV file format.

Internal IP address An IP address that can be accessed from the internal network of an organization. Also known as a private IP address.

INVITE A SIP request that helps establish sessions for client-to-client communication and to establish sessions with servers. Servers include the A/V Conferencing Server, the IM Conferencing Server, and the ACP Conferencing Server.

IP/PSTN gate A media gateway that supports interoperability between IP-based and PSTN-based systems.

ISA Microsoft Internet Security and Acceleration.

IVR Interactive Voice Response.

Join Conference An option in a Microsoft Office Outlook 2007 meeting invite and reminder for joining a live meeting.

Kerberos An authentication protocol that builds on symmetric key cryptography and requires a trusted third-party.

LCSCmd.exe An Office Communications Server tool that is used to configure Office Communications Server from the command line. Configuration options include setting up AD DS, creating Enterprise pools, activating and deactivating servers, requesting and assigning certificates, and exporting and importing server settings.

LCSDiscover A tool that is part of the Office Communications Server 2007 R2 Resource Kit Tools that discovers settings for previous and current versions of Live Communications Server 2005 and Office Communications Server R2.

Least-Cost Routing A version of the 2007 R2 release of Office Communicator Mobile for Windows Mobile in which Office Communications Server 2007 R2 performs reverse number lookup on one-number calls and routes the call over an IP connection to the recipient, routing the call over an IP connection to the Public Switched Telephone Network (PSTN) gateway that is nearest to the location of the destination number.

Line URI attribute An attribute in a user object that identifies the unique phone number assigned to a user that can be used for routing purposes. The line URI contains the phone number that is assigned to an Enterprise Voice user. When a user is configured for dual forking, Office Communications Server 2007 R2 uses the user's line URI attribute defined in Active Directory to route calls to the PBX.

Location normalization A rule that specifies how to convert numbers dialed in many formats to standard E.164 format. Normalization rules are required for call routing and authorization because users can, and do, use many formats when they enter phone numbers in their Contact Lists.

Location profile A container that holds a name, a description, and a set of normalization rules that are used to translate a phone number into E.164 format.

Lookup Server A server role for Group Chat that provides the chat room address, distributes sessions to Channel Servers, and manages load balancing in multiple-server topologies.

Media gateway A device that translates signaling and media between the PSTN or PBX and Office Communications Server Directors and Front End Servers. Office Communications Server supports three kinds of media gateway:

- Basic Media gateway and Mediation Server deployed on separate computers.
- Basic-Hybrid Media gateway and Mediation Server deployed on the same computer.

- **Advanced Mediation Server** logic combined with the media gateway software.

**Mediation Server** An Office Communications Server 2007 R2 server role in the internal network that mediates signaling and media between the Enterprise Voice infrastructure (such as a Director or home server) and another gateway (such as a Basic Media Gateway). A Mediation Server is also used to link Office Communications Server and a PBX in both departmental deployment and PBX integration topologies.

**MESSAGE** A SIP request that is used to exchange instant messaging (IM) messages within established sessions.

**Microsoft Exchange Unified Messaging (UM)** A server that can tie an office public branch exchange (PBX) to the Exchange e-mail server to allow storing voice mail in Exchange, accessing calendar and e-mail from a phone, and generally enabling messaging across many interactive interfaces.

**Microsoft Internet Security and Acceleration Server (ISA)** A family of Microsoft multilevel firewall and high-performance caching server software.

**Microsoft Management Console (MMC)** Management UI and framework that is part of the Windows operating system. It enables snap-ins to be loaded for a more consistent management experience across several applications and services.

**Microsoft Office Communications Server 2007 R2** *See* Office Communications Server 2007 R2.

**Microsoft Office Communications Server 2007 R2 Best Practices Analyzer** *See* Office Communications Server 2007 R2 Best Practices Analyzer.

**Microsoft Office Communications Server 2007 R2 Group Chat** *See* Office Communications Server 2007 R2 Group Chat.

**Microsoft Office Communications Server 2007 R2 Group Chat Administration Tool** *See* Office Communications Server 2007 R2 Group Chat Administration Tool.

**Microsoft Office Communications Server 2007 R2 Group Chat Server** *See* Office Communications Server 2007 R2 Group Chat Server.

**Microsoft Office Communications Server 2007 R2 Group Chat Server Configuration** *See* Office Communications Server 2007 R2 Group Chat Server Configuration.

**Microsoft Office Communications Server 2007 R2 Logging tool** *See* Office Communications Server 2007 R2 Logging tool.

**Microsoft Office Communications Server 2007 R2 Response Group Administration Snap-in** *See* Office Communications Server 2007 R2 Response Group Administration Snap-in.

**Microsoft Office Communications Server 2007 R2 Validation Wizard** *See* Office Communications Server 2007 R2 Validation Wizard.

**Microsoft Office Communicator 2007 R2** *See* Office Communicator 2007 R2.

**Microsoft Office Communicator 2007 R2 Attendant** *See* Office Communicator 2007 R2 Attendant.

**Microsoft Office Communicator 2007 R2 Chat Rooms** *See* Office Communicator 2007 R2 Chat Rooms.

**Microsoft Office Communicator 2007 R2 Phone Edition** *See* Office Communicator 2007 R2 Phone Edition.

**Microsoft Office Communicator Mobile for Windows Mobile** *See* Office Communicator Mobile for Windows Mobile.

**Microsoft Office Communicator Web Access Plug-in** A plug-in that allows desktop sharing in Communicator Web Access.

**Microsoft Office Live Meeting 2007** *See* Office Live Meeting 2007.

**Microsoft RoundTable conferencing device** The 360 degree A/V conferencing unit that works as a USB camera and microphone device for Live Meeting and that shows a panoramic video of a conference room to remote participants.

**Monitoring Server** A server role in the internal network that collects call detail record (CDR) information. Also, it can collect quality metrics data (QoE) that is sent by participant endpoints at the end of each A/V session.

**MTLS** Mutual Transport Layer Security.

**Mutual Transport Layer Security (MTLS)** The TLS (Transport Layer Security) and MTLS protocols provide encrypted communications and endpoint authentication on the Internet. Office Communications Server 2007 R2 uses these two protocols to create its network of trusted servers and to ensure that all communications over that network are

encrypted. All SIP communications between servers occur over MTLS. SIP communications from client to server occur over TLS.

**My Chat** A feature of Group Chat that displays all the chat rooms that you have joined and the filters that are active.

**NAT** Network Address Translation.

**Network address translation (NAT)** The process of converting network addresses. A NAT enables computers in organizations with private networks to access resources on the Internet or other public networks.

**NOTIFY** See SUBSCRIBE.

**NTBackup** A file system backup solution available in Microsoft Windows for backing up meeting content and meeting compliance logs.

**NTLM** NT LAN Manager A Microsoft authentication protocol that uses a challenge-response sequence that requires the transmission of three messages between the user and the server.

**Office Communications Server 2007 R2** Part of the unified communications software solution from Microsoft that enables integration of VoIP, instant messaging (IM), chat, conferencing, presence, and other communication solutions. Office Communications Server 2007 R2 includes new features for call delegation, Team Call, server roles, and more.

**Office Communications Server 2007 R2 Best Practices Analyzer** A tool for administrators who want to determine the overall health of their Office Communications Server 2007 R2 servers and topology.

**Office Communications Server 2007 R2 Group Chat** The client application that is used to post and access channel content, including files, links, and text, as well as to exchange instant messages between two users.

**Office Communications Server 2007 R2 Group Chat Administration Tool** A component that enables a Group Chat administrator or delegated user to manage Group Chat categories and groups, as well as user and group accounts.

**Office Communications Server 2007 R2 Group Chat Server** A new server role introduced in Office Communications Server 2007 R2 that enables users to create and maintain conversations that persist over time and can be archived. This functionality is especially useful for compliance purposes.

**Office Communications Server 2007 R2 Group Chat Server Configuration** A component that allows an Office Communications Server 2007 R2 administrator or delegate to configure the Group Chat Server following installation.

**Office Communications Server 2007 R2 Logging tool** A tool that starts and stops server logs as well as filters and displays logs.

**Office Communications Server 2007 R2 Response Group Administration Snap-in** The Microsoft Management Console (MMC) interface that is used to manage how the system handles call routing. This snap-in is used only by the Office Communications Server administrator.

**Office Communications Server 2007 R2 Validation Wizard** A tool that analyzes and validates the current configuration and connectivity to detect errors, validate basic end-to-end scenarios, and provide recommendations.

**Office Communicator 2007 R2** A Windows-based desktop client that enables users to access the communications and collaboration capabilities of a computer.

**Office Communicator 2007 R2 Attendant** An integrated client application for managing Response Group features.

**Office Communicator 2007 R2 Chat Rooms** A desktop client application that makes chat room conversations and features available to users. Chat rooms enable users to send and receive instant messages, either in a chat room or singly with another user outside the chat room.

**Office Communicator 2007 R2 Phone Edition** An intelligent IP phone designed to maximize the unified communications platform. It combines network voice, user-driven design, up-time reliability, quality audio, and the enhanced communication and collaboration of Office Communications Server 2007 R2.

**Office Communicator Mobile for Windows Mobile** The client for instant messaging and presence for Windows Mobile-powered devices.

**Office Communicator Web Access** Browser-based client software that enables users to access instant messaging, presence, and desktop sharing capabilities on a Windows, Mac, or Linux computer.

Office Live Meeting 2007 Client software that gives access to the conferencing and application sharing capabilities on a computer.

One-number calling A feature of the 2007 R2 release of Office Communicator Mobile for Windows Mobile that allows for users to have a unique single number through which all the users' registered endpoints, including their mobile phone, can be reached.

Organizer The owner or creator of a conference.

Outside Voice Control A service that connects a mobile device to the enterprise network. This service enables a mobile device user to send and receive calls that come through the enterprise network, in addition to calls that come through the cellular carrier network. The mobile device must be running the 2007 R2 release of Office Communicator Mobile for Windows Mobile.

Paired Mode A mode of operation for Office Communicator and Communicator Phone Edition where calls on the Office Communicator Phone Edition can be managed on Office Communicator. Office Communicator and Office Communicator Phone Edition automatically enter Paired Mode when a USB cable is attached between them.

Participant A user who is participating in a conference or peer-to-peer call, or the object that is used to represent that user.

Participant List A feature of Group Chat that shows the names and presence status of all members currently in the chat room.

PBX Public branch exchange (PBX).

Persistence A Group Chat feature that enables Group Chat content to be retained after the end of a Group Chat session and accessed on an ongoing basis.

Persistent Shared Object Model (PSOM) protocol A custom protocol for transporting conferencing content.

Phone-only contact A PSTN phone number that is stored as a contact in the Contact List in Office Communicator 2007 R2.

Phone route A rule that defines which Mediation Servers should be routed to by phone calls that match a specific number pattern.

PIDF Presence Information Data Format.

Policy A collection of user-specific settings abstracted by the name of the policy.

Pool A Standard Edition server or an Enterprise server.

Pool-level settings Settings for a specific server role that are applied to all computers in an Enterprise pool, or to a specific server role on a Standard Edition server.

Pre-Call Diagnostics (PCD) A tool that tests the last-hop wireless network conditions and provides guidance about possible quality issues before calls are placed. This tool is especially useful for mobile or remote users where the quality of the last hop network connection can vary widely.

Presence The ability to see the status, such as Available, Busy, Away, and so on, of a person. Presence is a fundamental requirement for effective real-time communications.

Presence-Based Routing A feature of the Response Group Service that allows call routing to be configured to take agent presence into account.

Presence Information Data Format (PIDF) A data format for exchanging presence information.

Presence integration An action that occurs in a Dual Forking scenario in which, when a call is answered from the PBX telephone, Office Communicator 2007 R2 automatically sets the user's presence to the "In a Call" state.

Presentity An entity that provides presence information to a presence service.

PSTN Public Switched Telephone Network.

PSTN agent Used with the Deployment Validation tool to simulate a Public Switched Telephone Network (PSTN) telephone.

Public branch exchange (PBX) A switching system for voice communication that routes internal calls directly without access to the PSTN. A PBX can be a conventional phone network, a VoIP network, or a combination of the two.

**Public Switched Telephone Network (PSTN)** The telephone system standard that is used throughout the world.

**Publicly routable IP address** An IP address that can be directly routed from outside an organization's firewall to the perimeter network or the internal network.

**Quality of Experience (QoE)** A measurement of the overall user experience of a particular communication. For example, in a voice communication, QoE monitors items such as echoes and background noises (such as hissing in the line). In Office Communications Server 2007 R2, QoE is monitored as part of the Monitoring Server role.

**Quality of Service (QoS)** A metric that reflects or predicts the subjectively experienced quality. QoS is the cumulative effect on user satisfaction of all imperfections that affect the service and is determined by statistics that are collected on a media connection and information such as bytes sent, packets sent, lost packets, jitter, feedback, and round-trip delay.

**Queue** A logical list of calls that are managed by the Response Group Service until an action is taken on these calls. For example, transfer the call to an agent or a different destination. Typically the Response Group plays music-on-hold for the calls in the queue.

**RCC** Remote Call Control.

**Real-Time Audio (RTAudio)** An advanced speech codec that is designed for real-time two-way Voice over IP (VoIP) applications and is used by the A/V Conferencing Server.

**Real-Time Streaming Protocol (RTSP)** A protocol for use in streaming media systems which allows a client to remotely control a streaming media server, specified by RFC 2326.

**Real-Time Transport Control Protocol (RTCP)** A network transport protocol, specified in RFC 3550, that enables monitoring of Real-Time Transport Protocol (RTP) data delivery and provides minimal control and Identification functionality. The primary function of RTCP is to provide quality of service information for RTP.

**Real-Time Transport Protocol (RTP)** A network transport protocol that provides end-to-end transport functions that are suitable for applications that transmit real-time data, such as audio and video, as specified in RFC 3550.

**Real-Time Video (RTVideo)** An advanced video codec that is designed for real-time video applications and is used by the A/V Conferencing Server.

**REGISTER** A SIP request that is used by a SIP client to register the client address with a SIP server.

**Regular expressions** Strings that are used to describe or match sets of strings, according to certain syntax rules.

**Remote call control (RCC)** The ability to send and receive calls on a desktop phone by using a Computer Supported Telecommunications Application (CSTA) such as Office Communicator. With remote call control in Office Communicator 2007 R2, your phone system is integrated with a public branch exchange (PBX) system and offers call forwarding features, but does not offer features such as ringing an additional number or redirecting unanswered calls.

**Remote user** An external user whose account has a corresponding User object in the Active Directory Domain Services (AD DS).

**Response Group** Functionality that allows for incoming calls to be queued and routed to designated agents based on a set of defined routing rules.

**Response Group Configuration tool** The Web interface that is used to manage the predefined templates. This is where an administrator can set up a team routing workflow, including announcement messages, working hours, questions and options given to the caller, music-on-hold, and which queues calls are routed to. This interface is also used by users who are enabled as Response Group managers, to manage specific Response Group settings such as working hours and music-on-hold.

**Response Group Deployment tool** A tool that is offered through the Web component of Response Group Service that enables administrators and Response Group managers to administer Response Groups in a Web interface.

**Response Group manager** A user who is given the rights by the Response Group administrator to manage specific Response Group settings, such as business hours and music-on-hold by using the Response Group Configuration tool.

**Response Group Service** A service that is installed by default with Office Communications Server 2007 R2, that enables administrators to create and configure one or more small Response Groups for routing and queuing incoming phone calls to one or more designated agents.

**Response Group tab** The Office Communicator 2007 R2 tab that is used by the normal agent to sign in and sign out of Response Group groups.

**Response Group templates** Predefined templates that simplify creating a new Response Group. Templates define functionality such as questions asked to the caller, options given to the caller, music-on-hold options, and configuration of business hours and holidays.

**Reverse number lookup (RNL)** The functionality of matching an incoming E.164 number to an entry in the global address list (GAL) or local Outlook Contacts.

**Reverse proxy server** A server in the perimeter network that is required if either of the following tasks are required: enabling external users to download meeting content or expand distribution groups, or enabling remote users to download files from the Address Book Service. This can be a server that is running Microsoft Internet Security and Acceleration (ISA) Server or another reverse proxy server.

**RNL** Reverse number lookup.

**Route Helper tool** Also known as Enterprise Voice Route Helper, this is a graphical user interface (GUI) tool that is part of the Office Communications Server 2007 R2 Resource Kit Tools. It provides everything that is required to create, modify, and analyze an Enterprise Voice routing configuration to deploy and maintain an Office Communications Server Enterprise Voice solution. The tool also simulates phone number normalization done by the client when the user's location profile is specified.

**RTCP** Real-Time Transport Control Protocol.

**RTP** Real-Time Transport Protocol.

**RTSP** Real-Time Streaming Protocol.

**SAN** Subject Alternative Name.

**Schema** The set of definitions for the universe of objects that can be stored in a directory. For each object class, the schema defines which attributes an instance of a class must have, which additional attributes it can have, and which other classes can be its parent object class.

**SCP** Service Connection Point.

**SDP** Session Description Protocol.

**Security Association (SA)** An establishment of shared security information between two user agents to enable them to communicate securely.

**Server pool** A group that consists of multiple Lookup Servers and Channel Servers that supports communication and the sharing of data between servers, as well as the implementation of optional load balancing and failover.

**Server role** A logical grouping of features and components in a software application. Server roles that are new to Office Communications Server 2007 R2 are Application Sharing Conferencing Server, Monitoring Server, and Group Chat Server.

**SERVICE** A SIP request that is defined by the SIP extensions and is used by a SIP client to request a service from a server, such as changing a user's presence.

**Service Connection Point (SCP)** In Active Directory, a marker that registers the kind of service that is installed on the computer that is joined to the Active Directory forest. Used to determine which services are running on every computer.

**Service Level Agreement (SLA)** A written agreement that documents the required levels of service as agreed upon by the IT service provider and the business, or the IT service provider and a third-party provider.

**Session** The time period during which the Group Chat client is connected to the Group Chat server.

**Session Description Protocol** A protocol that is used to announce sessions, manage session invitations, and perform other kinds of initiation tasks for multimedia sessions, as specified in RFC 3264.

**Session Initiation Protocol (SIP)** A signaling protocol for Internet telephony.

**Simple Object Access Protocol (SOAP)** Lightweight XML-based protocol for exchanging information in a decentralized, distributed environment.

**Single sign on** A feature that enables users to sign in to Office Communications Server 2007 R2 by using their Windows credentials so that they do not have to manage separate credentials.

**SIP** Session Initiation Protocol.

**SIP address** A URI that identifies an end node in a Session Initiation Protocol (SIP) network. The format of a SIP address is identical to that of an e-mail address.

**SIP/CSTA** A gateway that connects to the existing PBX or IP PBX that hosts a user's PBX or IP PBX phone. CSTA is an international standard that is set by Ecma International to combine computers that share resources with PBX or IP PBX environments.

**SIP domain** A domain that is configured to accept SIP traffic.

**SIP element** An entity that understands the Session Initiation Protocol.

**SIP INFO message** A method for sending call-related information to and from the SIP/CSTA gateway.

**SIPParser** A protocol parser for Session Initiation Protocol (SIP) that can be plugged into Network Monitor for viewing not encrypted SIP over Transmission Control Protocol (TCP).

**SIP proxy** In a Session Initiated Protocol network, a server that makes requests on behalf of other clients and routes SIP requests to another entity that is closer to the targeted user. SIP proxy is defined in RFC 2161.

**SIP registrar** A server that accepts REGISTER requests and puts the information that it receives from those requests into the location service for the domain that it handles. SIP registrar is defined in RFC 3261.

**SIP trunking** A mechanism that is used by an enterprise to connect its voice network to a service provider offering Public Switched Telephone Network (PSTN) origination, terminations, and emergency services without deploying IP-PSTN gateways, and with or without Mediation Servers.

**Smartphone** A Windows Mobile device that has telephony capability. Smartphone includes both telephones and Pocket PC devices that can function as a telephone.

**SNAT** Source Network Address Translation.

**Snooper** A graphical user interface (GUI) Resource Kit tool that is used for summarizing, searching, and viewing client and server protocols and trace logs. This tool also works for Office Communications Server 2007 server logs.

**SOAP** Simple Object Access Protocol.

**Softphone** A multimedia application that works with VoIP technology to enable you to make calls directly from a computer. A softphone is typically used with a headset that is connected to the sound card of the computer, or with a USB telephone.

**Source Network Address Translation (SNAT)** A process that involves rewriting the source or destination addresses of IP packets as they pass through a router or a firewall.

**Spim** Spam on instant messaging. Unsolicited bulk commercial instant messages.

**SRVLookup** A tool that queries relevant Domain Name System (DNS) Service Record Locator records for the specified domain. The tool is useful for federation and login diagnostics.

**SSO** Single Sign On.

**Standard Edition server** A server in the internal network running Office Communications Server 2007 R2, Standard Edition, that hosts all the necessary services, including IM, presence, and conferencing services, as well as the database, on a single server.

**Subject Alternative Name (SAN)** The field on a digital certificate that provides for a list of host names to be protected by a single Secure Sockets Layer (SSL) certificate.

**Subject Name (SN)** The text-based field in a certificate that identifies the name of the user or server that it refers to.

**SUBSCRIBE** A SIP request that is used to set up event notifications from the server. SUBSCRIBE is used by clients to subscribe to information that can change because of updates. NOTIFY is used by the server to notify clients about information that has changed.

**Subscription** In the context of the data that is stored for each user in the Office Communications Server 2007 R2 database, a subscription is a set of contacts for which a user wants to receive presence updates. Presence updates occur when one of the user's contacts changes state, for example when the contact signs in to Office Communications Server or joins a phone call.

**Tagged contact** A contact in Office Communicator 2007 R2 whose presence status is displayed in a message when the contact goes offline or online.

**Team Call** A feature that was introduced in Office Communications Server 2007 R2 that allows calls to be forwarded from a team leader to an entire team. Depending on the options that are specified when the feature is configured, phones of all the team members will ring until someone answers.

**Telephony Conferencing Server** An Office Communications Server 2007 R2 conferencing server that enables audio conference integration with audio conferencing providers (ACPs). It runs as a separate process on the Standard Edition server or Enterprise pool Front End Server.

**Telephony Conferencing Service** A service that runs on an Office Communications Server 2007 R2 Front End Server and that enables multiparty conferencing with PSTN callers connecting through an audio conference provider (ACP).

**Third-Party Control Protocol (TCP)** A protocol developed by Microsoft to remotely manage calls on a server endpoint from a client endpoint. The protocol enables a TCP client to issue commands to a TCP server to create a call between two endpoints, or to answer or deflect calls.

**Third-party request** A conference control request that modifies the state of participants other than the participant who sent the request.

**Time-division multiplexed (TDM)** A circuit-switched technology that converts one or more voice streams into a single stream for transmission.

**Time-to-live (TTL)** An interval that is determined based on the registration refresh interval or any other session timers in the dialogs that traverse the server.

**TLS** Transport Layer Security.

**TCP** Third-Party Control Protocol.

**Transport Layer Security** Provides a mechanism for applications to communicate securely over IP networks. *See also* Mutual Transport Layer Security.

**TTL** Time-to-live.

**UDP** User Datagram Protocol.

**Unauthenticated user** A user who has not received a Session Initiation Protocol (SIP) 200 OK response from the server during registration. Except for federated users, all users start as unauthenticated and are authenticated only after providing the appropriate credentials to the server.

**Unified Communication Agent** Used with the Deployment Validation tool to simulate an Office Communicator 2007 R2 client.

**Unified Messaging** An application that consolidates a user's voice mail, fax, and e-mail into one mailbox, so that the user needs to check only a single location for messages, regardless of type. The e-mail server is used as the platform for all kinds of messages, making it unnecessary to maintain separate voice and e-mail infrastructures.

**Uniform Resource Identifier** A unique address for a resource on the Internet. For example, a user might use someone@domain.com as a SIP URI to log on to a SIP server.

**Universal group** A security or distribution group that can contain users, groups, and computers from any domain in its forest as members. A universal security group can be granted rights and permissions on resources in any domain in the forest.

**URI** Uniform Resource Identifier.

**Usage name** A friendly name that is associated with a telephone route to indicate its intent or usage. For example, an administrator may determine that the following will be some of the usages in the organization: "local," "domestic long distance," or "international long distance."

**USB Audio** Streaming audio over the USB link between the computer and the phone in Paired Mode. The call is homed on the computer, but there is a minimal control path from the phone to computer.

**USB Human Interface Device (USB HID)** A protocol for sending and receiving control messages from a USB device.

**User agent client (UAC)** A logical entity that creates a new request, and then uses the client transaction state machinery to send it. The role of UAC lasts only for that transaction. If a process initiates a request, it acts as a UAC for that transaction. If a process receives a request later, it assumes the role of a user agent server for that transaction.

**User agent server (UAS)** A logical entity that generates a response to a Session Initiation Protocol (SIP) request. The response either accepts, rejects, or redirects the request. The role of the UAS lasts only for that transaction. If a process responds to a request, it acts as a UAS for that transaction. If it initiates a request later, it assumes the role of a user agent client for that transaction.

**User Datagram Protocol (UDP)** A connectionless TCP/IP protocol that corresponds to the transport layer in the ISO/OSI reference model and does not offer reliable delivery of data.

**User replicator (UR)** A component of the Office Communications Server service that synchronizes the database with user information and global Office Communications Server settings that are stored in Active Directory.

**User Services module** A module that provides closely integrated instant messaging, presence, and conferencing features that are built on top of the SIP proxy.

**Video negotiation** The process in which an endpoint that is proposing to send video can determine the video capabilities of the receiving endpoint before sending the video stream.

**Voice mail** An application that automatically answers calls and stores messages for retrieval in the future.

**Voice over IP (VoIP)** Office Communications Server 2007 R2 provides the ability to do Voice over IP, which is the basis of voice communication over computer networks. With VoIP, the audio traffic is carried over the IP network in contrast to remote call control (RCC), which is related to controlling the PBX phone from a computer that is running Office Communicator 2007 R2.

**VoIP** Voice over Internet Protocol.

**Web Components Server** A server in the internal network that provides software Web components that require IIS to support Office Communications Server 2007 R2. These Web components include IIS Virtual Directory setup to support Address Book Server, the Web Conferencing Server (downloading of meeting content), and the IM Conferencing group expansion Web service. It runs on each Standard Edition server and, for Enterprise pools, either on the Front End Server (in a consolidated configuration) or a dedicated server that is running IIS (in an expanded configuration).

**Web Conferencing Edge Server** A server role that enables data collaboration with external users. In the Office Communications Server 2007 R2 consolidated edge topology, this server role is collocated on the same computer as the Office Communications Server 2007 R2 Edge Server.

**Web Conferencing Server** A server role that manages data collaboration for online conferences. This server role is available on a Standard Edition server. In an Enterprise pool, it can be collocated with the Front End Server and A/V Conferencing Server, or it can be deployed on a separate server.

**Web farm Services** A collection of Internet Information Services (IIS) servers or an IIS server hosting content.

**Web Service** A server role for Group Chat that is used to post files to group channels.

**Windows Management Instrumentation (WMI)** Part of Windows that provides fully integrated operating system support for uniform system and applications management. WMI is the Microsoft implementation of Web-based Enterprise Management (WBEM), which is an industry initiative to develop a standard technology for accessing management information in an enterprise environment.

**Windows Software Trace Pre-processor (WPP)** Part of the Windows operating system that enables applications to easily have a configurable high performance logging infrastructure.

**Work Call** Functionality that enables a user to dial a number from the 2007 R2 release of Office Communicator Mobile for Windows Mobile, but have the server back-end actually make the call.

**Working Hours** Office Outlook Calendar options that specify the hours that a person is typically at work. Working hours are used in advanced call handling to determine call forwarding rules, and are also displayed as part of presence information.