

# SaskTel Hosted Email & Collaboration

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## Troubleshooting Guide

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## Introduction

Thank you for choosing SaskTel Hosted Email & Collaboration as your email and collaboration service.

Technical Support is available 24 hours a day, 7 days a week, 365 days a year, however; to help you resolve some common issues prior to contacting SaskTel Support we've included troubleshooting information for SaskTel Hosted Exchange, SaskTel Hosted Lync, and SaskTel Hosted SharePoint.

If your issue is not resolved using these instructions, please have your Administrator contact SaskTel Support.

## Support information

The Administrator is the **first level** of support for any end user troubles, and must be the person to place the support call. Placing a support call in this manner is only for technical difficulties related to Hosted Email & Collaboration.

Your IT department will still be responsible for your desktop client support.

**Note:** At any time, should you encounter a problem with your SaskTel Hosted Email & Collaboration services, please attempt the following troubleshooting steps to resolve the issue prior to placing a support call:

## Hosted Exchange

TROUBLE	TROUBLESHOOTING	ACTION TO TRY
Unable to setup Hosted Exchange email on my smartphone	Have you enabled ActiveSync or BlackBerry service on the account?	Refer to page 9 of your Administrator Guide.
How do I add a new user account?		Refer to page 6 of the Administrator Guide.
Unable to setup email on desktop client (ie.Outlook)	Have you checked your server settings?	Refer to the Reference tab in your Cloud Control Administrator Portal.
Error message appears that user name and password are incorrect	User names and passwords are case sensitive.	Verify the correct case is being used and attempt the login again. If still unsuccessful, have the Administrator reset the password.
I've forgotten my password	Is it an End User password?	Administrator should refer to page 18 of your Administrator Guide.
	Is it an Administrator password?	Administrator should contact SaskTel Support.
Server Connection Error	Are you using Webmail?	Administrator should confirm username and password are correct.
	Are you using a mail client?	Administrator should ensure mail server and port settings are correct. Refer to Reference tab in Cloud Control portal.
Unsure how to manage SPAM and filter settings	Are you familiar with the Quarantine tab in your Cloud Control portal?	Refer to page 24 of your Administrator Guide.

# Hosted Lync

TROUBLE	TROUBLESHOOTING	ACTION TO TRY
<b>Installation and Sign-In</b>		
<p>You receive an error message saying that Microsoft Lync 2010 could not be installed</p>		<ol style="list-style-type: none"> <li>1. Open Windows Control Panel, and verify that Microsoft Lync 2010 is not in the list of installed programs.</li> <li>2. If listed, uninstall Lync 2010.</li> <li>3. Uninstall any unapproved third-party security software. Security software with restrictive security settings can block the installation.</li> <li>4. Close Windows Control Panel.</li> <li>5. Download the Lync 2010 setup file to your desktop.</li> <li>6. Run Disk Cleanup (cleanmgr.exe), and delete temp files.</li> <li>7. If the computer is running Windows 7 or Windows Vista, right-click the Lync 2010 setup file, and then click <b>Run as Administrator</b>.</li> </ol>
<p>Unable to sign in</p>	<p>Make sure you are entering the correct sign-in information.</p>	<ol style="list-style-type: none"> <li>1. In the upper right corner of the Lync main window, click <b>Options</b> (gear icon), and then click <b>Personal</b>.</li> <li>2. Under <b>My account</b>, verify that the information in the <b>Sign-in address</b> box is correct.</li> <li>3. Click the <b>Advanced</b> button.</li> <li>4. In the <b>Advanced Connection Settings</b> dialog box, click <b>Manual configuration</b>. Verify that the values for <b>Internal server name or IP address</b>, <b>External server name or IP address</b> (per your Hosted Lync User Guide), and <b>Connect using</b> are correct, and then click <b>OK</b>.</li> <li>5. Click <b>OK</b> again.</li> <li>6. Type your user name and password again, and then click <b>Sign In</b> to try to connect again.</li> </ol>
<b>Presence and Instant Messaging</b>		
<p>Status is Presence Unknown</p>	<p>Your status in Microsoft Lync 2010 displays as Presence Unknown, or you see this status for other people.</p>	<p>This is most likely to occur when you sign in to Lync 2010 for the first time. To resolve this issue, sign out of Lync, and then sign in again.</p>

TROUBLE	TROUBLESHOOTING	ACTION TO TRY
<b>Contacts</b>		
<p>Duplicate contacts in Outlook and Lync 2010 search results</p>	<p>By default, Lync 2010 adds contacts to the Outlook default Contacts folder, which can cause duplicate contacts in Outlook and in Lync search results (because search pulls from the Global Address List, or GAL, and from your Outlook Contacts folder).</p>	<ol style="list-style-type: none"> <li>1. In the upper right corner of the Lync main window, click <b>Options</b> (gear icon).</li> <li>2. In the <b>Lync - Options</b> dialog box, click <b>Personal</b>.</li> <li>3. Clear the <b>Save my Lync contacts in my personal contacts folder on the Exchange server</b> check box.</li> </ol> <p>Then, to manually delete the duplicate contacts from Outlook, do the following:</p> <ol style="list-style-type: none"> <li>1. In Outlook, in the navigation panel on the far left, click <b>Contacts</b>.</li> <li>2. On the <b>Current View</b> tab, in the <b>Current View</b> group, click <b>Phone</b>.</li> <li>3. Right-click the <b>Full Name</b> column header, and then click <b>View Settings</b>.</li> <li>4. Click the <b>Columns</b> button.</li> <li>5. In the <b>Available Columns</b> list, click <b>Modified</b> to highlight it, and then click the <b>Add -&gt;</b> button.</li> <li>6. Click <b>OK</b>, and then click <b>OK</b> again.</li> <li>7. Click the <b>Modified</b> column header to sort by ascending or descending order to group the contacts that you want to delete.</li> <li>8. Click the first contact you want to delete.</li> <li>9. Scroll down to the last contact you want to delete.</li> <li>10. Hold down the Shift key, and then click the last contact you want to delete to highlight them all.</li> <li>11. Press the Delete key.</li> </ol>
<p>Unavailable buttons on a Contact Card or the Contacts list</p>	<p>Certain buttons on the contact card that appears when you point to a person's picture in Microsoft Lync 2010 and also on the display-related buttons, above the Lync 2010 Contacts list, seem unavailable because they are dimmed.</p> <p>On a contact card, the following buttons appear unavailable:</p> <ul style="list-style-type: none"> <li>• Close button</li> <li>• Expand and collapse arrows</li> <li>• Options menu</li> </ul> <p>Above the Contacts list, the following buttons appear unavailable:</p> <ul style="list-style-type: none"> <li>• Display Options button</li> <li>• Layout options menu</li> </ul>	<p>The buttons are actually available. They only appear unavailable. There is currently no way to change the appearance of these buttons.</p>

TROUBLE	TROUBLESHOOTING	ACTION TO TRY
<b>Audio and Video</b>		
Audio device not detected in Windows Vista	If you select a device as the preferred audio device for Microsoft Lync 2010 conversations and then detach the device and plug it into a different USB port, Lync 2010 does not recognize the device.	This issue is limited to Windows Vista. It occurs because Windows Vista renames the device when you plug it in to a new port, which makes Lync unable to recognize it. To resolve this issue, return the device to the port it was originally attached to.
Audio issues from another's device	Another user's audio device is causing poor audio quality during a Microsoft Lync 2010 meeting or call.	<p>Do the following:</p> <ul style="list-style-type: none"> <li>• Ask anyone who is using a webcam microphone / computer speakers to use a different audio device.</li> <li>• Ask everyone to make sure the device they are using is optimized for Lync 2010. For a list of optimized devices, see "Phones and Devices Qualified for Microsoft Lync" at <a href="http://go.microsoft.com/fwlink/p/?LinkId=208938">http://go.microsoft.com/fwlink/p/?LinkId=208938</a>.</li> <li>• Ask the presenter to mute the participant who has the malfunctioning device.</li> </ul>
Background noise too loud	Your microphone or other audio device is capturing too much background noise during a Microsoft Lync 2010 meeting or call.	<p>Do the following:</p> <ul style="list-style-type: none"> <li>• Make sure your computer's fan or spinning hard disk drive is not too close to the microphone.</li> <li>• Make sure you are not sitting near a fan or air conditioning unit that is producing static noise.</li> <li>• If you are using a noise-canceling microphone, make sure it is positioned approximately two centimeters (a little less than one inch) away from your mouth to ensure that background noise is effectively filtered.</li> <li>• If you are using the speaker on your phone, make sure the phone is placed on a flat surface. Also, make sure there is no obstruction between the phone and your mouth.</li> <li>• If there is physical damage to the device, try using a different device.</li> <li>• Make sure your device is optimized for Lync 2010. For a list of optimized devices, see "Phones and Devices Qualified for Microsoft Lync" at <a href="http://go.microsoft.com/fwlink/p/?LinkId=208938">http://go.microsoft.com/fwlink/p/?LinkId=208938</a>.</li> </ul>
Audio issues from multiple devices in the same room	You are in a room with several people and multiple audio devices, and you hear a screeching sound or echo on the Microsoft Lync 2010 call.	Mute your microphone and speakers, or ask others in the room to mute their audio. If several people in the same room want to join the same Lync 2010 call, consider using a device with a speakerphone, or have participants mute their microphones whenever they are not speaking.

TROUBLE	TROUBLESHOOTING	ACTION TO TRY
<b>Audio and Video</b>		
Notification about an audio issue	You receive a notification, in the Microsoft Lync 2010 Conversation window or the Lync main window, about an audio issue.	Click the notification to get more details or suggested solutions.
Lync 2010 stops responding when audio plays	You are running Windows 7 or Windows Server 2008 R2, and Microsoft Lync 2010 stops responding when playing audio.	Install a Windows hotfix to resolve this issue. For details, see Microsoft Knowledge Base article 981679, "An application that captures and plays audio stops responding in Windows 7 or in Windows Server 2008 R2" at <a href="http://go.microsoft.com/fwlink/p/?LinkId=3052&amp;kbid=981679">http://go.microsoft.com/fwlink/p/?LinkId=3052&amp;kbid=981679</a> .
Quality issue with audio	Incoming or outgoing sound quality is poor in Microsoft Lync 2010.	<p>Audio quality in Lync 2010 depends on the condition and quality of the devices and network. If there are audio-quality issues, check the following:</p> <ul style="list-style-type: none"> <li>• Device set up</li> <li>• Whether the device is working properly and compatible with Lync</li> <li>• Other user's devices</li> <li>• Network connectivity</li> </ul>
Echoing	Other people are complaining they hear an echo when they are on a Microsoft Lync 2010 call with you.	<p>Do the following:</p> <ul style="list-style-type: none"> <li>• Turn down your speaker volume to reduce the echo.</li> <li>• If your microphone or audio device is near a wall or other reflective surface, consider moving the microphone or changing its direction away from the reflective surface.</li> <li>• If you are using your webcam microphone or your computer speakers, try using a different audio device such as a headset, handset, or standard microphone.</li> <li>• If possible, try placing the microphone as far away as possible from the computer speakers. Audio output from the speakers can feed into the microphone and produce echo.</li> <li>• If you are using a laptop with an integrated sound card that supports Microphone Boost, try disabling Microphone Boost to isolate the issue. Do the following: <ol style="list-style-type: none"> <li>1. Click <b>Start</b>, and then click <b>Control Panel</b>.</li> <li>2. In Windows Control Panel, click <b>Hardware and Sound</b>, and then click <b>Sound</b>.</li> <li>3. In the <b>Sound</b> dialog box, on the <b>Recording</b> tab, click your microphone, and then click <b>Properties</b>.</li> <li>4. On the <b>Levels</b> tab, clear the <b>Microphone</b> check box, if it is available.</li> </ol> </li> <li>• Make sure your device is optimized for Lync 2010. For a list of optimized devices, see "Phones and Devices Qualified for Microsoft Lync" at <a href="http://go.microsoft.com/fwlink/p/?LinkId=208938">http://go.microsoft.com/fwlink/p/?LinkId=208938</a>.</li> </ul>



TROUBLE	TROUBLESHOOTING	ACTION TO TRY
<b>Audio and Video</b>		
PowerPoint audio or video not playing	An embedded audio or video file does not play when sharing a Microsoft PowerPoint presentation by using the PowerPoint Presentation option in the Share menu in a Microsoft Lync 2010 meeting.	You can share the PowerPoint presentation and video file separately by using program or desktop sharing.
Audio cutting out or popping	Other Microsoft Lync 2010 users complain that your audio is cutting out or popping.	<p>Make a test call, and then adjust the microphone settings on your computer. Depending on your computer's sound card, you might need to adjust the microphone or Microphone Boost levels if they are set too high by doing the following:</p> <ol style="list-style-type: none"> <li>1. Click <b>Start</b>, and then click <b>Control Panel</b>.</li> <li>2. In Windows Control Panel, click <b>Hardware and Sound</b>, and then click <b>Sound</b>.</li> <li>3. In the <b>Sound</b> dialog box, on the <b>Recording</b> tab, click your microphone, and then click <b>Properties</b>.</li> <li>4. On the <b>Levels</b> tab, adjust the microphone level and the <b>Microphone Boost</b> level, if it is available.</li> <li>5. If that does not resolve the issue, clear the <b>Microphone Boost</b> check box, if it is available, and then try again.</li> </ol> <p>If you are still having an issue and you are using a noise-canceling microphone, make sure the microphone is positioned approximately two centimeters (slightly less than one inch) away from your mouth. Also, make sure the device you are using is optimized for Lync 2010. For a list of optimized devices, see "Phones and Devices Qualified for Microsoft Lync" at <a href="http://go.microsoft.com/fwlink/p/?LinkId=208938">http://go.microsoft.com/fwlink/p/?LinkId=208938</a>.</p> <p>Finally, before making or receiving another call, it is important that you check the audio quality of the selected device by doing the following:</p> <ol style="list-style-type: none"> <li>1. In the lower-left corner of the Lync main window, click the audio device menu.</li> <li>2. Click <b>Check Call Quality</b> to make a test call, and then listen to how you sound when using the selected device.</li> </ol>

TROUBLE	TROUBLESHOOTING	ACTION TO TRY
<b>Audio and Video</b>		
Speaker volume too low	Your speaker volume is too low, and you have trouble hearing other people in the Microsoft Lync 2010 meeting or call.	<p>Increase the speaker volume from the Windows Control Panel or notification area. If other people on the call cannot hear you, try increasing your microphone volume as follows:</p> <ol style="list-style-type: none"> <li>1. In the lower-left corner of the Lync main window, click the audio device menu, and then click <b>Audio Device Settings</b>.</li> <li>2. Under <b>Customize your device</b>, drag the slider bar next to <b>Microphone</b> to an appropriate level.</li> </ol>
Microphone or speaker not working	During a Microsoft Lync 2010 meeting or call, either no one can hear you because your microphone is not working, or you cannot hear others because your speaker is not working.	<p>Make sure the audio device is plugged in correctly, and also check the volume settings on the device. If there is physical damage to the device or if the problem persists after restarting your computer, try using a different device. Additionally, make sure the device is optimized for Lync 2010. For a list of optimized devices, see “Phones and Devices Qualified for Microsoft Lync” at <a href="http://go.microsoft.com/fwlink/p/?LinkId=208938">http://go.microsoft.com/fwlink/p/?LinkId=208938</a>.</p> <p>Before making or receiving another call, check that the microphone or speaker is working. Then, check the audio quality by making a test call. To make a test call, do the following:</p> <ol style="list-style-type: none"> <li>1. In the lower-left corner of the Lync main window, click the audio device menu.</li> <li>2. Click <b>Check Call Quality</b>, and then listen to how you sound when using the selected device.</li> </ol>
<b>Making and Receiving Lync Calls</b>		
Caller name incorrect	The caller name that appears in an incoming call alert or Microsoft Lync 2010 Conversation window is incorrect.	This issue occurs when more than one contact in the Global Address Library (GAL), in Microsoft Outlook, or in the GAL and Outlook have the same phone number. There currently is no workaround for this issue.
Error message when making a call	You receive an error message while trying to call someone by using Microsoft Lync 2010.	<p>Do the following:</p> <ul style="list-style-type: none"> <li>• Make sure you have Internet connectivity.</li> <li>• Check the phone number or contact information, and make sure the number is entered correctly.</li> <li>• Send an instant message or email to confirm that the call recipient can receive calls.</li> </ul>
Phone number on a webpage not detected	Microsoft Lync 2010 does not detect a phone number on a webpage in the Windows Internet Explorer browser; that is, it does not make the number available to you to click and dial.	<p>Phone-number detection in Internet Explorer is not enabled when the phone number is not a United States number and does not start with a "+". It is also unavailable in 64-bit versions of Internet Explorer.</p> <p>There currently is no workaround for this issue.</p>

TROUBLE	TROUBLESHOOTING	ACTION TO TRY
<b>Making and Receiving Lync Calls</b>		
Remote Call Control features not working	<p>You are using remote call control with Microsoft Lync 2010 and are unable to do one or more of the following:</p> <ul style="list-style-type: none"> <li>• Download normalization rules</li> <li>• Use video calling</li> <li>• Transfer meetings to your own number(s)</li> <li>• Join meetings by using the Join From dialog box</li> </ul>	Lync 2010 does not support the remote call control features in the preceding list. There currently is no workaround for this issue.
Contacts search unavailable for Remote Call Control users	You cannot search for contacts in Microsoft Lync 2010 while using remote call control.	Lync 2010 does not support search with remote call control. If you use remote call control, download your organization's Global Address List (GAL), which you can use to search contacts.
<b>Meetings and Conference Calls</b>		
Unable to schedule	You are not able to schedule a Microsoft Lync 2010 meeting or conference call because either you cannot create meeting requests or others cannot receive them.	<p>Do the following:</p> <ul style="list-style-type: none"> <li>• Make sure no participant is blocked from receiving meeting requests. (For example, make sure any blocked or safe sender lists are properly configured.)</li> <li>• If you can create meeting requests successfully but participants are not receiving them, have participants check their Junk E-mail folder for the invitation.</li> <li>• Make sure participants install the latest version of the Online Meeting Add-in for Lync 2010, if they are using a Microsoft Office 2010 suite, or the latest version of the Conferencing Add-in for Microsoft Office Outlook, if they are using Microsoft Office 2007 suites or Office 2003 suites.</li> <li>• Make sure your phone or device is optimized for Lync 2010. For a list of optimized devices, see "Phones and Devices Qualified for Microsoft Lync" at <a href="http://go.microsoft.com/fwlink/p/?LinkId=208938">http://go.microsoft.com/fwlink/p/?LinkId=208938</a>.</li> <li>• Have participants confirm with their support teams that their networks and accounts support Lync meetings.</li> <li>• If you are having issues with scheduling, see if others can schedule Lync meetings and conference calls. If no one can schedule or join a meeting, the issue is likely related to network connectivity. (For example, there might be an intermittent issue or temporary network outage.)</li> </ul>

TROUBLE	TROUBLESHOOTING	ACTION TO TRY
<b>Meetings and Conference Calls</b>		
Error message when using live meeting	After installing Microsoft Lync 2010, you attempt to join a scheduled Microsoft Office Live Meeting, and you receive the following error message: "Live Meeting cannot connect to the meeting. Wait a few moments, and then try to join the meeting again. If you still cannot connect, contact your Administrator or technical support."	Do the following: <ol style="list-style-type: none"> <li>1. In the upper right corner of the Lync main window, click <b>Options</b> (gear icon).</li> <li>2. Click <b>Personal</b>, and then, under <b>My account</b>, click <b>Advanced</b>.</li> <li>3. Click <b>Automatic Configuration</b>, and then click <b>OK</b>.</li> <li>4. Close Lync 2010, and then open it again.</li> </ol>
Wrong dial-in number in meeting request	You scheduled a Microsoft Lync 2010 meeting or conference call by using the New Online Meeting button in Microsoft Outlook Calendar, and the dial-in number that appears in the meeting request does not include the correct number for the country/region or a toll-free number.	Change the dial-in number by doing the following: <ol style="list-style-type: none"> <li>1. In Outlook Calendar, click <b>New Online Meeting</b>.</li> <li>2. On the <b>Meeting</b> tab, in the <b>Online Meeting</b> group, click <b>Meeting Options</b>.</li> <li>3. Click <b>Audio and Phone</b>, and then, under <b>Audio and Phone</b>, click the location that you want to use in <b>Location most people will dial in from</b>.</li> <li>4. (Optional) To save this location as the default, in the lower left corner of the <b>Online Meeting Options</b> dialog box, select the <b>Remember Settings</b> check box.</li> <li>5. Click <b>OK</b>.</li> </ol>
User listed as Guest	A participant in a Microsoft Lync 2010 meeting or conference call is listed as Guest in the participant list.	When a participant joins a Lync 2010 meeting or conference call that is hosted by a non-federated server, he or she is listed as Guest. There currently is no workaround for this issue.
<b>Sharing</b>		
Notification about participants being unable to see shared content	During a Microsoft Lync 2010 conversation or meeting, you start sharing your desktop or a program and then see a notification that some people in the meeting are not viewing what you are sharing. You might see this notification if at least one participant: <ul style="list-style-type: none"> <li>• Is using a previous version of Lync (Microsoft Office Communicator 2007 R2 or Microsoft Office Communicator 2007) that does not support the viewing of shared content.</li> <li>• Has not yet accepted your sharing request.</li> </ul>	For people who are using a previous version of Lync, you can use other methods of sharing the information with them, such as file transfer, email, or instant messaging (IM). Otherwise, remind the participants to accept your sharing request.

TROUBLE	TROUBLESHOOTING	ACTION TO TRY
<b>Sharing</b>		
Notification about switching to basic color	Windows prompts you to switch to basic color when you share your desktop in Microsoft Lync 2010.	This might happen if your computer is low on memory or if the video drivers are outdated. Try closing other processes that might be consuming memory, and update the video drivers. If the issue persists, consider switching to basic color before sharing your desktop.
Participants cannot see the full user interface in Word	When sharing a Microsoft Word document during a Microsoft Lync 2010 meeting, some drop-down boxes, tooltips, and combo boxes are not visible to the viewers.	Switch from program sharing to desktop sharing.
Participants see a black window	In a Microsoft Lync 2010 meeting, if a participant is sharing a program or window that cannot be set to layered (for example, a Command Prompt window or some versions of Windows Media Player) and another non-shared window completely covers the shared window, the other participants see a black window. Even partial overlap will cause others to see a black window (in addition to the originally shared window).	The participant who is sharing should bring the shared program window to the front, and make sure that none of it is being covered by another window.
Participants see black squares	You see black squares or other display problems when viewing a shared program in Microsoft Lync 2010.	Switch your view. If you are viewing the program in a 1-to-1 view, switch to a scaled view. If you are viewing in a scaled view, switch to a 1-to-1 view.
Participants see monochrome content	The presenter's shared content appears monochrome to the viewers.	The presenter should update his or her graphics drivers.
Remote user cannot share	You are using Microsoft Lync 2010 on a remote computer and cannot share a program or a Microsoft Excel file with participants in a meeting or conference call.	<p>This issue occurs when Lync is installed on a remote computer that is running one of the following operating systems:</p> <ul style="list-style-type: none"> <li>• Windows Server 2008 R2 or an earlier version of Windows Server 2008</li> <li>• Windows Vista</li> </ul> <p>To resolve this issue, share your desktop instead of a program, and transfer Excel files another way, such as by using a file sharing website or email.</p>

TROUBLE	TROUBLESHOOTING	ACTION TO TRY
Sharing		
PowerPoint audio or video not playing	An embedded audio or video file does not play when sharing a Microsoft PowerPoint presentation by using the PowerPoint Presentation option in the Share menu in a Microsoft Lync 2010 meeting.	You can share the PowerPoint presentation and video file separately by using program or desktop sharing.
Unable to save shared content	When you try to click Save As or Save with Annotations in the Attachments dialog box by pressing the Enter key, the content is not saved.	Use your mouse to click the appropriate option.
Unable to share a program	You encounter issues when sharing a program with Microsoft Lync 2010.	<p>The problem might be due to configuration or connectivity issues, or you might be using a program that cannot be shared in a Lync 2010 call or meeting. The programs that cannot be shared include the following:</p> <ul style="list-style-type: none"> <li>• Microsoft Lync 2010</li> <li>• Microsoft Lync 2010 Recording Manager</li> <li>• Microsoft Lync 2010 Attendee</li> <li>• Windows Explorer</li> <li>• Sticky Notes</li> <li>• Windows Sidebar</li> <li>• Programs you are running with user rights and permissions that are more restrictive than the user rights and permissions for Lync.</li> </ul> <p>If you want to share content from one of these programs with other participants in the Lync conversation or meeting, you can use desktop sharing.</p> <p>If the problem is not related to the program being on the preceding list, do the following:</p> <ul style="list-style-type: none"> <li>• Make sure you can connect with contacts successfully before trying to share a program. Program sharing relies on having a connection with the contacts you intend to share with.</li> <li>• If you are trying to share a program with multiple contacts, try sharing with just one contact first. This can help you determine if the issue occurs during one-on-one communication or only during conferencing.</li> <li>• Try sharing your desktop instead of the program.</li> <li>• Test to confirm that devices, are connected and functioning properly. If these devices are working, there is likely a configuration issue related to program sharing.</li> </ul>

TROUBLE	TROUBLESHOOTING	ACTION TO TRY
<b>Sharing</b>		
Unable to share content	You encounter issues when sharing a program, your desktop, or files in Microsoft Lync 2010.	<p>Do the following:</p> <ul style="list-style-type: none"> <li>• Make sure you can connect with contacts successfully before trying to share content. Content sharing relies on having a connection with the contacts you intend to share with.</li> <li>• If you are trying to share content with multiple contacts, try sharing with just one contact first. This can help you determine if the issue occurs during one-on-one communication or only during conferencing.</li> <li>• If you are sharing a file, try sharing your desktop instead.</li> </ul> <p>Test to confirm that devices, such as audio speakers, are connected and functioning properly. If the devices are working, the problem is likely a configuration issue related to content sharing.</p>
<b>Collaboration</b>		
Unable to grant control of a shared program	In a Microsoft Lync 2010 meeting, you want to collaborate with another presenter by giving him or her control of a shared program but are unable to.	<p>This issue occurs if you are doing either of the following:</p> <ul style="list-style-type: none"> <li>• Running the program with administrator rights and permissions.</li> <li>• Not running Lync 2010 with administrator rights and permissions.</li> </ul> <p>To resolve this issue, do one of the following:</p> <ul style="list-style-type: none"> <li>• Run Lync with administrator rights and permissions.</li> <li>• Share your desktop, and then grant control of it to the other presenter.</li> </ul>

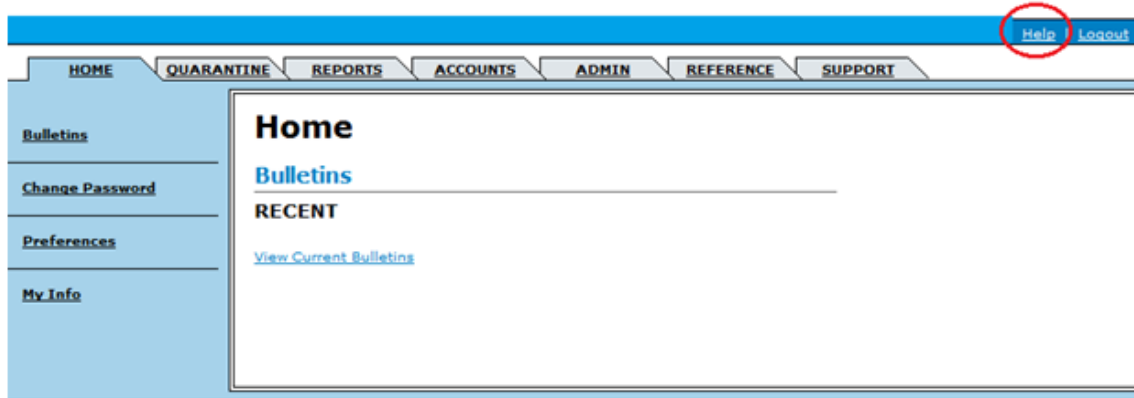
## Hosted SharePoint

TROUBLE	TROUBLESHOOTING	ACTION TO TRY
Cannot create a SharePoint site		<ol style="list-style-type: none"><li>1. Login into Cloud Control.</li><li>2. Click the Admin tab.</li><li>3. Click on SharePoint portal in the left navigation pane.</li><li>4. This will take you to the main page that allows you to create a new SharePoint site.</li><li>5. Select an admin and type a unique URL.</li></ol>
Cannot grant user access		<ol style="list-style-type: none"><li>1. Click on the Accounts tab.</li><li>2. Search for users or click on users.</li><li>3. Click on SharePoint access.</li><li>4. Select the site you want to add permissions to.</li><li>5. Click on permissions and assign.</li></ol>



## Help menus

Help menus are available for each tab of the Cloud Control Administrator Portal. Please refer to this menu to better understand the functionality within the tab.



## Contacting support

If you are not experiencing any of the above listed troubles or are unable to resolve the issue, follow the next steps to place a call to SaskTel Support:

- Support is available 24 hours a day 7 days a week 365 days a year.
- The Administrator is the first level of support for any end user troubles, and must be the person to place the call to Support.

**Please ensure you capture the following details prior to placing a support call as this information is critical in ensuring our support team can identify the cause of the problem quickly.**

1. At what time did the problem occur?
2. Have you experienced this problem before?
3. Can you reproduce the trouble?
4. Are you using a thick client (such as Outlook) or web access?
5. Are you able to capture a screen shot of the trouble?
6. Is the problem only related to a single user or multiple users?
  - If multiple users, are they in a single location or multiple locations?
7. Were there any other issues immediately before or during the time of the problem?
8. Have you made any changes to your computer network since it was last working?

For Hosted Email & Collaboration support, please call toll-free: **1-855-444-9464**.