



www.hostingcontroller.com

A Cloud Automation Solution

Selling Office 365 with Hosting Controller

A Complete Guide

Proprietary Notice

This document is the property of, and contains proprietary information of Hosting Controller. No part of this document may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying or recording, for any purpose other than consideration of the technical contents without the written acquiescence of a duly authorized representative of Hosting Controller.

© 2017 Hosting Controller. All Rights Reserved.

Contents

Proprietary Notice	2
Introduction	4
Key Takeaways	4
Configurations.....	5
Cluster Settings.....	7
Add Server.....	7
Edit Server.....	9
Provisioning.....	15
Adding a Customer	16
Managing Users.....	19
Managing Subscriptions.....	20
Managing SharePoint Sites.....	22
Managing Domains.....	23
Managing Distribution Lists.....	24
Managing Mail Contacts	25
Managing Resource Mailboxes.....	28
Managing Public Folders.....	31
Contact Us.....	31

Introduction

The Office 365 integration in Hosting Controller aims at providing 1-Tier and 2-Tier Microsoft Cloud Solution Provider (CSP) partners a fully automated platform for ordering, managing, bundling and billing Office 365 offerings.

Hosting Controller in essence provides a channel ready automation and orchestration solution for reselling Office 365 and providing CSP partners a chance to reap the benefits of the Microsoft CSP program.

This document is intended to provide detailed information regarding configuration and management of Office 365 with Hosting Controller.

To offer provisioning services for Office 365 through HC panel, there are some configurations that need to be done first.

Key Takeaways



Automate Provisioning

The Hosting Controller market ready wrapper for Office 365 enables CSP partners to cut their time-to-market by avoiding the unnecessary hassle of coding Microsoft APIs. The solution comes pre-integrated. Just fill in the Microsoft Partner Center details into Hosting Controller's user friendly interface and start selling Office 365 to end customers.



Control Billing

Makes one bill to the end customer possible. Allows CSP partners to handle ordering, invoicing, and recurring payments with the added advantage of multi-currency provision.



Enable Microsoft CSP Services

Enables various CSP Services such as Office 365, Exchange Online, SharePoint Online and Skype for Business Online on a single tenant. Commission all services centrally, relieve yourself from the pain of switching interfaces.

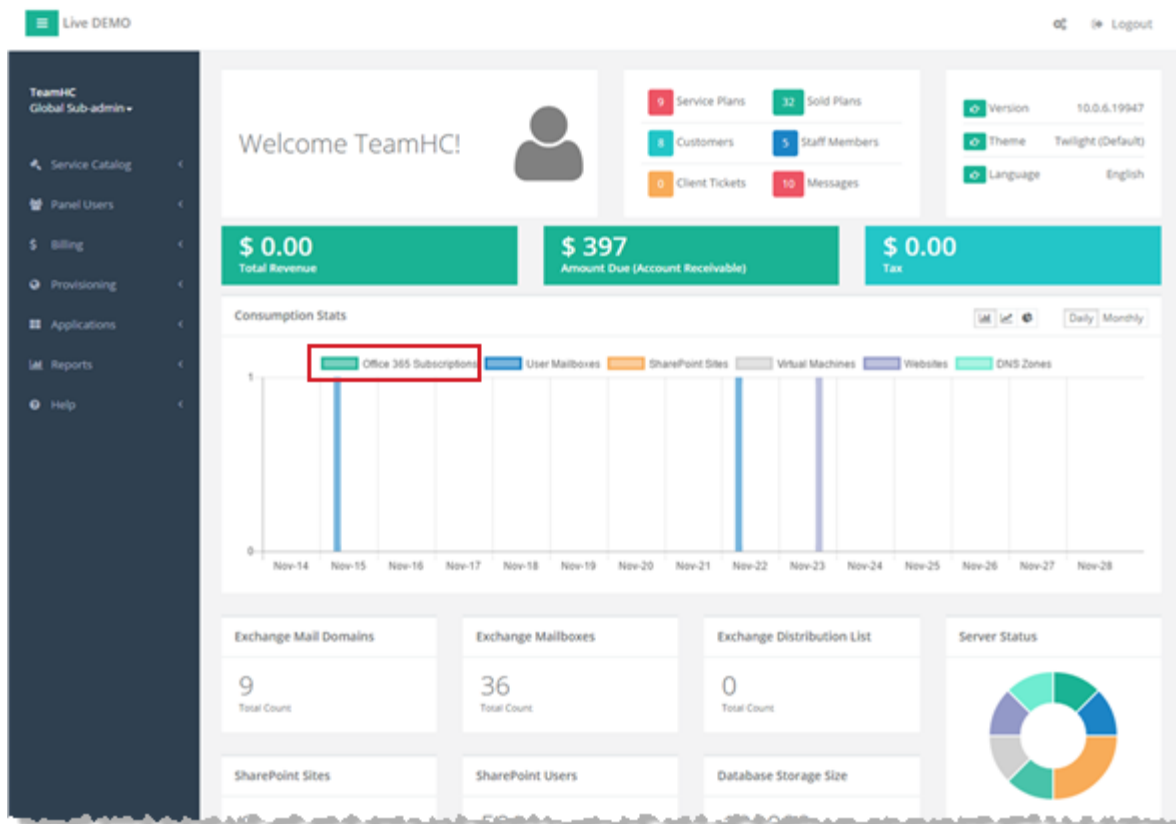



Include Complimentary Services

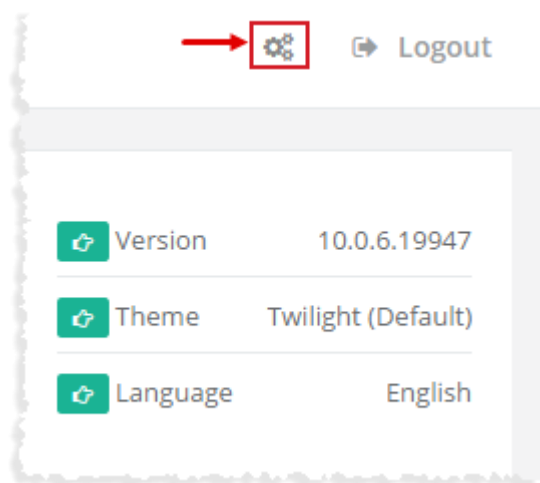
Allows packaging of other complimentary services into a single billable bundle, providing a golden chance to add real value to your portfolio.

Configurations

To configure various settings in the panel, log on to the HC panel as a host administrator. A welcome screen is displayed.



At top right corner of the screen click the configurations icon  as shown below:



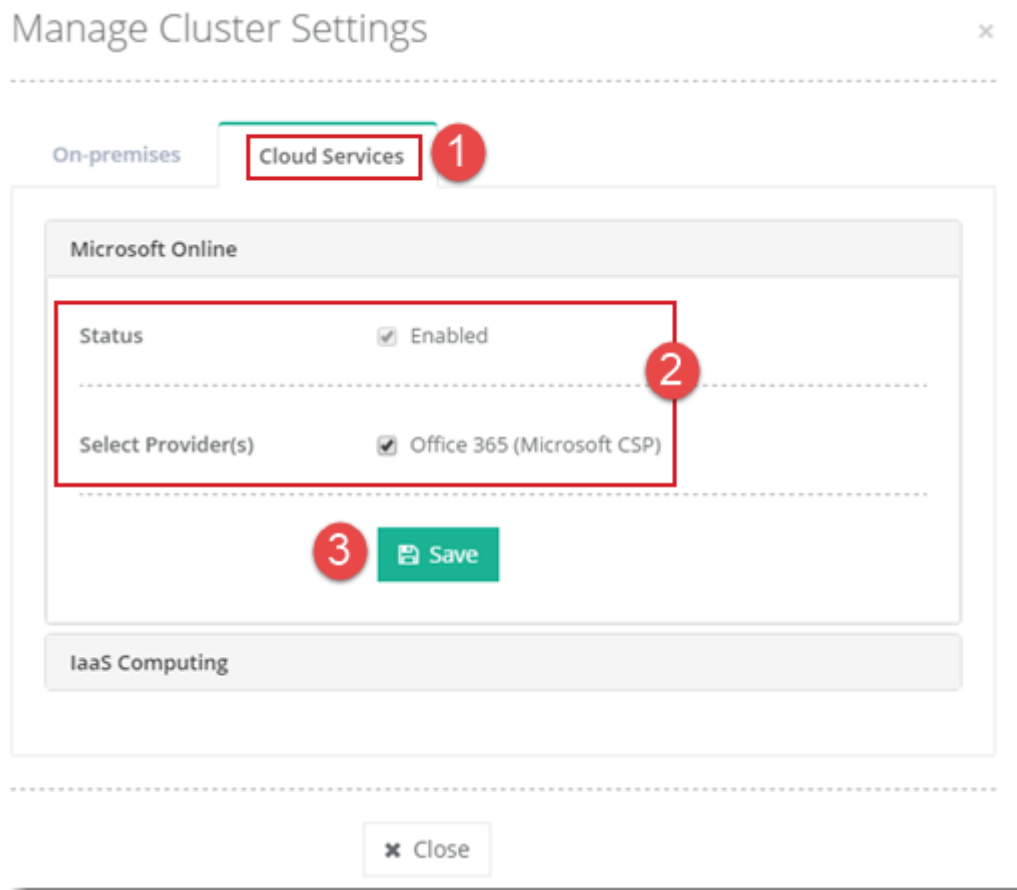
The **Configurations** tab is displayed as:

The screenshot shows the 'Configurations' tab interface. On the left is a green sidebar with the word 'Configurations' and a gear icon. The main content area is organized into several sections:

- Server Manager**
 - Servers
 - Cluster Settings** (highlighted with a red box)
 - Activate License
 - Control Servers
- System**
 - System Services
 - Scheduled Tasks
 - Debug Logs
 - Audit Logs
 - Exceptions
- Panel Emails Conf.**
 - Email Templates
 - Mails Settings
 - Mail Delivery Settings
 - Sent Emails
 - Unsent Emails
- Panel Conf.**
 - General Settings
 - Password Complexity
 - Custom Fields
 - Custom Menus
 - Ticket Categories
 - NAT Manager
 - Disk Usage Settings
 - Bandwidth Usage Settings
 - Additional Services
 - Manage Role Permissions
- Exchange Module Conf.**
 - Mail Stores
 - User's Mailbox Databases
 - Outlook Anywhere
 - Active Sync Policies
 - Sync Organizations
 - Public Folder Mailboxes
 - User's Public Folder Mailboxes
 - Manage Active Directory Trusts
- Skype Module Conf.**
 - Manage Line URIs
 - Assign Line URIs
 - User's Skype Server Pools
 - Manage SIP Federated Domains
 - User's Application Services
- SharePoint Module Conf.**
 - User's Web Applications
- Shared Hosting Conf.**
 - Logs Archiving Settings
 - rebuildXpress
- Office 365 Module Conf.**
 - Manage SKUs
- Applications Conf.**
 - Site.pro
 - Spam Experts
- Migration**
 - Import Website
 - Import Office 365 Customers
 - Import Databases

Cluster Settings

Under **Server Manager** click **Cluster Settings** to proceed. It displays **Manage Cluster Settings** interface as shown below:



1. Select **Cloud Services** tab.
2. Select Provider as **Office365**.
3. Click **Save** to proceed or **Cancel** otherwise.

Add Server

An Office 365 Server should be added to the Hosting Controller cluster to enable management and provisioning of Office 365 offerings.

Under **Server Manager** click **Servers** to proceed. It displays **Manage Servers** interface as shown below:

Manage Servers

Server Manager / Servers

Search Server by Friendly Name

+ Add Server

Friendly Name	Providers	Build No.	Status	License Status	Actions
Exch10		10.0.3.18878	Running	Licensed (activated)	Edit Delete
Office365-DEMO		10.0.3.18878	Running	Licensed (activated)	Edit Delete
Web10-IIS (138.201.182.98)		10.0.3.18878	Running	Licensed (activated)	Edit Delete

To add a server click + **Add Server**.

+ Add Server

Cloud Services

Add a server with cloud roles. e.g. AWS, Office 365 or Azure.

On-premises

Add a server with remote roles. e.g. Exchange or VMware.

On-premises Windows

Add a server with secondary roles. e.g. Web, DNS, Mail, Database, Hyper-V or SharePoint.

On-premises Linux

Add a server with secondary roles. e.g. Web, DNS, Mail or Database.

Edit Server

Under **Server Manager** click **Servers** to proceed. It displays **Manage Servers** page as shown below:

Manage Servers
Server Manager / Servers

Search Server by Friendly Name

+ Add Server

Friendly Name	Providers	Build No.	Status	License Status	Actions
Exch10		10.0.3.18878	Running	Licensed (activated)	Edit Delete
Office365-DEMO		10.0.3.18878	Running	Licensed (activated)	Edit Delete
Web10-IIS (138.201.182.98)		10.0.3.18878	Running	Licensed (activated)	Edit Delete

Under **Actions** column click **Edit** to proceed.

Edit Server

Server Information

Server's Friendly Name Office365-DEMO

Server Role(s) in Cluster

Select Server Role

- Microsoft Online
- IaaS Computing

Save Save & Edit Roles Cancel

Server's Friendly Name: It is friendly name of the server being edited.

Server Role: It is role of the server.

If you want to change role of the server, select required role and click **Save**. To modify roles specific settings, click **Save & Edit Roles** or **Cancel** otherwise.

Edit Server ×

Microsoft Online

General Settings

Select Provider: Office 365

Partner Service Settings

Authentication Authority Endpoint: https://login.windows.net

Partner Service API URL: https://api.partnercenter.microsoft.com

Primary Domain Suffix: onmicrosoft.com

User Authentication Settings

Admin User: [Redacted]

Password: [Redacted]

User Application Id: [Redacted]

Application Authentication Settings

Secret Key: [Redacted]

Primary Domain: [Redacted]

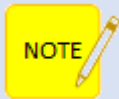
Application Id: [Redacted]

Region:

- Cambodia
- Cameroon
- Canada
- Cape Verde
- Cayman Islands

General Settings:

This setting allows you to select provider from the list. It is the provider of the Cloud services. Hosting Controller utilizes the CSP API provided by Microsoft, for communication. The API settings are required to be performed by a CSP partner.

Partner Service Settings:

Microsoft has exposed CSP Commerce REST API (CREST API) for CSP partners to create customer accounts and manage customer profiles in the Microsoft Commerce Platform. The CREST API also allows automation and management of customer orders and subscriptions and it is utilized by those CSP partners who aim at integrating customer and subscription management into their own tools, instead of using the functionality in the Partner Center site.

- 1) **Authentication Authority Endpoint:** This URL <https://login.windows.net> denotes the CSP credentials for authentication and is same for every CSP partner.
- 2) **Partner Service API URL:** This CREST API URL <https://api.partnercenter.microsoft.com> is used for actual provisioning of Office 365 resources such as users, subscriptions, organizations/customers and so on.
- 3) **Primary Domain Suffix:** The onmicrosoft.com domain is the initial domain created by Office 365 when you sign up for the service. It's same for every CSP partner.

User Authentication Settings:

- 1) **Admin User:** Administrators use credentials provided by Microsoft. The administrator user has admin rights.

The screenshot displays the Microsoft Partner Center interface. At the top, there's a navigation bar with 'Microsoft Partner Center', 'Programs', 'How-to', 'Support', 'Find a Partner', and 'Dash'. Below this, the 'User management' section is active, showing options for 'Account settings', 'Partner profile', 'Partner billing profile', 'Organization profile', 'Marketing profile', 'User management' (highlighted with a red box), 'Catalog', and 'App Management'. The 'User management' area includes an 'Add user' button, a search bar, and a table of users. A red arrow points from the 'Admin User' field in the 'User Authentication Settings' section to the 'Email' column of the user table, which contains a 'test account' and a green checkmark.

- 2) **Password:** It is the password for admin user.

3) **User Application ID:** It is the native application ID, hosted in Azure AD.

User Authentication Settings

Admin User: [text box]

Password: [password box]

User Application Id: [text box]

NOTE Please be informed that **User Application ID** and **Application ID** are two different fields and handled distinctively in Microsoft Partner Center. For convenience, refer to the comparison screenshot below:

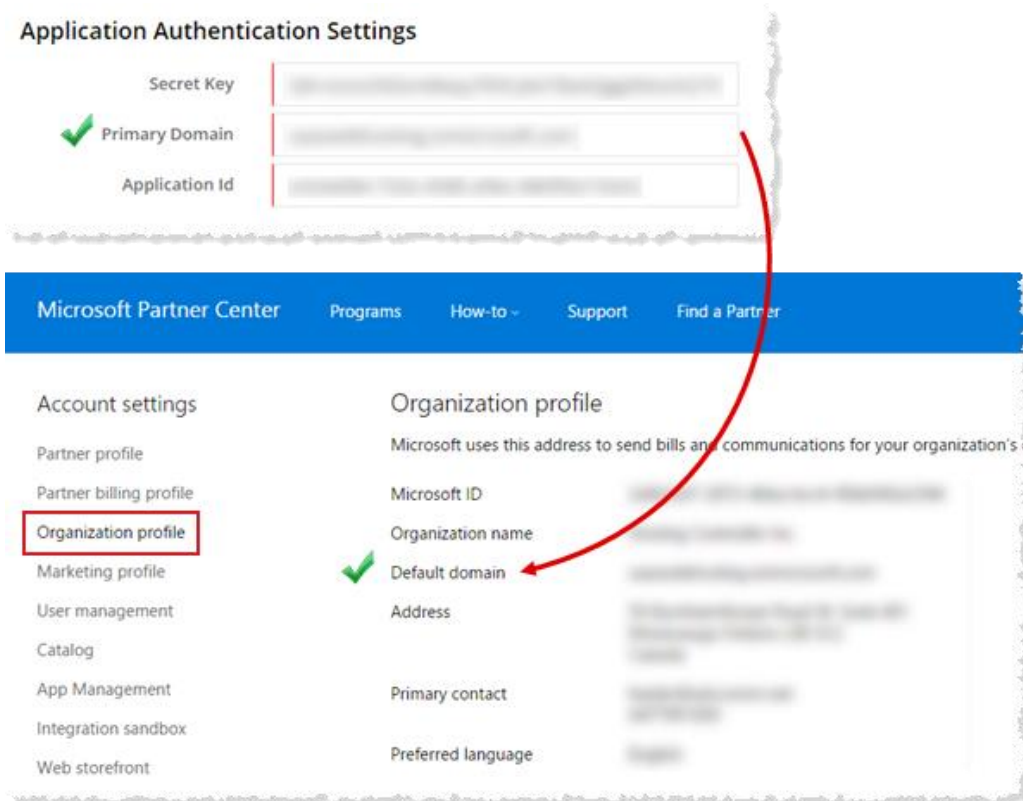
The screenshot compares two configuration screens. On the left is the 'User Authentication Settings' screen, with a red arrow pointing to the 'User Application Id' field. On the right is the 'App Management' screen, with a red box around 'App Management' in the navigation menu. Below it, the 'Web App' configuration is shown, with a red arrow pointing to the 'App ID' field. A second red arrow points from the 'User Application Id' field to the 'App ID' field, indicating they are the same field. Below the 'Web App' section, the 'Native App' configuration is also shown, with a red arrow pointing to its 'App ID' field.

Application Authentication Settings:

Partner Center uses Azure AD for authentication. To use the Partner Center APIs you must configure your authentication settings properly. To enable API access, register an Azure Active Directory web app or native app from **Dashboard >> Account settings >> App Management >> WebApp or Native App**.

- 1) **Secret Key:** Application secret keys are like passwords with longer expiry. They are provided by Microsoft for application authentication. Always save them in a secure location for future use.
- 2) **Primary Domain:** This is your default domain and can be viewed at this location in the Microsoft Partner Center:

Dashboard >> Account settings >> Organization profile >> Default domain



- 3) **Application ID:** This is the Application Id used for application authentication. Microsoft refers to it as Webb App ID. It can be viewed at this location in the **Microsoft Partner Center**:

Dashboard >> Account settings >> App Management >> Web App >> App ID

User Authentication Settings

Admin User: [Redacted]
 Password: [Redacted]
 User Application Id: [Redacted]

Application Authentication Settings

Secret Key: [Redacted]
 Primary Domain: [Redacted]
 Application Id: [Redacted]

Web App

App name: Partner Center API
 App ID: [Redacted] ✓
 Account ID: [Redacted]
 Commerce ID: [Redacted]
 Domain: [Redacted]

1 year [Add key]

The application secret keys are like passwords with longer expiry. Please save in secure location for future use.

Duration	Created	Expires on	Key
1 year	5/12/16 3:06 PM	5/12/17 3:06 PM

Native App

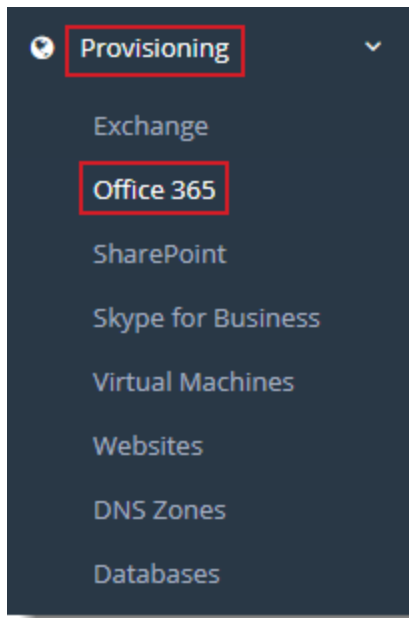
App name: Partner Center Native App [Unregister](#)
 App ID: [Redacted]
 Account ID: [Redacted]
 Commerce ID: [Redacted]
 Domain: [Redacted]

4) **Region:** It is the allowed region for selling.

NOTE CSP transacting partners can only sell in their specified regions and cannot sell outside their region/country.

Provisioning

Once panel is configured successfully as stated, next step is provisioning. To offer provisioning services, from the left menu click **Provisioning** >> **Office365**.



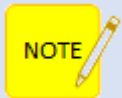
Manage Office 365 Customers

Provisioning / Office 365 Customers

Company	Owner	Primary Domain	Total Users	Total Subscriptions	Actions
AbdullahTest1	AbdullahAltaf	abdullahtest1.onmicrosoft.com	1	2	Users Subscriptions
advusercom	HC10Host	advusercom.onmicrosoft.com	0	2	Users Subscriptions
CSPTTestClient2	HC10Host	csptestclient2.onmicrosoft.com	1	2	Users Subscriptions
CSPTTestClient3	HC10Host	CSPTTestClientdomain.onmicrosoft.com	1	1	Users Subscriptions

1. Used to search existing customers by their companies.
2. Adds a customer as per specified information.
3. Allow users to perform various actions as required.

Adding a Customer



Customers here imply the Azure Active Directory tenants/organizations.

To add a customer click + **Create Customer** and specify required information. You can either create customer for yourself or a global customer.

In case of “**Create Customer for myself**” refer to the following screenshot:

Create Customer ×

Server Information

Owner Create Customer for myself

Select Provider

Select Office 365 Server

Company Information

Company Name

Primary Domain Name onmicrosoft.com

Select Country

Address Line 1

Address Line 2

City

Province / State Other

ZIP/Postal code

Primary Contact

First Name

Last Name

Email Address

Phone Number

Offers

<input checked="" type="checkbox"/> Exchange Online (Plan 1)	<input type="text" value="1"/>
<input checked="" type="checkbox"/> Exchange Online (Plan 2)	<input type="text" value="1"/>
<input checked="" type="checkbox"/> Office 365 Enterprise E1	<input type="text" value="1"/>
<input checked="" type="checkbox"/> Office 365 Enterprise E3	<input type="text" value="1"/>
<input checked="" type="checkbox"/> Office 365 Enterprise E4	<input type="text" value="1"/>
<input checked="" type="checkbox"/> Office 365 Enterprise E5 without PSTN Conferencing	<input type="text" value="1"/>

In case you don't want to create customer for yourself then specify user name in the additional field as shown below:

Create Customer ×

Server Information

Owner Create Customer for myself

→

Select Provider

Select Office365 Server

Company Information

The provisioning of users in Office365 requires the following as pre-requisites:

1. [Install the Azure Active Directory Module for Windows PowerShell](https://docs.microsoft.com/en-us/powershell/module/Azuread/?view=azureadps-2.0) and [Microsoft Sign-in Assistant for Office365](#) on the computer (if it isn't already installed). To install the Azure Active Directory Module for Windows PowerShell, go to the following Microsoft website:

<https://docs.microsoft.com/en-us/powershell/module/Azuread/?view=azureadps-2.0>

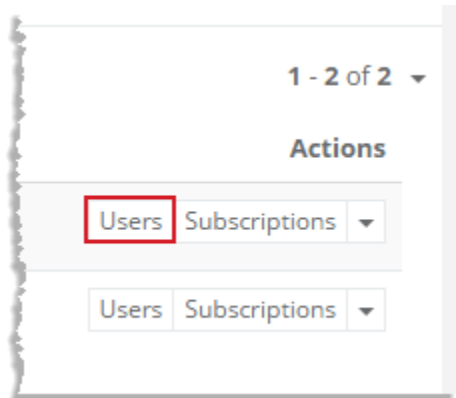


2. Click **Start >> All Programs >> Windows Azure Active Directory**. Now go to **Windows Azure Directory Module for Windows PowerShell**.
3. At the Windows PowerShell command prompt, type **get-Module** and press **Enter**.
4. In the output, check that the **MSOnline** module is present. The output should look like similar to the following:

```
Module Type Name Exported Commands
-----
Binary MSOnline {Add-MsolRoleMember, Remove-MsolContact...
```

Managing Users

Users are Active Directory users in Azure. Different services may be enabled against users such as Exchange, SharePoint and Skype for Business etc. To view users of a particular customer, click **Users** under **Actions** column.



Users of the specified customer are displayed as:

Manage Users

Provisioning / Office365 Customers / Users

Search Users by Display Name 1

+ Create User 2 Users of "TechXpertA"

Display Name	Email Address	3 Actions
Miki	Mikie@TechXpertA.onmicrosoft.com	Mailbox Delete

- 1) Used to search existing users of the selected customer by their display names.
- 2) Adds a new user under the selected customer.
- 3) Allow users to perform various actions.


Adding a User

To add a new user under any customer, click **+ Create User** and specify required information.


Create User Account

Display Name

User Name @

Password 

Strong

Confirm Password 

First Name

Last Name

Select license for this user

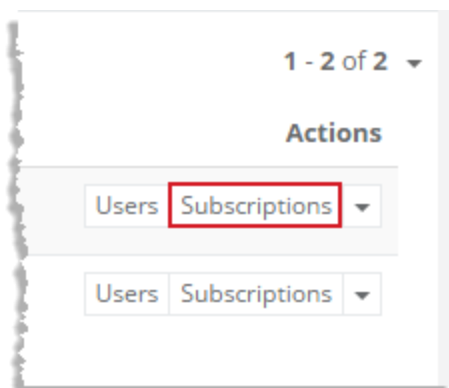
License Name

Exchange Online (Plan 1) (5 of 7 license available)

Click **Create** to proceed or **Cancel** otherwise.

Managing Subscriptions

Subscriptions are Microsoft SKUs. To view subscriptions of any customer, click **Subscriptions** under **Actions** column.



It shows **Manage Subscriptions** page as:

Manage Subscriptions

Provisioning / Office 365 Customers / Subscriptions

Subscriptions of "AbdullahTest1"			
Subscription Name	Quantity	Date Created	Actions
Exchange Online (Plan 1)	2	30-May-2017	2 Edit
Exchange Online (Plan 2)	2	30-May-2017	Edit

Adding a Subscription

To add a new subscription under any customer, click **+ Add Subscription** and select offers as required.

Add Subscription ×

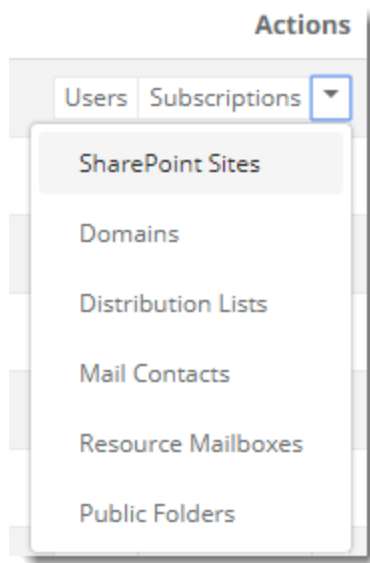
Offers

License Name	
<input type="checkbox"/> Exchange Online (Plan 1)	<input type="text" value="1"/>
<input type="checkbox"/> Exchange Online (Plan 2)	<input type="text" value="1"/>
<input checked="" type="checkbox"/> Office 365 Enterprise E1	<input type="text" value="1"/>
<input checked="" type="checkbox"/> Office 365 Enterprise E3	<input type="text" value="1"/>
<input checked="" type="checkbox"/> Office 365 Enterprise E4	<input type="text" value="1"/>
<input checked="" type="checkbox"/> Office 365 Enterprise E5 without PSTN Conferencing	<input type="text" value="1"/>

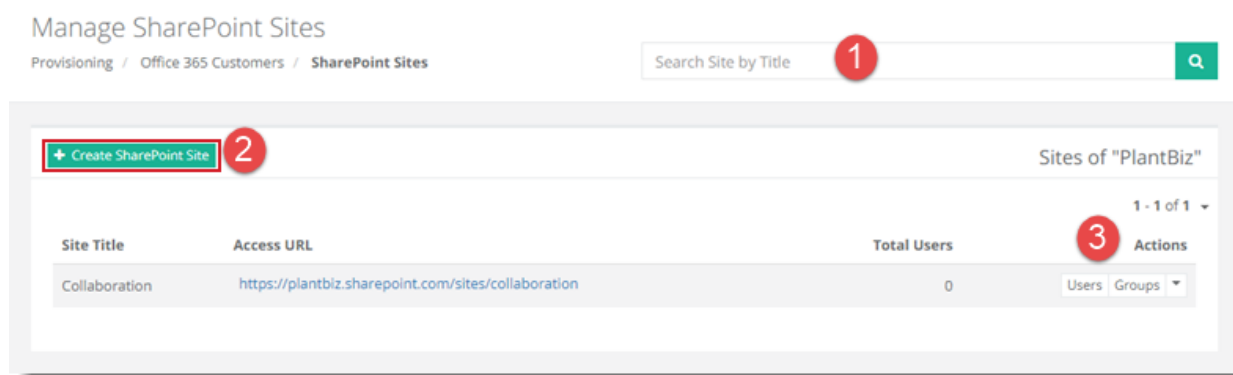
Click **Add Subscription** to proceed or **Cancel** otherwise.

Managing SharePoint Sites

To view SharePoint sites of any customer, click **SharePoint Sites** under **Actions** column.



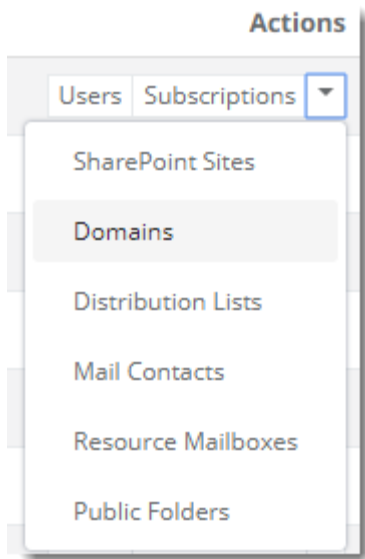
It shows **Manage SharePoint Sites** page as:



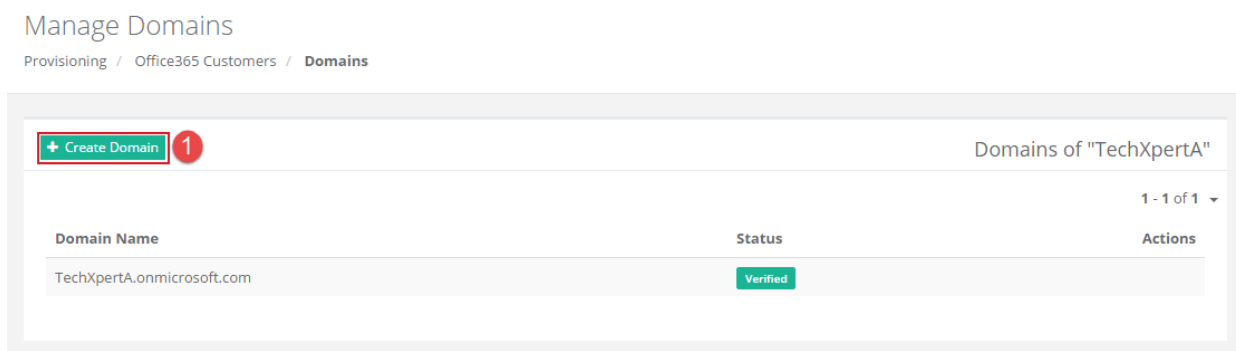
- 1) Used to search existing SharePoint sites of the selected customer by their site titles.
- 2) Adds a new SharePoint list under the selected customer.
- 3) Allow users to perform various actions.

Managing Domains

To view domains of any customer, click **Domains** under **Actions** column.

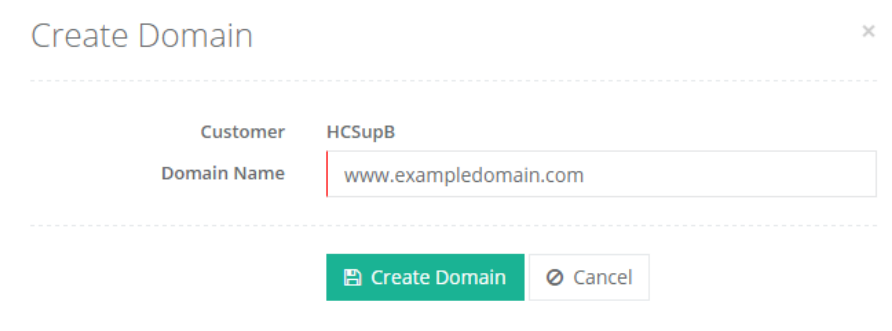


It shows **Manage Domains** page as:



Adding a Domain

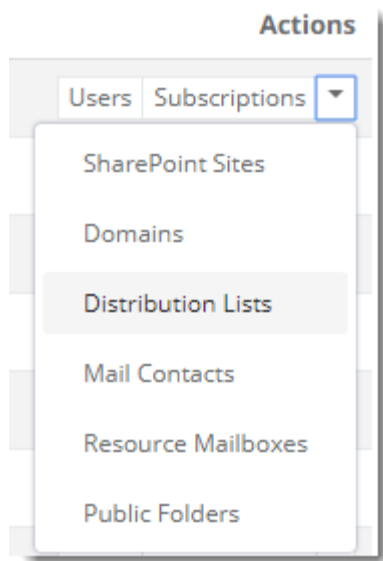
To add a new domain under any customer, click **+ Create Domain** and specify information as required.



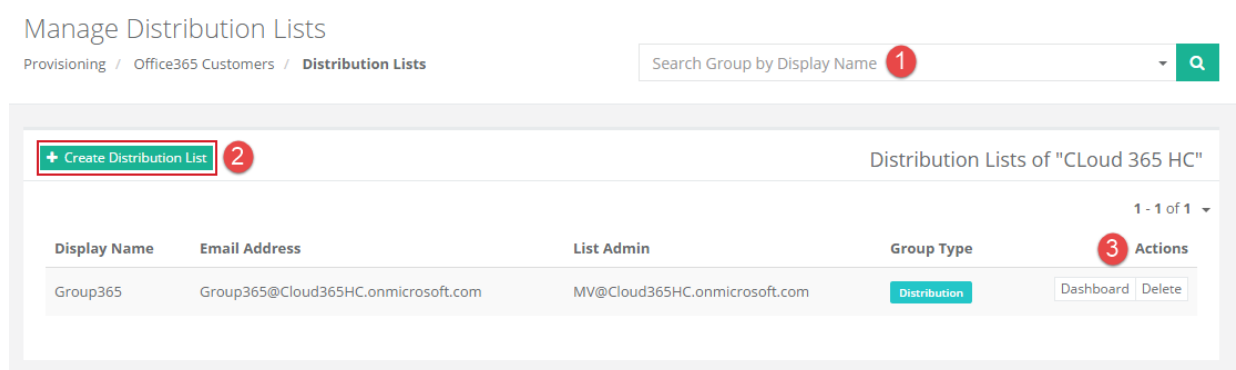
Click **Create Domain** to proceed or **Cancel** otherwise.

Managing Distribution Lists

To view distribution lists of any customer, click **Distribution Lists** under **Actions** column.



It shows **Manage Distribution Lists** page as:



- 4) Used to search existing distribution lists of the selected customer by their display names.
- 5) Adds a new distribution list under the selected customer.
- 6) Allow users to perform various actions.

Adding a Distribution List

To add a new distribution list under any customer, click **+ Create Distribution List** and specify information as required.

Create Distribution List ×

Group Type Distribution Security

Display Name

Email Address @ ▾

All Senders are Authenticated Yes

List Administrator + Select User

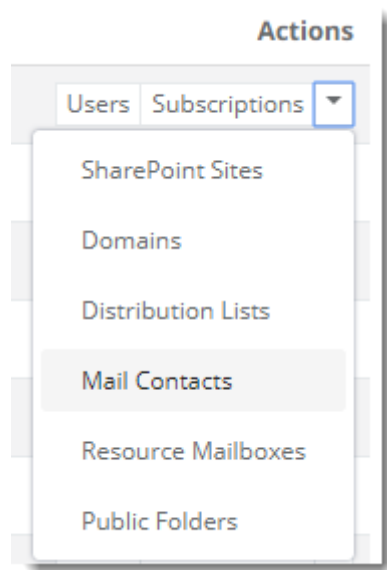
Add Selected Members + Select Users

Create Distribution List Cancel

Click **Create Distribution List** to proceed or **Cancel** otherwise.

Managing Mail Contacts

To view mail contacts of any customer, click **Mail Contacts** under **Actions** column.



It shows **Manage Mail Contacts** page as:

Manage Mail Contacts

Provisioning / Office365 Customers / Mail Contacts

Search Mail Contact by Display Name 1

+ Create Mail Contact 2 Mail Contacts of "Cloud 365 HC"

1 - 1 of 1

Display Name	Contact Name	External Email Address	Internal Email Address	3 Actions
cus me	outside	cut324@hctest.com	extern@Cloud365HC.onmicrosoft.com	Dashboard Delete

- 1) Used to search existing mail contacts of the selected customer by their display names.
- 2) Adds a new mail contact under the selected customer.
- 3) Allow users to perform various actions.

Adding a Mail Contact

To add a new mail contact under any customer, click **+ Create Mail Contact** and specify information as required.

Create Mail Contact ×

Contact Name



First Name

Last Name

External Email Address

Internal Email Address @

Hidden from Address List Yes

Click  (Advanced Settings) to specify some advance level settings and  (User Profile) to provide user information.

Advanced Settings:

These settings allow you to hide the mail contact being created from the address list if required.

A screenshot of a user profile form. At the top left, there is a settings icon (a gear) and a user icon, both enclosed in a red square. Below this, the text "Hidden from Address List" is followed by an unchecked checkbox and the word "Yes". A dashed horizontal line separates this section from the bottom. At the bottom, there are two buttons: a green button with a mail icon and the text "Create Mail Contact", and a white button with a circular arrow icon and the text "Cancel".

User Profile:

This section allows you to provide user information as:

A screenshot of a user profile form with various fields filled out. At the top left, there is a settings icon (a gear) and a user icon, both enclosed in a red square. The form is organized into sections:

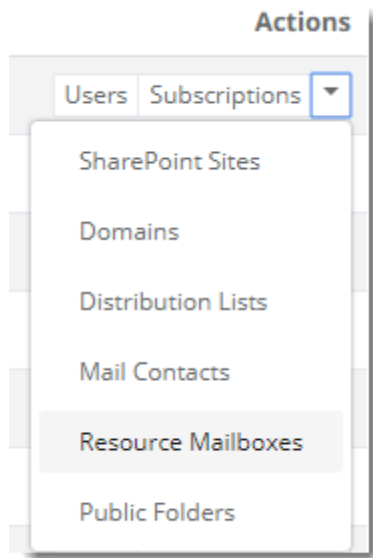
- Username:** Two text boxes containing "John" and "Smith". Below them are two more text boxes containing "John" and "Initials".
- Office Location:** A text box containing "Canada".
- Address:** A large text box containing "Suite 401, 50 Burnhamthorpe Road W. Mississauga, ON L5B 3C2 Canada". Below it are three smaller text boxes: "Mississauga", "ON L5B 3C2", and "Canada". Below these is a dropdown menu with "Ontario" selected. A green button labeled "Other" is located to the right of the "Ontario" dropdown.
- Job:** Three text boxes containing "Manager", "Hosting Controller", and "Development".
- Contact:** A text box containing "+1 (647) 799-1000". Below it are three empty text boxes labeled "Fax", "Home Phone", and "Mobile Phone".
- Web Page:** A text box containing "www.hostingcontroller.com".
- Notes:** A large empty text box.

At the bottom of the form, there are two buttons: a green button with a mail icon and the text "Create Mail Contact", and a white button with a circular arrow icon and the text "Cancel".

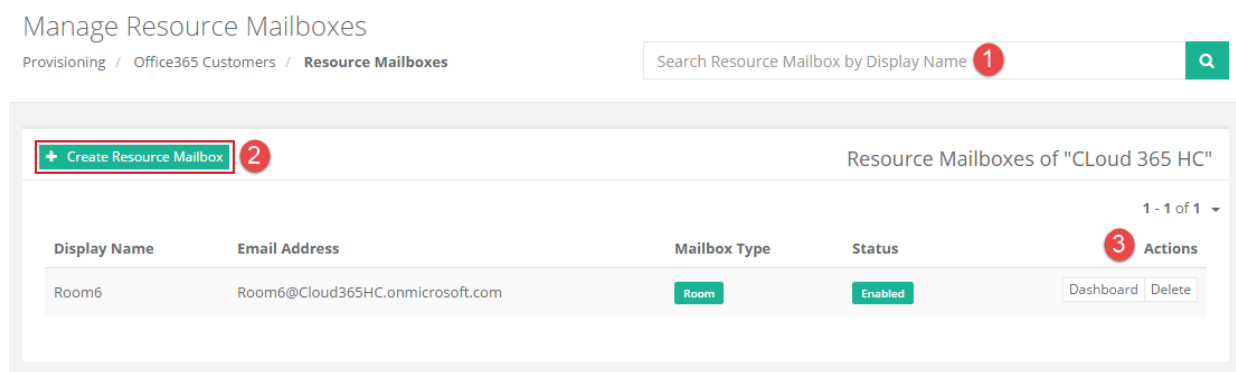
Click **Create Mail Contact** to proceed or **Cancel** otherwise.

Managing Resource Mailboxes

To view resource mailboxes of any customer, click **Resource Mailboxes** under **Actions** column.



It shows **Manage Resource Mailboxes** page as:



- 1) Used to search existing resource mailboxes of the selected customer by their display names.
- 2) Adds a new resource mailbox under the selected customer.
- 3) Allow users to perform various actions.

Adding a Resource Mailbox

To add a new resource mailbox under any customer, click **+ Create Resource Mailbox** and specify information as required.

Create Resource Mailbox ×

Resource Type ▼
Room



Resource Name @ ▼
resourcemailbox @ abdullahtest1.onmicr

⚙️
👤

Protocols IMAP POP OWA/HTTP MAPI


Hide from Address Book Yes

📧 Create Resource Mailbox
⌂ Cancel

Click  (Advanced Settings) to specify some advance level settings and  (User Profile) to provide user information.

Advanced Settings:

These settings allow you to perform certain advance level settings as:


👤

Protocols IMAP POP OWA/HTTP MAPI

Hide from Address Book Yes

📧 Create Resource Mailbox
⌂ Cancel

User Profile:

This section allows you to provide user information as:

The screenshot shows a 'User Profile' form with the following fields and values:

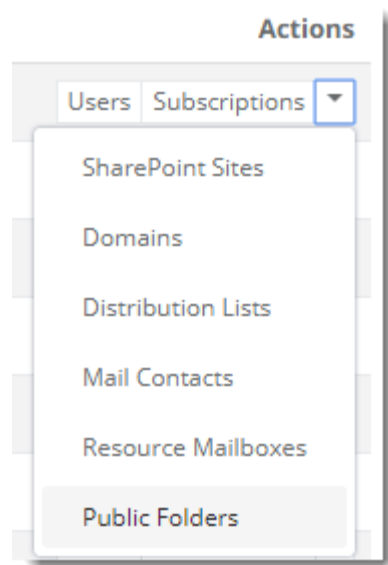
- Username:** John Smith (Last name), john (First name), Initials (empty)
- Office Location:** Canada
- Address:** Suite 401, 50 Burnhamthorpe Road W. Mississauga, ON L5B 3C2 Canada
Mississauga, ON L5B 3C2, Canada, Ontario
- Job:** Manager, Hosting Controller, Development (Other button visible)
- Contact:** +1 (647) 799-1000, Fax, Home Phone, Mobile Phone (all empty)
- Web Page:** www.hostingcontroller.com
- Notes:** (empty)

At the bottom of the form, there are two buttons: **Create Mail Contact** (highlighted in green) and **Cancel**.

Click **Create Mail Contact** to proceed or **Cancel** otherwise.

Managing Public Folders

To view public folders of any customer, click **Public Folders** under **Actions** column.



It shows **Manage Public Folders** page as:

Contact Us

In case of any ambiguity/query regarding provisioning of Office365 in MS cloud via HC panel, please feel free to contact us at support@hostingcontroller.com.