

# Setting up Multiple Tenants with Amanda

(Using one Amanda system for Multiple Companies)



**Description:** This application shows how you can setup one Amanda system to effectively share her ports for multiple companies (tenants) and keep all the calls completely segregated.

**Usage:** For this application to be successful your telephone system must support some sort of integration (i.e. in-band signaling or SMDI). This application takes advantage of Amanda's Groups feature and also uses some other token programming for certain call flows such as invalid entries and leaving direct messages.

**Example:** The following example is for 9 different tenants on the same system, this application can easily be modified for fewer tenants. For this example mailbox 990 and 991 will not be used for anything besides call processing. These mailboxes WILL NOT be owned by any of the tenant groups. Each tenant will have a separate range of mailboxes for users and for their welcome and instruction greetings.

The first mailbox for each tenant group is being used as a gateway (one way) mailbox. This is important to understand. The first tenant mailbox is the only mailbox that will share a group with mailbox 990 (used to allow integration to happen). If the first tenant mailbox doesn't share a common group with mailbox 990 integration will fail. For this application mailbox 990 and 991 will be in group 1 only, however, the first tenant mailbox for each group will be in both group 1 and it's unique tenant group. For simplicity the tenant group numbers will be the same number as the gateway mailbox of that tenant group.

## Create the following Mailboxes:

### Tenant 1 Mailboxes:

Mailbox 1000 (tenant 1)  
Ext: @=(%S1,1000)G(1001)  
Comment: Tenant 1 Gateway  
DND: Off  
Store Messages: No  
Groups: 1: 1 2: 1000

Mailbox 1001  
Comment: Tenant 1 Greeting  
DND: On  
Store Messages: No  
Done: 1002  
Groups: 1: 1000

Mailbox 1002  
Comment: Tenant 1 Instructions  
DND: On

# Setting up Multiple Tenants with Amanda

(Using one Amanda system for Multiple Companies)



Store Messages: No  
Done: (tenant 1 operator mailbox)  
Groups: 1: 1000

All other tenant 1 mailboxes MUST only be in group 1000. This is how these mailboxes will be segregated from the other tenant group mailboxes.

## **Tenant 2 Mailboxes:**

Mailbox 2000 (tenant 2)  
Ext: @=(%S1,2000)G(2001)  
Comment: Tenant 2 Gateway  
DND: Off  
Store Messages: No  
Groups: 1: 1 2: 2000

Mailbox 2001  
Comment: Tenant 2 Greeting  
DND: On  
Store Messages: No  
Done: 2002  
Groups: 1: 2000

Mailbox 2002  
Comment: Tenant 2 Instructions  
DND: On  
Store Messages: No  
Done: (tenant 2 operator mailbox)  
Groups: 1: 2000

All other tenant 2 mailboxes MUST only be in group 2000. This is how these mailboxes will be segregated from the other tenant group mailboxes.

## **Tenant 3 Mailboxes:**

Mailbox 3000 (tenant 3)  
Ext: @=(%S1,3000)G(3001)  
Comment: Tenant 3 Gateway  
DND: Off  
Store Messages: No  
Groups: 1: 1 2: 3000

Mailbox 3001  
Comment: Tenant 3 Greeting  
DND: On

# Setting up Multiple Tenants with Amanda

(Using one Amanda system for Multiple Companies)



Store Messages: No  
Done: 3002  
Groups: 1: 3000

Mailbox 3002  
Comment: Tenant 3 Instructions  
DND: On  
Store Messages: No  
Done: (tenant 3 operator mailbox)  
Groups: 1: 3000

All other tenant 3 mailboxes MUST only be in group 3000. This is how these mailboxes will be segregated from the other tenant group mailboxes.

## **Tenant 4 Mailboxes:**

Mailbox 4000 (tenant 4)  
Ext: @=(%S1,4000)G(4001)  
Comment: Tenant 4 Gateway  
DND: Off  
Store Messages: No  
Groups: 1: 1 2: 4000

Mailbox 4001  
Comment: Tenant 4 Greeting  
DND: On  
Store Messages: No  
Done: 4002  
Groups: 1: 4000

Mailbox 4002  
Comment: Tenant 4 Instructions  
DND: On  
Store Messages: No  
Done: (tenant 4 operator mailbox)  
Groups: 1: 4000

All other tenant 4 mailboxes MUST only be in group 4000. This is how these mailboxes will be segregated from the other tenant group mailboxes.

## **Tenant 5 Mailboxes:**

Mailbox 5000 (tenant 5)  
Ext: @=(%S1,5000)G(5001)  
Comment: Tenant 5 Gateway

## Setting up Multiple Tenants with Amanda (Using one Amanda system for Multiple Companies)



DND: Off  
Store Messages: No  
Groups: 1: 1 2: 5000

Mailbox 5001  
Comment: Tenant 5 Greeting  
DND: On  
Store Messages: No  
Done: 5002  
Groups: 1: 5000

Mailbox 5002  
Comment: Tenant 5 Instructions  
DND: On  
Store Messages: No  
Done: (tenant 5 operator mailbox)  
Groups: 1: 5000

All other tenant 5 mailboxes MUST only be in group 5000. This is how these mailboxes will be segregated from the other tenant group mailboxes.

### **Tenant 6 Mailboxes:**

Mailbox 6000 (tenant 6)  
Ext: @=(%S1,6000)G(6001)  
Comment: Tenant 6 Gateway  
DND: Off  
Store Messages: No  
Groups: 1: 1 2: 6000

Mailbox 6001  
Comment: Tenant 6 Greeting  
DND: On  
Store Messages: No  
Done: 6002  
Groups: 1: 6000

Mailbox 6002  
Comment: Tenant 6 Instructions  
DND: On  
Store Messages: No  
Done: (tenant 6 operator mailbox)  
Groups: 1: 6000

## Setting up Multiple Tenants with Amanda (Using one Amanda system for Multiple Companies)



All other tenant 6 mailboxes MUST only be in group 6000. This is how these mailboxes will be segregated from the other tenant group mailboxes.

### **Tenant 7 Mailboxes:**

Mailbox 7000 (tenant 7)  
Ext: @=(%S1,7000)G(7001)  
Comment: Tenant 7 Gateway  
DND: Off  
Store Messages: No  
Groups: 1: 1 2: 7000

Mailbox 7001  
Comment: Tenant 7 Greeting  
DND: On  
Store Messages: No  
Done: 7002  
Groups: 1: 7000

Mailbox 7002  
Comment: Tenant 7 Instructions  
DND: On  
Store Messages: No  
Done: (tenant 7 operator mailbox)  
Groups: 1: 7000

All other tenant 7 mailboxes MUST only be in group 7000. This is how these mailboxes will be segregated from the other tenant group mailboxes.

### **Tenant 8 Mailboxes:**

Mailbox 8000 (tenant 8)  
Ext: @=(%S1,8000)G(8001)  
Comment: Tenant 8 Gateway  
DND: Off  
Store Messages: No  
Groups: 1: 1 2: 8000

Mailbox 8001  
Comment: Tenant 8 Greeting  
DND: On  
Store Messages: No  
Done: 8002  
Groups: 1: 8000



## Setting up Multiple Tenants with Amanda (Using one Amanda system for Multiple Companies)

Mailbox 8002  
Comment: Tenant 8 Instructions  
DND: On  
Store Messages: No  
Done: (tenant 8 operator mailbox)  
Groups: 1: 8000

All other tenant 8 mailboxes MUST only be in group 8000. This is how these mailboxes will be segregated from the other tenant group mailboxes.

### **Tenant 9 Mailboxes:**

Mailbox 9000 (tenant 9)  
Ext: @=(%S1,9000)G(9001)  
Comment: Tenant 9 Gateway  
DND: Off  
Store Messages: No  
Groups: 1: 1 2: 9000

Mailbox 9001  
Comment: Tenant 9 Greeting  
DND: On  
Store Messages: No  
Done: 9002  
Groups: 1: 9000

Mailbox 9002  
Comment: Tenant 9 Instructions  
DND: On  
Store Messages: No  
Done: (tenant 9 operator mailbox)  
Groups: 1: 9000

All other tenant 9 mailboxes MUST only be in group 9000. This is how these mailboxes will be segregated from the other tenant group mailboxes.

### **Call Flow Mailboxes 990 & 990:**

As mentioned earlier mailboxes 990 and 991 will only be used to direct call flow and will not be processed without the appropriate direction from the telephone system. Make the following changes to mailbox 990 and 991:

Mailbox 990  
Extension: @G(999)  
DND: Off

## Setting up Multiple Tenants with Amanda (Using one Amanda system for Multiple Companies)



Store Messages: No  
Groups: 1  
Done: 991

Mailbox 991  
Extension: @I(%S1,=,%S1,%S1)G(999)  
DND: Off  
Store Messages: No  
Groups: 1  
Done: 999

### **Other Default Mailbox Considerations:**

Mailbox 999  
Ext: H  
DND: Off

This mailbox should be put into groups 0:0:0:0 (which is the universal "ALL" groups value). This way this mailbox can be used by all tenants to hangup the ports when dialed.

Mailboxes 411 and 998 can only be used by 1 group each. All other tenants cannot use these mailboxes, however, similar mailboxes can be created using tokens to provide similar functionality. For example create the following mailbox to replace 998.

If you wish to use mailbox 411 and 998 for one tenant, make sure you put those mailboxes in that tenant group only.

Create the following Direct Message type Mailbox for the tenant groups not using mailbox 998:

Mailbox 1998  
Ext: @R(G1,%S2,20,30)P(G,%S2)KR(%S2,2)G(%P)  
Done: 1999  
DND: Off  
Groups: 1000  
Store Messages: No

Record greeting 1 for mailbox 1998 to say "Enter the destination mailbox".

Mailbox 1999  
Ext: @P(272,V)G(1002)  
DND: Off  
Store Messages: No  
Groups: 1: 1000

## Setting up Multiple Tenants with Amanda

(Using one Amanda system for Multiple Companies)



This mailbox will play prompt 272 saying "you have made an invalid entry" and go back to mailbox 1002.

If desired, create one of these type of mailboxes for each tenant group. Make sure to put each set of mailboxes in only that tenant group.

### **Mailbox Directory Issues:**

Keep in mind that only one tenant can use the real 411 directory mailbox. Put 411 in the group for that tenant. You can create similar 411 directory type mailboxes using a mailbox that's in DND and store messages no. Recording all the names and extensions in the greeting is the easiest way to go. After creating any mailboxes like this, make sure the mailboxes are only in the appropriate tenant groups.

### **Retrieving Messages:**

In this scenario, mailbox owners **MUST** dial the appropriate telephone numbers which ring and forward to Amanda for their tenant group only. Direct calls to Amanda without integration will be disconnected.

### **When Creating User Mailbox Considerations:**

Make sure that when you create user mailboxes for each tenant group that the newly created mailbox only reside in that group. You may want to consider making a duplicate of mailbox 997 and configuring it for the appropriate tenant group values for those mailboxes and then copying the newly created template mailboxes to save time and to insure accuracy. The most important values to keep in mind are the security codes and group number. Make sure all tenant user mailboxes are **NOT** in any other group besides it's tenant group.