TEAMCENTER

Teamcenter for Microsoft Teams — Deployment and Administration

Teamcenter 2412

SIEMENS

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1. Integrating Teamcenter with Microsoft Teams

Task flow to integrate Teamcenter with Microsoft Teams

Teamcenter administrators can use this section to request an access to the Teamcenter Teams services so that Teamcenter can be integrated with Microsoft Teams. Teamcenter 2412 is required in order to use the Teamcenter app for Microsoft Teams.

Use the following key steps to integrate Teamcenter with Microsoft Teams:

1. **Create a Support Center case** for requesting an access to Teamcenter Teams services.

   Provide your organization's **Azure tenant ID** and administrator **unique-name** in the Support Center case.

   > Note:
   >
   > After the Support Center case is created, you must wait for the Support Center case to be closed before proceeding.

2. After the Support Center case is closed, download the integration files from Support Center and then **install Teamcenter Teams Broker App** using Deployment Center on your Teamcenter environment.

3. **Register Teamcenter Teams Broker App.**

4. **Validate the integration of Teamcenter with Microsoft Teams.**

Create a Support Center case for accessing Teamcenter Teams services

To request access to the Teamcenter Teams services, **create a support ticket on Support Center**. In the support ticket, you also mention the **Azure tenant ID** and the *unique_name* of your organization's Azure subscription.

Obtain Azure tenant ID

As a Teamcenter administrator, you can obtain Azure tenant ID from your organization's Teams administrator or Azure administrator. To view the tenant ID, visit your organization's **Azure Portal** and look for **Microsoft Entra ID**. The following image is an example of the Azure portal of Siemens Digital Industries Software.

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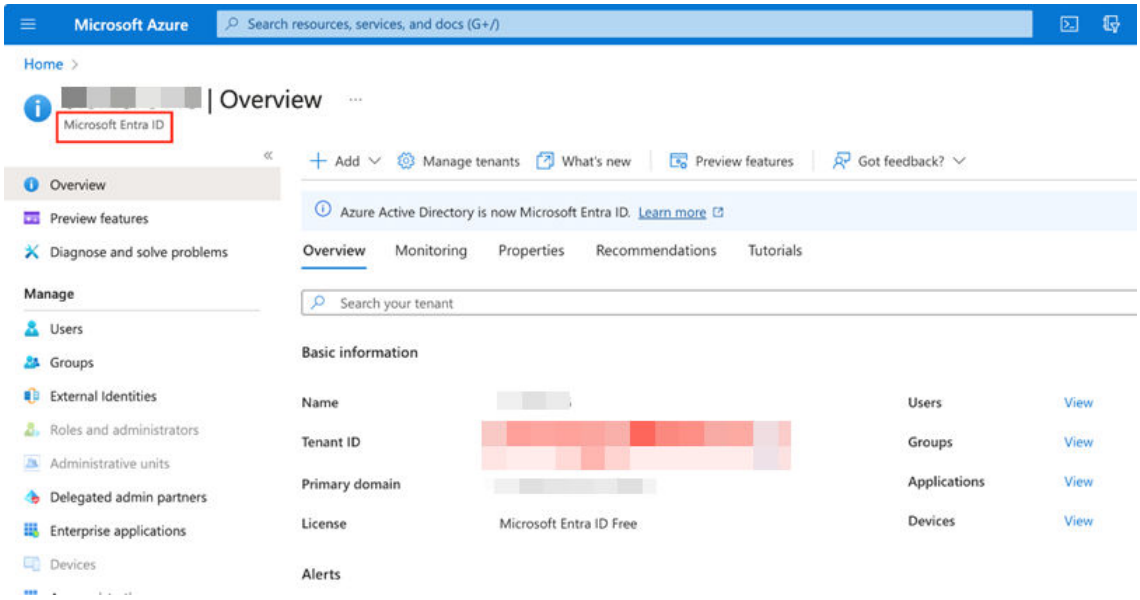


Identify the unique_name

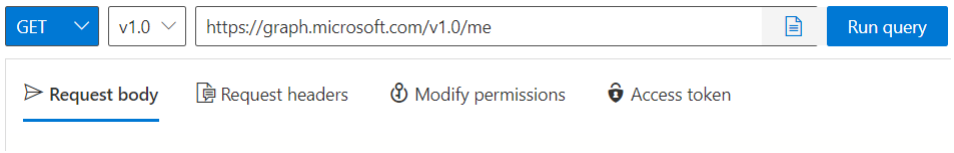
As a Teamcenter administrator, you can obtain the *unique_name* from your organization's Azure administrator. Note down the unique name of the administrator. In most cases, *unique_name* is the email address of the administrator.

Perform the following steps to determine the *unique_name* entry:

1. Visit **Microsoft Graph Explorer**.

2. Sign in with your Azure credentials.

3. Click **Run Query**.



4. In the **Response** section, look for the `userPrincipalName`.

   Specify this `userPrincipalName` as `unique_name` for creating the service ticket.

```
"userPrincipalName":
```

Create a Support Center ticket

Use the following steps as a guidance for creating a Support Center ticket:

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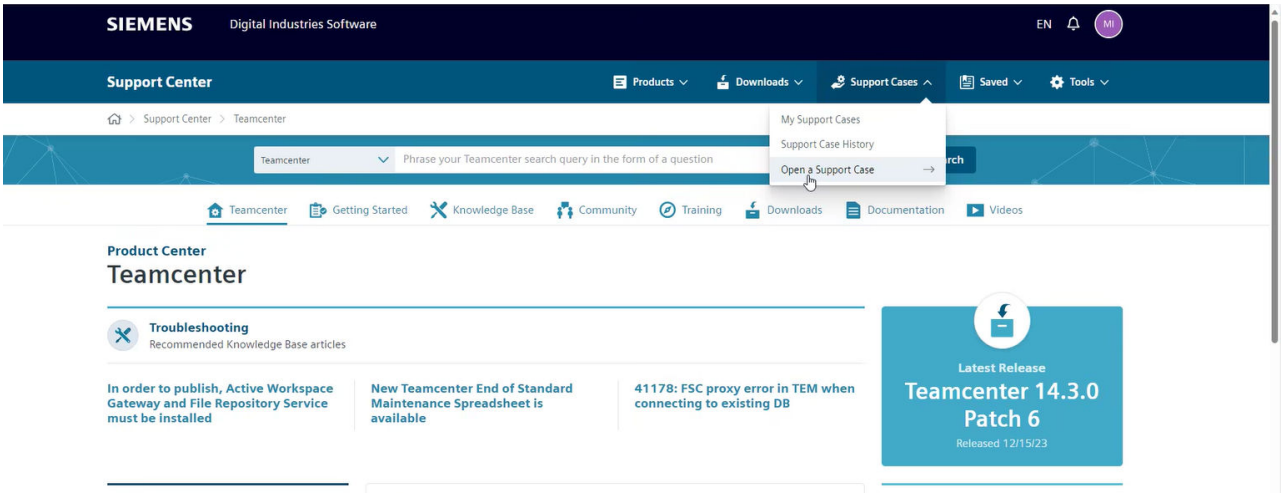
1. Visit **Support Center**.

2. From the top bar, click **Support Cases→Open a Support Case**.



3. In the **Search for Solution** step, select the product for the support case you wish to open.

4. In the **Provide Details** step, fill out the form, noting the optional fields.

   Click the **Teams App - Configuration** value in the **Sub-Product/Component** list as shown in the following example screenshot.

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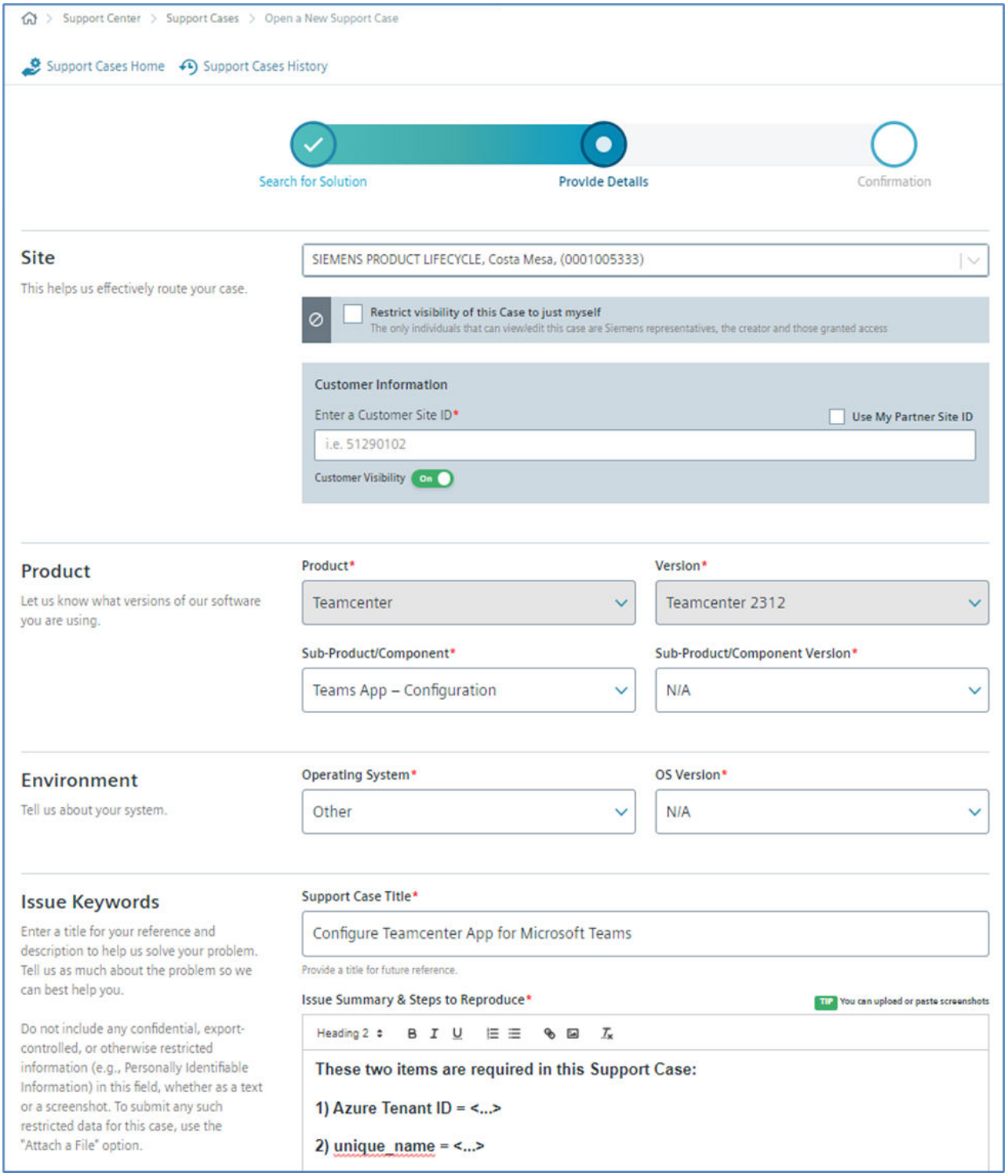

For more information about creating a support ticket, see **Support Center help**.

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Install Teamcenter Teams Broker App using Deployment Center

As a Teamcenter administrator, perform the following steps to complete the integration of Teamcenter with Microsoft Teams.

> Note:
>
> You must wait for the **Support Center case**, that you created for requesting an access to Teamcenter Teams services, to be closed before onboarding.

Prerequisites

The following prerequisites are required for registering the Teamcenter Teams Broker application.

- You must have downloaded and ready the *tc-teams-app-trigger-onboarding.sh* and *tc-teams-app-onboarding-parameters.env* files from **Teamcenter Additional Downloads**, which is located on Support Center at: **Support Center** > **Teamcenter** > **Downloads** > **Additional Downloads** > **Teamcenter for Teams**.

- You must have access to a bash terminal:

  On Windows, you can use **WSL** or **Git Bash**. On MacOS or Linux, use any terminal.

- You must have installed **Azure CLI**.

Procedure

1. Log on to Deployment Center and select the environment to which you want to add **Teamcenter Teams Broker App**.

2. Go to the **Applications** tab. Click **Add or Remove Selected Applications**.

3. In the **Available Applications** panel, select **Teamcenter Teams Broker App**, and then click **Update Selected Applications**.

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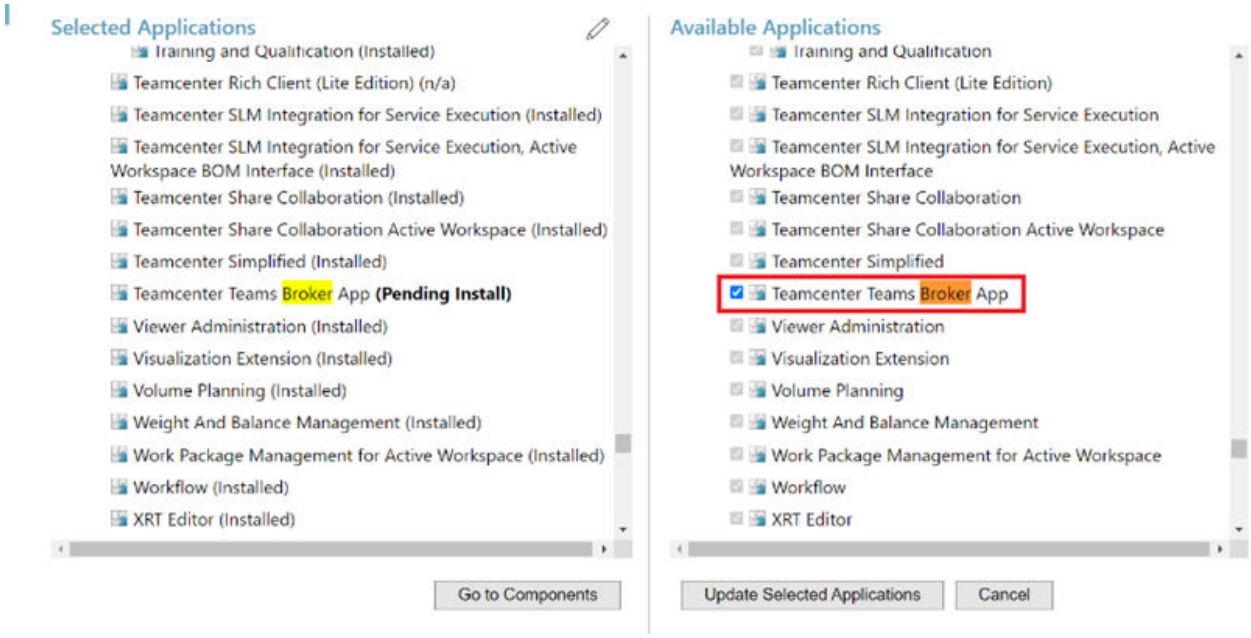
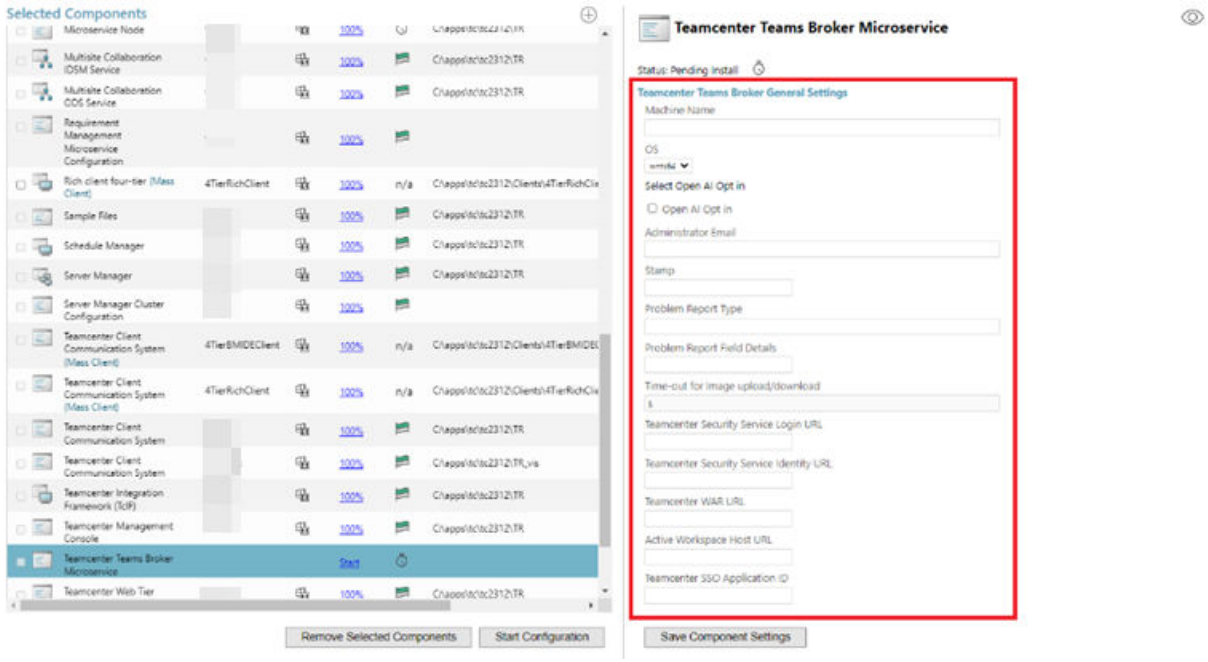


4. Go to the **Components** tab.

5. In the **Selected Components** list, select the **Teamcenter Teams Broker Microservice** component and then enter the values for their configuration parameters.

   Enter the required information for Teamcenter Broker during the installation.



Use the following table as a guide to specify the information required for Teamcenter Teams Broker.

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Fields	Description
Open AI Opt in	Select this check box so that the users can access the TellMe feature via Azure OpenAI and create a problem report. By default, this check box is not selected.
Problem Report Type	Enter a string value to specify the type for the problem report to be displayed on the interface. For example, enter **ProblemReport**.
Problem Report Field Details	Enter a description for the fields of the problem report type, used by OpenAI and the TellMe feature. Sample: `[{"ObjectName1": {"field1":"value1", "field2":"value2"}},{"ObjectName2": {"field1":"value1", "field2":"value2"}}]` For example, enter `{"object_name": "Write a brief summary of the issue","object_desc": "Write a description of the problem in less than 240 bytes."}`.
Stamp	Enter the architecture stamp to be used. Specify the architecture stamp value as **default**.
Time-out for Images upload/ download	Specify the time out interval in minutes for an image download. The default is 5 minutes.

When you finish entering values for each component, click **Save Component Settings**.

6. In the **Selected Components** list, note any remaining components whose configuration status is not **100%**. Select each incomplete component, enter required parameters, and save component settings until all components in the environment show a configuration status of **100%**.

   When all components are fully configured, the **Deploy** tab is enabled.

7. Go to the **Deploy** tab. Click **Generate Install Scripts** to generate deployment scripts you will use to update affected machines.

   When script generation is complete, note any special instructions in the **Deploy Instructions** panel.

8. Locate deployment scripts, copy each script to its target machine, and then run each script on its target machine.

   For more information about running deployment scripts, see *Deployment Center — Usage*.

Register the Teamcenter Teams Broker App

After you install **Teamcenter Teams Broker App** using Deployment Center, you can register it.

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Procedure

1. Open a bash terminal.

2. Create a folder and copy both *tc-teams-app-trigger-onboarding.sh* and *tc-teams-app-onboarding-parameters.env*, the files that you downloaded **earlier**.

3. Open the file *tc-teams-app-onboarding-parameters.env*, and add the following values:

   - export `ONBOARD_URL=https://teamcenterapp.sws.siemens.com/onboarding`
   - export `TENANT={WRITE HERE YOUR TENANT ID OR NAME}`
   - export `TENANT_TELEMETRY_OPT_IN={True/False}`
   - export `STAMP=default`
   - export `AUTHORIZER_TYPE={If Teamcenter is supported by SAM, the value is SAM, else the value is EMPTY}`
   - export `TARGET_XAPP_CLIENTID={While setting up the SAM account for Teamcenter, you need to create an app. You need to provide the app ID here as a value.}`

   The value for `TENANT` is the **Azure tenant ID**.

   The `TENANT_TELEMETRY_OPT_IN` refers to the site-specific configuration to provide consent to opt in or opt out of Telemetry logging. Valid values are **True** and **False**.

4. Run the following script: `source tc-teams-app-onboarding-parameters.env && bash ./tc-teams-app-trigger-onboarding.sh`

   When prompted to sign in, use the same email ID that was provided for looking up **unique_name**. After the script is completed, an output file (*broker-onboading-package.json*) is generated at the same location.

5. Copy the values from *tcteamsbroker_config.json* and *broker-onboading-package.json* into *appsettings.json* and restart the microservice. See the following diagram that shows edits to *appsettings.json*.

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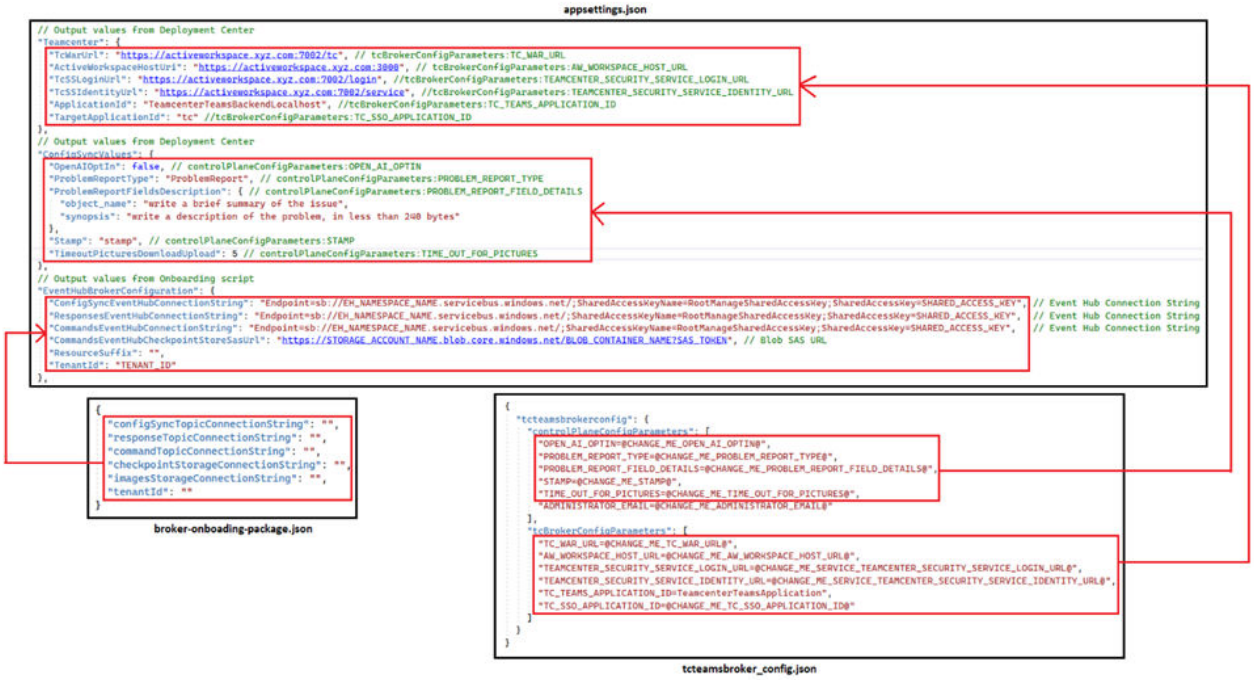

Validate the integration of Teamcenter with Microsoft Teams

After completing the integration tasks, it can take up to 15 minutes for the application to be available.

Procedure

1. Open Microsoft Teams from the **web** or the desktop.
2. Click the **Apps** button on the menu bar.
3. Search for Teamcenter and click the **Add** button.

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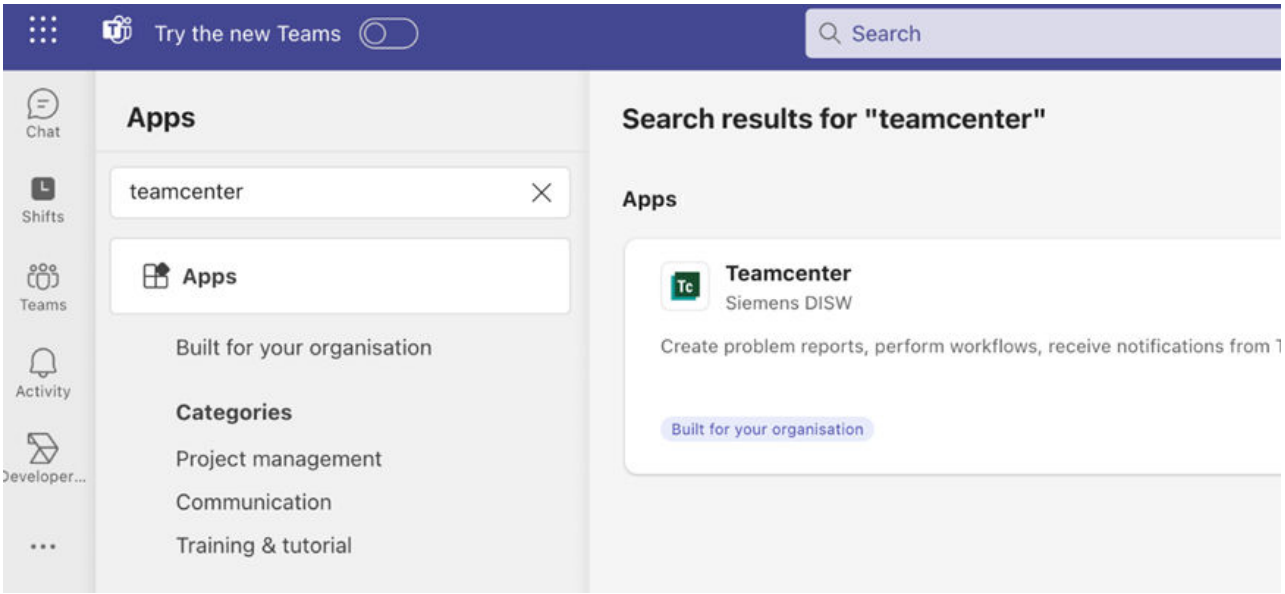

A new tab opens in the browser.

> Note:
>
> If you cannot connect to Teamcenter even after waiting for 15 minutes, create a *Teams app - Configuration* type of support ticket on Support Center with the problem that you are facing and also mention the **Azure tenant ID** and the *unique_name* of your organization's Azure subscription.

4. Log on to Teams with your credentials.

   You will be silently signed in to Teamcenter. All available problem reports are displayed.

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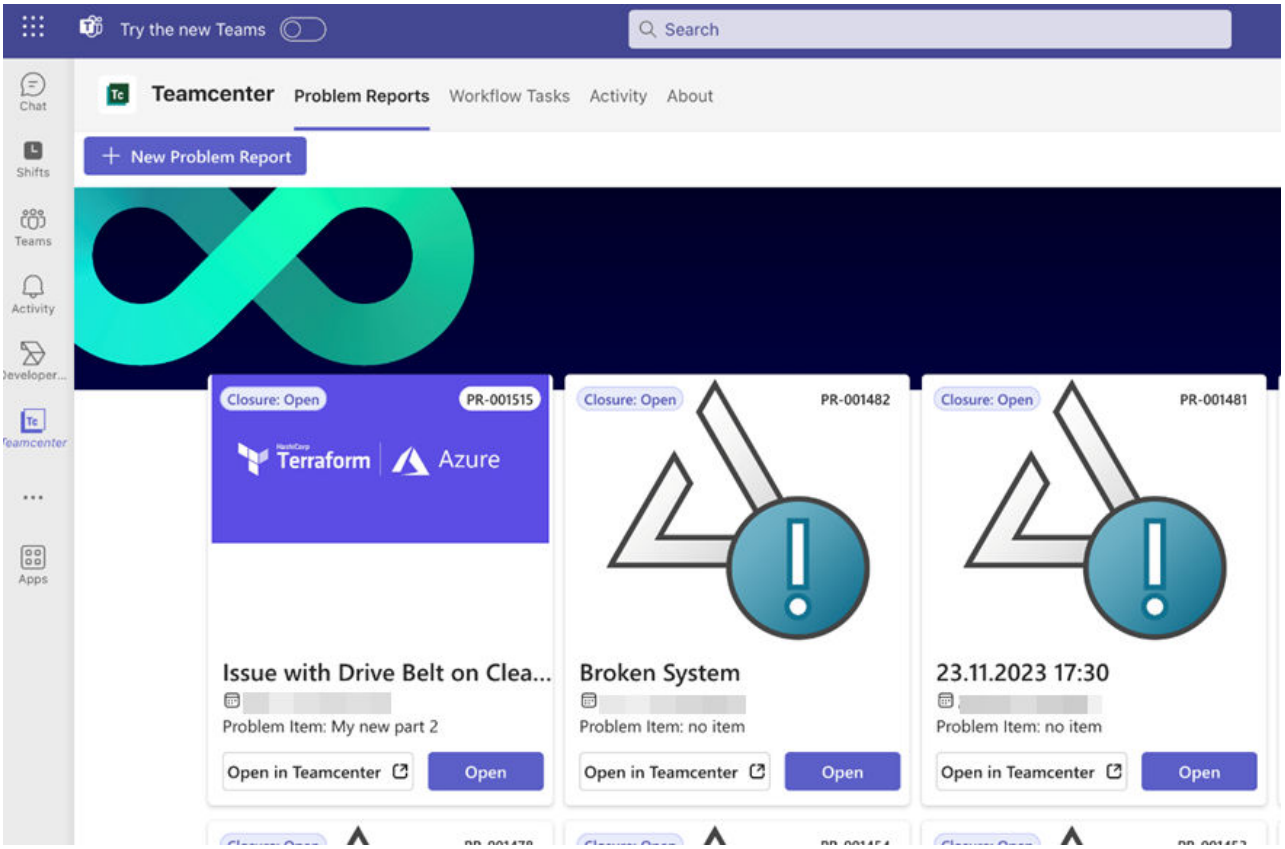

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2. Deactivating the Teamcenter from Microsoft Teams

Task flow to deactivate Teamcenter with Microsoft Teams

Teamcenter administrators can use this section to deactivate Teamcenter with Microsoft Teams. Use the following key steps to deactivate Teamcenter with Microsoft Teams:

1. Create a Support Center ticket to **deactivate Teamcenter with Microsoft Teams**. You can also mention in the ticket that you want to **download the personally identifiable information (PII) data**.

2. **Disable and uninstall the Teamcenter Teams Broker App.**

Create a Support Center case for deactivating Teamcenter Teams services

To deactivate Teamcenter app from Microsoft Teams, create a support ticket on **Support Center** and mention the following details in it:

- The **Tenant ID** of your organization's Azure account.

- The **unique_name** of your organization.

- Snapshot of personally identifiable information (PII) data

  While creating the request, you can specify if you want to receive a snapshot of the PII data used by the app during the operation.

  > Note:
  >
  > After the deactivation is complete, this data is permanently removed from the Teams Integration application and cannot be accessed later.

Download personally identifiable information (PII) data

If you requested a **PII snapshot** before deactivating the application in the Support Center ticket, wait for a **Siemens Secure FX exchange** request to arrive in your designated administrator account inbox. Follow the instructions in the request to download the files. Contact a representative through Support Center if you opted for but did not receive an exchange request in your mailbox for the PII data and the ticket was closed.

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PII data

Personally identifiable information (PII) is any data that can be used to identify a person. This includes information that directly or indirectly links to a person. This information can include names (full name, nickname, and username), contact information (physical address, email address, and phone number), identifiers (including social security numbers, driver's license number, passport number), financial information (including bank account numbers, credit card numbers), biometric data (including fingerprints, facial scans), online identifiers (including IP addresses, cookies IDs, and device IDs).

To learn more on how Microsoft Open AI manages personal information, see **OpenAI Security**.

Siemens Secure File Exchange (SecuFEx)

Siemens Secure File Exchange is a service that help you safely exchange large files. SecuFEx service is available only through a SSL encrypted HTTPS connection. All data are transmitted only through this encrypted connection. Files are visible and accessible only by the creator and by the target users of the file exchange. Nobody else will see or will be able to access the files.

Thus, if you requested a PII snapshot, you should receive an email from SecuFEx service with the required details. The details contains the URL of the service, an account and a password, which is valid only during the lifespan of the file transfer, and instructions to download the PII data.

Disable and uninstall the Teamcenter Teams Broker application

You can uninstall the Teamcenter Teams Broker app to discontinue using it.

Prerequisite

The **service ticket**, created on Support Center, is closed before uninstalling the Teamcenter Teams Broker application.

Procedure

1. Log on to Deployment Center and select the environment to which you want to add **Teamcenter Teams Broker App**.

2. Go to the **Applications** tab. Click **Add or Remove Selected Applications**.

3. In the **Available Applications** panel, clear the check box for **Teamcenter Teams Broker App**, and then click **Update Selected Applications**.

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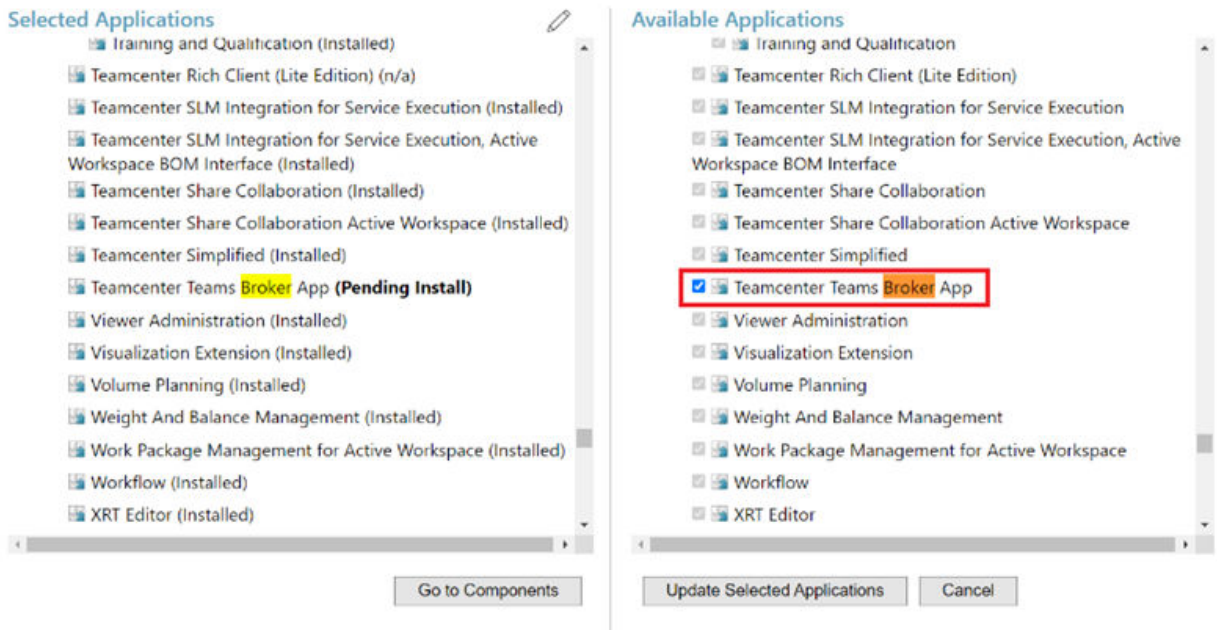

4. Go to the **Components** tab and enter the configuration information for any remaining applications.

5. In the **Selected Components** list, note any remaining components whose configuration status is not **100%**. Select each incomplete component, enter required parameters, and save component settings until all components in the environment show a configuration status of **100%**.

   When all components are fully configured, the **Deploy** tab is enabled.

6. Go to the **Deploy** tab. Click **Generate Install Scripts** to generate deployment scripts you will use to update affected machines.

   When script generation is complete, note any special instructions in the **Deploy Instructions** panel.

7. Locate deployment scripts, copy each script to its target machine, and then run each script on its target machine.

   For more information about running deployment scripts, see *Deployment Center — Usage*.

   After all the steps are completed, the Teams application is removed for the Teamcenter deployment.

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3. Opting out from using Azure OpenAI service and downloading its data

Teamcenter administrators can use this information to opt out from using Azure OpenAI service in the Teamcenter for Microsoft Teams application.

This is applicable only when you **opted in for using OpenAI**.

Procedure

1. **Create a support ticket in Support Center** to opt out from using Azure OpenAI service in Teamcenter for Microsoft Teams application by providing the following information about your Azure subscription:

   - **Tenant ID**
   - **unique_name**
   - PII data snapshot

     While creating the request, you can specify if you want to receive a snapshot of the PII data used by the app during the operation.

     > Note:
     >
     > After the data is downloaded, this data is permanently removed from the Teams Integration application and cannot be accessed later.
     >
     > Create a service ticket on Support Center for help on this issue.

2. (Optional) After the Support Center ticket is closed, download the PII data.

   If you requested a PII snapshot before deactivating the application in the Support Center ticket, wait for a Siemens Secure FX exchange request to arrive in your designated administrator account inbox. Follow the instructions in the request to download the files. Contact a representative through Support Center if you opted for but did not receive an exchange request in your mailbox for the PII data and the ticket was closed.

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