

Avaya Solution & Interoperability Test Lab

Mutare's Enabled VoiceMail with Avaya IA770 INTUITY[™] AUDIX[®] Messaging Application - Issue 1.0

Abstract

The Avaya IA770 INTUITY[™] AUDIX[®] Messaging Application can be enabled on Avaya S8300 and S8400 servers to provide voice and fax messaging capabilities.

Mutare's Enabled VoiceMail (EVM) solution for Avaya provides unified, one-stop access to voice and fax messages from your email inbox. EVM allows you to view, play, and manage all of your messages.

These Application Notes describe a configuration of the products that allows users to receive their voice and fax messages as emails to their email desktop client without additional per-user configuration. Notification to cell phones of voice or fax messages is also supported.

Information in these Application Notes has been obtained through DevConnect compliance testing and additional technical discussions. Testing was conducted via the DevConnect Program at the Avaya Solution and Interoperability Test Lab.

1. Introduction

Figure 1 shows the tested configuration.



Figure 1: Tested Configuration

The Avaya IA770 INTUITYTM AUDIX[®] Messaging Application (IA770) is enabled on the Avaya S8300 Server controlling the Avaya G350 Media Gateway. The Avaya IA770 INTUITYTM AUDIX[®] Messaging Application is also enabled on an Avaya S8400 Server controlling the G650 Media Gateway that serves a second site.

The Mutare Enabled Voicemail (EVM) for Avaya supports two applications:

evmDelivery –This application delivers all voice and fax messages to an existing email system, (e.g., Microsoft Exchange, IBM Lotus Notes, Novell GroupWise) so users view and print faxes from an email inbox or listen to voicemail messages on a multi-media PC.

evmNotify – Message waiting, when and where needed. Similar to a message waiting light, except the application generates an email notification to any email address, including those of wireless PDAs and digital cell phones.

These Application Notes will describe the configuration needed for interworking between the Mutare EVM and the Avaya IA770. There was no difference, other than IP Addresses and extension range, in the configuration of the interworking with the Avaya S8400 server.

1.1. Notes on Feature Operation

The following figures illustrate how voice and fax messages appear in the client inbox.

Generation Generation	→ ▼ Voice	Messag	je from 678-901-234	5 o M _	. = x
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To: Rowe, William J (William) Cc: Subject: Voice Message from 678-901-2345 on 12/19/2007 9:18:57 AM for 2468 Message 2468_375_21GSM.wav (24 KB) Voice Message from 678-901-2345 on 12/19/2007 9:18:57 AM Image: Comparison of the state of the					
Attachment(s): • Voice Message (16 secs)					
Delete this message from my Voice Mailbox					
Delete all messages from my Voice Mailbox					
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- This feature applies to voice and fax messages including forwarded messages, broadcast message and messages received through message networking. It does not apply to other types of messages that the Avaya IA770 supports (e.g., text attachment messages).
- The Mutare EVM can be administered to forward "Private" voicemail messages to the user's inbox. Once there, there are no restrictions as far as saving or forwarding the attachment which may be an issue for some customers. Traditionally, Avaya IA770 systems do not allow private messages to be forwarded. This may be an especially important consideration if there are legal or regulatory considerations related to the privacy of the messages. Otherwise, the EVM can be set to forward only the notification about the message without the actual attachment. The user must dial in to the Avaya IA770 mailbox to listen to the private message.
- Messages marked "priority" in voicemail received no special treatment in the release under test. The email "Flag" for urgent messages was not set in the email client in this release and these messages were not given special treatment. Contact your Mutare EVM sales representative for any update information if this is an issue.

- Configuring a user's IMAP4 client to access the voicemail box directly while using the EVM application for the same mailbox may not operate in a desirable way. Each time the EVM logs in to that mailbox to check for messages, the Outlook client will be logged off, since the Avaya IA770 does not support multiple simultaneous IMAP4 logins to the same subscriber mailbox. (Simultaneous logins are allowed if the logins are to different subscriber mailboxes.) The recommendation is, for each user, to use either the Mutare EVM or the IMAP client approach.

2.	Equipment	and	Software	Validated

Provider	Hardware Component	Version	Description
Avaya	S8300 Server	5.0 (R015x.00.0.825.4) IA770 (N5.0-12.0)	Communication Manager and IA770 server
Avaya	G350 Media Gateway	N/A	Communication Manager media gateway
Avaya	S8400 Server	5.0 (R015x.00.0.825.4) IA770 (N5.0-12.0)	Communication Manager and IA770 server
Avaya	G650 Media Gateway	5.0 (R015x.00.0.825.4) IA770 (N5.0-12.0)	Communication Manager media gateway,
Avaya	P363T-PWR Stackable Switch	4.5.14	Layer 2/3 switch for LAN connectivity
Avaya	9630 IP Telephones	1.5	Telephone
Mutare	Mutare Enabled VoiceMail	1.2.1	Mutare EVM Application

3. Configure the Avaya S8300 and S8400 Servers with the Avaya IA770 INTUITY[™] AUDIX[®] Messaging Application

For installation instructions, please see [S8300_INST] or [S8400_INST] as appropriate including the Avaya IA770 installation. The key step is to select <Yes> when the "Run AUDIX Installation" prompt is reached.

This section will simply display the settings of the Avaya IA770 that were set during the installation process.

To reach the Avaya S8300 and Avaya IA770 Browser interface for configuration and maintenance, open a browser to the S8300 server IP address. Log in with the appropriate credentials.

• Select Launch Maintenance Web Interface.

- To see the relevant IP addresses, select **Server Configuration→Configure Server**.
- Select **Continue** until the "Specify how you want to use this wizard" box appears.
- Select Configure individual services.
- Click Continue.



• Select Configure Interfaces.



• Ensure the settings are as expected; in particular the **Ethernet 1: Control Network IP** address server1 address and the **Integrated Messaging IP address server1** which are two different logical addresses that can be used to access the respective server functions. (g350-1 is the hostname of this server and was set on the **Set Identities** form.)



• Select **Set DNS/DHCP** to see the DNS server address setting, if used, for this configuration.

🟉 Configure Individual IP Serv	ices - Windows Internet Explorer 🛛 🗖 🗙
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🚖 🏟 🔥 Configure Individual IP S	iervices 🛛 🖓 🔹 🔝 🔹 🖶 🔹 🔂 Page 🔹 🍈 T <u>o</u> ols 🔹 🌺
Configure Individual IP Services	Configure Server
Review Notices Set Identities Configure Interfaces Configure LSP Configure Switches Set DNS/DHCP Set Static Routes Configure Time Server Set Modem Interface	Set DNS/DHCP Note: If DNS is not used, leave these fields blank. Name Servers IP Address 1 192.40.40.237 IP Address 2 IP Address 3
	DNS Domain smm.com
	Search Domain 1 Search Domain 2 Search Domain 3 Search Domain 4 Search Domain 5 Search Domain 5
	Click CHANGE to change values.

- Close the **Configure Server** browser to return to the **Integrated Management Maintenance Web Page**. Select **Miscellaneous**→**Messaging Software**. Ensure that Internal Messaging is **enabled**.
- Select Miscellaneous→Messaging Administration.



• When the Messaging Administration interface appears, select **Customer Options**. Ensure that the system appears to be adequately licensed.

🖉 Messaging Administration - Windows Internet Explorer 🛛 💶 🗙				
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Help		Th	is server:	g350-1
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AUDIA Networked Machine Excluded Mailbox Admin Server Information System Status Alarm Summary Voice Channel Monitor Server Notes Vtilities	Messaging Application Number of Mailboxes Purchased voice_ports	ON 100 4	N/A N/A 4	
Start Messaging Stop Messaging Logs Administration History Administrator	Help			

• Select IMAP/SMTP Administration → General Options.

• For testing purposes, both the **IMAP4 client access enabled** and **IMAP4 SSL on alternate port enabled** options were set to **yes** and both were tested. Select the SSL option if an encrypted Avaya IA770 to Mutare EVM communication is desired. The associated Mutare EVM configuration for SSL is described in that section.



• Select IMAP/SMTP Administration→SMTP Status. Ensure that Internet Message status shows Running.



3.1. Avaya IA770 INTUITY[™] AUDIX[®] Messaging Application Command Line Configuration

The Avaya IA770 command line interface can be accessed via an option on the **Integrated Management Maintenance Web Page** (**Messaging Administration→Messaging**) or terminal emulation package.

For this section, the Avaya Site Administration package was used. See Appendix A for the steps used to configure the Avaya Site Administration package for this configuration.

Run the Avaya Site Administration program. Select the Avaya IA770 entry from the drop down box.

Select Action \rightarrow Connect. Once connected, select Advanced \rightarrow Start Emulation from the Tasks tab.

The **Maximum Number of Sessions** parameter controls the maximum number of simultaneous IMAPI sessions and is generally limited by license. Since the Mutare EVM can operate with only one session at a time, this parameter need not be large unless there is other contention for this resource. (e.g., if some mailbox users logged in using IMAP type clients)

- Ensure that the following parameters are set to y:
- Check New Messages
- Deliver CA Message
- Message Transfer

Submit the form if any changes have been made.

g350-1 Active Alarms: A	Logins: 2
change system-parameters imapi-options	Page 1 of 1
SYSTEM-PARAMETERS IMAPI-OPTIONS	
NUMBER OF IMAPI SESSIONS	
Maximum Simultaneous Sessions:	96
Simultaneous Sessions Available for Trusted Server Access:	4
IMAPI PARAMETERS	
IMAPI TCP/IP Port:	55000
IMAPI Session Timeout (minutes):	5
Trusted Server Session Timeout (minutes):	5
Check New Messages?	' y
Deliver CA Message?	· y
Message Transfer?	· y
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- Enter **change subscriber 3456** at the command line, where 3456 is an example subscriber mailbox (Use "add" subscriber 3456 if this subscriber has not already been added.)

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\$8400-1	ACLIVE	Alarms.	A	Logins	2
change subscri	ber 3456			Page 1 of	2
		SUBSCRIBER			
Name:	s8400-3456		Locked?	n	
Extension:	3456		Password:		
COS:	class00		Miscellaneous 1:		
Switch Number:	1		Miscellaneous 2:		
Community ID:	1		Miscellaneous 3:		
Secondary Ext	-		Miscellaneous 4:		
Account Codo:		Cr	Miscerianeous 4:		
Account code:			Svering Excension:		
		F	Broadcast Mailbox?	n	
Email Address:	3456@s8400-1.s	mm.com			
enter command:	change subscri	ber 3456			

- Select Next Page to view page 2.
- Ensure that the IMAPI Access and IMAPI Message Transfer options are set to y.
- **Submit** the form.

s8400-1 Active Alarms: Logins: 2 А change subscriber 3456 Page 2 of 2 SUBSCRIBER CLASS OF SERVICE PARAMETERS Addressing Format: extensionLogin Announcement Set: SystemSystem Multilingual is ONCall Answer Primary Annc. Set: System Call Answer Language Choice? n Call Answer Secondary Annc. Set: System PERMISSIONS
 Type: call-answer
 Announcement Control? n
 Outcalling? n

 Priority Messages? y
 Broadcast: none
 IMAPI Access? y

 IMAPI Message Transfer? y
 Fax Creation? y
 Trusted Server Access? y
 INCOMING MAILBOXOrder: fifoCategory Order: nuoRetention Times (days),New: 10Old: 10Unopened: 10OUTGOING MAILBOXOrder: fifoCategory Order: unfda Retention Times(days), File Cab: 10 Delivered/Nondeliverable: 5 Voice Mail Message (seconds), Maximum Length: 1200 Call Answer Message (seconds), Maximum Length: 1200 Minimum Needed: 32 Minimum Needed: 8 End of Message Warning Time (seconds): Maximum Mailing Lists: 25 Total Entries in all Lists: 250 Mailbox Size (seconds), Maximum: 8400 Minimum Guarantee: 0

A simple way to set the above subscriber parameters for a large number of subscribers is to use the **change cos** *cos* form and apply that class of service to each mailbox where the feature is desired.

4. Configure the Mutare Enabled VoiceMail

This section describes the configuration of the Mutare Enabled VoiceMail (EVM) application during testing and provides general guidelines. Only configuration specific to this feature is covered. A trained installer is assumed.

4.1. End User Configuration

End users can access their EVM settings via the following procedure. Please see [EVM_USER] for detailed instructions.

- Open a browser to the Mutare EVM Server.
- Enter the user **Mailbox** number and **PIN** where the PIN is the same as the Avaya IA770 subscriber mailbox password as used to log in to the mailbox through the Telephone.
- Select Login.

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GO -) http://127.0	.0.1/					• +	X Live Search		P -
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In the example shown, the **evmNotify** feature is enabled to send notifications for all voice or fax messages, without the actual message attachment. The **Email 1** address is a cell phone email address entry.

For the **evmDelivery** feature, **All** is selected to deliver all voice messages and **Fax** checked to deliver fax messages as well. The user's email address is entered as **Email 1**.

GSM is selected as the voicemail attachment format for a small attachment size that is still playable on typical PC media players.

NOTE: At the time of testing, "Urgent" Messages (i.e., Avaya IA770 messages marked as "priority") were not recognized for special handling. Please contact your Mutare representative for the status of this item if this is a desired feature.

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		EVM for Avaya Notify / Delivery			
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	E	mail 1: 123456789@txt.att.net	Active: 🔽	Email 1: myself@whereiwork.com	Active: 🗹
	E	mail 2:	Active: 🗖	Email 2:	Active: 🗖
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4.2. General Administration

This section describes the general Mutare EVM configuration for this test. Please see [EVM_ADMIN] for detailed instructions.

Open a browser to **http://Mutare_server/evmAdminLogin.asp** where *Mutare_server* is the name or IP address of the server with the Mutare EVM application. Enter the **Admin Password** and select **Login**.

🦉 EVM Web AdminLogin - Windows Internet Ex	kplorer		
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	Enabled VoiceMail (EVM) by Mutare Software Admin Password: Login © 2004 Mutare Software		
Done		Internet	▼ 100% ▼

To add a new user, enter a **Mailbox**, **Full Name** and **PIN** corresponding to the user's Avaya IA770 mailbox number, name and password respectively. Select the **evmDelivery** and **evmNotify** features as desired. Select **Add**.

🖉 EVM Web AdminAvaya SIL - Windows Intern	et Explorer					
😋 🕤 👻 🖉 http://127.0.0.1/evmAdmin.asp	🔆 🕞 👻 🖉 http://127.0.0.1/evmAdmin.asp					
<u>Eile E</u> dit <u>Vi</u> ew F <u>a</u> vorites <u>T</u> ools <u>H</u> elp	Eile Edit <u>V</u> iew Favorites <u>T</u> ools <u>H</u> elp					
🏠 🍄 🍘 FVM Web AdminAvaya SIL 🌇 🔹 🔂 🗸 🎰 🖕 Page 🔹 🎯 Tools 🔹 🎇						
Enabled VoiceMail (EVM) by Mutare Software System Administration - Site Name: Avaya SIL						
Sort where Name	 Begins With % 		So	rt		
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4.3. Initial Configuration

The following describes specific content of the Mutare.ini file which is configured at installation time to control specific features. Changes to this file should only be made by trained authorized personal.

ITEM	Note
EVMURL=http://192.60.60.15/	This is the address for the links that are in the email messages
	sent to the users (e.g., for deleting messages). This can be a
	different server than the EVM application is running on.
ServerIP=192.16.50.50	The IP address of the IA770 Messaging Application Server.
ServerPort=143	The IA770 IMAP port to connect to. Port 143 was used for
	non-SSL access. For SSL testing, this item was set to port 993
	and the item SSL was set to -1.
TIFToPDF=-1	This setting causes fax images to come as PDF attachments.
SenderAddressLength=4	This was set to 4 for a 4 digit dial plan.
CheckSeconds=60	Generally testing was done with a 60 seconds between mailbox
	checks for new messages, but also with shorter intervals.
RequirePIN=-1	This item requires a user to enter the mailbox password before
	a message will be deleted after the deletion link is selected.
AttachPrivate=-1	Testing was done with this option set to attach messages that
	had been marked private and also to not do so.
MMType=G711	MMtype was set to G711 to cause the EVM application to
	invoke the conversion function to compress the voicemail
	attachments to GSM as selected in the user's settings.
SSL=0	Please see the ServerPort note above.

The following is the Mutare.ini file referred to as set during a portion of the testing.

[Common] Directory=C:\OD [EVMDN] EVMVersion=1.2.1 EVMConnect=Provider=Microsoft.Jet.OLEDB.4.0;Data Source=C:\OD\EVM.mdb °ADO Connect string for EVM.MDB SQLDateDelimiter=# °SQL Date-Delimiter Character (Access=#, SQLServer=') EVMURL=http://192.60.60.15/°Full URL to EVM website ServerIP=192.16.50.50 °IP address of server ServerPort=**143** °Port for server (IMAP4=143.POP=110) AttachmentFormat=GSM °Delivery attchment format (GSM,MP3,WAV) LogToSQL=False °Whether to Log to SQL vs CSV file SQLConnect=Provider=SQLOLEDB;Persist Security Info=True;Integrated Security=SSPI;Initial Catalog=<db>;Data Source=<Server> °If LogToSQL=-1 use this connect string UnlockMins=0 °Mins to wait to unlock users, 0=Never, Negative=Unlock mins and leave PIN, Positive=Unlock mins and reset PIN NCTTimeOut=30 °Timeout for NCT conversions (seconds) TIFToPDF=-1 °Whether to convert Fax TIF files to PDF SenderAddressLength=4 °Length of string expected from message server for SenderAddress FromNotify=evmNotify@Mutare.com °From Email Address to use for EVMNotify

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FromDelivery=evmDelivery@Mutare.com °From Email Address to use for EVMDelivery SendDelayMS=300 °Milliseconds to wait after sending Email MaximumSeconds=1200 °Maximum message length allowed to be Delivered CheckSeconds=60 °How often to check user mailboxes RestartMinutes=60 °How often to restart EVMOctelDN application TempDir=C:\OD\Temp\ °Temp directory in OD folder LogAll=-1 °Whether to LogAll debug information (0 or -1) LogDelivery=-1 °Whether to log EVMDelivery messages (0 or -1) LogNotify=-1 °Whether to log EVMNotify messages (0 or -1) LogDelete=-1 °Whether to log message deletions (0 or -1) RequirePIN=-1 °Whether to Require a PIN from Delivery email (0 or -1) SenderLookup=0 °Whether to use From Address translation (0 or -1) SenderLookupWith=SENDER °Whether to do lookup for SENDER, SUBSCRIBER, SUBSCRIBEREMAIL or SENDEREMAIL (*Suffix=Use INI From Email) ShowDelete=-1 °Whether to show Delete button in Delivery email (0 or -1) ShowDeleteAll=-1 °Whether to show DeleteAll button in Delivery email (0 or -1) ShowSettings=-1 °Whether to show Settings button in Delivery email (0 or -1) MailboxRange= °Mailbox Range to be used with this instance of EVM ({StartMbx}-{EndMbx}) LogAliveMin=5 °Frequency to Log ALIVE event PurgeUsers=999 °Purge users after x days of no activity PurgeUsersLPOnly=0 °Whether to purge only users with LoginProblems=True (0 or -1) DeliverAll=-1 °Whether to Deliver/Notify All or only New msgs (0 or -1) LinkDir=C:\OD\Msgs\ °Folder where link files are stored DeliveryType=ATTACH °How to handle delivery messages (ATTACH,LINK,USER) KeepLinks=30 °How many days to keep links DateFormat=General Date °Format to use when displaying timestamps ('General Date' is system default) AttachPrivate=-1 °Whether to Deliver/Forward private msgs (0 or -1) FromError=evmError@Mutare.com °From address to use when sending EVM error notices to users Adjust TZ=0 °Whether to adjust voice msg timestamp to local server time (0 or -1) EncryptPINs=0 °Whether to encrypt EVM PINs and Admin Pwds MP3Frequency=44100 °MP3 Frequency to use in Hz (ie: 44100 = 44.1 khz) MP3BitRate=32 °MP3 Bitrate to use in KBPS (ie: 32 = 32 kbps) BadPwdTries=1 °Number of bad pwd attempts before sending notice DefPrefix= °System Prefix to use when doing mbx to phone# conversions MbxConversion= °Mbx search/replace values (Search-Replace) SuperLogin= ° MM Super Login account (Blank=Use individual logins) SuperPwd=xxxxxx Super Login password (Blank=Use individual logins) NPANURL= °URL to web script to translate ANI to Location PhoneFormat=###-#### | +#-####### °How to format phone #'s when displayed (Local |International) UseContacts=0 °Whether to use custom contact info with ANI MMType=G711 °Audio format used on MM (GSM or G711 MMWebAuth=0 °Whether to use realtime authentication from web on MM (0 or -1)

SSL=0 °Whether to use SSL when connecting to msg server (0 or -1) PrivateMsg=Private message not attached, please call into voicemail system to retrieve °Wording to use when Private msg is not attached to Delivery ExternalCaller=non-mail|Outside Caller °Search|Replace verbiage for External Caller wording (<Exact Search Phrase>|<Ext Caller Verbiage>) LocalTimeZone=99 °Use with EVMOctel.TZOffset field to adjust time in Delivery emails (99=No adjustment, -05=EST, etc) SyncPwdPIN=0 °Whether to automatically set VM pwd to EVM PIN (0 or -1) PDFforBB=0 °Whether to use BB friendly PDF version (0 or -1) BadPwdPhrase= °Phrase in error msg to distinguish bad pwd from other error ("=Use default) [muSMTP] Encoding=7bit °Email encoding (7bit,base64,uuencode,etc) Version=1.1.0

PickupDir= °Full path to IIS pickup folder (blank=use CDOSYS setting)

5. Verification and Troubleshooting

To verify that this solution is operational for a user:

- Place a call to a covered station and allow the call to go to coverage. Verify that an email is delivered to the associated Inbox and the message can be played.
- Send a fax to one of the Avaya IA770 mailboxes and verify as above.

If messages are not being delivered, consider the following actions:

- Determine if the problem is specific to a user or small group of users rather than system wide.
- Check that the user initialized the Mutare EVM settings for the user's mailbox by logging in to the EVM webpage and providing email address for delivery and the correct mailbox password for that mailbox. Note that the user must do this again if they update the mailbox password in the Avaya IA770.

• To verify that the Avaya IA770 IMAP service is operational, select **Diagnostics**→IMAP4 connection:



• On the Mutare EVM server, confirm that the **Mutare evmdn** service is started.

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🗐 Computer Management (Local) 🔺	Name 🛆	Description	Status	Startup Type	Log On As	
🖹 🎬 System Tools	🍓 Kerberos Key Distri	On domain		Disabled	Local System	
🕀 😥 Event Viewer	🍓 License Logging	Monitors a		Disabled	Network S	
E Shared Folders	🍓 Logical Disk Manager	Detects an	Started	Automatic	Local System	
E State Local Users and Groups	🍓 Logical Disk Manag	Configures		Manual	Local System	
Performance Logs and Al	🆓 McAfee Framework	Shared co	Started	Automatic	Local System	
	🆓 McAfee McShield	Provides M	Started	Automatic	Local System	
Demoushle Storage	🍓 McAfee Task Manager	Allows sch	Started	Automatic	Local System	
	🆓 Messenger	Transmits		Disabled	Local System	
	🆓 Microsoft Software	Manages s		Manual	Local System	
	🎭 Mutare evmdn		Started	Automatic	Local System	
Telephony	Net Logon	Maintains a		Manual	Local System	•
	Extended Standard					

- If the emails are not being received by the users, check the email server. Specifically, On the Server running the Mutare Application, check the SMTP outgoing queue, typically "C:\Inetpub\mailroot\Queue". If there are messages that linger in that directory, then there is likely an issue where the mail server is not accepting delivery, contact your email manager.
- If Error Notifications are received, check that the mailbox exists in the Mutare EVM database and that the password matches the Avaya IA770 system password for that mailbox.
- If there are multiple voice recordings in a voicemail (e.g., an introduction recorded before a forwarded voice message) they will be concatenated before delivery in the email from the EVM.
- If there are particular messages that the user is not getting an email for, ensure that these are voice or fax messages. (Text messages are possible with Avaya IA770, for example, but these are not supported by this feature.)

6. Conclusion

The configuration of the Avaya IA770 INTUITY[™] AUDIX[®] with Mutare EVM was successfully tested. The instructions of these Application Notes can be used to duplicate the configuration.

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7. Support

Please contact your Mutare representative for support for the Mutare EVM application.

If the Mutare EVM was purchased directly from Mutare, call 847-496-9000, option 2.

8. Additional References

From support.avaya.com:

- [S8300_INST] Installing and Upgrading the Avaya G700 and Avaya S8300 Media Server
- [S8400_INST] Installing and Configuring the Avaya S8400 Media Server"
- [IA770_INST] Avaya IA 770 INTUITY AUDIX Messaging Application Release 4.0 Administering Media Servers to Work with IA 770

From Mutare (<u>www.mutare.com</u>)

- [EVM_USER] EVM for Intuity User Guide
- [EVM_ADMIN] EVM Admin Guide

Appendix A Avaya Site Administration Configuration for IA770 Command Line Access

Run the Avaya Site Administration (ASA) program from the PC Start menu. Select **File→new... Messaging System**. Enter a unique **Messaging System Name** and clear the **Modular Messaging System** check box. Select **Next**.

Add Messaging System		×
	Enter the name of the Messaging system. You can make this name up, or you can use the name that your organization has already given to this system. Messaging System Name: g350-1 ia770 This name will appear in Avaya Site Administration windows to represent this Messaging system. It does not have any effect on the actual Messaging system. Modular Messaging System Shared Systems © Local System © Shared System	
	< Back Next > Cancel Help	

Ensure that **Network Connection** is selected and the other items are clear.

Add Messaging System		×
	 How are you connecting the Avaya Site Administration computer to the Messaging system? Modem or data module Choose this option if your computer will dial into the Messaging system using a modem or data module. Direct serial port connection Choose this option if your computer will be connected directly to the Messaging system via a serial cable. Network connection Choose this option if your computer and your Messaging system are connected via a computer network. Connect via ASG Guard Use script file to login C:\Documents and Settings\Administrator.SMM 	
	< <u>B</u> ack <u>N</u> ext > Cancel Help	

Enter the name or ip address of the Avaya IA770 server. Select Next.

Add Messaging System		×
Image: state stat	Network Connection You have indicated that you will be connecting your Avaya Site Administration computer to this Messaging system through a computer network Avaya Site Administration must know the "fully qualified domain name" (FQDN) of the Messaging system, or its IP address. <u>EQDN or IP address</u> : <u>g350-1</u> For example, an FQDN might be: computername.department.company.com Optionally, you can enter the IP address. For example: 100.212.123.211 If you do not know the FQDN or IP address, ask the people in your organization who set up the Messaging system, or the people who set up your computer network.	
	< <u>B</u> ack Next > Cancel Help	

Ensure that Use SSH is selected. Select Next.

Add Messaging System		×
	Network Connection Avaya Site Administration must also know the TCP/IP port number of the Messaging system. The port is basically a number for a software program that, when combined with the FQDN or IP address, enables two devices on a network to communicate. Computers commonly use TCP/IP port number 23 for making telnet connections. To use a different port number, enter it below: ICP/IP Port Number: 22 ✓ Use SSH Note : SSH is not supported on Modular Messaging Systems If you choose "Use SSH", the manual login option will be disabled for systems other than Generic devices. If you do not know the TCP/IP port number, ask the people in your organization who set up the Messaging system, or the people who set up your computer network.	ət
	< <u>B</u> ack <u>N</u> ext > Cancel Help	

Accept the default timing options and select Next.

Add Messaging System		×
	Network Connection How long do you want Avaya Site Administration to spend attempting to establish a connection to this Messaging system before it stops trying? Enter 0 if you want it to try indefinitely. <u>Timeout for establishing a connection</u> : <u>120</u> Seconds How long do you want Avaya Site Administration to leave an idle connection up? Enter 0 if you want it to stay up indefinitely. Timeout for sustaining an idle connection: <u>0</u> Seconds <u>Seconds</u>	-
	< <u>B</u> ack <u>N</u> ext > Cancel Help	

Select I want Avaya Site Administration to log me in automatically. Select Next.

Add Messaging System		×
	 When you use Avaya Site Administration, each time you perform an activity on the Messaging system, it will ask for a login ID and password. Choose the option you want. I want Avaya Site Administration to log me in <u>automatically</u> This option saves you from having to enter a login ID and password every time you need to access this Messaging system. However, your Messaging system is vulnerable to unauthorized use if anyone manages to gain access to your computer and knows your Avaya SA password. It is the only allowed option if "Support Launching of Avaya SA With Parameters" or "Use script file to login" has been checked. I want to log in <u>manually each time</u> This option protects the Messaging system from unauthorized use. However, you will be required to enter a login ID and password every time you perform an action on this Messaging system, and it prevents you from scheduling activities to run in your absence. 	
	< <u>B</u> ack <u>N</u> ext > Cancel Help	

Enter the appropriate Login and Password. Select Next.

Add Messaging System	٢
Authentication: Authentication Methods: Login: sa Password Password: ******** Password (again): ******** SSH Client Parameters: Key Exchange: Use Bulk Cipher Compression: Deffic Hellman (AFS)	
< Back Next > Cancel Help	

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31 of 33 Mutare-ia770app Verify the settings by selecting the **Test** button and, if successful, select **Next**.



Select **Finish** at the final screen.

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