

Avaya Solution & Interoperability Test Lab

Application Notes for Configuring Connectivity between Avaya Modular Messaging and Microsoft Outlook Express IMAP4 Email Client - Issue 1.0

Abstract

These Application Notes describe how to configure Microsoft Outlook Express as an IMAP4 email client for Avaya Modular Messaging using an Avaya Message Store Server.

1. Introduction

With the appropriate privacy settings, Avaya Modular Messaging subscribers can use standardsbased e-mail clients to receive, send, delete, purge and manage messages from a desktop computer. Subscribers can gain access to and deal with messages by using a variety of clients that support either the IMAP4 or the POP3 e-mail standard.

When you are using a standards-based client with Modular Messaging, Avaya strongly recommends the use of IMAP4. This is because IMAP4 clients act on the message stored on the server so message status is synchronized with the actions of other clients, such as the TUI.

Microsoft Outlook Express 6.0 can be configured as such an email client and this document describes how to achieve this.

Figure 1 illustrates the configuration used when writing this Application Note. This Modular Messaging configuration uses H.323 to connect to Avaya Communication Manager. Reference [1] describes how to install and provision stations on Avaya Communication Manager using Modular Messaging for voice messages. Therefore this Application Note does not describe the Modular Messaging and Avaya Communication Manager integration. It is also understood that Microsoft Outlook Express has been installed according to the installation instructions provided by Microsoft.



Figure 1: Network Overview

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2. Equipment and Software Validated

The following equipment and software were used for the sample configuration provided:

Equipment	Software/Firmware
Avaya TM S8500 Server	Avaya Communication Manager
	5.1.1 - \$8500-015-01.1.415.1.
	Patch 16402 for 01.1.415.1 also
	applied.
Avaya TM G650 Media Gateway	
- CLAN - TN799DP	HW01 FW026 .
- MedPro - TN 2602AP	HW08 FW041 .
Avaya TM Message Application Server	4.0 Service Pack 2.
Avaya TM Message Store Server	4.0 Service Pack 2.
Avaya [™] 4600 IP Telephones (H323)	
- 4620SW	Build 2.887
- 4621SW	Build 2.8.3
Windows PC	Windows XP Professional.
Microsoft TM Outlook Express	6.00.2900.5512.

3. Configure the Avaya Modular Messaging

Avaya Modular Messaging configuration is administered in the Messaging Administration web connection on the Avaya Message Store Server (MSS). After the class-of-service has been configured each subscriber must be provisioned individually.

Step	Description		
1.	Launch the Modular Messaging Messaging Administration web interface using a standard web browser. The URL used to access this interface is of the form https:// <ipaddress> where "ipaddress" refers to the IP address of the MSS server. Navigate to the Messaging Administration → Classes-of-Service screen. Select the Class-of-Service that will be used by subscribers in this configuration. Click Edit the Selected COS.</ipaddress>		
	Messaging Administration - Microsoft Internet Explorer		
	Evie Edit View Favorites Loos Heip		
	Address 🗃 https://10.10.1.201/cgi-bin/do_login		
	Messaging Administration		
	Messaging Administration Subscriber Management Artssaging Athibites ClassB0 COS Number ClassB0 Classes-or-Service ClassB0 COS Number ClassB0 ClassB0 0 Class		

Step	Description		
2.	Ensure that the Restrict Client Access is set to no and Message Waiting Indication		
	Allowed is set to yes. Save any changes made.		
	Messaging Administration - Microsoft Internet Explorer		
	🔾 Soch + 🔘 - 🖹 🖻 🏠 🔑 Search 👷 Fevrates 🧐 🖉 - 🍑 🗰 - 🛄 🏭 🖏		
	Aglares 🜒 hetps://10.10.1.201/cgi-bin/do_login		
	AVAYA Modular Messaging Messaging Administration		
	Help Log Off This server: 10.10.1.203 * Nessaging Administration This server: 10.10.1.203 Subscriber Anagement		
	Activity Log Configuration Message Plessage Arrbutes Class of Service Indication Sending Restructions Allowed		
	System Administration Request Remote Update Networked Machines Allowed you Notify Me Allowed you v		
	Troucied ServerSaministration Configure Using DCT TCP (IP Server Configure) Configure 1 ServerSaministration (Call Screening) yog M		
	Laternal flosts Outbound Eax no Y Extended Absence yes Y		
	Windows Domaio Setup Console Reboot Option Date/Time/NTP Server Diayback Never		
	Nodem/Terminal Display Nodem/Terminal Configur Nodem/Terminal Rondyna		
	TCP/IP Service Settings Caller TSRM/STIT Status Amplication Mail Options Amouncement Ind/STIT Status Recording		
	Alern Summary User Interface		
	Server Notes CNOS Settinos RATO Status Rebuild RATO Status Configuration Configuration		
	Clack for help with the Restrict Client Access field		
э.	Click Manage Local Subscribers. From the subsequent screen click either Add a New Subscriber or select an existing subscriber and click Edit the Selected Subscriber.		
	Messaging Administration - Microsoft Internet Explorer		
	🔾 Back + 🔘 - 🖹 🗟 🚯 🔎 Search 👷 Favorites 🚱 🍙 - 🌭 🗰 - 🕞 🏭 🥸		
	Address 🜒 https://(10.10.1.201/og-bin/do_login		
	AVAYA Modular Messaging Messaging Administration		
	Help Log Off This server: 10.10.1.201 This server: 10.10.1.201 Manage Subscribers Messaging Attributes		
	Lidsses of Service Enhanced-Lists Sending Restrictions System Administrations Request Remote Update Networked Nachines		
	Trated Servers Machine Subscriber Iotal Eiltered Server Administration Name Licenses Subscribers Configure Using DCT TCF DIP Servers Configure 0		
	External Hosts NAS Host Setup VAS Host Setup Subscribers msslab 0 of 10 12 Filter 12 Manage		
	Windows Damain Setup Console Rever Syslag Server Nodem/Terminal Configur Nodem/Terminal Configur		
	TEP/IP service settings TEP/IP service settings TEP/IP service settings SHTP dytons HAP/SHTP status		
	Server Status Alarm Sommary Disk Information E CHOS Sectiongs FAID Status		
	Cloi for help with the Subscriber Userdes Used column.		

Step	Description		
4.	In the Add Local Subscriber screen, ensure the subscriber's Last Name, their		
	MailBox Number and their PBX Extension are set.		
	The Numeric Address is an address that is unique among all addresses in the voice		
	mail network and should be set accordingly. It does not have to be the same as the		
	Mailbox Number.		
	The Common Name and Telephone Number are set to the values that will display		
	in address book listings in email clients.		
	The Email Handle is the name that appears before the machine name and domain in		
	the subscriber's email address. This field is populated automatically when you add a		
	new subscriber. The default entry is of the form Last Name. First Name. e.g.,		
	Mccann.John, where Last Name is Mccann and First Name is John. The default can		
	be changed if desired.		
	The Class of Service is set to that to value configured in step 1 of this section.		
	Enter a Password for the user, which will be needed in section 4 step 3.		
	🖉 Messaging Administration - Microsoft Internet Explorer		
	Elle Edit Vew Favorites Iools Help 💏		
	Address 🗃 https://10.10.1.201/cgi-bin/do_login		
	Modular Messaging		
	Help Log Off This server: 10.10.1.201		
	Messading Administration		
	Messaging Attributes Classes-of-Service Enhanced-Lists		
	Sending Restrictions System Administration Request Remote Update * (Required Fields)		
	Networked Machines Trusted Servers *Last Name McCann First Name Dohn		
	Configure Using DCT TCP/IP Network Configurat		
	MAS Host Setup MAS Host Send Windows Domain Setup		
	Console Reboot Option Date/Time/NTP Server		
	Nodem/Terminal Display Nodem/Terminal Configur Modem/Terminal Resource		
	TCP/IP Service Settings TIAP/SMTP Administration SUBSCRIBER DIRECTORY		
	Mail Options IMAP/SMTP Status Service in formation Telephone Number 2202 2202		
	Server Status Alarm Summary Common Name Dohn McCann ASCII Version of Name Dohn McCann		
	Disk Information		
	RATE STOLES Rebuild BATH Status		

Step	Description	
5.	Log on to the Avaya Message Application Server (MAS) and ensure that the Privacy Enforcement Level is set correctly. Select Start->Programs->Avaya Modular Messaging-> Voice Mail System Configuration. Select Voice Mail Domain -> Messaging. On the General tab, ensure the Privacy Enforcement Level is set to Notification Only.	
	General Offine Access Privacy Enforcement Level Interface on the second sec	

4. Configure Microsoft Outlook Express.

Sten	Description		
1	Start Microsoft Outlook Express, Click Tools → Accounts, From that screen click		
-	Add \rightarrow Mail Follow the screens for configuring the IMAP email client.		
	Internet Accounts		
	All Mail News Directory Service		
	Account Type Connection <u>H</u> emove		
	Bigfoot Internet directory service Local Area Network <u>Properties</u>		
	WeriSign Internet directory service Local Area Network Set as Default		
	Import		
	Set Order		
	Dose		
2.	On the next screen select IMAP from the drop down list. Also enter the IP address of		
	the Incoming IMAP Mail Server . To send emails via SMTP the Outgoing Mail		
	Server IP address must be entered. Click Next to reach the next screen.		
	Note: In this configuration the MSS is used as the Outgoing Mail Server. This will		
	allow users to forward emails to other subscriber's IMAP email accounts. It can also		
	be configured to use an existing corporate email system.		
	e configured to use an emoting corporate emain system.		
	Internet Connection Wizard		
	E-mail Server Names		
	4		
	My incoming mail gerver is a IMAP 💌 server.		
	Incoming mail (PDP3, IMAP or HTTP) server:		
	10.10.1.201		
	An SMTP server is the server that is used for your outgoing e-mail.		
	Dutgoing mail (SMTP) server:		
	10.10.1.201		
	A Bank News		

Step	Description		
3.	The Account Name entered is the subscriber mailbox number and the Password is the subscriber password both of which are set up when the subscriber is initially provisioned on the MSS. Click Next to reach the next screen.		
	Internet Connection Wizard		
	Internet Mail Logon		
	Type the account name and password your Internet service provider has given you.		
	Account name:		
	Password: ✓ Remember pass <u>w</u> ord		
	If your Internet service provider requires you to use Secure Password Authentication (SPA) to access your mail account, select the 'Log On Using Secure Password Authentication (SPA)' check box. Log on using <u>S</u> ecure Password Authentication (SPA)		
	< Back Next > Cancel		
4.	The new account is created as shown. In this case the account is called 10.10.1.201		
	Internet Accounts		
	All Mail News Directory Service Add ►		
	Account Type Connection <u>R</u> emove		
	Set 10.10.1.201 mail (default) Any Available <u>Properties</u>		
	Set as <u>D</u> efault		
	import		
	<u>Export</u>		
	Caroline 1		
	E Se Urder		
	Close		
	Click Close . Click Yes to the dialog "Would you like to download folders from the mail server you added?".		

Step	Description
5.	Click OK to display all the new folders.
	Show/Hide IMAP Folders
	Account(s): Display folders which contain:
	All Visible Show
	10.10.1.201
	協力
	D Drafts
	v⊶Junk E-mail
	<u>G</u> o to OK Cancel
6.	There will now be a new account added under the Local Folders in the Outlook
	Express Folders pane. It is into this Inbox where new messages from Modular
	Messaging are placed.
	🕼 Outlook Express
	Elle Edit View Tools Message Help
	Create Mail Send/Recv Addresses Find
	Sutlook Express
	Folders × Outlook Express Go to msn A
	Cocal Folders EXPRESS for John McCann
	© Outbox E-mail
	→ Sent Items → Deleted Items → There is <u>1 unread Mail message</u> in your Inbox You can use
	Create a <u>new Mail message</u> Windows Messenger from within Outlook
	The Index Read Mail Express.
	Windows Messenger is an instant messengin program
	Set up a Newsgroups account that tells you when certain friends are
	Contacts Contacts Co
	There are no contacts to display. Click on Contacts to create a new contact.
	End People
	When Outlook Express starts, go directly to my Inbox.
	Working Online

5. Verification Steps

Verification of the Outlook Express IMAP4 email client requires an email account to be created for a chosen subscriber.

- Dial that subscriber and leave a message on their voice mail. Ensure that the MWI lights on their handset lights up.
- Verify that an email is then received by that subscribers Outlook Express email client (IMAP4). This email will have an attached .wav file containing the voice message.
- Read/play the message and ensure that the MWI light on their handset is extinguished.

The message can then be deleted using the **Tools** \rightarrow **Delete** command in the Outlook Express menus. To remove the message from the MSS using Outlook Express, the message must also be purged using the **Tools** \rightarrow **Purge Deleted Messages** option.

6. Conclusion

These Application Notes described how to configure Avaya Modular Messaging and Outlook Express IMAP email client. This will successfully deliver to subscribers the ability to access and manage voicemails from Outlook Express without the need for extra software plug-ins.

7. Additional References

The following references are among the Application Notes available at http://www.avaya.com. Reference [1] contains information on how to configure Modular Messaging for H.323.

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[1] Configuration Note 88014 – Version AI (5/08) "Avaya Definity G3, Prologix & S8300/S8400/S8500/S87x0 H.323"
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[2] "Modular Messaging for the Avaya Message Storage Server (MSS) Configuration Release 4.0 Installation and Upgrades"

8. Change History

This section is required only if the Application Notes are being re-issued. It should contain the following table listing previous issue numbers and the dates of issue.

Issue	Date	Reason
0.1	24/11/2008	First Review.
0.2	08/12/2008	Post Review
1.0	12/12/2008	Final Review

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