



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 standards-based 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.

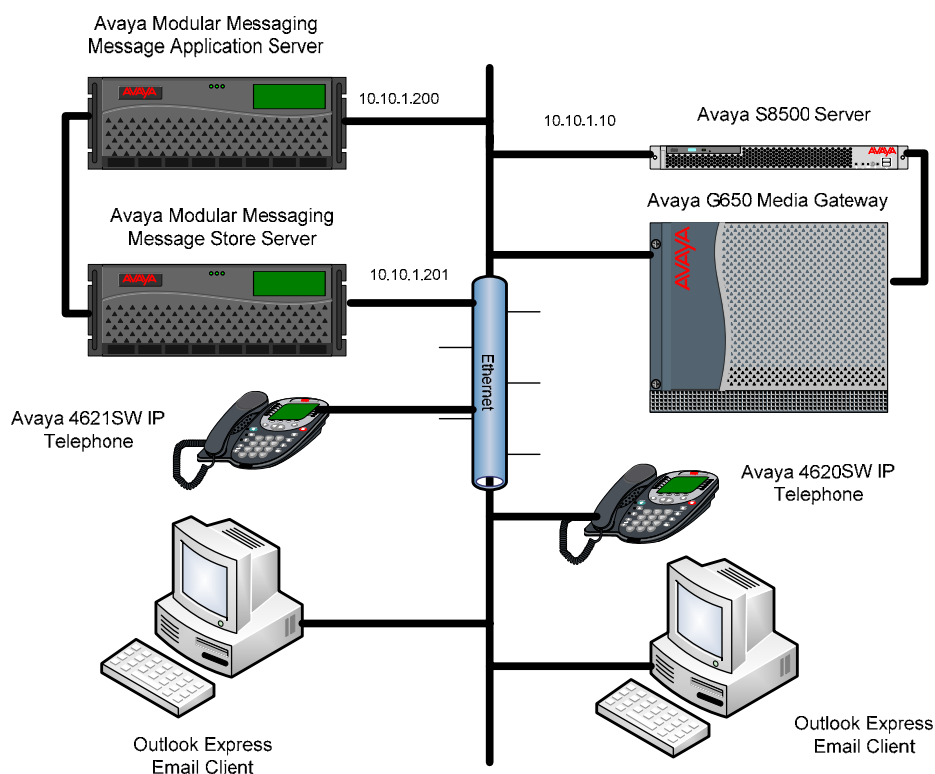


Figure 1: Network Overview

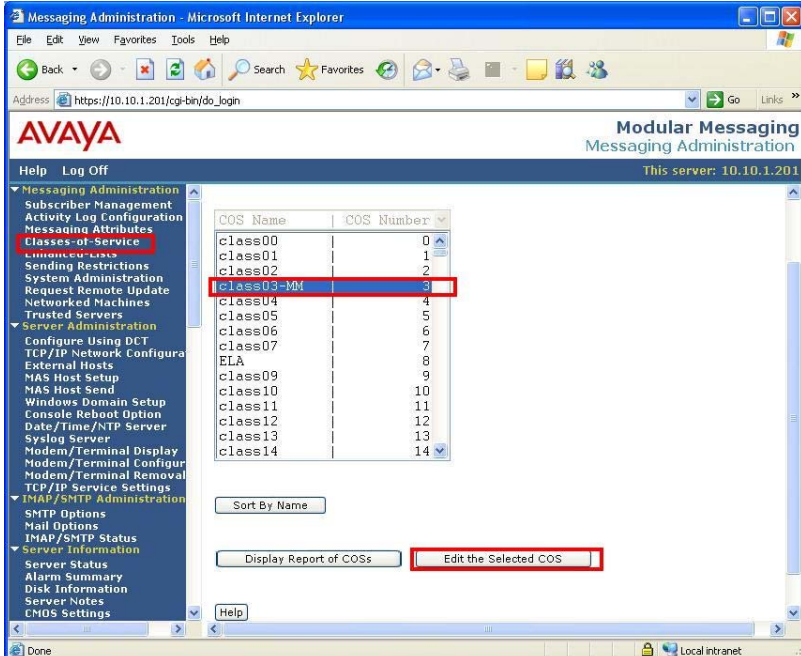
2. Equipment and Software Validated

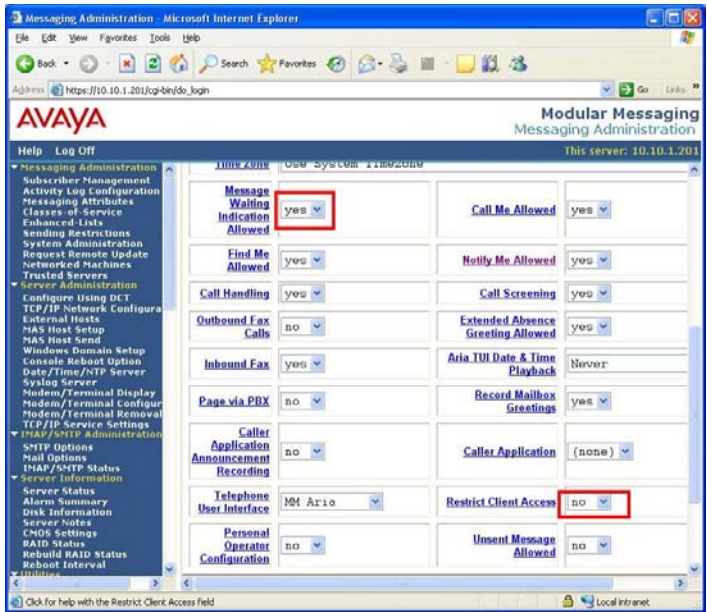
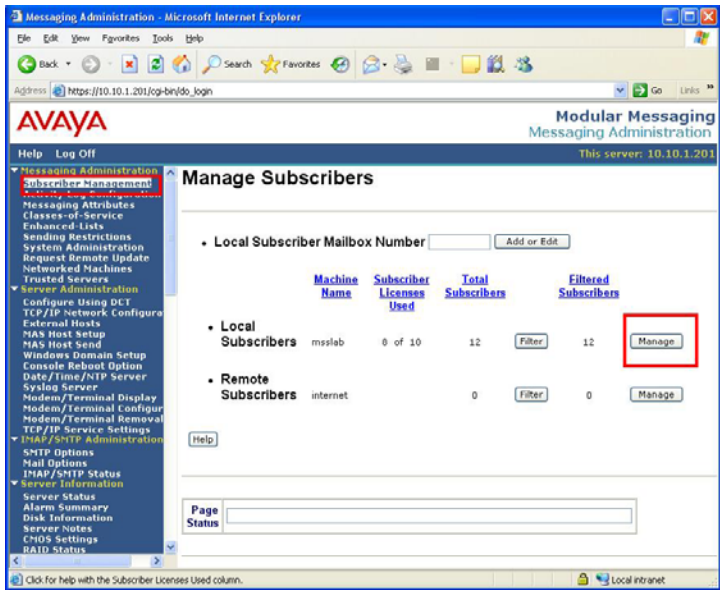
The following equipment and software were used for the sample configuration provided:

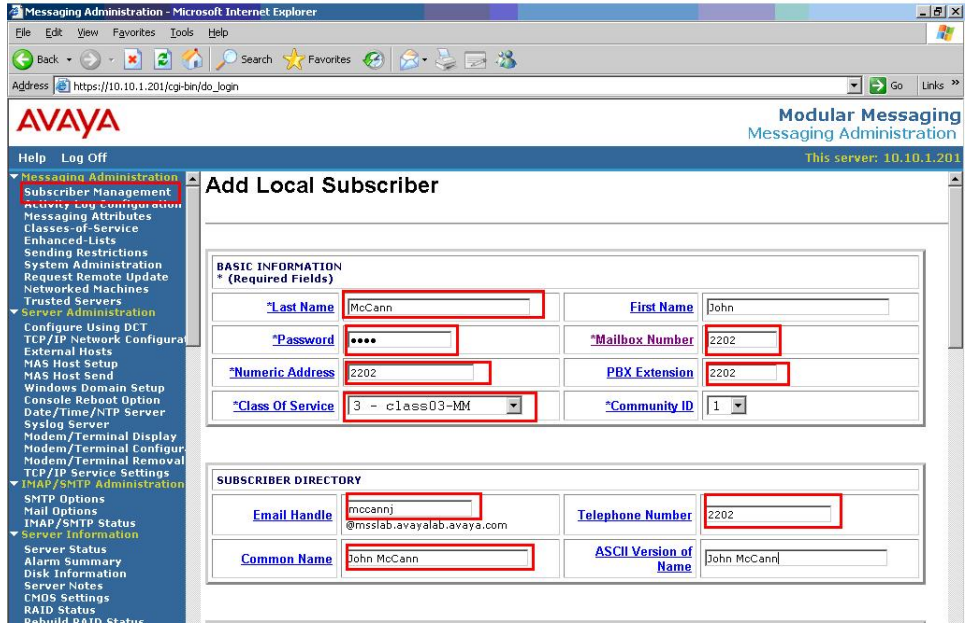
Equipment	Software/Firmware
Avaya™ S8500 Server	Avaya Communication Manager 5.1.1 - S8500-015-01.1.415.1. Patch 16402 for 01.1.415.1 also applied.
Avaya™ G650 Media Gateway - CLAN - TN799DP - MedPro - TN 2602AP	HW01 FW026 . HW08 FW041 .
Avaya™ Message Application Server	4.0 Service Pack 2.
Avaya™ Message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

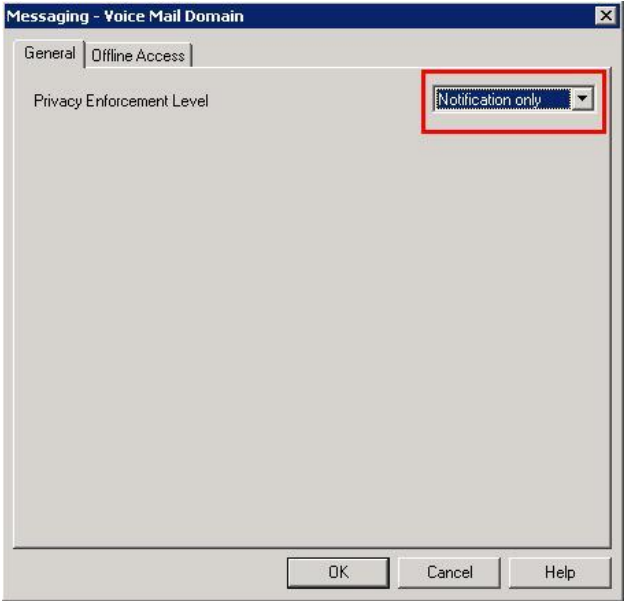
3. Configure the Avaya Modular Messaging

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.

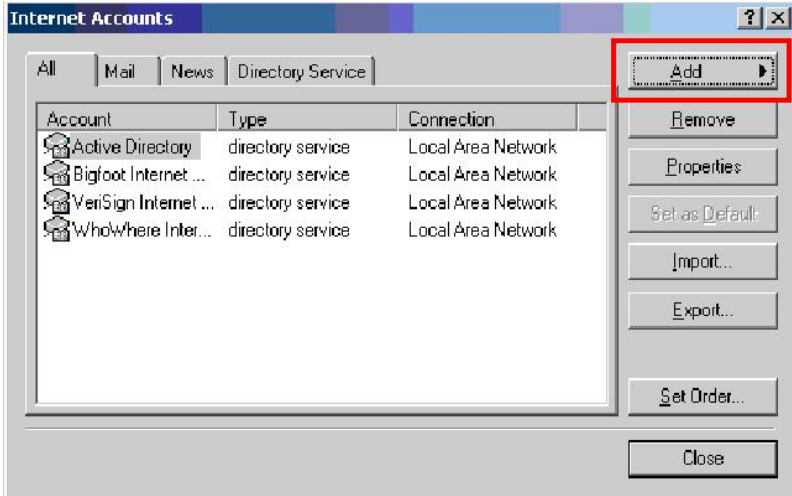
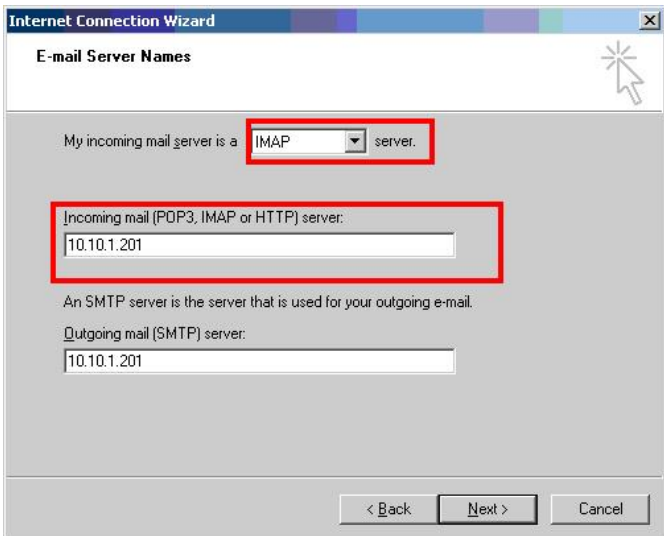
Step	Description
1.	<p>Launch the Modular Messaging Messaging Administration web interface using a standard web browser. The URL used to access this interface is of the form <code>https://<ipaddress></code> where “ipaddress” refers to the IP address of the MSS server. Navigate to the Messaging Administration→Classes-of-Service screen. Select the Class-of-Service that will be used by subscribers in this configuration. Click Edit the Selected COS.</p> 


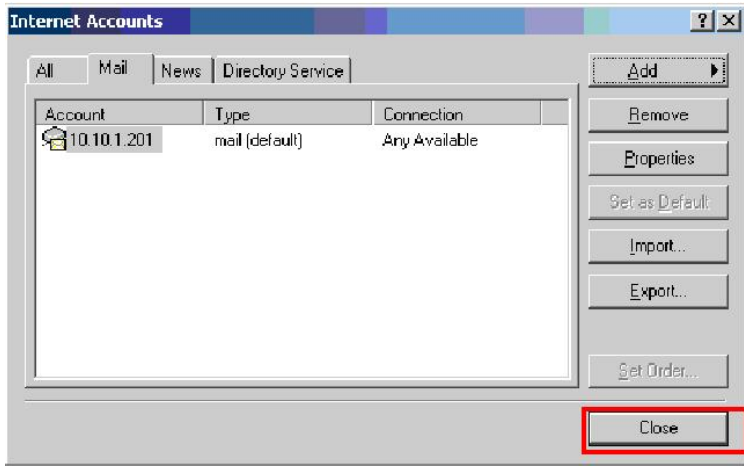
Step	Description
2.	<p>Ensure that the Restrict Client Access is set to no and Message Waiting Indication Allowed is set to yes. Save any changes made.</p> 
3.	<p>Navigate to the Messaging Administration → Subscriber Management screen. Click Manage Local Subscribers. From the subsequent screen click either Add a New Subscriber or select an existing subscriber and click Edit the Selected Subscriber.</p> 

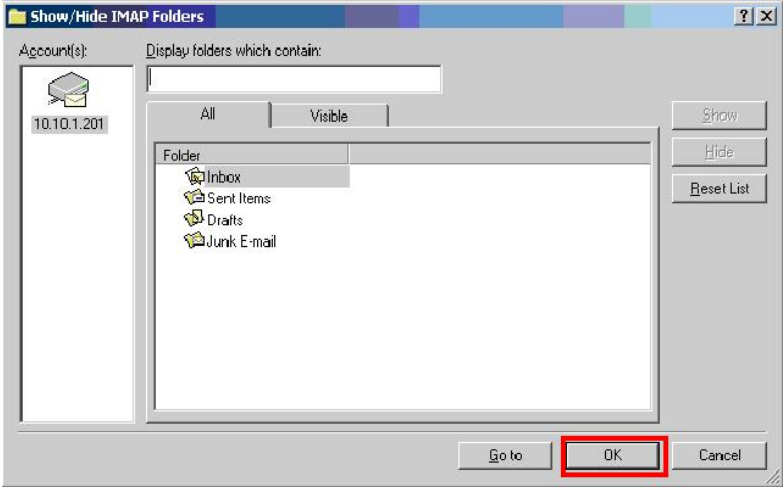
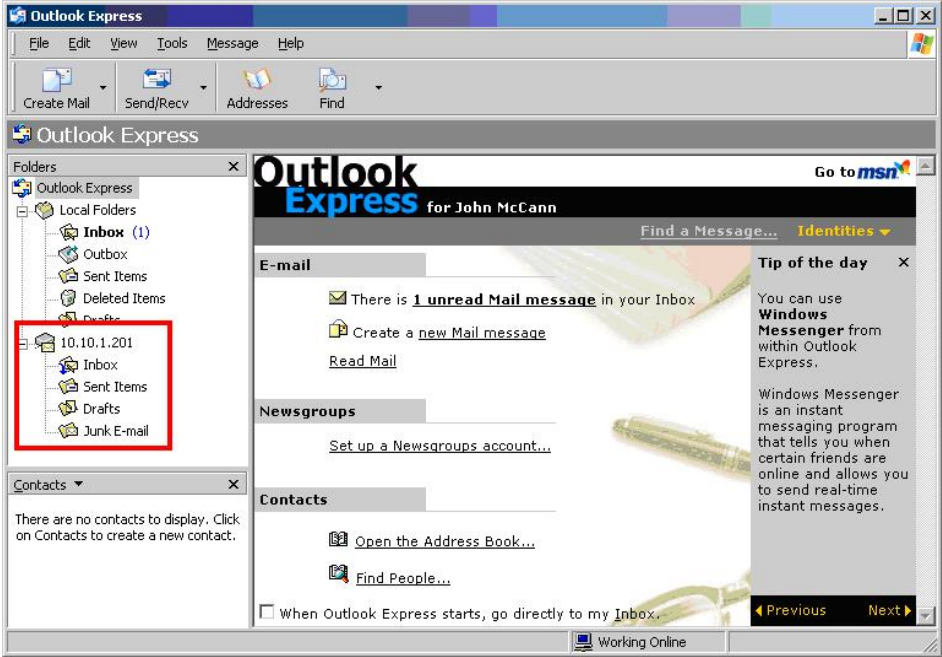
Step	Description
4.	<p>In the Add Local Subscriber screen, ensure the subscriber's Last Name, their MailBox Number and their PBX Extension are set.</p> <p>The Numeric Address is an address that is unique among all addresses in the voice mail network and should be set accordingly. It does not have to be the same as the Mailbox Number.</p> <p>The Common Name and Telephone Number are set to the values that will display in address book listings in email clients.</p> <p>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.</p> <p>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.</p>
	

Step	Description
5.	<p>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.</p> 

4. Configure Microsoft Outlook Express.

Step	Description
1	<p>Start Microsoft Outlook Express. Click Tools→Accounts. From that screen click Add→Mail... Follow the screens for configuring the IMAP email client.</p> 
2.	<p>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.</p> <p>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.</p> 

Step	Description
3.	<p>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.</p> 
4.	<p>The new account is created as shown. In this case the account is called 10.10.1.201</p>  <p>Click Close. Click Yes to the dialog “Would you like to download folders from the mail server you added?”.</p>

Step	Description
5.	<p>Click OK to display all the new folders.</p> 
6.	<p>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.</p> 

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→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→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.

[1] Configuration Note 88014 – Version AI (5/08) “Avaya Definity G3, Prologix & S8300/S8400/S8500/S87x0 H.323”

[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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