



Subject: **Usage of Mailbox Manager or Avaya Site Admin in conjunction with Modular Messaging R.3.0 or R.3.1**

Date: **January 25, 2007**

From: **Peter Kamm**

v.1.0

The intent of this document is to document the settings and usage of Mailbox Manager or Avaya Site Admin in conjunction with Modular Messaging R.3.0 or R.3.1

1. Prerequisites

The steps that have to be followed on MM to be able to access the LDAP database for administration and the basic concepts and limitations are the same for MBM, ASA or Provision.

To allow the administration access to the LDAP directory, a trusted machine will have to be set up on MM with a machine name and password together with a fixed IP address. This IP address will have to match the IP address of the PC running the administration application. I.e. any PC used for administering MM with one of the GUI admin applications will need a fixed IP address or the trusted machine IP address will have to be adjusted before actually using MBM, ASA or Provision. Although this might be seen as not easy it provides additional security for the administration access to Modular Messaging.

2. Administration of Modular Messaging

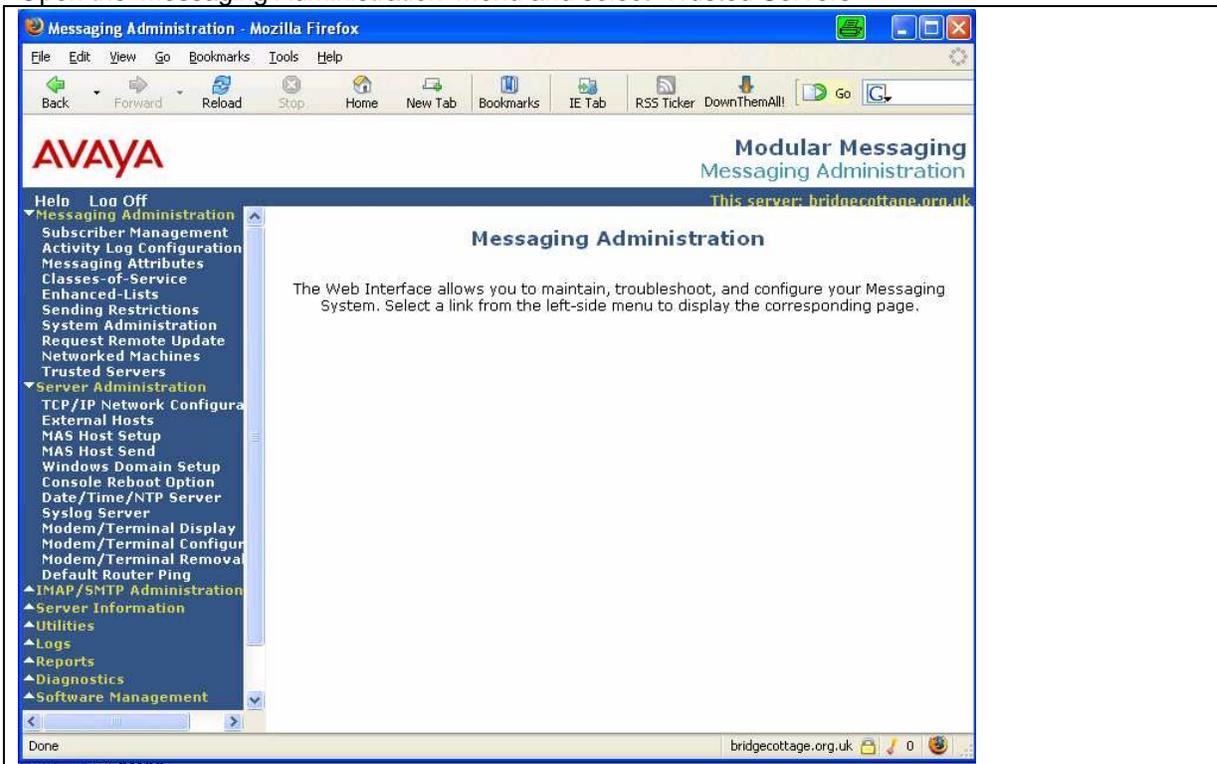
2.1 Access the Modular Messaging system.

Access your Modular Messaging system via the web administration screen and log in with the CRAFT account level.



2.2 Steps to be completed with MM R.3.1

Open the 'Messaging Administration' menu and select 'Trusted Servers'



Select 'Add a New Trusted Server'

Manage Trusted Servers

Trusted Server	IP Addr/Name	Service Name
This server has no trusted servers. When trusted servers meet the filter criteria, they will appear here.		

Enter the details for your trusted server.

Add Trusted Server

Trusted Server Name	<input type="text" value="AvayaSiteAdmin"/>	Password	<input type="text"/>
		Confirm Password	<input type="text"/>
Machine Name / IP Address	<input type="text"/>	Service Name	<input type="text"/>
Minutes of Inactivity Before Alarm	<input type="text" value="0"/>	Default Community	1 <input type="button" value="v"/>
Access to Cross Domain Delivery	no <input type="button" value="v"/>	Special Type	(none) <input type="button" value="v"/>
LDAP Access Allowed	yes <input type="button" value="v"/>	LDAP Connection Security	(none) <input type="button" value="v"/>
IMAP4 Super User Access Allowed	no <input type="button" value="v"/>	IMAP4 Super User Connection Security	DEM Server <input type="button" value="v"/>
			Mailbox Manager <input type="button" value="v"/>
			Messaging Application Server <input type="button" value="v"/>
			MWI Server <input type="button" value="v"/>
			ProVision <input type="button" value="v"/>
			Site Administration <input type="button" value="v"/>
			Speech Access <input type="button" value="v"/>
			Supplementary Server <input type="button" value="v"/>

Page Status One or more fields have been changed. Data shown is unsaved.

- **Special Type:** Select 'Site Administration' or the appropriate application you intend to use with MM. This will automatically fill in the trusted server and the service name
- **Trusted-Server Name:** This will be the logon name used by the administration applications
- **Password:** Enter a password to be used
- **IP Address:** This is the fixed IP address of the administration PC running the administration application.
- **Service Name:** Depending on your 'type' selection will this field be automatically populated.
- Leave all other settings at default.

Add Trusted Server			
Trusted Server Name	<input type="text" value="AvayaSiteAdmin"/>	Password	<input type="password" value="*****"/>
		Confirm Password	<input type="password" value="*****"/>
Machine Name / IP Address	<input type="text" value="192.168.2.99"/>	Service Name	<input type="text" value="Site Administration"/>
Minutes of Inactivity Before Alarm	<input type="text" value="0"/>	Default Community	<input type="text" value="1"/>
Access to Cross Domain Delivery	<input type="text" value="no"/>	Special Type	<input type="text" value="Site Administration"/>
LDAP Access Allowed	<input type="text" value="yes"/>	LDAP Connection Security	<input type="text" value="No encryption required"/>
IMAP4 Super User Access Allowed	<input type="text" value="no"/>	IMAP4 Super User Connection Security	<input type="text" value="Must use SSL or encrypted SASL"/>
<input type="button" value="Save"/> <input type="button" value="Back"/> <input type="button" value="Help"/>			
Page Status	<input type="text" value="One or more fields have been changed. Data shown is unsaved."/>		

Select 'Save'

2.3 Steps to be completed with MM R.2.0 and R.3.0

Select 'Global Administration'

Select 'Trusted Server Management'

	Avaya™ Modular Messaging Server Name:
Global Administration	
<ul style="list-style-type: none"> ▪ Messaging Administration ▪ Networked Machine Management ▪ Subscriber Management ▪ System Administration ▪ Trusted Server Management 	

Select 'Add a New Trusted Server'

AVAYA	Avaya™ Modular Messaging Server Name:															
Manage Trusted Servers																
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Trusted Server</th> <th style="text-align: left;">IP Address</th> <th style="text-align: left;">Service Name</th> </tr> </thead> <tbody> <tr> <td>BCC_MM_MAS</td> <td>192.168.1.250</td> <td>Messaging Application Server</td> </tr> <tr> <td>MBMACCT</td> <td>198.152.111.40</td> <td>Mailbox Manager and Avaya Site Admin</td> </tr> <tr> <td>MBMSERVER</td> <td>198.152.111.40</td> <td>Mailbox Manager</td> </tr> <tr> <td>VVSTS</td> <td>192.168.1.250</td> <td>MWI Server</td> </tr> </tbody> </table>		Trusted Server	IP Address	Service Name	BCC_MM_MAS	192.168.1.250	Messaging Application Server	MBMACCT	198.152.111.40	Mailbox Manager and Avaya Site Admin	MBMSERVER	198.152.111.40	Mailbox Manager	VVSTS	192.168.1.250	MWI Server
Trusted Server	IP Address	Service Name														
BCC_MM_MAS	192.168.1.250	Messaging Application Server														
MBMACCT	198.152.111.40	Mailbox Manager and Avaya Site Admin														
MBMSERVER	198.152.111.40	Mailbox Manager														
VVSTS	192.168.1.250	MWI Server														
Display Report of Trusted Servers	Delete the Selected Trusted Server															
Add a New Trusted Server	Edit the Selected Trusted Server															
Back	Return to Main Help															

Enter the details for your trusted server.

AVAYA	Avaya™ Modular Messaging Server Name: CC.AVAYA.COM		
Add Trusted Server			
<u>Trusted Server Name</u>	<input type="text" value="SITEADMIN"/>	<u>Password</u>	<input type="password"/>
		<u>Confirm Password</u>	<input type="password"/>
<u>IP Address</u>	<input type="text" value="135.64.225.254"/>	<u>Service Name</u>	<input type="text" value="Avaya Site Admin"/>
<u>Minutes of Inactivity Before Alarm</u>	<input type="text" value="0"/>	<u>Default Community</u>	<input type="text" value="1"/>
<u>Access to Cross Domain Delivery</u>	<input type="text" value="no"/>	<u>Special Type</u>	<input type="text" value="(none)"/>
<input type="button" value="Save"/>			
<input type="button" value="Back"/> <input type="button" value="Return to Main"/> <input type="button" value="Help"/>			

- **Trusted-Server Name:** This will be the logon name used by the administration applications
- **Password:** Enter a password to be used

- **IP Address:** This is the fixed IP address of the administration PC running the administration application.
- **Service Name:** Enter a descriptive name that will be displayed when you list the trusted servers in the messaging system administration.
- Leave all other settings at default.

Note: R.3.0 systems require the administrator to select the 'Special Type' to be according to the administration application to be used.

Select 'Save'

3. Avaya Site Administration

The Avaya Site Admin software version used for connecting to Modular Messaging was R.2.1.11.

3.1 How to set up an MM system in ASA

Start Avaya Site Administration

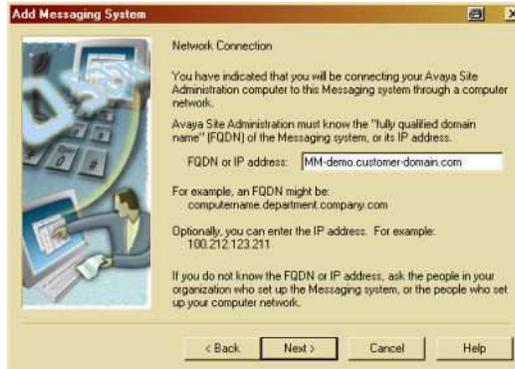
Select [File] → [New] → [Messaging System]



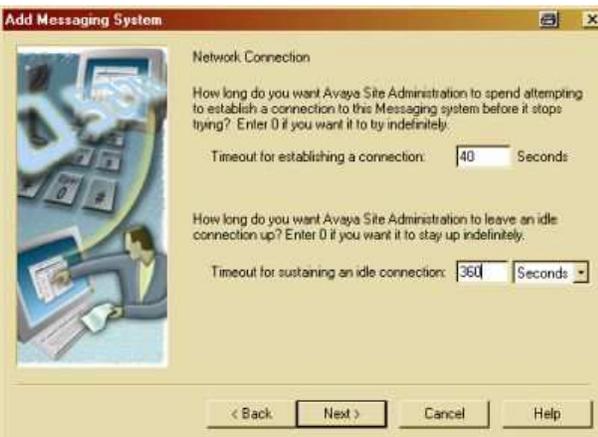
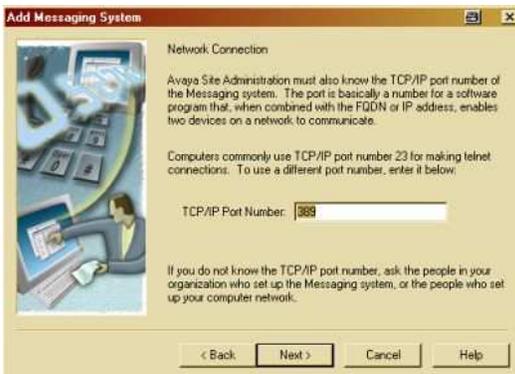
Follow the instructions of the setup wizard:



- Enter a name for the connection
- Select 'Multimedia Messaging System' for a connection with MM



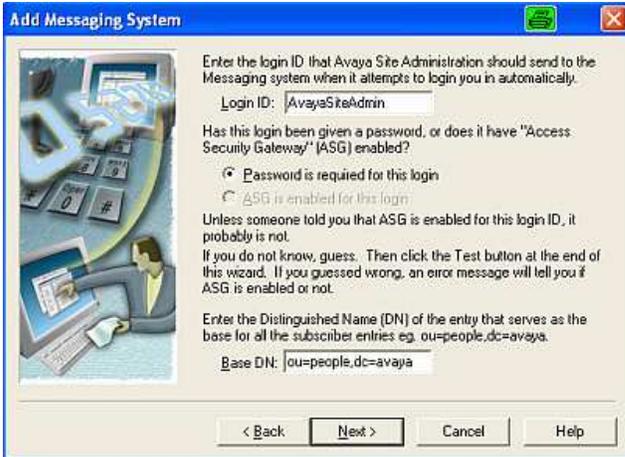
Enter either the fully qualified domain name of the system so that the local DNS server will be able to resolve the name or enter the IP address of the MSS server.



Accept the default TCP/IP port settings at '389' and click 'Next'.

Default timeout is set to '0'. It is recommended to change this to a non-zero value to make sure the connection is not active permanently.





Enter the trusted-server name you configured in Modular Messaging.
 Enter the Base DN as 'ou=people,dc=Avaya'

Enter the password that you configured with your trusted server in MM
 Click [Finish] to save the information and close the connection wizard.

3.2 How to get configuration data from a Modular Messaging system

Connect to the Modular Messaging system.



Select to 'Export' the configuration data, which will write the information into a txt file in a table format.



Leave everything at default. At version 2.0 of Avaya Site Admin, the only information to work with on MM is subscriber data.



Select the information you want to receive and add it to the 'Selected' column.



Review your settings.



Select 'Next'
Click 'Finish'

You will now see the request processed in the bottom-page window.

Severity	Date/Time	System	Description
Info	7/19/2004 3:55:18 PM	MM BCC	5 objects exported to C:\Program Files\Avaya\Site Administration\user\export_subscriber.txt
Info	7/16/2004 9:31:12 AM	MM BCC	5 objects exported to C:\Program Files\Avaya\Site Administration\user\export_subscriber.txt

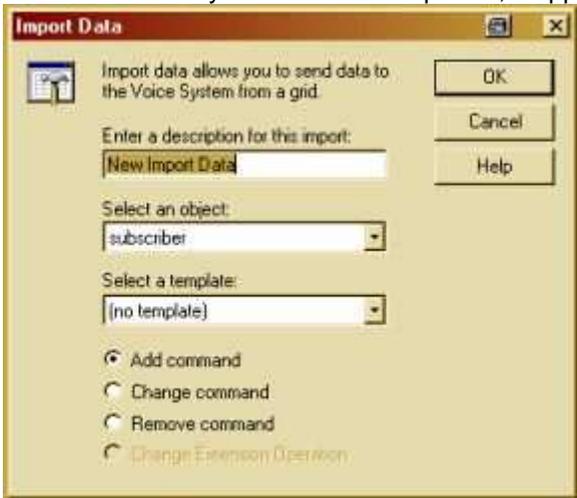
To actually view the configuration snapshoe, use a text editor, MS Excel or ASA.

3.3 How to view exported information via ASA?

Select 'Import Data' or click on the icon on the task bar



Enter a name for your Data to be imported, if appropriate 'change command' and click 'OK'



A blank table opens. You can now open the already exported information via the 'open' button. The system information that you exported from MM before is displayed and can now be modified and uploaded.

	MailBox Number	Class of Service	Community ID	Numeric Address	Password	Machine id number(Node ID)	SurName	Common Name	First Name	Email-Addresses	Telephone Number	Second Extension	Transfer Extension
1	MailBox Num	Class of Serv	Community ID	Numeric Addr	Password	Machine id nu	SurName	Common Nam	First Name	Email-Addres	Telephone Nu	Second Extensi	Transfer
2	10001	1	1	010001		0	postmaster	postmaster		postmaster@		-1	
3	10002	8	1	01002		0	ela shadow	ela shadow		elashadow@		-1	
4	59654	0	1	59654		0	Phone	Chris Barrow	4620	4620 Phone	59654	-1	
5	59655	0	1	59655		0	Phone	4610 Phone	4610	4610 phone	59655	-1	
6	59653	0	1	59653		0	Phone	4630 Phone	4630	4630 phone	59653	-1	
7													

Be careful: By pressing the 'arrow' button, you will upload any changes you made to the table, to the MM system configuration!

3.4 Summary of using Avaya Site Admin to administer Modular Messaging

Avaya Site Administration provides the graphical interface to do administration to a variety of Avaya applications, including Avaya Communication Manager (ACM) and Intuity Audix (IA).

An unlimited number of solutions can be preconfigured and accessed as necessary. Downloading a snapshot of a configuration, changing it offline and bulk-uploading changes or additions is another benefit.

The usage is limited by the fact that the current R.2.0.x version of ASA can only access Subscriber data.

4. Mailbox Manager (single user-single site version)

4.1 Setting up the connection to Modular Messaging

Start Mailbox Manager



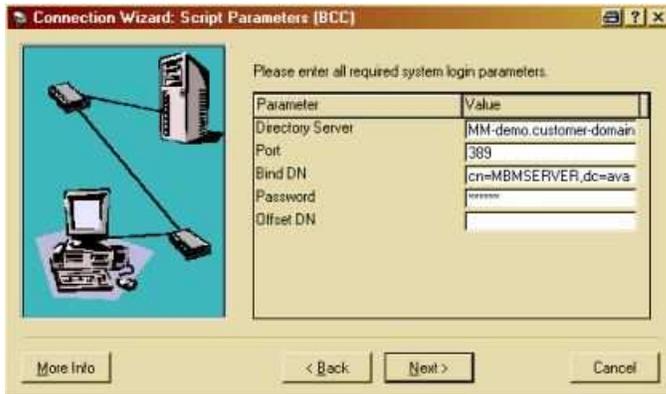
The connection Wizard appears:
Enter a name for the MM system



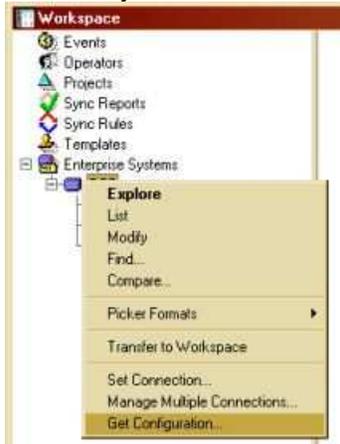
Enter the connection details for the system:

- **Directory Server:** Enter the fully qualified domain name of the MSS or its fixed IP address.
- **Port:** 389 (leave at default)
- **Bind DN:** cn=[trusted server name],dc=Avaya

- **Password:** password configured for the trusted server on Modular Messaging.
- **Offset DN:** leave blank



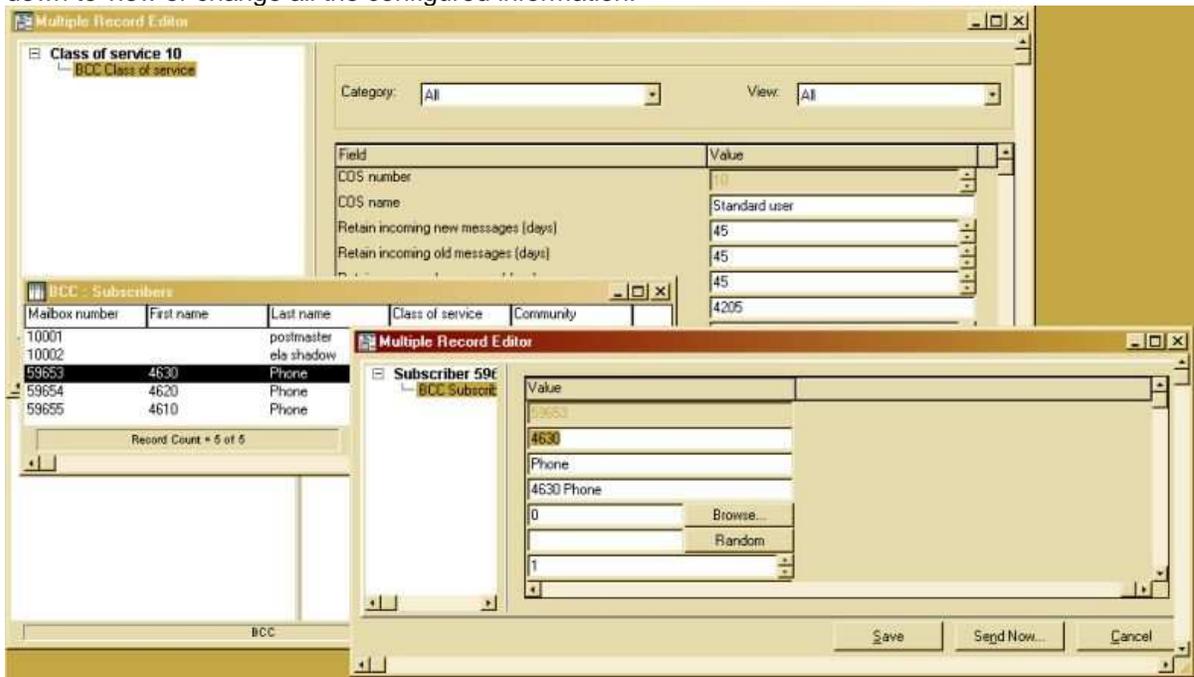
To actually download the current configuration, right-click on the site and select 'Get Configuration'



The scheduler offers you the option of specifying a certain time for the up-or download of the configuration, or to do it now.



The snapshot of the MM configuration is now available locally in an offline database. You can drill down to view or change all the configured information.



4.2 Summary of using Mailbox Manager

Benefits of using Mailbox Manager.

- Access to a variety of configured user information, including COS and ELA
- Access to some system configuration settings
- Offline changes and scheduled upload
- Export of reporting or configuration data.
- Multiple MBM user admin accounts with detailed configuration change tracking.

Disadvantages of using Mailbox Manager

- standard version only offers the option of administering one voicemail system.