

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

AVAYA		Messaging Administration Modular Messaging
Help		
P .	Logon Username Password	craft ******* Login

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'

rusted Server IP Addr/Name Service)	Jame 🗸
his server has no trusted servers. hen trusted servers meet the filter crit	ceria, they will appear here.
Display Report of Trusted Servers	Delete the Selected Trusted Server

Enter the details for your trusted server.

Trusted Server Name	AvayaSiteAdmin	<u>Password</u> <u>Confirm Password</u>	
Machine Name / IP Address		Service Name	
Minutes of Inactivity Before Alarm	0	Default Community	1 💌
Access to Cross Domain Delivery	no 💌	Special Type	(none)
LDAP Access Allowed	yes 💌	LDAP Connection Security	r (none) DEM Server
IMAP4 Super User Access Allowed	no 💌	IMAP4 Super User Connection Security	Messaging Application Server MWI Server
			ProVision
Save Back		Help	Site Administration Speech Access Supplementary Server

- **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.

Trusted Server Name	AvayaSiteAdmin	Password Confirm Password	***** ****
Machine Name / IP Address	192.168.2.99	Service Name	Site Administration
Minutes of Inactivity Before Alarm	0	Default Community	1 💌
Access to Cross Domain Delivery	no 👻	Special Type	Site Administration
LDAP Access Allowed	yes v	LDAP Connection Security	No encryption required 😽
IMAP4 Super User Access Allowed	no 💌	IMAP4 Super User Connection Security	Must use SSL or encrypted SASL 🗸
Save Back	(Help	

Select 'Save'

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

Select 'Global Administration'

Select 'Trusted Server Management'



Select 'Add a New Trusted Server'

A۷	/AYA	Avaya ^{tu} Modular Messaging Server Name:
Manage Trust	ted Servers	
Trusted Server	IP Address	Service Name
DCC_MM_MAS MBMACCT MBMSERVER VVSTS	192.160.1.250 198.152.111.40 198.152.111.40 192.168.1.250	Messaging Application Server Mailbox Manager and Avaya Site Admin Mailbox Manager MWI Server
Display Report o	of Trusted Servers	Delete the Selected Trusted Server
Add a New Trustee	d Server	Edit the Selected Trusted Server
Back	Re	eturn to Main Help

Enter the details for your trusted server.



Add Trusted Server

<u>Trusted Server Name</u>	SITEADMIN	Confirm Password		
IP Address	135.64.225.254	Service Name	Awaya Site Admin	
Minutes of Inactivity Before Alarm	0	Default Community	1 🗉	
Access to Cross Domain Delivery	no E	Special Type	(none)	1
Save	Polym to Main		Hain	

- 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] \rightarrow [New] \rightarrow [Messaging System] 👿 Avaya Site Administration File Edit View System Action Tools Window Help New Voice System. Chi+N Messaging System Generic Device... Save Configuration F12 Folder Label Text. **Clear History** Export History. Print Setup ... Print Preview Print. Ctrl+P Exit

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.



Add Messaging System	🗃 🛛 🔀	
	Erter the login ID I that Avaya Site Administration should send to the Messaging system when it altempts to login you in automatically. Login ID: AvayaSiteAdmin Has this login been given a password, or does it have "Access Security Galeway" (ASG) enabled? © Password is required for this login © ASG is enabled for this login © ASG is enabled for this login ID, it probably is not. If you do not know, guess. Then click the Test button at the end of this word. If you guessed wrong, an error message will tell you if ASG is enabled or not. Erter the Distinguished Name (DN) of the entry that serves as the base for all the subscriber entries eg. ou-people.dc=avaya. <u>Base DN:</u> ou-people.dc=avaya	Public Metriciping System Image: Comparison of the Metricipitation should use when logging into the Metricipitation should use when loggin
	< <u>Back Next</u> > Cancel Help	< Back Next > Cancel Help

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 wizzard.

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.

Export Data - Filter	Data export allows y System and save it Select an object to C Export to file C Export to LDAP Filter.	rou to retrieve information from a Voice n a file. export subscriber directory	
	Field	Value	
	< Back	Next> Cancel	Help

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



Review your settings. Export Data - Format



Select 'Next' Click 'Finish'

You will	now see the re	equest processed i	n the bottom-	page window.

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

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

Set Target System		TC.
General +		
Advanced +	Croale New Terrolate	
Fault & Performance		
Connect		
Connect Using +		
Disconnect	Export Data	Ctd+T
Disconnect All	Import Data	Ctil+I
Load Shared Similaria	Find and Replace	Ctrl+F
PropertiesAlt+Enter		

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

Import D	Data	
	Import data allows you to send data to the Voice System from a grid.	ОК
	Enter a description for this import:	Cancel
	New Import Data	Help
	Select an object	
	subscriber	
	Select a template:	
	(no template)	
	Add command	
	C Change command	
	C Remove command	
	C Drange Exercision Operation	

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.

	3 🖪 🎸	Reread import file Figure fractine in the											
	MailBox Number	Class of Service	Community (D	Numeric Address	Password	Machine id number(Node	SurName	Common Name	First Name	Email-Addres \$	Telephone Number	Second Extension	Transfe Extensi
1	MaiBox Numb	Class of Serv	Community D	Numeric Addr	Password	Machine id nu	SurName	Common Nam	First Name	Email-Addres	Telephone Nu	Second Exten	Transfer
2	10001	1	1	010001		0	postmaster	postmaster		postmaster@	and the second second second	-1	110-112-112-10-10-
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	

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 Wizzard appears: Enter a name for the MM system

Connection Wizard (BCC)		a?×
	Please enter a name for the connection	
	Connection name: MM Demo	
More info	< Back Next >	Cancel

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

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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.

• Flun pow			
Run at a specific gate and time:	77190	104.00 PM	
C Expired			
C Recurring			
Recurring day			
C Every day	6 Ronal	12 00 00 444	
C Every	C Hereal every	24 hrs 22 mins	
S M T W T F S FFFFFFF	F ton	120000.00 - to 1159.00F	90

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.

Ē	Multiple Neco	rd Editor					_10	×
E	Class of ser	vice 10 s of service		Category: All	J	View: All		1
	BCC Subsc	riber		Field COS number COS name Retain incoming new message Retain incoming old message	es (days) s (days)	Value Standard user 45 45 45		
E	faibox number	First name	Last name	Class of service	Community	4206		
1	0002		ela shadow	Multiple Record Ed	ditor			
55	9655 9655	4630 4620 4610	Phone Phone Phone	E Subscriber 596	Value [59653			B
-		Record Count = 5 of 5		<u> </u>	4630 Phone			
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				<u></u>	•			
Г		3	BCC				Send Send	Now
				11				

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.