Avaya Aura® Communication Manager Messaging installation and initial configuration

May 2012

Contents

Chapter 1: Introduction to Communication Manager Messaging

This document covers the procedures to install and administer CM Messaging (embedded application).

CM Messaging delivers voice, text, and fax messaging to help improve communication and simplify information exchange within enterprises.

✳ **Note:**

Starting with Communication Manager R5.2, the messaging application is called CM Messaging. With Communication Manager pre-5.2 releases, it is called IA770, except R4.0.2 in which it is called CM Messaging.

Supported servers

CM Messaging application resides on the same server as the Communication Manager application. You can install CM Messaging on the following servers: S8300C, S8300D, S8400A, S8400B, S8500C, S8510 and HP DL360 G7 servers.

Table 1: Server maximum limits

Server Type	Call Answer Ports	Total Ports	Subscriber Mailboxes
S8300C	12	18	450
S8300D	12	18	450
S8400A	20	30	900
S8400B	20	30	900
S8500C	80	120	5000
S8510	210	250	6000
HP DL360 G7	210	250	6000

Required hardware

CM Messaging (embedded application) is a software-only solution. Hence, the CM Messaging application does not require any additional hardware.

Required software

Communication Manager Release 5.2.

Use the CD-ROM that contains the Communication Manager Release 5.2 software to install CM and CM Messaging applications.

Related documentation

For information on how to install CM Messaging on a particular server, refer to the additional documents cited below:

- **Avaya Installation Wizards**

    - *Job Aid: Avaya Installation Wizard, 555-245-754*

    - *Job Aid: Avaya Gateway Installation Wizard, 555-245-756*

- **S8300 Server**

    - *Quick Start for Hardware Installation: Avaya G700 Media Gateway and Avaya S8300 Server, 555-233-150*

    - *Installing and upgrading the Avaya S8300 Server, 555-234-100, Issue 12*

- **S8400 Server**

    - *Installing and Configuring the Avaya S8400 Server, 03-300678*

    - *Quick Start for Hardware Installation: Avaya S8400 Server in an Avaya G650 Media Gateway, 03-300705*

    - *Quick Start for Hardware Installation: Avaya S8400 Server in an Avaya CMC or G600 Media Gateway, 03-300706*

- **S8500–Series Server**

  - *Installing and Configuring the Avaya S8500-Series Server, 03-300143*

  - *Quick Start for Hardware Installation: Avaya S8500 Server, 555-245-701*

  - *Change Description for Release 5.1 of Avaya Communication Manager, SIP Enablement Services, Avaya Servers, and Media Gateways, 03-602958.* This document contains steps to configure the S8510 server.

- **HP ProLiant DL360 G7 Server**

  - *Installing the HP ProLiant DL360 G7 Server, 03–603799*

  - *Maintaining and Troubleshooting the HP ProLiant DL360 G7 Server, 03–603803*

  - *HP ProLiant DL360 G7 Server User Guide, 608341-003*

- **Other necessary documents**

  - *Installing and Connecting the MDF and Telephones, 03-300686*

  - *Adding New Hardware for Avaya Media Servers and Gateways, 03-300684*

Chapter 2: Administering the Communication Manager for CM Messaging

This section contains the procedure to administer Communication Manager to work with CM Messaging.

Crearing the ARP cache on the laptop

Depending on the operating system of your Services laptop computer, you might need to clear the Address Resolution Protocol (ARP) cache before you enter a new IP address. If you enter an IP address and your computer cannot connect, perform the following procedure to clear the cache.

Procedure

1. On your computer, click **Start** > **Run** to open Run dialog box.

2. Type `command` and press **Enter** to open MS-DOS command line window.

3. Type `arp —d 192.11.13.6` and press **Enter** to clear ARP cache in the laptop.

   ✱ **Note:**

   The system displays the message `The specified entry was not found.` You can ignore this message.

4. Type `Exit` and press **Enter** to close the command line window.

Applying power to the media server

About this task

> ✱ **Note:**
> You must place the software CD-ROM into the CD-ROM drive on the media server immediately after you turn on the power to the media server.

Procedure

1. Connect the AC power cord to the media server and to the UPS or a non-switched electrical outlet.

2. Power on the server.
   On the S8500-Series Server, press the white power control button on the front of the server.

   On the S8300 and S8400-Series Server, press the red power control button on the front of the server.

3. Immediately place the software CD-ROM into the CD-ROM drive on the media server.

Accessing the media server

Procedure

1. Use a cross-over cable to connect your laptop computer to the Services port on the back of the media server. The Services port is labeled 2, and is configured as Eth1.

2. An easy way to ensure one has waited as long as necessary for the server to be ready to accept a telnet connection without repeatedly trying or waiting too long is to run the following command from Run dialog box:.`ping–n 300 192.11.13.6`.

3. This may take five minutes. As soon as, you see a response to the ping, type `Control+C` to exit the ping command and proceed to start Telnet.

Configuring Telnet (for initial software installation only)

The Telnet application is used only at initial installation of the software and only for initial access to the Services port. Telnet might be set to send a carriage return (CR) and a line feed (LF) whenever you press **Enter**. The Communication Manager installation program sees this as two key presses. If you are running Windows 2000 or Windows XP, you must correct this setting before you copy the software to the hard disk drive.

Procedure

1. Click **Start** > **Run** to open the Run dialog box.

2. Type `telnet` and press **Enter** to see the message `Line feed mode — Causes return key to send CR`.

3. Type `q` and press **Enter** to exit the Telnet session.

Connecting to the Communication Manager server SAT interface

About this task

Use this procedure to connect your configured laptop computer to the Communication Manager virtual machine and to start the System Administration Terminal (SAT) interface.

Procedure

1. Connect your laptop computer to the services port of the server using a CAT5 ethernet cable.

2. Use a SSH session to access `192.11.13.6`.

3. Log in as **craft**.
   The system displays the SAT interface.

Checking customer options for the Communication Manager server

About this task

Use these forms to ensure that the features are appropriately set or and the necessary H.323 and messaging options are set. However, you cannot use these forms to enable the features.

❗ Important:

If the customer options are not set as indicated, contact Avaya to obtain a new license file with proper features. You cannot complete the installation without proper customer options. If you do not have the correct options, contact Avaya or go to http://support.avaya.com and raise a request.

✳ Note:

Press the key combination `Control N` to navigate to the next screen and the `Control P` keys to go back to a previous screen on the SAT interface.

Procedure

1. At the SAT interface prompt, enter `display system-parameters customer-options`.
   The system displays page 1 of the OPTIONAL FEATURES window.

2. Verify that the **Maximum Off-PBX Telephones - OPS** field is set to the appropriate value. The value in the field determines the maximum number of SIP endpoints that can be administered.

3. Go to page 2, and locate the **Maximum Administered H.323 Trunks** field.

4. Check that the quantity in the first column of the Maximum Administered H.323 Trunks field is set to a number that can accommodate the sum of the following:

   • The busy hour number of H.323 connections required by the Communication Manager port networks, including port network-to-port network voice connections, port network– to– media gateway voice connections, and Communication Manager Server-to-Communication Manager Server voice connections.

   • The number of voice ports and transfer ports (normally 50% of voice ports) for CM Messaging.

5. Verify that the **Maximum Administered SIP Trunks** field is set to the appropriate value.

6. Go to page 3.

7. Verify that the **ARS?** and **ARS/AAR Partitioning?** fields are set to y.

8. Go to page 4.

9. Verify that the **IP Trunks?** and **ISDN-PRI?** fields are set to y.

10. Go to page 5.

11. Verify that the **Private Networking?**, **Processor Ethernet?**, and **Uniform Dialing Plan?** fields are set to y.

12. Go to page 8.

13. Verify that the **Basic Call Setup?**, **Basic Supplementary Services?**, **Supplementary Services with Rerouting?**, **Transfer into QSIG Voice Mail?**, and **Value-Added (VALU)?** fields are set to y.

14. Press the key combination Control E to save the values in the window.

Setting feature access codes for messaging

About this task

For messaging to function, you must create two feature access codes (FACs) and set two features to use these FACs in the System Parameters Features window.

Procedure

1. Go to the SAT interface prompt and enter **change dialplan analysis**. The system displays the DIAL PLAN ANALYSIS TABLE window.

2. Create two FACs. The FACs that you use for messaging can be one or more digits.

   For example, in the following screen, Dialed Strings 8 and 9 are specified as FACs, and Dialed String 1 is specified as a DAC.

   > *** Note:**
   >
   > The first FAC Dialed String value is used for the Auto Alternate Routing (AAR) setting. The second FAC Dialed String value is used for the Auto Route Selection (ARS) setting.

3. Press the key combination Control E to save the changes and exit the window.

4. Go to the SAT interface prompt and enter **change feature-access-codes.** The system displays the FEATURE ACCESS CODE (FAC) window.

5. Verify that the **Auto Alternate Routing (AAR) Access Code** field is set to the first FAC Dialed String value you entered for step 2.

If you use the example in step 2, the Feature Access Code (FAC) for Auto Alternate routing (AAR) Access Code would be set to 3.

6. Verify that the **Auto Route Selection (ARS) - Access Code 1** field is set to the second FAC Dialed String value you entered for step 2.

   If you use the example in step 2, the Feature Access Code (FAC) for Auto Route Selection (ARS) - Access Code 1 would be set to 9.

7. Press the key combination `Control E` to save the changes and exit the window.

Next steps

You must also create one dial access code (DAC) for later use by the trunk group. The DAC is used to create the Trunk Access Code (TAC) while creating a trunk group for messaging.

Setting feature parameters for messaging

Procedure

1. Go to the SAT interface prompt and enter **change system-parameters features**.
   The system displays the FEATURE-RELATED SYSTEM PARAMETERS window.

2. Verify that the **Trunk-to-Trunk Transfer** field is set to `all`.

3. Go to page 8.

4. Verify that the following fields are set to the proper values for the installation site:
   - **QSIG/ETSI TSC Extension**
   - **MWI - Number of Digits Per Voice Mail Subscriber**
   - **Unknown Numbers Considered Internal for messaging?**
   - **Maximum Length**
   - **QSIG Path Replacement Extension**
   - **Path Replace While in Queue/ Vectoring?**

5. Click **Submit** to save the values set in this window.

6. Go to the SAT interface prompt and enter **change dialplan parameters**.
   The system displays the Dialplan Parameters window.

7. Verify that the **Local Node Number** is set to the proper values for the installation site.

Local Node Number is the number for this communication server. Usually this number is 1, but it can be a number from 1 to 99, depending on your contact center configuration.

8. Press the key combination `Control E` to save the values set on this window.

9. Go to the SAT interface prompt and enter **`change node-names ip`**.
   The system displays the IP NODE NAMES window.

10. Enter the name of the Communication Manager Messaging server in the next available **Name** field. You can enter the name as required for the IP address version, IPv4 or IPv6.

11. The **Messaging** field displays the IP address of Communication Manager.

   ❶ Important:

   The Communication Manager Messaging name must be consistent between the IP node names and the signaling group assigned for messaging.

12. Check the list of interfaces for existing Processor Ethernet (PROCR) or CLAN interfaces.

   ✪ Note:

   CLAN functionality is deprecated.

   If a PROCR or a CLAN interface does not exist, you need to create the required interface on this window and assign it an IP address.

   When both the Processor Ethernet and CLAN interfaces are available on a system, you may base the decision on which interface to use for messaging communications on factors such as:

   • Whether or not a survivable core server is being used for reliability. A survivable core server can support messaging in the event of a Communication Manager server failure only if messaging uses the CLAN interface.

   • Load balancing. If media gateways, IP telephones, or other devices have the CLAN as the primary interface to Communication Manager, then the Processor Ethernet interface may be preferable to the CLAN interface.

13. Press the key combination `Control E` to save the values set on this window.

Administering IP Interfaces

The CM Messaging server communicates with the Communication Manager server either through a C-LAN circuit pack installed on a port network or through the Processor Ethernet (PROCR) port of the server itself.

S8300–Series servers support a Processor Ethernet (PROCR) connection type only. S8500–Series and S8400–Series servers support Processor Ethernet (PROCR) or C-LAN or both connection type.

Related topics:

IP Interface of S8300 field descriptions

Name	Description
Type	Display only. PROCR
Node Name	The unique node name for the IP interface. procr is the default node name. The node name here must already be administered on the Node Namesscreen.
IP Address	The IP address (on the customer LAN) of the Processor Ethernet.
Subnet Mask	The subnet mask associated with the IP address for this IP interface. For more information on IP addresses and subnetting, see *Administering Network Connectivity on Avaya Aura Communication Manager, 555–233–504*.

Button	Description
Insert button name	Insert a description of what happens when this button is clicked.
Insert button name	Insert a description of what happens when this button is clicked.

Icon	Name	Description
	Insert the name of the icon.	Insert a description of the icon.
	Insert the name of the icon.	Insert a description of the icon.

Icon	Name	Description
	Insert the name of the icon.	Insert a description of the icon.

IP Interfaces field descriptions

Name	Description
Type	C-LAN
Slot	The slot location for the circuit pack
Code/Suffix	Display only. This field is automatically populated with TN799 for C-LAN
Node Name	The unique node name for the IP interface. PROCR is the default node name. The node name here must already be administered on the Node Name screen.
IP Address	The IP address (on the customer LAN) of the C-LAN.
Subnet Mask	The subnet mask associated with the IP address for this IP interface. For more information on IP addresses and subnetting, see *Administering Network Connectivity on Avaya Aura Communication Manager, 555–233–504*.
Gateway Address	The address of a network node that serves as the default gateway for the IP interface.
Enable Ethernet Port?	You must set this field to Y before you can use Ethernet port. You must disable it by setting this field to N before changing its attributes on this screen.
Network Region	The region number for this IP interface.
VLAN	The VLAN number assigned to the C-LAN, if any.
Target socket load and Warning level	The threshold for the number of sockets used by this C-LAN within the same Gatekeeper Priority as that of other IP interfaces. If the targeted number is exceeded on a CLAN, a warning alarm is generated. If the targeted percentage is exceeded on an PE interface, a procr error is generated.

Name	Description
Receive Buffer TCP Window Size	The threshold for the number of sockets used by this C-LAN that triggers a warning message to be sent to the error log.
Link	This display only field shows the unique number for the Ethernet link. The Ethernet link is assigned on the data module form.
Allow H.323 Endpoints?	Enter Y to allow H.323 endpoint connectivity on this C-LAN. Enter N if you do not want H.323 endpoints to connect to this C-LAN.
Allow H.248 Gateways?	Enter Y to allow H.248 gateway connectivity to this C-LAN. Enter N if you do not want H.248 gateways to connect to this C-LAN.
Gatekeeper Priority	This value is used on the alternate gatekeeper list. The lower the number the higher the priority. Valid values for this field are one through nine with five being the default. This field displays only if the **Allow H.323 endpoints?** field is set to a Y on this form.
Auto?	Enter Y to enable auto-negotiation. Enter N to disable it.
Speed	This field is visible only if **Auto?** field is set to N. Enter 10 or 100 Mbps
Duplex	This field is visible only if **Auto?** field is set to N. Enter 10 or 100 Mbps

System parameters coverage

About this task

To set the system parameters coverage:

Procedure

1. At the SAT interface prompt, type `change system-parameters coverage`. The system displays the SYSTEM PARAMETERS CALL COVERAGE / CALL FORWARDING form.

2. Verify that the following fields are set as shown in the following table:

Field	Setting
Coverage — Caller Response Interval (seconds)	1
Threshold for Blocking Off-Net Redirection of Incomming Trunk Calls	n
Keep Held SBA at Coverage Point?	n
Maintain SBA At Principal?	n

3. Press Control+S to save the changes.

Example

Next steps

Setting parameters for system coverage

Procedure

1. At the SAT interface prompt enter **change system-parameters coverage**. The system displays the SYSTEM PARAMETERS CALL COVERAGE / CALL FORWARDING window.

2. Verify that the **Coverage - Caller Response Interval (seconds)** field is set to 1.

3. Verify that the **Threshold for Blocking Off-Net Redirection of Incomming Trunk Calls** field is set to n.

4. Verify that the **Keep Held SBA at Coverage Point?** field is set to n.

5. Verify that the **Maintain SBA At Principal?** field is set to n.

6. Press the key combination Control E to save changes made to the window.

Adding a signaling group for messaging

Procedure

1. At the SAT interface prompt, enter `add signaling-group` *<nnn>*, where *<nnn>* represents the number of the new signaling group.

2. Press `Enter`.

   ✱ **Note:**

   The number of this signaling group must not be in use and should also be available for the creation of a trunk group. For example, if you create this signaling group as 99, the corresponding trunk group should be created as 99. For this group, choose a number that is easily differentiated from other signaling and trunk groups.

   The system displays the Signaling Group window.

Adding a trunk group

Procedure

1. At the SAT interface prompt, enter **add trunk-group** *<nnn>*, where *<nnn>* represents the number of this new trunk group.

   ✱ **Note:**

   This number must not be in use. For ease of identification, set this number equal to that of the signaling group that you created. For example, if you created a signaling group as 99, create the corresponding trunk group 99.

   The system displays page 1 of the Trunk Group window.

2. Verify the fields on page 1, page 2, page 3, and page 4 of the Trunk Group window.

Configuring the new signaling group for messaging

About this task

After you have created the new signaling group and trunk group for messaging, you must modify the signaling group to associate it with the new trunk group.

Procedure

1. At the SAT interface prompt, enter `change signaling-group <nnn>`, where *<nnn>* represents the number of the signaling group you created while creating a signaling group for messaging.
   The system displays the signaling-group window.

2. Set the **Trunk Group for NCA TSC** field to the number of the new trunk group.

   For example, if you created the new signaling group and the new trunk group as 99, enter 99 in this field.

3. Set the **Trunk Group for Channel Selection** field to the number of the new trunk group.

   For example, if you created the new signaling group and the new trunk group as 99, enter 99 in this field.

4. Press the key combination `Control E` to save the values set in the window.

AAR and ARS digit conversion

Depending on the **Format** field setting on Page 3 of the Trunk Group window, you must translate the ARS and AAR digit conversion tables.

Related topics:

Path replacement settings

The following table lists the AAR and ARS digit conversion translation requirements based on the trunk format.

Trunk format setting	Digit conversion
Private	AAR digit conversion
Public	ARS digit conversion
Unknown	AAR digit conversion, or ARS digit conversion
Unk-pvt	AAR digit conversion, or ARS digit conversion

Converting AAR and ARS digits

Procedure

1. At the SAT interface prompt, enter `change aar digit-conversion 1`. The system displays the AAR Digit Conversion Table window.

2. Set appropriate values in the **Net**, **Conv**, and **Req** fields.

   🛈 **Important:**

   You must use values for **Matching Pattern**, **Min**, **Max**, and **Del** that are appropriate for your configuration.

3. Press the key combination `Control E` to save the values set in the window.

4. At the SAT interface prompt, enter `change ars digit-conversion 1`.

5. Repeat steps 2 and 3.

Converting ARS digits

Procedure

1. At the SAT interface prompt, and enter `change ars digit-conversion 1`.

2. Set appropriate values in the **Net**, **Conv**, and **Req** fields.

   🛈 **Important:**

   You must use values for **Matching Pattern** , **Min** , **Max** , and **Del** that are appropriate for your configuration.

3. Press the key combination `Control E` to save the values set in the window.

Changing a route pattern

Procedure

1. Go to the SAT interface prompt, enter `change route-pattern` *<nnn>* , where *<nnn>* represents the number of the new trunk group that you created while creating a trunk group for messaging. You must enter this number for messaging to function properly.
   The system displays the route-pattern window.

2. Verify that the fields on this window are appropriate to change the route pattern.

Related topics:

Change Route-Pattern field descriptions

Field	Setting
Pattern Name	The route pattern name for the messaging trunk group. For example, msgserver.
Grp No.	The number of the trunk group you created while creating a trunk group for messaging.
FRL	0
DCS/ QSIG Intw	n
IXC	user
BCC VALUE **0 1 2 3 4 W**	y y y y y n
TSC	y
CA-TSC Request	none
ITC	rest
LAR	rehu

✱ **Note:**

The **CA-TSC Request** field cannot contain a value until the **TSC** field is set to y.

Creating a hunt group for messaging

Procedure

1. At the SAT interface prompt, enter **add hunt-group** *<nnn>*, where *<nnn>* represents the number of a new, unused hunt group.

   This hunt group should be consistent with your country settings. It is only used for messaging.

   The system displays the Hunt Group window.

2. Verify that the **Group Name** field is set to `msgserver` for IPv4 IP addresses or `msgserver6` for IPv6 IP addresses.

3. Verify that the **Group Extension** field is within the range of extensions you defined, and that it is not to be used as a station or any other entity.

   This field identifies the default voice mail extension.

4. Verify that the **Group Type** is set to `ucd-mia`.

5. Verify that the **COR** field is set to `1`.

   ✪ **Note:**

   The COR for the hunt group must not be outward restricted.

6. Go to page 2.

   ⓘ **Important:**

   Set the Message Center to the value `qsig-mwi`. This value is required for other fields to display on this page.

7. Verify that the **Message Center** field is set to `qsig-mwi`.

8. Verify that the **Send Reroute Request** field is set to `y`.

9. Verify that the **Voice Mail Number** field is set to the default voice mail extension.

10. Verify that the value of the **Routing Digits   (e.g. AAR/ARS Access Code)** field matches the FAC that you specified for the **Auto Alternate Routing (AAR) Access Code** field while setting the FACs for Communication Manager.

11. Press the key combination `Control E` to save the values in the window.

Adding a coverage path for messaging

Procedure

1. At the SAT interface prompt, enter **add coverage path** *<nnn>*, where *<nnn>* represents the number of a new, unused coverage path. You can substitute *<nnn>* with the first unused coverage path number. For example, if coverage paths 1 through 5 are in use, the next parameter creates coverage path 6.
   The system displays the Coverage Path window.

2. In the Point1 field, enter **h***xx*, where *xx* is the hunt group you created for messaging.
   For example, h3 represents hunt group 3.

3. Press the key combination `Control E` to save the values in the window.

Creating stations and assigning coverage paths

About this task

You must create stations so that calls can be redirected to messaging through the correct coverage path. You must create two stations to perform the initial testing of your messaging deployment.

Procedure

1. At the SAT interface prompt, enter **add station** *<nnn>*, where *<nnn>* represents the number of the extension that you want to create. This number must be within the range of extensions defined for this call center.
   The system displays the Add station window.

2. Enter the appropriate information in the **Type** and **Port** fields.

   ✴ **Note:**

   If you are unsure about what information to put in these fields, see the Completing the station screens section in the *Administrator Guide for Avaya Communication Manager* book.

3. Ensure that the **Coverage Path 1** field is set to the number of the coverage path that you created while adding a coverage path for messaging.

4. Go to page 2.

5. Verify that the **LWC Reception** field is set to spe.

6. Verify that the **LWC Activation?** field is set to *y*.

7. Verify that the **MWI Served User Type** field is set to qsig-mwi.

8. Press the key combination Control E to save the values in the window.

Saving translations

About this task

Translations refers to the process of configuring the communication server settings through the preceding procedures. When you complete the translations, you must save them.

Procedure

At the SAT interface prompt, enter **save translation**.
The system saves the translations.

Verifying Product IDs

Confirm that the server is properly installed and registered. To view the list of installed products, perform the following steps:

Procedure

1. At the SAT command line prompt, type logoff to logout of the SAT command line interface.

2. At the Linux prompt, type productid and pess **Enter**.
The system displays a list of installed products.

3. Verify that the server product ID, messaging product ID, and the RMB product IDs are displayed.

> 🛈 **Important:**
> If the system does not display IDs, you must reinstall the system.

Restarting the system

Procedure

1. On the Communication Manager System Management Interface, click **Administration** > **Server (Maintenance)**.

2. In the left navigation pane, under **Server**, click **Shutdown Server**. The system displays the Shutdown Server Web page.

3. Select the **Immediate Shutdown** option.

4. Select the **Restart server after shutdown** check box.

5. Click **Shutdown** The server takes approximately 10 to 15 minutes to restart.

Obtaining remote field updates and language files for Communication Manager Messaging

About this task

One or more remote field updates (RFUs) may be needed. You need to also determine whether optional languages are used. If so, obtain the data files.

To obtain aCommunication Manager Messaging RFU file:

Procedure

1. On the Avaya Support Web site, click **Find Documentation and Downloads by Product Name**

2. Under the letter "C", select CMM Messaging Application.

3. Click **Downloads**.

   To download the CMM patch software:

   Click **CMM Embedded Messaging Application Patches**.

   Click on the service pack file name for the version of CM Messaging that you have.

   For example, C6072rf+b.rpm.

4. Click **Save** and browse to the location on your laptop where you want to save the file.

Related topics:

Obtaining Optional language files

About this task

Optional languages are any language other than English (us-eng or us-tdd). If optional languages will be used with this CMM, you can also download the appropriate language files from the Download Web site.

Procedure

1. Follow the steps as in Obtaining remote field updates and language files for CMM (above)

2. At step 3, select Communication Manager Messaging application Languages.

Copying files to the server

About this task

Use the Web interface of the System Management Interface to copy the latest RFUs, if any, and optional languages, if any, from the Services laptop to the virtual system. The backup tar files need to be copied from the laptop to the Messaging server.

Procedure

1. Select **Administration**.

2. Click **Server (Maintenance)**.

3. In the navigation pane, select **Miscellaneous**, click **Download Files**.

4. Select one of the following:

   • **File(s) to download from the machine I'm using to connect to the server**

   • **File(s) to download from the LAN using URLs**

     Enter the name of the proxy server.

5. Click **Browse** to locate the file(s).

6. Click **Download** to copy the files to the media server.

Installing RFU

About this task

Perform this procedure only if Communication Manager Messaging is enabled.

Skip this procedure if there are no remote field update (RFU) files on the Avaya Support site.

Procedure

1. On the System Management Interface Web page, select **Administration**.

2. Click **Messaging**.
   The system displays the Messaging Administration screen.

3. Click **Software Install** from the **Software Management** section.

4. Click **Continue without current system backup**.
   The system displays the Following packages will be installed... screen with a list of the messaging RFUs.

5. Click **Installed selected packages**.

   ❶ **Important:**

   The Communication Manager Messaging processes stop during RFU installation.

   If the RFU modified the Messaging Administration Web page, you must close and reopen this page.

   Do not start the messaging software at this time.

Stopping Communication Manager Messaging

Procedure

1. Select **Administration**, click **Messaging**.

The system displays the Messaging Administration screen.

2. On the left navigation pane, select **Utilities**, select **Stop Messaging**.
   The system displays the Stop Messaging Software screen.

3. Click **Stop**.
   The Stop Messaging Software screen displays the status as messaging begins to stop. When Messaging stops, the screen displays the message, `Stop of voice system completed` at the top of the screen.

Administering the Switch Link

Procedure

1. In the left navigation pane, under **Switch Link Administration**, click **Switch Link Admin**.
   The system displays the Switch Link Administration screen.

2. In the **Extension Length** field, enter `1`.

3. In the **Switch IP Address** field, verify the Communication Manager IP address.

4. In the **Voice Ports** field, enter the number of voice ports Communication Manager Messaging uses for mailbox connections to the Communication Manager server.

5. In the **Trunks** field, enter the number of trunks Communication Manager Messaging uses for mailbox connections to the Communication Manager server.

6. In the **Call Control PHB** field, enter a value to set the quality of service level for call control messages.

   > ✱ **Note:**
   >
   > The value must be in the range of 0 to 63 and must match the corresponding number configured for the network region used by the messaging signaling group on the switch.

7. Click **Save**.

   The system calculates the number transfer ports and displays them in the **Transfer Ports** field.

   > ✱ **Note:**
   >
   > The number of H.323 trunks set on the Communication Manager server must accommodate the sum of voice ports and transfer ports you administer on the Switch Link screen. This number of H.323 trunks for messaging is in addition to H.323 trunks the Communication Manager server requires for other functions such as IP telephone connections, faxes, and other data connections throughout the network. The number of H.323 trunks on the Communication Manager server

are listed in the **Maximum Number of H.323 Trunks** field, which is available on the System Parameters Customer Options SAT screen.

Determining the capacity for Messaging

Procedure

1. On the System Management Interface Web page, select **Administration** and click **Messaging**.

2. In the navigation pane, select **Switch Link Administration**.

3. Select **Switch Link Admin**.
   The system displays the Switch Link Administration screen.

4. Click **Show Capacity Calculator**.

5. Select the level of traffic for the Messaging system.

6. Perform one of the following:

   • Enter the minimum number of voice ports and click **Calculate Mailboxes** to know the number of supported mailboxes.

   • Enter the maximum number of mailboxes and click **Calculate Ports** to know the number of voice ports recommended by Avaya.

   ✪ **Note:**

   You may need to change the trunk group configuration according to the capacity determined using the capacity calculator.

Restarting the system

Procedure

1. On the Communication Manager System Management Interface, click **Administration** > **Server (Maintenance)**.

2. In the left navigation pane, under **Server**, click **Shutdown Server**.
   The system displays the Shutdown Server Web page.

3. Select the **Immediate Shutdown** option.

4. Select the **Restart server after shutdown** check box.

5. Click **Shutdown**

   The server takes approximately 10 to 15 minutes to restart.

Setting Communication Manager Messaging server parameters

Procedure

1. Select **Server Administration**.

2. Select **Messaging Server Admin**.
   The system displays the Edit Messaging Server screen.

3. In the **Server Name** field, type the name of the voice mail system. This name must match the name in the **Host Name** field that you entered in the Template Details screen while installing Communication Manager Messaging.

4. In the **Password** field, type a password for other messaging servers to use to access this messaging server. The customer provides this password.

5. In the **Starting Extension** and **Ending Extension** fields of the ADDRESS RANGES table, enter the starting and ending extensions that are assigned to this call center.

   ⊛ **Note:**

   You can setup variable extensions in R6.2. **Starting Extension** and **Ending Extension** lengths must be same while administering variable length extensions.

6. Verify that the **IP address** field contains the IP address of the Communication Manager Messaging virtual machine.

7. Verify that the **Server Type** field is set to `TCP/IP`.

8. Verify that the **Voiced Name?** field is set to `NO`.

9. Verify that the **Extension Length** field is set to the value used in the dial plan for this site.

10. Verify that the **Voice ID** is set to `0`.

11. Verify that the **Default Community** is set to `1`.

12. Click **Save**.
    The system displays the message `Server information modified`
    `successfully`.

Setting system-wide Messaging parameters

Procedure

1. Select **Messaging Administration** > **System Administration**.
   The system displays the Administer System Attributes and Features screen.

2. In the **Lock Duration** field, type the length of time a mailbox remains locked after the administered number of failed login attempts.

3. In the **Consecutive Invalid Attempts** field, type the number of login attempts allowed before a mailbox is locked.

4. In the **Minimum Password length** field, type the minimum number of digits that subscriber passwords must contain.

5. In the **Passwords History** field, type the number of old passwords that the system saves to check against old password reuse by a subscriber.

6. In the **Passwords Expiration Interval** field, type the number of days a subscriber password is valid, after which the system requires the subscriber to change the password.

7. Click **Save**.

Adding test subscribers for messaging

About this task

For each test subscriber, you must administer the telephones on the Communication Manager server. For the procedure, see Creating stations and assigning coverage paths. The following procedure creates a mailbox associated with each subscriber's telephone.

Create two subscribers to perform the initial testing of your messaging software.

Procedure

1. In the navigation pane, select **Messaging Administration** > **Subscriber Management**.
   The system displays the Manage Subscribers screen.

2. In the **Local Subscriber Mailbox Number** field, type the extension number of the first test subscriber.

3. Click **Add** or **Edit**.
   The system displays the Add Local Subscriber screen.

4. In the **Name** field, type the name of the first test subscriber.

5. In the **Password** field, type the password for the subscriber's mailbox.

6. Ensure that the **Switch Number** field displays the number you administered in the **Switch Number** field on the Switch Link Administration screen.

7. Click **Save**.

8. Repeat Step 2 through Step 7 for the second test subscriber mailbox.

Verify the messaging application

You must verify that the Messaging application is functioning properly after you configure the Messaging virtual system.

Chapter 3: Upgrade CM Messaging

❶ Important:

Back up translations from CM Messaging server to an FTP, SCP or SFTP Server. Translations may get corrupted if you attempt to upgrade the server to a release that is not supported.

You can upgrade CM Messaging by using:

- Manage Software Web page on the System Management Interface
- Software Upgrade Manager tool (SUM)

✳ Note:

For more information on using the SUM tool, see chapter "Downloading Software to Targets", in the *Avaya Integrated Management Release 5.2 Software Update Manager User Guide*, 14-300168 on http://support.avaya.com

For more information on upgrading CM Messaging on Avaya S8xxx Servers on , see Chapter 2, "Upgrading Software on Servers", in the *Upgrading Avaya Aura™ Communication Manager on Avaya S8xxx Servers Release 5.2 Guide*, 03-602885.

Index