Appendix A: Installation, upgrade, and migration checklists

This appendix contains checklists to help guide you through the various installation, upgrade, and migration tasks.

- Before starting a new Modular Messaging installation, upgrade, or migration, print the checklist relevant to the procedure that you must do.
- Check off the steps as you complete them to make sure that you do not overlook any important tasks.

Checklists include:

- New installation:
  - New Modular Messaging installation on an Avaya MAS on page 226
  - New Modular Messaging installation on a customer-provided MAS on page 230
- Upgrade from Release 3.x or Release 4.0 to Release 5.2:
  - Modular Messaging upgrade on an Avaya MAS on page 236
  - Modular Messaging upgrade on a customer-provided MAS on page 241
- Migrate Modular Messaging to Release 5.2:
  - Modular Messaging migration on an Avaya MAS on page 245
  - Modular Messaging migration on a customer-provided MAS on page 249

New Modular Messaging installation on an Avaya MAS

This checklist applies to a new Modular Messaging installation using an Avaya Messaging Application Server (Avaya MAS). As you complete a procedure, make a check mark in the " ✔ " column.

Modular Messaging on an Avaya MAS installation checklist

✔	Description	Page	Comments
Complete preinstallation planning:			
	If Avaya is to maintain this system, preregister. The registration process produces product IDs for the servers and IP addresses for remote access.		You can obtain all required information for each MAS in advance.
	Assemble and review the required documentation.	2	Web access required.
	Download required software updates, including the latest version of the DCT executable file (**MMDCT.exe**) and client software.	4	Web access required.
	Obtain the DCT data file (**.mmdct)* for this site.	3	
	Review security considerations.	6	
	Obtain virus-checking software for the MAS if required.	6	Customer obtains.
	Gather the necessary test equipment and tools.	7	
	Arrange for initial switch and LAN administration. Register corporate FQDNs on the DNS if required. **Note:** Avaya is not responsible for the installation, administration, or test of communications between customer computers and the LAN.	8	See LAN administrator. Time of administration and site requirements vary.
	Verify that the switch or PBX is administered.	8	See switch administrator.
	Arrange for the Active Directory data schema update.	N/A	Review requirements in Chapters 4 and 5.
	Collect any software media that is needed for the installation, such as MS Windows updates or antivirus software.	4	Leave customer CDs and DVDs on-site.
Prepare to install the Modular Messaging software: Note: The customer Active Directory administrator may be required to perform these tasks.			
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Modular Messaging on an Avaya MAS installation checklist

✔	Description	Page	Comments
	Create the Modular Messaging customer account security group and customer account on the Active Directory server.	10	
	Create the technical support account on the Active Directory server.	10	
	Create test subscriber accounts on the Active Directory server (set up at least one for each TUI used on the site).	14	
	Assign permissions to the service permissions group.	17	
	Add a computer account for each MAS to the Active Directory server.	31	
	Set up each server for remote access.	32	
	Install the Active Directory and data schema updates for Windows 2003.	33	Do this before installing other Modular Messaging software. System restart required.
	Assign permissions with Exchange 2010	19	
	Configure NSPI for Windows Server 2008 Domain Controllers	36	
	Install the Modular Messaging Exchange subscriber administration extensions on any machine used to administer subscribers (and on Exchange server if required).	35	
Configure a new Avaya MAS:			
	Display an MAS from the console	48	
	Use the Avaya Modular Messaging Configuration wizard to access the DCT data file (**.mmdct)* to configure the MAS information automatically.	49	
	Install the User Administration Extensions at this time onto the Messaging Application Server.	40	
	Update Windows Internet Explorer 7 security.	51	
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Modular Messaging on an Avaya MAS installation checklist

✔	Description	Page	Comments
	For an Exchange 2003 system, install third-party software: • Exchange System Management Tools • Exchange Server 2003 SP2 (see comment) • antivirus software	51	
	For an Exchange 2007 system, install the following third-party software: • MAPI Client • Exchange 2007 Management Tools • Exchange Server 2007 SP1 • Additional components as prompted by installation • antivirus software For an Exchange 2010 system, install the following third-party software: • MAPI Client v6.5.8190or later • PowerShell 2.0 • Additional components as prompted by the installation • Antivirus software	51	
	Complete the MMCW configuration.	53	
	Administer antivirus software.	54	
	Install software updates.	55	
	Update Microsoft Windows.	62	
	Changing LAN settings	55	
	Enter RAS IP addresses on each MAS	56	
Configure the voice mail system: Note: The customer domain administrator may be required to perform these tasks.			
	Specify languages and verify that the Modular Messaging services are started.	81	For a non-English Windows operating system.
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Modular Messaging on an Avaya MAS installation checklist

✔	Description	Page	Comments
	Configure TUI and access settings.	82	Configuration notes required.
	Configure the broadcast mailbox.	83	
	Configure the PBX type.	86	
	Configure serviceability settings.	86	
	Install and configure the WebLM server	89	
	Obtain and apply PLDS license for this system.	91,91	
	Configure specific features: • Call Me service • Notify Me • MWI service • Languages or TTS • Audit service • MM Fax Service • Offline access to messages	93	Configure features as needed.
	Configure MAS-specific parameters: • INADS alarming (if used) • Port boards and switch integration	99	
	Restart service.	102	
	Verify call-handling capability.	104	
	Verify alarming setup.	104	
	Verify Tracing Service operation.	105	
	Verify Audit Service.	106	
	Repeat installation for any additional MASs.		
Test and back up the system:			
	Add a test subscriber on the directory server for each TUI used at this site.	108	
	Set up monitoring tools: • Operational History Viewer • Port monitor	110	
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Modular Messaging on an Avaya MAS installation checklist

✔	Description	Page	Comments
	Perform acceptance tests: • Create and send a call-answer message. • Retrieve test messages in integrated mode. • Create and send a test message in nonintegrated mode. • Test the outcalling capability. • Create and print a fax message • Run additional tests.	112	Repeat for each MAS that is set up to handle calls.
	Remove the test subscribers from the directory server.	118	
	Perform a complete DCT analysis of the supplementary server and all MASs.	119	
	Back up the system. Turn the system over to the customer.	119 120	Use local procedures. Be sure to give the customer an updated DCT data file.
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New Modular Messaging installation on a customer-provided MAS

Use this checklist to install a new Modular Messaging system on a customer-provided MAS. As you complete a task, make a check mark in the " ✔ “column.

Modular Messaging on a customer-provided MAS installation checklist

✔	Description	Page	Comments
Complete preinstallation requirements:			
	If Avaya is to maintain this system, preregister the system in ART. The registration process produces product IDs for the servers and IP addresses for remote access.		You can obtain all required information for each MAS in advance.
	Assemble and review the required documentation.	2	Web access required.
	1 of 6		

Modular Messaging on a customer-provided MAS installation checklist

✔	Description	Page	Comments
	Download required software updates, including the latest version of the DCT executable file (**MMDCT.exe**) and client software.	4	Web access required.
	Obtain the DCT data file (**.mmdct*) for this site.	3	
	Review security considerations.	6	
	Obtain virus-checking software for the MAS if required.	6	Customer obtains.
	Gather the necessary test equipment and tools.	7	
	Arrange for initial switch and LAN administration. Register MAS corporate FQDNs on the DNS if required. **Note:** Avaya is not responsible for the installation, administration, or testing of communications between customer computers and the LAN.	8	See LAN administrator. Time of administration and site requirements vary.
	Verify that the switch or PBX is administered.	8	See switch administrator.
	Arrange for the Active Directory data schema update.	N/A	Review requirements in Chapters 4 and 5.
	Collect any software media that is needed for the installation, such as MS Windows updates or antivirus software.	4	Leave customer CDs and DVDs on-site.
Prepare to install the Modular Messaging software: Note: The customer Active Directory administrator may be required to perform these tasks.			
	Create the Modular Messaging customer account security group and customer account on the Active Directory server.	10	
	Create the technical support account on the Active Directory server.	10	
	Create test subscriber accounts on the Active Directory server (set up at least one for each TUI used on the site).	14	
	Assign permissions to the service permissions group.	17	
2 of 6			

Modular Messaging on a customer-provided MAS installation checklist

✔	Description	Page	Comments
	Add a computer account for each MAS to the Active Directory server.	31	
	Set up each server for remote access on the Active Directory server.	32	
	Install the Active Directory and data schema updates for Windows 2003.	33	Do this before installing other Modular Messaging software. System restart required.
	Install the Modular Messaging Exchange subscriber administration extensions on any machine used to administer subscribers (and on Exchange server if required).	35	
Configure a new MAS: Note: The customer domain administrator may be required to perform these tasks.			
	Make sure that you have the required hardware, software, and forms.	60	
	Run recommended disk checks: • Disk Defragmenter system tool • **chkdsk** command	62	
	Join the server to the MS Windows domain.	67	
	Adjust the following system values: • Event Viewer values • File and Printer Sharing properties • Windows Server 2003 operating system values	62	
	Add the Modular Messaging customer and technical support accounts to the local administrators group for this MAS.	68	
	Install and enable the following Windows software: • Required MS Windows services • MS Windows SP2 (if not already on the server)	64	Requires Microsoft Windows media.
	Install and run the Modular Messaging Configuration wizard.	69	
	Select a DCT data file (*.*mmdct*).	70	
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Modular Messaging on a customer-provided MAS installation checklist

✔	Description	Page	Comments
	Install the User Administration Extensions at this time onto the Messaging Application Server.	40	
	Update Windows Internet Explorer 7 security, if necessary.	72	
	For a system with an Exchange 2003 peer mail server, install third-party software: • Exchange System Management Tools • Exchange Server 2003 SP2 (see comment) • antivirus software	73	
	For a system with an Exchange 2007 peer mail server, install the following third-party software: • MAPI Client • Exchange 2007 Management Tools • Exchange Server 2007 SP1 • Additional components as prompted by installation • antivirus software For an Exchange 2010 system, install the following third-party software: • MAPI Client v6.5.8190 or later • PowerShell 2.0 • Additional components as prompted by the installation • Antivirus software	73	
	Complete the MMCW configuration.	74	
	Install software updates.	75	
	Update Microsoft Windows.	62	
	Verify power management settings	75	
	Enter RAS IP addresses on each MAS	76	
	Set the logging location if other than default.	77	
	Administer antivirus software.	54	
	Configure port boards.	309	
Configure the voice mail system: Note: The customer domain administrator may be required to perform these tasks.			
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Modular Messaging on a customer-provided MAS installation checklist

✔	Description	Page	Comments
	Specify languages and verify that the Modular Messaging services are started.	81	For a non-English Windows operating system.
	Configure TUI and access settings.	82	Configuration notes required.
	Configure the broadcast mailbox.	83	
	Configure the PBX type.	86	
	Configure serviceability settings.	86	
	Install and configure the WebLM server	89	
	Obtain and apply PLDS license for this system.	91,91	
	Configure specific features: • Call Me service • Notify Me • MWI service • Languages or TTS • Audit Service • MM Fax Service • Offline access to messages	93	Configure features as needed.
	Configure MAS-specific parameters: • INADS alarming (if used) • Port boards and switch integration	99	
	Restart service.	102	
	Verify call-handling capability.	104	
	Verify alarming setup.	104	
	Verify Tracing Service operation.	105	
	Verify Audit Service	106	
	Repeat for any additional MASs.		
Test and back up the system:			
	Add a test subscriber on the directory server for each TUI used at this site.	108	
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Modular Messaging on a customer-provided MAS installation checklist

✔	Description	Page	Comments
	Set up monitoring tools: • Operational History Viewer • Port monitor	110	
	Perform acceptance tests: • Create and send a call-answer message. • Retrieve test messages in integrated mode. • Create and send a test message in nonintegrated mode. • Test the outcalling capability. • Create and print a fax message • Run additional tests.	112	Repeat for each MAS that is set up to handle calls.
	Remove the test subscribers from the directory server.	118	
	Perform a complete DCT analysis of the supplementary server and all MASs.	119	
	Back up the system.	119	Use local procedures.
	Turn the system over to the customer.	120	Be sure to give the customer an updated DCT data file.
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Modular Messaging upgrade on an Avaya MAS

Use this checklist when you upgrade a system with an Avaya MAS that is running Modular Messaging Release 3.x or 4.0 to Modular Messaging Release 5.2. As you complete a procedure, make a check mark in the " ✔ " column.

Note:

If you are adding a new MAS to an existing Modular Messaging system, do the software upgrade first if an upgrade is required. When the upgrade is complete, install the new MAS using the appropriate new installation checklist.

Modular Messaging Avaya MAS upgrade checklist

✔	Description	Page	Comments
Complete pre-upgrade tasks:			
	Assemble and review the required documentation.	5	Web access required.
	Collect any software media that is needed for the upgrade, such as MS Windows updates or antivirus software.	4	Leave customer CDs and DVDs on-site.
	Schedule downtime for the Exchange server for updating the Modular Messaging Exchange extensions.	127	
	Download required software updates, including the latest version of the DCT executable file (**MMDCT.exe**) and client software.	130	Web access required.
	Review the considerations for a multiple-MAS upgrade.	127	
	Switch the monitor to show the correct server.	127	
	Verify and save key settings on the MAS. Record the following: • RAS IP addresses for each MAS • Non-default port groups and their names • MM services running on each MAS • SNMP trap destination and community details from the **Serviceability — Voice Mail Domain window**	128	
	1 of 5		

Modular Messaging Avaya MAS upgrade checklist

✔	Description	Page	Comments
	For Release 3.0 upgrade only, record all personal operator schedules.	129	
	If you use this MAS to create, administer, and deploy caller applications, back up all working files to a location other than the MAS. Additionally, ensure that you have on the MAS a current backup of the Caller Apps folder that contains the deployed caller applications that the MAS uses when it is running. Back up all customized tone files, customized prompt files, licensing files, WSO files, and SIP certificates for SIP implementations. Also back up the system state and spool.	129	
	Review configuration notes for any changes that might be needed regarding board configuration, switch programming, and application configuration. Make any necessary changes as part of the upgrade.	129	
	Check for errors or warnings on the system. Resolve major and minor alarms.	129	
	Set expectations and review product functionality with customer.	130	
	Install and configure WebLM server	89	
	Obtain and apply PLDS license for this system	91,91	
	Use a DCT data file (*.*mmdct*), using the DCT executable file (**MMDCT.exe**) to analyze each MAS.	130	
	Busy out the ports for this MAS.	132	Use PBX procedures.
	Back up the MAS.	132	
	Run recommended disk checks: • Disk Defragmenter system tool • **chkdsk** command	133	
	Log off all remote logins	133	
	Stop Modular Messaging services.	133	
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Modular Messaging Avaya MAS upgrade checklist

✔	Description	Page	Comments
	Update Windows Internet Explorer 7 security	134	
Upgrade software:			
	Upgrade RealSpeak software	135	Perform this step if you are upgrading from Release 3.x to 5.2.
	Start Modular Messaging services	136	
	Upgrade Dialogic drivers	136	
	Upgrade MAS software.	137	
Complete server setup:			
	Administer antivirus software.	139	
	Install software updates.	140	
	Update MS Windows.	140	
	Enable ports.	140	
Complete the upgrade:			
	If you have more than one MAS: • Let MAS#1 run for 15 minutes. • Upgrade each additional MAS.	141	
	Configure MM Fax server.	96	Perform this step if you are upgrading from Release 3.x to 5.2.
	Configure Audit service and verify its operation.	96	Perform this step if you are upgrading from Release 3.x to 5.2.
	Configure and activate additional new Release 5.2 features using the Voice Mail Configuration program.	92	
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Modular Messaging Avaya MAS upgrade checklist

✔	Description	Page	Comments
	Configure the SNMP trap destination and community details using the **Serviceability - Voice Mail Domain** window of the Voice Mail System Configuration program. Enter the SNMP trap destination and community information you recorded before beginning the upgrade.	141	
	Verify all personal operator schedules.	141	Perform this step if you are upgrading from Release 3.0 to 5.2.
	When finished with each MAS, verify that all Modular Messaging services that are required for this MAS are running.	112	
	Update Modular Messaging Active Directory Exchange extensions on any machines where they are installed.	127	
	Update client software on any non-MAS machines where it is installed.	254	As required.
Test and back up the system:			
	Add a test subscriber on the directory server for each TUI used at this site.	108	
	Set up monitoring tools: • Operational History Viewer • Port monitor	110	
	Perform acceptance tests: • Create and send a call-answer message. • Retrieve test messages in integrated mode. • Create and send a test message in nonintegrated mode. • Test the outcalling capability. • Create and print a fax message • Run additional tests.	112	Repeat for each MAS that is set up to handle calls.
	Remove the test subscribers from the directory server.	118	
	Back up the system.	119	Use local procedures.
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Modular Messaging Avaya MAS upgrade checklist

✔	Description	Page	Comments
	Run recommended disk checks: • Disk Defragmenter system tool • **chkdsk** command	119	
	If you are adding a new MAS to the system, begin the installation.	141	
	Turn the system over to the customer.	120	Be sure to give the customer an updated DCT data file.
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Modular Messaging upgrade on a customer-provided MAS

Use this checklist when you upgrade a system with a customer-provided server that is running Modular Messaging Release 3.x or 4.0 to Modular Messaging Release 5.2. As you complete a procedure, make a check mark in the " ✔ " column.

Note:

If you are adding a new MAS to an existing Modular Messaging system, do the software upgrade first if an upgrade is required. When the upgrade is complete, install the new MAS using the appropriate new installation checklist.

Modular Messaging customer-provided server upgrade checklist

✔	Description	Page	Comments
Complete pre-upgrade tasks:			
	If the Exchange extensions must be updated, schedule downtime for the Exchange server.	149	If required.
	Collect any software media that is needed for the upgrade, such as MS Windows updates or antivirus software.	147	Leave customer CDs and DVDs on-site.
	Assemble and review the required documentation.	147	Web access required.
	Install and configure WebLM server	89	
	Obtain and apply PLDS license for this system	91,91	
	Download required software updates, including the latest version of the DCT executable file (MMDCT.exe) and client software.	147, 4	Web access required.
	Review the considerations for a multiple-MAS migration.	150	
	Verify and save key settings on the MAS. Record the following: • RAS IP addresses for each MAS • Non-default port groups and their names • MM services running on each MAS • SNMP trap destination and community details from the **Serviceability — Voice Mail Domain window**	151	
	Record all personal operator schedules. (Release 3.0 upgrade only.)	151	
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Modular Messaging customer-provided server upgrade checklist

✔	Description	Page	Comments
	Back up caller-applications files on a non-MAS PC.	152	
	Review configuration notes for any changes that might be needed regarding board configuration, switch programming, and application configuration. Make any necessary changes as part of the upgrade.	152	
	Back up all caller applications, customized tone files, customized prompt files, licensing files, WSO files, and SIP certificates for SIP implementations. Also back up the system state and spool.	152	
	Check for errors or warnings on the system. Resolve major and minor alarms.	152	
	Set expectations and review product functionality with customer.	152	
	Run recommended disk checks: • Disk Defragmenter system tool • **chkdsk** command	155	
	Use a DCT data file (**.mmdct*) by using the DCT executable file (**MMDCT.exe**) to analyze each MAS.	152	The DCT data file serves as a backup but is not required for the upgrade. All MASs and Exchange message store must be running normally.
	Busy out the ports for this MAS.	154	Use PBX procedures.
	Back up the MAS.	155	
	Log off all remote logins	155	
	Stop all Modular Messaging services.	156	
	Install MS Windows prerequisite components	156	
	Update Windows Internet Explorer 7 security	157	
Upgrade software:			
	Upgrade RealSpeak software.	158	
	Start Modular Messaging services	159	
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Modular Messaging customer-provided server upgrade checklist

✔	Description	Page	Comments
	Upgrade Dialogic drivers.	159	
	Upgrade MAS software.	161	
	Install software updates.	163	
	Disable unused MS Windows services on this MAS.		Optional.
	Enable ports.	164	
Complete the upgrade:			
	If you have more than one MAS: • Let MAS#1 run for 15 minutes. • Upgrade each additional MAS.	165	
	Enable and configure MM Fax sender server.	96	
	Configure Audit service and verify its operation.	96	
	Configure and activate additional new Release 5.2 features.		
	Configure the SAL destination and community details using the **Serviceability - Voice Mail Domain** window of the Voice Mail System Configuration program. Enter the SAL destination and community information you recorded before beginning the upgrade.	165	
	Verify all personal operator schedules. (Release 3.0 upgrades only.)	141	
	When finished with each MAS, verify that all Modular Messaging services that are required for this MAS are running.	112	
	Update the Modular Messaging Active Directory Exchange extensions software on any machines where it is installed (including the Exchange server).	149	Most extension updates require a system restart.
	Update client software.	254	Do on each subscriber machine where client software is installed.
3 of 4			

Modular Messaging customer-provided server upgrade checklist

✔	Description	Page	Comments
	For any MAS that does not have Web Subscriber Options installed, close TCP port 80 to increase system security.	165	
Test and back up the system:			
	Add a test subscriber on the directory server for each TUI used at this site.	108	MM Aria is the default.
	Set up monitoring tools: • Operational History Viewer • Port monitor	110	Optional.
	Perform acceptance tests: • Create and send a call-answer message. • Retrieve test messages in integrated mode. • Create and send a test message in nonintegrated mode. • Test the outcalling capability. • Create and print a fax message • Run additional tests.	112	Do on each MAS that is set up to handle calls.
	Remove the test subscribers from the directory server.	118	
	Back up the system.	119	Use local procedures.
	Run recommended disk checks: • Disk Defragmenter system tool • **chkdsk** command	120	
	Turn the system over to the customer.	120	Be sure to give the customer an updated DCT data file.
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Modular Messaging migration on an Avaya MAS

Use this checklist when you migrate a system with an Avaya MAS that is running Modular Messaging Release 3.x, Release 4.0, or Release 5.1 to Modular Messaging Release 5.2. As you complete a procedure, make a check mark in the " ✔ " column.

Note:

If you are adding a new MAS or a supplementary server to an existing Modular Messaging system to the migrated Modular Messaging system, do the migration of the system first. When the migration is complete, add the new MAS or the supplementary server to the migrated system.

Modular Messaging Avaya MAS migration checklist

✔	Description	Page	Comments
Preparing for the migration:			
	If the Exchange extensions must be updated, schedule downtime for the Exchange server.	173	If required.
	Collect any software media that is needed for the upgrade, such as MS Windows updates or antivirus software.	170	Leave customer CDs and DVDs on-site.
	Assemble and review the required documentation.	170	Web access required.
	Download required software updates, including the latest version of the DCT executable file (**MMDCT.exe**) and client software.	170, 4	Web access required.
	Review configuration notes for any changes that might be needed regarding board configuration, switch programming, and application configuration. Make any necessary changes as part of the upgrade.	172	
	Obtain the Exchange System Management Tools and appropriate Service Pack from the customer.	170	
	Verify and save key settings on the MAS. Record the following: • RAS IP addresses for each MAS • Non-default port groups and their names • MM services running on each MAS • SAL destination and community details from the **Serviceability — Voice Mail Domain window**	176	
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Modular Messaging Avaya MAS migration checklist

✔	Description	Page	Comments
	Record all personal operator schedules.	176	
	Add the MAS to the system.	172	
	If you use this MAS to create, administer, and deploy caller applications, back up all working files to a location other than the MAS.	177	
	Back up all caller applications, customized tone files, customized prompt files, licensing files, WSO files, and SIP certificates for SIP implementations. Also back up the system state and spool.	177	
	Check for errors or warnings on the system. Resolve major and minor alarms.	177	
	Review product functionality with customer.	177	
	Change the switch integration type to SIP.	172	
	Disable and move the Modular Messaging services.	172	
	Test and back up the new MASs.	173	
	Remove the old MASs from the VMD.	173	
	Consideration for multiple-MAS migration.	173	
	Analyze the existing system.	176	
	Verify and save data.	176	
	Backup the MAS.	177	
Configuring the S8800 1U server:			
	Add the new S8800 1U server to the VMD.	178	
	Update the Microsoft Windows Internet Explorer security	181	
	Install and configure WebLM server	89	
	Obtain and apply PLDS license for this system	91,91	
	Install the User Administration Extensions at this time onto the Messaging Application Server.	40	
	Install third-party software.	181	
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Modular Messaging Avaya MAS migration checklist

✔	Description	Page	Comments
	Complete the MMCW configuration.	183	
	Stop all Modular Messaging services	190	
Complete MAS configuration:			
	Administer antivirus software	183	
	Install Modular Messaging software updates.	185	
	Update MS Windows.	186	
	Disable the private LAN	186	
	Enter RAS IP addresses on each MAS	186	
	Busy out the ports for this MAS.	189	Use PBX procedures.
	Disable Modular Messaging services	190	
Complete the migration:			
	Move the services.	190	
	Restore the data.	190	
	Back up each MAS.	169	
	Power off the server.	190	
Testing and backing up the system:			
	Add a test subscriber for each TUI used at this site.	108	
	Set up monitoring tools: • Operational History Viewer • Port monitor	110	
	Perform acceptance tests: • Create and send a call-answer message. • Retrieve test messages in integrated mode. • Create and send a test message in nonintegrated mode. • Test the outcalling capability. • Run additional tests.	112	
	Remove the test subscribers.	118	
3 of 4			

Modular Messaging Avaya MAS migration checklist

✔	Description	Page	Comments
	Perform a complete DCT analysis of all MASs and the Supplementary server.	169	
	Back up the system.	119	
	Run recommended disk checks: • Disk Defragmenter system tool • **chkdsk** command	120	
	Turn the system over to the customer.	120	
4 of 4			

Modular Messaging migration on a customer-provided MAS

Use this checklist when you migrate a system with a customer-provided MAS that is running Modular Messaging Release 3.x, Release 4.0, or Release 5.1 to Modular Messaging Release 5.2. As you complete a procedure, make a check mark in the " ✔ " column.

Note:

If you are adding a new MAS or a supplementary server to an existing Modular Messaging system to the migrated Modular Messaging system, do the migration of the system first. When the migration is complete, add the new MAS or the supplementary server to the migrated system.

Modular Messaging customer-provided server migration checklist

✔	Description	Page	Comments
Prepare for the migration:			
	If the Exchange extensions must be updated, schedule downtime for the Exchange server.	196	If required.
	Collect any software media that is needed for the upgrade, such as MS Windows updates or antivirus software.	194	Leave customer CDs and DVDs on-site.
	Assemble and review the required documentation.	194	Web access required.
	Download required software updates, including the latest version of the DCT executable file (**MMDCT.exe**) and client software.	194	Web access required.
	Review the configuration notes.	195	
	Obtain the Exchange System Management Tools and appropriate Service Pack from the customer.	194	
	Verify and save the data, run recommended disk checks and verify a DCT data file (**.mmdct*).	196	
	Back up the MAS to be replaced.	196	
	Add the customer-provided MAS to the system.	196	
	Switch the monitor to show the correct server.	201	
1 of 4			

Modular Messaging customer-provided server migration checklist

✔	Description	Page	Comments
	Verify and save key settings on the MAS. Record the following: • RAS IP addresses for each MAS • Non-default port groups and their names • MM services running on each MAS • SAL destination and community details from the **Serviceability — Voice Mail Domain window**	206	
	Change the switch integration type to SIP	205	
	Disable and move the Modular Messaging services.	196	
	Test and backup the new MASs.	196	
	Remove the old MASs from the VMD.	196	
	Consideration for multiple-MAS migration.	196	
Prepare customer-provided server:			
	Install Microsoft Windows 2003.	197	
	Set the computer name.	199	
	Configure network card.	200	
	Run recommended disk checks.	200	
	Install modem drivers.	200	
Set up the customer-provided server:			
	Join the Windows domain	201	
	Adjust system values	202	
	Add the Modular Messaging accounts to the Administrator groups.	204	
Install Microsoft Windows services:			
	Install Microsoft Windows 2003 SP2	199	
Migrate each MAS:			
	Analyze the existing data.	206	
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✔	Description	Page	Comments
	Verify and save data U	206	
	Back up each MAS	207	
	Run the MMCW configuration.	208	
	Update the Windows Internet Explorer 7 security.	212	
	Install third-party software	212	
	Complete the MMCW configuration.	214	
Complete the MAS configuration:			
	Install and configure WebLM server	89	
	Obtain and apply PLDS license for this system	91,91	
	Administer antivirus software.	214	
	Install Modular Messaging software updates	216	
	Update Microsoft Windows software	217	
	Verify Power Management settings.	217	
	Enter RAS IP addresses on each MAS	218	
	Set logging locations.	219	
	Busy out the ports for this MAS.	221	
	Disable Modular Messaging services.	222	
Complete the migration:			
	Move the services	223	
	Restore the data	223	
	Back up each MAS	193	
	Power off the server	223	
Test and back up the system:			
	Add a test subscriber for each TUI used at this site.	108	
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Modular Messaging customer-provided server migration checklist

✔	Description	Page	Comments
	Perform acceptance tests: • Create and send a call-answer message. • Retrieve test messages in integrated mode. • Create and send a test message in nonintegrated mode. • Test the outcalling capability. • Create and print a fax message • Run additional tests.	112	Do on each MAS that is set up to handle calls.
	Remove the test subscribers from the directory server.	118	
	Perform a complete DCT analysis of all MASs and the Supplementary server.	193	
	Back up the system.	119	Use local procedures.
	Run recommended disk checks: • Disk Defragmenter system tool • **chkdsk** command	120	
	Turn the system over to the customer.	120	Be sure to give the customer an updated DCT data file.
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