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# Job Aid - Avaya Aura<sup>®</sup> Messaging

## Purpose of this document

This document includes the frequently used processes in Messaging administration and is a subset of the *Administering Avaya Aura Messaging* guide. This document is primarily intended for administrators.

This document includes the following information:

- Restarting the Messaging software and server
- Viewing alarms
- Adding and deleting mailboxes
- Unlocking, changing, and resetting password for mailboxes
- Monitoring performance

# Restart software and server

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## Stopping Messaging

The Stop Messaging Software Web page is used to initiate stopping of the Messaging software.

### Procedure

1. On the Administration menu, click **Messaging > Utilities > Stop Messaging**. The system displays the Stop Messaging Software Web page and begins a 3-minute countdown to the shutdown routine.
2. If you want to initiate a delayed shutdown, click **Stop**.

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### Result

The Stop Messaging Software Web page refreshes periodically during the shutdown routine and displays a brief status message after **Stop Voice System info**.

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## Starting Messaging

The Start Messaging Software Web page is used to start the Messaging software.

### Procedure

On the Administration menu, click **Messaging > Utilities > Start Messaging**. The system displays the Start Messaging Software Web page.

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### Result

The Start Messaging Software Web page refreshes periodically during the startup routine and displays a brief status message after **Start Voice System information**.

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# Shutdown server

## Purpose

Use the Shutdown Server Web page to shut down the server immediately or later. You can also configure the server settings to restart the server after the shutdown.



### Note:

When you shut down this server, the Web server stops all running processes. You can not access the Web pages until the system starts.

You can either select to shut down the server immediately or opt for a delayed shutdown.

## Delayed shutdown

When you select this default option, the system notifies all processes that the server is going to shut down. The system waits for the processes to close files and perform other clean-up activities before the server is shut down.

## Immediate shutdown

When you select this option, the system does not wait for processes that are running to terminate before the system shuts down the server. This results in data loss.

## Restart server after shutdown

Select this option to restart the system after shutting down.

When you shut down a server, the system displays one of the following messages on the results page. The displayed message depends on the conditions under which you have shut down the server.

If you opt for a delayed shutdown of the server, the system displays the following message when the system successfully begins the shutdown.

```
shutdownproc accepted.Global shutdown is now in progress.
```

## No message

If you chose to shut down the server immediately, the results page is blank since connectivity is lost as result of the server shutdown.

---

## Shutting down the server

### Procedure

1. On the Administration menu, click **Server (Maintenance) > Server > Shutdown Server**.
  2. On the Shutdown Server Web page, select either **Delayed Shutdown** or **Immediate Shutdown**.
  3. (Optional) Select the **Restart server after shutdown** check box.
  4. Click **Shutdown**.
-

# View alarms

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## Viewing current alarms

### About this task

The Current Alarms Web page provides a list of alarms and their origin.

### Procedure

1. On the Administration menu, click **Server (Maintenance) > Alarms > Current Alarms**.
  2. Check if there are alarms in the **Messaging Alarms** section.
- 

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## Current Alarms field descriptions

| Field Name                  | Description                                                                                                                                                                                                                                                                                                 |
|-----------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Product ID</b>           | A number that uniquely identifies the server.                                                                                                                                                                                                                                                               |
| <b>Messaging Product ID</b> | A number that uniquely identifies the Messaging product.                                                                                                                                                                                                                                                    |
| <b>ID</b>                   | A unique identification number assigned to the alarm.                                                                                                                                                                                                                                                       |
| <b>APP</b>                  | The name of the application.                                                                                                                                                                                                                                                                                |
| <b>Source</b>               | <p>The abbreviated name of the software module that generated the alarm.</p> <ul style="list-style-type: none"><li>• <b>EL</b>: Enhanced List Application</li><li>• <b>IM</b>: Internet Messaging</li><li>• <b>LD</b>: LDAP</li><li>• <b>MT</b>: Maintenance</li><li>• <b>SM</b>: Station Manager</li></ul> |

| Field Name      | Description                                                                                                                                             |
|-----------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|
|                 | <ul style="list-style-type: none"> <li>• <b>VM</b>: Messaging</li> <li>• <b>VP</b>: Voice Platform</li> </ul>                                           |
| <b>EvtID</b>    | The event identification number for each alarm that is used to identify a particular event from a source that generated the alarm.                      |
| <b>Lvl</b>      | The level of the alarm. <ul style="list-style-type: none"> <li>• <b>MIN</b></li> <li>• <b>MAJ</b></li> <li>• <b>WARN</b></li> </ul>                     |
| <b>Ack</b>      | Displays a <b>Y</b> (yes) or <b>N</b> (no) to indicate whether the alarm has been acknowledged by the Initialization and Administration System (INADS). |
| <b>Location</b> | The location where the alarm originated.                                                                                                                |
| <b>Date</b>     | A time stamp assigned to the alarm at the time of origination.                                                                                          |

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## Viewing alarm logs

### About this task

The alarm log contains descriptions of all significant problems detected by the system including active alarms and resolved alarms. These are alarms that are corrected either automatically or by repair procedures.



#### Note:

You must check the alarm log on a daily basis.

### Procedure

1. On the Administration menu, click **Messaging > Logs > Alarm**.
  2. Enter the appropriate information in the fields.
  3. Click **Display**.
-

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## Alarm Log field descriptions

| Field Name                  | Description                                                                                                                                                                                                                                                                                                                   |
|-----------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Alarm Type</b>           | Indicates the type of alarms you want the system to display. The options are: <ul style="list-style-type: none"><li>• <b>Active</b></li><li>• <b>Resolved</b></li></ul>                                                                                                                                                       |
| <b>Alarm Level: Major</b>   | Indicates if you want the system to display major alarms. The options are: <ul style="list-style-type: none"><li>• <b>yes</b></li><li>• <b>no</b></li></ul>                                                                                                                                                                   |
| <b>Alarm Level: Minor</b>   | Indicates if you want the system to display minor alarms. The options are: <ul style="list-style-type: none"><li>• <b>yes</b></li><li>• <b>no</b></li></ul>                                                                                                                                                                   |
| <b>Alarm Level: Warning</b> | Indicates if you want the system to display warning alarms. The options are: <ul style="list-style-type: none"><li>• <b>yes</b></li><li>• <b>no</b></li></ul>                                                                                                                                                                 |
| <b>Start Date</b>           | Indicates the start date for generating the logs. Start Date should be in MMDDYY format.<br>For active alarms, the date specifies when the alarms were raised. For resolved alarms, the date specifies when the alarms were resolved.                                                                                         |
| <b>Time</b>                 | Indicates the starting time for generating the logs. If you do not specify the time, the time starts from the beginning of the day, indicated as 00:00:00, for the specified date. If you specify only the time, the start date is the current day.<br>For resolved alarms, the time specifies when the alarms were resolved. |
| <b>Application</b>          | A two-character application ID that identifies each module in the system. Log entries with only the specified Application ID are                                                                                                                                                                                              |

| Field Name           | Description                                                                                                                                                                                                                                                                                                                                                                                                        |
|----------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                      | <p>displayed. You can select one ID from the drop-down list.</p> <ul style="list-style-type: none"> <li>• <b>ALL</b>: All applications</li> <li>• <b>EL</b>: Enhanced List Application</li> <li>• <b>IM</b>: Internet Messaging</li> <li>• <b>LD</b>: LDAP</li> <li>• <b>MT</b>: Maintenance</li> <li>• <b>SM</b>: Station Manager</li> <li>• <b>VM</b>: Messaging</li> <li>• <b>VP</b>: Voice Platform</li> </ul> |
| <b>Resource Type</b> | <p>Alarmed resource type. This identifies the generic alarmed resource type that requires maintenance action. The system displays log entries only for the specified alarmed resource type.</p>                                                                                                                                                                                                                    |
| <b>Alarm Code</b>    | <p>Alarm code identifies the reason for the alarm vis-a-vis a specific resource.</p>                                                                                                                                                                                                                                                                                                                               |

# Manage mailbox

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## Adding a mailbox

### Procedure

1. On the Administration menu, click **Messaging > Messaging System (Storage) > User Management**.
2. Under the Add a new user heading on the User Management Web page, click **Add**.
3. Enter the appropriate information in the fields.
4. Click **Save**.

Repeat Step 2 through Step 4 for each additional user mailbox that you want to add.

Notify the new users that the Messaging service is available.

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## Deleting a mailbox

### Procedure

1. On the Administration menu, click **Messaging > Reports (Storage) > Users**.
  2. Use the built-in filters to locate the user mailbox you want to remove and then click the appropriate **Mailbox** number.  
You can also delete users from the User Management Web page. However, this page does not have filters that assist you in locating a specific user.
  3. On the User Management > Properties Web page, click **Delete**.
  4. In the confirmation screen, click **OK** to continue.
-

## User Management > Properties field descriptions

| Name                                     | Description                                                                                                                                                                                                                                                                                                                                                                                |
|------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| User Properties                          |                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>First name</b>                        | The first name of the user. There is no default value.                                                                                                                                                                                                                                                                                                                                     |
| <b>Last name</b>                         | The last name of the user. There is no default value.                                                                                                                                                                                                                                                                                                                                      |
| <b>Display name</b>                      | The name that Messaging displays during communications.                                                                                                                                                                                                                                                                                                                                    |
| <b>ASCII name</b>                        | The ASCII name of the user.                                                                                                                                                                                                                                                                                                                                                                |
| <b>Storage destination</b>               | <p>The storage destination for your messages. Options are:</p> <ul style="list-style-type: none"> <li>• <b>Avaya Message Store</b></li> <li>• <b>Zimbra</b></li> <li>• <b>Microsoft Exchange</b></li> </ul>                                                                                                                                                                                |
| Exchange Properties or Zimbra Properties |                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Exchange email address</b>            | <p>The Exchange e-mail address.</p> <p>The system does not display this field, if the current message storage destination is <b>Avaya Message Store</b> or <b>Zimbra</b>.</p>                                                                                                                                                                                                              |
| <b>Zimbra email address</b>              | <p>The Zimbra e-mail address.</p> <p>The system does not display this field, if the current message storage destination is <b>Avaya Message Store</b> or <b>Microsoft Exchange</b>.</p>                                                                                                                                                                                                    |
| <b>Exchange server FQDN</b>              | <p>The FQDN for Microsoft Exchange.</p> <p>The system does not display this field, if the current message storage destination is <b>Avaya Message Store</b> or <b>Zimbra</b>.</p> <p>If the <b>Use Autodiscover service</b> check box is selected on the Storage Destinations Web page, then this field cannot be edited. Once you click <b>Save</b>, the system populates this field.</p> |
| <b>Site</b>                              | The name of the site on which the user is a member.                                                                                                                                                                                                                                                                                                                                        |
| <b>Mailbox number</b>                    | The mailbox number for the user. All mailbox numbers must be unique.                                                                                                                                                                                                                                                                                                                       |

| Name                                       | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|--------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Internal Identifier</b>                 | The internal identifier of the user. This field only displays if you are editing an existing user.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>Numeric address</b>                     | The unique identifier for the user.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Extension</b>                           | <p>The telephone extension of the user. The length of the extension must match the length that is set for the site.</p> <p>Typically, the extension is unique. However, if the extension is shared with another user, Messaging presents the name of both the users and prompts callers to select the desired mailbox.</p>                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Include in Auto Attendant directory</b> | Adds the user to the Auto Attendant directory.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>Additional extensions</b>               | Additional extensions that roll over to the same voice messaging mailbox. Additional extensions are often defined when a mailbox migrates from a legacy phone system, for example, when both the old and the new extension need to be maintained in the internal directory.                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>Class of Service</b>                    | The Class of Service (CoS) for the user. Select the CoS from the drop-down list. The CoS controls user access to features and provides general settings, such as mailbox size.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>Notify Me email</b>                     | <p>This field is only available for users who are in a CoS that is fax enabled.</p> <p>Use Notify Me email to manage the e-mail address when the fax receiving method is set to <b>Receive and forward to email</b> in the System Parameters Web page.</p> <p>If the e-mail address is not valid or is unreachable, then the fax message is sent to a mailbox that is managed by the administrator.</p>                                                                                                                                                                                                                                                                                                                              |
| <b>Pronounceable name</b>                  | <p>The name of a user, info mailbox, or distribution list may not follow the pronunciation rules of the primary language for your system. To increase the likelihood of the Speech Recognition feature recognizing the name, spell the name as you would pronounce it. For example, if the primary language of your system is English, spell Dan DuBois Dan Doobwah.</p> <p>You can also enter an alternative name for the user. For example, William Bell may also be known as Bill Bell. If you enter <b>William</b> in the <b>First name</b> field, <b>Bell</b> in the <b>Last name</b> field, and <b>Bill Bell</b> in the <b>Pronounceable name</b> field, the speech engine will recognize both William Bell and Bill Bell.</p> |

| Name                                                           | Description                                                                                                                                                                                                                                                                                                                                                                                                                |
|----------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>MWI enabled</b>                                             | <p>To enable the message waiting indicator (MWI) light feature. Typically, select</p> <ul style="list-style-type: none"> <li>• <i>Yes</i>: When the user has a desktop telephone</li> <li>• <i>No</i>: When the user only has a voice mailbox</li> <li>• <i>ByCOS</i>: When the CoS controls how MWI is enabled</li> </ul> <p>This field overrides the MWI setting defined by the CoS to which the user is associated.</p> |
| <b>Miscellaneous 1</b>                                         | <p>Additional information about the user.<br/>The value in this field is not present elsewhere in the Messaging system, other than being visible on this SMI page.</p>                                                                                                                                                                                                                                                     |
| <b>Miscellaneous 2</b>                                         | <p>Additional information about the user.<br/>The value in this field is not present elsewhere in the Messaging system, other than being visible on this SMI page.</p>                                                                                                                                                                                                                                                     |
| <b>New password</b>                                            | <p>The password the user must use to log in to the Messaging mailbox.<br/>Passwords cannot match the voice mail mailbox number, cannot be sequential numbers, and cannot contain the mailbox number.<br/>If you leave this field blank for an existing user, the password does not change.</p>                                                                                                                             |
| <b>Confirm password</b>                                        | <p>Confirmation of the <b>New Password</b>. Complete this field only if you are adding a new password or changing an existing password.</p>                                                                                                                                                                                                                                                                                |
| <b>User must change voice messaging password at next logon</b> | <p>To force users to change their passwords the next time they call in to their voice mailboxes.<br/>By default, Messaging requires that new users change their temporary passwords when they log in to their mailbox for the first time.</p>                                                                                                                                                                              |
| <b>Voice messaging password expired</b>                        | <p>To allow the continued use of an expired user password. If a user password expires, the Messaging enables this option.<br/>Clear the check box to allow the user to continue using the password.</p>                                                                                                                                                                                                                    |
| <b>Locked out from voice messaging</b>                         | <p>To lock the user out of the system. Messaging automatically locks the system when the user fails to enter proper log-in credentials after a certain number of consecutive failed attempts. The <b>Lock out users after</b> field on the System Policies Web page determines the number of allowable consecutive failed attempts.</p>                                                                                    |

| Name                                                     | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|----------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                          | Clear the check box to give the user access to the system.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Advanced Tasks                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Reset the message waiting indicator for extension</b> | <p>Click <b>Reset</b> to reset the Message Waiting Indicator (MWI) for the user extension.</p> <p>For an Exchange user, the <b>Reset</b> button is used to:</p> <ul style="list-style-type: none"><li>• Rediscover the EWS server, if the <b>Use Autodiscover service</b> check box is enabled on the Storage Destinations Web page.</li><li>• Resubscribe to push subscriptions.</li><li>• Reset the MWI, if the MWI is enabled for that user.</li></ul> <p>For an Avaya Message Store and Zimbra user, the <b>Reset</b> button only resets the MWI.</p> |

# Manage voice account

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## Unlocking the voice mailbox account

Use the following task to unlock a user's voice mailbox account.

### Procedure

1. On the Administration menu, click **Messaging > Reports (Storage) > Users**.
2. Use the built-in filters to locate the user you want to edit and then click the appropriate **Mailbox** number.  
You can also change the user properties from the User Management Web page. However, this page does not have filters that assist you in locating a specific user.
3. On the User Management > Properties Web page, clear the **Locked out from voice messaging** check box.  
Messaging automatically locks the system when the user fails to enter proper login credentials after a certain number of consecutive failed attempts. The **Lock out users after** field on the System Policies Web page determines the number of allowable consecutive failed attempts. By clearing the **Locked out from voice messaging** check box, the user can use the correct login credentials to log in to the voice mailbox at next logon.
4. Click **Save**.

---

## Changing the voice mailbox password

Use the following task to enable a user to change the voice mailbox password at next logon.

### Procedure

1. On the Administration menu, click **Messaging > Reports (Storage) > Users**.
2. Use the built-in filters to locate the user you want to edit and then click the appropriate **Mailbox** number.

You can also change the user properties from the User Management Web page. However, this page does not have filters that assist you in locating a specific user.

3. On the User Management > Properties Web page, select the **User must change voice messaging password at next logon** check box.

By selecting this check box, the user is forced to change the voice mailbox password at next logon. By default, Messaging requires that new users change their temporary passwords when they log in to their mailbox for the first time.

4. Click **Save**.
- 

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## Resetting the voice mailbox password

Use the following task to reset the user's voice mailbox account password.

### Procedure

1. On the Administration menu, click **Messaging > Reports (Storage) > Users**.
  2. Use the built-in filters to locate the user you want to edit and then click the appropriate **Mailbox** number.

You can also change the user properties from the User Management Web page. However, this page does not have filters that assist you in locating a specific user.
  3. On the User Management > Properties Web page, in the **New password** field, enter a password that the user must use to log in to the Messaging mailbox.

Passwords cannot match the voice mail mailbox number, cannot be sequential numbers, and cannot contain the mailbox number in password. If you leave this field blank for an existing user, the password does not change.
  4. In the **Confirm password** field, reenter the password that you entered in the **New password** field.

You need to complete this field only if you are adding a new password or changing an existing password.
  5. Click **Save**.
-

# Monitor performance

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## Performance monitoring

Performance monitoring includes checks for traffic measurements, memory usage, and process status.

### Procedure

1. To request traffic measurements from the Messaging server using the SMI, perform the following:
    - a. On the Administration menu, click **Messaging > Server Reports > Measurements (Storage)**.
    - b. On the Messaging Measurements Web page, select the appropriate information.
    - c. Click **Get Report**.
  2. To check memory-related details on the Messaging server using the SSH terminal, perform the following:
    - a. Log in to the Messaging server using the SSH Terminal as admin/admin01.
    - b. On the shell prompt, type **vmstat** and click Enter.  
The system displays the following memory-related fields:
      - **swpd**: the amount of virtual memory used
      - **free**: the amount of idle memory
      - **buff**: the amount of buffer memory used
      - **cache**: the amount of cache memory used
  3. To view processes using the SSH terminal, perform the following:
    - a. Log in to the Messaging server using the SSH Terminal as admin/admin01.
    - b. On the shell prompt, type any one of the following and click Enter:
      - **ps fax | less**: will display all processes running on Mango
      - **ps fax | grep mango**: will display only Mango processes
-