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System planning forms for Avaya Modular Messaging

You can use this editable file to enter planning information required for an S3400-family system installation. See Appendix A in the *Avaya™ Modular Messaging Release 1.1 Installation* guide (585-310-332) for detailed instructions.

<p>Note: These forms support Release 1.1 of the Avaya Modular Messaging software. They are to be used with Issue 3 of the 585-310-332 installation guide, published December 2003.</p>

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Caution: Keep a copy of the completed planning forms handy during initial administration and system configuration. Save your planning forms in a safe place when installation is complete in case changes or updates are made to the system. Be sure to file records of passwords and account names securely.

Avaya Modular Messaging Release 1.1 system planning forms - 2

Use the following guidelines to complete the *S3400-family system planning form*.

Note: Do not change any values that are already filled in on the form unless it causes a conflict with the corporate network. Work with the LAN administrator to identify and correct any potential addressing problems or conflicts. *It is crucial to coordinate the IP addresses that will be used on the S3400-family servers with those on the corporate LAN. If you specify an Ethernet address for an Avaya server that conflicts with another Ethernet endpoint, the resulting traffic problems on the local area network can be extremely difficult to diagnose and solve.*

1. Choose unique NetBIOS machine (host) names for the MSS and all MAS machines (for example, *zigzag*, *zippy*, and *zorro*).

Note: The first MAS will be promoted to a domain controller, after which its name *cannot* change. Use its final name now.
MAS machine names must be 14 characters or less. Names shorter than 10 characters long are recommended for ease in completing the online screens. (For CLAN integrations, the MSS host name *must* be no longer than 7 characters.) The host and domain names can be any term you want, as long as they are unique and comply with local conventions. All domain names (FQDN, Windows domain, and VMD) should be unique to avoid confusion.

2. *For MAS#1:* Select a fully qualified domain name (FQDN) for the private Windows domain that will be set up on this MAS (such as *zodiac.com*). Coordinate this name with the LAN administrator (see step 6).
3. *For MAS#1:* The private Windows NetBIOS domain name is everything up to the first period of the previously specified FQDN for the Windows domain (for example, *zodiac*).
4. *For MAS#1:* The voice mail domain (VMD) is a simple term different from the Windows domain (for example, *zebra*).
5. The private FQDN for an MAS machine is used only on the private network (for example, *zippy.zodiac.com*).
6. The corporate FQDN, LAN addresses, domain names, and default gateway (if any) *must* be supplied by the corporate LAN administrator (see items **6** through **12**).

Note: It is strongly recommended that only static IP addresses be assigned to the Ethernet interfaces and machines in an S3400-family system. IP addresses should be configured on the corporate DNS servers (if used) by LAN personnel in keeping with local policy and practices. Customers must also register the corporate FQDNs for the MSS and each MAS on any relevant corporate DNS servers.

The IP address for any required DNS servers are on the corporate LAN and must be supplied by the corporate IP administrator. The domain search order and any domain names must be supplied by the corporate LAN administrator in the order required.

7. The machine names for the private LAN, their associated IP addresses, and subnet masks (items **13** through **15**) are already specified and do not normally change.
8. *If the Offline Access feature will be used in a multiple-MAS system*, specify the location to be used for the offline message store. The remote store is used to synchronize messages in a multiple-MAS configuration. If the offline message store is to be on a machine other than an MAS, the share must be mapped as a network drive on the MAS machine.

S3400-family system planning form (see page A-6 in the Installation guide)

#	Item	MSS	MAS #1	MAS #2
1	Host name (machine or NetBIOS name)			
2	Private fully qualified Windows domain	—Use MAS#1 value—		—Use MAS#1 value—
3	Private Windows NetBIOS domain	—Use MAS#1 value—		—Use MAS#1 value—
4	Voice mail domain	—NOT USED—		—Use MAS#1 value—
5	Private FQDN for Eth1	—NOT USED—		
6	Corporate domain name			
7	Corporate FQDN for Eth0			
8	Corporate IP address for Eth0			
9	Corporate subnet mask for Eth0			
10	Corporate default gateway IP address			
11	Corporate DNS servers IP addresses			
12	Search order of DNS domains			
13	Private system name	mss1	mas1	mas2
14	Private IP address for Eth1	192.168.1.1	192.168.1.250	192.168.1.249
15	Private subnet mask for Eth1	255.255.255.0	255.255.255.0	255.255.255.0
16	Offline message store	—NOT USED—		
17	Customer name: Organization:			

S3400-family system planning form (continued)

#	Item	MAS #3	MAS #4
1	Host name (machine or NetBIOS name)		
2	Private fully qualified Windows domain	—Use MAS#1 value—	—Use MAS#1 value—
3	Private Windows NetBIOS domain	—Use MAS#1 value—	—Use MAS#1 value—
4	Voice mail domain	—Use MAS#1 value—	—Use MAS#1 value—
5	Private FQDN for Eth1		
6	Corporate domain name		
7	Corporate FQDN for Eth0		
8	Corporate IP address for Eth0		
9	Corporate subnet mask for Eth0		
10	Corporate default gateway IP address		
11	Corporate DNS servers IP addresses		
12	Search order of DNS domains		
13	Private system name	mas3	mas4
14	Private IP address for Eth1	192.168.1.248	192.168.1.247
15	Private subnet mask for Eth1	255.255.255.0	255.255.255.0
16	Offline message store		
17	Customer name:		
	Organization:		

Account and password tables *(see page A-9 in the Installation guide)*

Fill out the following tables with the customer to assign the passwords, account names, and login names at this site.

S3400-family password table

#	Trusted server on MSS	MSS calls this:	MAS calls this:	Password
P1	MAS #1 host name (NetBIOS name)	trusted-server <i>MAS#1NAME</i>	LDAP	
P2	MAS #2 through MAS #4 (if present)	trusted-server <i>MASNAME</i>	LDAP	—Use MAS #1 password—
P3	Message Waiting Indicator (MWI) Server	VVSTS	IMAPI	
P4	IMAP trusted server	Imap4TS1	IMAP4	

Caution: We strongly recommend that passwords be at least 8 characters long and not composed of easily guessed words or numeric combinations, including sequential or repeated numbers. For best security, use a combination of alphanumeric characters (case is not important for trusted-server passwords). At least one of the first 7 characters should be a symbol (such as a # sign or punctuation mark). Be sure to file records of passwords securely.

MAS logon accounts form (see page A-10 in the Installation guide)

#	Account	Logon name (should be customer specified)	Password	Used for
A1	Domain administrator account for MAS#1 (required)	<i>customer specified</i> (for example, dom-admin)		Domain controller administration and system backups
A2	Local administrator account for MAS #2 (if present)	<i>customer specified</i> (for example, mas2-admin)		Local administration for this MAS
A3	Local administrator account for MAS #3 (if present)	<i>customer specified</i> (for example, mas3-admin)		Local administration for this MAS
A4	Local administrator account for MAS #4 (if present)	<i>customer specified</i> (for example, mas4-admin)		Local administration for this MAS
A5	Modular Messaging (MM) account	<i>customer specified</i> (for example, mmacct)		MAS messaging services (MM) administration
A6	Services account for any MAS	<i>customer specified</i> (for example, craft)		Services administration account for MM
A7	Customer account for any MAS	<i>customer specified</i> (for example, custacct)		Customer administration account for MM
A8	Safe mode administration for any MAS	N/A		Safe mode login used for system state restoration

Caution: We strongly recommend that passwords and account names on the MAS be at least 8 characters long and not composed of easily guessed words or numeric combinations, including sequential or repeated numbers. For best security, use a combination of upper-case, lower-case, and alphanumeric characters. At least one of the first 7 characters should be a symbol (such as a # sign or punctuation mark), but *not* a % symbol.

Do not use the examples above as the actual MAS account names; they are provided for example purposes only.

MAS services and features

Fill out the following table with the customer to specify the Modular Messaging services and optional features to install on each MAS. Guidelines include:

- ✍ If only one MAS is installed, all required services are installed on that machine. Check the features to install in the MAS#1 column.
- ✍ If more than one MAS is installed:
 - ✍ Install the Call Me Server and MWI Server software on the same MAS. These services must be co-resident with the Mailbox Monitor Service, and should be installed on the MAS with the smallest number of ports if possible, or on the MAS with the second smallest number of ports if the Tracing Server is installed.
 - ✍ Install the Tracing Server on a *different* MAS than the one that is hosting the Call Me and/or MWI software. Always put the Tracing Server service on the MAS with the smallest number of ports.

MAS features list (see page A-11 in the Installation guide)

Messaging service to install	Max. # of sessions:*	on MAS#1	on MAS#2	on MAS#3	on MAS#4
Call Me Server					
Message Waiting Indicator (MWI) Server					
<i>Both use Mailbox Monitor Server and should be on the same MAS; install these services only once per voice mail domain (VMD).</i>					
Caller Applications Editor	N/A				
Fax Sender Server (install only once per VMD)					
Tracing Server (install only once per VMD)	N/A				
Text-to-Speech (If required, note languages to use; only 2 sessions are allowed per MAS.)	N/A				
Messaging Application Server	N/A				
Prompt Files (One set is required for each MAS that is running the Messaging Application Server software; list the default file set first and additional prompt files if needed.)					
Language Packs (Specify additional languages to install if needed; list the desired default language first. Install the same set of languages on each MAS.)	N/A				

* Specify the maximum number of concurrent sessions for the feature based on expected usage.

Required switch and messaging information (see page A-12 in the Installation guide)

Caution: You must obtain the required configuration notes for your PBX. See “Required documentation” on page 1-2.

Item	Value	Notes
Extension numbers for the port boards on the MAS, and the switch ports to which they connect. Note: Distribute the port board extensions over a number of switch boards if possible for greater reliability.	Use format: cabinet carrier slot port	Connects to extension number:
DID numbers used for: <ul style="list-style-type: none"> • MM hunt group for messaging services: • MSS alarm port number (RMB • MAS dial-in number (1 per modem): 		Complete dial-in number
Extension number range for subscriber mailboxes in customer dial plan	Starting number	Ending number
SMTP networking password used for messaging networking (optional feature)		—
Subscriber mailbox to act as PostMaster: <ul style="list-style-type: none"> • subscriber's extension number • password (must be numeric) • class of service (cos) to use 		—
Fax mailbox extension number: <ul style="list-style-type: none"> • password (must be numeric) • complete company fax printer number • class of service (cos) to use 		—
Test subscriber name and information: <ul style="list-style-type: none"> • extension number to test telephone • password (must be numeric) • class of service (cos) to use 		—

Services information *(see page A-13 in the Installation guide)*

Fill out the appropriate section depending on how alarming will be implemented at this site: either through Avaya's Initialization and Administration System (INADS) or the corporation's Simple Network Management Protocol (SNMP) system.

Note: If SNMP alarming is used, it is the customer's responsibility to provide and provision the SNMP network management system, and to configure it to receive (and optionally acknowledge) the traps generated by the Modular Messaging system.

Services information required for every installation includes:

✍ Alarming notification used at this site (INADS, SNMP, or none): _____

✍ Product ID number: _____

INADS alarming information *(see page A-13 in the Installation guide)*

Supply the following information to allow the MAS modem to initiate outgoing calls:

✍ Communications (COM) port that each modem should use to initiate alarm notification calls. This is COM3 for recommended USB port A on the MAS: _____

✍ Complete alarm destination telephone number: _____

✍ Modem setup (initialization) string required for the modem to make the alarm notification calls; see the documentation included with your modem for details: _____

Use the following table to record required customer- or services-provided information for establishing a remote access point-to-point (PPP) connection to the Services modem on the MSS.

PPP logins, passwords, and IP addresses

MSS login	Password	Local IP address for PPP access through MSS modem (customer-provided)	Remote IP address for PPP access through remote modem (may be customer- or Services-provided)
sappp			
craftppp			

Use the following table if you install new software on an MSS using the steps in Appendix D, "Reloading the software on an MSS."

Services logins and passwords (see page **A-14** in the *Installation guide*)

MSS login	Password
root	
craft	
tsc	
craftppp	

SNMP alarming information (see page **A-14** in the *Installation guide*)

Supply the following information if SNMP alarming is to be used at this site:

- ✍ Network Management Station IP address or fully qualified domain name for the corporate network management system (NMS) that will monitor the Modular Messaging system for alarm notifications (traps):

- ✍ Context (community) to which the NMS belongs (see your SNMP NMS documentation for details):

- ✍ Acknowledgement type: choose either Return Trap (to have traps actively acknowledged by the NMS) or Ping Surround (to have the MAS send a ping to the NMS before and after sending a trap; if the pings succeed, the NMS is assumed to have received the trap):
