B

Avaya Modular Messaging

Installation checklists for IBM Lotus Domino setups

You can use or modify this editable file to track each step required for an Avaya Modular Messaging installation or update in an IBM Lotus Domino environment. See Appendix B in *Avaya™ Modular Messaging for IBM Lotus Domino Release 1.1 Installation* (585-310-330) for detailed instructions.

Note:	These checklists support Release 1.1 of the Avaya Modular Messaging software. They are to be used with the installation guide for IBM Lotus Domino listed above, published May 2004. If you are adding a new MAS to an existing Unified Messenger or Modular Messaging system, do the software update *first* if an update is required. After the update is complete, install the new MAS using the appropriate new installation checklist.

Before beginning a new Modular Messaging installation or update, print the checklist relevant to the procedure that you will be performing. Check off the steps as you complete them to make sure that you do not overlook any important tasks. Checklists are provided for:

- New Modular Messaging installation on a customer-provided MAS
- New Modular Messaging installation on an Avaya MAS
- Unified Messenger R5.0 to Modular Messaging Release 1.1 software update

Disclaimer: Avaya is not responsible for any modifications, additions or deletions to the original published version of this documentation unless such modifications, additions or deletions were performed by Avaya. Customer and/or End User agree to indemnify and hold harmless Avaya, Avaya's agents, servants, and employees against all claims, lawsuits, demands, and judgments arising out of, or in connection with, subsequent modifications, additions or deletions, to this documentation to the extent made by the Customer or End User.

Modular Messaging on a customer-provided MAS installation checklist

Task	Description	Page	Comments	✔
Complete preinstallation planning:				
1	Complete the planning forms in Appendix A. Requires customer input from LAN, messaging, switch, and system administrators.	A-1	See the appropriate administrators.	
2	Assemble and review the required documentation.	1-2	Web access required.	
3	Review security issues.	1-4		
4	Obtain anti -virus software for the MAS if required.	1-4	Customer obtains.	
5	Arrange for LAN administration of the MAS system. Register MAS corporate FQDNs on the DNS if required. **Note:** Avaya Inc. is not responsible for the installation, administration, or test of communications between customer PCs and the LAN.	1-6	See LAN administrator. Time of administration and site requirements vary.	
6	Verify that the PBX or switch is administered.	1-6	See switch administrator.	
7	Gather the necessary tools and test equipment.	1-7		
8	Collect any software CDs that will be needed during the installation (such as for Microsoft Windows OS, IBM Lotus Domino software, SP updates, or anti-virus software). Obtain Feature Pack 1 Software for Domino.	N/A	Leave customer CDs and DVDs on-site.	
Install any required hardware:				
9	Install the Dialogic port boards, including: • Prepare for the installation. • Set jumpers and switches. • Install the Dialogic software and drivers.	3-2	See the Dialogic documentation for details. IP H.323 integrations skip this step.	
10	Connect the MAS port boards to the switch or PBX.	3-12	Do as required.	
11	Install and configure the modem for each MAS.	3-13	Do as required.	
Prepare to install the Modular Messaging software:				
12	Set up Domino to support Modular Messaging, including: • Install DUC server component on each Domino mail server. • Install DUC administration components for Domino directory design and for subscriber administration. • Register each MAS as a Notes user and record the file data. • Create an ACL group for the MAS voice servers and add it to the Domino Directory in each domain as needed. • Create the required Domino ACL roles and assign them to the ACL group and administrators as needed. • Edit the ACL of the Domino Directory and the Administration Requests database for the correct level of access.	4-3	Requires Domino administrator access.	
13	Set up the Windows system to support Modular Messaging: • Set up a Modular Messaging service account and a remote access account for ongoing maintenance. • Add a computer account for each MAS to the domain. • Set up each MAS to support remote access.	4-5	Requires WIndows domain administrator access.	

Set up the MAS for Modular Messaging:				
14	Configure the network card on the MAS if needed.	6-3	Use static IP addresses.	
15	Install and update anti-virus software on the MAS.	6-3	Do if required. Installation procedures vary.	
16	Install the latest Microsoft Windows system updates, security patches, and hot fixes.	6-3	Do if required. Procedures vary.	
17	Run MAS disk checks (chkdsk and defragmenter tool).	6-3	Do as required.	
18	Join the Microsoft Windows domain.	6-4		
19	Add the Modular Messaging accounts to the local administrators group for this MAS.	6-5	Required to install the software.	
20	Adjust system values on the MAS for Modular Messaging: • Event Viewer • File and Printer Sharing properties • Windows 2000 Server operating system properties	6-6		
21	Log in as the Modular Messaging service account.	6-7		
22	Install Windows prerequisite software if needed on this MAS (such as SNMP).	6-8	Requires Microsoft Windows OS CD.	
23	Prepare the MAS to support Domino software, including: • Install the Notes client as a single user on the MAS. • Copy the Modular Messaging account ID file to the MAS. • Configure the Notes client to connect to the Domino server. • Close the Notes client when finished.	6-9	Requires IBM Lotus Domino software. Set up the Notes client for the Modular Messaging service account.	
Install and configure the Modular Messaging software:				
24	Disable anti-virus software on the MAS for Modular Messaging software installation.	7-3	Optional but recommended.	
25	Install Modular Messaging software components using the Installation wizard. Apply Feature Pack 1 for Domino before rebooting.	7-3	Install on each MAS based on the planning forms.	
26	Use Messaging Application Server - Configuration Wizard to: • Identify the Domino servers. • Set up (on MAS#1) or join the voice mail domain.	7-8	Steps vary for MAS#1 and a subsequent MAS.	
27	Enable the anti-virus software on the MAS.	7-10	Do as required.	
28	Set up remote access on each MAS.	7-11		
29	Configure and test the port boards, including: • *For analog cards*, create or use an appropriate tone file. • Configure each port board. • Test incoming and outgoing calls on each board.	8-2	Configuration notes required. IP H.323 integrations skip this step.	
30	*If multiple languages are installed,* specify preferred language.	9-3	Do if required.	
31	Verify that Modular Messaging service is started.	9-4		
32	Use the Voice Mail System Configuration program to: • Enable the Modular Messaging services you installed. • Configure the MAS for this PBX. • Set up specific features for each MAS. • Install the license file when received, and then set up TTS sessions on each MAS as needed.	9-4	Configuration notes required.	
33	Arrange to obtain a license for this system.	9-9	Local procedures vary.	
34	Set up and start MAS messaging services.	9-14		
35	Verify the alarming setup on the MAS.	9-15		

36	Complete the Domino setup, including: • Edit the voice mail domain summary document. • Install the DUC client component on subscriber machines. • Synchronize the server clocks with all client machines.	9-16	Requires Domino administrator access.	
Test and back up the system:				
37	Create and enable a voice-enabled test subscriber for Modular Messaging.	10-2	Requires Domino administrator access.	
38	Perform acceptance tests, including: • Create and receive test messages in both integrated and nonintegrated mode. • Test system outcalling using Modular Messaging Options. • Test additional features if required for this site.	10-3	For multiple MASs, use the Port Monitor to track calls.	
39	Install and configure each subsequent MAS.	10-8	Repeat these procedures as needed.	
40	Remove the test subscriber.	10-8	Requires Domino administrator access.	
41	Back up the data on every MAS.	10-9		
42	Schedule routine disk maintenance for the MAS.	10-9	Use local procedures.	
43	Save the planning forms in a safe place.	A-4		

Modular Messaging on an Avaya MAS installation checklist

Task	Description	Page	Comments	✔
Prepare for the update:				
1	Complete the planning forms in Appendix A. Requires customer input from LAN, messaging, switch, and system administrators.	A-1	See the appropriate administrators.	
2	Assemble and review the required documentation.	1-2	Web access required.	
3	Review security issues.	1-4		
4	Obtain anti-virus software for the MAS if required.	1-4	Customer obtains.	
5	Arrange for LAN administration of the Avaya MAS system. Register MAS corporate FQDNs on the DNS if required. **Note:** Avaya Inc. is not responsible for the installation, administration, or test of communications between customer PCs and the LAN.	1-6	See LAN administrator. Time of administration and site requirements vary.	
6	Verify that the PBX or switch is administered.	1-6	See switch administrator.	
7	Gather the necessary tools and test equipment.	1-7		
8	Collect any software CDs that will be needed during the installation (such as for Microsoft Windows OS, IBM Lotus Domino software, SP updates, or anti-virus software). Obtain Feature Pack 1 Software for Domino.	N/A	Leave customer CDs and DVDs on-site.	
Install the hardware:				
9	Review preinstallation site requirements, including: • Environmental requirements • Weight and space requirements • Customer-provided cabinet requirements • Installation area requirements • Power and grounding requirements • Demarcation points	2-3		
10	Unpack the Modular Messaging system hardware and peripheral components.	2-7	Open boxes as instructed to reuse packing materials.	
11	Assemble and identify the system components.	2-7		
12	Attach mounting brackets and handles to UPS and any EBM units as needed, and then cable the units together.	2-10	Optional. Do if UPS and any EBMs are present.	
13	Attach the front bezel to each MAS.	2-16		
14	Attach rails for rack-mount or rubber spacers for stackable configuration to each MAS.	2-16	Use appropriate method for this site.	
15	Connect the Avaya MAS system power cables.	2-20		
16	If present, connect the MAS port boards to the switch or PBX.	2-21	See the Dialogic documentation for details.	
17	Connect each MAS to the corporate LAN.	2-22		
18	Assemble the KVM switch. Steps include: • Attach mounting brackets to KVM switch (if needed). • Connect KVM switch to monitor, keyboard, and mouse. • Connect the KVM switch to each MAS.	2-23	Optional. Procedure varies, depending on type of KVM switch purchased.	
19	Attach the required ferrites to the video cables and QSIG port board cables (if present).	2-27		

20	Set up the external modem for each MAS.	2-28		
21	Power up the Avaya MAS system.	2-30		
Prepare to install the Modular Messaging software:				
22	Set up Domino to support Modular Messaging, including: • Install DUC server component on each Domino mail server. • Install DUC administration components for Domino directory design and for subscriber administration. • Register each MAS as a Notes user and record the file data. • Create an ACL group for the MAS voice servers and add it to the Domino Directory in each domain as needed. • Create the required Domino ACL roles and assign them to the ACL group and administrators as needed. • Edit the ACL of the Domino Directory and the Administration Requests database for the correct level of access.	4-3	Requires Domino administrator access.	
23	Set up the Windows system to support Modular Messaging: • Set up a Modular Messaging service account and a remote access account for ongoing maintenance. • Add a computer account for each MAS to the domain. • Set up each MAS to support remote access.	4-5	Requires WIndows domain administrator access.	
Set up the Avaya MAS:				
24	Switch the monitor to show the correct MAS.	5-2		
25	Complete the Windows 2000 Server Setup Wizard to: • Localize system information. • Assign IP addresses and DNS information. • Specify WINS information if needed. • Join the Microsoft Windows domain.	5-4	Use the planning forms.	
26	Test IP addresses on the corporate network using ping.	5-11		
27	Install and update anti-virus software on the MAS.	5-12	Do if required. Installation procedures vary.	
28	Install the latest Microsoft Windows system updates, security patches, and hot fixes.	5-12	Do if required. Procedures vary.	
29	Prepare the MAS to support Domino software, including: • Install the Notes client as a single user on the MAS. • Copy the Modular Messaging account ID file to the MAS. • Configure the Notes client to connect to the Domino server. • Close the Notes client when finished.	5-12	Requires IBM Lotus Domino software. Set up the Notes client for the Modular Messaging service account.	
30	Complete the Modular Messaging OS Component Configuration Wizard to: • Identify the message store. • Set up Modular Messaging account information.	5-15	Use the logon accounts form.	
31	Log in as the Modular Messaging service account.	5-16		
Install and configure the Modular Messaging software:				
32	Disable anti-virus software on the MAS for Modular Messaging software installation.	7-3	Optional but recommended.	
33	Install Modular Messaging software components using the Installation wizard. Apply Feature Pack 1 for Domino before rebooting.	7-4	Install on each MAS based on the planning forms.	
34	Use Messaging Application Server - Configuration Wizard to: • Identify the Domino servers. • Set up (on MAS#1) or join the voice mail domain.	7-8	Steps vary for MAS#1 and a subsequent MAS.	

35	Enable the anti-virus software on the MAS.	7-10	Do as required.	
36	Set up remote access on each MAS.	7-11		
37	Configure and test the port boards, including: • *For analog cards*, create or use an appropriate tone file. • Configure each port board. • Test incoming and outgoing calls on each board.	8-2	Configuration notes required. IP H.323 integrations skip this step.	
38	*If multiple languages are installed,* specify preferred language.	9-3	Do if required.	
39	Verify that Modular Messaging service is started.	9-4		
40	Use the Voice Mail System Configuration program to: • Enable the Modular Messaging services you installed. • Configure the MAS for this PBX. • Set up specific features for each MAS. • Install the license file when received, and then set up TTS sessions on each MAS as needed.	9-4	Configuration notes required.	
41	Arrange to obtain a license for this system.	9-9	Local procedures vary.	
42	Set up and start MAS messaging services.	9-14		
43	Verify the alarming setup on the MAS.	9-15		
44	Complete the Domino setup, including: • Edit the voice mail domain summary document. • Install the DUC client component on subscriber machines. • Synchronize the server clocks with all client machines.	9-16	Requires Domino administrator access.	
Test and back up the system:				
45	Create and enable a voice-enabled test subscriber for Modular Messaging.	10-2	Requires Domino administrator access.	
46	Perform acceptance tests, including: • Create and receive test messages in both integrated and nonintegrated mode. • Test system outcalling using Modular Messaging Options. • Test additional features if required for this site.	10-3	For multiple MASs, use the Port Monitor to track calls.	
47	Install and configure each subsequent MAS.	10-8	Repeat these procedures as needed.	
48	Remove the test subscriber.	10-8	Requires Domino administrator access.	
49	Back up the data on every MAS.	10-9		
50	Schedule routine disk maintenance for the MAS.	10-9	Use local procedures.	
51	Save the planning forms in a safe place.	A-4		

Modular Messaging Release 1.1 update checklist

Task	Description	Page	Comments	✔
Prepare for the update:				
1	Complete the update planning forms. Requires customer input from the appropriate system administrators.	A-13, F-3	Do in advance of update if possible.	
2	Arrange to obtain a license for this system. If possible, get the license file in advance of the update.	F-1	Local procedures vary.	
3	Assemble and review the required documentation.	11-2	Web access required.	
4	Collect any software CDs that will be needed during the update (such as for Microsoft Windows OS, IBM Lotus Domino software, SP updates, or anti-virus software). Obtain Feature Pack 1 Software for Domino.	11-2	Leave customer CDs and DVDs on-site.	
5	Upgrade the DUC server component on all Domino servers that contain DUC-enabled user mail files.	11-3	Do as required. Use IBM documentation.	
6	Upgrade the DUC administration component for the Domino directory design (the schema) once per Domino domain.	11-3	Do as required. Use IBM documentation.	
7	Upgrade the DUC administration component on every machine that is used for Domino administration.	11-3	Do as required. Use IBM documentation.	
8	Upgrade the Lotus Notes client on all MASs to 6.0.1 CF3.	11-4	Do as required. Use IBM documentation.	
Prepare to update each MAS:				
9	Back up important system files, including any tone files.	10-9		
10	Verify that the anti-virus software is current.	11-5	Do if anti-virus software is installed.	
11	Adjust system values on the MAS for Modular Messaging: • Event Viewer • File and Printer Sharing properties • Windows 2000 Server operating system properties	6-6		
12	Install Microsoft Windows prerequisite software for Release 1.1, such as SNMP service if required at this site.	6-8	Requires Microsoft Windows OS CD. Install on MAS if required.	
13	Verify that the latest Microsoft Windows system updates, security patches, and hot fixes are installed.	11-5	Local procedures vary.	
14	Busy-out and reroute the ports for this MAS if possible.	11-5	Use PBX procedures.	
15	Log in to the MAS to be updated using the Unified Messenger service account.	11-5	This will become the Modular Messaging service account.	
16	Close any open windows (including Lotus Notes client).	11-5		
17	Stop and reset all Unified Messenger services.	11-5		
18	Update the Dialogic port board drivers, including: • *For analog cards*, copy any custom tone files to a safe place. • Stop and uninstall the existing drivers. • Install and update the new drivers. • Reconfigure and test the Dialogic port boards.	11-6	Configuration notes required. Installations that use Brooktrout port boards skip this step.	

Install and configure the Modular Messaging software:				
19	Disable anti-virus software on the MAS for Modular Messaging software installation.	11-10	Optional but recommended.	
20	Update the Modular Messaging software using the Installation wizard. Apply Feature Pack 1 for Domino before rebooting.	11-10		
21	Complete a system upgrade if prompted.	11-13	Do if required.	
22	Complete the Messaging Application Server - Configuration Wizard to update the MAS configuration.	11-14		
23	Enable the anti-virus software on the MAS.	11-15	Do as required.	
24	Use the Voice Mail System Configuration program to: • Install the license file when received, if needed. • Set up TTS sessions on each MAS. • Update the text message for non-Avaya subscribers. • Set up optional Release 1.1 features if required such as alarming, TTS, and offline access of subscriber messages..	11-15	Do this for MAS#1.	
25	Set up and start MAS messaging services.	11-16		
26	Allow 15 minutes for the update information to be shared.	11-17	Do this for MAS#1.	
27	Update each additional MAS.	11-17	Repeat these procedures as needed.	
Complete the update:				
28	Upgrade all DUC-enabled Lotus Notes client machines.	9-16		
29	Perform acceptance tests, including: • Create and receive test messages in both integrated and nonintegrated mode. • Test system outcalling using Modular Messaging Options. • Test additional features if required for this site.	10-3	For multiple MASs, use the Port Monitor to track calls.	
30	Back up the data on every MAS.	10-9		
31	Run MAS disk checks (chkdsk and defragmenter tool).	11-17	Do as required.	
32	Add any new MASs to this system if required.	11-17	Use the new system installation checklist.	
33	Save the planning forms in a safe place.	A-4		