A

System planning forms

Avaya Modular Messaging for IBM Lotus Domino Release 1.1

You can use this editable file to enter planning information required for an Avaya Modular Messaging installation in an IBM Lotus Domino environment. See Appendix A in *Avaya™ Modular Messaging for IBM Lotus Domino Release 1.1 Installation* (585-310-330) for detailed instructions.

Note:	These forms 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. *For systems that will be maintained by Avaya,* check with your regional representative for procedures for submitting and reviewing the planning forms. In North America, the Solution Support Organization (SSO) Tier III group should review the planning forms for thoroughness. Send the completed set of forms by email to mmtac@avaya.com and the email should be titled *MM Planning Forms for Tier III Review*. An SSO Tier III engineer will review the form, note any changes, and return it to the field contact.

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

Use the following guidelines to complete the *Modular Messaging MAS planning form*.

Note:	It is crucial to coordinate the IP addresses that will be used for any MASs 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. Item **1**: For a customer-provided MAS, the machine (host) name is already assigned. Enter it for reference. For any new Avaya MASs that will be installed, choose a unique NetBIOS machine name for each MAS (for example, *zippy* and *zorro*).

Note:	MAS machine names must be 14 or fewer characters long. Names shorter than 10 characters are recommended for ease in completing the online screens. The host and domain names can be any unique term that complies with local conventions.

2. Item **2**: For the Windows domain NetBIOS name, enter the name that the LAN administrator has already assigned to the Windows domain that this Modular Messaging system will join (for example, *zodiac*).

3. Item **3**: For the Peer Domino server, enter the NetBIOS machine or host name already assigned to the server that is to act as the primary Domino server for this MAS machine. Each MAS must have one directory server or cluster per Domino domain on which voice mail-enabled users exist.

4. Item **4**: For the Secondary Peer Directory server, enter the NetBIOS machine (host) name assigned to a Domino server in another domain. (Use this field if more directory servers are needed to support multiple Domino domains.)

5. Items **5** through **10**: The Domino system administrator provides the information needed to create and register the Modular Messaging service account. (Note that the Domino hierarchical server name consists of the Domino server name and the Domino domain name, such as *domino1/zeppelin*. Use complete path names where required for clarity.)

6. Item **11**: *For MAS#1, c*hoose a simple term for thevoice mail domain (VMD) that the Modular Messaging software will create. This name can be similar to the Windows domain name, but it should be unique (for example, *zebra*). The peer directory server for the first MAS in the voice mail domain becomes the primary server in the voice mail domain.

7. Item **12**: *If the Offline Access feature will be used in a multiple-MAS system,* specify a shared location to be used for the offline message store (for example, *zorro**OfflineStore*). The remote store is used to synchronize messages in a multiple-MAS configuration.

8. Items **13** through **21**: *For any new MASs that will be installed,* enter the corporate LAN addresses, domain names, default gateway (if any), and WINS information (if needed). These values must be supplied by the corporate IP or LAN administrator.

Note:	Avaya *strongly recommends* that only static IP addresses be assigned to MAS interfaces and machines. 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 domain names for each MAS on any relevant corporate DNS servers. The corporate IP administrator must supply the IP addresses for any required DNS or WINS servers. The corporate LAN administrator must supply the domain search order and any domain names.

9. Items **22** and **23**: Contact the appropriate administrator for site-specific information required for a Modular Messaging installation.

Modular Messaging MAS planning form *(see page **A-7** in the Installation guide)*

#	Item	MAS #1	MAS #2
1	Host name for this MAS (NetBIOS name)		
2	Windows domain NetBIOS name		—Use MAS#1 value—
3	Peer Domino server (host/NetBIOS name)		
4	Secondary Directory server if needed		
5	Domino directory database name		
6	Domino hierarchical server name		
7	Lotus Notes MAS account password		
8	Lotus Notes ID file name and complete path		
9	External caller mailbox file path and name		
10	MAS ACL group name		
11	Voice mail domain name		—Use MAS#1 value—
12	Offline message store		
13	Corporate domain name		
14	Corporate IP address for this MAS		
15	Corporate subnet mask for this MAS		
16	Corporate default gateway IP address		
17	Corporate DNS servers IP addresses		
18	Search order of DNS domains		
19	Register the IP address for this connection in the DNS? Register the DNS suffix in the DNS?		
20	WINS servers IP addresses (if WINS is required)		
21	Static IP addresses for remote access (2 required per MAS)		
22	Customer name: Organization: Windows domain administrator contact information: IBM Lotus Domino administrator contact information:		
23	Users who require system administration access: Users who require subscriber administration access:		

Modular Messaging MAS planning form (continued)

#	Item	MAS #3	MAS #4
1	Host name for this MAS (NetBIOS name)		
2	Windows domain NetBIOS name	—Use MAS#1 value—	—Use MAS#1 value—
3	Peer Domino server (host/NetBIOS name)		
4	Secondary Directory server if needed		
5	Domino directory database name		
6	Domino hierarchical server name		
7	Lotus Notes MAS account password		
8	Lotus Notes ID file name and complete path		
9	External caller mailbox file path and name		
10	MAS ACL group name		
11	Voice mail domain name	—Use MAS#1 value—	—Use MAS#1 value—
12	Offline message store		
13	Corporate domain name		
14	Corporate IP address for this MAS		
15	Corporate subnet mask for this MAS		
16	Corporate default gateway IP address		
17	Corporate DNS servers IP addresses		
18	Search order of DNS domains		
19	Register the IP address for this connection in the DNS? Register the DNS suffix in the DNS?		
20	WINS servers IP addresses (if WINS is required)		
21	Static IP addresses for remote access (2 required per MAS)		
22	Customer name: Organization: Windows domain administrator contact information: IBM Lotus Domino administrator contact information:		
23	Users who require system administration access: Users who require subscriber administration access:		

Copy this form as many times as needed to set up all MASs.

Modular Messaging logon accounts form *(see page **A-10** in the Installation guide)*

#	Account	Logon name (customer specified)	Password	Used for
A1	Local administrator account for MAS#1 (required)	*customer specified* (for example, **mas1-admin**)		Local administration for this MAS
A2	Local administrator account for MAS #2 (if present)	*customer specified* (for example, **mas2-admin**)		Local administration for this MAS
A3	Local administrator account for MAS #3 (if present)	*customer specified* (for example, **mas3-admin**)		Local administration for this MAS
A4	Local administrator account for MAS #4 (if present)	*customer specified* (for example, **mas4-admin**)		Local administration for this MAS
A5	Local administrator account for MAS #5 (if present)	*customer specified* (for example, **mas5-admin**)		Local administration for this MAS
	Add as many local accounts as needed to support all MASs.			
A6	Modular Messaging (MM) service account	*customer specified* (for example, **mmacct**)		MAS messaging services (MM) administration
A7	Technical support remote access account	*customer specified* (for example, **craft**)		Remote access maintenance account for MM

Caution! Avaya strongly recommends 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.

Account names: You can use special characters including underscore (_), period (.), and dash (-), but *not* the symbols " / \ [ ] : ; | = , + * ? < > (a space is also strongly discouraged).

Passwords: At least one of the first 7 characters should be a symbol, such as a pound sign (#)or a punctuation mark, but *not* a percent symbol (%).

Do *not* use the examples shown above as the actual MAS account names. They are provided for example purposes only. Make sure that you are satisfied with the Modular Messaging account names and passwords that you choose. They are *not* easy to change later.

MAS services and features

Working with the customer, fill out the following table 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 off 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 Server. They should be installed on the MAS with the fewest ports if possible, or on the MAS with the second fewest ports if the Tracing Server is installed (the Tracing Server places the greatest demand on an MAS).
  - Install the Tracing Server on an MAS that is *not* hosting the Call Me or MWI software. Always put the Tracing Server service on the MAS with the fewest ports, or on its own machine.

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**	**on MAS#5**
Call Me Server Message Waiting Indicator (MWI) Server *Both use Mailbox Monitor Server and should be on the same MAS. Install these services only once per voice mail domain (VMD).*						
Caller Applications Editor	N/A					
Tracing Server *(Install only once per VMD.)*	N/A					
Text-to-Speech *(If required, note languages to use. Specify the number of sessions for each MAS.)*						
Messaging Application Server Prompt Files *(One set is required for each MAS that will run the Messaging Application Server software. List the default file set first and additional prompt file sets if needed.)*	N/A					
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 each feature based on expected usage.

Copy this form as many times as needed to assign features to all MASs at this site.

Use the following guidelines to complete the form *Modular Messaging R1.1 license request – IBM Lotus Domino system*.

Note:	Your choices for providing this information might vary per region. Contact your regional representative for the latest licensing procedures and submission guidelines. Note that license request submission procedures for new system installations and updates can vary. You can use this same form if you are updating a Unified Messenger R5.0 system to Modular Messaging Release 1.1 software. However, you must provide information for Items **L1** through **L3** as specified in Appendix F, "Obtaining a license for an update," in the installation guide.

Required licensing information includes:

- *Required only for updates, or if remote access will **not** be used during the installation:* Complete Items **L1** through **L3** as follows:

  - *VMD ID:* Paste the information obtained from the system into the document where you want to record this information (for example, the editable Word version of this license request form). See the installation guide for details (the procedure varies for new installations and updates).

  - *TTS sessions and engine:* Specify the number of TTS sessions required for each TTS engine type. *For new systems,* the TTS engine is always **ScanSoft RealSpeak, Any Language**. Use the **Max. # of sessions** for **Text-to-Speech** on the "MAS features list" form to specify the total number of TTS sessions to license for a new system.

    For updates, see the installation guide for the procedure for determining the correct number of TTS sessions to license. You normally specify only one TTS engine type for all sessions currently in use (such as **Fonix DECtalk, US English**). Only Unified Messenger systems with **Multilingual Text to Speech** enabled can license sessions for both existing TTS engines.

  - *Number of seats:* Specify the actual number of purchased seats.

  - *Type of license:* Specify if this is a **new system installation**, or an **update from Unified Messenger Release 5.0**.

- *Required if remote access will be used:* Complete Items **L5** through **L8** to provide dial-in access information for the remote support organization.

Note:	Remote access might be needed only during the licensing process, and can be removed upon completion. If remote access will be used during the update procedure, verify that it is set up and working (for example, place a test call to the support organization). If needed, see your original installation documentation for details about remote access setup. By convention, the remote support organization dials in to MAS#1.

- *Required customer and contact information:* Specific items vary per region. The license request form lists all commonly requested items.

Modular Messaging R1.1 license request - IBM Lotus Domino system *(see page **A-13** in the Installation guide)*

#	Required licensing information	Value
Platform: IBM Lotus Domino		
For updates, or if remote access will *not* be used during the installation, specify the following:		
L1	VMD ID	
L2	Text-to-Speech (TTS) sessions required (specify number of TTS sessions to license per engine): • ScanSoft RealSpeak, Any Language *(all new systems)*: • Fonix DECtalk, US English *(updates only)*: • ScanSoft TTS-3000, International *(updates only)*:	
L3	Number of purchased seats	
L4	Type of license (specify *new system* or *Unified Messenger R5.0 update*):	
If remote access will be used during the installation, specify access information for the MAS:		
L5	Complete dial-in access number for MAS	
L6	Windows domain to log into	
L7	Modular Messaging service account user name and password (for updates, use the UM account)	
L8	Technical support account user name and password	
Customer and contact information (some items vary per region):		
Direct Operations or Business Partner name		
SAP order number (for new systems) or Maestro Case ID (for updates)		
FL number		
Requested completion date		
Planned installation date and completion time		
Customer name		
Requester name		
Requester contact information (include all that apply): Complete telephone number: Mobile or cell phone number: Fax number: Email address:		
Site location (country, town):		
Alternate contact name and information, if applicable (include all that apply): Complete telephone number: Mobile or cell phone number: Fax number: Email address:		
Comments:		

Switch and messaging information *(see page **A-14** in the Installation guide)*

Caution! Always obtain the latest configuration notes for this PBX from the Avaya Support Web site.

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:*
Number of digits in voice mailbox extension:		—
Are port groups required? If yes, supply name, use, and number of ports. (For example, *MWI outgoing only, 2 ports.*)	*Port group 1*:	*Port group 2*:
DID numbers used for: • MM hunt group for messaging services: • MAS dial-in number (one per modem):		*Complete dial-in number*:
Test subscriber information: • Name • Password • Extension number to test telephone		

Support information *(see page **A-15** in the Installation guide)*

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

Note:	If SNMP alarming is used, it is the responsibility of the customer 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.

Technical support information required for every installation includes:

- Alarming notification used at this site (INADS, SNMP, or none): _____
- Product ID number for MAS: _____

INADS alarming information

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 the 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:
  _____

SNMP alarming information

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 the 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):
  _____