



Modular Messaging
Release 3
Data Collection Tool Help

Issue 1
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What is the Data Collection Tool?

The Data Collection Tool (DCT) creates a configuration file that is used by the Modular Messaging Configuration Wizard (MMCW) to install, upgrade, or recover a Messaging Application Server (MAS). The MMCW uses data stored in the DCT file to automate many steps of the MAS configuration.

Creating a DCT file

You can create the DCT file in two ways:

Manual data entry. Used to create a new file for an installation. For more information, see [Creating the DCT file — Manual data entry, on page 1-2](#).

Automatic data retrieval. Used to retrieve data for an upgrade or catastrophic disk failure recovery. For more information, see [Creating the DCT file — Automatic data retrieval, on page 1-3](#).

Running the DCT file

After you create the DCT file you use the file as input to the MMCW during an installation, upgrade, or disk recovery. For more information, see [Running the DCT file, on page 1-4](#).

Creating the DCT file — Manual data entry

For a new installation, information required for the Messaging Application Server (MAS) installation is entered manually into the Data Collection Tool (DCT) by the technician, project planner, system administrator, and other designated experts who are responsible for the installation. The information is stored in a configuration file with the DCT file extension, which is **.mmdct*.

The DCT is a standalone application that is delivered on the Avaya Modular Messaging Application Server Software DVD (disk 1). It does not require installation. For manual data entry, the DCT can be run on any Microsoft Windows computer. Multiple users with different project responsibilities can run the tool and enter data in a common file. Usually, the completed file is stored on a USB storage device for easy copying to the MAS.

**CAUTION:**

Keep the DCT file in a secure location where it can be accessed and modified only by authorized staff.

To create a new DCT file or edit an existing file, select one of the following three options from the first screen of the DCT, **Select the DCT configuration to use**:

- **Use the last file created**
- **Choose a file to use**
- **Create a new file**

Related topics

For information about creating a DCT file for a new installation, see:

- [Creating the DCT file, on page 2-2](#), for a Modular Messaging Avaya MSS configuration.
- [Creating the DCT file, on page 3-2](#), for a Modular Messaging Microsoft Exchange configuration.

Creating the DCT file — Automatic data retrieval

The Data Collection Tool (DCT) can analyze an existing system for DCT file information that is required for an upgrade or catastrophic disk failure recovery. To analyze an existing system, you must run the DCT on the Messaging Application Server (MAS) that will be upgraded or will need to be restored later. The message store, either MSS or Exchange, also must be running when analyzing the system. Information from the analysis is stored in a configuration file with the DCT file extension, which is **.mmdct*.

As part of the upgrade procedure, run the DCT on each MAS prior to the upgrade to analyze and capture system configuration information.

For a catastrophic disk failure recovery, the replacement disk must be configured with a DCT file that was created or updated by a DCT analysis of the system. You must have performed the analysis prior to the disk failure.

With a Modular Messaging MSS configuration, the system automatically analyzes the system and updates the DCT file daily. The file is stored in the C:\Program Files\Avaya Modular Messaging\Install\MISCM\cfg directory. It is included in daily scheduled backups.

With a Modular Messaging Microsoft Exchange configuration, you must periodically create an updated DCT file by analyzing the existing system. Store this file in a location where it will be included in scheduled backups.

Updated files are particularly important if major enhancements or changes are made to the system, such as the addition of a new MAS. You use the updated DCT file to recover from a disk failure.

To create a DCT file by analyzing an existing system, select the following option from the first screen of the DCT, **Select the DCT configuration to use**:

- **Analyze existing system**

Related topics

For information about creating a DCT file for use during an upgrade, see:

- [Creating the DCT file, on page 4-2](#), for a Modular Messaging Avaya MSS configuration.
- [Creating the DCT file, on page 5-2](#), for a Modular Messaging Microsoft Exchange configuration.

For information about creating or updating a DCT file for use during a Microsoft Exchange MAS restore, see [Updating the DCT file, on page 3-11](#).

Running the DCT file

The Modular Messaging Configuration Wizard (MMCW) uses information from the Data Collection Tool (DCT) file as part of the installation, upgrade, or disk recovery process. You can identify a previously created file to use to configure the Messaging Application Server (MAS). Or, for a new installation, you can create a file as part of the process. During MAS configuration, the MMCW verifies information in the DCT file against the system. It issues warnings and notifications as appropriate. Validation might result in errors that require you to correct the data in the file or to make system corrections and start the configuration again.

Related topics

[Running the Modular Messaging Configuration Wizard, on page 2-5](#), for a Modular Messaging Avaya MSS installation.

[Running the Modular Messaging Configuration Wizard, on page 3-5](#), for a Modular Messaging Microsoft Exchange installation.

[Running the Modular Messaging Configuration Wizard, on page 4-5](#), for a Modular Messaging Avaya MSS upgrade.

[Running the Modular Messaging Configuration Wizard, on page 5-5](#), for a Modular Messaging Microsoft Exchange upgrade.

[Configuring the MAS, on page 6-4](#), for a Modular Messaging Avaya MSS disk failure recovery.

[Configuring the MAS, on page 7-4](#), for a Modular Messaging Microsoft Exchange disk failure recovery.

Installing an MAS in an Avaya MSS system

Using the Data Collection Tool (DCT) to configure a new Messaging Application Server (MAS) is a two-step process:

1. Create a DCT configuration file.

In most instances, the DCT file is created prior to the installation by the project manager, customer administrator and other experts responsible for the installation. However, the installer can create the DCT file at the time of the installation. To create the DCT file during the installation, you must have the required information previously recorded on the System Planning forms from Appendix A of *Modular Messaging for the Avaya Message Storage Server (MSS) Release 3 Installation and Upgrades*.

A single DCT file is created for all the MASs in the voice mail domain. Use this file to install all MASs in the system.

For more information, see [Creating the DCT file, on page 2-2](#).

2. Use the DCT file as input to the Modular Messaging Configuration Wizard (MMCW).

For more information, see [Running the Modular Messaging Configuration Wizard, on page 2-5](#).



CAUTION:

Do not use the same DCT file for multiple systems in a networked environment. The name for the private Windows domain must be unique throughout the messaging network. If the private domain name is duplicated anywhere in the network, you must reinstall Modular Messaging on all affected servers to correct the problem.

Creating the DCT file

To create a Data Collection Tool (DCT) file prior to an installation, complete the following steps:

Note: Always check the Avaya Support Web site at <http://www.avaya.com/support> for recent updates to the DCT program. If the website has a more recent version of the DCT, use it rather than the one on the applications DVD.

1. Insert the Avaya Modular Messaging Application Server Software DVD (disk 1) in a DVD drive on a computer that runs the Microsoft Windows operating system.
2. On the DVD drive, navigate to the **Install\MISCM** directory.
3. You can run the DCT directly from the DVD. Or, copy the **MMDCT.exe** executable file from the Modular Messaging Application Server Software DVD to the laptop or desktop computer where the DCT will run.
4. Start the DCT by double-clicking the **MMDCT.exe** file.
5. On the first screen, **Select the DCT Configuration to use**, select **Create a new file**. Click **OK**.

If a DCT file for this installation is already in progress:

- If it was the last file created with the DCT, on the **Select the DCT Configuration to use** screen, select **Use the last file created**. Click **OK**.
 - If it was not the last file created, on the **Select the DCT Configuration to use** screen, select **Choose a file to use**. Click **OK**. Browse to the location where the file is stored. Select the file and click **Open**.
6. Enter data for each screen in the DCT. As you progress through the pages, a green checkmark (✓) indicates screens where the information is complete and valid. A red x indicates screens with incomplete or invalid data.

Information is considered valid during data entry if it meets specified criteria. Later, during installation, the Modular Messaging Configuration Wizard (MMCW) validates the data against the system that is being configured. Validation during

installation might result in installation errors if the data is inconsistent with the system.

Fields that are grayed out either are not required for the MSS configuration or are not required because of selections on previous pages. Fields with a red border contain invalid entries. Fields with a yellow highlight provide a warning that will not prevent completion of the Modular Messaging Configuration Wizard (MMCW). For acceptable values, see [Screen help, on page 8-1](#).

You can save or print the DCT file at any time during data entry. Click **Print** or **Save** at the bottom of the screen. Multiple users can enter data over multiple sessions.

7. For a description of the data entry fields and selections on each screen, see the following pages.
 - [Select the DCT configuration to use, on page 8-3](#)
 - [MM system analysis, on page 8-5](#)
 - [Customer details, on page 8-8](#)
 - [Regional settings, on page 8-10](#)
 - [Message store, on page 8-12](#)
 - [Voice Mail Domain, on page 8-14](#)
 - [Corporate network, on page 8-17](#)
 - [Corporate MM server networking details, on page 8-19](#)
 - [Corporate network details, on page 8-22](#)
 - [Private network, on page 8-24](#)
 - [MSS trusted server passwords, on page 8-30](#)
 - [MAS accounts and passwords, on page 8-32](#)
 - [Logon accounts and passwords, on page 8-34](#)
 - [MAS service account, on page 8-37](#)
 - [TTS and announcements, on page 8-39](#)
 - [MM service selection, on page 8-41](#)
 - [Switch integration, on page 8-44](#)
8. A **Complete** button becomes active at the bottom of the screen when all information is entered and valid. Click **Complete**. Save

the DCT file to a location that is accessible to the first MAS that you will install. Usually, save the file to a USB storage device so you can easily move it to the MAS.

Save the DCT file with a name that uniquely identifies this customer installation.

Before you leave a customer location after the installation is complete, delete the DCT file from the technician laptop, USB storage device, or any media that is taken offsite. Do not remove the DCT file from the customer location except as arranged for remote support.

Running the Modular Messaging Configuration Wizard

Before configuring the Messaging Application Server (MAS), you must complete installation of the MSS and prepare the MAS for the installation. For more information, see *Modular Messaging for the Avaya Message Storage Server (MSS) Release 3 Installation and Upgrades*.

The procedure described in [Starting the Modular Messaging Configuration Wizard, on page 2-6](#) begins when the MAS is first turned on.

To run the Modular Messaging Configuration Wizard (MMCW) using data from the Data Collection Tool (DCT) file, you must complete two steps:

Starting the MMCW

Before you run the Modular Messaging Configuration Wizard (MMCW), if a Data Collection Tool (DCT) file has been created for this installation, you must make it accessible to the MAS. For more information, see [Starting the Modular Messaging Configuration Wizard, on page 2-6](#).

Configuring the MAS

Use the MMCW with information provided in the DCT file to configure the MAS. For more information, see [Configuring the MAS, on page 2-7](#).

Starting the Modular Messaging Configuration Wizard

To start the Modular Messaging Configuration Wizard (MMCW):

Note: If a DCT file was created for this installation and the DCT file is stored on a USB storage device, insert the USB storage device in a USB port on the Messaging Application Server (MAS) before starting the system.

1. Move the DCT file to a location that is accessible to the first MAS. You must install the MAS that you want to become the domain controller first. Usually, the DCT file is saved to a USB storage device that you can plug in to the USB port on the MAS.
2. When the MAS boots, the MMCW starts automatically.

Configuring the MAS

To configure the MAS:

1. When the Modular Messaging Configuration Wizard (MMCW) starts, on the **Welcome** screen, click **Next**.
2. On the **Locate Configuration Data** screen, highlight the Data Collection Tool (DCT) file for this installation.

If the file is not displayed, click **Browse**, and browse to the directory where the DCT file is stored. By default, the MMCW searches the directory for all files with the file type *.mmdct. Select the DCT file that was created for this installation. Click **Open**.

3. After selecting the DCT file, click **Next**. You are prompted to verify the file selection. Click **Yes** to select the file.

Note: If a DCT file was not created previously, you can create a DCT file at this time. Follow the steps in [Creating the DCT file, on page 2-2](#), beginning with step 5. On the **Locate Configuration Data** screen, select **Create a new configuration file**. To create the DCT file at this time, you must have a completed set of System Planning forms from Appendix A of *Modular Messaging for the Avaya Message Storage Server (MSS) Release 3 Installation and Upgrades*.

4. The DCT starts with the file you selected. Review and make necessary changes to the file.

Note: Verify that there are no red x's next to the DCT screen names in the left panel. The red x's indicate data that is incomplete or not valid. Information must be complete and valid before you can proceed with the installation.

5. On the last screen, click **Complete**. If you have made any changes, save the file.
6. After you save the DCT file, click **Complete** to continue.

7. On the **Messaging Application Server Number** screen, in the **MAS Number** field, select the number of the MAS that you are installing. Click **Next**.

Information in the DCT file is validated against the system at this time. Validation might result in errors that require you to correct the data in the file or make system corrections and start the configuration again.

The MMCW proceeds with the installation of the specified MAS based on information in the DCT file. Informational messages on the MMCW screen display the progress of the installation.

To continue with the installation, see the procedures described in *Modular Messaging for the Avaya Message Storage Server (MSS) Release 3 Installation and Upgrades*.

Backing up the DCT file

You must maintain a current version of the Data Collection Tool (DCT) file. If a system failure occurs, the file provides important information that is required to restore the Messaging Application Server (MAS).

When you perform the complete system backup at the conclusion of the system installation, include the DCT file in that backup. For instructions about performing the attended system backup, see *Modular Messaging for the Avaya Message Storage Server (MSS) Release 3 Installation and Upgrades*.

The DCT file is automatically updated daily by a DCT analysis. This updated file resides in the C:\Program Files\Avaya Modular Messaging\Install\MISCM\cfg directory. It is included in automatic daily backups.

Installing an MAS in a Microsoft Exchange system

Using the Data Collection Tool (DCT) to configure a new Messaging Application Server (MAS) is a two-step process:

1. Create a DCT configuration file.

In most instances, the DCT file is created prior to the installation by the project manager, customer domain or local area network (LAN) administrator and other experts responsible for the installation. However, the installer can create the DCT file at the time of the installation. To create the DCT file during installation, you must have the required information previously recorded in the System Planning forms from Appendix A of *Modular Messaging for Microsoft Exchange Release 3 Installation and Upgrades*.

A single DCT file is created for all the MASs in the voice mail domain. Use this file to install all MASs in the system.

For more information, see [Creating the DCT file, on page 3-2](#).

2. Use the DCT file as input to the Modular Messaging Configuration Wizard (MMCW).

For more information, see [Running the Modular Messaging Configuration Wizard, on page 3-5](#).

Creating the DCT file

To create a Data Collection Tool (DCT) file prior to an installation, complete the following steps:

Note: Always check the Avaya Support Web site at <http://www.avaya.com/support> for recent updates to the DCT program. If the website has a more recent version of the DCT, use it rather than the one on the applications DVD.

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- If it was the last file created with the DCT, on the **Select the DCT Configuration to use** screen, select **Use the last file created**. Click **OK**.
 - If it was not the last file created, select **Select the DCT Configuration to use** screen, select **Choose a file to use**. Click **OK**. Browse to the location where the file is stored. Select the file and click **Open**.
6. Enter data for each screen in the DCT. As you progress through the pages, a green check mark (✓) indicates screens where the information is complete and valid. A red x indicates screens with incomplete or invalid data.

Information is considered valid during data entry if it meets specified criteria. Later, during installation, the Modular Messaging Configuration Wizard (MMCW) validates data against the system that is being configured. Validation during

installation might result in installation errors if the data is inconsistent with the system.

Fields that are grayed out either are not required for the Exchange configuration, or are not required because of selections on previous pages. Fields with a red border contain invalid entries. Fields with a yellow highlight provide a warning that will not prevent completion of the Modular Messaging Configuration Wizard (MMCW). For acceptable values see [Screen help, on page 8-1](#).

You can save or print the DCT file at any time during data entry. Click **Print** or **Save** at the bottom of the screen. Multiple users can enter data over multiple sessions.

7. For a description of the data entry fields and selections on each screen, see the following pages.
 - [Select the DCT configuration to use, on page 8-3](#)
 - [MM system analysis, on page 8-5](#)
 - [Customer details, on page 8-8](#)
 - [Regional settings, on page 8-10](#)
 - [Message store, on page 8-12](#)
 - [Voice Mail Domain, on page 8-14](#)
 - [Corporate network, on page 8-17](#)
 - [Corporate MM server networking details, on page 8-19](#)
 - [Corporate network details, on page 8-22](#)
 - [Exchange message store, on page 8-27](#)
 - [MAS accounts and passwords, on page 8-32](#)
 - [Logon accounts and passwords, on page 8-34](#)
 - [MAS service account, on page 8-37](#)
 - [TTS and announcements, on page 8-39](#)
 - [MM service selection, on page 8-41](#)
 - [Switch integration, on page 8-44](#)
8. A **Complete** button becomes active at the bottom of the screen when all information is entered and valid. Click **Complete**. Save the DCT file to a location that is accessible to the first MAS that

you will install. Usually, save the file to a USB storage device so you can easily move it to the MAS.

Save the DCT file with a name that uniquely identifies this customer installation.

Before you leave a customer location after the installation is complete, delete the DCT file from the technician laptop, USB storage device, or any media that is taken offsite. Do not remove the DCT file from the customer location except as arranged for remote support.

Running the Modular Messaging Configuration Wizard

Before configuring the Messaging Application Server (MAS), you must prepare the MAS for the installation. For more information, see *Modular Messaging for the Avaya Microsoft Exchange Release 3 Installation and Upgrades*.

The procedure described in [Configuring the MAS, on page 3-7](#) begins for an Avaya MAS when it is first turned on. For the customer-provided MAS the procedure begins with the installation of the MMCW after you install Windows prerequisite software.

To run the Modular Messaging Configuration Wizard (MMCW) using data from the Data Collection Tool (DCT) file, you must complete two steps:

System preparation

Before you start using the MMCW, complete a series of configuration steps. For more information, see [System preparation, on page 3-6](#).

Configuring the MAS

Use the MMCW with information in the DCT file to configure the MAS. For more information, see [Configuring the MAS, on page 3-7](#).

System preparation

Before running the Modular Messaging Configuration Wizard (MMCW) to install the Messaging Application Server (MAS), you must install all hardware and complete the following steps. For detailed instructions, see *Modular Messaging for Microsoft Exchange Release 3 Installation and Upgrades*.

- Create the Modular Messaging customer, technical support, and test subscriber accounts.
- Assign permissions to the customer account security group.
- Add an account to the Windows domain for each MAS that is installed.
- Set up each server for remote access.
- Run the Modular Messaging Installation Wizard (Setup.exe).
- Update the Active Directory and data schema.
- Add Exchange extensions for Modular Messaging.

Additionally, if the MAS is customer-provided equipment (CPE), complete the following procedures, described in *Modular Messaging for Microsoft Exchange Release 3 Installation and Upgrades*.

- Configure the network card.
- Manually join the MAS to the Windows domain, and adjust system values.
- Add Modular Messaging accounts to the local administrators group.
- Install Windows prerequisite software.

When the initial preparation is complete, continue with [Configuring the MAS, on page 3-7](#).

Configuring the MAS

This topic describes the steps to start the Modular Messaging Configuration Wizard (MMCW) and select or create the Data Collection Tool (DCT) file the wizard uses to configure the Messaging Application Server (MAS). For complete MAS configuration procedures, see *Modular Messaging for Microsoft Exchange Release 3 Installation and Upgrades*.

Installing and Running the Modular Messaging Configuration Wizard

To install and run the MMCW:

Note: If a DCT file was created for this installation and the DCT file is stored on a USB storage device, insert the USB storage device in a USB port on the MAS before starting the system.

1. Move the DCT file to a location that is accessible to the first MAS. Usually, the DCT file is saved to a USB storage device that you can plug in to a USB port on the MAS.
2. Start the MMCW.

For Avaya-provided MAS:

For an Avaya S3500 MAS, the MMCW is installed with the boot image and does not require installation. When the server is turned on, the MMCW starts automatically.

For a customer-provided MAS:

For a customer-provided server, you must install the MMCW. To install the MMCW:

- a. Insert the Avaya Modular Messaging Application Server Software DVD (disk 1) in the MAS DVD drive.
- b. On the DVD drive, navigate to the **Install\MISCM** directory. Double-click the **MMConfigurationWizard.msi** file. Enable the checkbox that will launch the MMCW. The MMCW is installed in the **C:\Program Files\Avaya Modular Messaging\Install\MISCM** directory.

Configuring the MAS from the DCT file

1. When the MMCW starts, on the **Welcome** screen, click **Next**.
2. On the **Locate Configuration Data** screen, highlight the DCT file for this installation.

If the file is not displayed, click **Browse**, and browse to the directory where the DCT file is stored. By default, the MMCW searches the directory for all files with the file type **.mmdct*. Select the DCT file that was created for this installation. Click **Open**.

3. After selecting the DCT file, click **Next**. You are prompted to verify the file selection. Click **Yes** to select the file.

Note: If a DCT file was not created previously, you can create a DCT file at this time. Follow the steps in [Creating the DCT file, on page 3-2](#) beginning with step 5. On the **Locate Configuration Data** screen, select **Create a new configuration file**. To create the DCT file at this time, you must have a completed set of System Planning forms from Appendix A of *Modular Messaging for Microsoft Exchange Release 3 Installation and Upgrades*.

4. The DCT starts with the file you selected. Review and make necessary changes to the file.

Note: Verify that there are no red x's next to the DCT screen names in the left panel. The red x's indicate data that is incomplete or not valid. Information must be complete and valid before you can proceed with the installation.

5. On the last screen, click **Complete**. If you made any changes, save the file.
6. After you save the DCT file, click **Complete** to continue.
7. On the **Messaging Application Server Number** screen, in the **MAS Number** field, select the number of the MAS that you are installing. Click **Next**.

Information in the DCT file is validated against the system at this time. Validation might result in errors that require you to correct

the data in the file or make system corrections and start the configuration again.

The MMCW proceeds with the installation of the specified MAS based on information in the DCT file. Informational messages on the MMCW screen display the progress of the installation.

To continue with the installation, see the procedures described in *Modular Messaging for Microsoft Exchange Release 3 Installation and Upgrades*.

Backing up the DCT file

You must maintain a current version of the Data Collection Tool (DCT) file. If a system failure occurs, the file provides important information that is required to restore the system.

When you perform the complete system backup at the conclusion of the system installation, include the DCT file in that backup.

Avaya recommends that you include the DCT file in any regular scheduled backups administered for this site.

Updating the DCT file

You must perform periodic updates to the Data Collection Tool (DCT) file. File updates are particularly important if significant changes are made to the Modular Messaging system, such as the purchase of additional mailboxes or reconfiguration of the system.

**CAUTION:**

You must have a DCT file created by a DCT analysis to restore an MAS after a catastrophic disk failure.

To update the DCT file, use the DCT to analyze the system:

Note: Always check the Avaya Support Web site at <http://www.avaya.com/support> for recent updates to the DCT program. If the website has a more recent version of the DCT, use it rather than the one on the applications DVD.

1. Log on to the Messaging Application Server (MAS) that you are analyzing using the Modular Messaging customer account. This is the account that was used to install the Modular Messaging services, such as mm_acct.
2. Start the Data Collection Tool by double-clicking the **MMDCT.exe** file. You can start the DCT from the following locations:
 - The C:\Program Files\Avaya Modular Messaging\Install\MISCM directory of the MAS, where it was previously copied during the installation
 - The Modular Messaging Application Server Software DVD (disk 1) inserted in the MAS DVD drive

Note: Before you start the analysis, the Modular Messaging system must be working properly. All MASs, the Exchange message store, and the supplementary tracing server, if used, must be running. Modular Messaging services must be active.

3. On the first DCT screen, **Select the DCT Configuration to use**, select **Analyze existing system**. Click **OK**.
4. When asked if you want to use an existing DCT file:

- If you are creating a new DCT file for a single MAS, or the first MAS in a multiple MAS system upgrade, click **No**.
 - If you want to update an existing file, click **Yes**. Use an existing file if you have an existing file for this MAS you want to update. Or, select an existing file if you are updating the file for additional MASs, after the first, in a multiple MAS system. Browse to the location where you stored the file. Select the file and click **Open**.
5. On the **MM System Analysis** screen, select the MAS that you want to analyze from the drop-down list at the bottom of the screen. Click **Start**.

Note: In a multiple MAS system, analyze the MASs in numeric order, first to last. Analyze all MASs in the system.

The system displays the progress of the data collection.

6. When analysis is complete, you see the message “information has been successfully collected.” The DCT displays the newly created or updated file.
7. Review the file. Complete fields as necessary. To complete required information, use the planning forms in *Modular Messaging for Microsoft Exchange Release 3 Installation and Upgrades*.

When all fields in the DCT are complete, click **Complete** at the bottom of the DCT screen. Save the DCT file to a location where the file will be included in a system backup.



CAUTION:

In multiple MAS systems, review and revise the DCT file after analyzing all MASs that will be upgraded. Information that is manually entered before the final analysis might be overwritten in the analysis of subsequent MASs.

Do not change any data that was populated by the DCT system analysis. There is only one exception to this rule. You can revise the default account names on the **MAS accounts and passwords** screen.

Upgrading an MAS in an Avaya MSS system

When you upgrade an Avaya Messaging Application Server (MAS), prior to the upgrade you must create a Data Collection Tool (DCT) file to use during the upgrade.

**CAUTION:**

You will not be able to complete the upgrade without a DCT file that was created by analyzing the MAS. Analyze all MASs in the system with all MASs and the MSS message store running normally.

Using the DCT is a two-step process:

1. Create an analyzed DCT configuration file.

For more information, see [Creating the DCT file, on page 4-2](#).

2. Use the DCT file you created as input to the Modular Messaging Configuration Wizard (MMCW) during the upgrade.

For more information, see [Running the Modular Messaging Configuration Wizard, on page 4-5](#).

Creating the DCT file

To create a Data Collection Tool (DCT) file prior to the upgrade:

1. Log on to the Messaging Application Server (MAS) that you are upgrading using the Modular Messaging service account. This is the account that was used to install the Modular Messaging services, such as mm_acct.

Note: If you do not log on using the service account, the DCT will not collect all data when the system is analyzed. Specifically, the LDAP, MWI and IMAP passwords can be retrieved only using the service account.

2. Insert the Avaya Modular Messaging Application Server Software DVD (disk 1) in the DVD drive of the MAS you are upgrading.

Note: Always check the Avaya Support Web site at <http://www.avaya.com/support> for recent updates to the DCT program. If the website has a more recent version of the DCT, use it rather than the one on the applications DVD.

3. Navigate to the **Install\MISC** directory on the Modular Messaging Application Server Software DVD.
4. Start the DCT by double-clicking the **MMDCT.exe** file.

Note: The Modular Messaging system must be working properly. Before you start the analysis, all MASs, the MSS, and the supplementary tracing server, if used, must be running. Modular Messaging services must be active.

5. On the first DCT screen, **Select the DCT Configuration to use**, select **Analyze existing system**. Click **OK**.
6. When asked if you want to use an existing DCT file:
 - If you are upgrading a single MAS, or if you are analyzing the first MAS in a multiple MAS system upgrade, click **No**.

- If you are analyzing additional MASs, after the first, in a multiple MAS system upgrade, click **Yes**. Browse to the location where you stored the file you created with your previous analyze operation. Select the file, and click **Open**.
7. On the **MM System Analysis** screen, select the MAS that you want to upgrade from the drop-down list at the bottom of the screen. Click **Start**.

Note: In a multiple MAS system, analyze the MASs in numeric order, first to last.

Note: When upgrading to an S3500 server, you can decrease the number of MASs in the voice mail domain (VMD). Analyze only those MASs that you plan to upgrade. When the upgrade is complete, you must move the Modular Messaging services that are on MASs that were not upgraded to an MAS that was upgraded. For more information about moving MM services, see *Modular Messaging S3500-Family Hardware Maintenance and Additions*.

At the completion of the upgrade all MASs in the VMD must be running Modular Messaging Release 3. If you do not upgrade an MAS, do not include it in the VMD.

The system displays the progress of the data collection.

8. When analysis is complete, you see the message “information has been successfully collected.” The DCT displays the newly created or updated file.

Note: Verify that there are no red x’s next to the DCT screen names in the left panel. The red x’s indicate data that is incomplete or not valid. Information must be complete and valid before you can proceed with the installation.

9. To complete missing information, if necessary, use the planning forms in *Modular Messaging for the Avaya Message Storage Server (MSS) Release 3 Installation and Upgrades*.

Click **Complete** at the bottom of the DCT screen. Save the DCT file to a location that is accessible to the MAS that you are upgrading. Usually, save the file to a USB storage device. Do not

save the file to the MAS as it will be erased during the installation of the Avaya boot image.



CAUTION:

In multiple MAS systems, review and complete the DCT file after analyzing all MASs that will be upgraded. Information that is manually entered before the final analysis might be overwritten in the analysis of subsequent MASs.

Do not change any data that was populated by the DCT system analysis. There are only two exceptions to this rule. You can revise the default account names on the **MAS accounts and passwords** screen and the **Domain name** on the **Private network** screen.

Running the Modular Messaging Configuration Wizard

Before upgrading the Messaging Application Server (MAS), you must complete the upgrade of the MSS and prepare the MAS for the upgrade. For more information, see *Modular Messaging for the Avaya Message Storage Server (MSS) Release 3 Installation and Upgrades*.

The procedure described in [Configuring the MAS, on page 4-7](#) begins when you start the MAS after running MM_Setup.

Preparing to run the MMCW

Before you run the Modular Messaging Configuration Wizard (MMCW) to configure the MAS, you must complete several procedures. For more information, see [System preparation, on page 4-6](#).

Configuring the MAS

After completing system preparation, use the MMCW with information provided in the Data Collection Tool (DCT) file to configure the MAS. For more information, see [Configuring the MAS, on page 4-7](#).

System preparation

Before running the Modular Messaging Configuration Wizard (MMCW) to upgrade the Messaging Application Server (MAS), you must complete a number of steps to prepare the MAS. For more information, see *Modular Messaging for the Avaya Message Storage Server (MSS) Release 3 Installation and Upgrades*.

As a final step of the initial preparation, you run MM_Setup and the system shuts down. After completing this step, continue with [Configuring the MAS, on page 4-7](#).

Configuring the MAS

This topic describes the steps to run the Modular Messaging Configuration Wizard (MMCW) and select the Data Collection Tool (DCT) file the wizard uses to configure the Messaging Application Server (MAS). For complete MAS configuration procedures, see *Modular Messaging for the Avaya Message Storage Server (MSS) Release 3 Installation and Upgrades*.

Note: If the DCT file is stored on a USB storage device, insert the USB storage device in a USB port on the MAS before starting the system.

To configure the MAS:

1. Move the DCT file to a location that is accessible to the first MAS. Usually, save the DCT file to a USB storage device that you can plug in to a USB port on the MAS.

When you turn on the MAS after running the Modular Messaging Setup utility (MM_Setup), the MMCW starts automatically.

2. When the MMCW starts, on the **Welcome** screen, click **Next**.
3. On the **Locate Configuration Data** screen, highlight the DCT file for this upgrade.

If the file is not displayed, click **Browse**, and browse to the directory where the DCT file is stored. By default, the MMCW searches the directory for all files with the file type **.mmdct*. Select the DCT file that was created for this upgrade. Click **Open**.

4. After selecting the DCT file, click **Next**. You are prompted to verify the file selection. Click **Yes** to select the file.
5. The DCT starts with the file you selected. If there are any blank fields in the DCT screens, you can enter data in them now.

Note: Verify that there are no red x's next to the DCT screen names in the left panel. The red x's indicate data that is incomplete or not valid. Information must be complete and valid before you can proceed with the upgrade.

Do not change any data that was populated by the DCT system analysis. There is only one exception to this rule. You can revise the default account names on the **MAS accounts and passwords** screen.

6. On the last screen, click **Complete**. If you made any changes, save the file.
7. After you save the DCT file, click **Complete** to continue.
8. On the **Messaging Application Server Number** screen, in the **MAS Number** field, select the number of the MAS that you are upgrading. Click **Next**.

Information in the DCT file is validated against the system at this time. Validation might result in errors that require you to correct the data in the file or make system corrections and start the configuration again.

The MMCW proceeds with the upgrade of the specified MAS based on information in the DCT file. Informational messages on the MMCW screen display the progress of the upgrade.

To continue with the upgrade, see the procedures described in *Modular Messaging for the Avaya Message Storage Server (MSS) Release 3 Installation and Upgrades*.

Backing up the DCT file

You must maintain a current version of the Data Collection Tool (DCT) file. If a system failure occurs, the file provides important information that is required to restore the Messaging Application Server (MAS).

When you perform the complete system backup at the conclusion of the system upgrade, be sure to include the DCT file in that backup. For instructions about performing the attended system back up, see *Modular Messaging for the Avaya Message Storage Server (MSS) Release 3 Installation and Upgrades*.

The DCT file is automatically updated daily by a DCT analysis. This updated file resides in the C:\Program Files\Avaya Modular Messaging\Install\MISCM\cfg directory. It is included in automatic daily backups.

Upgrading an MAS in a Microsoft Exchange system

When you upgrade a customer-provided Messaging Application Server (MAS), you can create a Data Collection Tool (DCT) file for backup in case a failure occurs during the upgrade. However, the DCT file is not used as part of the upgrade. See [Creating the DCT file, on page 5-2](#) for the procedures used to create the DCT file.

Use the procedures in this topic only for an Avaya MAS upgrade.

When you upgrade an Avaya MAS, prior to the upgrade you must create a DCT file to use.



CAUTION:

You will not be able to complete the upgrade of the Avaya MAS without a DCT file that was created by analyzing the MAS. Analyze all MASs in the system with all MASs and the Exchange message store running normally.

Using the DCT is a two-step process:

1. Create an analyzed DCT configuration file.

For more information, see [Creating the DCT file, on page 5-2](#).

2. Use the DCT file you created as input to the Modular Messaging Configuration Wizard (MMCW) during the upgrade.

For more information, see [Running the Modular Messaging Configuration Wizard, on page 5-5](#).

Creating the DCT file

To create a Data Collection Tool (DCT) file prior to the upgrade:

1. Log on to the Messaging Application Server (MAS) that you are upgrading using the Modular Messaging service account. This is the account that was used to install the Modular Messaging services, such as mm_acct.
2. Insert the Modular Messaging Application Server Software DVD (disk 1) in the DVD drive of the MAS you are upgrading.

Note: Always check the Avaya Support Web site at <http://www.avaya.com/support> for recent updates to the DCT program. If the website has a more recent version of the DCT, use it rather than the one on the applications DVD.

3. Navigate to the **Install\MISC\M** directory on the Modular Messaging Application Server Software DVD.
4. Start the DCT by double-clicking the **MMDCT.exe** file.

Note: The Modular Messaging system must be working properly. Before you start the analysis, all MASs, the Exchange message store and the supplementary tracing server, if used, must be running. Modular Messaging services must be active.

5. On the first DCT screen, **Select the DCT Configuration to use**, select **Analyze existing system**. Click **OK**.
6. When asked if you want to use an existing DCT file:
 - If you are upgrading a single MAS, or if you are analyzing the first MAS in a multiple MAS system upgrade, click **No**.
 - If you are analyzing additional MASs, after the first, in a multiple MAS system upgrade, click **Yes**. Browse to the location where you stored the file you created with your previous analyze operation. Select the file and click **Open**.
7. On the **MM System Analysis** screen, select the MAS that you want to upgrade from the drop-down list at the bottom of the screen. Click **Start**.

Note: In a multiple MAS system, analyze the MASs in numeric order, first to last.

Note: When upgrading to an S3500 server, you can decrease the number of MASs in the voice mail domain (VMD). Analyze only those MASs that you plan to upgrade. When the upgrade is complete, you must move the Modular Messaging services that are on MASs that were not upgraded to an MAS that was upgraded. For more information about moving MM services, see *Modular Messaging S3500-Family Hardware Maintenance and Additions*.

At the completion of the upgrade all MASs in the VMD must be running Modular Messaging Release 3. If you do not upgrade an MAS, do not include it in the VMD.

The system displays the progress of the data collection.

8. When analysis is complete, you see the message “information has been successfully collected.” The DCT displays the newly created or updated file.

Note: Verify that there are no red x’s next to the DCT screen names in the left panel. The red x’s indicate data that is incomplete or not valid. Information must be complete and valid before you can proceed with the upgrade.

9. To complete missing information, if necessary, use the planning forms from Appendix A in *Modular Messaging for Microsoft Exchange Release 3 Installation and Upgrades*.

Click **Complete** at the bottom of the DCT screen. Save the DCT file to a location that is accessible to the MAS that you are upgrading. Usually, save the file to a USB storage device. Do not save the file to the MAS as it will be erased during the installation of the Avaya boot image.



CAUTION:

In multiple MAS systems, review and revise the DCT file after analyzing all MASs that will be upgraded. Information that is manually entered before the final analysis might be overwritten in the analysis of subsequent MASs.

Do not change any data that was populated by the DCT system analysis. There is only one exception to this rule. You can revise the default account names on the **MAS accounts and passwords** screen.

Running the Modular Messaging Configuration Wizard

Preparing to run the MMCW

Before running the Modular Messaging Configuration Wizard (MMCW) to configure the Messaging Application Server (MAS), you must complete several pre-upgrade procedures. For more information, see [System Preparation, on page 5-6](#).

Configuring the MAS

After completing system preparation, use the MMCW with information provided in the Data Collection Tool (DCT) file to configure the MAS. For more information, see [Configuring the MAS, on page 5-7](#).

System Preparation

Before running the Modular Messaging Configuration Wizard (MMCW) to upgrade the Messaging Application Server (MAS), you must complete a number of steps to prepare the MAS. For more information, see *Modular Messaging for Microsoft Exchange Release 3 Installation and Upgrades*.

As a final step of the initial preparation you run MM_Setup and the system shuts down. After completing this step, continue with [Configuring the MAS, on page 5-7](#).

Configuring the MAS

This topic describes the steps to run the Modular Messaging Configuration Wizard (MMCW) and select or create the Data Collection Tool (DCT) file the wizard uses to configure the Messaging Application Server (MAS). For complete MAS configuration information, see *Modular Messaging for Microsoft Exchange Release 3 Installation and Upgrades*.

Note: If the DCT file is stored on a USB storage device, insert the USB storage device in a USB port on the MAS before starting the system.

To configure the MAS:

1. Move the DCT file to a location that is accessible to the first MAS. Usually, save the DCT file to a USB storage device that you can plug in to a USB port on the MAS.

When you turn on the MAS after running the Modular Messaging Setup utility (MM_Setup), the MMCW starts automatically.

2. When the MMCW starts, on the **Welcome** screen, click **Next**.
3. On the **Locate Configuration Data** screen, highlight the DCT file for this upgrade.

If the file is not displayed, click **Browse**, and browse to the directory where the DCT file is stored. By default, the MMCW searches the directory for all files with the file type *.mmdct. Select the DCT file that was created for this upgrade. Click **Open**.

4. After selecting the DCT file, click **Next**. You are prompted to verify the file selection. Click **Yes** to select the file.
5. The DCT starts with the file you selected. If there are any blank fields in the DCT screens, you can enter data in them now.

Note: Verify that there are no red x's next to the DCT screen names in the left panel. The red x's indicate data that is incomplete or not valid. Information must be complete and valid before you can proceed with the upgrade.

Do not change any data that was populated by the DCT system analysis. There is only one exception to this rule. You can revise the default account names on the **MAS accounts and passwords** screen.

6. On the last screen, click **Complete**. If you made any changes, save the file.
7. After you save the DCT file, click **Complete** to continue.
8. On the **Messaging Application Server Number** screen, in the **MAS Number field**, select the number of the MAS that you are upgrading. Click **Next**.

Information in the DCT file is validated against the system at this time. Validation might result in errors that require you to correct the data in the file or make system corrections and begin the configuration again.

The MMCW proceeds with the installation of the specified MAS based on information in the DCT file. Informational messages on the MMCW screen display the progress of the upgrade.

To continue with the upgrade, see the procedures described in *Modular Messaging for Microsoft Exchange Release 3 Installation and Upgrades*.

Backing up the DCT file

You must maintain a current version of the Data Collection Tool (DCT) file. If a system failure occurs, the file provides important information that is required to restore the Messaging Application Server (MAS).

When you perform the complete system backup at the conclusion of the system upgrade, be sure to include the DCT file in that backup.

Avaya recommends that you include the DCT file in any regular, scheduled backups administered for this site.

Additionally, you must perform periodic updates to the DCT file. File updates are particularly important if significant changes are made to the Modular Messaging system, such as the purchase of additional mailboxes or reconfiguration of the system.

For more information, see [Updating the DCT file, on page 3-11](#).

MAS disk failure recovery— MSS system

For complete Modular Message MSS disk failure recovery procedures, see *Modular Messaging for the Avaya MSS Release 3 Messaging Application Server (MAS) Catastrophic Disk Failure Recovery*.

The procedure to configure the MAS after a disk failure is similar to the upgrade procedure. You must reinstall the Avaya boot image and reinstall the Modular Messaging software.

To restore an MAS configuration after a catastrophic disk failure, you must have a previously saved and updated DCT file.

**CAUTION:**

You will not be able to restore the MAS without a DCT file that was created by analyzing the system.

With a Modular Messaging MSS configuration, the system automatically analyzes the system and updates the DCT file daily. The file is stored in the C:\Program Files\Avaya Modular Messaging\Install\MISCM\cfg directory. It is included in daily scheduled backups. Use this file to configure the MAS after a catastrophic disk failure.

Running the configuration wizard

Preparing to run the MMCW

Before you run the Modular Messaging Configuration Wizard (MMCW) to configure the Messaging Application Server (MAS), you must complete several procedures. For more information, see [System preparation, on page 6-3](#).

Configuring the MAS

After completing system preparation, use the MMCW with information from the Data Collection Tool (DCT) file to configure the MAS. For more information, see [Configuring the MAS, on page 6-4](#).

System preparation

Before restoring the configuration to the Messaging Application Server (MAS), you must complete a number of steps to prepare the MAS. For more information, see *Modular Messaging for the Avaya MSS Release 3 Messaging Application Server (MAS) Catastrophic Disk Failure Recovery*.

As a final step of the initial preparation, you run MM_Setup and the system shuts down. After completing this step, continue with [Configuring the MAS, on page 6-4](#).

Configuring the MAS

This topic describes the steps to run the Modular Messaging Configuration Wizard and select the Data Collection Tool (DCT) file the wizard uses to configure the Messaging Application Server (MAS). For complete MAS configuration information for a disk failure recovery, see *Modular Messaging for the Avaya MSS Release 3 Messaging Application Server (MAS) Catastrophic Disk Failure Recovery*.

Note: If the DCT file is stored on a USB storage device, insert the USB storage device in a USB port on the MAS before starting the system.

To configure the MAS:

1. Move the DCT file that was created prior to the disk failure to a location that is accessible to the first MAS. Usually, save the DCT file to a USB storage device that you can plug in to the USB port on the MAS.

When you turn on the MAS after running the Modular Messaging Setup utility (MM_Setup), the MMCW starts automatically.

2. When the MMCW starts, on the **Welcome** screen, click **Next**.
3. On the **Locate Configuration Data** screen, highlight the DCT file for this MAS.

If the file is not displayed, click **Browse**, and browse to the directory where the DCT file is stored. By default, the MMCW searches the directory for all files with the file type *.mmdct. Select the DCT file that was created for this system. Click **Open**.

4. After selecting the DCT file, click **Next**. You are prompted to verify the file selection. Click **Yes** to select the file.
5. The DCT starts with the file you selected. If there are any blank fields in the DCT screens, you can enter data in them now.

Note: Verify that there are no red x's next to the DCT screen names in the left panel. The red x's indicate data that is incomplete or not valid. Information must be complete and valid before you can proceed with the configuration.

Do not change any data that was populated by the DCT system analysis. There are only two exceptions to this rule. You can revise the default account names on the **MAS accounts and passwords** screen and the **Domain name** on the **Private network** screen.

6. On the last screen, click **Complete**. If you added information, or changed the default account names, save the file.
7. After you save the DCT file, click **Complete** to continue.
8. On the **Messaging Application Server Number** screen, in the **MAS Number** field, select the number of the MAS that you are restoring. Click **Next**.

Information in the DCT file is validated against the system at this time. Validation might result in errors that require you to correct the data in the file or make system corrections and start the configuration again.

The MMCW proceeds with the restoration of the specified MAS based on the information in the DCT file. Informational messages on the MMCW screen display the progress of the installation.

To continue with the restore, see the procedures described in *Modular Messaging for the Avaya MSS Release 3 Messaging Application Server (MAS) Catastrophic Disk Failure Recovery*.

MAS disk failure recovery— Microsoft Exchange

For complete Modular Messaging Microsoft Exchange disk failure recovery procedures, see *Modular Messaging for Microsoft Exchange Release 3 Installation and Upgrades*.

The procedure to configure the Avaya-hardware Messaging Application Server (MAS) after a disk failure is similar to the upgrade procedure. You must reinstall the Avaya boot image and reinstall the Modular Messaging software. For customer-provided equipment (CPE), you can follow a similar procedure. Or, follow your site-specific recovery procedures.

To restore an MAS configuration after a catastrophic disk failure, you must have a previously saved and updated Data Collection Tool (DCT) file. For information about maintaining a current DCT file, see [Updating the DCT file, on page 3-11](#).

**CAUTION:**

You will not be able to restore the MAS without a DCT file that was created by analyzing the system.

Include the updated DCT file in any regular, scheduled backups administered for this site so that the file is available if needed for a restore.

Running the configuration wizard

Preparing to run the MMCW

Before you run the Modular Messaging Configuration Wizard (MMCW) to configure the Messaging Application Server (MAS), you must complete several procedures. For more information, see [System preparation, on page 7-3](#).

Configuring the MAS

After completing system preparation, use the MMCW with information from the Data Collection Tool (DCT) file to configure the MAS. For more information, see [Configuring the MAS, on page 7-4](#).

System preparation

Before restoring the configuration to the Messaging Application Server (MAS), you must complete a number of steps to prepare the MAS. For more information, see *Modular Messaging for Microsoft Exchange Release 3 Installation and Upgrades*.

With an Avaya MAS, as a final step of the initial preparation, you run MM_Setup and the system shuts down. After completing this step, continue with [Configuring the MAS, on page 7-4](#).

With a Customer-provided MAS as a final step of the initial preparation, you install the Modular Messaging Configuration Wizard (MMCW). After completing this step, continue with [Configuring the MAS, on page 7-4](#).

Configuring the MAS

This topic describes the steps to run the Modular Messaging Configuration Wizard (MMCW) and select the Data Collection Tool (DCT) file the wizard uses to configure the Messaging Application Server (MAS). For complete MAS configuration procedures, see *Modular Messaging for Microsoft Exchange Release 3 Installation and Upgrades*.

Note: If the DCT file is stored on a USB storage device, insert the USB storage device in a USB port on the MAS before starting the system.

To configure the MAS:

1. Move the DCT file that was created prior to the disk failure to a location that is accessible to the first MAS. Usually, save the DCT file to a USB storage device that you can plug in to a USB port on the MAS.

For an Avaya MAS, when you turn on the MAS after running the Modular Messaging Setup utility (MM_Setup), the MMCW starts automatically.

For a customer-provided MAS, you first install the MMCW and enable the checkbox to launch the wizard.

2. When the MMCW starts, on the **Welcome** screen, click **Next**.
3. On the **Locate Configuration Data** screen, highlight the DCT file for this MAS.

If the file is not displayed, click **Browse**, and browse to the directory where the DCT file is stored. By default, the MMCW searches the directory for all files with the file type *.mmdct. Select the DCT file that was created for this system. Click **Open**.

4. After selecting the DCT file, click **Next**. You are prompted to verify the file selection. Click **Yes** to select the file.
5. The DCT starts with the file you selected. If there are any blank fields in the DCT screens, you can enter data in them now.

Note: Verify that there are no red x's next to the DCT screen names in the left panel. The red x's indicate data that is incomplete or not valid. Information must be complete and valid before you can proceed with the configuration.

Do not change any data that was populated by the DCT system analysis. There is only one exception to this rule. You can revise the default account names on the **MAS accounts and passwords** screen.

6. On the last screen, click **Complete**. If you added information, or changed the default account names, save the file.
7. After you save the DCT file, click **Complete** to continue.
8. On the **Messaging Application Server Number** screen, in the **MAS Number** field, select the number of the MAS that you are restoring. Click **Next**.

Information in the DCT file is validated against the system at this time. Validation might result in errors that require you to correct the data in the file or make system corrections and start the configuration again.

The MMCW proceeds with the restoration of the specified MAS based on the information in the DCT file. Informational messages on the MMCW screen display the progress of the installation.

To continue with the restore, see the procedures described in *Modular Messaging for Microsoft Exchange Release 3 Installation and Upgrades*.

8

Screen help

For detailed descriptions of the information that you can enter in each screen of the Data Collection Tool (DCT), see these topics.

- [Select the DCT configuration to use, on page 8-3](#)
- [MM system analysis, on page 8-5](#)
- [Customer details, on page 8-8](#)
- [Regional settings, on page 8-10](#)
- [Message store, on page 8-12](#)
- [Voice Mail Domain, on page 8-14](#)
- [Corporate network, on page 8-17](#)
- [Corporate MM server networking details, on page 8-19](#)
- [Corporate network details, on page 8-22](#)
- [Private network, on page 8-24](#)
- [Exchange message store, on page 8-27](#)
- [MSS trusted server passwords, on page 8-30](#)
- [MAS accounts and passwords, on page 8-32](#)
- [Logon accounts and passwords, on page 8-34](#)

- [MAS service account, on page 8-37](#)
- [TTS and announcements, on page 8-39](#)
- [MM service selection, on page 8-41](#)
- [Switch integration, on page 8-44](#)

Select the DCT configuration to use

Use this screen:

- When entering data, to create a new DCT file or to select the DCT file you want to edit
- During installation, upgrade, or disk restore, to select the DCT file that the Modular Messaging Configuration Wizard (MMCW) uses to configure the system
- On an ongoing basis, for a Microsoft Exchange system, to update your DCT file in case the file is required for a catastrophic disk failure recovery.

Field descriptions

Use the last file created

Make this selection if the DCT file you want to use is the last file created or edited with this tool.

Choose a file to use

Make this selection to select or browse to a DCT file that was previously created. The choice opens a standard browse window to search for a file. When the DCT file was first created, the user selected the location to store the file. If you do not know this location you will need to search for the file. The file might be stored on a USB storage device, any system hard disk drive, or even a common network drive.

By default, the DCT searches for files with the DCT file extension, **.mmdct*. However, you can choose to search for any file type.

During installation, the DCT file is copied to the C:\Program Files\Avaya Modular Messaging\Install\MISCM\cfg directory by the Modular Messaging Configuration Wizard (MMCW).

Create a new file

Make this selection to create a new DCT file.

For Modular Messaging for Microsoft Exchange systems, see [Creating the DCT file, on page 3-2](#).

For Modular Messaging for MSS systems, see [Creating the DCT file, on page 2-2](#).

Analyze existing system

Make this selection when you perform an upgrade and want the DCT tool to create a new DCT file based on information that it collects automatically from the system. Also for a Microsoft Exchange configurations, make this selection to create or update a DCT file to use in the event of a catastrophic disk failure recovery.

For Modular Messaging for Microsoft Exchange systems, see [Creating the DCT file, on page 5-2](#) (for an upgrade) and [Updating the DCT file, on page 3-11](#).

For Modular Messaging for MSS systems, see [Creating the DCT file, on page 4-2](#) (for an upgrade).

MM system analysis

Use this screen to select the Messaging Application Server (MAS) to analyze prior to an upgrade. For a Microsoft Exchange system also use the screen to select the MAS to analyze as part of updating a Data Collection Tool (DCT) file for use in a catastrophic disk failure recovery. After selecting the MAS, begin the analysis by clicking **Start** at the bottom of the screen. The DCT displays the progress of the analysis in the **Processing information:** window.

To analyze a system, after starting the DCT:

1. On the **Select the DCT Configuration to use** screen, choose to **Analyze existing system**. When prompted you can choose whether to use an existing DCT file.
 - If you choose to use an existing file, click **Yes** at the prompt. Browse to the file location, select the file and click **Open**. After selecting the file, the **MM System Analysis** screen appears.
 - If you choose to create a new file, click **No** at the prompt. The **MM System Analysis** screen appears.
2. On the **MM System Analysis** screen, select the MAS to analyze from the drop down list at the bottom of the screen. Click **Start**.
3. Watch the progress of the analysis on the **Processing information:** window.

Note: When upgrading to an S3500 server, you can decrease the number of MASs in the voice mail domain (VMD). Analyze only those MASs that you plan to upgrade. When the upgrade is complete, you must move the Modular Messaging services that are on MASs that were not upgraded to an MAS that was upgraded. For more information about moving MM services, see *Modular Messaging S3500-Family Hardware Maintenance and Additions*.

At the completion of the upgrade all MASs in the VMD must be running Modular Messaging Release 3. If you do not upgrade an MAS, do not include it in the VMD.

For more information, see:

[Updating the DCT file, on page 3-11](#), to update a DCT file in a Modular Messaging Microsoft Exchange configuration.

[Creating the DCT file, on page 4-2](#), to create a DCT file for a Modular Messaging MSS upgrade.

[Creating the DCT file, on page 5-2](#), to create a DCT file for a Modular Messaging Microsoft Exchange upgrade.

Field descriptions

Processing information:

Description: This window displays the progress of the analysis.

MAS information is being collected from:

Description: Choose the MAS to analyze from the drop-down list associated with this field.

In a system with multiple MASs:

- Analyze MASs in numeric order from first to last.
- Use the same DCT file to analyze all systems.



CAUTION:

In multiple MAS systems, review and revise the DCT file after analyzing all MASs. Information that is manually entered before the final analysis might be overwritten in the analysis of subsequent MASs.

Customer details

Use this screen to enter the company name and organization name to which this system belongs. This information is entered in the Computer Properties. It shows to whom the system is registered.

Field descriptions

Company name

Description: The name of the company that has purchased the voice mail system. The company name becomes the default name of the voice mail domain, though a different voice mail domain name can be assigned using this tool. For more information, see [Voice Mail Domain, on page 8-14](#)

Size: Up to 64 characters.

Valid entries:

abcdefghijklmnopqrstuvwxyzABCDEFGHIJKLMNOPQRSTUVWXYZ
0123456789,-_!\$%^&*()~@ and spaces.

Organization name

Description: The name of the organization that maintains the voice mail domain, or that the voice mail system serves.

Size: Up to 64 characters.

Valid entries:

abcdefghijklmnopqrstuvwxyzABCDEFGHIJKLMNOPQRSTUVWXYZ
0123456789,-_!\$%^&*()~@ and spaces.

Regional settings

Select the time zone and keyboard input language for the MAS that you are installing or upgrading.

Field descriptions

Time zone

Description: Select the time zone in which the Messaging Application Server (MAS) is located.

Valid entries: Select from a list of all valid Microsoft Windows options.

Keyboard input language

Description: Select the language that matches the keyboard layout of the terminal used to administer the MAS.

Valid entries: Select from a list of all valid Microsoft Windows options.

Message store

Avaya Modular Messaging Release 3 is available in two versions:

- Avaya Modular Messaging for Avaya Message Storage Server (MSS). For new installations, this configuration is also known as the Avaya S3500 family of servers. You can also upgrade the S3400 servers to release 3. The system contains one or more Avaya MAS units and a single Avaya MSS.
- Avaya Modular Messaging for Microsoft Exchange. This configuration contains one or more MAS units connected to one or more Microsoft Exchange servers. The MASs can be provided by Avaya (S3500 servers or S3400 servers) or can be provided by the customer. In either case, the Microsoft Exchange servers are customer provided.

Use this screen to identify the type of system that you are installing or upgrading.

Field descriptions

Avaya MSS

Description: Make this selection if you are installing or upgrading an Avaya S3500 Messaging Application Server (MAS) or Avaya S3400 MAS with an Avaya MSS that is either Standard Availability (MSS-S) or High Availability (MSS-H).

Microsoft Exchange using own hardware

Description: Make this selection if you are installing or upgrading Modular Messaging software on an MAS that you did not purchased from Avaya.

Microsoft Exchange using Avaya hardware

Description: Make this selection if you are installing or upgrading an Avaya S3500 MAS or Avaya S3400 MAS with a Microsoft Exchange message store.

Contact information for Message Store administrator

Description: For Modular Messaging for Microsoft Exchange systems only, enter the Name, Telephone number and e-mail address of the person responsible for the administration of the Microsoft Exchange message store — the Exchange administrator.

Voice Mail Domain

A voice mail domain is a group of messaging application servers that:

- Have a common set of properties.
- Share one or more message stores.
- Share common resources such as a tracing server, Message Waiting Indicator server, Call Me server, Mailbox Monitor server, Directory server and Offline Call Answer store.

Use this screen to enter the name of the voice mail domain that the MASs join. Also, specify the number of MASs that are members of the voice mail domain.

Regardless of system configuration, each MAS can be a member of only one voice mail domain.

Field descriptions

Name

Description: Use this field to specify the name of the voice mail domain that all MASs in the Modular Messaging system join.

When the Modular Messaging Configuration Wizard uses the VMD name specified in the DCT file during the installation of Modular Messaging, the following rules apply.

- If this is the first MAS to be installed and there is no existing VMD, a VMD is created using the name in the DCT file.
- If this is the first MAS to be installed and there is already a VMD of exactly the same name as that specified in the DCT file, the wizard joins the MAS to the existing VMD rather than creating a new one. The wizard issues an informational event.
- For Modular Messaging for MSS only, if this is the first MAS to be installed and there is already a VMD in the directory that does not match the VMD name specified in the DCT file, the wizard displays an error and stops the installation. The error includes the names of the existing VMD and the name recorded in the DCT file. For the new VMD to be created, the existing VMD must first be removed from the system.

Size: 2 to 16 characters.

Valid entries:

abcdefghijklmnopqrstuvwxyzABCDEFGHIJKLMNOPQRSTUVWXYZ
0123456789,-_!\$%^&*()~@ and spaces.

Default: The name defaults to the first 16 characters of the customer name that you entered on the Customer details screen.

Number of MASs in the VMD

Description: Select the total number of MASs that are part of this voice mail domain. Include MASs that do not answer calls but perform other voice mail domain functions. The number includes the supplementary tracing server, if one is used. The maximum number of MASs that answer calls in a voice mail domain is two for MSS-S, five for MSS-H and ten for Microsoft Exchange.

The number entered in this field determines the number of MASs you can administer on the Corporate MM server networking details and MM service selection screens.

Valid entries. Select the number of MASs from the drop-down list. For Modular Messaging for MSS select up to 5, or 6 if a supplementary server is included. For Modular Messaging for Microsoft Exchange, select up to 10, or 11 if a supplementary server is included.

Corporate network

Avaya supports both static and DHCP addressing for Modular Messaging connection to the corporate network.

With an IP H.323 or IP SIP integration, you must enter the corporate IP address for each MAS. You must enter the addresses because the IP address and host name are configured on the PBX. Therefore, with these implementations MAS corporate IP addresses must not change. They can be configured either as static addresses or dynamically if DHCP is configured to reserve the same IP address for each MAS.

Use this screen to select the type of IP addressing that you want Modular Messaging to use to connect to the corporate network.

Field descriptions

Connect to corporate network using specific (static) IP addresses

Select this option to assign static corporate network IP addresses to each MAS. When you make this selection you can enter IP addresses for each MAS on the **Corporate MM server networking details** screen. In addition, you can enter DNS, WINS and default gateway IP addressing information on the **Corporate network details** screen.

Connect to corporate network and obtain IP addresses automatically using DHCP

Select this option to assign IP addresses dynamically. If you select this option with an IP H.323 or IP SIP integration, you receive a warning, but the installation or upgrade is not interrupted.

Do not connect MM to the corporate network

Select this option if you do not want to connect your Modular Messaging for MSS system to the corporate network. You cannot make this selection for a Modular Messaging for Microsoft Exchange system. This selection might increase voice mail system security and decrease traffic on the corporate network. However, if you do not connect to the network, users can access to the voice mail system only through the Telephone User Interface without client applications. With this selection, there is no IMAP access to the message store.

Corporate MM server networking details

For Modular Messaging Message Store Server (MSS) systems, use this screen to identify the MSS and Messaging Application Servers (MASs) to the corporate network. For Modular Messaging Microsoft Exchange systems, identify the MASs to the corporate network. Provide the IP addresses and Fully Qualified Domain Names (FQDNs) for each server. All Modular Messaging servers must be in the same Windows domain and on the same local area network (LAN) segment. If you chose static IP addressing by selecting **Connect to corporate network using specified (static) IP addresses** on the **Corporate network screen**, enter IP addresses for the MSS and MASs. If you chose to obtain IP addresses dynamically by selecting **Connect to corporate network and obtain IP addresses automatically using DHCP**, enter only the FQDNs for the servers. The exception is the MSS which must be assigned a static IP address.

The following rules apply to all IP addresses assigned on this page.

- All IP addresses must be in the range 0.0.0.0 to 255.255.255.255.
- The last component of the IP address must be in the range 1 to 254.

Field descriptions

MSS Server Information — Full computer name

Description: For Modular Messaging for MSS systems only, enter the Fully Qualified Domain Name (FQDN) of the MSS.

Avaya recommends computer names shorter than 10 characters for ease of data entry. The fully qualified domain name (computer plus domain name) must be 64 or fewer characters.

Valid entries: abcdefghijklmnopqrstuvwxyz0123456789-

The first character cannot be a number.

MSS Server Information — IP address

Description: For Modular Messaging for MSS systems only, you must assign a static IP address to the MSS, even if the system uses Dynamic DHCP to assign most IP addresses. Enter the IP address of the message store server (MSS).

Valid entries: IP addresses in the range 0.0.0.0 to 255.255.255.255. For specific IP addressing rules, see the overview of this topic.

MAS details — Full computer name

Description: Enter the Fully Qualified Domain Name for each MAS that is part of the voice mail domain. For Modular Messaging for MSS only, the first MAS that is installed becomes the domain controller. The name of this domain controller cannot be changed after the installation. The number of MASs that can be administered on this screen corresponds to the number of MASs entered on the **Voice Mail Domain** screen. It includes all MASs, including those that do not answer calls. You can change the number of administrable MASs by changing the value on the Voice Mail Domain screen.

Avaya recommends computer names shorter than 10 characters for ease of data entry. The fully qualified domain name (computer plus domain name) must be 64 or fewer characters.

Valid entries: abcdefghijklmnopqrstuvwxyz0123456789-

The first character cannot be a number.

MAS details — IP address

Description: When using static IP addressing, enter the IP address of each MAS that is part of the voice mail domain.

Valid entries: IP addresses in the range 0.0.0.0 to 255.255.255.255. For specific IP addressing rules, see the overview of this topic.

Subnet mask

Description: When using static IP addressing, enter the subnet mask for the subnet on which the voice mail domain resides.

Valid entries: Subnet mask in the range 0.0.0.0 to 255.255.255. The uppermost bit of the subnet mask must be a 1. The lowest bit must be a 0. For example, 255.255.255.0 is valid, but 0.255.255.255 and 255.255.255.255 are not valid.

Use this connection's DNS suffix in DNS registration

Description: For DHCP only, if the DNS suffix has not previously been registered with the DNS server, check this box to register the suffix. The DNS suffix is the entire Fully Qualified Domain Name minus the specific host or computer name.

Register this connection's addresses in DNS

Description: For DHCP only, check this box to register MSS and MAS IP addresses with the DNS server for lookup.

Corporate network details

Use this screen to enter information about the corporate network to allow Modular Messaging to route traffic via the corporate LAN, and resolve computer names to IP addresses. All information for this screen must be obtained from the corporate LAN administrator.

Field descriptions

DNS — Servers addresses, in order of use:

Description: Enter the IP address of each DNS server used by Modular Messaging MASSs. The information is used to resolve computer names to IP addresses. Enter the IP addresses in the order in which an MAS will query subsequent DNS servers if the previous server does not contain the appropriate host record. The search order is from the top of the list down.

DNS — Append these DNS suffixes (in order):

Description: Enter the name of each DNS domain to search in order of use. The search order is from the top of the list down.

Default gateway IP address

Description: Enter the IP address of the default gateway for the LAN or subnet where the VMD resides.

WINS (if required) IP addresses

For hosts that run NetBIOS over TCP/IP, enter the IP address of the preferred WINS server that resolves NetBIOS computer names to IP addresses.

Private network

Modular Messaging for MSS uses a private network to route information among the MASs and MSS. This configuration reduces traffic on the corporate network and improves performance of the voice message system by eliminating competition for bandwidth and other network resources. The private network also allows for increased security on the voice messaging system.

For Modular Messaging for MSS only, use this screen to select the range of IP addresses used on the private LAN. It is critical that the range selected does not correspond to IP addresses used on the corporate network. Using identical IP addresses on the private LAN and corporate network results in MAS/MSS communication being routed to the corporate network, reducing performance and security.

Select from one of the three ranges to reserve for the Modular Messaging for MSS private LAN. The Modular Messaging Configuration Wizard (MMCW) assigns specific private network IP addresses within the selected range to each MAS in the voice mail domain. You can use this screen to change these default IP addresses. The MAS uses the assigned address to communicate with the MSS. This IP address must match the IP address administered for each MAS during MSS installation.

You can also use this screen to change the name of the private windows domain from the automatically assigned default.

For information about administering IP addresses on the MSS during installation, see *Modular Messaging for the Avaya Message Storage Server (MSS) Release 3 Installation and Upgrades*.

Field descriptions

Use IP addresses in this range for the private network:

Description: From the following list, select a range of addresses that does not conflict with your corporate network:

- 10.0.0.1—10.255.255.254 (inclusive)
- 172.16.0.1—172.31.255.254 (inclusive)
- 192.168.0.1—192.168.255.254 (inclusive)

Assigned IP addresses:

Description: Use this field to change the IP addresses that the MSS and MASs use to communicate on the private LAN. The new IP addresses must match the IP addresses administered for each MAS during MSS installation.

If you do not change the IP addresses, this field shows the default private LAN addresses that will be used for the MSS and each MAS within your selected IP address range. The following tables show the default private LAN addresses of the MSS and MASs depending upon the IP address range selected.

Range	MSS IP Address
10.0.0.1 to 10.255.255.254	10.255.1.1
172.16.0.1 to 172.31.255.254	172.31.1.1
192.168.0.1 to 192.168.255.254	192.168.1.1

	10.0.0.1 to 10.255.255.254	172.16.0.1 to 172.31.255.254	192.168.0.1 to 192.168.255.254
MAS#1 IP address	10.255.1.250	172.31.1.250	192.168.1.250
MAS#2 IP address	10.255.1.249	172.31.1.249	192.168.1.249
MAS#3 IP address	10.255.1.248	172.31.1.248	192.168.1.248
MAS#4 IP address	10.255.1.247	172.31.1.247	192.168.1.247

	10.0.0.1 to 10.255.255.254	172.16.0.1 to 172.31.255.254	192.168.0.1 to 192.168.255.254
MAS#5 IP address	10.255.1.246	172.31.1.246	192.168.1.246
MAS#6 IP address	10.255.1.245	172.31.1.245	192.168.1.245

Domain name:

Description: This is the name of the private windows domain. For a new installation, you can accept the automatically generated default, or enter a new name. For example, you might want to change the default name if it is not compliant with the corporate naming structure. The default name always contains the suffix *.local*. However, this also can be changed, if required.

When you use the DCT to analyze a system, this field is populated by the existing private domain name. However, if the private domain name is not correct, you can change this field prior to using the DCT file for the upgrade or disk restore.

The name in this field is used to create the private windows domain when the first MAS is configured.

Valid entries: 0123456789abcdefghijklmnopqrstuvwxyz-._.

**CAUTION:**

When multiple systems are linked in a networked environment, the private domain name for each Modular Messaging system must be unique throughout the entire messaging network. If the private domain name is duplicated anywhere in the network, you must reinstall Modular Messaging on all affected servers to correct the problem. Therefore, do not assign duplicate private domain names, and do not use the same DCT file for multiple systems in a networked environment.

Exchange message store

For Modular Messaging for Microsoft Exchange only, use this screen to identify the directory server, Exchange message store, and Windows domain of the Modular Messaging voice mail domain. Also use this screen to change the location of the Modular Messaging container from its default location to one of your choice. You can also change the drive where Modular Messaging is installed.

Field descriptions

Microsoft Windows domain

Description: For Modular Messaging for Microsoft Exchange only, enter the name of the Microsoft Windows domain that the MASs join. All MASs in a voice mail domain must be in the same Microsoft Windows domain. They also must be in the same Microsoft Windows domain as the Microsoft Exchange message store server.

Size: 2 to 14 characters.

Valid entries:

abcdefghijklmnopqrstuvwxyzABCDEFGHIJKLMNOPQRSTUVWXYZ
0123456789,-_!\$%^&*()~@ and spaces.

Peer Exchange server

Description: For Modular Messaging for Microsoft Exchange only, enter the host name of the Microsoft Exchange message store server. The peer Exchange server is the server from which an MAS sends call-answered messages, and where the External Caller mailbox is created.

Size: 2 to 14 characters.

Valid entries:

abcdefghijklmnopqrstuvwxyzABCDEFGHIJKLMNOPQRSTUVWXYZ
0123456789-#.\$@%^&'[{]}~.

Peer directory server

For Modular Messaging for Microsoft Exchange only, enter the host name of the VMD directory server.

Size: 2 to 14 characters.

Valid entries:

abcdefghijklmnopqrstuvwxyzABCDEFGHIJKLMNOPQRSTUVWXYZ
0123456789-#.\$@%^&'[{]}~.

Use default container

Description: By default, the Modular Messaging container, named Octel, is created at the root of the Windows domain. This container stores the directory objects required for the Messaging Application Server and Mailbox Monitor Server software components. Clear this box if you want to use a different location for the Modular Messaging container.

Container

Description: Enter the domain name or location you want to use for the Modular Messaging container.

Software installation path:

Description: You can choose to install the Modular Messaging software to a drive other than the default C: drive. Edit the drive letter, or browse to the location where you want to install Modular Messaging.

**CAUTION:**

Change only the drive where the software is installed. Do not alter the installation path. The final path must read: <drive>\Program Files\Avaya Modular Messaging.

MSS trusted server passwords

With Modular Messaging for MSS, the MSS is configured to allow access only by those computers that are identified as trusted servers. During MSS installation, each MAS is identified to the MSS as a trusted server and is assigned the same LDAP password. Likewise, the Message Waiting Indicator server (also known to the MSS as the VVSTS server) is identified as a trusted server and assigned a password. The IMAP password (known to the MSS as the IMAP4 TUI Password) is updated. Use this screen to communicate to each MAS the LDAP, IMAP and Message Waiting Indicator passwords that were previously administered during MSS installation. The trusted server passwords must be used by the MASs to communicate with the MSS.

For information about administering trusted servers and passwords on the MSS during installation, see *Modular Messaging for the Avaya Message Storage Server (MSS), Release 3 Installation and Upgrades*.

Note: If you are analyzing a system in preparation for an upgrade, you must log on using the service account. This is the account that was used to install the Modular Messaging services, such as mm_acct. The DCT can retrieve the LDAP, MWI and IMAP passwords only if you use the service account.

Field descriptions

LDAP:

Description: The LDAP password must be more than one character and must not be identical to the IMAP or MWI password. The value entered here must match the LDAP password assigned to each MAS during MSS trusted server administration. The password allows the MSS and MAS to exchange active directory information.

IMAP:

Description: The IMAP password should not be identical to the LDAP password. The value entered here must match the IMAP4 TUI password updated during MSS installation. IMAP allows access to electronic mail or bulletin board messages that are kept on the e-mail server.

MWI:

Description: The MWI password should not be identical to the LDAP password. The value entered here must match the password assigned to the VVSTS or Message Waiting Indicator (MWI) server during MSS trusted server administration. MWI works with Mailbox Monitor to monitors mailboxes of Modular Messaging subscribers to determine when a new message meets Message Waiting Indicator (MWI) or Call Me rules.

Valid entries (for all MSS trusted server passwords):

abcdefghijklmnopqrstuvwxyzABCDEFGHIJKLMNOPQRSTUVWXYZ
0123456789!\$#%+_-().?@~[]{}&'*/:;<>^|

MAS accounts and passwords

Use this screen to enter the name and password of the local administrator account for each MAS in the VMD. The number of accounts that can be administered on this screen corresponds to the number of MASs entered on the **Voice Mail Domain** screen. The number includes all MASs, including those that do not answer calls. You can change the number of administrable accounts by changing the value on the **Voice Mail Domain** screen.



CAUTION:

The Modular Messaging Configuration Wizard (MMCW) renames the MAS local administrator account to the Logon name specified on the MAS accounts and passwords page in the Data Collection Tool and in the planning form for each MAS. When configuring a Microsoft Exchange customer-provided equipment (CPE) MAS, you might not want to rename the MAS local machine administrator account. Check with your customer administrator to verify if they want the MAS local machine administrator account name and password to be changed.

To avoid renaming the MAS local machine name and password, enter the current local machine name and password on the MAS accounts and passwords screen in the DCT and in the planning forms.

Field descriptions

Logon name

Description: For each MAS enter the name of the account used for local MAS administration. Do not include the abbreviation *admin* in the logon name or a warning is issued.

For MSS configurations, the account entered for MAS1 becomes the domain administrator account when the domain is created. This account is the domain controller used for administration and system backups, for example, dom-admin.

Password

Description: The DCT displays a warning (yellow highlight) if the local administrator account name contains the word *admin*. The password cannot be the same as the account name. The password cannot be *tscpw*, *crftpw* or *custp*. If no value is entered, the name and password default to random values.

The following rules apply to the password:

- The only valid characters are:
abcdefghijklmnopqrstuvwxyzABCDEFGHIJKLMNOPQRSTUVWXYZ0123456789!\$#%&+_-()./?@~[]{}.
- The password must be at least 8 characters in length with a maximum length of 32 characters.
- It must contain at least one uppercase character and one lowercase character.

All passwords are encrypted before being stored in the DCT file.

Logon accounts and passwords

Use this screen to enter the name and password of the technical support and customer accounts. These accounts are domain-wide. For Modular Messaging for MSS systems these accounts are created when the DCT file is used to configure the MAS. For a Modular Messaging Microsoft Exchange system, these accounts must be created on the Windows domain controller prior to configuring the MAS. For additional information about creating these accounts, see *Modular Messaging for Microsoft Exchange Release 3 Installation and Upgrades*.

Field descriptions

Technical support

Description: Remote support personnel use the technical support account to access the system and provide technical support. In a Microsoft Exchange system, the technical support account is part of the Domain Users group and has associated permissions. For more information about creating the technical support account, see *Modular Messaging for Microsoft Exchange Release 3 Installation and Upgrades*.

Valid entries: The DCT displays a warning (yellow highlight) if the technical support account name contains the word *craft*. The password cannot be the same as the technical support account name. The password cannot be *tscpw*, *crfipw* or *custp*. If no value is entered, the name and password default to random values.

The following rules apply to the password:

- The only valid characters are:
abcdefghijklmnopqrstuvwxyzABCDEFGHIJKLMNOPQRSTUVWXYZ0123456789!\$#%&'()*+,-._/?@~[]{}.
- The password must be at least 8 characters in length with a maximum length of 32 characters.
- It must contain at least one uppercase character and one lowercase character.

All passwords are encrypted before being stored in the DCT file.

Customer account

Description: In a Modular Messaging Microsoft Exchange system the customer account is used to install and administer the Modular Messaging system. The customer account is part of a Modular Messaging security group that is created during the installation process. During an installation, permissions are assigned to this group. For an explanation of permissions required for the Modular Messaging security group, see the Administrator reference appendix of *Modular Messaging for Microsoft Exchange Release 3 Installation and Upgrades*. For the procedures to create the customer account, create the customer account security group, and assign permissions to the group, see the installation chapters of the same book. For Microsoft Exchange systems, the customer account is equivalent to the service account, for example, mm_acct.

In a Modular Messaging MSS system, the customer account is not used to install Modular Messaging services. The customer account is used by customers to monitor the system.

Valid entries: The DCT displays a warning (yellow highlight) if the customer account name contains the word *cust*. The password cannot be the same as the customer account name. The password cannot be *tscpw*, *crftpw* or *custp*. If no value is entered, the name and password default to random values.

The following rules apply to the password:

- The only valid characters are:
abcdefghijklmnopqrstuvwxyzABCDEFGHIJKLMNOPQRSTUVWXYZ
VWXYZ0123456789!\$#%=&+~_()./?@~[]{}.
- The password must be at least 8 characters in length with a maximum length of 32 characters.
- It must contain at least one uppercase character and one lowercase character.

All passwords are encrypted before being stored in the DCT file.

MAS service account

The configuration of your system determines the selections on this screen.
You cannot change the selections.

Field descriptions

Run MAS services using LocalSystem

Description: Modular Messaging for MSS defaults to this selection. Modular Messaging for MSS must run as LocalSystem.

Run MAS services using this account

Description: Modular Messaging for Microsoft Exchange defaults to this selection. Modular Messaging for Microsoft Exchange cannot run as LocalSystem.

Logon name and password:

Description: In Modular Messaging for Microsoft Exchange systems, the logon name and password default to the values entered for the customer account. For a description of this account, see [Logon accounts and passwords, on page 8-34](#). This value cannot be changed on this **MAS service account** screen.

TTS and announcements

Use this screen to select the languages used for Telephone User Interface (TUI) announcements and Text-to-Speech conversion. Also administer the number of TTS sessions that run on each MAS.

Field descriptions

Announcement languages

Description: Select at least one language that the system uses to play all TUI prompts. You can select multiple languages by depressing the control key. For multiple language configurations, when the voice messaging system is administered, the administrator can identify one language as the default language for the system. The TUI plays all announcements and prompts in this language unless otherwise instructed. With Subscriber Options, subscribers can then select the preferred TUI language for their mailbox from the languages loaded on the system. All TUI prompts are played in the selected language.

Select TTS languages

Description: Select at least one language that the system uses for Text-to-Speech conversion. You can select multiple languages by depressing the control key. For Modular Messaging for MSS, TTS is required for playing subscriber names (when not recorded), fax header information, and any text messages in the Modular Messaging mailbox. For Modular Messaging for Microsoft Exchange, TTS is required for playing subscriber names (when not recorded), fax header information, and corporate e-mail messages. Organizations that receive e-mail in more than one language can enable multilingual TTS. Multilingual TTS identifies the language of e-mail messages and reads them in that language.

When selecting TTS languages, be sure to include all languages that were selected for announcements.

For additional information about TTS, see *Avaya Modular Messaging Concepts and Planning Guide*.

TTS sessions

Description: Enter the number of TTS sessions that run on each MAS in the voice mail domain. For Modular Messaging for MSS, there is a maximum limit of two TTS sessions on each MAS. For Modular Messaging for Microsoft Exchange, the total number of TTS sessions is limited to two times the number of MASs. However, these TTS sessions can be distributed in any way across the MASs as long as the total is not exceeded. Configure MASs that do not handle calls with 0 TTS sessions.

MM service selection

Use this screen to select which Modular Messaging services you want to run on each MAS in the voice mail domain. The number of MASs that you can administer on this screen corresponds to the number of MASs entered on the **Voice Mail Domain** screen. The number includes all MASs, including those that do not answer calls. You can change the number of administrable MASs by changing the value on the **Voice Mail Domain** screen.

To select a service you must both check the box next to the name of the service and select the button for the service under the number for the appropriate MAS.

Field descriptions

Message Application

Description: Put a check in the box directly under each MAS that handles messaging calls.

Message Waiting Indicator (MWI)

Description: The Message Waiting Indicator server must reside on the same MAS as the Call Me server and Mailbox Monitor. If possible, it should not reside on the same MAS as the Tracing server. The MWI server alerts subscribers when messages meeting specified criteria arrive in their mailbox. The MWI server uses the Mailbox Monitor to check when new messages arrive and determines when the indicator on a subscriber telephone must be set or reset.

Call Me

Description: The Call Me server must reside on the same MAS as the Message Waiting Indicator server and Mailbox Monitor. If possible, the Call Me server should not reside on the same MAS as the Tracing server. The Call Me server makes calls to subscribers when messages meeting specified criteria arrive in their mailbox.

The Call Me server uses Mailbox Monitor to check when new messages arrive.

Fax Sender

Description: Modular Messaging for MSS uses the Fax Sender server to support fax messaging. The Fax Sender server is only applicable to Modular Messaging for MSS systems. Fax service may not be available with your system.

Web subscriber options server

Description: Web Subscriber Options (WSO) provides a Web Server User Interface where individual voice system users can browse to change select administrator-defined settings for incoming call and message handling. For example, users can redirect calls and administer greetings.

The WSO application can reside on an MAS, or a stand-alone server. Or, in a Modular Messaging MSS configuration it can also reside on a Modular Messaging web server.

Activate the WSO application on an MAS by selecting that MAS on this DCT screen. If WSO runs on a separate server or coresident on the Web Client server do not activate WSO on any MAS in the VMD. For more information about installing WSO on a non-MAS server, see *Web Subscriber Options for Modular Messaging Release 3 Server Installation*.

WSO web services are installed on all MASs during an installation or upgrade. You can point the WSO application to the web services on other MASs by administering the masinfo.cfg file with the URLs of the MASs.

Tracing

Description: The Tracing server maintains a connection with all MASs in a voice mail domain. It records all events of diagnostic importance to the operation history database. Due to the higher traffic associated with the Tracing server, you might want to install the Tracing server on an MAS without other services. Or, install it on one with fewer or no port boards.

If you are using a separate supplementary tracing server, install it as the final MAS. For example, in a system with 3 call-handling MASs and a separate tracing server, install the tracing server as MAS 4.

Switch integration

Use this screen to identify the type of signaling protocol and switch providing calls to the MASs.

If you select any specific configuration from the list, the Modular Messaging Configuration Wizard (MMCW) configures most switch settings for the Modular Messaging system. If you select “Other,” you need to configure the switch integration with the Voice Mail System Configuration (VMSC) tool as part of the installation. For a detailed description of PBX integration, see *Avaya Modular Messaging Release 3 Messaging Application Server Administration Guide for MAS/Exchange* or *Avaya Modular Messaging Release 3 Messaging Application Server Administration Guide for MAS/MSS*.

Select from the following options:

- Avaya (QSIG)
- Cisco (QSIG)
- Nortel NT M-1 (QSIG)
- Siemens Hipath (QSIG)
- Avaya (IP H323)
- Avaya CM (IP SIP)
- Other (you must configure the integration using the VMSC after installation is complete)

Switch Integration is the final screen of the DCT. When all data is correctly entered, a **Complete** button becomes active at the bottom of the screen. Click **Complete** and save the file to a location that is accessible to the MAS. Usually the file is saved to a USB storage device that can be inserted into the MAS USB port.

The DCT information is stored in an XML file with an extension type of **.mmdct*. Save the file with a unique name that identifies this installation.

If you are an Avaya or business partner technician, you must delete the DCT file from your laptop, flash drive, or any media you are taking off site when the installation is complete. Do not remove the DCT file from the customer location except as arranged for remote support.

Planning forms reference

Select one of the following tables to see where values for fields in the Data Collection Tool (DCT) can be found in the Planning Forms from Appendix A of *Modular Messaging for Microsoft Exchange Release 3 Installation and Upgrades* or *Modular Messaging for the Avaya Message Storage Server (MSS) Release 3 Installation and Upgrades*.

- [Microsoft Exchange planning forms reference, on page 9-2](#)
- [Avaya MSS planning forms reference, on page 9-4](#)

Microsoft Exchange planning forms reference

The following table maps fields in the Data Collection Tool (DCT) to the planning forms in Appendix A of *Modular Messaging for Microsoft Exchange Release 3 Installation and Upgrades*.

DCT field name	Planning form location (item number or table name)
Company name	Item 1
Organization name	Item 2
Time Zone	Not applicable
Keyboard input language	Not applicable
Message store	Item 3
Contact Information for message store administrator	Item 5
Name (Voice Mail Domain)	Item 6
Number of MASs in the VMD	Item 7
Connect to corporate network (DHCP or static)	Item 8
Subnet mask	Item C3
Full computer name (for MAS)	Item C4
IP address (for MAS)	Item C5
Use this connection's DNS suffix in DNS registration	Item C15
Register this connection's addresses in DNS	Item C15
DNS Servers addresses, in order of use	Item C6
Append these DNS suffixes (in order)	Item C7
Default gateway IP address	Item C8
WINS (if required) IP addresses	Item C9
Microsoft Windows domain	Item C10
Peer Exchange server	Item C11

DCT field name	Planning form location (item number or table name)
Peer directory server	Item C12
Container if default not used	Item C13
Software installation path	Item C14
Local administrator accounts names and passwords	Items A1 to A11
Technical support name and password	Item A13
Customer account name and password	Item A12
Announcement languages	"MAS services and features" form
TTS languages and sessions	"MAS services and features" form
MM service selection	"MAS services and features" form
Switch integration	Item 9

Avaya MSS planning forms reference

The following table maps fields in the Data Collection Tool (DCT) to the planning forms in Appendix A of *Modular Messaging for the Avaya Message Storage Server (MSS) Release 3 Installation and Upgrades*.

DCT field name	Planning form location (item number or table name)
Company name	Item 1
Organization name	Item 1
Time Zone	Not applicable
Keyboard input language	Not applicable
Message store	Item 2
Name (Voice Mail Domain)	Item 3
Number of MASs in the VMD	Item 4
Connect to corporate network (DHCP, static, or do not connect)	Item 5
Full computer name (MSS)	Item C3
IP address (MSS — corporate networking details screen)	Item C4
Subnet mask	Item C5
Full computer name (for MAS)	Item C3
IP address (for MAS)	Item C4
Use this connection's DNS suffix in DNS registration	Item 6
Register this connection's addresses in DNS	Item 6
DNS Server addresses, in order of use	Item C8
Append these DNS suffixes (in order)	Item C9
Default gateway IP address	Item C7
WINS (if required) IP addresses	Item C10

DCT field name	Planning form location (item number or table name)
Use IP addresses in this range for the private network	Item 7
Assigned IP addresses	“Private network settings for the Avaya MSS” table (default values) “Private IP addresses for each MAS by IP address range” table (default values)
Domain name (private network)	Item C11
LDAP trusted server password	Item P1
IMAP trusted server password	Item P4
MWI trusted server password	Item P3
Local administrator accounts names and passwords	A1 to A6
Technical support name and password	Item A7
Customer account name and password	Item A8
Announcement languages	“MAS features list”
TTS languages and sessions	“MAS features list”
MM service selection	“MAS features list”
Switch integration	Item 8

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