



Modular Messaging Web Subscriber Options

Release 3

Server Installation

April 2006

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- Utilization (of capabilities special to the accessed equipment)
- Theft (such as, of intellectual property, financial assets, or toll facility access)
- Eavesdropping (privacy invasions to humans)
- Mischief (troubling, but apparently innocuous, tampering)
- Harm (such as harmful tampering, data loss or alteration, regardless of motive or intent)

Be aware that there might be a risk of unauthorized intrusions associated with your system and/or its networked equipment. Also realize that, if such an intrusion should occur, it might result in a variety of losses to your company (including but not limited to, human/data privacy, intellectual property, material assets, financial resources, labor costs, and/or legal costs).

Responsibility for Your Company's Telecommunications Security

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- Installation documents
- System administration documents
- Security documents
- Hardware/software-based security tools
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- Telecommunications security experts

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Canadian Department of Communications (DOC) Interference Information

This Class A digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe A est conforme à la norme NMB-003 du Canada.

This equipment meets the applicable Industry Canada Terminal Equipment Technical Specifications. This is confirmed by the registration number. The abbreviation, IC, before the registration number signifies that registration was performed based on a Declaration of Conformity indicating that Industry Canada technical specifications were met. It does not imply that Industry Canada approved the equipment.

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Preface

This section contains the following topics:

- [Purpose](#) on page 7
- [Audience](#) on page 8
- [Related documents](#) on page 8
- [Availability](#) on page 8

Purpose

This guide provides detailed information about Avaya Modular Messaging Web Subscriber Options. This document provides information about installing and activating the Web Subscriber Options server software. You install or activate this software on the personal computer that acts as the server for Modular Messaging Web Subscriber Options.

This guide contains the following sections:

Topic	Description
Introduction on page 11	Explains the basic architecture of Modular Messaging and Modular Messaging Web Subscriber Options
Prerequisites on page 15	Explains prerequisites for the server hardware and software that are required for installation
Installation on page 19	Provides step-by-step procedures for installing and activating the server software, verifying the installation settings, completing initial administration on the server, and uninstalling or repairing the server software
Troubleshooting on page 33	Provides steps for troubleshooting problems with the Web Subscriber Options installation

Audience

This guide is intended primarily for those who install, activate, and configure Modular Messaging Web Subscriber Options.

Related documents

The following are related documents in the Modular Messaging Release 3 documentation set:

- *Modular Messaging Concepts and Planning Guide*
- *Modular Messaging Web Subscriber Options Quick Reference Guide*
- *Modular Messaging Data Collection Tool Online Help*
- *Modular Messaging for the Avaya Message Storage Server (MSS) Installation and Upgrades*
- *Messaging Application Server Administration Guide for Avaya Modular Messaging with the Avaya MAS and MSS*
- *Modular Messaging for Microsoft Exchange Installation and Upgrades*
- *Messaging Application Server Administration Guide for Avaya Modular Messaging with Microsoft Exchange*
- *Modular Messaging Web Client Server Installation and Upgrades*
- *Modular Messaging Web Client Administration and Maintenance*

Note:

You can find these documents on the *Modular Messaging Documentation* CD-ROM, with the exception of the last two documents. Documentation for Modular Messaging Web Client is included on the *Modular Messaging Web Client* software CD-ROM.

Availability

Copies of this document are available from the following sources:

Note:

There is no charge to download documents through the Avaya Web site.

- The Avaya online support Web site:
<http://support.avaya.com>
- *Modular Messaging Documentation* CD-ROM

Chapter 1: Introduction

This section introduces the architecture of Avaya Modular Messaging and the components that make up a Modular Messaging system. This section includes the following topics:

- [Messaging application server](#) on page 11
- [Message storage server](#) on page 12
- [Web Client server](#) on page 12
- [Web Subscriber Options server](#) on page 13

Messaging application server

The system must include at least one messaging application server (MAS) but might include several, depending on system capacity. One MAS or a group of MASs is referred to as a voice mail domain.

The MAS software can reside on a customer-provided computer or on an Avaya message server platform with the Windows operating system. The Avaya message server can be in the S3400 or S3500 family.

For information about installing the MAS software, see one of the following guides on the *Modular Messaging Documentation* CD-ROM:

- *Modular Messaging for the Avaya Message Storage Server (MSS) Installation and Upgrades*
- *Modular Messaging for Microsoft Exchange Installation and Upgrades*

For information about administering the MAS, see one of the following guides on the *Modular Messaging Documentation* CD-ROM:

- *Messaging Application Server Administration Guide for Avaya Modular Messaging with the Avaya MAS and MSS*
- *Messaging Application Server Administration Guide for Avaya Modular Messaging with Microsoft Exchange*

Message storage server

The system must include one server for message storage. This server can be an Avaya Message Storage Server (MSS) or a Microsoft Exchange server.

The MSS software resides on an Avaya message server platform with a Linux operating system. The Avaya message server can be in the S3400 or S3500 family. For information about installing the MSS software, see *Modular Messaging for the Avaya Message Storage Server (MSS) Installation and Upgrades* on the *Modular Messaging Documentation* CD-ROM.

Web Client server

The Modular Messaging Web Client server supports access to client mailboxes on the MSS. The server provides this access through the corporate local area network (LAN). The Web Client server also supports access to messages stored on an e-mail system that is compatible with Internet Message Access Protocol 4 (IMAP4).

Note:

The Web Client server does not support access to other voice messaging systems, such as ARIA, SERENADE, or INTUITY AUDIX.

A Web Client server can support multiple Modular Messaging systems.

The Web Client server software can reside on a customer-provided computer or on Avaya-provided hardware. Avaya-provided hardware can be a server in the S3400 or S3500 family.



Important:

You can install the Web Client server software on the same server that is being used for Web Subscriber Options. However, you cannot install Web Client server software on the MAS or on the same server with other MAS applications that belong to the voice mail domain. For example, you cannot install the Web Client server software on the tracing server or on a supplementary server. The system does not function properly if the Web Client server software is installed on a server that belongs to the voice mail domain.

For information about installing the Web Client server software, see *Modular Messaging Web Client Server Installation and Upgrades* on the *Modular Messaging Web Client* software CD-ROM. For information about administering the Web Client server, see *Modular Messaging Web Client Administration and Maintenance* on the *Modular Messaging Web Client* software CD-ROM.

Web Subscriber Options server

This server supports access to Modular Messaging Web Subscriber Options. The Web Subscriber Options server obtains and updates subscriber information stored on the MAS.

A Web Subscriber Options server can support a single Modular Messaging voice mail domain.

The Web Subscriber Options server software can reside on the following servers:

- [Messaging application server](#)
- [Web Client server](#)
- A stand-alone server

This server can be a customer-provided computer or Avaya-provided hardware. Avaya-provided hardware can be a server in the S3400 or S3500 family.

For software and hardware requirements for the Web Subscriber Options server, see [Prerequisites](#) on page 15.

Chapter 2: Prerequisites

This section describes the prerequisites that your system must meet before you can install or activate the Web Subscriber Options server software.

As the installer, you must have an administrative log-in account and password for the Web server that you will use for Web Subscriber Options. You must also have a working knowledge of Windows Server 2003 administration.

This section contains the following topics:

- [Hardware prerequisites](#) on page 15
- [Software prerequisites](#) on page 16
- [System prerequisites](#) on page 18

Hardware prerequisites

The Web Subscriber Options server software can reside on the following servers:

- [Messaging application server](#)



CAUTION:

If your system supports more than 500 mailboxes, Avaya recommends that you install the Web Subscriber Options server software on a server that is not a messaging application server (MAS).

- [Web Client server](#)
- A stand-alone Web server

This server can be a customer-provided computer or Avaya-provided hardware. Avaya-provided hardware can be a server in the S3400 or S3500 family.



Important:

Avaya recommends this option if the Avaya Modular Messaging system supports more than 500 subscribers.

If you are using a customer-provided computer for the Web server, verify that the computer meets the following hardware requirements:

- 2.0-gigahertz (GHz) Pentium III or equivalent processor
- 512 megabytes (MB) of RAM

- 80 gigabytes (GB) of available space on the hard disk drive

This space must be in Windows NT file system format.

Note:

Only 350 MB of space is required for the software alone, but 80 GB is required for correct operation of the software in the customer environment.

- Modem
- DVD-ROM drive
- Network interface card (NIC)

The NIC is required in the server to connect to the corporate local area network (LAN).

- LAN connectivity with a speed of 100 megabits per second (Mbps)

Before you install or activate the Modular Messaging Web Subscriber Options server, ensure that the hardware is installed on the network at the customer site. For more information about installing Avaya hardware, see one of the following guides on the *Modular Messaging Documentation* CD-ROM:

- *Modular Messaging for the Avaya Message Storage Server (MSS) Installation and Upgrades*
- *Modular Messaging for Microsoft Exchange Installation and Upgrades*

Software prerequisites

Verify that the Web Subscriber Options server and the client computers meet the following software prerequisites.

Server software

You need the *Modular Messaging Messaging Application Server Software* DVD-ROMs to install the Web Subscriber Options server software.

If you are using a customer-provided computer for the Web server, verify that the computer meets the following software requirements:

- One of the following versions of Windows Server 2003, including Service Pack 1 (SP1)
 - Web Edition
 - Standard Edition

**Important:**

If you install the Web Subscriber Options server software on the same server that you are using for the Web Client, you can install the software only on English versions of Windows Server 2003. If users will select a multibyte display language on their local machines, keep the following guidelines in mind:

- You must install the Windows East Asian language pack on the server in order for the system to display languages properly on the client machines.
 - If you change your regional and language options in Windows Server 2003 to a multibyte language, Web Subscriber Options might display corrupt characters on the client machines. For more information about regional and language options, see your Windows Server 2003 documentation.
- Internet Information Services (IIS) 6.0

Note:

When you install Web Subscriber Options on a server that is not an MAS, the system might prompt you to change your settings for Web Services Extensions in IIS Manager. In this case, you must allow the required IIS components for the system to install Web Subscriber Options.

- Microsoft .NET Framework 1.1
- Microsoft ASP .NET 1.1
- Virus protection software with the latest updates (recommended)

**CAUTION:**

Avaya recommends that you perform the following actions:

- Install the Web Subscriber Options server software directly on a server without using Terminal Services or Remote Desktop.
- Verify that any applicable drivers for your Ethernet LAN are up-to-date on your server. If they are not, you might not be able to proceed with your installation of the Web Subscriber Options server software.
- Install and routinely update Windows security patches to protect the operating system from known security weaknesses. For recommended Microsoft service packs and security updates, see www.avaya.com/support. For more information on security, see "System security" on the *Modular Messaging Documentation* CD-ROM.

Client software

Verify that the following software is installed on the client computers:

- One of the following versions of Microsoft Windows:

- Microsoft Windows XP Professional with SP2
- Microsoft Windows XP Professional N
- Microsoft Windows 2000 Professional with SP4
- Microsoft Windows Server 2003 SAK with SP1
- Microsoft Windows Server 2003 Standard Edition
- Internet Explorer 6 with SP1

**CAUTION:**

Users who log on to Web Subscriber Options with an unsupported browser receive a one-time warning message. Using an untested browser does not prevent users from logging on, but the Web Subscriber Options features might not function properly.

System prerequisites

Web Subscriber Options works with Modular Messaging Release 3 or later.

Avaya recommends that Modular Messaging is completely installed and working properly before you start the installation of the Web Subscriber Options server. For information about installing Modular Messaging, see one of the following guides on the *Modular Messaging Documentation* CD-ROM:

- *Modular Messaging for the Avaya Message Storage Server (MSS) Installation and Upgrades*
- *Modular Messaging for Microsoft Exchange Installation and Upgrades*

For more information about the Modular Messaging system, see *Modular Messaging Concepts and Planning Guide* on the *Modular Messaging Documentation* CD-ROM.

Chapter 3: Installation

This section includes procedures for installing and activating Web Subscriber Options server software, verifying installation settings, and completing initial administration tasks on the server. This section also describes how to uninstall or repair Web Subscriber Options.

This section contains the following topics:

- [Installing Web Subscriber Options server software](#) on page 19
- [Verifying the installation settings](#) on page 25
- [Completing initial administration](#) on page 27
- [Uninstalling or repairing Web Subscriber Options server software](#) on page 30

Installing Web Subscriber Options server software

You can install the Web Subscriber Options server software on:

- A messaging application server (MAS)
This can be an MAS with an Avaya Message Storage Server (MSS) or an MAS with a Microsoft Exchange message store. For more information, see [Installing Web Subscriber Options on a messaging application server](#) on page 19.
- A server that is not an MAS
This can be an Avaya Modular Messaging Web Client server or a stand-alone server. For more information about the server requirements, see [Hardware prerequisites](#) on page 15. For more information about how to install Web Subscriber Options on a server that is not an MAS, see [Installing Web Subscriber Options on server that is not an MAS](#) on page 22.

Installing Web Subscriber Options on a messaging application server

The procedure for installing the Web Subscriber Options server software on a messaging application server (MAS) varies, depending on whether:

- The server is Avaya-provided hardware.
- The server is a customer-provided computer.

If you are using Web Subscriber Options on a server that is Avaya-provided hardware, you only need to activate Web Subscriber Options on the server. If you are using Web Subscriber Options on a server that is a customer-provided computer, you must install and activate the Web Subscriber Options server software.

Activating Web Subscriber Options on an MAS on Avaya-provided hardware

The system automatically installs Web Subscriber Options during the MAS configuration process, regardless of which message store the system uses. You can activate Web Subscriber Options when you configure your MAS data through the Data Collection Tool (DCT). For more information about MAS configuration and installation, see the applicable guides on the *Modular Messaging Documentation* CD-ROM:

- *Modular Messaging for the Avaya Message Storage Server (MSS) Installation and Upgrades*
- *Modular Messaging for Microsoft Exchange Installation and Upgrades*
- *Modular Messaging Data Collection Tool Online Help*

If you do not activate Web Subscriber Options when you configure your MAS through DCT, you can do so later. To activate Web Subscriber Options, complete the following step:

- On the MAS on which you want to activate Web Subscriber Options, click **Start > Programs > Avaya Modular Messaging > Activate Web Subscriber Options**.

The system activates Web Subscriber Options on the MAS.

Note:

When you activate Web Subscriber Options on the MAS, the system sets up Internet Information Services (IIS) with the correct port number and virtual directory. The system also activates the Web service extension *webdav*.

Installing and activating Web Subscriber Options on an MAS on a customer-provided computer

To install Web Subscriber Options on an MAS on a customer-provided computer:

1. Insert the first *Modular Messaging Messaging Application Server Software* DVD-ROM into your server.

The Modular Messaging Installation Wizard starts. The wizard lists the Modular Messaging components that are installed on the server. If no Modular Messaging components are on that server, no check boxes are selected.

Note:

If the Modular Messaging Installation Wizard does not start, browse to the **setup.exe** file in the **\Install** directory, and double-click the file.

2. In the Modular Messaging Installation Wizard, select the **Web Subscriber Options User Interface** check box.
3. If you want to change the default directory where the system installs Web Subscriber Options, click **Change**, navigate to a different directory, and click **OK**.

By default, the system installs Web Subscriber Options to **C:\Program Files\Avaya Modular Messaging\Web Subscriber Options**. If you change the directory and want to return to the default, click **Default** in the Modular Messaging Installation Wizard.

**CAUTION:**

You cannot install Web Subscriber Options to the same directory where Modular Messaging Web Client server software is installed.

4. Click **Install**. The system starts the installation.

**CAUTION:**

If the server does not meet the server software prerequisites, the installation displays a warning and stops the installation. Install the software that is listed in the warning, and the installation continues. For more information about server software prerequisites, see [Software prerequisites](#) on page 16.

Note:

If the system displays a **System Upgrade** dialog box prompting you to install MAS Web Services Enhancements (WSE) 2.0 Service Pack 3 (SP3), click **Run System Upgrade**. When the upgrade is complete, restart the computer. After the system reboots, the installation process continues automatically. If the installation process does not continue automatically, double-click the **setup.exe** file in the **\Install** directory to continue.

The system starts the Avaya Modular Messaging Web Subscriber Options Installation Wizard.

5. In the **Welcome** dialog box of the wizard, click **Next**.
The system displays the **Ready to Install the Program** dialog box.
6. In the **Ready to Install the Program** dialog box, choose one of the following options:

- To review or change any of your installation settings, click **Back**.
- To accept your installation settings and proceed with the installation, complete the following steps:
 - a. Click **Install**.

The system displays the **Installing MM Web Subscriber Options** dialog box.

- b. Wait for the system to display the next dialog box.
- c. When the system displays the **InstallShield Wizard Completed** dialog box, click **Finish** to complete the installation. The system installs the Web Subscriber Options server software, and activates the software on the server.

- d. To close the wizard, click **Close**.
- To exit the wizard and cancel the installation, click **Cancel**.

After you complete installation, you must activate Web Subscriber Options on the server. To activate Web Subscriber Options, complete the following step:

- On the MAS on which you want to activate Web Subscriber Options, click **Start > Programs > Avaya Modular Messaging > Activate Web Subscriber Options**.

The system activates Web Subscriber Options on the MAS.

Note:

When you activate Web Subscriber Options on the MAS, the system sets up IIS with the correct port number and virtual directory. The system also activates the Web service extension *webdav*.

Installing Web Subscriber Options on server that is not an MAS

To install Web Subscriber Options on a server that is not an MAS:

1. Insert the first *Modular Messaging Messaging Application Server Software* DVD-ROM into your server.

The Modular Messaging Installation Wizard starts. The wizard lists the Modular Messaging components that are installed on the server. If no Modular Messaging components are on that server, no check boxes are selected.

Note:

If the Modular Messaging Installation Wizard does not start, browse to the **setup.exe** file in the **\Install** directory, and double-click the file.

2. In the Modular Messaging Installation Wizard, select the **Web Subscriber Options User Interface** check box.
3. If you want to change the default directory where the system installs Web Subscriber Options, click **Change**, navigate to a different directory, and click **OK**.

By default, the system installs Web Subscriber Options to **C:\Program Files\Avaya Modular Messaging\Web Subscriber Options**. If you change the directory and want to return to the default, click **Default** in the Modular Messaging Installation Wizard.



CAUTION:

You cannot install Web Subscriber Options to the same directory where Modular Messaging Web Client server software is installed.

4. Click **Install**. The system starts the installation.

**CAUTION:**

If the server does not meet the server software prerequisites, the installation displays a warning and stops the installation. Install the software that is listed in the warning, and the installation continues. For more information about server software prerequisites, see [Software prerequisites](#) on page 16.

Note:

If the system displays a **System Upgrade** dialog box prompting you to install MAS Web Services Enhancements (WSE) 2.0 Service Pack 3 (SP3), click **Run System Upgrade**. When the upgrade is complete, restart the computer. After the system reboots, the installation process continues automatically. If the installation process does not continue automatically, double-click the **setup.exe** file in the **\Install** directory to continue.

The system starts the Avaya Modular Messaging Web Subscriber Options Installation Wizard.

5. In the **Welcome** dialog box of the wizard, click **Next**.

The system displays the **IIS Setup** dialog box. From the **IIS Setup** dialog box, you can change the port number on which the Web Subscriber Options site resides. By default, the Web Subscriber Options site resides on Transmission Control Port (TCP) port 80. You can also change the virtual directory name for Web Subscriber Options. By default, the name of the virtual directory is **wso**.

**CAUTION:**

You cannot install Web Subscriber Options to the same virtual directory as Modular Messaging Web Client. Also, you cannot choose a virtual directory name that already exists on the system. In this case, the system prompts you for a different name or port number.

6. If you want to change the IIS settings, click **Change** in the **IIS Setup** dialog box. Change the Web site port number or the virtual directory name, and click **OK**.
7. To accept your changes or the system defaults, click **Next** at the bottom of the **IIS Setup** dialog box.

The system displays the **URL of Message Application Server (MAS)** dialog box. You use this dialog box to add all the MASs with which Web Subscriber Options communicates. To function, Web Subscriber Options must communicate with the Web services on at least one MAS.

Note:

By default, the Web services reside on port 82 on the MAS. However, the MAS administrator might change this port after MAS installation is complete. In this case, you can make the same port change when you add the MAS URL in Web Subscriber Options.

8. In the **Protocol** field of the **URL of Message Application Server (MAS)** dialog box, click the **Protocol** arrow. Click the protocol that is in use by the Web services on the MAS.
Your options are **http://** or **https://** for secure communications. The default is **http://**.
9. In the **URL of the MAS** field, enter the URL for the MAS with which Web Subscriber Options will communicate, for example, **myMas1.dr.avaya.com**.
10. If you want to change the default port number of the MAS Web services, change the port number in the **Port Number** field. If the Web services for the MAS reside on port 82, leave the default value in this field.
11. To test the connection between Web Subscriber Options and the MAS, click **Verify URL**.
If Web Subscriber Options connects to the MAS, the system displays a success message. To close the dialog box, click **OK**.

If the connection fails, verify that the information in the MAS URL is correct, and run the test again.
12. To add the MAS URL to the list of MASs with which Web Subscriber Options can communicate, click **Add URL**.

**CAUTION:**

For the system to add the MAS URL to the list of MASs, you must click **Add URL**. Otherwise, Web Subscriber Options cannot connect to the MAS.

Note:

If you need to add MAS URLs to the list or to edit the list, you can do so later by editing the `masinfo.cfg` file in the directory where you installed Web Subscriber Options. For more information, see [Configuring the messaging application servers](#) on page 29.

13. Repeat Steps 8 through 12 of this procedure for each MAS URL that you want to add.
14. When you have finished adding all MAS URLs, click **Next** at the bottom of the **URL of Message Application Server (MAS)** dialog box.

The system displays the **Ready to Install the Program** dialog box.

15. In the **Ready to Install the Program** dialog box, choose one of the following options:
 - To review or change any of your installation settings, click **Back**.
 - To accept your installation settings and proceed with the installation, complete the following steps:
 - a. Click **Install**.
The system displays the **Installing MM Web Subscriber Options** dialog box.
 - b. Wait for the system to display the next dialog box.
 - c. When the system displays the **InstallShield Wizard Completed** dialog box, click **Finish** to complete the installation. The system installs the Web Subscriber Options server software, and activates the software on the server.

- d. To close the wizard, click **Close**.
- To exit the wizard and cancel the installation, click **Cancel**.

Verifying the installation settings

After you complete the installation or activation of the Web Subscriber Options server software, you can verify the installation settings. To verify the installation settings, log on to Web Subscriber Options from a client computer. For more information about supported client software, see [Client software](#) on page 17. For more information about logging on to Web Subscriber Options to verify the installation settings, see the following topics:

- [Verifying the default settings](#) on page 25
- [Verifying a changed port number](#) on page 26
- [Verifying a changed virtual directory](#) on page 26



CAUTION:

If you are using Web Subscriber Options on an MAS, you must activate Web Subscriber Options on the server before you can log on with a client computer. To activate Web Subscriber Options on the server, click **Start > Programs > Avaya Modular Messaging > Activate Web Subscriber Options**. This step is unnecessary if you activate Web Subscriber Options when you configure your MAS data through the Data Collection Tool (DCT).

Verifying the default settings

The Web Subscriber Options installation process creates the virtual Web directory `wso` under the Default Web Site of Internet Information Services (IIS). The Default Web Site uses port 80 as the default Transmission Control Port (TCP) port. If you are using the default port and port 80 is not open, you must open port 80 on the Web server.

To open port 80 on the Web server:

1. Click **Start > Run**, and type `secpol.msc`.
The system launches the Local Security Policy snap-in.
2. In the left pane, under **Security Settings**, click **IP Security Policies on Local Computer**.
3. Right-click **Block TCP 80 Filter**, and click **unassign**.
The **Policy Assign** column displays *no*.

To verify the default settings for Web Subscriber Options:

1. In the **Address** field of your browser window, enter the URL for the Web Subscriber Options server. Append the directory *wso* to the end of the URL.

For example, if you installed Web Subscriber Options on a machine called *myMachine*, enter the URL **http://myMachine/wso/**.

2. Press **Enter**.

The system displays the Web Subscriber Options Logon page.

Verifying a changed port number

If you changed the default port from port 80 when you installed Web Subscriber Options, you must specify this information in the Web Subscriber Options URL.

Note:

You can only change the port number if you install Web Subscriber Options on a server that is not an MAS.

To verify a changed port number for Web Subscriber Options:

1. In the **Address** field of your browser window, enter the URL for the Web Subscriber Options server, followed by the port number. Append the directory *wso* to the end of the URL.

For example, if you installed Web Subscriber Options on a machine called *myMachine* and changed the port number to 92, enter the URL **http://myMachine:92/wso/**.

2. Press **Enter**.

The system displays the Web Subscriber Options Logon page.

Verifying a changed virtual directory

If you changed the default virtual directory from *wso* when you installed Web Subscriber Options, you must specify this information in the Web Subscriber Options URL.

Note:

You can only change the virtual directory if you install Web Subscriber Options on a server that is not an MAS.

To verify a changed virtual directory for Web Subscriber Options:

1. In the **Address** field of your browser window, enter the URL for the Web Subscriber Options server. Append the name of the virtual directory to the end of the URL.

For example, if you installed Web Subscriber Options on a machine called *myMachine* and changed the virtual directory to *webso*, enter the URL **http://myMachine/webso/**.

2. Press **Enter**.

The system displays the Web Subscriber Options Logon page.

Completing initial administration

Depending on your system configuration, you might need to complete the following initial administration tasks:

- [Changing server timeout](#) on page 27
- [Synchronizing time settings](#) on page 28
- [Configuring the messaging application servers](#) on page 29
- [Configuring Avaya Voice Player](#) on page 29
- [Configuring the Quick Logon from Modular Messaging Web Client](#) on page 30

Note:

You need to synchronize time settings and configure the MASs only if you installed Web Subscriber Options on a server that is not an MAS. You need to configure Avaya Voice Player and the Quick Logon only if you want users to have access to these features.

Changing server timeout

By default, the Web Subscriber Options server times out after 20 minutes of subscriber inactivity. If the server times out, the subscriber needs to log on again. You can change the default of 20 minutes to a different value.

To change the server timeout value:

1. On the Web Subscriber Options server, navigate to **C:\Program Files\Avaya Modular Messaging\Web Subscriber Options** or to the directory where you installed Web Subscriber Options.
2. In a text editor such as Notepad, open the **web.config** file.
3. Search for the following string, and edit the timeout value at the end of the string:

```
<sessionState mode="InProc"
stateConnectionString="tcpip=127.0.0.1:42424"
sqlConnectionString="data source=127.0.0.1;Trusted_Connection=yes"
cookieless="false" timeout="20" />
```

4. Save the **web.config** file to the same directory.

The system restarts the application and applies the new timeout value.

Synchronizing time settings

When you install Web Subscriber Options on a server that is not an MAS, you must manually synchronize the time settings between the Web Subscriber Options server and each connected MAS.

The Web Subscriber Options server and the MAS do not need to be in the same time zone. However, each server must have its system clock set to the correct Coordinated Universal Time (UTC) for its respective time zone. For example, if the MAS is set to 11:00 a.m. eastern time and the Web Subscriber Options server is set to 8:00 a.m. Pacific time, time is properly synchronized between the two systems. Both systems have a UTC of 16:00. However, when the UTC of the systems differs by more than 5 minutes, time synchronization can become a problem.

To keep the system time of the Web Subscriber Options server synchronized with the MAS server, perform the following steps:

Note:

The following steps are not required if you installed Web Subscriber Options on the same server that is used for the MAS. When you install Web Subscriber Options on a server that is not an MAS, repeat the following steps for each MAS with which Web Subscriber Options communicates.

1. On the MAS, ensure that the Windows Time service is started and set to **Automatic**. For the first MAS in the private domain, **Automatic** is the default.
2. Log in to the Web Subscriber Options server as an administrator.
3. On the Web Subscriber Options server, click **Start > Settings > Control Panel > Date and Time**.
4. In the **Date and Time Properties** dialog box, click the **Internet Time** tab.
5. Select the **Automatically synchronize with an Internet time server** check box.
6. In the **Server** field, enter the fully qualified server name of the MAS that is running the Windows Time service, for example, **shoe1.dr.avaya.com**.
7. To apply the change, click **OK**.

The system will synchronize the Web Subscriber Options server time zone with the MAS every 7 days. If you need to synchronize the system time before 7 days, you can manually synchronize the time by clicking **Update Now** in the **Date and Time Properties** dialog box.

Note:

If the system time between the two servers differs by more than 5 minutes, the log file at **C:\Avaya_Support\Log\wso_*.log4** displays a message that the "message has expired." When you see this message, manually synchronize the time between the two servers by clicking **Update Now** in the **Date and Time Properties** dialog box.

Configuring the messaging application servers

When you install Web Subscriber Options on a server that is not an MAS, you configure the MASs with which Web Subscriber Options communicates. You can configure this information through the **URL of Message Application Server** dialog box of the Web Subscriber Options Installation Wizard.

After you complete the installation of Web Subscriber Options, you can perform the following administration tasks:

- Verify your list of MAS URLs.
- Edit your list of MAS URLs.
- Add MAS URLs to your list.

Note:

The following steps are not required if you installed Web Subscriber Options on the same server that is used for the MAS.

To verify and configure your list of MASs:

1. On the Web Subscriber Options server, navigate to **C:\Program Files\Avaya Modular Messaging\Web Subscriber Options** or to the directory where you installed Web Subscriber Options.
2. In a text editor such as Notepad, open the **masinfo.cfg** file.
3. Verify the list, make any needed changes to the list of MASs, and save the file to the same directory.



CAUTION:

If you add MAS addresses, ensure that each address is on its own line. Do not change any of the text formatting in the file. Each address must be in the form **http://zooney.dr.avaya.com:82/**, where 82 is the port number on which the MAS Web services reside.

4. Restart IIS on the server by clicking **Start > Programs > Avaya Modular Messaging > Reset Web Subscriber Options**.

Configuring Avaya Voice Player

If you want users to have access to Avaya Voice Player for recording and playing greetings and list names through Web Subscriber Options, you might need to configure the voice player settings. You configure these settings for a voice mail domain through the Voice Mail System Configuration (VMSC) tool of the MAS.

Note:

By default, AVP is enabled for Web Subscriber Options in the VMSC tool. You only need to configure AVP if the default has been changed.

For more information on configuring AVP for Web Subscriber Options, see Chapter 3 of one of the following guides on the *Modular Messaging Documentation* CD-ROM:

- *Messaging Application Server Administration Guide for Avaya Modular Messaging with the Avaya MAS and MSS*
- *Messaging Application Server Administration Guide for Avaya Modular Messaging with Microsoft Exchange*

After you configure AVP in the VMSC tool, you must restart IIS on the Web Subscriber Option server. To restart IIS on the server:

- Click **Start > Programs > Avaya Modular Messaging > Reset Web Subscriber Options**.

Configuring the Quick Logon from Modular Messaging Web Client

If you want users to have access to the Quick Logon from Modular Messaging Web Client to Web Subscriber Options, you must configure the feature. Verify that the Web Subscriber Options URL is administered on the Web Client server. For more information, see "Message Servers page" in *Modular Messaging Web Client Administration and Maintenance* on the Web Client software CD-ROM.

Uninstalling or repairing Web Subscriber Options server software

To uninstall or repair the Web Subscriber Options server software:

1. On the Web Subscriber Options server, click **Start > Settings > Control Panel > Add/Remove Programs**.
2. From the list of programs, select **Modular Messaging Web Subscriber Options**.
3. Choose one of the following options:
 - To uninstall Web Subscriber Options, click **Remove**.
 - To repair Web Subscriber Options, click **Change**.
4. Proceed with the repair or the uninstall of the server software.

Note:

If you are on a server that is not an MAS when you uninstall Web Subscriber Options, the system asks you whether you want to delete the logs for Web Subscriber Options. Click **Yes** if you want to delete the logs. The system does not remove the logs if you are on an MAS. The logs for Web Subscriber Options are located at `C:\Avaya_Support\Logs`.

The system uninstalls or repairs the Web Subscriber Options server software. For an uninstall, the system retains your logs if you are on an MAS or have specified the system to keep the logs.

Chapter 4: Troubleshooting

After you complete installation or activation of Web Subscriber Options and try to log on from a client computer, you might encounter problems with the application.

This section includes a list of problems you might encounter and steps for troubleshooting those problems.

Web Subscriber Options does not work when installed on a Web Client server:

Before you install the Web Subscriber Options server software, stop the Web Client Web server. When installation is complete, restart the Web Client Web server.

For more information about stopping and starting the Web Client Web server, see *Modular Messaging Web Client Administration and Maintenance* on the *Modular Messaging Web Client* software CD-ROM.

Web Subscriber Options Logon page displays "Compiler Error Message: CS0016":

1. On the Web Subscriber Options server, navigate to the Windows temporary directory (C:\WINDOWS\Temp).
2. Right-click the **Temp** directory, and click **Properties** > **Security**.
3. In the **Group or user names** field, verify that the profile NETWORK SERVICE is listed.
4. If this profile is not listed, click **Add**.
5. Type **network service** in the text box, and click **OK**.
6. In the **Allow** field for NETWORK SERVICE, select the **Full Control** check box.
7. Click **OK**.

Web Subscriber Options Logon page displays general error (IIS application pools):

Web Subscriber Options should automatically create Internet Information Services (IIS) application pools during installation. If this does not occur, you might see a general error message on the Web Subscriber Options Logon page.

To troubleshoot this error, complete the following steps in Windows IIS Manager:

1. Click **Web Sites** > **Default Web site** > **wso**.
Note: If you changed the virtual directory of Web Subscriber Options during installation, go to that site.
2. Right-click **wso**, and click **Properties**.
3. If the **Application name** and **Application pool** fields are grayed out, click **Create**, and click **OK**.

For more information about IIS, see your Windows Server 2003 documentation.

