

<b>EVM for Intuity Pre-Installation Checklist</b>	<b>Document #: 158</b>
	<b>Last Update: 03/31/2014</b>
	<b>Page: 1 of 3</b>

## Overview

Document *154-Application Server* must be completed and submitted to Mutare Software before EVM for Intuity is installed. We recommend downloading the most recent version from [www.mutare.com](http://www.mutare.com).

## Site Configuration

Site Information	
Site Name	
Intuity IP Address	

Application Server Configuration Options	
Ensure that Web Services of IIS on the Application Server have been installed.	Complete? <input type="checkbox"/>
It is recommended that a DNS entry be created for the website. Provide the URL to the EVM website. e.g. <a href="http://evm.organization.com">http://evm.organization.com</a> .  This DNS entry may need to be external if users wish to “delete” or “mark read” voicemails on the voicemail server from a mobile device. If a DNS entry is not provided, the machine name or IP address will be used.	
Ensure that SMTP Virtual Server portion of IIS on the Application Server has been installed.	Complete? <input type="checkbox"/>
Corporate SMTP Server (IP address or Host Name). Emails will relay through this server.	

Intuity Configuration	
Intuity Model/Rel. (e.g. MAP 40, LX 2.0, IA770, CMM)	
Internet Messaging must be configured on the Intuity. For mailbox access, POP3 or IMAP4 must be set to Yes. For earlier releases of Intuity the “ <i>POP3 Enabled?</i> ” setting must be set to Yes on the General Options and Settings screen of Internet Messaging. For Intuity LX 2.0 or later, IA770 on CM5.0 or later, or CMM the “ <i>IMAP4 Enabled?</i> ” setting must be set to “Yes” on the General Options and Settings screen of Internet Messaging. <sup>1</sup>	Complete? <input type="checkbox"/>
Have the <i>IMAPI Access</i> and <i>IMAPI File Transfer</i> or <i>MCAPI Access</i> and <i>MCAPI Transfer</i> features been enabled for each EVM subscriber in the Subscriber Class of Service Parameters screen on the Intuity? (See diagram below.) <sup>2</sup>	(Circle One) Yes                      No
For CMM, ensure that the “Trusted Server Access” setting in all users’ Subscriber settings and COS is set to ‘Yes’. Also ensure that the “Mail User Agent Access” is set to ‘Full’.	Complete? <input type="checkbox"/>

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	<b>Last Update: 03/31/2014</b>
	<b>Page: 2 of 3</b>

Intuity Configuration	
<b>(Super User – CMM only)</b> Ensure that the Application Server has been configured as a Trusted Server. Ensure that IMAP4 Super User Access Allowed is set to Yes.	Complete? <input type="checkbox"/> _____ Server Name _____ Password
Verify the server names for the Internet Messaging trusted servers are 10 characters or less on older models.	Complete? <input type="checkbox"/>
Intuity 10-digit pilot number (number to check voicemail from <u>outside</u> your organization).	
Create a test mailbox and password to use during installation to confirm the application.	_____ Test mailbox number _____ Test mailbox password

### Common Server Ports Used:

Port 143	Used to connect to some Intuity systems for EVM
Port 110	Used to connect to some Intuity systems for EVM
Port 25	Used to relay emails from the server to your SMTP Gateway
Port 80	Used inbound for EVM. Message Mirror, and Vital Link. External access over port 80 may be needed to perform some EVM admin functions off network
Port 443	(Optional) Used in place of port 80 if SSL is being used. Customer must provide their own certificate for SSL

### NOTE:

In order for the web links to work for end users outside your network (e.g. smartphone users or users accessing from home), the EVM server must be opened externally to the Internet. This will allow an end user to (1) stream the voice message, if applicable, or (2) delete the voicemail message from the voice mailbox, or (3) mark the message read in the voice mailbox, or (4) utilize the mobile client. It is the customer's responsibility to configure the routing/firewall/DNS settings to allow external users access to the EVM website.

Mutare recommends that the customer procure an SSL certificate for the EVM website. Your Mutare Project Manager can help create the Certificate Signing Request (CSR), but it is the customer's responsibility to procure and purchase the SSL certificate itself.

<sup>1</sup> If the system is an Avaya IA770 or LX 2.0, use the following Application Note to configure for EVM:  
<http://www.avaya.com/master-usa/en-us/resource/assets/applicationnotes/Mutare-ia770app.pdf>

If the system is an Avaya CMM, use the following link to configure Internet Messaging for CMM:  
[http://support.avaya.com/elmodocs2/CMM/CMM5\\_2/CMM52/DocCDCMM-FM/a\\_intmes.htm#admintmes](http://support.avaya.com/elmodocs2/CMM/CMM5_2/CMM52/DocCDCMM-FM/a_intmes.htm#admintmes)

<sup>2</sup> *IMAPI Access* and *IMAPI Message Transfer* should be set to “Y”.

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display subscriber 5626                                     Page 2 of 2
                SUBSCRIBER CLASS OF SERVICE PARAMETERS
Addressing Format: extension                               Login Announcement Set: System
System Multilingual is ON                               Call Answer Primary Annc. Set: System
Call Answer Language Choice? n Call Answer Secondary Annc. Set: System

PERMISSIONS
  Type: call-answer      Announcement Control? n          Outcalling? y
  Priority Messages? y   Broadcast: none              IMAPI Access? y
IMAPI Message Transfer? y   Fax Creation? n   Trusted Server Access? n

INCOMING MAILBOX      Order: fifo          Category Order: nuo
  Retention Times (days), New: 10      Old: 10      Unopened: 10
OUTGOING MAILBOX      Order: fifo          Category Order: unfda
  Retention Times(days), File Cab: 10    Delivered/Nondeliverable: 5

Voice Mail Message (seconds), Maximum Length: 300 Minimum Needed: 32
Call Answer Message (seconds), Maximum Length: 120 Minimum Needed: 8
  End of Message Warning Time (seconds): 15
  Maximum Mailing Lists: 25      Total Entries in all Lists: 250
Mailbox Size (seconds), Maximum: 900      Minimum Guarantee: 0

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The POP3 cache contains the password and the number of new and unopened messages. If a user changes the password from the telephone, it is not written to the POP3 cache until some other event (like a new message) causes the cache to be refreshed.

When a POP3 login attempt is made and the password matches the old one in the cache, the login appears to succeed, but really isn't in the mailbox, just into the cache.

This login can continue to appear to succeed every 5 minutes until a new message is received in the mailbox, and then the new password and new message count is pushed out to the cache. After that, POP3 logins will fail and receive the incorrect password response until the mailbox is locked.

Once in the locked state, the user must change the password on the EVM server to match the mailbox and request their mailbox be unlocked by the Intuity administrator.