

Enterprise Notification System (ENS) Pre-Installation Checklist

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Overview

This document outlines the necessary requirements for installation of the Enterprise Notification System (ENS) application on the Mutare Communication Server (MCS).

Document *145-MCS Specifications*, should be reviewed before attempting to complete this document. We recommend downloading the most recent version from <http://www.mutare.com/techdocs.asp>.

Site Configuration

Site Information	
Site Name	
PBX Particulars	
PBX Make/Model:	
<p>ISDN PRI Only T1s should be configured as ISDN PRI only. T1 circuits are connected to the cards on the back of the server via RJ48C jacks. Mutare recommends the following specifications when ordering or configuring phone lines:</p> <ul style="list-style-type: none"> ISDN PRI Trunks, configured 23B+D, NI-2 protocol. 2-way, with Called Party Number. NOTE: There must be a CSU/DSU between the T1 termination (either at the DMARC from the CO or from the PBX) and the MCS. Some PBX cards do not need a CSU/DSU. Consult with your Mutare technician. 	Complete? <input type="checkbox"/>
Setup a hunt group for incoming calls. It is recommended that this be a straight-line hunt group.	Complete? <input type="checkbox"/>
<p>Three IVR applications will be running that accept inbound calls: (1) ENS CallIn – for callers to retrieve broadcasts, (2) ENS Broadcast – for broadcasters to initiate broadcasts, and (3) ENS Record – for administrators to record list names and pre-recorded messages.</p> <p>Analog – A single DID must be created that allows callers to reach the ENS system. ENS will then prompt the caller</p> <p>ISDN PRI/SIP – Three DIDs may be created, one for each application. If so, ENS will strip the passed DNIS digits to determine the application to launch. Enter the DNIS and DIDs for each application.</p>	<p>(Circle one) 3 DIDs Single number</p> <p>DNIS/DIDs: CallIn _____ Broadcast _____ Record _____</p>
The PBX must be configured such that all outbound ports allow out of area calls.	Complete? <input type="checkbox"/>
What digits need to be dialed to place an outbound call? Please list any special dialing considerations outbound calls (e.g. must dial 9 for outside line, internal dialing, etc.).	
SIP Only – IP Address of the SIP Gateway	
SIP Only – Codec used for calls (G.711MU recommended)	

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ENS Information

Email Address for ENS Emails
(All SMTP messages will be sent from this address – e.g. ens@organization.com)

Organization Logo – Please send an organization logo to be used for the ENS website with this completed document. Send as .gif, .png, or .jpg file. Also, please provide the URL of your organization’s website so that the fonts and colors can be matched for your ENS website.

Complete?

URL: _____

Paging Information

If you will be using the SNPP features of ENS, provide the following information. In many cases, you must notify the Service Provider ahead of time of the pagers that will be using SNPP.

SNPP Service Provider

SNPP Server Address

SNPP Port

Test Pager Number

Server Configuration Information

Application Server IP Address.

A local administrator account must be created for services to run under. This account will also be used by Mutare to login to the server. This account may be part of a domain, but this is not necessary.

Username: _____

Password: _____

Domain: _____

Ensure that World Wide Web Server on the Application Server has been installed.¹

Complete?

It is recommended that a DNS entry be created for the website. Provide the URL to the ENS website. e.g. <http://ens.organization.com>

Ensure that SMTP Virtual Server on the Application Server has been installed.²

Complete?

Corporate SMTP Server (IP address or Host Name). Emails will relay through this server.

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¹ Mutare will create a new folder (\OD\EENWeb1) for the Web scripts and make it the default. Users will access ENS by entering the IP address or host name of the Application Server. The *Active Server Pages* and *Server Side Includes* web service extensions will be enabled for the ENS website. For more information, see Mutare document *130-Web Server*.

² ENS sends email through an SMTP server. After installation, Mutare Software will configure the SMTP Virtual Server to use your existing SMTP server as a "smart host". This will allow the Application Server to relay messages through your existing SMTP server. Your existing SMTP server must be configured to allow relaying. If an SMTP server does not exist, one must be established before using ENS. For more information, see Mutare document *129-SMTP Server*.