

Modular Messaging Message Mirror	Document #: 176
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Overview

This service will copy messages from Production Modular Messaging (MM) system mailboxes to a Disaster Recovery (DR) Modular Messaging (MM) system, to a Survivable Modular Messaging (SMM) system or to the Application Server.

The application runs on an Application Server that has network connectivity to both MSS servers. The application will query a local database for mailboxes subscribed to the service and perform the following steps:

1. Login to the production mailbox.
2. Check the mailbox contents against database.
3. Login and copy any messages that are new to the backup mailbox or File Server.
4. Login to the backup mailbox and delete any messages that have been deleted on the production mailbox.

The application will use the IMAP4 interface to the mailboxes for the purposes of the service.

Optional Service: The synchronization of recorded names, passwords, and even the synchronization of the mailbox itself via the MSS LDAP can be accomplished as a separate process. This process typically runs every 6 hours and also can update the database of mailboxes to be mirrored.

The application requires the use of the MSS IMAP4 Super User Access and this is only available on Modular Messaging at release 3.1 or later.

Message Mirror works with Avaya Survivable Modular Messaging systems as well as regular DR MM scenarios.

For more detailed information about Message Mirror, see document [193-MMTechnicalNotes.pdf](#).

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Application Notes

1. Ensure that the Application Server has been configured as a Trusted Server with the MSS and that the Super User Account has been setup. This allows the application to access mailboxes without the end user password.
NOTE: It is critical that the Trusted Server Name and Password be the same on the primary and backup MSS.
2. The following message information will remain intact in the Backup MM mailbox or in the message stored on the Application Server:
 - Message state (read, unread).
 - Timestamp of message.
 - Private message status.
 - Urgent message status.
 - Forwarded message chains
 - Reply message chains
3. Greetings are also moved over from the Production MM mailbox to the Backup MM mailbox or File Server.
4. Names and Passwords can be mirrored from the Production MM mailbox to the Backup MM system.
5. "Broadcast" or "Bulletin" messages cannot be moved to the Backup MM system.
6. To avoid users having to change their mailbox when using the Backup MM system, it is recommended that the "Enable New Mailbox Initialization" checkbox in the Telephone User Interface section of the VSMC on the Target MAS be unchecked when creating new mailboxes on the Target MM system.
7. In order for maximum length messages to be mirrored to the Backup MM system, the "Maximum Call Answer Message" and "Maximum Voice Mail Message" values in the COS for those mailboxes must be at least one minute longer than the corresponding COS on the Production MM. Alternately, Message Mirror has a feature that will deposit a "dummy" message in place of the maximum length message into the mailbox on the Backup MM and will save the actual message locally on the application server.

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Site Configuration

Site Information	
Site Name	
Application Server Configuration	
Application Server IP Address.	
A local administrator account must be created for installation of the application.	Username: _____ Password: _____ Domain: _____
Ensure that Web Services on the Application Server have been installed. ¹	Complete? <input type="checkbox"/>
Ensure that SMTP Virtual Server on the Application Server has been installed. ²	Complete? <input type="checkbox"/>
Corporate SMTP Server (IP address or Host Name). Emails will relay through this server.	

¹ Mutare will create a new folder for the web scripts and make it the default. Admins will access the Message Mirror application settings by entering the IP address or host name of the Application Server. For more information, see Mutare document 130-Web Server.

² Message Mirror 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 corporate 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 Message Mirror. For more information, see Mutare document 129-SMTP Server.

