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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.
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.

The synchronization of recorded names, passwords, and even the synchronization of the mailbox itself via the MSS LDAP is accomplished as a separate process. This process typically runs every 2 hours and updates 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. Message Mirror will mirror the following message information:
 - Message state (read, unread).
 - Timestamp of message.
 - Private message status.
 - Urgent message status.
 - Forwarded message chains
 - Reply message chains
3. Greetings are also copied from the Production MM mailbox to the Backup MM mailbox.
4. Names and Passwords are copied from the Production MM mailbox to the Backup MM system.
5. "Broadcast" or "Bulletin" messages cannot be copied to the Backup MM system.
6. To avoid users having to change their mailbox password 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.
8. If Message Networking is used in the organization, it is critical to understand that in Survivable Modular Messaging scenarios, that the DR MSS will not be connected to the Message Networking server(s) for automatic updates. Therefore, changes must be made to the DR MSS in the event of changes to remote mailboxes. For example, if a remote site is migrated to the primary MSS, those mailboxes must be manually removed from the DR MSS as remote mailboxes, so that Message Mirror can successfully add them to the DR MSS as local mailboxes. Contact your Mutare Project Manager for more information.
9. NOTE: The Modular Messaging Messaging Administration web tool will allow a mailbox to be created even if the same mailbox number is already a secondary extension for another mailbox. Message Mirror can handle this by deleting the secondary extension from the mailbox on the Backup MM system. However, a warning will appear indicating that the secondary extension cannot be copied.
10. It is critical that the clocks between the primary MSS and the backup MSS are in sync. Avaya recommends that both servers use the same NTP 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.	Complete? <input type="checkbox"/>
Ensure that SMTP Virtual Server 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.	
Mutare will install SQL Server Express on the Application Server for mailbox management.	

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Production Modular Messaging Configuration

<u>Production</u> Message Store Server (MSS) IP:	
The IMAP4 default port is 143. If the MSS is using a different IMAP4 port, identify here. Under System Administration on the MSS confirm IMAP4 Port is set to "Enabled."	IMAP4 Port 143? Yes No (Circle one) IMAP4 Port if not 143: _____
Ensure that <i>Restrict Client Access</i> in the Class of Service for all users who will be using the application is set to No .	Complete? <input type="checkbox"/>
Ensure that the Privacy Enforcement Level (PEL) value is NOT set to Full . This can be accessed on the MAS via the Voice Mail System Configuration (VMSC) program on the Messaging Application Server (MAS). To view the PEL settings, open the VMSC program on the MAS and double-click the Messaging item on the VMSC tree.	Complete? <input type="checkbox"/>
Which voice file format is this MM configured for? GSM (default) or G.711?	(Circle One) GSM G.711
Ensure that the Application Server has been configured as a Trusted Server on the MSS. NOTE: This MUST be the same as the Backup MSS.	Complete? <input type="checkbox"/> Server Name: _____ Password: _____
<u>Production</u> MM 10-digit pilot number (number to check voicemail from <u>outside</u> your organization).	
Create 5 test mailboxes to use during installation to confirm the application during testing on the <u>Production</u> MM system.	Mbox: _____ Pwd: _____ Mbox: _____ Pwd: _____ Mbox: _____ Pwd: _____ Mbox: _____ Pwd: _____ Mbox: _____ Pwd: _____
Ensure that the clocks between the primary MSS and the backup MSS are in sync. This is critical for the ability to copy messages, greetings, and mailboxes.	Complete? <input type="checkbox"/>

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Backup Modular Messaging Configuration

<p><u>Backup</u> Message Store Server (MSS) IP Address:</p>	
<p>The IMAP4 default port is 143. If the MSS is using a different IMAP4 port, identify here. Under System Administration on the MSS confirm IMAP4 Port is set to "Enabled."</p>	<p>IMAP4 Port 143? Yes No (Circle one) IMAP4 Port if not 143: _____</p>
<p>Ensure that <i>Restrict Client Access</i> in the Class of Service for all users who will be using the application is set to No.</p>	<p>Complete? <input type="checkbox"/></p>
<p>Ensure that the Privacy Enforcement Level (PEL) value is NOT set to Full. This can be accessed on the MAS via the Voice Mail System Configuration (VMSC) program on the Messaging Application Server (MAS). To view the PEL settings, open the VMSC program on the MAS and double-click the Messaging item on the VMSC tree.</p>	<p>Complete? <input type="checkbox"/></p>
<p>Which voice file format is this MM configured for? GSM (default) or G.711?</p>	<p>(Circle One)</p> <p style="text-align: center;">GSM G.711</p>
<p>Ensure that the Application Server has been configured as a Trusted Server on the MSS.</p> <p>NOTE: This MUST be the same as the Production MSS.</p>	<p>Complete? <input type="checkbox"/></p> <p>Server Name: _____ Password: _____</p>
<p><u>Backup</u> MM 10-digit pilot number (number to check voicemail from <u>outside</u> your organization).</p>	
<p>Create 5 test mailboxes to use during installation to confirm the application during testing on the <u>Backup</u> MM system.</p>	<p>Mbox: _____ Pwd: _____ Mbox: _____ Pwd: _____ Mbox: _____ Pwd: _____ Mbox: _____ Pwd: _____ Mbox: _____ Pwd: _____</p>
<p>Ensure that the clocks between the primary MSS and the backup MSS are in sync. This is critical for the ability to copy messages, greetings, and mailboxes.</p>	<p>Complete? <input type="checkbox"/></p>