

EVM Plus for Avaya Aura Messaging (AAM) Pre-Installation Checklist

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Overview

Document *154-Application Server* must be completed and submitted to Mutare Software before EVM Plus for AAM is installed. We recommend downloading the most recent version from www.mutare.com.

Site Configuration

Site Information	
Site Name	

Application Server Configuration Options	
Ensure that Web Services of IIS on the Application Server have been installed. ¹	Complete? <input type="checkbox"/>
It is recommended that a DNS entry be created for the website. Provide the URL to the EVM Plus website. e.g. http://evm.organization.com . 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. ²	Complete? <input type="checkbox"/>
Corporate SMTP Server (IP address or Host Name). Emails will relay through this server.	
Windows account and password with Administrator rights to the local machine. This will be used for installation of the application.	

Avaya Aura Messaging Configuration	
Avaya Aura Messaging Release:	
(AAM) IP Address:	
The IMAP4 default port is 143. If the AAM is using a different IMAP4 port, identify here. Under System Ports and Access on the AAM confirm IMAP4 Port is set to “Enabled.”	IMAP4 Port 143? Yes No (Circle one) IMAP4 Port if not 143: _____
Ensure that the Application Server has been configured as a Trusted Server with Super User IMAP4 and LDAP access on the AAM. For details on setting up the Trusted Server see document 190.	Complete? <input type="checkbox"/> Server Name: _____ Password: _____
AAM 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

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

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. 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.

² EVM Plus for AAM 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 EVM Plus. For more information, see Mutare document 129-SMTP Server.