

MSS Call/Service Center Message Monitor Pre-Installation Checklist

Document #: 220

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Overview

This form provides outlines the information and steps needed before the Message Monitor application can be loaded.

Site Configuration

Site Information	
Site Name	

Application Server Configuration Options	
Application Server IP Address.	
<p>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.</p>	Username: _____ Password: _____ Domain: _____
Ensure that Web Services on the Application Server have been installed. ¹	Complete? <input type="checkbox"/>

Modular Messaging Configuration	
Message Store Server (MSS) IP Address:	
The IMAP4 default port is 143. If the MSS is using a different IMAP4 port, identify here.	IMAP4 Port 143? Yes No (Circle one) IMAP4 Port if not 143: _____
The LDAP default port is 389. If the MSS is using a different LDAP port, identify here.	LDAP Port 389? Yes No (Circle one) LDAP Port if not 389: _____
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"/>
(Super User - Must be at MM rel 3.1 or later) Ensure that the Application Server has been configured as a Trusted Server with Super User and LDAP access on the MSS. For details on setting up the Trusted Server see document 190.	Complete? <input type="checkbox"/> Server Name: _____ Password: _____

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Which voice file format is this MM configured for? GSM (default) or G.711?	(Circle One) GSM G.711
MM 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

Website Configuration	
Organization Logo – Please send an organization logo to be used for the Password Reset 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.	Complete? <input type="checkbox"/> URL: _____

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.