

MSS Call/Service Center Mailbox Escalation Pre-Installation Checklist

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Overview

This form provides outlines the information and steps needed before the Mailbox Escalation application can be loaded.

Site Configuration

Site Information	
Site Name	

Server Configuration Information	
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 World Wide Web Server on the Application Server has 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.	
It is recommended that a DNS entry be created for the website. Provide the URL to the ENS website. e.g. http://voiceforms.organization.com	

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: _____
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"/>

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<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>(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.</p>	<p>Complete? <input type="checkbox"/></p> <p>Server Name: _____ Password: _____</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>MM pilot number (number to check voicemail from outside your organization).</p>	
<p>Create a test mailbox and password to use during installation to confirm the application.</p>	<p>_____ Test mailbox number</p> <p>_____ Test mailbox password</p>

Website Configuration	
<p>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.</p>	<p>Complete? <input type="checkbox"/></p> <p>URL: _____</p>

¹ Mutare will create a new folder (\OD\MsgEscWeb) for the Web scripts and make it the default. Users will access EVM by entering the IP address or host name of the Application Server. The web scripts may be installed on a different server so long as access rights to the \OD directory are ensured and the Web Server has MDAC 2.7 (or MS Jet 4.0 engine) installed. If this is desired make it known to your Mutare project manager. For more information, see Mutare document 130-Web Server.

² The application 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 EVM. For more information, see Mutare document 129-SMTP Server.