

Avaya Aura Messaging Message Mirror

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Overview

This service will copy messages from Production Avaya Aura Messaging (AAM) system mailboxes to a Disaster Recovery (DR) Avaya Aura Messaging (AAM) system, to a Survivable Avaya Aura Messaging 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.

The application requires the use of the MSS IMAP4 Super User Access.

Both AAM servers must be at the same release and must be at release 6.3.3 or later.

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Application Notes

1. It is highly recommended that the Message Mirror Application Server be co-located with the primary AAM due to the continued connectivity to the primary AAM throughout the day.
2. Ensure that the Application Server has been configured as a Trusted Server with the AAM 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 AAM.
3. Message Mirror will mirror all message information.
4. Greetings are also copied from the Production AAM mailbox to the Backup AAM mailbox.
5. All subscriber LDAP attributes are copied from the Production AAM mailbox to the Backup AAM system, including recorded name and password.
6. The COS attributes from LDAP are copied from the Production AAM mailbox to the Backup AAM system.
7. It is critical that the clocks between the primary AAM and the backup AAM 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 Options

Application Server IP Address.

Ensure that Web Services of IIS on the Application Server have been installed.

Complete?

Ensure that SMTP Virtual Server portion of IIS on the Application Server has been installed.

Complete?

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 Avaya Aura Messaging Configuration

<u>Production</u> Message Store Server IP:	
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 <i>IMAP/POP3</i> Access in the Class of Service for all users who will be using the application is set to Full .	Complete? <input type="checkbox"/>
Ensure that the Application Server has been configured as a Trusted Server on the AAM. LDAP Access Allowed: Yes IMAP4 Super User Access Allowed: Yes NOTE: This MUST be the same as the Backup AAM.	Complete? <input type="checkbox"/> Trusted Server Name: _____ Password: _____
<u>Production</u> AAM 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 AAM and the backup AAM are in sync. This is critical for the ability to copy messages, greetings, and mailboxes.	Complete? <input type="checkbox"/>

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Backup Avaya Aura Messaging Configuration

<u>Backup Message Store Server IP:</u>	
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 <i>IMAP/POP3 Access</i> in the Class of Service for all users who will be using the application is set to Full .	Complete? <input type="checkbox"/>
Ensure that the Application Server has been configured as a Trusted Server on the AAM. LDAP Access Allowed: Yes IMAP4 Super User Access Allowed: Yes NOTE: This MUST be the same as the Production AAM.	Complete? <input type="checkbox"/> Trusted Server Name: _____ Password: _____
<u>Production AAM</u> 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 MM</u> system.	Mbox: _____ Pwd: _____ Mbox: _____ Pwd: _____ Mbox: _____ Pwd: _____ Mbox: _____ Pwd: _____ Mbox: _____ Pwd: _____
Ensure that the clocks between the primary AAM and the backup AAM are in sync. This is critical for the ability to copy messages, greetings, and mailboxes.	Complete? <input type="checkbox"/>

Common Server Ports Used:

Port 143	Used to connect to Voicemail system for Message Mirror.
Port 25	Used to relay emails from the server to your SMTP Gateway.
Port 80	Used inbound for Message Mirror. External access over port 80 may be needed to perform some Message Mirror admin functions off network.
Port 443	(Optional) Used in place of port 80 if SSL is being used. Customer must provide their own certificate for SSL.
Port 389	Used to connect to voicemail's LDAP port for Message Mirror.