

<h1 style="margin: 0;">SAM</h1> <h2 style="margin: 0;">Pre-Installation Checklist</h2>	Document #: 270
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Please select appropriate options for your SAM Set-up.

1. Use Local SQL Express Yes No

Use customer SQL environment Windows Auth SQL Auth

**If using Windows Auth, account must be local admin

2. Implementing giSTT Yes No

Implementing giSTT On Premise Cloud

3. Using SAM for Skype for Business Notifications Yes No

SAM is not currently supported in Skype for Business in Office 365

4. Using SAM for Email Notifications Yes No

5. Using SAM for SMS Notifications Yes No

6. Active Directory Authorization Yes No

7. Active Directory Synchronization Yes No

8. Provide the Number of SAM Users: _____

9. In order to test the application, Mutare requires a DID phone number that the installer can call which will then route to the SAM server via SIP:

- DID: _____ Ext. associated with that DID: _____

If a DID cannot be provided, please provide the main access number where an extension can be dialed:

- Main access number: _____

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Overview

This document outlines the necessary requirements for installation of the SAM application on the Mutare Communication Server (MCS).

Document *145-MCS Specifications*, should be reviewed before attempting to complete this document. We recommend downloading the most recent version from <http://www.mutare.com/techdocs.asp>.

SIP Particulars	
PBX Make/Model	
Configure your PBX to redirect calls to stations on RNA/Busy to the SIP trunk on which the SAM server will answer the calls.	Review Document 286 or 293 for additional details on Avaya CM and SM configuration
Ensure that the SIP Diversion Header contains the phone number or extension for each SAM user.	Review Document 286 or 293 for additional details on Avaya CM and SM configuration
SIP port (5060)	Port number if different from default 5060: _____
SIP protocol (TCP/TLS)	TCP / TLS
Audio Format must be G.711	
When out calling, what pre-digits to dial:	
What Caller ID Number and Name to use when SAM makes outcalls.	

Phone Number	Configuration Settings
SAM will have a North American telephone number associated with your system for SMS notifications. Please provide a preferred area code for your telephone number.	Preferred Area Code:

SMTP Email Information	Configuration Settings
<p>SAM can send email notifications through your email server.</p> <p>Provide an SMTP email account and password for email messages.</p> <p><i>[This account is the mailbox that will be used to send messages to users.]</i></p>	<p>Account Name: <i>Example:</i> sam@company.com</p> <p>Account Login ID: (if different)</p> <p>Account Password: DO NOT ENTER HERE [NOTE: Please provide to your implementation coordinator]</p> <p>Email Server Name or IP:</p> <p>Port Number:</p> <p>TLS/SSL? TLS: <input type="checkbox"/> SSL: <input type="checkbox"/></p>

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Lync Information	Configuration Settings
<p>SAM can send Lync/Skype for Business notifications through your Lync server. Provide a Lync account and password for Lync messages.</p> <p>SAM is not currently supported in Skype for Business in Office 365</p>	<p>Account Name: <i>Example:</i> sam@company.com</p> <p>Account Login ID: (if different)</p> <p>Account Password: DO NOT ENTER HERE [NOTE: Please provide to your implementation coordinator]</p> <p>Lync Server Name or IP:</p>

Active Directory Information	Configuration Settings
<p>Provide the fully qualified names AND IP ADDRESSES of at least 2 Active Directory (AD) Servers if your site will use AD authentication.</p>	<p>AD Server 1: AD Server 2: AD Port: 389 or 636</p>

Server Configuration Information	
Application Server IP Address.	
A local administrator account must be created for installation. If using Windows Auth for SQL access, services and web page run under this account. This account will also be used by Mutare to login to the server. This account must be part of a domain if using Windows Auth.	
It is recommended that a DNS entry be created for the website. Provide the URL to the SAM website. e.g. http://sam.organization.com . This DNS entry may need to be external if users wish to stream messages or edit profile. If a DNS entry is not provided, the machine name or IP Address will be used.	
Mutare will be installing SQL Server 2016 Express to host the database for the application unless customer requires database to reside within their SQL environment.	
Mutare will configure the server to host a website for the SAM Administration using IIS. Mutare will configure IIS to support the .NET website.	

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Server Configuration Information

The application server needs to be able to access the internet for the following services:

- giSTT
- SMS
- Phone number validations
- Licensing

Microsoft Desktop Experience is required to be installed on the server for TTS services.

Common Server Ports Used:

Port(s)	In/Out	IPs (if external)	Traffic
25/587	Outbound	Internal SMTP Server	SAM logs in with an email account and sends all email notifications from this account.
443	Outbound	<ul style="list-style-type: none"> • Amazon Web Services • Amazon Web Services • 68.70.168.26 (gistt.mutare.com) • Customer Skype Server 	<ul style="list-style-type: none"> • Phone Number Verification • SMS • giSTT (Speech to Text) • Skype for Business
443	Inbound	SAM Server IP address	Administrators and End Users (if you allow access) require inbound 443 access to the SAM web site.
389/636	Outbound	Customer AD Servers	Used for Administrator and End User AD authentication.
5060	Inbound/Outbound	PBX, SBC, Session Manager etc.	SIP signaling
Others	Inbound/Outbound	PBX, SBC, Session Manager, Media Gateway or Controller, etc.	RTP traffic