

EVM for AVST Pre-Installation Checklist	Document #: 290
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Overview

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

Site Configuration

Site Information	
Site Name	
AVST IP Address	

Application Server Configuration Options	
Ensure that Web Services of IIS on the Application Server have been installed.	Complete? <input type="checkbox"/>
It is recommended that a DNS entry be created for the website. Provide the URL to the EVM 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.	Complete? <input type="checkbox"/>
Corporate SMTP Server (IP address or Host Name). Emails will relay through this server.	

AVST Configuration	
AVST Release:	
AVST IP Address:	
AVST API Option: You must create an administrator account that Mutare EVM can use to access messages in CX. You must also make sure that this account is setup for web impersonation through the Database feature in the CX Configuration utility. Please see last page of this form for instructions on creating this account.	_____ Account Name _____ Account Password
IMAP Option: The IMAP4 default port is 143. If the AVST is using a different IMAP4 port, identify here.	IMAP4 Port 143? Yes No (Circle one) IMAP4 Port if not 143: _____
AVST 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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Common Server Ports Used:

Port 143	Used to connect to some AVST systems for EVM
Port 25	Used to relay emails from the EVM server through your SMTP Gateway
Port 80	Used inbound for EVM. External access over port 80 may be needed to perform some EVM admin functions off network – in this case may need HTTPS (443)
Port 443	(Optional) Used in place of port 80 if SSL is being used. Customer must provide their own certificate for SSL

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, or (4) utilize the mobile client. 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.

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Creating Administrator Account for CX Web Services Connection

- Log on to the CX Admin utility, and then select File > Administrators.
- Click Add. The User ID window appears.
- In the User ID and Name fields, type the account ID and name. In this example, the administrator account created is FaxAdmin.
- In the Password field, enter a password.
- In the Confirm field, enter the same password.
- Click OK.

To setup the administrator account for Web Services Impersonation:

These steps should be performed on the System Server.

Warning: Perform these steps outside of regular business hours to avoid service impact.

- Launch CX Configuration, and then select the Main tab.
- Click Shutdown, wait until Status shows Stopped.
- Click the Database button. The Database window appears.
- In the Web Services Impersonation section, select the administrator account you created in the previous section.
- Click OK.
- Click Startup, wait until Status shows Started.