

Mutare Voice™ for Avaya Aura Messaging (AAM) Pre-Install

Overview

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

Site Configuration

Site Information	
Site Name	

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 Mutare Voice 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.	

Avaya Aura Messaging Configuration	
Avaya Aura Messaging Release:	
(AAM) IP Address:	
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: _____

Customer Initials:

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	Complete? <input type="checkbox"/> Server Name: _____ Password: _____
AAM 10-digit pilot number (number to check voicemail from outside your organization).	
Create a test mailbox and password to use during installation to confirm the application.	_____ Test mailbox number _____ Test mailbox password

Common Server Ports Used:

Port 143	Used to connect to Voicemail system for Mutare Voice.
Port 25	Used to relay emails from the server to your SMTP Gateway.
Port 80	Used inbound for Mutare Voice. External access over port 80 may be needed to perform some Mutare Voice 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 Mutare Voice Sync.

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 Mutare Voice 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 Mutare Voice website.

Mutare recommends that the customer procure an SSL certificate for the Mutare Voice 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.

Customer Initials: