



Avaya Solution & Interoperability Test Lab

Application Notes for Mutare EVM Plus with Avaya Aura® Messaging - Issue 1.0

Abstract

These Application Notes describe the steps required to integrate Mutare EVM Plus with Avaya Aura® Messaging. Mutare EVM Plus is a unified messaging solution that delivers voicemail and fax messages to a user's email inbox, smartphone or IM client. In addition, EVM Plus provides the Message Archive and the Message Monitor/Escalation features. Message Archive automatically copies and stores all messages on Messaging to a server for permanent storage and retrieval. Message Monitor/Escalation monitors voice mail activity and notifies an escalation agent when a voice message has not been played within a certain amount of time. EVM Plus works with Messaging using IMAP and LDAP access. For this compliance test, Microsoft Exchange was used as the email server and Microsoft Outlook Express was used as the email client.

Information in these Application Notes has been obtained through DevConnect compliance testing and additional technical discussions. Testing was conducted via the DevConnect Program at the Avaya Solution and Interoperability Test Lab.

1 Introduction

These Application Notes describe the steps required to integrate Mutare EVM Plus with Avaya Aura® Messaging. Mutare EVM Plus is a unified messaging solution that delivers voicemail and fax messages to a user's email inbox, smartphone or IM client. In addition, EVM Plus provides the Message Archive and the Message Monitor/Escalation features. Message Archive automatically copies and stores all messages on Messaging to a server for permanent storage and retrieval. Message Monitor/Escalation monitors voice mail activity and notifies an escalation agent when a voice message has not been played within a certain amount of time. EVM Plus works with Messaging using IMAP and LDAP access. For this compliance test, Microsoft Exchange was used as the email server and Microsoft Outlook Express was used as the email client.

2 General Test Approach and Test Results

To verify interoperability of Mutare EVM Plus with Avaya Aura® Messaging, voice messages were left for subscribers and EVM Plus was used to send those messages to a recipient's email inbox. In addition, voice messages were archived and accessed from the EVM Plus server using the Message Archive feature. Voice mail activity was also monitored for select mailboxes and notifications were sent to alternate contacts using the Message Monitor/Escalation feature.

2.1 Interoperability Compliance Testing

Interoperability compliance testing covered the following features and functionality:

- EVM Plus connectivity to Messaging using IMAP and LDAP access.
- Voice messages delivery to recipient's email inbox.
- Archiving and accessing voice messages on the EVM Plus server using the Message Archive feature.
- Monitoring voice mail activity for select mailboxes in real-time.
- Email escalation notifications to alternate contacts using the Message Monitor/Escalation feature.
- Voice message synchronization between Messaging and the EVM Plus server.
- Proper system recovery after a reboot of the EVM Plus server and loss of IP connectivity.

2.2 Test Results

All test cases passed with the following observation:

- In EVM Plus Release 2.2.9, private messages are not sent as email notification to the user nor are they archived.

2.3 Support

For technical support on EVM Plus, contact Mutare Support via phone or email.

- **Phone:** (847) 496-9000
- **Email:** help@mutare.com

3 Reference Configuration

Figure 1 illustrates a sample configuration with an Avaya SIP-based network that includes the following Avaya products:

- Avaya Aura® Communication Manager running on an Avaya S8800 Server with a G650 Media Gateway. Communication Manager was configured as an Evolution Server.
- Avaya Aura® Messaging served as the voicemail system.
- Avaya Aura® Session Manager connected to Communication Manager via a SIP trunk that provides SIP connectivity for Avaya Aura® Messaging.
- Avaya Aura® System Manager used to configure Session Manager.
- Microsoft Exchange 2003 Server to forward voice messages to user's email client using SMTP.

In addition, the Mutare EVM Plus application was running on a separate server and configured via a Web browser.

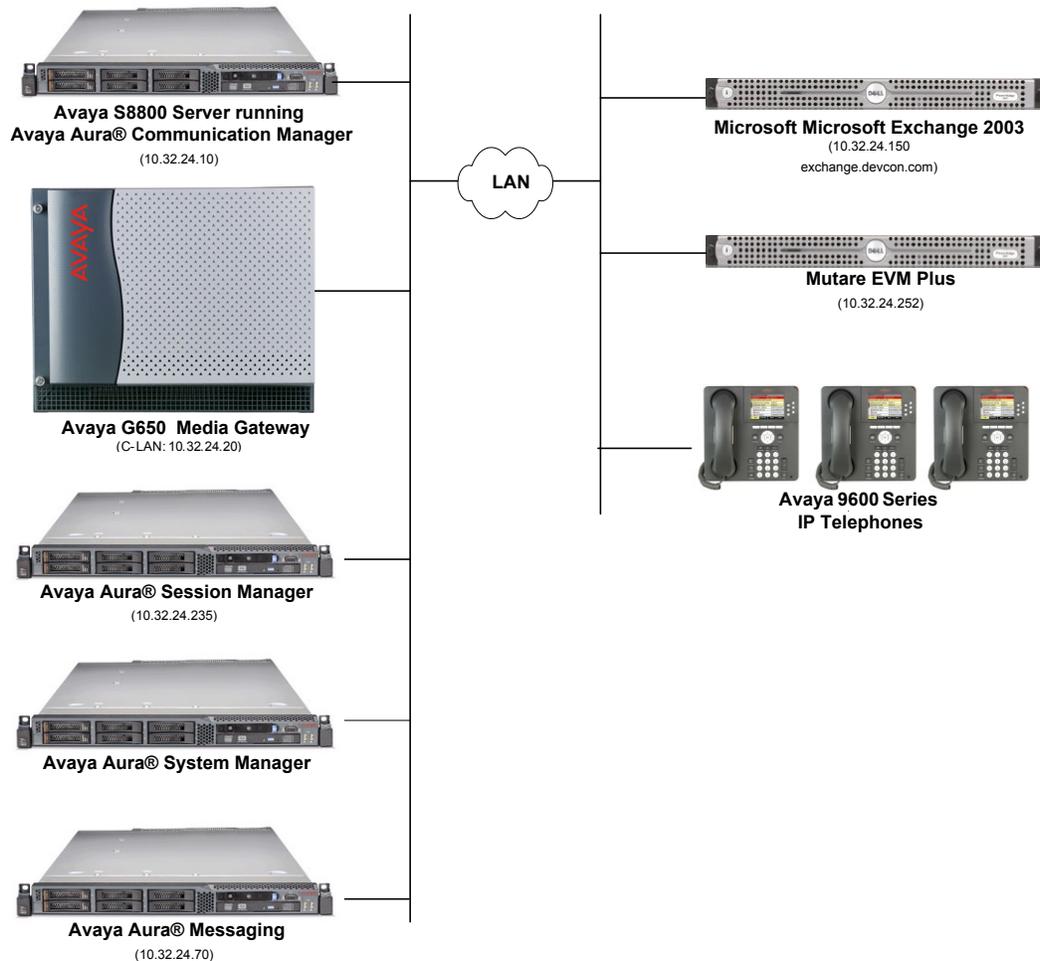


Figure 1: Avaya SIP Network with Avaya Aura® Messaging and Mutare EVM Plus

4 Equipment and Software Validated

The following equipment and software were used for the sample configuration provided:

Hardware Component	Version
Avaya S8800 Servers and G650 Media Gateway	Avaya Aura® Communication Manager 6.0.1 SP 2
Avaya Aura® Messaging	6.0.1 SP 1
Avaya Aura® Session Manager	6.1 SP 1 (6.1.0.0-610023)
Avaya Aura® System Manager	6.1.0 (6.1.0.4.5072-6.1.4.113)
Avaya 9600 Series IP Telephones	3.101 (H.323)
Mutare EVM Plus	2.2.9
Microsoft Exchange 2003 Server	--

5 Configure Avaya Aura® Messaging

This section provides the procedures for configuring Messaging for integration with EVM Plus. The procedures include the following areas:

- Enable IMAP and LDAP on System Ports and Access
- Add a Trusted Server for the Mutare EVM Plus server

It is assumed that Messaging has already been configured and connected to Avaya Aura® Session Manager and Avaya Aura® Communication Manager as described in [1].

5.1 Enable IMAP and LDAP

From a web browser, enter the Messaging IP address as the URL to access the Messaging web interface. Navigate to **Administration**→**Messaging** and then click on **System Ports and Access** in the left pane. Scroll down to the **System TCP/IP Ports** section. Configure and enable the LDAP and IMAP ports. The **LDAP Port** is 389 and the **LDAP SSL Port** is 636. The **IMAP4 Port** is 143 and the **IMAP4 SSL Port** is 993. These are the default ports and should match on EVM Plus.

The screenshot displays the Avaya Aura® Messaging System Management Interface (SMI) for the server 'devcon-aam'. The left navigation pane shows the 'System Ports and Access' section selected. The main content area is titled 'SYSTEM TCP/IP PORTS' and contains the following configuration details:

Port Name	Port Number	Access Type	Port Name	Port Number	Status
LDAP Port	389	Authenticated or Anonymous	LDAP SSL Port	636	Enabled
LDAP Front End Alternate Port		Disabled	LDAP Directory Update Port	56389	Enabled
IMAP4 TUI Port	55143		IMAP4 TUI Port	55143	Enabled
IMAP4 Port	143	Enabled	IMAP4 SSL Port	993	Enabled
POP3 Port	110	Disabled	POP3 SSL Port	995	Disabled

Other visible settings include:

- Maximum Simultaneous LDAP Directory Update Sessions: 100
- Default Internet Subscriber Community: 1
- Automatic Mail Forwarding: no
- IMAP4 TUI Password: [Empty]
- Confirm IMAP4 TUI Password: [Empty]
- Privacy Enforcement Level: Voice

The 'RESCHEDULING INCREMENTS FOR FULL MAILBOX DELIVERY' section shows 10 increments, each with a time value in days, hours, and minutes.

5.2 Add Trusted Server

From the Messaging web interface, add the EVM Plus server as a trusted server. Configure the fields as shown below and click **Save**.

- **Trusted Server Name** Set to *mutare* in this example.
- **Password and Confirm Password** Create a password for the trusted server.
- **Machine Name / IP Address** Specify the IP address of the EVM Plus server.
- **Service Name** Set to *Mutare* in this example.
- **LDAP Access Allowed** Enable this option.
- **IMAP4 Super User Access Allowed** Enable this option.
- **IMAP4 Super User Connection Security** Set to *Must use SSL or encrypted SASL*.

The screenshot displays the 'Edit Trusted Server' configuration page in the Avaya Aura Messaging System Management Interface (SMI). The page title is 'Edit Trusted Server' and it includes a navigation menu on the left and a top header with 'Avaya Aura® Messaging System Management Interface (SMI)'. The main content area contains a form with the following fields and values:

Trusted Server Name	mutare	Password	
		Confirm Password	
Machine Name / IP Address	10.32.24.252	Service Name	Mutare
Minutes of Inactivity Before Alarm	0		
Access to Cross Domain Delivery	no	Special Type	(none)
LDAP Access Allowed	yes	LDAP Connection Security	No encryption required
IMAP4 Super User Access Allowed	yes	IMAP4 Super User Connection Security	Must use SSL or encrypted SASL

At the bottom of the form, there are buttons for **Back**, **Save**, **Delete**, and **Help**.

6 Configure Mutare EVM Plus

This section covers the configuration of EVM Plus, including the Message Archive and Message Monitor/Escalation features. Refer to [2] for additional information on configuring EVM Plus.

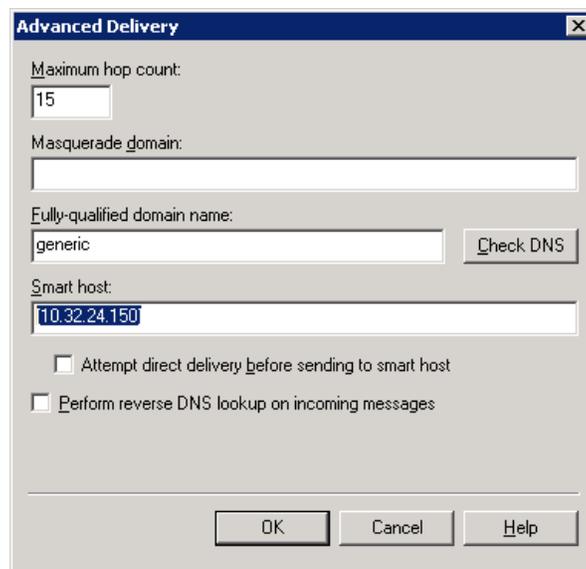
6.1 EVM Administration

This section covers the configuration of EVM Plus, which includes the following procedures:

- Configure Microsoft IIS
- Run `evm2config.exe` to set up connectivity to the SQL database and configure an EVM Site.
- Configure EVM Plus Settings
- Add EVM Users
- Edit EVM User Settings

6.1.1 Configure Microsoft IIS

EVM Plus requires that Microsoft Internet Information Services (IIS) be enabled on the server. The email IP address of the Microsoft Exchange server is specified in the IIS configuration. To configure the email server's IP address in IIS, start the **IIS Manager**. Right-mouse click on the **Default SMTP Virtual Server** and select **Properties** in the left pane. Next, select the **Delivery** tab and the click on the **Advanced** button. The Advanced Delivery window shown below is displayed. Set the **Smart host** field to the IP address of the email server. Click **OK**.



Advanced Delivery

Maximum hop count:
15

Masquerade domain:
[Empty text box]

Fully-qualified domain name:
generic [Check DNS]

Smart host:
10.32.24.150

Attempt direct delivery before sending to smart host

Perform reverse DNS lookup on incoming messages

OK Cancel Help

6.1.2 Run evm2config.exe

Prior to configuring EVM Plus, run `evm2config.exe` located in the `C:\OD\Programs` directory to set up connectivity to the SQL database and to configure an EVM site (e.g., (1)-Avaya AAM). Specify the **Retrieval Method** (*IMAP4*) and **System Type** (*Modular Messaging*) as shown below.

The screenshot shows the 'EVM Config' application window. It is divided into two main sections: 'SQL Database Setup' and 'EVM Sites'.

SQL Database Setup:

- SA Login (selected) / Custom
- SQL IP: 127.0.0.1
- DB Name: EVM229
- SA Password: mut@r3:3vm
- EVM User: evm (with an 'Add' button)
- Buttons: Valid, Reset, Copy Connect String

EVM Sites:

- Site Name: (1)-Avaya AAM (with 'Add' and 'Del' buttons)
- Retrieval Method: IMAP4
- System Type: Modular Messaging
- Serial #: 13141
- License Key: r!S6TJglsgcEmSmyE/2NjD1mb9bj8fABd4baKnN+IH2vD988Aej2bpXp9po0xCugNjDBd
- License Details:
 - MAC: 10.32.24.252
 - EVM Licenses: 100
 - STT Licenses: 100
 - STT Expiration: 8/31/2011
 - Archive Licenses: 100
 - Archive Expiration: 8/31/2011
- System MAC/IP Addresses: Choose One (with 'Copy MAC/IP' button)

6.1.3 Configure EVM Plus Settings

Using a web browser, browse to the **EVM Administration** webpage using the following URL, <http://10.32.24.252/evm/adminlogin.asp>. The following page is presented. On the **EVM Admin Login** page, log in with the appropriate credentials.

The screenshot shows the 'EVM Plus Enhanced Voice Messaging' administration page. At the top left is the 'Mutare Software' logo, and at the top right is a 'HELP' link. The main heading is 'EVM Plus Enhanced Voice Messaging'. Below this is the 'EVMAdmin Login' section, which contains two input fields: 'Admin ID:' with the value 'admin' and 'Password:'. A red 'LOGIN' button is positioned below the password field. At the bottom right, it says 'Powered By: Mutare Software'.

Once successfully logged in, navigate to the **EVM Settings** page by selecting the **Settings** option in the menu at the top of the page. There are many different parameters that make up EVM Plus, but most parameters have default values that do not have to be changed. This section will cover the parameters that were changed in order to integrate EVM Plus with Messaging.

- **ArchivePath** Set to the message archive directory.
- **EmailFrom** Specify the “Email from” address to use for emails sent to users.
- **EVMURL** Specify the base URL to use for EVM links in email messages.
- **HdrUrgent_Name** Required for EVM Plus to recognize and urgent voice message. Configure as shown below.
- **HdrUrgent_Val** Same as above.
- **ServerIP** Specify the Messaging IP address.
- **ServerPort** Specify the LDAP port used on Messaging.
- **SuperLogin** Set to the user name specified in the Trusted Server configured on Messaging.
- **SuperPwd** Set to the password for the Trusted Server configured on Messaging.
- **UseEvents** Specify whether to process new voicemails based on events.

Mutare Software Admin Name: System Admin

USERS | ARCHIVE | ADMINS | DEVICES | DEVICE GROUPS | TOOLS | STATUS | SETTINGS | HELP | LOGOUT

EVM Plus Enhanced Voice Messaging System: Avaya AAM

EVMSettings

Select	Setting	Value	Scope	
<Select>			Avaya AAM	ADD
Help	ArchivePath	\\OD\Archive	Avaya AAM	DELETE
Help	AttachPrivate	Yes	Avaya AAM	DELETE
Help	EmailFrom	voicemail@devcon.com	Avaya AAM	DELETE
Help	EVMURL	http://10.32.24.252/evm	Avaya AAM	DELETE
Help	HdrUrgent_Name	X-Priority	Avaya AAM	DELETE
Help	HdrUrgent_Val	2	Avaya AAM	DELETE
Help	ServerIP	10.32.24.70	Avaya AAM	DELETE
Help	ServerPort	143	Avaya AAM	DELETE
Help	SuperLogin	mutare	Avaya AAM	DELETE
Help	SuperPwd	rt!S6rtjSE6oNhqs=	Avaya AAM	DELETE
Help	UseEvents	Yes	Avaya AAM	DELETE

SAVE

6.1.4 Add EVM Users

Navigate to the **EVM Users** webpage to add a user by clicking on the **Users** option at the top of the page. The following example shows user 77302 being added. Specify the **Mailbox** extension, **Name**, and the **Device Group**. Click **Add** to add the user to the EVM database.

Mutare Software Admin Name: System Admin
USERS | ARCHIVE | ADMINS | DEVICES | DEVICE GROUPS | TOOLS | STATUS | SETTINGS | HELP | LOGOUT

EVM Plus Enhanced Voice Messaging System: Avaya AAM Rename

EVMUsers View where Name Begins With SAVE

Mailbox	Full Name	Device Group	
77303	A Test User	Main	DELETE
77302	A Test User	Main	ADD

EVM Plus Licenses: 1 of 100
giSTT Subscriptions: 0 of 100 (Exp: 8/31/2011)
Archive Usage: 1 of 100 (Exp: 8/31/2011) SAVE

6.1.5 Edit EVM User Settings

To access a user's EVM settings, specify the following URL, <http://10.32.24.252/evm>, in the web browser and login with the user's Messaging credentials as shown below.

Mutare Software HELP

EVM Plus Enhanced Voice Messaging

EVMLogin

Mailbox: 77302
Voice Mail Password: ●●●●
 Remember me on this computer

LOGIN

Powered By: Mutare Software

In the user's **EVM Settings** page, click **Add Device** to add a user device. In the following example, a *Desktop EVM* device is added, and by default it is activated. A *Desktop* device requires the user's IP address (e.g., ip.77302@devcon.com). The user settings also allow voice messages to be sent in .wav audio format to the recipient's email inbox. Click **Save** to save the settings

Mutare Software Name: A Test User
Mailbox: 77302

SETTINGS | HELP | LOGOUT

EVM Plus Enhanced Voice Messaging

EVMSettings

Device Type: Desktop EVM
 Active

Email Address: ip.77302@devcon.com

Send when I receive:
 Voice ALL
 Fax

WAV Audio Format
 PDF Fax Format

DELETE
TEST

ADD DEVICE Re-send me all messages in my mailbox Updated: 5/20/11 10:24 AM
SAVE

Powered By: **Mutare Software**

6.2 Message Archive

Message Archive for Messaging automatically copies and stores all messages on the voicemail system to a server for permanent storage and easy retrieval. Message Archive is accessed through EVM Plus. The only configuration required for the Message Archive feature is the **ArchivePath** parameter in the **EVM Settings** page, which should be set to the message archive directory as shown in **Section 6.1.3**. To access the usage report and archived messages, select the **Archive** option from the EVM Administration webpage. The EVM Archive webpage is displayed below with links to the **Usage Report** and **Archived Messages**.

Mutare Software Admin Name: System Admin

USERS | ARCHIVE | ADMINS | DEVICES | DEVICE GROUPS | TOOLS | STATUS | SETTINGS | HELP | LOGOUT

EVM Plus Enhanced Voice Messaging

System: Avaya AAM

EVMArchive

Usage Report
Archived Messages

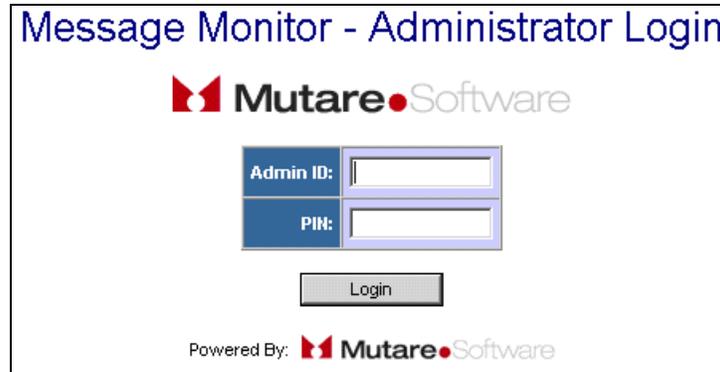
Archive Enabled Groups:
 Another Group
 Main

SAVE

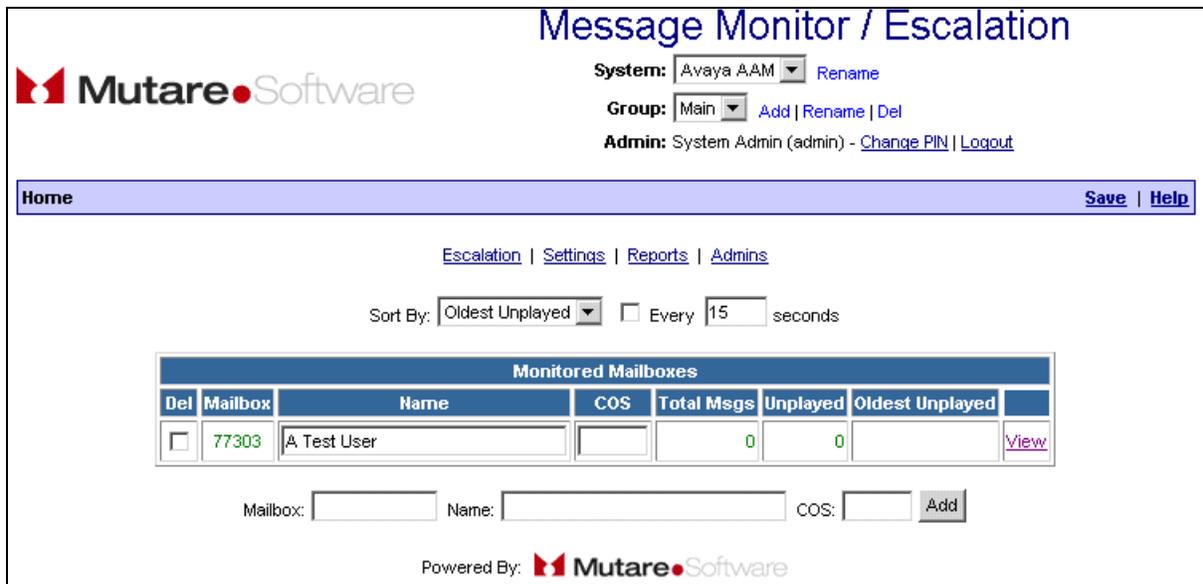
6.3 Message Monitor/Escalation

Message Monitor/Escalation is a web tool used by administrators to track and view mailbox activity as it takes place in real-time. It monitors the message waiting status on selected voice mailboxes and sends a notice in an escalating pattern to backup contacts. Once all waiting messages are played, the escalation process automatically ceases.

To configure the Monitor/Escalation feature, browse to the Message Monitor/Escalation administration webpage using the following URL, <http://10.32.24.252/monitor>, and log in with the appropriate credentials.



The Message Monitor/Escalation administration webpage is displayed as shown below. Click on the **Settings** link.



In the **Settings** webpage, set the **MSS Host** field to the Messaging IP address and set the **MSS Port** field to IMAP port 143 as specified in **Section 5.1**. Specify the login credentials as configured in the **Trusted Server** on Messaging as shown in **Section 5.2**. The **MSS Login** field should be set to the Trusted Server Name and the **MSS Password** field should be set to the Password of the Trusted Server. Click **Save**.

Message Monitor / Escalation

Mutare Software

System: Avaya AAM [Rename](#)

Group: Main [Add](#) | [Rename](#) | [Del](#)

Admin: System Admin (admin) - [Change PIN](#) | [Logout](#)

Home > Settings [Save](#) | [Help](#)

MSS Host:	10.32.24.70
MSS Port:	143
MSS SSL:	<input type="checkbox"/>
MSS Login:	mutare
MSS Password:	r!S6rtjSE6oNhqs=

Powered By: Mutare Software

After configuring the settings, return to the home page and add a voice mailbox to monitor as shown below and click **Add**.

Message Monitor / Escalation

Mutare Software

System: Avaya AAM [Rename](#)

Group: Main [Add](#) | [Rename](#) | [Del](#)

Admin: System Admin (admin) - [Change PIN](#) | [Logout](#)

Home [Save](#) | [Help](#)

[Escalation](#) | [Settings](#) | [Reports](#) | [Admins](#)

Sort By: Oldest Unplayed Every 15 seconds

Monitored Mailboxes						
Del	Mailbox	Name	COS	Total Msgs	Unplayed	Oldest Unplayed
<input type="checkbox"/>	77303	A Test User		0	0	View

Mailbox: 77302 Name: A Test User COS:

Powered By: Mutare Software

Next, add an escalation agent by navigating to **Escalation**→**Agents** starting from the home page. Configure an escalation agent as shown below by specifying the **Agent ID**, **Agent Name**, and **Email**. Select the **Active** checkbox and then click **Add**.

Message Monitor / Escalation

Mutare Software

System: Avaya AAM [Rename](#)

Group: Main [Add](#) | [Rename](#) | [Del](#)

Admin: System Admin (admin) - [Change PIN](#) | [Logout](#)

Home > Escalation > Edit Agents [Save](#) | [Help](#)

0 Total Agents - Show Agents where Agent ID begins with [Filter](#)

Del	Active	Agent ID	Agent Name	Email	SMS Email
Add New Agent					
<input type="button" value="Add"/>	<input checked="" type="checkbox"/>	<input type="text" value="1234"/>	<input type="text" value="Escalation Agent"/>	<input type="text" value="ip.77302@devcon.com"/>	<input type="text" value="@ <Select>"/>

Powered By: Mutare Software

Return to the **Escalation** webpage and select the escalation agent for the mailbox previously added. In addition, specify the escalation pattern for this mailbox. In the following example, the first escalation notice will be sent 2 minutes after the voice message has been left if it hasn't been played yet. The subsequent escalation will take place 5 minutes later. Click **Save**.

Message Monitor / Escalation

Mutare Software

System: Avaya AAM [Rename](#)

Group: Main [Add](#) | [Rename](#) | [Del](#)

Admin: System Admin (admin) - [Change PIN](#) | [Logout](#)

Home > Escalation [Save](#) | [Help](#)

[Agents](#) | [Schedules](#) | [Holidays](#) | [Carriers](#) | [Report](#)

1 Total Mailboxes - Show Mailboxes where Mailbox begins with [Filter](#)

Del	Active	Mailbox	Description	Schedule	Escalation	Initial Min	Tier Min	Agents
<input type="checkbox"/>	<input checked="" type="checkbox"/>	77302	Test Agent	Main	None	2	5	1: Escalation Agent 2: Escalation Agent 3: <Select> 4: <Select> 5: <Select> 6: <Select>

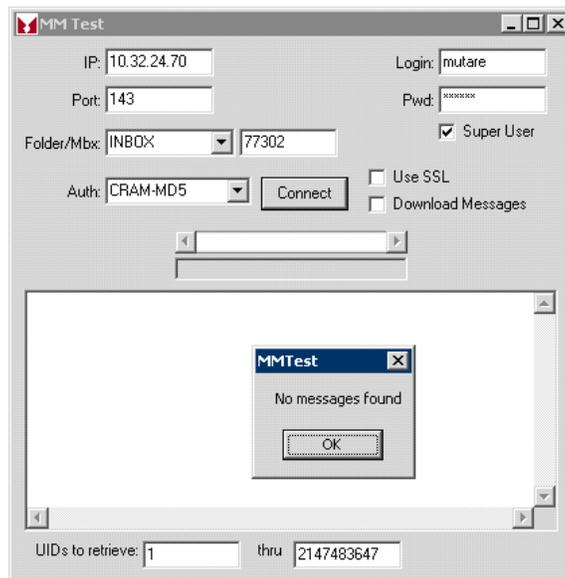
Add New Agent

Powered By: Mutare Software

7 Verification Steps

This section provides the steps that may be performed to verify proper configuration of Mutare EVM Plus with Avaya Aura® Messaging.

1. Run `MMTest.exe` located in the `C:\OD\Programs` directory to verify EVM Plus connectivity to Messaging. The window below is displayed. Specify the Messaging information, including the IP address, IMAP4 port, and login credentials of the Trusted Server. In addition, specify the mailbox extension and click **Connect**. Any voice message for the specified mailbox will be displayed in the window below.



2. From the EVM Administration webpage, click on **Status** and verify that EVM is running as shown below.

Mutare Software Admin Name: System Admin

[USERS](#) | [ARCHIVE](#) | [ADMINS](#) | [DEVICES](#) | [DEVICE GROUPS](#) | [TOOLS](#) | [STATUS](#) | [SETTINGS](#) | [HELP](#) | [LOGOUT](#)

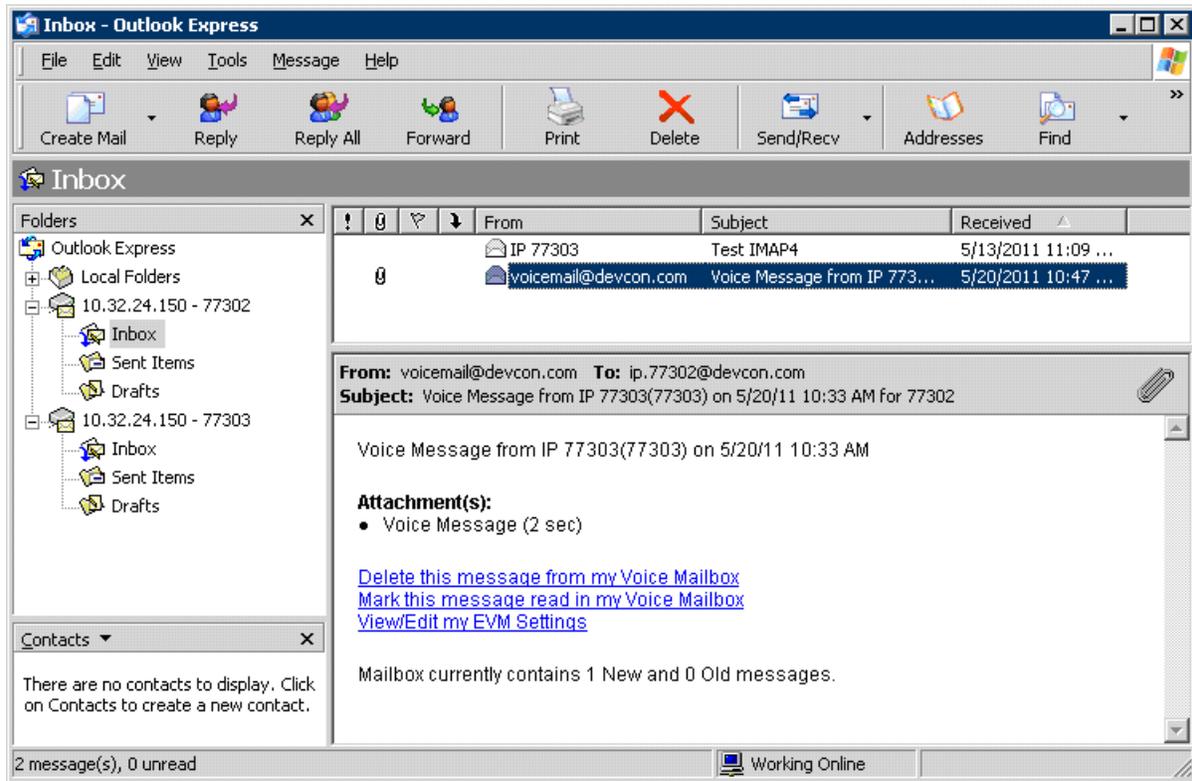
EVM Plus Enhanced Voice Messaging System: Avaya AAM [Rename](#)

EVMStatus

EVM Running OK

<p>Current Cycle Start (Duration): 5/20/2011 10:35:43 AM (0 Sec)</p> <p>Current Cycle Progress: Done - 2 of 2 Active Users</p> <p>Previous Cycle Start (Duration): 5/20/2011 10:35:08 AM (0 Sec)</p>	<p>Last EVM Sent: 5/20/2011 10:35:43 AM (5 Sec)</p> <p>Last gISTT Cycle: 5/5/2011 1:51:12 PM (356 Hours, 44 Mins, 36 Sec)</p> <p>Msgs Today (EVM-Archive): 1 - 1</p>
---	---

3. Leave a voice message for a user and verify that the voice message is sent to the recipient's inbox as shown below.



4. Navigate to the Archived Messages and verify that the previous voice messages are stored on the server as shown below. To the right of the screen are options to listen to the message.

The screenshot shows a web browser displaying a table of archived messages. The table has columns for Sys ID, Mailbox, Msg ID, Chain, Archive Date, To, From, and Subject. There are 17 records displayed.

Sys ID	Mailbox	Msg ID	Chain	Archive Date	To	From	Subject
1	77302	272	1	5/20/2011 11:08:04 AM	IP.77302@devcon-aam.devcon.com	IP.77303@devcon-aam.devcon.com	Voice Message from IP 77303 (77303)
1	77302	238	1	5/20/2011 10:54:07 AM	IP.77302@devcon-aam.devcon.com	IP.77303@devcon-aam.devcon.com	Voice Message from IP 77303 (77303)
1	77302	187	1	5/20/2011 10:43:46 AM	IP.77302@devcon-aam.devcon.com	IP.77303@devcon-aam.devcon.com	Voice Forward from IP 77303 (77303 / IQ 2)
1	77302	170	2	5/20/2011 10:43:10 AM	IP.77302@devcon-aam.devcon.com	IP.77303@devcon-aam.devcon.com	Voice Forward from IP 77303 (77303 / IQ 2)
1	77302	170	1	5/20/2011 10:43:10 AM	IP.77302@devcon-aam.devcon.com	IP.77303@devcon-aam.devcon.com	Voice Forward from IP 77303 (77303 / IQ 2)
1	77303	136	1	5/20/2011 10:41:30 AM	IP.77303@devcon-aam.devcon.com	IP.77302@devcon-aam.devcon.com	Voice Message from IP 77302 (77302)
1	77302	85	1	5/9/2011 10:02:20 AM	IP.77302@devcon-aam.devcon.com	IP.77303@devcon-aam.devcon.com	Voice Message from IP 77303 (77303)

8 Conclusion

These Application Notes have described the administration steps required to integrate the Mutare EVM Plus with Avaya Aura® Messaging. EVM Plus was successful in sending email notifications with voice messages to a recipient's inbox, archiving the voice messages, and monitoring voice mail activity and sending escalations to alternate contacts. All test cases passed with observations noted in **Section 2.2**.

9 References

This section references the Avaya and Mutare documentation relevant to these Application Notes. Avaya product documentation is available at <http://support.avaya.com>.

[1] *Administering Avaya Aura® Messaging*, February 2011, Release 6.0.

[2] *Mutare Software EVM Plus Admin Guide*, Rev 5/2010.

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