



## **Avaya Solution & Interoperability Test Lab**

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# **Application Notes for Unimax 2nd Nature with Avaya Aura® Messaging 6.1 – Issue 1.0**

### **Abstract**

These Application Notes describe a compliance-tested configuration consisting of Avaya Aura® Messaging and Unimax 2nd Nature connected via Lightweight Directory Access Protocol (LDAP).

Unimax's 2nd Nature is a Windows-based tool that automates the management of PBX and voice mail systems from within one application.

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 a compliance-tested configuration consisting of Avaya Aura® Messaging 6.1 and Unimax 2nd Nature. Unimax's 2nd Nature Windows-based tool was used to automate and manage Avaya Aura® Messaging 6.1 via Lightweight Directory Access Protocol (LDAP) in the compliance testing.

The configuration of Unimax 2nd Nature to communicate with Avaya Aura® Messaging 6.1 will be covered in this document but the use of Unimax 2nd Nature to provision Avaya Aura® Messaging 6.1 will not be covered. For information on the use of Unimax 2nd Nature refer to **Document 2 in Section 9**.

The Unimax 2nd Nature application can be used with multiple servers hosting the 2nd Nature Communication Service. For the compliance testing only one server was used.

For security purposes public IP addresses and user names have been masked out or altered in this document.

## 2. General Test Approach and Test Results

The compliance test focused on the interoperability between 2nd Nature and Messaging 6.1. 2nd Nature was used to automate and manage Messaging in the compliance testing. LDAP was used for the connection between 2nd Nature and Messaging.

DevConnect Compliance Testing is conducted jointly by Avaya and DevConnect members. The jointly-defined test plan focuses on exercising APIs and/or standards-based interfaces pertinent to the interoperability of the tested products and their functionalities. DevConnect Compliance Testing is not intended to substitute full product performance or feature testing performed by DevConnect members, nor is it to be construed as an endorsement by Avaya of the suitability or completeness of a DevConnect member's solution.

### 2.1. Interoperability Compliance Testing

Testing consisted of configuring 2nd Nature to access Messaging via LDAP. 2nd Nature was then used to automatically download data from Messaging to its database. The data was then compared with the current configuration of Messaging to verify that it was accurate. The testing then covered adding a new mailbox number range and adding, modifying, copying and deleting of user mailboxes. All configuration changes were verified by 2nd Nature communication logs and by the web interface of Messaging.

### 2.2. Test Results

The objectives described in **Section 2.1** were verified and all tests passed.

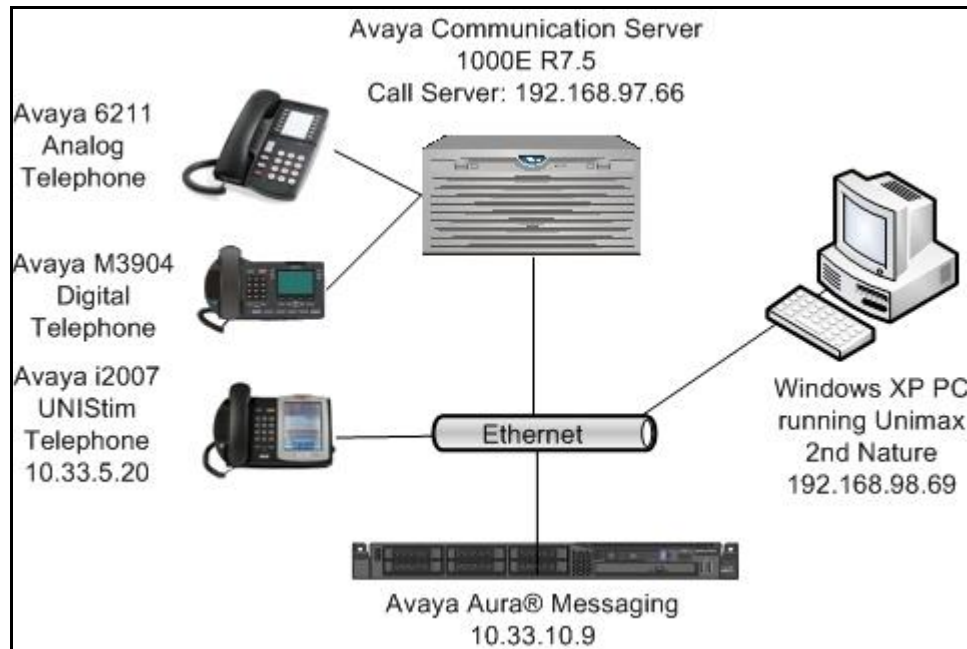
## 2.3. Support

Information, documentation and technical support for Unimax 2nd Nature can be obtained at:

- Phone: 1 (612) 204-3661
- Email: [support@unimax.com](mailto:support@unimax.com)

## 3. Reference Configuration

The configuration used for the compliance testing is shown below.



**Figure 1 – Unimax 2nd Nature Configuration with Avaya Aura® Messaging**

## 4. Equipment and Software Validated

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

Equipment/Release	Software/Version
Avaya Aura® Messaging	6.1
Avaya Communication Server 1000E CPPM co-resident server	Call Server (CPPM): 7.50Q
Avaya i2007 IP Telephones (UNISTim)	0621C8A
Avaya M3904 Digital Telephones	N/A
Avaya 6211 Analog Telephones	N/A
Unimax 2nd Nature	Version: 7.4 G3

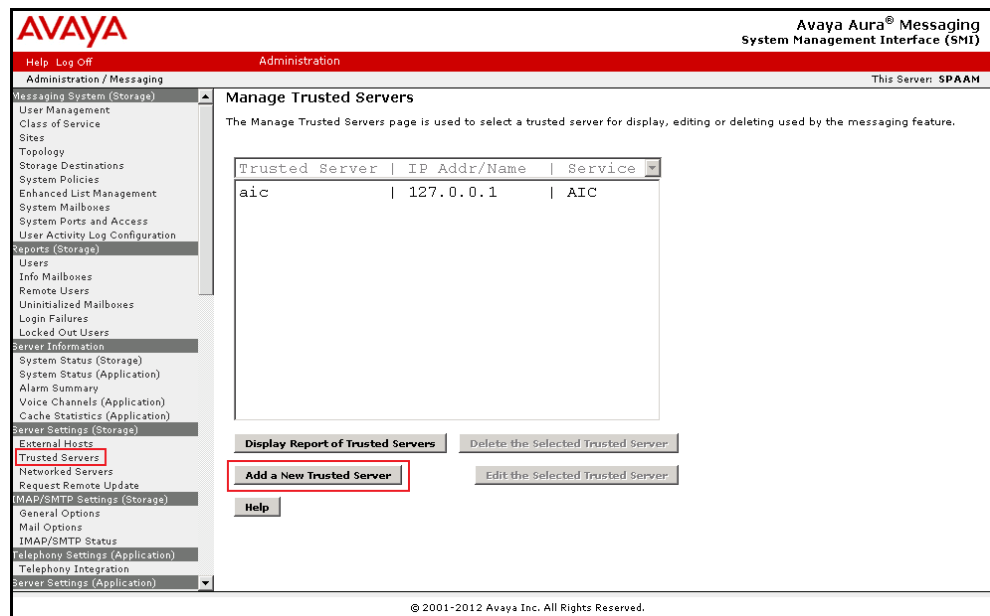
## 5. Configure Avaya Aura® Messaging

This section provides information on configuring Messaging to interoperate with 2nd Nature. It is assumed that Messaging has already been installed and is functioning. For additional information on Messaging installation and configuration refer to **Section 9**.

To allow 2nd Nature to communicate with Messaging, a trusted server configuration must be added. Open a web browser connection to Messaging and log in with the appropriate credentials (not shown). In the window that appears select **Administration** → **Messaging** as shown below.



From the left navigation panel select **Trusted Servers**. In the **Manage Trusted Servers** panel that opens on the right, select **Add a New Trusted Server**.



In the **Add Trusted Server** panel enter the following configuration.

- **Trusted Server Name:** Enter a name for the trusted server that contains no spaces.
- **Password** and **Confirm Password:** Enter the password for this server. This password will be used for the 2nd Nature configuration in **Section 6.1**.
- **Machine Name/IP Address:** Enter the IP address of the trusted server. In this sample configuration 192.168.98.69 was used. This is the server that 2nd Nature is installed on.
- **IMAP4 Super User Access Allowed:** From the drop-down list select **yes**. This is required for management of user options.
- **Service Name:** Enter the service name for this service.

The remaining fields can be left as default. Click **Save** when finished.

The screenshot displays the Avaya Aura® Messaging System Management Interface (SMI) for the 'Add Trusted Server' configuration. The interface includes a sidebar with navigation options and a main configuration area. The 'Add Trusted Server' panel contains the following fields and values:

Field	Value
Trusted Server Name	2NServer
Password	*****
Confirm Password	*****
Machine Name / IP Address	192.168.98.69
Service Name	2NServer
Minutes of Inactivity Before Alarm	0
Access to Cross Domain Delivery	no
LDAP Access Allowed	yes
IMAP4 Super User Access Allowed	yes
Special Type	(none)
LDAP Connection Security	No encryption required
IMAP4 Super User Connection Security	Must use SSL or encrypted SASL

The 'Save' button is highlighted in red.

Click **OK (not shown)** to accept that the trusted server has been added successfully.

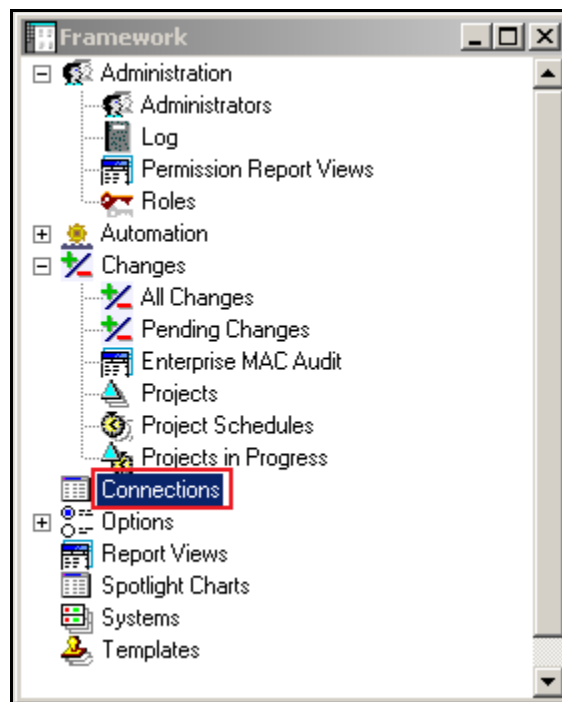
## 6. Configure Unimax 2nd Nature

This section provides the procedures for configuring Unimax 2nd Nature to interoperate with Messaging via LDAP. The procedures include the following areas:

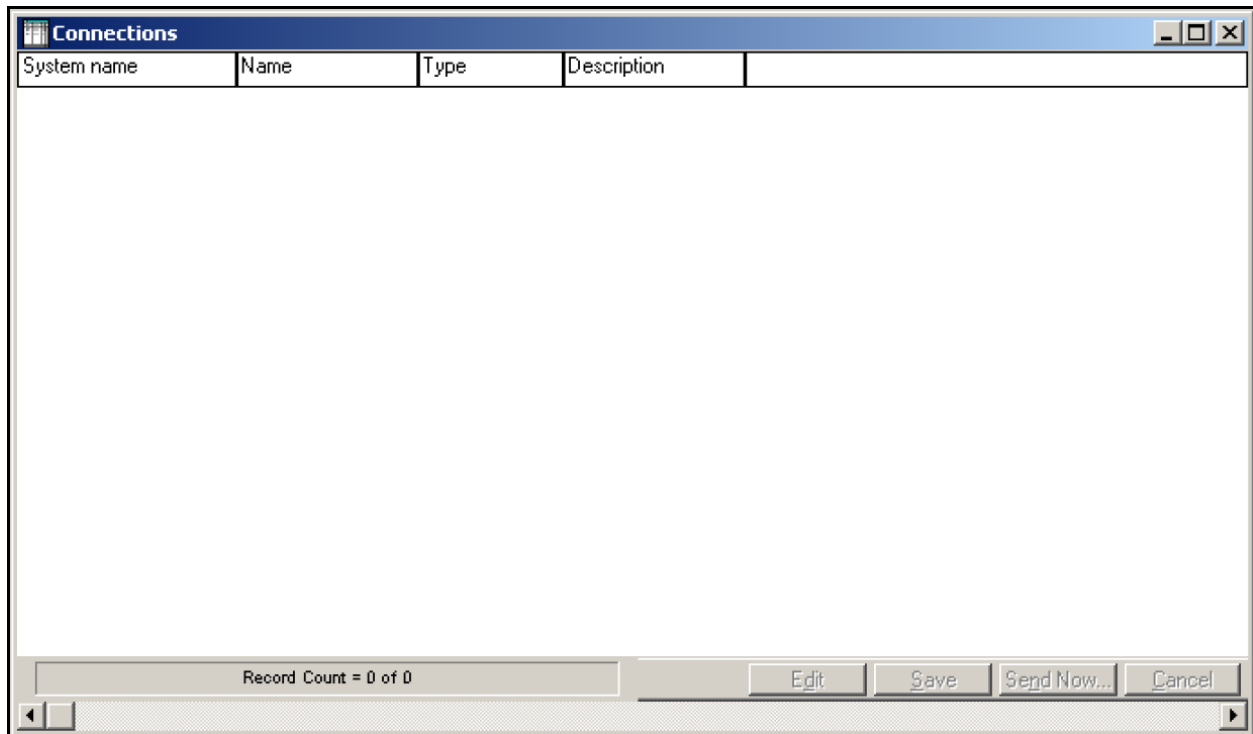
- Connection and authentication configuration
- Start Communication Service

### 6.1. Connection and Authentication Configuration

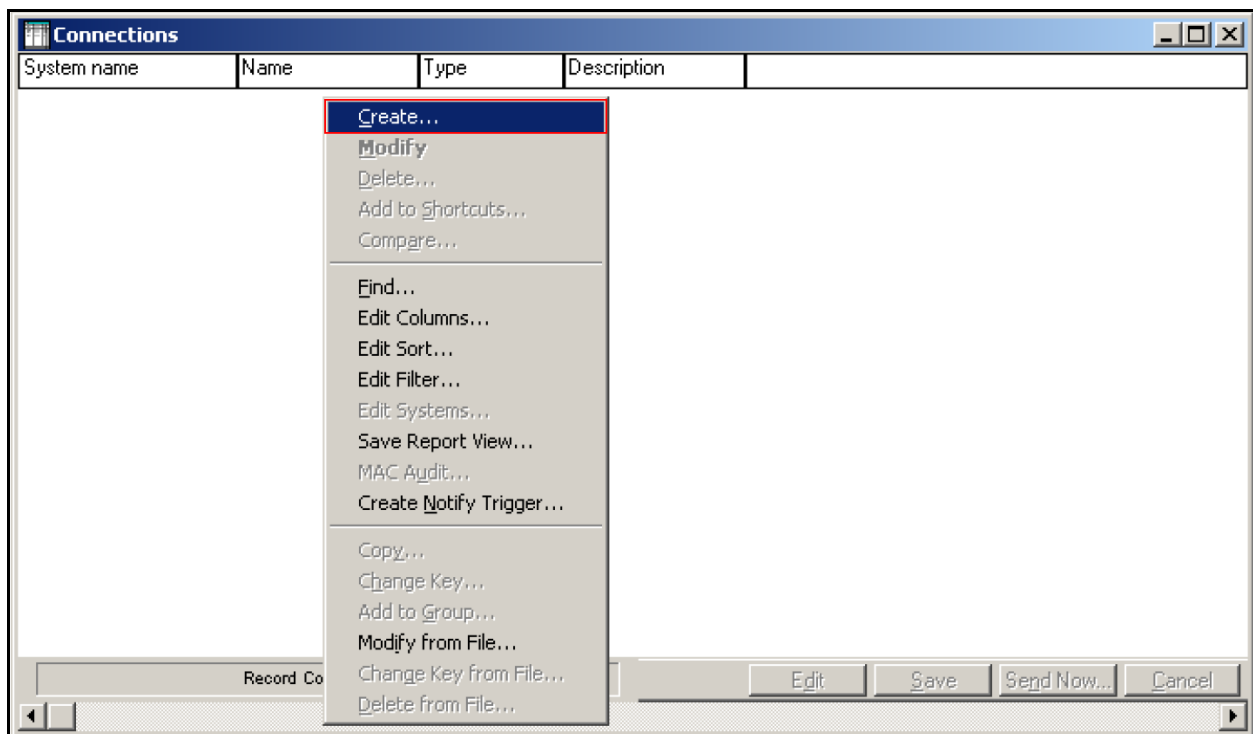
Launch the 2nd Nature application by navigating to **All Programs → 2nd Nature → 2nd Nature** from the **Start** menu. Log in using the appropriate credentials (not shown). Within the Framework frame, double-click **Connections**.



The **Connections** window is displayed as shown below.



Right click within the window and select **Create**.



Click on the **Browse** button and select **Aura Messaging**. Then click **OK**.

2N Make your selection(s) ? X

Please make your selection(s) and continue

Field	Value
System name*	Aura Messaging <input type="button" value="Browse..."/>
Type*	LDAP

OK Cancel



In the next screen that opens enter the following values for the specified fields:

- **Name:** Enter a name for the connection. This is only a label for the connection.
- **Communication server:** Enter the computer name of the server hosting the 2nd Nature Communication Service.
- **Host name:** Enter the IP address of Messaging.
- **Port number:** Enter the port number of the LDAP server connection. The default value of 389 was used in the sample configuration.
- **Username:** Enter the user ID in the LDAP format **cn=trusted\_server\_name,dc=Avaya**. The **trusted\_server\_name** is the name that was entered when creating the trusted server in **Section 5**.
- **Password:** Enter the password from the trusted server configuration of Messaging that was created in **Section 5**.
- **Aura Messaging web administrator user name:** Enter an Administrator username with permissions to access Messaging Measurements and System Evaluation Reports.
- **Aura Messaging web administrator password:** Enter the password for the above user.

Default values were used for the remaining fields during compliance testing. Click **Save**.

Field	Value
System name*	Aura Messaging
Type*	LDAP
Name*	LDAP
Description	
Communication server*	sreevika-25P
Active	<input checked="" type="checkbox"/>
Priority	High
Host name*	10.33.10.9
Use encryption (SSL/TLS)	<input type="checkbox"/>
Port number*	389
Username	cn=2NServer,dc=Avaya
Password	XXXXXXXXXX
LDAP bind authentication method	Simple
LDAP bind domain	
LDAP search base	
Aura Messaging web administration user name*	
Aura Messaging web administration password*	XXXXXXXXXXXX

Save Cancel

## 6.2. Start Communication Service

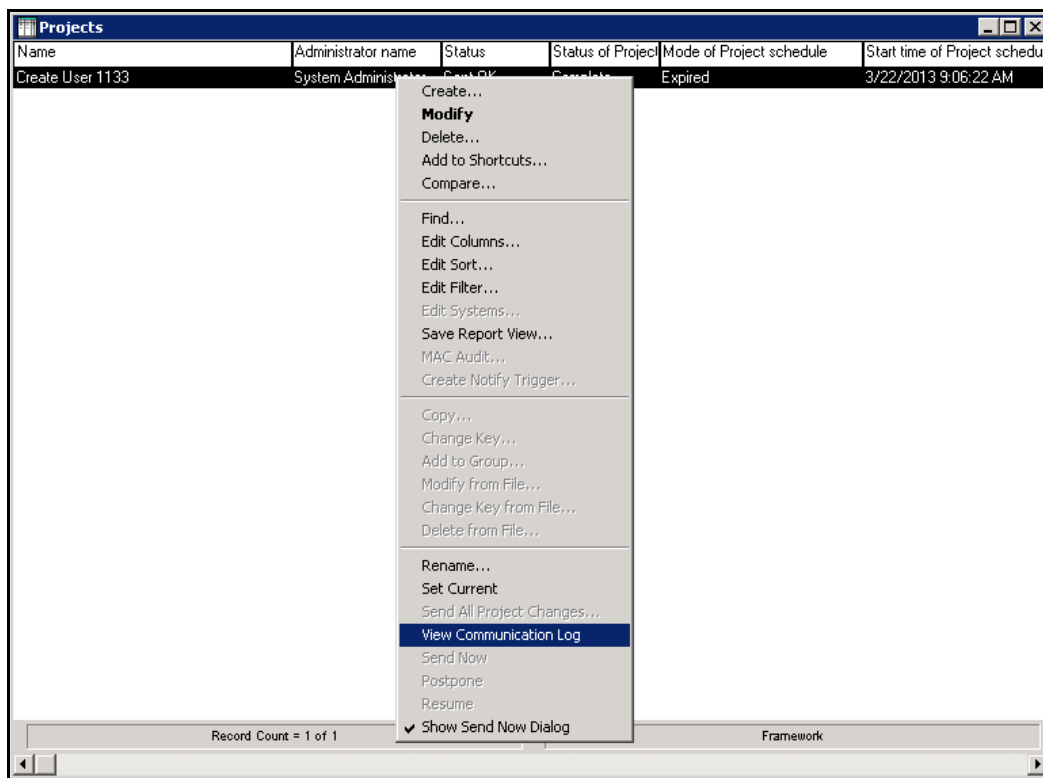
Navigate to **All Programs** → **2nd Nature** → **Communication Service** → **Service Manager** from the **Start** menu. If the service is not already running (as shown in the bottom left of the screen), click the **Start/Continue** button.



## 7. Verification Steps

This section provides tests that can be performed to verify proper configuration of 2nd Nature with Messaging.

When 2nd Nature makes any changes to Messaging a project is created in the Project window as shown below. 2nd Nature saves communication logs of all interaction with Messaging. These logs can be viewed to determine if there were any issues with projects. To view the communication log for a project, Right click on the project in the **Projects** window and select **View Communication Log** as shown below.



This will open a web page with information similar to the following. Click on the link in the **Detailed Status** column to view the communication details.

Project Create User 1133 Communication Log			
System	Description	Detailed Status	Time Stamp
Aura Messaging	Successfully opened connection	<a href="#">Communications Status</a>	3/22/2013 9:06:24 AM
Created by 2nd Nature on 3/22/2013 at 9:37:55 AM			

In the web page that opens details of the communication with Messaging can be viewed as in the sample below.

Connecting to 10.33.10.9 via LDAP

```
LDAP API interface => ldap_add_s
Entry DN => umObjectGUID=E17E7057BEAC43278A694FC2CB2CA235, ou=People,dc=Avaya
Add: objectClass = audixSub
Add: MailboxNumber = 1133
Add: umObjectGUID = E17E7057BEAC43278A694FC2CB2CA235
Add: mail = 2N.Test@SPAAM.bvwdev.com
Add: NumericAddress = 1133
: Password = (Binary Data)
Add: NodeId = 0
Add: givenName = 2N
Add: sn = Test
Add: cn = 2N Test
Add: msgIncludedInAADirectory = TRUE
Add: msgForceChangeOfPassword = TRUE
Add: msgVoiceItemType = Subscriber
Add: msgSiteId = 5
Add: umVoiceMailboxExtension = 1133
Add: asciiName = Test, 2N
Add: ClassNo = 0
Add: msgMwiEnabled = Yes
Add: umSubTimezone = 100
Add: umTUIPreferredLocale = en-US
Add: msgReachMePriorityCallers = None
Add: msgReachMeForwardCalls = Off
Add: msgReachMeCallScreen = Off
```

## 8. Conclusion

Unimax's 2nd Nature successfully interoperated with Avaya Aura® Messaging via LDAP as described in these notes.

## 9. Additional References

Product documentation for Avaya products may be found at <http://support.avaya.com>.

### Avaya Aura® Messaging

- 1) Implementing Avaya Aura® Messaging 6.1, October 2011

### Unimax 2nd Nature

User Guides are located at **\Program Files\2N\documentation\System User Guides** on the hard drive of the server or PC where 2nd Nature was installed.

- 2) Unimax 2ndNature Avaya Aura Messaging User Guide, for use with 2nd Nature Release 7.4

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