



Avaya Solution & Interoperability Test Lab

Application Notes for Configuring the Mutare Software Message Mirror Solution with Avaya Modular Messaging - Issue 1.0

Abstract

These Application Notes describe a sample configuration for the Mutare Software Message Mirror solution with Avaya Modular Messaging.

Mutare Software Message Mirror is a solution for Avaya Modular Messaging that backs up the production system and copies/mirrors voice messages, names, greetings, passwords and LDAP changes to a backup Avaya Modular Messaging Message Store Server (MSS).

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

Mutare Software Message Mirror is a business continuity solution for Avaya Modular Messaging that backs up the production system and copies/mirrors voice messages, names, greetings, passwords and LDAP changes to a backup Avaya Modular Messaging Message Store Server (MSS) in real time. Message Mirror provides continued user access to voicemail in the event of an outage and supports full restoration of data to the production server once it is back on line.

These Application Notes describe a sample configuration for the Mutare Software Message Mirror solution with Avaya Modular Messaging. Compliance testing emphasis was placed on validating the Mutare Software Message Mirror software capability of mirroring the messages, names, greetings and passwords of the enterprise Avaya Modular Messaging system to a backup Avaya Modular Messaging system.

1.1. Interoperability Compliance Testing

This document describes the interoperability compliance testing for the Mutare Software Message Mirror solution with Avaya Modular Messaging.

Compliance testing included the following:

- Installation of Mutare Software Message Mirror software
- Mirror
 - messages
 - names
 - greetings
 - passwords
- Restore
 - messages
 - greetings
- Serviceability

1.2. Support

Mutare Technical Support Email: support@mutare.com

Mutare Technical Support Phone: 847-4496-9000 option 2.

Mutare Technical Support Webpage: <http://mutare.com/support.asp>

2. Reference Configuration

The configuration in **Figure 1** shows an Avaya Telephony Infrastructure integrating a Mutare Software Message Mirror solution.

2.1. Corporate Headquarters

The configuration in **Figure 1** shows an Avaya Telephony Infrastructure consisting of Avaya Aura™ Communication Manager, Avaya Aura™ SIP Enabled Services and multiple Avaya Modular Messaging systems integrating a Mutare Software Message Mirror solution.

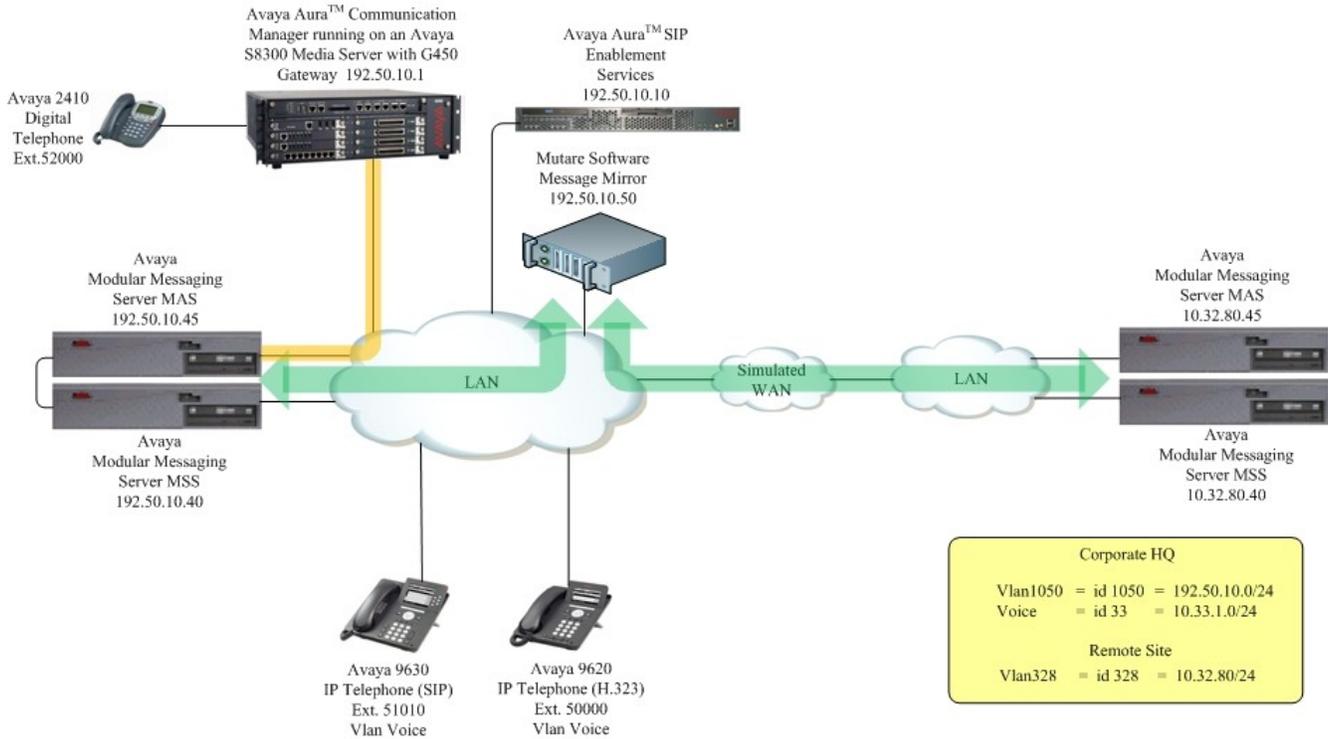


Figure 1: Sample Network Configuration

3. Equipment and Software Validated

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

Equipment	Software/Firmware
<i>Avaya PBX Products</i>	
Avaya S8300 Server running Avaya Aura™ Communication Manager	Avaya Aura™ Communication Manager 5.2.1
Avaya G450 Media Gateway (Corporate Site) MGP MM712 DCP Media Module	28.22.0 HW9
<i>Avaya Aura™ SIP Enablement Services (SES)</i>	
Avaya Aura™ SIP Enabled Services (SES) Server	5.2.1 SP2
<i>Primary Avaya Modular Messaging</i>	
Avaya Modular Messaging - Messaging Application Server (MAS)	5.2
Avaya Modular Messaging - Message Storage Server (MSS)	5.2
<i>Backup Avaya Modular Messaging</i>	
Avaya Modular Messaging - Messaging Application Server (MAS)	5.2
Avaya Modular Messaging - Message Storage Server (MSS)	5.2
<i>Avaya Telephony Sets</i>	
Avaya 9600 Series IP Telephones	Avaya one-X Deskphone Edition 3.0.1
Avaya 9600 Series IP Telephones	Avaya one-X Deskphone SIP 2.4
Avaya 2410 Digital Telephone	5.0
<i>Mutare Software Products</i>	
Mutare Software Message Mirror	1.4.1
<i>MS Products</i>	
Microsoft Windows 2003 Server (Running the Mutare Software Message Mirror)	Microsoft Windows 2003 Server

4. Avaya Aura™ Communication Manager

This section describes the steps required for Avaya Aura™ Communication Manager to support the configuration shown in **Figure 1**. The assumption is that the appropriate license and authentication files have been installed on the servers and that login and password credentials are available.

- It is assumed that Avaya Aura™ Communication Manager, Avaya Aura™ SIP Enabled Services and both Avaya Modular Messaging are configured, only settings specific to the Mutare Software Message Mirror solution will be shown in this document. Refer to [1], [2], and [3] for more information

5. Primary Avaya Modular Messaging

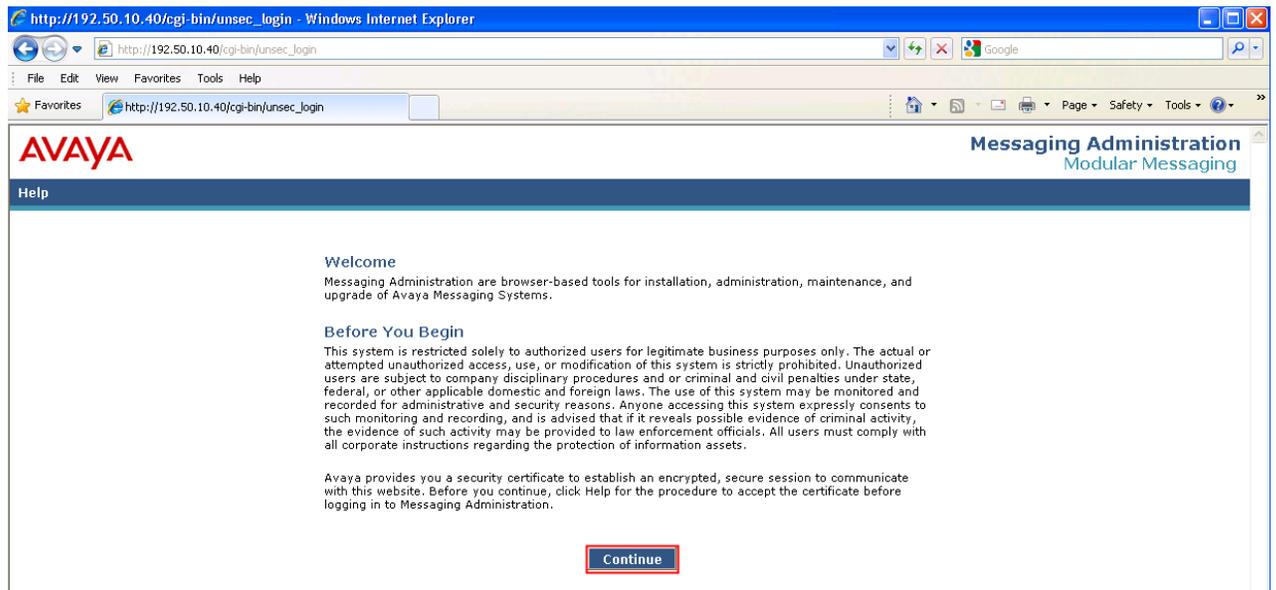
The Mutare Software Message Mirror solution requires that the IP Address of the server be a trusted host on the Avaya Modular Messaging.

Thanks

- Except where stated, the parameters in all steps are the default settings and are supplied for reference.

5.1. Define a Trusted Server on Avaya Modular Messaging

1. Connect to the Modular Messaging Administration page. For this example <http://192.50.10.40> was used. Select **Continue**. Enter the appropriate **Username** and **Password** information (not shown), click **Login** to proceed.



2. Select **Messaging Administration** → **Trusted Servers**. The Manage Trusted Servers webpage appears (not shown), select the **Add a New Trusted Server** tab. The Add Trusted Server webpage appears. Enter the following:

- **Trusted Server Name** - Mutare
- **Password** - Enter a password (This password needs to the Mutare Software Engineer that is installing the Mutare Software Message Mirror software)
- **Confirm Password** – Reenter the password
- **Machine Name / IP Address** - 192.50.10.50 (IP Address where Mutare application is installed)
- **Service Name** - Mutare
- **IMAP4 Super User Access Allowed** – Yes

6. Backup Avaya Modular Messaging

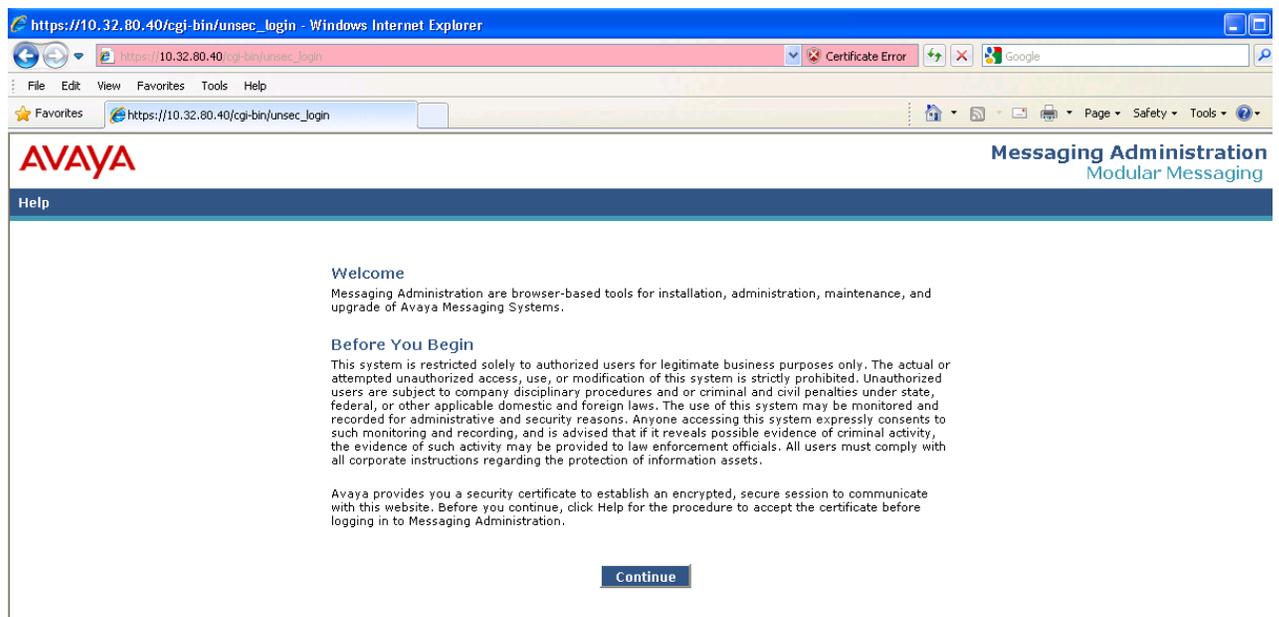
The Mutare Software Message Mirror solution requires a few configuration settings the backup Avaya Modular Messaging. They are as follows:

- Configure the Mutare Software Message server as a trusted host
- Disable New Mailbox Initialization
- Change class-of-service (COS) values for Maximum Call Answer Message and Maximum Voice Mail Message
- Disable Modular Messaging (MM) Message Waiting Indicator (MWI) process

Except where stated, the parameters in all steps are the default settings and are supplied for reference.

6.1. Define a Trusted Server on Avaya Modular Messaging

1. Connect to the Modular Messaging Administration page. For this example <http://10.32.80.40> was used. Select **Continue**. Enter the appropriate **Username** and **Password** information (not shown), click **Login** to proceed.



2. Select **Messaging Administration** → **Trusted Servers**. The Manage Trusted Servers webpage appears (not shown), select the **Add a New Trusted Server** tab. The Add Trusted Server webpage appears. Enter the following:

- **Trusted Server Name** - Mutare
- **Password** - Enter a password (This password needs to be the Mutare Software Engineer that is installing the Mutare Software Message Mirror software)
- **Confirm Password** – Reenter the password
- **Machine Name / IP Address** - 192.50.10.50 (IP Address where Mutare application is installed)
- **Service Name** - Mutare
- **IMAP4 Super User Access Allowed** – Yes

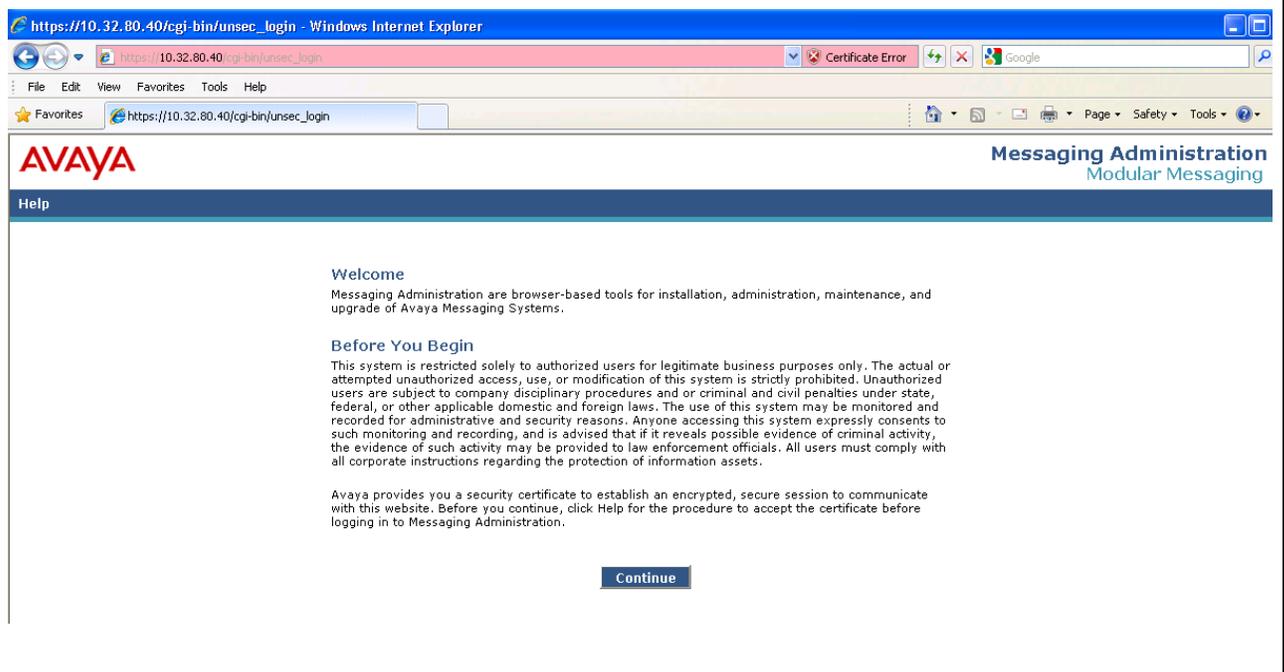
Trusted Server Name	Mutare	Password	*****
		Confirm Password	*****
Machine Name / IP Address	192.50.10.50	Service Name	Mutare
Minutes of Inactivity Before Alarm	0	Default Community	1
Access to Cross Domain Delivery	no	Special Type	(none)
LDAP Access Allowed	yes	LDAP Connection Security	No encryption required
IMAP4 Super User Access Allowed	yes	IMAP4 Super User Connection Security	Must use SSL or encrypted SASL

Save Back Help

6.2. Change Maximum Call Answer Message and Maximum Voice Mail Message settings

In order for maximum length messages to be mirrored to the backup MM system, the “Maximum Call Answer Message” and “Maximum Voice Mail Message” values in the COS for those mailboxes must be at least one minute longer than the corresponding COS on the production MM.

1. Connect to the Modular Messaging Administration page, For this example <http://10.32.80.40> was used. Select **Continue**. Enter the appropriate **Username** and **Password** information (not shown), click **Login** to proceed.



2. Select **Messaging Administration** → **Class-Of-Service**. The **Manage Class-Of-Service** webpage appears, select **ModM** (the class of service used for compliance testing). Click **Edit the Selected COS** to continue.

The screenshot shows the Avaya Messaging Administration web interface in a Windows Internet Explorer browser. The page title is "Manage Classes-of-Service". The server name is "10.32.80.40" and the number of classes-of-service is "512". A table lists various classes-of-service, with "ModM" selected. Below the table, there are buttons for "Sort By Name", "Display Report of COSs", and "Edit the Selected COS" (highlighted with a red box). A "Help" button is also visible.

COS Name	COS Number
ModM	0
class01	1
class02	2
class03	3
class04	4
class05	5
class06	6
SpecialMailBox	7
ELA	8
class09	9
class10	10
class11	11
class12	12
class13	13
class14	14

3. The **Edit a Class-Of-Service** webpage appears. Change the following:

- **Maximum Call Answer Message - 6**
- **Maximum Voice Mail Message – 6**

Click **Save** to continue.

Messaging Administration - Windows Internet Explorer
https://10.32.80.40/cgi-bin/do_login

AVAYA Modular Messaging
Messaging Administration
This server: 10.32.80.40

Edit a Class-of-Service

Class of Service Number: 0 Class of Service Name: ModM

MESSAGE RETENTION SETTINGS

Retain New Messages (days) Forever 45 Retain Saved Messages (days) Forever 45

Retain Filed Messages (days) Forever 45

MAILBOX AND MESSAGE SIZES

Maximum Mailbox Size: 36 Minutes Maximum Call Answer Message: 6 Minutes

Maximum Voice Mail Message: 6 Minutes

SUBSCRIBER FEATURES and SERVICES

Time Zone: Use System Timezone

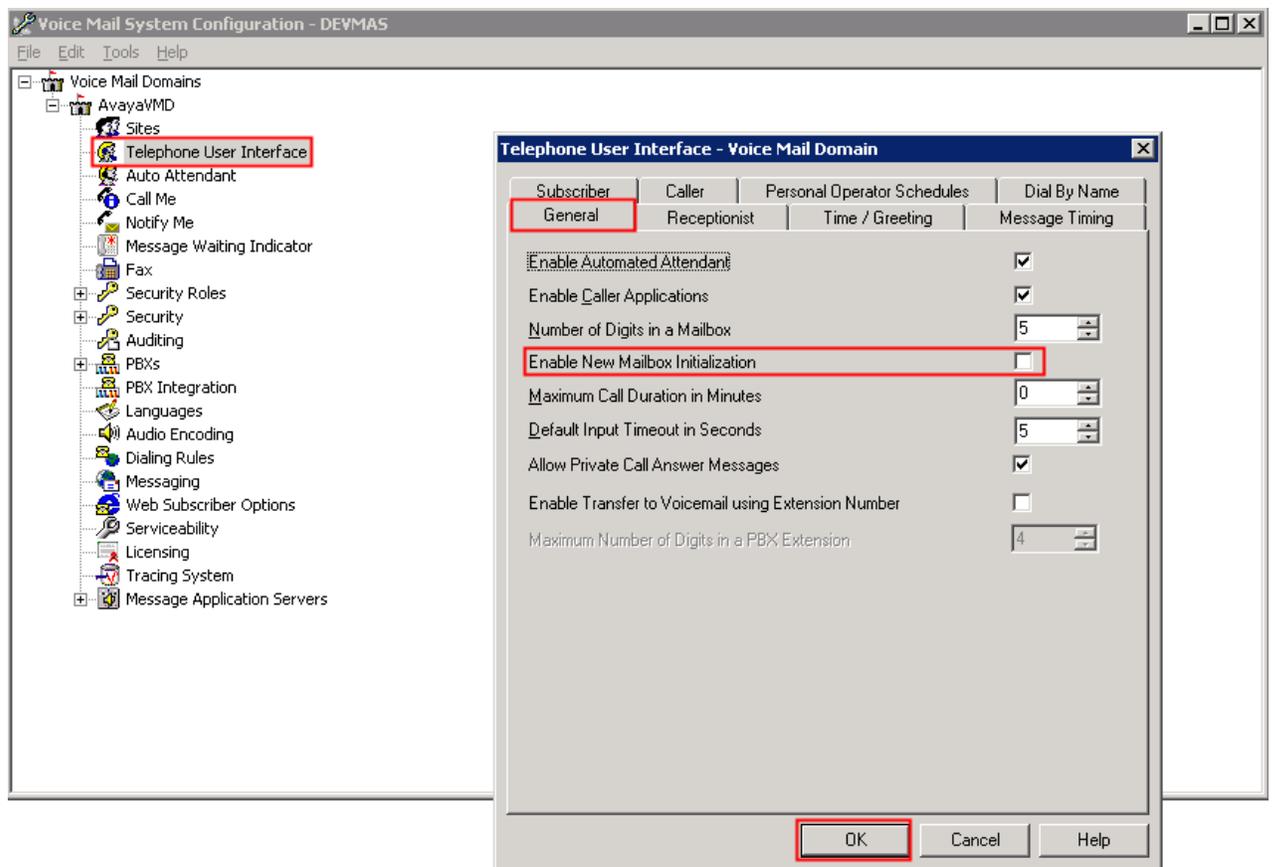
Message Waiting Indication Allowed	yes	Call Me Allowed	yes
Find Me Allowed	yes	Notify Me Allowed	yes
Call Handling	yes	Call Screening	yes
Outbound Fax Calls	yes	Extended Absence Greeting Allowed	yes
Inbound Fax	yes	Aria TUI Date & Time Playback	Never
Page via PBX	no	Record Mailbox Greetings	yes
Caller Application Announcement Recording	no	Caller Application	(none)
Telephone User Interface	MM AUDIX	Restrict Client Access	no
Personal Operator Configuration	no	Unsent Message Allowed	no
Allow message after EAG	Always		

Back Save Help

6.3. Change Mailbox Initialization on the MAS

To avoid users having to change their mailbox when using the Backup Avaya Modular Messaging system, it is recommended that the “Enable New Mailbox Initialization” checkbox in the Telephone User Interface section of the Voice Mail System Configuration on the backup MAS be unchecked when creating new mailboxes on the backup MM system.

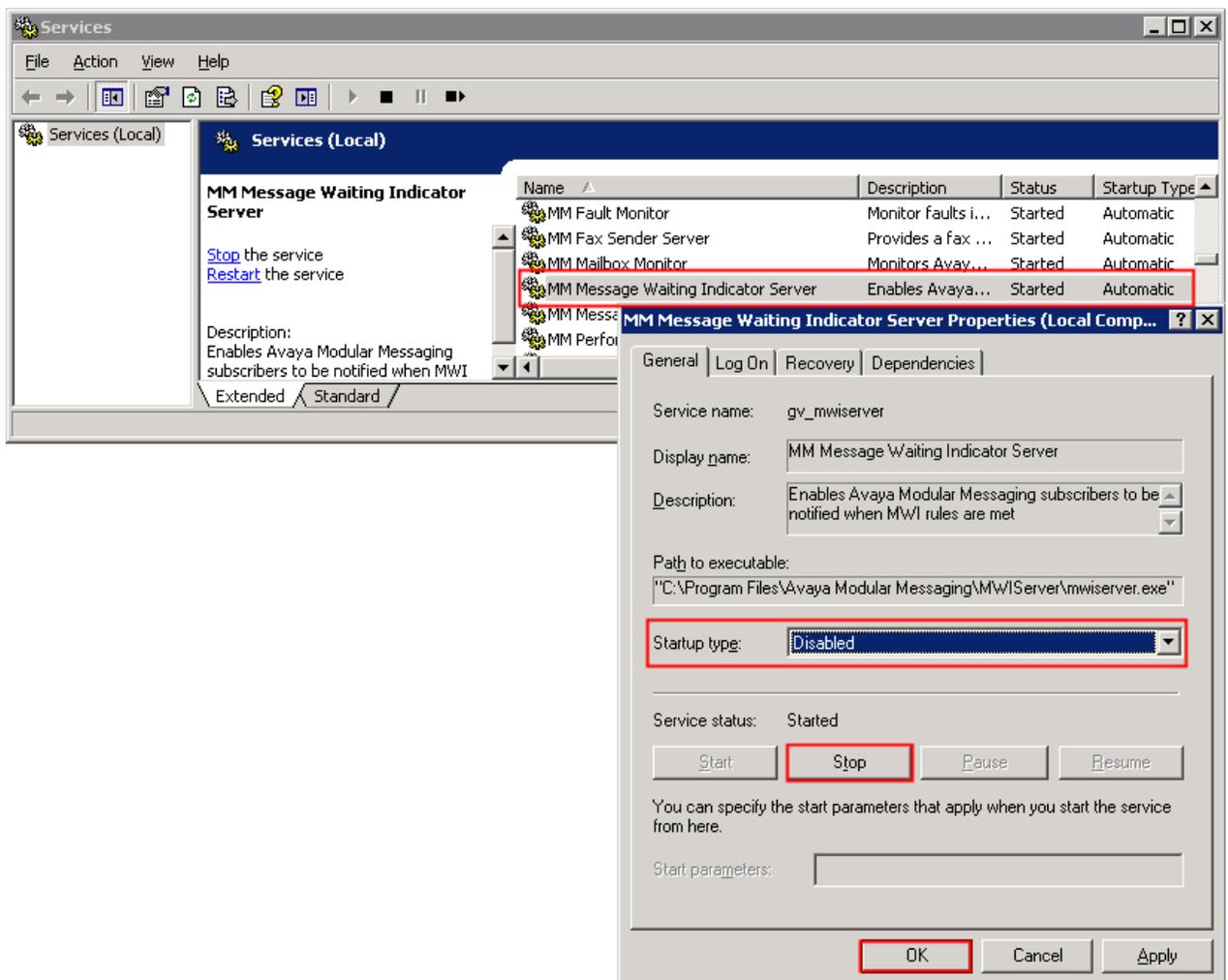
1. Log onto the Avaya Modular Messaging MAS server using the appropriate Username and Password information. From the desktop, go to **Start → Programs → Avaya Modular Messaging → Voice Mail System Configuration** (not shown). The **Voice Mail System Configuration** window appears. Double click on **Telephone User Interface**, the Telephone User Interface dialogue box appears. Click **General**, uncheck the check-box next to **Enable New Mailbox Initialization**, and select **OK** to continue.



6.4. Stop & Disable Avaya Modular Messaging MWI services

To avoid multiple MWI transmissions, one from the primary Avaya Modular Messaging system and one from the backup, the Avaya Modular Messaging MWI service should be disabled and only started if the primary Avaya Modular Messaging system is down.

1. Log onto the backup Avaya Modular Messaging MAS server using the appropriate Username and Password information. From the desktop, go to **Start → Run** and in the box type **services.msc** (not shown). Find the **MM Message Waiting Indicator Server** service, right mouse click and select **Properties**. Change the **Startup type** to **Disabled** then select **Stop**. Once the service has stopped, select **OK** to continue.



7. Mutare Software Message Mirror Software

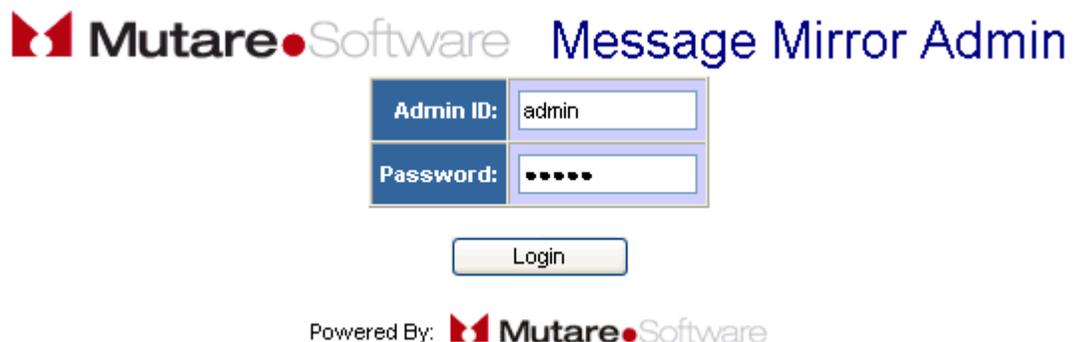
Mutare Software installs and configures the Mutare Software Message Mirror Software on the server. Refer to the Mutare Software support page for server requirements.

Once the Mutare Software Message Mirror Software is installed configure the following:

7.1. Configure Mutare Software Message Mirror Software

Mutare Software Message Mirror is administered via a web interface. In the sample network, the Mutare Software Message Mirror was installed on a Windows 2003 server with IP address 192.50.10.50.

1. Open a Web browser and go to the following URL: <http://192.50.10.50>. Enter the appropriate **Admin ID** and **Password** information, click **Login** to proceed.



Mutare Software Message Mirror Admin

Admin ID:	<input type="text" value="admin"/>
Password:	<input type="password" value="••••••"/>

Login

Powered By: Mutare Software

2. The Message Mirror Admin page appears. Select **Edit Global Settings** to continue.

Mutare Software Message Mirror Admin

[Edit Global Settings](#) | [Edit Admins](#) | [Logout](#) (Default Admin)

Target:

IP / Port	Super User	License Usage
10.32.80.40 / 143	Mutare	9 of 1000

Sources: [Edit](#)

ID	Description	IP / Port	Super User	Mailboxes
1	Initial Source	192.50.10.40 / 143	Mutare	9

Runs (Last 5): [More](#)

Src ID	Run ID	Type	Start	End	Duration	Processed	Total	Errors	Progress
1	405	Sync	6/18/2010 10:00:44 AM	6/18/2010 10:00:45 AM	1 sec	6	6	0	Done
1	404	Sync	6/18/2010 9:59:59 AM	6/18/2010 9:59:59 AM	0 sec	6	6	0	Done
1	403	Sync	6/18/2010 9:59:44 AM	6/18/2010 9:59:44 AM	0 sec	6	6	0	Done
1	402	Sync	6/18/2010 9:59:27 AM	6/18/2010 9:59:28 AM	1 sec	6	6	0	Done
1	401	Sync	6/18/2010 9:44:26 AM	6/18/2010 9:44:27 AM	1 sec	6	6	0	Done

Mailboxes (Last 5): [More](#) | [Edit](#) | Find Mailbox for Source ID

Src ID	Run ID	Src Mbx	Dest Mbx	Start	End	Src Cnt	Dest Cnt	Errors
1	405	51007	51007	6/18/2010 10:00:45 AM	6/18/2010 10:00:45 AM	0	0	0
1	405	51010	51010	6/18/2010 10:00:45 AM	6/18/2010 10:00:45 AM	3	3	0
1	405	51012	51012	6/18/2010 10:00:45 AM	6/18/2010 10:00:45 AM	0	0	0
1	405	51013	51013	6/18/2010 10:00:45 AM	6/18/2010 10:00:45 AM	0	0	0
1	405	52000	52000	6/18/2010 10:00:45 AM	6/18/2010 10:00:45 AM	0	0	0

Errors (Last 3): [More](#)

Src ID	Run ID	Src Mbx	Error Date	Error Msg
1	400	51010	6/18/2010 9:43:26 AM	Connect-D:4:[Error: Connection failure]:
1	400	51010	6/18/2010 9:43:25 AM	Connect-D2:4:[Error: Connection failure]:
1	400	51005	6/18/2010 9:43:24 AM	Connect-D:4:[Error: Connection failure]:

Powered By:  Mutare Software

3. The **Message Mirror Admin Global Settings** page appears. Verify that **Backup Type** is set to **Backup to MM** and **Backup IP / Port** is set to the IP address of the backup Avaya Modular Messaging system. Select **Return** to continue.

 **Message Mirror Admin**
Global Settings

Save Changes

Return

Backup Type:	Backup to MM
Backup IP / Port:	10.32.80.40 143
Cache Path:	c:\od\temp
Clear Local Cache:	1 AM
Use Super User (Src):	<input checked="" type="checkbox"/>
Use Super User (Dest):	<input checked="" type="checkbox"/>
Super User:	Mutare
Super Pwd:	*****
Use SSL:	<input type="checkbox"/>
Cycle Time (Sec):	60
From Email:	msgmirror@mutare.com
Error Email:	
Error Interval (Min):	1440
Last Error Sent:	6/17/2010 3:15:48 PM
Status Email:	
Status Email Times:	8:00 AM
Last Status Sent:	6/8/2010 2:31:46 PM
Backup UserInfo Folder:	<input checked="" type="checkbox"/>
Log All:	<input type="checkbox"/>
Archive Max Length Msgs:	<input checked="" type="checkbox"/>
Display Runs:	5
Display Mailboxes:	5
Display Errors:	3
Home Refresh (Sec):	15

License Key: rt!S6hBBCSkpQL+DAAacp4I9xiuDJYMPFqv6PxK/o4YS4q+8= (1000 Mailboxes)

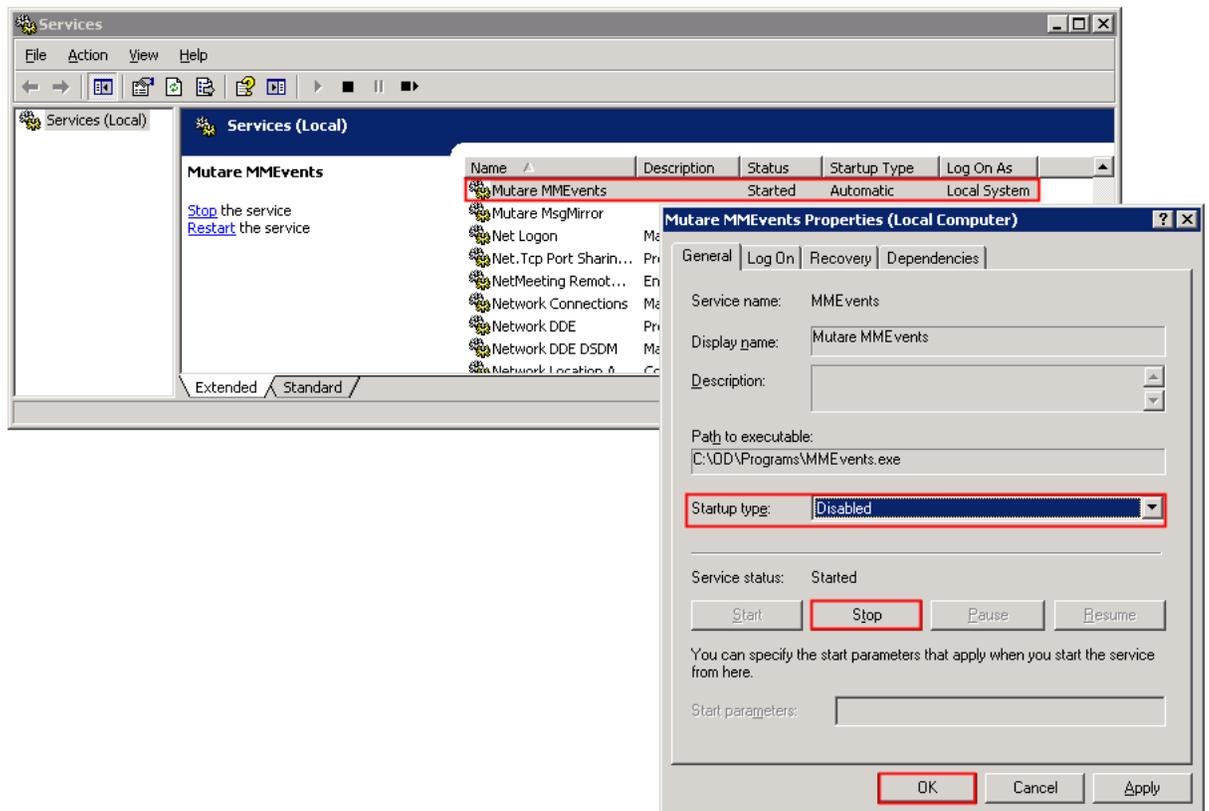
Powered By: 

7.2. In the Event of an Avaya Modular Messaging Outage

In the event of an Avaya Modular Messaging outage, the **Mutare MMEvents** and **Mutare MsgMirror** services must be stopped and disabled to prevent damage to the stored Mailboxes on the backup Avaya Modular Messaging.

1. Stop and disable the Mutare Software services. From the server that is running the Mutare software, select **Start → Run**, enter **services.msc** (not shown). Find the **MMEvents** service, right mouse click and select **Properties**. Use the drop-down list for **Startup type** and select **Disabled** and then select **Stop**. Once the service has stopped, select **OK** to continue.

****Note:** Repeat this step for the Mutare **MsgMirror** service.



2. The following step is performed on Communication Manager. Access to the System Administration Terminal (SAT) screen is required.

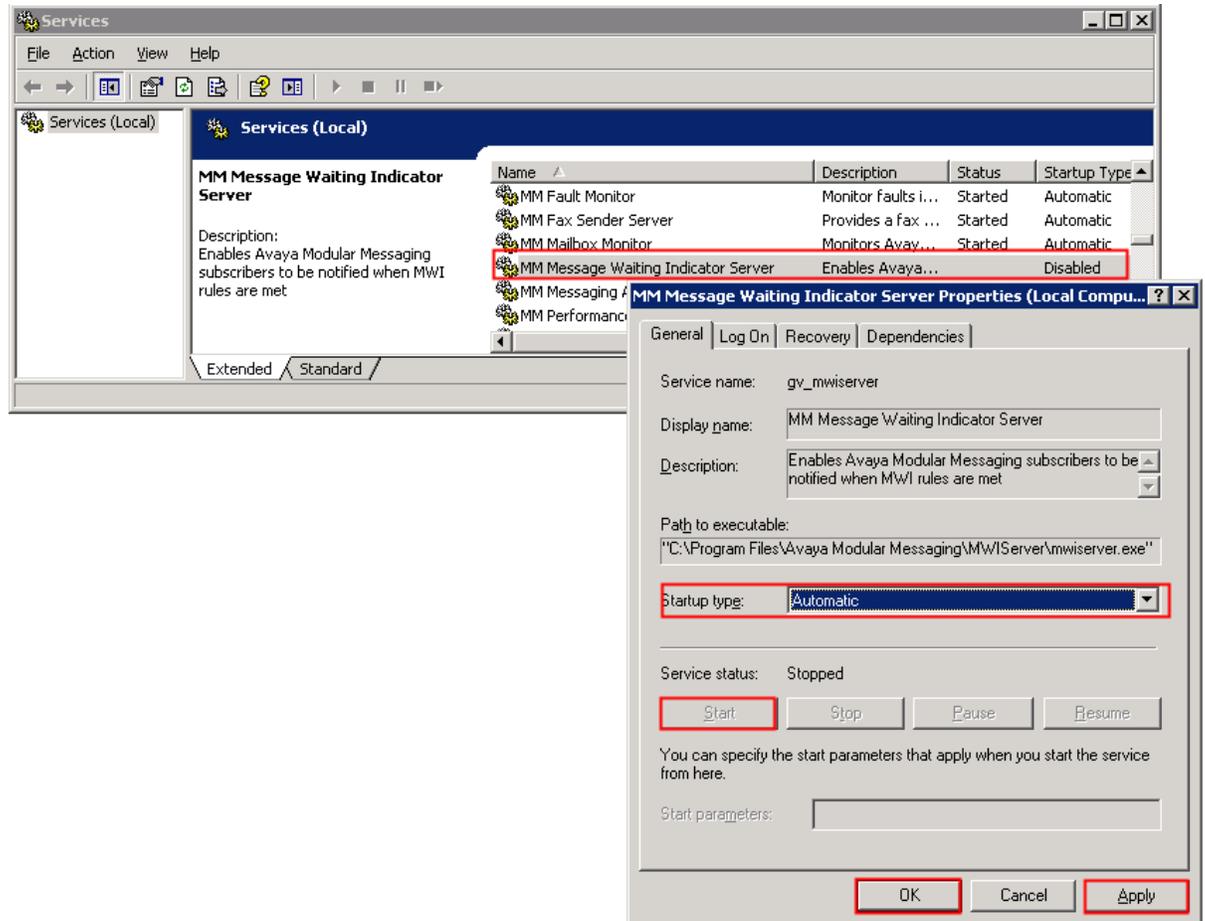
Both the primary and back up Avaya Modular Messaging systems have their own trunk groups, trunk group **44** for the primary, and **45** for the backup. When the primary Avaya Modular Messaging system is down, the route pattern for messaging needs to point to the backup Avaya Modular Messaging system. From the SAT, enter the **change route-pattern 44** command to change **Grp No** to **45**.

```
change route-pattern 44                                     Page 1 of 3
                    Pattern Number: 44 Pattern Name: to ModM
                    SCCAN? n       Secure SIP? n
  Grp FRL NPA Pfx Hop Toll No.  Inserted          DCS/ IXC
  No           Mrk Lmt List Del  Digits          QSIG
                    Dgts                      Intw
1: 45      0
2:
3:
4:
5:
6:
                    DCS/ IXC
                    n user
                    n user
                    n user
                    n user
                    n user
                    n user

  BCC VALUE TSC CA-TSC ITC BCIE Service/Feature PARM No. Numbering LAR
  0 1 2 M 4 W      Request          Dgts Format
                    Subaddress
1: y y y y y n y as-needed rest          unk-unk next
2: y y y y y n n          rest          none
3: y y y y y n n          rest          none
4: y y y y y n n          rest          none
5: y y y y y n n          rest          none
6: y y y y y n n          rest          none
```

3. Start the **MM Message Waiting Indicator Server** service on the backup Avaya Modular Messaging MAS server.

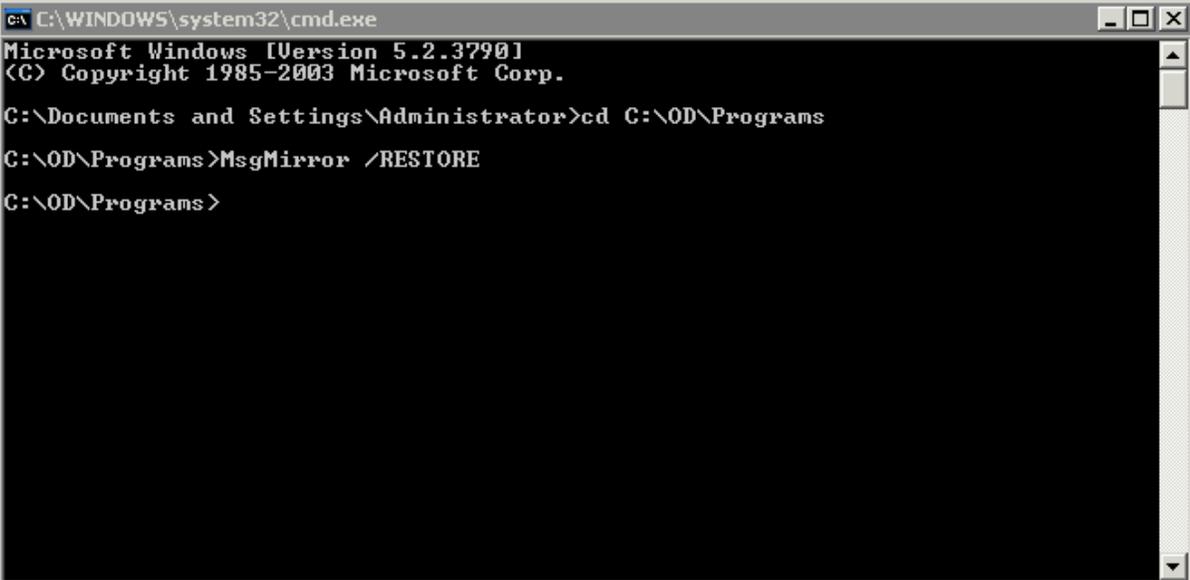
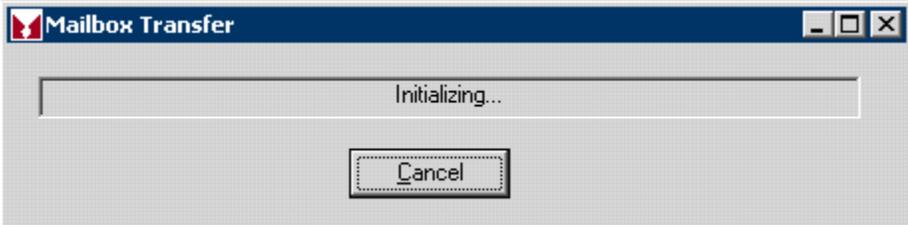
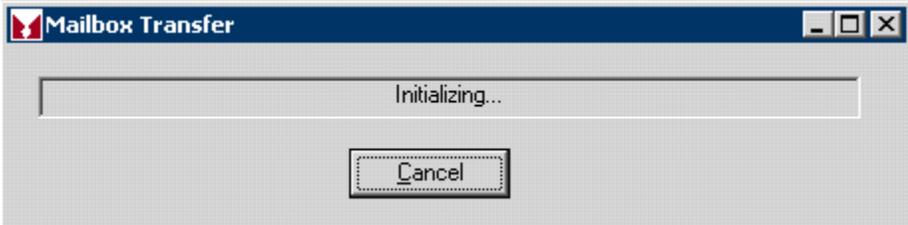
Log onto the backup Avaya Modular Messaging MAS server using the appropriate Username and Password information. From the desktop, go to **Start → Run** and in the box type **services.msc** (not shown). Find the **MM Message Waiting Indicator Server** service, right mouse click and select **Properties**. Use the drop-down list for **Startup type** and select **Automatic**. Select **Apply**, followed by **Start**. Once the service has started, select **OK** to continue.



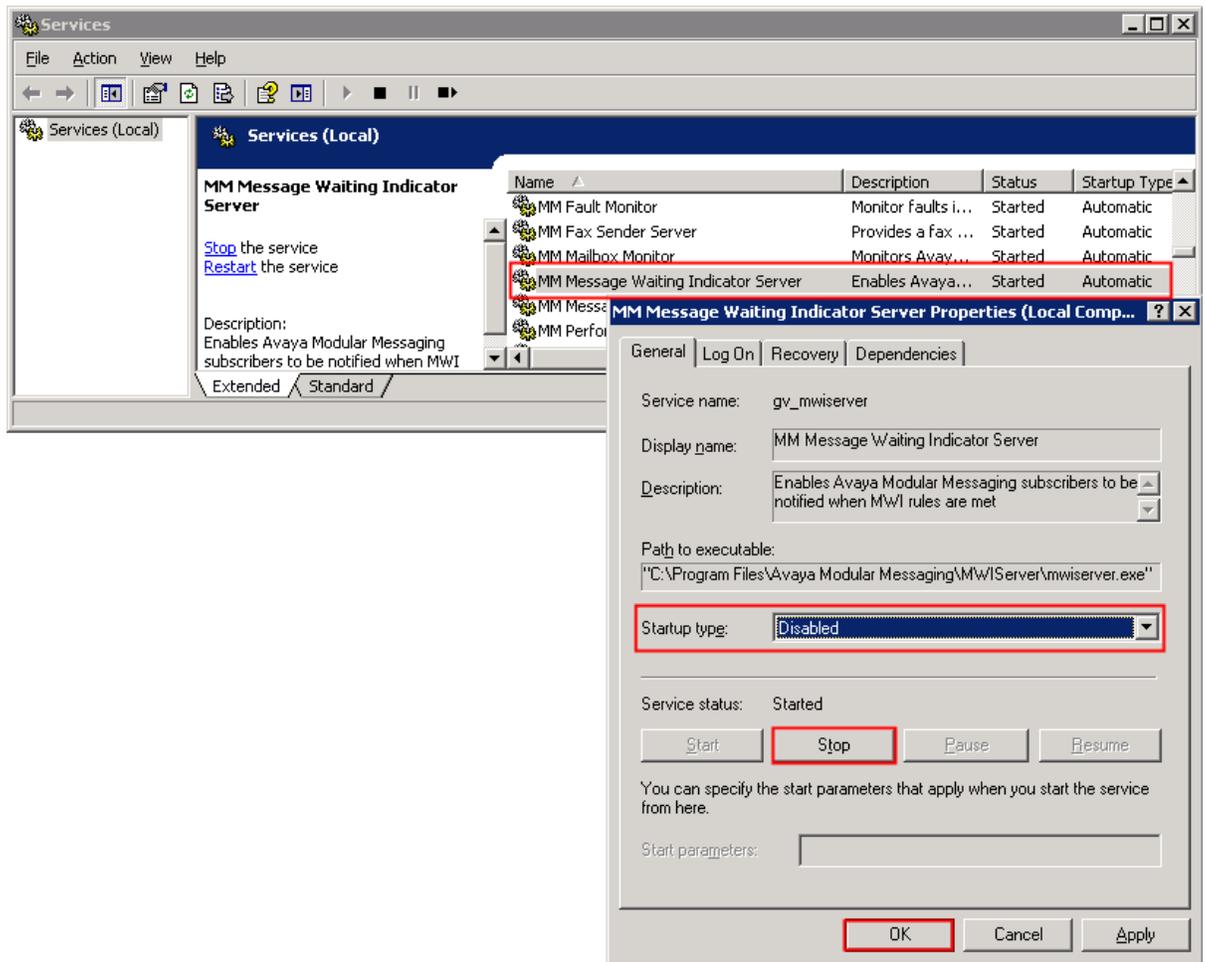
7.3. Restore Voicemail & Greetings

Once service to the Primary Avaya Modular Messaging system is restored, a global restore/update can be done. It will update all Mailboxes with new Voicemail & greetings that were left/changed while running on the backup Avaya Modular Messaging system.

****Note:** The restore will not create the user mailboxes, user mailboxes must be restored/created before the Voicemail restore process is started.

1.	<p>Open a cmd window on the Message Rescue server,</p> <p>Run the following commands:</p> <ul style="list-style-type: none">• cd C:\OD\Programs• MsgMirror /RESTORE  <pre>C:\WINDOWS\system32\cmd.exe Microsoft Windows [Version 5.2.3790] (C) Copyright 1985-2003 Microsoft Corp. C:\Documents and Settings\Administrator>cd C:\OD\Programs C:\OD\Programs>MsgMirror /RESTORE C:\OD\Programs></pre>
2.	<p>The Mailbox Transfer dialogue box appears, once the restore has completed it will disappear.</p>  

3. Log onto the backup Avaya Modular Messaging MAS server using the appropriate Username and Password information. From the desktop, go to **Start → Run** and in the box type **services.msc** (not shown). Find the **MM Message Waiting Indicator Server** service, right mouse click and select **Properties**. Change the **Startup type** to **Disabled** then select **Stop**. Once the service has stopped, select **OK** to continue.



4. The following step is performed on Communication Manager. Access to the System Administration Terminal (SAT) screen is required.

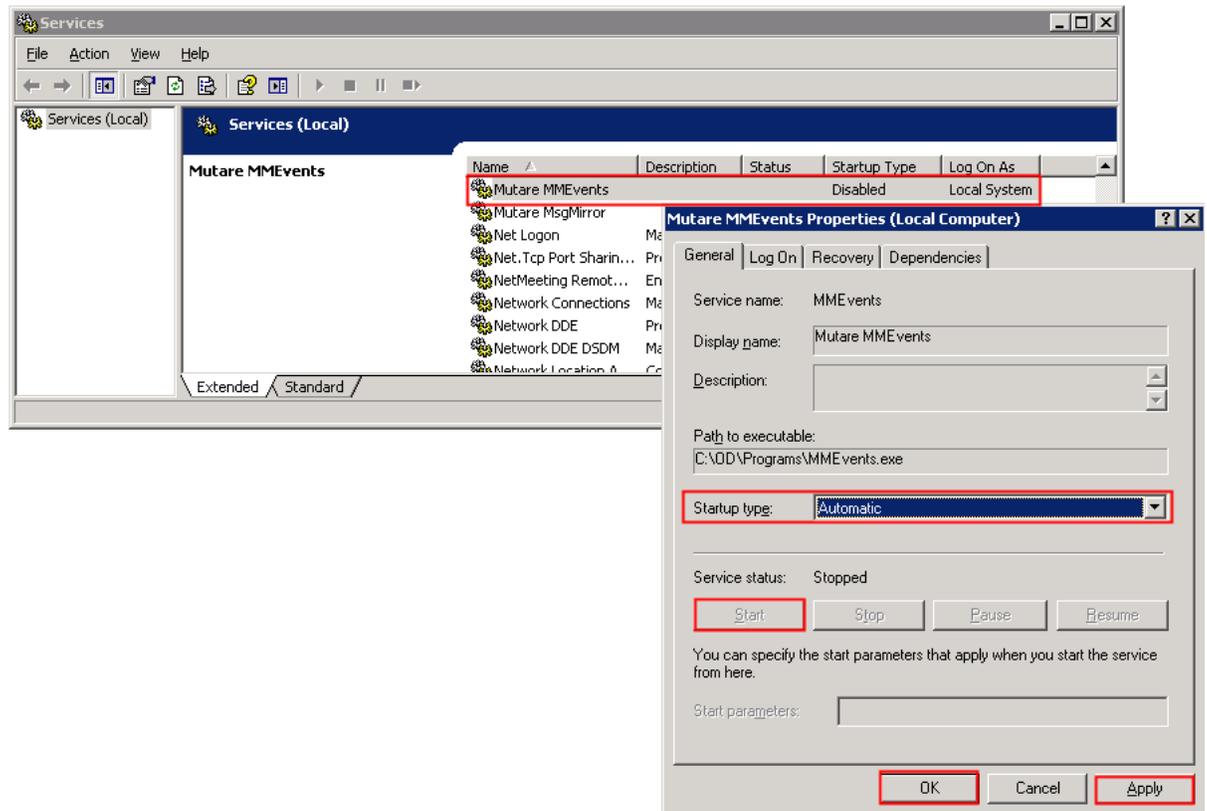
From the SAT, enter the **change route-pattern 44** command to change the route pattern to point to the trunk group for the primary Avaya Modular Messaging.

```
change route-pattern 44                                     Page 1 of 3
                    Pattern Number: 44  Pattern Name: to ModM
                    SCCAN? n          Secure SIP? n
  Grp FRL NPA Pfx Hop Toll No.  Inserted  DCS/ IXC
  No   Mrk Lmt List Del  Digits  Intw
1: 44  0
2:
3:
4:
5:
6:
                    n user
                    n user
                    n user
                    n user
                    n user

  BCC VALUE TSC CA-TSC ITC BCIE Service/Feature PARM No. Numbering LAR
  0 1 2 M 4 W Request Request Dgts Format Subaddress
1: y y y y y n y as-needed rest unk-unk next
2: y y y y y n n rest none
3: y y y y y n n rest none
4: y y y y y n n rest none
5: y y y y y n n rest none
6: y y y y y n n rest none
```

5. Restart and reset Startup type for the Mutare Software services. From the server that is running the Mutare software, select **Start → Run**, enter **services.msc** (not shown). Find the **MMEvents** service, right mouse click and select **Properties**. Use the drop-down list for **Startup type** and select **Automatic**. Select **Apply**, followed by **Start**. Once the service has started, select **OK** to continue.

****Note:** Repeat this step for the Mutare **MsgMirror** service



8. General Test Approach and Test Results

This section describes the general test approach used during compliance testing and the test results.

8.1. Test Approach

The general test approach was to configure the Avaya Telephony Infrastructure using Avaya Aura™ Communication Manager and multiple Avaya Modular Messaging systems to interoperate with the Mutare Software Message Mirror solution (shown in **Figure 1**).

Testing included the creation and deletion of mailboxes. It was verified that mailboxes, messages and greetings created on the primary Modular Messaging system were copied to the backup Modular Messaging system. Once service to the primary Avaya Modular Messaging system is restored, it was verified that voicemail messages and greetings were restored to the primary.

Serviceability test included power cycling the primary and backup Avaya Modular Messaging systems as well as the server that the Mutare Software Message Mirror is running on and verified the solution recovered.

8.2. Test Results

The Mutare Software Message Mirror solution with Avaya Modular Messaging passed all test cases described in **Section 1.1**.

9. Verification Steps

This section provides the steps for verifying the Mutare Software Message Mirror solution with Avaya Modular Messaging. The verification steps include the following.

9.1. From the Message Mirror Admin Webpage:

Under **Runs** – Verify no **Errors** have occurred.



[Edit Global Settings](#) | [Edit Admins](#) | [Logout](#) (Default Admin)

Target:

IP / Port	Super User	License Usage
10.32.80.40 / 143	Mutare	9 of 1000

Sources: [Edit](#)

ID	Description	IP / Port	Super User	Mailboxes
1	Initial Source	192.50.10.40 / 143	Mutare	9

Runs (Last 5): [More](#)

Src ID	Run ID	Type	Start	End	Duration	Processed	Total	Errors	Progress
1	413	Sync	6/18/2010 12:58:54 PM	6/18/2010 12:58:55 PM	1 sec	6	6	0	Done
1	412	Sync	6/18/2010 12:58:14 PM	6/18/2010 12:58:15 PM	1 sec	6	6	0	Done
1	411	Sync	6/18/2010 12:56:42 PM	6/18/2010 12:56:43 PM	1 sec	6	6	0	Done
1	410	Sync	6/18/2010 12:17:47 PM	6/18/2010 12:17:47 PM	0 sec	3	3	0	Done
1	409	Sync	6/18/2010 12:03:46 PM	6/18/2010 12:03:46 PM	0 sec	3	3	0	Done

Mailboxes (Last 5): [More](#) | [Edit](#) | Find Mailbox: for Source ID

Src ID	Run ID	Src Mbx	Dest Mbx	Start	End	Src Cnt	Dest Cnt	Errors
1	413	51010	51010	6/18/2010 12:58:55 PM	6/18/2010 12:58:55 PM	3	3	0
1	413	51012	51012	6/18/2010 12:58:55 PM	6/18/2010 12:58:55 PM	0	0	0
1	413	51013	51013	6/18/2010 12:58:55 PM	6/18/2010 12:58:55 PM	0	0	0
1	413	52000	52000	6/18/2010 12:58:55 PM	6/18/2010 12:58:55 PM	0	0	0
1	413	52002	52002	6/18/2010 12:58:55 PM	6/18/2010 12:58:55 PM	0	0	0

Errors (Last 3): [More](#)

Src ID	Run ID	Src Mbx	Error Date	Error Msg
1	400	51010	6/18/2010 9:43:28 AM	Connect-D:4:[Error: Connection failure]:
1	400	51010	6/18/2010 9:43:25 AM	Connect-D2:4:[Error: Connection failure]:
1	400	51005	6/18/2010 9:43:24 AM	Connect-D:4:[Error: Connection failure]:

Powered By: Mutare Software

9.2. Verify Backup

Leave a Voicemail message and verify that it is being saved to the backup Avaya Modular Messaging system. For this example, mailbox 51010 will be used.

From the Message Mirror Admin Webpage:

Under **Mailboxes** – Verify that the **Src Cnt** and **Dest Cnt** are the same.

Message Mirror Admin

[Edit Global Settings](#) | [Edit Admins](#) | [Logout](#) (Default Admin)

Target:

IP / Port	Super User	License Usage
10.32.80.40 / 143	Mutare	9 of 1000

Sources: [Edit](#)

ID	Description	IP / Port	Super User	Mailboxes
1	Initial Source	192.50.10.40 / 143	Mutare	9

Runs (Last 5): [More](#)

Src ID	Run ID	Type	Start	End	Duration	Processed	Total	Errors	Progress
1	413	Sync	6/18/2010 12:58:54 PM	6/18/2010 12:58:55 PM	1 sec	6	6	0	Done
1	412	Sync	6/18/2010 12:58:14 PM	6/18/2010 12:58:15 PM	1 sec	6	6	0	Done
1	411	Sync	6/18/2010 12:56:42 PM	6/18/2010 12:56:43 PM	1 sec	6	6	0	Done
1	410	Sync	6/18/2010 12:17:47 PM	6/18/2010 12:17:47 PM	0 sec	3	3	0	Done
1	409	Sync	6/18/2010 12:03:46 PM	6/18/2010 12:03:46 PM	0 sec	3	3	0	Done

Mailboxes (Last 5): [More](#) | [Edit](#) | Find Mailbox for Source ID

Src ID	Run ID	Src Mbx	Dest Mbx	Start	End	Src Cnt	Dest Cnt	Errors
1	413	51010	51010	6/18/2010 12:58:55 PM	6/18/2010 12:58:55 PM	3	3	0
1	413	51012	51012	6/18/2010 12:58:55 PM	6/18/2010 12:58:55 PM	0	0	0
1	413	51013	51013	6/18/2010 12:58:55 PM	6/18/2010 12:58:55 PM	0	0	0
1	413	52000	52000	6/18/2010 12:58:55 PM	6/18/2010 12:58:55 PM	0	0	0
1	413	52002	52002	6/18/2010 12:58:55 PM	6/18/2010 12:58:55 PM	0	0	0

Errors (Last 3): [More](#)

Src ID	Run ID	Src Mbx	Error Date	Error Msg
1	400	51010	6/18/2010 9:43:26 AM	Connect-D:4:[Error: Connection failure]:
1	400	51010	6/18/2010 9:43:25 AM	Connect-D2:4:[Error: Connection failure]:
1	400	51005	6/18/2010 9:43:24 AM	Connect-D:4:[Error: Connection failure]:

Powered By: 

10. Conclusion

These Application Notes describe the configuration steps required for integrating the Mutare Software Message Mirror solution with primary and backup Avaya Modular Messaging systems. For the configuration described in these Application Notes, the Mutare Software Message Mirror solution was responsible for mirroring the messages, names, greetings and passwords of the enterprise Avaya Modular Messaging system to a backup Avaya Modular Messaging.

11. Additional References

The documents referenced below were used for additional support and configuration information.

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

- [1] *Administering Avaya Aura™ Communication Manager*, June 2010, Issue 6.0.0, Document Number 03-300509.
- [2] *Installing, Administering, Maintaining, and Troubleshooting Avaya Aura™ SIP Enablement Services*, November 2009, Issue 8.0, Document 03-600768.
- [3] *Modular Messaging Admin Guide Release 5.2 with Avaya MSS*
- [4] *Avaya one-X Deskphone Edition for 9600 Series IP Telephones Administrator Guide Release 3.1*, Document Number 16-300698.
- [5] *Avaya one-X Deskphone SIP for 9600 Series IP Telephones Administrator Guide, Release 2.6*, Document Number 16-601944.

The Mutare Software product documentation can be found at: <http://mutare.com/support.asp>

- [6] *Message Mirror Pre-Install document* – <http://www.mutare.com/data/td/152-PreInstallEVMforMM.pdf>
- [7] *Server requirements* - <http://www.mutare.com/data/td/154-AppServer.pdf>

©2010 Avaya Inc. All Rights Reserved.

Avaya and the Avaya Logo are trademarks of Avaya Inc. All trademarks identified by ® and ™ are registered trademarks or trademarks, respectively, of Avaya Inc. All other trademarks are the property of their respective owners. The information provided in these Application Notes is subject to change without notice. The configurations, technical data, and recommendations provided in these Application Notes are believed to be accurate and dependable, but are presented without express or implied warranty. Users are responsible for their application of any products specified in these Application Notes.

Please e-mail any questions or comments pertaining to these Application Notes along with the full title name and filename, located in the lower right corner, directly to the Avaya DevConnect Program at devconnect@avaya.com.