Avaya Solution & Interoperability Test Lab

Application Notes for Integrating CA *e*Health for Voice with Avaya Modular Messaging - Issue 1.0

Abstract

These Application Notes describe the configuration steps required to allow CA *e*Health for Voice to monitor and analyze the Avaya Modular Messaging system by collecting performance data, events and administration information. The *e*Health for Voice performs data collection, storage, analysis of performance data and allows reports to be generated that can be useful to all levels of organization. Information in these Application Notes has been obtained through Developer*Connection* compliance testing and additional technical discussions. Testing was conducted via the Developer*Connection* Program at the Avaya Solution and Interoperability Test Lab.

1. Introduction

These Application Notes describe the configuration steps required to allow CA *e*Health for Voice to monitor and analyze the Avaya Modular Messaging system by collecting performance data, events and administration information. The *e*Health for Voice can be a centralized data collection system for a network of Avaya Modular Messaging systems. The *e*Health for Voice performs data collection, storage, analysis of performance data and allows reports to be generated that can be useful for various levels of organization.

The *e*Health for Voice supports data collection from Avaya Modular Messaging systems that consists of Avaya Message Application Server (MAS) and Avaya Message Storage Server (MSS). The eHealth for Voice Modular Messaging module is designed to collect key operational data elements for alarms, events, configuration, system and user traffic, and presents a unified and comprehensive reporting platform. The eHealth for Voice uses LDAP and HTTP protocols to collect data elements from Avaya MSS, and native Win32 and ODBC to collect data elements from Avaya MAS.

The *e*Health for Voice automates data collection by allowing a schedule to be setup for each data element. The *e*Health for Voice automatically retrieves and processes data from all servers in the Avaya Modular Messaging system simultaneously and then “pushes” reports and other information to destinations including email and web servers. This information is used for management reporting, capacity planning, grade of service tabulation, and system optimization.

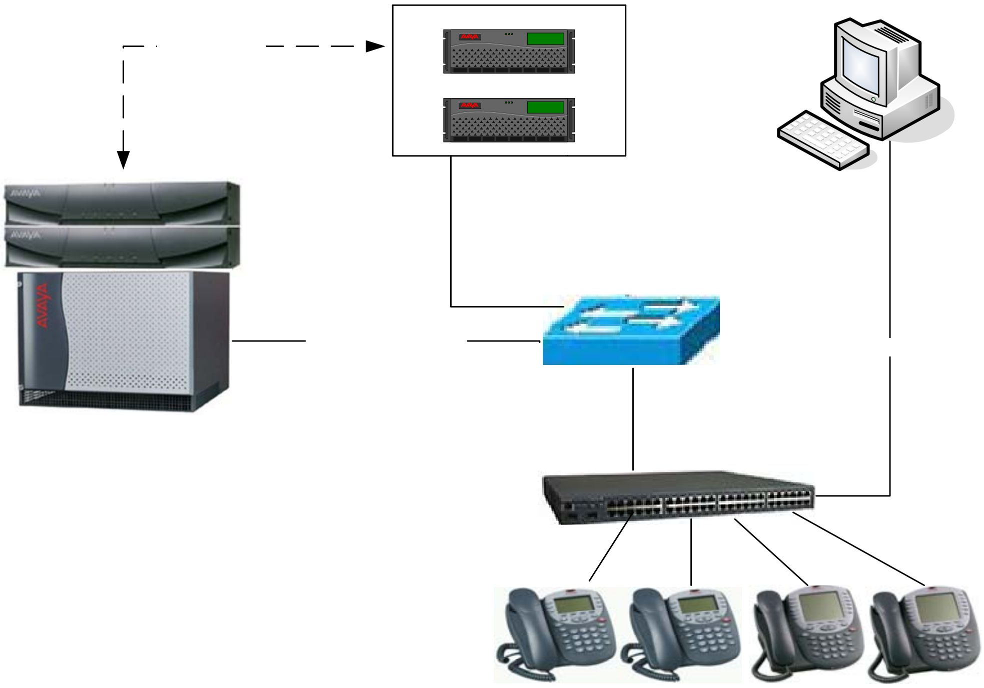


Figure 1: Compliance Test Configuration

Figure 1 displays the network configuration that was utilized for compliance testing. In the test configuration Avaya Modular Messaging system uses an H.323 IP trunk to communicate with Avaya Communication Manager. Note that the *e*Health for Voice server requires a static IP address. Also, the Microsoft SQL server needs to be in place prior to installing *e*Health for Voice software. In the configuration, all of the *e*Health for Voice software components were installed on the same server with the Microsoft SQL database.

2. Equipment and Software Validated

The following equipment and software/firmware were used for the test configuration.

Equipment	Software/Firmware
Avaya S8700 Servers	Avaya Communication Manager 4.0, Load 730.5
Avaya G650 Media Gateway • TN2312BP IPSI Circuit Packs • TN799DP C-LAN Circuit Pack • TN2302AP MedPro Circuit Packs	- HW02 FW031 HW01 FW017 HW03 FW093
Avaya Modular Messaging system • Avaya S3400 MAS • Avaya S3400 MSS	Modular Messaging 3.1 Patch 6
Avaya IP telephones: • 4610SW • 4620SW	2.8 (H.323) 2.8 (H.323)
CA *e*Health for Voice running on IBM eServer xSeries 306	*e*Health for Voice 4.0.1 Microsoft Windows 2003 Server - Enterprise Edition Microsoft SQL Sever 2000 Service Pack 1 - 8.0.2039 with Hotfix 2040

3. Configure Avaya MSS

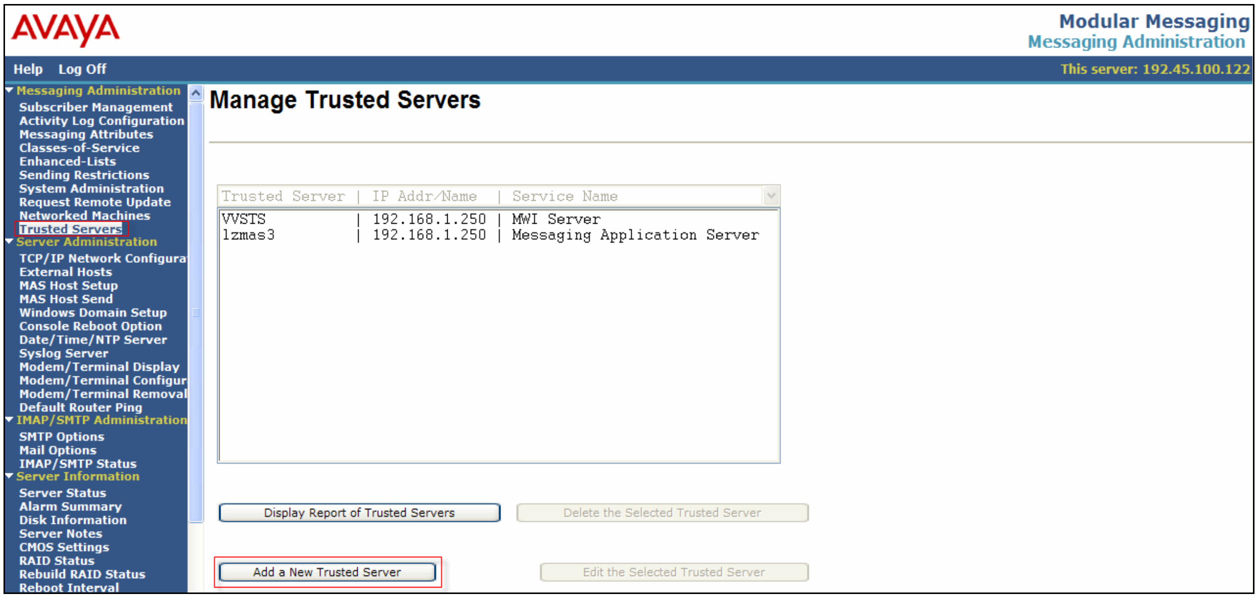
This section covers the configuration of Avaya MSS. The Avaya MSS web interface was used to configure the Avaya MSS. This web interface can be accessed by entering http://<IP address of MSS>. This configuration covers the following areas:

- Administer trusted server on MSS
- Administer local administrator on MSS

In order to allow data polling and collection on Avaya MSS server, the *e*Health for Voice server is administer as a trusted server. Also, a local administrator account is administered for the *e*Health for Voice application server. It is assumed that the Avaya Modular Messaging system is operational with subscribers administration in place.

3.1. Administer Trusted Server on MSS

In the left pane, navigate to **Messaging Administration → Trusted Servers**. In the right pane, the **Manage Trusted Servers** window appears. Click **Add a New Trusted Server**.

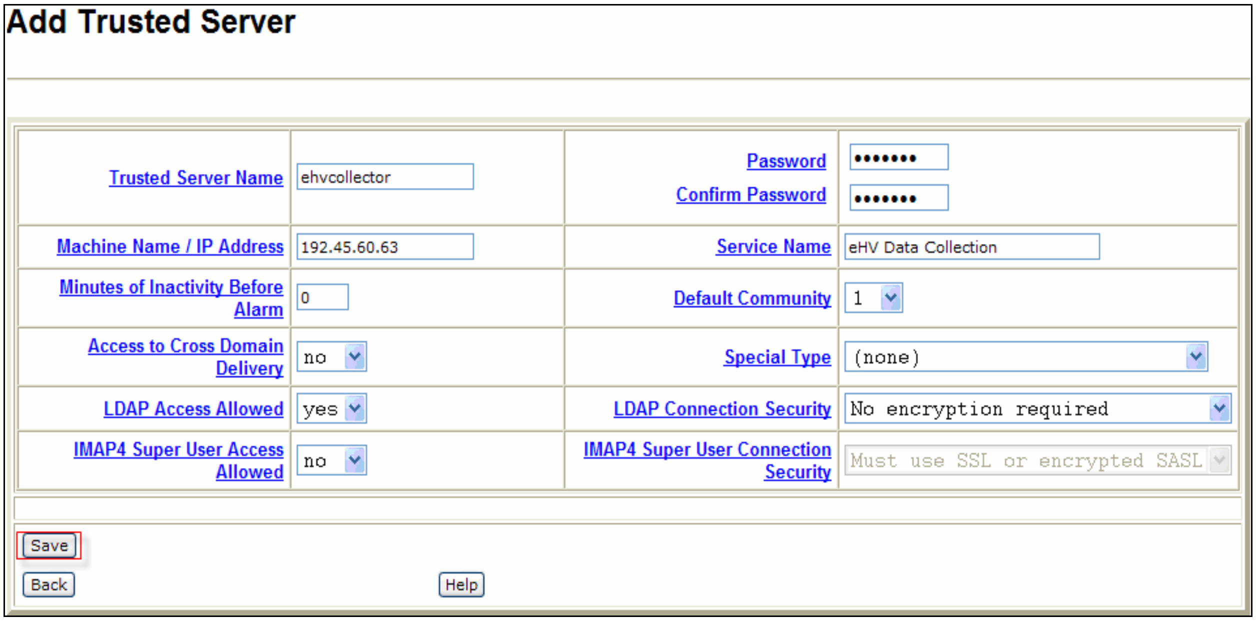


Manage Trusted Servers

```
Trusted Server | IP Addr/Name  | Service Name
VVSTS          | 192.168.1.250 | MWI Server
lzmas3         | 192.168.1.250 | Messaging Application Server
```

In the right pane, the **Add Trusted Server** window appears. Enter values for the following fields. Click **Save**.

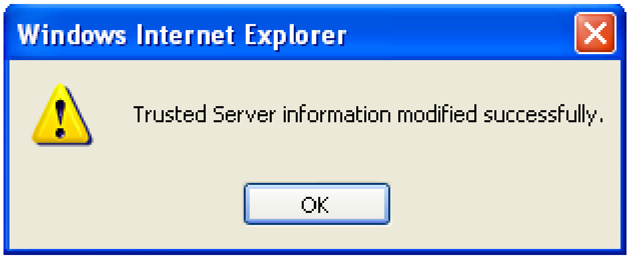
- **Trusted Server Name:** Enter a descriptive name for the *e*Health for Voice server.
- **Password:** Enter a desired password.
- **Confirm Password:** Enter the password to confirm.
- **Machine Name / IP Address:** Enter the IP address of the *e*Health for Voice server.
- **Service Name:** Enter a descriptive service name.



Add Trusted Server

Trusted Server Name	ehvcollector	Password Confirm Password	••••••• •••••••
Machine Name / IP Address	192.45.60.63	Service Name	eHV Data Collection
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	no	IMAP4 Super User Connection Security	Must use SSL or encrypted SASL

In the **Windows Internet Explorer** pop up, click **OK**.

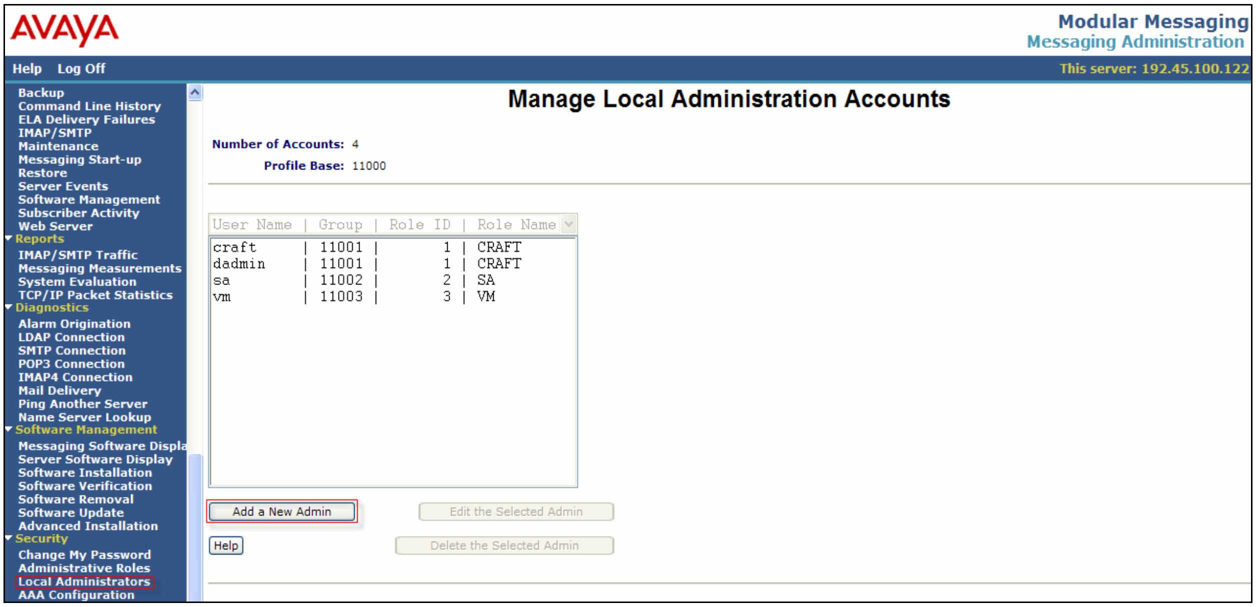


Windows Internet Explorer

Trusted Server information modified successfully.

3.2. Administer Local Administrator on MSS

In the left pane, navigate to **Security → Local Administrators**. In the right pane, the **Manage Local Administration Accounts** window appears. Click **Add a New Admin**.



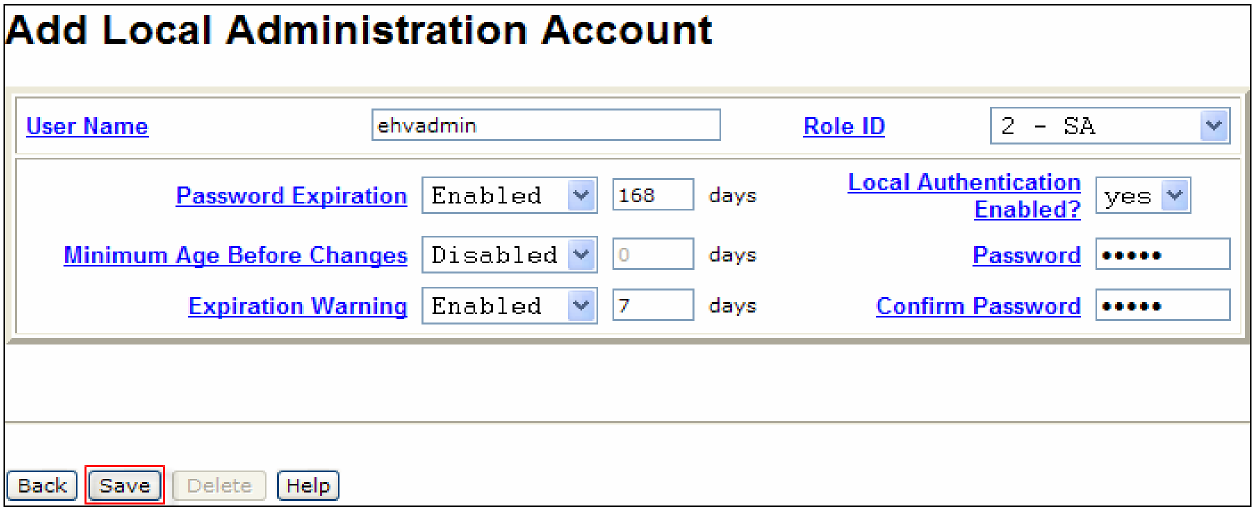
Manage Local Administration Accounts

Number of Accounts: 4
Profile Base: 11000

```
User Name | Group | Role ID | Role Name
craft     | 11001 |       1 | CRAFT
dadmin    | 11001 |       1 | CRAFT
sa        | 11002 |       2 | SA
vm        | 11003 |       3 | VM
```

In the right pane, the **Add Local Administration Account** window appears. Enter values for the following fields. Click **Save**.

- **User Name:** Enter a desired user name.
- **Password:** Enter a desired password. Note that by default this password expires after 168 days.
- **Confirm Password:** Enter the password to confirm.



Add Local Administration Account

User Name: ehvadmin
Role ID: 2 - SA
Password Expiration: Enabled 168 days
Local Authentication Enabled?: yes
Minimum Age Before Changes: Disabled 0 days
Password: •••••
Expiration Warning: Enabled 7 days
Confirm Password: •••••

4. Avaya MAS

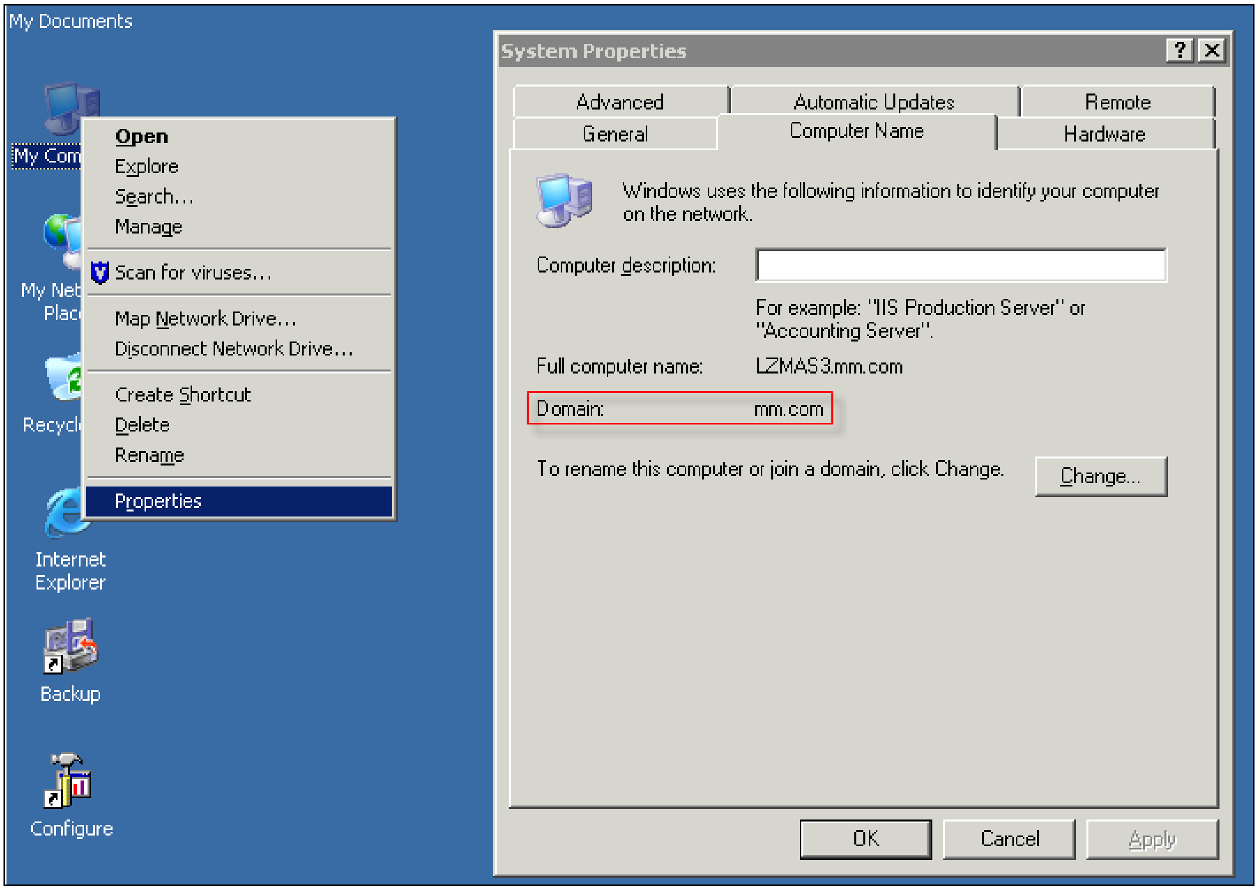
This section covers the obtainment of required information from Avaya MAS. This section covers the following areas:

- Obtain Modular Messaging Voice Domain name
- Administer system administrator account

In order to allow data polling and collection on Avaya MAS, the *e*Health for Voice server needs to know the Avaya Modular Messaging Voice Mail Domain and a system administrator account in Windows domain. The integration between Avaya Modular Messaging system and Avaya Communication Manager are assumed to be in place.

4.1. Obtain Modular Messaging Voice Mail Domain Name

From Avaya MAS, right click **My Computer** and click **Properties**. The **System Properties** window appears. Note the domain name in the **Domain** field. Click **Cancel** to close this window.



Windows uses the following information to identify your computer on the network.

Computer description:

For example: "IIS Production Server" or "Accounting Server".

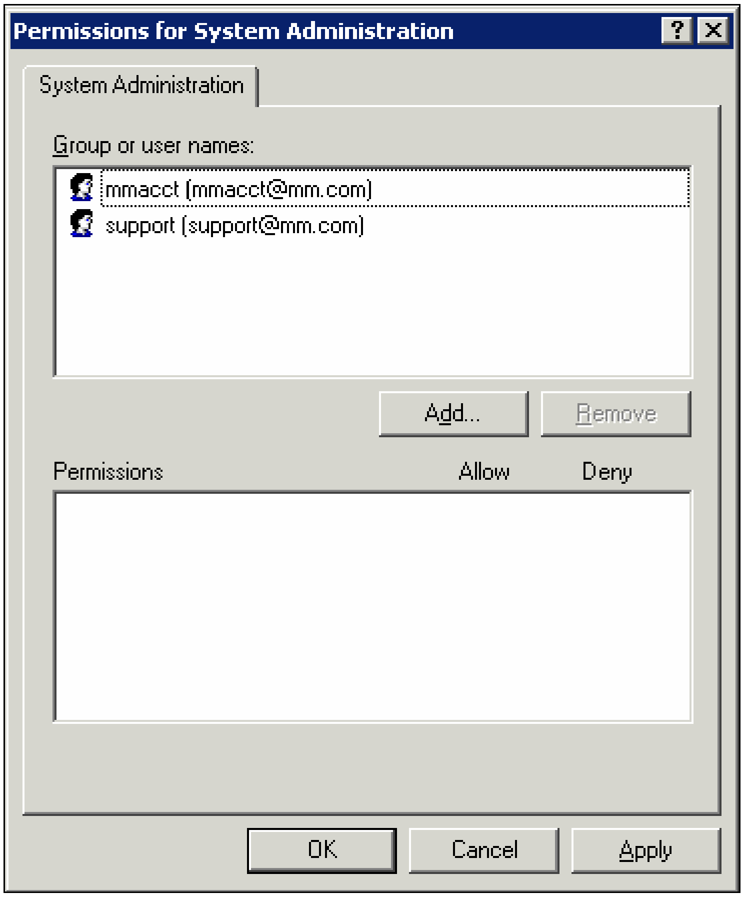
Full computer name: LZMAS3.mm.com

Domain: mm.com

To rename this computer or join a domain, click Change.

4.2. Administer System Administrator Account

A system administrator account is administered for the *e*Health for Voice to access ODBC on Avaya MAS. In the testing, an existing system administrator account was used. To obtain existing system administrator accounts, start the **Voice Mail System Configuration** by launching **Programs → Avaya Modular Messaging → Voice Mail System Configuration**. Expand **Security** and double click on **System Administration** (not shown here). The **Permissions for System Administration** window appears. The *e*Health for Voice uses an account in this group to access Avaya MAS. In the test configuration, the "mmacct" account was used.



Group or user names:

mmacct (mmacct@mm.com)
support (support@mm.com)

5. Configure *e*Health for Voice Server

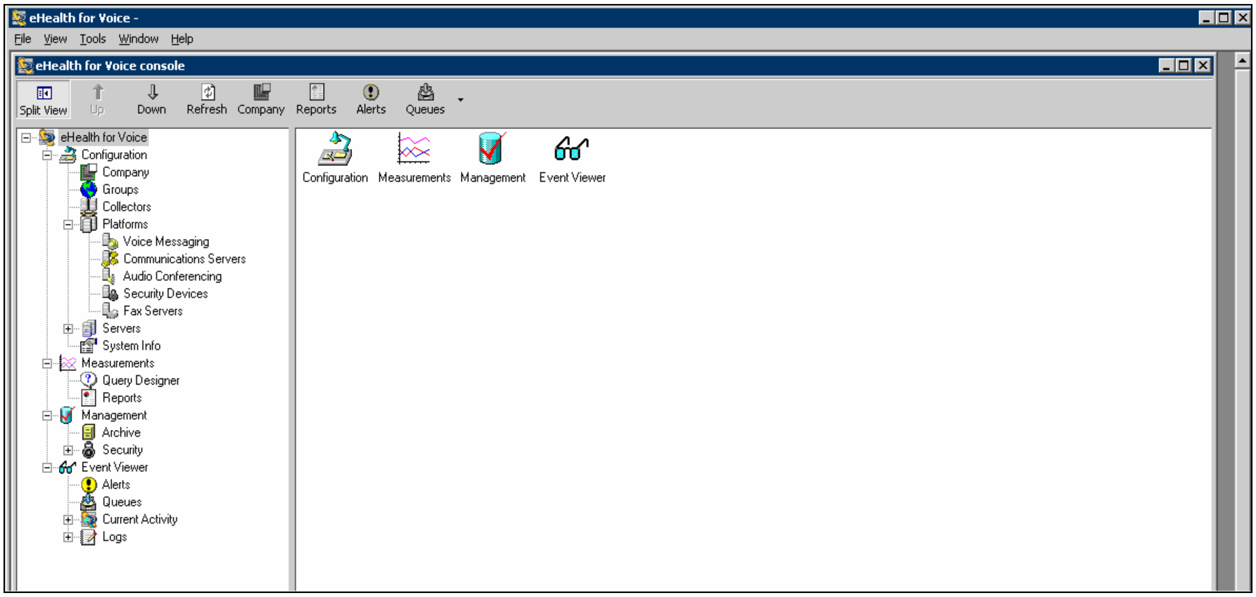
This section covers configuration required on the *e*Health for Voice server for data collection. This configuration covers the following areas:

- Administer eHealth for Voice console
- Administer company name
- Administer group name
- Administer collector
- Install license for Modular Messaging module
- Administer voice messaging node for Avaya MSS
- Administer voice messaging node for Avaya MAS
- Activate data elements collection
- Start eHealth services

The *e*Health for Voice server requires a static IP address, and installation of Microsoft SQL server prior to the installation of the *e*Health for Voice application. It is assumed that *e*Health for Voice installation was completed successfully and linked to the Microsoft SQL database. Refer to *e*Health for Voice documentation for detailed installation information.

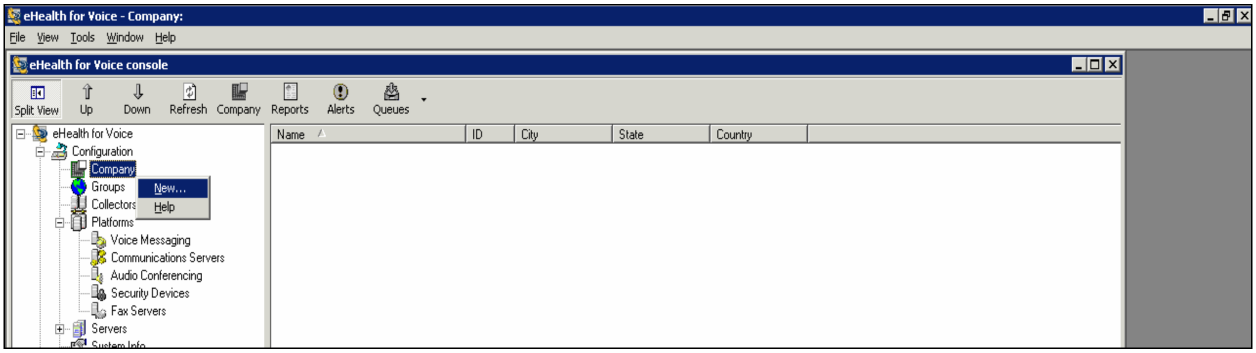
5.1. Administer eHealth for Voice Console

From the *e*Health for Voice server, start the eHealth for Voice console by launching **All Programs → eHealth for Voice → eHealth for Voice**.

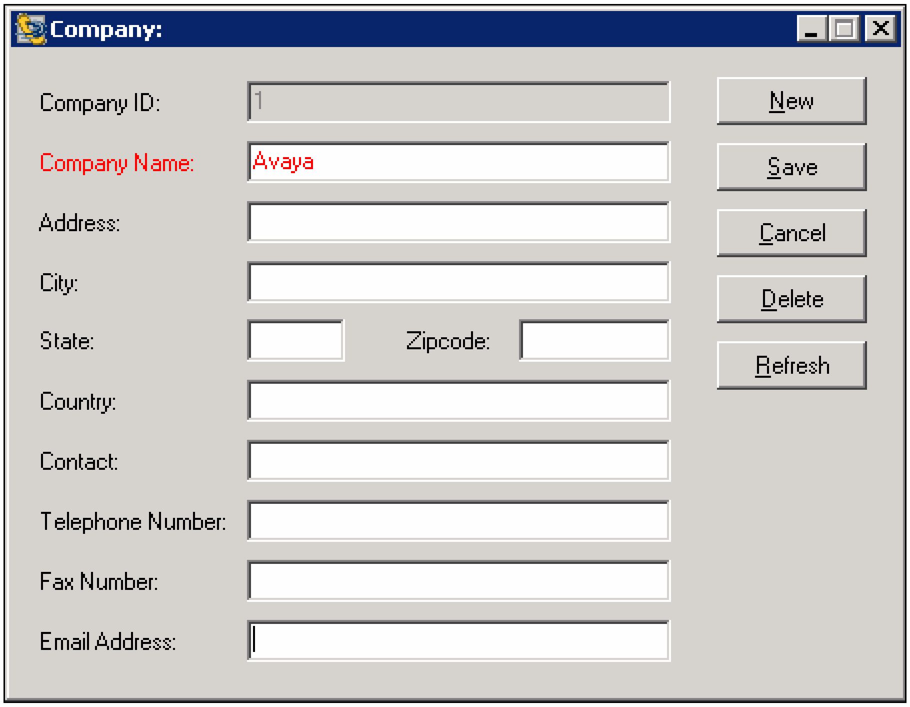


5.2. Administer Company Name

In the left pane of **eHealth for Voice console**, right click on **Company** to get the drop down list. Click **New…** from the list.



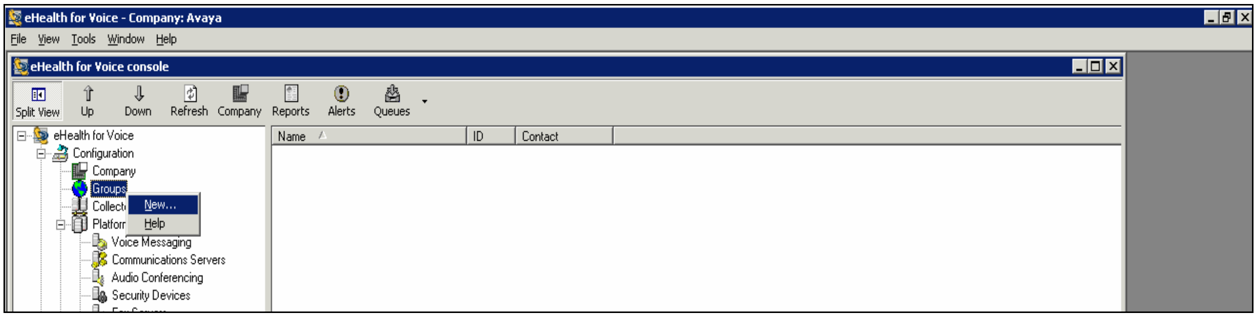
The **Company:** window appears. Enter a company name in the **Company Name** field. Click **Save**.



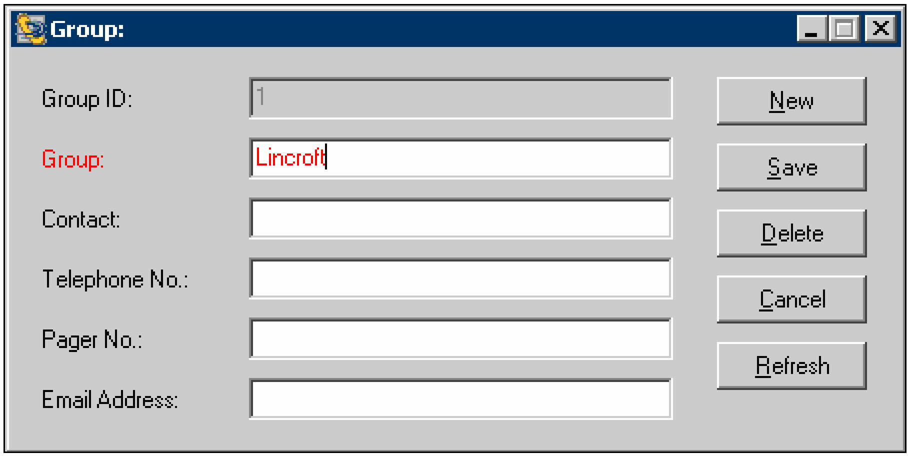
Company ID:	1
Company Name:	Avaya
Address:	
City:	
State:	
Zipcode:	
Country:	
Contact:	
Telephone Number:	
Fax Number:	
Email Address:	

5.3. Administer Group Name

In the left pane of **eHealth for Voice console**, right click on **Groups** to get the drop down list. Click **New…** from the list.



The **Group:** window appears. Enter a descriptive group name in the **Group** field. Click **Save**.



Group ID: 1

Group: Lincroft

Contact:

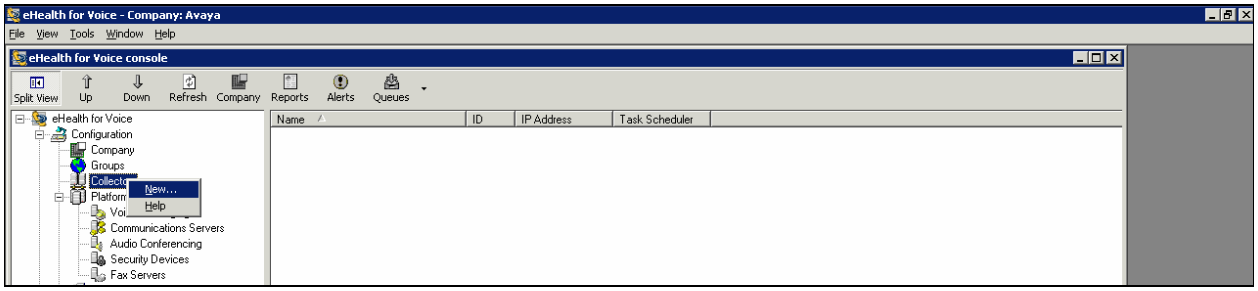
Telephone No.:

Pager No.:

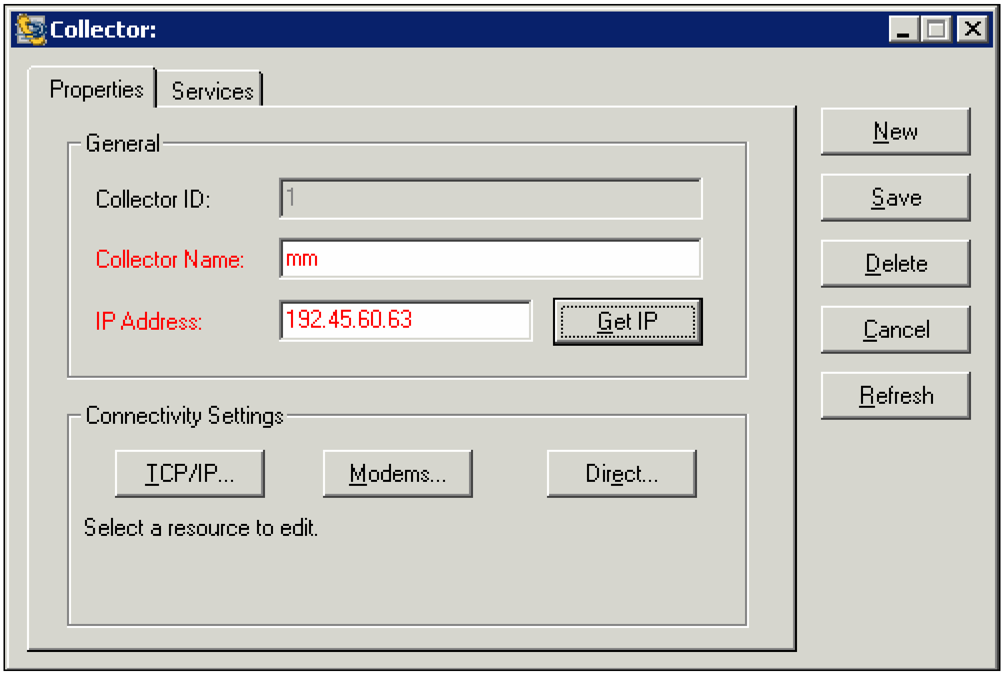
Email Address:

5.4. Administer Collector

In the left pane of **eHealth for Voice console**, right click on **Collector** to get the drop down list. Click **New…** from the list.



The **Collector:** window appears. Enter a descriptive collector name in the **Collector Name** field. Click **Get IP** to populate the **IP Address** field with the IP address of the *e*Health for Voice server. Click **TCP/IP…**.



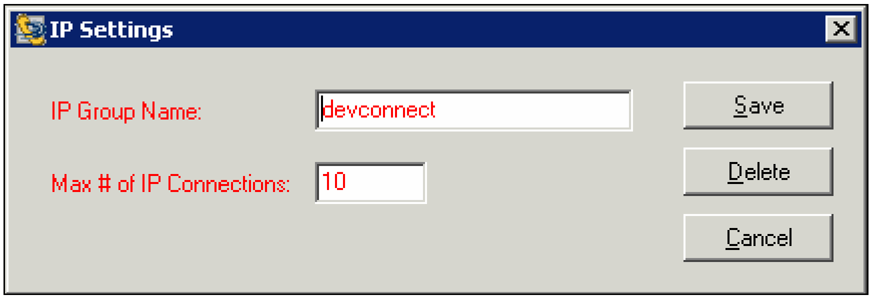
Collector ID: 1

Collector Name: mm

IP Address: 192.45.60.63

Select a resource to edit.

The **IP Settings** window appears. Enter a desired name in the **IP Group Name** field. Note that the IP group name must be unique across all collectors. Enter the maximum number of connections allowed at a time in the **Max # of IP Connections** field. Click **Save**.

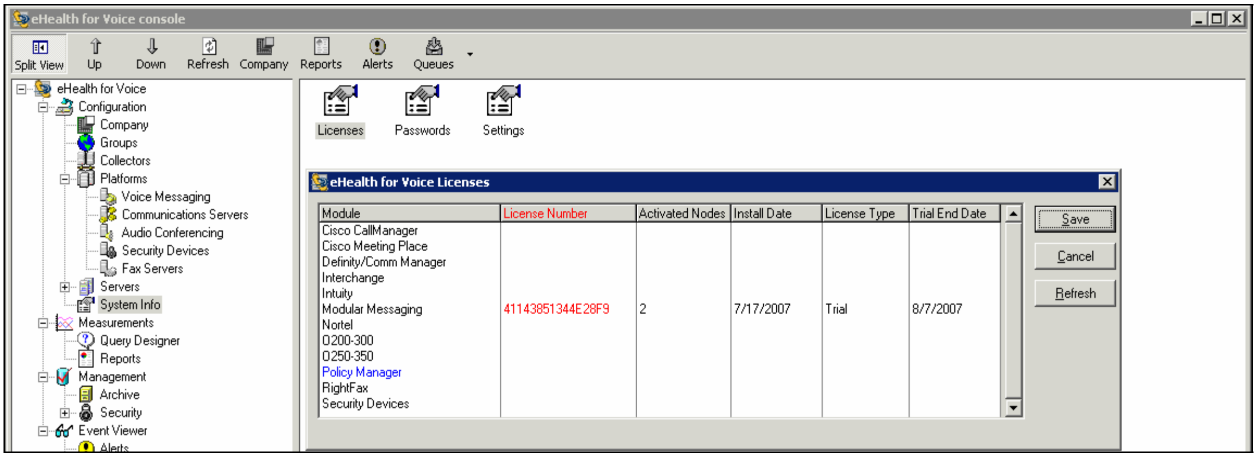


IP Group Name: devconnect

Max # of IP Connections: 10

5.5. Install License for Modular Messaging Module

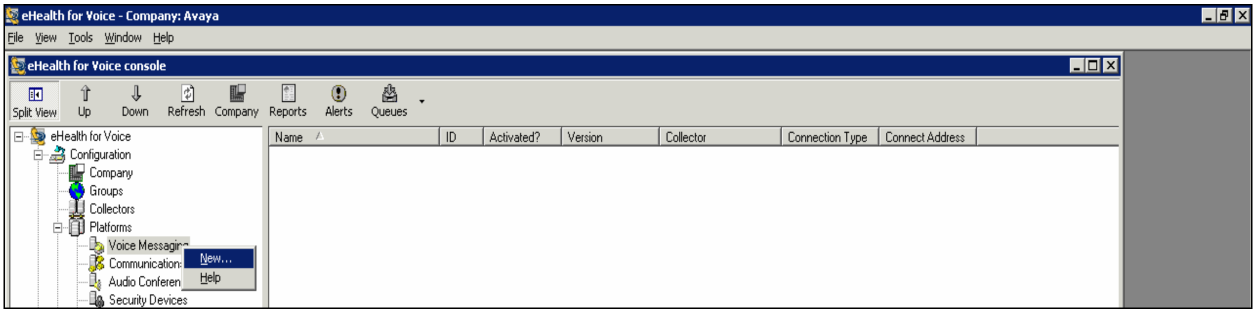
In the left pane of **eHealth for Voice console**, select **System Info**. Double click on **Licenses** in the right pane. The **eHealth for Voice Licenses** window appears. Click in the **License Number** column to enter the license for **Modular Messaging** provided by CA. Click **Save**.



Module	License Number	Activated Nodes	Install Date	License Type	Trial End Date
Cisco CallManager					
Cisco Meeting Place					
Definity/Comm Manager					
Interchange					
Intuity					
Modular Messaging	41143851344E28F9	2	7/17/2007	Trial	8/7/2007
Nortel					
Q200-300					
Q250-350					
Policy Manager					
RightFax					
Security Devices					

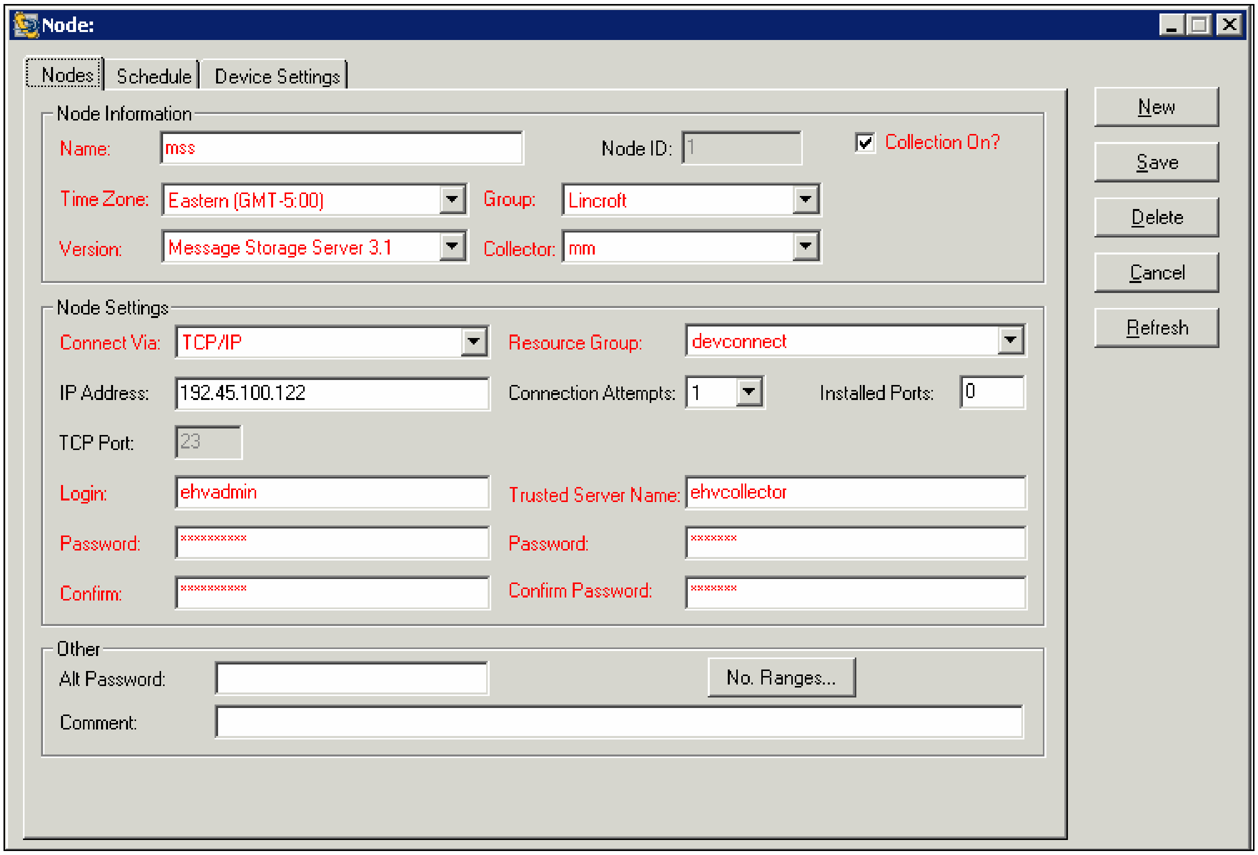
5.6. Administer Voice Messaging Node for Avaya MSS

In the left pane of **eHealth for Voice console**, right click on **Voice Messaging** to get the drop list. Click **New…**from the list.



The **Node:** window appears. Enter values for the following fields. Click **Save**.

- **Name:** Enter a descriptive name.
- **Time Zone:** Select a time zone, in which the node resides, from the drop down list. For data integrity, it is crucial that the time zone be set correctly to match the time zone of the node.
- **Group:** Select a group name administered in **Section 5.3** from the drop down list.
- **Version:** Select "Message Storage Server 3.1".
- **Collector:** Select a group name administered in **Section 5.4** from the drop down list.
- **Resource Group:** Select the IP group name administered in **Section 5.4** from the drop down list.
- **IP Address:** Enter the IP address of Avaya MSS.
- **Connection Attempts** Select desired connection attempts. Note that in a large environment more than 1 connection attempts may degrade performance.
- **Login:** Enter the user name administered in **Section 3.2**.
- **Password:** Enter the password administered in **Section 3.2**.
- **Confirm:** Enter the password to confirm.
- **Trusted Server Name:** Enter the trusted server name administered in **Section 3.1**.
- **Password:** Enter the password administered in **Section 3.1**.
- **Confirm:** Enter the password to confirm.



Node Information

Name: mss

Node ID: 1

☑ Collection On?

Time Zone: Eastern (GMT-5:00)

Group: Lincroft

Version: Message Storage Server 3.1

Collector: mm

Node Settings

Connect Via: TCP/IP

Resource Group: devconnect

IP Address: 192.45.100.122

Connection Attempts: 1

Installed Ports: 0

TCP Port: 23

Login: ehvadmin

Trusted Server Name: ehvcollector

Password: **********

Password: *******

Confirm: **********

Confirm Password: *******

Other

Alt Password:

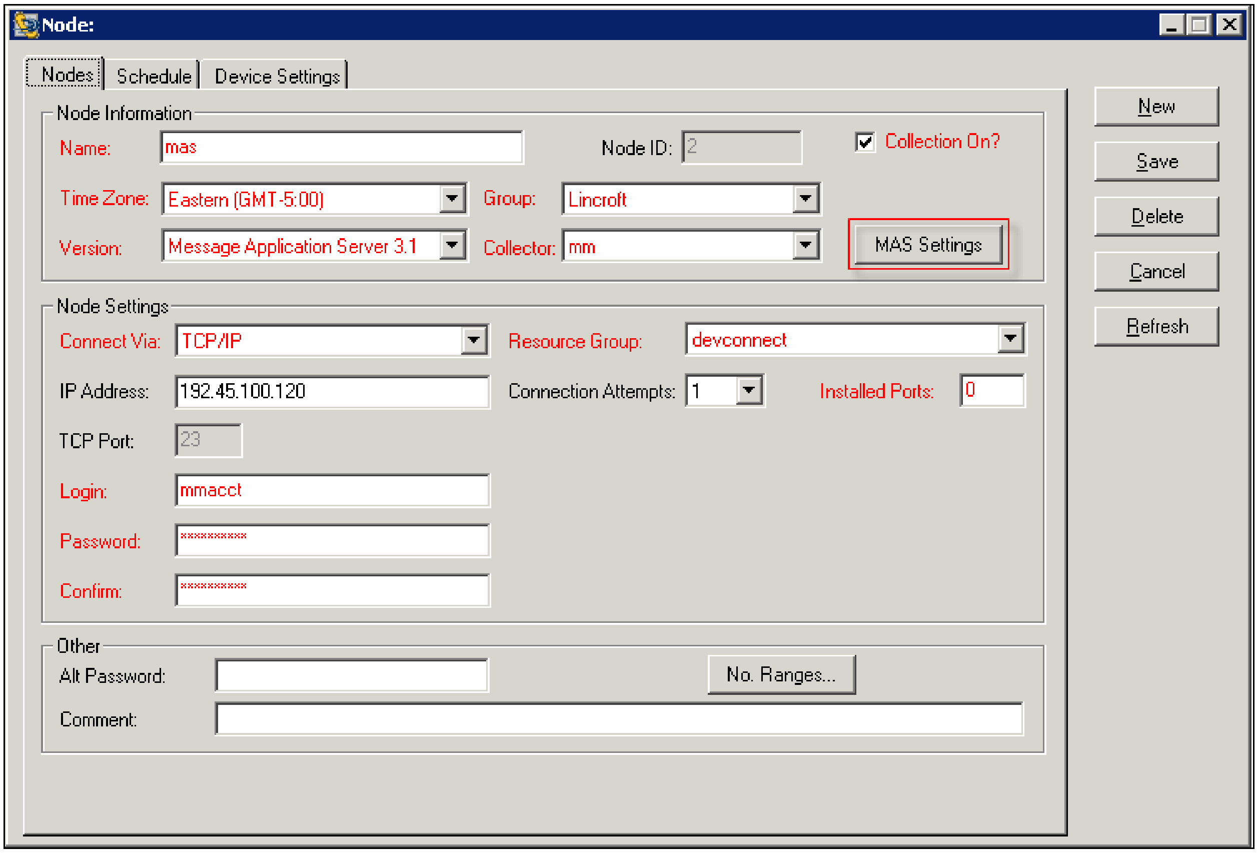
Comment:

5.7. Administer Voice Messaging Node for Avaya MAS

Follow steps from **Section 5.6** to add a new node and enter values as shown below:

- **Version:** Select “Message Application Server 3.1”.
- **IP Address:** Enter the IP address of Avaya MAS.
- **Login:** Enter the user name verified in **Section 4.2**.
- **Password:** Enter the password associated with user name “mmacct”.
- **Confirm:** Enter the password to confirm.

Click **MAS Settings**.



Name: mas

Node ID: 2

☑ Collection On?

Time Zone: Eastern (GMT-5:00)

Group: Lincroft

Version: Message Application Server 3.1

Collector: mm

Connect Via: TCP/IP

Resource Group: devconnect

IP Address: 192.45.100.120

Connection Attempts: 1

Installed Ports: 0

TCP Port: 23

Login: mmacct

Password: **********

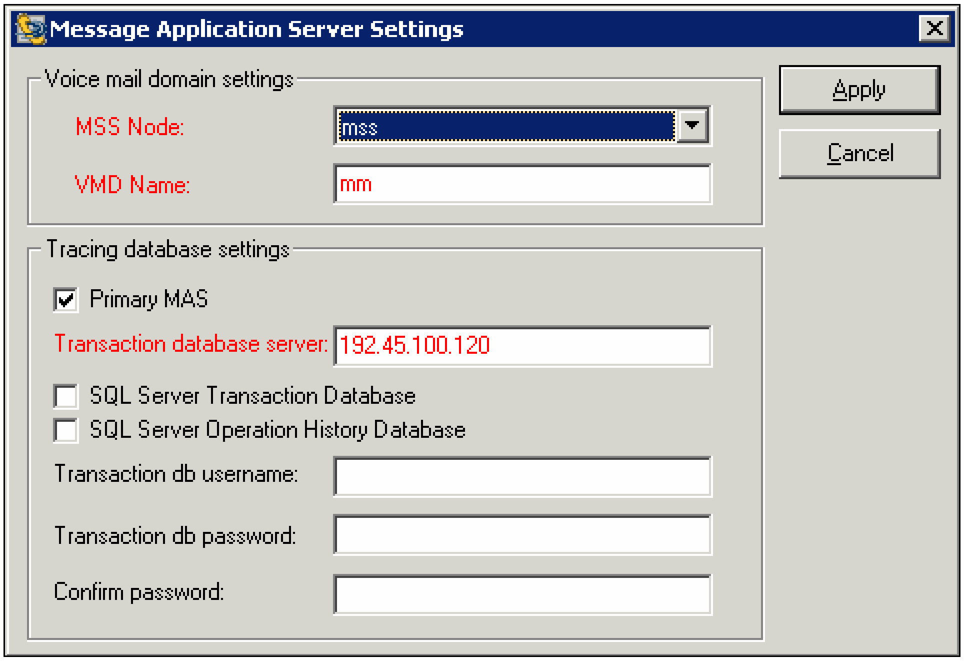
Confirm: **********

Alt Password:

Comment:

The **Message Application Server Settings** window appears. Enter values for the following fields. Click on **Apply**.

- **MSS Node:** Select the MSS node name administered in **Section 5.6**.
- **VMD Name:** Enter the Voice Mail Domain name verified in **Section 4.1**.
- **Primary MAS:** Check the checkbox to notify *e*Health for Voice that this is the primary MAS node. The primary MAS server would have the MM Tracing Server service running, and collects transaction information from all MAS in the voice mail domain. Note that if this check box is not checked, the *e*Health for Voice cannot obtain transaction information.
- **Transaction database server:** Enter the IP address of Avaya MAS that is running MM Tracing Server service.



Message Application Server Settings

Voice mail domain settings

MSS Node: mss

VMD Name: mm

Tracing database settings

☑ Primary MAS

Transaction database server: 192.45.100.120

□ SQL Server Transaction Database

□ SQL Server Operation History Database

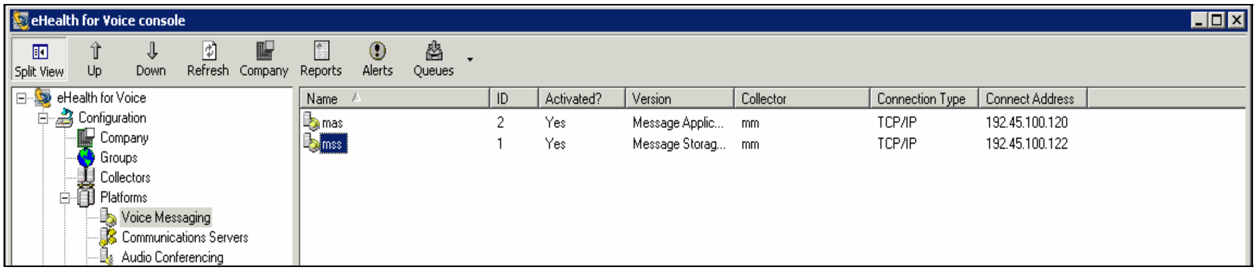
Transaction db username:

Transaction db password:

Confirm password:

5.8. Activate Data Elements Collection

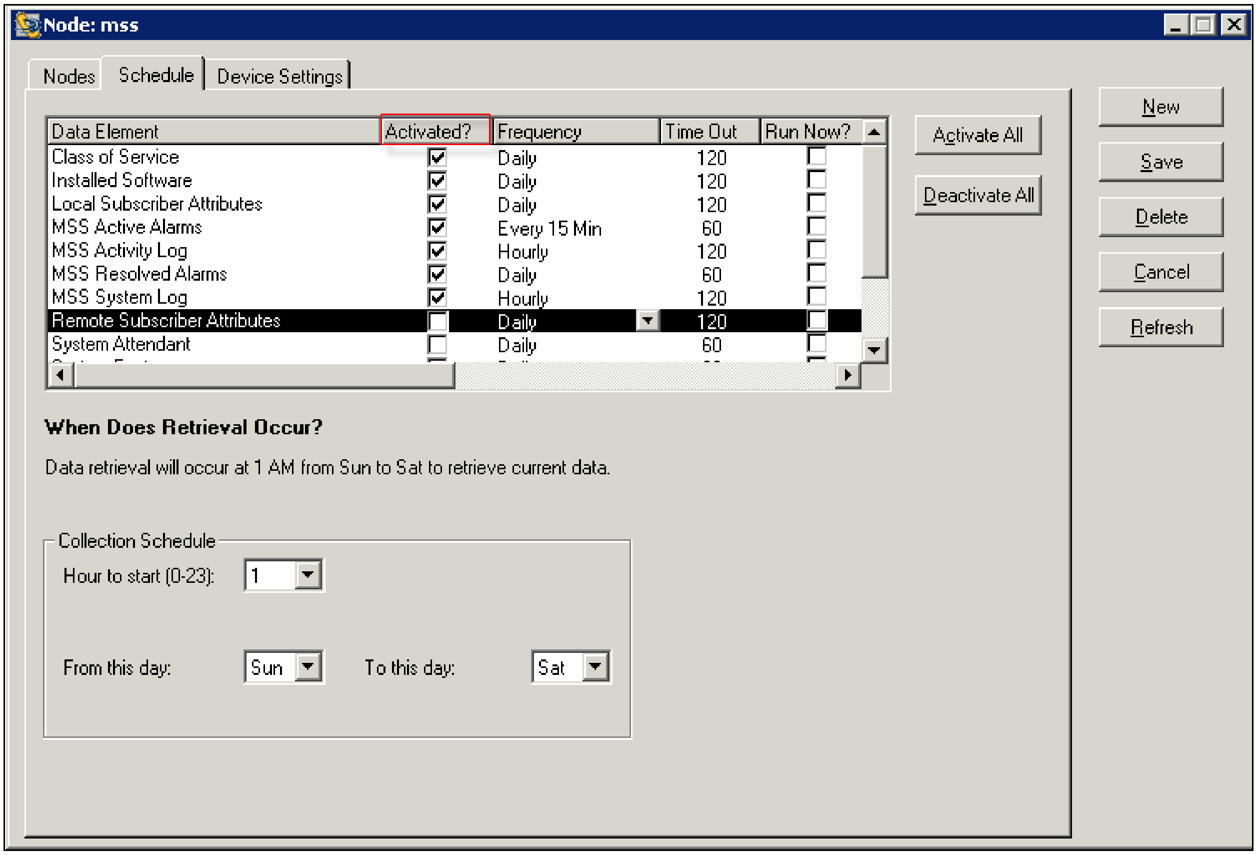
In the left pane of **eHealth for Voice console**, when **Voice Messaging** is selected all the configured nodes appear in the right pane.



Name	ID	Activated?	Version	Collector	Connection Type	Connect Address
mas	2	Yes	Message Applic...	mm	TCP/IP	192.45.100.120
mss	1	Yes	Message Storag...	mm	TCP/IP	192.45.100.122

5.8.1. Avaya MSS

Double click the MSS node name administered in **Section 5.6**. The **Node: mss** window appears. Select the **Schedule** tab to select data elements to be collected and to define collection frequency. Note that the available data elements will depend on the particular platform. Check the **Activated** checkboxes for the data elements that need to be collected. Click **Save**.



Data Element	Activated?	Frequency	Time Out	Run Now?
Class of Service	☑	Daily	120	□
Installed Software	☑	Daily	120	□
Local Subscriber Attributes	☑	Daily	120	□
MSS Active Alarms	☑	Every 15 Min	60	□
MSS Activity Log	☑	Hourly	120	□
MSS Resolved Alarms	☑	Daily	60	□
MSS System Log	☑	Hourly	120	□
Remote Subscriber Attributes	□	Daily	120	□
System Attendant	□	Daily	60	□

When Does Retrieval Occur?

Data retrieval will occur at 1 AM from Sun to Sat to retrieve current data.

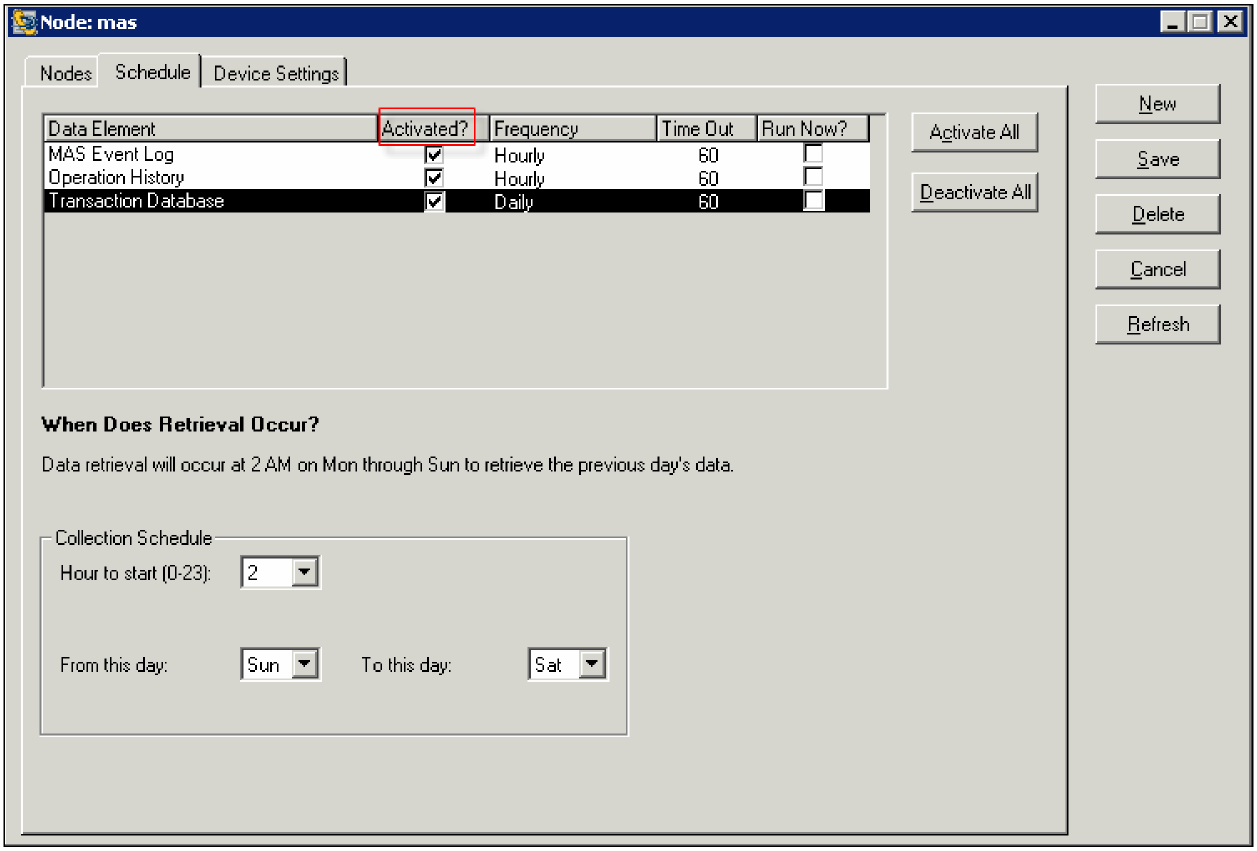
Collection Schedule

Hour to start (0-23): 1

From this day: Sun To this day: Sat

5.8.2. Avaya MAS

Double click the MAS node name administered in **Section 5.7**. The **Node: mas** window appears. Select the **Schedule** tab to select data elements to be collected and to define collection frequency. Check the **Activated** checkboxes for the data elements that need to be collected. Click **Save**. If the MAS node is not designated as the **Primary MAS**, then Operation History and Transaction Database will be unavailable.



Data Element	Activated?	Frequency	Time Out	Run Now?
MAS Event Log	☑	Hourly	60	□
Operation History	☑	Hourly	60	□
Transaction Database	☑	Daily	60	□

When Does Retrieval Occur?

Data retrieval will occur at 2 AM on Mon through Sun to retrieve the previous day's data.

Collection Schedule

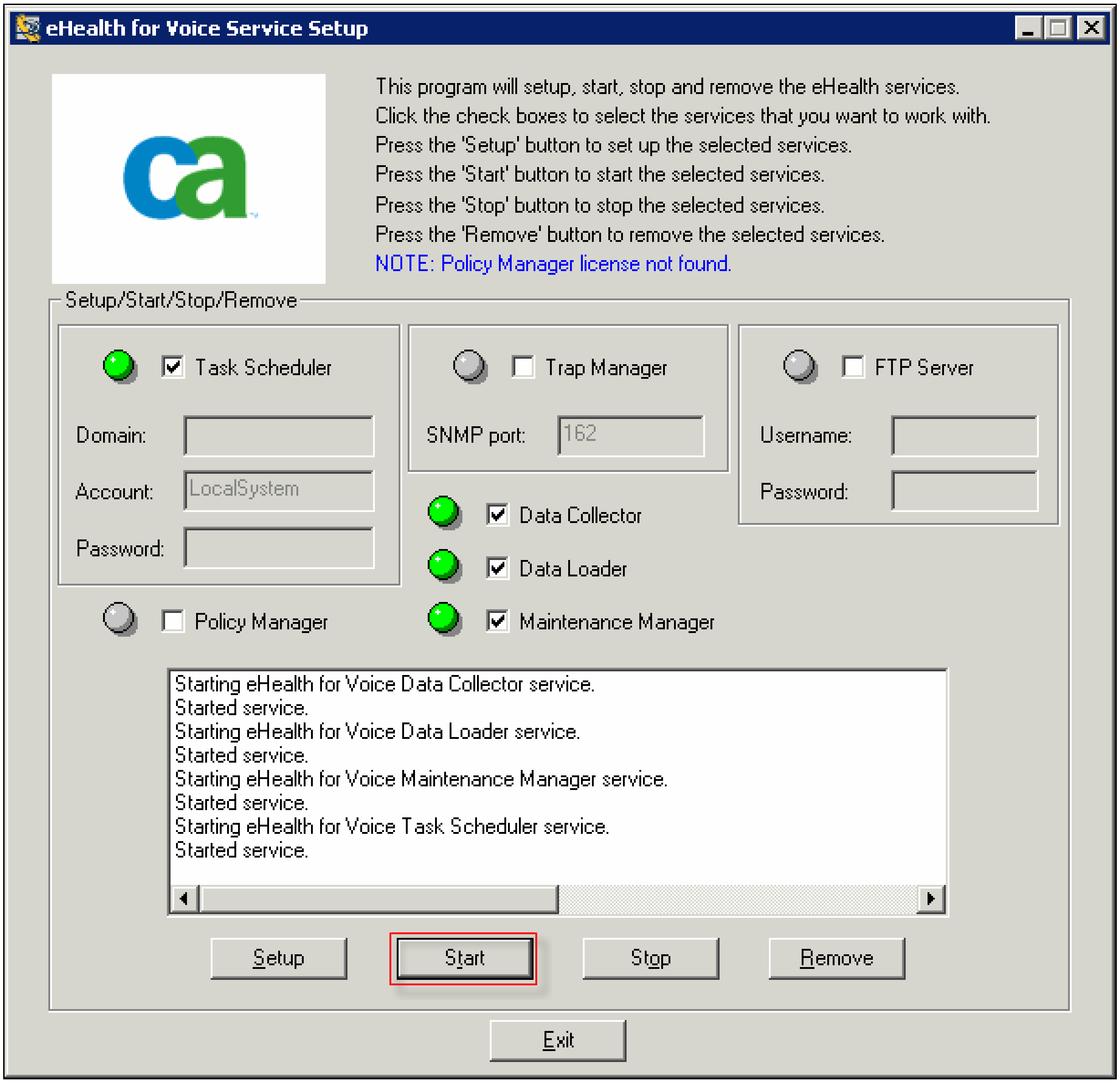
Hour to start (0-23): 2

From this day: Sun

To this day: Sat

5.9. Start eHealth Services

To start the eHealth services, navigate to **All Programs → eHealth for Voice → Service Setup**. The **eHealth for Voice Service Setup** window appears. Check the checkboxes as shown below and click **Start**, all the buttons becomes green if services are started successfully.



This program will setup, start, stop and remove the eHealth services.
Click the check boxes to select the services that you want to work with.
Press the 'Setup' button to set up the selected services.
Press the 'Start' button to start the selected services.
Press the 'Stop' button to stop the selected services.
Press the 'Remove' button to remove the selected services.
NOTE: Policy Manager license not found.

● ☑ Task Scheduler
Domain:
Account: LocalSystem
Password:

○ □ Trap Manager
SNMP port: 162

○ □ FTP Server
Username:
Password:

● ☑ Data Collector
● ☑ Data Loader
○ □ Policy Manager
● ☑ Maintenance Manager

```
Starting eHealth for Voice Data Collector service.
Started service.
Starting eHealth for Voice Data Loader service.
Started service.
Starting eHealth for Voice Maintenance Manager service.
Started service.
Starting eHealth for Voice Task Scheduler service.
Started service.
```

6. Interoperability Compliance Testing

The interoperability compliance test included feature and serviceability testing. Feature testing focused on verifying *e*Health for Voice collecting data from Avaya Modular Messaging as scheduled for each data element. Also, feature testing included verifying the collected data and compared the data with Avaya Modular Messaging. Serviceability testing focused on verifying that the *e*Health for Voice server can resume data collection after failure recovery.

6.1. General Test Approach

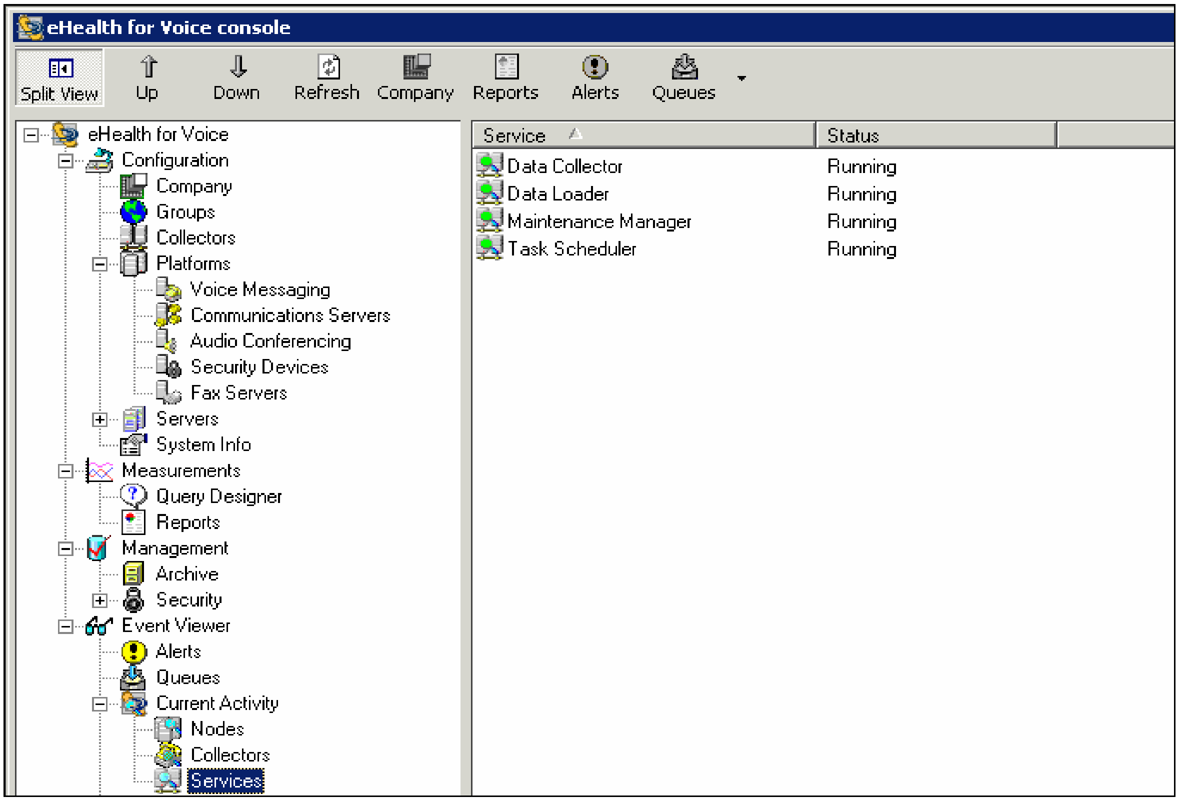
The general test approach was to set data collection frequency for Avaya MSS and MAS data elements on *e*Health for Voice and verify the operation of task scheduler, data collector, and data loader. The collected data were verified by using reports from *e*Health for Voice and Avaya Modular Messaging. Serviceability testing scenarios included rebooting *e*Health for Voice and Avaya MAS/MSS, disconnecting the Ethernet cable of *e*Health for Voice and Avaya MAS/MSS, and taking action such as leaving voice mail during the interval to generate data.

6.2. Test Results

All feature and serviceability test cases were completed successfully.

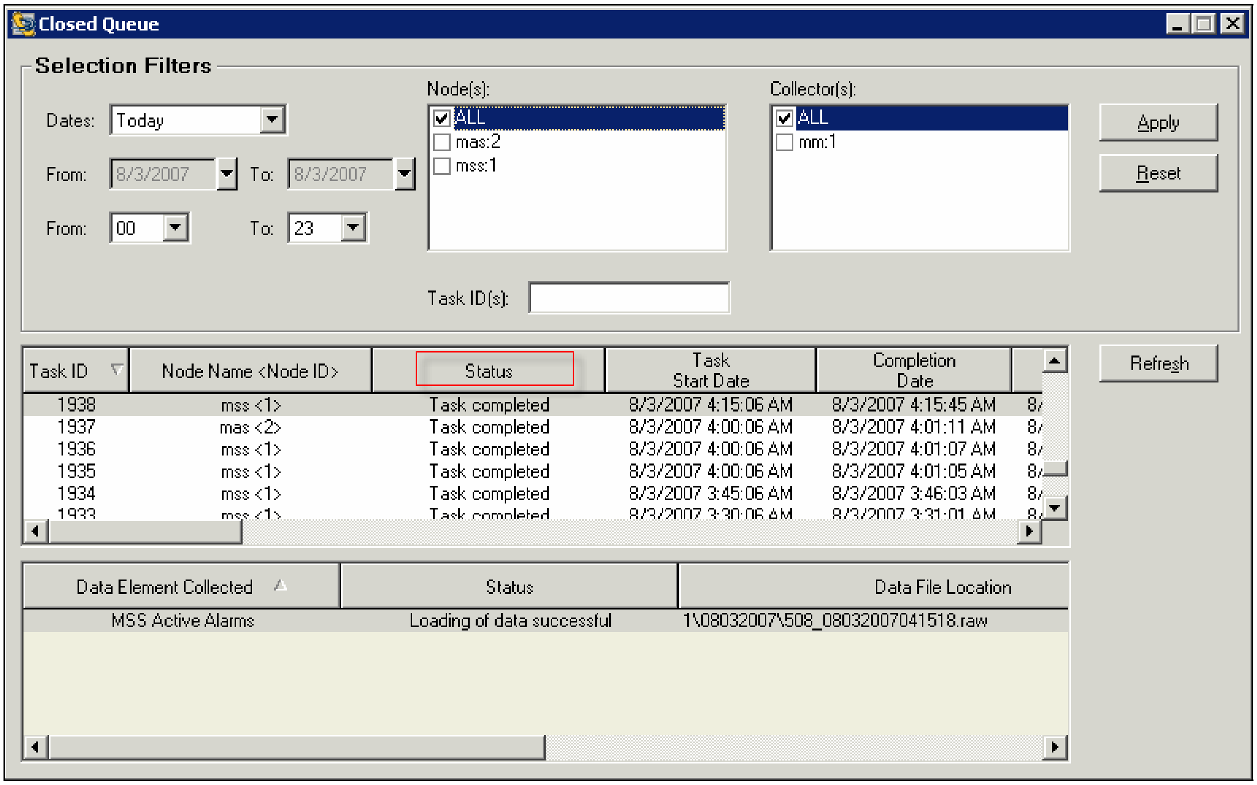
7. Verification

This section describes verification steps that can be used on the *e*Health for Voice server to verify processes status, data collection status, and data validation. In the left pane of **eHealth for Voice console**, expand **Current Activity** and select **Services** to verify the status **Data Collector**, **Data Loader**, and **Task Scheduler** services are “Running”.



Service	Status
Data Collector	Running
Data Loader	Running
Maintenance Manager	Running
Task Scheduler	Running

To verify data collection, select **Queues** in the left pane. Double click on **Closed** (not shown here). The **Closed Queue** window appears. Verify that the **Status** of each task displays "Task completed".



Selection Filters

Dates: Today

From: 8/3/2007 To: 8/3/2007

From: 00 To: 23

Node(s):
☑ ALL
☐ mas:2
☐ mss:1

Collector(s):
☑ ALL
☐ mm:1

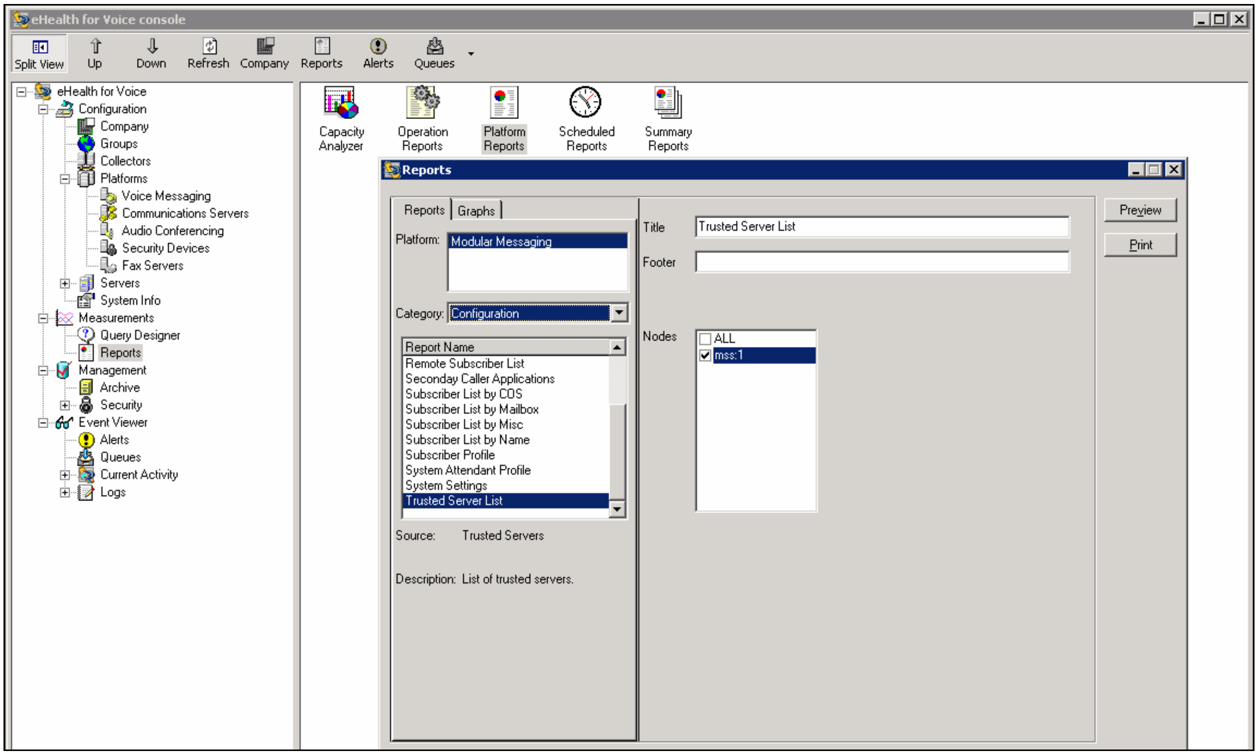
Task ID(s):

Task ID	Node Name <Node ID>	Status	Task Start Date	Completion Date	
1938	mss <1>	Task completed	8/3/2007 4:15:06 AM	8/3/2007 4:15:45 AM	8/
1937	mas <2>	Task completed	8/3/2007 4:00:06 AM	8/3/2007 4:01:11 AM	8/
1936	mss <1>	Task completed	8/3/2007 4:00:06 AM	8/3/2007 4:01:07 AM	8/
1935	mss <1>	Task completed	8/3/2007 4:00:06 AM	8/3/2007 4:01:05 AM	8/
1934	mss <1>	Task completed	8/3/2007 3:45:06 AM	8/3/2007 3:46:03 AM	8/
1933	mss <1>	Task completed	8/3/2007 3:30:06 AM	8/3/2007 3:31:01 AM	8/

Data Element Collected	Status	Data File Location
MSS Active Alarms	Loading of data successful	1\08032007\508_08032007041518.raw

To validate data, generate a report from *e*Health for Voice and compare the data with Avaya Modular Messaging. Note that the data collection has to be completed successfully before generating a report for any data element. For example, these Application Notes show data comparison for a listing of the trusted servers. In the left pane of **eHealth for Voice console**, select **Reports**. Double click **Platform Reports**. Make the following selections and click **Preview**.

- **Platform:** Select "Modular Messaging".
- **Category:** Select "Configuration" from the drop down list.
- **Report Name:** Select "Trusted Server List".
- **Nodes:** Check the checkbox for the node, where the trusted server list is obtained.



Platform: Modular Messaging

Category: Configuration

Report Name
Remote Subscriber List
Seconday Caller Applications
Subscriber List by COS
Subscriber List by Mailbox
Subscriber List by Misc
Subscriber List by Name
Subscriber Profile
System Attendant Profile
System Settings
Trusted Server List

Source: Trusted Servers

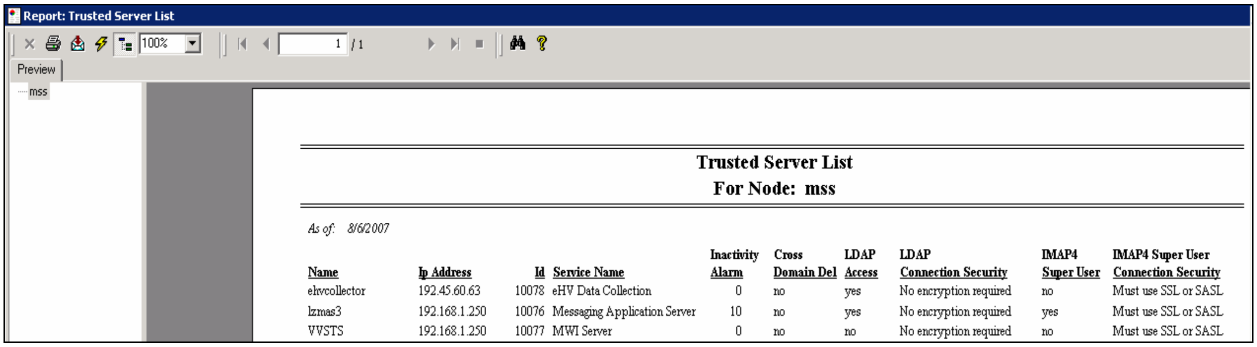
Description: List of trusted servers.

Title: Trusted Server List

Footer:

Nodes:
□ ALL
☑ mss:1

The **Reports: Trusted Server List** window appears. Verify the **Name**, **Ip Address**, and **Service Name** field values with the trusted server list from Avaya Modular Messaging.

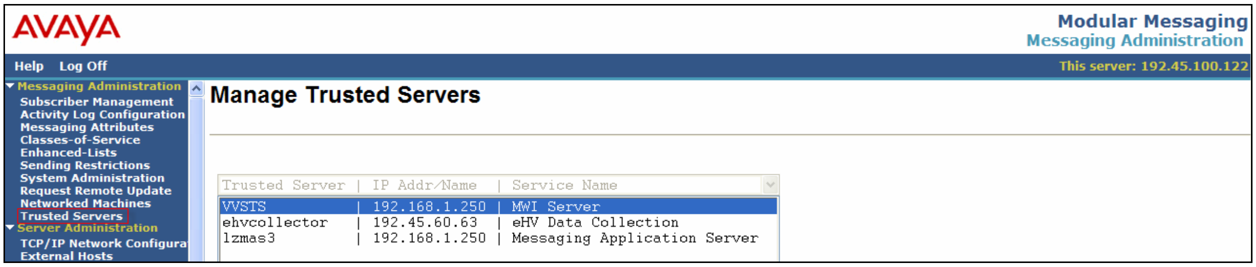


Trusted Server List
For Node: mss

As of: 8/6/2007

Name	Ip Address	Id	Service Name	Inactivity Alarm	Cross Domain Del	LDAP Access	LDAP Connection Security	IMAP4 Super User	IMAP4 Super User Connection Security
ehvcollector	192.45.60.63	10078	eHV Data Collection	0	no	yes	No encryption required	no	Must use SSL or SASL
lzmas3	192.168.1.250	10076	Messaging Application Server	10	no	yes	No encryption required	yes	Must use SSL or SASL
VVSTS	192.168.1.250	10077	MWI Server	0	no	no	No encryption required	no	Must use SSL or SASL

To get the trusted server list on Avaya Modular Messaging, use the Avaya MSS web interface and in the left pane navigate to **Messaging Administration → Trusted Servers**. The **Manage Trusted Servers** appears in the right pane. Verify the **Trusted Server**, **IP Addr/Name**, and **Service Name** field values with the **Trusted Server List** report from *e*Health for Voice.



Manage Trusted Servers

Trusted Server	IP Addr/Name	Service Name
VVSTS	192.168.1.250	MWI Server
ehvcollector	192.45.60.63	eHV Data Collection
lzmas3	192.168.1.250	Messaging Application Server

8. Support

Technical support on CA *e*Health for Voice can be obtained through the following:

- **Web:** www.supportconnect.ca.com
- **Phone:** (888) 832-4340
- **Email:** concord@ca.com

9. Conclusion

These Application Notes describe the configuration steps required for *e*Health for Voice 4.0.1 to interoperate with the Avaya Modular Messaging 3.1 system. The *e*Health for Voice supports data collection from the Avaya Modular Messaging system that consists of Avaya MAS and Avaya MSS. The eHealth for Voice Modular Messaging module is designed to collect key operational data elements for alarms, events, configuration, system and user traffic, and presents a unified and comprehensive reporting platform. The *e*Health for Voice successfully collected data from the Avaya Modular Messaging system as scheduled. In addition, data validation completed successfully using reports from *e*Health for Voice and Avaya MSS/MAS.

10. Reference

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

- *Avaya Modular Messaging Release 3.1 Documentation - Modular Messaging with the Avaya MAS and MSS ONLY (CD Collections)*, February 2007.

Product documentation for CA products may be found on the software installation CD.

- *eHealth for Voice Platform Guide – Avaya Modular Messaging Servers*, Document ehvamm1012007724, July 2007.
- *eHealth for Voice Technote 421* – Guide to the Installation of Microsoft SQL Server 2000, January 3, 2006.
- *eHealth for Voice – Operation Guide*, Document ehvog1022006b15, November 2006.

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 Developer*Connection* Program at devconnect@avaya.com.