



## Avaya Solution & Interoperability Test Lab

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# Application Notes for Mutare EVM3 with Avaya Aura® Messaging - Issue 1.0

### Abstract

These Application Notes describe the steps required to integrate Mutare EVM3 with Avaya Aura® Messaging. Mutare EVM3 is a unified messaging solution that delivers voicemail and fax messages to a user's email inbox, smartphone or IM client. In addition, EVM3 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. EVM3 works with Messaging using IMAP and LDAP access. For this compliance test, Google Gmail accounts were used as the email clients.

Readers should pay attention to Section 2, in particular the scope of testing as outlined in Section 2.1 as well as the observations noted in Section 2.2, to ensure that their own use cases are adequately covered by this scope and results.

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 EVM3 with Avaya Aura® Messaging. Mutare EVM3 is a unified messaging solution that delivers voicemail and fax messages to a user's email inbox, smartphone or IM client. In addition, EVM3 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. EVM3 works with Messaging using IMAP and LDAP access. For this compliance test, Google Gmail accounts were used as the email clients.

## 2 General Test Approach

To verify interoperability of Mutare EVM3 with Avaya Aura® Messaging, voice messages were left for subscribers and EVM3 was used to send those messages to a recipient's email inbox. In addition, voice messages were archived and accessed from the EVM3 server using the Message Archive feature. Voice mail activity was also monitored for select mailboxes and notifications were sent to an escalation agent using the Message Monitor/Escalation feature.

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

Interoperability compliance testing covered the following features and functionality:

- EVM3 connectivity to Messaging using IMAP and LDAP access.
- Voice messages delivery to recipient's email inbox.
- The voice message headers were verified indicating the caller ID and if the voice message was marked as private, important, forwarded, or a reply message.
- Archiving and accessing voice messages on the EVM3 server using the Message Archive feature.
- Monitoring voice mail activity for select mailboxes in real-time.
- Email escalation notifications to an escalation agent using the Message Monitor/Escalation feature.
- Voice message synchronization between Messaging and the EVM3 server.
- Proper system recovery after a reboot of the EVM3 server and loss of IP connectivity.

### 2.2 Test Results

All test cases passed. Voicemail to a recipient's email inbox, archiving and retrieving old messages, and sending notifications to an escalation agent or alternate contact were verified.

## 2.3 Support

For technical support on EVM3, contact Mutare Support via phone or email.

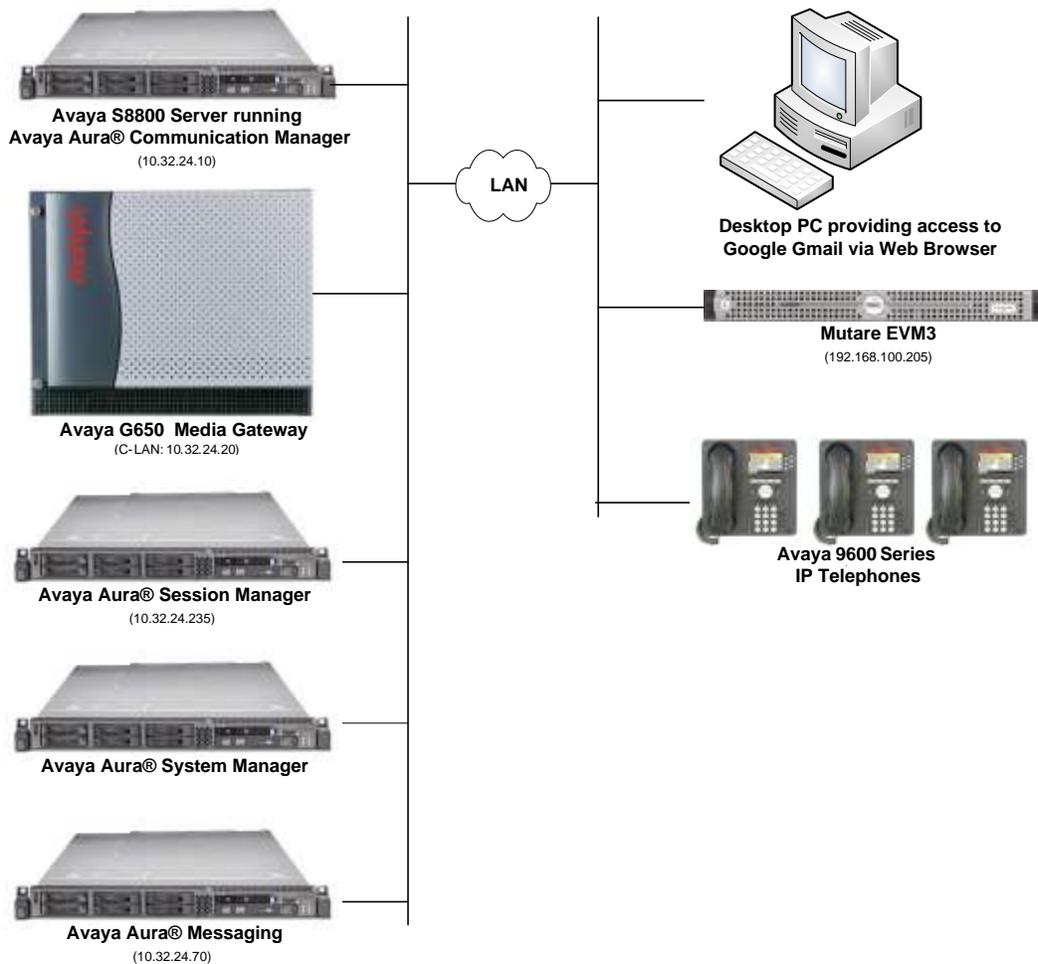
- **Phone:** (855) 782-3890
- **Email:** [help@mutare.com](mailto:help@mutare.com)
- **Website:** <http://www.mutare.com/support.asp>

### 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.
- 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.
- A desktop PC used to access Google Gmail email client. The EVM3 server used SMTP to deliver emails.

In addition, the Mutare EVM3 application was running on a separate server and configured via a Web browser. The network also provided internet connectivity (not shown).



**Figure 1: Avaya SIP Network with Avaya Aura® Messaging and Mutare EVM3**

## 4 Equipment and Software Validated

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

Hardware Component	Version
Avaya Aura® Communication Manager running on a S8800 Server with a G650 Media Gateway	6.3.9 SP 9.1 (R016x.03.0.124.0 with Patch 22098)
Avaya Aura® Messaging	6.3.2 SP 2
Avaya Aura® Session Manager	6.3.11.0.631103
Avaya Aura® System Manager	6.3.11 Build No. 6.3.0.8.5682-6.3.84751 Software Update Revision No: 6.3.11.8.2933
Avaya 9600 Series IP Telephones	3.240A (H.323)
Mutare EVM3 running on Microsoft Windows Server 2008	3.0.5
Mutare Message Monitor/Escalation	1.1.3

## 5 Configure Avaya Aura® Messaging

This section provides the procedures for configuring Messaging for integration with EVM3. The procedures include the following areas:

- Enable IMAP and LDAP on System Ports and Access
- Add a Trusted Server for the Mutare EVM3 server

It is assumed that Messaging has already been configured and connected to Session Manager and 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 Administration** 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 EVM3.

The screenshot displays the Avaya Aura Messaging System Management Interface (SMI) for System Administration. The left sidebar contains a navigation menu with categories like Administration, Users, System Information, External Hosts, and Troubleshooting. The main content area is titled 'SYSTEM TCP/IP PORTS' and is divided into two columns of configuration options. Each option includes a text input field for the port number and a dropdown menu for its status (Enabled or Disabled).

Port Name	Port Number	Status
LDAP Port	389	Enabled
LDAP Front End Alternate Port		Disabled
IMAP4 Port	143	Enabled
POP3 Port	110	Disabled
SMTP Port	25	Enabled
SMTP SSL Port	465	Enabled
WCAP1 Port	5500	Enabled
LDAP SSL Port	636	Enabled
LDAP Directory Update Port	38309	Enabled
Internal System IMAP4 Port	33143	Enabled
IMAP4 SSL Port	993	Enabled
POP3 SSL Port	995	Disabled
SMTP Alternate Port		Disabled
Allow TLS for Outgoing SMTP	25	Enabled
Web Client Statistics Port	13000	Enabled

Below the port configuration, there is a section titled 'RESCHEDULING INCREMENTS FOR FULL MAILBOX DELIVERY' with a table of increments:

Increment	Days	Hours	Minutes
Increment 1	00	00	05
Increment 2	00	00	55
Increment 3	00	01	00
Increment 4	00	01	05
Increment 5	00	02	00
Increment 6	00	02	05
Increment 7	00	03	00
Increment 8	00	03	00
Increment 9	00	03	05
Increment 10	00	04	00

At the bottom of the page, there are 'Save' and 'Help' buttons.

## 5.2 Add Trusted Server

From the Messaging web interface, add the EVM3 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 EVM3 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 'Add Trusted Server' configuration page in the Avaya Aura Messaging System Management Interface (SMI). The page title is 'Add Trusted Server' and it includes a sub-header: 'The Add Trusted Server allows the creation of a trusted server.' The configuration fields are as follows:

- Trusted Server name:** mutare
- Machine Name / IP Address:** 192.168.100.205
- Minutes of Inactivity Before Alarm:** 0
- Access to Cross Domain Delivery:** no
- LDAP Access Allowed:** yes
- IMAP4 Super User Access Allowed:** yes
- Password:** [masked]
- Confirm Password:** [masked]
- Service Name:** Mutare
- Special Type:** (none)
- LDAP Connection Security:** No encryption required
- IMAP4 Super User Connection Security:** Must use SSL or encrypted SASL

At the bottom of the form, there are three buttons: **Back**, **Save**, and **Help**.

## 6 Configure Mutare EVM3

This section covers the configuration of EVM3, including the Message Archive and Message Monitor/Escalation features. Refer to [2] for additional information on configuring EVM3.

### 6.1 EVM3 Administration

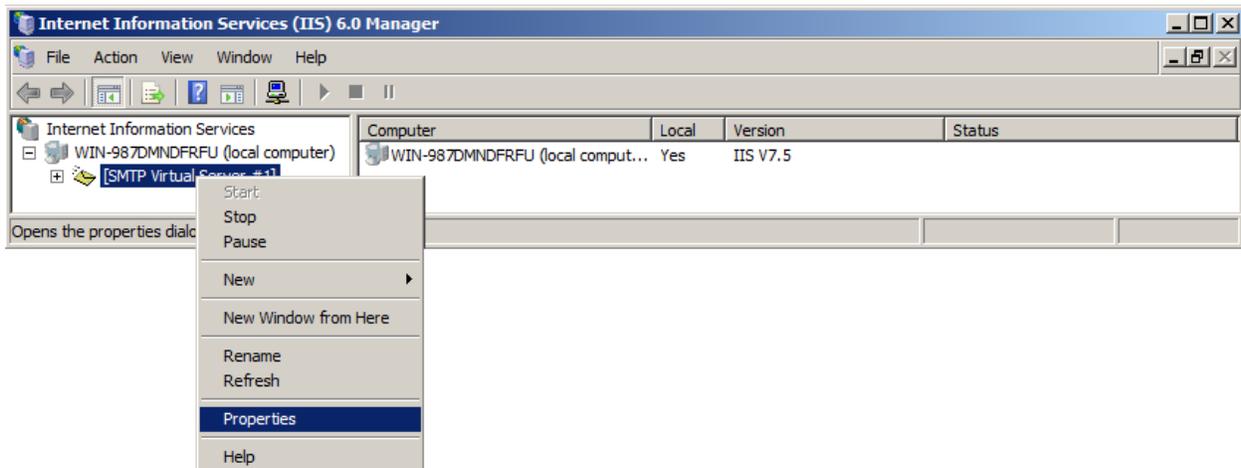
This section covers the configuration of EVM3, which includes the following procedures:

- Configure Microsoft IIS
- Run `evm2config.exe` to set up connectivity to the SQL database and configure an EVM3 Site.
- Configure EVM Settings
- Configure EVM Devices
- Configure EVM Device Groups
- Add EVM Users
- Edit EVM User Settings

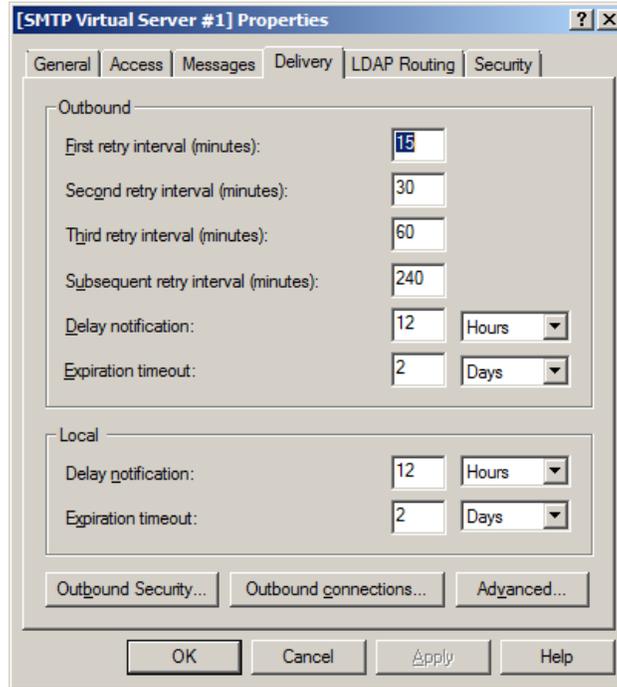
#### 6.1.1 Configure Microsoft IIS

EVM3 requires that SMTP be configured in Microsoft Internet Information Services (IIS) in order to send emails. In this compliance test, emails were sent to a Google Gmail account. The SMTP configuration may vary depending on which email system is being used. Therefore, general configuration guidelines are provided.

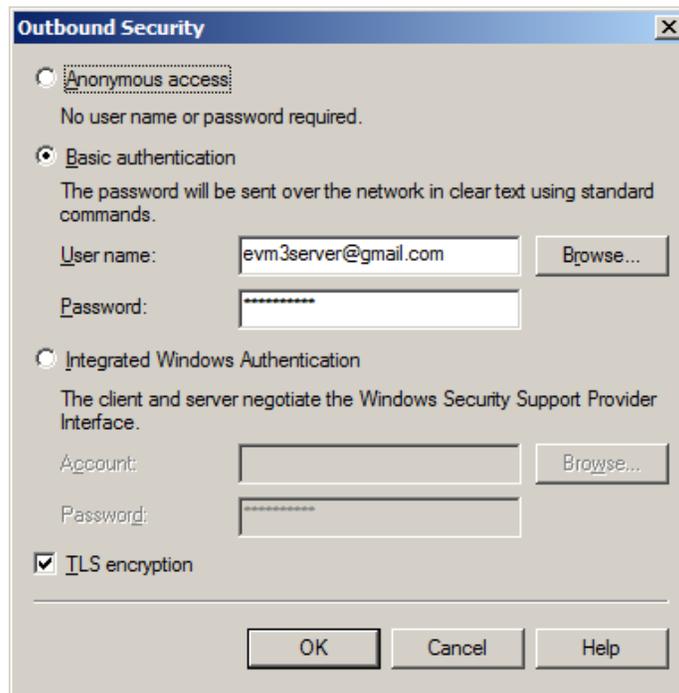
From IIS, open the **SMTP Properties** window as shown below.



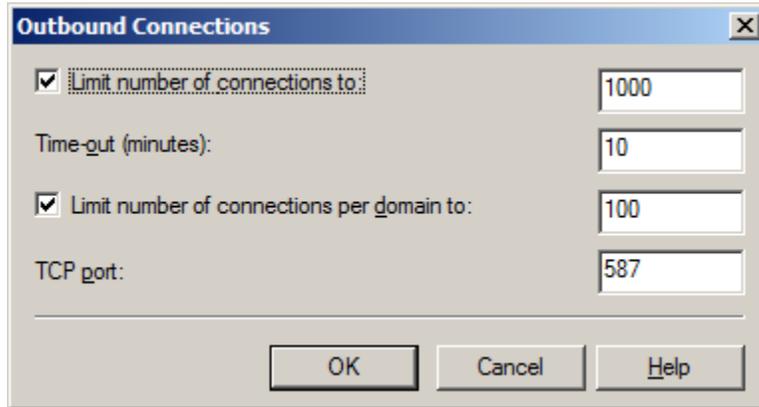
In the **SMTP Properties** windows, navigate to the **Delivery** tab shown below.



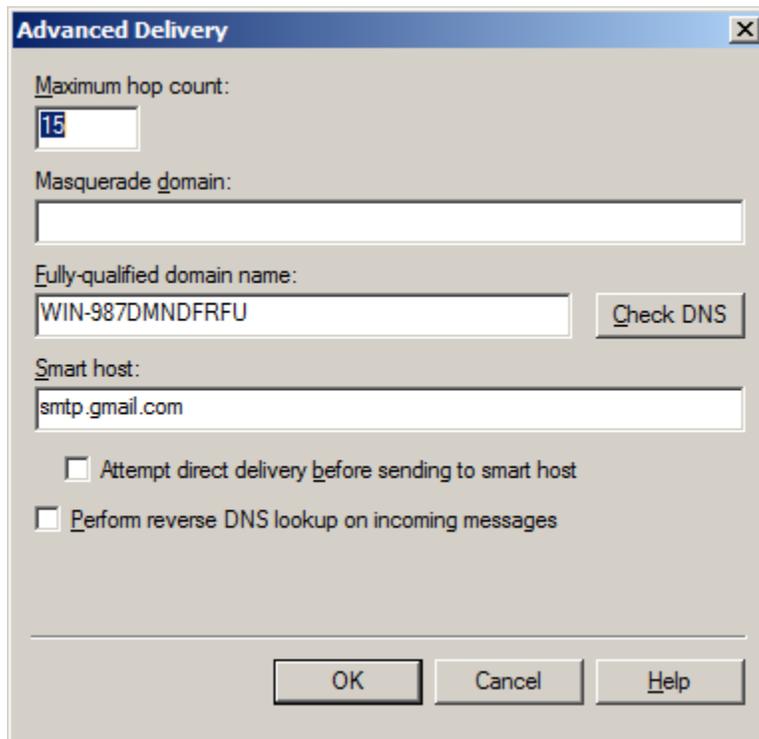
From **SMTP Properties**, click on the **Outbound Security** button to configure the **Basic authentication** and enable **TLS encryption**, if required. For Google Gmail, the following configuration was used. The **User name** and **Password** should correspond to a valid email account.



From SMTP Properties, click on the **Outbound Connections** button to configure the appropriate **TCP port** as shown below. In this configuration, **TCP port 587** was used.

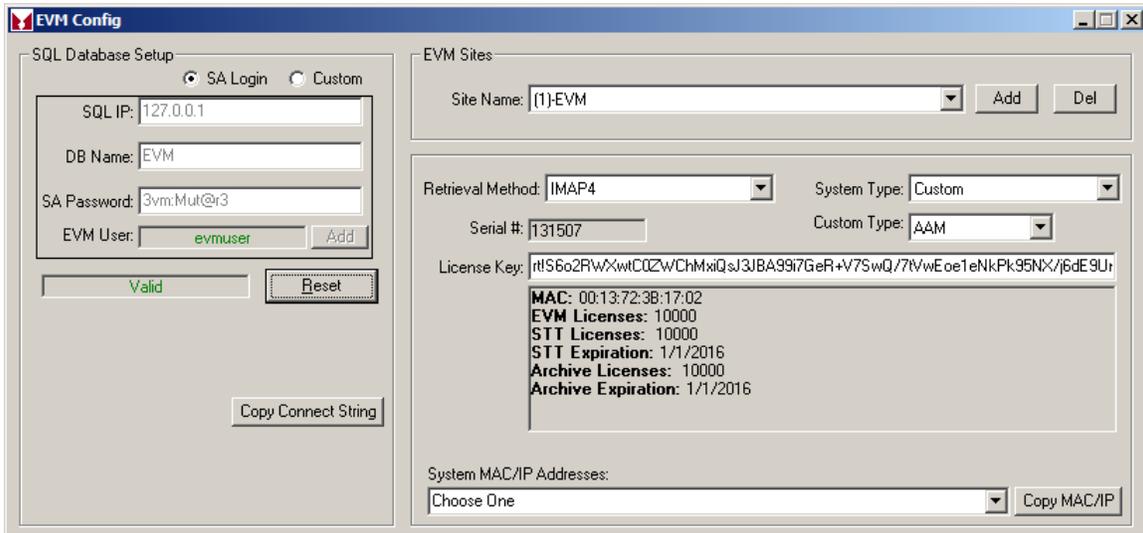


Lastly, from **SMTP Properties**, click on the **Advanced** button to configure the SMTP IP address or FQDN in the **Smart host** field as shown below. Click **OK**.



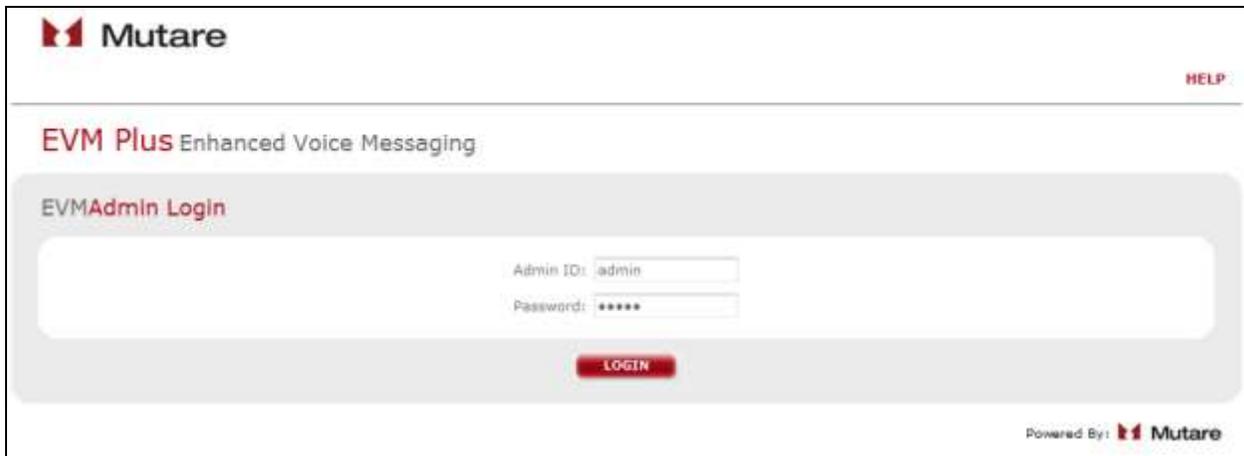
### 6.1.2 Run evm2config.exe

Prior to configuring EVM3, run `evm2config.exe` located in the `C:\OD\Programs` directory to set up connectivity to the SQL database and add a valid license. In addition, additional attributes need to be configured for the specified **Site Name** (e.g., *(1)-EVM*). Specify the **Retrieval Method** (*IMAP4*), **System Type** (*Custom*), and **Custom Type** (*AAM*) as shown below.



### 6.1.3 Configure EVM Settings

Using a web browser, go to the **EVM Administration** webpage using the following URL, <http://<EVM IP Address>/adminlogin.asp>. The following login page is displayed. On the **EVM Admin Login** page, log in with the appropriate credentials.



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 available in EVM3, but most parameters have default values that do not have to change. This section will provide a brief description of the parameters, while the settings of others will just be included in the EVM Settings page shown below.

- **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 EVM3 links in email messages.
- **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.

The screenshot shows the 'EVMSettings' page in the Mutare administration interface. The page title is 'EVM Plus Enhanced Voice Messaging' and the system name is 'EVM Rename'. The user is logged in as 'System Admin'. The settings table is as follows:

Select	Setting	Value	Scope	ADD
Help	ArchivePath	C:\DD\Archive	EVM	DELETE
Help	AttachPrivate	Yes	EVM	DELETE
Help	CustomCLIDHdr	X-IV-CALLER-ID	EVM	DELETE
Help	CustomCLIDRegEx	(\d+)	EVM	DELETE
Help	CustomNameHdr	From	EVM	DELETE
Help	CustomNameRegEx	(.+)?	EVM	DELETE
Help	EmailFrom	www3server@gmail.com	EVM	DELETE
Help	EVMURL	http://192.168.100.205	EVM	DELETE
Help	ExtCallerSearch	Avaya Aura Messaging	EVM	DELETE
Help	ExtCallerWording		EVM	DELETE
Help	HdrPrivate_Name	message-context	EVM	DELETE
Help	HdrPrivate_Val	fas-message	EVM	DELETE
Help	HdrPrivate_Name	Sensitivity	EVM	DELETE
Help	HdrPrivate_Val	Private	EVM	DELETE
Help	HdrUrgent_Name	X-Priority	EVM	DELETE
Help	HdrUrgent_Val	1	EVM	DELETE
Help	HdrVoice_Name	HDR-voice	EVM	DELETE
Help	HdrVoice_Val	LD	EVM	DELETE
Help	ServerIP	10.12.24.70	EVM	DELETE
Help	ServerPort	143	EVM	DELETE
Help	SuperLogin	mutare	EVM	DELETE
Help	SuperPwd	#15645F3CofyEYdSPWwWw==	EVM	DELETE
Help	UseEvents	Yes	EVM	DELETE

A 'SAVE' button is located at the bottom right of the settings table.

## 6.1.4 Configure EVM Devices

EVM sends voicemail deliveries and notifications to different devices. Many devices have specific requirements, such as an audio file in a certain format. Navigate to **Devices** page shown below and configure the **Desktop EVM** and **EVM3** devices by clicking on the respective **Config** button.

The screenshot shows the Mutare EVM Plus Enhanced Voice Messaging interface. At the top, the Mutare logo and 'Admin Name: System Admin' are visible. A navigation bar includes links for USERS, ARCHIVE, ADMINS, DEVICES, DEVICE GROUPS, TOOLS, STATUS, SETTINGS, HELP, and LOGOUT. The main heading is 'EVM Plus Enhanced Voice Messaging' with 'System: EVM' on the right. Below this is the 'EVMDevices' section, which contains a table of device configurations. Each row represents a device type with its name, description, and configuration options for Send, Voice, and Fax. The 'Send' column has dropdown menus for 'User', 'Voice', and 'Fax'. The 'Delivery Method' column has dropdown menus for 'Cell', 'Email', and 'User'. The 'gSTT' column has dropdown menus for 'No' and 'User'. Each row has 'CONFIG' and 'DELETE' buttons. At the bottom right, there is an 'ADD' button and a 'SAVE' button. The footer indicates 'Powered By: Mutare'.

Device Name / Description	Msg Options	Delivery Method	gSTT	
<b>Cellular EVM</b> Cellular text message containing only basic message details.	Send: User Voice: None Fax: None	Cell: User	No	CONFIG DELETE
<b>Streaming EVM</b> Full-featured HTML email designed for desktop email clients - Link to message.	Send: User Voice: User Fax: User	Email	No	CONFIG DELETE
<b>SMS EVM</b> Cellular text message containing basic message details and gSTT.	Send: User Voice: None Fax: None	Cell: User	User	CONFIG DELETE
<b>Desktop EVM</b> Full-featured HTML email designed for desktop email clients.	Send: User Voice: User Fax: User	Email	No	CONFIG DELETE
<b>EVM3</b> Full-featured HTML email designed for desktop and mobile email clients.	Send: Voice Voice: User	Email	No	CONFIG DELETE
	Send: User Voice: None Fax: None	Email	User	ADD

SAVE

Powered By: Mutare

In the **EVM3** and **Desktop EVM Config** pages, configure the EVM3 email address in the **From Address** field as shown below.

The screenshot shows the 'EVMDevice Email' configuration page. At the top, the Mutare logo and 'Admin Name: System Admin' are visible. A navigation bar includes links for USERS, ARCHIVE, ADMINS, DEVICES, DEVICE GROUPS, TOOLS, STATUS, SETTINGS, HELP, and LOGOUT. The page title is 'EVM Plus Enhanced Voice Messaging' and the system is identified as 'System: EVM'.

The main configuration area is titled 'EVMDevice Email'. It includes a 'Copy from Device:' dropdown menu. The 'From Address' field is set to 'evm3server@gmail.com' and has a red 'TEST' button next to it. The 'Subject' field contains a template: '[URGENT][PRIVATE][MESSAGE TYPE][VOICE FAX] Message from [SENDER] on [MESSAGE DATE] for [MAILBOX]'. The 'Body' field is set to 'HTML Format' and contains the following HTML code:

```
<!DOCTYPE HTML PUBLIC "-//W3C//DTD HTML 3.2 Final//EN">
<html>
<head>
<title>EVM</title>
<meta http-equiv="Content-Type" content="text/html; charset=utf-8">
<style type="text/css">
  .externalClass{display:block !important;}
  p {margin:0 0 10px;}
  ul {
    margin:0 0 10px;
    padding:0;
    list-style:none;
  }
  @media only screen and (max-width: 890px) {
    table[class="table"] {width:100% !important;}
  }
  @media only screen and (min-width: 890px) {

```

A red 'SAVE' button is located at the bottom right of the configuration area. The footer indicates 'Powered By: Mutare'.

### 6.1.5 Configure EVM Device Groups

Navigate to **Device Groups**, and choose **Devices** based on the users that will be in the group and what options they require. In this example, the *Desktop EVM* and *EVM3* devices were added to the **Main** group as shown below.

The screenshot shows the 'EVMDevice Groups' configuration page. At the top, the Mutare logo and 'Admin Name: System Admin' are visible. A navigation bar includes links for USERS, ARCHIVE, ADMINS, DEVICES, DEVICE GROUPS, TOOLS, STATUS, SETTINGS, HELP, and LOGOUT. The page title is 'EVM Plus Enhanced Voice Messaging' and the system is identified as 'System: EVM'.

The main configuration area is titled 'EVMDevice Groups'. It shows a 'Devices:' list on the left containing 'Cellular EVM', 'SMS EVM', and 'Streaming EVM'. On the right, there is a 'Devices in Group:' list containing 'Desktop EVM' and 'EVM3'. Above this list, there is a dropdown for 'Devices in Group' set to 'Main', a 'Delete' button, and a 'Language:' dropdown set to 'English-US'. Below the lists, there is an 'Enable gSTT' checkbox. At the bottom, there is an 'Add new Group using Language: English-US' dropdown and an 'Add' button. The footer indicates 'Powered By: Mutare'.

## 6.1.6 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** Admin Name: System Admin  
USERS | ARCHIVE | ADMINS | DEVICES | DEVICE GROUPS | TOOLS | STATUS | SETTINGS | HELP | LOGOUT

**EVM Plus** Enhanced Voice Messaging System: EVM Rename

**EVMUsers** View where: Name Begins With  **SAVE**

View	Mailbox	Full Name	Device Group	
	77301	Test Mailbox	Main	<b>DELETE</b>
	77302	Test Mailbox2	Main	<b>ADD</b>

EVM Plus Licenses: 1 of 10000  
giSTT Subscriptions: 0 of 10000 (Exp: 1/1/2015)  
Archive Usage: 1 of 10000 (Exp: 1/1/2015) **SAVE**

Powered By: **Mutare**

## 6.1.7 Edit EVM User Settings

To access a user's EVM settings, click on the **View** hyperlink in the **EVM Users** page above. The following page will be displayed. In the user's **EVM Settings** page, click **Add Device** to add a user device. In the following example, an **EVM3** device is added, and by default it is activated. The **Desktop EVM** device may also be added by clicking the **Add Device** button again, if required. A device requires the user's **Email Address** (e.g., [ip.77302@gmail.com](mailto:ip.77302@gmail.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** Name: Test Mailbox2 Mailbox: 77302 SETTINGS | HELP | CLOSE

**EVM Plus** Enhanced Voice Messaging

**EVMSettings**

Device Type: EVM3	Email Address: ip.77302@gmail.com	Send when I receive: Voice ALL	WAV Audio Format	<b>DELETE</b>
<input checked="" type="checkbox"/> Active				<b>TEST</b>

**ADD DEVICE**  Re-send me all messages in my mailbox Updated: 4/20/15 12:25 PM **SAVE**

Powered By: **Mutare**

## 6.2 Message Archive

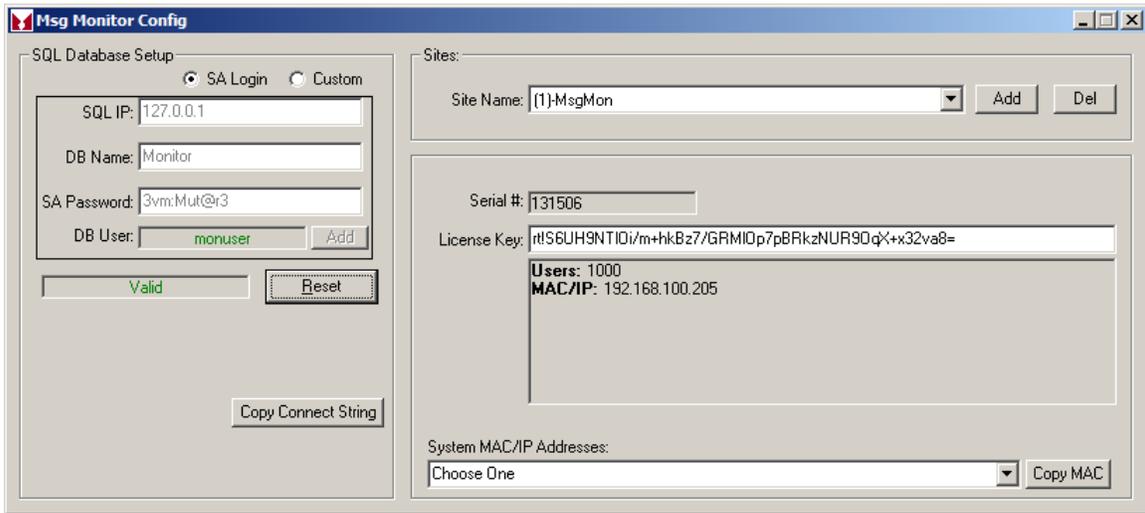
Message Archive for Messaging automatically copies and stores all messages on the voicemail system to a server for permanent storage and easy retrieval. Message Archive is accessed through EVM3. The only configuration required for the Message Archive feature is the **ArchivePath** parameter in the **EVM 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**. Ensure that the checkbox by the device group, *Main*, is selected.



### 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.

Prior to configuring Message Monitor, run `MsgMonConfig.exe` located in the `C:\OD\Programs` directory to set up connectivity to the SQL database and add a valid license for the site as shown below.



To configure the Monitor/Escalation feature, browse to the Message Monitor/Escalation administration webpage using the following URL, <http://<EVM IP Address>/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. Also, enter the appropriate **License Key** as shown below. Click **Save**.



## Message Monitor / Escalation

System: MsgMon [Rename](#)  
 Group: Main [Add](#) | [Rename](#) | [Del](#)  
 Admin: System Admin (admin) - [Change Password](#) | [Logout](#)

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

MSS Host:	10.32.24.70
MSS Port:	143
MSS SSL:	<input type="checkbox"/>
MSS Login:	mutare
MSS Password:	rt!S64fBF3Dotfy8YoSJFW6oWaw==
Warning Limit (Min):	60
Final Limit (Min):	120

License Key:

Licenses: 1000 - MAC/IP: 192.168.100.205

Powered By:  v1.1.3 (17/15)

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

**Message Monitor / Escalation**

Mutare Software

System:  [Rename](#)

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

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

[Home](#) > [Monitored Mailboxes](#) [Save](#) | [Help](#)

Display  Mailboxes  Every  seconds  Mailbox

Monitored Mailboxes						
Del	Mailbox	Name	Total Msgs	Unplayed	Oldest Unplayed ↑	
<input type="checkbox"/>	77302	Test 77302	0	0		<a href="#">View</a>

Mailbox:  Name:

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:  [Rename](#)

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

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

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

0 Total Agents - Show Agents where  begins with

Del	Active	Agent ID	Agent Name	Email	SMS Email
<b>Add New Agent</b>					
<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@gmail.com"/>	<input type="text" value=""/> @ <input type="text" value="&lt;Select&gt;"/>

Powered By: Mutare Software

Return to the **Escalation** webpage and select the user's mailbox previously added. In addition, specify the escalation pattern for this mailbox. In the following example, the first escalation notice will be sent 1 minute after the voice message has been left if it hasn't been played yet. The subsequent escalation will take place 3 minutes later. In the **Agents** column, the escalation agents that should receive the first and second notices are specified. Click **Save**.



## Message Monitor / Escalation

System: MsgMon [Rename](#)  
 Group: Main [Add](#) | [Rename](#) | [Del](#)  
 Admin: System Admin (admin) - [Change Password](#) | [Logout](#)

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

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

1 Total Mailboxes - Show Mailboxes where Mailbox begins with  Filter

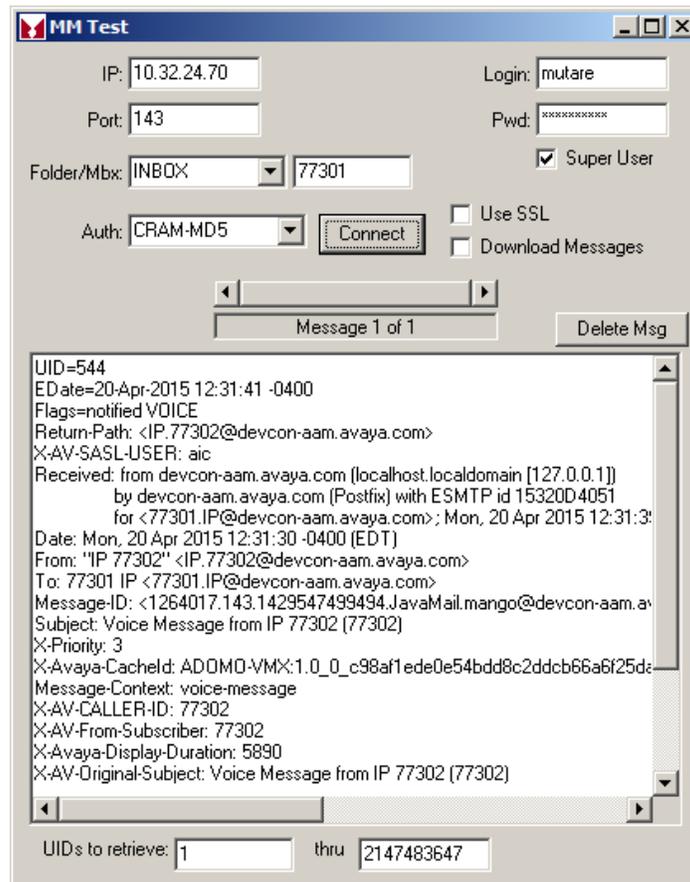
Del	Active	Mailbox	Description	Schedule	Escalation	Initial Min	Tier Min	Agents
<input type="checkbox"/>	<input checked="" type="checkbox"/>	77301	Test Agent	Main	Reset	1	3	1: Escalation Agent 2: Escalation Agent 3: <Select> 4: <Select> 5: <Select> 6: <Select>
Add New Mailbox								
<input type="button" value="Add"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<Select>		<input type="text"/>	<input type="text"/>	

Powered By: 

## 7 Verification Steps

This section provides the steps that may be performed to verify proper configuration of Mutare EVM3 with Avaya Aura® Messaging.

1. Run `MMTest.exe` located in the `C:\OD\Programs` directory to verify EVM3 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.



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

**Mutare** Admin Name: System Admin

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

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

**EVMStatus** Version: 3.0.4

**EVM Running OK**

Current Cycle Start (Duration): 4/20/2015 12:31:53 PM (0 Sec)      Last EVM Sent: 4/14/2015 4:46:25 PM (139 Hours, 46 Mins, 1 Sec)  
 Current Cycle Progress: Done - 2 of 2 Active Users      Last giSTT Cycle: 4/20/2015 12:32:26 PM (0 Sec)  
 Previous Cycle Start (Duration): 4/20/2015 12:31:22 PM (0 Sec)      Msgs Today (EVM-Archive): 0 - 0

**Message Log (Last 5) - More**

Mailbox	Log Date	Msg Date	Msg ID	Type	Size	From	To	Dev	XSubscribe	Result
77301	4/14/2015 4:46:25 PM	4/14/2015 4:45:51 PM	527	VOICE	5	evm3server@gmail.c	ip.77301@gmail.com	2	No	SUCCESS
77301	4/14/2015 4:46:25 PM	4/14/2015 4:45:51 PM	527	VOICE	5	evm3server@gmail.c	ip.77301@gmail.com	1	No	SUCCESS
77301	4/14/2015 4:46:24 PM	4/14/2015 4:45:51 PM	527	VOICE	5			0	No	SUCCESS
77302	4/14/2015 4:35:04 PM	4/14/2015 4:30:40 PM	68	VOICE	4	evm3server@gmail.c	ip.77302@gmail.com	1	No	SUCCESS
77302	4/14/2015 4:35:04 PM	4/14/2015 4:30:40 PM	68	VOICE	4			0	No	SUCCESS

**Event Log (Last 5) - More**

Type	Log Date	Event	Details
Error	4/20/2015 12:22:02 PM	Error Email FAILED	No Admin Emails Configured
Error	4/20/2015 12:07:30 PM	Error Email FAILED	No Admin Emails Configured
Error	4/20/2015 11:52:29 AM	Error Email FAILED	No Admin Emails Configured
Error	4/20/2015 11:37:35 AM	Error Email FAILED	No Admin Emails Configured
Info	4/20/2015 11:37:35 AM	Service Started	

[View Delete Log](#)  
[View Admin Log](#)

Powered By: **Mutare**



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, there are options to listen to the message.

From	Subject	Msg Date	Type	Caller ID	Msg Bytes	Msg Size	Seconds	Pages	gTTL	
eam.avaya.com	Voice Message from IP 77302 (77302)	4/14/2015 4:45:51 PM	VOICE	7-7302	25344	20898	3	0	NO	Listen   Forward   Headers
eam.avaya.com	Voice Message from IP 77301 (77301)	4/14/2015 4:35:40 PM	VOICE	7-7301	48090	17241	4	0	NO	Listen   Forward   Headers
eam.avaya.com	Voice Message from IP 77302 (77302)	4/14/2015 4:34:34 PM	VOICE	7-7302	43950	32001	6	0	NO	Listen   Forward   Headers
eam.avaya.com	Voice Message from IP 77302 (77302)	4/14/2015 2:29:11 PM	VOICE	7-7302	55613	18808	5	0	NO	Listen   Forward   Headers
eam.avaya.com	Voice Message from IP 77302 (77302)	4/14/2015 2:30:20 PM	VOICE	7-7302	36116	12434	3	0	NO	Listen   Forward   Headers
eam.avaya.com	Voice Message from IP 77302 (77302)	4/14/2015 2:27:31 PM	VOICE	7-7302	31523	18077	4	0	NO	Listen   Forward   Headers
eam.avaya.com	Voice Message from IP 77302 (77302)	4/14/2015 1:34:40 PM	VOICE	7-7302	96164	34273	9	0	NO	Listen   Forward   Headers
eam.avaya.com	PW: Voice Message from IP 77302 (77302)	4/14/2015 12:01:16 PM	VOICE		73245	12335	3	0	NO	Listen   Forward   Headers
eam.avaya.com	PW: Voice Message from IP 77302 (77302)	4/14/2015 12:01:16 PM	VOICE		73245	12335	3	0	NO	Listen   Forward   Headers
eam.avaya.com	Voice Message from IP 77302 (77302)	4/14/2015 11:59:37 AM	VOICE	7-7302	39172	13504	3	0	NO	Listen   Forward   Headers
eam.avaya.com	RE: Voice Message from IP 77302 (77302)	4/14/2015 11:56:41 AM	VOICE		102338	20376	5	0	NO	Listen   Forward   Headers
eam.avaya.com	RE: Voice Message from IP 77302 (77302)	4/14/2015 11:56:41 AM	VOICE		102338	16095	4	0	NO	Listen   Forward   Headers
eam.avaya.com	Voice Message from IP 77302 (77302)	4/14/2015 11:55:39 AM	VOICE	7-7302	46116	16091	4	0	NO	Listen   Forward   Headers
eam.avaya.com	Voice Message from IP 77302 (77302)	4/14/2015 11:41:27 AM	VOICE	7-7302	48645	17450	4	0	NO	Listen   Forward   Headers
eam.avaya.com	Voice Message from IP 77302 (77302)	4/14/2015 11:38:56 AM	VOICE	7-7302	38841	13479	3	0	NO	Listen   Forward   Headers
eam.avaya.com	Voice Message from IP 77302 (77302)	4/14/2015 11:37:02 AM	VOICE	7-7302	32289	18298	3	0	NO	Listen   Forward   Headers
eam.avaya.com	Voice Message from 40001 / *0323 40501	4/14/2015 11:34:25 AM	VOICE	4-0001	50772	20630	7	0	NO	Listen   Forward   Headers
eam.avaya.com	Voice Message from IP 77302 (77302)	4/14/2015 11:31:30 AM	VOICE	7-7302	39669	31032	3	0	NO	Listen   Forward   Headers
eam.avaya.com	Voice Message from [Caller Unknown]	4/14/2015 11:27:24 AM	VOICE		57944	20376	3	0	NO	Listen   Forward   Headers
eam.avaya.com	Voice Message from IP 77302 (77302)	4/14/2015 11:23:43 AM	VOICE	7-7302	94281	33541	8	0	NO	Listen   Forward   Headers
eam.avaya.com	Voice Message from IP 77302 (77302)	4/13/2015 5:42:59 PM	VOICE	7-7302	55485	19548	3	0	NO	Listen   Forward   Headers
eam.avaya.com	Voice Message from IP 77302 (77302)	4/13/2015 5:37:49 PM	VOICE	7-7302	60114	21211	3	0	NO	Listen   Forward   Headers
eam.avaya.com	Voice Message from IP 77302 (77302)	4/13/2015 12:52:23 PM	VOICE	7-7302	38018	20483	3	0	NO	Listen   Forward   Headers
eam.avaya.com	Voice Message from IP 77302 (77302)	4/13/2015 12:30:25 PM	VOICE	7-7302	36588	19958	3	0	NO	Listen   Forward   Headers
eam.avaya.com	Voice Message from IP 77302 (77302)	4/13/2015 12:42:36 PM	VOICE	7-7302	51940	18286	3	0	NO	Listen   Forward   Headers

5. In **Message Monitor/Escalation**, navigate to the messages of a monitored mailbox to check the status indicating whether it has been received, played, or deleted as shown below.

Mailbox	Name	Caller ID	Received	Played	Deleted	Mail	Msg Type	Msg Size	Urgent	Msg UID	UID Validity
77302	Test 77302	77301	4/14/2015 4:35:58 PM	4/14/2015 4:36:15 PM	4/14/2015 4:36:15 PM	4 Mins	Voice	4	No	88	1426902294

6. Navigate to **Escalation Details** to check if any escalation have taken place as indicated in the **Level** column.

The screenshot displays the 'Message Monitor / Escalation' web interface. At the top left is the Mutare Software logo. The main title is 'Message Monitor / Escalation'. Below the title, there are controls for 'System: MsgMon' (with a 'Rename' link), 'Group: Main' (with 'Add | Rename | Del' links), and 'Admin: System Admin (admin) - Change Password | Logout'.

A breadcrumb trail shows 'Home > Escalation > Escalation Details' with a 'Help' link on the right. Below this, there are controls for 'Show All' (a dropdown menu), 'Matching Records', 'Refresh', and 'Export to CSV' buttons.

The central part of the interface is a table titled 'Escalation Details'. The table has four columns: 'Mailbox', 'Agent', 'Time', and 'Level'. The 'Time' column has a 'Descending' dropdown menu. The table contains five rows of data:

Mailbox	Agent	Time	Level
		Descending	
77301	Escalation Agent (1234)	4/14/2015 4:35:38 PM	First
77301	Escalation Agent (1234)	4/14/2015 4:26:33 PM	First
77301	Escalation Agent (1234)	4/14/2015 4:20:31 PM	First
77301	Escalation Agent (1234)	4/14/2015 4:09:48 PM	Second
77301	Escalation Agent (1234)	4/14/2015 4:05:48 PM	First

At the bottom of the interface, it says 'Powered By: Mutare Software'.

## 8 Conclusion

These Application Notes have described the administration steps required to integrate Mutare EVM3 with Avaya Aura® Messaging. EVM3 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*, Release 6.3.2, Issue 2, March 2015.

[2] *Mutare Software EVM Plus Admin Guide*, Rev 6/2012.

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