



Avaya Solution & Interoperability Test Lab

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
- **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).

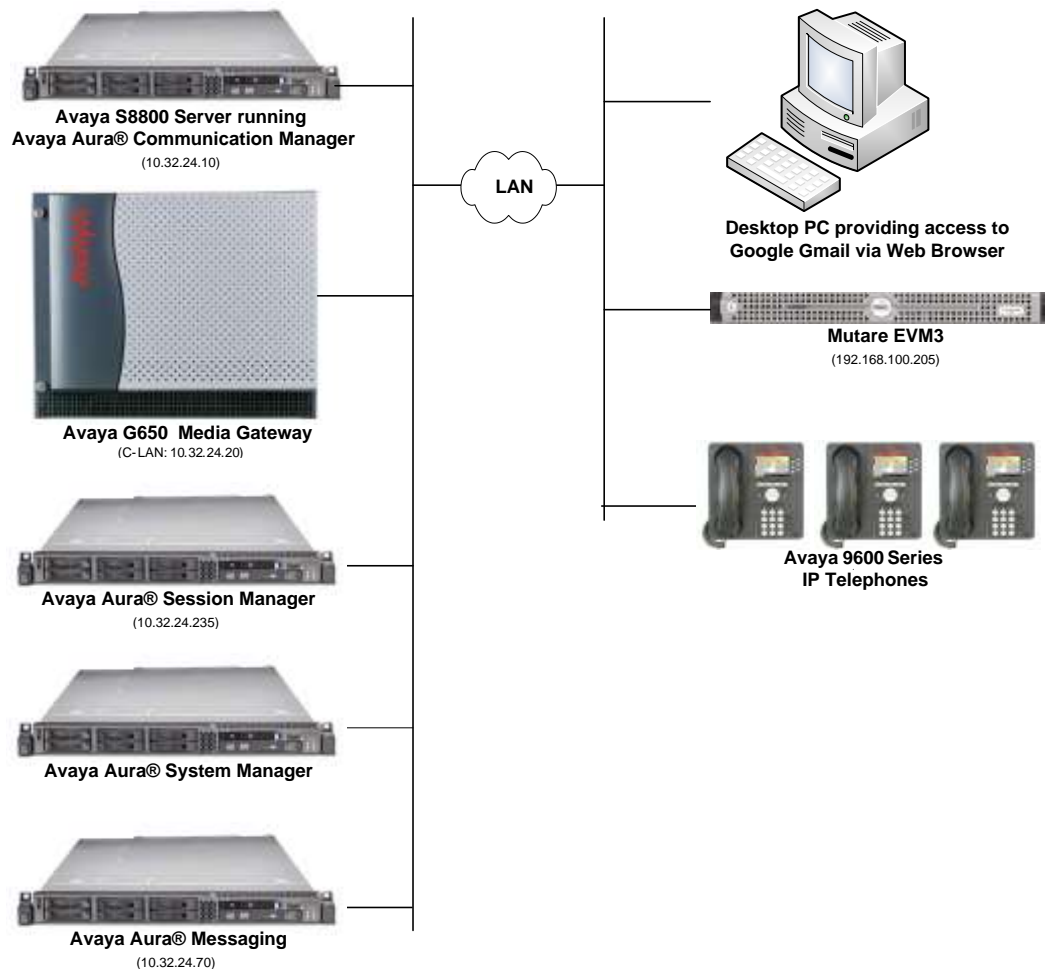


Figure 1: Avaya SIP Network with Avaya Aura® Messaging and Mutare EVM3

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 the 'devcon-gsm' server. The left navigation pane shows the 'Administration' menu with 'System Administration' selected. The main content area is titled 'SYSTEM TCP/IP PORTS' and contains two columns of port configurations. Each row includes a port name, a text input field for the port number, and a dropdown menu for the port status (Enabled or Disabled).

Port Name	Port Number	Status
LDAP Port	389	Enabled
LDAP SSL Port	636	Enabled
LDAP Front End Alternate Port		Disabled
IMAP4 Port	143	Enabled
IMAP4 SSL Port	993	Enabled
POP3 Port	110	Disabled
POP3 SSL Port	995	Disabled
SMTP Port	25	Enabled
SMTP SSL Port	465	Enabled
WCAP Port	55000	Disabled
Internal System (IMAP4) Port	33143	Enabled
LDAP Directory Update Port	36369	Disabled
SMTP Alternate Port		Disabled
Allow TLS for Outgoing SMTP	25	Enabled
Web Client Statistics Port	110001	Disabled

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

Increment	Days	Hours	Minutes
Increment 1	00	00	05
Increment 2	00	00	35
Increment 3	00	01	00
Increment 4	00	01	00
Increment 5	00	02	00
Increment 6	00	02	00
Increment 7	00	03	00
Increment 8	00	03	00
Increment 9	00	05	00
Increment 10	00	06	00

At the bottom of the page 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 form contains the following fields and options:

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

At the bottom of the form 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

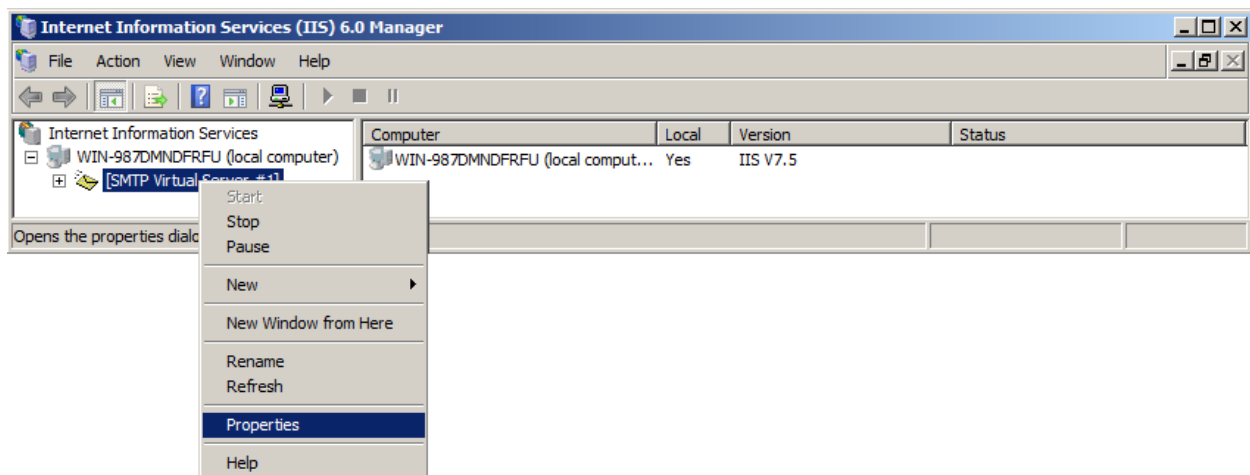
This section covers the configuration of EVM3, which includes the following procedures:

- 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.



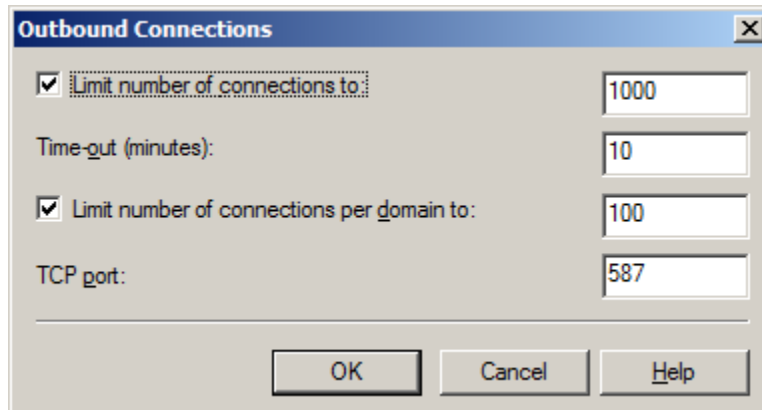
In the **SMTP Properties** windows, navigate to the **Delivery** tab shown below.

The screenshot shows the 'SMTP Virtual Server #1 Properties' dialog box with the 'Delivery' tab selected. The 'Outbound' section contains the following settings: First retry interval (minutes) set to 15, Second retry interval (minutes) set to 30, Third retry interval (minutes) set to 60, Subsequent retry interval (minutes) set to 240, Delay notification set to 12 Hours, and Expiration timeout set to 2 Days. The 'Local' section contains: Delay notification set to 12 Hours and Expiration timeout set to 2 Days. At the bottom, there are buttons for 'Outbound Security...', 'Outbound connections...', 'Advanced...', 'OK', 'Cancel', 'Apply', and 'Help'.

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.

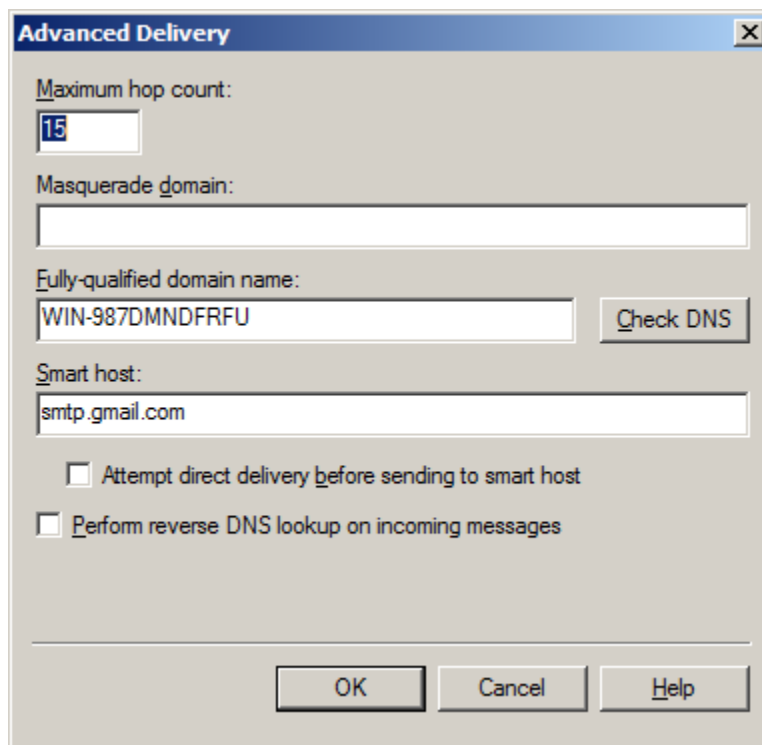
The screenshot shows the 'Outbound Security' dialog box. The 'Basic authentication' radio button is selected. Below it, the text states: 'The password will be sent over the network in clear text using standard commands.' The 'User name' field is filled with 'evm3server@gmail.com' and has a 'Browse...' button next to it. The 'Password' field is filled with eight asterisks. The 'Integrated Windows Authentication' radio button is unselected, with text below it stating: 'The client and server negotiate the Windows Security Support Provider Interface.' Below this, the 'Account' and 'Password' fields are empty, with 'Browse...' buttons next to them. The 'TLS encryption' checkbox is checked. At the bottom, there are 'OK', 'Cancel', and 'Help' buttons.

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.



The screenshot shows the 'Outbound Connections' dialog box. It has a title bar with a close button. Inside, there are four settings: 'Limit number of connections to:' with a value of 1000, 'Time-out (minutes):' with a value of 10, 'Limit number of connections per domain to:' with a value of 100, and 'TCP port:' with a value of 587. All the first three settings have checkboxes that are checked. At the bottom, there are three buttons: 'OK', 'Cancel', and 'Help'.

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**.



The screenshot shows the 'Advanced Delivery' dialog box. It has a title bar with a close button. Inside, there are several fields: 'Maximum hop count:' with a value of 15, 'Masquerade domain:' (empty), 'Fully-qualified domain name:' with the value 'WIN-987DMNDFRFU' and a 'Check DNS' button next to it, and 'Smart host:' with the value 'smtp.gmail.com'. There are also two unchecked checkboxes: 'Attempt direct delivery before sending to smart host' and 'Perform reverse DNS lookup on incoming messages'. At the bottom, there are three buttons: 'OK', 'Cancel', and 'Help'.

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.

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

SQL Database Setup:

- SA Login (selected) / Custom (unselected)
- SQL IP: 127.0.0.1
- DB Name: EVM
- SA Password: 3vm:Mut@r3
- EVM User: evmuser (with an 'Add' button next to it)
- A 'Valid' status indicator and a 'Reset' button.
- A 'Copy Connect String' button at the bottom.

EVM Sites:

- Site Name: (1)-EVM (with 'Add' and 'Del' buttons)
- Retrieval Method: IMAP4 (dropdown)
- System Type: Custom (dropdown)
- Serial #: 131507
- Custom Type: AAM (dropdown)
- License Key: rtlS6o2RWxwtCQZwChMxiQsJ3JBA99i7GeR+v7SwQ/7VwEoe1eNkPk95NX/j6dE9U:
- License details box:
 - MAC: 00:13:72:3B:17:02
 - EVM Licenses: 10000
 - STT Licenses: 10000
 - STT Expiration: 1/1/2016
 - Archive Licenses: 10000
 - Archive Expiration: 1/1/2016
- System MAC/IP Addresses: Choose One (dropdown) with a 'Copy MAC/IP' button.

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.


The screenshot shows the 'EVM Admin Login' page. At the top is the 'Mutare' logo and a 'HELP' link. Below the logo is the text 'EVM Plus Enhanced Voice Messaging'. The main section is titled 'EVMAdmin Login' and contains a login form with the following fields:

- Admin ID: admin
- Password: *****
- A red 'LOGIN' button.

At the bottom right, it says 'Powered By: Mutare'.

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. |


Mutare

Admin Name: System Admin

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

EVM Plus Enhanced Voice Messaging

System: EVM - Rename

EVMSettings

Select	Setting	Value	Scope	
<input type="checkbox"/>	<Select>		EVM	<button>Add</button>
Help	ArchivePath	C:\QDArchive	EVM	<button>Delete</button>
Help	AttachPrivate	Yes	EVM	<button>Delete</button>
Help	CustomCLIDHdr	X-IV-CALLER-ID	EVM	<button>Delete</button>
Help	CustomCLIDRegEx	(\d+)	EVM	<button>Delete</button>
Help	CustomNameHdr	From	EVM	<button>Delete</button>
Help	CustomNameRegEx	(.+)?<	EVM	<button>Delete</button>
Help	EmailFrom	evm3server@gmail.com	EVM	<button>Delete</button>
Help	EVMURL	http://192.248.100.205	EVM	<button>Delete</button>
Help	ExtCallerSearch	Always Answer Message	EVM	<button>Delete</button>
Help	ExtCallerWording		EVM	<button>Delete</button>
Help	HdrFax_Name	message-context	EVM	<button>Delete</button>
Help	HdrFax_Val	fax-message	EVM	<button>Delete</button>
Help	HdrPrivate_Name	Sensitivity	EVM	<button>Delete</button>
Help	HdrPrivate_Val	Private	EVM	<button>Delete</button>
Help	HdrUrgent_Name	X-Priority	EVM	<button>Delete</button>
Help	HdrUrgent_Val	1	EVM	<button>Delete</button>
Help	HdrVoice_Name	NINE-version	EVM	<button>Delete</button>
Help	HdrVoice_Val	1.0	EVM	<button>Delete</button>
Help	ServerIP	10.32.24.70	EVM	<button>Delete</button>
Help	ServerPort	143	EVM	<button>Delete</button>
Help	SuperLogin	mutare	EVM	<button>Delete</button>
Help	SuperPwd	#1554#SF3CotfyEYs5FWwWhe==	EVM	<button>Delete</button>
Help	UserEvents	Yes	EVM	<button>Delete</button>

Cancel
Save

Powered By: Mutare

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 displays the Mutare EVM Plus Enhanced Voice Messaging administration interface. At the top, the Mutare logo is on the left, and the user is logged in as 'System Admin'. 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. The table has columns for 'Device Name / Description', 'Msg Options', 'Delivery Method', and 'gSTT'. Five devices are listed: Cellular EVM, Streaming EVM, SMS EVM, Desktop EVM, and EVM3. Each device entry includes a description, a 'Send' dropdown (set to 'User'), 'Voice' and 'Fax' dropdowns (set to 'None'), a 'Delivery Method' dropdown, and a 'gSTT' dropdown. The 'Desktop EVM' and 'EVM3' entries have 'Email' selected for the delivery method. Each device entry has 'CONFIG' and 'DELETE' buttons. At the bottom of the table is an 'ADD' button. A 'SAVE' button is located at the bottom right of the configuration area. The footer indicates 'Powered By: Mutare'.

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

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 in the Mutare EVM Plus Enhanced Voice Messaging interface. The page is titled 'EVMDevice Email' and includes a 'Copy from Device' dropdown menu. The 'From Address' field is set to 'evm3server@gmail.com' and has a '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 a complex HTML template with a table structure. A 'SAVE' button is located at the bottom right of the configuration area. The page footer indicates 'Powered By: Mutare'.

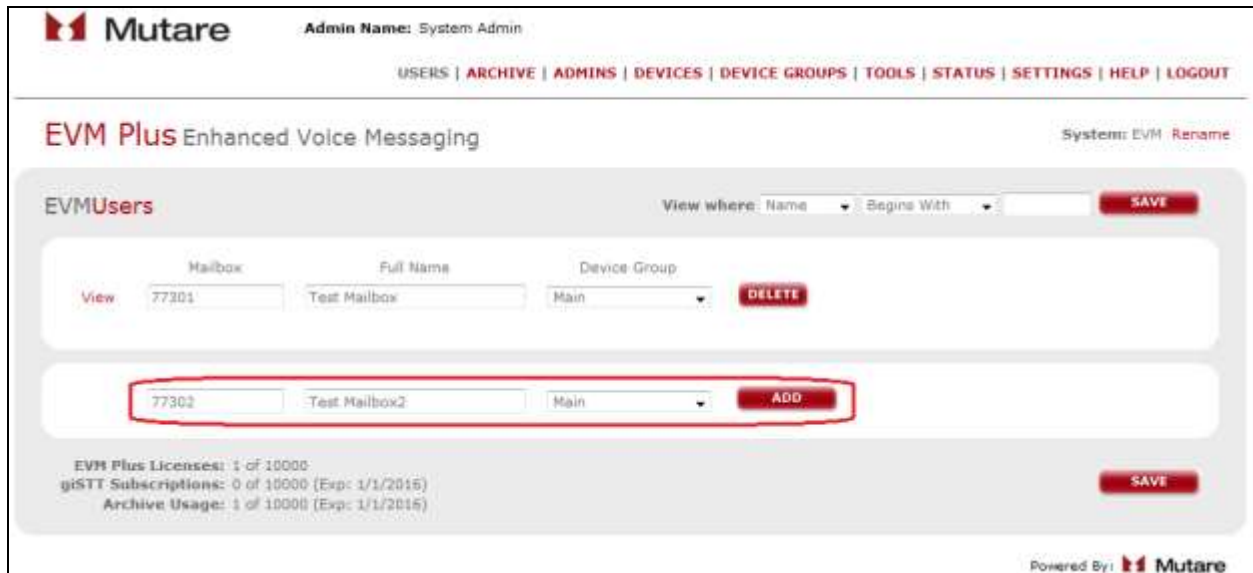
6.1.5 Configure EVM Device Groups

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 in the Mutare EVM Plus Enhanced Voice Messaging interface. The page is titled 'EVMDevice Groups' and includes a 'Devices' list on the left and a 'Devices in Group' list on the right. The 'Devices' list contains 'Cellular EVM', 'SMS EVM', and 'Streaming EVM'. The 'Devices in Group' list contains 'Desktop EVM' and 'EVM3'. A 'Delete' button is next to the 'Devices in Group' list. The 'Language' dropdown is set to 'English-US'. An 'Enable gSTT' checkbox is located below the 'Devices in Group' list. At the bottom, there is an 'Add new Group using Language' dropdown set to 'English-US' and an 'Add' button. The page footer indicates 'Powered By: Mutare'.

6.1.6 Add EVM Users

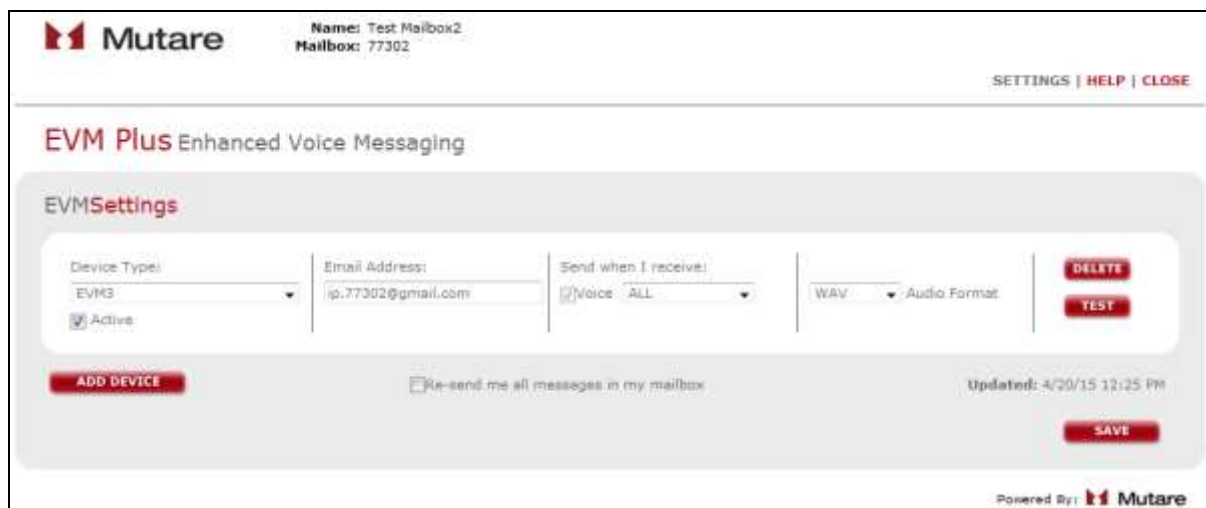
Navigate to the **EVM Users** webpage to add a user by clicking on the **Users** option at the top of the page. The following example shows user 77302 being added. Specify the **Mailbox** extension, **Name**, and the **Device Group**. Click **Add** to add the user to the EVM database.



The screenshot shows the Mutare EVM Plus Enhanced Voice Messaging Users page. The page has a navigation bar with links: USERS | ARCHIVE | ADMINS | DEVICES | DEVICE GROUPS | TOOLS | STATUS | SETTINGS | HELP | LOGOUT. The page title is EVM Plus Enhanced Voice Messaging. The system name is EVM. The page shows a table with columns: Mailbox, Full Name, Device Group, and a View link. A new user is being added with Mailbox 77302, Full Name Test Mailbox2, and Device Group Main. The ADD button is highlighted with a red box. The page also shows license information: EVM Plus Licenses: 1 of 10000, giSTT Subscriptions: 0 of 10000 (Exp: 1/1/2015), and Archive Usage: 1 of 10000 (Exp: 1/1/2015). The page is 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). 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.



The screenshot shows the Mutare EVM Plus Enhanced Voice Messaging EVMSettings page. The page has a navigation bar with links: SETTINGS | HELP | CLOSE. The page title is EVM Plus Enhanced Voice Messaging. The user name is Test Mailbox2 and the mailbox is 77302. The page shows the EVMSettings form with fields for Device Type (EVM3), Email Address (ip.77302@gmail.com), Send when I receive (Voice ALL), and Audio Format (WAV). The ADD DEVICE button is highlighted with a red box. The page also shows a checkbox for Re-send me all messages in my mailbox and a SAVE button. The page is 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.



The screenshot shows the EVM Archive configuration page. At the top, the Mutare logo is on the left, and 'Admin Name: System Admin' is on the right. Below this is a navigation bar with links: USERS | ARCHIVE | ADMINS | DEVICES | DEVICE GROUPS | TOOLS | STATUS | SETTINGS | HELP | LOGOUT. The main header area displays 'EVM Plus Enhanced Voice Messaging' on the left and 'System: EVM' on the right. The central section is titled 'EVM Archive' and contains two links: 'Usage Report' and 'Archived Messages'. To the right of these links is a section titled 'Archive Enabled Groups:' with a list containing 'Main' and a checked checkbox. A red 'SAVE' button is located at the bottom right of the configuration area. The footer of the page states 'Powered By: Mutare'.

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.

The screenshot shows the 'Msg Monitor Config' application window. It is divided into two main sections. The left section, titled 'SQL Database Setup', contains fields for 'SQL IP' (127.0.0.1), 'DB Name' (Monitor), 'SA Password' (3vm:Mut@r3), and 'DB User' (monuser). There are 'Add', 'Valid', 'Reset', and 'Copy Connect String' buttons. The right section, titled 'Sites', has a 'Site Name' dropdown menu showing '(1)-MsgMon' with 'Add' and 'Del' buttons. Below this is a 'Serial #' field (131506) and a 'License Key' field (rtIS6UH9NTIDi/m+hkBz7/GRMIDp7pBRkzNUR90qX+x32va8=). A box below the license key displays 'Users: 1000' and 'MAC/IP: 192.168.100.205'. At the bottom right, there is a 'System MAC/IP Addresses' dropdown menu set to 'Choose One' and a 'Copy MAC' button.


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 screenshot shows the 'Message Monitor - Administrator Login' page. It features the Mutare Software logo at the top. Below the logo are two input fields: 'Admin ID' with the value 'admin' and 'Password' with masked characters. A 'Login' button is positioned below these fields. At the bottom of the page, it says 'Powered By: Mutare Software' with the logo.

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: rt!S6UH9NTIO/m+hkBz7/GRMIOp7pBRkzNUR9OqX+x32va8= [Update](#)

Licenses: 1000 - MAC/IP: 192.168.100.205

Powered By: 

v1.1.3 (1/7/15)

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

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

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

Top 25 ☐ Every 15 seconds Mailbox

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

Mailbox: 77301 Name: Test 77301

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

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


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

0 Total Agents - Show Agents where Agent ID begins with

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

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**.



System: MsgMon [Rename](#)

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

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

Message Monitor / Escalation

[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	<div style="display: flex; flex-direction: column; gap: 5px;"> <div>1: Escalation Agent</div> <div>2: Escalation Agent</div> <div>3: <Select></div> <div>4: <Select></div> <div>5: <Select></div> <div>6: <Select></div> </div>

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.

The screenshot shows the MM Test application window. The configuration fields are as follows:


- IP: 10.32.24.70
- Port: 143
- Login: mutare
- Pwd: [masked]
- Folder/Mbx: INBOX (dropdown), 77301 (text)
- Auth: CRAM-MD5 (dropdown)
- Connect button
- Use SSL: ☐
- Download Messages: ☐
- Super User: ☒

Below the configuration fields, there is a message list showing "Message 1 of 1". A "Delete Msg" button is located to the right of the message list. The message content is displayed in a text area:

```
UID=544
EDate=20-Apr-2015 12:31:41 -0400
Flags=notified VOICE
Return-Path: <IP.77302@devcon-aam.avaya.com>
X-AV-SASL-USER: aic
Received: from devcon-aam.avaya.com (localhost.localdomain [127.0.0.1])
        by devcon-aam.avaya.com (Postfix) with ESMTP id 15320D4051
        for <77301.IP@devcon-aam.avaya.com>; Mon, 20 Apr 2015 12:31:30
Date: Mon, 20 Apr 2015 12:31:30 -0400 (EDT)
From: "IP 77302" <IP.77302@devcon-aam.avaya.com>
To: 77301 IP <77301.IP@devcon-aam.avaya.com>
Message-ID: <1264017.143.1429547499494.JavaMail.mango@devcon-aam.a
Subject: Voice Message from IP 77302 (77302)
X-Priority: 3
X-Avaya-Cacheld: ADOMD-VMX:1.0_0_c98af1ede0e54bdd8c2ddcb66a6f25d
Message-Context: voice-message
X-AV-CALLER-ID: 77302
X-AV-From-Subscriber: 77302
X-Avaya-Display-Duration: 5890
X-AV-Original-Subject: Voice Message from IP 77302 (77302)
```

At the bottom of the window, there is a field for "UIDs to retrieve:" with the value "1" and a "thru" field with the value "2147483647".

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


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)
Current Cycle Progress: Done - 2 of 2 Active Users
Previous Cycle Start (Duration): 4/20/2015 12:31:22 PM (0 Sec)

Last EVM Sent: 4/14/2015 4:46:25 PM (139 Hours, 46 Mins, 1 Sec)
Last giSTT Cycle: 4/20/2015 12:32:26 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	XScribe	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

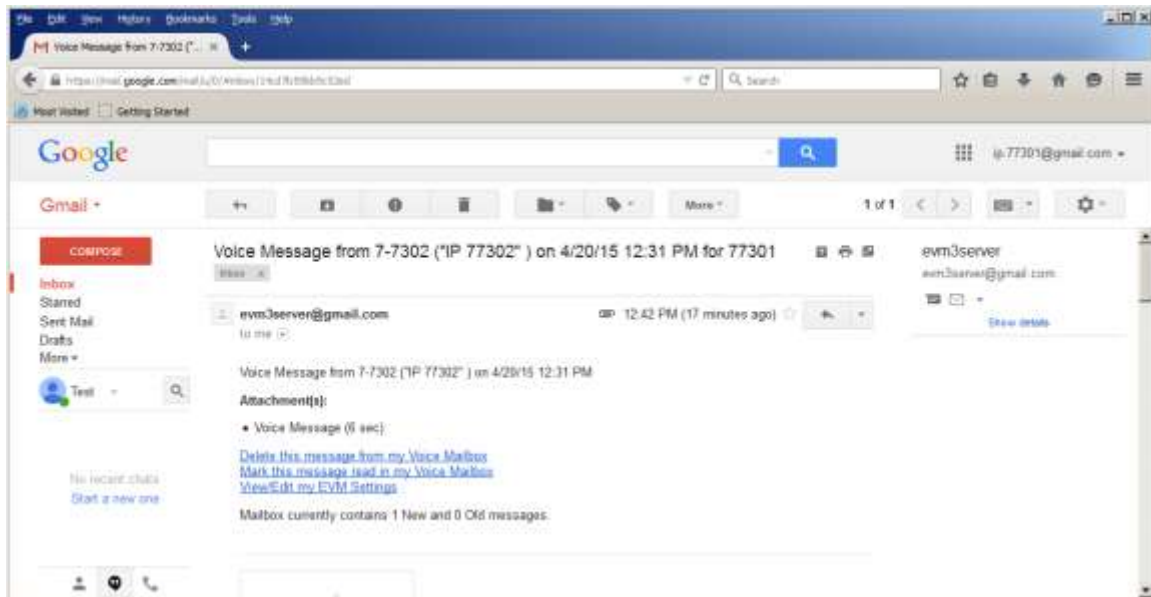
Event Log (Last 5) - [More](#)

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 11:37:36 AM	Error Email FAILED	No Admin Emails Configured
Info	4/20/2015 11:37:35 AM	Service Started	

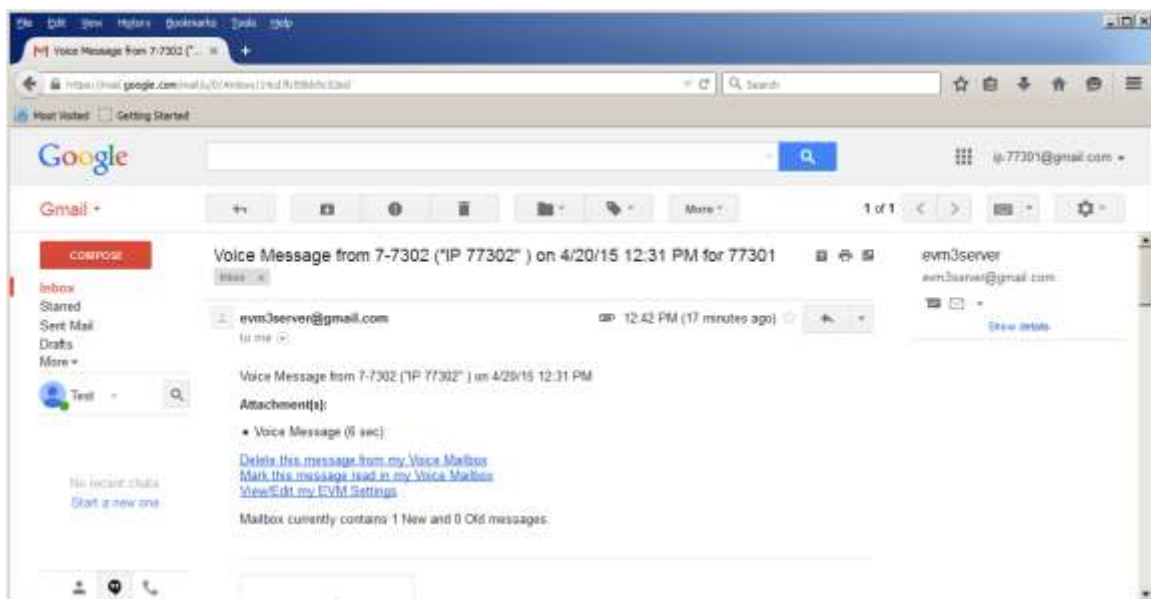
[View Delete Log](#)
[View Admin Log](#)

Powered By:  Mutare

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



The voicemail email appears as follows when opened when the *Desktop EVM* device group is used.




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	RTT Bytes	Seconds	Pages	gRTP
77302@devcon-sam.avaya.com	Voice Message from IP 77302 (77302)	4/14/2015 4:45:51 PM	VOICE	7-7302	25344	20898	3	0	NO
77301@devcon-sam.avaya.com	Voice Message from 77301 IP (77301)	4/14/2015 4:35:40 PM	VOICE	7-7301	49090	17241	4	0	NO
77302@devcon-sam.avaya.com	Voice Message from IP 77302 (77302)	4/14/2015 4:34:34 PM	VOICE	7-7302	43950	22001	6	0	NO
77302@devcon-sam.avaya.com	Voice Message from IP 77302 (77302)	4/14/2015 2:29:11 PM	VOICE	7-7302	55613	18808	5	0	NO
77302@devcon-sam.avaya.com	Voice Message from IP 77302 (77302)	4/14/2015 2:30:20 PM	VOICE	7-7302	36116	12434	3	0	NO
77302@devcon-sam.avaya.com	Voice Message from IP 77302 (77302)	4/14/2015 2:27:31 PM	VOICE	7-7302	31523	18077	4	0	NO
77302@devcon-sam.avaya.com	Voice Message from IP 77302 (77302)	4/14/2015 1:34:40 PM	VOICE	7-7302	96164	34273	9	0	NO
77301@devcon-sam.avaya.com	PW: Voice Message from IP 77302 (77302)	4/14/2015 12:01:16 PM	VOICE		73245	12335	3	0	NO
77301@devcon-sam.avaya.com	PW: Voice Message from IP 77302 (77302)	4/14/2015 12:01:16 PM	VOICE		73245	12335	3	0	NO
77302@devcon-sam.avaya.com	Voice Message from IP 77302 (77302)	4/14/2015 11:59:37 AM	VOICE	7-7302	39172	13584	3	0	NO
77301@devcon-sam.avaya.com	RS: Voice Message from IP 77302 (77302)	4/14/2015 11:56:41 AM	VOICE		102338	20376	5	0	NO
77301@devcon-sam.avaya.com	RS: Voice Message from IP 77302 (77302)	4/14/2015 11:56:41 AM	VOICE		102338	16095	4	0	NO
77302@devcon-sam.avaya.com	Voice Message from IP 77302 (77302)	4/14/2015 11:55:39 AM	VOICE	7-7302	46116	16091	4	0	NO
77302@devcon-sam.avaya.com	Voice Message from IP 77302 (77302)	4/14/2015 11:41:27 AM	VOICE	7-7302	48645	17450	4	0	NO
77302@devcon-sam.avaya.com	Voice Message from IP 77302 (77302)	4/14/2015 11:38:56 AM	VOICE	7-7302	38841	13479	3	0	NO
77302@devcon-sam.avaya.com	Voice Message from IP 77302 (77302)	4/14/2015 11:37:02 AM	VOICE	7-7302	32209	18298	3	0	NO
77302@devcon-sam.avaya.com	Voice Message from 40001 / "0323 40001"	4/14/2015 11:34:25 AM	VOICE	4-0001	80772	20630	7	0	NO
77302@devcon-sam.avaya.com	Voice Message from IP 77302 (77302)	4/14/2015 11:31:30 AM	VOICE	7-7302	39669	21002	5	0	NO
77302@devcon-sam.avaya.com	Voice Message from (Caller Unknown)	4/14/2015 11:27:24 AM	VOICE		57944	20376	5	0	NO
77302@devcon-sam.avaya.com	Voice Message from IP 77302 (77302)	4/14/2015 11:23:43 AM	VOICE	7-7302	94381	30541	8	0	NO
77302@devcon-sam.avaya.com	Voice Message from IP 77302 (77302)	4/13/2015 5:42:59 PM	VOICE	7-7302	55485	19540	5	0	NO
77302@devcon-sam.avaya.com	Voice Message from IP 77302 (77302)	4/13/2015 5:37:49 PM	VOICE	7-7302	60114	21111	6	0	NO
77302@devcon-sam.avaya.com	Voice Message from IP 77302 (77302)	4/13/2015 12:52:23 PM	VOICE	7-7302	38010	20483	5	0	NO
77302@devcon-sam.avaya.com	Voice Message from IP 77302 (77302)	4/13/2015 12:50:25 PM	VOICE	7-7302	36588	19958	5	0	NO
77302@devcon-sam.avaya.com	Voice Message from IP 77302 (77302)	4/13/2015 12:42:36 PM	VOICE	7-7302	51940	18286	5	0	NO

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 Type	Mail Size	Urgent	Mail 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	Voice	4	No	88	1428902294

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




Message Monitor / Escalation

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

[Home](#) > [Escalation](#) > Escalation Details [Help](#)

Show All Matching Records [Refresh](#) [Export to CSV](#)

Escalation Details			
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

Powered By: 

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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