



Avaya Modular Messaging Web Client

Release 5.2

Server Installation and Upgrades

November 2009

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Providing Telecommunications Security

Telecommunications security (of voice, data, and/or video communications) is the prevention of any type of intrusion to (that is, either unauthorized or malicious access to or use of) your company's telecommunications equipment by some party.

Your company's "telecommunications equipment" includes both this Avaya product and any other voice/data/video equipment that can be accessed by this Avaya product (that is, "networked equipment").

An "outside party" is anyone who is not a corporate employee, agent, subcontractor, or is not working on your company's behalf. Whereas, a "malicious party" is anyone (including someone who might be otherwise authorized) who accesses your telecommunications equipment with either malicious or mischievous intent.

Such intrusions might be either to/through synchronous (time-multiplexed and/or circuit-based), or asynchronous (character-, message-, or packet-based) equipment, or interfaces for reasons of:

- Utilization (of capabilities special to the accessed equipment)
- Theft (such as, of intellectual property, financial assets, or toll facility access)
- Eavesdropping (privacy invasions to humans)
- Mischief (troubling, but apparently innocuous, tampering)
- Harm (such as harmful tampering, data loss or alteration, regardless of motive or intent)

Be aware that there might be a risk of unauthorized intrusions associated with your system and/or its networked equipment. Also realize that, if such an intrusion should occur, it might result in a variety of losses to your company (including but not limited to, human/data privacy, intellectual property, material assets, financial resources, labor costs, and/or legal costs).

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The final responsibility for securing both this system and its networked equipment rests with you — Avaya's customer system administrator, your telecommunications peers, and your managers. Base the fulfillment of your responsibility on acquired knowledge and resources from a variety of sources including but not limited to:

- Installation documents
- System administration documents
- Security documents
- Hardware/software-based security tools
- Shared information between you and your peers
- Telecommunications security experts

To prevent intrusions to your telecommunications equipment, you and your peers should carefully program and configure:

- Your Avaya-provided telecommunications systems and their interfaces
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TCP/IP Facilities

Customers might experience differences in product performance, reliability and security depending upon network configurations/design and topologies, even when the product performs as warranted.

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Canadian Department of Communications (DOC) Interference Information

This Class A digital apparatus complies with Canadian ICES-003.

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This equipment meets the applicable Industry Canada Terminal Equipment Technical Specifications. This is confirmed by the registration number. The abbreviation, IC, before the registration number signifies that registration was performed based on a Declaration of Conformity indicating that Industry Canada technical specifications were met. It does not imply that Industry Canada approved the equipment.

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Avaya Inc. declares that the equipment specified in this document bearing the "CE" (*Conformité Européenne*) mark conforms to the European Union Radio and Telecommunications Terminal Equipment Directive (1999/5/EC), including the Electromagnetic Compatibility Directive (89/336/EEC) and Low Voltage Directive (73/23/EEC).

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COMPAS

This document is also available from the COMPAS database. The COMPAS ID for this document is 142584.

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Preface

This section contains the following topics:

- [Purpose](#) on page 7
- [Audience](#) on page 8
- [Related documents](#) on page 8
- [Availability](#) on page 8

Purpose

This guide provides information about installing the Web Client software. You can install Web Client software on the server for Modular Messaging Web Client.

This guide contains the following sections:

Section	Description
Introduction on page 9	Explains the basic architecture of Avaya Modular Messaging and Modular Messaging Web Client
Prerequisites on page 13	Explains prerequisites for the hardware and software required for the Web Client server and the Modular Messaging system
Installation on page 19	Provides step-by-step installation procedures
Upgrades on page 31	Provides step-by-step upgrade procedures

Note:

This guide does not provide information about installing the Web Client software on Avaya Aura™ System Platform. For information about installing Web Client software on system platform, see *Installing Avaya Modular Messaging on a Single Server Configuration* in the *Modular Messaging Documentation* library

Audience

This guide is intended primarily for those who install and configure Modular Messaging Web Client.

Related documents

The following are related documents in the Modular Messaging documentation set:

- *Modular Messaging Concepts and Planning Guide*
- *Modular Messaging for the Avaya Message Storage Server (MSS) Installation and Upgrades*
- *Messaging Application Server Administration Guide for Avaya Modular Messaging with the Avaya MAS and MSS*
- *Modular Messaging Web Subscriber Options Server Installation*
- *Installing Avaya Modular Messaging on a Single Server Configuration*
- *Modular Messaging Web Client Administration and Maintenance*

Note:

You can find all of these documents in the *Modular Messaging Documentation* library, with the exception of the last bullet item. Documentation for Modular Messaging Web Client is included on the *Modular Messaging Web Client* software media.

Availability

Copies of this document are available from one or both of the following sources:

Note:

There is no charge to download documents through the Avaya Web site.

- Avaya online support Web site:
<http://support.avaya.com>
- *Modular Messaging Web Client* software media

Chapter 1: Introduction

This section introduces the architecture of Modular Messaging and the components that make up a Modular Messaging system. This section includes the following topics:

- [Messaging application server](#) on page 9
- [Message Storage Server](#) on page 9
- [Web Client server](#) on page 10
- [Web Subscriber Options server](#) on page 10

Messaging application server

The system must include at least one messaging application server (MAS), but might include several, depending on system capacity. One MAS or a group of MASs is referred to as a voice mail domain.

The MAS software can reside on a customer-provided computer or on Avaya-provided hardware with a Windows operating system. Avaya-provided hardware can be a server in the S3500, S8730, or S8800 1U family.

Note:

Avaya does not support S3400-family server hardware from Release 5.0.

For information about installing the MAS software, see *Modular Messaging for the Avaya Message Storage Server (MSS) Installation and Upgrades* on the *Modular Messaging Documentation* library. For information about administering the MAS, see *Messaging Application Server Administration Guide for Avaya Modular Messaging with the Avaya MAS and MSS* in the *Modular Messaging Documentation* library.

Message Storage Server

In order to use Modular Messaging Web Client, the system must include one Avaya Message Storage Server (MSS). The MSS software resides on an Avaya message server platform with a LINUX operating system. The Avaya message server can be a server in the S3500, S8730, or S8800 1U family.

Note:

Avaya does not support S3400-family server hardware from Release 5.0.

For information about installing the MSS software, see the *Modular Messaging for the Avaya Message Storage Server (MSS) Installation and Upgrades* in the *Modular Messaging Documentation* library. For information about administering the MSS, see the online Help that comes with the software or the MSS administration topics in the *Modular Messaging Documentation* library.

Web Client server

The Modular Messaging Web Client server supports access to client mailboxes on the MSS. The server provides this access through the corporate local area network (LAN).

Note:

The Web Client server does not support access to other voice messaging systems, such as ARIA, SERENADE, or INTUITY AUDIX.

A Web Client server can support multiple Modular Messaging systems.

The Web Client server software can reside on a customer-provided computer or on Avaya-provided hardware. Avaya-provided hardware can be a server in the S3500, S8730, or S8800 1U family.

Note:

Avaya does not support S3400-family server hardware from Release 5.0.



Important:

You can install Web Client on the same server that is being used for Web Subscriber Options. However, you cannot install Web Client on the MAS or on the same server with other MAS applications that belong to the voice mail domain. For example, you cannot install Web Client on the tracing server or on a supplementary server. The system does not function properly if Web Client is installed on a server that belongs to the voice mail domain.

For information about administering the Web Client server, see *Modular Messaging Web Client Administration and Maintenance* on the *Modular Messaging Web Client* software media.

Web Subscriber Options server

This server supports access to Modular Messaging Web Subscriber Options. The Web Subscriber Options server obtains and updates subscriber information stored on the MAS.

A Web Subscriber Options server can support a single Modular Messaging voice mail domain.

The Web Subscriber Options server software can reside on the following servers:

- [Messaging application server](#)
- [Web Client server](#)
- A stand-alone server

This server can be a customer-provided computer or Avaya-provided hardware. Avaya-provided hardware can be a server in the S3500, S8730, or S8800 1U family

Note:

Avaya does not support S3400-family server hardware from Release 5.0.

For information about installing the Web Subscriber Options server, see *Modular Messaging Web Subscriber Options Server Installation* in the *Modular Messaging Documentation* library.

Chapter 2: Prerequisites

This section describes the prerequisites that must be met before you can install the Web Client server software.

As the installer, you must have an administrative log-in account and password for the Web server that you will use for Web Client. You must also have working knowledge of Windows Server 2003 administration.

This section contains the following topics:

- [Hardware prerequisites](#) on page 13
- [Software prerequisites](#) on page 14
- [System prerequisites](#) on page 16
- [Prerequisite testing](#) on page 17

Hardware prerequisites

Important:

The Web Client server software can reside on a customer-provided computer or on Avaya-provided hardware. Avaya-provided hardware can be a server in the S3500, S8730, or S8800 1U family. You can install Web Client on the same server that is being used for Web Subscriber Options. However, you cannot install Web Client on the messaging application server (MAS) or on the same server with other MAS applications that belong to the voice mail domain. For example, you cannot install Web Client on the tracing server or on a supplementary server. The system does not function properly if Web Client is installed on a server that belongs to the voice mail domain.

Note:

Avaya does not support S3400-family server hardware from Release 5.0.

If you are using a customer-provided computer for the Web server, verify that the computer meets the following hardware requirements:

- 2.0-gigahertz (GHz) Pentium IV or equivalent processor
- 1 gigabyte (GB) RAM
- 80 gigabytes (GB) of available space on the hard disk drive

This space must be in Windows NT file system format.

Note:

Only 350 MB of space is required for the software alone, but 80 GB is required for the software to operate in the customer environment.

- Modem
- DVD-ROM drive
- Network interface card (NIC)

The NIC is required in the server to connect to the corporate local area network (LAN).

- LAN connectivity with a speed of 100 megabits per second (Mbps)

Before you install and administer the Modular Messaging Web Client server, ensure that the hardware is installed on the network at the customer site. For more information about installing Avaya hardware, see *Modular Messaging for the Avaya Message Storage Server (MSS) Installation and Upgrades* in the *Modular Messaging Documentation* library.

Software prerequisites

Verify that the Web Client server and the client computers meet the following software prerequisites.

Server software

You need the *Modular Messaging Web Client* software media to install the Web Client server software.

If you are using a customer-provided computer for the Web server, verify that the computer meets the following software requirements:

- One of the following versions of Windows Server 2003, including Service Pack 2 (SP2)
 - Web Edition
 - Standard Edition



Important:

If you install the Web Client for users who will select a multibyte display language on their local machines, keep the following guidelines in mind:

- You must install the Windows East Asian language pack on the server in order for the system to display languages properly on the client machines.

- If you change your regional and language options in Windows Server 2003 to a multibyte language, the Web Client might display corrupt characters on the client machines. For more information about regional and language options, see your Windows Server 2003 documentation.
- Internet Information Services (IIS) 6.0

**CAUTION:**

After you install Windows Server 2003, verify that the server is running in IIS 6.0 and not IIS 5.0 isolation mode. For more information about verifying your IIS settings, see [Verifying Internet Information Services](#) on page 33. For information about verifying your port settings for IIS, see [Verifying port settings](#) on page 25.

- One of the following versions of Internet Explorer
 - Internet Explorer 6 with SP1
 - Internet Explorer 7
 - Internet Explorer 8
- Virus protection software with the latest updates (recommended)

**CAUTION:**

Avaya recommends that you perform the following actions:

- Install the Web Client server software directly on a server without using Terminal Services.
- Verify that any applicable drivers for your Ethernet LAN are up-to-date on your server. If they are not, you might not be able to proceed with your installation or upgrade of the Web Client server software.
- Save an image of the server before you start the installation. This image should include all network settings, the required Windows operating system, service packs, and other software. If it becomes necessary, you can quickly restore the server to its initial configuration.
- Install and routinely update Windows security patches to protect the operating system from known security weaknesses. For recommended Microsoft service packs and security updates, see www.avaya.com/support. For more information on security, see "System security" on the *Modular Messaging Documentation* library.

Client software

Verify that the following software is installed on the client computers:

- One of the following versions of Microsoft Windows
 - Windows XP Professional with SP2

Chapter 2: Prerequisites

- Windows XP Professional N
- Windows Vista Business Edition
- Windows Vista Enterprise Edition
- One of the following versions of Internet Explorer
 - Internet Explorer 6 with SP1
 - Internet Explorer 7
 - Internet Explorer 8



CAUTION:

Users who log on to Web Client with an unsupported browser might receive a one-time warning message. If users are allowed to log on with an unsupported browser, Web Client features might not function properly.

System prerequisites

The following table describes minimum Modular Messaging system requirements for use with the Web Client.

Message server type	Minimum release
Avaya Modular Messaging system	5.2
Message Storage Server (MSS)	5.2

Avaya recommends that Modular Messaging is completely installed and working properly before you begin the installation of the Web Client server. For information about installing the Modular Messaging system, see *Modular Messaging for the Avaya Message Storage Server (MSS) Installation and Upgrades* in the *Modular Messaging Documentation* library.

In addition, the Message Storage Server (MSS) must have the following ports enabled to communicate with the Web Client server:

- Port 25 for Simple Mail Transfer Protocol (SMTP)
- Port 389 for Lightweight Directory Access Protocol (LDAP), if you want to use the address look-up features of LDAP

For more information about the Modular Messaging system, see *Modular Messaging Concepts and Planning Guide* in the *Modular Messaging Documentation* library. For information about enabling ports on the MSS, see *Modular Messaging for the Avaya Message Storage Server (MSS) Installation and Upgrades* in the *Modular Messaging Documentation* library.

Prerequisite testing

If the Modular Messaging system is installed, you can verify that the MSS and the Web Client server are networked correctly.

From the Web server, ping the MSS server:

1. Click **Start > Run**.
2. Type **cmd**, and press **Enter**.
3. In the cmd.exe window, type **ping <IP address>**, and press **Enter**.

Use the IP address or server name of the MSS. If the ping to the MSS fails, see your network administrator.

Chapter 3: Installation

This section describes how to install Web Client server software, verify the installation, and complete initial administration tasks on the Web client server. This section also describes how to uninstall or remove Web client server software. This section includes the following topics:

- [Installing Web Client server software Release 5.0](#) on page 19
- [Upgrading Web Client server software from Release 5.0 to Release 5.1](#) on page 21
- [Verifying the installation](#) on page 22
- [Configuring the security options](#) on page 25
- [Completing initial administration](#) on page 26
- [Installing Web Client online help](#) on page 28
- [Uninstalling Web Client server software](#) on page 28
- [Removing Web Client server software](#) on page 29

Installing Web Client server software Release 5.0

Note:

If you have a previous version of Modular Messaging Web Client installed on a server and want to upgrade to Web Client Release 5.0, follow the procedures in [Chapter 4: Upgrades](#) on page 31. If you want to upgrade to Web Client Release 5.1 or 5.2, the system must be running Modular Messaging Web Client Release 5.0. For complete instructions on how to upgrade to Modular Messaging Release 5.1 or 5.2 using Modular Messaging Upgrade application, see the Modular Messaging Upgrade application online help. You can download the Modular Messaging Upgrade application for Release 5.1 and Release 5.2 from <http://support.avaya.com>.

To start the installation:

1. Insert the *Modular Messaging Web Client* software media into your server. The system displays a screen with the following options:
 - **Avaya Modular Messaging Web Client 5.0 Install.** Use this option to install the Web Client Release 5 software. Go to Step 2 of this procedure.
 - **Uninstall Avaya Modular Messaging Web Client 5.0 (Data will be retained).** Use this option when you want to uninstall the the server software but retain the directory of

administered Web Client data. For more information, see [Uninstalling Web Client server software](#) on page 28.

- **Remove Avaya Modular Messaging Web Client 5.0 (All data will be lost).** Use this option when you want to remove the server software and the directory of administered Web Client data. For more information, see [Removing Web Client server software](#) on page 29.
- **Avaya Modular Messaging Web Client 5.0 Installation Guide (Requires Adobe Acrobat Reader).** Use this option to view this installation guide.
- **Avaya Modular Messaging Web Client 5.0 Administration Guide (Requires Adobe Acrobat Reader).** Use this option to view information about administering the Web Client server. For more information, see [Completing initial administration](#) on page 26.

Note:

If the Autorun does not run, browse to the `default.htm` file on the CD-ROM and double-click the file. The system displays a screen with the above mentioned options

2. Select **Avaya Modular Messaging Web Client 5.0 Install.**

The rest of the installation process is described in the following table. In this table, each row relates to a particular dialog box you see as the installation progresses. The information in each row describes how to complete the fields in that dialog box and then proceed to the next dialog box.

Use the following table to complete the Install dialog boxes.

Dialog box	Required action	Notes
Read Me file	Click Continue .	_____
Avaya Modular Messaging Web Client Installation (Welcome dialog box)	Click Next .	_____
Software License Agreement	Click I Agree .	_____
Modular Messaging Web Client Installation (Tell Me About dialog box)	<ol style="list-style-type: none"> 1. Review any topics of interest. 2. In the body of the dialog box, click Next. 3. Select Continue With Install. 4. At the bottom of the dialog box, click Next. 	You can view information about the documentation, or you can continue the installation.

Dialog box	Required action	Notes
Modular Messaging Web Client Installation (Select Destination Directory dialog box)	<ol style="list-style-type: none"> 1. Accept the default destination folder on the C: drive, or navigate to a different location. 2. Click Next. 	
Modular Messaging Web Client Installation (Backup Replaced Files? dialog box)	Select Yes , and click Next .	Avaya recommends that you complete a system backup before starting the installation.
Select Program Group	Leave the default as is, and click Next .	_____
Modular Messaging Web Client Installation (Ready to Install dialog box)	Click Next .	_____
Installing	<p>Wait for the system to display the next dialog box.</p> <p>Caution: If you see any messages asking whether you want to overwrite newer files, click No.</p>	_____
Modular Messaging Web Client Installation (Installation Completed! screen)	<ol style="list-style-type: none"> 1. Click Finish. 2. To restart the server, click OK. 3. After the restart completes, log on again to the server. <p>The system registers several Web Client files. Wait for file registration to complete.</p>	_____

Upgrading Web Client server software from Release 5.0 to Release 5.1

If you are upgrading from Release 5.0 to Release 5.1, use the Modular Messaging 5.1 Upgrade application. For more information about how to use the Modular Messaging 5.1 Upgrade application for upgrading your Modular Messaging software, see the Modular Messaging 5.1 Upgrade application online help. You can download the Modular Messaging 5.1 Upgrade application from <http://support.avaya.com>.

Upgrading Web Client server software from Release 5.0 or Release 5.1 to Release 5.2

If you are upgrading from Release 5.0 or Release 5.1 to Release 5.2, use the Modular Messaging 5.2 Upgrade application. For more information about how to use the Modular Messaging 5.2 Upgrade application for upgrading your Modular Messaging software, see the Modular Messaging 5.2 Upgrade application online help. You can download the Modular Messaging 5.2 Upgrade application from <http://support.avaya.com>.

Verifying the installation

This section includes the following topics:

- [Verifying Web Client components](#) on page 22
- [Running Install Verify Test \(Ivy\)](#) on page 23
- [Verifying port settings](#) on page 25

Verifying Web Client components

When you installed Modular Messaging Web Client, the system installed all the components needed to run, configure, and monitor the use of the application, including:

- **Modular Messaging Web Client.** Users gain access to this interface by logging on to their mailboxes through the URL for the Web Client server:

`http://<server name>/webmsg`

Note:

Users of this interface can select the language in which they want the interface to display.

- **Modular Messaging Web Client Administration and Maintenance tools.** Administrators use this interface to configure and maintain the Web Client server. For more information about this interface, see [Completing initial administration](#) on page 26, the online Help system contained within the administration interface, or *Modular Messaging Web Client Administration and Maintenance* on the *Modular Messaging Web Client* software media.

Note:

The administration interface is available in English only.

- **Modular Messaging Web Client Tools program group.** You can use these tools to verify the installation and connectivity of the Web Client server and to maintain the server. You can access these tools from the **Start** menu of the Web Client server by clicking **Programs > Avaya Modular Messaging Web Client Tools**. Tools include the following:
 - **Connectivity Test.** You can use this tool to verify connectivity between message servers and the Web server, after you have added message servers. For more information, see [Configuring and verifying the message servers](#) on page 27.
 - **Install Verify Test - Ivy.** You can use this test to verify and diagnose the installation of the Web Client server. For more information, see [Running Install Verify Test \(Ivy\)](#) on page 23.
 - **Reset Web Server.** If you reset the Web server, the Web server stops and then re-starts. This might be required, for example, if you are having problems with IIS.

Note:

You can also test for IIS problems and reset the Web server through the Web Client Administration pages. For more information, see the online Help system contained within the administration interface or *Modular Messaging Web Client Administration and Maintenance* on the *Modular Messaging Web Client* software media.

- **Start Web Server.** You can start the Web server after you complete any needed system maintenance.
- **Stop Web Server.** You can stop the Web server to perform system maintenance.
- **UMLog Viewer.** Technical support representatives can use this log viewer to troubleshoot problems with your system.

Running Install Verify Test (Ivy)

About Ivy

Use the Install Verify Test (Ivy) to verify and diagnose the Modular Messaging Web Client installation. Ivy uses system data to create a report in plain ASCII format. You can do the following:

- Save and print the Ivy report.
- Change the filter for viewing data.
- Create different baselines for comparisons.

When you open Ivy from the Modular Messaging Web Client Tools program group, the tool starts automatically. The tool checks each Modular Messaging Web Client file against the database for the following:

- File name
- Location

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- Size
- Date
- Version
- Windows registry entry

About the Ivy report

The status bar in the Install Verify window displays each file name as that file is being checked.

When the verification is complete, the window displays the Ivy report. The default is to create a report that shows only errors and warnings. You can change the information that is shown by clicking the stoplights on the toolbar. Red shows only errors, yellow is the default that shows both errors and warnings, and green shows all files. Errors appear against a red background, and warnings appear against a yellow background.

The Ivy report is made up of a row of tabs. If you enable the default that shows both errors and warnings and the fields of a selected tab are empty, no errors or warnings are present.

The tool displays the information contained in the Ivy database on the first line for each file and the information found on the Web server on the second line. The tool displays only information that differs from one database to another. A blank column on the second line indicates that the information matches.

When you review a report, you might notice some warnings for differences that you do not need to address. For example, a newer version of a system file present on the server is usually not replaced with an older version, but the Ivy report displays the difference. You can exclude these differences from future Ivy reports when you set the baseline. You should address all errors that the system displays in a report.

You can create a baseline of the Ivy report either from the **Tools** menu or from the magnifying glass icon on the toolbar. A baseline file contains information about the Ivy database and system differences at the time the baseline was created.

Establishing a baseline report

To establish a baseline report:

1. On the Web Client server, click **Start > Programs > Avaya Modular Messaging > Web Client Tools > Install Verify Test - Ivy**.
The system checks the program files. The process might take a few minutes.
2. Click each tab in the Ivy window, and verify that no errors exist. Errors appear in red.
3. On the **Tools** menu, click **Make Baseline**.
4. Specify saving the file to the default folder, and click **Save**.
5. In the **Select Output** dialog box, select **All Entries**, and click **OK**.
6. When you are ready to close Ivy, click **File > Exit**.

The baseline file is not used automatically when Ivy creates future reports. To view the differences between an Ivy report and the baseline, on the **Tools** menu, click **Compare to Baseline**. The system displays a new report that shows only the errors and warnings that are not in the baseline file.

Verifying port settings

The Web Client installation process creates the virtual Web directory *webmsg* under the Default Web Site of Internet Information Services (IIS). The Default Web Site uses port 80 as the default Transmission Control Port (TCP) port. If you are using the default port and port 80 is closed on the Web server, you must open port 80 on the Web server. To open port 80 on the Web server:

1. Click **Start > Run**, and type `secpol.msc`.
The system launches the Local Security Policy snap-in.
2. In the left pane, under **Security Settings**, click **IP Security Policies on Local Computer**.
3. Right-click **Block TCP 80 Filter**, and click **unassign**.
The **Policy Assign** column displays *no*.

Configuring the security options

Use the procedure described in this section to configure the security settings. Complete the following steps to change the security settings:

- Navigate to the *webmsg\ADMIN* directory on the server where you installed the Web Client.
- In the command prompt, type `wmWebAdmin2k3.exe CWA "C:\Program Files\Avaya\webmsg" webmsg`.

The system displays Web Client Configuration dialog box.

1. The Web Client Configuration dialog box displays the following security options:
 - **None**. This options supports only HTTP.
 - **None or SSL**. This options supports both HTTP and HTTPS.
 - **SSL Only**. This options supports only HTTPS.
2. Click **None** or **SSL** or **SSL Only**.
These options enable secure communication.
3. Select one of the following:

- Create a new certificate

The system creates a new certificate file with *.pfx* extension. You must select this option if you want the system to create a certificate.

- Select an existing certificate

Browse to select an existing certificate file with *.pfx* extension. You must select this option if you want to use an existing certificate.

4. In **PFX Password** field, enter the password of the PFX certificate.
5. Click **Next**.
6. Click **Finish** when the configuration is complete.

Completing initial administration

After you successfully install the Web Client server and verify the installation, you can complete basic administration tasks from the Web Client administration interface.

Note:

Before you administer the Modular Messaging Web Client server, the server must be installed on the network at the customer site.

To log on to the administration interface:

1. In your browser, enter the following URL:

http://<server name>/webmsg/admin

(for example, <http://uccweb.rnd.avaya.com/webmsg/admin>).

The system displays the Administration and Maintenance logon page.

2. In the **Log On** field, type **admin**, and type the default password, **admin1**.
3. Click **Log On**.

The system displays the Administration and Maintenance page.

Initial administration tasks that you should complete include the following:

- [Configuring and verifying the message servers](#) on page 27
- [Configuring Web Client options and settings](#) on page 27

For more information about administration and maintenance tasks completed within the Web Client administration interface, see the online Help system contained within the administration interface or *Modular Messaging Web Client Administration and Maintenance* on the *Modular Messaging Web Client* software media.

Configuring and verifying the message servers

From the Message Servers page of the Web Client administration interface, you must configure the message servers that will communicate with the Web Client server. To configure message servers, follow the instructions in "Message Servers page" in the administration online Help system or in *Modular Messaging Web Client Administration and Maintenance* on the *Modular Messaging Web Client* software media.

You can use the Connectivity Test to verify the connectivity between the Web Client server and the message servers that you administered for the Web Client. The Connectivity Test verifies the name and IP address of the Web Client server and where the Web Client resides. The test also checks the following criteria:

- The Web Client server is configured for network access.
- Internet Information Services (IIS) is running on the Web server.
- A connection to the message servers exists.

To run the Connectivity Test:

1. On the Web Client server, click **Start >Programs > Avaya Modular Messaging Web Client Tools > Connectivity Test**.
2. To test all the message servers that you configured for the Web Client, click **Test All**.
The tool automatically tests connectivity to each server.

Configuring Web Client options and settings

From the Options and Settings page of the Web Client administration interface, you can configure parameters that affect how subscribers use the Web Client. For example, you can configure the following parameters:

- Web server timeout
- Corporate logo
- Web Link Control
- Feature options such as message notification and subject edit
- Message creation options such as message text and attachments
- Message options such as message copy and paste
- Search options
- Voice player options
- Restricted English version of Web Client user interface
- Message of the day

- Executable scripting in messages

For more information about these parameters and how to configure them, see the "Options and Settings page" section in the administration online Help or in *Modular Messaging Web Client Administration and Maintenance* on the *Modular Messaging Web Client* software media.

Installing Web Client online help

After you successfully install the Web Client server and verify the installation, you can install Web Client online help.

To install the Web Client online help for Release 5.1:

1. Run **MM51WCHelpUpdate.exe** from the **Patch** folder.
2. System displays the installation progress dialog.
3. On completion, system displays **Installation successfully complete** dialog box.
4. Click **OK** to complete the installation.

To install the Web Client online help for Release 5.2:

5. Run **MM52WCHelpUpdate.exe** from the **Patch** folder.
6. System displays the installation progress dialog.
7. On completion, system displays **Installation successfully complete** dialog box.
8. Click **OK** to complete the installation.

Uninstalling Web Client server software

You uninstall the Web Client server software when you want to uninstall the software but retain the directory of administered Web Client data. The system stores this data at **C:\Program Files\Avaya\webmsg\Data**. You should use this method when you want to uninstall and then reinstall the server software.

To uninstall Modular Messaging Web Client server software:

1. On the Web Client server, click **Start > Settings > Control Panel > Add/Remove Programs**.
2. Select **Avaya Modular Messaging Web Client** from the list of programs.
3. Click **Change/Remove**.

4. Proceed with the uninstall of the Modular Messaging Web Client software as you would to uninstall any program through Windows.

The system uninstalls the Web Client server software and retains your directory of administered Web Client data.

Note:

You can also uninstall Web Client server software by using the *Modular Messaging Web Client* software media:

1. Insert the *Modular Messaging Web Client* software media.
2. Select **Uninstall Avaya Modular Messaging Web Client 4.0 (Data will be retained)**.

Removing Web Client server software

You remove the Web Client server software when you want the system to remove the server software and the directory of administered Web Client data. The system stores this data at `c:\Program Files\Avaya\webmsg\Data`. You should use this method if you are planning to use the server for a purpose other than the Web Client.

To remove Modular Messaging Web Client server software:

1. Insert the *Modular Messaging Web Client* software media.
2. Select **Remove Avaya Modular Messaging Web Client 4.0 (All data will be lost)**.

Chapter 4: Upgrades

This section describes how to upgrade from an existing installation of Web Client to Web Client Release 5.2.

 **Important:**

If you want to upgrade to Web Client Release 5.1 or 5.2, the system must be running Modular Messaging Web Client Release 5.0. For complete instructions on how to upgrade to Modular Messaging Release 5.1 or 5.2 using Modular Messaging Upgrade application, see the Modular Messaging Upgrade application online help. You can download the Modular Messaging Upgrade application for Release 5.1 and Release 5.2 from <http://support.avaya.com>.

This section includes the following topics:

- [Upgrading Web Client on S3500 server, S8730 server, S8800 1U server or customer-provided computer](#) on page 31

Note:

Avaya does not support S3400-family server hardware from Release 5.0.

Upgrading Web Client on S3500 server, S8730 server, S8800 1U server or customer-provided computer

When you upgrade an existing installation of Web Client to Web Client Release 5.0 on S3500 server, S8730 server, S8800 1U server or customer-provided computer, complete steps in the following sequence:

 **Important:**

If you are using a customer-provided computer, you might need to upgrade your hard drive before upgrading to Web Client Release 5. In order for the Web Client software to operate properly, your server must have at least 80 GB of available space on the hard disk drive. If the hard disk drive of your server is smaller than 80 GB, you must replace the hard drive or add a hard drive to the server before you begin the upgrade process.

1. Back up Web Client data. For more information, see [Backing up Web Client data](#) on page 32.

2. Uninstall existing version of the Web Client. For more information, see [Uninstalling Web Client](#) on page 32.
3. Upgrade the server operating system to Windows Server 2003. For more information, see [Installing server operating system](#) on page 33.
4. Verify the server settings for Internet Information Services (IIS). For more information, see [Verifying Internet Information Services](#) on page 33.
5. Install Web Client Release 5 server software. For more information, see [Installing Web Client server software Release 5.0](#) on page 19.
6. Restore Web Client data, if needed. For more information, see [Restoring Web Client data](#) on page 33.
7. Verify the installation. For more information, see [Verifying the installation](#) on page 22.
8. Complete initial administration tasks. For more information, see [Completing initial administration](#) on page 26.

This section includes the following topics:

- [Backing up Web Client data](#) on page 32
- [Uninstalling Web Client](#) on page 32
- [Installing server operating system](#) on page 33
- [Verifying Internet Information Services](#) on page 33
- [Restoring Web Client data](#) on page 33

Backing up Web Client data

- Copy the Web Client Data directory (C:\Program Files\Avaya\webmsg\Data) to a USB storage device, such as a flash drive, memory stick, or equivalent.

Uninstalling Web Client

Before you can install Web Client Release 5.2 software, you must uninstall your existing Web Client software.

 **Important:**

When you uninstall your existing Web Client installation, the system does not remove your directory of administered Web Client data. The system stores this data at C:\Program Files\Avaya\webmsg\Data. Avaya recommends that you back up this directory as a precaution. After you uninstall Web Client, leave the data directory intact.



CAUTION:

Web Client Release 5.2 works only with Windows Server 2003. If you uninstall an earlier version of the Web Client and cannot upgrade your server to Windows 2003, you cannot proceed with the Web Client Release 5.2 installation.

To uninstall an existing version of the Web Client, follow the procedure in [Uninstalling Web Client server software](#) on page 28.

Installing server operating system

For required server software, see [Server software](#) on page 14.

For information about how to install Windows Server 2003, see your Windows documentation.

Verifying Internet Information Services

After you install Windows Server 2003, verify that the server is running in IIS 6.0 mode and not IIS 5.0 isolation mode.

To verify the IIS settings of the server:

1. On the server, open IIS Manager.
2. In the pane on the left side of the interface, expand **YourComputer (local computer)** if it is not already expanded.
3. Right-click on **Web Sites**, and click **Properties**.
4. Click the **Service** tab, and verify that **Run WWW Service in IIS 5.0 isolation mode** is not selected.
5. If you clear the field, click **Apply**, and close IIS Manager.

Note:

If the system asks you if you want to reset IIS, click **Yes**.

Restoring Web Client data

After you install the Web Client server software, copy your Web Client Data directory from your USB storage device back to `C:\Program Files\Avaya\webmsg\Data`.