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**AVAYA**



**Avaya Message Manager**



# **Avaya™ Message Manager**

**Release 5.0**

**Administration**

585-313-513  
Issue 1  
June 2002

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# ABOUT THIS BOOK

## Purpose

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*Avaya™ Message Manager Release 5.0 Administration* (585-313-513) contains installation and troubleshooting instructions for Message Manager administrators.

## Intended Audience

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This book is intended for Message Manager administrators who are ready to install or upgrade to Release 5.0. Readers should have a basic familiarity with current Microsoft® Windows® operating systems. Readers should also be familiar with AUDIX® messaging.

## How This Book Is Organized

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This book is organized as follows:

- Chapter 1, *Introduction*, summarizes Message Manager features and Release 5.0 enhancements.
- Chapter 2, *Preinstallation Requirements*, provides planning information.
- Chapter 3, *Installation*, provides instructions and explanations for each of the Message Manager installation processes.
- Chapter 4, *Troubleshooting*, provides steps for solving common problems.

## Conventions

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This document uses the following conventions:

- Screen names, field names, and menu items have the first letter capitalized. For example: use the File > Print menu option to access the Print screen.
- Screen buttons that you can click appear in bold type, such as **OK** or **Cancel**.

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# INTRODUCTION

# 1

Welcome to Avaya Message Manager, a tool for handling multimedia messages through the convenience of your personal computer.

By using Message Manager, you can access messages stored on your Avaya messaging server visually through a local area network (LAN) connection. You can also compose and respond to messages offline using your computer's resources.

## Standard Features

By using this Microsoft Windows-based application, you can:

- Access your subscriber mailbox through a simple graphic interface. You can play voice messages; view faxes, email, and text messages; and launch or export file attachments in any order. Print message or list information as needed.
- Use Personal folders for sorting and storing messages on your computer, independent of the messaging server. With a soundcard and microphone you can play or record messages on your computer offline. Send these new messages when you next log in.
- Create a Personal Address Book for storing addresses and important information on your computer, independent of the Avaya messaging server.
- Receive, create, and send text messages and attached files on most Avaya messaging servers (DEFINITY AUDIX servers support voice-only messages). Most servers also support the ability to send and receive Internet or other email messages.
- Receive, forward, delete, print, or create fax messages on most servers. If you install the optional fax print drivers, you can also create your own faxes. A Fax Cover Page Wizard is available to help you to create a customized cover page.
- Access your messages remotely using a high-speed modem and networking software that provides secure access to your LAN (availability varies per installation).

## Release 5.0 Enhancements

Message Manager Release 5.0 enhancements include:

- **Unlimited Personal folders.** Create as many Personal folders and subfolders as you need for to store and organize messages on your computer. Move and copy messages between folders using standard Windows operations.

- **Fax cover page names.** Personalize recipient names on a fax cover page for easier distribution at a fax machine.
  - **New fax print drivers.** Create one-step faxes on Microsoft Windows XP and Millennium Edition (Me) systems in addition to other Windows systems.
  - **Improved text messaging.** Take advantage of text messaging improvements:
    - View HTML files, or click on a URL to open that page in a browser.
    - Create multiple signature files.
    - Spell-check messages as they are created or on demand.
- Note:** Avaya messaging servers currently do not support the creation of HTML messages in Message Manager.
- **Main screen customization.** Personalize the main screen by hiding or showing the various toolbars, changing the button size, altering the message list display, and controlling whether or not the component viewers always appear on top.
  - **Improved mailing list function.** Create or update mailing lists easily from the main screen or a message's address list using streamlined screens.
  - **Popup menus.** Right-click messages to access a popup menu of key functions.
  - **Operating system support.** Message Manager runs on Microsoft Windows systems including XP, 2000 (SP2 or later), 98, Me, and NT 4.0 (SP 6 or later).
- Caution:** The Message Manager Fax Print Driver does not work on Windows Server Operating Systems (such as NT Server or 2000 Server). The fax print driver does work on computers running the client version of these operating systems.

## **Additional Information**

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The following information is available to support users and administrators:

- To prepare your Avaya messaging server for Message Manager, refer to the INTUITY AUDIX LX, INTUITY AUDIX R4.4 through R5.1, or DEFINITY AUDIX R3.2.5 or R4.0 library for planning, installation, administration, troubleshooting, or feature information. Documents are available on the <http://www.avaya.com/support> website.
- A *Message Manager Quick Reference* is available in the **document** directory of the Message Manager CD. To customize or print this user information:
  - Edit the **quickref.doc** file using Microsoft Word, or download a free copy of Microsoft Word Viewer from [www.microsoft.com](http://www.microsoft.com) to display and print this file.
  - Display and print the **quickref.pdf** file using Adobe Acrobat Reader. You can download a free copy of Acrobat Reader from [www.adobe.com](http://www.adobe.com).
- A **custom.txt** file allows users to access site-specific information about Message Manager directly from the main screen. Update this file to include any important subscriber information, such as the Avaya messaging server name and addressing information. See *Updating Your Site-Specific Information* on page 13 for details.

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# PREINSTALLATION CONSIDERATIONS

# 2

## Introduction

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This chapter covers installation prerequisites and installation choices for setting up and running Message Manager.

## Avaya Support

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The Avaya Unified Communications Group provides varying degrees of consultative and implementation assistance for your LAN, computer, and telecommunication administrators. You can choose to have a consultant visit your business location or you can work with a consultant remotely (over the phone).

For details, pricing, scheduling, or presales support, please contact your Avaya representative or the Unified Communications Group at one of the following numbers:

- United States, call 877-977-0080.
- Europe/Middle East/Africa region, call 32-2-727-9853.
- Asia Pacific region, call 91-80-331-6105.
- Australia and New Zealand, call 61-2-9352-9022.
- Caribbean/Latin America region, either call 305-569-4740, fax requests to 305-569-4753, or for emergencies call 91-80-331-6105 or 6102.

## Computer Requirements

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Message Manager requires the following minimum hardware and software:

- One of the following compatible Microsoft Windows operating systems:
  - XP
  - 2000 (Service Pack 2 or later)
  - Windows 98
  - Millennium Edition (Me)



— NT 4.0 (Service Pack 6 or later)

- Minimum of a 486, 66 MHz computer with 24 MB of RAM and 19 MB of available hard disk storage (assuming a Personal Address Book with 400 entries)

**Note:** The system requirements for your operating system might be greater than the minimum requirements for Message Manager. For example, your operating system instructions might recommend additional RAM for better performance (for example, 32 MB of RAM for Windows NT).

- VGA or higher monitor (color recommended)
- LAN interface card
- Windows Sockets (WINSOCK.DLL) access to TCP/IP (either through a NetWare Loadable Module or TCP/IP protocol stack)
- *Recommended:* Mouse supported by Microsoft Windows
- *Optional:* Speakerphone, telephone headset, or a Windows-compatible soundcard with speakers, microphone, or a computer headset for hands-free operation

## LAN and Avaya Messaging Server Requirements

Requirements for the local area network (LAN) include:

- LAN configuration that provides TCP/IP transport between the Avaya messaging server and client computer (Ethernet networks such as the Novell NetWare 3.11 operating system have been tested)
- Ethernet network segment with valid physical connection to the Avaya messaging server (a 10BaseT twisted-pair, coaxial cable, or 10/100 BaseT Ethernet interface as required)

**Note:** Message Manager can communicate with a token ring network if a customer-provided router or other device converts token ring protocol to the required Ethernet protocol.

### Server support of Message Manager features

Server	Media supported
INTUITY AUDIX LX Release 1.0	Voice, fax, text, attached files, and Internet messaging
INTUITY AUDIX Release 4.4 or greater	Voice, fax, text, attached files, and Internet messaging
DEFINITY AUDIX R3.2.5 and R4.0	Voice messaging only

**Note:** Internet messaging is supported only if correctly set up and licensed on the Avaya messaging server. System administrators can disable other features for a specific site (such as fax messaging or file transfers over the LAN) if required or directed to do so.

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## Installation Prerequisites

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Before you install Message Manager, make sure your computer and LAN are ready to support Message Manager as follows:

- On your computer, log in to the network and bring up Microsoft Windows.
- Get a server name or TCP/IP address of a machine in your network from your LAN administrator, then run the ping utility from a DOS prompt in Windows ("ping" the address or name). A ping from the DOS shell without Windows running is not a good test. Ask your LAN administrator how to access or use this utility if you need help.
- If the ping fails or the system hangs, try to determine whether the problem is with the computer or the LAN. Message Manager will *not* work if a ping from Windows fails.

Other considerations include:

- For Windows NT, 2000, and XP systems, you *must* have administrative privileges or be logged in as Administrator to install the Message Manager application.
- You must reinstall Message Manager if you change or upgrade operating systems. If your computer is set up to run multiple operating systems (such as Windows NT and 2000), you must install Message Manager separately on each operating system.
- If you install a shared copy of Message Manager for users to run on the LAN *and* copy Message Manager software to a LAN server for easy distribution, the executable Message Manager software and the copy of the software CD *must* be in different directories (they have different security and access requirements).

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## Installation Options

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Several methods of installation and operation are available for Message Manager. Choose the type of installation you want for your site:

- **Install from CD.** You can install a copy of Message Manager on each computer by using the CD that was included in your installation package. The CD contains the Message Manager application software and electronic documentation (this guide, the *Quick Reference*, readme and custom text files, and help system). See *Installing Message Manager from a CD (Single User Installation)* on page 7.
- **Install from LAN Server.** You can copy the Message Manager installation program to a LAN file server. Users can then install Message Manager on their computers by accessing the installation program through the LAN. This method allows administrators to distribute Message Manager through a LAN instead of passing around the CD. See *Installing Message Manager from a LAN Server* on page 10.
- **Run from LAN Server.** All users on a LAN server can share a single copy of Message Manager. Because the Message Manager software exists only on the LAN file server, it can be easily updated by the LAN administrator. See *Installing a Shared Copy of Message Manager* on page 9.
- **Run an Automated Installation.** You can use an automatic installation to load users' computers with an entire set of application software, including Message Manager. This method allows administrators to easily distribute a uniform set of user software to all computers. See *Using the Automated Installation* on page 11.

### Advantages and disadvantages of installation and operation choices

Installation method	Advantages	Disadvantages
CD	<ul style="list-style-type: none"> <li>Fast load for users with a slow LAN connection (remote access).</li> </ul>	<ul style="list-style-type: none"> <li>Administrator cannot password-protect the CD.</li> <li>Requires CD distribution at each update.</li> </ul>
LAN distribution	<ul style="list-style-type: none"> <li>Fast load for users with a LAN connection.</li> <li>Secure — directory can be password-protected.</li> <li>No CD to manage.</li> <li>Users easily updated if software changes.</li> </ul>	<ul style="list-style-type: none"> <li>Requires disk space on a LAN server.</li> <li>Increases network traffic during installation.</li> </ul>
Shared copy on LAN	<ul style="list-style-type: none"> <li>Saves disk space on user's computers.</li> <li>Secure — software can be password-protected.</li> <li>No CD to manage.</li> <li>Users easily updated if software changes.</li> </ul>	<ul style="list-style-type: none"> <li>Requires disk space on a LAN server.</li> <li>Can greatly increase network traffic.</li> <li>Might have much slower execution speed depending on LAN performance.</li> </ul>
Automated installation	<ul style="list-style-type: none"> <li>Simplest install for users.</li> <li>Administrator resources required only initially.</li> <li>Fast load for users with a slow LAN connection (remote access).</li> </ul>	<ul style="list-style-type: none"> <li>System administrator must custom-build, load and distribute installation media.</li> <li>Requires software media distribution at each update.</li> </ul>

## Uninstalling Message Manager

Previous versions of Message Manager stay on your system until you replace or remove them. Normally, you simply overwrite the earlier release by installing a new release of Message Manager in the same directory. However, alternatives include:

- To remove Message Manager Release 4.3 or earlier, you can delete the Message Manager directory and files.
- To remove Message Manager Release 4.6 or later, you can remove the application by running **unwise.exe** from the Message Manager directory.

## Introduction

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To install Message Manager at your site, you need to determine:

- The type of installation to perform: *Installing Message Manager from a CD* (page 7), *Installing a Shared Copy of Message Manager* (page 9), *Installing Message Manager from a LAN Server* (page 10), or *Using the Automated Installation* (page 11). See *Installation Options* on page 5 for operational considerations for each method.
- Which parts of the application to install (basic and/or fax packages).
- Which Message Manager text files to customize to show information relevant to this site. See *Updating Your Site-Specific Information* on page 13 for details.
- Whether you need administrative privileges to install the software (required for Windows 2000, NT, and XP systems).

If you're upgrading from an earlier release of Message Manager, also consider:

- Whether to back up (or request users to back up) their existing Message Manager files before doing an upgrade or reinstallation. The Personal Address Book (PBOOK.MDB), Workbench folder (Workbnch), and Personal folders (default names PF1, PF2, PF3, PF4, and PF5) are automatically converted to the new release when a user opens the new version of Message Manager.
- When you install the new Message Manager software, it removes any existing Message Manager fax print drivers from the computer. If you install only the basic software, you must later install the fax software to create new fax messages.

## Installing Message Manager from a CD (Single User Installation)

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The default method of installation is from the CD to a single computer. The following instructions assume that you are installing Message Manager on a single computer.

- 1 Close all Windows programs, including your current version of Message Manager (if installed and running).
- 2 Insert the CD in the computer's CD drive. The Setup program usually begins automatically. If it doesn't, run **setup.exe** on the CD.
- 3 Complete the steps in the following table to install Message Manager.

Screen Name	Notes
Welcome	Close other open applications if needed. Click <b>Next</b> .
Software License	You must accept the agreement to continue. Click <b>I Agree</b> .
Tell Me About...	Select the various options to learn about installation issues or documentation provided on the CD. Click <b>Back</b> to return to this screen. When ready, select <b>Continue with Install</b> and click <b>Next</b> .
Select Installation Type	The following installation choices are described in <i>Installation Options</i> on page 5: <ul style="list-style-type: none"> <li>▪ <b>Single User Installation</b> (Continue with the instructions in this table.)</li> <li>▪ <b>Shared Installation</b> (See <i>Installing a Shared Copy of Message Manager</i> on page 9.)</li> <li>▪ <b>Copy for LAN Installation</b> (See <i>Installing Message Manager from a LAN Server</i> on page 10.)</li> <li>▪ <b>Automated Installation</b> is available, although it is not an option on this screen. (See <i>Using the Automated Installation</i> on page 9 for details.)</li> </ul> Select the first option and click <b>Next</b> .
Important messages	Close any open software applications. For Windows NT, 2000, and XP systems, you must have administrative privileges to install this software. When ready, click <b>Next</b> .
Select Destination Directory	To install Message Manager in a directory other than the default, browse to the directory of your choice. To create a new directory, type the path for the new directory in the Select Destination Directory dialog box and click <b>OK</b> . Verify that you have sufficient space in this directory, then click <b>Next</b> .
Backup Replaced Files?	Backup copies of Windows files replaced during the installation can be saved in a Message Manager subdirectory named Backup. Personal Folders, Workbench, and Personal Address Book files are not automatically backed up; if desired, you must back up copies of those files yourself before installing the new version. Select a backup option and click <b>Next</b> .
Select Components	Check boxes for all the components you want to install. For a complete installation, select Message Manager and FAX. To add fax to a previous installation, just select FAX. You can also just install the basic Message Manager software. If Languages are available, you must check this box. Check your disk space requirements, then click <b>Next</b> .
Enter FAX Information	If you selected FAX on the Select Components screen, you can enter the AUDIX Server ID and your Mailbox Extension now. This information allows Message Manager to open the correct mailbox when you create a fax. You can add or update this information later by using the Tools > Options > Fax menu option in Message Manager. When ready, click <b>Next</b> .
Select Languages and Initial Language	If you selected Languages on the Select Components screen, select the languages to install. Click <b>Next</b> . On the Select Initial Language screen, indicate which language you'd like Message Manager to start up running. When ready, click <b>Next</b> .
Ready to Install, Installation Status Indicator	Click <b>Next</b> on the Ready to Install screen to install the program. The Status Indicator appears, showing installation progress.
Hints.txt file	The hints screen describes each item in the Start > Programs >

Screen Name	Notes
	Message Manager list or program group. Click <b>Next</b> .
Installation Complete, Restart dialog box	Click <b>Finish</b> to exit the installation program. You must restart your computer to complete the Message Manager installation. To do this now, click <b>OK</b> when prompted.

## Installing a Shared Copy of Message Manager

For this method of installation, the system administrator installs a single, shared executable copy of the software on a LAN server, customizes certain files, then installs (or notifies users to install) Message Manager on individual computers. When Message Manager is installed on each computer, a minimal set of files are downloaded to that machine, including msg\_mgr.ini, Personal Folders, and the Message Manager print driver if the fax package is installed.

When a user double-clicks the icon to run Message Manager, the application is loaded from the server to the client computer's RAM. The user can leave Message Manager running throughout the day without affecting other users.

To install a shared copy of Message Manager on a LAN server:

- 1 Insert the CD in the LAN server's CD drive. The Setup program should begin automatically. If it doesn't, run **setup.exe** on the CD.
- 2 Complete the installation steps as described in the *Installing Message Manager from a CD* table on page 7, except for the installation type (see step 3).
- 3 On the Select Installation Type screen, select **Shared Installation**. Installation choices are described in *Installation Options* on page 5.

**Note:** If you don't select **Shared Installation**, you will simply install a working version of Message Manager on the LAN server.

- 4 Complete the installation program. The Setup program installs a shared copy of Message Manager in the directory you specified and creates a modified Setup program for users to run through the LAN.
- 5 Update the **custom** file in the Message Manager directory so users can access site-specific information about Message Manager from the main screen. See *Updating Your Site-Specific Information* on page 13 for details.
- 6 Run the Message Manager application to set up the Personal folders.
- 7 Share the directory containing the Message Manager software. Allow read-only permission to protect the software.
- 8 When ready, tell users that the software is available. Have them navigate over the LAN to the shared directory and run the **SH\_Setup.exe** program to install the necessary user files and print driver on their individual computers.

**Note:** When they run the shared-installation Setup program for Message Manager from the LAN server, they should follow the same steps as described in the *Installing Message Manager from a CD* table on page 7.

*Optional.* To share a Message Manager Personal Address Book on a LAN server:

- 1 Create a new directory on the LAN server for the Address Book that is *not* a subdirectory of the Message Manager directory. Share the directory with full permissions so users can read and write to it.
- 2 If you already have a Personal Address Book that you'd like to share (default name pbook.mdb), copy it to the new directory. (For a new Message Manager installation, the Address Book is empty unless you create or import entries.)

## Installing Message Manager from a LAN Server

For this method of installation, the system administrator copies and decompresses the software from the CD to a LAN server, customizes certain files, then installs (or notifies users to install) Message Manager to their individual computers.

- 1 Insert the CD in the LAN server's CD drive. The Setup program usually begins automatically. If it doesn't, run **setup.exe** on the CD.
- 2 Complete the steps in the following table to copy and decompress the Message Manager installation files.

Screen Name	Notes
Welcome	Close other open applications. Click <b>Next</b> .
Software License	You must accept the agreement to continue. Click <b>I Agree</b> .
Tell Me About...	Select the various options to learn about installation issues or documentation provided on the CD. These are the text files described in step 4. Click <b>Back</b> to return to this screen. When ready, select Continue with Install and click <b>Next</b> .
Select Installation Type	Select <b>Copy for LAN Installation</b> . See <i>Installation Options</i> on page 5 if needed. Click <b>Next</b> .
Select Destination Directory	Browse to or type the path for the directory to hold this software in the Select Destination Directory dialog box. Verify that you have sufficient space in this directory, then click <b>Next</b> .
Ready to Install, and Installation Status Indicator	Click <b>Next</b> on the Ready to Install screen to install the program. The Status Indicator appears, showing installation progress.
Hints.txt file	The hints screen describes each item in the Start > Programs > Message Manager list or program group (see step 4). Click <b>Next</b> .
Installation Complete, Restart dialog box	Click <b>Finish</b> to exit the installation program. You do <i>not</i> need to restart your computer to complete this type of Message Manager installation (you simply copied the software installation files).

- 3 Give Message Manager users read-only permission to access the network drive and directory where the software is stored.
- 4 Customize any of the following text files to suit the needs of your users:
  - custom.txt is the file that Message Manager users see when they use the Help > About Your System menu option on the Message Manager main screen. See Updating Your Site-Specific Information on page 13 for details.

- docs.txt describes the electronic user documents and is accessed through the Tell Me About... screen in the installation program.
  - install.txt describes the installation choices available and is accessed through the Tell Me About... screen in the installation program.
  - hints.txt describes each item in the Start > Programs > Message Manager list or program group. It appears after the software is installed. You could add additional post-installation notes to this file if desired.
  - readme.txt contains installation and upgrade tips for Message Manager and is viewable at the end of the Single User Install process.
- 5) When ready, have users navigate over the LAN to the shared directory and run the **Setup.exe** program to install Message Manager on their individual computers. They should follow the same steps as described in the *Installing Message Manager from a CD* table on page 7 for a single-user installation.

## Using the Automated Installation

For this method of installation, the system administrator updates the silent.txt (template) file and installs the software over the LAN to users' computers.

- 1 Copy the **silent.txt** text from the Message Manager CD to your computer. The file contains the following text and execution instructions:

```
rem This is the Prototype Silent Install Settings File

rem This file is used to create a Silent Installation of
rem Message Manager version 5.0

rem To use this settings file, invoke the installation
rem as follows:
rem
rem <path>\Setup.EXE /M=<path2>\Silent.TXT
rem
rem Where <path> is the location of the Setup.EXE installation
rem executable
rem and <path2> is the location of the Silent.TXT file being
rem used

rem Following are the Variables and values required for
rem installation. Spelling and Capitalization are
rem CRITICAL!

rem Following line is required - do not change
SILENT=1

rem Following line is required - do not change
INSTALLTYPE=A

rem Following line is required - do not change
LANGUAGES=A

rem Following is for "What to Install"
rem
rem use A for Basic, B for FAX, AB for both
COMPONENTS=AB
```



```

rem Following is used only for FAX install
rem
rem Provide the values for the FAX Server and Extension
rem Spelling is critical
rem
rem if left blank, install will use the previous values
rem from the msg_mgr.INI file (if present)
FAXSERVER=
FAXEXTENSION=

rem Following is for Installation Location
rem
rem Directory location for Installation
rem
rem Example - MAINDIR=C:\MSG_MGR
rem Example - MAINDIR=C:\Program Files\Avaya\Message Manager
MAINDIR=C:\Program Files\Avaya\Message Manager

rem Following is for Backup of replaced files during
rem installation
rem
rem Use A for True, B for False
DOBACKUP=A
rem Following is for backup directory
rem If backup is not selected, file name is not used
BACKUP=C:\Program Files\Avaya\Message Manager\backup

rem Following is the Name of the Program Manager Group
rem for Message Manager installation.
rem Spelling is critical
GROUP=Message Manager

rem Following is the re-boot flag
rem Windows must be re-booted before using Message Manager
rem Setting this flag will cause the install to query the
rem user about the reboot
rem Clearing this flag will not reboot, and will not ask
rem the user
rem Use S for System Reboot (recommended), W for Windows
rem reboot, and nothing for no reboot.
RESTART=S

rem End of silent install parameters

```

2 Customize your copy of **silent.txt** to specify the following:

- COMPONENTS
- FAXSERVER
- FAXEXTENSION
- MAINDIR
- DOBACKUP

3 Copy the updated **silent.txt** file and the application software to the installation media. Copy or distribute the media as required.

4 To run an automated installation, insert the media into the computer, then run the appropriate command. For example: **setup /M=<path>\silent.txt**

**Note:** This program installs an English-only version of the software.

## Updating Your Site-Specific Information

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Message Manager provides a **custom** file that system administrators can update with site-specific information such as the AUDIX server ID, direct-dial telephone number, addressing prefixes, fax suffixes, email-addressing format, feature-access codes, and help numbers. Users can access this file directly from the Message Manager main screen by using the Help > About Your System menu option. For them to see the file, it *must* be named **custom** and it *must* be in the same directory as the Message Manager application.

To update the default **custom** file or supply your own quick-reference file:

- 1 Access the directory where you installed Message Manager.
- 2 Locate the default **custom.txt** file template automatically provided with Message Manager. To update this file:
  - Open the **custom.txt** file using any ASCII text editor.
  - Follow the instructions in the template and save the file.
- 3 To install your own custom file of a different type (such as .doc or .hlp):
  - Move or rename the default **custom.txt** file template.
  - Put your **custom** file in the same directory as the executable Message Manager **msg\_mgr.exe** file. Your file must be named **custom**.

**Caution:** If you use a file type other than .txt, your users must have a computer application associated with that extension, or the custom file will not run.

Updating the custom file varies according to your installation setup:

- Users who share a copy of Message Manager on a LAN server all access the same custom file, either the default template or the system administrator's version. If the administrator later updates the custom file, all users automatically access the new version the next time they run Message Manager.
- Users who install their own copy of Message Manager on a computer from a LAN server initially get the custom file (either the default or the administrator's version) from the server. If this file is later updated, users must manually copy it from the server or reinstall Message Manager.
- Users who install Message Manager by CD must update their custom files independently. The administrator might provide a modified custom file for users to copy into their application directory after installation (distributed on diskette, as an attached file, or through a LAN server). If you do this, include directions for users to rename or remove the old or default **custom.txt** file.

**Note:** You can update other text files that are seen during Message Manager installation. See *Installing Message Manager from a LAN Server* on page 10 for details.



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# TROUBLESHOOTING

# 4

## Introduction

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While using Message Manager, you might encounter error messages or experience technical difficulties. This section covers suggested solutions for situations including:

- General troubleshooting and problem isolation
- Common Message Manager problems
- Audio connection and soundcard problems
- Printing problems

## General Troubleshooting

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If Message Manager is running, it displays error messages about subscriber or system problems. However, if Message Manager was previously running but then apparently stops working, use the following steps to locate the problem.

- 1 If Message Manager locks up, there could be a Windows or computer problem. Try each of the following in turn:
  - Press **Esc** or **Enter** to close any open (and possibly hidden) dialog box.
  - Press **Ctrl+Alt+Delete** to access the Task Manager. Select Message Manager from the task list, and click **End Task**.
  - Exit and restart Message Manager.
  - Reboot your computer. If you find computer problems, call your repair person.
  - If the computer seems okay, see if your other Windows applications work. If so, the problem might be in Message Manager. Call your LAN administrator for help if needed, or go to step 2.
- 2 If Message Manager cannot connect to the Avaya messaging server or play messages, pick up your telephone and dial the number for your messaging server.
  - If the server answers and allows you to log in, the server is probably not the problem. To make sure, try logging in to Message Manager from another computer. If you can log in, go to step 3.
  - If the server doesn't answer, is busy, or won't let you or other users log in, it could be down. Check the messaging server's status.

- 3 To check your telephone switching system:
  - Have someone call you. If your phone works, have them call you again (or call yourself from another phone) and don't answer. The call should go to the Avaya messaging server.
  - If your phone or coverage path doesn't work, contact your telecommunications administrator. Otherwise, the switch is probably not the problem. Go to step 4.
- 4 To check your LAN and computer administration:
  - Bring up any other Windows application that uses the LAN (for example, print a file over the network or connect to a network drive). If you can, the LAN is probably working. Go to step 5.
  - Check the physical connections between the LAN and your computer. Reseat loose connectors, or call your LAN administrator if any cables are unplugged.
  - From a DOS box within Windows, attempt to ping the Avaya messaging server by name and by TCP/IP address using the PING utility that came with your networking software (a ping from the DOS shell without Windows running is not a good test). See your LAN administrator if you need help.
  - Make sure the networking software is correctly installed on your computer, that the TCP/IP files including WINSOCK.DLL are installed in the correct directory on your system, and that each required directory is in your DOS path. See your LAN administrator if you need help.
  - Check your network administration, including the computer's IP address, machine name, subnet mask, and gateway address. Your LAN administrator should know the correct settings.
- 5 If you still can't solve the problem, verify that the Avaya Messaging server is correctly administered to support the Message Manager feature.

## Common Problems

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### Common problems and suggested solutions

Potential Problem	Suggested Solution
Mailbox is full	If your mailbox starts to fill up, move messages you want to save to your Personal folders. Delete any unneeded messages, greetings, and outgoing message notifications, because all of these contribute to the percentage of mailbox space used. Heavy multimedia users might require a larger mailbox size.
Message delivery failed	Occasionally, you might receive a new message from the Avaya messaging server informing you that a message failed to be delivered. To solve this, access your Outgoing folder, select the message that failed, then access the Message Delivery Report to see the reason that the message could not be delivered. Correct the problem if possible and send the message again. Some of these problems could involve server administration.

Potential Problem	Suggested Solution
No new message notification	If the Message Manager icon never raises its flag when you have messages in the New folder, either the Avaya messaging server is not set up to automatically notify users of new messages, or you are working offline.
Shortcut or Start menu properties are incorrect	If you change any shortcut or Start menu properties for Message Manager, make sure that the Target field continues to call for the Message Manager executable (.EXE) file, or Message Manager will not run.

## Audio Connections

### Audio connection problems and suggested solutions

Potential Problem	Suggested Solution
“Audio connection not established” warning.	The server did not have enough voice ports to allow this user to play or record messages using an audio connection. Consider increasing the number of voice ports used for Message Manager service if users encounter this problem frequently.
Phone doesn't ring when you expect Message Manager to call, but the audio connection appears active.	You could be using the wrong audio connection number, or your phone is set to forward calls directly to the Avaya messaging server or another line. To prevent the server from playing your message or greeting to whoever picks up the phone at the number it dialed or forwarded to: <ul style="list-style-type: none"> <li>▪ Click the <b>Hang Up</b> button on the main screen to disconnect the audio session.</li> <li>▪ Make sure that your phone is not on “Send All Calls” or forwarded to another line.</li> <li>▪ Use the Tools &gt; Options &gt; Audio menu option to check your audio connection number.</li> </ul>
Soundcard won't play messages on computer speakers.	Use the Tools > Options > Audio menu option to make sure the soundcard is selected. If it is, make sure your volume controls are set high enough to be audible. If the Avaya messaging server feature to transfer messages over the LAN is not active, users cannot play or record new messages or greetings using a soundcard. However, you can play messages stored in the Workbench or a Personal folder using a soundcard.

## Printing Problems

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### Common printing problems and suggested solutions

Potential Problem	Suggested Solution
Messages print in the wrong font or to the wrong printer.	When you click the <b>Quick Print</b> button on the main screen toolbar, the pre-selected message components print to the Message Manager default printer in the default font. To change these preset values, use the Tools > Options menu option. On the Print tab, click <b>Setup</b> (to change the printer), <b>Fonts</b> (to select a different font), or select the media components to print.
Garbled fonts or missing characters	The font you selected might not be able to print on your printer. Choose a different default font for your printer. If you are trying to generate a fax, select all the text in the application you're using to create the fax, then change the font to a TrueType font.
No default printer	If you do not have a Windows default printer assigned, exit Message Manager, then choose a default printer in Windows. Otherwise, Message Manager errors could occur.