



PARTNER ACS Technical Tip

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Region: NA/CALA

Configuring Unified Messaging Application (UMA) on XP Professional SP3 for SMTP Email Forwarding

Introduction

This document details how to configure and troubleshoot the Unified Messaging Application for email forwarding via SMTP. This is intended to be used in addition to existing product documentation.

PARTNER Messaging Prerequisites

Configure a PARTNER Messaging 7 (PM7) module so that extensions can leave and retrieve voicemails - Refer to PARTNER Messaging documentation.

In this example Extension 10 is the extension configured to use UMA SMTP email forwarding.

Topology of test environment

The following is the IP Address and domain information used throughout the document:

PM7	192.168.42.99
XP UMA PC	192.168.42.98 PARTNERXP.test.avaya.com
Domain	test.avaya.com
DNS server	192.168.42.249
3rd party SMTP server	ADEX2003.test.avaya.com

The UMA install

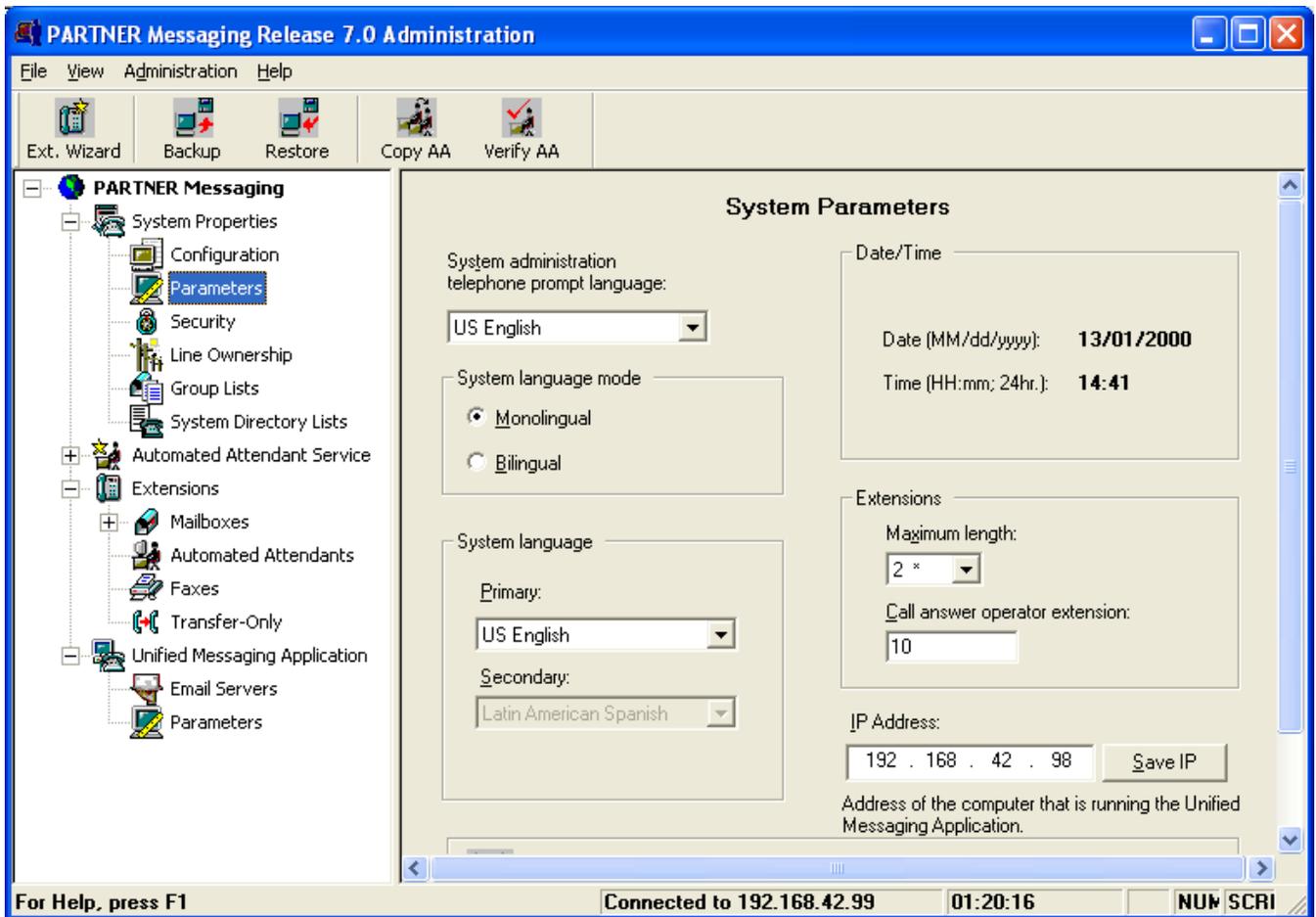
1. Run the UMA installer on the PC (XP in this example).
2. At the Account Information install screen enter the domain name -- e.g. test.avaya.com
3. Enter the account name. This example uses account 'Administrator' (any user with the user rights to run a service can be used).
4. Enter the account password.
5. The information in the Account Information install screen can be changed after install if required by opening the properties of the UMA service in Services from Control Panel.
6. Follow the remaining installation wizard instructions to complete the install.

Additional steps to take if Windows Firewall is enabled

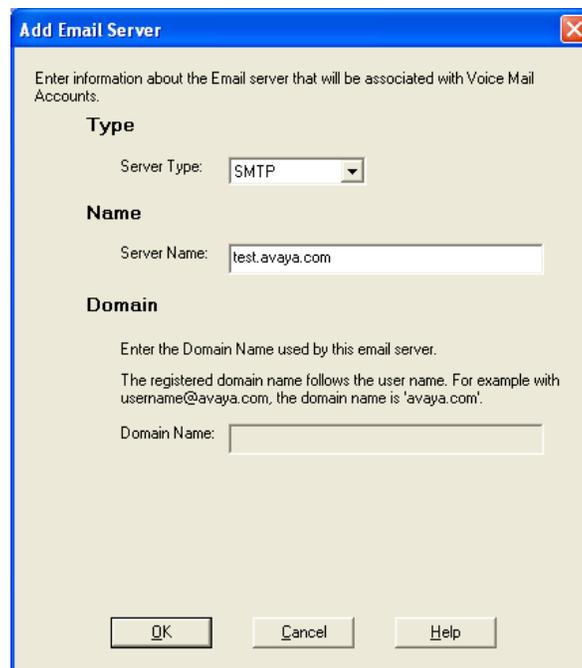
1. Open Windows Firewall from Control Panel.
2. If the firewall is enabled (this is usually default), click on the Exceptions tab.
3. Click on "Add Port".
4. Enter a name.
5. Enter 5002 into the port field.
6. Select TCP.
7. Click OK.
8. This should allow the PM7 module and UMA service to communicate.
9. The 'dropped packets' logging facility from the Windows firewall "Advanced" tab can be used if communications issues persist. This will indicate what ports are being blocked; these can be added to the exceptions list if required.

PARTNER Messaging configuration

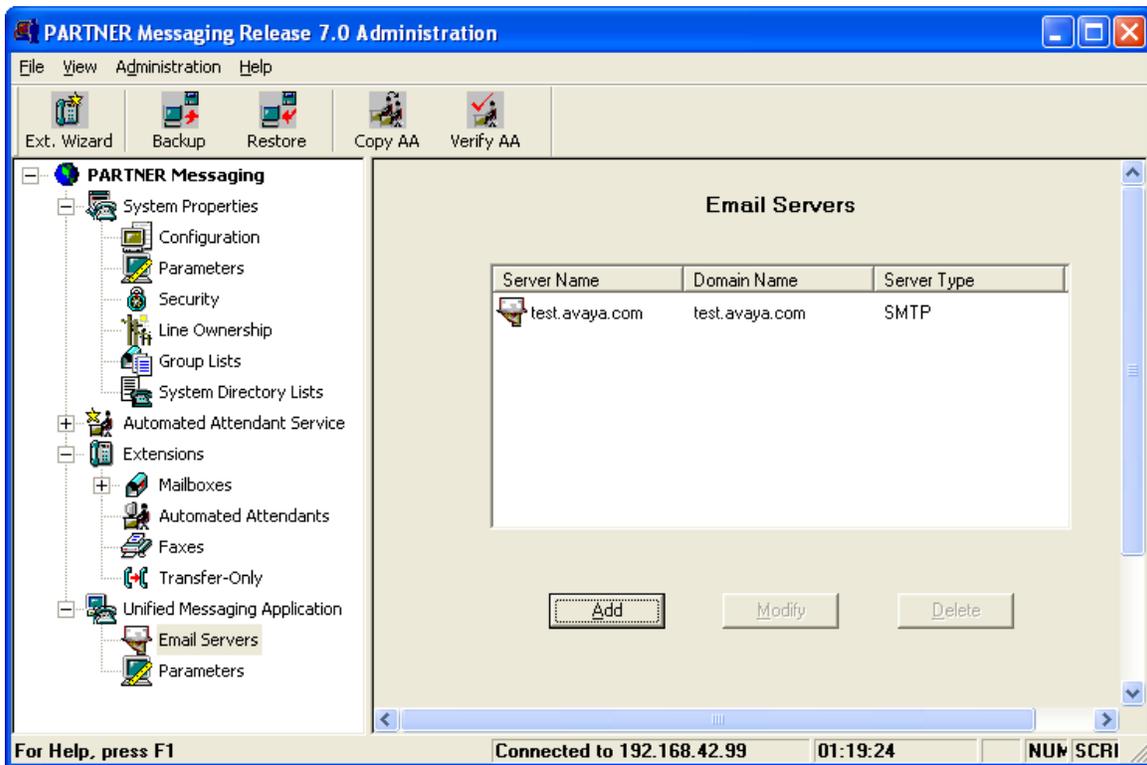
1. Open the PM7 Administration application.
2. Open Parameters from the System Properties section.
3. Enter the IP Address of the PC the UMA was installed and click "Save IP".
4. At this point the "Unified Messaging Application" should appear on the tree view to the left of the screen.
5. If it does not appear on the tree view then the communication between the PM7 and the UMA service is not working --- Check the IP Addresses and ping both ways. Also check that UMA is installed and running. If it is still not showing then a power-cycle of the PM7 and PARTNER R8 system may be required.



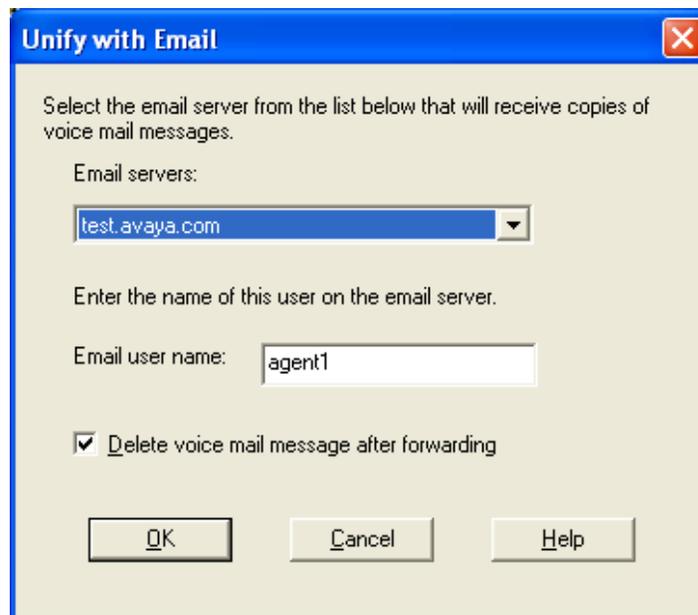
6. Navigate to the “Email Servers” section and click “Add”



7. Select server type of SMTP from the drop down list.
8. Enter the server name. In this example “test.avaya.com” is used.



9. Navigate to Extensions and select an extension that UMA should be enabled for. In this example that extension is number 10.



10. Select the email server. This is the server defined earlier in this document.

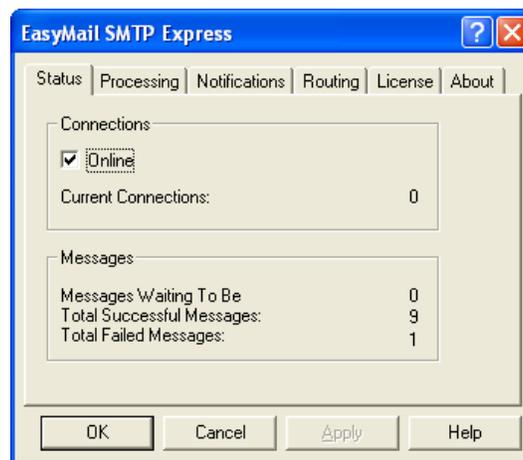
11. Enter the email user name.
12. The system combines this data to form the email address that the voicemail messages will be sent to. In the example the messages will be forwarded to agent1@test.avaya.com.
13. Tick the box if it is a requirement that voicemails should be deleted from the extensions mailbox after it is forwarded to UMA. This is useful in testing if the PM7 has successfully connected to the UMA service as the message waiting light would go out after the message is forwarded.
14. This is all that is required for PM7 administration.

Testing & Troubleshooting the system

1. Dial the extension on the PARTNER system that is configured for UMA SMTP email forwarding.
2. Leave a message when the call covers to voicemail.
3. Check to see if the message is received by opening the email account using an email client (e.g. Outlook Express). If it is there and a wav file attachment is present then the UMA has been configured successfully.
4. If the extension has been configured to delete the message after it is routed to UMA then you the message waiting light should go out shortly after the message is left. If it does not go out then there is a communication issue between the PM7 and the UMA service.

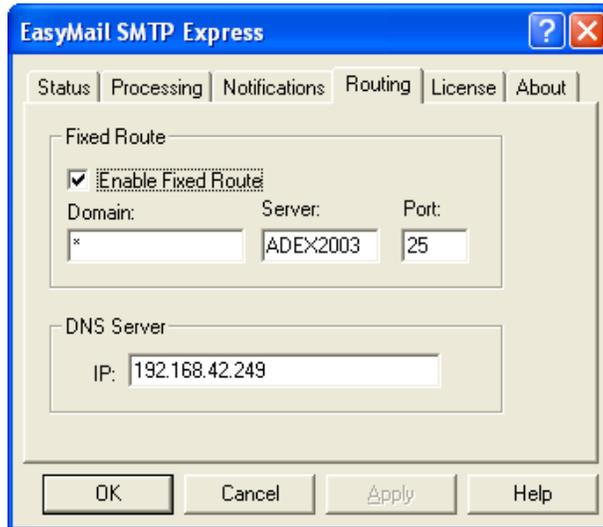
If the Message appears to get transferred to the UMA service but does not get to the email recipient then check the following:

1. On the UMA PC navigate to the install folder. For default installs this is "C:\Program Files\Unified Messaging Application".
2. Double click on "smtpexp.exe".
3. An Icon will appear in the Windows system tray.
4. Right click the icon and select "EasyMail SMTP Express Properties ..." from the menu.
5. A window should appear:



6. Ensure "Online" is ticked.
7. If the "Messages Waiting to Be" value is zero then there are no queued messages waiting to be sent. If the value is greater than zero then it could be

- that there are issues routing the messages to the external SMTP server.
8. If the “Total Successful Messages” value is greater than zero then there have been messages sent out to the external SMTP server by the UMA. If these messages have not reached the email client of the intended recipient then it could be that the external SMTP server did not allow the routing of the message (or could be a simple delay).
 9. If Messages are queuing up but not getting sent then open the Routing tab:

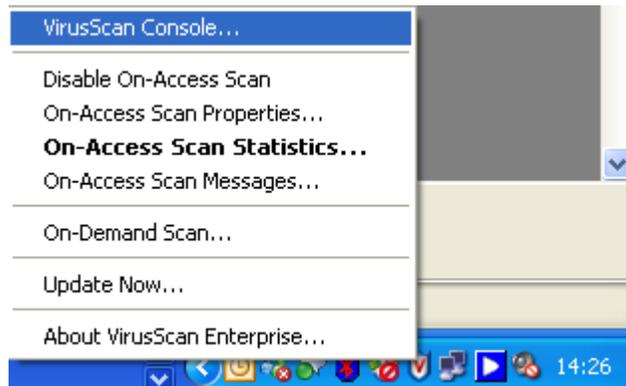


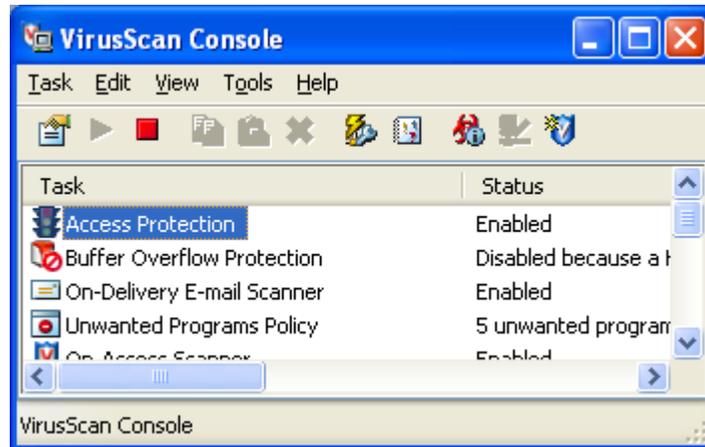
10. Here the DNS server can be specified as well as a fixed route. The server is the SMTP server. Port 25 is the default SMTP port.
11. Apply the changes and see if messages start to get sent successfully. The “Retry Now” button in the “Processing” tab can force sending.
12. Check that Port 25 is not being blocked by any application, firewall or anti-virus software running on the PC.

Potential Adjustments to Anti-Virus Software Settings

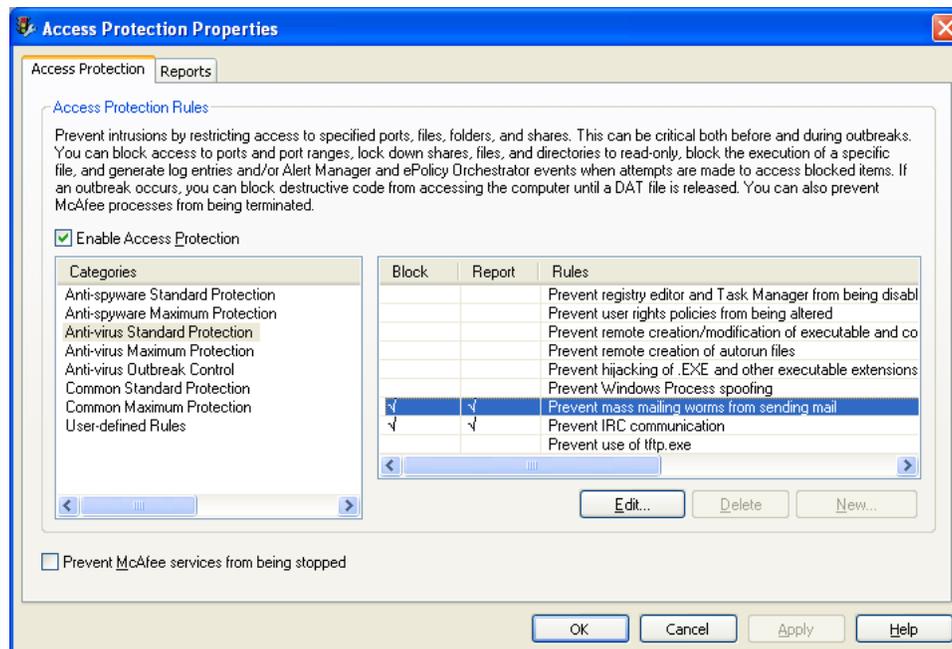
Anti-Virus applications can potentially block the UMA SMTP service from routing the messages externally. The following steps cover the configuration of McAfee – Other Anti-virus applications may require similar configuration.

1. Open McAfee Virus Scan Console.

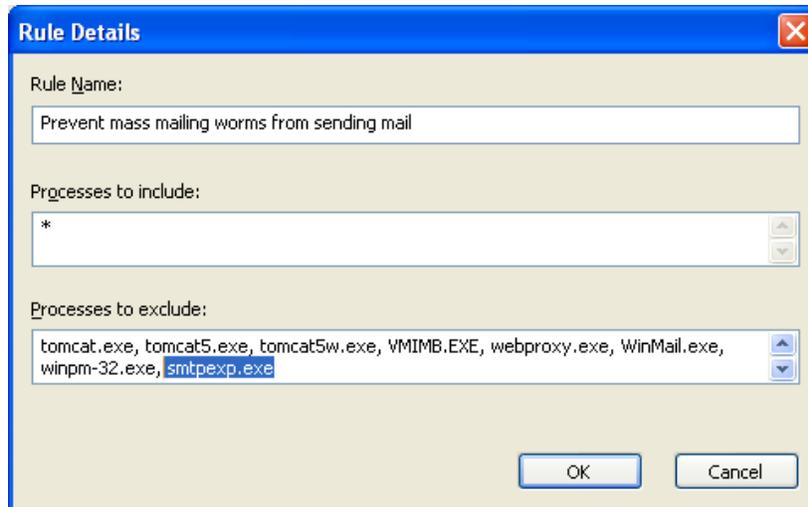




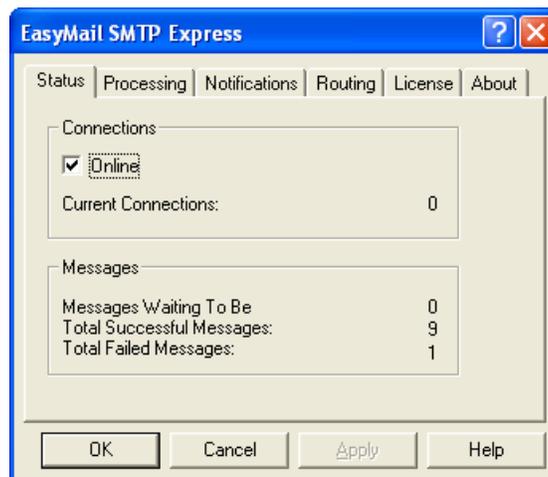
2. Double click Access Protection
3. In the properties there is a "standard Protection" category. --- This has a rule called "prevent mass mailing worms from sending mail". If this has 'Block' ticked then it may block mail getting out from the UMA SMTP service.



4. Edit the "prevent mass mailing worms from sending mail" rule to be able to add to the list of exceptions. Add smtpexp.exe to that list.



- Now open the EasyMail SMTP application.



- Click the 'Retry now' button in the Notifications tab and then check to that the messages start to get sent (see Status tab).

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