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Providing Telecommunications Security
Telecommunications security (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 through/in 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 (tolling, 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.

Responsibility for Your Company's Telecommunications Security
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
- Your Avaya-provided software applications, as well as their underlying hardware/software platforms and interfaces
- Any other equipment networked to your Avaya products

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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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Part 15:

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This Class A digital apparatus complies with Canadian ICES-003. Cet appareil numérique de la classe A est conforme à la norme NMB-003 du Canada.
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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Preface

This section contains the following topics:

- **Purpose** on page 7
- **Audience** on page 8
- **Related documents** on page 8
- **Availability** on page 9

Purpose

This guide provides detailed information about Avaya Modular Messaging Web Subscriber Options. This document provides information about installing and activating the Web Subscriber Options server software. You install or activate this software on the computer that acts as the server for Modular Messaging Web Subscriber Options.

This guide contains the following sections:

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Audience

This guide is intended primarily for those who install, activate, and configure Modular Messaging Web Subscriber Options.

Related documents

The following are related documents in the Modular Messaging Release 5.1 documentation library:

- Modular Messaging Concepts and Planning Guide
- Modular Messaging Data Collection Tool Online Help
- Modular Messaging for the Avaya Message Storage Server (MSS) Installation and Upgrades
- Messaging Application Server Administration Guide for Modular Messaging with the Avaya MAS and MSS
- Modular Messaging for Microsoft Exchange Installation and Upgrades
- Messaging Application Server Administration Guide for Modular Messaging with Microsoft Exchange
- Modular Messaging for IBM Lotus Domino Installation and Upgrades
- Messaging Application Server Administration Guide for Modular Messaging with IBM Lotus Domino
- Modular Messaging Web Client Server Installation and Upgrades
- Modular Messaging Web Client Administration and Maintenance
- Upgrading components to Release 5.1 using Modular Messaging 5.1 Upgrade application

Note:
You can find these documents in the Modular Messaging Documentation library, with the exception of the last two documents. Documentation for Modular Messaging Web Client is included on the Modular Messaging Web Client software CD-ROM.
Availability

Copies of this document are available from the Modular Messaging Documentation library posted on the Avaya support Web site (http://support.avaya.com).

Note:
There is no charge to download documents through the Avaya Web site.
Chapter 1: Introduction

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

- **Messaging application server** on page 11
- **Message storage server** on page 12
- **Web Client server** on page 12
- **Web Subscriber Options server** on page 13

### 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 an Avaya message server platform with the Windows operating system. The Avaya message server can be in the S3500 or S8730 family.

**Note:**

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

For information about installing the MAS software, see one of the following guides in the Modular Messaging Documentation library:

- **Modular Messaging for the Avaya Message Storage Server (MSS) Installation and Upgrades**
- **Modular Messaging for Microsoft Exchange Installation and Upgrades**
- **Modular Messaging for IBM Lotus Domino Installation and Upgrades**

For information about administering the MAS, see one of the following guides in the Modular Messaging Documentation library:

- **Messaging Application Server Administration Guide for Modular Messaging with the Avaya MAS and MSS**
- **Messaging Application Server Administration Guide for Modular Messaging with Microsoft Exchange**
- **Messaging Application Server Administration Guide for Modular Messaging with IBM Lotus Domino**
Chapter 1: Introduction

Message storage server

The system must include one server for message storage. This server can be an Avaya Message Storage Server (MSS), a Microsoft Exchange server, or an IBM Lotus Domino server.

The MSS software resides on an Avaya message server platform with a Linux operating system. The Avaya message server can be in the S3500 or S8730 family. For information about installing the MSS software, see Modular Messaging for the Avaya Message Storage Server (MSS) Installation and Upgrades in the Modular Messaging Documentation library.

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

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). The Web Client server also supports access to messages stored on an e-mail system that is compatible with Internet Message Access Protocol 4 (IMAP4).

Note:
The Web Client server does not support access to:

- Other voice messaging systems, such as ARIA, SERENADE, or INTUITY AUDIX
- Message storage servers other than the MSS

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 or S8730 family.

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

⚠️ Important:
You can install the Web Client server software on the same server that is being used for Web Subscriber Options. However, you cannot install Web Client server software on the MAS or on the same server with other MAS applications that belong to the voice mail domain. For example, you cannot install the Web Client server software on the tracing server or on a supplementary server. The system does not function properly if the Web Client server software is installed on a server that belongs to the voice mail domain.
For information about installing the Web Client server software, see *Modular Messaging Web Client Server Installation and Upgrades* on the *Modular Messaging Web Client* software CD-ROM. For information about administering the Web Client server, see *Modular Messaging Web Client Administration and Maintenance* on the *Modular Messaging Web Client* software CD-ROM.

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**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 or S8730 family.

**Note:**

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

For software and hardware requirements for the Web Subscriber Options server, see **Prerequisites** on page 15.
Chapter 2: Prerequisites

This section describes the prerequisites that your system must meet before you can install or activate the Web Subscriber Options 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 Subscriber Options. You must also have a working knowledge of Windows Server 2003 administration.

This section contains the following topics:

- Hardware prerequisites on page 15
- Software prerequisites on page 16
- System prerequisites on page 19

Hardware prerequisites

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

- Messaging application server

  **CAUTION:**
  If your system supports more than 500 mailboxes, Avaya recommends that you install the Web Subscriber Options server software on a server that is not a messaging application server (MAS).

- Web Client server

  **CAUTION:**
  Before you install the Web Subscriber Options server software, stop the Web Client server. When installation is complete, restart the Web Client server.

- A stand-alone Web server

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

  **Note:**
  Avaya does not support S3400-family server hardware from Release 5.0.
Chapter 2: Prerequisites

⚠️ Important:
Avaya recommends this option if the Avaya Modular Messaging system supports more than 500 subscribers.

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) of RAM
- 80 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 correct operation of the software 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 or activate the Modular Messaging Web Subscriber Options server, ensure that the hardware is installed on the network at the customer site. For more information about installing Avaya hardware, see one of the following guides in the Modular Messaging Documentation library:

- Modular Messaging for the Avaya Message Storage Server (MSS) Installation and Upgrades
- Modular Messaging for Microsoft Exchange Installation and Upgrades
- Modular Messaging for IBM Lotus Domino Installation and Upgrades

Software prerequisites

Verify that the Web Subscriber Options server and the client computers meet the following software prerequisites.
Server software

You need the *Modular Messaging Messaging Application Server Software* DVD-ROMs to install the Web Subscriber Options 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
  - R2 Edition

⚠️ **Important:**
If users 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, Web Subscriber Options 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

**Note:**
You must allow the required IIS components for the system to install Web Subscriber Options.

- Microsoft .NET Framework 1.1
- Microsoft .NET Framework 3.5
- Microsoft ASP .NET 2.0
- One of the following versions of web browser
  - Internet Explorer 6 with SP1
  - Internet Explorer 7
  - Safari 3.0 or later
- Virus protection software with the latest updates (recommended)

⚠️ **CAUTION:**
Avaya recommends that you perform the following actions:

- Install the Web Subscriber Options server software directly on a server without using Terminal Services or Remote Desktop.
Chapter 2: Prerequisites

- 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 of the Web Subscriber Options server software.

- 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" in 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 2000 Professional with SP4
  - Windows 2000 Server with SP4
  - Windows XP Professional with SP2
  - Windows XP Professional N
  - Windows Server 2003 SAK with SP2
  - Windows Server 2003 Enterprise Edition with SP2
  - Windows Vista Business Edition
  - Windows Vista Enterprise Edition
  - Apple Mac OS X 10.5 operating system

- One of the following versions of Internet Explorer
  - Internet Explorer 6 with SP1
  - Internet Explorer 7
  - Safari 3.0 or later
CAUTION:
Users who log on to Web Subscriber Options with an unsupported browser receive a one-time warning message. Using an untested browser does not prevent users from logging on, but the Web Subscriber Options features might not function properly.

System prerequisites

Avaya recommends that Modular Messaging is completely installed and working properly before you start the installation of the Web Subscriber Options server. For information about installing Modular Messaging, see one of the following guides in the Modular Messaging Documentation library:

- Modular Messaging for the Avaya Message Storage Server (MSS) Installation and Upgrades
- Modular Messaging for Microsoft Exchange Installation and Upgrades
- Modular Messaging for IBM Lotus Domino Installation and Upgrades

For more information about the Modular Messaging system, see Modular Messaging Concepts and Planning Guide in the Modular Messaging Documentation library.
Chapter 3: Installation

This section includes procedures for installing and activating Web Subscriber Options server software, verifying installation settings, and completing initial administration tasks on the server. This section also describes how to uninstall or repair Web Subscriber Options.

This section contains the following topics:

- Installing Web Subscriber Options server software Release 5.0 on page 21
- Upgrading Web Subscriber Options server software from Release 5.0 to 5.1 on page 27
- Verifying the installation settings on page 27
- Completing initial administration on page 29
- Uninstalling or repairing Web Subscriber Options server software on page 35

Installing Web Subscriber Options server software Release 5.0

Note: If you want to upgrade to Modular Messaging Web Subscriber Options Release 5.1, the system must run Modular Messaging Web Subscriber Options Release 5.0. For complete instructions on how to upgrade to Modular Messaging Release 5.1 using MM patch installer, see the MM Patch Installer online help. You can download the MM Patch Installer from http://support.avaya.com.

You can install the Web Subscriber Options server software on:

- A messaging application server (MAS)
  This can be an MAS with an Avaya Message Storage Server (MSS), an MAS with a Microsoft Exchange message store, or an MAS with an IBM Lotus Domino message store. For more information, see Installing Web Subscriber Options on a Messaging Application Server on page 22.

- A server that is not an MAS
  This can be an Avaya Modular Messaging Web Client server or a stand-alone server. For more information about the server requirements, see Hardware prerequisites on page 15. For more information about how to install Web Subscriber Options on a server that is not an MAS, see Installing Web Subscriber Options on server that is not an MAS on page 24.
CAUTION:
Before you install the Web Subscriber Options server software on a Web Client Web server, stop the Web Client server. When installation is complete, restart the Web Client server. For more information about stopping and starting the Web Client server, see Modular Messaging Web Client Administration and Maintenance on the Modular Messaging Web Client software CD-ROM.

Installing Web Subscriber Options on a Messaging Application Server

The procedure for installing the Web Subscriber Options server software on a messaging application server (MAS) varies, depending on whether:

- The server is Avaya-provided hardware.
- The server is a customer-provided computer.

If you are using Web Subscriber Options on a server that is Avaya-provided hardware, you only need to activate Web Subscriber Options on the server. If you are using Web Subscriber Options on a server that is a customer-provided computer, you must install and activate the Web Subscriber Options server software.

Activating Web Subscriber Options on an MAS on Avaya-provided hardware

The system automatically installs Web Subscriber Options during the MAS configuration process, regardless of which message store the system uses. You can activate Web Subscriber Options when you configure your MAS data through the Data Collection Tool (DCT). For more information about MAS configuration and installation, see the applicable guides in the Modular Messaging Documentation library:

- Modular Messaging for the Avaya Message Storage Server (MSS) Installation and Upgrades
- Modular Messaging for Microsoft Exchange Installation and Upgrades
- Modular Messaging for IBM Lotus Domino Installation and Upgrades
- Modular Messaging Data Collection Tool Online Help
- Upgrading components to Release 5.1 using Modular Messaging 5.1 Upgrade application

If you do not activate Web Subscriber Options when you configure your MAS through DCT, you can do so later. To activate Web Subscriber Options, complete the following step:

- On the MAS on which you want to activate Web Subscriber Options, click Start > Programs > Avaya Modular Messaging > Activate Web Subscriber Options.

The system activates Web Subscriber Options on the MAS.
Installing Web Subscriber Options server software Release 5.0

Note: When you activate Web Subscriber Options on the MAS, the system sets up Internet Information Services (IIS) with the correct port number and virtual directory. The system also activates the Web service extension webdav.

Installing and activating Web Subscriber Options on an MAS on a customer-provided computer

To install Web Subscriber Options on an MAS on a customer-provided computer:

1. Insert the first Modular Messaging Messaging Application Server Software DVD-ROM into your server.

   The Modular Messaging Installation Wizard starts. The wizard lists the Modular Messaging components that are installed on the server. If no Modular Messaging components are on that server, no check boxes are selected.

   Note: If the Modular Messaging Installation Wizard does not start, browse to the setup.exe file in the \Install directory, and double-click the file.

2. In the Modular Messsaging Installation Wizard, select the Web Subscriber Options User Interface check box.

3. Click Install.

   The system starts the installation.

   CAUTION:

   If the server does not meet the server software prerequisites, the installation displays a warning and stops the installation. Install the software that is listed in the warning, and the installation continues. For more information about server software prerequisites, see Software prerequisites on page 16.

4. In the Welcome dialog box of the wizard, click Next.

   The system displays the Ready to Install the Program dialog box.

5. In the Ready to Install the Program dialog box, choose one of the following options:

   ● To review or change any of your installation settings, click Back.
   ● To accept your installation settings and proceed with the installation, complete the following steps:
     a. Click Install.
        The system displays the Installing MM Web Subscriber Options dialog box.
     b. Wait for the system to display the next dialog box.
c. When the system displays the **InstallShield Wizard Completed** dialog box, click **Finish** to complete the installation. The system installs the Web Subscriber Options server software to \Program Files\Avaya Modular Messaging\Web Subscriber Options and activates the software on the server.

d. To close the wizard, click **Close**.

- To exit the wizard and cancel the installation, click **Cancel**.

After you complete installation, you must activate Web Subscriber Options on the server. To activate Web Subscriber Options, complete the following step:

- On the MAS on which you want to activate Web Subscriber Options, click **Start > Programs > Avaya Modular Messaging > Activate Web Subscriber Options**.

The system activates Web Subscriber Options on the MAS.

**Note:**
When you activate Web Subscriber Options on the MAS, the system sets up IIS with the correct port number and virtual directory. The system also activates the Web service extension `webdav`.

---

### Installing Web Subscriber Options on server that is not an MAS

To install Web Subscriber Options on a server that is not an MAS:

1. Insert the first *Modular Messaging Messaging Application Server Software* DVD-ROM into your server.

   The Modular Messaging Installation Wizard starts. The wizard lists the Modular Messaging components that are installed on the server. If no Modular Messaging components are on that server, no check boxes are selected.

   **Note:**
   If the Modular Messaging Installation Wizard does not start, browse to the `setup.exe` file in the `\Install` directory, and double-click the file.

2. In the Modular Messsaging Installation Wizard, select the **Web Subscriber Options User Interface** check box.

   **Note:**
   Avaya recommends that when installing WSO on a web server, the Admin Tools should be selected so that the MM Uninstall Wizard can be used to remove any future patches and/or service packs without having to remove the WSO and re-installing.

3. Click **Install**.

   The system starts the installation.
CAUTION:
If the server does not meet the server software prerequisites, the installation displays a warning and stops the installation. If .Net 3.5 is not installed, system displays System Upgrade dialog box. Install the software that is listed in the warning, and the installation continues. For more information about server software prerequisites, see Software prerequisites on page 16.

4. In the Welcome dialog box of the wizard, click Next.

The system displays the IIS Setup dialog box. From the IIS Setup dialog box, you can change the port number on which the Web Subscriber Options site resides. By default, the Web Subscriber Options site resides on Transmission Control Port (TCP) port 80. You can also change the virtual directory name for Web Subscriber Options. By default, the name of the virtual directory is wso.

CAUTION:
You cannot install Web Subscriber Options to the same virtual directory as Modular Messaging Web Client. Also, you cannot choose a virtual directory name that already exists on the system. In this case, the system prompts you for a different name or port number.

5. If you want to change the IIS settings, click Change in the IIS Setup dialog box. Change the Web site port number or the virtual directory name, and click OK.

6. To accept your changes or the system defaults, click Next at the bottom of the IIS Setup dialog box.

The system displays the URL of Message Application Server (MAS) dialog box. You use this dialog box to add all the MASs with which Web Subscriber Options communicates. To function, Web Subscriber Options must communicate with the Web services on at least one MAS.

Note:
By default, the Web services reside on port 55443 on the MAS. However, the MAS administrator might change this port after MAS installation is complete. In this case, you can make the same port change when you add the MAS URL in Web Subscriber Options.

7. In the Protocol field of the URL of Message Application Server (MAS) dialog box, click the Protocol arrow. Click the protocol that is in use by the Web services on the MAS.

Your options are http:// or https:// for secure communications. The Web Services on the MAS support https only.

8. In the URL of the MAS field, enter the URL with Fully Qualified Domain Name (FQDN) for the MAS with which Web Subscriber Options will communicate, for example, myMas1.dr.avaya.com.

9. If you want to change the default port number of the MAS Web services, change the port number in the Port Number field. If the Web services for the MAS reside on port 55443, leave the default value in this field.
10. To test the connection between Web Subscriber Options and the MAS, click **Verify URL**.

   If Web Subscriber Options connects to the MAS, the system displays a success message.
   To close the dialog box, click **OK**.

   If the connection fails, verify that the information in the MAS URL is correct, and run the test again.

11. To add the MAS URL to the list of MASs with which Web Subscriber Options can communicate, click **Add URL**.

   **CAUTION:**
   For the system to add the MAS URL to the list of MASs, you must click **Add URL**.
   Otherwise, Web Subscriber Options cannot connect to the MAS.

   **Note:**
   If you need to add MAS URLs to the list or to edit the list, you can do so later by editing the **masinfo.cfg** file in the directory where you installed Web Subscriber Options. For more information, see Configuring the messaging application servers on page 31. You may have to download the certificates (ca.txt and x509.txt) from the MAS and install the certificates on the client machine. For more information on installing certificates, see Troubleshooting on page 37.

12. Repeat Steps 8 through 12 of this procedure for each MAS URL that you want to add.

13. When you have finished adding all MAS URLs, click **Next** at the bottom of the **URL of Message Application Server (MAS)** dialog box.

   The system displays the **Ready to Install the Program** dialog box.

14. In the **Ready to Install the Program** dialog box, choose one of the following options:

   ● To review or change any of your installation settings, click **Back**.

   ● To accept your installation settings and proceed with the installation, complete the following steps:

     a. Click **Install**.

       The system displays the **Installing MM Web Subscriber Options** dialog box.

     b. Wait for the system to display the next dialog box.

     c. When the system displays the **InstallShield Wizard Completed** dialog box, click **Finish** to complete the installation. The system installs the Web Subscriber Options server software to \Program Files\Avaya Modular Messaging\Web Subscriber Options\ and activates the software on the server.

     d. To close the wizard, click **Close**.

   ● To exit the wizard and cancel the installation, click **Cancel**.
Upgrading Web Subscriber Options server software from Release 5.0 to 5.1

If you are upgrading from Release 5.0 to Release 5.1, use the MM patch installer. For more information about how to use the MM patch installer for upgrading your Modular Messaging software, see the MM Patch Installer online help. You can download the MM Patch Installer from http://support.avaya.com.

Note: Before you upgrade Web Subscriber Options server software from Release 5.0 to Release 5.1, you must install the Web Subscriber Options online help using MM51WSOHelpUpdate.exe. For more information see, Installing Web Subscriber Options online help on page 35.

Verifying the installation settings

After you complete the installation or activation of the Web Subscriber Options server software, you can verify the installation settings. For more information about verifying the installation settings, see the following topics:

- Verifying the default settings on page 27
- Verifying a changed port number on page 28
- Verifying a changed virtual directory on page 28

⚠️ CAUTION:
If you are using Web Subscriber Options on an MAS and you have not already activated Web Subscriber Options through the Data Collection Tool (DCT), you must first activate Web Subscriber Options on the server. To activate Web Subscriber Options on the server, click Start > Programs > Avaya Modular Messaging > Activate Web Subscriber Options.

Verifying the default settings

The Web Subscriber Options installation process creates the virtual Web directory wso 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 not open, you must open port 80 on the Web server. Other ports which the application uses are 443 and 55080. You must open these ports on the Web Server.
Chapter 3: Installation

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.

To verify the default settings for Web Subscriber Options:

1. From a client computer, in the Address field of your browser window, enter the URL for the Web Subscriber Options server. Append the directory wso to the end of the URL.
   For example, if you installed Web Subscriber Options on a machine called myMachine, enter the URL http://myMachine/wso/.
2. Press Enter.
   The system displays the Web Subscriber Options Logon page.

---

Verifying a changed port number

If you changed the default port from port 80 when you installed Web Subscriber Options, you must specify this information in the Web Subscriber Options URL.

**Note:**
You can only change the port number if you install Web Subscriber Options on a server that is not an MAS.

To verify a changed port number for Web Subscriber Options:

1. From a client computer, in the Address field of your browser window, enter the URL for the Web Subscriber Options server. Append the port number and the directory wso to the end of the URL.
   For example, if you installed Web Subscriber Options on a machine called myMachine and changed the port number to 92, enter the URL http://myMachine:92/wso/.
2. Press Enter.
   The system displays the Web Subscriber Options Logon page.

---

Verifying a changed virtual directory

If you changed the default virtual directory from wso when you installed Web Subscriber Options, you must specify this information in the Web Subscriber Options URL.
Note:
You can only change the virtual directory if you install Web Subscriber Options on a server that is not an MAS.

To verify a changed virtual directory for Web Subscriber Options:

1. From a client computer, in the Address field of your browser window, enter the URL for the Web Subscriber Options server. Append the name of the virtual directory to the end of the URL.
   
   For example, if you installed Web Subscriber Options on a machine called myMachine and changed the virtual directory to webso, enter the URL http://myMachine/webso/.

2. Press Enter.

   The system displays the Web Subscriber Options Logon page.

---

Completing initial administration

Depending on your system configuration, you might need to complete the following initial administration tasks:

- **Changing server timeout** on page 29
- **Synchronizing time settings** on page 30
- **Configuring the messaging application servers** on page 31
- **Configuring Avaya Voice Player** on page 32
- **Configuring the local player** on page 33
- **Configuring the use of e-mail addresses in Personal Distribution Lists** on page 33
- **Configuring e-mail domains** on page 34
- **Configuring teletypewriter devices** on page 34
- **Configuring the Quick Logon from Modular Messaging Web Client** on page 35

Note:
You need to synchronize time settings and configure the MASs only if you installed Web Subscriber Options on a server that is not an MAS.

---

Changing server timeout

By default, the Web Subscriber Options server times out after 20 minutes of subscriber inactivity. If the server times out, the subscriber needs to log on again. You can change the default of 20 minutes to a different value.
To change the server timeout value:

1. On the Web Subscriber Options server, navigate to `C:\Program Files\Avaya Modular Messaging\Web Subscriber Options` or to the directory where you installed Web Subscriber Options.

2. In a text editor such as Notepad, open the `web.config` file.

⚠️ **CAUTION:**
Create a backup copy of the `web.config` file before you make any changes to the file. If you incorrectly edit the file, Web Subscriber Options will not run.

3. Search for the following string, and edit the timeout value at the end of the string:

   ```xml
   <sessionState mode="InProc"
   stateConnectionString="tcpip=127.0.0.1:42424"
   sqlConnectionString="data source=127.0.0.1;Trusted_Connection=yes"
   cookieless="false" timeout="20" />
   ```

4. Save the `web.config` file to the same directory.

The system restarts the application and applies the new timeout value.

---

**Synchronizing time settings**

When you install Web Subscriber Options on a server that is not an MAS, you must manually synchronize the time settings between the Web Subscriber Options server and each connected MAS.

The Web Subscriber Options server and the MAS do not need to be in the same time zone. However, each server must have its system clock set to the correct Coordinated Universal Time (UTC) for its respective time zone. For example, if the MAS is set to 11:00 a.m. eastern time and the Web Subscriber Options server is set to 8:00 a.m. Pacific time, time is properly synchronized between the two systems. Both systems have a UTC of 16:00. However, when the UTC of the systems differs by more than 5 minutes, time synchronization can become a problem.

To keep the system time of the Web Subscriber Options server synchronized with the MAS server, perform the following steps:

**Note:**
The following steps are not required if you installed Web Subscriber Options on the same server that is used for the MAS. When you install Web Subscriber Options on a server that is not an MAS, repeat the following steps for each MAS with which Web Subscriber Options communicates.

1. On the MAS, ensure that the Windows Time service is started and set to **Automatic**. For the first MAS in the private domain, **Automatic** is the default.

2. Log in to the Web Subscriber Options server as an administrator.
3. On the Web Subscriber Options server, click Start > Settings > Control Panel > Date and Time.
4. In the Date and Time Properties dialog box, click the Internet Time tab.
5. Select the Automatically synchronize with an Internet time server check box.
6. In the Server field, enter the fully qualified server name of the MAS that is running the Windows Time service, for example, shoe1.dr.avaya.com.
7. To apply the change, click OK.

The system will synchronize the Web Subscriber Options server time zone with the MAS every 7 days. If you need to synchronize the system time before 7 days, you can manually synchronize the time by clicking Update Now in the Date and Time Properties dialog box.

Note:
If the system time between the two servers differs by more than 5 minutes, the log file at C:\Avaya_Support\Logs\wso_*.log4 displays the message "System.ServiceModel.Security.MessageSecurityException: An unsecured or incorrectly secured fault was received from the other party.

Configuring the messaging application servers

When you install Web Subscriber Options on a server that is not an MAS, you configure the MASs with which Web Subscriber Options communicates. You can configure this information through the URL of Message Application Server dialog box of the Web Subscriber Options Installation Wizard.

After you complete the installation of Web Subscriber Options, you can perform the following administration tasks:

- Verify your list of MAS URLs.
- Edit your list of MAS URLs.
- Add MAS URLs to your list.

Note:
The following steps are not required if you installed Web Subscriber Options on the same server that is used for the MAS.

To verify and configure your list of MASs:

1. On the Web Subscriber Options server, navigate to C:\Program Files\Avaya Modular Messaging\Web Subscriber Options or to the directory where you installed Web Subscriber Options.
2. In a text editor such as Notepad, open the masinfo.cfg file.
3. Verify the list, make any needed changes to the list of MASs, and save the file to the same directory.
CAUTION:

If you add MAS addresses, ensure that each address is on its own line. Do not change any of the text formatting in the file. Each address must be in the form https://zooey.dr.avaya.com:55443/, where 55443 is the port number on which the MAS Web services reside.

4. Execute 'iisreset' from Start > Run.

Configuring Avaya Voice Player

If you want users to have access to Avaya Voice Player for recording and playing greetings and list names through Web Subscriber Options, you might need to configure the voice player settings. You can change the following settings for the voice player:

- You can enable or disable the voice player. By default, the voice player is enabled for Web Subscriber Options.
- You can specify whether users are allowed to download the voice player to their client desktops.
- You can disable these commands in the voice player: Save, Save As, Export AVP as WAV, Export WAV as AVP, Send by Email, and Send GSM by Email.

You configure these settings for a voice mail domain through the Voice Mail System Configuration (VMSC) tool of the MAS.

For more information on configuring AVP for Web Subscriber Options, see "Web Subscriber Options Dialog Box" in Chapter 3 of one of the following guides in the Modular Messaging Documentation library:

- Messaging Application Server Administration Guide for Modular Messaging with the Avaya MAS and MSS
- Messaging Application Server Administration Guide for Modular Messaging with Microsoft Exchange
- Messaging Application Server Administration Guide for Modular Messaging with IBM Lotus Domino

After you configure AVP in the VMSC tool, you must reset the Web Subscriber Options server. To reset the server:

- Click Start > Programs > Avaya Modular Messaging > Reset Web Subscriber Options.
Completing initial administration

Configuring the local player

If you want users to have access to a local player for playing or recording greetings and list names through Web Subscriber Options, you might need to configure the local player. You configure the local player for a voice mail domain through the Voice Mail System Configuration (VMSC) tool of the MAS. By default, the local player is enabled for Web Subscriber Options.

For more information on configuring the local player for Web Subscriber Options, see "Web Subscriber Options Dialog Box" in Chapter 3 of one of the following guides in the Modular Messaging Documentation library:

- Messaging Application Server Administration Guide for Modular Messaging with the Avaya MAS and MSS
- Messaging Application Server Administration Guide for Modular Messaging with Microsoft Exchange
- Messaging Application Server Administration Guide for Modular Messaging with IBM Lotus Domino

After you configure the local player in the VMSC tool, you must reset the Web Subscriber Options server. To reset the server:

- Click Start > Programs > Avaya Modular Messaging > Reset Web Subscriber Options.

Configuring the use of e-mail addresses in Personal Distribution Lists

If you want users to be able to use e-mail addresses in Personal Distribution Lists (PDLs), you might need to configure this setting. You configure the use of e-mail addresses in PDLs through the Voice Mail System Configuration (VMSC) tool of the MAS. By default, users are enabled to use e-mail addresses in PDLs.

For more information on configuring the use of e-mail addresses in PDLs, see "Web Subscriber Options Dialog Box" in Chapter 3 of one of the following guides in the Modular Messaging Documentation library:

- Messaging Application Server Administration Guide for Modular Messaging with the Avaya MAS and MSS
- Messaging Application Server Administration Guide for Modular Messaging with Microsoft Exchange
- Messaging Application Server Administration Guide for Modular Messaging with IBM Lotus Domino

After you configure this setting in the VMSC tool, you must reset the Web Subscriber Options server. To reset the server:
● Click **Start > Programs > Avaya Modular Messaging > Reset Web Subscriber Options**.

---

**Configuring e-mail domains**

You can configure the e-mail domains accessible to users when they are configuring Notify Me and adding e-mail addresses as Personal Distribution List (PDL) members. You configure the e-mail domains allowed for a voice mail domain through the Voice Mail System Configuration (VMSC) tool of the MAS.

For more information on configuring e-mail domains, see "Web Subscriber Options Dialog Box" in Chapter 3 of one of the following guides in the *Modular Messaging Documentation* library:

- *Messaging Application Server Administration Guide for Modular Messaging with the Avaya MAS and MSS*
- *Messaging Application Server Administration Guide for Modular Messaging with Microsoft Exchange*
- *Messaging Application Server Administration Guide for Modular Messaging with IBM Lotus Domino*

After you configure e-mail domains in the VMSC tool, you must reset the Web Subscriber Options server. To reset the server:

● Click **Start > Programs > Avaya Modular Messaging > Reset Web Subscriber Options**.

---

**Configuring teletypewriter devices**

If you want users to be able to select teletypewriter (TTY) as one of their languages for the telephone user interface (TUI), you must first configure TTY. You configure TTY for a voice mail domain through the Voice Mail System Configuration (VMSC) tool of the MAS. For more information on configuring TTY, see "Audio Encoding Dialog Box" in Chapter 3 of one of the following guides on the *Modular Messaging Documentation* library:

- *Messaging Application Server Administration Guide for Modular Messaging with the Avaya MAS and MSS*
- *Messaging Application Server Administration Guide for Modular Messaging with Microsoft Exchange*
- *Messaging Application Server Administration Guide for Modular Messaging with IBM Lotus Domino*

After you enable or disable TTY in the VMSC tool, you must reset the Web Subscriber Options server. To reset the server:
Configuring the Quick Logon from Modular Messaging Web Client

If you want users to have access to the Quick Logon from Modular Messaging Web Client to Web Subscriber Options, you must configure the feature. Verify that the Web Subscriber Options URL is administered on the Web Client server. For more information, see "Message Servers page field descriptions" in Modular Messaging Web Client Administration and Maintenance on the Web Client software CD-ROM.

Installing Web Subscriber Options online help

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

To install the Web Subscriber Options online help:

1. Run MM51WSOHelpUpdate.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.

Uninstalling or repairing Web Subscriber Options server software

Note: Before you uninstall the Web Subscriber Options server software, ensure that you first uninstall the patches sequentially from higher to lower version.

To uninstall or repair the Web Subscriber Options server software:

1. On the Web Subscriber Options server, click Start > Settings > Control Panel > Add/Remove Programs.
2. From the list of programs, select Modular Messaging Web Subscriber Options.
3. Choose one of the following options:
   - To uninstall Web Subscriber Options, click Remove.
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- To repair Web Subscriber Options, click **Change**.

4. Proceed with the repair or the uninstall of the server software.

The system uninstalls or repairs the Web Subscriber Options server software. For an uninstall, the system retains your logs if you are on an MAS or have specified the system to keep the logs.

**Note:**
If the Admin Tools were installed with WSO, you can use the MM Uninstall Wizard to uninstall.
Chapter 4: Troubleshooting

After you install or activate Web Subscriber Options and try to log on from a client computer, you might encounter problems with the application. This section includes a list of problems you might encounter and steps for troubleshooting those problems.

Web Subscriber Options Logon page displays "Compiler Error Message: CS0016"

1. On the Web Subscriber Options server, navigate to the Windows temporary directory (C:\WINDOWS\Temp).
2. Right-click the Temp directory, and click Properties > Security.
3. In the Group or user names field, verify that the profile NETWORK SERVICE is listed.
4. If this profile is not listed, click Add.
5. Type network service in the text box, and click OK.
6. In the Allow field for NETWORK SERVICE, select the Full Control check box.
7. Click OK.

Web Subscriber Options Logon page displays general error (IIS application pools)

Web Subscriber Options should automatically create Internet Information Services (IIS) application pools during installation. If this does not occur, you might see a general error message on the Web Subscriber Options Logon page. To troubleshoot this error, complete the following steps:

1. On the Web Subscriber Options server, click Start > Programs > Administrative Tools > Internet Information Services (IIS) Manager.
2. In IIS Manager, click Web Sites > Default Web site > wso.
   
   Note: If you changed the virtual directory of Web Subscriber Options during installation, navigate to that site.
3. Right-click wso, and click Properties.
4. If the Application name and Application pool fields are grayed out, click Create, and click OK.

For more information about IIS, see your Windows Server 2003 documentation.
Installing certificates (ca.txt and x509.txt) manually

To configure the masinfo.cfg manually, follow the below mentioned steps

1. Enter the full URL of MAS in the masinfo.cfg. For example https://www.myMachine.com:55443/. Enter one MAS URL per line for each MASs. Remember that the protocol must be HTTPS and the site name must be the fully qualified domain name of the server which is hosting the web services (MAS). The port number must correspond to the SSL port of the web site which is hosting the Web services.

2. Download and install the CA certificate and X509 certificate for each MAS's entered in masinfo.cfg on the machine running the Web Subscriber Options application. To download and install the certificate complete the following steps:

Consider the example where masinfo.cfg has the following entry in it https://www.myMachine.com:55443/


b. Open MMC console using Windows Run dialog. Type MMC on Windows Run dialog and hit enter.

c. Go to File->Add/Remove Snap-in menu from MMC console. The system displays "Add/Remove Snap-in" dialog

d. Select Standalone tab from Add/Remove Snap-in dialog.

e. Select Console Root from the dropdown Snap-ins added to.

f. Click Add button, the system displays Add Standalone Snap-in dialog.

g. From the list of Snap-ins select Certificates and click Add, the system displays Certificates snap-in dialog.

h. Select Computer account radio button from Certificates snap-in dialog and click Next.

i. Select Local Computer (the computer this console is running on) and click Finish.

j. Click Close on Add Standalone Snap-in dialog.

k. Click OK on Add/Remove Snap-in dialog.

l. In the MMC console Expand the Certificates (Local Computer) node.

m. Select and then right click on Trusted Root Certification Authorities folder and from All Tasks menu select Import menu.

n. Click Next on the Certificate Import wizard, then browse for "ca.cer" and import the "ca.cer" to Trusted Root Certification Authorities certificate store.

o. Right click Personal folder and from All Tasks menu select Import menu.
p. Click **Next** on the **Certificate Import wizard**, then browse for "x509.cer" and import the "x509.cer" to **Personal** certificate store.

For each of the entries in masinfo.cfg repeat the steps (a-p) mentioned above. Once the certificates are downloaded and installed you are ready to connect to Web services using your Web Subscriber options.

**Generating certificates manually:**

1. Open command prompt using Windows Run dialog. Type cmd on Windows Run dialog and hit enter.
2. Navigate to C:\Avaya Support\Scripts.
3. Run the script 'CreateNInstallCert.cmd' with the parameter '/FQDN <masfqdn>'. Here, <masfqdn> is the fully qualified domain name of the MAS. Eg: singapore-mas1.dr.avaya.com
4. If the MAS is in a private domain with two network connections (private and corporate), then the <masfqdn> should be the corporate fqdn.
5. For detailed information on all the parameters this script accepts, run 'CreateNInstallCert.cmd /?'