

MiCollab Advanced Messaging Unified Messaging for IBM Notes and Domino Administration Guide

For version 9.0 and above

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Preface

This guide describes how to implement MiCollab Advanced Messaging (MiCollab AM) Unified Messaging for IBM Notes and Domino. These instructions assume that you have installed a MiCollab AM System Server integrated to an Open Text® RightFax® Enterprise Fax Server and that both systems are operating successfully. This online book covers the following:

- An overview of MiCollab AM Unified Messaging for IBM Notes and Domino, referred to throughout this document as MiCollab AM Unified Messaging
- Installation requirements for your MiCollab AM Server, Notes/Domino Server, and workstations
- Instructions for installing and configuring E-mail Access with the Notes/Domino Server
- Instructions for installing and configuring the MiCollab AM Unified Messaging software on IBM Notes/Domino Server
- Instructions for installing the MiCollab AM Unified Messaging client on a workstation

NOTE This book assumes that the Notes/Domino Server is installed on a platform running the Windows Server 2008 R2 with Service Pack 1, Windows Server 2012 R2, or Windows 2016 operating system.

References

A catalog of technical documentation is included on the MiCollab AM Installation Media. If you are installing any advanced applications, such as Networking and Fax Server applications, you should refer to the appropriate technical documentation for application and installation information.

Documentation

The technical documentation is produced in the PDF format and requires the PDF reader to view it. The documentation set for this MiCollab AM includes the following documents and resources:

- **Developer Resources.** Contains programming guides and API references for developers for integrating the server clients and web applications with MiCollab AM.
- **Integration Technical Notes (ITN).** Contains a set of guides that describe the integration methods and instructions for a variety of phone systems to work with MiCollab AM. The ITNs are generally used by resellers or administrators who are experienced with MiCollab AM and familiar with the integration procedures and terminology.
- **Quick Reference Card (QRC).** Contains shortcuts and quick instructions telling subscribers how to access and use the messaging system.
- **Server Documentation.** Available as a PDF only. Contains administrative guides for administrators about installing, configuring, and administering the messaging system, and user guides for subscribers about accessing the messaging system and checking and sending messages.

- **Spare Parts Documentation.** Contains a set of guides that describe the instructions for installing and configuring hardware parts to work with MiCollab AM. These documents are written for Mitel certified MiCollab AM technicians who are experienced with MiCollab AM and familiar with the procedures and terminology.
- **Software Release Notice (SRN).** This notice introduces the new features, capabilities, and hardware/software requirements for the corresponding MiCollab AM version.

For more related documents, refer to the following list of references:

Table 1. References

Document Type	Document Title
Server Documentation	<i>System Administration Guide</i>
Server Documentation	<i>System Installation and Configuration Guide</i>
Server Documentation	<i>RightFax Administration Guide</i>
Quick Reference Card	Original QRC

Documentation Updates

Documentation updates may be available from the following sources:

- Mitel certified technicians can view or download documents and program files from our partner web site: connect.mitel.com/connect

Help

The primary source of information about MiCollab AM is the online help available within any of its administrative utilities. You can access **Help** as follows:

- Click the **Help** button in the dialog box or window in which you are working
- Press the **F1** key at any time.

Document Conventions

The following conventions are used in this document:

- **Key Names.** Names of keys on the keyboard are shown in a box.

Example: **Enter**

When two keys must be pressed simultaneously, they are joined by a + sign.

Example: **Alt + Tab**

- **Reference to Document.** *Italics* fonts can also signify the titles of other documents.
| **Example:** See the *System Installation and Configuration Guide*.
- **UI Element Names.** Names of UI elements such as dialog windows, screens, menu items, tabs, buttons, icons, etc. are shown in bold.
| **Example:** On the **Startup** screen, click the **Start** icon.
- **User Input.** Information required to be typed or spoken is shown in italics.
| **Example:** Type the password *voicemail*.
- **Warning, Caution, Important, and Notes.** Text for the contents that require attention are shown as follows:

WARNING A warning paragraph advises you of circumstances that can result in the loss of data, harm to the system server platform, or personal harm.

CAUTION Failure to follow these recommendations can result in unauthorized access to the system and consequent loss of data.

IMPORTANT An important paragraph gives decision-making information or informs you of the order in which tasks need to be completed.

NOTE A note gives additional information, provides an explanation, or indicates an exception to the information in the preceding text.

Frequently Used Terms

Table 2. Frequently Used Terms

Terms	Description
System Server	<p>Term refers to an organization's computer platform(s) that have MiCollab AM software installed and handles the core system functions such as storing messages, database.</p> <p>It can also refer generically to the System Server platform, the Call Server platform, or both. The term is most often used to describe a software or hardware installation or configuration practice where the role of the server platform is not specifically expressed.</p>

Call Server	Term refers to an organization's computer platforms that have MiCollab AM software installed and serve as the interface to the system (PBX). The Call Server(s) interface with the System Server for the purpose of accessing messages, and database.
MiCollab AM Unified Messaging	Term refers to the MiCollab AM Unified Messaging for Lotus Notes and Domino client application, also known as Desktop Suite for Domino.

Overview

With MiCollab AM Unified Messaging for **IBM Notes** and **Domino**, subscribers can manage voice and fax messages along with E-mail messages in their **IBM Notes Inbox** folder. MiCollab AM Unified Messaging accomplishes this by enhancing the **IBM Notes** E-mail template so the features are seamless in an environment already familiar to subscribers. The concept of managing voice, fax, and E-mail messages within a single application program is referred to as unified messaging.

MiCollab AM Unified Messaging stores all voice and fax messages in the user's mail databases on their designated home **Domino** Server. As each voice and fax message is received, it is moved from the MiCollab AM Server automatically to the **Notes/Domino** Server where it is accessible in its native form as a voice or fax message. Because the messages are stored on the **Notes/Domino** Server, MiCollab AM Unified Messaging is referred to as server-based unified messaging.

Successful implementation of MiCollab AM Unified Messaging requires the assistance of the following individuals, who make up the server's implementation team:

- MiCollab AM Server administrator
- Notes/Domino Server administrator
- If the organization uses a Windows Server domain, the domain administrator
- MIS/IT support staff

IMPORTANT It is recommended that you provide a copy of this document to each member of the implementation team several days or weeks prior to the implementation of the MiCollab AM Unified Messaging for IBM Notes and Domino integration. If your Notes/Domino Server is running on a different operating system, please contact Mitel Technical Support for alternate installation instructions based on the operating system.

MiCollab AM Unified Messaging Features

In addition to supporting standard MiCollab AM features over the telephone, MiCollab AM Unified Messaging offers a number of additional features:

- Allows subscribers to manage voice and fax messages in ways that best suit their work styles, using the familiar IBM Notes interface.
- Allows subscribers to view and forward fax messages with voice or E-mail message attachments
- Enables subscribers to create, listen to, reply to, and forward voice messages over a computer multi-media sound system, without requiring a telephone.
- Allows subscribers to record their name and greetings over a multi-media sound system on the subscriber's workstation or telephone using Web PhoneManager™.
- Allows subscribers to Live Reply to the sender of a message using the auto-dial feature (if supported by the telephone system)

How MiCollab AM Unified Messaging E-mail Access Works

With MiCollab AM Unified Messaging for IBM Notes and Domino, subscribers have two options for accessing their messages from the IBM Notes/Domino Server's unified message store. They can use either the telephone user interface (TUI) or the graphic user interface (GUI) of the enhanced IBM Notes E-mail client.

The IBM Notes/Domino Server tracks all the messages in the system. As messages are added and deleted, IBM Notes/Domino Server updates its post office database. MiCollab AM E-mail Access communicates with the IBM Notes/Domino Server. When a subscriber has message notification enabled, E-mail Access polls the Notes/Domino Server each time the subscriber logs on and periodically thereafter.

If E-mail messages are present in the subscriber's mailbox, E-mail Access generates an appropriate message to notify the subscriber. However, when a subscriber receives a new E-mail message, E-mail Access does not set the message-waiting indicator on the subscriber's telephone.

MiCollab AM must reside on the same local area network (LAN) that supports the site's E-mail system. The LAN allows MiCollab AM and the E-mail system to communicate using the E-mail system's application programming interface (API).

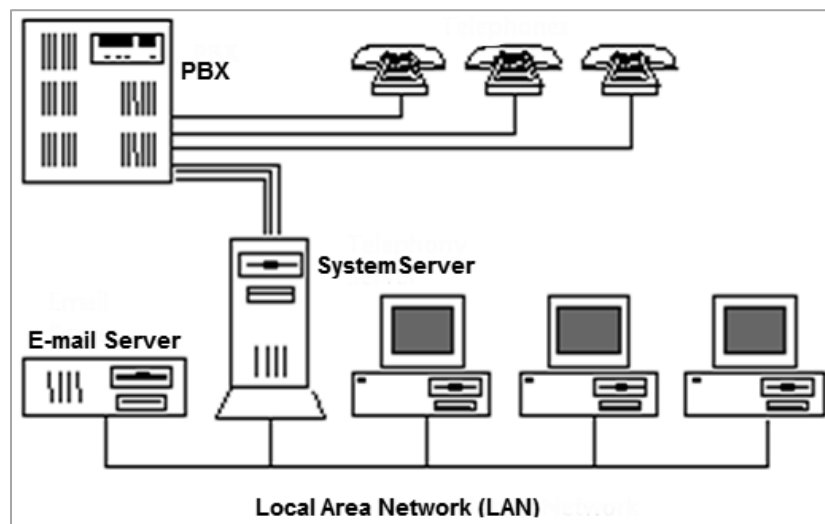


Figure 1. E-mail Access and MiCollab AM Unified Messaging for IBM Notes and Domino

E-mail Access is an advanced feature of MiCollab AM. It must be functioning before you can begin configuring MiCollab AM Unified Messaging for IBM Notes/Domino.

NOTE For E-mail Access to function properly, all E-mail messages must be stored on the Notes/Domino Server. E-mail Access cannot retrieve E-mail messages that are stored on the subscriber's workstation.

TUI Message Access

With TUI access, subscribers can manage their E-mail messages by telephone using the MiCollab AM telephone user interface (TUI). They begin by logging into the MiCollab AM Server, which then checks their accounts on the E-mail server and enumerates their messages. MiCollab AM presents messages so that the subscribers can retrieve their information in the easiest way possible over the telephone:

- Voice messages are played back directly.
- E-mail messages are read aloud using text-to-speech capabilities, starting with information about the E-mail messages' subjects and senders.
- Fax messages are announced as such with their delivery dates, delivery times, and page counts, as well as the sender's name if the sender was another subscriber. The subscriber must send the fax message to a fax machine for printing to view it.

To improve message handling, subscribers can set MiCollab AM to present messages by type, allowing them to access specific types of messages quickly. Message access through the TUI does not support the creation of text or fax messages; it only supports voice forwards and replies to E-mail messages.

TUI access offers the following features

- When subscribers log on, MiCollab AM notifies them if they have received E-mail messages and tells them how many new messages there are. In addition, depending on how the subscribers configure their mailboxes, MiCollab AM can inform them when new E-mail messages arrive.

NOTE MiCollab AM E-mail message notification does not set message-waiting indicators (MWIs) on subscriber telephones.

- Subscribers receive envelope information with each E-mail message. MiCollab AM can also report the message's subject and read or play the sender's name if the envelope information is available.
- Subscribers can listen to their E-mail messages. The **text-to-speech** feature allows MiCollab AM to *read aloud* the content of an E-mail message, speaking each message's subject, body, and any text-based attachments using synthesized speech.
- Subscribers can reply to E-mail messages with voice messages, providing critical responses without waiting to get to their E-mail programs. The response is attached to the E-mail reply message as a **.wav** file.

The message recipient can listen to the voice message on any computer capable of playing **.wav** files, if the recipient's E-mail server supports **.wav** attachments.

NOTE Voice forwarding and voice reply options are supported only. Subscribers cannot input text or attach fax messages through the TUI when retrieving messages.

- Subscribers can voice annotate an E-mail message before forwarding it to other server-based unified messaging users, enabling them to distribute information quickly.
- When RightFax Enterprise Fax Server is integrated with MiCollab AM, subscribers can forward E-mail messages by fax and print E-mail messages on any fax machine. In addition, text file attachments

(with a **.cmd**, **.bat**, or **.txt** extension) can print to a fax machine, as can binary file attachments from such popular application programs as Microsoft Word and Microsoft Excel.

GUI Message Access

During the installation of the MiCollab AM Unified Messaging software on client workstations, IBM Notes is modified to support voice and fax messages as follows:

- New icons are added to the GUI. In the **Inbox**, a telephone icon signifies a voice message, whereas a fax sheet icon denotes fax and voice-annotated fax messages.
- MiCollab AM messages are identified as such in the subject line.
- New voice and fax message forms are included. The voice message form includes media player controls that support both the playback and recording of voice messages. The subscriber can select either the computer sound device or telephone for playback and recording.
 - Selecting a computer sound device allows subscribers to listen to, create, reply to, and forward voice messages without a telephone device.
- Allows subscribers to set **Call Blocking**, **Call Screening**, and **Extension Specific Processing (ESP)**, if those features are allowed for them.
- Subscribers can annotate messages, adding information about the subject or notes that summarize the response. When the message is forwarded, these notes are not forwarded, but remain only with the original message.
- Subscribers can forward or reply to any message using either MiCollab AM or E-mail message forms.

Message Enumeration

The user's **Inbox** and **Saved** folders can be enumerated and the content of the E-mail messages read aloud. MiCollab AM enumerates and reads aloud any message found in the Notes user's **Inbox** or **Saved** folders. It considers all messages in the **Inbox** folder, both read and unread, to be new messages, presenting them in separate read and unread groups over the TUI. It presents all messages in the **Saved** folder as saved messages.

If a subscriber moves a message, regardless of type, to a IBM Notes folder other than **Saved** or **Inbox**, MiCollab AM is no longer able to access that message.

New Messages

All voice, fax, and E-mail messages in the Inbox folder appear as new messages through the MiCollab AM TUI. MiCollab AM preserves and reports the read or unread status assigned to messages in this folder.

Deleting Messages

When a subscriber uses the TUI to delete messages, they are marked for deletion on MiCollab AM but they are not deleted in the Notes mailbox until the subscriber logs off from MiCollab AM. At that point, E-mail Access logs off from the subscriber's Notes mailbox and the Notes/Domino Server moves the marked message to the **Trash** folder. The deleted messages remain in the Trash folder until the subscriber empties it.

Saving Messages

When a subscriber saves a message using the TUI, MiCollab AM informs the subscriber that the message is saved and for the duration of the telephony session, the message is held in the saved queue. When the subscriber logs off, MiCollab AM moves the newly saved messages from the **Inbox** folder to the **Saved** folder in the subscriber's mail database on the designated home Domino Server.

The next time the subscriber logs on using the TUI, these messages remain available as saved messages. If the subscriber logs on to the Notes client, these messages are also available in the **Saved** folder. The read or unread status of messages in the **Saved** folder is not reported through the TUI; they can only be seen and changed in the Notes client.

Text-to-Speech Rendering

The **From** line, **Subject** line, and the body of all E-mail messages in the **Inbox** and **Saved** folders can be read aloud using the text-to-speech feature, including text file attachments (with a **.cmd**, **.bat**, or **.txt** extension). E-mail Access cannot find E-mail messages located in other folders.

Message Notification

Subscribers are notified of normal, urgent, and private priority E-mail messages, if normal, urgent, and private priority message notification is configured for the subscriber.

Replying to Messages

When a subscriber replies by either voice or E-mail to a voice or fax message, the original message is not included in the reply.

- If the subscriber selects the voice reply option while using the GUI, a new voice form displays with the original sender's E-mail address on the **To** line. Using the media controls, the subscriber records a voice reply. The reply can be edited or re-recorded before it is sent.
- If the subscriber selects the E-mail reply option, the E-mail client uses its regular reply function. This allows the creation of a standard E-mail reply.
- The **Live Reply** feature allows a subscriber to initiate a telephone call to the message sender of a selected voice, fax, or E-mail message in the Inbox.

Voice Reply to E-mail Messages from Non-Subscribers

In recorded voice replies to E-mail messages, the audio format depends on whether the person who sent the original E-mail message was a MiCollab AM subscriber. For other subscribers, MiCollab AM uses the format that its administrators have selected for voice messages. MiCollab AM uses linear, monaural, 8-bit PCM for non-subscribers.

On reply to an E-mail message from a non-subscriber, the voice message is attached to the reply message as a **.wav** file (linear PCM, 8 KHz, 8 bits per sample, mono). The recipient can then listen to this voice reply on a personal computer capable of playing **.wav** files. The E-mail server used by the recipient must support **.wav** file attachments.

Forwarding Messages

Subscribers can forward voice and fax messages as MiCollab AM voice messages, with or without a voice annotation.

- If the subscriber selects the voice forwarding option while using the GUI, a new forward form displays. The subscriber has the option of recording an introduction to the original message.
- If the subscriber forwards the message with the E-mail client's standard forwarding function, a new mail message displays with one or two file attachments (a **.wav** file for a voice message, a **.tif** file for a fax). The subscriber may type text in the message or attach other files.

NOTE When forwarding a voice message as an E-mail message from IBM Notes, any **.wav** attachment is formatted using a **Pulse Code Modulation (PCM)** compressor/de-compressor (codec). This codec allows playback of the voice message on most computers running Windows-based operating systems, without requiring any special codecs to be installed on the computer.

Modifying the Notes Field

Subscribers accessing messages in the **Inbox** can add comments in the **Notes** field of any received voice or fax message and save those changes with the message. Such notes are intended for the subscriber's personal use and are not included in any replies or forwarded copies of the message.

Binary-to-Fax E-mail Attachment Rendering Support

MiCollab AM supports the **Server-Side Application (SSA)** conversion engine used by RightFax Enterprise Fax Server versions 8.7, 9.0, 9.3, and 10.5. This support allows a subscriber using the TUI to forward an E-mail message with a binary file attachment, such as a Microsoft Word document, to any fax machine and get printouts of the E-mail message and binary attachments. Subscribers can print out binary file attachments in the file formats used by the following programs:

- Microsoft Word 2000-2013
- Microsoft Excel 2000-2013
- Microsoft PowerPoint 2000-2013

IMPORTANT The **SSA** feature is not supported on the same platform as MiCollab AM. **SSA** requires the installation of Microsoft Office products, such as Word and Excel, which are not allowed on the MiCollab AM platform.

The **SSA** conversion engine can use the previously mentioned application programs to render binary file attachments from other application programs on any fax machine.

For a complete list of file attachment formats that the SSA conversion engine can render, and information about configuring the feature on the fax server, see the RightFax documentation.

IMPORTANT Subscribers must use **Fax Delivery** mailboxes set up for callback delivery to retrieve E-mail attachments. For more information, see the *Fax Messaging Administration Guide*.

Third-Party Fax Server Support

In addition to RightFax, MiCollab AM Unified Messaging can support the following third-party fax servers:

- Esker Fax™ 3.5 or later
- Fenestrae® Faxination® 6.0 or later
- Interstar™ XMediusFAX® 4.1.0 or later

If MiCollab AM Unified Messaging is integrated with one of these fax servers, subscribers receive fax messages in their IBM Notes Inbox and can view, forward, or reply to them as they would with RightFax. They also have the same ability to review, forward, and print their fax messages over the telephone.

NOTE Faxtext and standalone fax messaging require RightFax. For more information about setting up these features, see the *Faxtext Administration Guide* and *Fax Messaging Administration Guide*.

Critical Application Issues for MiCollab AM Administrators

MiCollab AM administrators should be aware of the following critical application issues concerning MiCollab AM Unified Messaging:

- Message cache on MiCollab AM
- Activity when the unified message store is unavailable
- Message Waiting Indicators (MWI) on subscriber telephones
- Time synchronization between servers
- Supported e-mail server programs
- Creating messaging server profiles

Message Cache on the MiCollab AM Server

When configured with MiCollab AM Unified Messaging, the MiCollab AM server caches voice and fax messages to speed subscriber access to messages through the TUI. Voice and fax message attachments are stored in the cache as the message is delivered to the inbox on the external message store. When accessing the message, if the attachment is located in the local cache, MiCollab AM will not need to download the attachment, reducing any potential delay during message playback.

An administrator can change the size of the cache by adjusting the **E-Mail Cache Size (Mbytes)** box on the **Tenant Summary** dialog box of the **Tenant** tab of **MiCollab AM Configuration**. Mitel recommends that the size of the cache be large enough that its automatic purge function is activated no more than once a day. An entry is recorded in the Windows event log each time the cache is purged.

Activity When the Unified Message Store is Unavailable

If the Notes/Domino Server is unavailable to the MiCollab AM system, incoming voice or fax messages are saved to individual MiCollab AM Subscriber mailboxes. During this period of interrupted communication between the servers, subscribers can use the TUI to log on to MiCollab AM and check for messages that are received during the period of broken communication. MiCollab AM messages already moved to the Notes/Domino Server's unified message store are unavailable through the TUI until communication between the servers can be restored.

If the Notes/Domino Server is functioning, a subscriber can retrieve voice and fax messages stored on the Notes/Domino Server using the Notes client. Voice messages residing on the MiCollab AM Server are unavailable through the Notes client. Once the two servers restore communication, the MiCollab AM Server moves the new messages still residing on it to the Notes/Domino Server and all messages are available through the TUI or the IBM Notes client.

Message Waiting Indicators on Subscriber Telephones

IMPORTANT The Message Waiting Indicator (MWI) feature requires that the Notes/Domino Server be installed on a platform running the Windows Server 2008 R2 with Service Pack 1, 2012 R2, or 2016 operating system.

After the installation and configuration of MiCollab AM Unified Messaging, new voice and fax messages activate the MWI on subscriber telephones. This is true of both visible and audible MWIs. In addition, subscribers are notified of new messages through the Notes client's new message indicator or, if they are checking messages by telephone, by the MiCollab AM prompts.

If subscribers manage mail through local replication, MWIs may not be supported. Subscriber and mail databases must be located on the Domino Server for the MWI feature to work.

NOTE The **Immediate Message** and **Daily Message Notification** features are available with MiCollab AM Unified Messaging. Short Message Service (SMS) notification applies only to messages stored on the MiCollab AM Server.

Time Synchronization between Servers

It is critical that the time settings on the MiCollab AM Server match the time and time zone settings on the Notes/Domino Server. You can match these time settings by using a time synchronization program that automatically updates the time on both servers or by manually updating them.

If the times on the two servers lose synchronization with each other, then a new message sent from the MiCollab AM Server to the Notes/Domino Server may appear to be a future delivery message. If this occurs, then the message may fail to appear in the E-mail client program right away or be presented through the TUI until the future delivery time has arrived.

Time differences between the MiCollab AM Server and the Notes/Domino Server can cause a disparity between the messages displayed in the E-mail client and the messages available in the TUI.

Mitel recommends that you use the Windows Time Service in the operating system's Control Panel to synchronize the time between the MiCollab AM Server and the Notes/Domino Server. Windows Time is a background Service that synchronizes the time on Windows Servers on the network.

For additional information about using Windows Time, see the appropriate Microsoft Windows Server documentation.

Supported E-mail Server Programs

MiCollab AM E-mail Access supports the global releases of the Notes/Domino Server Family with Domino Mail Server Releases 8.5.1 or previous. Newer versions of Notes/Domino Server are tested and approved as required.

Creating Messaging Server Profiles

E-mail Access communicates with the Notes/Domino Server through a messaging server profile. You configure the Notes/Domino Server messaging server profile in **MiCollab AM Admin**, and then assign it to Subscriber mailboxes. This prevents configuration problems that might result from mistyped paths in individual Subscriber mailboxes.

Messaging server profiles allow you to control the times of day when E-mail Access communicates with the E-mail server.

Installation Requirements for MiCollab AM and IBM Notes/Domino Server

This section lists the installation requirements for installing E-mail Access and MiCollab AM Unified Messaging successfully. Be sure to review and meet these requirements before continuing with the other procedures discussed in this document. For more information on hardware and software requirements, see the *Software Release Notice version 9.0*.

Installation requires you to install a number of files the Notes/Domino Server and on each subscriber workstation.

IBM Notes/Domino Server Requirements

- Microsoft Windows Server 2008 R2 with Service Pack 1, Windows 2012 R2, or Windows 2016
- Notes/Domino version 7, 8, 8.5.1 (32 and 64 bit), or 9.
- To use the new subscriber search capabilities of E-mail Access, the Lightweight Directory Access Protocol (LDAP) Service must be running on the Domino Server configured for access in the MiCollab AM Profile. The LDAP Service must be installed and configured to permit access through an anonymous logon.

NOTE When a user searches messages, the IBM Notes/Domino Server searches messages for the past 10 days only. Messages older than 10 days are not searchable.

MiCollab AM Server Requirements

- MiCollab AM version 9.0
- Microsoft Windows Server 2008 R2 with Service Pack 1, Windows Server 2012 R2, or Windows Server 2016 (Server with Desktop Experience)
- MiCollab AM feature file update with E-mail Access and text-to-speech conversion channels enabled
- Network connection to the LAN on which the Notes/Domino Server is connected
- Installation of the correct network protocols to communicate with the Notes/Domino Server
- IBM Notes client software version 7, 8, 8.5.1 FP3, or 9.0

NOTE The IBM Notes/Domino Server software and the IBM Notes client software on MiCollab AM should be the same version.

Optional MiCollab AM Server Requirements

- To print E-mail messages on a fax machine (E-mail text-to-fax service), the OpenText RightFax Enterprise Fax Server must be installed at the site. See the RightFax documentation for requirements or contact OpenText.
- To print binary file attachments, such as Microsoft Word documents, RightFax Enterprise Fax Server Version 9.0 or later must be installed at the site, but not on the MiCollab AM Server. See the RightFax documentation describing the SSA conversion engine.
- Text-to-speech channels are required to read the content of E-mail messages and text-based attachments aloud using synthesized speech. Only one subscriber can use a text-to-speech channel at one time. To determine the number of text-to-speech resources the MiCollab AM Server is currently licensed, refer to the **Features** tab in **MiCollab AM Configuration**.

NOTE Text to speech channels are licensed by Mitel; you must purchase text-to-speech channels. For more information, contact Mitel Sales Engineering.

Client Workstation Requirements

Depending on their system configurations, client workstations can process messages using the IBM Notes E-mail client or IBM Notes Web Browser Access.

Client Workstations with MiCollab AM Unified Messaging

- Microsoft Windows Vista, 7, 8/8.1, or 10
- IBM Notes client software version 7, 8, 8.5.1 FP3, or 9.0.
- MiCollab AM Unified Messaging Desktop Suite 9.0 for IBM Notes and Domino

Workstation Client with Web Browser Access

- Microsoft Windows Vista, 7, 8/8.1, or 10
- Optional Mitel media player
- Microsoft Internet Explorer 9 or later

NOTE Contact IBM for a complete list of supported web browsers

Installing E-mail Access

This section discusses the critical tasks to install E-mail Access on the MiCollab AM Server. It assumes that both the LAN and MiCollab AM are functioning properly.

This section covers the following tasks in sequence:

- Enabling E-mail Access Globally for MiCollab AM
- Enabling Lines for MiCollab AM Unified Messaging

Enabling E-mail Access Globally

You must enable E-mail Access to allow MiCollab AM to communicate with Notes/Domino. By enabling E-mail Access globally, you prepare the MiCollab AM to link with the Notes/Domino Server.

NOTE If MiCollab AM is deployed as a hosted solution in the cloud, these steps are performed by the tenant administrator.

To enable E-mail Access globally on MiCollab AM:

- 1 Log on to **MiCollab AM Admin**.
- 2 From the menu bar, go to **Configuration > System**.
- 3 Select the **Messaging** tab.
- 4 Select the **E-mail Access Active** check box. E-mail Access does not work if this box is cleared.
- 5 Click **OK** to close **MiCollab AM Admin**.

Enabling Lines for MiCollab AM Unified Messaging

The MiCollab AM server administrator must enable lines on the **Lines** tab so **MiCollab AM Desktop** applications, such as MiCollab AM Unified Messaging, can make callouts. This type of callout allows subscribers to use telephones to listen to and record messages, personal greetings, and names.

In addition, the server administrator must verify that the values are appropriate for the **Incoming Line Reserve** and **Maximum Callouts** settings on the **Switch Section Options** dialog box from the **Switch Sections** tab.

To enable lines for Desktop applications:

- 1 Open **MiCollab AM Configuration**.
- 2 Select the **Lines** tab.

- 3 Select the **Callouts** checkbox for each line on which you want to allow callouts, and then click **Apply**.
- 4 Click the **Switch Sections** tab, select the **Switch Section** on which you want to configure callouts, and then click **Edit**.
- 5 On the **Switch Section Options** dialog box, select **All Parameters** from the **View** dropdown list.
- 6 Verify that the values in the **Incoming Line Reserve** and **Maximum Callouts** settings are appropriate for your site. Change the values as necessary.

NOTE Keep in mind that the total number in both settings cannot exceed the number of lines in your system. See the online help for more information about callouts and the **Switch Section Options** dialog box.

- 7 Click **OK** to close the **Switch Section Options** dialog box.
- 8 Click **OK** to close **MiCollab AM Configuration**.

Configuring IBM Notes/Domino Server for E-mail Access

IMPORTANT The Notes/Domino Server administrator performs these tasks. See the Notes/Domino Server documentation for additional instructions.

This section briefly outlines the steps necessary to enable the IBM Notes/Domino Server E-mail Access interface. For successful installation and operation, the following items are required:

- MiCollab AM is fully operational
- Notes/Domino Server is fully operational
- IBM Notes client software with one user license
- Windows Server operating system software (optional) if additional network protocols need to be installed on a Server platform

To enable the IBM Notes interface for MiCollab AM operations, the Notes/Domino administrator and the MiCollab AM administrator must perform the tasks on the following pages.

Configuring the Lightweight Directory Access Protocol

To use the **Lightweight Directory Access Protocol (LDAP)** features, configure the **LDAP** protocol to start automatically and to support anonymous queries. This Service must be running on the Domino Server configured for access in the MiCollab AM Profile.

Operation of this feature depends upon the E-mail system to which MiCollab AM is connected. MiCollab AM does not depend upon LDAP for E-mail Access operation. The feature is provided to aid the MiCollab AM administrator with mailbox configuration. Without LDAP, the MiCollab AM administrator must provide exact Subscriber mailbox information and enter the information without typographical error.

NOTE The Verify button neither uses nor verifies the Logon ID or password for any profile type, when the server type is set to Notes.

Setting Up a Mail Database on the Notes/Domino Server

To set up a mail database on the Domino Server:

- 1 Start Domino Administrator and log on if necessary.
- 2 Select your Domino Server in Domino Administrator.

- 3 On the **People & Groups** tab, under the **Tools** dropdown list, click **People**, and then click **Register**.
- 4 In the **Enter Password** dialog box, type your certifier password, and then click **OK**.
- 5 In the **Last Name** box within the **Register Person** dialog box, type *SysSrvr*. (SysSrvr is an example only, you may choose your own name but remember to keep it consistent throughout the installation)
- 6 Type a password in the **Password** box. (The password is also required later.)
- 7 Select **Advanced**.
- 8 Determine if the user ID should be stored as an ID file.
 - If you want to store the user ID in an ID file, continue to **Step 9**.
 - If you do not want to store the user ID in an ID file, skip to **Step 12**.
- 9 Click **ID Info**.
- 10 Click **In File**, and then click **Set ID File** to select the desired location folder.
- 11 Locate the desired location folder, and then click **Save** to accept the location.
- 12 To add the user ID to any groups, click **Groups**, and then add the user ID to any groups desired.
- 13 If all the other settings are correct, click **Add Person**.
- 14 Click **Register**. This processes the request and creates the user.
- 15 Click **Done** when you are finished.

Configuring the MiCollab AM System Server for IBM Notes

NOTE Although these instructions specifically state System Server, for TUI access to messages, these steps must also be performed on all call server nodes as well. To ensure proper TUI access for messages, please execute these steps on the Call Servers.

The Notes/Domino Server administrator performs these tasks. The MiCollab AM Service must not be running while you complete this task.

Installing the IBM Notes Client on the System Server

To install the IBM Notes client on the System Server:

- 1 Log on to the MiCollab AM Server using the MiCollab AM Service account.
- 2 Open **MiCollab AM Configuration**, and select the **Main** tab.
- 3 If the system is running, click **Shutdown**. Wait until **Current Status** changes to **Stopped**.
- 4 Close MiCollab AM **Configuration**.
- 5 Start **Setup** for the **IBM Notes** client.
- 6 At the **Welcome** dialog box, verify that no other programs are running, and then click **Next**.
- 7 At the **License Agreement** dialog box, read the license agreement, select **I accept the terms of the license agreement**, and then click **Next**.
- 8 In the **Organization** field, type **SysSrvr** or the user name previously registered, as appropriate.
- 9 Verify that the **Only for Me** option is selected, and then click **Next**.
- 10 At the **Installation Path Selection** dialog box, use the **Change** buttons to alter the installation location as follows:

IMPORTANT **drive** must represent the drive letter of a valid physical disk drive on the MiCollab AM Server platform. Do not use any other installation location.

- Install Program files to **drive:\Lotus\Notes**
 - Install Data files to **drive:\Lotus\Notes\Data**
- 11 When both install locations are changed, click **Next**.
 - 12 In the custom setup wizard, accept the default settings, and then click **Next**.
 - 13 Setup copies files to the destination folder; this may take several minutes.
 - 14 At the **Install Wizard Completed** dialog box, click **Finish**.

Configuring the IBM Notes Client on the MiCollab AM Server

To set up the IBM Notes client on the System Server:

- 1 Open **MiCollab AM Configuration**, and then select the **Main** tab.
- 2 If the system is running, click **Shutdown**. Wait until **Current Status** changes to **Stopped**.
- 3 Close **MiCollab AM Configuration**.
- 4 Start the IBM Notes client.
- 5 At the **Welcome** dialog box, click **Next**.
- 6 At the **User Information** dialog box, enter the name of the MiCollab AM user previously registered, as indicated in the previous section.
- 7 Enter the name of the Domino Server to which you want to connect.
- 8 Verify that **I want to connect to a Domino Server** is selected, and then click **Next**.
- 9 Perform one of the following tasks:
 - If the dialog box, **How Do You Want to Connect to a Domino Server** displays, continue with **Step 10**. Network issues may be preventing connectivity to the Domino Server named previously.
 - If no dialog box displays, skip to **Step 14**.
- 10 Verify that **Set up a connection to a local area network (LAN)** is selected, and then click **Next**.
- 11 Change the **Network Information** line to **TCP/IP**.
- 12 In the **Server address** line, enter the IP address of the Domino Server, and then click **Next**.
- 13 When prompted, enter the password for the MiCollab AM user account, and then click **OK**.
- 14 Perform one of the following tasks:
 - If you are prompted for the location of your user ID, the client could not find the ID file in the Domino Directory.

Click **Browse** to locate the ID file to be copied to your local drive, and then click **Next**. Be sure to select **Yes** to copy the ID file to your local drive. Continue with **Step 15**.
 - If no dialog box displays, skip to **Step 16**.
- 15 At the **Additional Services** dialog box, click **Finish**.
- 16 Click **OK** at the **Setup Complete** dialog box. The **Notes** client may take a minute or two to open.
- 17 When the **Notes** client opens, select **No thanks, give me the defaults**.
- 18 Close the **IBM Notes** client.

IMPORTANT To verify network connectivity to the Domino Server; verify that you can ping the Domino Server by name. If you cannot, find and correct any network, DNS or Host file issues that may be interfering with the test.

Editing File and Path Statements on the System Server

IMPORTANT Read this section carefully before beginning this process. It is critical that you enter the required information correctly. Any typographical error is likely to prevent E-mail Access from functioning properly. When performing the following steps, enter all the characters as displayed.

To edit the required file and path statements on the System Server:

- 1 On the taskbar, select **Start**, right-click **Computer** (or **This PC**), and then select **Properties**. The **System Window** displays.
- 2 Click **Advanced System Settings**. The **System Properties** dialog box appears.
- 3 Select the **Advanced** tab.
- 4 Click the **Environment Variables** button. The **Environment Variables** window displays.
- 5 In the **System variables** table, select the variable, **Path**, and click the **Edit** button. The **Edit System Variable** window displays.
- 6 In the **Variable value** field, type the path to the IBM Notes executable.
For example:
If Notes is installed at D:\Lotus\Notes, the line should read as follows:
`%SystemRoot%\System32;%SystemRoot%;D:\Lotus\Notes;D:\Lotus\Notes\Data`
- 7 Click **OK** to close the **Edit System Variable** window.
- 8 Click **OK** in the **Environment Variables** and **System Properties** windows.
- 9 Restart the operating system.
- 10 Log on as **domain name\MiCollab AM**.

Creating Messaging Server Profiles to Communicate with the Notes/Domino Server

For proper operation of the E-mail Access interface, the MiCollab AM user ID must have access to each subscriber's mail database on that subscriber's designated home Domino Server as defined in the subscriber's person document of the **Name** and **Address Book**.

The **Access Control List (ACL)** for each subscriber's **Home Server Mail** database must be modified to grant the MiCollab AM account a user type of **Person** and an access level of at least **Editor** – or at least **Manager**, if the MWI feature is to be installed – with **Delete documents** and **Create Personal Agents** privileges enabled.

The MiCollab AM user is listed in the format user name/organization. The Notes/Domino Server administrator or the individual user should perform this procedure to comply with the highest standards of the customer's security structure.

See the Notes/Domino Server documentation for information about performing this procedure.

To create a messaging server profile for the Notes/Domino server:

- 1 Log on to the MiCollab AM Server using the MiCollab AM Service account.
- 2 Open **MiCollab AM Configuration** and select the **Main** tab.
- 3 If the system is running, click **Shutdown**. Wait until **Current Status** changes to **Stopped**.
- 4 Start the **Admin** utility and log on using your administrator's name and password.
- 5 From the menu bar, select **Configuration > System**, and then select the **E-mail** tab.
- 6 Click **Add**. The **Server Profile** dialog box appears.
- 7 From the **Server Type** dropdown list, select **Notes**.
- 8 Select the **Supports External Mail Store** checkbox.
- 9 In the **Display Name** box, type a unique name, 30 characters or less, for the Messaging Server profile.

IMPORTANT In the following step, do not use the IP address or DNS server name of the Domino Server. If you use these addresses, E-mail Access will not function correctly.

- 10 In the **Route/Path** box, type the common name of the Domino Server to which MiCollab AM is connecting.

For example:

If the hierarchical name of the server were **CN=DominoSvr2/O=MyOrg**, you would type *DominoSvr2* here. Consult your LAN or Notes/Domino administrator or the Server document in the Name and Address book, for additional assistance and information.

- 11** In the **Password** box, type the password of the IBM Notes/Domino Server user ID assigned to the IBM Notes client installed on the MiCollab AM Server.
- 12** In the **Confirm Password** box, confirm the password you specified in the previous step.
- 13** Click **Verify**. E-mail Access validates access to an LDAP directory on the Notes/Domino Server.

IMPORTANT In IBM Notes/Domino installations, the Verify button tests only the ability of MiCollab AM to gain access to an IBM Notes Server. LDAP is not required with Unified Messaging for IBM Notes and Domino.

However, if you need LDAP support and it is failing this test, refer to [Appendix A: Testing the Communication between the E-mail Access Interface and the Notes/Domino Server](#) for additional information on troubleshooting LDAP.

NOTE In a call to LDAP, the / character is a delimiter. Therefore, if the Notes/Domino Server cannot be contacted by the server name alone and instead requires the fully distinguished reference server name/organization name, the LDAP features of MiCollab AM cannot be used.

- 14** Configure the messaging server profile to stop E-mail Access during Notes/Domino server maintenance as follows:
 - If you want to stop E-mail Access during Notes/Domino Server maintenance, continue with **Step 14**.
 - If you do not want to stop E-mail Access during Notes/Domino Server maintenance, skip to **Step 18**.
- 15** Under **Maintenance**, select the **Enabled** box.
- 16** In the **Start** box, select a time to disable the messaging server profile so that maintenance of the Notes/Domino Server can begin.
- 17** In the **Stop** box, select a time to re-enable the messaging server profile when maintenance of the Notes/Domino Server is complete.
- 18** Select the **Enabled** check box to enable the messaging server profile.
- 19** Click **OK** to close the **Server Profile** dialog box.
- 20** In the **E-Mail** tab, click **Apply** to save the changes.
- 21** To verify the setting of the messaging server profile, select server name you just added, and then click **Edit**.
- 22** In the **Server Profile** dialog box, click **Test**. The **User Logon Account** dialog box appears.
- 23** In the **User Name** and **Password** boxes, type the user name and password of a known account on the Notes/Domino Server.

- 24** E-mail Access now attempts to use the messaging server profile in an attempt to retrieve and count the total numbers of different types of messages in the E-mail mailbox specified in the **User Logon Account** dialog box. E-mail Access then displays a log file called **Mcheck.log**.

NOTE For this test to function correctly, you must configure the home server mail database ACL of the specified user to allow access using the MiCollab AM ID.

- 25** Verify that the messaging server profile settings are correct up to this point. An indication that the messages in the mailbox enumerated properly indicates success. Examples and further discussion of the **Mcheck.log** file are found in [Appendix A: Testing the Communication between the E-mail Access Interface and the Notes/Domino Server](#).

- If the **Mcheck.log** file indicates **Success**:

Mcheck.log shows that the messages in the user's E-mail mailbox enumerated successfully and configuration is complete.

- If the **Mcheck.log** file indicates **Failure**:

Verify **Steps 8 to 23** are correct, and then refer to [Appendix A: Testing the Communication between the E-mail Access Interface and the Notes/Domino Server](#) for information about troubleshooting using **Mcheck.log**.

- 26** Click **OK** to close the **Server Profile** dialog box.

- 27** In **MiCollab AM Configuration**, select the **Main** tab.

- 28** Click **Startup**.

- 29** Wait until **Current Status** displays **Running**, and then click **OK** to close **MiCollab AM Configuration**.

NOTE Refer to [Appendix D: Administering MiCollab AM When Using the IBM Notes/Domino Server Interface](#) for critical concerns related to **MiCollab AM Admin**.

Enabling the IBM Notes E-mail Access Interface in Subscriber Mailboxes

For proper operation of the **E-mail Access** interface, the **SysSrvr** User ID must have access to each subscriber's mail database on the designated home Domino Server, as defined in the user's person document of the Name and Address book.

Each subscriber's **Home Server Mail** database **Access Control List (ACL)** must be modified to grant the **SysSrvr** account a user type of **Person**, an access level of **Manager** and the **Delete documents** privilege enabled. The MiCollab AM user is listed in the format user name/organization.

IMPORTANT On a cluster of Domino Servers, all replicas must have the same access levels and privileges set in the ACL for the **SysSrvr** account.

The Notes/Domino Server administrator or the MiCollab AM administrator should perform this procedure to comply with the highest standards of the customer's security structure.

See the Notes/Domino Server documentation for information about performing this procedure.

IMPORTANT The IBM Notes client **must not be running** on the MiCollab AM Server while the MiCollab AM Service is running.

To enable the IBM Notes interface in a Subscriber mailbox:

- 1 Log on to the MiCollab AM Server using the MiCollab AM Service account.
- 2 Open **MiCollab AM Configuration**.
- 3 Select the **Main** tab, and verify that MiCollab AM is **Running**, or click **Startup** to start MiCollab AM.
- 4 Log on to **MiCollab AM Admin**.
- 5 Locate and open the Subscriber mailbox you wish to work on.
- 6 On the Subscriber Mailbox, select the **E-Mail** tab.
- 7 Under **Message Storage Location**, select **External**.
- 8 In the **Server Profile** dropdown list, select the messaging server profile created in the previous procedure.

NOTE The **Enable profile** box is selected automatically for this profile.

Proceed as follows:

- If you are not using **LDAP**, continue with **Step 9** and then skip to **Step 15**.
- If you are using **LDAP**, skip to **Step 10**.

- 9 Configure the **Display Name** and **E-Mail Address** boxes.

IMPORTANT The **Display Name** and **E-Mail Address** boxes must be filled in. If either box is left blank, the profile will not register properly.

NOTES

1. In the **Display Name** box, type the subscriber's fully distinguished name as defined in the **Name and Address book**.
2. This name must be unique for each subscriber.
3. The Notes/Domino Server administrator should be able to provide this information based on the **User name**, **Alternate name**, or **Short name** fields on the **Person** document in the **Name and Address book**.

- 10 Under the **E-mail server information** section, in the **E-Mail Address** box, type the subscriber's email address.
- 11 Under the **E-mail server information** section, click **Search**. The **Subscriber Mailbox E-mail Search** dialog box appears.
- 12 Select the **Search Type** and type **Search String** that matches the search type you selected, and then click the **Search** button.

NOTE The **Search** is conducted using **LDAP** and is dependent upon proper **LDAP** configuration. You may need to change the user's name to how it appears in the **User name**, **Alternate name**, or **Short name** fields in the **Name and Address book**.

LDAP does not allow use of a hierarchical name, /, , and other non-alphabetic characters, which may cause an **LDAP** search to fail.

Refer to [Appendix A: Testing the Communication between the E-mail Access Interface and the Notes/Domino Server](#) for more troubleshooting information.

- 13 In the **Search Results** list, select the E-mail account, and then click **OK**.
- 14 The **Display Name** and **E-Mail Address** boxes are filled with the information obtained from the search.
- 15 In the **Message Access by Telephone** section, select the **E-mail** checkbox to enable TUI access for E-mail messages.
- 16 Click **OK** to save and close the Subscriber mailbox.
- 17 Repeat **Steps 5** through **16** for each subscriber you want to enable for Notes E-mail Access.

Installing MiCollab AM Mail Templates on the Notes/Domino Server

This document contains two general methods for installing MiCollab AM Unified Messaging mail templates on the Notes/Domino Server as follows. Choose the method that best fits your environment.

- The first method uses a very basic Notes/Domino system using the default Mail template.
- The second method uses a modified or custom mail template.

IMPORTANT A certified Notes/Domino administrator or a Notes developer who is proficient in template design should perform the following procedures.

NOTE If your environment differs greatly from the methods listed or your Notes/Domino Server is not running on a Microsoft Windows operating system, please contact Mitel Technical Support to discuss installation options specific to your environment.

Table 3. Main installation methods

If your default mail template...	Then...
Has not been customized	<ul style="list-style-type: none">• Install the MiCollab AM Unified Messaging mail template. Refer to Installing MiCollab AM Mail Templates on the Notes/Domino Server.• Update the user's mail files to use the Unified Messaging templates. Refer to Upgrading User's Mail Files to use Unified Messaging Templates on the Notes/Domino Server.
Has been customized	<ul style="list-style-type: none">• Install the MiCollab AM Unified Messaging mail template. Refer to Installing MiCollab AM Mail Templates on the Notes/Domino Server.• Edit your default template, copying specific items from the MiCollab AM Unified Messaging mail template. Refer to Appendix C: Editing Your Customized IBM Notes Templates.• Add the MiCollab AM account to the default template. Refer to Adding the MiCollab AM Account to the Mail Template.• Update Subscriber mailboxes. Refer to Updating Subscriber Mailboxes.• Refresh the design. Refer to Refreshing the Design.

Installing the MiCollab AM Default Mail Template on the Notes/Domino Server

This section covers the tasks required to install the MiCollab AM Unified Messaging template prior to the default mail template customization.

IMPORTANT This task loads the mail template for MiCollab AM Unified Messaging needed by the Notes/Domino Server for Web-based access. The Notes/Domino administrator must perform this task.

When you install the MiCollab AM Unified Messaging mail template to the IBM Notes data directory, the installation signs it with the Notes/Domino ID of the user that does the installation automatically. If this is not your template signing authority, you need to re-sign the template manually with that ID. This action ensures that this template contains the same signature contained in the user's Execution Control List (ECL). Otherwise, the user is prompted to cross-certify this database signature.

NOTE For more information about the ECL and signing a database, see the *IBM Notes Administration online Help*.

This installation allows you to install any or all of the following items on the Notes/Domino Server:

- MiCollab AM Unified Messaging Mail template
- Message Waiting Indicator add-in for IBM Domino Server

IMPORTANT Perform these procedures at the administrator's workstation. The administrator's user ID must be set in the Server document in both the Mail and Sametime servers, as applicable, so that the ID can be used to *Run unrestricted IBM Script/Java agents* and *Create new databases*. Check these settings before proceeding.

To install the templates and/or add-ins:

- 1 Insert the MiCollab AM Installation Media into the workstation's appropriate drive.
- 2 Copy the installation database, **MiCollab AMInstall.nsf** from the drive where the installation media is inserted to the **...\Notes\Data** folder on the workstation's disk drive.
 - If you are installing the U.S. edition:
Copy the database from the **...\Client Installs\Desktop Suite for Domino\Templates\Install\USA** folder on the installation media.
 - If you are installing the World edition:
Copy the database from the **...\Client Installs\Desktop Suite for Domino\Templates\Install\World** folder on the installation media.
- 3 From the Windows taskbar, select (or right-click) **Start**, and then select **Run**. The **Run** window displays.
- 4 In the **Open** textbox, specify the full path and filename of the installation database you copied to the workstation in **Step 2**.

- 5 Click **OK** to continue.
- 6 At the MiCollab AM dialog box, click **Next**.

NOTE When prompted to cross-certify Domino Template Designer\Mitel, click **Trust Signer**. This cross-certification can be removed from the ECL later, if desired.

- 7 From the dropdown list, select the server on which you would like to install the templates and/or add-ins.
- 8 Click **Mail Templates**.

NOTE Voice messages in Notes display as regular E-mail messages with a **.wav** file attached where you can use the default media player to play the message. The custom player only operates with the regular Notes (thick) client.

- 9 Select the appropriate version and language of the mail template for your IBM Notes/Domino Server.
- 10 Select one of the following options:

Table 4. Template versions

If you are using mail template version...	Then select...
R7	(English) – MiCollab AMmail7.ntf
R8	(English) – MiCollab AMmail8.ntf
R8.5	(English) – MiCollab AMmail85.ntf
R9.0	(English) – MiCollab AMmail85.ntf

- 11 Proceed according to whether or not you are installing the Message Waiting Indicator (MWI) for Notes add-in.
 - If you are installing the MWI add-in, follow the steps in the next chapter, [Installing Message Waiting Indicator \(MWI\) for Notes add-in on Domino Server](#).
 - If you are not installing the MWI add-in, click **Finish**.

Installing Message Waiting Indicator (MWI) for Notes add-in on Domino Server

To install the MWI component on the Domino Server, you must install the MWNDB.nsf file. This procedure begins on the previous page in step 11.

NOTE The MWI feature is available only if the IBM Domino Server is running on Windows Server 2008 R2 with Service Pack 1, Windows Server 2012 R2, or Windows Server 2016.

To install the MWI component:

- 1 Click **MWI Add-in**.
- 2 Select the **(English) – MWNDB.nsf** checkbox, and then click **Install**. A progress bar indicates that the files are being copied to the server.

IMPORTANT This procedure is dependent on several factors and may take a long time to run. If the length of time to complete the procedure seems excessive, or if an error occurs during the procedure, contact Mitel Technical Support.

When the installation completes, the Notes client displays an install log. If the log reports any unsuccessful items, contact Mitel Technical Support for instructions on how to proceed.

- 3 On the configuration screen, type the port number on which the System Server listens.

NOTE The port number that you type should be the same number indicated in the **TCP port** box on the **E-mail** tab of **MiCollab AM Configuration**.

- 4 In the **Address** field, type the name of the System Server. Verify the name by pinging the System Server from the Domino Server by name.
- 5 Click **Next**, and then click **Finish**.
- 6 In addition to the Notes extension, there is a Windows Service installed. The Service must be running for notifications to be sent to the System Server. Open the Services console, and then start the **MWI for Notes Service**.
- 7 Debug logging can be enabled or disabled by modifying the **notesmwn.ini** file in the Domino directory.
 - A value of **1** enables logging; and a value of **0** disables logging.
 - The extension is set by the **extension_debug** entry and the server is set by the **server_debug** entry.

- With debug logging enabled, log files are created in a folder called **MitelLogs** located in the Domino directory.
 - The **extension_console_debug** logging entry controls MWI debug information that goes to the **Domino** console. This is disabled by default and enabling it for Domino R8.5 has known stability issues.
- 8 Restart the IBM Notes/Domino Server. As IBM Notes/Domino Server restarts, notice in the console window, debug logs, or in the file **notes.log** that there are several references to **NotesMWNEExtension** related with each Domino process at it starts.
- These references indicate that MWI add-in installed successfully.

Upgrading User's Mail Files to use Unified Messaging Templates on the Notes/Domino Server

After installation is complete, either the new Unified Messaging template or an updated, customized mail template is ready to be deployed. This procedure can be completed one mail file at a time or in bulk using the mail conversion utility.

Upgrade mail files at a time when your subscribers are not accessing them; for example, early in the morning or over a weekend. It is recommended that you notify users that their mail files will be unavailable during this time.

WARNING The mail conversion utility discussed in the following procedure can destroy important information if it is misused.

The command-line syntax given for the utility is based on Notes and Domino defaults, but it may not be appropriate to your system.

Before you proceed, review the layout of your system, and consult the Notes administrative help. If you have any questions about the use of the mail conversion utility, contact Mitel Technical Support.

To upgrade user's mail files:

- 1 Type, *tell router quit*, and then press **Enter**.

NOTE The Domino Server cannot route mail to the mail files while they are being upgraded. Mail is stored in **MAIL.BOX** while you upgrade the mail files. Once the mail files are upgraded, and the router task is restarted, the router processes and delivers the mail in **MAIL.BOX**.

- 2 Load the mail conversion utility by typing one of the following:

Table 5. Mail template versions

If you are using mail template version...	Then type...
R7	load convert -r mail*.nsf * MiCollab AMmail7.ntf
R8	load convert -r mail*.nsf * MiCollab AMmail8.ntf
R8.5	load convert -r mail*.nsf * MiCollab AMmail85.ntf

IMPORTANT Your syntax may differ slightly, and incorrect syntax may interfere with the proper operation of your system. Consult the IBM Administration online help for more information when using the **Load Convert** command.

- 3 Press **Enter**. The above command line finds all databases located in the **\MAIL** subdirectory of the Notes data directory and all subdirectories of the **\MAIL** directory.
For example:
C:\NOTES\DATA\MAIL\GROUP1, C:\NOTES\DATA\MAIL\GROUP2, and
C:\NOTES\DATA\MAIL\GROUP3) and upgrades them to the R7, R8, or R8.5 MiCollab AM Unified Messaging mail template.
- 4 When you have finished upgrading mail files to the Unified Messaging template on this server, reload the router by typing, **load router**, and then press **Enter**.

Activating the Message Waiting Indicator Feature

The MiCollab AM Unified Messaging MWI setup program adds or modifies the following files on the IBM Notes/Domino Server:

- Adds a **NotesMWN.ini** file, which contains MWI for Notes configuration information to the path that contains the Domino executable files (typically **C:\Notes\Domino**).
- Adds **AT_NotesMWNExtension.dll**, **AT_NotesMWNServer.exe**, and **Tracy.dll** files to the path that contains the Domino executable files.
- Modifies the existing **Notes.ini** file with the following line:

```
EXTMGR_ADDINS=NotesMWNExtension.dll
```

NOTE This line is case sensitive.

- Adds an **MWNDB.NSF** database file in the Data directory.
- Adds a folder for debug logs named **MitelLogs** to the path that contains the Domino executable files.

After the MWI feature is installed on the IBM Notes/Domino Server, you have started the MWI for Notes Service, and restarted the Notes/Domino Server, you can activate the feature on MiCollab AM for each Subscriber mailbox using Notes.

To activate the MWI feature for each subscriber:

- 1 Log on to the MiCollab AM Server with the Windows Server domain name for MiCollab AM account.
- 2 Log on to **MiCollab AM Admin**.
- 3 Locate and open the Subscriber mailbox you wish to work on.
- 4 On the **Main** tab, select the **Set MWI** checkbox.
- 5 Click **OK** to save and close the Subscriber mailbox.
- 6 Repeat **Steps 3** through **5** for each subscriber for whom you want to activate MWI.

Integrating with a Third Party Fax Server (Optional)

To integrate MiCollab AM Unified Messaging with a third-party fax server such as Esker Fax, Fenestrae Faxination, or Interstar XMediusFAX, you need the following information:

- The name of the foreign domain defined to support sending and receiving of fax messages on the Domino Server.
- The filename extension that the fax server uses for the fax image files it attaches to E-mail messages, if you want to exclude other attachment extensions for security reasons.

The fax foreign domain is created during installation of the fax server. Within **Domino Administrator**, you can view and change the configuration of this domain on the **Configuration** tab through the tree menu, **Messaging > Domain > Foreign Domain**.

Additional information on the foreign domain name and filename extensions the fax server uses is also normally available in the documentation that accompanies the fax server software.

To integrate MiCollab AM Unified Messaging with a third party fax server:

- 1 Open **MiCollab AM Configuration** and select the **Main** tab.
- 2 If the system is running, click **Shutdown**. Wait until **Current Status** changes to **Stopped**.
- 3 Clear the **Automatic Startup** checkbox.
- 4 Select the **Fax** tab.

NOTE If MiCollab AM is deployed as a hosted solution in the cloud, skip **Step 4** and go to **Step 6**.

- 5 In the **Fax Type** section, select **Third Party**, and then click **OK**.
- 6 Open MiCollab AM **Admin**, select **Configuration > System**, and then select the **Fax** tab.
- 7 Select **Third Party** for the **Fax Type**.
- 8 Select **Notes** as the **Message Store Type**.
- 9 Type the **Fax Domain Name** and the **Fax Template String**.
- 10 In the **Message Class** box, click **Add New**, and then type the primary class name used for fax messages on the Notes/Domino Server (for example, *IPM.FAX*).
- 11 Proceed according to whether or not you want to restrict the filename extensions that are acceptable for fax attachment files.

Table 6. Restriction Procedures for Fax Attachment

If you want to...	Then...	And...
Restrict fax attachments to one or more specific filename extensions	Clear Allow All	Continue with Step 13 .

Allow all filename extensions for fax attachments

Leave **Allow All** selected

Go to **Step 16**.

- 12** In the **Allowed File Extensions** group, click **Add New**.
- 13** In the **File Extension** box, type a file extension (for example, *.tif*) that MiCollab AM allows subscribers to receive as fax messages.
- 14** Click **OK** to add the extension to the list of allowed extensions.
- 15** Repeat **Steps 12** to **14** to add any additional extensions that MiCollab AM should allow.
- 16** Open **MiCollab AM Configuration**, select the **Main** tab, and then click **Startup**.

Installing MiCollab AM Client Software on Subscriber Workstations for Notes

After the templates are installed on the Notes/Domino Server and the user's mail files have been upgraded, each workstation accessing the templates must have the MiCollab AM Unified Messaging client software installed.

Installation of this client software creates the **Unified Messaging Connection Manager** utility in the **MiCollab AM Desktop** program group, updates the voice-messaging menu and toolbar buttons, and places an online help file in the **MiCollab AM Desktop** program group.

Before you can configure the MiCollab AM Unified Messaging client on subscriber workstations, ensure the following tasks are complete:

- MiCollab AM and Notes/Domino Server are attached to the same LAN
- A Subscriber mailbox is created on MiCollab AM for the user
- The subscriber has access to an external message store account on the Notes/Domino Server
- A Notes client installed on the subscriber workstation
- Telephone access to and from the MiCollab AM system to support audio recording, audio playback, and Live Reply

Subscribers must configure their connections to MiCollab AM with the **Unified Messaging Connection Manager** utility before they can access MiCollab AM to generate voice messages, and retrieve voice and fax messages in Notes.

For specific information on using **Unified Messaging Connection Manager**, see the MiCollab AM Unified Messaging client online help.

The following three methods are available for installing the client on subscriber desktops:

- The **push** method installs the client software on one or more workstations at the initiation of an administrator, through command-line prompts or third-party deployment software. Workstations must be logged on to the network but no subscriber presence or action is required.
- The **pull** method distributes a link to one or more workstations so that the subscriber can initiate an installation of client software from a network source. This is performed from a command line or through third party deployment software. The administrator needs only to create a default subscriber profile before distributing the link.
- The **direct** method involves installing the client software from the MiCollab AM Installation Media at each subscriber workstation. This method is useful for the addition of single subscribers or for remote subscribers who do not have LAN or Internet connections.

Installing the MiCollab AM Unified Messaging Client on a LAN File Server

IMPORTANT If you plan to install the MiCollab AM Unified Messaging client using the push or pull methods, the client software must first be installed to a LAN file server prior to setting up each workstation.

Installing the MiCollab AM Unified Messaging client software on a LAN file server requires an Administration Setup. Performing an Administration Setup copies the necessary software components of the MiCollab AM Installation Media to a shared directory on the LAN file server and creates a default subscriber profile.

This client and profile can be **pushed** to client workstations, or subscribers can **pull** from this shared location, and run **Setup** to install the MiCollab AM Unified Messaging client to their local hard disk drives.

IMPORTANT Do not perform an Administration Setup on a MiCollab AM Server. Using a MiCollab AM Server as a LAN file server can increase its vulnerability to viruses and negatively affect overall system performance.

To install MiCollab AM Unified Messaging client software on a LAN file server:

- 1 Log on to the file server where the client setup file is to be installed.
- 1 Insert the MiCollab AM Installation Media into the appropriate drive of the file server.
- 2 Depending on which edition you wish to install, type or browse to one of the following command lines using the **Command Prompt** or **Run** tools.
 - If you are installing the U.S. edition, type:
 - `<drive>:\Client Installs\Desktop Suite for Domino\SBUM Client\USA\Setup.exe -a` **ENTER**
 - Skip to **Step 5**.
 - If you are installing the World edition, type:
 - `<drive>:\Client Installs\Desktop Suite for Domino \SBUM Client\World\Setup.exe -a` **ENTER**
 - Continue on to **Step 4**.

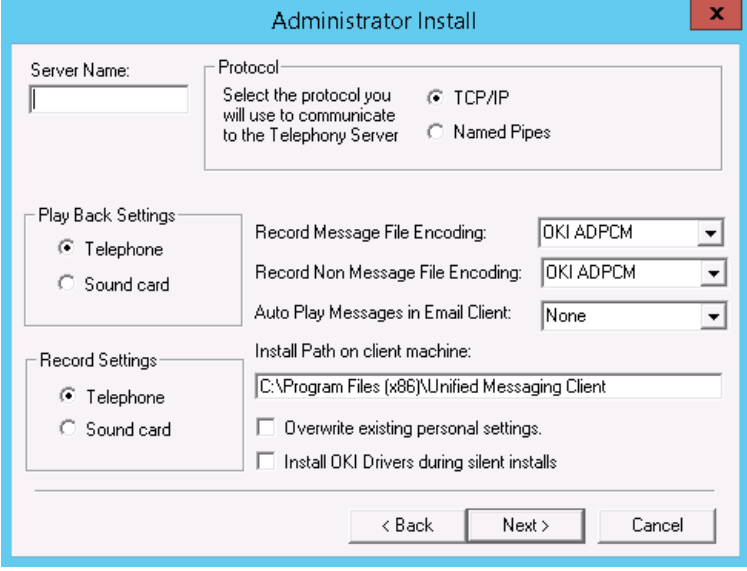
NOTE Replace `<drive>` with the drive letter appropriate for your installation.

- 3 From the list box within the **Choose Setup Language** dialog box, select the language you want to use during the setup process, and then click **OK** to continue.

NOTE The language selection in this step affects only the setup program itself. The setup program copies support files for all available languages to the file server.

- 4 At the **Welcome** dialog box, click **Next**.

- 5 The **Administrator Install** dialog box appears. The properties set in this dialog box are used as defaults for client installations.

The image shows the 'Administrator Install' dialog box. It has a title bar with a close button (X). The dialog is divided into several sections. At the top left is a 'Server Name' text field. To its right is a 'Protocol' section with the text 'Select the protocol you will use to communicate to the Telephony Server' and two radio buttons: 'TCP/IP' (selected) and 'Named Pipes'. Below the 'Server Name' field are two sections: 'Play Back Settings' and 'Record Settings'. Each has two radio buttons: 'Telephone' (selected) and 'Sound card'. To the right of these are three dropdown menus: 'Record Message File Encoding' (OKI ADPCM), 'Record Non Message File Encoding' (OKI ADPCM), and 'Auto Play Messages in Email Client' (None). Below these is an 'Install Path on client machine:' text field containing 'C:\Program Files (x86)\Unified Messaging Client'. At the bottom are two checkboxes: 'Overwrite existing personal settings.' and 'Install OKI Drivers during silent installs'. At the very bottom are three buttons: '< Back', 'Next >', and 'Cancel'.

- 6 In the **Administrator Install** dialog box, configure the following options:
- In the **Server Name** field, enter the name of the system server.
 - In the **Protocol** field, select either the **TCP/IP** or **Named Pipes** protocol.
 - In the **Playback Settings** and **Record Settings** fields, select the default playback and record settings. **Telephone** is the default selection.
 - In the **Record Message File Encoding** and the **Record Non-Message File Encoding** fields, select the file encoding format for client workstations. **OKI ADPCM** is the default value.
- NOTE** The client encoding settings can be set differently than those of the server. However, the client settings are overwritten when connection to the system server is established.
- In the **Auto Play Messages in Email Client** field, select an option. **None** is the default value.
 - In the **Install Path on Client Machine** field, enter the path or leave the default path as is. Make note of this path, you need it later in this procedure.
 - Select the **Overwrite existing personal settings** checkbox, if any existing client defaults should be changed to the new defaults.
 - Select the **Install OKI Drivers during silent installs** checkbox if the client workstations are using the **OKI ADPCM** encoding.
- 7 Click **Next**. The confirmation message displays stating the admin parameters have been saved.
- 8 Click **OK**.

Installing the MiCollab AM Unified Messaging Client Software on a Workstation

NOTE If you are installing the client software on a Citrix® MetaFrame® server and the MiCollab AM Server uses OKI ADPCM audio format for voice messages, you must install the MiCollab AM OKI ADPCM driver on the MetaFrame server. The setup program for the OKI ADPCM driver is located in the ...**Client Installs\Desktop Suite for Domino\ACM** directory on the MiCollab AM Installation Media.

If you want to install the client software onto a computer running a Windows Server operating system, log on to the computer with an account that has local administrator rights to the workstation so that all necessary program components, especially the audio compressor/de-compressor, are installed correctly.

To install the client software on a workstation from the Installation Media:

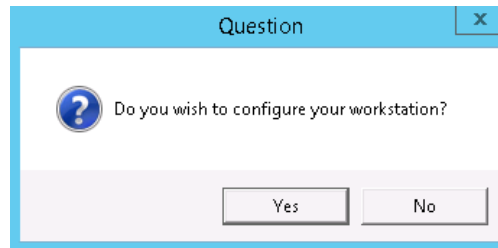
- 1 Insert the MiCollab AM Installation Media into the appropriate drive.
- 2 When the **Mitel MiCollab AM Installation Components** dialog box displays, click the appropriate link as follows:
 - If you are installing the U.S. edition, click **Desktop Suite for Domino (USA)**.
 - If you are installing the international edition, click **Desktop Suite for Domino (World)**.

NOTE If the Mitel MiCollab AM Installation Media Components dialog box does not display, navigate to the ...**Client Installs\Desktop Suite for Domino\SBUM Client** folder on the media. Then, depending on the edition of the software you want to install, navigate to either the **USA** folder or the **World** folder, and then double-click the **Setup.exe** file.

- 3 If the **Choose Setup Language** dialog box appears, select the language you want to use during the setup process, and then click **OK** to continue.

NOTE The language selection in this step affects only the setup program itself. The setup program copies support files for all available languages to the file server.

- 4 The **Welcome** dialog box appears. Verify that no other programs are running, and then click **Next**.
- 5 In the **Destination Folder** section of the **Choose Destination Location** dialog box, accept the default destination directory, type the path of another destination directory, or click **Browse** to locate another destination directory.
- 6 The **Question** dialog box appears.

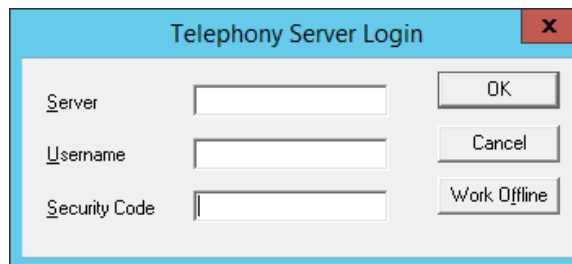


In the **Question** dialog box:

- Click **Yes** to access and configure the **Unified Messaging Connection Manager** utility immediately. Go to next **Step 7**.
- Click **No** if you want to configure the **Unified Messaging Connection Manager** utility later. Skip to **Step 8**.

NOTE You cannot use **MiCollab AM Unified Messaging** until you configure the settings in the **Unified Messaging Connection Manager** utility. For more information on configuring the utility, refer to [Configuring MiCollab AM Unified Messaging Settings](#).

- 7** If you clicked **Yes**, the **Telephony Server Login** dialog box displays that will allow you to log in to the **Unified Messaging Connection Manager** utility.



In the **Telephony Server Login** dialog box:

- a** Enter the **Server** address, **Username**, and **Security Code**, and then click **OK**.

NOTE For a single tenant system, you can use either the MailboxID or the Username for the Telephony Server Login. If MiCollab AM is deployed as a hosted solution in the cloud, only the Username can be used.

Or click **Work Offline** if you want to configure the **Unified Messaging Connection Manager** utility locally without getting connected to the server.

- b** When the **Unified Messaging Connection Manager** utility displays, configure the options as described in the [Configuring MiCollab AM Unified Messaging Settings](#) chapter.
- c** When finished configuring, click **OK**.
- 8** The **InstallShield Wizard Complete** dialog box displays prompting to restart your computer. Select the following:
- Select **Yes** and click **Finish** to restart your computer now.
 - Select **No** and click **Finish** to restart your computer later.

- 9 When the installation completes, the **Unified Messaging Connection Manager** is added to the MiCollab AM **Desktop** program group.

To install the client software on a workstation from a network file server:

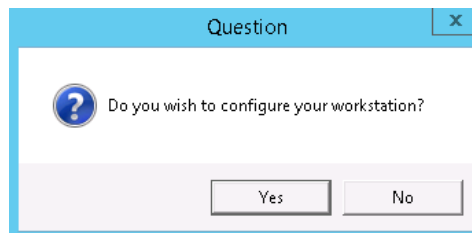
- 1 Locate the appropriate setup folder on the network file server. (The location of this file was established during implementation and then communicated to the subscriber base.)

NOTE A shortcut (.lnk file) to the setup file may appear on the subscriber desktop or be included in E-mail or web communication.

- 2 Double-click **Setup** to begin the setup process.
- 3 If the **Choose Setup Language** dialog box appears, select the language you want to use during the setup process, and then click **OK** to continue.

NOTE The language selection in this step affects only the setup program itself. The setup program copies support files for all available languages to the file server.

- 4 The **Welcome** dialog box appears. Verify that no other programs are running, and then click **Next**.
- 5 In the **Destination Folder** section of the **Choose Destination Location** dialog box, accept the default destination directory, type the path of another destination directory, or click **Browse** to locate another destination directory.
- 6 The **Question** dialog box appears.

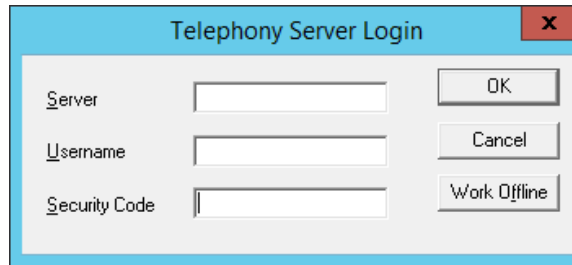


In the **Question** dialog box:

- Click **Yes** to access and configure the **Unified Messaging Connection Manager** utility immediately. Go to **Step 7**.
- Click **No** if you want to configure the **Unified Messaging Connection Manager** utility later. Skip to **Step 8**.

NOTE You cannot use **MiCollab AM Unified Messaging** until you configure the settings in the **Unified Messaging Connection Manager** utility. For more information on configuring the utility, refer to [Configuring MiCollab AM Unified Messaging Settings](#).

- 7 If you clicked **Yes**, the **Telephony Server Login** dialog box displays that will allow you to log in to the **Unified Messaging Connection Manager** utility.



In the **Telephony Server Login** dialog box:

- a Enter the FQDN or the TCP/IP address of the System Server in the **Server** box, subscriber **Username**, and **Security Code**.

NOTE If you are using TCP/IP as the connection protocol, use the TCP/IP address of the System Server. Contact your MiCollab AM or LAN administrator for this IP address, if necessary. Using an IP address in the Server Name box can avoid possible DNS or name resolution issues on a LAN.

Or click **Work Offline** if you want to configure the **Unified Messaging Connection Manager** utility locally without getting connected to the server.

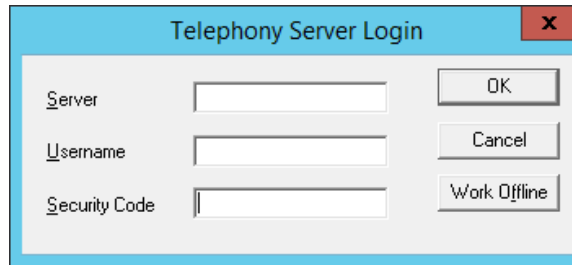
- b When the **Unified Messaging Connection Manager** utility displays, configure the options as described in the [Configuring MiCollab AM Unified Messaging Settings](#).
 - c When finished configuring, click **OK**.
- 8 The **InstallShield Wizard Complete** dialog box displays prompting to restart your computer. Select the following:
- Select **Yes** and click **Finish** to restart your computer now.
 - Select **No** and click **Finish** to restart your computer later.
- 9 When the installation completes, the **Unified Messaging Connection Manager** is added to the MiCollab AM **Desktop** program group.

Configuring MiCollab AM Unified Messaging Client Settings

You must configure several settings prior to a subscriber's first use of the MiCollab AM Unified Messaging client. Subscribers who are familiar with the necessary settings can perform this procedure themselves; for those subscribers who are not familiar with the settings, MIS support staff should perform the procedure.

To configure the MiCollab AM Unified Messaging client:

- 1 From the taskbar, go to the **Start > All Programs (or Apps) > MiCollab AM Desktop > Unified Messaging Connection Manager**.
- 2 The **Telephony Server Login** dialog box appears.

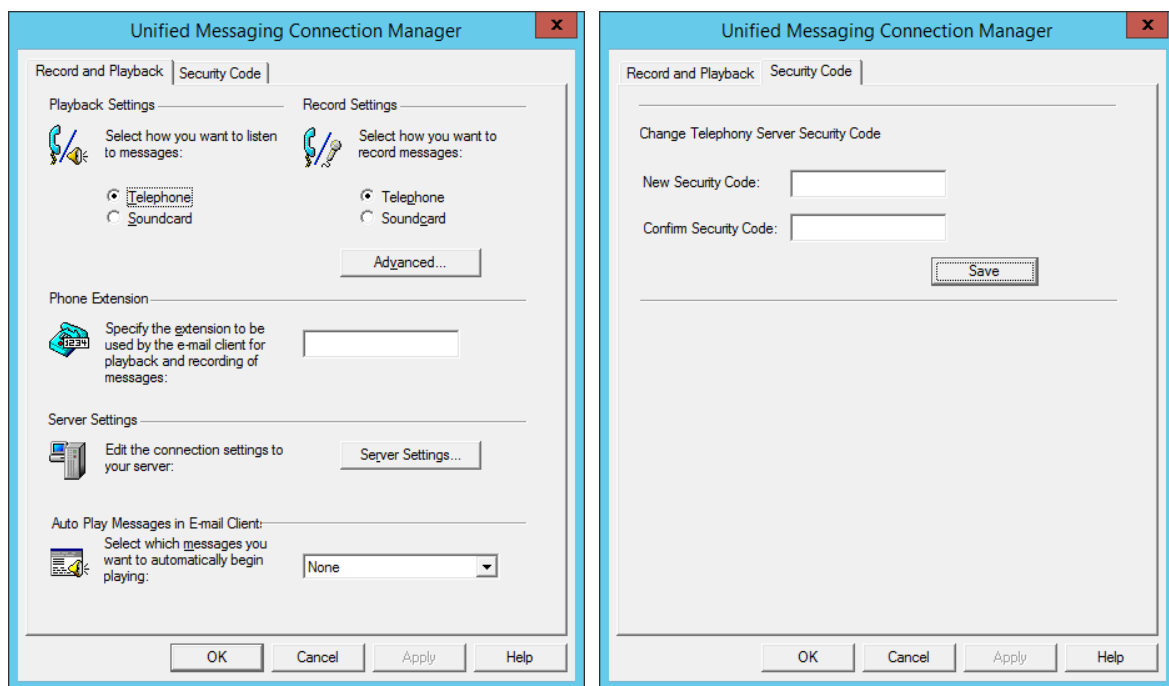


In the **Telephony Server Login** dialog box:

- Enter the FQDN or the TCP/IP address of the System Server in the **Server** box, subscriber **Username**, and **Security Code**.
- Or click **Work Offline** if you want to configure the **Unified Messaging Connection Manager** utility locally without getting connected to the server.

NOTE If you are using TCP/IP as the connection protocol, use the TCP/IP address of the System Server. Contact your MiCollab AM or LAN administrator for this IP address, if necessary. Using an IP address in the Server Name box can avoid possible DNS or name resolution issues on a LAN.

- 3 Click **OK**. The **Unified Messaging Connection Manager** dialog box appears.

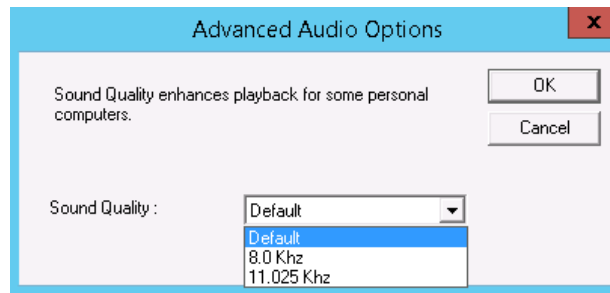


NOTE If you clicked **Work Offline**, the **Security Code** tab will not appear.

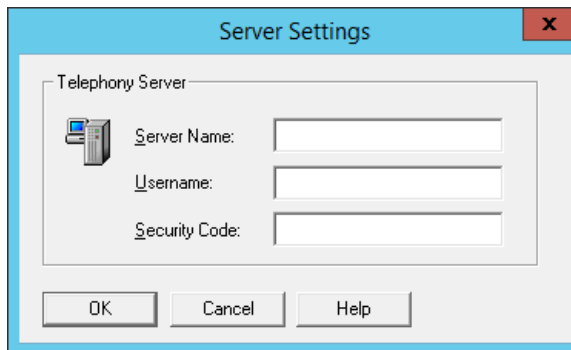
- 4 In the **Unified Messaging Connection Manager** dialog box, configure the following properties:

- **Record and Playback Tab**
 - In **Playback Settings** and **Record Settings** fields, select the default device for playback and recording. The default selection is **Telephone**.

- Click the **Advanced** button and adjust the sound quality of the voice message. The available options are **6.0 kHz (Default)**, **8.0 kHz**, or **11.025 kHz**.



- In the **Phone Extension** box, type the subscriber's telephone extension that will be used for playback and recording of messages.
- Click the **Server Settings** button if you want to change any server options. Update the values and click **OK** to close the **Server Settings** dialog box.



- Security Code Tab**

- If you want to change your security code at this time, in the **Change Telephony Server Security Code** field, enter a new security code and re-enter the security code. Click **Save**.

5 Click **OK** to close the **Unified Messaging Connection Manager** dialog box.

Setting XMediusFAX Viewer as Default in Windows 8.1 (or later)

Windows 8.1 (or later) does not allow the installer to define XMediusFAX Viewer as the default application for Tagged Image File Format (TIFF or TIF) files. You must set this manually, if you want to have faxes automatically displayed in XMediusFAX Viewer.

To set the default viewer for TIFF files:

- 1 From the Windows taskbar, go to **Start > Control Panel > Programs > Default Programs > Associate a file type or protocol with a program**. The **Set Associations** window appears.
- 2 In the **Extensions** table, scroll down until you find **.tif**, and then select the extension.
- 3 Click the **Change program** button. The **How do you want to open this type of file (.tif)?** dialog box displays with the list of apps.
- 4 On the dialog box:
 - If you see **Viewer.exe XMedius Solutions Inc.** on the list, select the app. Skip to **Step 5**.
 - If you don't see **Viewer.exe XMedius Solutions Inc.** as an option on the list:
 - a Select **More options**. The apps list expands.
 - b If **Viewer.exe XMedius Solutions Inc.** appears in the expanded list, select the option. Skip to **Step 5**.
 - c Otherwise, scroll down to the bottom of the list and select **Look for another app on this PC**. The **Open with** window appears.
 - d Browse to **C:\Program Files\XMediusFAX\Client**.

NOTE Depending on where **Unified Messaging Client** was installed and the Operating System, the **XMediusFAX** directory may be under **Program Files (x86)**.
 - e Select **Viewer.exe** and click **Open**.
- 5 You are returned to the **Set Associations** window. Make sure **Viewer.exe** is set as the **Current Default** app for the **.tif** extension.
- 6 Follow the same procedure for **.tiff**.

Appendix A: Testing the Communication between the E-mail Access Interface and the Notes/Domino Server

The **Test** button on the **Server Profile** dialog from the **E-mail** tab allows system administrators to test the validity of the settings typed for the messaging server profile during configuration.

When an administrator clicks the **Test** button, the **E-mail Access** interface logs on to the E-mail mailbox that is specified in the settings in the **Server Profile** dialog box. It then enumerates (counts and reports) the messages in the E-mail mailbox and records the results of the logon and enumeration in a text file called **Mcheck.log**.

The results displayed in the **Mcheck.log** are intended for use by Technical Support staff in troubleshooting the interaction between the MiCollab AM system and the E-mail server; only a few of the lines that may appear in the **Mcheck.log** file are of direct concern to the administrator.

Testing the interface between the MiCollab AM System Server and the IBM Notes/Domino Server analyzes the ability of MiCollab AM to access the Notes/Domino Name and Address book and the ability to open a user's home-server mail database.

The following conditions that prevent MiCollab AM from gaining access to the database are the most common:

- IBM Notes client not installed, incorrect version, or not initialized correctly on MiCollab AM.
- Lack of network connectivity to the IBM Domino Server.
- Incorrect name for the Notes/Domino mail database in the Server Profile dialog box.
- Invalid user name or password in subscriber configuration.
- Incorrectly typed information in the E-mail server profile.
- Incorrect permissions to access the users mail database.

To test a messaging server profile's communication with the Notes/Domino Server:

- 1 Open **MiCollab AM Configuration** and select the **Main** tab.
- 2 If the system is running, click **Shutdown**. Wait until **Current Status** changes to **Stopped**.
- 3 Open **MiCollab AM Admin > Configuration > System** and select the **E-Mail** tab.
- 4 Select the E-mail server profile you want to test, and then click **Edit**.
- 5 In the **Server Profile** dialog box, verify that the settings are correct, and then click **Test**. The **User Logon Account** dialog box appears.

IMPORTANT If you made changes to the E-mail server profile before running the test, you must click **OK** on the **Server Profile** dialog box to save the changes and close the dialog box, and then click **Apply** in **MiCollab AM Configuration**. Otherwise, the test may fail or not reflect the changes you've made.

6 In the **User Name** and **Security Code** boxes, type the user name and password of a known account on the Notes/Domino Server. This name generally takes the form of *First Last*.

7 Click **OK**.

E-mail Access attempts to retrieve and count the total number of messages in the E-mail mailbox specified. It then displays a log file called **Mcheck.log**.

- If the **Mcheck.log** file indicates **Success**:

Mcheck.log shows that the messages in the user's E-mail mailbox enumerated successfully and configuration is complete. For more details on a successful test, refer to the example in the following section, [Example of a Successful Test](#).

- If the **Mcheck.log** file indicates **Failure**:

Compare your **Mcheck.log** results to the examples in the section, [Examples of a Failed Test](#), to determine what to do next.

8 When you are finished verifying the **Mcheck.log** information, close Notepad, and then click **OK** to close the E-mail server profile.

Example of a Successful Test

Once the test is run successfully, the **Mcheck.log** file looks similar to the following example.

- Look in the section headed by the word, **ENUMERATING**.
- The trace statements in this section describe actions in the user inbox used for the test after both logons are complete.
- First, MiCollab AM retrieves the message count, which is **152** in this example.
- Second, the system retrieves certain types of information, such as the sender's identity, for all messages for which such information exists.

NOTE Only relevant information from the **Mcheck.log** is displayed below; the heading for the **ENUMERATING** section, and the statement describing retrieval of the message count, are shown in **boldface**.

The actual log may be larger and contain additional data that Mitel Technical Support may request.

```
MCHECK 1412 1932 2003/12/17-13:47:26.185 ffffffff Log opened
MCHECK 1412 1932 2003/12/17-13:47:26.185 ffffffff Log format:SOURCE PROCESSID THREAD
YYYY/MM/DD-HH:MM:SS.mmm FILTER DATA
MCHECK 1412 1932 2003/12/17-13:47:26.185 ffffffff Time Zone: Pacific Standard Time
Bias=480min=8hrs 0min
```



```

MCHECK 1412 1932 2003/12/17-13:47:26.185 ffffffff Tracy v7.00.159 HotFix None.
Server v7.00.159 SiteName:KCR Bellevue TS 03 W2K3
MCHECK 1412 1932 2003/12/17-13:47:26.185 ffffffff
////////////////////
MCHECK 1412 1932 2003/12/17-13:47:26.195 ffffffff // MChecker STARTING
////////////////
MCHECK 1412 1932 2003/12/17-13:47:26.195 ffffffff // version: 1
////////////////
MCHECK 1412 1932 2003/12/17-13:47:26.195 ffffffff
////////////////////
MCHECK 1412 1932 2003/12/17-13:47:26.255 00000002 Domino(tm) enabled.
MCHECK 1412 1932 2003/12/17-13:47:26.255 80000000 CDucsSessionManager::Initialize:
Enter
MCHECK 1412 1932 2003/12/17-13:47:26.255 80000000 CDucsSessionManager::Initialize:
Exit at 33
MCHECK 1412 1932 2003/12/17-13:47:26.255 80000000 CDucsSessionManager::Acquire: Enter
MCHECK 1412 1932 2003/12/17-13:47:26.255 40000000 CDucsSessionManager::Acquire:
Creating new global session for thread 1932.
MCHECK 1412 1932 2003/12/17-13:47:26.335 80000000 CDucsSessionManager::Acquire: Exit
at 127
MCHECK 1412 1932 2003/12/17-13:47:26.335 80000000 DucsMwnUserInitialize: Enter
MCHECK 1412 1932 2003/12/17-13:47:26.335 80000000 DucsMwnUserInitialize: Exit at 1213
MCHECK 1412 1932 2003/12/17-13:47:26.335 00000002 IBM Notes(tn) enabled.
MCHECK 1412 1932 2003/12/17-13:47:26.335 ffffffff E-mail type=1
MCHECK 1412 1932 2003/12/17-13:47:26.335 ffffffff
////////////////////
MCHECK 1412 1932 2003/12/17-13:47:26.335 ffffffff // LOGGING ON
////////////////
MCHECK 1412 1932 2003/12/17-13:47:26.335 ffffffff
////////////////////
MCHECK 1412 1932 2003/12/17-13:47:26.976 80000000 MAIL_ACCESS::Logon: Enter
MCHECK 1412 1932 2003/12/17-13:47:26.976 40000000 Logon to IBM Notes(tm) as kevin
laptop to postoffice BellTSDominol.
MCHECK 1412 1932 2003/12/17-13:47:26.976 80000000 NOTES_POSTOFFICE::NOTESPOSTOFFICE:
Enter
MCHECK 1412 1932 2003/12/17-13:47:26.976 80000000 CDucsSessionManager::Acquire: Enter
MCHECK 1412 1932 2003/12/17-13:47:26.976 80000000 CDucsSessionManager::Acquire: Exit
at 127
MCHECK 1412 1932 2003/12/17-13:47:26.976 80000000 NOTES_POSTOFFICE::NOTESPOSTOFFICE:
Exit at 266
MCHECK 1412 1932 2003/12/17-13:47:26.976 80000000 MAIL_ACCESS::Logon: Exit at 1517
MCHECK 1412 1932 2003/12/17-13:47:27.777 ffffffff
////////////////
MCHECK 1412 1932 2003/12/17-13:47:27.777 ffffffff // ENUMERATING
////////////////
MCHECK 1412 1932 2003/12/17-13:47:27.777 ffffffff
////////////////
MCHECK 1412 1932 2003/12/17-13:47:27.777 80000000 NOTES_POSTOFFICE::MessageCount:
Enter
MCHECK 1412 1932 2003/12/17-13:47:27.777 80000000 CDucsSessionManager::Acquire: Enter
MCHECK 1412 1932 2003/12/17-13:47:27.777 80000000 CDucsSessionManager::Acquire: Exit
at 127
MCHECK 1412 1932 2003/12/17-13:47:27.777 80000000
NOTES_POSTOFFICE::ConstructMailFilePath: Enter
MCHECK 1412 1932 2003/12/17-13:47:27.777 80000000 CDucsSessionManager::Acquire: Enter

```

```

MCHECK 1412 1932 2003/12/17-13:47:27.777 80000000 CDucsSessionManager::Acquire: Exit
at 127
MCHECK 1412 1932 2003/12/17-13:47:27.777 80000000 NOTES_POSTOFFICE::GetMailFile:
Enter - kevin laptop
MCHECK 1412 1932 2003/12/17-13:47:27.777 80000000 CDucsSessionManager::Acquire: Enter
MCHECK 1412 1932 2003/12/17-13:47:27.777 80000000 CDucsSessionManager::Acquire: Exit
at 127
MCHECK 1412 1932 2003/12/17-13:47:28.117 00000004 NAMELookup mailfile = mail\klaptop,
mailserver = CN=BellTSDominol/O=BellTS, for user kevin laptop
MCHECK 1412 1932 2003/12/17-13:47:28.117 80000000 NOTES_POSTOFFICE::GetMailFile: Exit
at 2226
MCHECK 1412 1932 2003/12/17-13:47:28.117 80000000
NOTES_POSTOFFICE::ConstructMailFilePath: Exit at 2117
MCHECK 1412 1932 2003/12/17-13:47:28.117 80000000 NOTES_POSTOFFICE::MailDatabaseName:
Enter
MCHECK 1412 1932 2003/12/17-13:47:28.117 80000000 CDucsSessionManager::Acquire: Enter
MCHECK 1412 1932 2003/12/17-13:47:28.117 80000000 CDucsSessionManager::Acquire: Exit
at 127
MCHECK 1412 1932 2003/12/17-13:47:28.127 80000000 NOTES_POSTOFFICE::MailDatabaseName:
Exit at 2283
MCHECK 1412 1932 2003/12/17-13:47:28.127 40000000 USES DOMUNMARK MESSAGECOUNT
MCHECK 1412 1932 2003/12/17-13:47:28.137 00000010 CN=Kevin Laptop/O=BellTS
MCHECK 1412 1932 2003/12/17-13:47:28.137 80000000 FolderCount::FolderCount: Enter
MCHECK 1412 1932 2003/12/17-13:47:28.137 80000000 Enter: Cursor::Create()
MCHECK 1412 1932 2003/12/17-13:47:28.318 00000010 Cursor::Create() failed Entry not
found in index
MCHECK 1412 1932 2003/12/17-13:47:28.318 80000000 Exit: Cursor::Create()
MCHECK 1412 1932 2003/12/17-13:47:28.318 80000000 FolderCount::FolderCount: Exit at
4774
MCHECK 1412 1932 2003/12/17-13:47:28.318 80000000 FolderCount::FolderCount: Enter
MCHECK 1412 1932 2003/12/17-13:47:28.318 80000000 Enter: Cursor::Create()
MCHECK 1412 1932 2003/12/17-13:47:28.518 80000000 Exit: Cursor::Create()
MCHECK 1412 1932 2003/12/17-13:47:28.518 80000000 FolderCount::FolderCount: Exit at
4774
MCHECK 1412 1932 2003/12/17-13:47:28.518 40000000 NOTES_POSTOFFICE::Inbox
MessageCount 152
MCHECK 1412 1932 2003/12/17-13:47:28.518 40000000 NOTES_POSTOFFICE::Saved
MessageCount 52
MCHECK 1412 1932 2003/12/17-13:47:28.518 40000000 NOTES_POSTOFFICE::Calendar
MessageCount 0
MCHECK 1412 1932 2003/12/17-13:47:28.518 80000000 NOTES_POSTOFFICE::MessageCount:
Exit at 3713
MCHECK 1412 1932 2003/12/17-13:47:28.518 ffffffff Log Time 0 - Num Msgs 0
MCHECK 1412 1932 2003/12/17-13:47:28.518 ffffffff Attempting to read first 10
messages in inbox using FIFO.
MCHECK 1412 1932 2003/12/17-13:47:28.518 80000000 MAIL_ACCESS::MessageEnumFirst:
Enter
MCHECK 1412 1932 2003/12/17-13:47:28.518 80000000 NOTES_POSTOFFICE::MessageEnumFirst:
Enter - (bucksize = 10)
MCHECK 1412 1932 2003/12/17-13:47:28.528 80000000 CDucsSessionManager::Acquire: Enter
MCHECK 1412 1932 2003/12/17-13:47:28.528 80000000 CDucsSessionManager::Acquire: Exit
at 127
MCHECK removed

```

Examples of a Failed Test

If the Notes Client is not installed on the MiCollab AM platform, the following message displays:

```
This application has failed to start because nNOTES.dll was not found. Re-installing the application may fix this problem.
```

The following are examples of log files for tests that have failed.

Incorrectly Initialized Client Software

This example shows a system in which the Notes client is not initialized on the MiCollab AM platform correctly.

The significant statement in this example is **NAMELookup error - Unable to find path to server**. In this case, you need to have the Notes administrator finish the configuration of the Notes client. This may include the creation of connection documents in the local client or may be network related.

NOTE Only the relevant information from the **Mcheck.log** is displayed below. The actual log may be larger and contain additional data that Mitel Technical Support may request.

```
MCHECK 440 2032 2003/12/17-14:02:44.725 ffffffff Log opened
MCHECK 440 2032 2003/12/17-14:02:44.725 ffffffff Log format:SOURCE PROCESSID THREAD
YYYY/MM/DD-HH:MM:SS.mmm FILTER DATA
MCHECK 440 2032 2003/12/17-14:02:44.725 ffffffff Time Zone: Pacific Standard Time
Bias=480min=8hrs 0min
MCHECK 440 2032 2003/12/17-14:02:44.725 ffffffff Tracy v7.00.159 HotFix None.
Server v7.00.159 SiteName:KCR Bellevue TS 03 W2K3
MCHECK 440 2032 2003/12/17-14:02:44.725 ffffffff
////////////////////////////////////
MCHECK 440 2032 2003/12/17-14:02:44.725 ffffffff // MChecker STARTING
////////////////////////////////
MCHECK 440 2032 2003/12/17-14:02:44.725 ffffffff // version: 1
////////////////////////////////
MCHECK 440 2032 2003/12/17-14:02:44.725 ffffffff
////////////////////////////////////
MCHECK 440 2032 2003/12/17-14:02:44.785 00000002 Domino(tm) enabled.
MCHECK 440 2032 2003/12/17-14:02:44.785 80000000 CDucsSessionManager::Initialize:
Enter
MCHECK 440 2032 2003/12/17-14:02:44.785 80000000 CDucsSessionManager::Initialize:
Exit at 33
MCHECK 440 2032 2003/12/17-14:02:44.785 80000000 CDucsSessionManager::Acquire: Enter
MCHECK 440 2032 2003/12/17-14:02:44.785 40000000 CDucsSessionManager::Acquire:
Creating new global session for thread 2032.
MCHECK 440 2032 2003/12/17-14:02:44.876 80000000 CDucsSessionManager::Acquire: Exit
at 127
MCHECK 440 2032 2003/12/17-14:02:44.876 80000000 DucsMwnUserInitialize: Enter
MCHECK 440 2032 2003/12/17-14:02:44.876 80000000 DucsMwnUserInitialize: Exit at 1213
MCHECK 440 2032 2003/12/17-14:02:44.876 00000002 IBM Notes(tn) enabled.
MCHECK 440 2032 2003/12/17-14:02:44.876 ffffffff E-mail type=1
MCHECK 440 2032 2003/12/17-14:02:44.876 ffffffff
////////////////////////////////////
```

```

MCHECK 440 2032 2003/12/17-14:02:44.876 ffffffff ////////////////////////////////////////////////// LOGGING ON
////////////////////////////////////
MCHECK 440 2032 2003/12/17-14:02:44.876 ffffffff
////////////////////////////////////
MCHECK 440 2032 2003/12/17-14:02:45.516 80000000 MAIL_ACCESS::Logon: Enter
MCHECK 440 2032 2003/12/17-14:02:45.516 40000000 Logon to IBM Notes(tm) as kevin laptop to postoffice BellTSDominol.
MCHECK 440 2032 2003/12/17-14:02:45.546 80000000 NOTES_POSTOFFICE::NOTESPOSTOFFICE: Enter
MCHECK 440 2032 2003/12/17-14:02:45.546 80000000 CDucsSessionManager::Acquire: Enter
MCHECK 440 2032 2003/12/17-14:02:45.546 80000000 CDucsSessionManager::Acquire: Exit at 127
MCHECK 440 2032 2003/12/17-14:02:45.546 80000000 NOTES_POSTOFFICE::NOTESPOSTOFFICE: Exit at 266
MCHECK 440 2032 2003/12/17-14:02:45.546 80000000 MAIL_ACCESS::Logon: Exit at 1517
MCHECK 440 2032 2003/12/17-14:02:46.318 ffffffff
////////////////////////////////////
MCHECK 440 2032 2003/12/17-14:02:46.318 ffffffff ////////////////////////////////////////////////// ENUMERATING
////////////////////////////////////
MCHECK 440 2032 2003/12/17-14:02:46.318 ffffffff
////////////////////////////////////
MCHECK 440 2032 2003/12/17-14:02:46.318 80000000 NOTES_POSTOFFICE::MessageCount: Enter
MCHECK 440 2032 2003/12/17-14:02:46.318 80000000 CDucsSessionManager::Acquire: Enter
MCHECK 440 2032 2003/12/17-14:02:46.318 80000000 CDucsSessionManager::Acquire: Exit at 127
MCHECK 440 2032 2003/12/17-14:02:46.318 80000000
NOTES_POSTOFFICE::ConstructMailFilePath: Enter
MCHECK 440 2032 2003/12/17-14:02:46.318 80000000 CDucsSessionManager::Acquire: Enter
MCHECK 440 2032 2003/12/17-14:02:46.318 80000000 CDucsSessionManager::Acquire: Exit at 127
MCHECK 440 2032 2003/12/17-14:02:46.318 80000000 NOTES_POSTOFFICE::GetMailFile: Enter - kevin laptop
MCHECK 440 2032 2003/12/17-14:02:46.318 80000000 CDucsSessionManager::Acquire: Enter
MCHECK 440 2032 2003/12/17-14:02:46.318 80000000 CDucsSessionManager::Acquire: Exit at 127
MCHECK 440 2032 2003/12/17-14:02:46.858 00000010 NOTES_POSTOFFICE::GetMailFile - NAMELookup error - Unable to find path to server

```

Unknown Username

This example shows a system in which the User name is not found in the Domino Address Book.

The significant statement in this example is **cannot find DN Name for Kevn Johnson**. In this case, you need to have the Notes administrator check the user's name in the Domino Address book. This can also mean a duplication of user names in Domino.

NOTE Only the relevant information from the Mcheck.log is displayed below. The actual log may be larger and contain additional data that Mitel Technical Support may request.

```

MCHECK 1628 1188 2003/12/17-13:55:11.944 ffffffff
////////////////////////////////////
MCHECK 1628 1188 2003/12/17-13:55:11.944 ffffffff ////////////////////////////////////////////////// LOGGING ON
////////////////////////////////////

```

```

MCHECK 1628 1188 2003/12/17-13:55:11.944 ffffffff
////////////////////////////////////
MCHECK 1628 1188 2003/12/17-13:55:12.585 80000000 MAIL_ACCESS::Logon: Enter
MCHECK 1628 1188 2003/12/17-13:55:12.585 40000000 Logon to IBM Notes(tm) as Kevn
Johnson to postoffice BellTSDominol.
MCHECK 1628 1188 2003/12/17-13:55:12.585 80000000 NOTES_POSTOFFICE::NOTESPOSTOFFICE:
Enter
MCHECK 1628 1188 2003/12/17-13:55:12.585 80000000 CDucsSessionManager::Acquire: Enter
MCHECK 1628 1188 2003/12/17-13:55:12.585 80000000 CDucsSessionManager::Acquire: Exit
at 127
MCHECK 1628 1188 2003/12/17-13:55:12.585 80000000 NOTES_POSTOFFICE::NOTESPOSTOFFICE:
Exit at 266
MCHECK 1628 1188 2003/12/17-13:55:12.585 80000000 MAIL_ACCESS::Logon: Exit at 1517
MCHECK 1628 1188 2003/12/17-13:55:13.386 ffffffff
////////////////////////////////////
MCHECK 1628 1188 2003/12/17-13:55:13.386 ffffffff ////////////////////////////////////////////////// ENUMERATING
////////////////////////////////////
MCHECK 1628 1188 2003/12/17-13:55:13.386 ffffffff
////////////////////////////////////
MCHECK 1628 1188 2003/12/17-13:55:13.386 80000000 NOTES_POSTOFFICE::MessageCount:
Enter
MCHECK 1628 1188 2003/12/17-13:55:13.386 80000000 CDucsSessionManager::Acquire: Enter
MCHECK 1628 1188 2003/12/17-13:55:13.386 80000000 CDucsSessionManager::Acquire: Exit
at 127
MCHECK 1628 1188 2003/12/17-13:55:13.386 80000000
NOTES_POSTOFFICE::ConstructMailFilePath: Enter
MCHECK 1628 1188 2003/12/17-13:55:13.386 80000000 CDucsSessionManager::Acquire: Enter
MCHECK 1628 1188 2003/12/17-13:55:13.386 80000000 CDucsSessionManager::Acquire: Exit
at 127
MCHECK 1628 1188 2003/12/17-13:55:13.386 80000000 NOTES_POSTOFFICE::GetMailFile:
Enter - Kevn Johnson
MCHECK 1628 1188 2003/12/17-13:55:13.386 80000000 CDucsSessionManager::Acquire: Enter
MCHECK 1628 1188 2003/12/17-13:55:13.386 80000000 CDucsSessionManager::Acquire: Exit
at 127
MCHECK 1628 1188 2003/12/17-13:55:13.737 00000004 NOTES_POSTOFFICE::GetMailFile() -
cannot find DN Name for Kevn Johnson
MCHECK 1628 1188 2003/12/17-13:55:13.737 80000000 NOTES_POSTOFFICE::GetMailFile: Exit
at 2226
MCHECK 1628 1188 2003/12/17-13:55:13.737 40000000 NOTES_POSTOFFICE::ConstructMailFile
Database name is invalid
MCHECK 1628 1188 2003/12/17-13:55:13.737 00000004 NOTES_POSTOFFICE::MessageCount -
ConstructMailFilePath error
MCHECK 1628 1188 2003/12/17-13:55:13.737 ffffffff Log Time 0 - Num Msgs 0
MCHECK 1628 1188 2003/12/17-13:55:13.737 ffffffff Attempting to read first 10
messages in inbox using FIFO.
MCHECK 1628 1188 2003/12/17-13:55:13.737 80000000 MAIL_ACCESS::MessageEnumFirst:
Enter
MCHECK 1628 1188 2003/12/17-13:55:13.747 80000000 NOTES_POSTOFFICE::MessageEnumFirst:
Enter - (bucksize = 10)
MCHECK 1628 1188 2003/12/17-13:55:13.747 80000000 CDucsSessionManager::Acquire: Enter
MCHECK 1628 1188 2003/12/17-13:55:13.747 80000000 CDucsSessionManager::Acquire: Exit
at 127

```

Unkown Server Name or Path

This example shows a system in which the Domino Server name is incorrect in the E-mail profile or where connectivity to the Domino Server may be an issue.

The significant statement in this example is **NAMELookup error - Unable to find path to server**. Note the item in bold below: this is an incorrect server name and does not match any of the Domino Servers. This may also be the response when DNS or other network issues prevent access to the Domino Server.

NOTE Only the relevant information from the **Mcheck.log** is displayed below. The actual log may be larger and contain additional data that Mitel Technical Support may request.

```
MCHECK 616 336 2003/12/17-14:06:47.234 ffffffff
////////////////////////////////////
MCHECK 616 336 2003/12/17-14:06:47.234 ffffffff // LOGGING ON
////////////////////////////////////
MCHECK 616 336 2003/12/17-14:06:47.234 ffffffff
////////////////////////////////////
MCHECK 616 336 2003/12/17-14:06:47.875 80000000 MAIL_ACCESS::Logon: Enter
MCHECK 616 336 2003/12/17-14:06:47.875 40000000 Logon to IBM Notes(tm) as kevin
laptop to postoffice BellTSDominol4.
MCHECK 616 336 2003/12/17-14:06:47.875 80000000 NOTES_POSTOFFICE::NOTESPOSTOFFICE:
Enter
MCHECK 616 336 2003/12/17-14:06:47.875 80000000 CDucsSessionManager::Acquire: Enter
MCHECK 616 336 2003/12/17-14:06:47.875 80000000 CDucsSessionManager::Acquire: Exit
at 127
MCHECK 616 336 2003/12/17-14:06:47.875 80000000 NOTES_POSTOFFICE::NOTESPOSTOFFICE:
Exit at 266
MCHECK 616 336 2003/12/17-14:06:47.875 80000000 MAIL_ACCESS::Logon: Exit at 1517
MCHECK 616 336 2003/12/17-14:06:48.676 ffffffff
////////////////////////////////////
MCHECK 616 336 2003/12/17-14:06:48.676 ffffffff // ENUMERATING
////////////////////////////////////
MCHECK 616 336 2003/12/17-14:06:48.676 ffffffff
////////////////////////////////////
MCHECK 616 336 2003/12/17-14:06:48.676 80000000 NOTES_POSTOFFICE::MessageCount:
Enter
MCHECK 616 336 2003/12/17-14:06:48.676 80000000 CDucsSessionManager::Acquire: Enter
MCHECK 616 336 2003/12/17-14:06:48.676 80000000 CDucsSessionManager::Acquire: Exit
at 127
MCHECK 616 336 2003/12/17-14:06:48.676 80000000
NOTES_POSTOFFICE::ConstructMailFilePath: Enter
MCHECK 616 336 2003/12/17-14:06:48.676 80000000 CDucsSessionManager::Acquire: Enter
MCHECK 616 336 2003/12/17-14:06:48.676 80000000 CDucsSessionManager::Acquire: Exit
at 127
MCHECK 616 336 2003/12/17-14:06:48.676 80000000 NOTES_POSTOFFICE::GetMailFile:
Enter - kevin laptop
MCHECK 616 336 2003/12/17-14:06:48.676 80000000 CDucsSessionManager::Acquire: Enter
MCHECK 616 336 2003/12/17-14:06:48.676 80000000 CDucsSessionManager::Acquire: Exit
at 127
MCHECK 616 336 2003/12/17-14:06:58.821 00000010 NOTES_POSTOFFICE::GetMailFile -
NAMELookup error - Unable to find path to server
MCHECK 616 336 2003/12/17-14:06:58.821 80000000 NOTES_POSTOFFICE::GetMailFile: Exit
at 2226
```

```

MCHECK  616  336  2003/12/17-14:06:58.821  40000000  NOTES_POSTOFFICE::ConstructMailFile
Database name is invalid
MCHECK  616  336  2003/12/17-14:06:58.821  00000004  NOTES_POSTOFFICE::MessageCount -
ConstructMailFilePath error
MCHECK  616  336  2003/12/17-14:06:58.821  ffffffff  Log Time 0 - Num Msgs 0
MCHECK  616  336  2003/12/17-14:06:58.821  ffffffff  Attempting to read first 10
messages in inbox using FIFO.
MCHECK  616  336  2003/12/17-14:06:58.821  80000000  MAIL_ACCESS::MessageEnumFirst:
Enter
MCHECK  616  336  2003/12/17-14:06:58.821  80000000  NOTES_POSTOFFICE::MessageEnumFirst:
Enter - (bucksize = 10)
MCHECK  616  336  2003/12/17-14:06:58.
821 80000000 CDucsSessionManager::Acquire: Enter
MCHECK  616  336  2003/12/17-14:06:58.821  80000000  CDucsSessionManager::Acquire: Exit
at 127
MCHECK  616  336  2003/12/17-14:06:58.821  80000000
NOTES_POSTOFFICE::ConstructMailFilePath: Enter
MCHECK  616  336  2003/12/17-14:06:58.821  80000000  CDucsSessionManager::Acquire: Enter
MCHECK  616  336  2003/12/17-14:06:58.831  80000000  CDucsSessionManager::Acquire: Exit
at 127
MCHECK  616  336  2003/12/17-14:06:58.831  80000000  NOTES_POSTOFFICE::GetMailFile:
Enter - kevin laptop
MCHECK  616  336  2003/12/17-14:06:58.831  80000000  CDucsSessionManager::Acquire: Enter
MCHECK  616  336  2003/12/17-14:06:58.831  80000000  CDucsSessionManager::Acquire: Exit
at 127
MCHECK  616  336  2003/12/17-14:06:58.831  00000010  NOTES_POSTOFFICE::GetMailFile -
NAMELookup error - Unable to find path to server
MCHECK  616  336  2003/12/17-14:06:58.831  80000000  NOTES_POSTOFFICE::GetMailFile: Exit
at 2226
MCHECK  616  336  2003/12/17-14:06:58.831  40000000  NOTES_POSTOFFICE::ConstructMailFile
Database name is invalid
MCHECK  616  336  2003/12/17-14:06:58.831  00000004  NOTES_POSTOFFICE::MessageEnumFirst
- ConstructMailFilePath error
MCHECK  616  336  2003/12/17-14:06:58.831  80000000  MAIL_ACCESS::MessageEnumFirst: Exit
at 1797
MCHECK  616  336  2003/12/17-14:06:58.831  80000000  MAIL_ACCESS::Logoff: Enter
MCHECK  616  336  2003/12/17-14:06:58.831  40000000  Logoff from IBM Notes(tm).
MCHECK  616  336  2003/12/17-14:06:58.831  80000000  NOTES_POSTOFFICE::Logoff: Enter
MCHECK  616  336  2003/12/17-14:06:58.831  80000000  CDucsSessionManager::Acquire: Enter
MCHECK  616  336  2003/12/17-14:06:58.831  80000000  CDucsSessionManager::Acquire: Exit
at 127
MCHECK  616  336  2003/12/17-14:06:58.831  80000000  NOTES_POSTOFFICE::Logoff: Exit at
1652

```

Insufficient Access Permissions

This example shows a system in which the Domino Server name is correct; however, the password entered in the E-mail profile is not correct or the MiCollab AM user account does not have correct permissions to access the users mail database:

The significant statement in this example is **You are not authorized to perform that operation**. Check to see that the password entered in the E-mail server profile is correct. Check the permission settings of the users mail database (ACL) and assure MiCollab AM has Manager with Delete Document rights.

IMPORTANT When making changes to the E-mail server profile before running the test, you must click **OK** on the **Server Profile** dialog box to save the changes and close the dialog box, and then click **Apply** in **MiCollab AM Configuration**. Otherwise, the test may continue to fail

NOTE Only the relevant information from the **Mcheck.log** is displayed below. The actual log may be larger and contain additional data that Mitel Technical Support may request.

```
MCHECK 180 1452 2003/12/17-14:04:53.671 ffffffff
////////////////////////////////////
MCHECK 180 1452 2003/12/17-14:04:53.671 ffffffff // LOGGING ON
////////////////////////////////////
MCHECK 180 1452 2003/12/17-14:04:53.671 ffffffff
////////////////////////////////////
MCHECK 180 1452 2003/12/17-14:04:54.332 80000000 MAIL_ACCESS::Logon: Enter
MCHECK 180 1452 2003/12/17-14:04:54.332 40000000 Logon to IBM Notes(tm) as kevin
laptop to postoffice BellTSDominol.
MCHECK 180 1452 2003/12/17-14:04:54.332 80000000 NOTES_POSTOFFICE::NOTESPOSTOFFICE:
Enter
MCHECK 180 1452 2003/12/17-14:04:54.332 80000000 CDucsSessionManager::Acquire: Enter
MCHECK 180 1452 2003/12/17-14:04:54.332 80000000 CDucsSessionManager::Acquire: Exit
at 127
MCHECK 180 1452 2003/12/17-14:04:54.332 80000000 NOTES_POSTOFFICE::NOTESPOSTOFFICE:
Exit at 266
MCHECK 180 1452 2003/12/17-14:04:54.332 80000000 MAIL_ACCESS::Logon: Exit at 1517
MCHECK 180 1452 2003/12/17-14:04:55.133 ffffffff
////////////////////////////////////
MCHECK 180 1452 2003/12/17-14:04:55.133 ffffffff // ENUMERATING
////////////////////////////////////
MCHECK 180 1452 2003/12/17-14:04:55.133 ffffffff
////////////////////////////////////
MCHECK 180 1452 2003/12/17-14:04:55.133 80000000 NOTES_POSTOFFICE::MessageCount:
Enter
MCHECK 180 1452 2003/12/17-14:04:55.133 80000000 CDucsSessionManager::Acquire: Enter
MCHECK 180 1452 2003/12/17-14:04:55.133 80000000 CDucsSessionManager::Acquire: Exit
at 127
MCHECK 180 1452 2003/12/17-14:04:55.133 80000000
NOTES_POSTOFFICE::ConstructMailFilePath: Enter
MCHECK 180 1452 2003/12/17-14:04:55.133 80000000 CDucsSessionManager::Acquire: Enter
MCHECK 180 1452 2003/12/17-14:04:55.133 80000000 CDucsSessionManager::Acquire: Exit
at 127
MCHECK 180 1452 2003/12/17-14:04:55.133 80000000 NOTES_POSTOFFICE::GetMailFile:
Enter - kevin laptop
MCHECK 180 1452 2003/12/17-14:04:55.133 80000000 CDucsSessionManager::Acquire: Enter
MCHECK 180 1452 2003/12/17-14:04:55.133 80000000 CDucsSessionManager::Acquire: Exit
at 127
MCHECK 180 1452 2003/12/17-14:04:55.463 00000004 NAMELookup mailfile = mail\klaptop,
mailserver = CN=BellTSDominol/O=BellTS, for user kevin laptop
MCHECK 180 1452 2003/12/17-14:04:55.473 80000000 NOTES_POSTOFFICE::GetMailFile: Exit
at 2226
MCHECK 180 1452 2003/12/17-14:04:55.473 80000000
NOTES_POSTOFFICE::ConstructMailFilePath: Exit at 2117
MCHECK 180 1452 2003/12/17-14:04:55.473 80000000 NOTES_POSTOFFICE::MailDatabaseName:
Enter
MCHECK 180 1452 2003/12/17-14:04:55.473 80000000 CDucsSessionManager::Acquire: Enter
```



```

MCHECK 180 1452 2003/12/17-14:04:55.473 80000000 CDucsSessionManager::Acquire: Exit
at 127
MCHECK 180 1452 2003/12/17-14:04:55.473 80000000 NOTES_POSTOFFICE::MailDatabaseName:
Exit at 2283
MCHECK 180 1452 2003/12/17-14:04:55.483 40000000 USES_DOMUNMARK_MESSAGECOUNT
MCHECK 180 1452 2003/12/17-14:04:55.483 00000010 CN=Kevin Laptop/O=BellTS
MCHECK 180 1452 2003/12/17-14:04:55.503 00000010 NOTES_POSTOFFICE::MessageCount
problem CDominoMark C
MCHECK 180 1452 2003/12/17-14:04:55.503 80000000 FolderCount::FolderCount: Enter
MCHECK 180 1452 2003/12/17-14:04:55.503 80000000 Enter: Cursor::Create()
MCHECK 180 1452 2003/12/17-14:04:55.724 00000010 Cursor::Create() failed Entry not
found in index
MCHECK 180 1452 2003/12/17-14:04:55.724 80000000 Exit: Cursor::Create()
MCHECK 180 1452 2003/12/17-14:04:55.724 80000000 FolderCount::FolderCount: Exit at
4774
MCHECK 180 1452 2003/12/17-14:04:55.724 80000000 FolderCount::FolderCount: Enter
MCHECK 180 1452 2003/12/17-14:04:55.724 80000000 Enter: Cursor::Create()
MCHECK 180 1452 2003/12/17-14:04:55.894 80000000 Exit: Cursor::Create()
MCHECK 180 1452 2003/12/17-14:04:55.894 80000000 FolderCount::FolderCount: Exit at
4774
MCHECK 180 1452 2003/12/17-14:04:55.894 40000000 NOTES_POSTOFFICE::Inbox
MessageCount 0
MCHECK 180 1452 2003/12/17-14:04:55.894 40000000 NOTES_POSTOFFICE::Saved
MessageCount 0
MCHECK 180 1452 2003/12/17-14:04:55.894 40000000 NOTES_POSTOFFICE::Calendar
MessageCount 0
MCHECK 180 1452 2003/12/17-14:04:55.894 80000000 NOTES_POSTOFFICE::MessageCount:
Exit at 3713
MCHECK 180 1452 2003/12/17-14:04:55.894 ffffffff Log Time 0 - Num Msgs 0
MCHECK 180 1452 2003/12/17-14:04:55.894 ffffffff Attempting to read first 10
messages in inbox using FIFO.
MCHECK 180 1452 2003/12/17-14:04:55.894 80000000 MAIL_ACCESS::MessageEnumFirst:
Enter
MCHECK 180 1452 2003/12/17-14:04:55.894 80000000 NOTES_POSTOFFICE::MessageEnumFirst:
Enter - (bucksize = 10)
MCHECK 180 1452 2003/12/17-14:04:55.894 80000000 CDucsSessionManager::Acquire: Enter
MCHECK 180 1452 2003/12/17-14:04:55.894 80000000 CDucsSessionManager::Acquire: Exit
at 127
MCHECK 180 1452 2003/12/17-14:04:55.894 80000000
NOTES_POSTOFFICE::ConstructMailFilePath: Enter
MCHECK 180 1452 2003/12/17-14:04:55.894 80000000 CDucsSessionManager::Acquire: Enter
MCHECK 180 1452 2003/12/17-14:04:55.894 80000000 CDucsSessionManager::Acquire: Exit
at 127
MCHECK 180 1452 2003/12/17-14:04:55.894 80000000
NOTES_POSTOFFICE::ConstructMailFilePath: Exit at 2117
MCHECK 180 1452 2003/12/17-14:04:55.894 80000000 Enter: Cursor::Create()
MCHECK 180 1452 2003/12/17-14:04:56.294 80000000 Exit: Cursor::Create()
MCHECK 180 1452 2003/12/17-14:04:56.294 80000000 Cursor::ReadEntries: Enter
MCHECK 180 1452 2003/12/17-14:04:56.294 80000000
NOTES_POSTOFFICE::ConstructMailFilePath: Enter
MCHECK 180 1452 2003/12/17-14:04:56.294 80000000 CDucsSessionManager::Acquire: Enter
MCHECK 180 1452 2003/12/17-14:04:56.294 80000000 CDucsSessionManager::Acquire: Exit
at 127
MCHECK 180 1452 2003/12/17-14:04:56.294 80000000
NOTES_POSTOFFICE::ConstructMailFilePath: Exit at 2117
MCHECK 180 1452 2003/12/17-14:04:56.294 40000000 USES_DOMUNMARK_MESSAGECOUNT

```

```

MCHECK 180 1452 2003/12/17-14:04:56.294 00000004 NOTES_PO Cursor::ReadEntries -
DNUsername is CN=Kevin Laptop/O=BellTS
MCHECK 180 1452 2003/12/17-14:04:56.475 00000004 Cursor::ReadEntries DominoMark
error - CDominoMark::getUnreadTable : Error - Getting unread table
You are not authorized to perform that operation
MCHECK 180 1452 2003/12/17-14:04:56.475 00000004 Cursor::ReadEntries hBuffer == NULL
(empty)
MCHECK 180 1452 2003/12/17-14:04:56.475 80000000 Cursor::ReadEntries: Exit at 4297
MCHECK 180 1452 2003/12/17-14:04:56.475 80000000 NOTES_POSTOFFICE::MessageEnumFirst:
Exit at 3516
MCHECK 180 1452 2003/12/17-14:04:56.475 80000000 MAIL_ACCESS::MessageEnumFirst: Exit
at 1797
MCHECK 180 1452 2003/12/17-14:04:56.475 80000000 MAIL_ACCESS::Logoff: Enter
MCHECK 180 1452 2003/12/17-14:04:56.475 40000000 Logoff from IBM Notes(tm).
MCHECK 180 1452 2003/12/17-14:04:56.475 80000000 NOTES_POSTOFFICE::Logoff: Enter
MCHECK 180 1452 2003/12/17-14:04:56.485 80000000 CDucsSessionManager::Acquire: Enter
MCHECK 180 1452 2003/12/17-14:04:56.485 80000000 CDucsSessionManager::Acquire: Exit
at 127
MCHECK 180 1452 2003/12/17-14:04:56.485 80000000 NOTES_POSTOFFICE::Logoff: Exit at
1652
MCHECK 180 1452 2003/12/17-14:04:56.485 80000000 NOTES_POSTOFFICE::~~NOTESPOSTOFFICE:
Enter
MCHECK 180 1452 2003/12/17-14:04:56.485 80000000 NOTES_POSTOFFICE::Logoff: Enter
MCHECK 180 1452 2003/12/17-14:04:56.485 80000000 CDucsSessionManager::Acquire: Enter
MCHECK 180 1452 2003/12/17-14:04:56.485 80000000 CDucsSessionManager::Acquire: Exit
at 127
MCHECK 180 1452 2003/12/17-14:04:56.485 80000000 NOTES_POSTOFFICE::Logoff: Exit at
1652
MCHECK 180 1452 2003/12/17-14:04:56.485 80000000 NOTES_POSTOFFICE::~~NOTESPOSTOFFICE:
Exit at 280
MCHECK 180 1452 2003/12/17-14:04:56.485 40000000 MAIL_ACCESS::Logoff: Clearing stage
1 ...
MCHECK 180 1452 2003/12/17-14:04:56.485 40000000 MAIL_ACCESS::Logoff: Clearing stage
2 ...
MCHECK 180 1452 2003/12/17-14:04:56.485 40000000 MAIL_ACCESS::Logoff: Clearing stage
3 ...
MCHECK 180 1452 2003/12/17-14:04:56.485 80000000 MAIL_ACCESS::Logoff: Exit at 1270
MCHECK 180 1452 2003/12/17-14:04:56.485 80000000 DucsMwnUserUninitialize: Enter
MCHECK 180 1452 2003/12/17-14:04:56.485 80000000 DucsMwnUserUninitialize: Exit at
1223
MCHECK 180 1452 2003/12/17-14:04:56.485 80000000 CDucsSessionManager::Uninitialize:
nter
MCHECK 180 1452 2003/12/17-14:04:56.655 80000000 CDucsSessionManager::Uninitialize:
Exit at 72
MCHECK 180 1452 2003/12/17-14:04:57.056 ffffffff Log closed

```

Insufficient Access Permissions

This example shows a system in which the Domino Server name is correct; however, the password entered in the E-mail profile is not correct or the MiCollab AM user account does not have correct permissions to access the users mail database:

The significant statement in this example is **You are not authorized to perform that operation**. Check to see that the password entered in the E-mail server profile is correct. Check the permission settings of the users mail database (ACL) and assure MiCollab AM has Manager with Delete Document rights.

IMPORTANT When making changes to the E-mail server profile before running the test, you must click **OK** on the **Server Profile** dialog box to save the changes and close the dialog box, and then click **Apply** in **MiCollab AM Configuration**. Otherwise, the test may continue to fail

NOTE Only the relevant information from the Mcheck.log is displayed below. The actual log may be larger and contain additional data that Mitel Technical Support may request.

```
MCHECK 180 1452 2003/12/17-14:04:53.671 ffffffff
////////////////////////////////////
MCHECK 180 1452 2003/12/17-14:04:53.671 ffffffff // LOGGING ON
////////////////////////////////////
MCHECK 180 1452 2003/12/17-14:04:53.671 ffffffff
////////////////////////////////////
MCHECK 180 1452 2003/12/17-14:04:54.332 80000000 MAIL_ACCESS::Logon: Enter
MCHECK 180 1452 2003/12/17-14:04:54.332 40000000 Logon to IBM Notes(tm) as kevin
laptop to postoffice BellTSDominol.
MCHECK 180 1452 2003/12/17-14:04:54.332 80000000 NOTES_POSTOFFICE::NOTESPOSTOFFICE:
Enter
MCHECK 180 1452 2003/12/17-14:04:54.332 80000000 CDucsSessionManager::Acquire: Enter
MCHECK 180 1452 2003/12/17-14:04:54.332 80000000 CDucsSessionManager::Acquire: Exit
at 127
MCHECK 180 1452 2003/12/17-14:04:54.332 80000000 NOTES_POSTOFFICE::NOTESPOSTOFFICE:
Exit at 266
MCHECK 180 1452 2003/12/17-14:04:54.332 80000000 MAIL_ACCESS::Logon: Exit at 1517
MCHECK 180 1452 2003/12/17-14:04:55.133 ffffffff
////////////////////////////////////
MCHECK 180 1452 2003/12/17-14:04:55.133 ffffffff // ENUMERATING
////////////////////////////////////
MCHECK 180 1452 2003/12/17-14:04:55.133 ffffffff
////////////////////////////////////
MCHECK 180 1452 2003/12/17-14:04:55.133 80000000 NOTES_POSTOFFICE::MessageCount:
Enter
MCHECK 180 1452 2003/12/17-14:04:55.133 80000000 CDucsSessionManager::Acquire: Enter
MCHECK 180 1452 2003/12/17-14:04:55.133 80000000 CDucsSessionManager::Acquire: Exit
at 127
MCHECK 180 1452 2003/12/17-14:04:55.133 80000000
NOTES_POSTOFFICE::ConstructMailFilePath: Enter
MCHECK 180 1452 2003/12/17-14:04:55.133 80000000 CDucsSessionManager::Acquire: Enter
MCHECK 180 1452 2003/12/17-14:04:55.133 80000000 CDucsSessionManager::Acquire: Exit
at 127
MCHECK 180 1452 2003/12/17-14:04:55.133 80000000 NOTES_POSTOFFICE::GetMailFile:
Enter - kevin laptop
MCHECK 180 1452 2003/12/17-14:04:55.133 80000000 CDucsSessionManager::Acquire: Enter
MCHECK 180 1452 2003/12/17-14:04:55.133 80000000 CDucsSessionManager::Acquire: Exit
at 127
MCHECK 180 1452 2003/12/17-14:04:55.463 00000004 NAMELookup mailfile = mail\klaptop,
mailserver = CN=BellTSDominol/O=BellTS, for user kevin laptop
MCHECK 180 1452 2003/12/17-14:04:55.473 80000000 NOTES_POSTOFFICE::GetMailFile: Exit
at 2226
```

```

MCHECK 180 1452 2003/12/17-14:04:55.473 80000000
NOTES_POSTOFFICE::ConstructMailFilePath: Exit at 2117
MCHECK 180 1452 2003/12/17-14:04:55.473 80000000 NOTES_POSTOFFICE::MailDatabaseName:
Enter
MCHECK 180 1452 2003/12/17-14:04:55.473 80000000 CDucsSessionManager::Acquire: Enter
MCHECK 180 1452 2003/12/17-14:04:55.473 80000000 CDucsSessionManager::Acquire: Exit
at 127
MCHECK 180 1452 2003/12/17-14:04:55.473 80000000 NOTES_POSTOFFICE::MailDatabaseName:
Exit at 2283
MCHECK 180 1452 2003/12/17-14:04:55.483 40000000 USES DOMUNMARK MESSAGECOUNT
MCHECK 180 1452 2003/12/17-14:04:55.483 00000010 CN=Kevin Laptop/O=BellTS
MCHECK 180 1452 2003/12/17-14:04:55.503 00000010 NOTES_POSTOFFICE::MessageCount
problem CDominoMark C
MCHECK 180 1452 2003/12/17-14:04:55.503 80000000 FolderCount::FolderCount: Enter
MCHECK 180 1452 2003/12/17-14:04:55.503 80000000 Enter: Cursor::Create()
MCHECK 180 1452 2003/12/17-14:04:55.724 00000010 Cursor::Create() failed Entry not
found in index
MCHECK 180 1452 2003/12/17-14:04:55.724 80000000 Exit: Cursor::Create()
MCHECK 180 1452 2003/12/17-14:04:55.724 80000000 FolderCount::FolderCount: Exit at
4774
MCHECK 180 1452 2003/12/17-14:04:55.724 80000000 FolderCount::FolderCount: Enter
MCHECK 180 1452 2003/12/17-14:04:55.724 80000000 Enter: Cursor::Create()
MCHECK 180 1452 2003/12/17-14:04:55.894 80000000 Exit: Cursor::Create()
MCHECK 180 1452 2003/12/17-14:04:55.894 80000000 FolderCount::FolderCount: Exit at
4774
MCHECK 180 1452 2003/12/17-14:04:55.894 40000000 NOTES_POSTOFFICE::Inbox
MessageCount 0
MCHECK 180 1452 2003/12/17-14:04:55.894 40000000 NOTES_POSTOFFICE::Saved
MessageCount 0
MCHECK 180 1452 2003/12/17-14:04:55.894 40000000 NOTES_POSTOFFICE::Calendar
MessageCount 0
MCHECK 180 1452 2003/12/17-14:04:55.894 80000000 NOTES_POSTOFFICE::MessageCount:
Exit at 3713
MCHECK 180 1452 2003/12/17-14:04:55.894 ffffffff Log Time 0 - Num Msgs 0
MCHECK 180 1452 2003/12/17-14:04:55.894 ffffffff Attempting to read first 10
messages in inbox using FIFO.
MCHECK 180 1452 2003/12/17-14:04:55.894 80000000 MAIL_ACCESS::MessageEnumFirst:
Enter
MCHECK 180 1452 2003/12/17-14:04:55.894 80000000 NOTES_POSTOFFICE::MessageEnumFirst:
Enter - (bucksize = 10)
MCHECK 180 1452 2003/12/17-14:04:55.894 80000000 CDucsSessionManager::Acquire: Enter
MCHECK 180 1452 2003/12/17-14:04:55.894 80000000 CDucsSessionManager::Acquire: Exit
at 127
MCHECK 180 1452 2003/12/17-14:04:55.894 80000000
NOTES_POSTOFFICE::ConstructMailFilePath: Enter
MCHECK 180 1452 2003/12/17-14:04:55.894 80000000 CDucsSessionManager::Acquire: Enter
MCHECK 180 1452 2003/12/17-14:04:55.894 80000000 CDucsSessionManager::Acquire: Exit
at 127
MCHECK 180 1452 2003/12/17-14:04:55.894 80000000
NOTES_POSTOFFICE::ConstructMailFilePath: Exit at 2117
MCHECK 180 1452 2003/12/17-14:04:55.894 80000000 Enter: Cursor::Create()
MCHECK 180 1452 2003/12/17-14:04:56.294 80000000 Exit: Cursor::Create()
MCHECK 180 1452 2003/12/17-14:04:56.294 80000000 Cursor::ReadEntries: Enter
MCHECK 180 1452 2003/12/17-14:04:56.294 80000000
NOTES_POSTOFFICE::ConstructMailFilePath: Enter
MCHECK 180 1452 2003/12/17-14:04:56.294 80000000 CDucsSessionManager::Acquire: Enter

```

```

MCHECK 180 1452 2003/12/17-14:04:56.294 80000000 CDucsSessionManager::Acquire: Exit
at 127
MCHECK 180 1452 2003/12/17-14:04:56.294 80000000
NOTES_POSTOFFICE::ConstructMailFilePath: Exit at 2117
MCHECK 180 1452 2003/12/17-14:04:56.294 40000000 USES_DOMUNMARK_MESSAGECOUNT
MCHECK 180 1452 2003/12/17-14:04:56.294 00000004 NOTES_PO Cursor::ReadEntries -
DNUsername is CN=Kevin Laptop/O=BellTS
MCHECK 180 1452 2003/12/17-14:04:56.475 00000004 Cursor::ReadEntries DominoMark
error - CDominoMark::getUnreadTable : Error - Getting unread table
You are not authorized to perform that operation
MCHECK 180 1452 2003/12/17-14:04:56.475 00000004 Cursor::ReadEntries hBuffer == NULL
(empty)
MCHECK 180 1452 2003/12/17-14:04:56.475 80000000 Cursor::ReadEntries: Exit at 4297
MCHECK 180 1452 2003/12/17-14:04:56.475 80000000 NOTES_POSTOFFICE::MessageEnumFirst:
Exit at 3516
MCHECK 180 1452 2003/12/17-14:04:56.475 80000000 MAIL_ACCESS::MessageEnumFirst: Exit
at 1797
MCHECK 180 1452 2003/12/17-14:04:56.475 80000000 MAIL_ACCESS::Logoff: Enter
MCHECK 180 1452 2003/12/17-14:04:56.475 40000000 Logoff from IBM Notes(tm).
MCHECK 180 1452 2003/12/17-14:04:56.475 80000000 NOTES_POSTOFFICE::Logoff: Enter
MCHECK 180 1452 2003/12/17-14:04:56.485 80000000 CDucsSessionManager::Acquire: Enter
MCHECK 180 1452 2003/12/17-14:04:56.485 80000000 CDucsSessionManager::Acquire: Exit
at 127
MCHECK 180 1452 2003/12/17-14:04:56.485 80000000 NOTES_POSTOFFICE::Logoff: Exit at
1652
MCHECK 180 1452 2003/12/17-14:04:56.485 80000000 NOTES_POSTOFFICE::~~NOTESPOSTOFFICE:
Enter
MCHECK 180 1452 2003/12/17-14:04:56.485 80000000 NOTES_POSTOFFICE::Logoff: Enter
MCHECK 180 1452 2003/12/17-14:04:56.485 80000000 CDucsSessionManager::Acquire: Enter
MCHECK 180 1452 2003/12/17-14:04:56.485 80000000 CDucsSessionManager::Acquire: Exit
at 127
MCHECK 180 1452 2003/12/17-14:04:56.485 80000000 NOTES_POSTOFFICE::Logoff: Exit at
1652
MCHECK 180 1452 2003/12/17-14:04:56.485 80000000 NOTES_POSTOFFICE::~~NOTESPOSTOFFICE:
Exit at 280
MCHECK 180 1452 2003/12/17-14:04:56.485 40000000 MAIL_ACCESS::Logoff: Clearing stage
1 ...
MCHECK 180 1452 2003/12/17-14:04:56.485 40000000 MAIL_ACCESS::Logoff: Clearing stage
2 ...
MCHECK 180 1452 2003/12/17-14:04:56.485 40000000 MAIL_ACCESS::Logoff: Clearing stage
3 ...
MCHECK 180 1452 2003/12/17-14:04:56.485 80000000 MAIL_ACCESS::Logoff: Exit at 1270
MCHECK 180 1452 2003/12/17-14:04:56.485 80000000 DucsMwnUserUninitialize: Enter
MCHECK 180 1452 2003/12/17-14:04:56.485 80000000 DucsMwnUserUninitialize: Exit at
1223
MCHECK 180 1452 2003/12/17-14:04:56.485 80000000 CDucsSessionManager::Uninitialize:
nter
MCHECK 180 1452 2003/12/17-14:04:56.655 80000000 CDucsSessionManager::Uninitialize:
Exit at 72
MCHECK 180 1452 2003/12/17-14:04:57.056 ffffffff Log closed

```

Unresponsive Server

This example shows a system in which the server is not responding. The significant statement in this example is **NAMELookup error - The server is not responding. The server may be down or you may be experiencing network problems.**

NOTE Only the relevant information from the **Mcheck.log** is displayed below. The actual log may be larger and contain additional data that Mitel Technical Support may request.

```
MCHECK 1596 1320 2003/12/18-13:41:35.407 ffffffff
////////////////////////////////////
MCHECK 1596 1320 2003/12/18-13:41:35.417 ffffffff ////////////////////////////////////////////////// LOGGING ON
////////////////////////////////////
MCHECK 1596 1320 2003/12/18-13:41:35.417 ffffffff
////////////////////////////////////
MCHECK 1596 1320 2003/12/18-13:41:35.918 80000000 MAIL_ACCESS::Logon: Enter
MCHECK 1596 1320 2003/12/18-13:41:35.928 40000000 Logon to IBM Notes(tm) as kevin
laptop to postoffice BellTSDominol.
MCHECK 1596 1320 2003/12/18-13:41:35.948 80000000 NOTES_POSTOFFICE::NOTESPOSTOFFICE:
Enter
MCHECK 1596 1320 2003/12/18-13:41:35.948 80000000 CDucsSessionManager::Acquire: Enter
MCHECK 1596 1320 2003/12/18-13:41:35.948 80000000 CDucsSessionManager::Acquire: Exit
at 127
MCHECK 1596 1320 2003/12/18-13:41:35.948 80000000 NOTES_POSTOFFICE::NOTESPOSTOFFICE:
Exit at 266
MCHECK 1596 1320 2003/12/18-13:41:35.948 80000000 MAIL_ACCESS::Logon: Exit at 1517
MCHECK 1596 1320 2003/12/18-13:41:36.709 ffffffff
////////////////////////////////////
MCHECK 1596 1320 2003/12/18-13:41:36.709 ffffffff ////////////////////////////////////////////////// ENUMERATING
////////////////////////////////////
MCHECK 1596 1320 2003/12/18-13:41:36.709 ffffffff
////////////////////////////////////
MCHECK 1596 1320 2003/12/18-13:41:36.709 80000000 NOTES_POSTOFFICE::MessageCount:
Enter
MCHECK 1596 1320 2003/12/18-13:41:36.709 80000000 CDucsSessionManager::Acquire: Enter
MCHECK 1596 1320 2003/12/18-13:41:36.709 80000000 CDucsSessionManager::Acquire: Exit
at 127
MCHECK 1596 1320 2003/12/18-13:41:36.709 80000000
NOTES_POSTOFFICE::ConstructMailFilePath: Enter
MCHECK 1596 1320 2003/12/18-13:41:36.709 80000000 CDucsSessionManager::Acquire: Enter
MCHECK 1596 1320 2003/12/18-13:41:36.709 80000000 CDucsSessionManager::Acquire: Exit
at 127
MCHECK 1596 1320 2003/12/18-13:41:36.709 80000000 NOTES_POSTOFFICE::GetMailFile:
Enter - kevin laptop
MCHECK 1596 1320 2003/12/18-13:41:36.709 80000000 CDucsSessionManager::Acquire: Enter
MCHECK 1596 1320 2003/12/18-13:41:36.709 80000000 CDucsSessionManager::Acquire: Exit
at 127
MCHECK 1596 1320 2003/12/18-13:41:38.712 00000010 NOTES_POSTOFFICE::GetMailFile -
NAMELookup error - The server is not responding. The server may be down or you may be
experiencing network problems. Contact your system administrator if this problem
persists.
MCHECK 1596 1320 2003/12/18-13:41:38.712 80000000 NOTES_POSTOFFICE::GetMailFile: Exit
at 2226
MCHECK 1596 1320 2003/12/18-13:41:38.712 40000000 NOTES_POSTOFFICE::ConstructMailFile
Database name is invalid
```

```

MCHECK 1596 1320 2003/12/18-13:41:38.712 00000004 NOTES_POSTOFFICE::MessageCount
ConstructMailFilePath error
MCHECK 1596 1320 2003/12/18-13:41:38.712 ffffffff Log Time 40 - Num Msgs 0
MCHECK 1596 1320 2003/12/18-13:41:38.712 ffffffff Attempting to read first 10
messages in inbox using FIFO.
MCHECK 1596 1320 2003/12/18-13:41:38.712 80000000 MAIL_ACCESS::MessageEnumFirst:
Enter
MCHECK 1596 1320 2003/12/18-13:41:38.712 80000000 NOTES_POSTOFFICE::MessageEnumFirst:
Enter - (bucksize = 10)
MCHECK 1596 1320 2003/12/18-13:41:38.712 80000000 CDucsSessionManager::Acquire: Enter
MCHECK 1596 1320 2003/12/18-13:41:38.712 80000000 CDucsSessionManager::Acquire: Exit
at 127
MCHECK 1596 1320 2003/12/18-13:41:38.722 80000000
NOTES_POSTOFFICE::ConstructMailFilePath: Enter
MCHECK 1596 1320 2003/12/18-13:41:38.722 80000000 CDucsSessionManager::Acquire: Enter
MCHECK 1596 1320 2003/12/18-13:41:38.722 80000000 CDucsSessionManager::Acquire: Exit
at 127
MCHECK 1596 1320 2003/12/18-13:41:38.722 80000000 NOTES_POSTOFFICE::GetMailFile:
Enter - kevin laptop
MCHECK 1596 1320 2003/12/18-13:41:38.722 80000000 CDucsSessionManager::Acquire: Enter
MCHECK 1596 1320 2003/12/18-13:41:38.722 80000000 CDucsSessionManager::Acquire: Exit
at 127
MCHECK 1596 1320 2003/12/18-13:41:40.715 00000010 NOTES_POSTOFFICE::GetMailFile -
NAMELookup error - The server is not responding. The server may be down or you may be
experiencing network problems. Contact your system administrator if this problem
persists.
MCHECK 1596 1320 2003/12/18-13:41:40.715 80000000 NOTES_POSTOFFICE::GetMailFile: Exit
at 2226
MCHECK 1596 1320 2003/12/18-13:41:40.715 40000000 NOTES_POSTOFFICE::ConstructMailFile
Database name is invalid
MCHECK 1596 1320 2003/12/18-13:41:40.715 00000004 NOTES_POSTOFFICE::MessageEnumFirst
- ConstructMailFilePath error
MCHECK 1596 1320 2003/12/18-13:41:40.715 80000000 MAIL_ACCESS::MessageEnumFirst: Exit
at 1797
MCHECK 1596 1320 2003/12/18-13:41:40.715 80000000 MAIL_ACCESS::Logoff: Enter
MCHECK 1596 1320 2003/12/18-13:41:40.715 40000000 Logoff from IBM Notes(tm).
MCHECK 1596 1320 2003/12/18-13:41:40.715 80000000 NOTES_POSTOFFICE::Logoff: Enter

```

Incorrect or Improperly Formatted Password

This example shows a system in which the server is not responding. The significant statement in this example is **NAMELookup error - Wrong Password**.

NOTE Only the relevant information from the **Mcheck.log** is displayed below. The actual log may be larger and contain additional data that Mitel Technical Support may request.

```

MCHECK 384 1916 2003/12/17-13:57:23.864 ffffffff
////////////////////
MCHECK 384 1916 2003/12/17-13:57:23.864 ffffffff // LOGGING ON
////////////////
MCHECK 384 1916 2003/12/17-13:57:23.864 ffffffff
////////////////
MCHECK 384 1916 2003/12/17-13:57:24.495 80000000 MAIL_ACCESS::Logon: Enter

```

```

MCHECK 384 1916 2003/12/17-13:57:24.495 40000000 Logon to IBM Notes(tm) as kevin
laptop to postoffice BellTSDominol.
MCHECK 384 1916 2003/12/17-13:57:24.495 80000000 NOTES_POSTOFFICE::NOTESPOSTOFFICE:
Enter
MCHECK 384 1916 2003/12/17-13:57:24.495 80000000 CDucsSessionManager::Acquire: Enter
MCHECK 384 1916 2003/12/17-13:57:24.495 80000000 CDucsSessionManager::Acquire: Exit
at 127
MCHECK 384 1916 2003/12/17-13:57:24.495 80000000 NOTES_POSTOFFICE::NOTESPOSTOFFICE:
Exit at 266
MCHECK 384 1916 2003/12/17-13:57:24.495 80000000 MAIL_ACCESS::Logon: Exit at 1517
MCHECK 384 1916 2003/12/17-13:57:25.296 ffffffff
////////////////////
MCHECK 384 1916 2003/12/17-13:57:25.296 ffffffff ////////////////////////////////////////////////// ENUMERATING
////////////////////
MCHECK 384 1916 2003/12/17-13:57:25.296 ffffffff
////////////////////
MCHECK 384 1916 2003/12/17-13:57:25.296 80000000 NOTES_POSTOFFICE::MessageCount:
Enter
MCHECK 384 1916 2003/12/17-13:57:25.296 80000000 CDucsSessionManager::Acquire: Enter
MCHECK 384 1916 2003/12/17-13:57:25.296 80000000 CDucsSessionManager::Acquire: Exit
at 127
MCHECK 384 1916 2003/12/17-13:57:25.296 80000000
NOTES_POSTOFFICE::ConstructMailFilePath: Enter
MCHECK 384 1916 2003/12/17-13:57:25.296 80000000 CDucsSessionManager::Acquire: Enter
MCHECK 384 1916 2003/12/17-13:57:25.296 80000000 CDucsSessionManager::Acquire: Exit
at 127
MCHECK 384 1916 2003/12/17-13:57:25.296 80000000 NOTES_POSTOFFICE::GetMailFile:
Enter - kevin laptop
MCHECK 384 1916 2003/12/17-13:57:25.296 80000000 CDucsSessionManager::Acquire: Enter
MCHECK 384 1916 2003/12/17-13:57:25.296 80000000 CDucsSessionManager::Acquire: Exit
at 127
MCHECK 384 1916 2003/12/17-13:57:25.606 00000010 NOTES_POSTOFFICE::GetMailFile -
NAMELookup error - Wrong Password. b(Passwords are case sensitive - be sure to use
correct upper and lower case.)
MCHECK 384 1916 2003/12/17-13:57:25.606 80000000 NOTES_POSTOFFICE::GetMailFile: Exit
at 2226
MCHECK 384 1916 2003/12/17-13:57:25.606 40000000 NOTES_POSTOFFICE::ConstructMailFile
Database name is invalid
MCHECK 384 1916 2003/12/17-13:57:25.606 00000004 NOTES_POSTOFFICE::MessageCount -
ConstructMailFilePath error
MCHECK 384 1916 2003/12/17-13:57:25.606 ffffffff Log Time 0 - Num Msgs 0
MCHECK 384 1916 2003/12/17-13:57:25.606 ffffffff Attempting to read first 10
messages in inbox using FIFO.
MCHECK 384 1916 2003/12/17-13:57:25.606 80000000 MAIL_ACCESS::MessageEnumFirst:
Enter
MCHECK 384 1916 2003/12/17-13:57:25.606 80000000 NOTES_POSTOFFICE::MessageEnumFirst:
Enter - (bucksize = 10)
MCHECK 384 1916 2003/12/17-13:57:25.606 80000000 CDucsSessionManager::Acquire: Enter
MCHECK 384 1916 2003/12/17-13:57:25.606 80000000 CDucsSessionManager::Acquire: Exit
at 127
MCHECK 384 1916 2003/12/17-13:57:25.606 80000000
NOTES_POSTOFFICE::ConstructMailFilePath: Enter
MCHECK 384 1916 2003/12/17-13:57:25.606 80000000 CDucsSessionManager::Acquire: Enter
MCHECK 384 1916 2003/12/17-13:57:25.606 80000000 CDucsSessionManager::Acquire: Exit
at 127

```



```

MCHECK 384 1916 2003/12/17-13:57:25.606 80000000 NOTES_POSTOFFICE::GetMailFile:
Enter - kevin laptop
MCHECK 384 1916 2003/12/17-13:57:25.606 80000000 CDucsSessionManager::Acquire: Enter
MCHECK 384 1916 2003/12/17-13:57:25.606 80000000 CDucsSessionManager::Acquire: Exit
at 127
MCHECK 384 1916 2003/12/17-13:57:30.614 00000010 NOTES_POSTOFFICE::GetMailFile -
NAMELookup error - Wrong Password. b(Passwords are case sensitive - be sure to use
correct upper and lower case.)
MCHECK 384 1916 2003/12/17-13:57:30.614 80000000 NOTES_POSTOFFICE::GetMailFile: Exit
at 2226
MCHECK 384 1916 2003/12/17-13:57:30.614 40000000 NOTES_POSTOFFICE::ConstructMailFile
Database name is invalid
MCHECK 384 1916 2003/12/17-13:57:30.614 00000004 NOTES_POSTOFFICE::MessageEnumFirst
- ConstructMailFilePath error
MCHECK 384 1916 2003/12/17-13:57:30.614 80000000 MAIL_ACCESS::MessageEnumFirst: Exit
at 1797
MCHECK 384 1916 2003/12/17-13:57:30.614 80000000 MAIL_ACCESS::Logoff: Enter
MCHECK 384 1916 2003/12/17-13:57:30.614 40000000 Logoff from IBM Notes(tm).
MCHECK 384 1916 2003/12/17-13:57:30.614 80000000 NOTES_POSTOFFICE::Logoff: Enter

```

Testing LDAP Settings and Configurations

Operation of this feature depends upon the E-mail system to which MiCollab AM is connected. MiCollab AM does not depend upon LDAP for E-mail Access operation. The feature is provided to aid the MiCollab AM administrator with mailbox configuration. Without LDAP the MiCollab AM Administrator must provide exact subscriber mailbox information and enter the information without typographical errors.

NOTE The Verify button does not use or verify the **Logon ID** for any specific profile.

Testing the LDAP settings

Although normal testing includes updating **Mcheck.log** with the **Test** button and verifying that E-mail Access from a Subscriber mailbox functions correctly, there are several settings that pass these two tests, but do NOT allow LDAP to function.

For example:

Settings in the **Domain** and **Route/Path** boxes from then **Server Profile** dialog box should not include the full hierarchical Server Name.

When you configure these settings, use the single domain and server names. Verify that these forms of the names work with LDAP by clicking the **Test** button and examining **Mcheck.log**.

For example:

If the full name of a server is **CTS/Domino/TechSupport**, that server's profile should contain the following initial settings:

Domain = TechSupport

Route/Path = CTS

Note that there are no slash marks (/) and the name **Domino** is not entered.

In calls to LDAP, the slash mark is a delimiter. Therefore, if the Notes/Domino Server cannot be contacted directly with just the hierarchical Server Name and instead requires the fully distinguished reference server name/organization name, the LDAP features of MiCollab AM cannot be used with that E-mail server.

Once the **Domain** and **Route/Path** boxes are configured appropriately, clicking the **Verify** button should produce the message, **Access Allowed**.

Verifying the LDAP Configuration on the IBM Notes/Domino Server

NOTE This procedure requires the IBM Notes administrator's assistance.

LDAP is not installed by default on IBM Notes/Domino Servers and may or may not be running on the same server configured in the **Telephony Server Profile**.

For LDAP to function correctly, the feature must be available on the IBM Notes/Domino Server specified in the profile.

LDAP functionality in IBM Notes/Domino has additional security issues that may prevent the use of this feature, depending upon the site configuration. For LDAP to function correctly, the IBM Notes administrator must allow for anonymous logon.

NOTE The features of E-mail Access and Unified Messaging Store do not depend upon LDAP for operation. LDAP is added to provide the MiCollab AM administrator with an easier method of configuring the connection between MiCollab AM and the E-mail server.

If clicking the **Verify** button continues to fail, have the IBM Notes administrator or the LAN administrator verify LDAP access to the Notes/Domino Server using a third-party test utility. There are a variety of shareware and commercial utilities available for that purpose.

Appendix B: Subscriber Quick Start

The following section provides steps to enable subscribers to get up and running quickly. Distribute the information on these pages as necessary.

Getting Help for MiCollab AM Unified Messaging for IBM Notes

For information on working with voice and fax messaging within IBM Notes, see the online help.

- **To access online help**

From the taskbar, go to **Start > Programs > MiCollab AM Desktop > UM for IBM Notes Help**.

- **To print any help topic**

Click the **Print** button at the top of the window. The current topic prints on your default printer.

- **To print multiple help topics in a book**

Select the book on the **Contents** tab of the **Help** topics window, and then click the **Print** button.

All the topics within that book are printed. You may want to open the book to see how many topics are selected. Some books contain a large number of topics.

Configuring MiCollab AM Unified Messaging Settings

You may want to modify the settings for your Subscriber mailbox from time to time.

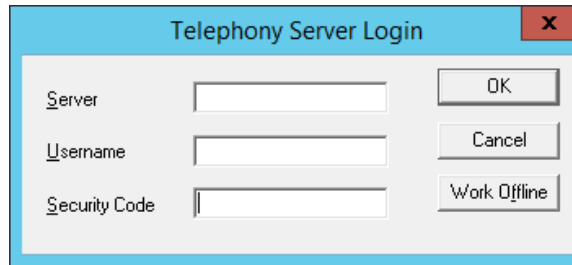
For example:

You may decide to switch the playback device from your telephone to your computer's sound card and speakers.

You can modify these options in **Unified Messaging Connection Manager**, **Web PhoneManager**, or from your mobile application.

To configure MiCollab AM Unified Messaging Settings from Unified Messaging Connection Manager:

- 1 From the taskbar, go to **Start > Programs > MiCollab AM Desktop > Unified Messaging Connection Manager**.
- 2 The **Telephony Server Login** dialog box appears.



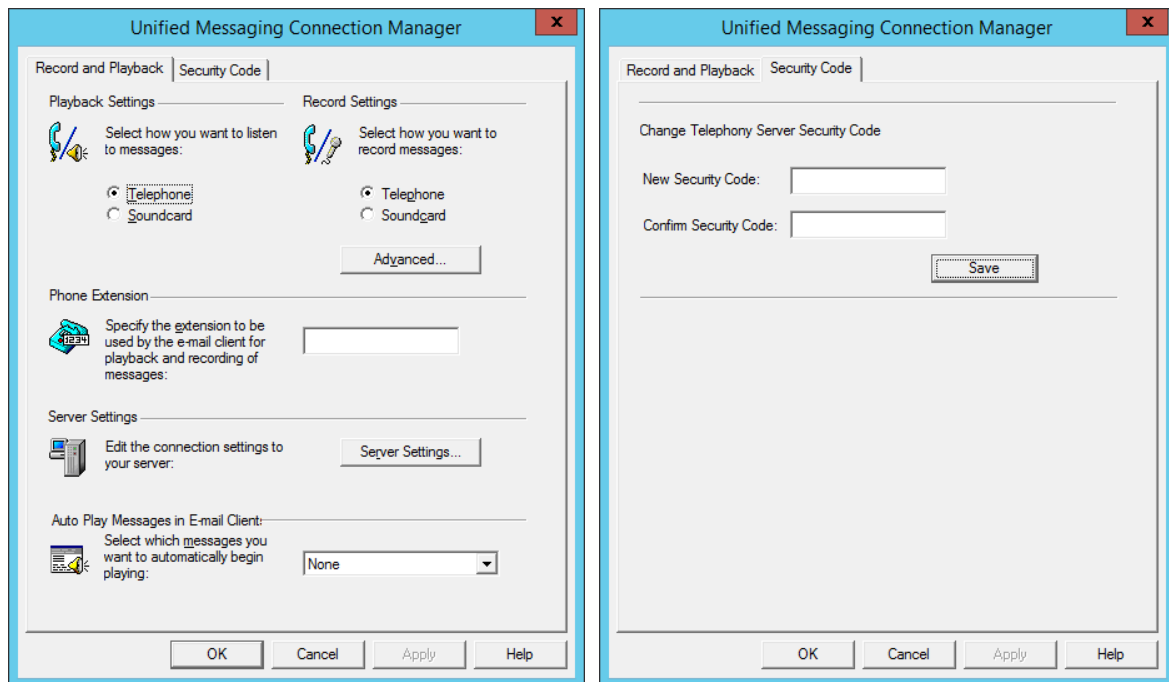
The **Telephony Server Login** dialog box has a title bar with a close button (X). It contains three input fields: **Server**, **Username**, and **Security Code**. To the right of these fields are three buttons: **OK**, **Cancel**, and **Work Offline**.

In the **Telephony Server Login** dialog box:

- Enter the FQDN or the TCP/IP address of the System Server in the **Server** box, subscriber **Username**, and **Security Code**.
- Or click **Work Offline** if you want to configure the **Unified Messaging Connection Manager** utility locally without getting connected to the server.

NOTE If you are using TCP/IP as the connection protocol, use the TCP/IP address of the System Server. Contact your MiCollab AM or LAN administrator for this IP address, if necessary. Using an IP address in the **Server** box can avoid possible DNS or name resolution issues on a LAN.

- 3 Click **OK**. The **Unified Messaging Connection Manager** dialog box appears.

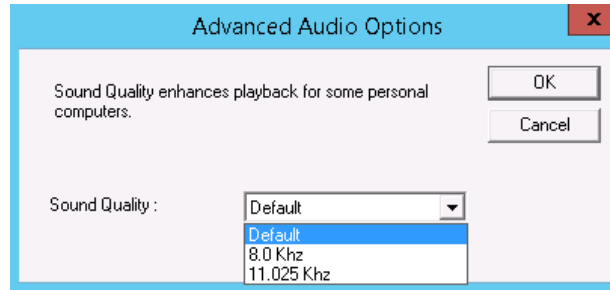


The **Unified Messaging Connection Manager** dialog box has a title bar with a close button (X). It features two tabs: **Record and Playback** (selected) and **Security Code**.
 The **Record and Playback** tab is divided into several sections:
 - **Playback Settings**: Includes a speaker icon and the text "Select how you want to listen to messages:". It has two radio buttons: **Telephone** (selected) and **Soundcard**.
 - **Record Settings**: Includes a microphone icon and the text "Select how you want to record messages:". It has two radio buttons: **Telephone** (selected) and **Soundcard**. Below these is an **Advanced...** button.
 - **Phone Extension**: Includes a telephone icon and the text "Specify the extension to be used by the e-mail client for playback and recording of messages:". It has a text input field.
 - **Server Settings**: Includes a server icon and the text "Edit the connection settings to your server:". It has a **Server Settings...** button.
 - **Auto Play Messages in E-mail Client**: Includes a document icon and the text "Select which messages you want to automatically begin playing:". It has a dropdown menu currently set to **None**.
 At the bottom of the dialog are four buttons: **OK**, **Cancel**, **Apply**, and **Help**.
 The **Security Code** tab is also visible, showing the text "Change Telephony Server Security Code", two input fields for **New Security Code** and **Confirm Security Code**, and a **Save** button. It also has **OK**, **Cancel**, **Apply**, and **Help** buttons at the bottom.

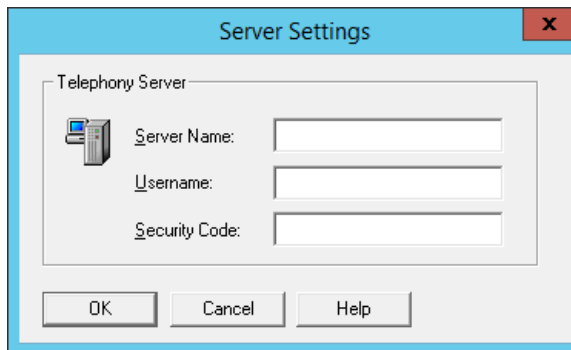
NOTE If you clicked **Work Offline**, the **Security Code** tab will not appear.

- 4 In the **Unified Messaging Connection Manager** dialog box, configure the following properties:
 - **Record and Playback Tab**
 - In **Playback Settings** and **Record Settings** fields, select the default device for playback and recording. The default selection is **Telephone**.

- Click the **Advanced** button and adjust the sound quality of the voice message. The available options are **6.0 kHz (Default)**, **8.0 kHz**, or **11.025 kHz**.



- In the **Phone Extension** box, type the subscriber's telephone extension that will be used for playback and recording of messages.
- Click the **Server Settings** button if you want to change any server options. Update the values and click **OK** to close the **Server Settings** dialog box.



- Security Code Tab**
 - If you want to change your security code at this time, in the **Change Telephony Server Security Code** field, enter a new security code and re-enter the security code. Click **Save**.

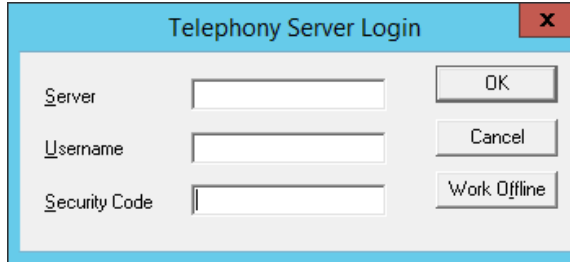
5 Click **OK** to close the **Unified Messaging Connection Manager** dialog box.

Changing Your Mailbox Security Code

You can change your mailbox security code from the Security Code tab.

To change your mailbox security code:

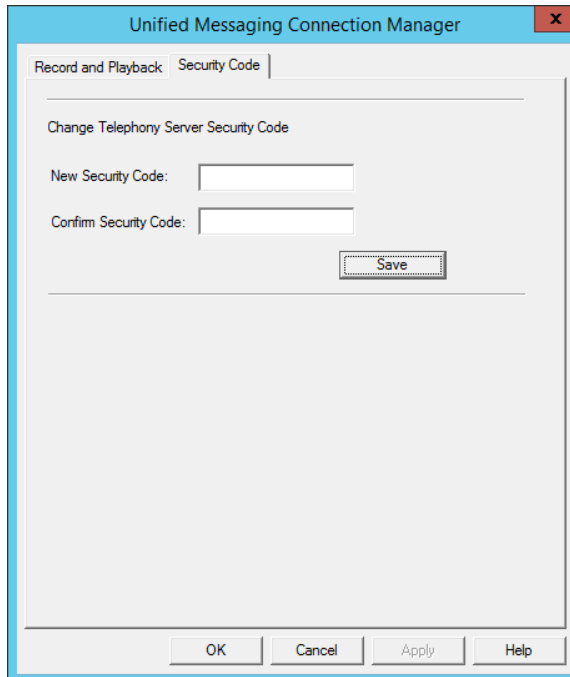
- From the taskbar, go to **Start > Programs > MiCollab AM Desktop**, and then click **Unified Messaging Connection Manager**.
- In the **Telephony Server Login** dialog box, enter **Server Name**, **Username**, and **Security Code**, and then click **OK**.



The 'Telephony Server Login' dialog box has a blue title bar with a close button (X) in the top right corner. It contains three input fields on the left: 'Server', 'Username', and 'Security Code'. To the right of these fields are three buttons: 'OK' (top), 'Cancel' (middle), and 'Work Offline' (bottom).

- 3 Click the **Security Code** tab.

IMPORTANT If you clicked **Work Offline** in **Step 2**, the **Security Code** tab won't be available.



The 'Unified Messaging Connection Manager' dialog box has a blue title bar with a close button (X) in the top right corner. It features two tabs: 'Record and Playback' and 'Security Code'. The 'Security Code' tab is active, showing a section titled 'Change Telephony Server Security Code'. This section contains two input fields: 'New Security Code:' and 'Confirm Security Code:'. A 'Save' button is located below these fields. At the bottom of the dialog box are four buttons: 'OK', 'Cancel', 'Apply', and 'Help'.

- 4 In the **New Security Code** and **Confirm Security Code** boxes, type and confirm your new password.
- 5 Click **Save**.

IMPORTANT You must click the **Save** button to save your new password.

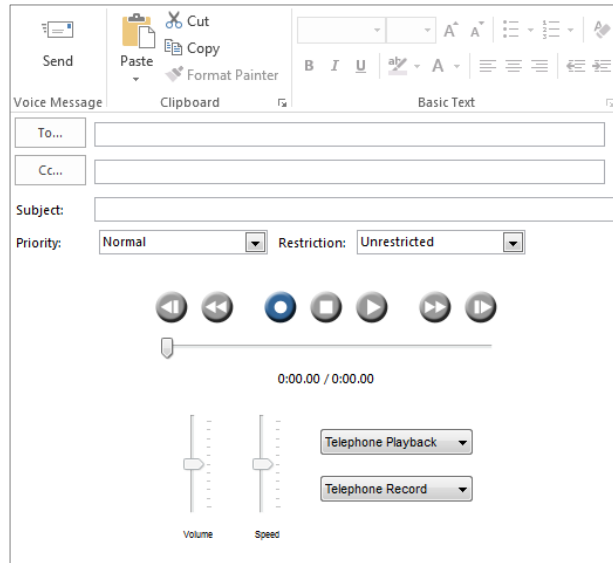
- 6 Click **Apply**, and then click **OK**.

Sending a Voice Message

Once the client software is installed on your workstation and the server settings are configured in **Unified Messaging Connection Manager**, you can access the voice messaging and fax retrieval features through your IBM Notes mail program. Steps for creating a voice message with IBM Notes is as follows:

To create a new voice message:

- 1 With IBM Notes running, open the voice messaging form using one of the two following options:
 - From the **Toolbar**, click the **New Voice Message** icon.
 - From the **Menu bar**, click **Create**, and then **Voice mail**.
- 2 The new voice message template displays.



- 3 On the new voice message template:
 - a Click **To** to address the message or type an E-mail address in the **To** box.
 - b Click the **Record** button to begin recording the voice message.
 - c Click the **Stop** button to end recording.
 - d Click **Send** to send the voice message.

For more specific information on recording and playback options, see the **Unified Messaging Connection Manager** online help.

Playing Voice Messages and Viewing Fax Messages

A speaker icon indicates voice messages in IBM Notes. A fax icon indicates fax messages in IBM Notes.

To play a voice message or view a fax message:

- 1 Double-click the received message.
 - If the message is a *voice* message, the voice messaging form appears.
 - If the message is a *fax* only, the fax viewer opens automatically, displaying the fax message over the voice messaging form.
 - If the message has both *fax* and *voice* components, only the voice messaging form appears.
- 2 Depending on the message type, perform one of the following tasks:

- If you want to listen to the voice message:

Click **Play** on the voice messaging form recorder bar to begin playing the message.

NOTE Your mailbox may be set to play messages automatically, so you may not need to click **Play**.

- If you want to view the fax:

Click the **View Fax** button to launch the fax viewer. When accessing fax messages only, the viewer will automatically open the fax document in some cases.

For further information on replying to and forwarding voice and fax messages, see the **Unified Messaging Connection Manager** utility online help.

NOTE Using the **Auto Play Messages** box in **E-mail Clients** setting on the **Record and Playback** tab in **Unified Messaging Connection Manager**, you can set some voice messages to play automatically as soon as you open them.

For more information on the settings available in this box, see the online help.

Telephone User Interface Features

The Telephone User Interface (TUI) features provided by MiCollab AM Unified Messaging covered in this section include:

- Replying to an E-mail message by telephone
- Forwarding an E-mail message with voice comments
- Faxing an E-mail message to someone else
- Printing an E-mail message by forwarding it to a fax machine
- Selecting E-mail messages for group processing

Replying to an E-mail Message by Telephone

You can reply to an E-mail message with a voice message by telephone, rather than waiting to access the E-mail system.

To reply to an E-mail message by telephone:

- 1 Access your Subscriber mailbox from a telephone.
- 2 While listening to the desired E-mail message, press **8** to reply.
- 3 If prompted, enter the mailbox number of the person to whom your voice message should be sent.
- 4 Press **2** to start recording your message.
- 5 Press **2** to stop recording.
- 6 Press **5** to send your reply.

- 7 To send your reply to someone else, press **1**; otherwise, press **9**.

Forwarding an E-mail Message to Someone Else

You can fax an E-mail message to someone else by forwarding it to the appropriate Fax Delivery mailbox. However, to use this feature, MiCollab AM must have access to the RightFax Enterprise Fax Server.

To fax an E-mail message to someone else:

- 1 Access your Subscriber mailbox using a telephone.
- 2 While listening to the desired E-mail message, press **2** to forward it.
- 3 Enter the appropriate **Fax Delivery** mailbox number for the fax machine you want to use.
- 4 If you specified a **Fax Delivery** mailbox that prompts for a telephone number, follow these steps:
 - a Specify the telephone number, and then press **#**.
 - b Confirm that the number is correct by pressing **1**.
 - c Identify your fax by entering your extension or telephone number and press **#**.
 - d Confirm that the number is correct by pressing **1**.
- 5 When prompted to record an introduction, press **5** to send your message.
Do not record an introduction when forwarding an E-mail message to a fax machine. Press **5** to send your message immediately.
- 6 To forward the message to another fax machine or someone else, press **1**; otherwise, press **9**.

Printing an E-mail Message on a Fax Machine

You can print an E-mail message by forwarding it to a fax machine. MiCollab AM allows you to print at any time and at any fax machine. However, to use this feature, MiCollab AM must have access to the RightFax Enterprise Fax Server.

To print an E-mail message:

- 1 Access your Subscriber mailbox using a telephone.
- 2 While accessing the desired E-mail message, press **2** to forward it.
- 3 Enter the appropriate **Fax Delivery** mailbox number for the fax machine you want to use.
- 4 If you specified a **Fax Delivery** mailbox that prompts for a telephone number, follow these steps:
 - a Specify the telephone number, and then press **#**.
 - b Confirm that the number is correct by pressing **1**.
 - c Identify your fax by entering your extension or telephone number and press **#**.
 - d Confirm that the number is correct by pressing **1**.

- 5 When prompted to record an introduction, press **5** to send your message. Do not record an introduction when forwarding an E-mail message to a fax machine. Press **5** to send your message immediately.
- 6 To forward the message to another fax machine or someone else, press **1**; otherwise, press **9**.

Selecting E-mail Messages for Group Processing

The MiCollab AM group selection feature saves you time and effort by letting you handle messages in a group. For example, you can select your E-mail messages and forward them to a nearby fax machine for printing. Messages lose their selected status once you exit MiCollab AM.

To select E-mail messages for group processing:

- 1 Access your subscriber mailbox using a telephone.
- 2 While accessing the desired E-mail message, press **0**, and then press **1** to select it for group processing.
- 3 Continue to access and select E-mail messages following the instructions in **Step 2**.
- 4 Press ***** to return to the main menu
- 5 Press **6** to access selected messages. The following menu options are available:
 - To forward all selected messages, press **2**.
 - To discard all selected messages, press **4**.
 - To save all selected messages, press **5**.
- 6 Press the key for the desired action, and then follow the voice prompts.

Appendix C: Editing Your Customized IBM Notes Templates

This section covers the tasks required to install the MiCollab AM Unified Messaging template when the default mail template has previously been customized.

IMPORTANT The procedures in this section provide a basic method and details to the Notes/Domino administrator about the process. A Notes/Domino administrator who is familiar with template customization and **LotusScript** should perform these tasks.

There is no direct Customer Support for the following procedures because they vary from site to site. Thus, proceed with caution.

Installing the MiCollab AM Unified Messaging Mail Template

IMPORTANT This task loads the mail template for MiCollab AM Unified Messaging.

When you install the MiCollab AM Unified Messaging mail template to the IBM Notes data directory, the installation signs it with the Notes/Domino ID of the user that does the installation automatically.

If this is not your template signing authority, you need to manually sign the template with that ID. This action ensures that this template contains the same signature as should be contained in the user's

Execution Control List (ECL). Otherwise, the user is prompted to cross-certify this database signature.

To install the MiCollab AM Unified Messaging mail template on a Domino Server:

IMPORTANT These procedures must be performed at the administrator's workstation.

The administrator's user ID must be set in the Server document on both the Mail and Sametime servers, as applicable, so that the ID can be used to *Run unrestricted IBM Script/Java agents* and *Create new databases*.

Verify these settings before proceeding. Once you have performed these procedures, copy the new template to every Domino Server that currently contains a customized mail template.

- 1 Insert the MiCollab AM Installation Media into the appropriate workstation drive.
- 2 Copy the installation database, **CXInstall.nsf**, from the drive where the installation media is inserted to the Notes\Data folder on the workstation's disk drive.

- If you are installing the U.S. edition:
Copy the database from the ...**Client Installs\Desktop Suite for Domino\Templates\Install\USA** folder on the installation media.
 - If you are installing the World edition:
Copy the database from the ...**Client Installs\Desktop Suite for Domino\Templates\Install\World** folder on the installation media.
- 3** From the Windows taskbar, click (or right-click) the **Start** menu, and select **Run**. The **Run** dialog box appears.
 - 4** In the **Open** textbox, specify the full path and filename of the installation database you copied to the workstation in **Step 2**.
 - 5** Click **OK** to continue.
 - 6** At the MiCollab AM dialog box, click **Next**.
 - 7** If a dialog box displays to state that **this template was stamped by Mitel Software Development**, click **Trust Signer**.
 - 8** At the bottom of the **Notes Installer** dialog box, click **My templates are customized**.
 - 9** In the **UM Objects** list of templates, double-click the mail template for the version of IBM Notes/Domino Server you are using.
 - 10** From the **Install Files** dialog box, double-click the icon for the template you selected.
 - 11** In the **Attachment** dialog box, click **Launch**.
A **Unified Messaging Objects** list appears and displays the names of all template objects available in the MiCollab AM Unified Messaging object template.
 - 12** Make a new copy of the default customized mail template on the Notes/Domino Server.
 - 13** Using **Notes Designer**, open the template copy that you created in **Step 12**.
IMPORTANT Do not open your original template.
 - 14** In the template copy that is currently open in **Notes Designer**, delete all duplicate design elements shown in the **Unified Messaging Objects** list.
 - 15** Save the template copy, and then open an instance of it in the Notes client program.
 - 16** Verify that the **Unified Messaging Objects** list is open to the default view, open the **Edit** menu, and then select **Select All**. A check mark should display next to every design element shown in this view.
 - 17** In the **Unified Messaging Objects** list, open the **Edit** menu, and then select **Copy**.
 - 18** In any open instance of the template copy (either the one open in **Notes Designer** or the one open in the Notes client), open the **Edit** menu, and then select **Paste**.
IMPORTANT In the next step, you must close all instances of both programs to ensure that the new MiCollab AM Unified Messaging template objects are added to the new template copy.

- 19 Close all open instances of the **Notes** client and **Notes Designer**.
- 20 After you are sure the template copy is working properly, archive your original customized mail template.

Adding the MiCollab AM Account to the Mail Template

To create new Subscriber mailboxes without having to add the MiCollab AM account to each new mailbox, add the account to the **New** template.

To set the user name to inherit to every database created with this template, use the format user name/organization. This account should also contain **Server** and **Admin** groups in the **Access Control List (ACL)** for the template.

For example:

An account for a marketing department might be marketing/acme.

If you choose to add the MiCollab AM account to the **New** template, you must also update the **ACL** for the template so that the account has an access level of at least **Editor** – at **Manager**, if the MWI feature is installed – with **Delete documents** and **Create personal agents** privileges enabled.

Updating Subscriber Mailboxes

After updating the mail template, you must also update each Subscriber mailbox by adding the MiCollab AM mailbox user account to each existing subscriber mail file. This account must appear in the **Access Control List (ACL)** with **Manager** and **Delete** privileges. The account is in the format user name/organization.

If E-mail Access installation is complete, this process may already be complete.

Refreshing the Design

To make the updated template immediately available in all subscriber's mailboxes, run the Notes/Domino Server's design refresh process, as detailed below. Otherwise, the design refreshes at a specified interval, as configured on the Notes/Domino Server.

After the design is refreshed, subscribers can access the new template for voice messaging and fax retrieval, along with the IBM Notes' standard mail utilities.

IMPORTANT This procedure works only if the updated template has the same template name as its predecessor.

If the new template has a different template name, then you must deploy the new template by upgrading the user's mail files as discussed in the topic, [Upgrading User's Mail Files to use Unified Messaging Templates on the Notes/Domino Server](#).

To refresh the design manually:

Enter the following command in the server console window: *load design*.

IMPORTANT Always use caution when using the **Load** command. If you are unfamiliar with the use of this or any other Domino Server command, consult the IBM Domino online Help files for more information.

Appendix D: Administering MiCollab AM When Using the IBM Notes/Domino Server Interface

To function properly, the IBM Notes interface calls components of the IBM Notes client to communicate with the Notes/Domino Server. These required components are written as an application program and not as a Windows Service.

Therefore, if anyone uses the **Close all programs and log on as a different user** option on the MiCollab AM platform, the operating system automatically shuts the IBM Notes components down. If a subscriber attempts to log on to a MiCollab AM mailbox after this happens, MiCollab AM cannot present the subscriber's new E-mail messages. Subscribers are not informed that E-mail Access is unavailable.

To restart the IBM Notes components, you must shut down and restart MiCollab AM.

To prevent this situation from occurring and preserve E-mail Access, we recommend that the **domain name\MiCollab AM** account be logged on continually on the MiCollab AM Server platform. To secure MiCollab AM and prevent unwanted access, you should use the **Lock Computer** feature of Windows Server.

IMPORTANT In a Domino cluster environment, be sure that each messaging server has a profile and is enabled on the **E-Mail** tab of **MiCollab AM Configuration**.

Configuring the Cache Size

The cache size speeds up telephone access to messages stored on the Notes/Domino Server. Increase the cache size if the following message displays in the Event Viewer Application log more than once a day:

External Mail Cache purged.

MiCollab AM must be shut down to adjust the cache size.

To configure the cache size for IBM Notes:

- 1 Log on to the MiCollab AM Server using the MiCollab AM Service account.
- 2 Open **MiCollab AM Configuration** and select the **Main** tab.
- 3 If the system is running, click **Shutdown**. Wait until **Current Status** changes to **Stopped**.
- 4 Click the **Tenant** tab, select a tenant, and then click the **Edit** button.
- 5 Under **E-Mail Cache Size (Mbytes)**, set the cache size to a value between 100 and 500 megabytes (MB). The default is 200MB. Click **OK**.
- 6 Click the **Main** tab, and then click **Startup** to restart MiCollab AM.

Appendix E: Client Installation Command Line and Switch Information

MiCollab AM Unified Messaging provides the following two automated methods for installing client files on subscriber workstations from a network share:

- **Push** installation, in which an administrator starts the installation routine and the subscribers are not involved in it.
- **Pull** installation, in which subscribers receive a link or path to the installation routine and start it themselves.

This section describes both types of installation and discusses the necessary command line syntax for deploying them.

NOTE After the installation, the workstation will need to be restarted.

Push Installation

A **push** installation can be either attended or unattended, but all subscribers' computers must be on and connected to the network. Both attended and unattended push installs rely on third-party push-installation software packages, all of which allow you to enter the name of an executable with command line arguments to run on the client machine.

The following example shows typical command line syntax to perform an attended **push** install for a subscriber with a mailbox number of **1234** and extension **1234**. All other install values would come from the **Admin.ini** parameter file, which the administrator initially configured during setup.

Executable: **setup.exe**

Command line arguments: `-vAdmin.ini -b1234 -u1234`

The following example shows typical command-line syntax for an unattended **push** install supporting a subscriber with a mailbox of **1234** and extension **1234**. All other installation settings come from the **Admin.ini** file.

For an unattended **push** install (also called a silent install), you must include the **-s** switch and provide a response file. This administrator creates this file during setup; the **filename** is always **Setup.iss**, in that context. For other setups, you can use the **-f1** switch to rename the response file. The **-s** switch must always be the last argument on the command line.

Executable: **setup.exe**

Command line arguments: `-vAdmin.ini -b1234 -u1234 -f1setup.iss -s`

NOTE In both attended and unattended installs, you can omit the **-b1234** & **-u1234** arguments to make the install work for a group of users. Although the installation completes properly, subscribers cannot use MiCollab AM Unified Messaging until they enter their mailbox and extension numbers in **Unified Messaging Connection Manager** or **Web PhoneManager**.

Pull Installation

A **pull** installation is always attended; a subscriber must be present to start it.

To set up a **pull** installation for a group of subscribers, the administrator must provide a copy of the shortcut file UM **Install.lnk** to each user in the group. The administrator creates this file as part of the administrator setup process and places it on the network share with the other install files.

An administrator can distribute the shortcut file to the subscribers in one of two ways:

- Use whatever **pull** installation software the customer has to place it on the subscribers' desktops.
- Send it to all customers as an E-mail attachment.

The subscriber then runs the file to begin the installation. The file is configured to invoke the following command line:

```
setup.exe -vAdmin.ini
```

In this command line, **Admin.ini** is the name of the parameter file created during administrator setup.

Command-Line Syntax

The following table lists the valid command line arguments for both **push** and **pull** installations.

NOTE If you prefer, you can omit the **-v** switch and include the arguments in this table as switches on the command line.

Table 7. Valid command line arguments

Argument	Description
-?	Displays the usage help dialog of the command line parameters and values
-a	Performs an administrator install. When this switch is specified, the setup file is created in the same directory that contains the file Admin.ini . Do not use this switch with the -s or -r switches.
-b	The mailbox. For example, -b1234 where the mailbox is 1234 .
-f1	The full path to the response file, optionally including the filename. The response file is required for silent installs. A default response file is created during the administrator install and is always called setup.iss .
-h	The System Server name. For example, -hCallXpr1 where the MiCollab AM System Server is CallXpr1 .
-i	The record device. Values are s for sound card ; and t for telephone .

-j	The playback device. Values are s for sound card ; and t for telephone .
-k	Is an install OKI driver override. Values are y for Yes ; and n for No .
-l	Auto-play setting. Values are a for Always ; u for New/Unread ; and n for Never .
-n	Record message format. Values are m for Mu-Law ; a for A-Law ; p for Linear PCM ; d for OKI ADPCM ; and g for GSM 610 .
-o	Override personal settings always. Values are y for Yes and n for No .
-p	The protocol. Values are t for TCP/IP ; and n for Named Pipes .
-r	Record a new response file. For example, setup -r will go through a user install and record all user interactions into a response file called setup.iss , which will be located in the Windows directory.
-s	Silent install. This should appear as the last command line argument.
-u	Extension. For example -u1234 where your extension is 1234 .
-v	Administrator parameter file name. For example, -vAdmin.ini (the default). This switch cannot be used to set the path where the file resides.
-w	Record non-message format. Values are m for Mu-Law ; a for A-Law ; p for Linear PCM ; d for OKI ADPCM ; and g for GSM 610 .
-y	Client install path. For example, -yc:\Program Files\UM .

Here is an example command line and what it represents:

Example:

Setup -hcallxpr1 -b1234 -pT -u1234 -iT -jT -kN -lU -nM -wM -yc:\UM

① ② ③ ④ ⑤ ⑥ ⑦ ⑧

- ① The name of your **System Server** is **callxpr1**.
- ② Your mailbox and extension are **1234**.
- ③ You are using **TCP/IP** for your protocol.
- ④ Your playback and record devices are **telephone**.
- ⑤ Is **not** an install **OKI driver override**.
- ⑥ You want to auto-play only the **new or unread messages**.
- ⑦ The record message and record non-message formats are **Mu-Law**.
- ⑧ The default client install path is **C:\UM**.

Using the Diagnostic Files

Because **push** and **pull** installations occur in your absence, you need some sort of evidence that the installation was completed correctly.

To provide you that evidence, the setup program creates a diagnostic file in the topmost directory where the software was installed. The name of the diagnostic file indicates how the installation concluded.

Table 8. Installation Conclusion Steps

If the file name is...	Then...
UMInstallSuccess.txt	The installation completed successfully and no further action is required.
UMInstallReboot.txt	The installation completed successfully, but the computer must be restarted before the software can be used.
UMInstallErr.txt	The installation encountered problems, which the file describes.

If the **UMInstallErr.txt** file exists, it contains one or more error codes that explain why the installation could not complete successfully. The following table shows the codes that can help you troubleshoot the installation yourself; if the file contains other codes, contact Mitel Technical Support for assistance.

Table 9. Troubleshooting codes

Code	Error Message	Explanation
110	User cancelled install (On Cancel event)	A user interrupted the setup program as it was installing the software.
111	User cancelled un-installation	A user interrupted the setup program as it was removing software.
112	Invalid file, CRC error encountered	<p>The setup program could not match the checksum given for an installed file, indicating that the file is corrupt.</p> <ul style="list-style-type: none">• If you have installed the setup program and its associated files to a shared directory on your network, verify that all of the files were copied correctly.• If you are installing from the MiCollab AM Installation Media, contact Mitel Technical Support.
113	File reported an error during file copy	<p>The setup program could not copy a file successfully.</p> <p>Verify the following:</p> <ul style="list-style-type: none">• The destination folder (or its parent folder) is shared.• The account running the setup program has permission to modify it.• None of the files is marked read-only.

115	Locked file was encountered	<p>The setup program could not copy a file successfully because it would need to replace a file that was in use at the time it ran.</p> <p>Make sure that no one has any files open in the directory where you are installing MiCollab AM Unified Messaging.</p>
119	Error occurred attempting to process the command line parameters	<p>The setup program could not understand all of the command line arguments it was given.</p> <p>Check the syntax of the command line you are attempting to use to install MiCollab AM Unified Messaging.</p>

Appendix F: Enabling/Disabling E-mail Access During System Maintenance

Any time maintenance is performed on the Notes/Domino Server, it affects the ability of Unified Messaging to function normally. In sites that have multiple Notes/Domino, maintenance on a single server can also have an undesired effect.

While work is being performed on the Notes/Domino Servers, the effect on MiCollab AM results in new voice mail messages being unavailable to the subscriber until normal Notes/Domino Server operation resumes.

The following procedure places MiCollab AM Unified Messaging in maintenance (Store down) mode.

Subscribers can use the TUI to log on to MiCollab AM and check for messages that were received during the maintenance period. Any MiCollab AM messages already moved to the Notes/Domino Server's unified message store are unavailable through the TUI until normal operation between the servers is restored.

Voice messages residing on MiCollab AM are unavailable through the Notes client. Once normal operation is restored, MiCollab AM moves the new messages still residing on it to the Notes/Domino Server, and all messages become available through the TUI or the Notes client.

The interval between full restoration of Service and new message availability may be up to one hour to prevent MiCollab AM from sending too many messages at once to the Notes/Domino Server.

Enabling/Disabling E-mail Access Using MiCollab AM Admin Configuration

To disable a messaging server profile immediately:

- 1 Open **MiCollab AM Admin > Configuration > System** and select the **E-mail** tab.
- 2 Select a messaging server profile, and then click **Edit**. The **Server Profile** dialog box appears.
- 3 Clear the **Enabled** checkbox, and then click **OK** to close the **Server Profile** dialog box.
- 4 Click **Apply** to save the change. The messaging server profile is now disabled.

To enable a messaging server profile immediately:

- 1 Open **MiCollab AM Admin > Configuration > System** and select the **E-mail** tab.
- 2 Select a messaging server profile, and then click **Edit**. The **Server Profile** dialog box appears.
- 3 Select the **Enabled** checkbox, and then click **OK** to close the **Server Profile** dialog box.
- 4 Click **Apply** to save the change. The messaging server profile is now enabled.

To disable a messaging server profile for server maintenance:

- 1 Open **MiCollab AM Admin > Configuration > System** and select the **E-mail** tab.
- 2 Select a messaging server profile, and then click **Edit**. The **Server Profile** dialog box appears.
- 3 In the **Maintenance** section, select the **Enabled** checkbox.
- 4 In the **Start** box, select a time to start server maintenance.
- 5 In the **Stop** box, select a time to end server maintenance.
- 6 Click **OK** to save the changes to the messaging server profile, and then close the **Server Profile** dialog box.
- 7 Click **Apply** to save the changes.