



Avaya one-X® Speech

Release 6.3

Upgrading Avaya one-X® Speech

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About this guide

Information in this guide is intended for the person responsible for upgrading the Avaya one-X® Speech system.

Using this manual online

The following guidelines explain how to use this manual online:

- Text that is underlined in green is linked to the underlined topic. Text that is underlined in blue is linked to a URL. Click the underlined text to jump to the topic.
- To go to a topic from the Table of Contents page, click the topic name or page number.
- To navigate forward and backward through the manual, use the tools provided by Acrobat Reader.

For additional information

For the latest product and support information, see the Avaya Support Web site, <http://support.avaya.com/>.

Introduction

Upgrade instructions in this document provide prerequisites, step-by-step instructions, and test procedures to upgrade your Avaya one-X® Speech system.

Updated information about one-X® Speech is provided in the product release notes (available on the Avaya Support Web site). Read the release notes *before* performing any of the procedures in this guide.

one-X® Speech Release 6.3 is not supported on Windows 2000, Windows 2003, Windows 2008, and Windows 2008R2. It is supported on Windows Server 2012 Standard Edition. You must do a fresh install of one-X® Speech Release 6.3 on a Windows 2012 Standard Edition. In-place upgrades are not supported in one-X® Speech 6.3 release.

If you have a one-X® Speech multi-server configuration, all the speech servers within the configuration must be running on the same operating system and the same one-X® Speech release. For example, if your Server Set Controller is running on Windows Server 2012 and one-X® Speech Release 6.3, all the Server Set Nodes must also be running on Windows Server 2012 and one-X® Speech Release 6.3.

Other upgrades

- Changing from a one-X® Speech Release 6.3 standalone system to a one-X® Speech Release 6.3 multi-server configuration.
- Promoting a Server Set Node to a Server Set Controller.
- Replacing your standalone system or Server Set Controller with a new server.

The following is a list of important guidelines and information regarding one-X® Speech upgrades.

1. Although the one-X® Speech upgrade instructions are presented in several parts, the physical upgrade and configuration of one-X® Speech is one continuous process.

There are two types of one-X® Speech configurations:

- Standalone configuration

-
- Multi-server configuration comprised of a Server Set Controller and up to four Server Set Nodes.
2. If you are upgrading a multi-server configuration, you must upgrade one-X® Speech software on the Server Set Controller *before* you upgrade it on the Server Set Nodes.

Important things to remember before starting your upgrade

- Ensure that you have thoroughly read the *Avaya one-X® Speech Site Preparation Guide (SPG)* and one-X® Speech hardware and software requirements. Ensure that you have reviewed the complete list of requirements for one-X® Speech Release 6.3. You must have the SPG Checklist completed and available for reference throughout the one-X® Speech upgrade.
- Do *not* use Terminal Services during the upgrade. Installation Wizard Auto Reboot feature does not function correctly.
- If you plan to expand your one-X® Speech capacity or if you need to relocate your Avaya License Manager from a one-X® Speech Base Server to your Speech Server, you might need new or additional licenses. Upgrade your license key following the RFA process.
- Ensure that you upgrade your Microsoft Exchange CDO and Service Pack for your Microsoft Exchange 2010 environment to Service Pack 3 before you proceed with the upgrade. For details, see "Microsoft Collaboration Data Objects (CDO)", in the *Avaya one-X® Speech Site Preparation Guide*.
- Your one-X® Speech processes must be stopped before the upgrade begins. They must not be restarted until after the upgrade is complete.
- Ensure that you disable the virus scan software. For more information, see "Installing and administering virus scan software", in the *Avaya one-X® Speech Site Preparation Guide*.

Minimum hardware requirements

For information on one-X® Speech server minimum requirements, see the *Avaya one-X® Speech Site Preparation Guide*.

Use the [“Key-things-to-remember checklist” on page 9](#) to verify important tasks *before* proceeding to the upgrade.

Key-things-to-remember checklist

Things to remember before starting the upgrade		
Did you remember to...	Yes	No
Complete the Site Preparation Guide (SPG) checklist?		
Keep the SPG checklist with you?		
Determine your Avaya License Manager (WebLM), and obtain a new license file for the Speech Server using PLDS process.		
Upgrade your license key if you plan to expand one-X® Speech capacity?		
Disable your virus scan software?		
Stop your one-X® Speech processes?		
Ensure that you have sufficient hard drive space?		
Backup your entire system including both ASADB and VADB databases to another medium?		
Identify and resolve all event log errors? Save and clear the event logs a few minutes before starting the upgrade?		
Ensure that your remote administration station (if applicable) is also considered as a part of upgrade process to the same one-X® Speech release as the standalone system or Server Set Controller that the station is managing?		
Things to remember during the upgrade		
Remember that...	Yes	No
You must verify that each procedure applies to your specific one-X® Speech configuration: standalone system, Server Set Controller, or Server Set Node.		
The Service Account alias must be unique.		
Some procedures might be skipped as you progress through the installation. This implies that the software (for example, Adobe Acrobat Reader) is already loaded on your system.		

Chapter 1: Migrating Avaya one-X® Speech R5.2 standalone system to R6.3

Part 1 – Setting up the prerequisites

Procedure	Step-by-step instructions
I. Stopping the services and the processes on the old Server Set Controller or standalone system, and backing up the database	<ol style="list-style-type: none">1. Log in as the Service Account on the old Server Set Controller.2. From the desktop, click Start > Programs > Avaya one-X Speech Server > one-X Speech Server Management Console.3. Verify that all the SA processes are stopped:<ol style="list-style-type: none">a. In the left pane of the Management Console, expand one-X Speech Server, and then expand Server Set.b. Select the Speech Server name and verify that the processes are stopped. If they are not, right-click on the SA server name and select Stop (graceful).4. Click Configuration, and then select General Information.5. Select the Skip startup of processes set for Auto Startup check box so processes do not start automatically after a server reboot.6. Click Accept to save the change, and then click OK.7. Generate a backup of the VADB and ASADB databases. Expand one-X Speech Server > Configuration.8. Click Database Administration.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
<p>I. <i>(continued)</i></p> <p>Stopping the services and the processes on the old Server Set Controller or standalone system, and backing up the database</p>	<p>9. Type the backup directory destination in the Backup field.</p> <p>10. Click Backup.</p> <p>11. For each of the following one-X® Speech services, right-click the status, and then click Stop.</p> <ul style="list-style-type: none"> ■ VAServerManager ■ VAManager ■ PVAUserMSvc <p>Note: In a cluster environment, stop VAManager service on all nodes.</p> <p>12. Shut down the one-X® Speech server.</p>

Part 2 – Installing the R6.3 software and restoring the database

Procedure	Step-by-step instructions
I. Installing the software and restoring the database	<ol style="list-style-type: none">1. Refer the <i>Installing Avaya one-X® Speech Guide</i>, and follow the instructions to create a new standalone system (Chapter 2).2. Using the backup copies of the databases created in Procedure I., step 7 on page 10, restore the ASADB and VADB databases on the newly installed one-X® Speech R6.3 Standalone Server:<ol style="list-style-type: none">a. Navigate to the Start Screen, click Administrative Tools > Services. Note: Ensure that all the one-X® Speech Processes are stopped and SSMC is closed.b. For each of the following one-X® Speech services, right-click the status, and then click Stop.<ul style="list-style-type: none">■ VAServerManager■ VAManager■ PVAUserMSvcNote: In a cluster environment, stop VAManager service on all nodes.c. Right-click the SQL Server (MSSQLSERVER) service and click Restart.d. Click Start > Database Restore Utility. The Database Maintenance window is displayed.e. Select the Browse for backup file option button in the Select the backup file section.f. Click Browse to locate the database file, 'backup .dat'.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
<p>I. (continued)</p> <p>Installing the software and restoring the database</p> <p>II.</p> <p>Reapplying the Auto-Configuration files</p>	<p>g. Select the Force restore check box, and then click Restore.</p> <p>You must reapply the AutoConfiguration files for each Server Set Node to create the Server Set Node processes. To reapply the AutoConfiguration files:</p> <ol style="list-style-type: none"> 1. Open the following directory: C:\Program Files (x86)\AvayaSpeech Server\config\MMC\CompletedConfig <p>Note: You might have chosen a different installation location. Navigate to that location to open CompletedConfig.</p> 2. Move the .xml files in the <i>CompletedConfig</i> directory to the following location: C:\Program Files (x86)\AvayaSpeech Server\config\MMC\PendingConfig

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
<p>III.</p> <p>Re-configuring NMS</p>	<p>To Reconfigure NMS follow the procedure below.</p> <ol style="list-style-type: none"> 1. Expand one-X Speech Server > Server Set > Server Set Node. 2. For the standalone system or each Server Set Node: <ol style="list-style-type: none"> a. Click the Telephony process (NMS Telephony by default). b. Click Options. c. Select your board type from the drop-down menu. The CG 6565 card is not displayed as a separate item. d. Select an equivalent CG 6060 series card. For example, if you have a CG 6565 card with 2 ports that have to be configured for T1, use CG 6060 Series/16-2T1. e. Click OK. f. Click Advanced. 3. Click the ISDN tab. 4. Select the ISDN Variant Used from the drop-down menu. 5. Set the Number of active PRI lines using the scroll bar. <p>Note: Check the appropriate configuration note for your specific telephony configuration.</p> <ol style="list-style-type: none"> 6. Click OK.

Part 3 – Publishing the applications and testing Avaya one-X® Speech

Procedure	Step-by-step instructions
I. Publishing the applications	<ol style="list-style-type: none">1. Navigate to the Start Screen, click one-X Speech Server Management Console.2. Click one-X Speech Server to open Auto Initialization (initialization process is hidden).3. Expand one-X Speech Server > ServerSet > Server name.4. Click VAServer or the equivalent name of the VAServer process.5. Expand Configuration in the menu tree, and then click General Information.6. Clear Skip startup of processes set for Auto-Startup.7. Click Accept, and then click OK. Note: The next several steps require that you publish application modules. The publish action must not be done simultaneously. Wait for one application module publish action to complete <i>before</i> starting another publish action. If you accidentally run more than one publish simultaneously and the publish process stops, close the SSMC, restart VAServerManager from the Administrative Tools > Services console, and then restart the publish from the SSMC.8. Expand Application Modules.9. Click VXML.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
<p>I. <i>(continued)</i></p> <p>Publishing the applications</p>	<ol style="list-style-type: none"> 10. Select the Disable Module check box. Note: Disabling the VXML application module helps maximize system resources. 11. Click ExchangeConnector. 12. Click Publish and wait for the publish to complete. The Done publishing application message is displayed when the publish is complete. 13. Click IMAPConnector. 14. Click Publish and wait for the publish to complete. The Done publishing application message is displayed when the publish is complete. 15. Click CallAnswer. 16. Click Publish and wait for the publish to complete. The Done publishing application message is displayed when the publish is complete. 17. Expand Applications. 18. Click VAOutlook. 19. Select Clear and rebuild the dynamic grammar database. 20. Click Publish and wait for the publish to complete. The Done publishing application message is displayed when the publish is complete. 21. Expand one-X Speech Server > Server Set. 22. Click your Server name, and verify that all your server processes are running. 23. Test the system by calling into it. Leave a test message, or execute a voice command.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
<p>II.</p> <p>Testing one-X® speech commands</p>	<p>This section describes how to use the account of the existing SA user (that you identified before the upgrade) to test one-X® Speech by speaking commonly used speech commands.</p> <ol style="list-style-type: none"> 1. Call the one-X® Speech pilot number for the system. When prompted, enter the account number and voicemail password of the test user. 2. Speak a variety of voice commands to one-X® Speech. Ensure that you obtain the expected result. At a minimum, give the following commands: <ul style="list-style-type: none"> ■ “Read my messages” Verify that all voice mail and email messages are read. ■ “Dial a number” Make separate calls to local, long distance, and international telephone numbers, as allowed. ■ “Send a message” Record a voice message and send it to the test user. ■ “Send a message to <contact>” Record a voice message and send it to one of the contacts of the test user. ■ “Call a contact” Speak the name (not the number) of a contact in Outlook or personal contact. ■ “How many tasks do I have” one-X Speech states how many tasks you have. ■ “Read my appointments” Follow the spoken prompts. ■ “Create an appointment” Follow the spoken prompts. <p><i>If one-X Speech is configured to use the LDAP directory:</i></p> <ul style="list-style-type: none"> ■ “Make a call” Speak the name (not the number) of someone who is in the LDAP directory, but is not a contact in Microsoft Exchange.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
II. <i>(continued)</i> Testing one-X® speech commands	3. “Good-bye” Verify that one-X® Speech says “ <i>Good-bye</i> ” and hangs up to end the session.

Chapter 2: Migrating Avaya one-X® Speech R5.2 multi-server system to R6.3

Part 1 – Setting up the prerequisites

Procedure	Step-by-step instructions
I. Stopping the services and the processes on the old Server Set Controller or standalone system, and backing up the database	<ol style="list-style-type: none">1. Log in as the Service Account on the old Server Set Controller.2. From the desktop, click Start > Programs > Avaya one-X Speech Server > one-X Speech Server Management Console.3. Verify that all the SA processes are stopped:<ol style="list-style-type: none">a. In the left pane of the Management Console, expand one-X Speech Server, and then expand Server Set.b. Select the Speech Server name and verify that the processes are stopped. If they are not, right-click on the SA server name and select Stop (graceful).4. Click Configuration, and then select General Information.5. Select the Skip startup of processes set for Auto Startup check box so processes do not start automatically after a server reboot.6. Click Accept to save the change, and then click OK.7. Generate a backup of the VADB and ASADB databases. Expand one-X Speech Server > Configuration.8. Click Database Administration.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
<p>I. <i>(continued)</i></p> <p>Stopping the services and the processes on the old Server Set Controller or standalone system, and backing up the database</p>	<ol style="list-style-type: none"> 9. Type the backup directory destination in the Backup field. 10. Click Backup. 11. For each of the following one-X® Speech services, right-click the status, and then click Stop. <ul style="list-style-type: none"> ■ VAServerManager ■ VAManager ■ PVAUserMSvc <p>Note: In a cluster environment, stop VAManager service on all nodes.</p> 12. Shut down the Server Set Controller and all the Nodes.

Part 2 – Installing the software and restoring the database

Procedure	Step-by-step instructions
I. Installing the software and restoring the database	<ol style="list-style-type: none">1. Refer the <i>Installing Avaya one-X® Speech Guide</i>, and follow the instructions to create a new multi-server system (Chapter 3 and 4).2. Copy the old Server Set Controller database backup files to your new R6.3 Server Set Controller.3. Using the backup copies of the databases created in Procedure I., step 7 on page 19, restore the ASADB and VADB databases:<ol style="list-style-type: none">a. Navigate to the Start Screen, click Administrative Tools > Services. Note: Ensure that all one-X® Speech Processes are stopped and SSMC is closed.b. Right-click the status of the following services, and then click Stop for each service.<ul style="list-style-type: none">■ PVAUserMSvc■ VAServerManager■ VAManager Note: In a cluster environment, stop VAManager service on all nodes.c. Right-click the SQL Server (MSSQLSERVER) service and click Restart.d. Click Start > Database Restore Utility. The Database Maintenance window is displayed.e. Select the Browse for backup file option button in the Select the backup file section.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
<p>I. <i>(continued)</i></p> <p>Installing the software and restoring the database</p>	<p>f. Click Browse to locate the database file, 'backup .dat'.</p> <p>g. Select the Force restore check box, and then click Restore.</p>
<p>II.</p> <p>Reapplying the Auto-Configuration files</p>	<p>You must reapply the AutoConfiguration files for each Server Set Node to create the Server Set Node processes. To reapply the AutoConfiguration files:</p> <ol style="list-style-type: none"> 1. Open the following directory: C:\Program Files (x86)\AvayaSpeech Server\config\MMC\CompletedConfig <p>Note: You might have chosen a different installation location. Navigate to that location to open CompletedConfig.</p> 2. Move the .xml files in the <i>CompletedConfig</i> directory to the following location: C:\Program Files (x86)\AvayaSpeech Server\config\MMC\PendingConfig 3. Add the Server Set Nodes to the Server Set using the instructions in Chapter 5 of the <i>Installing Avaya one-X® Speech Guide</i> under the Section <i>Adding new Server Set Nodes to the Server Set</i>.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
<p>III. Re-configuring NMS</p>	<ol style="list-style-type: none"> 1. Expand one-X Speech Server > Server Set > Server Set Node. 2. For the standalone system or each Server Set Node: <ol style="list-style-type: none"> a. Click the Telephony process (NMS Telephony by default). b. Click Options. c. Select your board type from the drop-down menu. The CG 6565 card is not displayed as a separate item. d. Select an equivalent CG 6060 series card. For example, if you have a CG 6565 card with 2 ports that have to be configured for T1, use CG 6060 Series/16-2T1. e. Click OK. f. Click Advanced. 3. Click the ISDN tab. 4. Select the ISDN Variant Used from the drop-down menu. 5. Set the Number of active PRI lines using the scroll bar. <p>Note: Check the appropriate configuration note for your specific telephony configuration.</p> <ol style="list-style-type: none"> 6. Click OK.

Part 3– Publishing the applications and testing Avaya one-X® Speech

Procedure	Step-by-step instructions
I. Publishing the applications	<ol style="list-style-type: none">1. Navigate to the Start Screen, click one-X Speech Server Management Console.2. Click one-X Speech Server to start Auto Initialization (initialization process is hidden).3. Expand one-X Speech Server > ServerSet > Server name.4. Expand Configuration in the menu tree, and then click General Information.5. Clear the Skip startup of all processes set for Auto-Startup check box.6. Click Accept, and then click OK.7. Right-click the Server Set Nodes that have been upgraded.8. Select All Tasks > Enable Server.9. Select Yes on the Enable Server confirmation dialog box to start all processes.10. Click Accept, and then click OK. <p>Note: The next several steps require that you publish application modules. The publish action must not be done simultaneously. Wait for one application module publish action to complete <i>before</i> starting another publish action. If you accidentally run more than one publish simultaneously and the publish stops, close the SSMC, restart VAServerManager from the Administrative Tools > Services console, and then restart the publish from the SSMC.</p>

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
<p>I. <i>(continued)</i></p> <p>Publishing the applications</p>	<ol style="list-style-type: none"> 11. Expand Application Modules. 12. Click VXML. 13. Select the Disable Module check box. Note: Disabling the VXML application module helps maximize system resources. 14. Click Exchange Connector. 15. Click Publish and wait for the publish to complete. The Done publishing application message is displayed when the publish is complete. 16. Click IMAP Connector. 17. Click Publish and wait for the publish to complete. The Done publishing application message is displayed when the publish is complete. 18. Click CallAnswer. 19. Click Publish and wait for the publish to complete. The Done publishing application message is displayed when the publish is complete. 20. Expand Applications. 21. Click VAOutlook. 22. Click Publish and wait for the publish to complete. The Done publishing application message is displayed when the publish is complete. 23. Expand one-X Speech Server > Server Set. 24. Click your Server name, and verify that all your server processes are running. 25. Test the system by calling into it. Leave a test message, or execute a voice command.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
<p>II.</p> <p>Testing one-X® Speech commands</p>	<p>This section describes how to use the account of the existing SA user (that you identified prior to the upgrade) to test one-X® Speech by speaking commonly used speech commands.</p> <ol style="list-style-type: none"> 1. Call the one-X® Speech pilot number for the system. When prompted, enter the account number and voicemail password of the test user. 2. Speak a variety of voice commands to one-X® Speech. Ensure that you obtain the expected result. At a minimum, give the following commands: <ul style="list-style-type: none"> ■ “Read my messages” Verify that all voice mail and email messages are read. ■ “Dial a number” Make separate calls to local, long distance, and international telephone numbers, as allowed. ■ “Send a message” Record a voice message and send it to the test user. ■ “Send a message to <contact>” Record a voice message and send it to one of the contacts of the test user. ■ “Call a contact” Speak the name (not the number) of a contact in Outlook or personal contact. ■ “How many tasks do I have” one-X Speech states how many tasks you have. ■ “Read my appointments” Follow the spoken prompts. ■ “Create an appointment” Follow the spoken prompts. <p>If one-X® Speech is configured to use the LDAP directory:</p> <ul style="list-style-type: none"> ■ “Make a call” Speak the name (not the number) of someone who is in the LDAP directory, but is not a contact in Microsoft Exchange.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
II. <i>(continued)</i> Testing one-X® Speech commands	3. “Good-bye” Verify that one-X® Speech says “ <i>Good-bye</i> ” and hangs up to end the session.

Chapter 3: Migrating Avaya one-X® Speech R4.0 standalone system to R6.3 standalone system

Introduction

Instructions in this chapter support the migration from an Avaya one-X® Speech Release 4.0 standalone system on Windows 2003 server to a Avaya one-X® Speech Release 6.3 standalone system running on Windows Server 2012.

Migrating standalone system

To migrate from one-X® Speech Release 4.0 to a one-X® Speech Release 6.3 system running on Windows Server 2012, execute the following tasks on one-X® Speech R4.0 System:

4. To back up the database from one-X® Speech Release 4.0 perform the following steps:
 - a. Insert the Avaya one-X® Speech R6.3 Media into the DVD Drive.
 - b. Navigate to **Tools\Backup40** on the media.
 - c. Copy the files "*DatabaseMigrationUtility.bat*", "*BackupRestoreData.vbs*", and "*BackupRestoreJob.vbs*" to "**c:\Program Files (x86)\AvayaSpeechServer\Bin**".
 - d. From the **Start Screen**, open Command Prompt in Elevated Administrator Prompt.
 - e. Navigate to "**c:\Program Files (x86)\AvayaSpeechServer\Bin**".
 - f. Run the following command:
"DatabaseMigrationUtility.bat c:\Backup

/b", where "Backup" is the folder created on C Drive.

The previous command creates "**onex_4_0_db_bk.zip**" under the *C:\Backup* folder.

5. Refer the *Installing Avaya one-X® Speech* Guide, and follow the instructions to create a new standalone system (Chapter 2).
6. Restore the backed up database to the new one-X® Speech R6.3 server.
 - a. Using the backup copies of the databases created in above Procedure Step 1, restore the databases on the newly installed one-X® Speech R6.3 Standalone Server.
 - b. Follow the procedure from "*Chapter 1, Part 2 – Installing the R6.3 software and restoring the backup database*" step 2a onwards until the end of Chapter 1.

Chapter 4: Migrating Avaya one-X® Speech R4.0 Server Set (Cluster) system to R6.3 Server Set (Cluster) system

Introduction

Instructions in this chapter support the migration from an Avaya one-X® Speech Release 4.0 Server Set (Cluster) system on Windows 2003 server to a Avaya one-X® Speech Release 6.3 Server Set (Cluster) system running on Windows Server 2012.

Migrating Server Set (Cluster) system

To migrate from one-X® Speech Release 4.0 to a one-X® Speech Release 6.3 system running on Windows Server 2012, execute the following tasks on one-X® Speech R4.0 Controller System:

7. To back up the database from one-X® Speech Release 4.0 perform the following steps:
 - a. Insert the Avaya one-X® Speech R6.3 Media into the DVD Drive.
 - b. Navigate to **Tools\Backup40** on the media.
 - c. Copy the files "*DatabaseMigrationUtility.bat*", "*BackupRestoreData.vbs*", and "*BackupRestoreJob.vbs*" to "**c:\Program Files (x86)\AvayaSpeechServer\Bin**".
 - d. From the **Start Screen**, open Command Prompt in Elevated Administrator Prompt.
 - e. Navigate to "**c:\Program Files (x86)\AvayaSpeechServer\Bin**".
 - f. Run the following command:
"DatabaseMigrationUtility.bat c:\Backup

`/b`", where "*Backup*" is the folder created on C Drive.

The previous command creates "**onex_4_0_db_bk.zip**" under the *C:\Backup* folder.

8. Refer the *Installing Avaya one-X® Speech* Guide, and follow the instructions to create a new Server Set (Cluster) system (Chapter 3 and 4).
9. Restore the backed up database on the Controller. For Restore Procedures, refer "*Chapter 2, Part 2 Step 2 onwards until the end of Chapter 2*".

Chapter 5: Changing from Avaya one-X® Speech R6.3 standalone system to Avaya one-X® Speech R6.3 Server Set

This section requires you to use the *Installing Avaya one-X® Speech Guide* along with this guide to complete the upgrade to a one-X® Speech Release 6.3 Server Set.

Note: You need the Service Account password.

In the following procedures you will complete the Server Set Node installation instructions for each Server Set Node.

Note: You can set up the Server Set Nodes simultaneously to save time.

To minimally impact users, install the required one-X® Speech software on your Server Set Nodes *before* you change the standalone system to a Server Set Controller. Do not try to add the Server Set Nodes until after the Server Set Controller is configured.

Part 1 – Installing Avaya one-X® Speech on Server Set Nodes

Procedure	Step-by-step instructions
I. Before you begin	<ol style="list-style-type: none">1. Print a copy of the <i>Installing Avaya one-X® Speech Release Guide</i>. You need the installation guide to set up the Server Set Nodes.2. Read and complete the instructions in the following sections of Chapter 1 in the <i>Installing Avaya one-X® Speech Guide</i>:<ol style="list-style-type: none">a. <i>Special considerations before beginning your one-X® Speech installation</i>b. <i>Information about the Service Account</i>c. <i>Installation software for specific speech servers</i>d. <i>Minimum hardware requirements</i>e. <i>Multi-server configuration connectivity</i>
II. Server Set Node installations	<ol style="list-style-type: none">1. Uninstall one-X® Speech.<ol style="list-style-type: none">a. Navigate to the Start Screen, click Control Panel > Add/Remove Programs.b. Uninstall Patches:<ul style="list-style-type: none">■ Select Avaya one-X Speech Uninstallation Wizard, and then click Change.■ Select all installed Patches.■ Click Uninstall.


Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
<p>II. <i>(continued)</i></p> <p>Server Set Node installations</p>	<p>c. Uninstall one-X Speech:</p> <ul style="list-style-type: none"> ■ Select Avaya one-X Speech Uninstallation Wizard, and then click Change. ■ Select Avaya one-X Speech Access. ■ Select Avaya one-X Speech Server. ■ Select Avaya one-X Speech Language Pack (US English), If installed. ■ Select Avaya one-X Speech Language Pack (UK English), If installed. ■ Select Avaya one-X Speech Language Pack (French Canadian), If installed. ■ Click Uninstall. ■ Click Yes when the Confirm File Deletion dialog box is displayed. <p>d. Reboot the Server if you are instructed to do so.</p> <p>e. Manually delete the Installation Directories, if necessary.</p> <p>2. Go to Chapter 4, "one-X® Speech Server Set Node installations", in the <i>Installing Avaya one-X® Speech Installation Guide</i>.</p> <p>3. Complete the instructions in Chapter 4 for each of your Server Set Nodes.</p> <p>4. The installation of one-X® Speech on all of your Server Set Nodes is now complete. Proceed to "Part 2 – Changing your R6.3 standalone system to a Server Set Controller" on page 35 in this document to continue upgrading your multi-server configuration.</p>

Part 2 – Changing your R6.3 standalone system to a Server Set Controller

Procedure	Step-by-step instructions
I. Re-installing the Speech Access, Speech Server, and language packs software	<p>Stop the processes <i>before</i> re-installing the Speech Access and Speech Server software. To stop the processes:</p> <ol style="list-style-type: none">1. Uninstall one-X® Speech.<ol style="list-style-type: none">a. Navigate to the Start Screen, click Control Panel > Add/Remove Programs.b. Uninstall Patches:<ul style="list-style-type: none">■ Select Avaya one-X Speech Uninstallation Wizard, and then click Change.■ Select all installed Patches.■ Click Uninstall.c. Uninstall one-X Speech:<ul style="list-style-type: none">■ Select Avaya one-X Speech Uninstallation Wizard, and then click Change.■ Select Avaya one-X Speech Access.■ Select Avaya one-X Speech Server.■ Select Avaya one-X Speech Language Pack (US English), If installed.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
<p>I. <i>(continued)</i></p> <p>Re-installing the Speech Access, Speech Server, and language packs software</p>	<ul style="list-style-type: none"> ■ Select Avaya one-X Speech Language Pack (UK English), If installed. ■ Select Avaya one-X Speech Language Pack (French Canadian), If installed. ■ Click Uninstall. ■ Click Yes when the Confirm File Deletion dialog box is displayed. <p>d. Reboot the Server if you are instructed to do so.</p> <p>e. Manually delete the Installation Directories, if necessary.</p> <p>2. Refer to Chapter 3, <i>one-X® Speech Server Set Controller installation</i> in the <i>Installing Avaya one-X® Speech Guide</i> to install the Speech Access and Speech Server software.</p>

Part 3 – Adding Server Set Nodes to your Server Set Controller

Procedure	Step-by-step instructions
I. Adding Server Set Nodes	<ol style="list-style-type: none">1. Open the Avaya one-X® Speech Server Management Console (SSMC) using the following path: Start > Programs > Avaya one-X Speech Server > one-X Speech Server Management Console2. Right-click Server Set, and then select New > Server.3. Select the new Server Set Node from the computer list, and then click OK. The SSMC runs the auto initialization for the new Server Set Node and copies the applications to the new Node (initialization process is hidden). This might take several minutes to complete. <p> CAUTION: Ensure that each Server Set Node is completely set up <i>before</i> adding the next Server Set Node. To verify that all the publications are copied to the new Server Set Node, look for the following message in one of the Applications or Application Modules Published Events fields:</p> <p>Done copying application directories</p> <ol style="list-style-type: none">4. Repeat Steps 2 and 3 for each Server Set Node.5. Go to the section “one-X® Speech Configuration” in Chapter 5, “Configuration”, in the <i>Installing Avaya one-X® Speech Guide</i>. Follow the instructions to configure your new Server Set Controller according to your site specific requirements.6. Ensure that you configure the Telephony Server Process. See Procedure III “Configuring the Telephony Server processes” in Chapter 5, “Configuration”, in the <i>Installing Avaya one-X® Speech Guide</i>.

Chapter 6: Promoting a R6.3 Server Set Node to a R6.3 Server Set Controller

Procedure	Step-by-step instructions
I. Uninstalling one-X® Speech	<ol style="list-style-type: none">1. Uninstall one-X® Speech.<ol style="list-style-type: none">a. Navigate to the Start Screen, click Control Panel > Add/Remove Programs.b. Uninstall Patches:<ul style="list-style-type: none">■ Select Avaya one-X Speech Uninstallation Wizard, and then click Change.■ Select all installed Patches.■ Click Uninstall.c. Uninstall one-X Speech:<ul style="list-style-type: none">■ Select Avaya one-X Speech Uninstallation Wizard, and then click Change.■ Select Avaya one-X Speech Access.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
<p>I. <i>(continued)</i></p> <p>Uninstalling one-X® Speech</p>	<ul style="list-style-type: none"> ■ Select Avaya one-X Speech Server. ■ Select Avaya one-X Speech Language Pack (US English), If installed. ■ Select Avaya one-X Speech Language Pack (UK English), If installed. ■ Select Avaya one-X Speech Language Pack (French Canadian), If installed. Click Uninstall. ■ Click Yes when the Confirm File Deletion dialog box is displayed. <p>d. Reboot the Server if you are instructed to do so.</p> <p>e. Manually delete the Installation Directories, if necessary.</p>
<p>II.</p> <p>Stopping the services and the processes on the old Server Set Controller, and backing up the database</p>	<p>2. Log in as the Service Account on the old Server Set Controller.</p> <p>3. From the desktop, click:</p> <p>Start > Programs > Avaya one-X Speech Server > one-X Speech Server Management Console</p> <p>3. Verify that all the SA processes are stopped:</p> <ul style="list-style-type: none"> a. In the left pane of the Management Console, expand one-X Speech Server, and then expand Server Set. b. Select the Speech Server name and verify that the processes are stopped. If they are not, right-click on the SA server name and select Stop (graceful). <p>4. Click Configuration, and then select General Information.</p>

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
<p>II. <i>(continued)</i></p> <p>Stopping the services and the processes on the old Server Set Controller, and backing up the database</p>	<ol style="list-style-type: none"> 5. Select the Skip startup of processes set for Auto Startup check box so that processes do not start automatically after a server reboot. 6. Click Accept to save the change, and then click OK. 7. Generate a backup of the VADB and ASADB databases: <ol style="list-style-type: none"> a. Expand one-X Speech Server > Configuration. b. Click Database Administration. c. Type the backup directory destination in the Backup field. d. Click Backup. 8. Stop the Services on the Server Set Controller. From the desktop, click: <p>Start > Settings > Control Panel > Administrative Tools > Services</p> 9. For each of the following one-X® Speech services, right-click the status, and then click Stop. <ul style="list-style-type: none"> ■ VAServerManager ■ VAManager ■ PVAUserMSvc <p>Note: In a cluster environment, stop VAManager service on all nodes.</p> 10. Do the following for each of the one-X® Speech services listed in Step 9: <ol style="list-style-type: none"> a. Right-click on the service and select Properties. b. Select Manual from the Startup type field. c. Click OK.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
<p>III.</p> <p>Promoting your Server Set Node</p>	<p>Important: Disable your virus scan software on your Server Set Node <i>before</i> beginning the procedure.</p> <ol style="list-style-type: none"> 1. Insert one-X® Speech DVD into the DVD-ROM drive of the Server Set Node that you want to promote to a Server Set Controller. <p>Note: The DVD automatically runs and the Avaya one-X Speech Access main menu is displayed.</p> <ol style="list-style-type: none"> 2. Click one-X Speech Access Installation on the main menu. 3. Type your password (if prompted) in the Password field on the Service Account Information dialog box, and then click Next. 4. Review the prerequisites, and then click Finish. 5. Click Change on the Installation Wizard main menu. 6. Select Server Set Controller under Speech Server Type, and then click Next. 7. Type the Service Account password, and then click Next. 8. The System Prerequisites dialog box is displayed. Verify that all prerequisites are met, and then click Finish.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
<p>III. <i>(continued)</i></p> <p>Promoting your Server Set Node</p>	<ol style="list-style-type: none"> 9. Select the following components on the Installation Wizard main menu: <ul style="list-style-type: none"> ■ Avaya Speech Server ■ Avaya one-X Speech Access ■ Avaya one-X Speech Language Pack (US English) ■ Avaya one-X Speech Language Pack (UK English) ■ Avaya one-X Speech Language Pack (French Canadian) 10. Click Install. 11. Click OK on the confirmation dialog box. 12. Click Install. The Installation Reminders dialog box is displayed reminding you to: <ul style="list-style-type: none"> ■ Disable your virus scan software ■ <i>Not</i> select Yes, reboot if prompted during a component installation 13. Select Configure Windows to automatically login on reboots (optional). The Service account password is stored. It is not required during the remainder of the installation. <p>Important: The password is unencrypted for each reboot and is re-encrypted when the Installation Wizard is displayed.</p> 14. Select Do not wait for installer confirmation on reboots if you want to enable this option. <p>Note: If you do not select this box, a Reboot Required dialog box is displayed each time the system requires a reboot.</p> 15. Click Install to begin the installation.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
<p>III. <i>(continued)</i></p> <p>Promoting your Server Set Node</p>	<ol style="list-style-type: none"> 16. Print a copy of the <i>Installing Avaya one-X® Speech Guide</i> and follow the installation instructions to guide you through the installation. When the installation is complete, go to Step 17. 17. Copy the old Server Set Controller database backup files to your Server Set Node to be promoted. 18. Using the backup copies of the databases, restore the ASADB and VADB databases: <ol style="list-style-type: none"> a. From the desktop, click: <p>Start > Settings > Control Panel > Administrative Tools > Services</p> b. Right-click the status of the following services, and then click Stop for each service. <ul style="list-style-type: none"> ■ PVAUserMSvc ■ VAServerManager ■ VAManager <p>Note: In a cluster environment, stop VAManager service on all nodes.</p> c. Right-click the SQL Server (MSSQLSERVER) service and click Restart. d. Click: Start > Programs > Avaya one-X Speech Server > Database Restore Utility. e. The Database Maintenance window is displayed. f. Select the Browse for backup file option button in the Select the backup file section. g. Click Browse to locate the VADB database backup .dat file. h. Select the Force restore check box, and then click Restore.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
<p>IV.</p> <p>Updating the Server Set Nodes</p>	<p>Note: You must update the Server Set Nodes to point to the new Server Set Controller.</p> <ol style="list-style-type: none"> 1. Click Start > Settings > Control Panel > Administrative Tools > Services, and then select Stop. 2. Click Start > Run. 3. Type regedit. 4. Locate and edit the following registry entry values to contain the name of the new Server Set Controller: <ol style="list-style-type: none"> a. HKLM\Software\Wow6432Node\Avaya\Avaya_UCC_InstallWizard\ControllerName b. HKLM\Software\Wow6432Node\Avaya\Avaya Advanced Speech Access\Global Parameters\ <ul style="list-style-type: none"> ■ VAPatform.DatabaseServer ■ VAPatform.ServerSetController 5. Click Start > Programs > Administrative Tools > Data Sources (ODBC). 6. Click System DSN. 7. Click Configure, and then change the SQL Server to point to the new Server Set Controller for ASADirectory and ASADatabase. 8. Click Start > Settings > Control Panel > Administrative Tools > Services, and then select Start.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
<p>V.</p> <p>Reapplying the Auto-Configuration files</p>	<p>You must reapply the AutoConfiguration files for each Server Set Node to create the Server Set Node processes. To reapply the AutoConfiguration files:</p> <ol style="list-style-type: none"> 1. Open the following directory: <i>C:\Program Files (x86)\AvayaSpeechServer\config\MMC\CompletedConfig</i> Note: You might have chosen a different installation location. Navigate to that location to open CompletedConfig. 2. Move the .xml files in the CompletedConfig directory to the following location: <i>C:\Program Files (x86)\AvayaSpeechServer\config\MMC\PendingConfig</i> 3. Add the Server Set Nodes to the Server Set using the instructions in Chapter 5 of the <i>Installing Avaya one-X® Speech Guide</i> under the Section Adding new Server Set Nodes to the Server Set.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
<p>VI.</p> <p>Updating the Server Set configuration</p>	<ol style="list-style-type: none"> 1. Open the Speech Server Management Console. The application's auto-initialization runs (initialization process is hidden). 2. Expand Server Set, and click the new Server Set Controller name. 3. Delete the following processes from your Server Set Controller (use steps 4a through 4c below): <ul style="list-style-type: none"> ■ Text-to-Speech (TTS) ■ Telephony Server ■ Engine processes 4. To delete TTS, Telephony Server, and engine processes: <ol style="list-style-type: none"> a. Right-click TTS, and then click Delete. b. Click Yes to permanently delete the process. c. Repeat Steps a through b for all your engine processes and your Telephony Server. <p>Important: Deleting the processes does not uninstall the RealSpeak TTS or NMS software.</p> 5. If you make a mistake and must add a new process back into your configuration, right-click the Speech Server node in the SSMC, and then click New > Process. Select the process from the drop-down menu, type a name for the process, and then click OK.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
<p>VI. <i>(continued)</i></p> <p>Updating the Server Set configuration</p>	<ol style="list-style-type: none"> 6. Delete the old Server Set Controller. <p>The next several steps require you to publish application modules. The publishes must not be done simultaneously. Wait for one publish to complete <i>before</i> starting another publish. If you accidentally run more than one publish simultaneously and the publish appears to be stopped, close the SSMC, restart VAServerManager from the Administrative Tools > Services console, and then restart the publish from the SSMC.</p> <ol style="list-style-type: none"> 7. Expand Application Modules. 8. Click VXML. 9. Select the Disable Module check box. <p>Note: Disabling the VXML application module helps maximize system resources.</p> <ol style="list-style-type: none"> 10. Click ExchangeConnector. 11. Click Publish and wait for the publish to complete. The Done publishing application message is displayed when the publish is complete. 12. Click IMAPConnector. 13. Click Publish and wait for the publish to complete. The Done publishing application message is displayed when the publish is complete. 14. Click CallAnswer. 15. Click Publish and wait for the publish to complete. The Done publishing application message is displayed when the publish is complete. 16. Expand Applications. 17. Click VAOutlook. 18. Select Clear and rebuild the dynamic grammar database.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
VI. <i>(continued)</i> Updating the Server Set configuration	<ol style="list-style-type: none">19. Click Publish and wait for the publish to complete. The Done publishing application message is displayed when the publish is complete.20. Click Configuration in the menu tree, and then select General Information.21. Clear Skip startup of processes set for Auto Startup so that processes start automatically after a server reboot.22. Click Accept to save the change, and then click OK.23. Right-click one-X Speech Server, and then select Start all Processes to start all your Server Set processes.24. Re-enable your virus scan software.

Chapter 7: Replacing your R6.3 standalone system or Server Set Controller with new server

Procedure	Step-by-step instructions
I. Stopping the services and the processes on the old Server Set Controller, and backing up the database	<ol style="list-style-type: none">1. Log in as the Service Account on the old Server Set Controller.2. From the desktop, click Start > Programs > Avaya one-X Speech Server > one-X Speech Server Management Console.3. Verify that all the SA processes are stopped:<ol style="list-style-type: none">a. In the left pane of the Management Console, expand one-X Speech Server, and then expand Server Set.b. Select the Speech Server name and verify that the processes are stopped. If they are not, right-click on the SA server name and select Stop (graceful).4. Click Configuration, and then select General Information.5. Select the Skip startup of processes set for Auto Startup check box so processes do not start automatically after a server reboot.6. Click Accept to save the change, and then click OK.7. Generate a backup of the VADB and ASADB databases. Expand one-X Speech Server > Configuration8. Click Database Administration.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
<p>I. <i>(continued)</i></p> <p>Stopping the services and the processes on the old Server Set Controller, and backing up the database</p>	<ol style="list-style-type: none"> 9. Type the backup directory destination in the Backup field. 10. Click Backup. 11. Stop the Services on the old Server Set Controller or standalone system. From the desktop, click: <ul style="list-style-type: none"> Start > Settings > Control Panel > Administrative Tools > Services 12. For each of the following one-X® Speech services, right-click the status, and then click Stop. <ul style="list-style-type: none"> ■ VAServerManager ■ VAManager ■ PVAUserMSvc <p>Note: In a cluster environment, stop VAManager service on all nodes.</p> 13. Do the following for each of the one-X® Speech services listed in Step 12: <ol style="list-style-type: none"> a. Right-click on the service and select Properties. b. Select Manual from the Startup type field. c. Click OK.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
<p>II.</p> <p>Installing the software and restoring the database</p>	<ol style="list-style-type: none"> 1. Print a copy of the <i>Installing Avaya one-X® Speech Guide</i>, and follow the instructions to create a new standalone system (Chapter 2) or Server Set Controller (Chapter 3). <p>Important: If you have a database backup, do not continue the installation instructions <i>after</i> the Installation Wizard completes. Instead, go to step 3, below. Go to Procedure III if you do not have a backup of your database.</p> <ol style="list-style-type: none"> 2. Copy the old Server Set Controller database backup files to your Server Set Node to be promoted. 3. Using the backup copies of the databases created in Procedure I, step 7 on page 49, restore the ASADB and VADB databases: <ol style="list-style-type: none"> a. Navigate to the Start Screen, click Settings > Control Panel > Administrative Tools > Services. b. Right-click the status of the following services, and then click Stop for each service. <ul style="list-style-type: none"> ■ PVAUserMSvc ■ VAServerManager ■ VAManager <p>Note: In a cluster environment, stop VAManager service on all nodes.</p> c. Right-click the SQL Server (MSSQLSERVER) service and click Restart. d. Navigate to the Start Screen, click Programs > Avaya one-X Speech Server > Database Restore Utility. e. The Database Maintenance window is displayed. f. Select the Browse for backup file option button in the Select the backup file section.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
II. <i>(continued)</i> Installing the software and restoring the database	g. Click Browse to locate the database backup .dat file. h. Select the Force restore check box, and then click Restore .
III. Updating the Server Set Nodes	<p>You must update the Server Set Nodes to point to the new Server Set Controller:</p> <ol style="list-style-type: none"> 1. Click Start > Settings > Control Panel > Administrative Tools > Services, and then select Stop. 2. Click Start > Run. 3. Type regedit. 4. Locate and edit the following registry entry values to contain the name of the new Server Set Controller: <ol style="list-style-type: none"> a. HKLM\Software\Wow6432Node\Avaya\Avaya_UCC_InstallWizard\ControllerName b. HKLM\Software\Wow6432Node\Avaya\Avaya Advanced Speech Access\Global Parameters\ <ul style="list-style-type: none"> ■ VAPatform.DatabaseServer ■ VAPatform.ServerSetController 5. Click Start > Programs > Administrative Tools > Data Sources (ODBC). 6. Click System DSN. 7. Click Configure, and then change the SQL Server to point to the new Server Set Controller for ASADirectory and ASADatabase. 8. Click Start > Settings > Control Panel > Administrative Tools > Services, right-click VAManager, and then select Start.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
<p>IV.</p> <p>Reapplying the Auto-Configuration files</p>	<p>You must reapply the AutoConfiguration files for each Server Set Node to create the Server Set Node processes. To reapply the AutoConfiguration files:</p> <ol style="list-style-type: none"> 1. Open the following directory: C:\Program Files (x86)\AvayaSpeech Server\config\MMC\CompletedConfig <p>Note: You might have chosen a different installation location. Navigate to that location to open CompletedConfig.</p> 2. Move the .xml files in the CompletedConfig directory to the following location: C:\Program Files (x86)\AvayaSpeech Server\config\MMC\PendingConfig 3. Add the Server Set Nodes to the Server Set using the instructions in Chapter 5 of the <i>Installing Avaya one-X® Speech Guide</i> under the Section <i>Adding new Server Set Nodes to the Server Set</i>.
<p>V.</p> <p>Updating the Server Set configuration</p>	<ol style="list-style-type: none"> 1. Open the Speech Server Management Console. The application's auto-initialization runs (initialization process is hidden). 2. Expand one-X Speech Server > Server Set. 3. Expand each node name, and then verify that each node has the following: <ul style="list-style-type: none"> ■ Nuance Manager (Server Set Controller and Server Set Nodes) ■ VAServer (Server Set Controller) ■ NMS Telephony (Server Set Nodes)

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
<p>V. <i>(continued)</i></p> <p>Updating the Server Set configuration</p>	<ul style="list-style-type: none"> ■ Speech Engines (Server Set Nodes) ■ TTS (Server Set Nodes) <p>4. Delete the old Server Set Controller.</p> <p>The next several steps require you to publish application modules. The publishes must not be done simultaneously. Wait for one publish to complete <i>before</i> starting another publish. If you accidentally run more than one publish simultaneously and the publish appears to be stopped, close the SSMC, restart VAServerManager from the Administrative Tools > Services console, and then restart the publish from the SSMC.</p> <p>5. Expand Application Modules.</p> <p>6. Click VXML.</p> <p>7. Select the Disable Module check box.</p> <p>Note: Disabling the VXML application module helps maximize system resources.</p> <p>8. Click ExchangeConnector.</p> <p>9. Click Publish and wait for the publish to complete. The Done publishing application message is displayed when the publish is complete.</p> <p>10. Click IMAPConnector.</p> <p>11. Click Publish and wait for the publish to complete. The Done publishing application message is displayed when the publish is complete.</p>

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
<p>V. <i>(continued)</i></p> <p>Updating the Server Set configuration</p>	<ol style="list-style-type: none"> 12. Click CallAnswer. 13. Click Publish and wait for the publish to complete. The Done publishing application message is displayed when the publish is complete. 14. Expand Applications. 15. Click VAOutlook. 16. Select Clear and rebuild the dynamic grammar database. 17. Click Publish and wait for the publish to complete. The Done publishing application message is displayed when the publish is complete. 18. Click Configuration in the menu tree, and then select General Information. 19. Clear Skip startup of processes set for Auto Startup so that processes start automatically after a server reboot. 20. Click Accept to save the change, and then click OK. 21. Right-click one-X Speech Server, and then select Start all Processes to start all your Server Set processes. 22. Re-enable your virus scan software. For more information, see "Installing and administering virus scan software", in the <i>Avaya one-X Speech® Site Preparation Guide</i>.

Chapter 8: Troubleshooting

Introduction

If you encounter difficulties with the upgrade or test procedures, try one or more of the following:

- Read Chapter 7, *Troubleshooting* in *Installing Avaya one-X® Speech Guide*.
- See the troubleshooting topics, in the SSMC online Help system, by pressing **F1** when you are in the SSMC.
- To locate the latest one-X® Speech information:
 - a. Go to the Avaya Support Web site at:
<http://support.avaya.com>
 - b. Place your cursor over **Support**, and then select **Product Documentation** from the pop-up menu.
 - c. Select **one-X Speech** from the list of links in the menu bar located on the left side of the Web page.
 - d. Read topics that address your specific problem. Topics include:
 - Product documentation
 - Bulletins
 - Alerts
 - Warnings
- Contact your Avaya Technical Support representative.

Troubleshooting topics

Service errors reported during the installation

**CAUTION:**

If the following error occurs, it must be corrected *before* the system can run successfully:

Error registering NT services

To correct the error:

1. Restart the server
2. Re-run the installation that reported the error

Server Set Node engine failure

If you add a consecutive Server Set Node *before* the previous Server Set Node receives all of the application files, the Server Set Node engines will not start. To correct this problem, perform a full publish of every Application and Application Module on the system *after* adding all the Server Set Nodes.

Moving the *.xml file to the correct directory

If you open the SSMC before restoring the one-X® Speech database, you must move the *.xml file from the following directory:

**C:\Program Files (x86)\AvayaSpeech
Server\config\MMC\CompletedConfig**

back to the following directory:

**C:\Program Files (x86)\AvayaSpeech
Server\config\MMC\PendingConfig**

Incorrect installation paths after restoring the database

After you restored the one-X® Speech database, if your upgraded one-X® Speech standalone system or Server Set Controller is using an installation path that is different from the one that was used in the previous installation, you must modify certain parameters to use the new installation path.

To update the parameters follow these steps:

1. From the SSMC, right-click **one-X Speech Server**.
2. Select **Properties**.
3. Update the following parameter with the new installation path:

VAPatform.VAApplications

4. From the SSMC, right-click **Server Set**.
5. Select **Properties**.
6. Update the following parameters with the new installation path:

- **VAPatform.ApplicationUploadDir**

- **VAPatform.TempDirectory**

- **VAPatform.VAApplications**

- **VAPatform.VALogs**

- **VAPatform.VASystemDirectory**

- **VAPatform.VAUtterances**

- **VAPatform.VFSNamesDatabase**

- **VAFax.RequestDirectory**

- **VAFax.DataDirectory**

7. From the SSMC, right-click **Application > ApplicationDispatcher** and **Application Module > VXML**.

8. Select **Properties** for both applications.

9. Update the following parameter with the new installation path:

VAPatform.ApplicationFile

10. Restart the Speech Server or the Server Set Controller.