



Product Support Notice

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PSN # PSN005011u

Original publication date: 07-Jun-17. This is Issue #01, published date: 07-Jun-17

Severity/risk level

High

Urgency

Immediately

Name of problem Support for MS SQL Server Express 2012 Service Pack 3

Products affected

Avaya one-X Speech 6.3

Problem description

We have now certified MS SQL Server Express 2012 Service Pack 3 for Avaya one-X Speech 6.3.

Resolution

Customer can upgrade to MS SQL Server Express 2012 Service Pack 3 using the following steps:

1. Take a backup of the one-X Speech database.
2. In the **General Information** section of one-X Speech Management Console (OMC), select the **Skip startup of processes set for Auto-Startup** check box and click **Save**.
3. Stop all one-X Speech processes from OMC (Stop Graceful), and ensure that all the speech engines and one-X processes are stopped.
4. Close OMC.
5. Open Services Control Manager and stop PVAUserMSvc, VAManager, and VAServerManager services.
6. Change the startup type of these services to **Disable**.
7. Restart the system, and ensure that the services that were stopped are no longer running.
8. Run the SP3 setup file `SQLEXPR_x86_ENU.exe` by using the **Run As Administrator** option.
9. In the SQL Server Installation Center dialog box, click **New SQL Server stand-alone installation or add feature to an existing installation** and follow the installation steps.
10. After successful installation, reboot the server.
11. Change the startup type of services mentioned in Step 5 to **Automatic**.
12. Open OMC, and clear the **Skip startup of processes set for Auto-Startup** check box.
13. Start one-X Speech processes.

Note:

1. Download the `SQLEXPR_x86_ENU.exe` setup file from: <https://www.microsoft.com/en-in/download/details.aspx?id=50003>. This file supports installation on both 32-bit and 64-bit (WoW) operating systems.
2. Run the installer. The setup checks for latest updates.
3. Skip the updates or clear the **SQL Server product updates** check box, and click **Next**.
4. In the Installation Type window, click **Add features to an existing instance of SQL Server 2012**.
5. From the drop-down list, choose **MSSQLSERVER** and click **Next**.
6. In **Feature Selection**, select all the checkboxes if not selected. Ensure that **SQL Server Replication** and **SQL Client Connectivity SDK** are selected.
7. Note that, during setup, the installation wizard disappears several times and takes a few minutes to come back.
8. Reboot the system if the installer prompts to do so.

Workaround or alternative remediation

n/a

Remarks

Patch Notes

The information in this section concerns the patch, if any, recommended in the Resolution above.

Backup before applying the patch

Take a backup of the one-X Speech database from One-X Speech Management Console.

Download

n/a

Patch install instructions

Service-interrupting?

n/a

No

Verification

n/a

Failure

n/a

Patch uninstall instructions

n/a

Security Notes

The information in this section concerns the security risk, if any, represented by the topic of this PSN.

Security risks

n/a

Avaya Security Vulnerability Classification

Not Susceptible

Mitigation

n/a

For additional support, contact your Authorized Service Provider. Depending on your coverage entitlements, additional support may incur charges. Support is provided per your warranty or service contract terms unless otherwise specified.

Avaya Support Contact	Telephone
U.S. Remote Technical Services – Enterprise	800-242-2121
U.S. Remote Technical Services – Small Medium Enterprise	800-628-2888
U.S. Remote Technical Services – BusinessPartners for Enterprise Product	877-295-0099
BusinessPartners for Small Medium Product	Please contact your distributor.
Canada	800-387-4268
Caribbean and Latin America	786-331-0860
Europe, Middle East, and Africa	36-1238-8334
Asia Pacific	65-6872-8686

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