



Avaya™ Unified Communication Center Speech Access (UCC SA)

Release 2.1

Installation Guide

18-300171
Issue 3
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Notice

Every effort was made to ensure that the information in this book was complete and accurate at the time of printing. However, information is subject to change.

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<http://www.avaya.com>

Preventing Toll Fraud

Toll Fraud is the unauthorized use of your telecommunications system by an unauthorized party (for example, a person who is not a corporate employee, agent, subcontractor, or working on your company's behalf). Be aware that there is a risk of toll fraud associated with your system and that, if toll fraud occurs, it can result in substantial additional charges for your telecommunications services.

Avaya Fraud Intervention

If you *suspect that you are being victimized* by toll fraud and you need technical assistance or support, call the Technical Service Center Toll Fraud Intervention Hotline at 1.800.643.2353.

Providing Telecommunications Security

Telecommunications security of voice, data, and/or video communications is the prevention of any type of intrusion to, that is, either unauthorized or malicious access to or use of, your company's telecommunications equipment by some party.

Your company's "telecommunications equipment" includes both this Avaya product and any other voice/data/video equipment that could be accessed via this Avaya product (that is, "networked equipment").

An "outside party" is anyone who is not a corporate employee, agent, subcontractor, or working on your company's behalf. Whereas, a "malicious party" is Anyone, including someone who may be otherwise authorized, who accesses your telecommunications equipment with either malicious or mischievous intent.

Such intrusions may be either to/through synchronous (time-multiplexed and/or circuit-based) or asynchronous (character-, message-, or packet-based) equipment or interfaces for reasons of:

- Utilization (of capabilities special to the accessed equipment)
- Theft (such as, of intellectual property, financial assets, or toll-facility access)
- Eavesdropping (privacy invasions to humans)
- Mischief (troubling, but apparently innocuous, tampering)
- Harm (such as harmful tampering, data loss or alteration, regardless of motive or intent)

Be aware that there may be a risk of unauthorized intrusions associated with your system and/or its networked equipment. Also realize that, if such an intrusion should occur, it could result in a variety of losses to your company, including but not limited to, human/data privacy, intellectual property, material assets, financial resources, labor costs, and/or legal costs).

Your Responsibility for Your Company's Telecommunications Security

The final responsibility for securing both this system and its networked equipment rests with you – an Avaya customer's system administrator, your telecommunications peers, and your managers. Base the fulfillment of your responsibility on acquired knowledge and resources from a variety of sources including but not limited to:

- Installation documents
- System administration documents
- Security documents and anti-virus patches
- Hardware-/software-based security tools
- Shared information between you and your peers
- Telecommunications security experts

To prevent intrusions to your telecommunications equipment, you and your peers should carefully program and configure your:

- Avaya provided telecommunications systems and their interfaces
- Avaya provided software applications, as well as their underlying hard-

ware/software platforms and interfaces

- Any other equipment networked to your Avaya products

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Industry Canada (IC) Interference Information

This digital apparatus does not exceed the Class A limits for radio noise emissions set out in the radio interference regulations of Industry Canada.

Le Présent Appareil Numérique n'émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de la class A prescrites dans le reglement sur le brouillage radioélectrique édicté par le Industrie Canada.

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The "CE" mark affixed to the equipment means that it conforms to the referenced European Union (EU) Directives listed below:
EMC Directive89/336/EEC
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Your comments are welcome. They can assist us in improving our documentation. Please address your comments to infodev@avaya.com.

Document ID 18-300171

Avaya™ Unified Communication Center Speech Access (UCC SA) Installation Guide Release 2.1
Issue 3

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About this guide

Information in this guide is intended for the person responsible for installing Avaya™ Unified Communication Center Speech Access (UCC SA) Release 2.1.

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 jump to a topic from the Table of contents, 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, visit the Avaya Support Web site:

<http://support.avaya.com/>

Chapter 1

Special considerations

Special considerations before beginning your UCC SA installation

This section provides pre-installation instructions. It prepares you for your UCC SA installation.

Ensure that you have thoroughly read the UCC SA Site Preparation Guide (SPG). You can find the SPG on CD1 of the UCC SA software. You must have the SPG Checklist completed and available for reference throughout the UCC SA installation.

Updated information about UCC SA is provided in the product release notes (available on CD1 under Documentation). Read the release notes *before* performing any of the procedures in this guide. To install UCC SA successfully, the listed prerequisite hardware and software must already be installed on the server.

Note: During the installation of UCC SA, the system is automatically restarted several times.

The following list contains *critical information* about your UCC SA installation.

- Windows 2000 Advanced Server is not supported.
- *Speech Server* is a general term for UCC SA servers. A speech server can be a UCC SA server that hosts all the hardware, software, processes,

and application components in a standalone configuration, or it can be a Server Set Controller or Server Set Node in a multi-server configuration.

- Although the UCC SA installation instructions are presented in several parts, the physical installation and configuration of UCC SA is one continuous process.

There are two types of UCC SA configurations:

- Standalone configuration
- Multi-server configuration, which is comprised of a Server Set Controller and up to four Server Set Nodes.
- If you are installing a multi-server configuration, you must install UCC SA software on the Server Set Controller *before* you install it on the Server Set Nodes. There is one exception. If you are performing an upgrade from a Release 2.1 standalone system to a multi-server configuration, you can install the UCC SA software on the Server Set Nodes *before* you install it on the Server Set Controller.
- This installation shows you how to install the software from the three CDs provided with UCC SA. If you choose to install UCC SA from your hard drive, ensure that the three CDs are copied to the following three peer directories:
 - CD1
 - CD2
 - CD3



CAUTION:

The installation fails if the directories have any other name.

- If you are installing from a shared network drive, ensure that you do one of the following:
 - Map the network drive.
 - Obtain read and execute access to the shared drive.

**CAUTION:**

The Installation Wizard might fail to automatically restart if you do not complete this requirement.

- Ensure that the proper CDO and Hotfix is installed. See the UCC SA site preparation guide for details.
- Do *not* use Terminal Services during installation. The following occurs if you use Terminal Services:
 - Installation Wizard Auto Reboot feature does not function correctly
 - Microsoft Data Engine (MSDE) fails
- Enabling SSL is highly recommended.
- Disable your virus scan software *before* beginning the installation.
- Ensure that the Microsoft Server Service and Distributed Transaction Coordinator Service are enabled and running *before* beginning the installation.
- Set Dr. Watson so that it is not displayed by doing the following:
 - a. Click **Start > Run**.
 - b. Type **drwtsn32.exe** in the **open:** field.
 - c. Clear the **Visual Notification** option.
 - d. Click **OK**.
- If you are installing a Server Set, ensure that the Remote Registry service is running on the Server

Set Controller. To verify that the Remote Registry service is running, go to:

Start > Settings > Control Panel > Administrative Tools > Services

Note: This allows the Server Set Node installations to automatically select configuration data. If you do not have this service running, the Installation Wizard reports an error. You can continue the installation by re-entering the configuration selections.

Information about the Service Account (for Exchange implementations only)

The Service Account is a Windows User Account. It is also a member of the Local Administrators Group on the Speech Server. The Speech Server processes run in the context of this account.

UCC SA deletes all messages in the Service Account mailbox after publishing is complete. Ensure that you use a dedicated Service Account for installing and administering UCC SA.

Important: The Service Account alias must be unique. It also cannot match any portion or substring of the following Exchange Mailbox fields of any user on the Exchange server.

- Alias
- Last Name
- First Name
- Display Name
- Distinguished Name

For example,

- If any Exchange Mailbox Alias starts with *JDOE*, then the Service Account alias cannot be *JDOE*.
- If any Exchange user has *Smith* listed in the Last Name field, then the Service Account alias cannot be *Smith*. Installation software for specific speech servers

The standalone system, Server Set Controller, and Server Set Nodes each have their own unique software configurations. See [Table 1-1](#) for details.

Table 1-1. Standalone and Multi-server software configurations

Standalone	Multi-server	
	Server Set Controller	Server Set Nodes
■ Microsoft Data Access Objects 3.5 ■ Microsoft XML Parser ■ Windows Media Encoder 7.0 ■ Adobe Acrobat Reader ■ Nuance V8.5.0 and Post-GA Patches ■ Microsoft Data Engine (MSDE) 2000 ■ Avaya Speech Server ■ Avaya Speech Access ■ Avaya License Manager ■ NMS Telephony Software ■ SpeechWorks	■ Microsoft Data Access Objects 3.5 ■ Microsoft XML Parser ■ Windows Media Encoder 7.0 ■ Adobe Acrobat Reader ■ Nuance V8.5.0 and Post-GA Patches ■ Microsoft Data Engine (MSDE) 2000 ■ Avaya Speech Server ■ Avaya Speech Access ■ Avaya License Manager	■ Microsoft Data Access Objects 3.5 ■ Microsoft XML Parser ■ Windows Media Encoder 7.0 ■ Adobe Acrobat Reader ■ Nuance V8.5.0 and Post-GA Patches ■ Microsoft Data Engine (MSDE) 2000 ■ Avaya Speech Server ■ Avaya Speech Access ■ NMS Telephony Software ■ SpeechWorks

Important: Each Server Set Node installation is identical. Each Server Set Node has a unique name.

Minimum hardware requirements

See [Table 1-2](#) for the UCC SA Speech Server minimum requirements.

Table 1-2. UCC SA Speech Server minimum requirements

Hardware component	Standalone system or Server Set Node	Server Set Controller
Processor	1 GHz Intel Pentium III (maximum of 12 Speech Access ports) 2 GHz Intel Pentium IV (maximum of 48 Speech Access ports) <u>For high-end deployment:</u> Dual processor 2.8 GHz clock speed	2 GHz Intel Pentium IV <u>For high-end deployment:</u> Dual processor 2.8 GHz clock speed
Memory Note: Avaya recommends that you purchase parity or Error Corrective Code (ECC) memory that can detect memory errors.	1.5 GB memory (maximum of 8 Speech Access ports) 2 GB memory (maximum of 24 Speech Access ports) 4 GB memory (maximum of 48 Speech Access ports) <u>For high-end deployment:</u> 3 GB memory	2 GB memory (maximum of 5,000 subscribers for each cluster) 4 GB memory (maximum of 10,000 subscribers for each cluster) <u>For high-end deployment:</u> 3 GB memory Raid controller
Drives	18 GB available hard drive space CD-ROM drive	18 GB available hard drive space CD-ROM drive
Network	100 Mbit PCI LAN adapter	100 Mbit PCI LAN adapter
Slots	One available 3.3-volt or 5-volt 32-bit PCI slot	Not required
Modem – 56 Kbps modem for remote access and troubleshooting of the UCC SA installation		

Note: See the UCC SA site preparation guide for recommended hardware requirements.

Multi-server configuration connectivity

Your Server Set Controller and Server Set Nodes must be connected through your LAN using standard ethernet cards and network wiring. The Server Set Controller is not connected to the PBX. All your Server Set Nodes connect to the PBX using NMS cards and PBX wiring. Each Server Set Node connects to interfaces, such as voicemail, e-mail, and LDAP through standard network wires and ethernet cards.

Key things-to-remember checklist

Things to remember before starting the installation		
Did you remember to...	Yes	No
Complete the site preparation guide (SPG) checklist?		
Keep the SPG checklist available?		
Keep your UCC SA license key available?		
Disable your virus scan software? See the site preparation guide for details.		
Enable the Microsoft Server Service and Distributed Transaction Coordinator Service? See the site preparation guide for details.		
Label your folders CD1, CD2, and CD3 if not installing from the CDs?		
Install SMTP and NNTP service components (if not already installed) (For Exchange implementation only)?		
Upgrade your Microsoft Exchange CDO (if required) (for Exchange implementation only)?		
Ensure that you have sufficient hard drive space?		
Ensure that your remote administration station (if applicable) receives the same UCC SA release as the speech servers that the station is managing?		
Things to remember during the installation		
Remember that...	Yes	No
You must verify that each procedure applies to your specific UCC SA 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.		
If you are installing the UCC SA system in the UK, you must ensure that you select the appropriate language or voice for the Text-to-Speech (TTS) and Automatic Speech Recognition (ASR) components. You must also select the language on the Installation Wizard Speech Server Configuration dialog box. After the installation, ensure that you go to " Setting parameters for installations in the UK " on page 128 to compile grammars using Nuance License Manager.		

Chapter 2

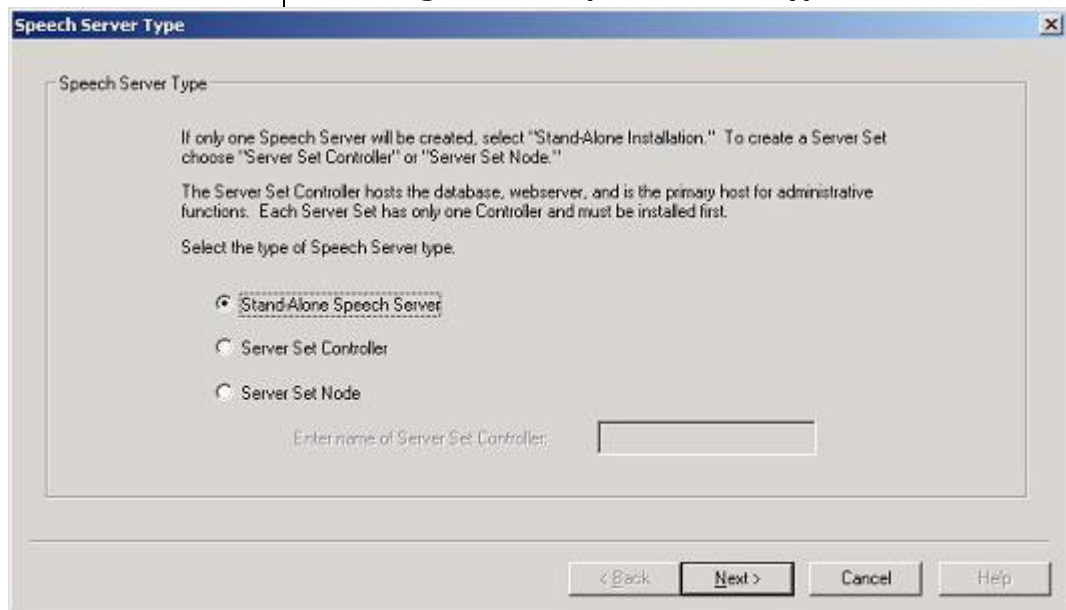
UCC SA standalone system installation

UCC SA standalone system installation

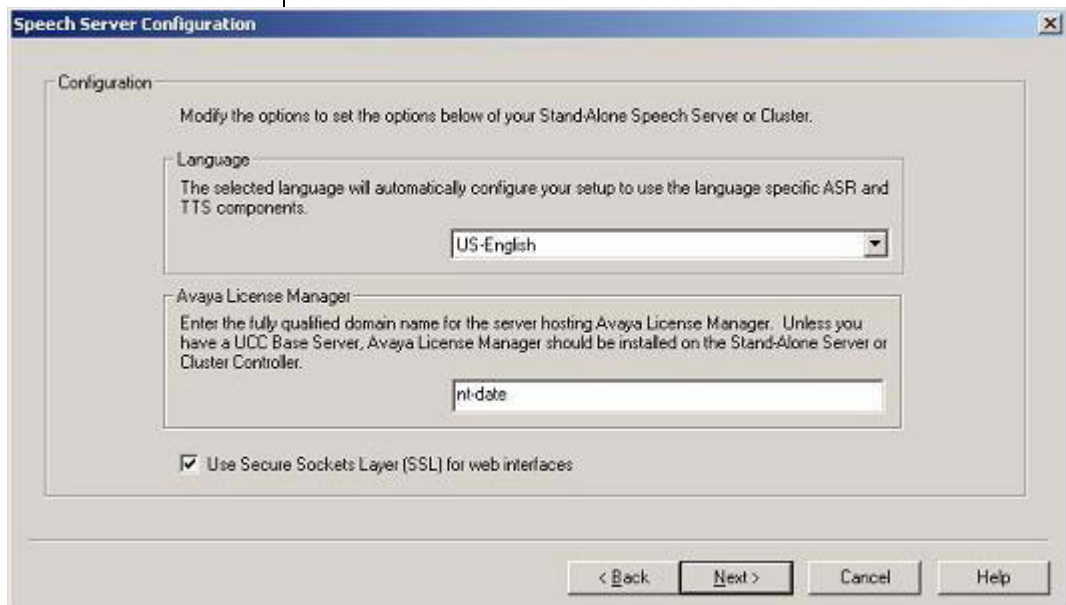
Part 1 – Installing Prerequisites (CD1)

Procedure	Step-by-step instructions
I Starting the installation	Note: During the UCC installation, the New Hardware Wizard might be displayed to alert you that a PCI Controller is detected. Click Cancel to exit the wizard. The PCI controller software will be installed during the NMS software installation. 1. Log in as the Service Account. 2. Insert CD1 into the CD-ROM drive, or run CD1\Autorun.exe. Note: The CD automatically runs and the Avaya UCC Speech Access main menu is displayed. The main menu includes the following topics: ■ UCC Speech Access Installation ■ Administration Station Setup ■ Documentation ■ Browse CD ■ Contact Us 3. Click UCC Speech Access Installation on the main menu.

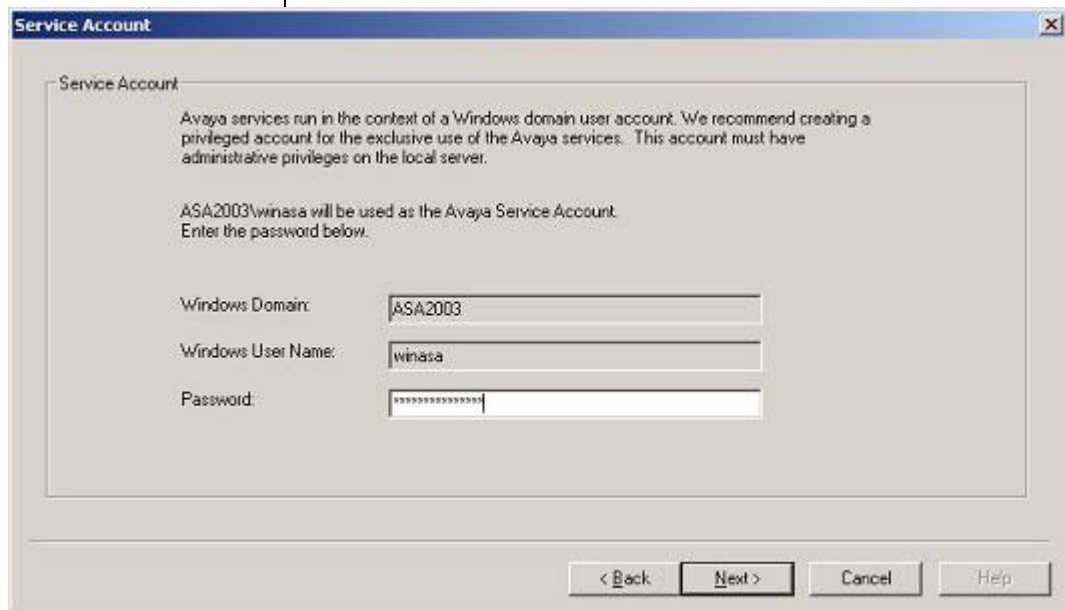
Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
I. <i>(continued)</i> Starting the installation	4. Select the appropriate country on the Avaya End User License Agreement screen, read the agreement, and click Accept. The Speech Server Type dialog box is displayed. See Figure 2-1 on page 9.

Figure 2-1. Speech Server Type

5. Select **Standalone Speech Server**, and then click **Next**.
6. The **Speech Server Configuration** dialog box is displayed. See [Figure 2-2](#).

Figure 2-2. Speech Server Configuration

Procedure (continued)	Step-by-step instructions (continued)
I. (continued) Starting the installation	7. Accept the default language, or select a language from the Language drop-down menu. 8. In the fully qualified domain name field, type the domain name for the server hosting the Avaya License Manager or accept the default domain name. 9. Select Use Secure Sockets Layer (SSL) for web interfaces (highly recommended), and click Next. Note: Select Use Secure Sockets Layer (SSL) for web interfaces only if you installed the required certificate for SSL. 10. The Service Account Information dialog box is displayed. Type your password. Your password is stored in an encrypted format. See Figure 2-3. Figure 2-3. Service Account Information



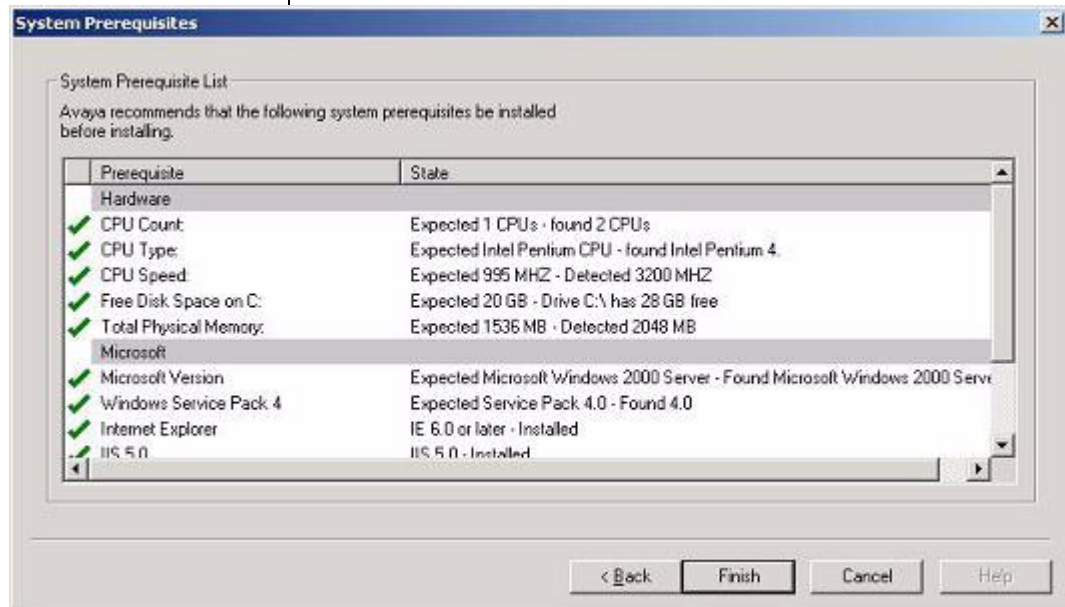
11. Click **Next**. The **System Prerequisites** dialog box is displayed. See [Figure 2-4 on page 11](#).

Procedure (continued)	Step-by-step instructions (continued)
-----------------------	---------------------------------------

I. (continued)

Starting the installation

Figure 2-4. System Prerequisites



12. Verify that all system prerequisites are met before continuing the installation.

13. Click **Finish**.

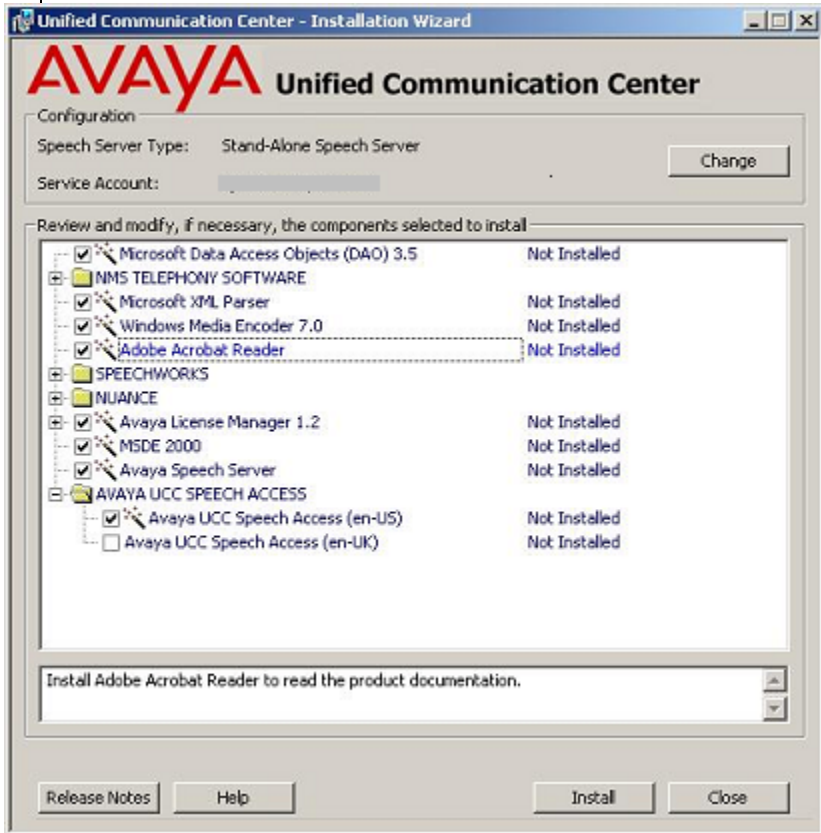
Procedure (continued)	Step-by-step instructions (continued)
-----------------------	---------------------------------------

II.

Selecting components to install

The **Installation Wizard** dialog box is displayed. See [Figure 2-5 on page 12](#).

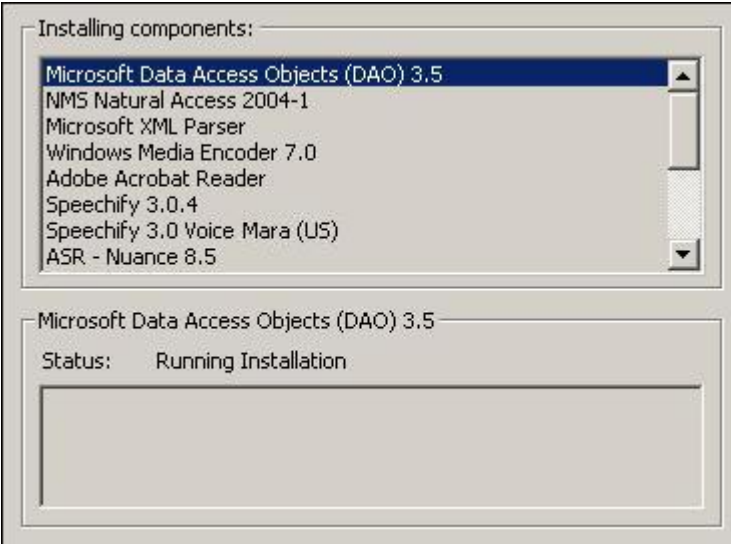
Figure 2-5. Installation Wizard



1. Click **Change** on the **Installation Wizard** main menu if you must return to the initial setup dialog boxes. Otherwise, proceed to [Step 2](#).
2. Expand all folders on the **Installation Wizard** main menu.
3. See [Table 1-1, "Standalone and Multi-server software configurations," on page 5](#), and then select the appropriate components:
 - Microsoft Data Access Objects (DAO) 3.5
 - NMS Telephony Software
 - NMS Natural Access 2004-1
 - Microsoft XML Parser

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
II. <i>(continued)</i> Selecting components to install	■ Windows Media Encoder 7.0 ■ Adobe Acrobat Reader ■ SpeechWorks ■ Speechify 3.0.4 ■ Speechify Voice – Select desired voice(s): ⇒ Mara (US female voice – recommended for US installations) ⇒ Jill (US female voice) ⇒ Tom (US male voice) ⇒ Helen (UK female voice for UK installations) ■ Nuance ■ ASR – Nuance 8.5 ■ Nuance V8.5.0 Post-GA Patches Rev E ■ Language Module UK English ■ Language Module US English ■ Avaya License Manager 1.2 ■ InstallShield Scripting Engine ■ MSDE 2000 ■ Avaya Speech Server ■ Avaya UCC Speech Access ■ Avaya UCC Speech Access (en-US) ■ Avaya UCC Speech Access (en-UK) Important: Select either en-US for US English or en-UK for UK English. Selecting both languages will invoke both installation programs. UCC SA supports only one installed language. 4. Click Install.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
III. Setting the Installation reminders information	The Installation Reminders dialog box is displayed reminding you to: ■ Disable your virus scan software ■ Select No, reboot later if prompted during a component installation See Figure 2-6 on page 14. Figure 2-6. Installation Wizard Reminder  1. 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. Important: The password is unencrypted for each reboot and is re-encrypted when the Installation Wizard is displayed. 2. Select Do not wait for installer confirmation on reboots if you want to enable this option. Note: If you select this box, a Reboot Required dialog box is displayed with a 90 second countdown field each time the system requires a reboot. You can click Cancel or Reboot Now on this dialog box. 3. Click Install to begin the installation. The Installing Components screen is displayed. See to Figure 2-7 on page 15.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
III. <i>(continued)</i> Setting the Installation reminders information	Figure 2-7. Installing Components  CAUTION: As the installation continues, click Later if you are prompted to reboot your system <i>now</i> or <i>later</i>. If you click Reboot Now, the Installation Wizard - Unexpected Reboot Cancelled dialog box is displayed informing you that the reboot request is cancelled. You can click OK on the dialog box after the install of the component completes.
IV. Installing Microsoft Data Access Objects 3.5	1. Click Install on the Ready to Install the Program dialog box. The status of the installation is displayed on the Installing Microsoft DAO 3.5 dialog box. 2. Click Finish on the InstallShield Wizard Completed dialog box.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
V. Installing the NMS software	1. The Natural Access 2004-1 for Windows - InstallShield Wizard dialog box is displayed. The installation files are extracted. 2. Click Next on the Welcome screen. 3. Read the license agreement, and then click Yes to continue. 4. On the series of NMS installation dialog boxes: a. Select AG and CG, and then click Next. b. Scroll down the list of countries and choose the appropriate country. Do <i>not</i> select Canada. Select United States if you are installing in Canada. Click Next. Note: Use the down-arrow of your keyboard or click the scroll bar down-arrow to display the United Kingdom and United States menu options.  CAUTION: The installation fails if you select Canada. c. Accept the default c:\NMS destination folder as Avaya recommends. You can also Browse to a different location. Click Next. d. Accept the default Program Folder. Click Next. e. Select Let Setup modify your settings on the Setting Environment Variables dialog box, and then click Next. f. Click Next on the Start Copying Files dialog box. Note: Several progress bars are displayed during the next few minutes.

Procedure (continued)	Step-by-step instructions (continued)
V. (continued) Installing the NMS software	 CAUTION: When installing the NMS software on Windows 2003, the Security Alert - Driver Installation dialog box is displayed twice to validate whether you want to install the unsigned NMS driver software or not. Click Yes each time when you are prompted to do so. If you cannot see the Security Alert - Driver Installation dialog box, it might be hidden behind the main installation windows. Press <ALT> <TAB> to bring the dialog box to the front so that you can proceed with the NMS software installation. If the NMS installation appears to be suspended during the installation of Plug and Play support for AG and CG boards or if the status of Copying CT Access Files is at 93% complete, the Security Alert - Driver Installation dialog box is hidden behind the installation windows. 5. Click No when you are prompted to install NMS Hot Swap Support. 6. Click No when you are prompted to install CoolEdit sound editing software. 7. Click No when you are prompted to view the ReadMe file.  CAUTION: Do <i>not</i> use the NMS diagnostic tools or other NMS programs to attempt to configure the card yourself. Important: When prompted to restart the system, select "No, I will restart my computer later". 8. Click Finish to exit the Setup Wizard. Note: The Installation Wizard displays the Reboot Required dialog box. Click Reboot Now to reboot, or click Cancel to stop the installation. If you selected Do not wait for installer confirmation on reboots, you can manually click Reboot Now, wait for the 90 second countdown, or click Cancel to stop the installation.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
V. <i>(continued)</i> Installing the NMS software	You must log back into Windows as the Service Account if you did not select Configure Windows to automatically login on reboots at the beginning of the installation. See Figure 2-8. Figure 2-8. Reboot Required  CAUTION: The Installation Wizard starts automatically. 9. Disable your virus scan software. 10. Click Continue Install when the Installation Reminders dialog box is displayed.
VI. Setting up the XML Parser	1. Click Next when the XML Parser Setup screen is displayed (if not already installed). 2. Read and accept the Microsoft End User License Agreement, and then click Next. The Customer Information dialog box is displayed. 3. Type your user name and organization. Click Next. 4. Click Install when the Ready to Install dialog box is displayed. 5. Click Finish when the Installation Complete Wizard dialog box is displayed.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
VII. Installing Windows Media Encoder 7	1. Read the License Agreement when the Windows Media Encoder 7 setup launches, and then click Yes. 2. Click Next when the Welcome to Windows Media Encoder 7 Setup Wizard dialog box is displayed. 3. Click Finish on the Installation Directory dialog box to begin the installation. Note: Click Yes if you are prompted to create the Windows Media Components folder. 4. Select Exit Setup on the Setup Complete dialog box, and click OK.
VIII. Installing Adobe Acrobat Reader (if it is not already installed)	1. Wait while Adobe is unpacking files preparing for the InstallShield Wizard. 2. Select Next on the Acrobat Reader 5.0.5 Setup window. 3. Accept the default path or browse to select a specific path. Click Next. 4. Click OK when the Information dialog box is displayed. Important: If prompted to restart the system, select "No, I will restart my computer later". 5. Click Finish to exit the Setup Wizard. 6. Go to "Part 2 – Installing Speechify 3.0 (CD2)" on page 20 when the Please Insert CD Number: 2 dialog box is displayed.

Part 2 – Installing Speechify 3.0 (CD2)

Procedure	Step-by-step instructions
IX. Installing Speechify 3.0	1. Insert CD2, and click OK on the Please Insert CD Number: 2 dialog box. 2. Click Next when the Speechify 3.0 for Windows Setup dialog box is displayed. 3. Read and accept the Speechify 3.0 End User License Agreement, and click Next. 4. Click Custom when the Choose Setup Type dialog box is displayed. Important: Ensure that you select Custom. Otherwise, Speechify Licensing Service might not start after installation. 5. Select Speechify licensing service and change the installation type to Entire feature will be unavailable in the Custom Setup dialog box. 6. Click Next. 7. Click Install on the Ready to Install dialog box. 8. Click Finish to exit the Setup Wizard. Important: The Speechify Reboot Required dialog box mentioned in the following note (below) might not be displayed. If you are not prompted to reboot, go to Step 11 on page 21. Otherwise, continue with the note below. Note: The Installation Wizard displays the Reboot Required dialog box. Click Reboot Now to reboot, or click Cancel to stop the installation. If you selected Do not wait for installer confirmation on reboots, you can manually click Reboot Now, wait for the 90 second countdown, or click Cancel to stop the installation.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
IX. <i>(continued)</i> Installing Speechify 3.0	You must log back into Windows as the Service Account if you did not select Configure Windows to automatically login on reboots at the beginning of the installation.  CAUTION: The Installation Wizard starts automatically. 9. Disable your virus scan software. 10. Click Continue Install on the Installation Reminders dialog box after the Installation Wizard restarts. 11. Click Next when the Speechify 3.0 Voice dialog box is displayed. 12. Read and accept the Speechify 3.0 Voice License Agreement, and click Next. 13. Click Next to accept the default path and how the program features are being installed (recommended), or click Change to select a different location on the Custom Setup dialog box. 14. Click Install on the Ready to Install the Program dialog box. 15. Click Finish on the InstallShield Wizard Completed dialog box. 16. Repeat Steps 11 to 15 if you want to replace an existing voice with another voice. 17. Go to “Part 3 – Installing Nuance V8.5.0 (CD3)” on page 22 when the Please Insert CD Number: 3 dialog box is displayed.

Part 3 – Installing Nuance V8.5.0 (CD3)

Procedure	Step-by-step instructions
X. Installing Nuance V8.5.0 Rev E	1. Insert CD3, and click OK on the Please Insert CD Number: 3 dialog box. The Extracting Files screen and progress bar are displayed. For Windows 2003 only: Click OK when the Nuance Warning dialog box, which indicates that Nuance is only supported on Windows 2000, is displayed. The Nuance Service Pack will add Windows 2003 support. 2. Click Next on the Nuance v8.5.0 Setup dialog box. 3. Read the Nuance V8.5 License Agreement, and then click Yes to accept it. 4. Click Next to accept the default location (recommended) when the Choose Destination Location dialog box is displayed. You can also click Browse to select a different location. 5. Select Compact on the Setup Type dialog box, and click Next. 6. Accept the default when the Select Program Folder dialog box is displayed, and click Next. 7. Click Next on the Start Copying Files dialog box. The Copying Program Files Progress Bar is displayed.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
X. <i>(continued)</i> Installing Nuance V8.5.0 Rev E	8. When the InstallShield Wizard Complete dialog box is displayed: - Ensure that the Install Watcher as a Windows 2000 Service check box is selected. - Uncheck Yes, I want to review release notes if you do not want to read the release notes. - Click Finish. The Nuance v8.50 Installation Complete dialog box is displayed. Important: When prompted to restart the system, select "No, I will restart my computer later". 9. Click Finish. Note: The Installation Wizard displays the Reboot Required dialog box. Click Reboot Now to reboot, or click Cancel to stop the installation. If you selected Do not wait for installer confirmation on reboots, you can manually click Reboot Now, wait for the 90 second countdown, or click Cancel to stop the installation. You must log back into Windows as the Service Account if you did not select Configure Windows to automatically login on reboots at the beginning of the installation.  CAUTION: The Installation Wizard starts automatically. - Disable your virus scan software. - Stop the following two services: - Windows Management Instrumentation - Microsoft Exchange Management - Click Continue Install when the Installation Reminders dialog box is displayed.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
XI. Installing WinZip Self-Extractor Language Module – EnglishAmerica V8-5-0 R3 and Nuance V8.5.0 Post-GA Patches Rev E	The WinZip Self-Extractor for the selected Nuance language module is displayed. 1. Verify that Overwrite files without prompting is selected. 2. Click Unzip to extract the files to the following default folder (recommended), or click Browse to extract to a different location: C:\Nuance\V8.5.0 3. Click OK on the WinZip Self-Extractor dialog box when extraction is complete. 4. Click Close on the WinZip Self-Extractor Language Module dialog box. Wait for the services to stop. The Nuance V8.5.0 SP and Patches (Rev E) - InstallShield Wizard dialog box is displayed. The installation files are extracted. 5. Click Next on the Welcome dialog box. 6. Click Next on the Start Copying Files dialog box.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
XI <i>(continued)</i> Installing WinZip Self-Extractor Language Module – EnglishAmerica V8-5-0 R3 and Nuance V8.5.0 Post-GA Patches Rev E	7. Click Finish on the Installation Complete dialog box. If the system does not prompt you to reboot, go to Step 11. If the system prompts you to reboot, go to Step 8. 8. Nuance V8.5.0 might require a reboot to complete the installation. The Installation Wizard displays the Reboot Required dialog box if a reboot is required. Click Reboot Now to reboot, or Cancel to abort the installation. If you selected Do not wait for installer confirmation on reboots then you can either manually click Reboot Now, wait for the 90 second countdown, or click Cancel to abort the installation. You must log back into Windows as the Service Account if you did not select Configure Windows to automatically login on reboots at the beginning of the installation.  CAUTION: The Installation Wizard starts automatically. 9. Disable your virus scan software. 10. Click Continue Install when the Installation Reminders dialog box is displayed. 11. Go to “Part 4 – Installing ISScript and Avaya License Manager (CD1)” on page 26 when the Please Insert CD Number: 1 dialog box is displayed.

Part 4 – Installing ISScript and Avaya License Manager (CD1)

Procedure	Step-by-step instructions
XII. Installing ISScript and Avaya License Manager	1. Insert CD1, and click OK on the Please Insert CD Number: 1 dialog box. Note: The CD automatically runs, and the UCC SA Installation Wizard is re-displayed. 2. Press Alt + Tab if necessary until the ISScript InstallShield Wizard is displayed. 3. Click Next. 4. Read and accept the ISScript License Agreement, and click Next. 5. Click Install on the Ready to Install the Program dialog box. 6. Click Finish when the InstallShield Wizard Completed dialog box is displayed. 7. Click Next when the Avaya License Manager InstallShield Wizard dialog box is displayed. 8. Select a language and click Next on the License Agreement Language Selection dialog box. 9. Read and accept the Avaya End User License Agreement, and click Next. The Secure Socket Layer (SSL) Information dialog box is displayed. 10. Enable SSL (highly recommended), and then click Next. Note: Select Use Secure Sockets Layer (SSL) for web interfaces only if you installed the required certificate for SSL.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
XII. <i>(continued)</i> Installing ISScript and Avaya License Manager	11. Click Next on the Destination Folder dialog box to accept the default location (recommended), or click Change to select a different location. 12. When the Ready to Install the Program dialog box is displayed, click Install to install the Avaya License Manager. 13. Click Finish when the InstallShield Wizard Completed dialog box is displayed. Note: The Installation Wizard displays the Reboot Required dialog box. Click Reboot Now to reboot, or click Cancel to stop the installation. If you selected Do not wait for installer confirmation on reboots, you can manually click Reboot Now, wait for the 90 second countdown, or click Cancel to stop the installation. You must log back into Windows as the Service Account if you did not select Configure Windows to automatically login on reboots at the beginning of the installation.  CAUTION: The Installation Wizard starts automatically. 14. Disable your virus scan software. 15. Click Continue Install when the Installation Reminders dialog box is displayed.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
XIII. Installing MSDE 2000	1. Click Next on the MSDE 2000 InstallShield Wizard dialog box. 2. Avaya recommends that you accept the default path on the Destination Folder dialog box. You can click Change to select another location. Click Next. Note: The Installation Wizard displays the Reboot Required dialog box. Click Reboot Now to reboot, or click Cancel to stop the installation. If you selected Do not wait for installer confirmation on reboots, you can manually click Reboot Now, wait for the 90 second countdown, or click Cancel to stop the installation. You must log back into Windows as the Service Account if you did not select Configure Windows to automatically login on reboots at the beginning of the installation.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
XIII. <i>(continued)</i> Installing MSDE 2000	3. Click Install on the Ready to Install the Program dialog box. The Microsoft SQL Server Desktop Engine installation status bar is displayed. The installation might continue even though the time remaining shows 0 seconds. 4. Click No on the Microsoft SQLServer Desktop Engine dialog box to prevent a system reboot. 5. Click Finish on the InstallShield Wizard Completed dialog box. Note: The Installation Wizard displays the Reboot Required dialog box. Click Reboot Now to reboot, or click Cancel to stop the installation. If you selected Do not wait for installer confirmation on reboots, you can manually click Reboot Now, wait for the 90 second countdown, or click Cancel to stop the installation. You must log back into Windows as the Service Account if you did not select Configure Windows to automatically login on reboots at the beginning of the installation.  CAUTION: The Installation Wizard starts automatically. 6. Disable your virus scan software. 7. Click Continue Install when the Installation Reminders dialog box is displayed. 8. Go to "Part 5 – Installing Avaya UCC Speech Server (CD1)" on page 30.

Part 5 – Installing Avaya UCC Speech Server (CD1)

Procedure	Step-by-step instructions
XIV. Installing Avaya UCC Speech Server	1. Click Next when the Welcome to Avaya UCC Speech Server Version 2.1 dialog box is displayed. Note: The Installing Components screen and a progress bar are displayed. The components might take a few minutes to be extracted. 2. Click Next on the Welcome dialog box. 3. Click Next on the Choose Destination dialog box to accept the default location (recommended), or click Browse to select another location. 4. Accept the default when the Select Program Folder dialog box is displayed, and then click Next. The installation of the Speech Server begins, and a progress bar is displayed. Several information boxes are displayed consecutively. 5. Type your company name and site name in the respective fields when the Speech Server Configuration dialog box is displayed, and then click Next.

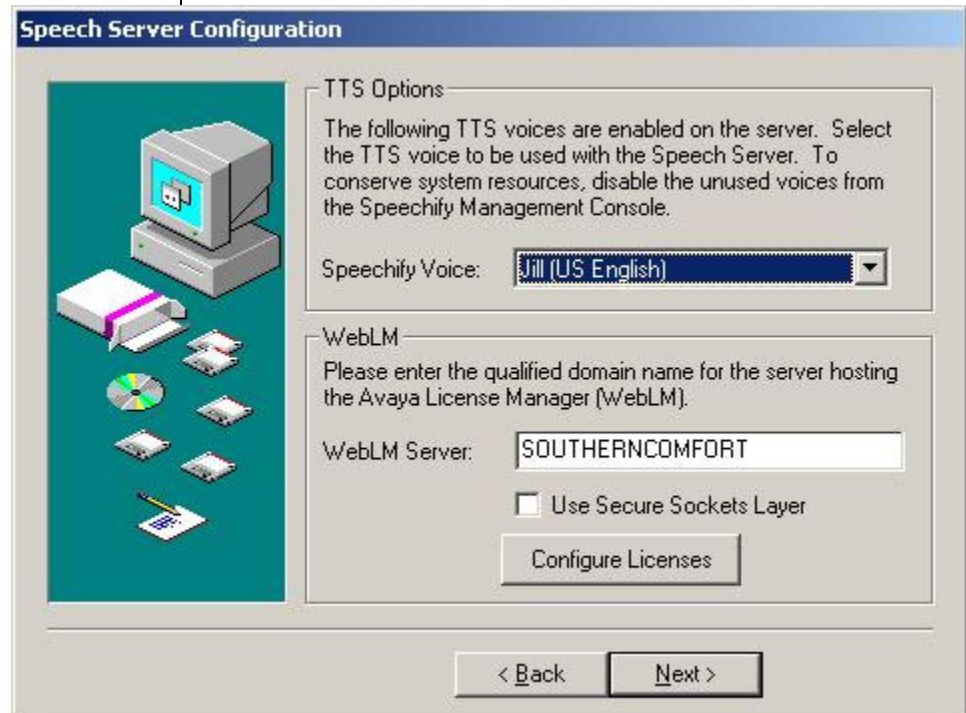
Procedure (continued)	Step-by-step instructions (continued)
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XIV. (continued)

Installing Avaya UCC Speech Server

- The **Speech Server Configuration Text-to-Speech (TTS) and Avaya License Manager (WebLM)** dialog box is displayed. See [Figure 2-9](#).

Figure 2-9. Text-to-Speech and Avaya License Manager



- Select a Speechify voice from the **Speechify Voice** drop-down menu.

Note: Select **Helen** for UK installations.

- Type the name of the standalone system that hosts the Avaya License Manager in the **WebLM Server** field.

- Avaya recommends that you select **Use Secure Sockets Layer**.

Note: Select **Use Secure Sockets Layer (SSL) for web interfaces** only if you installed the required certificate for SSL.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
XIV. <i>(continued)</i> Installing Avaya UCC Speech Server	10. Click Configure Licenses to display the Avaya License Manager Web page. Use Procedure "XV." on page 32 to configure the licenses on this Web page. Skip to Procedure XV. (continued) Step 14 to complete the Avaya Speech Server installation. Important: Internet Explorer settings are user specific. You must run the Internet Explorer Connection Wizard under the UCC SA Service Account if you have not done this already. Do this <i>before</i> you configure licenses. Note: You can also access the Avaya License Manager Web page by going to: Start > Programs > Avaya License Manager
XV. Administering Avaya License Manager (WebLM)	1. Click the License Administration link if this is a new WebLM license installation. Note: For Windows 2003 only, ensure that you have enabled ISAPI extensions and Active Server Pages. Refer to the UCC SA Release 2.1 Site Preparation Guide for information on how to enable ISAPI extensions and Active Server Pages. 2. Type one of the following in the Password field: ■ UCC License Manager password ■ Default admin1 password if this is a new WebLM installation Note: Ensure that all letters in the default password are lowercase and the password does not have spaces. 3. Click Continue. 4. Go to Step 8 if this is not a new installation of WebLM.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
XV. <i>(continued)</i> Administering Avaya License Manager (WebLM)	5. Type the following if this is a new WebLM installation, and then click Change Password: a. Old password (admin1) b. New password c. New password again See Figure 2-10. Figure 2-10. Change Administrator Password

WebLM License Administration - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Media Print

Address <http:// /WebLM/LicenseServer> Go Links >>

License Administration

Change Administrator Password

Old password:

New password:

Re-type new password:

- 6. Click the **Back to WebLM Main Page** link.
- 7. Click **License Administration**.
- 8. Type your new password, and click **Continue**.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
XV. <i>(continued)</i> Administering Avaya License Manager (WebLM)	9. Type the license file name in the Install License File section, or click Browse to navigate to the license file, and then click Install. Note: Ensure that you have obtained your license key through the Avaya Support Web site at: http://www.avaya.com/services/rfa. See Figure 2-11. Figure 2-11. Install License File

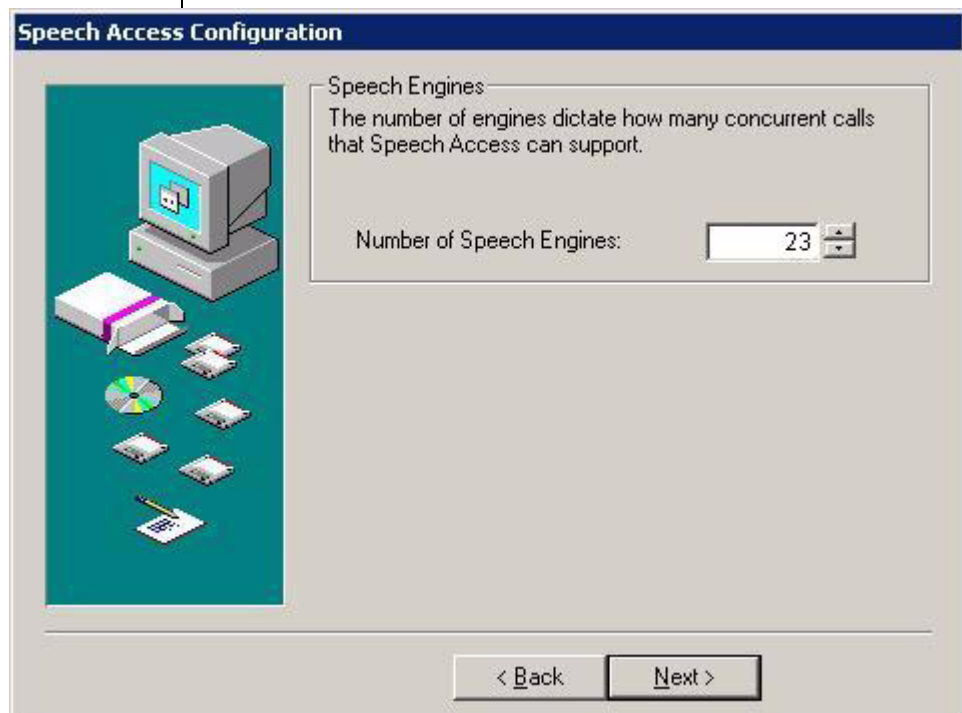


10. Click the **Back to WebLM Main Page** link when the license file installation is successful.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
XV. <i>(continued)</i> Administering Avaya License Manager (WebLM)	11. Click the Unified Communication Center link in the Licensed Products section. 12. Verify all your licenses on the License Acquisition Status page. 13. Close the browser when verification is complete. 14. Click Next on the Speech Server Configuration dialog box. 15. Click Finish when the Setup Complete dialog box is displayed. The system restarts automatically. Note: The Installation Wizard displays the Reboot Required dialog box. Click Reboot Now to reboot, or click Cancel to stop the installation. If you selected Do not wait for installer confirmation on reboots, you can manually click Reboot Now, wait for the 90 second countdown, or click Cancel to stop the installation. You must log back into Windows as the Service Account if you did not select Configure Windows to automatically login on reboots at the beginning of the installation.  CAUTION: The Installation Wizard starts automatically. 16. Disable your virus scan software. Click Continue Install when the Installation Reminders dialog box is displayed. 17. Go to "Part 6 – Installing the Speech Access Application (CD1)" on page 36.

Part 6 – Installing the Speech Access Application (CD1)

Procedure	Step-by-step instructions
XVI. Installing the Speech Access application	1. Click Next when the Welcome to Avaya UCC Speech Access Version 2.1 dialog box is displayed. The Extracting Files and Setup screens are displayed. 2. The Destination Location dialog box is displayed. Accept the default path or click Browse to select a specific path. Click Next. 3. Click Next to accept the default folder when the Select Program Folder dialog box is displayed. Note: A progress bar and multiple information boxes are displayed. 4. The Speech Access Configuration Speech Engines dialog box is displayed. See Figure 2-12. Figure 2-12. Speech Access Configuration Speech Engines



Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
XVI. <i>(continued)</i> Installing the Speech Access application	Important: For UCC SA, you must have 1 ASR port (displayed as SA_Sessions in Avaya License Manager) for each Speech Engine in the Server Set. 5. Scroll to or type the appropriate number of Speech Engines in the Number of Speech Engines field, and then click Next. 6. Click Finish when the Setup Complete dialog box is displayed. 7. Click OK when the Installation Complete dialog box is displayed. The Speech Access application is now installed. See Figure 2-13. Figure 2-13. Installation Complete  8. Click Close on the Installation Wizard main window to exit the Installation Wizard. 9. Click Restart when prompted to restart the system. Note: You are not automatically logged in from this point forward even if you selected Configure Windows to automatically login on reboots at the beginning of the installation. Important: Ensure that your T1/E1 card is connected to the PBX switch. Verify that the green light is displayed on the back of the NMS card. 10. Proceed to "UCC SA Configuration" on page 89.

Chapter 3

UCC SA Server Set Controller installation

UCC SA Server Set Controller installation

Part 1 – Installing Prerequisites (CD1)

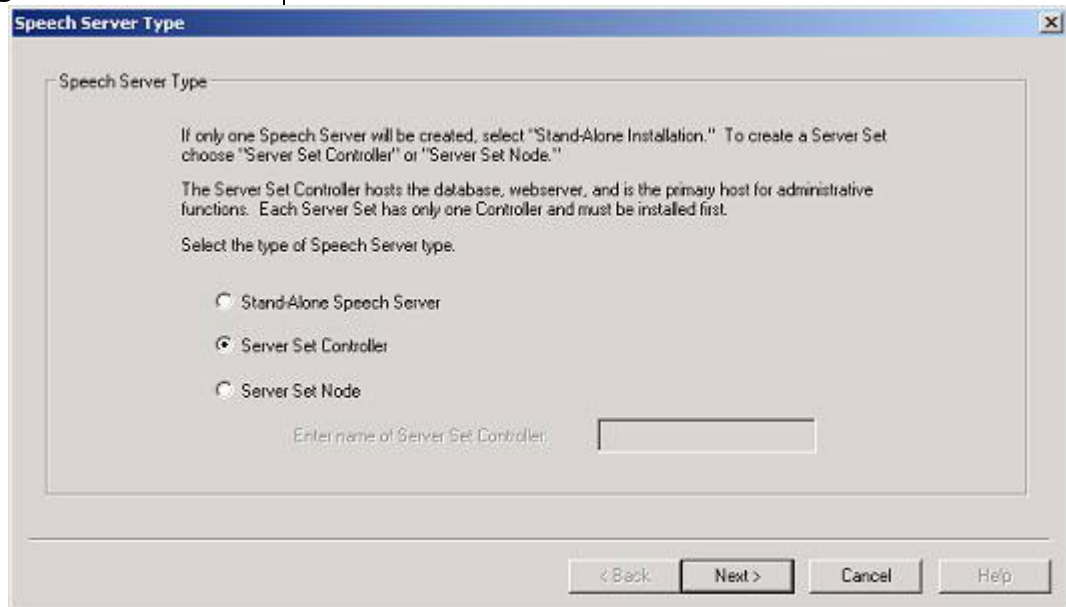
Procedure	Step-by-step instructions
I. Starting the installation	1. Log in as the Service Account. 2. Insert CD1 into the CD-ROM drive, or run CD1\Autorun.exe. Note: The CD automatically runs and the Avaya UCC Speech Access main menu is displayed. The main menu includes the following topics: ■ UCC Speech Access Installation ■ Administration Station Setup ■ Documentation ■ Browse CD ■ Contact Us 3. Click UCC Speech Access Installation on the main menu. 4. Select the appropriate country on the Avaya End User License Agreement screen, read the agreement, and click Accept. The Speech Server Type dialog box is displayed. See Figure 3-1 on page 39.

Procedure (continued)	Step-by-step instructions (continued)
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I. (continued)

Starting the installation

Figure 3-1. Speech Server Type



Important: You must install the Server Set Controller software *before* you install the Server Set Node software. There is one exception. If you are converting your UCC SA Release 2.1 standalone system to a multi-server configuration, you can install your Server Set Node software before you install your Server Set Controller software.

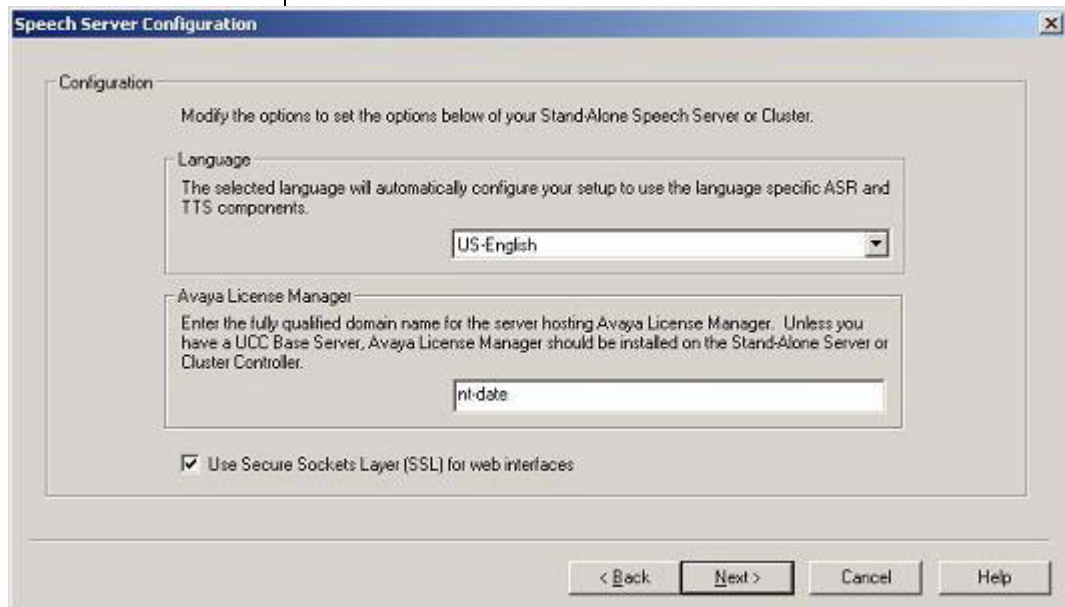
5. Select **Server Set Controller** if you are installing the controller for a multi-server configuration, and then click **Next**.
6. The **Speech Server Configuration** dialog box is displayed. See [Figure 3-2 on page 40](#).

Procedure (continued)	Step-by-step instructions (continued)
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I. (continued)

Starting the installation

Figure 3-2. Speech Server Configuration



7. Accept the default language, or select a language from the **Language** drop-down menu.
8. In the **Avaya License Manager** field, type the domain name for the server hosting the Avaya License Manager, or accept the default domain name.
9. Select **Use Secure Sockets Layer (SSL) for web interfaces** (highly recommended), and click **Next**.

Note: Select **Use Secure Sockets Layer (SSL) for web interfaces** only if you installed the required certificate for SSL.

10. The **Service Account Information** dialog box is displayed. Type your password.

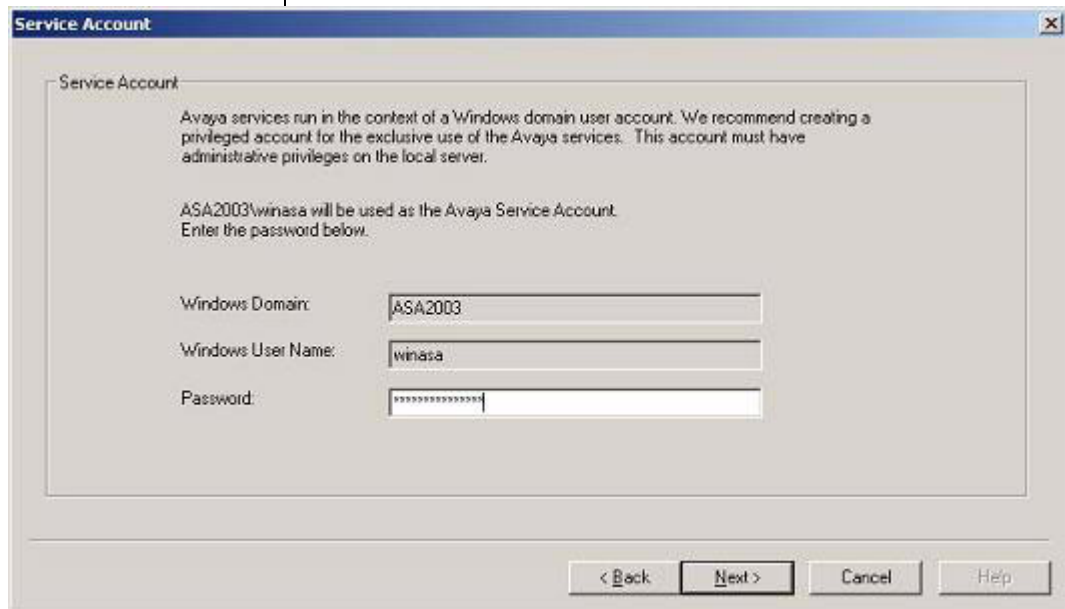
Your password is stored in an encrypted format. See [Figure 3-3 on page 41](#).

Procedure (continued)	Step-by-step instructions (continued)
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I. (continued)

Starting the installation

Figure 3-3. Service Account Information



The **Service Account** dialog box contains the following text and fields:

Service Account

Avaya services run in the context of a Windows domain user account. We recommend creating a privileged account for the exclusive use of the Avaya services. This account must have administrative privileges on the local server.

ASA2003\winasa will be used as the Avaya Service Account.
Enter the password below.

Windows Domain: ASA2003

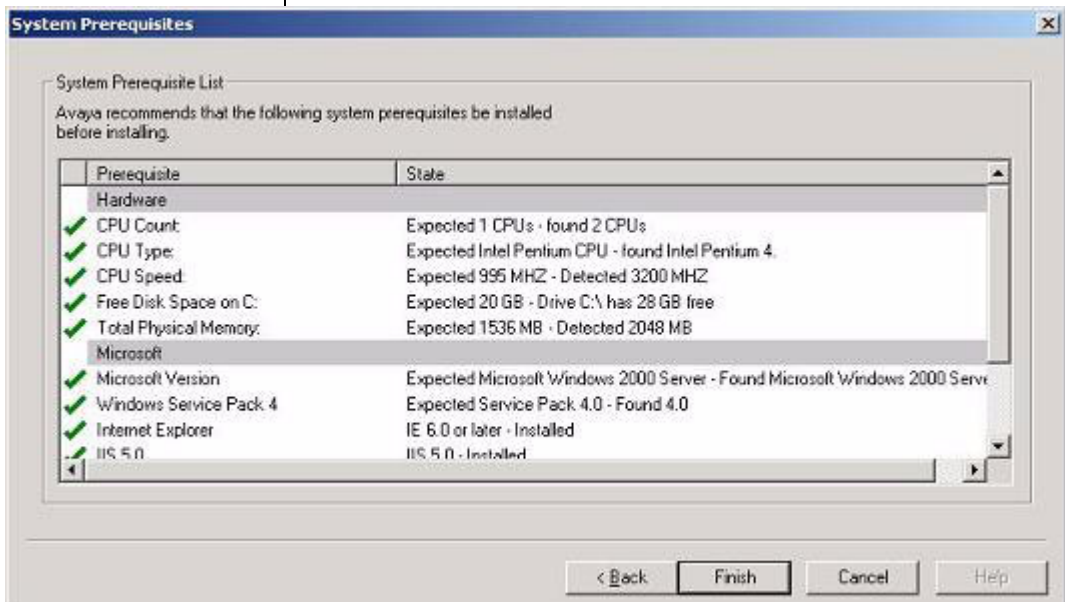
Windows User Name: winasa

Password: [password field]

Buttons: < Back, Next >, Cancel, Help

11. Click **Next**. The **System Prerequisites** dialog box is displayed. See [Figure 3-4](#).

Figure 3-4. System Prerequisites



The **System Prerequisites** dialog box contains the following text and table:

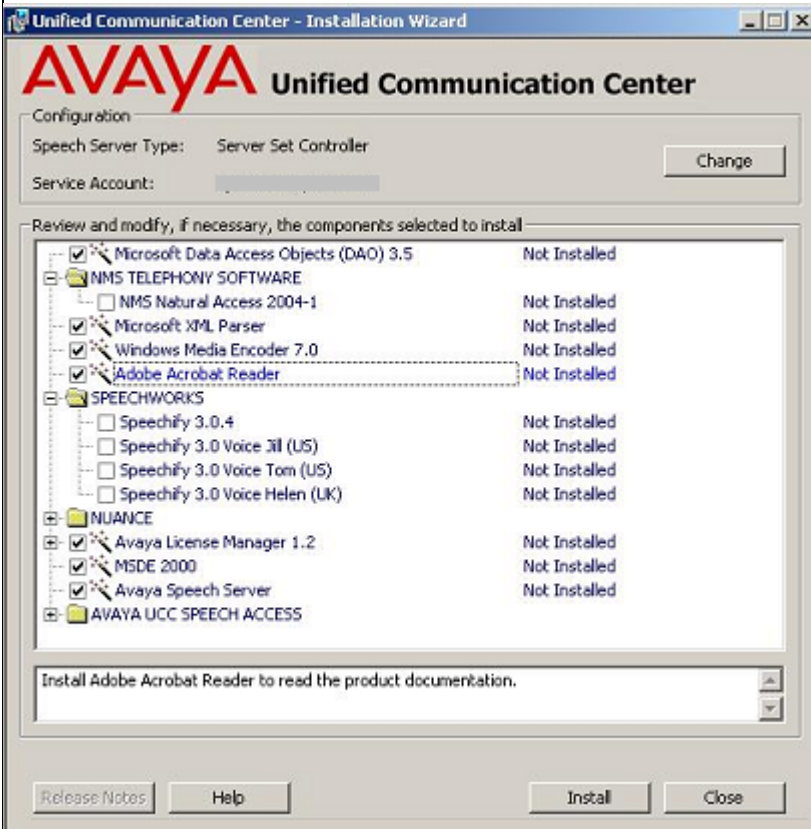
System Prerequisite List

Avaya recommends that the following system prerequisites be installed before installing.

Prerequisite	State
Hardware	
✓ CPU Count:	Expected 1 CPUs - found 2 CPUs
✓ CPU Type:	Expected Intel Pentium CPU - found Intel Pentium 4.
✓ CPU Speed:	Expected 995 MHZ - Detected 3200 MHZ
✓ Free Disk Space on C:	Expected 20 GB - Drive C:\ has 28 GB free
✓ Total Physical Memory:	Expected 1536 MB - Detected 2048 MB
Microsoft	
✓ Microsoft Version:	Expected Microsoft Windows 2000 Server - Found Microsoft Windows 2000 Serv
✓ Windows Service Pack 4	Expected Service Pack 4.0 - Found 4.0
✓ Internet Explorer	IE 6.0 or later - Installed
✓ IIS 5.0	IIS 5.0 - Installed

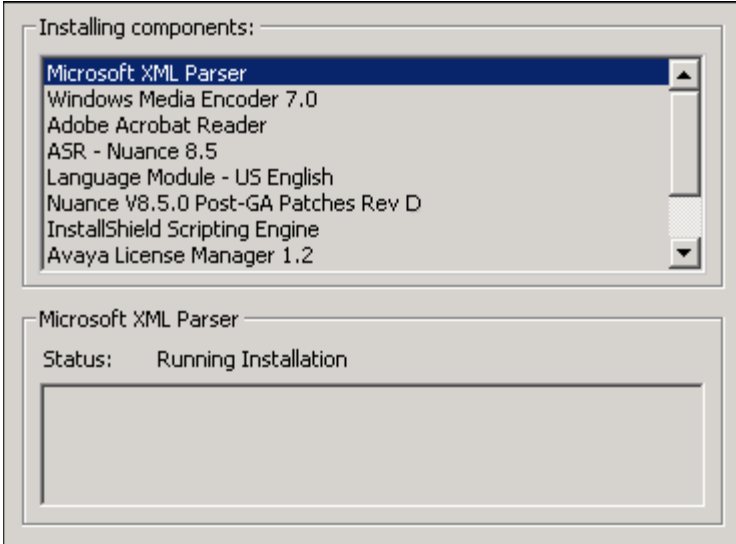
Buttons: < Back, Finish, Cancel, Help

12. Verify that all system prerequisites are met before continuing the installation.
13. Click **Finish**.

Procedure (continued)	Step-by-step instructions (continued)
II. Selecting components to install	The Installation Wizard dialog box is displayed. See Figure 3-5. Figure 3-5. Installation Wizard  1. Click Change on the Installation Wizard main menu if you must return to the initial setup dialog boxes. Otherwise, proceed to Step 2. 2. Expand all folders on the Installation Wizard main menu. 3. See Table 1-1, "Standalone and Multi-server software configurations," on page 5, and select the appropriate components: ■ Microsoft Data Access Objects 3.5 ■ Microsoft XML Parser ■ Windows Media Encoder 7.0 ■ Adobe Acrobat Reader

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
II. <i>(continued)</i> Selecting components to install	■ Nuance ■ ASR – Nuance 8.5 ■ Nuance V8.5.0 Post-GA Patches ■ Language Module UK English ■ Language Module US English ■ Avaya License Manager ■ InstallShield Scripting Engine ■ MSDE 2000 ■ Avaya Speech Server ■ Avaya UCC Speech Access ■ Avaya UCC Speech Access (en-US) ■ Avaya UCC Speech Access (en-UK) Important: Select either en-US for US English or en-UK for UK English. Selecting both languages will invoke both installation programs. 4. Click Install.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
III. Setting the Installation reminders information	The Installation Reminders dialog box is displayed reminding you to: ■ Disable your virus scan software ■ Select No, reboot later if prompted during a component installation See Figure 3-6. Figure 3-6. Installation Wizard Reminder  5. Select Configure Windows to automatically login on reboots (optional). The Service account password is stored, and is not required during the remainder of the installation.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
III. <i>(continued)</i> Setting the Installation reminders information	Important: The password is unencrypted for each reboot and is re-encrypted when the Installation Wizard is displayed. 6. Select Do not wait for installer confirmation on reboots if you want to enable this option. Note: If you select this box, a Reboot Required dialog box is displayed with a 90 second countdown field each time the system requires a reboot. You can click Cancel or Reboot Now on this dialog box. 7. Click Install to begin the installation. The Installing Components screen is displayed. See Figure 3-7 on page 45. Figure 3-7. Installing Components  CAUTION: As the installation continues, click Later if you are prompted to reboot your system <i>now</i> or <i>later</i>. If you click Reboot Now, the Installation Wizard - Unexpected Reboot Cancelled dialog box is displayed informing you that the reboot request is cancelled. You can click OK on the dialog box after the install of the component completes.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
IV. Installing Microsoft Data Access Objects 3.5	1. Click Install on the Ready to Install the Program dialog box. The status of the installation is displayed on the Installing Microsoft DAO 3.5 dialog box. 2. Click Finish on the InstallShield Wizard Completed dialog box.
V. Setting up the XML Parser	1. Click Next when the XML Parser Setup screen is displayed (if not already installed). 2. Read and accept the Microsoft End User License Agreement, and then click Next. The Customer Information dialog box is displayed. 3. Type your User Name and Organization. Click Next. 4. Click Install when the Ready to Install dialog box is displayed. 5. Click Finish when the Installation Complete Wizard dialog box is displayed.
VI. Installing Windows Media Encoder 7	1. Read the License Agreement when the Windows Media Encoder 7 Setup launches, and then click Yes. 2. Click Next when the Welcome to Windows Media Encoder 7 Setup Wizard dialog box is displayed. 3. Click Finish on the Installation Directory dialog box to begin the installation. Note: Click Yes if you are prompted to create the Windows Media Components folder. 4. Select Exit Setup on the Setup Complete dialog box, and click OK.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
VII. Installing Adobe Acrobat Reader (if it is not already installed)	1. If Acrobat Reader is hidden behind the UCC SA Installation Wizard, press Alt + Tab until the Acrobat Reader 5.05 Setup dialog box is displayed. 2. Click Next. The Destination Location dialog box is displayed. 3. Accept the default path or click Browse to select a specific path. Click Next. 4. Click OK when the Information dialog box is displayed. Important: When prompted to restart the system, select "No, I will restart my computer later". 5. Click Finish to exit the Setup Wizard. 6. Go to "Part 2 – Installing Nuance V8.5.0 (CD3)" on page 48 when the Please Insert CD Number: 3 dialog box is displayed.

Part 2 – Installing Nuance V8.5.0 (CD3)

Procedure	Step-by-step instructions
VIII. Installing Nuance V8.5.0	1. Insert CD3, and click OK on the Please Insert CD Number: 3 dialog box. The Extracting Files screen and Progress Bar are displayed. For Windows 2003 only: Click OK when the Nuance Warning dialog box, which indicates that Nuance is only supported on Windows 2000, is displayed. The Nuance Service Pack will add Windows 2003 support. 2. Click Next on the Nuance v8.5.0 Setup dialog box. 3. Read the Nuance V8.5 License Agreement, and then click Yes to accept it. 4. Click Next to accept the default location (recommended) when the Choose Destination Location dialog box is displayed. You can also click Browse to select a different location. 5. Select Compact on the Setup Type dialog box, and click Next. 6. Accept the default when the Select Program Folder dialog box is displayed, and click Next. 7. Click Next on the Start Copying Files dialog box. The Copying Program Files Progress Bar is displayed.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
VIII. <i>(continued)</i> Installing Nuance V8.5.0	8. When the InstallShield Wizard Complete dialog box is displayed: - Ensure that the Install Watcher as a Windows 2000 Service check box is selected. - Clear Yes, I want to review release notes if you do not want to read the release notes. - Click Finish. The Nuance v8.50 Installation Complete dialog box is displayed. Important: When prompted to restart the system, select "No, I will restart my computer later". 9. Click Finish. Note: The Installation Wizard displays the Reboot Required dialog box. Click Reboot Now to reboot, or click Cancel to stop the installation. If you selected Do not wait for installer confirmation on reboots, you can manually click Reboot Now, wait for the 90 second countdown, or click Cancel to stop the installation. You must log back into Windows as the Service Account if you did not select Configure Windows to automatically login on reboots at the beginning of the installation.  CAUTION: The Installation Wizard starts automatically. 10. Disable your virus scan software. 11. Click Continue Install when the Installation Reminders dialog box is displayed.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
IX. Installing WinZip Self-Extractor Language Module – EnglishAmerica V8-5-0 R3 and Nuance V8.5.0 Post-GA Patches Rev D	The WinZip Self-Extractor for the selected Nuance language module is displayed. 1. Verify that Overwrite files without prompting is selected. 2. Click Unzip to extract the files to the following default folder (recommended), or click Browse to extract to a different location: C:\Nuance\V8.5.0 3. Click OK on the WinZip Self-Extractor dialog box when extraction is complete. 4. Click Close on the WinZip Self-Extractor Language Module dialog box. 5. Wait for the services to stop. The Nuance V8.5.0 SP and Hotfixes - InstallShield Wizard dialog box is displayed. The installation files are extracted. 6. Click Next on the Welcome dialog box. 7. Click Next on the Start Copying Files dialog box. 8. Click Finish on the Installation Complete dialog box. If the system does not prompt you to reboot, go to Step 12. If the system prompts you to reboot, go to Step 9.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
IX. <i>(continued)</i> Installing WinZip Self-Extractor Language Module – EnglishAmerica V8-5-0 R3 and Nuance V8.5.0 Post-GA Patches Rev D	9. Nuance V8.5.0 might require a reboot to complete the installation. The Installation Wizard displays the Reboot Required dialog box if a reboot is required. Click Reboot Now to reboot, or Cancel to abort the installation. If you selected Do not wait for installer confirmation on reboots then you can either manually click Reboot Now, wait for the 90 second countdown, or click Cancel to abort the installation. You must log back into Windows as the Service Account if you did not select Configure Windows to automatically login on reboots at the beginning of the installation.  CAUTION: The Installation Wizard starts automatically. 10. Disable your virus scan software. 11. Click Continue Install when the Installation Reminders dialog box is displayed. 12. Go to “Part 3 – Installing ISScript and Avaya License Manager (CD1)” on page 52 when the Please Insert CD Number: 1 dialog box is displayed.

Part 3 – Installing ISScript and Avaya License Manager (CD1)

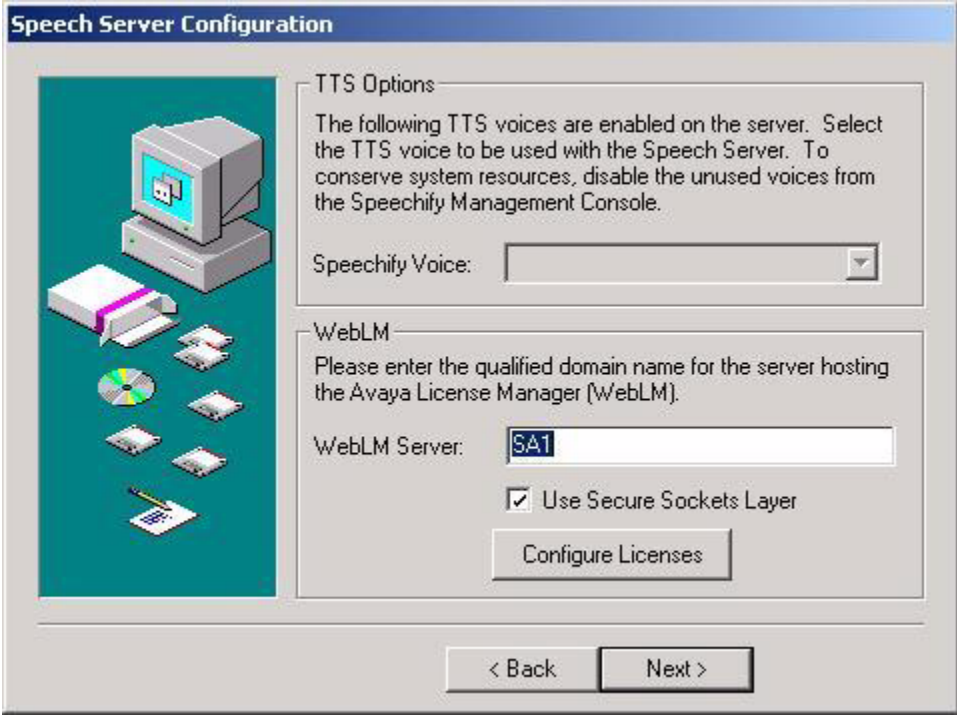
Procedure	Step-by-step instructions
X. Installing ISScript and Avaya License Manager	1. Insert CD1, and click OK on the Please Insert CD Number: 1 dialog box. Note: The CD automatically runs, and the UCC SA Installation Wizard is re-displayed. 2. Press Alt + Tab if necessary until the ISScript InstallShield Wizard is displayed. 3. Click Next. 4. Read and accept the ISScript License Agreement, and click Next. 5. Click Install on the Ready to Install the Program dialog box. 6. Click Finish when the InstallShield Wizard Completed dialog box is displayed. 7. Click Next when the Avaya License Manager InstallShield Wizard dialog box is displayed. 8. Select a language and click Next on the License Agreement Language Selection dialog box. 9. Read and accept the Avaya End User License Agreement, and click Next. The Secure Socket Layer (SSL) Information dialog box is displayed. 10. Enable SSL (highly recommended), and then click Next. Note: Select Use Secure Sockets Layer (SSL) for web interfaces only if you installed the required certificate for SSL.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
X. <i>(continued)</i> Installing ISScript and Avaya License Manager	11. Click Next on the Destination Folder dialog box to accept the default location (recommended), or click Change to select a different location. 12. When the Ready to Install the Program dialog box is displayed, click Install to install the Avaya License Manager. 13. Click Finish when the InstallShield Wizard Completed dialog box is displayed. Note: The Installation Wizard displays the Reboot Required dialog box. Click Reboot Now to reboot, or click Cancel to stop the installation. If you selected Do not wait for installer confirmation on reboots, you can manually click Reboot Now, wait for the 90 second countdown, or click Cancel to stop the installation. You must log back into Windows as the Service Account if you did not select Configure Windows to automatically login on reboots at the beginning of the installation.  CAUTION: The Installation Wizard starts automatically. 14. Disable your virus scan software. 15. Click Continue Install when the Installation Reminders dialog box is displayed.
XI. Installing MSDE 2000	1. Click Next on the MSDE 2000 InstallShield Wizard dialog box. 2. Avaya recommends that you accept the default path on the Destination Folder dialog box. You can click Change to select another location. Click Next. 3. Click Install on the Ready to Install the Program dialog box.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
XI. <i>(continued)</i> Installing MSDE 2000	The Microsoft SQL Server Desktop Engine installation status bar is displayed. The installation might continue even though the time remaining shows 0 seconds. 4. Click No on the Microsoft SQLServer Desktop Engine dialog box to prevent a system reboot. 5. Click Finish on the InstallShield Wizard Completed dialog box. Note: The Installation Wizard displays the Reboot Required dialog box. Click Reboot Now to reboot, or click Cancel to stop the installation. If you selected Do not wait for installer confirmation on reboots, you can manually click Reboot Now, wait for the 90 second countdown, or click Cancel to stop the installation. You must log back into Windows as the Service Account if you did not select Configure Windows to automatically login on reboots at the beginning of the installation.  CAUTION: The Installation Wizard starts automatically. 6. Disable your virus scan software. 7. Click Continue Install when the Installation Reminders dialog box is displayed. 8. Go to "Part 4 – Installing Avaya UCC Speech Server (CD1)" on page 55.

Part 4 – Installing Avaya UCC Speech Server (CD1)

Procedure	Step-by-step instructions
XII. Installing Avaya UCC Speech Server	1. Click Next when the Welcome to Avaya UCC Speech Server Version 2.1 dialog box is displayed. Note: The Installing Components screen and a progress bar are displayed. The components might take a few minutes to extract. 2. Click Next on the Welcome dialog box. 3. Click Next on the Choose Destination dialog box to accept the default location (recommended), or click Browse to select another location. 4. Accept the default when the Select Program Folder dialog box is displayed, and then click Next. The installation of the Speech Server begins, and a progress bar is displayed. Several information boxes are displayed. 5. Type your company name and site name in the respective fields when the Speech Server Configuration dialog box is displayed, and then click Next. 6. The Speech Server Configuration Text-to-Speech (TTS) and Avaya License Manager (WebLM) dialog box is displayed. See Figure 3-8 on page 56.

Procedure (continued)	Step-by-step instructions (continued)
XII. (continued) Installing Avaya UCC Speech Server	Figure 3-8. Text-to-Speech and Avaya License Manager  7. Type the name of the Server Set Controller that hosts the Avaya License Manager in the WebLM Server field. 8. Avaya recommends that you select Use Secure Sockets Layer. Note: Select Use Secure Sockets Layer (SSL) for web interfaces only if you installed the required certificate for SSL. 9. Click Configure Licenses to display the Avaya License Manager Web page. Use Procedure “XIII.” on page 57 to configure the licenses on this Web page. Skip to Procedure XIII. (continued) Step 14 to complete the Avaya Speech Server installation. Important: Internet Explorer settings are user specific. You must run the Internet Explorer Connection Wizard under the UCC SA Service Account if you have not done this already. Do this <i>before</i> you configure licenses.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
XII. <i>(continued)</i> Installing Avaya UCC Speech Server	Note: For Windows 2003 only, ensure that you have enabled ISAPI extensions and Active Server Pages. Refer to the UCC SA Release 2.1 Site Preparation Guide for information on how to enable ISAPI extensions and Active Server Pages. You can also access the Avaya License Manager Web page by going to: Start > Programs > Avaya License Manager
XIII. Administering Avaya License Manager (WebLM)	1. Click the License Administration link if this is a new WebLM license installation. 2. Type one of the following in the Password field: ■ UCC License Manager password ■ Default admin1 password if this is a new WebLM installation Note: Ensure that all letters in the default password are lowercase and that the password does not have spaces. 3. Click Continue. 4. Go to Step 8 if this is not a new installation of WebLM. 5. Type the following if this is a new WebLM installation, and then click Change Password: a. Old password (admin1) b. New password c. New password again See Figure 3-9 on page 58.

Procedure (continued)	Step-by-step instructions (continued)
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XIII. (continued)

Administering Avaya License Manager (WebLM)

Figure 3-9. Change Administrator Password

- Click the **Back to WebLM Main Page** link.
- Click **License Administration**.
- Type your new password, and click **Continue**.
- Type the license file name in the Install License File section, or click **Browse** to navigate to the license file. Then click **Install**.

Note: Ensure that you have obtained your license key through the Avaya Support Web site at: <http://www.avaya.com/services/rfa>.

See [Figure 3-10 on page 59](#).

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
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XIII. *(continued)*

**Administering Avaya
License Manager
(WebLM)**

Figure 3-10. Install License File



10. Click the **Back to WebLM Main Page** link when the license file installation is successful.
11. Click the **Unified Communication Center** link in the Licensed Products section.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
XIII. <i>(continued)</i> Administering Avaya License Manager (WebLM)	12. Verify that all your licenses on the License Acquisition Status page. 13. Close the browser when verification is complete. 14. Click Next on the Speech Server Configuration dialog box. 15. Click Finish when the Setup Complete dialog box is displayed. The system restarts automatically. Note: The Installation Wizard displays the Reboot Required dialog box. Click Reboot Now to reboot, or click Cancel to stop the installation. If you selected Do not wait for installer confirmation on reboots, you can manually click Reboot Now, wait for the 90 second countdown, or click Cancel to stop the installation. You must log back into Windows as the Service Account if you did not select Configure Windows to automatically login on reboots at the beginning of the installation.  CAUTION: The Installation Wizard starts automatically. 16. Disable your virus scan software. Click Continue Install when the Installation Reminders dialog box is displayed. 17. Go to "Part 5 – Installing the Speech Access Application (CD1)" on page 61.

Part 5 – Installing the Speech Access Application (CD1)

Procedure	Step-by-step instructions
XIV. Installing the Speech Access application	1. Click Next when the Welcome to Avaya UCC Speech Access Version 2.1 dialog box is displayed. The extracting files and setup screens are displayed. 2. The Destination Location dialog box is displayed. Accept the default path or click Browse to select a specific path. Click Next. 3. Click Next to accept the default folder when the Select Program Folder dialog box is displayed. Note: A progress bar and multiple information boxes are displayed. 4. Click Finish when the Setup Complete dialog box is displayed. 5. Click OK when the Installation Complete dialog box is displayed. The Speech Access application is now installed. See Figure 3-11. Figure 3-11. Installation Complete
	 6. Click Close on the Installation Wizard main window to exit the Installation Wizard. 7. Click Restart when prompted to restart the system.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
XIV. <i>(continued)</i> Installing the Speech Access application	Note: You are not automatically logged in from this point forward, even if you selected Configure Windows to automatically login on reboots at the beginning of the installation. 8. You must install the UCC SA software on the Server Set Nodes <i>before</i> you configure the system. Go to “Chapter 4 UCC SA Server Set Node installation” on page 63 to begin your Server Set Node installations.

Chapter 4

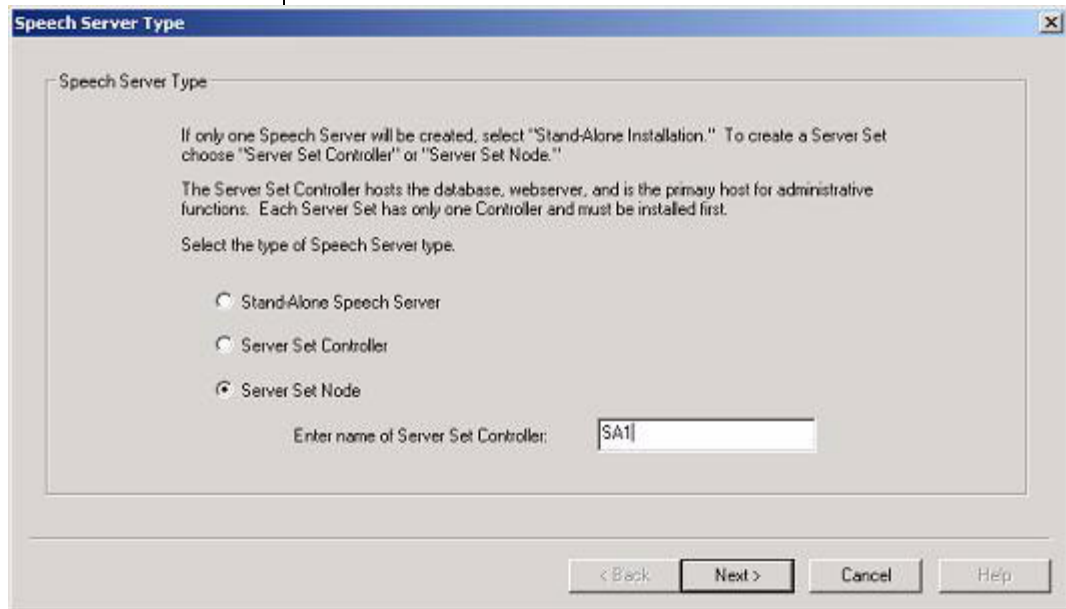
UCC SA Server Set Node installation

UCC SA Server Set Node installation

Part 1 – Installing Prerequisites (CD1)

Procedure	Step-by-step instructions
I. Starting the installation	1. Log in as the Service Account. 2. Insert CD1 into the CD-ROM drive, or run CD1\Autorun.exe. Note: The CD automatically runs and the Avaya UCC Speech Access main menu is displayed. The main menu includes the following topics: ■ UCC Speech Access Installation ■ Administration Station Setup ■ Documentation ■ Browse CD ■ Contact Us 3. Click UCC Speech Access Installation on the main menu.

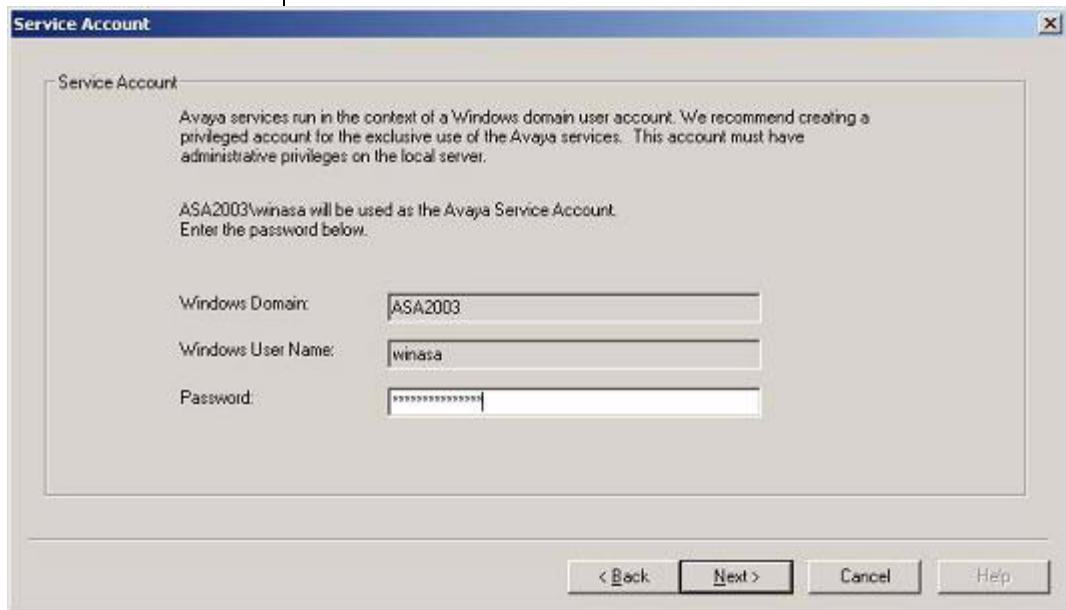
Procedure (continued)	Step-by-step instructions (continued)
I. (continued) Starting the installation	4. Select the appropriate country on the Avaya End User License Agreement screen, read the agreement, and click Accept . The Speech Server Type dialog box is displayed. See Figure 4-1 . Figure 4-1. Speech Server Type



5. Select **Server Set Node**, type the Server Set Controller name in the respective field, and then click **Next**.

Note: You will see the **Speech Server Configuration** dialog box *only* if the Installation Wizard fails to load the configuration from the Server Set Controller. If the **Speech Server Configuration** dialog box is displayed, complete the fields, and then click **Next**.

Procedure (continued)	Step-by-step instructions (continued)
I. (continued) Starting the installation	6. The Service Account Information dialog box is displayed. Type your password. Your password is stored in an encrypted format. See Figure 4-2 . Figure 4-2. Service Account Information



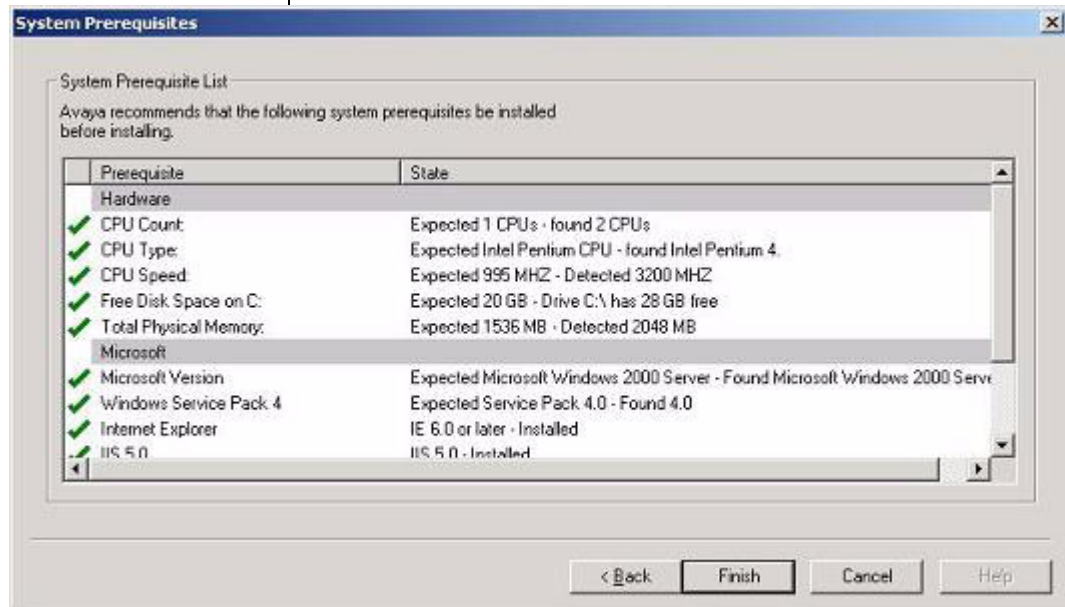
7. Click **Next**. The **System Prerequisites** dialog box is displayed. See [Figure 4-3 on page 66](#).

Procedure (continued)	Step-by-step instructions (continued)
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I. (continued)

Starting the installation

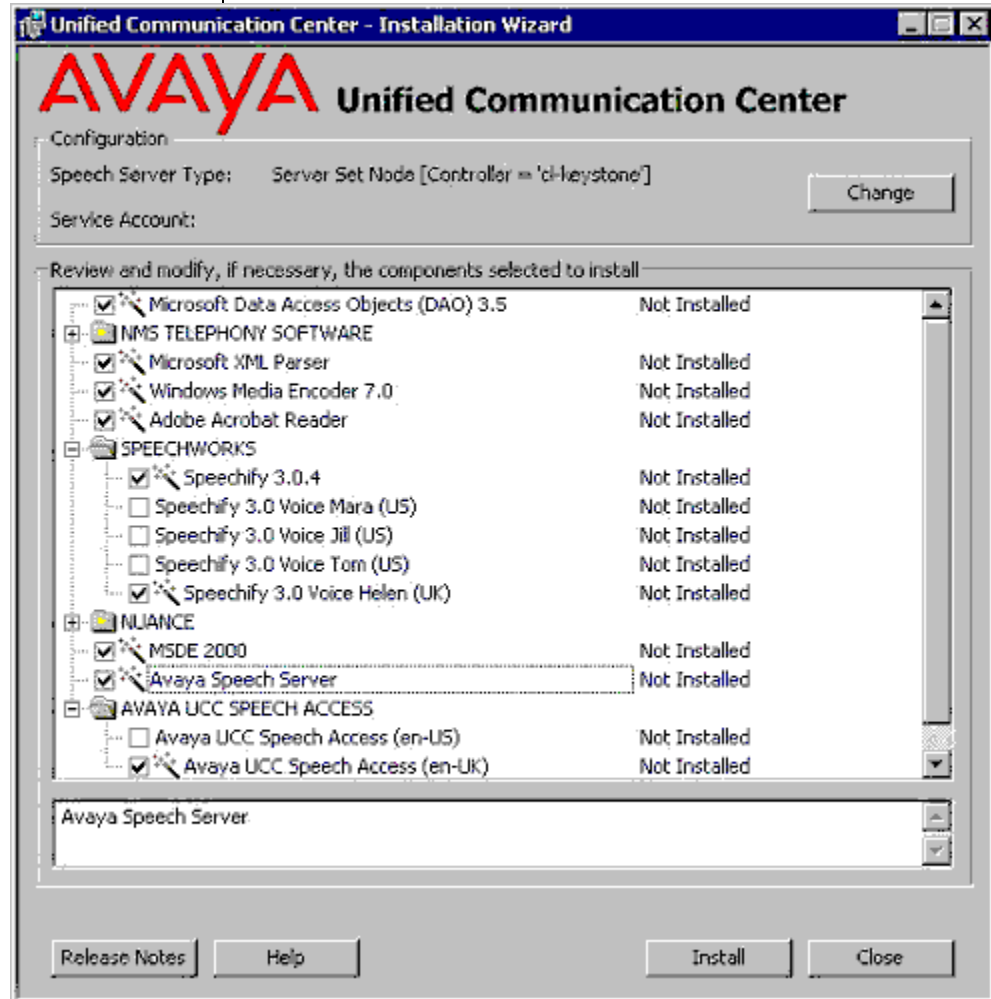
Figure 4-3. System Prerequisites



8. Verify that all system prerequisites are met before continuing the installation.

9. Click **Finish**.

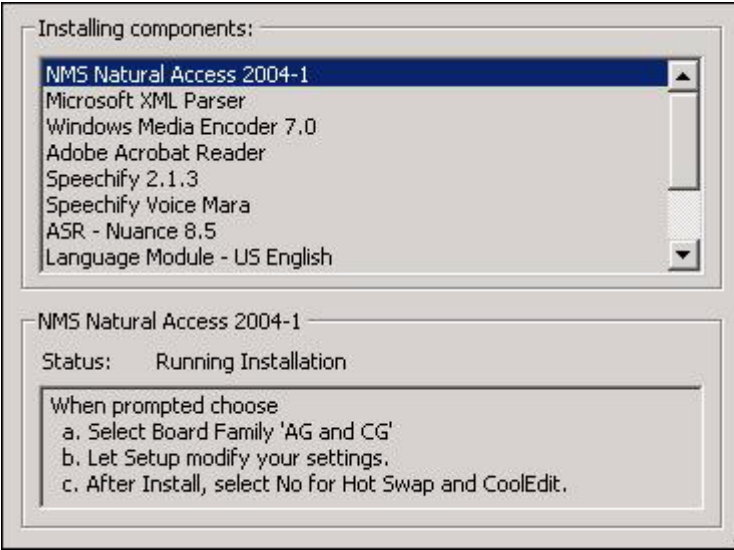
Procedure (continued)	Step-by-step instructions (continued)
II. Selecting components to install	The Installation Wizard dialog box is displayed. See Figure on page 67 . Figure 4-4. Installation Wizard



1. Click **Change** on the **Installation Wizard** main menu if you must return to the initial setup dialog boxes. Otherwise, proceed to Step [2](#).
2. Expand all folders on the **Installation Wizard** main menu.
3. See [Table 1-1, "Standalone and Multi-server software configurations," on page 5](#), and select the appropriate components:
 - Microsoft Data Access Objects 3.5

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
II. <i>(continued)</i> Selecting components to install	■ NMS Telephony Software ■ NMS Natural Access 2004-1Microsoft XML Parser ■ Windows Media Encoder 7.0 ■ Adobe Acrobat Reader (all installations) ■ SpeechWorks ■ Speechify 3.0.4 ■ Speechify Voice – Select desired voice(s): ⇒ Mara (US female voice – recommended for US installations) ⇒ Jill (US female voice) ⇒ Tom (US male voice) ⇒ Helen (UK female voice for UK installations) ■ Nuance ■ ASR – Nuance 8.5 ■ Nuance V8.5.0 Post-GA Patches ■ Language Module UK English ■ Language Module US English ■ MSDE 2000 ■ Avaya Speech Server ■ Avaya UCC Speech Access ■ Avaya UCC Speech Access (en-US) ■ Avaya UCC Speech Access (en-UK) Important: Select either en-US for US English or en-UK for UK English. Selecting both languages will invoke both installation programs. 4. Click Install.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
III. Setting the Installation reminders information	The Installation Reminders dialog box is displayed reminding you to: ■ Disable your virus scan software ■ Select No, reboot later if prompted during a component installation See Figure 4-5 on page 69. Figure 4-5. Installation Wizard Reminder  5. 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. Important: The password is unencrypted for each reboot and is re-encrypted when the Installation Wizard is displayed. 6. Select Do not wait for installer confirmation on reboots if you want to enable this option. Note: If you select this box, a Reboot Required dialog box is displayed with a 90 second countdown field each time the system requires a reboot. You can click Cancel or Reboot Now on this dialog box. 7. Click Install to begin the installation. The Installing Components screen is displayed. See to Figure 4-6 on page 70.

Procedure (continued)	Step-by-step instructions (continued)
III. (continued) Setting the Installation reminders information	Figure 4-6. Installing Components  CAUTION: As the installation continues, click Later if you are prompted to reboot your system <i>now</i> or <i>later</i>. If you click Reboot Now, the Installation Wizard - Unexpected Reboot Cancelled dialog box is displayed informing you that the reboot request is cancelled. You can click OK on the dialog box after the install of the component completes.
IV. Installing Microsoft Data Access Objects 3.5	1. Click Install on the Ready to Install the Program dialog box. The status of the installation is displayed on the Installing Microsoft DAO 3.5 dialog box. 2. Click Finish on the InstallShield Wizard Completed dialog box.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
V. Installing the NMS software	1. The Natural Access 2004-1 for Windows - InstallShield Wizard dialog box is displayed. The installation files are extracted. 2. Click Next on the Welcome screen. 3. Read the license agreement, and then click Yes to continue. 4. On the series of NMS installation dialog boxes: a. Select AG and CG, and then click Next. b. Scroll down the list of countries and choose the appropriate country. Do <i>not</i> select Canada. Select United States if you are installing in Canada. Click Next. Note: Use the down-arrow on your keyboard or click the scroll bar down-arrow to display the United Kingdom and United States menu options.  CAUTION: The installation fails if you select Canada. c. Avaya recommends that you accept the default c:\NMS destination folder. You can also Browse to a different location. Click Next. d. Accept the default directory program folder. Click Next. e. Select Let Setup modify your settings on the Setting Environment Variables dialog box, and then click Next. f. Click Next on the Start Copying Files dialog box. Note: Several progress bars are displayed during the next few minutes.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
V. <i>(continued)</i> Installing the NMS software	 CAUTION: When installing the NMS software on Windows 2003, the Security Alert - Driver Installation dialog box is displayed twice to validate whether you want to install the unsigned NMS driver software or not. Click Yes each time when you are prompted to do so. If you cannot see the Security Alert - Driver Installation dialog box, it might be hidden behind the main installation windows. Press <ALT> <TAB> to bring the dialog box to the front so that you can proceed with the NMS software installation. If the NMS installation appears to be suspended during the installation of Plug and Play support for AG and CG boards or if the status of Copying CT Access Files is at 93% complete, the Security Alert - Driver Installation dialog box is hidden behind the installation windows. 5. Click No when you are prompted to install NMS Hot Swap Support. 6. Click No when you are prompted to install CoolEdit sound editing software. 7. Click No when you are prompted to view the ReadMe file.  CAUTION: Do <i>not</i> use the NMS diagnostic tools or other NMS programs to attempt to configure the card yourself. Important: When prompted to restart the system, select "No, I will restart my computer later".

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
V. <i>(continued)</i> Installing the NMS software	8. Click Finish to exit the Setup Wizard. Note: The Installation Wizard displays the Reboot Required dialog box. Click Reboot Now to reboot, or click Cancel to stop the installation. If you selected Do not wait for installer confirmation on reboots, you can manually click Reboot Now, wait for the 90 second countdown, or click Cancel to stop the installation. You must log back into Windows as the Service Account if you did not select Configure Windows to automatically login on reboots at the beginning of the installation. See Figure 4-7. Figure 4-7. Reboot Required
	 CAUTION: The Installation Wizard starts automatically. 9. Disable your virus scan software. 10. Click Continue Install when the Installation Reminders dialog box is displayed.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
VI. Setting up the XML Parser	1. Click Next when the XML Parser Setup screen is displayed (if not already installed). 2. Read and accept the Microsoft End User License Agreement, and then click Next. The Customer Information dialog box is displayed. 3. Type your user name and organization. Click Next. 4. Click Install when the Ready to Install dialog box is displayed. 5. Click Finish when the Installation Complete Wizard dialog box is displayed.
VII. Installing Windows Media Encoder 7	1. Read the License Agreement when the Windows Media Encoder 7 Setup launches, and then click Yes. 2. Click Next when the Welcome to Windows Media Encoder 7 Setup Wizard dialog box is displayed. 3. Click Finish on the Installation Directory dialog box to begin the installation. Note: Click Yes if you are prompted to create the Windows Media Components folder. 4. Select Exit Setup on the Setup Complete dialog box, and click OK.
VIII. Installing Adobe Acrobat Reader (if it is not already installed)	1. If Acrobat Reader is hidden behind the UCC SA Installation Wizard, press Alt + Tab until the Acrobat Reader 5.05 Setup dialog box is displayed. 2. Click Next. The Destination Location dialog box is displayed. 3. Accept the default path or click Browse to select a specific path. Click Next. 4. Click OK when the Information dialog box is displayed.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
VIII. <i>(continued)</i> Installing Adobe Acrobat Reader (if it is not already installed)	Important: When prompted to restart the system, select "No, I will restart my computer later". 5. Click Finish to exit the Setup Wizard. 6. Go to "Part 2 – Installing Speechify 3.0 (CD2)" on page 76 when the Please Insert CD Number: 2 dialog box is displayed.

Part 2 – Installing Speechify 3.0 (CD2)

Procedure	Step-by-step instructions
IX. Installing Speechify 3.0	1. Insert CD2, and click OK on the Please Insert CD Number: 2 dialog box. 2. Click Next when the Speechify 3.0 for Windows Setup dialog box is displayed. 3. Read and accept the Speechify 3.0 End User License Agreement, and click Next. 4. Click Custom when the Choose Setup Type dialog box is displayed. 5. Select Speechify licensing service and change it to Entire feature will be unavailable in the Custom Setup dialog box. 6. Click Install on the Ready to Install dialog box. 7. Click Finish to exit the Setup Wizard. Important: The Speechify Reboot Required dialog box mentioned in the following note (below) might not be displayed. If you are not prompted to reboot, then go to Step 10 on page 77. Otherwise, continue with the note below. Note: The Installation Wizard displays the Reboot Required dialog box. Click Reboot Now to reboot, or click Cancel to stop the installation. If you selected Do not wait for installer confirmation on reboots, you can manually click Reboot Now, wait for the 90 second countdown, or click Cancel to stop the installation.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
IX. <i>(continued)</i> Installing Speechify 3.0	You must log back into Windows as the Service Account if you did not select Configure Windows to automatically login on reboots at the beginning of the installation.  CAUTION: The Installation Wizard starts automatically. 8. Disable your virus scan software. 9. Click Continue Install on the Installation Reminders dialog box after the Installation Wizard restarts. 10. Click Next when the Speechify 3.0 Voice dialog box is displayed. 11. Read and accept the Speechify 3.0 Voice License Agreement, and click Next. 12. Click Next to accept the default path (recommended), or click Change to select a different location on the Custom Setup dialog box. 13. Click Install on the Ready to Install the Program dialog box. 14. Click Finish on the InstallShield Wizard Completed dialog box. 15. Repeat Steps 10 to 14 if you installed another voice. 16. Go to "Part 3 – Installing Nuance V8.5.0 (CD3)" on page 78 when the Please Insert CD Number: 3 dialog box is displayed.

Part 3 – Installing Nuance V8.5.0 (CD3)

Procedure	Step-by-step instructions
X. Installing Nuance V8.5.0	1. Insert CD3, and click OK on the Please Insert CD Number: 3 dialog box. The extracting files screen and progress bar are displayed. For Windows 2003 only: Click OK when the Nuance Warning dialog box, which indicates that Nuance is only supported on Windows 2000, is displayed. The Nuance Service Pack will add Windows 2003 support. 2. Click Next on the Nuance v8.5.0 Setup dialog box. 3. Read the Nuance V8.5 License Agreement, and then click Yes to accept it. 4. Click Next to accept the default location (recommended) when the Choose Destination Location dialog box is displayed. You can also click Browse to select a different location. 5. Select Compact on the Setup Type dialog box, and click Next. 6. Accept the default when the Select Program Folder dialog box is displayed, and click Next. 7. Click Next on the Start Copying Files dialog box. The Copying Program Files Progress Bar is displayed. 8. When the InstallShield Wizard Complete dialog box is displayed: a. Ensure that the Install Watcher as a Windows 2000 Service check box is selected.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
X. <i>(continued)</i> Installing Nuance V8.5.0	b. Clear Yes, I want to review release notes if you do not want to read the release notes. c. Click Finish. The Nuance v8.50 Installation Complete dialog box is displayed. Important: When prompted to restart the system, select "No, I will restart my computer later". 9. Click Finish. Note: The Installation Wizard displays the Reboot Required dialog box. Click Reboot Now to reboot, or Cancel to abort the installation. If you selected Do not wait for installer confirmation on reboots then you can either manually click Reboot Now, wait for the 90 second countdown, or click Cancel to abort the installation. You must log back into Windows as the Service Account if you did not select Configure Windows to automatically login on reboots at the beginning of the installation.  CAUTION: The Installation Wizard starts automatically. 10. Disable your virus scan software. 11. Click Continue Install when the Installation Reminders dialog box is displayed.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
XI. Installing WinZip Self-Extractor Language Module – EnglishAmerica V8-5-0 R3 and Nuance V8.5.0 Post-GA Patches Rev D	The WinZip Self-Extractor for the selected Nuance language module is displayed. 1. Verify that Overwrite files without prompting is selected. 2. Click Unzip to extract the files to the following default folder (recommended), or click Browse to extract to a different location: C:\Nuance\V8.5.0 3. Click OK on the WinZip Self-Extractor dialog box when extraction is complete. 4. Click Close on the WinZip Self-Extractor Language Module dialog box. 5. Wait for the services to stop. The Nuance V8.5.0 SP and Hotfixes - InstallShield Wizard dialog box is displayed. The installation files are extracted. 6. Click Next on the Welcome dialog box. 7. Click Next on the Start Copying Files dialog box. 8. Click Finish on the Installation Complete dialog box. If the system does not prompt you to reboot, go to Step 12. If the system prompts you to reboot, go to Step 9.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
XI. <i>(continued)</i> Installing WinZip Self-Extractor Language Module – EnglishAmerica V8-5-0 R3 and Nuance V8.5.0 Post-GA Patches Rev D	9. Nuance V8.5.0 might require a reboot to complete the installation. The Installation Wizard displays the Reboot Required dialog box if a reboot is required. Click Reboot Now to reboot, or click Cancel to stop the installation. If you selected Do not wait for installer confirmation on reboots, you can manually click Reboot Now, wait for the 90 second countdown, or click Cancel to stop the installation. You must log back into Windows as the Service Account if you did not select Configure Windows to automatically login on reboots at the beginning of the installation.  CAUTION: The Installation Wizard starts automatically. 10. Disable your virus scan software. 11. Click Continue Install when the Installation Reminders dialog box is displayed. 12. Go to “Part 4 – Installing MSDE (CD1)” on page 82 when the Please Insert CD Number: 1 dialog box is displayed.

Part 4 – Installing MSDE (CD1)

Procedure	Step-by-step instructions
XII. Installing MSDE 2000	1. Click Next on the MSDE 2000 InstallShield Wizard dialog box. 2. Avaya recommends that you accept the default path on the Destination Folder dialog box. You can click Change to select another location. Click Next. 3. Click Install on the Ready to Install the Program dialog box. The Microsoft SQL Server Desktop Engine installation status bar is displayed. The installation might continue even though the time remaining shows 0 seconds. 4. Click No on the Microsoft SQLServer Desktop Engine dialog box to prevent a system reboot. 5. Click Finish on the InstallShield Wizard Completed dialog box. Note: The Installation Wizard displays the Reboot Required dialog box. Click Reboot Now to reboot, or click Cancel to stop the installation. If you selected Do not wait for installer confirmation on reboots, you can manually click Reboot Now, wait for the 90 second countdown, or click Cancel to stop the installation. You must log back into Windows as the Service Account if you did not select Configure Windows to automatically login on reboots at the beginning of the installation.  CAUTION: The Installation Wizard starts automatically.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
XII. <i>(continued)</i> Installing MSDE 2000	6. Disable your virus scan software. 7. Click Continue Install when the Installation Reminders dialog box is displayed. 8. Go to "Part 5 – Installing Avaya UCC Speech Server (CD1)" on page 84.

Part 5 – Installing Avaya UCC Speech Server (CD1)

Procedure	Step-by-step instructions
XIII. Installing Avaya UCC Speech Server	1. Click Next when the Welcome to Avaya UCC Speech Server Version 2.1 dialog box is displayed. Note: The Installing Components and Setup screens are displayed. A progress bar is displayed. The components might take a few minutes to extract. 2. Click Next on the Welcome dialog box. 3. Click Next on the Choose Destination dialog box to accept the default location (recommended), or click Browse to select another location. 4. Accept the default when the Select Program Folder dialog box is displayed, and then click Next. The installation of the Speech Server begins, and a progress bar is displayed. Several information boxes are displayed. 5. Click Finish when the Setup Complete dialog box is displayed. The system restarts automatically. Note: The Installation Wizard displays the Reboot Required dialog box. Click Reboot Now to reboot, or click Cancel to stop the installation. If you selected Do not wait for installer confirmation on reboots, you can manually click Reboot Now, wait for the 90 second countdown, or click Cancel to stop the installation. You must log back into Windows as the Service Account if you did not select Configure Windows to automatically login on reboots at the beginning of the installation.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
XIII. <i>(continued)</i> Installing Avaya UCC Speech Server	 CAUTION: The Installation Wizard starts automatically. 6. Disable your virus scan software. Click Continue Install when the Installation Reminders dialog box is displayed. 7. Go to "Part 6 – Installing the Speech Access Application (CD1)" on page 86.

Part 6 – Installing the Speech Access Application (CD1)

Procedure	Step-by-step instructions
XIV. Installing the Speech Access application	1. Click Next when the Welcome to Avaya UCC Speech Access Version 2.1 dialog box is displayed. The extracting files and setup screens are displayed. 2. Click Next to accept the default destination location (recommended), or click Browse to select another location. 3. Click Next to accept the default folder when the Select Program Folder dialog box is displayed. Note: A progress bar and multiple information boxes are displayed. 4. The Speech Access Configuration Speech Engines dialog box is displayed. See Figure 4-8. Figure 4-8. Speech Access Configuration Speech Engines



Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
XIV. <i>(continued)</i> Installing the Speech Access application	Important: For UCC SA, you must have 1 ASR port (displayed as SA_Sessions in Avaya License Manager) for each Speech Engine in the Server Set. The UCC SA multi-server configuration supports a maximum of 192 ASR ports. Each Server Set Node supports a maximum of 48 ASR ports. The license limits are enforced by UCC SA across the entire Server Set and for each Server Set Node. TTS licenses are automatically allocated as a fraction of the number of ASR ports based on a TTS to ASR ratio. 5. Scroll to or type the appropriate number of Speech Engines in the Number of Speech Engines field, and then click Next. 6. Click Finish when the Setup Complete dialog box is displayed. 7. Click OK when the Installation Complete dialog box is displayed. The Speech Access application is now installed. See Figure 4-9. Figure 4-9. Installation Complete 
	8. Click Close on the Installation Wizard main window to exit the Installation Wizard. 9. Click Restart when prompted to restart the system. Note: You are not automatically logged in from this point forward, even if you selected Configure Windows to automatically login on reboots at the beginning of the installation. Important: Ensure that your T1/E1 card is connected to the PBX switch. The green lights will not display on the back of the NMS card until you start the telephony process.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
XIV. <i>(continued)</i> Installing the Speech Access application	10. If you are installing a multi-server configuration, you must install the UCC SA software on the Server Set Nodes before you configure the system. Go to "UCC SA Server Set Node installation" on page 63 to continue your Server Set Node installations. If UCC SA is installed on all your Server Set Nodes, proceed to "UCC SA Configuration" on page 89.  CAUTION: If you are in the process of upgrading your 2.1 standalone system to a 2.1 Server Set Configuration, continue to the next step in the Changing your UCC SA Release 2.1 standalone system to a Server Set Controller section of the UCC SA Upgrade Instructions.

Chapter 5 Configuration

UCC SA Configuration

Your UCC SA software is now installed on your UCC SA standalone system or Server Set. The next step is to configure your system to handle your subscriber needs.

Important: If you are installing a multi-server configuration, ensure that the UCC SA software is installed on your Server Set Controller and all your Server Set Nodes before configuring your multi-server configuration through the Speech Server Management Console (SSMC).

There are different configuration requirements for each speech server and specific instructions that must be followed before continuing to configure other parts of your UCC SA platform.

Read the instructions in this chapter carefully. Some procedures must be repeated several times if you are configuring Server Set Nodes.

Proceed to [“Part 1 – Setting up the UCC Speech Server Microsoft Management Console \(SSMC\)” on page 90](#) to begin configuring your UCC SA platform.

Part 1 – Setting up the UCC Speech Server Microsoft Management Console (SSMC)

Procedure	Step-by-step instructions
I. Starting the SSMC and Configuring Telephony (applies to all speech server installations) Important: If you are installing the multi-server configuration, you only need to do “Part 1 – Setting up the UCC Speech Server Microsoft Management Console (SSMC)” through “Part 7 – Setting Up Users” once for the whole Server Set.	1. Open the Avaya UCC SSMC using the following path: Start > Programs > Avaya UCC Speech Server > UCC Speech Server Management Console 2. Expand UCC Speech Server in the component tree. 3. Click OK to set up the telephony properties when the Important dialog box is displayed (not displayed for Server Set Node set up). 4. Complete the fields in the Number Translation Parameters dialog box. See Figure 5-1 on page 91. Note: See the General Configuration Telephony Setup topic in the SSMC Administration Speech Access Online Help for information about completing the Number Translation Parameters dialog box. Use the following path to navigate to the SSMC Administration Speech Access Online Help: Start > Programs > Avaya UCC Speech Server > Administrator’s Guide Important: Outbound calls might fail if your Number Translation Parameters are not correctly set. At a minimum, you must complete the fields under Dialing Parameters for System.

Procedure (continued)	Step-by-step instructions (continued)
I. (continued) Starting the SSMC and Configuring Telephony (applies to all speech server installations)	Figure 5-1. Number Translation Parameters

Number Translation Parameters

Dialing Parameters for System

Country Code (U)

Area Code (G)

Off PBX Prefix (P)

National Prefix (N)

International Prefix (I)

Calling Num(ANI) Substitutions for None

ANI Template	ANI Substitution

Add Delete Edit

Dialing Parameters for Default Group

Country Code

Area Code

Off PBX Prefix

National Prefix

International Prefix

Group Members

Group Template

Add Del Edit

Dialing Rules

CC	AC	Prefix	Number	Dial	ANI Sub Tbl
Forbidden Numbers					
Private Numbers					
Local Numbers					
			RRRRRRR	PXXXXXXX	
Long Distance Numbers					
1			RRRRRRRRR	PMXXXXXXXXXX	
International Numbers					
V			000000000000RRRR	PIUXXXXXXXXXXXXXX	

Add Delete Edit

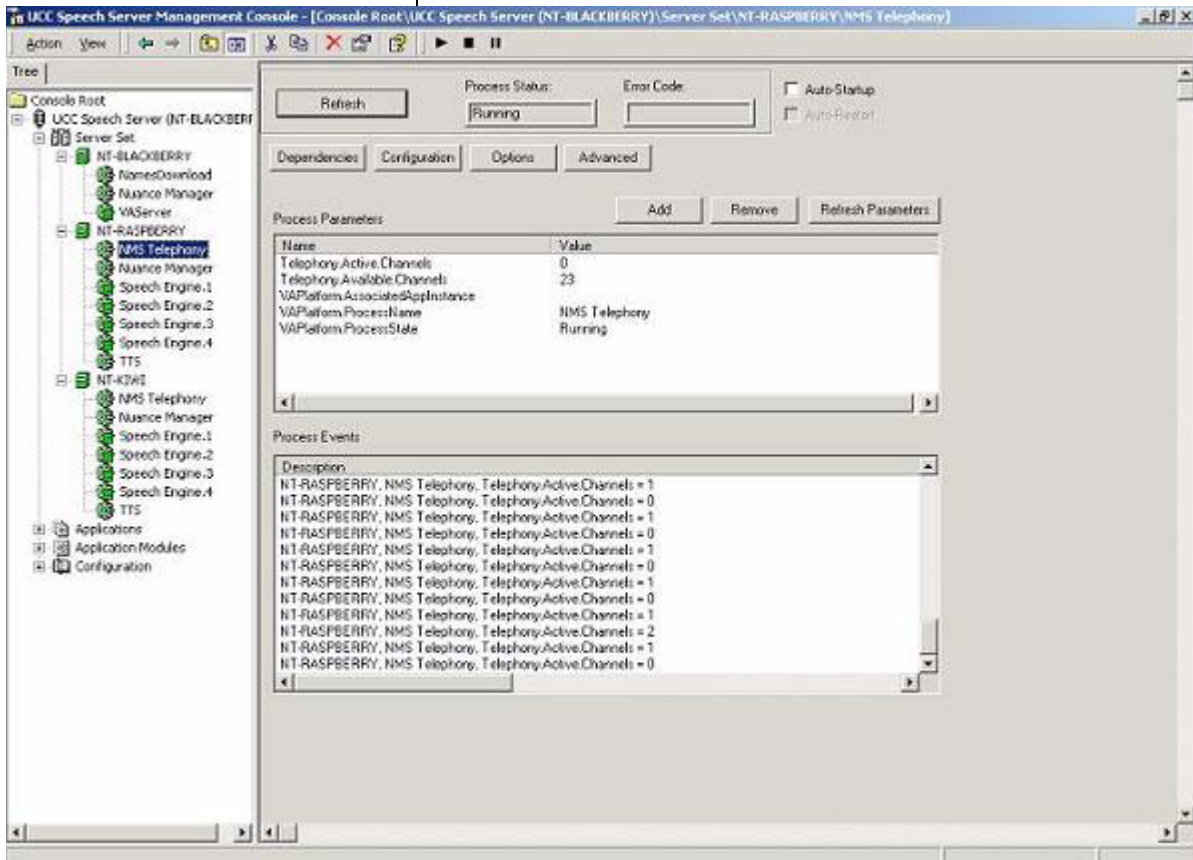
Accept Cancel

5. Type the area code and validate the remaining values under **Dialing Parameters for System**.
6. Type the area code and validate the remaining values under **Dialing Parameters for Default**. If you do not need to change any of these settings, go to Step [10](#) on [page 92](#).
7. Click one of the following Dialing Rules fields:
 - **Forbidden Numbers**
 - **Private Numbers**
 - **Local Numbers**

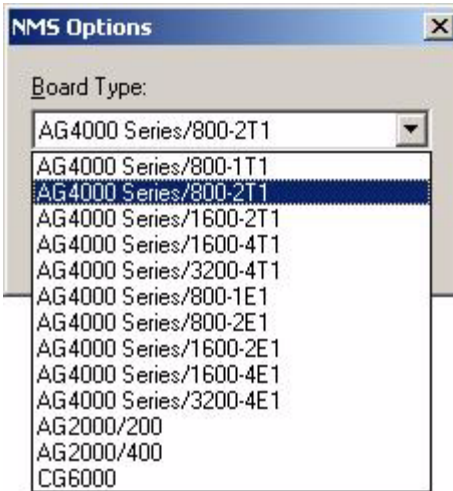
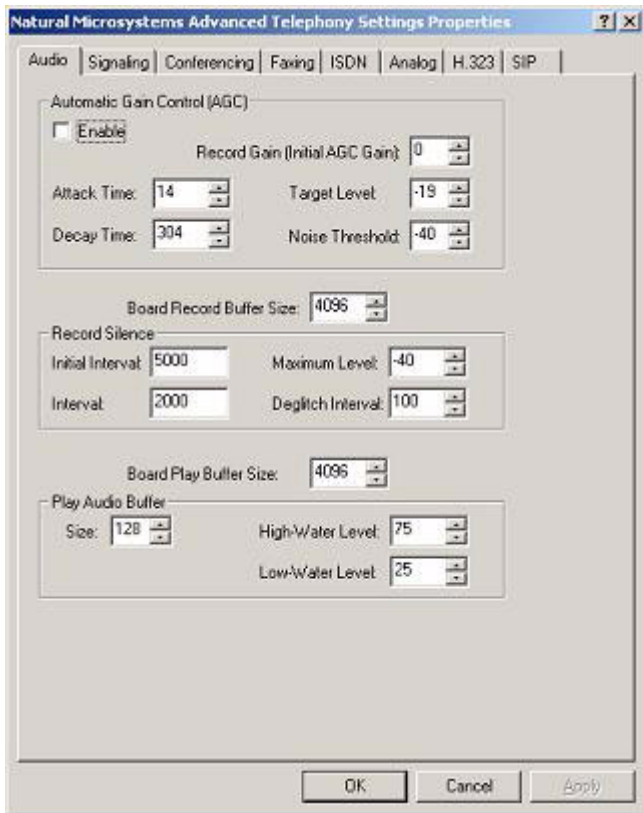
Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
I. <i>(continued)</i> Starting the SSMC and Configuring Telephony (applies to all speech server installations)	■ Long Distance Numbers ■ International Numbers 8. Click one of the Dialing Rules buttons, located at the bottom of the window, to set up the dialing rules: ■ Add ■ Delete ■ Edit Figure 5-2 shows the Add New Number Range dialog box. The Delete and Edit dialog boxes are similar. Refer to "Making changes to the dialing rules" on page 124 for some examples of common changes. Figure 5-2. Add New Number Range
	 9. Complete the fields in the respective dialog box, and then click OK. 10. Click Accept on the Number Translation Parameters dialog box when you are finished configuring your dialing rules. You can set these parameters later by selecting Configuration > Telephony Setup in the SSMC, and then clicking Number Translation Parameters. 11. Click OK on the Continue? dialog box. 12. The Auto Initialization begins. Initialization takes a few minutes to complete, and is hidden. The SSMC menu is displayed.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
I. <i>(continued)</i> Starting the SSMC and Configuring Telephony (applies to all speech server installations)	13. Expand Server Set. 14. Expand the Server Set name and ensure that the following are created: ■ VAServer (standalone system or Server Set Controller) ■ NamesDownload (standalone system or Server Set Controller) ■ TTS (standalone system or Server Set Node) ■ Nuance Manager (all speech servers) ■ NMS Telephony (standalone system or Server Set Node) ■ Telephony Engines (standalone system or Server Set Node) Important: The auto initialization fails to create the engines if: ■ Licenses are not configured ■ There are more engines than ASR ports
II. Adding the new Server Set Nodes (applies to Server Set Nodes only)	1. Open the Avaya UCC SSMC (if not already open) using the following path: Start > Programs > Avaya UCC Speech Server > UCC Speech Server Management Console 2. 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.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
III. Configuring the Telephony Server processes	1. Expand UCC Speech Server > Server Set > Server Set Node. See to Figure 5-3. Figure 5-3. SSMC



2. For the standalone system or each Server Set Node:
- Click the Telephony process (**NMS Telephony** by default)
 - Click **Options**.
- See [Figure 5-4 on page 95](#).

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
III <i>(continued)</i> Configuring the Telephony Server processes	Figure 5-4. Board Type  c. Select your board type from the drop-down menu. The AG 4040 card is part of the AG 4000 series. Click OK. d. Click Advanced. See Figure 5-5. Figure 5-5. Advanced Settings 

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
III. <i>(continued)</i> Configuring the Telephony Server processes	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. Note: Check the appropriate Configuration Note for your specific telephony configuration. 6. Click OK when you finish configuring your advanced settings.

Part 2 – Configuring General Information

Procedure	Step-by-step instructions
IV. Configuring General Information (applies to the standalone system or Server Set Controller)	1. Start the SSMC (if not already started), and then expand the Configuration node. 2. Click General Information. 3. Complete the fields. Ensure that you type an address in the User Feedback E-mail Address field. 4. Click Accept, and then click OK. 5. Proceed to "Part 3 – Configuring LDAP" on page 98.

Part 3 – Configuring LDAP

Procedure	Step-by-step instructions
V. Configuring LDAP (applies to the standalone system or Server Set Controller)	1. Start the SSMC (if not already started), and then expand the Configuration node. 2. Click LDAP Setup. 3. Complete the fields on the screen. Press F1 in the SSMC to see the Speech Access Administration Online Help system, which provides information about the specific fields on this screen. There are two check boxes: ■ Use LDAP for people searches ■ Secure Connection (SSL) Examples of the Active Directory Server and Suffix fields are: Server: IP address or FQDN of the LDAP Server Suffix: CN=Users,DC=companyname,DC=com Where DC equals DNS and DNS qualifier (.com, .net, .gov, .org, and so on) Note: The Active Directory example assumes that the users are included in the <i>companyname</i> container. Try removing CN=Users from the Suffix field if they are not included. The LDAP search might return many unwanted entries, such as distribution lists or computer names. You can use the Static Grammar Filter: field to limit the search results. For example, <i>telephonenumber=*</i> if only the valid users in the directory contain the <i>telephonenumber</i> parameter. See "Connectivity with corporate directory using LDAP" on page 117 for more details.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
V. <i>(continued)</i> Configuring LDAP (applies to the standalone system or Server Set Controller)	Examples of the Exchange 5.5 Server: and Suffix: fields are: Server: IP address or FQDN of the Server Suffix: OU=SiteName,O=OrganizationName 4. Click Accept when the fields are complete. 5. Click OK on the Done dialog box. By default, Lotus Domino does not allow anonymous LDAP access to the telephonenumber and facsimile TelephoneNumber fields. You must do one of the following if you are using Domino as your LDAP Server: ■ Configure Domino to allow anonymous LDAP access to telephonenumber and facsimile TelephoneNumber. ■ Enter the user ID and password for an account that has access to telephonenumber and facsimile TelephoneNumber in the appropriate fields on the LDAP Setup screen of the SSMC. In "Part 4 – Configuring VAO Outlook Application" on page 100, you publish the UCC SA application (VAOutlook). This allows the names grammar (made from the corporate directory) to be built. If the publish fails while running BuildGALGrammar.vbs then there might be a problem with your LDAP configuration. For additional error information, check the following log: C:\Program Files\AvayaSpeechServer\VALogs\year\month\day\<Server>_VAManager_<DATE>.log where <Server> is the name of your Speech Server and <DATE> is the date that the log file was created. 6. Proceed to "Part 4 – Configuring VAO Outlook Application" on page 100.

Part 4 – Configuring VAOutlook Application

Procedure	Step-by-step instructions
VI. Configuring VAOutlook Application (applies to the standalone system or Server Set Controller)	1. Start the SSMC (if not already started), and then expand the Applications node. 2. Click VAOutlook. 3. Click Advanced. 4. Complete the fields. Ensure that you type a number in the Account Number Length field. Note: You can turn the VAPPlatform.Trusted LoginAccessLevel parameter on or off by selecting the Always Require Password for Express Logon check box. 5. Click Done. 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. The <i>Done Publishing Application</i> message is displayed when the publish completes. If you accidentally run more than one publish simultaneously, close the SSMC, restart VAServerManager from the Administrative Tools > Services console, and then restart the publish from the SSMC.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
VI. <i>(Continued)</i> Configuring VAOutlook Application (applies to the standalone system or Server Set Controller)	6. Expand Application Modules. 7. Click VXML. 8. Select the Disable Module check box. Note: Disabling the VXML application module helps maximize system resources. 9. For each of the following modules, click Publish: ■ ExchangeConnector ■ IMAPConnector ■ CallAnswer 10. Expand Applications, click VAOutlook, and then click Publish. 11. If the following error message is displayed after the publish is complete, proceed to Step 12 on page 101. Error extracting directory C:\Program Files\AvayaSpeechServer\VAApplications\...\ from storage: 0x8001010e Otherwise, proceed to Step 16 on page 101. 12. Right-click UCC Speech Server or the name of the speech server. 13. Select Properties. 14. In the detailed pane window, select the global parameter VAPLatform.Publish.MarshalStoragePtr. 15. Toggle the current value of the global parameter. For example, if the current value of the parameter is blank or FALSE, set the value to TRUE. If the current value is TRUE, set the value to FALSE. 16. Proceed to "Part 5 – Configuring Voicemail Server(s)" on page 102.

Part 5 – Configuring Voicemail Server(s)

Procedure	Step-by-Step Instructions
VII. Configuring Voicemail Server(s) (applies to the standalone system and Server Set Controller)	Note: Do this procedure only if you have a Voicemail Server. 1. Launch the SSMC (if not already launched), and expand the UCC Speech Server node in the component tree. 2. Expand the Configuration node in the component tree. 3. Right-click Voicemail Setup, and then select New > Voicemail server from the pop-up menu. 4. Complete the fields on the screen, and then click OK. Important: Select UM as the Voicemail Server type if you are adding or configuring an Avaya Modular Messaging Server with Microsoft Exchange or Lotus Domino (without a Message Storage Server [MSS]). Press F1 in the SSMC to see the Speech Access Administration Online Help system, which provides information about the specific fields on this screen. 5. For Octel 200/300, Octel 250/350, and INTUITY Voicemail Servers, click the Voicemail Server node in the component tree, and then select Download Enabled under Download Setting. 6. Complete the Download Setting fields, click Accept, and then click OK. Note: Repeat Steps 3 through 6 for each Voicemail Server. 7. Proceed to "Part 6 – Configuring Email Server(s)" on page 103.

Part 6 – Configuring Email Server(s)

Procedure	Step-by-step instructions
VIII. Configuring Email Server(s) (applies to the standalone system and Server Set Controller)	Note: Do this procedure only if you have an Email Server. 1. Launch the SSMC (if not already launched), and expand the UCC Speech Server node in the component tree. 2. Expand the Configuration node in the component tree. 3. Right-click Email Server Setup, and then select New > Email Server. 4. Select one of the following from the Server Type drop-down menu when the Add Email Server dialog box is displayed: ■ IMAP4/SMTP ■ MSExchange Note: Select IMAP4/SMTP if you have a Lotus Domino Server. 5. Complete the fields on the screen, and then click OK. Important: UCC SA deletes all messages in the Service Account mailbox after publishing is complete. Ensure that you use a dedicated Service Account for installing and administering UCC SA. Press F1 in the SSMC to see the Speech Access Administration Help system, which provides information about the specific fields on this screen. Note: Repeat Steps 3 to 5 for each Email Server. 6. Proceed to "Part 7 – Setting Up Users" on page 104.

Part 7 – Setting Up Users

Procedure	Step-by-step instructions
IX. Setting Up Users (applies to the standalone system and Server Set Controller)	Note: Do <i>not</i> create a user with the same alias as your Service Account alias. The dynamic grammar does not build properly if the two aliases are the same. 1. Open Internet Explorer. Type one of the following URLs in the address bar, and press Enter: <code>http://Server_Name/saum</code> <code>https://Server_Name/saum</code> Note: These links are also available here: Start > Programs > Avaya UCC Speech Access > UCC Speech Access Users Management The Avaya™ Speech Access User Management Add User screen is displayed. See Figure 5-6 on page 105 for an example.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
IX. <i>(continued)</i> Setting Up Users (applies to the standalone system and Server Set Controller)	Figure 5-6. Add User Screen

Note: The fields on the screen vary, depending on the specific configuration of the system.

2. Complete the following fields:

- **Account Number**
- **Authorization Code**

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
IX. <i>(continued)</i> Setting Up Users (applies to the standalone system and Server Set Controller)	■ Display Name ■ Phone Number Note: An information screen is displayed each time the cursor is clicked in a field. 3. Select an option from the Outcall Restriction drop-down menu, and then select the check box beside Reach-Me (if applicable). Voicemail Server setup 4. Select Voicemail if you have a Voicemail Server. Otherwise, select No voicemail and go to Step 7. 5. Select the user's Voicemail Server from the Voicemail Server drop-down menu. 6. Type the user's mailbox in the Voice Mailbox field. UCC SA password 7. Type a password for the user to enter during log in. Note: The UCC SA password is only required if No voicemail was selected earlier or the selected Voicemail Server type is Unified Messenger. E-Mail Server setup 8. If the user's email is stored in Exchange: a. Select Exchange. b. Type the user's Exchange alias in the Alias field.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
IX. <i>(continued)</i> Setting Up Users (applies to the standalone system and Server Set Controller)	9. If the user's email is stored in an IMAP4 compliant mail server: - Select IMAP/SMTP. - Select or type the appropriate values in the IMAP/SMTP Server, IMAP/SMTP Account, and E-mail Address fields. Note: Users can also set these fields themselves on their User Preferences screens. - Select No E-mail if the user does not have email. 10. Click Add User at the bottom of the screen when all the required fields are complete. Note: Click Clear if you want to: ■ Quickly remove the field entries ■ Restart with a fresh screen Important: Repeat Steps 1 through 10 if you want to add more users. You can also return to this Web page later to add more users.  SECURITY ALERT: Re-enable your virus scan software. See Installing and administering virus scan software in the site preparation guide for more information. 11. Proceed to "Additional UCC SA configurations" on page 112.

Part 8 – Granting Permissions to Windows Groups for UCC Administrative Tasks

Procedure	Step-by-Step Instructions
X. Granting permissions to Windows Groups for UCC administrative tasks	To allow selected Windows users to administer the UCC Speech Servers without granting them local Windows Administrative privileges on the Speech Servers, use the SetUCCPermission.exe program. This program provides the necessary database and directory permissions to a Windows Group. Do the following to assign permissions to a Windows Group: 1. Log in to the Speech Server as a Windows User with local administrative privileges. 2. Open the following executable file located in the default directory: C:\Program Files\AvayaSpeech Server\bin\SetUCCPermission.exe Note: You might have chosen a different installation location. Navigate to that location to open SetUCCPermission.exe. 3. In the Domain field, type the Windows Domain name where the Group was created. Note: If you created a Local Group on the Speech Server, type the name of the Speech Server in the Domain field. 4. In the Group/User Name field, type the name of the Group or User. Important: Avaya highly recommends that you grant permissions to a Local Group or a Windows Domain Group rather than to a Windows User. You can add individual Users to the Group or remove individual Users from the Group.

Procedure <i>(continued)</i>	Step-by-Step Instructions <i>(continued)</i>
X. <i>(continued)</i> Granting permissions to Windows Groups for UCC administrative tasks	5. Select the Permission Type for the Group. There are three Permission Types: ■ UCC Administrator. Run all Web pages and SSMC ■ Users Administrator. Run Speech Access User Management (SAUM) and NewsLetterMgt Web pages ■ Speech Server Reports. Run SSReports Web page and access VALogs directory  CAUTION: It might take awhile to assign permissions for the UCC Administrator and Speech Server Reports. Assigning directory permissions can result in heavy disk traffic. 6. Click Apply. A series of status screens are displayed. The following message is displayed if the permissions were successfully assigned: Successfully set access permissions for <domain>\<group> where <domain> is the Windows Domain name or Speech Server name, and <group> is the Local Group or Windows Domain Group. 7. Run the SetUCCPermission.exe program on each server in the Server Set for the UCC Administrator and Speech Server Reports permissions.

Part 9 – Configuring IIS for Windows 2003 Server (applies only to Windows 2003 installation)

Procedure	Step-by-Step Instructions
XI. Configuring IIS for User Preferences web pages (for voicemail only subscribers)	Use the following procedure to configure IIS to properly access User Preferences web pages: 1. On a speech server desktop, go to Computer Management > Services and Applications > Internet Information Services (IIS) Manager. 2. Select the speech server name on the left pane window. 3. Right click Web Sites. 4. Select Properties. 5. Click the Service tab in the Web Sites Properties window. 6. Select the Run WWW service in IIS 5.0 isolation mode check box. 7. Select the Home Directory tab in the Web Site Properties window. 8. Select Configuration in the Application settings group. 9. Click the Options tab. 10. Select the Enable parent paths check box. 11. Click OK in the Web Sites Properties window.

Procedure <i>(continued)</i>	Step-by-Step Instructions <i>(continued)</i>
XII. Configuring IIS 6.0 for exporting SAUM user list	Use the following procedure to configure IIS 6.0 for exporting SAUM user list: 1. Select the speech server name on the left pane window in IIS Manager. 2. Right click the speech server name. 3. Select Properties. 4. Select MIME Types... in the Properties dialog box. 5. Enter .LOG in the new extension field. 6. Select text/plain for the type. 7. Click OK in the MIME Type dialog box. 8. Click OK. 9. Close all dialog boxes. 10. Restart IIS.

Additional UCC SA configurations

Setting Nuance Watcher Daemon security (highly recommended)

Important: Nuance Watcher Daemon security should be run on all Speech Servers.

During the UCC SA installation, you install a third-party Nuance ASR system on the speech server. Nuance installs the Windows Nuance Watcher Daemon service on the server during the installation. This service is used by the Nuance Manager Speech Server process to start and monitor the Nuance processes. Nuance Watcher Daemon uses the following ports to establish communications:

- Port 7023 for Telnet
- port 7080 for http
- Port 7161 for SNMP
- Port 7890 for broadcast and other services

You might want to block all ports from outside communication to restrict IP security on the Speech Server or Server Set Node.

To set up Nuance Watcher Daemon security *after* the UCC SA installation:

1. On the Speech Server or Server Set Node, go to **Start > Programs > Administrative Tools > Local Security Policy**.
2. Right-click **IP Security Policies on Local Computer**.
3. Select **All Tasks > Import Policies**.
4. Go to C:\Program Files\AvayaSpeechServer\config\Nuance\.
5. Select the .ipsec file from the directory to import the file.
6. Wait until the file is successfully imported.
7. Select **IP Security Policies on Local Computer**.

8. Right-click **Block Nuance Watcher** in the **Local Security Settings** window.
9. Select **Assign** to activate the security policy.

Note: The security policy only blocks communication from the outside world to the Nuance Watcher Daemon service. The Nuance Manager on the speech server can still communicate with the Nuance Watcher Daemon service after the security is set up.

Enabling Port 80 on Avaya S3500 server

The Avaya S3500 server is configured with Port 80 restriction. This restriction prohibits access to the UCC SA User Preferences Web pages from remote client machines. To resolve this problem, ensure that you enable Port 80 on the Avaya S3500 server.

To enable Port 80:

1. Go to **Start > Programs > Administrative Tools > Local Security Policy**
2. Select **IP Security Policies on Local Computer** in the left pane.
3. Right-click **Block TCP 80 Filter** in the right pane.
4. Click **Delete**.
5. Restart the server.

Adding new Server Set Nodes to the Server Set

1. Open the Avaya UCC Speech Server Management Console (SSMC) using the following path:
Start > Programs > Avaya UCC Speech Server > UCC Speech Server Management Console
2. 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 is hidden). This might take several minutes to complete.

**CAUTION:**

Ensure that each Server Set Node is completely set up *before* 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:

Done copying application directories

4. Repeat Steps [2](#) and [3](#) for each Server Set Node.

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 fail to 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.

Configuring an Outgoing Email Server

If you have not already configured an Email Server, See ["Part 6 – Configuring Email Server\(s\)" on page 103](#). Follow the instructions, and then go to Step [1](#) below. Go to Step [1](#) if you have already configured an Email Server.

1. Select the Outgoing Email Server:

Configuration > System Support

2. Select the Email Server to use for system generated emails from the **Email Server** drop-down menu.

Important: Steps [3](#) and [4](#) only apply for IMAP4.

3. Type the Domain\User Name and Password in the **User Name** and **Password** fields.

Note: Use the Password and User Name for the Windows account that is used to send the mail.

4. Type the complete email address in the **From Email Address** field.

Note: The email address is shown in the **From** field in the email.

5. Select **Accept**.
6. Click **OK** on the **Done** dialog box.

Configuring Alerts

You can configure UCC SA to send alerts to the administrator.

Follow the instructions in the SSMC online Help to configure Alerting Setup:

Configuration > System Support > Alerting Setup

Configuring Metrics

Follow the instructions in the SSMC online Help to configure the Metrics agent:

Configuration > System Support > Metrics E-Mailing

Configuring IMAP4 users

Ensure that UCC SA subscribers enter their IMAP4 user name on the Domino Administration screen, and their Domino password in the UCC SA User Preferences Web pages. The password is encrypted and stored in the Microsoft SQL database.

Note: UCC SA supports Lotus Domino 6.X.

Enabling Lotus calendar access for subscribers

UCC SA allows Lotus Notes subscribers to browse through appointments and meetings in their Lotus calendars. You must enable Lotus calendar access for Lotus subscribers *before* they access their calendars.

Do the following to enable Lotus calendar access:

1. Create a Lotus Notes mailbox on the Domino server. Type **Speech Access** for the Lotus Notes display name.

Note: If you have a Lotus administrator, ensure that the Lotus administrator sets up the Notes mailbox for UCC SA *before* you install the Lotus Notes client on the Speech Server (in a standalone configuration) or on each Server Set Node (in a multi-server configuration).

2. Install Lotus Notes client on the Speech Server or each Server Set Node.

Note: Lotus client must be version 6.0.3 or later.

3. Log in to the Speech Access account created on the Domino server using the Notes client on the Speech Server or Server Set Node.

Note: When you log in to Notes, the default Notes ID file that UCC SA uses is established.

4. Open the UCC Speech Server Management Console (SSMC).
5. Expand **Applications** in the menu tree, and then click **VAOutlook**.
6. Click **Advanced**.
7. Select **Allow SA to access Lotus calendar**, and then type the Speech Access account password in the **Lotus calendar delegate account password** field.
8. Click **Done**.

Enabling the Lotus contacts update utility

UCC SA allows Lotus subscribers to automatically create UCC SA contacts to match their Lotus Notes contacts. Subscribers must first download the contacts update utility application from the contacts tab of their User Preferences Web pages. They must then execute this utility to create UCC SA contacts that match their Lotus Notes contacts.

You must enable access to the contacts update utility before subscribers can download the utility.

To enable the contacts update utility on the contacts tab of the subscribers' User Preferences Web pages:

1. Open the UCC Speech Server Management Console (SSMC).
2. Right-click **UCC Speech Server**.
3. Select **Properties**.
4. In the **UCC Speech Server Properties** dialog box, select the **VAPLatform.AllowImportContacts** parameter, and then set its current value to **TRUE**.

Note: Setting the parameter value to **TRUE** enables the download contacts update utility button on the contacts tab of the User preferences Web pages.

5. Click **Apply**, and then click **OK**.

Connectivity with corporate directory using LDAP

Avaya-developed COM objects that use Microsoft's Active Directory Service Interface (ADSI) objects provide access to corporate directories using the Lightweight Directory Access Protocol (LDAP). This connection is made through port 389 (port 636 for SSL connections), and is used by UCC SA to access and download all or part of the subscriber's corporate directory. UCC SA can connect to any external servers, such as Exchange and Lotus Domino, that support LDAP access to their corporate directories. Avaya recommends the limitation for an LDAP directory to be set at 20,000 names.

Important: UCC SA provides the option to use SSL for LDAP connection.

Using SSL with LDAP

To set up SSL with LDAP service:

- Use port 636 for SSL connection between the UCC Speech Server and the server that hosts the corporate directory using LDAP (LDAP server).
- Purchase and install an SSL certificate on the LDAP server.

Note: Avaya highly recommends that you purchase an SSL certificate that is issued by a trusted Certificate Authority.

The procedures to install the SSL certificate for the LDAP service can be different, depending on your LDAP server type.

For an Exchange server, see the following documentation for information on how to install an SSL certificate for LDAP service:

<http://support.microsoft.com/default.aspx?scid=kb;EN-US;236050>

For a Lotus Domino server, see SSL Security and Setting up SSL on the Domino Server in the Help topics in the Domino Administrator program.

If you use a self-assigned SSL certificate on the LDAP server, you must do the following to set up SSL between the UCC Speech Server and the LDAP server:

- Purchase and install an SSL certificate on the Speech Server in a UCC SA standalone configuration or on the Server Set Controller in a UCC SA multi-server configuration.
- To establish an SSL connection between the Speech Server and the LDAP server:
 - a. Open Internet Explorer (or a Web browser) on the Speech Server or Server Set Controller.
 - b. Go to <https://your.ldap.server.com:636/>
 - c. Click **Yes** in the Do you want to install this certificate window.

When the connection is set up, UCC SA retrieves and downloads information, such as corporate directory names and telephone numbers, from the corporate directory using LDAP. The internal property names used by the LDAP server are mapped to internal fields required by UCC SA.

Important: UCC SA requires names to be last name first in the corporate directory using LDAP.

The information retrieved from the corporate directory using LDAP over the LAN is available to subscribers only by querying a single user name. Other subscribers cannot access the retrieved information. In addition, there is no UCC SA command to list the entire user directory through the LDAP server.

Scheduling the Publish

The Schedule Publish feature allows the applications to be routinely published at a select time and frequency. It cleans up file information, rebuilds the static grammar based on information from the corporate directory, and stops and starts processes.

To schedule the publish:

1. Expand **UCC Speech Server > Applications** in the UCC SSMC, and then click **VAOutlook**.
2. Click **Scheduled Publish** when the **Publishing** dialog box is displayed.
3. Select the **Enabled Scheduled Publish** check box when the **Scheduled Publishing** dialog box is displayed.
4. Select a date in the Initial Schedule Publish Calendar.
5. Select a publish time.
6. Select the publish frequency from the drop-down menu.

Note: Schedule publish **weekly** is highly recommended. Select **daily** if you want to publish more often than weekly.

Important: Ensure that your Corporate Directory using LDAP is set up *before* the scheduled publish runs.

Publish Options

The **Publish Options** dialog box allows you to:

- Pin or unpin published versions
- Set the number of backup versions to keep

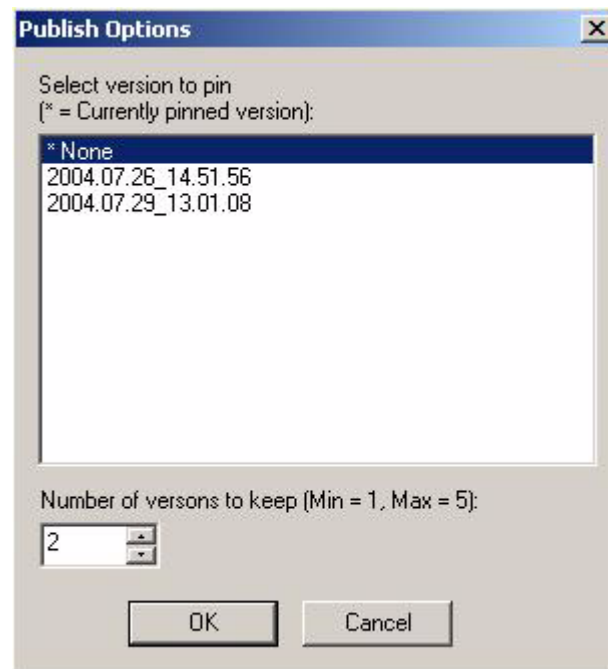
To open the **Publish Options** dialog box, click the **Options** button under **Publishing**.

A list of currently published versions is displayed on the **Publish Options** dialog box. A pinned published version is a publish that is not automatically deleted by the publisher. Pinned versions have a star (*) beside them. A star (*) next to **None** indicates that no versions are pinned. To pin or unpin a version, select the publish version, and then click **OK**.

If a publish generates a version that exceeds the Number of versions to keep value, the oldest version is deleted.

Note: Pinned published versions are not deleted until you unpinned them. See [Figure 5-7 on page 120](#).

Figure 5-7. Publish Options



Configuring parameters

There are many configurable parameters. You are not required to change any of these parameters when you begin your installation. The default values should be appropriate for most installations. However, you may customize the behavior of UCC SA by altering parameter values.

See the Speech Access Administrators Online Help system under *Global Parameters* for more detailed information about configuring parameters.

To configure a parameter:

1. Go to:

Start > Programs > Avaya UCC Speech Server > UCC Speech Management Console

2. Right-click **UCC Speech Server**, and then click **Properties**.

3. Select the parameter from the list, and then type the new value in the **Current Value** field.
4. Click **OK**.

See [Table 5-1](#) for a list of parameters that are most commonly altered.

Table 5-1. Descriptions of frequently used parameters

Frequently used parameters	Parameter description
VAApplcation.MsgVoiceAttDisplayName	The default value of the VAApplcation.MsgVoiceAttDisplayName parameter depends on the value that is set for the VAPlatform.VoiceMSSformat parameter. The VAApplcation.MsgVoiceAttDisplayName parameter controls the display name of voice attachments to e-mail messages. If your UCC SA configuration includes Avaya Modular Messaging with Lotus Domino (and does not have Microsoft Exchange), set the value to Msg0001. If your UCC SA configuration includes Avaya Modular Messaging 3.0 with Microsoft Exchange, set the value to Avaya Modular Messaging. If your UCC SA configuration includes Avaya Modular Messaging 1.1 with Microsoft Exchange, set the value to Avaya Modular Messaging or use the default value.
VAPlatform.AllowImportContacts	The VAPlatform.AllowImportContacts parameter is set to False by default. It is for Lotus users. The VAPlatform.AllowImportContacts parameter values are: ■ True. The Download Contacts Update Utility button is displayed on the Contacts Tab of the User Preferences Web site. Lotus users can download the Contact Update Utility. ■ False. The Download Contacts Update Utility button is not displayed on the Contacts Tab of the User Preferences Web site.
VAPlatform.AllowUserToEditIMAP	The VAPlatform.AllowUserToEditIMAP parameter is set to True by default. The VAPlatform.AllowUserToEditIMAP parameter values are: ■ True. The user can edit IMAP settings, such as Server name, account, password, and email address. ■ False. The user cannot edit IMAP settings except for password.

Table 5-1. Descriptions of frequently used parameters *(continued)*

Frequently used parameters <i>(continued)</i>	Parameter description <i>(continued)</i>
VAPPlatform.AutoMarkRead	The VAPPlatform.AutoMarkRead parameter is set to True by default. The VAPPlatform.AutoMarkRead parameter values are: ■ True. Your message is marked <i>Read</i> when you listen to it. ■ False. Your message is not marked <i>Read</i> when you listen to it.
VAPPlatform.CallAnswerMissedCallMsg	The VAPPlatform.CallAnswerMissedCallMsg parameter is set to False by default. ■ True. Generates a missed call message in your mailbox. ■ False. No missed call message is generated.
VAPPlatform.DTMFWakeupFromDTMF FallbackAllowed	Provides you with the option to choose whether DTMF equivalents for "Avaya, come back" and "Avaya, drop this line" are allowed when the subscriber is connected to the Voicemail Server. The actions for the True (default) and False values are: ■ True. After performing the DTMFFallback, ## & ** returns the user to the speech access application. ■ False. After performing the DTMFFallback, ## & ** does not return the user to the application.
VAPPlatform.IgnoreFirstNameToMatch Contacts	The VAPPlatform.IgnoreFirstNameToMatchContacts parameter enables or disables use of first name as a matching criterion when comparing contacts, LDAP, and voice server dictionary entries to determine whether the entries refer to the same person. The default value is True.

Table 5-1. Descriptions of frequently used parameters *(continued)*

Frequently used parameters <i>(continued)</i>	Parameter description <i>(continued)</i>
VAPLatform.NoWavAttToEMail	The VAPLatform.NoWavAttToEMail parameter provides an option to choose whether .wav file attachments can be sent with e-mail messages. The default value is False. Note: Only .wav files that can be sent through an e-mail message are affected by the configurations of this parameter. Other .wav files that cannot be sent through e-mail messages, such as descriptions of tasks and calendar entries, are not affected by the configuration of this parameter. The VAPLatform.NoWavAttToEMail parameter values are: ■ True. Restricts the ability to attach a .wav file to an e-mail message. ■ False. Allows a .wav file to be attached to an e-mail message. Important:When this parameter is set to True, you cannot do the following: ■ Forward e-mail messages ■ Reply to meeting requests ■ Accept meeting requests
VAPLatform.MMNumAddrMatchPrefMbox	The VAPLatform.MMNumAddrMatchPrefMbox parameter tells UCC SA that numeric addresses on MM Voicemail systems consist of some prefix plus a subscriber's mailbox number. The default value is True. The VAPLatform.MMNumAddrMatchPrefMbox parameter values are: ■ True. Tells UCC SA that numeric addresses on MM Voicemail systems consist of some prefix plus a subscriber's mailbox number. ■ False. Tells UCC SA that numeric addresses on MM Voicemail systems do not consist of some prefix plus a subscriber's mailbox number. By assuming that MM numeric addresses are mailbox numbers preceded by some prefix, UCC SA is able to properly find voicemail addresses for message recipients. If your site does not follow the <NumericAddress>=<Prefix><MailboxNumber> convention, set the VAPLatform.MMNumAddrMatchPrefMbox parameter to False.

Table 5-1. Descriptions of frequently used parameters *(continued)*

Frequently used parameters <i>(continued)</i>	Parameter description <i>(continued)</i>
VAPPlatform.ReachMe	The VAPPlatform.ReachMe parameter enables the Reach-Me feature on a system-wide basis. The default value is True . Note: You can also enable Reach-Me on a per subscriber basis using the User Manager Web application.
VAPPlatform.SupportWordDocuments	The VAPPlatform.SupportWordDocuments parameter allows the subscriber to read word attachments. The default value is False . Note: You must have Microsoft Word 2000 or greater installed on the standalone system or Server Set Nodes to read word attachments. Ensure that you properly register Microsoft Word with Microsoft Inc. Otherwise, UCC SA might encounter a performance problem due to excessive processor usage by Microsoft Word.
VAPPlatform.VMboxMatchExtension	The VAPPlatform.VMboxMatchExtension parameter allows UCC SA to assume that voice mailbox numbers match telephone extensions. The default value is False .
VAPPlatform.VoiceMsgFormat	The VAPPlatform.VoiceMsgFormat parameter controls, when forwarding or replying to an e-mail, whether the new voice component is prepended to the old voice component or the old message is attached as an embedded message. The default value is SA . In the Speech Server Management Console, right-click UCC Speech Server and select Properties for a complete list of global parameters. See the Speech Access Administrators Online Help system under <i>Global Parameters</i> for a detailed description.

Making changes to the dialing rules

You can access the dialing rules by selecting **Configuration > Telephony Setup** in the SSMC. Click **Number Translation Parameters**.

Long distance numbers

Some prefixes within the same area code are long distance and must include the area code.

For example, if the area code is 803:

- 803-781-RRRR is local
- 803-499-RRRR is long distance

Enter the following Dialing Rule to successfully reach the long distance number.

1. Click **Long Distance Numbers**.
2. Click **Add**.
3. Type the values shown in [Figure 5-9 on page 125](#).

Figure 5-9. Add New Number Range

Cntry Code	Area Code	Prefix	Number	Dial
1	803	499	RRRR	PN803499XXXX

OK Cancel

Local numbers

Local calls must include the area code. In some areas, you must dial the area code for any Off-PBX call.

Enter the following Dialing Rule to successfully reach the local number.

1. Click **Local Numbers**.
2. Click **Edit**.
3. Type the values shown in [Figure 5-10](#).

Figure 5-10. Edit Number Range

Cntry Code	Area Code	Prefix	Number	Dial
1	803	781	RRRR	P781XXXX

OK Cancel

Local numbers with local area codes

Some area codes must not be logged as long distance.

For example, enter the following Dialing Rule if you want calls to area code 850 logged as a local call.

1. Click **Local Numbers**.
2. Click **Add**.
3. Type the values shown in [Figure 5-11](#).

Figure 5-11. Add New Number Range With Local Area Code

Cntry Code	Area Code	Prefix	Number	Dial
1	850	RRR	RRRR	PN850XXXXXX

OK Cancel

Using documents to inform subscribers

Use the following Word documents, provided in the **Documentation** folder on UCC SA software CD1, to help you inform new and upgraded subscribers about UCC SA Release 2.1:

- **Welcome_to_UCC_SA_Template.doc.** This template helps you compose an e-mail that tells all subscribers about UCC SA, including how they log in by phone and how they access the User Preferences Web pages.
- **What's_New_in_UCC_SA.doc.** This document explains the new functionality in this release, and how UCC SA differs from the previous, upgradable release. You can attach this document to the e-mail you send to upgraded subscribers.

Open **Welcome_to_UCC_SA_Template.doc** and follow the instructions.

Configuring automatic newsletter delivery

For Exchange subscribers, there is a series of sixteen newsletters that describe commonly used Speech Access features such as, Reach Me, and ANI filter. Newsletter Management is a browser-based utility that allows you to set up automated newsletter delivery to subscribers.

Note: Newsletters are for Microsoft Exchange-based configurations only. You must have SMTP running on your standalone system or Server Set Controller for e-mail delivery of Newsletters.

To set up newsletter delivery:

1. Open Internet Explorer and type one of the following URLs to access this Web page:

`http://server_name/newslettermgt`

`https://server_name/newslettermgt` (if your system uses SSL)

where *server_name* is the computer name of the Speech Server or Server Set Controller Node.

2. Click **Newsletter Settings**.
3. Select **Newsletter Enabled**.
4. Type the name of the speech server in the **Fully Qualified Domain Name** field.
Important: This field must be set to the name of the Speech Server or Server Set Controller.
5. In the **Reply to SMTP Address** field, type the SMTP address that appears in the **reply-to** field of the newsletter delivery.
6. Select the associated application from the drop-down menu.
7. Click **Save**.

To schedule newsletter delivery:

1. Select **Newsletter Schedule** on the Newsletter Management Web page.
2. Enter information for the following fields:
 - Start time:
 - Occurs Every:
 - Start date
 - Day of week
3. Click **Set Schedule**.

Setting parameters for installations in the UK

1. Open the Speech Server Management Console (SSMC):
Start > Programs > Avaya UCC Speech Server > UCC Speech Server Management Console
2. Right-click **UCC Speech Server** in the menu tree.
3. Select **Properties**.
4. Ensure that the parameters in [Figure 5-12 on page 128](#) have the correct values.

Figure 5-12. Parameter values

<u>Parameter</u>	<u>Value</u>
SpeechRec.Nuance.RecognitionModel	English.UK.3
VAPlatform.ASRDict.Language	en-GB
VAPlatform.EPP.UseUSDateFormat	FALSE

5. To change parameter values:
 - Select the parameter
 - Type the new value in the **Current Value** field
6. Click **OK** when you finish setting up your parameters.
7. You must publish the speech access applications:
 - a. Click **CallAnswer** under **Application Modules**.
 - b. Click **Publish** and then wait until you see the **Done publishing application** message in the **Publishing Events** field.
 - c. Click **VAOutlook** under **Applications**.
 - d. Click **Publish** and then wait until you see the **Done publishing application** message in the **Publishing Events** field.

Using bulk provisioning

Bulk provisioning is a utility found on the Speech Access User Management (SAUM) Web site. The Bulk Provisioning

utility allows the administrator to add or delete a set of subscribers. Click the following Help button located next to the File Name Browse button for detailed information:  .

Chapter 6

Troubleshooting

Introduction

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

- See the troubleshooting topics in the SSMC online Help system, by pressing **F1** when you are in the SSMC.
- To locate the latest UCC SA 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 **Unified Communication** 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.

Publish fails

General failure

Important: UCC SA provides an automatic roll-back feature that switches to the previously published copy of the application if it fails to run the new copy. This is true for each speech server. The administrator can also perform a manual roll-back to recover from post-publish problems. Subscribers can use their old contacts until the new contacts are built and updated.

If your publish fails:

1. Look for Errors in the Publishing Events area of the Application.
2. Ensure there is enough disk space.
3. Ensure that:

- You have licenses
- The licenses are not expired

Check the status of your licenses. Open the SSMC, click **Configuration > General Information**, and then click the icon button near the UCC License Server field.

- Nuance Manager starts
4. Change the VAPPlatform.DebugLevel global parameter.
 - a. Change the VAPPlatform.DebugLevel global parameter to **7**.
 - b. Republish the application.
 - c. Open the VALogs directory and locate the following file:

<Server>_<ApplicationName>.Publisher_<Date>.log

- d. Look for the following message:

Done publishing application

- e. Scroll up, looking for any publish errors that identify the source of the problem. Contact Avaya Technical Support if you cannot determine the cause of the failure.
 - f. Change the VAPLatform.DebugLevel global parameter back to **0**, and then restart your processes.
5. If the publish fails while running BuildGALGrammar.vbs then there might be a problem with your LDAP configuration. For additional error information, check the following log:

C:\Program Files\AvayaSpeechServer\VALogs\year\
month\day\<Server>_VAManager_<DATE>.log

where <Server> is the name of your Speech Server
and <DATE> is the date that the log file was
created.

Failure when using terminal services to publish

The publish fails if you attempt to publish through the SSMC while using terminal services. The following message is displayed:

The application is being published at the moment

The problem originates from within the Microsoft API file storage. See [Microsoft Knowledge Base Article - Q300229](#).

Do the following to resolve the problem:

1. Close the SSMC.
2. Go to:

**Start > Settings > Control Panel >
Administrative Tools > Services**
3. Right-click **VAServerManager**, and then select **Restart**.
4. Open the SSMC.
5. Expand **UCC Speech Server > Applications**.
6. Expand **Application Modules**.

7. Click on the application that you want to republish, and then click **Publish**.

Failure when the storage file does not open during the publish

The publish fails if you receive the following error message:

Storage file could not be opened

Another error message is displayed after the first error message. The problem originates with the reference to the vapub file remaining trapped in the VAServerManger process indefinitely.

Complete Steps [1](#) through [7](#) on [page 132](#) to resolve the problem.

Failure when unable to extract files from storage

The publish fails if you receive the following error message:

Error extracting directory C:\Program Files\AvayaSpeechServer\VAApplications\...\ from storage: 0x8001010e

Do the following to resolve the problem:

1. Right-click **UCC Speech Server** or the name of the speech server.
2. Select **Properties**.
3. In the detailed pane window, select the global parameter **VAPlatform.Publish.MarshalStoragePtr**.
4. Toggle the current value of the global parameter. For example, if the current value of the parameter is blank or FALSE, set the value to TRUE. If the current value is TRUE, set the value to FALSE.

Do not uninstall OctelAccess Server (OAS) if you have coresident UCC SA and OAS applications

Did your UCC SA system stop working when you uninstalled coresident OAS? UCC SA becomes inoperable when coresident OAS is uninstalled.

Refer to the OctelAccess Server installation guide for information about working with multiple configurations.

Unable to delete a user in SAUM

Problems occur when you try to Add, Modify, or Delete users when a Service Account Alias conflicts with an existing user's:

- Alias
- Last Name
- First Name
- Display Name
- Distinguished Name

An error message is displayed, advising that you cannot delete, modify, or add user: < **user name** >. For example:

Error: Cannot delete user: < user name >

where < **user name** > is the existing name of the user.

Important: The Service Account alias must be unique. It also cannot match any portion or substring of the following Exchange Mailbox fields of any user on the Exchange server.

- Alias
- Last Name
- First Name
- Display Name

- Distinguished Name

For example,

- a. If any Exchange Mailbox Alias starts with *JDOE*, then the Service Account alias cannot be *JDOE*.
- b. If any Exchange user has *Smith* listed in the Last Name field, then the Service Account alias cannot be *Smith*.

Service errors reported during the installation



CAUTION:

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

Error registering NT services

Do the following to correct the error:

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

Failed to install the Nuance Watcher Daemon

Follow the instructions in the dialog box if the Speech Server Installation fails to install the Nuance Watcher Daemon server.

You can locate these instructions after the installation as well. They are found in the Speech Server installation directory in the following file:

Log\AvayaUCC Speech ServerInstallLog_Server.log

Follow the instructions, and then use the Windows Service Applet to change the Nuance Watcher Daemon service to use the Avaya Service Account for "Log On". Change the **Startup type** field to **Automatic**.

Windows Media Encoder starts a reboot

If the installation of Windows Media Encoder restarts the system, rerun the Installation Wizard after the system has rebooted. Ensure that the installed components are not checked. Verify that the rest of the selections are correct for your installation, and then click **Install** to continue with the installation.

Delay occurs after a component installation

There might be a delay of several seconds between Installation Wizard component installations. The delay results from set up and clean up of the component installation. The delay is particularly noticeable during the Speech Server and Speech Access installs.

XML Parser version

The XML Parser version is reported as 8.X after installation. The 3.0 number is the release version for the XML Parser. The 8.X number is the file version of the dll that Microsoft reports in the registry.

Server Service problems

If the Server Service is not installed and running on the Speech Server then the Speech Server installation might fail when it is attempting to install MSDE. To correct this, insure that the Server Service is installed and running properly before you attempt to install the Speech Server. The Server Service is required by the Speech Server to create its shared and virtual directories.

TTS process fails to start with error code 0xc1110040

You receive error code 0xc1110040 when the TTS process in the SSMC fails to start due to licensing problems after installation.

You must run the UCC Speech Server installation again to resolve this problem. To install the UCC Speech Server:

1. Insert CD1, and click **OK** on the **Please Insert CD Number: 1** dialog box.
2. Click **Next**.
3. Click **Next** when the Speech Server **Welcome** dialog box is displayed.
4. Ensure that **Upgrade** is selected when the UCC Speech Server Upgrade Decision dialog box is displayed, and then click **Next**.

The installation of the Speech Server begins, and a progress bar is displayed. Several information boxes are displayed sequentially.

5. Click **OK** on the parameter changes information dialog box.
6. Click **Continue** on the **Update Parameters** dialog box.
7. Click **Done** on the **Update Global** dialog box.

Speechify Licensing Service does not start after installation

During UCC SA Speechify installation, you must select **Custom** installation to disable the Speechify Licensing Server because UCC SA does not use the Speechify Licensing Server.

If you accidentally selected another installation method during Speechify installation, you will get **Error 1067**. The TTS process will terminate unexpectedly when you try to start the service.

You must disable the Speechify Licensing Service to solve this problem. To disable Speechify Licensing Service:

1. Go to **Start > Programs > Administrative Tools > Component Services**.
2. Right-click **Speechify Licensing Service**.
3. Select **Properties**.
4. Select **Disabled** from the **Startup type** drop-down menu.

NMS fails to install with error code 0x80070644

For Windows 2003 installation, you might encounter an error when NMS fails to install. Use the following procedure to when you encounter:

1. Abort the UCC SA installation.
2. Set the registry key **NtfsDisable8dot3NameCreation** to 0.

Note: Ensure that the key was originally set to 1.

3. Log out of the Service Account.
4. Log in as another account other than the Service Account.
5. Delete the following directory:
c:\documents and settings\serviceacct\
where serviceacct is the Service Account name.
6. Restart the system.
7. Log in to the system as the Service Account.
8. Install UCC SA.

Bulk add user fails on a Windows 2003 system

The bulk add user function in UCC SA does not work on a Windows 2003 system when the enhanced security configuration is enabled in Internet Explorer. To fix this problem, ensure that you add the UCC SA site as a trusted site in Internet Explorer.

To add the UCC SA Web site as a trusted site:

1. Open Internet Explorer.
2. Go to **Tools > Internet Options**.
3. Click the **Security** tab.
4. Select **Trusted sites**.
5. Click **Sites**.
6. Type the UCC SA URL in the **Add this web site to the zone:** field.
7. Click **Add**, then click **OK**.

Chapter 7

Uninstalling Avaya UCC SA

Uninstalling UCC SA

To uninstall Avaya UCC SA Release 2.1 from your speech servers.

1. Go to:
Start > Settings > Control Panel > Add/Remove Programs
2. Select **Avaya UCC Speech Access**, and then click **Change/Remove**.
3. Click **Yes** when the **Confirm File Deletion** dialog box is displayed.
4. Select **Avaya UCC Speech Server**, and then click **Change/Remove**.
5. Click **Yes** when the **Confirm File Deletion** dialog box is displayed.
6. Reboot the Server if you are instructed to do so.
7. Manually delete the Installation Directories, if necessary.