



Avaya™ Unified Communication Center Speech Access

Release 1.2 to 2.1

Release 2.0 to 2.1

Upgrade Instructions

18-300183
Issue 3
August 2006

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.

Avaya Web Page

The world wide web home page for Avaya is:
<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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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 Directive 89/336/EEC

Low-Voltage Directive 73/23/EEC

For more information on standards compliance, contact your local distributor.

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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 # 18-300183

Avaya™ Unified Communication Center Speech Access Upgrade Instructions

Release 1.2 to 2.1 and Release 2.0 to 2.1

Issue 3

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About this guide

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

This document covers the following upgrades:

- from Release 1.2 to Release 2.1
- from Release 2.0 or Release 2.0.2 to 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 page, click the topic name or page number.
- To navigate forward and backward through the manual, use the tools provided by Acrobat Reader.

For additional information

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

Introduction

Upgrade instructions in this document provide prerequisites, step-by-step instructions, and test procedures to upgrade your Avaya™ Unified Communication Center Speech Access (UCC SA) system.

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.

The upgrade instructions in this document cover the following UCC SA upgrades:

From Release 1.2 to Release 2.1

- Upgrading from a UCC SA R1.2 standalone system on Windows 2000 to a UCC SA R2.1 standalone system on Windows 2000
- Upgrading from a UCC SA R1.2 standalone system on Windows 2000 to a UCC SA R2.1 multi-server configuration on Windows 2000

Note: If you are upgrading from a UCC SA Release 1.2 standalone system to a UCC SA Release 2.1 multi-server configuration, you must first upgrade to the Release 2.1 standalone system. After you have successfully upgraded to a Release 2.1 standalone system, you can further upgrade to a multi-server configuration. Follow all the instructions in each section to ensure that each

upgrade is successful before proceeding to the next upgrade.

From Release 2.0 or Release 2.0.2 to Release 2.1

- Upgrading from a UCC SA R2.0 or R2.0.2 standalone system on Windows 2000 to a UCC SA R2.1 standalone system on Windows 2000
- Upgrading from a UCC SA R2.0 or R2.0.2 multi-server configuration to a UCC SA R2.1 multi-server configuration on Windows 2000

From Windows 2000 to Windows 2003

UCC SA does not support upgrade of Windows 2000 to Windows 2003. To upgrade the operating system, you must do a new install of UCC SA after you have upgraded the operating system.

If you have a UCC SA multi-server configuration, all the speech servers within the configuration must be running on the same operating system and the same UCC SA release. For example, if your Server Set Controller is running on Windows 2000 and UCC SA Release 2.1, all the Server Set Nodes must also be running on Windows 2000 and UCC SA Release 2.1.

Other upgrades

- Changing from a UCC SA Release 2.1 standalone system to a UCC SA Release 2.1 multi-server configuration
- Promoting a Server Set Node to a Server Set Controller
- Replacing your standalone system or Server Set Controller with a new server

The following is a list of important guidelines and information regarding the UCC SA upgrades.

1. 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 installation:

- Standalone configuration

- Multi-server configuration comprised of a Server Set Controller and up to four Server Set Nodes.
- 2. 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.

Important things to remember before starting your upgrade

- Ensure that you have thoroughly read the *UCC SA Site Preparation Guide (SPG)*. UCC SA Release 2 hardware and software requirements. Ensure that you have reviewed the complete list of requirements for UCC SA Release 2.1. You must have the SPG Checklist completed and available for reference throughout the UCC SA upgrade.
- Do *not* use Terminal Services during the upgrade. The following occurs if you use Terminal Services:
 - Installation Wizard Auto Reboot feature does not function correctly
 - Microsoft Data Engine (MSDE) fails during the installation
- If you plan to expand your UCC SA capacity or if you need to relocate your Avaya License Manager from a UCC SA Base Server to your Speech Server, you might need new or additional licenses. Upgrade your license key using the following URL:
<http://www.avaya.com/services/rfa>
- If you are upgrading from UCC SA Release 1.2, you must uninstall Microsoft Outlook *before* upgrading or installing the Exchange components.
- Ensure that you upgrade your Microsoft Exchange CDO *before* you proceed with the upgrade. See *Microsoft Collaboration Data Objects (CDO)* in the

UCC SA Release 2.1 Site Preparation Guide for details. You must also install the SMTP and NNTP service components (if not already installed). See Microsoft Internet Information Server (IIS) in the SPG for details.

- Your UCC SA processes must be stopped before the upgrade begins. They must not be restarted until after the upgrade is complete.
- Ensure that you disable the virus scan software. See *Installing and administering virus scan software* in the *UCC SA Release 2.1 Site Preparation Guide* for more information.
- Upgrades in this document show how to install UCC SA from the three UCC SA software CD-ROMs. If you choose to install UCC SA from your hard drive, ensure that the three CD-ROMs are copied to the following three peer directories:
 - CD1
 - CD2
 - CD3

Information about the Service Account

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*.

Avaya License Manager (WebLM)

UCC SA Release 2.1 requires WebLM to be installed on either the standalone system or the Server Set Controller. If your WebLM currently resides on a UCC SA Base Server, then you must ensure that the license file is reinstalled on the standalone system or the Server Set Controller.

[Table Introduction-1](#) contains information about how to obtain a new license file depending on the type of UCC SA upgrade.

Table Introduction-1. Where to obtain a new license file

Type of upgrade	License file instructions
■ UCC SA R2.0 or R2.0.2 standalone system on Windows 2000 to UCC SA R2.1 standalone system on Windows 2000 ■ UCC SA R2.0 or R2.0.2 standalone system on Windows 2000 to UCC SA R2.1 standalone system on Windows 2000	Obtain a new license file from Avaya at: http://www.avaya.com/services/rfa Note: The new license file upgrades the number of seats from 5,000 to 10,000.
■ Multiple UCC SA R1.2 standalone systems to a UCC SA R2.1 multi-server configuration ■ UCC SA R1.2 system with a UCC SA Base Server (on which the license file resides) to a UCC SA R2.1 system	Obtain a new license file from Avaya: 1. Go to the Avaya Business Partner or Sales Portal. 2. Click UCC > Sales and Marketing > Sales Resources. 3. Select Upgrading to UCC R2.1. 4. Download <i>Upgrading to UCC R2.1</i> document and follow the instructions to obtain the new license file for your upgrade.

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

Key-things-to-remember checklist

Things to remember before starting the upgrade		
Did you remember to...	Yes	No
Complete the Site Preparation Guide (SPG) checklist?		
Keep the SPG checklist with you?		
Determine if you are running Avaya License Manager (WebLM) from a UCC SA Base Server, and obtain a new license file for the Speech Server if required?		
Upgrade your license key if you plan to expand UCC SA capacity?		
Disable your virus scan software?		
Stop your UCC SA processes?		
Ensure that you have sufficient hard drive space?		
Install SMTP and NNTP service components as part of possible CDO upgrade (if not already installed)?		
Upgrade your Microsoft Exchange CDO (if required)?		
Backup your entire system including both ASADB and VADB databases to another medium?		
Identify and resolve all event log errors? Save and clear the event logs a few minutes before starting the upgrade?		
Upgrade to SQL Server 2000 Enterprise or Standard Edition with Service Pack 3 if you currently use SQL 7.0? MSDE is upgraded automatically.		
Ensure that your remote administration station (if applicable) receives the same UCC SA release as the standalone system or Server Set Controller that the station is managing?		
Things to remember during the upgrade		
Remember that...	Yes	No
If your UCC SA configuration includes a UCC SA Base Server, you must install WebLM on your standalone system or Server Set Controller.		
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.		

Chapter 1

Upgrading a UCC SA R1.2 standalone system to a R2.1 standalone system

Introduction

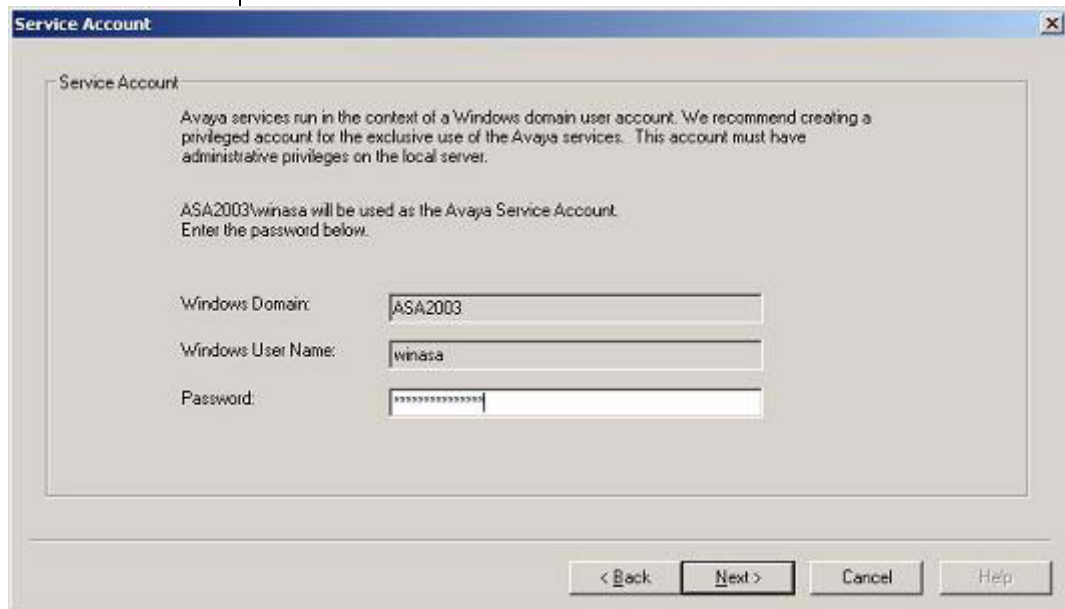
Upgrade instructions in this chapter support the upgrade from a UCC SA Release 1.2 standalone system running on Windows 2000 Server to a UCC SA Release 2.1 standalone system running on Windows 2000 server.

Part 1 – Stopping the processes and starting the uninstall tasks

Procedure	Step-by-step instructions
I. Starting the Avaya Speech Server Management Console (SSMC)	1. Log in as the Service Account. 2. From the desktop, click: Start > Programs > Avaya UCC Speech Server > UCC Speech Server Management Console 3. In the left pane of the Management Console, expand UCC Speech Server, and then expand Server Set. 4. Select the Speech Server name and verify that the processes are stopped. If they are not, right-click on the server name and select Stop (graceful). Important: You do not need to manually stop the services from the Services panel. The Installation Wizard stops these services automatically. 5. From the SSMC, click Configuration, and then select General Information. 6. Select the Skip startup of processes set for Auto Startup check box so that processes do not start automatically after a server reboot. 7. Click Accept to save the change, and then click OK. 8. Close the SSMC. 9. Go to: Start > Shut Down... 10. Select Restart from the What do you want the computer to do? drop-down menu. 11. Click OK.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
II. Starting the upgrade	Important: Disable your virus scan software <i>before</i> beginning the installation. 1. Log in as the Service Account. 2. Set Dr. Watson so it does not display error dialogs: a. Click Start > Run. b. Type drwtsn32.exe in the Open: field, and click OK. c. Clear the Visual Notification option when the Dr. Watson for Windows dialog box is displayed, and then click OK. 3. Ensure that C:\ has a minimum of 500 megabytes of free disk space. 4. This upgrade shows how to install the software from the three UCC SA software CD-ROMs. If you choose to install UCC SA from your hard drive, ensure that the three CD-ROMs are copied to the following three peer directories: ■ CD1 ■ CD2 ■ CD3  CAUTION: The installation fails if the directory names are incorrect.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
II. <i>(continued)</i> Starting the upgrade	5. 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. 6. Insert UCC SA CD1 into the CD-ROM drive, or click autorun.exe in the previously created CD1 directory on your hard drive. The Avaya UCC Speech Access main menu is displayed. The main menu contains the following topics: ■ UCC Speech Access Installation ■ Administration Station Setup ■ Documentation ■ Browse CD ■ Contact Us 7. Click UCC Speech Access Installation on the main menu. The Installation Wizard dialog box is displayed. 8. Select the appropriate country on the Avaya End User License Agreement screen, read the agreement, and click Accept. 9. Type your password in the Password field on the Service Account Information dialog box, and then click Next. See Figure 1-1 on page 5.

Procedure *(continued)***Step-by-step instructions** *(continued)*II. *(continued)***Starting the upgrade****Figure 1-1. Service Account Information**


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

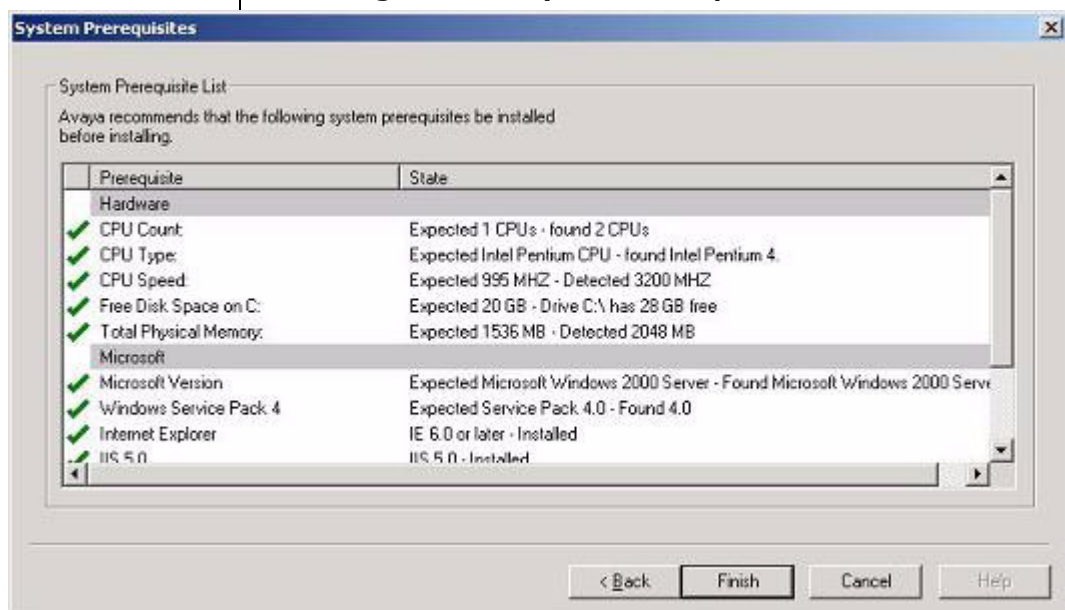
Windows User Name: winasa

Password: [masked]

< Back Next > Cancel Help

Note: Your password is stored in an encrypted format.

The **System Prerequisites** dialog box is displayed. See [Figure 1-2](#).

Figure 1-2. System Prerequisites


System Prerequisites

System Prerequisite List

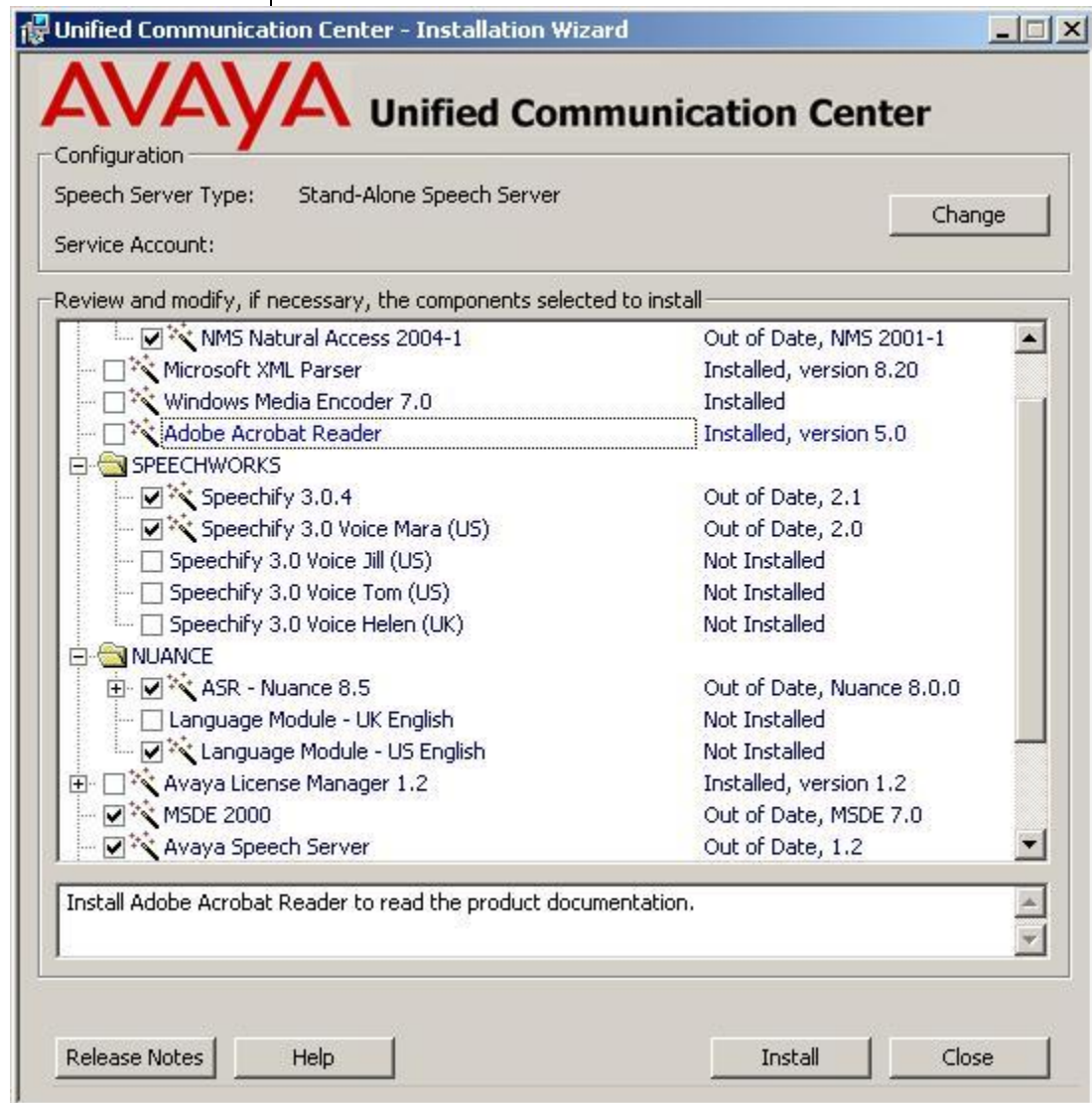
Avaya recommends that the following system prerequisites be installed before installing.

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

< Back Finish Cancel Help

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

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
II. <i>(continued)</i>	11. Click Finish .
Starting the upgrade	12. Expand the list of folders on the Installation Wizard main menu. See Figure 1-3 . Figure 1-3. Installation Wizard Main Menu



The following configurations are selected by default and they can be changed by clicking **Change**:

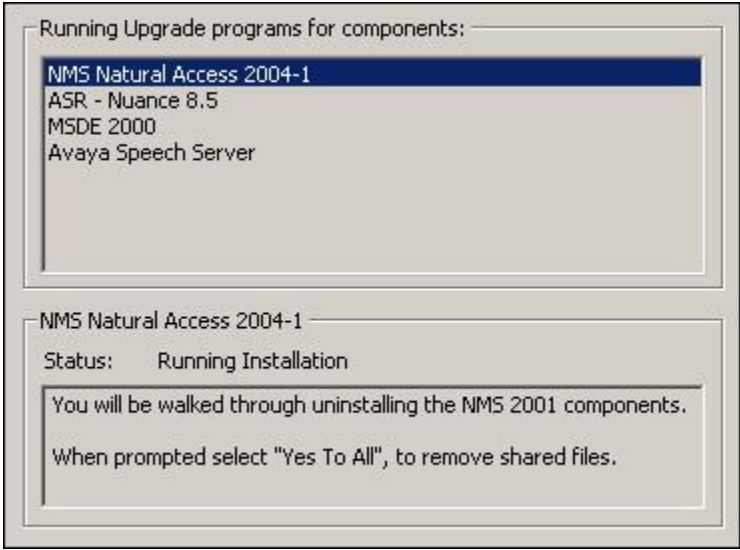
- Standalone
- US-English language
- License Manager
- Secure Socket Layer (SSL)

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
II. <i>(continued)</i> Starting the upgrade	Important: If this is a UK upgrade, or if you are changing your license server configuration to use the local server rather than the UCC SA Base Server, you must click Change to modify the settings. Following the screen prompts to configure WebLM. 13. For your particular UCC speech server, ensure that the appropriate items are checked or already installed: ■ Microsoft Data Access Objects 3.5 ■ NMS Telephony Software ■ NMS Natural Access 2004-1 ■ Microsoft XML Parser ■ 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) Note: Voice Rick is replaced by voice Tom in this UCC SA release. If you had voice Rick installed for UCC SA R1.2, voice Tom will be displayed as Out of Date during the UCC SA R2.1 upgrade. Mara is the default voice for US English. If you prefer a male voice, un-select Mara, and then select Tom.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
II. <i>(continued)</i> Starting the upgrade	■ 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 ■ 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. 14. Review the selected components. The following components must be upgraded. They appear as Out Of Date or Not Installed on the main menu: ■ NMS 2004-1 ■ Speechify 3.0.4 ■ Speechify 3.0 Voice Note: If you are installing Speechify voice Tom and had Rick previously installed, Speechify 2.0 voice Rick will be uninstalled. There is no uninstallation of Speechify 2.0 voices Mara and Helen.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
II. <i>(continued)</i> Starting the upgrade	■ Nuance ■ Nuance language module ■ Nuance V8.5.0 Post-GA Patches Rev E ■ 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.
III. Setting the Installation reminders information and uninstalling software	1. Click Install. 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 1-4. Figure 1-4. Installation Wizard Reminder 

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
III. <i>(continued)</i> Setting the Installation reminders information and uninstalling software	2. 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. Important: The password is unencrypted for each reboot and is re-encrypted when the Installation Wizard is displayed. 3. 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. 4. Click Install to begin the installation. 5. Click OK when the upgrade tasks Information dialog box is displayed. Note: The following five upgrade tasks are executed before the installation begins: ■ NMS (out-of-date). NMS 2001-1 and remaining NMS software are uninstalled. ■ Speechify Voice (out-of-date). Speechify voice Rick is uninstalled if voice Tom is selected. ■ ASR (out-of-date). The Nuance Watcher Daemon and Nuance V8.0.0 are uninstalled. ■ MSDE. A back-up of the database is generated. UCC SA will not upgrade an SQL Enterprise 7.0 database. You must manually upgrade to SQL Server 2000 <i>before</i> the upgrade begins. You can also manually upgrade from a previous release of MSDE to SQL Server 2000. ■ Avaya Speech Server. Executes the uninstalls for any UCC SA R1.2 Service Pack and/or Hot Fix(es).

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
III. <i>(continued)</i> Setting the Installation reminders information and uninstalling software	The Running Upgrade programs for components screen is displayed in the upper left corner. See Figure 1-5. Figure 1-5. Upgrade Components Status  Note: Throughout the upgrades of NMS, ASR, and MSDE, one or more Remove Shared File? dialog boxes might be displayed. Click Yes to All for each of these dialog boxes. - Click Yes on the Confirm File Deletion dialog box. - Click OK on the Natural Conference dialog box. - Click OK on the NMS Natural Access Remove Programs From Your Computer dialog box after the Uninstall successfully completed message is displayed. - Click OK on the NMS-CAS Remove Programs From Your Computer dialog box after the Uninstall successfully completed message is displayed. - Click OK on the NMS-ISDN Remove Programs From Your Computer dialog box after the Uninstall completed... message is displayed.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
III. <i>(continued)</i> Setting the Installation reminders information and uninstalling software	11. Click OK on the NMS NaturalFax Remove Programs From Your Computer dialog box after the Uninstall successfully completed message is displayed. 12. Click OK on the NMS OAM Services Remove Programs From Your Computer dialog box after the Uninstall completed... message is displayed. 13. Click OK on the NMS CT Access Remove Programs From Your Computer dialog box after the Uninstall completed... message is displayed. Note: Steps 14 to 15 are required only when you are upgrading voice Rick to voice Tom. Repeat both steps if you are upgrading both voices Mara and Rick to voices Jill and Tom. 14. Click Yes on the Windows Uninstaller dialog box to uninstall Speechify 2.0 Voice. 15. Click No on the Speechify 2.0 Voice dialog box when you are prompted to restart the system. 16. Click Yes on the Nuance-8-0-0-GA dialog box to uninstall Nuance-8-0-0-GA. 17. Click OK on the Nuance-8-0-0-GA dialog box. An MS DOS dialog box is displayed with backup information about both ASADB and VADB databases. 18. The Confirm Uninstall dialog box is displayed. It is only displayed if you have software that must be removed from your system. Click OK to remove the Avaya SA R1.2 Service Pack or Avaya SA Hot Fix and all of its components. Note: The Service Pack and Hot Fixes (and all of their components) required for UCC SA Release 1.2 are sequentially uninstalled. You might see one or more Confirm Uninstall dialog boxes as the uninstall processes continue. The Uninstall progress bar is displayed.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
III. <i>(continued)</i> Setting the Installation reminders information and uninstalling software	19. Click Finish on the Installshield Wizard - Maintenance Complete dialog box. Press Alt + Tab to display the Installshield Wizard - Maintenance Complete dialog box for the Service Pack if it is displayed behind another window. 20. Click OK on the information dialog box to confirm that the upgrade tasks are complete. A reboot begins. 21. 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. 22. Disable your virus scan software. 23. Click Continue Install when the Installation Reminders dialog box is displayed.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
IV. Installing the NMS software	 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 component's install completes. Note: The Installing Components screen is displayed in the upper left corner. The Extracting Files screen with progress bar is also displayed. 1. Click Next on the Welcome dialog box. 2. Read the NMS license agreement, and click Yes. 3. On the series of NMS installation dialog boxes: a. Select AG and CG, and then click Next. b. Select Countries. Scroll down the list and choose the appropriate country. Do <i>not</i> select Canada. Select United States if you are installing in Canada. Click Next.  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 group. 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. Several information boxes and associated progress bars are displayed.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
IV. <i>(continued)</i> Installing the NMS software	4. Click No when you are prompted to install NMS Hot Swap Support. 5. Click No when you are prompted to install CoolEdit sound editing software. 6. Click No when you are prompted to view the ReadMe file. 7. Select "No, I will restart my computer later", and then click Finish.  CAUTION: Do <i>not</i> use the NMS diagnostic tools or other NMS programs to attempt to configure the card yourself. The system automatically restarts. 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. 8. Disable your virus scan software. 9. Click Continue Install when the Installation Reminders dialog box is displayed. 10. Go to "Part 2 – Upgrading Speechify 3.0 (CD2)" on page 16 when the Please Insert CD Number: 2 dialog box is displayed.

Part 2 – Upgrading Speechify 3.0 (CD2)

Procedure	Step-by-step instructions
V. Upgrading 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 then click Next. 4. Click Custom when the Choose Setup Type dialog box is displayed. Important: Ensure that you select Custom. Otherwise, the Speechify Licensing Service might not start after the upgrade. 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 17. 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>
V. <i>(continued)</i> Upgrading 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 then 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 installed another voice. 17. Go to "Part 3 – Upgrading Nuance V8.5.0 (CD3)" on page 18 when the Please Insert CD Number: 3 dialog box is displayed.

Part 3 – Upgrading Nuance V8.5.0 (CD3)

Procedure	Step-by-step instructions
VI. Upgrading Nuance V8.5.0	1. Insert CD3, and click OK on the Please Insert CD Number: 3 dialog box. 2. Click Next on the Welcome dialog box. 3. Read the Nuance V8.5 License Agreement, and then click Yes to accept it. 4. Accept the default location (recommended) when the Choose Destination Location dialog box is displayed, or click Browse to select a different location. Click Next. 5. Select Compact on the Setup Type dialog box, and click Next. 6. Accept the default program folder when the Select Program Folder dialog box is displayed, and then 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. b. 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.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
VI. <i>(continued)</i> Upgrading Nuance V8.5.0	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.
VII. 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 dialog box for the 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 the extraction is complete. 4. Click Close on the WinZip Self-Extractor Language Module dialog box. Note: You might experience a delay. The Windows services are stopped and started.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
VII. <i>(continued)</i> Installing WinZip Self-Extractor Language Module – EnglishAmerica V8-5-0 R3 and Nuance 8.5.0 Post-GA Patches Rev E	The Nuance V8.5.0 SP and Patches (Rev E) - InstallShield Wizard dialog box is displayed. The installation files are extracted. - Click Next on the Welcome dialog box. - Click Next on the Start Copying Files dialog box. - Click Finish on the Installation Complete dialog box. Important: The Nuance V8.5.0 Reboot Required dialog box mentioned in the following note (below) might not be displayed. If you are not prompted to reboot, then go to Procedure "VIII. Installing MSDE 2000" 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. 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. - Click Continue Install on the Installation Reminders dialog box after the Installation Wizard restarts.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
IVIII. Installing MSDE 2000	Important: This procedure does not apply if you have an SQL 2000 database. 1. Insert CD1, and click OK on the Please Insert CD Number: 1 dialog box. 2. Click Next on the MSDE 2000 InstallShield Wizard dialog box. 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 can be lengthy, especially if the database contains a lot of call records. The installation might continue even though the time remaining shows 0 seconds. 4. Click No when the Microsoft SQLServer Desktop Engine dialog box is displayed prompting you to restart your system. 5. Click Finish on the InstallShield Wizard Completed dialog box. The system automatically restarts. 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>
VIII. <i>(continued)</i> Installing MSDE 2000	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. Note: If you receive a warning about failure to stop the IISAdmin service, manually stop the service in the dialog box. 7. Go to "Part 4 – Upgrading Avaya UCC Speech Server (CD1)" on page 23.

Part 4 – Upgrading Avaya UCC Speech Server (CD1)

Procedure	Step-by-step instructions
IX. Upgrading Avaya UCC Speech Server	The Installing Components screen is displayed. 1. The CD automatically runs, and the Avaya UCC Speech Access autorun menu might be re-displayed. 2. Click Next when the Welcome to the InstallShield Wizard for Avaya UCC Speech Server Version 2.1 dialog box is displayed. The Extracting Files and Setup screens are displayed. A progress bar and multiple information boxes are displayed. 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. 8. Click Next when the UCC Speech Configuration dialog box is displayed. See Figure 1-6 on page 24.

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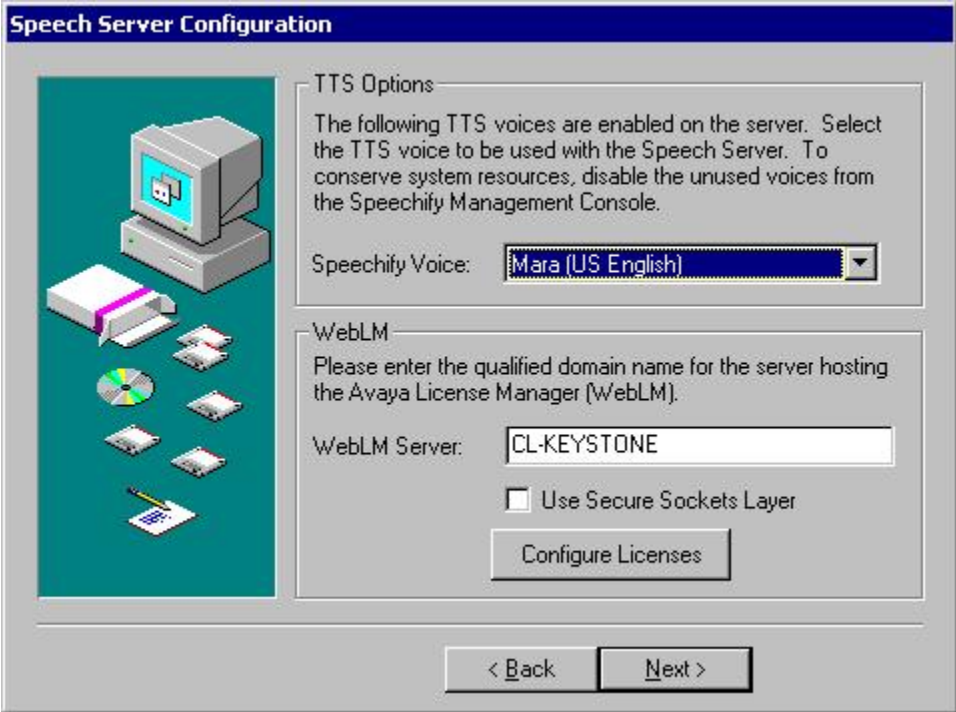
IX. *(continued)*

Figure 1-6. UCC Speech Server is now upgraded

**Upgrading
Avaya
UCC Speech
Server**



9. The **Speech Server Configuration** Text-to-Speech (TTS) and Avaya License Manager (WebLM) dialog box is displayed. See [Figure 1-7 on page 25](#).

Procedure (continued)	Step-by-step instructions (continued)
IX. (continued)	Figure 1-7. Text-to-Speech and Avaya License Manager
Upgrading Avaya UCC Speech Server	 10. Select a Speechify voice from the Speechify Voice drop-down menu. Note: Select Helen for UK installations. 11. Type the name of the standalone system that hosts the Avaya License Manager in the WebLM Server field. 12. Avaya recommends that you select Use Secure Sockets Layer. Select User Secure Sockets Layer if you are using SSL. 13. Click Configure Licenses to display the Avaya License Manager Web page. Use Procedure "X. Administer Avaya License Manager (WebLM)" on page 26 to configure the licenses on this Web page. You can also access the Avaya License Manager Web page by going to: Start > Programs > Avaya License Manager

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
X. Administer Avaya License Manager (WebLM)	Important: This procedure applies if you: ■ Have a UCC SA Base Server with WebLM ■ Need to update your license file. Otherwise, go to Step 14 on page 29. 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 and/or numbers 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. 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 1-8 on page 27.

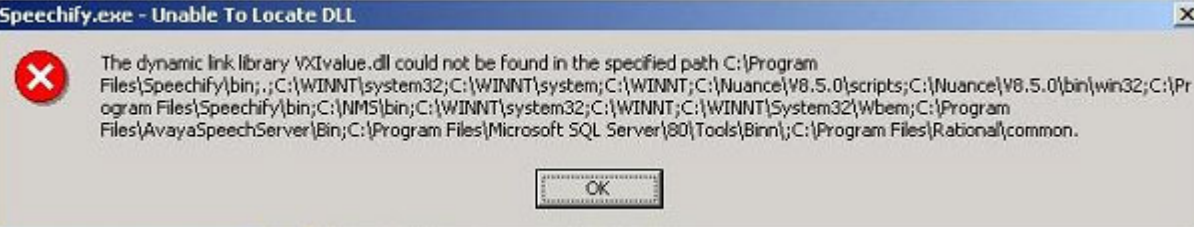
Procedure (continued)	Step-by-step instructions (continued)
X. (continued) Administer Avaya License Manager (WebLM)	Figure 1-8. Change Administrator Password

6. Click the **Back to WebLM Main Page** link.
7. Click **License Administration**.
8. Type your new password, and click **Continue**.
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 1-9 on page 28](#).

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
X. <i>(continued)</i> Administer Avaya License Manager (WebLM)	Figure 1-9. 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. 12. Verify all your licenses on the License Acquisition Status page.

Procedure (continued)	Step-by-step instructions (continued)
X. (continued) Administer Avaya License Manager (WebLM)	13. Close the browser when verification is complete. 14. Click Finish on the Setup Complete dialog box. Note: The Installing components screen shows the services starting. The components might take a few minutes to install and the program provides a clean-up after completion. You might see the following error message when the Installation Wizard restarts services. See Figure 1-10. Click OK to proceed. You should not see this error message again after you restart the system. Figure 1-10. Speechify Error Message
	 Note: The system automatically restarts. 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>
X. <i>(continued)</i> Administer Avaya License Manager (WebLM)	 CAUTION: The Installation Wizard starts automatically. 15. Disable your virus scan software. 16. Click Continue Install when the Installation Reminders dialog box is displayed. 17. Go to "Part 5 – Installing the Speech Access application (CD1)" on page 31.

Part 5 – Installing the Speech Access application (CD1)

Procedure	Step-by-step instructions
XI. Installing the Speech Access application	1. Click Next when the Welcome to the InstallShield Wizard for Avaya UCC Speech Access Version 2.1 dialog box is displayed. The Extracting Files and Setup screens are displayed. 2. Click Next on the Select Program Folders dialog box. Note: A progress bar and multiple information boxes are displayed. 3. Click Finish on the Setup Complete dialog box. 4. Click OK when the Installation Complete dialog box is displayed. The Speech Access application is now installed. See Figure 1-11. Figure 1-11. Installation Complete  5. Click Close on the Installation Wizard main menu to exit the Installation Wizard. 6. 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.

Part 6 – Running FillMetricsTable.vbs

Procedure	Step-by-step instructions
XII. Running FillMetricsTable.vbs	Run the FillMetricsTable.vbs script to update the SSReports database tables. The script might take a few minutes to run, depending on the amount of session information. All Speech Server processes should be stopped before this script is executed. The FillMetricsTable.vbs script writes a log file (c:\FillMetricsTableLog.txt) by default. You can change the name of the log file. To run the FillMetricsTable.vbs script: 1. Click Start > Run. 2. Type cmd in the Open field, and then press Enter. 3. Type the path to the bin directory at the C:\ prompt. For example: cd \program files\avayaspeechserver\bin Note: The path to the bin directory might be different from the path shown in the example. 4. Type the following, and then press Enter: FillMetricsTable.vbs 5. Click OK on the Fill Metrics Table dialog box. 6. Click Yes on the Continue dialog box to acknowledge that filling the metrics table might take awhile.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
XII. <i>(continued)</i> Running FillMetricsTable.vbs	7. Verify the name of the computer where the VADB database is installed, and then click OK. 8. Verify the database name (VADB by default), and then click OK. 9. Verify the log file name. The default name is c:\FillMetricsTableLog.txt. Click OK to continue. 10. Click Yes on the Number of sessions to be processed dialog box. Note: The script might take a few minutes to run if there is a large number of sessions in the database. 11. When the script completes, the FillMetricsTable Finished dialog box is displayed. Click OK to finish. Important: The FillMetricsTable.vbs script must be run <i>before</i> proceeding to "Part 7– Publishing the applications and testing UCC SA" on page 34.

Part 7– Publishing the applications and testing UCC SA

Procedure	Step-by-step instructions
XIII. Publishing the applications	1. From the desktop, click: Start > Programs > Avaya UCC Speech Server > UCC Speech Server Management Console 2. Click UCC Speech Server to launch Auto Initialization (initialization is hidden). 3. Expand UCC Speech Server > ServerSet > Server name. 4. Click VAServer or the equivalent name of the VAServer process. 5. Click Dependencies, select Nuance Manager or the equivalent name of the Nuance process from the list, and click OK. Note: Your Nuance process might have a name that is different than Nuance Manger. 6. Expand Configuration in the menu tree, and then click General Information. 7. Clear Skip startup of processes set for Auto-Startup. 8. Click Accept, and then click OK. The next several steps require that you publish application modules. The publishes must not be done simultaneously. Wait for one publish to complete <i>before</i> starting another publish. If you accidentally run more than one publish simultaneously and the publish appears to be stopped, close the SSMC, restart VAServerManager from the Administrative Tools > Services console, and then restart the publish from the SSMC.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
XIII. <i>(continued)</i> Publishing the applications	9. Expand Application Modules. 10. Click VXML. 11. Select the Disable Module check box. Note: Disabling the VXML application module helps maximize system resources. 12. Click ExchangeConnector. 13. Click Publish and wait for the publish to complete. The Done publishing application message is displayed when the publish is complete. 14. Click IMAPConnector. 15. Click Publish and wait for the publish to complete. The Done publishing application message is displayed when the publish is complete. 16. Click CallAnswer. 17. Click Publish and wait for the publish to complete. The Done publishing application message is displayed when the publish is complete. 18. Expand Applications. 19. Click VAOutlook. 20. Select Clear and rebuild the dynamic grammar database. 21. Click Publish and wait for the publish to complete. The Done publishing application message is displayed when the publish is complete. 22. Expand UCC Speech Server > Server Set. 23. Click your Server name, and verify that all your server processes are running. 24. Test the system by calling into it. Leave a test message, or execute a voice command.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
XIV. Testing UCC SA speech commands	This section describes how to use the account of the existing SA user (that you identified prior to the upgrade) to test UCC SA by speaking commonly used speech commands. 1. Call the UCC SA pilot number for the system and, when prompted, enter the account number and voicemail password of the test user. 2. Speak a variety of voice commands to UCC SA. Ensure that you obtain the expected result. At a minimum, give the following commands: ■ "Read my messages." Verify that all voice mail and e-mail messages are read. ■ "Dial a number." Make separate calls to local, long distance, and international telephone numbers, as allowed. ■ "Send a message." Record a voice message and send it to the test user. ■ "Send a message to <contact>." Record a voice message and send it to one of the contacts of the test user. ■ "Call a contact." Speak the name (not the number) of a contact in Outlook or personal contact. ■ "How many tasks do I have?" UCC SA states how many tasks you have. ■ "Read my appointments." Follow the spoken prompts. ■ "Create an appointment." Follow the spoken prompts. If UCC SA is configured to use the LDAP directory: ■ "Make a call." Speak the name (not the number) of someone who is in the LDAP directory, but is not a contact in Microsoft Exchange.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
XIV. <i>(continued)</i> Testing UCC SA speech commands	3. "Good-bye." Verify that UCC SA says "Good-bye" and hangs up to end the session. 4. You have now completed the UCC SA Release 2.1 standalone upgrade. To configure your system, go to "Chapter 8 Post Upgrade Configuration" on page 136. If you are creating a multi-server configuration, proceed to "Chapter 4 Changing from a UCC SA R2.1 standalone system to a R2.1 Server Set" on page 109.

Chapter 2

Upgrading a UCC SA R2.0 or R2.0.2 standalone system to a R2.1 standalone system

Introduction

Upgrade instructions in this chapter support the upgrade from a UCC SA Release 2.0 (also known as Release 2.0.1) or Release 2.0.2 standalone system running on Windows 2000 Server to a UCC SA Release 2.1 standalone system running on Windows 2000 Server.

You can use information in this chapter to perform an upgrade from a UCC SA Release 2.0 (also known as Release 2.0.1) or Release 2.0.2 standalone system running an Avaya S3400 system.

Part 1 - Stopping the processes and starting the uninstall tasks

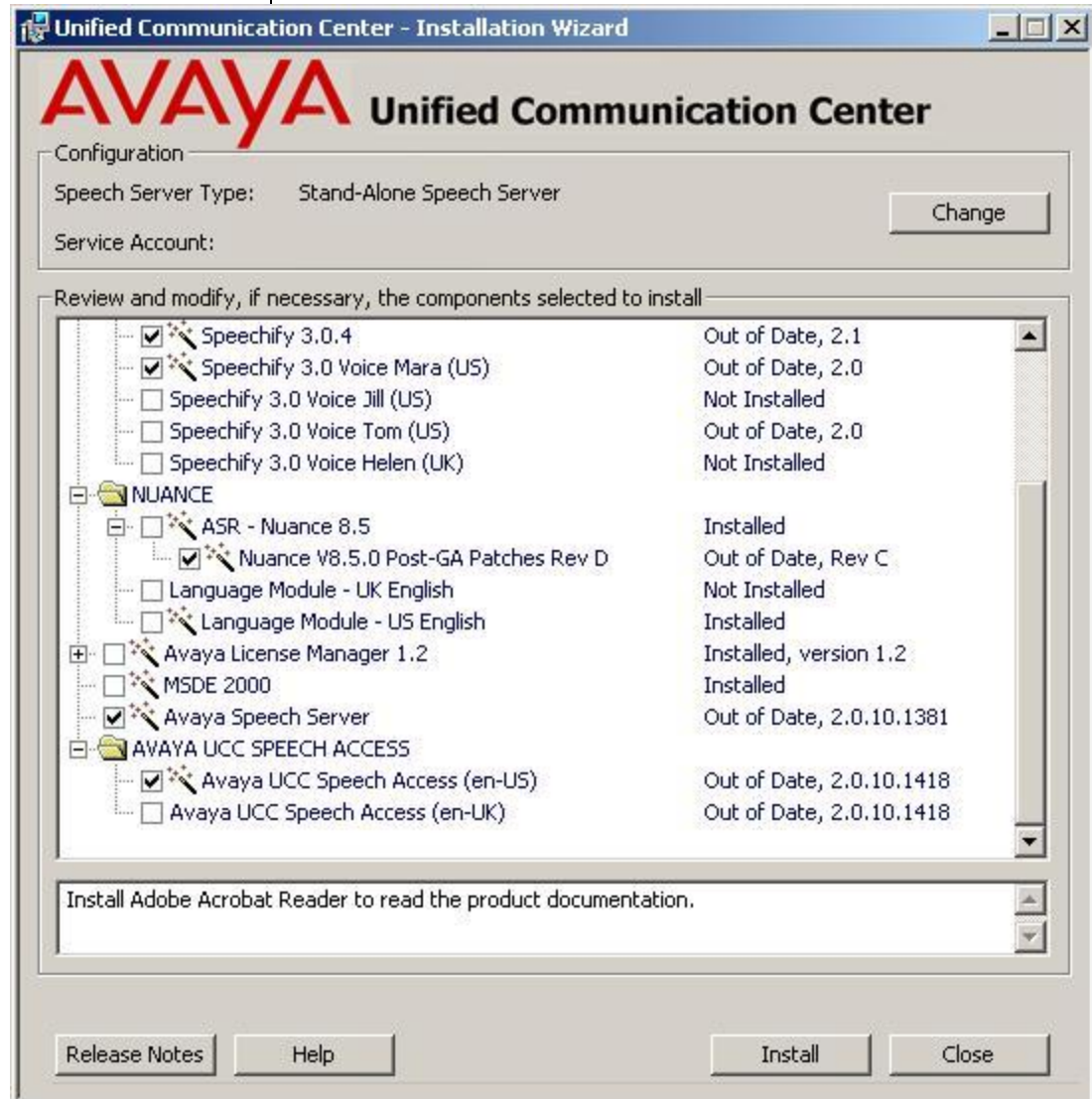
Procedure	Step-by-step instructions
I. Stopping all the processes	1. Log in as the Service Account. 2. From the desktop, click: Start > Programs > Avaya UCC Speech Server > UCC Speech Server Management Console (SSMC) 3. In the left pane of the Management Console, expand UCC Speech Server, and then expand Server Set. 4. Select the Speech Server name and verify that the processes are stopped. If they are not, right-click on the speech server name and select Stop (graceful). Important: You do not need to manually stop services from the Services panel. The Installation Wizard automatically stops the services. 5. From the SSMC, click Configuration, and then select General Information. 6. Select the Skip startup of processes set for Auto Startup check box so that processes do not start automatically after a server reboot. 7. Click Accept to save the changes, and then click OK. 8. Close the SSMC.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
II. Starting the upgrade	Important: Disable your virus scan software <i>before</i> beginning the installation. 1. Log in as the Service Account. 2. Set Dr. Watson so it does not display error dialogs: a. Click Start > Run. b. Type drwtsn32.exe in the Open: field, and click OK. c. Clear the Visual Notification option when the Dr. Watson for Windows dialog box is displayed, and then click OK. 3. Ensure that C:\ has a minimum of 500 megabytes of free disk space. 4. This installation shows how to install the software from the three UCC SA CD-ROMs. If you choose to install UCC SA from your hard drive, ensure that the three CD-ROMs are copied to the following three peer directories: ■ CD1 ■ CD2 ■ CD3  CAUTION: The installation fails if the directory names are incorrect.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
II. <i>(continued)</i> Starting the upgrade	5. 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. 6. Insert UCC SA CD1 into the CD-ROM drive and select UCC Speech Access Installation from the autorun program, or click autorun.exe in the previously created CD1 directory on your hard drive. Note: The CD automatically runs and the Avaya UCC Speech Access main menu is displayed. The main menu contains the following topics: ■ UCC Speech Access Installation ■ Administration Station Setup ■ Documentation ■ Browse CD ■ Contact Us

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
II. <i>(continued)</i> Starting the upgrade	7. Click UCC Speech Access Installation on the main menu. The Installation Wizard dialog box is displayed. 8. Select the appropriate country on the Avaya End User License Agreement screen, read the agreement, and click Accept. 9. <i>For upgrading from R2.0.2 to R2.1 only:</i> Click OK on the dialog box that indicates that this upgrade does not require you to enter the Service Account password. <i>For upgrading from R2.0 (also known as R2.0.1) to R2.1 only:</i> Type your password in the Password field on the Service Account Information dialog box, and then click Next. Your password is stored in an encrypted format. 10. If the System Prerequisites dialog box is displayed, verify that all system prerequisites are met before continuing the installation. 11. Click Finish.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
II. <i>(continued)</i> Starting the upgrade	12. Expand the list of folders on the Installation Wizard main menu. See Figure 2-1 . Figure 2-1. Installation Wizard Main Menu

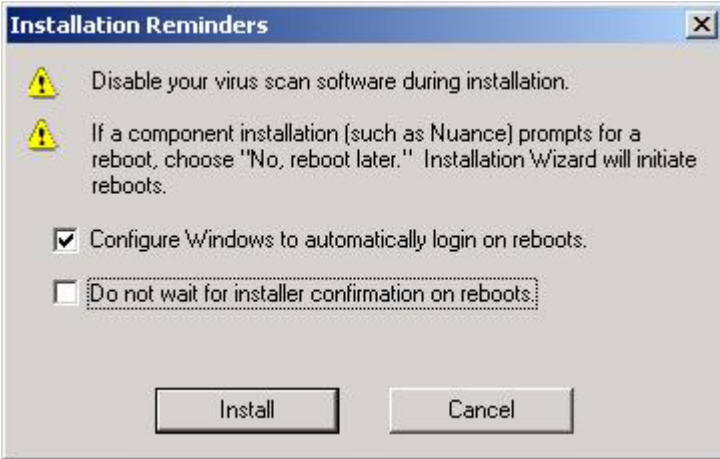


The following configuration values are retained from the UCC SA Release 2.0 installation. You can modify these configurations by clicking **Change**.

- Speech Server Type
- Language (UK or US English)
- Avaya License Manager
- Secure Socket Layer (SSL)

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
II. <i>(continued)</i> Starting the upgrade	13. For your particular UCC speech server, ensure that the appropriate items are already installed: ■ Microsoft Data Access Objects 3.5 ■ NMS Telephony Software ■ NMS Natural Access 2004-1 ■ Microsoft XML Parser ■ 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) Note: Voice Rick is replaced by voice Tom in this release of UCC SA. If you had voice Rick installed for UCC SA R2.0, voice Tom will be displayed as Out of Date during the UCC SA R2.1 upgrade. Mara is the default voice for US English. If you prefer a male voice, un-select Mara, and then select Tom.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
II. <i>(continued)</i> Starting the upgrade	■ 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 ■ InstallShield Scripting Engine ■ MSDE 2000 ■ Avaya Speech Server ■ Avaya UCC Speech Access ■ Avaya UCC Speech Access (en-US) ■ Avaya UCC Speech Access (en-UK) 14. Review the selected components. The following components must be upgraded. They appear as Out of Date (and will be selected for installation) or Not Installed on the main menu: ■ Speechify 3.0.4 ■ Speechify 3.0 Voices (Mara, Jill, Tom, Helen) ■ Nuance V8.5.0 Post-GA Patches Rev E ■ 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. Note: If you are installing Speechify voice Tom and had Rick previously installed, Speechify 2.0 voice Rick will be uninstalled. There is no uninstallation of Speechify 2.0 voices Mara and Helen.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
III. Setting the Installation reminders information and uninstalling software	1. Click Install. 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 2-2. Figure 2-2. Installation Wizard Reminder 

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
III. <i>(continued)</i> Setting the Installation reminders information and uninstalling software	2. 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. Important: The password is unencrypted for each reboot and is re-encrypted when the Installation Wizard is displayed. 3. 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. 4. Click Install to begin the installation. 5. The Running Upgrade programs for components: dialog box is displayed to show you the status of installation for each component. 6. Insert CD2 when the Please Insert CD Number: 2 dialog box is displayed, then click OK. 7. Go to "Part 2 – Upgrading Speechify 3.0 (CD2)" on page 49 if the upgrade tasks Information dialog box is not displayed. 8. If the installation requires an uninstallation of Speechify voices, click Yes on the Windows Installer dialog box when it is displayed. Note: The Windows Installer dialog box is displayed if you are installing Speechify voice Tom and previously had Rick installed on the system.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
III. <i>(continued)</i> Setting the Installation reminders information and uninstalling software	9. The Installation Wizard displays the Reboot Required dialog box. 10. Click OK on the Reboot Required dialog box to restart the system after the upgrade tasks are completed. 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. 11. Disable your virus scan software. 12. Click Continue Install when the Installation Reminders dialog box is displayed. 13. Go to "Part 2 – Upgrading Speechify 3.0 (CD2)" on page 49.

Part 2 – Upgrading Speechify 3.0 (CD2)

Procedure	Step-by-step instructions
IV. Upgrading Speechify 3.0	1. Click Next when the Speechify 3.0 for Windows Setup dialog box is displayed. 2. Read and accept the Speechify 3.0 End User License Agreement, and then click Next. 3. Click Custom when the Choose Setup dialog box is displayed. Important: Ensure that you select Custom. Otherwise, the Speechify Licensing Service might not start after the installation. 4. Select Speechify licensing service and change the installation type to Entire feature will be unavailable in the Custom Setup dialog box. 5. Click Next. 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, go to Step 11. 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>
IV. <i>(continued)</i> Upgrading Speechify 3.0 Voice	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 then 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 Step 10 to Step 14 to install another voice. 16. Go to "Part 3 - Upgrading Nuance V8.5.0 (CD3)" on page 51 when the Please Insert CD Number: 3 dialog box is displayed.

Part 3 - Upgrading Nuance V8.5.0 (CD3)

Procedure	Step-by-step instructions
V. Installing Nuance 8.5.0 Post-GA Patches Rev E	1. Insert CD3, and click OK on the Please Insert CD Number: 3 dialog box. The Nuance V8.5.0 SP and Patches (Rev E) - InstallShield Wizard dialog box is displayed. The installation files are extracted. 2. Click Next on the Welcome dialog box. 3. Click Next on the Start Copying Files dialog box. 4. Click Finish on the Installation Complete dialog box. Important: The Nuance V8.5.0 Reboot Required dialog box mentioned in the following note (below) might not be 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.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
V. <i>(continued)</i> Installing Nuance 8.5.0 Post-GA Patches Rev E	5. Disable your virus scan software. 6. Click Continue Install on the Installation Reminders dialog box after the Installation Wizard restarts. 7. Go to "Part 4 - Upgrading Avaya UCC Speech Server (CD1)" on page 53 when the Please Insert CD Number: 1 dialog box is displayed.

Part 4 - Upgrading Avaya UCC Speech Server (CD1)

Procedure	Step-by-step instructions
VI. Upgrading Avaya UCC Speech Server	1. Insert CD1, and click OK on the Please Insert CD Number: 1 dialog box. 2. Click Next when the Welcome to Avaya UCC Speech Server Version 2.1 dialog box is displayed. 3. 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. 4. Click OK on the parameter changes information dialog box. 5. Click Continue on the Update Parameters dialog box. 6. Click Done on the Update Global dialog box. 7. Click Next when the UCC Speech Configuration dialog box is displayed. See Figure 2-3.

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

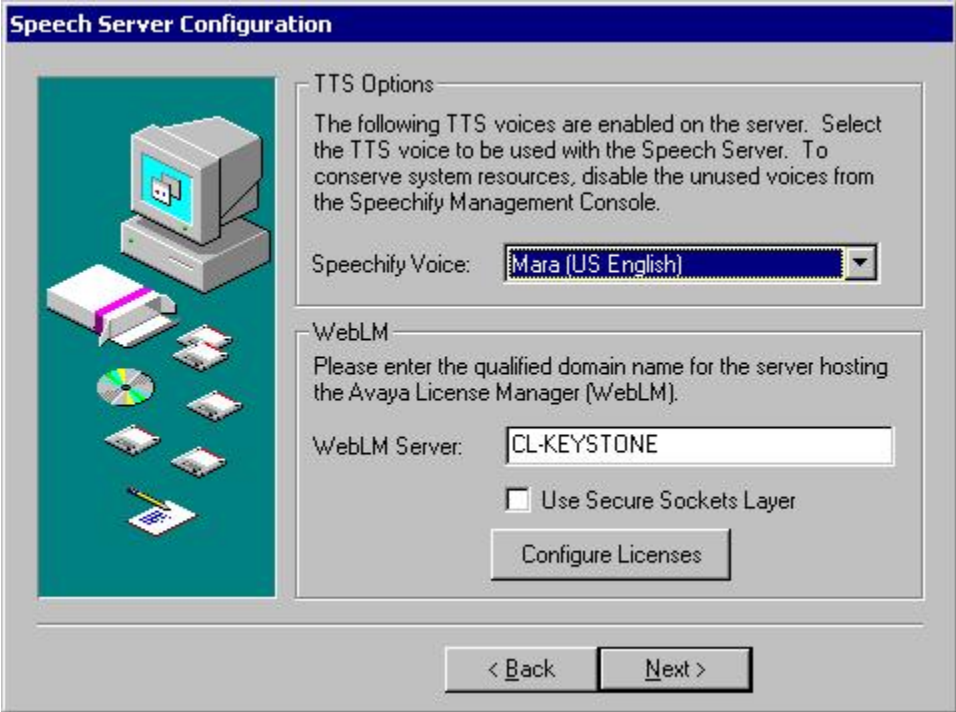
Figure 2-3. UCC Speech Server is now upgraded

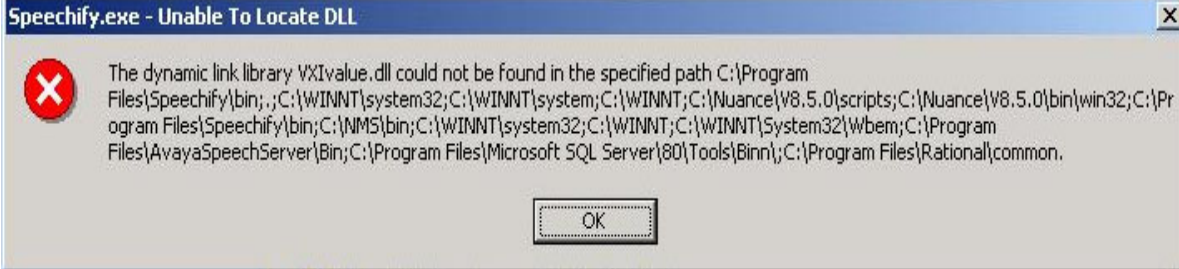
**Upgrading
Avaya
UCC Speech
Server**



Note: If you have a large VADB database, you will experience delays during the upgrade when the database is being backed up, upgraded, and when the database auditing is being updated.

8. The **Speech Server Configuration** Text-to-Speech (TTS) and Avaya License Manager (WebLM) dialog box is displayed. See [Figure 2-4 on page 55](#).

Procedure (continued)	Step-by-step instructions (continued)
VI. (continued)	Figure 2-4. Text-to-Speech and Avaya License Manager
Upgrading Avaya UCC Speech Server	 9. Select a Speechify voice from the Speechify Voice drop-down menu. Note: Select Helen for UK installations. 10. Type the name of the standalone system that hosts the Avaya License Manager in the WebLM Server field. 11. Avaya recommends that you select Use Secure Sockets Layer. Select Use Secure Sockets Layer if you are using SSL. 12. Click Next.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
VI. <i>(continued)</i> Upgrading Avaya UCC Speech Server	13. Click Finish on the Setup Complete dialog box. Note: The Installing components screen shows the services starting. The components might take a few minutes to install and the program provides a clean-up after completion. You might see the following error message when the Installation Wizard restarts services. Click OK. See Figure 2-5. Figure 2-5. Speechify error message
	 The system automatically restarts. 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>
VII. <i>(continued)</i> Administer Avaya License Manager (WebLM)	14. Disable your virus scan software. 15. Click Continue Install when the Installation Reminders dialog box is displayed. 16. Go to Step "Part 5 - Upgrading the Speech Access application (CD1)" on page 58.

Part 5 - Upgrading the Speech Access application (CD1)

Procedure	Step-by-step instructions
VIII. Upgrading 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 on the Select Program Folders dialog box. Note: A progress bar and multiple information boxes are displayed. 3. Click Finish on the Setup Complete dialog box. 4. Click OK when the Installation Complete dialog box is displayed. The Speech Access application is now installed. See Figure 2-6. Figure 2-6. Installation Complete 
	5. Click Close on the Installation Wizard main menu to exit the Installation Wizard. 6. 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.

Part 6 – Publishing the applications and testing UCC SA

Procedure	Step-by-step instructions
IX. Publishing the applications	1. From the desktop, click: Start > Programs > Avaya UCC Speech Server > UCC Speech Server Management Console 2. Click UCC Speech Server to launch Auto Initialization (initialization is hidden). 3. Expand UCC Speech Server > ServerSet > Server name. 4. Expand Configuration in the menu tree, and then click General Information. 5. Clear Skip startup of all processes set for Auto-Startup. 6. Click Accept, and then click OK. Note: The next several steps require that you publish application modules. The publishes must not be done simultaneously. Wait for one publish to complete <i>before</i> starting another publish. If you accidentally run more than one publish simultaneously and the publish appears to be stopped, close the SSMC, restart VAServerManager from the Administrative Tools > Services console, and then restart the publish from the SSMC.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
IX. <i>(continued)</i> Publishing the applications	7. Expand Application Modules. 8. Click VXML. 9. Select the Disable Module check box if it is not already selected. Note: Disabling the VXML application module helps maximize system resources. 10. Click Exchange Connector. 11. Click Publish and wait for the publish to complete. The Done publishing application message is displayed when the publish is complete. 12. Click IMAP Connector. 13. Click Publish and wait for the publish to complete. The Done publishing application message is displayed when the publish is complete. 14. Click CallAnswer. 15. Click Publish and wait for the publish to complete. The Done publishing application message is displayed when the publish is complete. 16. Expand Applications. 17. Click VAOutlook. 18. Select Clear and rebuild the dynamic grammar database. 19. Click Publish and wait for the publish to complete. The Done publishing application message is displayed when the publish is complete. 20. Expand UCC Speech Server > Server Set. 21. Click your Server name, and verify that all your server processes are running. 22. Test the system by calling into it. Leave a test message, or execute a voice command.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
X. Testing UCC SA speech commands	This section describes how to use the account of the existing SA user (that you identified prior to the upgrade) to test UCC SA by speaking commonly used speech commands. 1. Call the UCC SA pilot number for the system and, when prompted, enter the account number and voicemail password of the test user. 2. Speak a variety of voice commands to UCC SA. Ensure that you obtain the expected result. At a minimum, give the following commands: ■ "Read my messages." Verify that all voice mail and e-mail messages are read. ■ "Dial a number." Make separate calls to local, long distance, and international telephone numbers, as allowed. ■ "Send a message." Record a voice message and send it to the test user. ■ "Send a message to <contact>." Record a voice message and send it to one of the contacts of the test user. ■ "Call a contact." Speak the name (not the number) of a contact in Outlook or personal contact. ■ "How many tasks do I have?" UCC SA states how many tasks you have. ■ "Read my appointments." Follow the spoken prompts. ■ "Create an appointment." Follow the spoken prompts. If UCC SA is configured to use the LDAP directory: ■ "Make a call." Speak the name (not the number) of someone who is in the LDAP directory, but is not a contact in Microsoft Exchange.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
X. <i>(continued)</i> Testing UCC SA speech commands	3. "Good-bye." Verify that UCC SA says "Good-bye" and hangs up to end the session. 4. You have now completed the UCC SA Release 2.1 standalone upgrade. To configure your system, go to "Chapter 8 Post Upgrade Configuration" on page 136. If you are creating a multi-server configuration, proceed to "Chapter 4 Changing from a UCC SA R2.1 standalone system to a R2.1 Server Set" on page 109.

Chapter 3

Upgrading a UCC SA R2.0 or R2.0.2 multi-server system to a R2.1 multi-server system

Introduction

Upgrade instructions in this chapter support the upgrade from a UCC SA Release 2.0 or Release 2.0.2 multi-server system running on Windows 2000 Server to a UCC SA Release 2.1 multi-server system running on Windows 2000 Server.

Part 1 - Upgrading one of the Server Set Nodes

Procedure	Step-by-step instructions
I. Stopping all the processes	1. Log in to the Server Set Node with an account that has UCC SA administrative privileges. 2. From the desktop, click: Start > Programs > Avaya UCC Speech Server > UCC Speech Server Management Console 3. From the SSMC, click Configuration, and then select General Information. 4. Select the Skip startup of processes set for Auto Startup check box so that processes do not start automatically after a server reboot. 5. Expand UCC Speech Server, and then expand Server Set. 6. Right-click the Server Set Node that will be upgraded. 7. Select All Tasks > Disable Server. 8. Select Yes on the Disable Server confirmation dialog box to stop all processes. Important: You do not need to manually stop services from the Services panel. The Installation Wizard automatically stops the services. 9. Click Accept to save the changes, and then click OK. 10. Close the SSMC.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
II. Starting the upgrade	Important: Disable your virus scan software <i>before</i> beginning the installation. 1. Log in with the Service Account. 2. Set Dr. Watson so it does not display error dialogs: a. Click Start > Run. b. Type drwtsn32.exe in the Open: field, and click OK. c. Clear the Visual Notification option when the Dr. Watson for Windows dialog box is displayed, and then click OK. 3. Ensure that C:\ has a minimum of 500 megabytes of free disk space. 4. This installation shows how to install the software from the three UCC SA CD-ROMs. If you choose to install UCC SA from your hard drive, ensure that the three CD-ROMs are copied to the following three peer directories: ■ CD1 ■ CD2 ■ CD3  CAUTION: The installation fails if the directory names are incorrect.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
II. <i>(continued)</i> Starting the upgrade	5. 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. 6. Insert UCC SA CD1 into the CD-ROM drive and select UCC Speech Access Installation from the autorun program, or click autorun.exe in the previously created CD1 directory on your hard drive. Note: The CD automatically runs and the Avaya UCC Speech Access main menu is displayed. The main menu contains the following topics: ■ UCC Speech Access Installation ■ Administration Station Setup ■ Documentation ■ Browse CD ■ Contact Us

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
II. <i>(continued)</i> Starting the upgrade	7. Click UCC Speech Access Installation on the main menu. The Installation Wizard dialog box is displayed. 8. For upgrading from R2.0.2 to R2.1 only: Click OK on the dialog box that indicates that this upgrade does not require you to enter the Service Account password. For upgrading from R2.0 (also known as R2.0.1) only: Type your password in the Password field on the Service Account Information dialog box, and then click Next. Your password is stored in an encrypted format. 9. Select the appropriate country on the Avaya End User License Agreement screen, read the agreement, and click Accept. 10. If the System Prerequisites dialog box is displayed, verify that all system prerequisites are met before continuing the installation. 11. Click Finish. 12. Expand the list of folders on the Installation Wizard main menu. The following configuration values are retained from the UCC SA Release 2.0 or 2.0.2 installation. You can modify these configurations by clicking Change. ■ Speech Server Type ■ Language (UK or US English) ■ Avaya License Manager ■ Secure Socket Layer (SSL)

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
II. <i>(continued)</i> Starting the upgrade	13. For your particular Server Set Node, ensure that the appropriate items are updated if they are out of date: ■ Microsoft Data Access Objects 3.5 ■ NMS Telephony Software ■ NMS Natural Access 2004-1 ■ Microsoft XML Parser ■ 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) Note: Voice Rick is replaced with voice Tom in this release of UCC SA. If you had voice Rick installed for UCC SA R2.0, voice Tom will be displayed as Out of Date during the UCC SA R2.1 upgrade. Mara is the default voice for US English. If you prefer a male voice, un-select Mara, and then select Tom.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
II. <i>(continued)</i> Starting the upgrade	■ Nuance ■ ASR, Nuance 8.5 ■ Nuance V8.5.0 Post-GA Patches Rev E ■ Language Module UK English ■ Language Module US English ■ Avaya Speech Server ■ Avaya UCC Speech Access ■ Avaya UCC Speech Access (en-US) ■ Avaya UCC Speech Access (en-UK) 14. Review the selected components. The following components must be upgraded. They appear as Out of Date (and will be selected for installation) or Not Installed on the main menu: ■ Speechify 3.0.4 ■ Speechify 3.0 Voices (Mara, Jill, Tom, Helen) ■ Nuance V8.5.0 Post-GA Patches Rev E ■ 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.
III. Setting the Installation reminders information and uninstalling software	1. Click Install. 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

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
III. <i>(continued)</i> Setting the Installation reminders information and uninstalling software	2. 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. Important: The password is unencrypted for each reboot and is re-encrypted when the Installation Wizard is displayed. 3. 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. 4. Click Install to begin the installation. 5. Click OK when the upgrade tasks Information dialog box is displayed. The Running Upgrade programs for components: dialog box is displayed to show you the status of installation for each component. Go to "Upgrading Speechify 3.0.4" on page 72 if the upgrade tasks Information dialog box is not displayed. 6. Insert CD2 when the Please Insert CD Number: 2 dialog box is displayed, then click OK. 7. If the installation requires an uninstallation of Speechify voices, click Yes on the Windows Installer dialog box when it is displayed. Note: The Windows Installer dialog box is displayed if you are installing Speechify voice Tom and previously had Rick installed on the system.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
III. <i>(continued)</i> Setting the Installation reminders information and uninstalling software	8. The Installation Wizard displays the Reboot Required dialog box. 9. Click OK on the Reboot Required dialog box to restart the system after the upgrade tasks are completed. 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 "Upgrading Speechify 3.0.4" on page 72.

Procedure	Step-by-step instructions
IV. Upgrading Speechify 3.0.4	1. Click Next when the Speechify 3.0 for Windows Setup dialog box is displayed. 2. Read and accept the Speechify 3.0 End User License Agreement, and then click Next. 3. Click Custom when the Choose Setup dialog box is displayed. Important: Ensure that you select Custom. Otherwise, the Speechify Licensing Service might not start after the installation. 4. Select Speechify licensing service and change the installation type to Entire feature will be unavailable in the Custom Setup dialog box. 5. Click Next. 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, go to Step 11. 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>
IV. <i>(continued)</i> Upgrading Speechify 3.0 Voice	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 then 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 Step 10 to Step 14 to install another voice. 16. Go to "Installing Nuance 8.5.0 Post-GA Patches Rev E" on page 74 when the Please Insert CD Number: 3 dialog box is displayed.

Procedure	Step-by-step instructions
V. Installing Nuance 8.5.0 Post-GA Patches Rev E	1. Insert CD3, and click OK on the Please Insert CD Number: 3 dialog box. The Nuance V8.5.0 SP and Patches (Rev E) - InstallShield Wizard dialog box is displayed. The installation files are extracted. 2. Click Next on the Welcome dialog box. 3. Click Next on the Start Copying Files dialog box. 4. Click Finish on the Installation Complete dialog box. Important: The Nuance V8.5.0 Reboot Required dialog box mentioned in the following note (below) might not be 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. 5. Disable your virus scan software. 6. Click Continue Install on the Installation Reminders dialog box after the Installation Wizard restarts. 7. Go to "Upgrading Avaya UCC Speech Server" on page 75 when the Please Insert CD Number: 1 dialog box is displayed.

Procedure	Step-by-step instructions
VI. Upgrading Avaya 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. 8. Click Next when the UCC Speech Configuration dialog box is displayed. Note: If you have a large VADB database, you will experience delays during the upgrade when the database is being backed up, upgraded, and when the database auditing is being updated. 9. The Speech Server Configuration Text-to-Speech (TTS) and Avaya License Manager (WebLM) dialog box is displayed.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
VI. <i>(continued)</i> Upgrading Avaya UCC Speech Server	10. Select a Speechify voice from the Speechify Voice drop-down menu. Note: Select Helen for UK installations. 11. Type the name of the server that hosts the Avaya License Manager in the WebLM Server field. 12. Avaya recommends that you select Use Secure Sockets Layer. Select User Secure Sockets Layer only if you are using SSL. 13. Click Finish on the Setup Complete dialog box. Note: The Installing components screen shows the services starting. The components might take a few minutes to install and the program provides a clean-up after completion. You might see the following error message when the Installation Wizard restarts services. Click OK.
	

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
VI. <i>(continued)</i> Upgrading Avaya UCC Speech Server	The system automatically restarts. 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. 16. Go to "Upgrading the Speech Access application" on page 78.

VII. Upgrading 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 on the Select Program Folders dialog box. Note: A progress bar and multiple information boxes are displayed. 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. 3. Click Finish on the Setup Complete dialog box. 4. Click OK when the Installation Complete dialog box is displayed. The Speech Access application is now installed. 5. Click Close on the Installation Wizard main menu to exit the Installation Wizard. 6. 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.
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Part 2 - Upgrading the Server Set Controller

Procedure	Step-by-step instructions
I. Stopping all the processes	1. Log in to the Server Set Controller with an account that has UCC SA administrative privileges. 2. From the desktop, click: Start > Programs > Avaya UCC Speech Server > UCC Speech Server Management Console 3. Expand UCC Speech Server, and then expand Server Set. 4. Stop all the processes on the Server Set Controller. 5. Select all the remaining Server Set Nodes that are enabled. 6. Right-click the selected nodes. 7. Select All Tasks > Disable Server. 8. Select Yes on the Disable Server confirmation dialog box to stop all processes. Important: You do not need to manually stop services from the Services panel. The Installation Wizard automatically stops the services. 9. Click Accept to save the changes, and then click OK. 10. Close the SSMC.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
II. Starting the upgrade	Important: Disable your virus scan software <i>before</i> beginning the upgrade. 1. Log in to the Server Set Controller with the Service Account. 2. Set Dr. Watson so it does not display error dialogs: a. Click Start > Run. b. Type drwtsn32.exe in the Open: field, and click OK. c. Clear the Visual Notification option when the Dr. Watson for Windows dialog box is displayed, and then click OK. 3. Ensure that C:\ has a minimum of 500 megabytes of free disk space. 4. This installation shows how to install the software from the three UCC SA CD-ROMs. If you choose to install UCC SA from your hard drive, ensure that the three CD-ROMs are copied to the following three peer directories: ■ CD1 ■ CD2 ■ CD3  CAUTION: The installation fails if the directory names are incorrect.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
II. <i>(continued)</i> Starting the upgrade	5. 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. 6. Insert UCC SA CD1 into the CD-ROM drive and select UCC Speech Access Installation from the autorun program, or click autorun.exe in the previously created CD1 directory on your hard drive. Note: The CD automatically runs and the Avaya UCC Speech Access main menu is displayed. The main menu contains the following topics: ■ UCC Speech Access Installation ■ Administration Station Setup ■ Documentation ■ Browse CD ■ Contact Us

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
II. <i>(continued)</i> Starting the upgrade	7. Click UCC Speech Access Installation on the main menu. The Installation Wizard dialog box is displayed. 8. Select the appropriate country on the Avaya End User License Agreement screen, read the agreement, and click Accept. 9. <i>For upgrading from R2.0.2 to R2.1 only:</i> Click OK on the dialog box that indicates that this upgrade does not require you to enter the Service Account password. <i>For upgrading from R2.0 (also known as R2.0.1) only:</i> Type your password in the Password field on the Service Account Information dialog box, and then click Next. Your password is stored in an encrypted format. 10. If the System Prerequisites dialog box is displayed, verify that all system prerequisites are met before continuing the installation. 11. Click Finish. 12. Expand the list of folders on the Installation Wizard main menu. The following configuration values are retained from the UCC SA Release 2.0 or 2.0.2 installation. You can modify these configurations by clicking Change. ■ Speech Server Type ■ Language (UK or US English) ■ Avaya License Manager ■ Secure Socket Layer (SSL) 13. For the Server Set Controller, ensure that the appropriate items are already installed: ■ 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> Starting the upgrade	■ 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 ■ InstallShield Scripting Engine ■ Avaya Speech Server ■ Avaya UCC Speech Access ■ Avaya UCC Speech Access (en-US) ■ Avaya UCC Speech Access (en-UK) 14. Review the selected components. The following components must be upgraded. They appear as Out of Date (and will be selected for installation) or Not Installed on the main menu: ■ Nuance V8.5.0 Post-GA Patches Rev E ■ 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.
III. Setting the Installation reminders information and uninstalling software	1. Click Install. 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

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
III. <i>(continued)</i> Setting the Installation reminders information and uninstalling software	2. 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. Important: The password is unencrypted for each reboot and is re-encrypted when the Installation Wizard is displayed. 3. 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. 4. Click Install to begin the installation. 5. Click OK when the upgrade tasks Information dialog box is displayed. The Running Upgrade programs for components: dialog box is displayed to show you the status of installation for each component. Go to "Installing Nuance 8.5.0 Post-GA Patches Rev E" on page 86 if the upgrade tasks Information dialog box is not displayed. 6. Insert CD2 when the Please Insert CD Number: 2 dialog box is displayed, then click OK. 7. If the installation requires an uninstallation of Speechify voices, click Yes on the Windows Installer dialog box when it is displayed. Note: The Windows Installer dialog box is displayed if you are installing Speechify voice Tom and previously had Rick installed on the system.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
III. <i>(continued)</i> Setting the Installation reminders information and uninstalling software	8. The Installation Wizard displays the Reboot Required dialog box. 9. Click OK on the Reboot Required dialog box to restart the system after the upgrade tasks are completed. 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 "Installing Nuance 8.5.0 Post-GA Patches Rev E" on page 86.

Procedure	Step-by-step instructions
IV. Installing Nuance 8.5.0 Post-GA Patches Rev E	1. Insert CD3, and click OK on the Please Insert CD Number: 3 dialog box. The Nuance V8.5.0 SP and Patches (Rev E) - InstallShield Wizard dialog box is displayed. The installation files are extracted. 2. Click Next on the Welcome dialog box. 3. Click Next on the Start Copying Files dialog box. 4. Click Finish on the Installation Complete dialog box. Important: The Nuance V8.5.0 Reboot Required dialog box mentioned in the following note (below) might not be 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. 5. Disable your virus scan software. 6. Click Continue Install on the Installation Reminders dialog box after the Installation Wizard restarts. 7. Go to "Upgrading Avaya UCC Speech Server" on page 87 when the Please Insert CD Number: 1 dialog box is displayed.

V. Upgrading Avaya 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. 8. Click Next when the UCC Speech Configuration dialog box is displayed. Note: If you have a large VADB database, you will experience delays during the upgrade when the database is being backed up, upgraded, and when the database auditing is being updated. 9. The Speech Server Configuration Text-to-Speech (TTS) and Avaya License Manager (WebLM) dialog box is displayed. 10. Select a Speechify voice from the Speechify Voice drop-down menu. Note: Select Helen for UK installations. 11. Type the name of the standalone system that hosts the Avaya License Manager in the WebLM Server field. 12. Avaya recommends that you select Use Secure Sockets Layer. Select Use Secure Sockets Layer if you are using SSL.
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V. (Continued)

Upgrading Avaya UCC Speech Server

13. Click **Finish** on the **Setup Complete** dialog box.

Note: The **Installing components** screen shows the services starting. The components might take a few minutes to install and the program provides a clean-up after completion. You might see the following error message when the Installation Wizard restarts services. Click **OK**.



The system automatically restarts.

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.

V. (Continued) Upgrading Avaya UCC Speech Server	14. Disable your virus scan software. 15. Click Continue Install when the Installation Reminders dialog box is displayed. 16. Go to "Upgrading the Speech Access application" on page 89.
VI. Upgrading 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 on the Select Program Folders dialog box. Note: A progress bar and multiple information boxes are displayed. 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. 3. Click Finish on the Setup Complete dialog box. 4. Click OK when the Installation Complete dialog box is displayed. The Speech Access application is now installed. 5. Click Close on the Installation Wizard main menu to exit the Installation Wizard. 6. 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.

Part 3 – Publishing the applications and testing UCC SA

Procedure	Step-by-step instructions
I. Publishing the applications	1. From the desktop, click: Start > Programs > Avaya UCC Speech Server > UCC Speech Server Management Console 2. Click UCC Speech Server to launch Auto Initialization (initialization is hidden). 3. Expand UCC Speech Server > ServerSet > Server name. 4. Expand Configuration in the menu tree, and then click General Information. 5. Uncheck Skip startup of all processes set for Auto-Startup. 6. Click Accept, and then click OK. 7. Right-click the Server Set Nodes that have been upgraded. 8. Select All Tasks > Enable Server. 9. Select Yes on the Enable Server confirmation dialog box to start all processes. 10. Click Accept, and then click OK. Note: The next several steps require that you publish application modules. The publishes must not be done simultaneously. Wait for one publish to complete <i>before</i> starting another publish. If you accidentally run more than one publish simultaneously and the publish appears to be stopped, close the SSMC, restart VAServerManager from the Administrative Tools > Services console, and then restart the publish from the SSMC.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
I. <i>(continued)</i> Publishing the applications	11. Expand Application Modules. 12. Click VXML. 13. Select the Disable Module check box. Note: Disabling the VXML application module helps maximize system resources. 14. Click Exchange Connector. 15. Click Publish and wait for the publish to complete. The Done publishing application message is displayed when the publish is complete. 16. Click IMAP Connector. 17. Click Publish and wait for the publish to complete. The Done publishing application message is displayed when the publish is complete. 18. Click CallAnswer. 19. Click Publish and wait for the publish to complete. The Done publishing application message is displayed when the publish is complete. 20. Expand Applications. 21. Click VAOutlook. 22. Click Publish and wait for the publish to complete. The Done publishing application message is displayed when the publish is complete. 23. Expand UCC Speech Server > Server Set. 24. Click your Server name, and verify that all your server processes are running. 25. Test the system by calling into it. Leave a test message, or execute a voice command.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
II. Testing UCC SA speech commands	This section describes how to use the account of the existing SA user (that you identified prior to the upgrade) to test UCC SA by speaking commonly used speech commands. 1. Call the UCC SA pilot number for the system and, when prompted, enter the account number and voicemail password of the test user. 2. Speak a variety of voice commands to UCC SA. Ensure that you obtain the expected result. At a minimum, give the following commands: ■ "Read my messages." Verify that all voice mail and e-mail messages are read. ■ "Dial a number." Make separate calls to local, long distance, and international telephone numbers, as allowed. ■ "Send a message." Record a voice message and send it to the test user. ■ "Send a message to <contact>." Record a voice message and send it to one of the contacts of the test user. ■ "Call a contact." Speak the name (not the number) of a contact in Outlook or personal contact. ■ "How many tasks do I have?" UCC SA states how many tasks you have. ■ "Read my appointments." Follow the spoken prompts. ■ "Create an appointment." Follow the spoken prompts. If UCC SA is configured to use the LDAP directory: ■ "Make a call." Speak the name (not the number) of someone who is in the LDAP directory, but is not a contact in Microsoft Exchange.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
II. <i>(continued)</i> Testing UCC SA speech commands	3. "Good-bye." Verify that UCC SA says "Good-bye" and hangs up to end the session.

Part 4 - Upgrading the remaining Server Set Nodes

Procedure	Step-by-step instructions
I. Stopping all the processes	1. Log in to an account with UCC SA administrative privileges. 2. From the desktop, click: Start > Programs > Avaya UCC Speech Server > UCC Speech Server Management Console 3. Expand UCC Speech Server, and then expand Server Set. 4. Right-click the Server Set Node that will be upgraded. 5. Ensure that the Server Set Node has already been disabled. Important: You do not need to manually stop services from the Services panel. The Installation Wizard automatically stops the services. 6. Click Accept to save the changes, and then click OK. 7. Close the SSMC.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
II. Starting the upgrade	Important: Disable your virus scan software <i>before</i> beginning the installation. 1. Log in to an account with UCC SA administrative privileges. 2. Set Dr. Watson so it does not display error dialogs: a. Click Start > Run. b. Type drwtsn32.exe in the Open: field, and click OK. c. Clear the Visual Notification option when the Dr. Watson for Windows dialog box is displayed, and then click OK. 3. Ensure that C:\ has a minimum of 500 megabytes of free disk space. 4. This installation shows how to install the software from the three UCC SA CD-ROMs. If you choose to install UCC SA from your hard drive, ensure that the three CD-ROMs are copied to the following three peer directories: ■ CD1 ■ CD2 ■ CD3  CAUTION: The installation fails if the directory names are incorrect.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
II. <i>(continued)</i> Starting the upgrade	5. 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. 6. Insert UCC SA CD1 into the CD-ROM drive and select UCC Speech Access Installation from the autorun program, or click autorun.exe in the previously created CD1 directory on your hard drive. Note: The CD automatically runs and the Avaya UCC Speech Access main menu is displayed. The main menu contains the following topics: ■ UCC Speech Access Installation ■ Administration Station Setup ■ Documentation ■ Browse CD ■ Contact Us

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
II. <i>(continued)</i> Starting the upgrade	7. Click UCC Speech Access Installation on the main menu. The Installation Wizard dialog box is displayed. 8. Select the appropriate country on the Avaya End User License Agreement screen, read the agreement, and click Accept. 9. <i>For upgrading from R2.0.2 to R2.1 only:</i> Click OK on the dialog box that indicates that this upgrade does not require you to enter the Service Account password. <i>For upgrading from R2.0 (also known as R2.0.1) only:</i> Type your password in the Password field on the Service Account Information dialog box, and then click Next. Your password is stored in an encrypted format. 10. If the System Prerequisites dialog box is displayed, verify that all system prerequisites are met before continuing the installation. 11. Click Finish. 12. Expand the list of folders on the Installation Wizard main menu. The following configuration values are retained from the UCC SA Release 2.0 or 2.0.2 installation. You can modify these configurations by clicking Change. ■ Speech Server Type ■ Language (UK or US English) ■ Avaya License Manager ■ Secure Socket Layer (SSL)

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
II. <i>(continued)</i> Starting the upgrade	13. For your particular Server Set Node, ensure that the appropriate items are already installed: ■ Microsoft Data Access Objects 3.5 ■ NMS Telephony Software ■ NMS Natural Access 2004-1 ■ Microsoft XML Parser ■ 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) Note: Voice Rick is replaced with voice Tom in this release of UCC SA. If you had voice Rick installed for UCC SA R2.0, voice Tom will be displayed as Out of Date during the UCC SA R2.1 upgrade. Mara is the default voice for US English. If you prefer a male voice, un-select Mara, and then select Tom.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
II. <i>(continued)</i> Starting the upgrade	■ Nuance ■ ASR, Nuance 8.5 ■ Nuance V8.5.0 Post-GA Patches Rev E ■ Language Module UK English ■ Language Module US English ■ Avaya Speech Server ■ Avaya UCC Speech Access ■ Avaya UCC Speech Access (en-US) ■ Avaya UCC Speech Access (en-UK) 14. Review the selected components. The following components must be upgraded. They appear as Out of Date (and will be selected for installation) or Not Installed on the main menu: ■ Speechify 3.0.4 ■ Speechify 3.0 Voices (Mara, Jill, Tom, Helen) ■ Nuance V8.5.0 Post-GA Patches Rev E ■ 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.
III. Setting the Installation reminders information and uninstalling software	1. Click Install. 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

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
III. <i>(continued)</i> Setting the Installation reminders information and uninstalling software	2. 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. Important: The password is unencrypted for each reboot and is re-encrypted when the Installation Wizard is displayed. 3. 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. 4. Click Install to begin the installation. 5. Click OK when the upgrade tasks Information dialog box is displayed. The Running Upgrade programs for components: dialog box is displayed to show you the status of installation for each component. Go to "Upgrading Speechify 3.0.4" on page 102 if the upgrade tasks Information dialog box is not displayed. 6. Insert CD2 when the Please Insert CD Number: 2 dialog box is displayed, then click OK. 7. If the installation requires an uninstallation of Speechify voices, click Yes on the Windows Installer dialog box when it is displayed. Note: The Windows Installer dialog box is displayed if you are installing Speechify voice Tom and previously had Rick installed on the system.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
III. <i>(continued)</i> Setting the Installation reminders information and uninstalling software	8. The Installation Wizard displays the Reboot Required dialog box. 9. Click OK on the Reboot Required dialog box to restart the system after the upgrade tasks are completed. 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 "Upgrading Speechify 3.0.4" on page 102.

Procedure	Step-by-step instructions
IV. Upgrading Speechify 3.0.4	1. Click Next when the Speechify 3.0 for Windows Setup dialog box is displayed. 2. Read and accept the Speechify 3.0 End User License Agreement, and then click Next. 3. Click Custom when the Choose Setup dialog box is displayed. Important: Ensure that you select Custom. Otherwise, the Speechify Licensing Service might not start after the installation. 4. Select Speechify licensing service and change the installation type to Entire feature will be unavailable in the Custom Setup dialog box. 5. Click Next. 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, go to Step 11. 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>
IV. <i>(continued)</i> Upgrading Speechify 3.0 Voice	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 then 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 Step 10 to Step 14 to install another voice. 16. Go to "Installing Nuance 8.5.0 Post-GA Patches Rev E" on page 104 when the Please Insert CD Number: 3 dialog box is displayed.

Procedure	Step-by-step instructions
V. Installing Nuance 8.5.0 Post-GA Patches Rev E	1. Insert CD3, and click OK on the Please Insert CD Number: 3 dialog box. The Nuance V8.5.0 SP and Patches (Rev E) - InstallShield Wizard dialog box is displayed. The installation files are extracted. 2. Click Next on the Welcome dialog box. 3. Click Next on the Start Copying Files dialog box. 4. Click Finish on the Installation Complete dialog box. Important: The Nuance V8.5.0 Reboot Required dialog box mentioned in the following note (below) might not be 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. 5. Disable your virus scan software. 6. Click Continue Install on the Installation Reminders dialog box after the Installation Wizard restarts. 7. Go to "Upgrading Avaya UCC Speech Server" on page 105 when the Please Insert CD Number: 1 dialog box is displayed.

Procedure	Step-by-step instructions
VI. Upgrading Avaya 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. 8. Click Next when the UCC Speech Configuration dialog box is displayed. Note: If you have a large VADB database, you will experience delays during the upgrade when the database is being backed up, upgraded, and when the database auditing is being updated. 9. The Speech Server Configuration Text-to-Speech (TTS) and Avaya License Manager (WebLM) dialog box is displayed.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
VI. <i>(continued)</i> Upgrading Avaya UCC Speech Server	10. Click Finish on the Setup Complete dialog box. Note: The Installing components screen shows the services starting. The components might take a few minutes to install and the program provides a clean-up after completion. You might see the following error message when the Installation Wizard restarts services. Click OK. The system automatically restarts. 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>
VI. <i>(continued)</i> Upgrading Avaya UCC Speech Server	11. Disable your virus scan software. 12. Click Continue Install when the Installation Reminders dialog box is displayed. 13. Go to Step "Upgrading the Speech Access application" on page 107.
VII. Upgrading 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 on the Select Program Folders dialog box. Note: A progress bar and multiple information boxes are displayed. 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. 3. Click Finish on the Setup Complete dialog box. 4. Click OK when the Installation Complete dialog box is displayed. The Speech Access application is now installed. 5. Click Close on the Installation Wizard main menu to exit the Installation Wizard. 6. 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. 7. Repeat all the procedures in "Part 4 - Upgrading the remaining Server Set Nodes" on page 94 to upgrade each remaining Server Set Node.

Part 5 - Enabling Server Set Nodes

Procedure	Step-by-step instructions
I. Enabling server set node	1. From the desktop, click: Start > Programs > Avaya UCC Speech Server > UCC Speech Server Management Console 2. Click UCC Speech Server to launch Auto Initialization (initialization is hidden). 3. Expand UCC Speech Server > ServerSet > Server name. 4. Expand Configuration in the menu tree, and then click General Information. 5. Uncheck Skip startup of all processes set for Auto-Startup. 6. Right-click the Server Set Node that has been upgraded. 7. Select All Tasks > Enable Server. 8. Select Yes on the Enable Server confirmation dialog box to stop all processes. 9. Click Accept, and then click OK. 10. Repeat steps 1 to 9 for each upgraded Server Set Node.
II. Testing application on all nodes	1. From the SSMC, expand UCC Speech Server > Server Set. 2. Click each server set node and verify that all the server processes are running. 3. Test the system by calling into it. Leave a test message, or execute a voice command.

Chapter 4

Changing from a UCC SA R2.1 standalone system to a R2.1 Server Set

This section requires you to use both the *UCC SA Release 2.1 Installation Guide* and the UCC SA Upgrade Instructions to complete the upgrade to a UCC SA Release 2.1 Server Set.

Note: You will need the Service Account password.

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

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

Important: To minimally impact users, install the required UCC SA software on your Server Set Nodes *before* you change the standalone system to a Server Set Controller. Do not try to add the Server Set Nodes until after the Server Set Controller is configured.

Part 1 – Installing UCC SA on the Server Set Nodes

Procedure	Step-by-step instructions
I. Before you begin	1. Print a copy of the <i>UCC SA Release 2.1 Installation Guide</i>. You need the installation guide to set up the Server Set Nodes. 2. Read and complete the instructions in the following sections of Chapter 1 in the <i>UCC SA Release 2.1 Installation Guide</i>: a. <i>Special considerations before beginning your UCC SA installation</i> b. <i>Information about the Service Account</i> c. <i>Installation software for specific speech servers</i> d. <i>Minimum hardware requirements</i> e. <i>Multi-server configuration connectivity</i>
II. Server Set Node installations	1. Go to Chapter 4, <i>UCC SA Server Set Node installations</i> in the <i>UCC SA Release 2.1 Installation Guide</i>. 2. Complete the instructions in Chapter 4 for each of your Server Set Nodes. 3. The installation of UCC SA on all of your Server Set Nodes is now complete. Proceed to "Part 2 – Changing Your Release 2.1 standalone system to a Server Set Controller" on page 111 in this document to continue upgrading your multi-server configuration.

Part 2 – Changing Your Release 2.1 standalone system to a Server Set Controller

Procedure	Step-by-step instructions
III. Re-installing the Speech Access and Speech Server software	If you need to update your license file, open Avaya License Manager using the following path, and follow the instructions to update your license file: Start > Programs > Avaya License Manager Stop the processes <i>before</i> re-installing the Speech Access and Speech Server software. To stop the processes: 1. Log in as the Service Account. 2. From the desktop, click: Start > Programs > Avaya UCC Speech Server > UCC Speech Server Management Console 3. In the left pane of the Management Console, expand UCC Speech Server, and then expand Server Set. 4. Select the Speech Server name and verify that the processes are stopped. If they are not, right-click on the SA server name and select Stop (graceful). Important: You do not need to manually stop the services from the Services panel. The Installation Wizard stops these services automatically. 5. From the SSMC, click Configuration, and then select General Information. 6. Select the Skip startup of processes set for Auto Startup check box so processes do not start automatically after a server reboot. 7. Click Accept to save the change, and then click OK. 8. Close the SSMC.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
III. <i>(continued)</i> Re-installing the Speech Access and Speech Server software	You must re-run the Installation Wizard Speech Access and Speech Server installations on your Release 2.1 standalone system. Important: Disable your virus scan software on your Server Set Node <i>before</i> beginning the installation. 9. Insert UCC SA CD1 into the CD-ROM drive of the standalone system. Note: The CD automatically runs and the Avaya UCC Speech Access main menu is displayed. 10. Click UCC Speech Access Installation on the main menu. 11. Select the appropriate country on the Avaya End User License Agreement dialog box, read the agreement, and click Accept. 12. Type your password (if prompted) in the Password field on the Service Account Information dialog box, and then click Next. 13. Review the prerequisites, and then click Finish. 14. Click Change on the Installation Wizard main menu, select Server Set Controller, and then click Next. 15. Verify the Speech Server configuration selections, and then click Next. 16. Type your password (if prompted) in the Password field on the Service Account Information dialog box, and then click Next. 17. Review the prerequisites, and then click Finish.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
III. <i>(continued)</i> Re-installing the Speech Access and Speech Server software	18. Select the following components on the Installation Wizard main menu: ■ Avaya Speech Server ■ Avaya UCC Speech Access 19. Click Install on the Installation Wizard main menu. 20. Click OK on the confirmation dialog box. 21. Click Install. The Installation Reminders dialog box is displayed reminding you to: ■ Disable your virus scan software ■ Not select Yes, reboot if prompted during a component installation 22. 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. 23. Select Do not wait for installer confirmation on reboots if you want to enable this option. Note: If you do not select this box, a Reboot Required dialog box is displayed each time the system requires a reboot. 24. Click Install to begin the installation. 25. Refer to Chapter 3, <i>UCC SA Server Set Controller installation</i> in the <i>UCC SA Release 2.1 Installation Guide</i> to install the Speech Access and Speech Server software.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
IV. Deleting processes from your Release 2.1 standalone system	You must delete the following processes from your UCC SA 2.1 standalone system to complete the change to a Server Set Controller: ■ Text-to-Speech (TTS) ■ Telephony Server ■ Engine processes To delete TTS, Telephony Server, and engine processes: 1. Log in as the Service Account. 2. From the desktop, click: Start > Programs > Avaya UCC Speech Server > UCC Speech Server Management Console 3. Expand UCC Speech Server > Server Set > SA Server name. 4. Right-click on the SA Server name, and then select Stop (graceful). 5. Click Yes to confirm shutdown of all processes. 6. Right-click TTS, and then click Delete. 7. Click Yes to permanently delete the process. 8. Repeat Steps 3 through 7 for all your engine processes and your Telephony Server. 9. You can remove the NMS card from the new Server Set Controller. If you want to re-use the available telephone line in your new Server Set Controller configuration, this will involve working with the PBX switch. See the appropriate Configuration Note for detailed instructions.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
IV. <i>(continued)</i> Deleting processes from your Release 2.1 standalone system	Important: Deleting the processes does not uninstall the Speechify TTS or NMS software. 10. If you make a mistake and must add a new process back into your configuration, right-click the Speech Server node in the SSMC, and then click New > Process. Select the process from the drop-down menu, type a name for the process, and then click OK. 11. Go to "Part 3 – Adding Server Set Nodes to Your Server Set Controller" on page 116 of this document.

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

Procedure	Step-by-step instructions
V. Adding Server Set Nodes	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 <i>before</i> adding the next Server Set Node. To verify that all the publications are copied to the new Server Set Node, look for the following message in one of the Applications or Application Modules Published Events fields: Done copying application directories 4. Repeat Steps 2 and 3 for each Server Set Node. 5. Go to <i>Chapter 5 Configuration</i> UCC SA Configuration in the <i>UCC SA Release 2.1 Installation Guide</i>. Follow the instructions to configure your new Server Set Controller according to your site specific requirements. 6. Ensure that you configure the Telephony Server Process. See <i>Procedure III Configuring the Telephony Server processes</i> in <i>Chapter 5 Configuration</i> in the installation guide.

Chapter 5

Promoting a R2.1 Server Set Node to a R2.1 Server Set Controller

Promoting the Server Set Node

Procedure	Step-by-step instructions
I. Obtaining a new license file, stopping the services and the processes on the old Server Set Controller, and backing up the database	1. Obtain a new license file (for the Server Set Node to be promoted) at the following URL: http://support.avaya.com/ 2. Log in as the Service Account on the old Server Set Controller. 3. From the desktop, click: Start > Programs > Avaya UCC Speech Server > UCC Speech Server Management Console 3. Verify that all the SA processes are stopped: a. In the left pane of the Management Console, expand UCC Speech Server, and then expand Server Set. b. Select the Speech Server name and verify that the processes are stopped. If they are not, right-click on the SA server name and select Stop (graceful). 4. Click Configuration, and then select General Information.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
I. <i>(continued)</i> Obtaining a new license file, stopping the services and the processes on the old Server Set Controller, and backing up the database	5. Select the Skip startup of processes set for Auto Startup check box so that processes do not start automatically after a server reboot. 6. Click Accept to save the change, and then click OK. 7. Generate a backup of the VADB and ASADB databases: a. Expand UCC Speech Server > Configuration. b. Click Database Administration. c. Type the backup directory destination in the Backup field. d. Click Backup. 8. Stop the Services on the Server Set Controller. From the desktop, click: Start > Settings > Control Panel > Administrative Tools > Services 9. For each of the following UCC SA services, right-click the status, and then click Stop. ■ VAServerManager ■ VAManager ■ PVAUserMSvc 10. Do the following for each of the UCC SA services listed in Step 9: a. Right-click on the service and select Properties. b. Select Manual from the Startup type field. c. Click OK.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
II. Promoting your Server Set Node	Important: Disable your virus scan software on your Server Set Node <i>before</i> beginning the procedure. 1. Insert UCC SA CD1 into the CD-ROM drive of the Server Set Node that you want to promote to a Server Set Controller. Note: The CD automatically runs and the Avaya UCC Speech Access main menu is displayed. 2. Click UCC Speech Access Installation on the main menu. 3. Select the appropriate country on the Avaya End User License Agreement dialog box, read the agreement, and click Accept. 4. Type your password (if prompted) in the Password field on the Service Account Information dialog box, and then click Next. 5. Review the prerequisites, and then click Finish. 6. Click Change on the Installation Wizard main menu. 7. Select Server Set Controller under Speech Server Type, and then click Next. 8. The Speech Server Configuration dialog box is displayed. Verify the following settings: ■ Language ■ Avaya License Manager ■ SSL 9. Click Next.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
II. <i>(continued)</i> Promoting your Server Set Node	10. Type the Service Account password, and then click Next. 11. The System Prerequisites dialog box is displayed. Verify that all prerequisites are met, and then click Finish. 12. Select the following components on the Installation Wizard main menu: ■ Avaya License Manager ■ Avaya Speech Server ■ Avaya UCC Speech Access 13. Click Install. 14. Click OK on the confirmation dialog box. 15. Click Install. The Installation Reminders dialog box is displayed reminding you to: ■ Disable your virus scan software ■ <i>Not</i> select Yes, reboot if prompted during a component installation 16. 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. 17. Select Do not wait for installer confirmation on reboots if you want to enable this option. Note: If you do not select this box, a Reboot Required dialog box is displayed each time the system requires a reboot. 18. Click Install to begin the installation.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
II. <i>(continued)</i> Promoting your Server Set Node	19. Print a copy of the UCC SA Release 2.1 Installation Guide (provided on CD1\ Documentation\Install.pdf) and follow the installation instructions to guide you through the installation. When the installation is complete, go to Step 20. 20. Copy the old Server Set Controller database backup files to your Server Set Node to be promoted. 21. Using the backup copies of the databases created in Procedure I, Step 7 on page 118, restore the ASADB and VADB databases: a. From the desktop, click: Start > Settings > Control Panel > Administrative Tools > Services b. Right-click the status of the following services, and then click Stop for each service. ■ PVAUserMSvc ■ VAServerManager ■ VAManager c. Click: Start > Programs > Avaya UCC Speech Server > Database Restore Utility d. The Database Maintenance window is displayed. e. Select the Browse for backup file option button in the Select the backup file section. f. Click Browse to locate the VADB database backup .dat file. g. Select the Force restore check box, and then click Restore.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
III. Updating the Server Set Nodes	Note: You must update the Server Set Nodes to point to the new Server Set Controller. 1. Click Start > Programs > Administrative Tools > Component Services, right-click VAManager, and then select Stop. 2. Click Start > Run. 3. Type regedit. 4. Locate and edit the following registry entry values to contain the name of the new Server Set Controller: a. HKLM\Software\Avaya\Avaya_UCC_InstallWizard\ControllerName b. HKLM\Software\Avaya\Avaya Advanced Speech Access\Global Parameters\ ■ VAPatform.DatabaseServer ■ VAPatform.ServerSetController 5. Click Start > Programs > Administrative Tools > Data Sources (ODBC). 6. Click System DSN. 7. Click Configure, and then change the SQL Server to point to the new Server Set Controller for ASADirectory and ASADatabase. 8. Click Start > Settings > Control Panel > System. 9. Click Advanced, and then click Environment Variables. 10. Select WEBLM_SERVER_URL, and then click Edit. 11. Update the Variable value field, and then click OK. 12. Click Start > Programs > Administrative Tools > Component Services, right-click VAManager, and then select Start.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
IV. Updating the Server Set configuration	1. Open the Speech Server Management Console. The application's autoinitialization runs (initialization is hidden). 2. Expand Server Set, and click the new Server Set Controller name. 3. Delete the following processes from your Server Set Controller (use Steps 4a through 4c below): ■ Text-to-Speech (TTS) ■ Telephony Server ■ Engine processes 4. To delete TTS, Telephony Server, and engine processes: a. Right-click TTS, and then click Delete. b. Click Yes to permanently delete the process. c. Repeat Steps a through b for all your engine processes and your Telephony Server. Important: Deleting the processes does not uninstall the Speechify TTS or NMS software. 5. If you make a mistake and must add a new process back into your configuration, right-click the Speech Server node in the SSMC, and then click New > Process. Select the process from the drop-down menu, type a name for the process, and then click OK. 6. Delete the old Server Set Controller.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
IV. <i>(continued)</i> Updating the Server Set configuration	The next several steps require you to publish application modules. The publishes must not be done simultaneously. Wait for one publish to complete <i>before</i> starting another publish. If you accidentally run more than one publish simultaneously and the publish appears to be stopped, close the SSMC, restart VAServerManager from the Administrative Tools > Services console, and then restart the publish from the SSMC. 7. Expand Application Modules. 8. Click VXML. 9. Select the Disable Module check box. Note: Disabling the VXML application module helps maximize system resources. 10. Click ExchangeConnector. 11. Click Publish and wait for the publish to complete. The Done publishing application message is displayed when the publish is complete. 12. Click IMAPConnector. 13. Click Publish and wait for the publish to complete. The Done publishing application message is displayed when the publish is complete. 14. Click CallAnswer. 15. Click Publish and wait for the publish to complete. The Done publishing application message is displayed when the publish is complete. 16. Expand Applications.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
IV. <i>(continued)</i> Updating the Server Set configuration	17. Click VAOutlook. 18. Select Clear and rebuild the dynamic grammar database. 19. Click Publish and wait for the publish to complete. The Done publishing application message is displayed when the publish is complete. 20. Click Configuration in the menu tree, and then select General Information. 21. Clear Skip startup of processes set for Auto Startup so that processes start automatically after a server reboot. 22. Click Accept to save the change, and then click OK. 23. Right-click UCC Speech Server, and then select Start all Processes to start all your Server Set processes. 24. Re-enable your virus scan software.

Chapter 6

Replacing Your R2.1 standalone system or Server Set Controller with a new server

Replacing the standalone system or Server Set Controller

Procedure	Step-by-step instructions
I. Obtaining a new license file, stopping the services and the processes on the old Server Set Controller or standalone system, and backing up the database	1. Obtain a new license file (for the Server Set Node to be promoted) at the following URL: http://support.avaya.com/ 2. Log in as the Service Account on the old Server Set Controller. 3. From the desktop, click: Start > Programs > Avaya UCC Speech Server > UCC Speech Server Management Console 4. Verify that all the SA processes are stopped: a. In the left pane of the Management Console, expand UCC Speech Server, and then expand Server Set. b. Select the Speech Server name and verify that the processes are stopped. If they are not, right-click on the SA server name and select Stop (graceful). 5. Click Configuration, and then select General Information.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
I. <i>(continued)</i> Obtaining a new license file, stopping the services and the processes on the old Server Set Controller or standalone system, and backing up the database	6. Select the Skip startup of processes set for Auto Startup check box so processes do not start automatically after a server reboot. 7. Click Accept to save the change, and then click OK. 8. Generate a backup of the VADB and ASADB databases. Expand UCC Speech Server > Configuration 9. Click Database Administration. 10. Type the backup directory destination in the Backup field. 11. Click Backup. 12. Stop the Services on the old Server Set Controller or standalone system. From the desktop, click: Start > Settings > Control Panel > Administrative Tools > Services 13. For each of the following UCC SA services, right-click the status, and then click Stop. ■ VAServerManager ■ VAManager ■ PVAUserMSvc 14. Do the following for each of the UCC SA services listed in Step 13: a. Right-click on the service and select Properties. b. Select Manual from the Startup type field. c. Click OK.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
II. Installing the software and restoring the database	1. Print a copy of the <i>UCC SA Release 2.1 Installation Guide</i> (provided on CD1\Documentation\Install.pdf), and follow the instructions to create a new standalone system (Chapter 2) or Server Set Controller (Chapter 3). Important: If you have a database backup, do not continue the installation instructions <i>after</i> the Installation Wizard completes. Instead, go to Step 3, below. Go to Procedure III, if you do not have a backup of your database. 2. Copy the old Server Set Controller database backup files to your Server Set Node to be promoted. 3. Using the backup copies of the databases created in Procedure I, Step 8 on page 127, restore the ASADB and VADB databases: a. From the desktop, click: Start > Settings > Control Panel > Administrative Tools > Services b. Right-click the status of the following services, and then click Stop for each service. ■ PVAUserMSvc ■ VAServerManager ■ VAManager c. Click: Start > Programs > Avaya UCC Speech Server > Database Restore Utility d. The Database Maintenance window is displayed. e. Select the Browse for backup file option button in the Select the backup file section. f. Click Browse to locate the database backup .dat file.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
II. <i>(continued)</i> Installing the software and restoring the database	g. Select the Force restore check box, and then click Restore .
III. Updating the Server Set Nodes	You must update the Server Set Nodes to point to the new Server Set Controller: 1. Click Start > Programs > Administrative Tools > Component Services, right-click VAManager, and then select Stop. 2. Click Start > Run. 3. Type regedit. 4. Locate and edit the following registry entry values to contain the name of the new Server Set Controller: a. HKLM\Software\Avaya\Avaya_UCC_InstallWizard\ControllerName b. HKLM\Software\Avaya\Avaya Advanced Speech Access\Global Parameters\ ■ VAPatform.DatabaseServer ■ VAPatform.ServerSetController 5. Click Start > Programs > Administrative Tools > Data Sources (ODBC). 6. Click System DSN. 7. Click Configure, and then change the SQL Server to point to the new Server Set Controller for ASADirectory and ASADatabase. 8. Click Start > Settings > Control Panel > System. 9. Click Advanced, and then click Environment Variables.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
III. <i>(continued)</i> Updating the Server Set Nodes	10. Select WEBLM_SERVER_URL, and then click Edit. 11. Update the Variable value field, and then click OK. 12. Click Start > Programs > Administrative Tools > Services, right-click VAManager, and then select Start.
IV. Reapplying the Auto-Configuration files	You must reapply the AutoConfiguration files for each Server Set Node to create the Server Set Node processes. To reapply the AutoConfiguration files: 1. Open the following directory: C:\Program Files\AvayaSpeech Server\config\MMC\CompletedConfig Note: You might have chosen a different installation location. Navigate to that location to open CompletedConfig. 2. Move the .xml files in the CompletedConfig directory to the following location: C:\Program Files\AvayaSpeech Server\config\MMC\PendingConfig 3. Add the Server Set Nodes to the Server Set using the instructions in Chapter 5 of the <i>UCC SA Release 2.1 Installation Guide</i> under the Section <i>Adding new Server Set Nodes to the Server Set</i>.
V. Updating the Server Set configuration	1. Open the Speech Server Management Console. The application's autoinitialization runs (initialization is hidden). 2. Expand UCC Speech Server > Server Set. 3. Expand each node name, and then verify that each node has the following: ■ NamesDownload (Server Set Controller) ■ Nuance Manager (Server Set Controller and Server Set Nodes)

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
V. <i>(continued)</i> Updating the Server Set configuration	■ VAServer (Server Set Controller) ■ NMS Telephony (Server Set Nodes) ■ Speech Engines (Server Set Nodes) ■ TTS (Server Set Nodes) 4. Delete the old Server Set Controller. The next several Steps require you to publish application modules. The publishes must not be done simultaneously. Wait for one publish to complete <i>before</i> starting another publish. If you accidentally run more than one publish simultaneously and the publish appears to be stopped, close the SSMC, restart VAServerManager from the Administrative Tools > Services console, and then restart the publish from the SSMC. 5. Expand Application Modules. 6. Click VXML. 7. Select the Disable Module check box. Note: Disabling the VXML application module helps maximize system resources. 8. Click ExchangeConnector. 9. Click Publish and wait for the publish to complete. The Done publishing application message is displayed when the publish is complete. 10. Click IMAPConnector. 11. Click Publish and wait for the publish to complete. The Done publishing application message is displayed when the publish is complete.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
V. <i>(continued)</i> Updating the Server Set configuration	12. Click CallAnswer. 13. Click Publish and wait for the publish to complete. The Done publishing application message is displayed when the publish is complete. 14. Expand Applications. 15. Click VAOutlook. 16. Select Clear and rebuild the dynamic grammar database. 17. Click Publish and wait for the publish to complete. The Done publishing application message is displayed when the publish is complete. 18. Click Configuration in the menu tree, and then select General Information. 19. Clear Skip startup of processes set for Auto Startup so that processes start automatically after a server reboot. 20. Click Accept to save the change, and then click OK. 21. Right-click UCC Speech Server, and then select Start all Processes to start all your Server Set processes. 22. Re-enable your virus scan software. See <i>Installing and administering virus scan software</i> in the <i>UCC SA Release 2.1 Site Preparation Guide</i> for more information.

Chapter 7

Modifying a UCC SA R2.1 system for use in the UK

Modifying a UCC SA R2.1 system for use in the UK

Procedure	Step-by-step instructions
I. Modifying a UCC SA R2.1 system for use in the UK	UCC SA Release 2.1 CD2 and CD3 are required to install the Speechify UK voice (Helen) and the UK Nuance Language Module on your Speech Servers. 1. To update the Speech Servers to use the Speechify UK voice if it is not already installed (for the standalone system or Server Set Nodes only): a. Insert CD2 into the CD-ROM drive. b. Run the following program to install the Speechify UK voice: CD2\SpeechWorks\Voices\en-GB\Helen\Speechify 3.0 Voice - British English, Helen, 8kHz.msi

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>
I. <i>(continued)</i> Modifying a UCC SA R2.1 system for use in the UK	c. Repeat Steps a and b for each Speech Server. 2. To install the Nuance UK Language Module if it is not already installed (for all Speech Servers): a. Insert CD3 into the CD-ROM drive. b. Run the following program to install the Nuance UK Language Module: CD3\Nuance\Nuance Patches\ English Language Pack Module\ English-UK\LanguageModule- EnglishUK-v8-0-r2.exe c. Wait for the installation to complete <i>before</i> you continue. d. Repeat Steps a through c for each Speech Server. 3. Open the Speech Server Management Console (SSMC): Start > Programs > Avaya UCC Speech Server > UCC Speech Server Management Console 4. Expand UCC Speech Server > Configuration > Process Types. 5. Click Speechify TTSServer. 6. Double-click VATTS.Voice from the list of parameters. 7. Delete the old value in the Value field, and then type Helen.

Procedure <i>(continued)</i>	Step-by-step instructions <i>(continued)</i>								
I. <i>(continued)</i> Modifying a UCC SA R2.1 system for use in the UK	8. Click OK. 9. Right-click UCC Speech Server in the menu tree. 10. Select Properties. 11. Ensure that the parameters in Figure 7-1 have the correct values. Figure 7-1. Parameter values <table border="1"> <thead> <tr> <th><u>Parameter</u></th><th><u>Value</u></th></tr> </thead> <tbody> <tr> <td>SpeechRec.Nuance.RecognitionModel</td><td>English.UK.3</td></tr> <tr> <td>VAPatform.ASRDict.Language</td><td>en-GB</td></tr> <tr> <td>VAPatform.EPP.UseUSDateFormat</td><td>FALSE</td></tr> </tbody> </table> 12. If the values are correctly displayed, the upgrade is complete. To change a parameter value: ■ Select the parameter ■ Type the new value in the Current Value field 13. Click OK when you finish setting up your parameters. 14. If you made changes to the parameters, you must publish the speech access applications: a. Click Application Modules in the menu tree, and then click CallAnswer. 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. 15. The upgrade is complete.	<u>Parameter</u>	<u>Value</u>	SpeechRec.Nuance.RecognitionModel	English.UK.3	VAPatform.ASRDict.Language	en-GB	VAPatform.EPP.UseUSDateFormat	FALSE
<u>Parameter</u>	<u>Value</u>								
SpeechRec.Nuance.RecognitionModel	English.UK.3								
VAPatform.ASRDict.Language	en-GB								
VAPatform.EPP.UseUSDateFormat	FALSE								

Chapter 8

Post Upgrade Configuration

Configuring UCC SA

After upgrading your UCC SA software, you can further customize your system using the SSMC. Several topics are covered in this chapter including:

- ["Setting Nuance Watcher Daemon security \(highly recommended\)" on page 137](#)
- ["Enabling Lotus calendar access for subscribers" on page 138](#)
- ["Enabling the Lotus contacts update utility" on page 139](#)
- ["Scheduling the Publish" on page 139](#)
- ["Leave a comment" on page 141](#)
- ["Configuring parameters" on page 141](#)
- ["Configuring IMAP4 users" on page 145](#)
- ["Using documents to inform subscribers" on page 145](#)
- ["Configuring automatic newsletter delivery" on page 146](#)
- ["Granting permissions to Windows Groups for UCC administrative tasks" on page 147](#)
- ["Using bulk provisioning" on page 148](#)

For a complete set of instructions, open the SSMC online Help system by pressing **F1** in the SSMC.

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**.
9. Select **Assign** to activate the security policy.

Note: The security policy blocks only 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 Lotus calendar access for subscribers

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

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 Server Set Node (in a multi-server configuration).

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

Note: Lotus client must be version 6.0.3, or higher.

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**.

Scheduling the Publish

The Scheduled Publish feature allows the applications to be routinely published at a selected time and frequency. It cleans-up file information, rebuilds the static grammar

based on information from the corporate directory, and stops and starts processes.

1. Expand **UCC Speech Server > Applications** in the UCC Speech Server Management Console, 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.

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

Publish Options

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

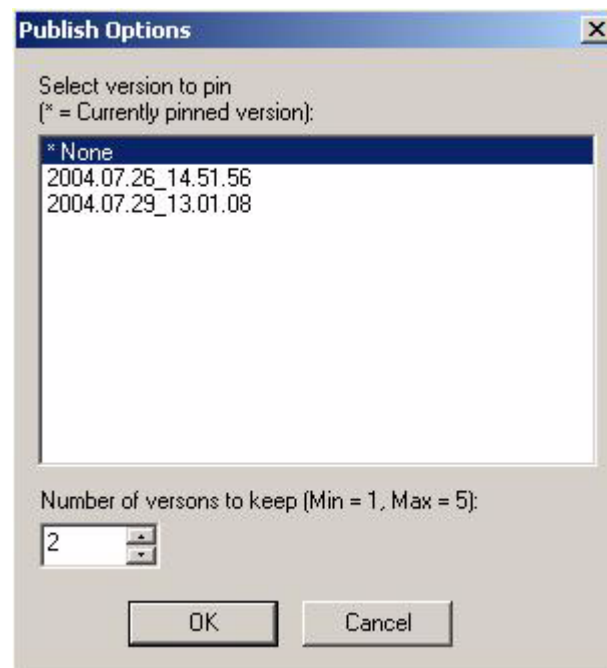
- Pin or unpin published versions
- Set the number of backup versions to keep

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 unpin them. See [Figure 8-1 on page 141](#).

Figure 8-1. Publish Options

Leave a comment

To configure the leave a comment feature:

1. Go to **Configuration > Email Server Setup** in the SSMC to verify the email server setup.
2. Go to **Configuration > General Information** in the SSMC to verify that there is a valid entry in the **User Feedback Email Address** field.

Note: Type only one entry in the **User Feedback Email Address** field.

3. The maximum length of a comment is 2 minutes (120,000 milliseconds) by default. Modify the MVSpeech.MaxCommentLength global parameter to change this default.

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 can customize the behavior of UCC SA by altering parameter values.

Important: Previously modified parameter values are preserved when you upgrade to UCC SA Release 2.1.

See *Global Parameters* in the Speech Access Administrators Online Help system 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**.

[Table 8-1](#) contains a list of parameters that are most commonly altered.

Table 8-1. Commonly altered parameters

Frequently used parameters	Parameter description
VAPatform.AllowImportContacts	The VAPatform.AllowImportContacts parameter is set to False by default. It is for Lotus users. The VAPatform.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.
VAPatform.AllowUserToEditIMAP	The VAPatform.AllowUserToEditIMAP parameter is set to True by default. The VAPatform.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 8-1. Commonly altered parameters (*continued*)

Frequently used parameters (<i>continued</i>)	Parameter description (<i>continued</i>)
VAPLatform.AutoMarkRead	The VAPLatform.AutoMarkRead parameter is set to True by default. The VAPLatform.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.
VAPLatform.CallAnswerMissedCallMsg	The VAPLatform.CallAnswerMissedCallMsg parameter is set to False by default. ■ True. Generates a missed call message in your mailbox. ■ False. No missed call message is generated.
VAPLatform.DTMFWakeupFromDTMF FallbackAllowed	Provides you with the option to choose if 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.
VAPLatform.IgnoreFirstNameToMatch Contacts	The VAPLatform.IgnoreFirstNameToMatchContacts parameter enables or disables use of first name as a matching criterion when comparing contacts, LDAP, and voice server dictionary entries to determine if the entries refer to the same person. The default value is True.
VAPLatform.NoWavAttToEMail	The VAPLatform.NoWavAttToEMail parameter provides an option to choose if .wav file attachments can be sent with e-mail messages. The default value is False. 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.

Table 8-1. Commonly altered parameters *(continued)*

Frequently used parameters <i>(continued)</i>	Parameter description <i>(continued)</i>
VAPatform.MMNumAddrMatchPrefMbox	The VAPatform.MMNumAddrMatchPrefMbox parameter tells UCC SA that numeric addresses on MM Voicemail systems consist of some prefix plus a mailbox number of a subscriber. The default value is True. The VAPatform.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 VAPatform.MMNumAddrMatchPrefMbox parameter to False.
VAPatform.ReachMe	The VAPatform.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.
VAPatform.SupportWordDocuments	The VAPatform.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.
VAPatform.TrustedLoginAccessLevel	The VAPatform.TrustedLoginAccessLevel parameter values are: ■ All. Allows the user to specify that an express login number does not require a password. ■ None. Always requires a user to enter a password when calling from an express login number.

Table 8-1. Commonly altered parameters (*continued*)

Frequently used parameters (<i>continued</i>)	Parameter description (<i>continued</i>)
VAPlatform.VMboxMatchExtension	The VAPlatform.VMboxMatchExtension parameter allows UCC SA to assume that voice mailbox numbers match telephone extensions. The default value is False .
VAPlatform.VoiceMsgFormat	The VAPlatform.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 . See the Speech Access Administrators Online Help system under Global Parameters for a detailed description.

Configuring IMAP4 users

Ensure UCC SA users type their:

- IMAP4 user name on the Domino Administration screen
- Domino password in User Preferences.

The password is encrypted and stored in the Microsoft SQL database.

Note: UCC SA supports Lotus Domino 6.X.

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:

- **Welcome_to_UCC_SA_Template.doc.** This template helps you compose an e-mail that tells all subscribers about UCC SA, including how to log in by phone and how to 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 are comprised of 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. If you already configured newsletter delivery in Release UCC SA Release 1.2 or Release 2.0, you do not need to reconfigure it. If you did not configure newsletter delivery in UCC SA Release 1.2 or Release 2.0, you can configure it using the Steps below. 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**.

Granting permissions to Windows Groups for UCC administrative tasks

To allow select 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.

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.

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 9

Troubleshooting

Introduction

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

- Read Chapter 6, *Troubleshooting in Avaya™ Unified Communication Center Speech Access (UCC SA) Installation Guide Release 2.1* (available on CD1).
- 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.

Troubleshooting topics

Nuance Watcher Daemon fails to install

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**.

Service errors reported during the installation



CAUTION:

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

Error registering NT services

To correct the error:

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

Fixing the UCC Base Server common login and common administrator Web pages

The following Base Server Web pages break when the SSL certificate is installed on the Speech Server:

- The common login Web page that is used by UCC subscribers
- The common administrator Web page that is used by the UCC Base Server administrator

To fix the common login Web page:

1. Go to the Base Server User Management window.
2. For each subscriber, set the Speech URL field to the new destination URL for Speech Access. The correct URL is:

`https://Speech_Server_Name/saonline`

Contact Avaya Technical Support to fix the common administrator Web page. This fix requires modification of a Java Server Page (JSP).

Server Set Node engine failure

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

Moving the *.xml file to the correct directory

If you open the SSMC before restoring the UCC SA database, you must move the *.xml file from the following directory:

C: > Programs Files > AvayaSpeechServer > Config > MMC > CompletedConfig

back to the following directory:

C: > Program Files > AvayaSpeechServer > Config > MMC > PendingConfig

Incorrect installation paths after restoring the database

After you restored the UCC SA database, if your upgraded UCC SA standalone system or Server Set Controller is using an installation path that is different from the one

that was used in the previous installation, you must modify certain parameters to use the new installation path.

To update the parameters:

1. From the SSMC, right-click **UCC Speech Server**.
2. Select **Properties**.
3. Update the following parameter with the new installation path:
 - **VAPLatform.VAApplications**
4. From the SSMC, right-click **Server Set**.
5. Select **Properties**.
6. Update the following parameters with the new installation path:
 - **VAPLatform.ApplicationUploadDir**
 - **VAPLatform.TempDirectory**
 - **VAPLatform.VAApplications**
 - **VAPLatform.VALogs**
 - **VAPLatform.VASystemDirectory**
 - **VAPLatform.VAUtterances**
 - **VAPLatform.VFSNamesDatabase**
 - **VAFax.RequestDirectory**
 - **VAFax.DataDirectory**
7. From the SSMC, right-click **Application** > **ApplicationDispatcher** and **Application Module** > **VXML**.
8. Select **Properties** for both applications.
9. Update the following parameter with the new installation path:
 - **VAPLatform.ApplicationFile**
10. Restart the Speech Server or the Server Set Controller.

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.