



**Avaya™ Unified Communication Center  
Speech Access  
(Microsoft Exchange version)  
Quick Start Installation Guide**

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#### Notice

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

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#### 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.

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#### 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
- 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 hardware/software platforms and interfaces
- Any other equipment networked to your Avaya products

#### Federal Communications Commission Statement

**Part 15: Class A Statement.** This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interfer-

ence when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio-frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case the user will be required to correct the interference at his own expense.

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#### European Union Declaration of Conformity

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.

#### Comments

To comment on this document, please address your comments to [Infodev@avaya.com](mailto:Infodev@avaya.com).

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# 1

## UCC Speech Access (Microsoft Exchange version) Quick Start Installation Guide

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This *UCC Speech Access (Microsoft Exchange version) Quick Start Installation Guide* provides step-by-step instructions for installers who want to implement a simple installation as quickly as possible. When you complete the installation process, you will have one ASA Server (controller node) on which you are running both the ASA Server software (**PVA**Server) and the ASA application software (**PVA**Exchange). For more information about the ASA components that are installed during the installation process, see the *UCC Speech Access (Microsoft Exchange version) Configuration and Administration Guide*, available on the UCC Speech Access (Microsoft Exchange version) CD-ROM.

### Notes:

In this guide, UCC Speech Access (Microsoft Exchange version) is referred to as “ASA.”

To use this guide effectively, review all the procedures in the guide and ensure that the listed hardware and software prerequisites are already installed on the ASA Server target system before starting the ASA installation.

All Microsoft Exchange and UCC Speech Access (Microsoft Exchange version) servers in a serverset must be located in the same domain.

### Important:

Updated information about ASA is provided in the **releasenotes.html** document available on **CD #1** of the three CD-ROMs provided with UCC Speech Access (Microsoft Exchange version). Be sure to read these Release Notes before performing any of the tasks described in this guide.

Information about performing an upgrade installation is also included in the **releasenotes.html** document.

## Minimum Hardware Requirements

[Table 1-1](#) lists the minimum hardware components for the ASA platform on which you install the UCC Speech Access (Microsoft Exchange version) server software, application software, speech recognition software, and text-to-speech (TTS) software.

**Table 1-1. ASA Server Minimum Hardware Requirements**

Hardware Component	Requirement
Processor	800-MHz Intel Pentium III processor (dual-processor recommended)
Memory	<ul style="list-style-type: none"> <li>■ 1-GB of memory when you are using a 23-port or 30-port card</li> <li>■ 2-GB of memory when you are using a 46-port or 60-port card</li> </ul>
Drives	<ul style="list-style-type: none"> <li>■ 9-GB SCSI hard disk drive</li> <li>■ CD-ROM drive</li> </ul>
Network	100-Mbit PCI LAN Adapter
Slots	One available 32-bit PCI slot
Telephony Adapter	<p>The number of required telephony adapters (one per server) depends upon the number of planned simultaneous sessions. At least one of the following Natural Microsystems adapters is required:</p> <ul style="list-style-type: none"> <li>■ NMS AG4000-1T1/800 (up to 23 sessions)</li> <li>■ NMS AG4000-2T1/800 (up to 23 sessions)</li> <li>■ NMS AG4000-2T1/1600 (up to 46 sessions)</li> <li>■ NMS AG4000-4T1/1600 (up to 46 sessions)</li> <li>■ NMS AG4000-1E1/800 (up to 30 sessions)</li> <li>■ NMS AG4000-2E1/800 (up to 30 sessions)</li> <li>■ NMS AG4000-2E1/1600 (up to 60 sessions)</li> <li>■ NMS AG4000-4E1/1600 (up to 60 sessions)</li> </ul>

## Software Prerequisites

The following software must already be installed on the ASA system before you begin the installation:

- Windows 2000 Server Operating System with Service Pack 2 (or later), configured to use the NTFS file system
- Microsoft Outlook 2000, with the Collaboration Data Objects (CDO) option
- Microsoft Word 2000 (if you want to convert Word documents into text-to-speech using the TTS server)
- Microsoft Internet Explorer 5.5 (or later) with Service Pack 2
- Microsoft Internet Information Server (IIS)
- WinZip 8.0 (or later) for English language installations using English variants other than U.S. English.

**Note:**

By default, IIS is added during the Windows 2000 operating system installation. If you are installing Windows 2000 just prior to beginning the ASA installation, do not disable this component.

## What You Need Before You Begin

Make sure you have access to and/or have completed the following before you begin the ASA installation:

- Reviewed all the procedures in this Quick Start Installation Guide.
- Read the Release Notes provided in the **releasenotes.html** document available on **CD #1** of the UCC Speech Access (Microsoft Exchange version) CD-ROMs.
- Ensured that the ASA server is be a member of the same Windows domain as the Exchange servers.
- Telephone network information, including:
  - Telephone numbers associated with the ISDN circuit
  - Brand of switch to which the ISDN is connected (and type of protocol used)
  - Information from your PBX programmer regarding the framing format and zero-code-suppression mode
- The following three UCC Speech Access (Microsoft Exchange version) CD-ROMs:

- UCC Speech Access (Microsoft Exchange version) Server software CD-ROM (CD #1)
- UCC Speech Access (Microsoft Exchange version) Text to Speech Software CD-ROM (CD #2)
- UCC Speech Access (Microsoft Exchange version) Speech Recognition Software CD-ROM (CD #3)

**Note:**

Within this guide, the UCC Speech Access (Microsoft Exchange version) CD-ROMS are referred to as CD #1, CD #2, and CD #3. The references are listed above.

- Nuance speech recognition software license key
- Working knowledge of both Windows 2000 Server administration and Microsoft Exchange Server administration
- Administrator login privileges on the ASA server, the Exchange server, and the domain controller platforms

## Installing ASA

Follow the installation procedures in the order given. If you need help, see the *UCC Speech Access (Microsoft Exchange version) Configuration and Administration Guide*. The guide is available on CD #1.

**Note:**

This guide provides general instructions for installing ASA. Instructions that are not specific to the ASA installation process (such as those for completing welcome screens, software license agreement screens, and other standard installation screens) are not always included.

Component Installation Procedure	Step-by-step Instructions
<p>I.</p> <p><b>Installing the NMS Telephony Adapter and Software</b></p>	<p><b>Note:</b> If you have not yet installed the NMS Telephony Adapter, install it now in a PCI slot of the Windows 2000 system you will use as the ASA server.</p> <p>The NMS software and required software patch are provided on CD #1. Proceed as follows to install these software components:</p> <ol style="list-style-type: none"> <li>1. Log on as an administrator to the ASA Server target system.</li> <li>2. Insert CD #1 into the CD-ROM drive. From the main menu, click <b>Prerequisites</b>, open the <b>NMS2001-1</b> folder, and launch the <b>setup.exe</b> program.</li> <li>3. Click <b>Install Products</b>, and then select <b>NMS Products</b>.</li> <li>4. Select the following on the NMS installation dialog boxes: <ul style="list-style-type: none"> <li>■ Board Family: <b>AG and CG</b>.</li> <li>■ Select Countries: Choose the appropriate country from the list.</li> <li>■ Setup Type: <b>Compact</b>.</li> <li>■ Setting Environment Variables: <b>Let Setup modify your settings</b>.</li> </ul> </li> <li>5. When the installation is complete, click <b>Finish</b> and exit the NMS setup program.</li> </ol>
<p>II.</p> <p><b>Installing Windows Media Encoder 7.0</b></p>	<ol style="list-style-type: none"> <li>1. In the <b>Prerequisites</b> folder, open the folder labeled <b>Windows Media Encoder 7.0</b>.</li> <li>2. Double-click <b>wmencoder.exe</b> to install the software.</li> <li>3. When the installation is complete, select the <b>Exit Setup</b> radio button and click <b>OK</b>.</li> </ol>
<p>III.</p> <p><b>Installing Microsoft XML Parser 3.0 Service Pack 1</b></p>	<ol style="list-style-type: none"> <li>1. In the <b>Prerequisites</b> folder, open the folder labeled <b>MSXML Parser 3.0 SP1</b>.</li> <li>2. Double-click <b>msxml3sp1.exe</b> to install the software.</li> <li>3. When the installation program is complete, click <b>Finish</b>.</li> <li>4. Exit the ASA Main menu and remove CD #1 from the CD-ROM drive.</li> </ol>

Component Installation Procedure	Step-by-step Instructions
<p>IV.</p> <p><b>Installing Text to Speech Software</b></p>	<ol style="list-style-type: none"> <li>1. You should already be logged on as an administrator to the ASA Server target system.</li> <li>2. Insert CD #2 into the CD-ROM drive. The <b>setup.exe</b> program should start automatically.</li> <li>3. Select the <b>Complete</b> installation setup type and proceed through the installation process. Click <b>Finish</b> when the installation program is complete.</li> <li>4. Install a Speechify TTS voice for ASA to use:             <ol style="list-style-type: none"> <li>a. Open the <b>en-US\mara_8</b> folder on CD #2.</li> <li>b. Launch the <b>setup.exe</b> program and proceed through the installation process.</li> </ol> </li> <li>5. When the installation is complete, do not restart if prompted. Click <b>Finish</b> and remove CD #2 from the CD-ROM drive.</li> <li>6. Access the Speechify management console from:             <p style="margin-left: 20px;"><b>Start-&gt;Programs-&gt;Speechify-&gt;Speechify Server Management</b></p> </li> <li>7. Right-click <b>mara on Port 5555</b> and select <b>Properties</b>.</li> <li>8. On the General tab, change the entries in the following fields to <b>4</b>:             <ul style="list-style-type: none"> <li>■ Maximum number of child processes</li> <li>■ Number of children to prestart</li> </ul> </li> <li>9. Click <b>OK</b> and close the console (select <b>Yes</b> to save the console settings).</li> </ol>

Component Installation Procedure	Step-by-step Instructions
<p>V.</p> <p><b>Installing Speech Recognition Software</b></p>	<ol style="list-style-type: none"> <li>1. You should already be logged on as an administrator to the ASA Server target system.</li> <li>2. Insert CD #3 into the CD-ROM drive. The <b>setup.exe</b> program should start automatically.</li> <li>3. Click <b>Install Products</b> and then select <b>Nuance 7.0.4 and Verifier 2.0</b>.</li> <li>4. From the Nuance Setup Type screen, choose the <b>Compact</b> installation.</li> <li>5. When the installation is complete, click <b>Finish</b> and remove CD #3 from the CD-ROM drive.</li> <li>6. Shut down and restart your system.</li> </ol>
<p>VI.</p> <p><b>Installing Speech Recognition Service Pack and Language Module</b></p>	<ol style="list-style-type: none"> <li>1. Log on as administrator to the ASA Server target system.</li> <li>2. Insert CD #1 into the CD-ROM drive. From the main menu, click <b>Prerequisites</b> and open the folder labeled <b>Nuance 7.0.4 SP25</b>.</li> <li>3. Copy the contents of the <b>Nuance 7.0.4 SP25</b> folder to the <b>\Nuance\v7.0.4</b> folder in which you installed the speech recognition software in procedure V. You are overwriting all existing files.</li> <li>4. If this is a U.S. English installation, continue with procedure VII. If you are installing using a different English language variant, continue with step 5. within this procedure.</li> <li>5. Exit the ASA Main menu and remove CD #1 from the CD-ROM drive. Then insert CD #3 into the CD-ROM drive.</li> <li>6. In the Language Modules folder, open the folder containing the English language variant you are installing.</li> <li>7. Using WinZip, extract the files to the <b>\Nuance\v7.0.4</b> folder in which you installed the speech recognition software in procedure V.</li> </ol>

Component Installation Procedure	Step-by-step Instructions
<p>VII.</p> <p><b>Creating the AvayaSA Service Account and Setting Up a Mailbox</b></p>	<p>Create a new domain user (with a password) called <b>AvayaSA</b>, that uses the following criteria:</p> <ol style="list-style-type: none"> <li>1. Create the user in the Windows domain in which the ASA platform servers will run.</li> <li>2. Select a password for the new user and set the password options as follows:               <ol style="list-style-type: none"> <li>a. Make sure that the check box for <b>User must change password at next logon</b> is cleared.</li> <li>b. Make sure the <b>User cannot change password and password never expires</b> check boxes are selected.</li> </ol> </li> <li>3. Create a mailbox for the new <b>AvayaSA</b> service account.</li> </ol>
<p>VIII.</p> <p><b>Setting Permissions for the AvayaSA account</b></p>	<ol style="list-style-type: none"> <li>1. If you are using Microsoft Exchange 2000 Server, skip this step and start with step 2. If you are using Microsoft Exchange Server 5.5, go to the Exchange Administrator screen and make the <b>AvayaSA</b> account a <b>Service Account Admin</b> for the Exchange site in which ASA will operate.</li> <li>2. If you are using ExchangeServer 5.5, skip this step and proceed to step 4. If you are using Microsoft Exchange 2000 Server, proceed as follows:           <ol style="list-style-type: none"> <li>a. Go to the Exchange System Manager window and expand the <b>Servers</b> object. Right-click the name of an Exchange server that will have ASA-enabled accounts and then select <b>Properties</b>.</li> <li>b. Select the <b>Security</b> tab and add the <b>AvayaSA</b> account to the list.</li> <li>c. With AvayaSA selected, ensure that only the following Allow check boxes are selected (clear other boxes, as required):               <p style="margin-left: 20px;"><b>Administer information store</b> <b>Receive As</b> <b>Send As</b></p> </li> </ol> </li> </ol>

Component Installation Procedure	Step-by-step Instructions
<p>VIII. (Continued)</p> <p><b>Setting Permissions for the AvayaSA account</b></p>	<ol style="list-style-type: none"> <li>3. Repeat step 2a. through step 2c. for each Exchange 2000 Server that will have ASA-enabled accounts.</li> <li>4. If you are not already logged on as an administrator to the ASA Server target system, log on now and make the <b>AvayaSA</b> account a member of the local Administrators group. If you are setting up multiple servers at this time, repeat this step for all ASA servers in the serverset.</li> </ol>
<p>IX.</p> <p><b>Creating a Profile for the AvayaSA Account</b></p>	<ol style="list-style-type: none"> <li>1. If you are not already logged on to the ASA Server target system as <b>AvayaSA</b>, do so now. Use the password you selected earlier for <b>AvayaSA</b>.</li> <li>2. Launch Microsoft Outlook 2000, select the <b>Corporate or Workgroup</b> option, and create a new Exchange profile for the <b>AvayaSA</b> mailbox.</li> <li>3. When the mailbox opens, answer <b>Yes</b> to the question about registering Outlook as the default manager for Mail, News, and Contacts.</li> <li>4. Click <b>File, Exit and Log Off</b> to end the Outlook session.</li> <li>5. On the Windows desktop, right-click the <b>Outlook</b> icon, choose <b>Properties</b>, and then click <b>Show Profiles</b>.</li> <li>6. If the profile is not already named <b>AvayaSA</b>, copy the profile and name it <b>AvayaSA</b>. Then click <b>OK</b>.</li> <li>7. Highlight the profile you copied and delete it. Then click <b>Yes</b> and <b>Close</b>.</li> </ol> <p><b>Note:</b> If you gave your service account an Exchange alias of anything other than AvayaSA, you must give the profile the same name.</p>
<p>X.</p> <p><b>Installing PVA Server on the Controller Node</b></p>	<p>The procedure for installing <b>PVA Server</b> on a member (non-controller) node is similar to this procedure. However, when installing a member server, you are not prompted to install the database.</p> <p><b>Note:</b> All Microsoft Exchange and UCC Speech Access (Microsoft Exchange version) servers in a serverset must be located in the same domain.</p> <ol style="list-style-type: none"> <li>1. Log on as <b>AvayaSA</b> to the ASA Server target system.</li> </ol>

Component Installation Procedure	Step-by-step Instructions
<p>X. (Continued)</p> <p><b>Installing PVA Server on the Controller Node</b></p>	<ol style="list-style-type: none"> <li>2. Insert CD #1 into the CD-ROM drive. From the main menu, click <b>Install ASA Components</b>. From the Install ASA Components screen, click <b>PVA Server</b>.</li> <li>3. From the Location for Installation screen, select the country where you are installing <b>PVA Server</b>. The country that you select determines the language in which the software license agreement on the next screen is displayed.</li> <li>4. Read the software license agreement and click <b>Yes</b> to continue the installation. You have the option to print the agreement before proceeding to the next screen.</li> <li>5. From the Setup Type screen, select <b>PVAServer</b> and then click <b>Next</b>.</li> <li>6. Select <b>Yes, this is the Serverset Controller</b> and click <b>Next</b>.</li> <li>7. You are prompted to select the directory into which the <b>PVA Server</b> files are installed (<b>C:\Program Files\PVAServer</b> by default). Click <b>Next</b> to accept the default directory. Or click <b>Browse</b>, select a new folder, and then click <b>Next</b>.</li> <li>8. Ensure that the <b>Install MSDE</b> radio button is selected. Then click <b>Next</b>.</li> <li>9. You are next prompted for the directory in which to install the database (<b>C:\Program Files\MSSQL7</b> by default). Click <b>Next</b> to accept the default directory. Or click <b>Browse</b>, select a new folder, and then click <b>Next</b>.</li> <li>10. On the Enter Information screen, enter the user name for the Windows account under which the ASA software will run. (This is the account you created in procedure VII). By default, this account is named AvayaSA. Click <b>Next</b> to continue.</li> <li>11. On the Enter Service Password screen, enter and confirm the password. Then click <b>Next</b>.</li> <li>12. On the Enter Information screen, enter the domain name for the <b>AvayaSA</b> service account. Then click <b>Next</b>.</li> </ol>

Component Installation Procedure	Step-by-step Instructions
<p>X. (Continued)</p> <p><b>Installing PVA Server on the Controller Node</b></p>	<ol style="list-style-type: none"> <li>13. On the Select Program Folder screen, select the program folder for the <b>PVA Server</b> icons (you can change the folder name if you prefer). Click <b>Next</b>.</li> <li>14. You can specify an ASA administrative group (optional). Select <b>Yes</b> to specify an already existing group or select <b>No</b> to continue.</li> <li>15. When the installation is complete, click <b>Finish</b> to exit the installation program.</li> </ol>
<p>XI.</p> <p><b>Installing SQL Server Service Pack 3</b></p>	<ol style="list-style-type: none"> <li>1. If you are not already logged on, log on as an administrator to the ASA Server target system.</li> <li>2. From the Windows Services applet, ensure that the following services are <i>not</i> running. Stop any that are running: <ul style="list-style-type: none"> <li><b>SQLServerAgent</b></li> <li><b>VAManager</b></li> <li><b>VAServerManager</b></li> </ul> </li> <li>3. If the <b>SQL Service Manager</b> (next to the clock) is running, right-click the icon and choose <b>Exit</b>.</li> <li>4. Insert (or re-insert if required) CD #1 in the CD-ROM drive. From the main menu, click <b>Prerequisites</b>, open the <b>SQL Server Service Pack 3</b> folder, and launch <b>setup.bat</b>.</li> <li>5. Accept all defaults during the setup procedure, including the one about 'sa' having a blank password.</li> <li>6. When the installation is complete, click <b>Finish</b>. Then shut down the system and restart it.</li> </ol>

Component Installation Procedure	Step-by-step Instructions
<p>XII.</p> <p><b>Installing the PVAExchange Application</b></p>	<ol style="list-style-type: none"> <li>1. Log on to the ASA Server as <b>AvayaSA</b>.</li> <li>2. Insert (or re-insert if required) CD #1 in the CD-ROM drive.</li> <li>3. From the ASA main menu, click <b>Install ASA Components</b>.</li> <li>4. At the Install ASA Components screen, select <b>PVA Exchange</b>.</li> <li>5. From the Location for Installation screen, select the country where you are installing <b>PVAExchange</b>. The country that you select determines the language in which the software license agreement on the next screen is displayed.</li> <li>6. Read the software license agreement and click <b>Yes</b> to continue the installation. You have the option to print the agreement before proceeding to the next screen.</li> <li>7. You are prompted to select the directory into which the <b>PVAExchange</b> files are installed (<b>C:\Program Files\PVAExchange</b> by default). Click <b>Next</b> to accept the default directory. Or click <b>Browse</b>, select a new folder, and then click <b>Next</b>.</li> <li>8. On the Select Program Folder screen, select the program folder for the <b>PVAExchange</b> icons (you can change the folder name if you like). Click <b>Next</b>.</li> <li>9. When the installation is complete, click <b>Finish</b>. Exit the ASA Main menu and remove CD #1 from the CD-ROM drive.</li> </ol>

Component Installation Procedure	Step-by-step Instructions												
<p>XIII.</p> <p><b>Prepublication Tasks</b></p>	<ol style="list-style-type: none"> <li>Start the ASA Management Console from:  <b>Start-&gt;Programs-&gt;PVAServer-&gt;Avaya Speech Access Management Console</b>                       Double-click <b>ASA Management</b> to expand it.                 </li> <li>A series of dialog boxes appear. Complete each dialog box, as appropriate, and click <b>OK</b>. Names are suggested for those dialog box fields that require names. You can select different names if you prefer.                     <table border="0" data-bbox="699 667 1425 1549"> <thead> <tr> <th data-bbox="699 667 841 701"><u>Dialog Box</u></th> <th data-bbox="1003 667 1084 701"><u>Action</u></th> </tr> </thead> <tbody> <tr> <td data-bbox="699 730 883 793">Add Telephony Server</td> <td data-bbox="1003 730 1425 926">                             In the <i>name</i> field, type <b>TelephonyProvider</b>.                               From the <i>type</i> drop-down list, select <b>Natural Microsystems Telephony Server</b>.                         </td> </tr> <tr> <td data-bbox="699 955 894 989">Add TTS Server</td> <td data-bbox="1003 955 1425 1094">                             For Process Name, type <b>ASA TTS</b>.                               For TTS Server Type, select <b>Speechify TTSServer</b>.                         </td> </tr> <tr> <td data-bbox="699 1123 902 1186">Add Recognition Server</td> <td data-bbox="1003 1123 1349 1291">                             In the <i>name</i> field, type <b>ASA RecManager</b>.                               From the <i>type</i> drop-down list, select <b>Nuance Manager</b>.                         </td> </tr> <tr> <td data-bbox="699 1320 846 1354">Add Engine</td> <td data-bbox="1003 1320 1312 1354">Click the <b>Multiple</b> button.</td> </tr> <tr> <td data-bbox="699 1383 854 1417">Add Engines</td> <td data-bbox="1003 1383 1409 1549">                             In the <i>Number of processes to create</i> field, type the number of processes for which you have licenses. From the <i>type</i> drop-down list, select <b>Telephony Engine</b>.                         </td> </tr> </tbody> </table> </li> <li>In the ASA Management Console's component tree, right-click <b>ASA Manager (&lt;ASA Servername&gt;)</b>, and select <b>Properties</b>.</li> <li>In the Properties dialog box, scroll through the items until you find the parameters listed below. Edit the parameter's current value by selecting the <b>Parameter</b> field and modifying the <b>Current Value</b>.</li> </ol>	<u>Dialog Box</u>	<u>Action</u>	Add Telephony Server	In the <i>name</i> field, type <b>TelephonyProvider</b> .  From the <i>type</i> drop-down list, select <b>Natural Microsystems Telephony Server</b> .	Add TTS Server	For Process Name, type <b>ASA TTS</b> .  For TTS Server Type, select <b>Speechify TTSServer</b> .	Add Recognition Server	In the <i>name</i> field, type <b>ASA RecManager</b> .  From the <i>type</i> drop-down list, select <b>Nuance Manager</b> .	Add Engine	Click the <b>Multiple</b> button.	Add Engines	In the <i>Number of processes to create</i> field, type the number of processes for which you have licenses. From the <i>type</i> drop-down list, select <b>Telephony Engine</b> .
<u>Dialog Box</u>	<u>Action</u>												
Add Telephony Server	In the <i>name</i> field, type <b>TelephonyProvider</b> .  From the <i>type</i> drop-down list, select <b>Natural Microsystems Telephony Server</b> .												
Add TTS Server	For Process Name, type <b>ASA TTS</b> .  For TTS Server Type, select <b>Speechify TTSServer</b> .												
Add Recognition Server	In the <i>name</i> field, type <b>ASA RecManager</b> .  From the <i>type</i> drop-down list, select <b>Nuance Manager</b> .												
Add Engine	Click the <b>Multiple</b> button.												
Add Engines	In the <i>Number of processes to create</i> field, type the number of processes for which you have licenses. From the <i>type</i> drop-down list, select <b>Telephony Engine</b> .												

Component Installation Procedure	Step-by-step Instructions								
<p>XIII. (Continued)</p> <p><b>Prepublication Tasks</b></p>	<p>The following global parameters must be added or modified before publishing the application:</p> <ul style="list-style-type: none"> <li>■ <b>SpeechRec.Nuance.RecognitionModel</b> (to set the English accent variant for ASA) The following are the available variants. You may use only one variant per serverset and the variants are case sensitive. <ul style="list-style-type: none"> <li>■ <b>English.America.3</b> (default)</li> <li>■ <b>English.AusNZ.1</b> (if you installed the AusNZ language module)</li> <li>■ <b>English.Singapore.1</b> (if you installed the Singapore language module)</li> <li>■ <b>English.SouthAfrica.1</b> (if you installed the SouthAfrica language module)</li> <li>■ <b>English.UK.1</b> (if you installed the UK language module)</li> </ul> </li> <li>■ <b>VAPLatform.AccountLength</b> (to set the account number length)</li> <li>■ <b>VATTS.PhoneNumberOutputFormat</b> (to set the pattern ASA uses to speak telephone numbers)</li> </ul> <p>5. After adding or modifying the parameters, click <b>OK</b> to close the parameters window.</p> <p>6. Expand <b>Configuration</b> and click <b>General Information</b>. Complete the fields on the General Information form as described below. After completing the fields, click <b>Accept</b> and then click <b>OK</b>.</p> <table border="0" data-bbox="609 1444 1383 1877"> <thead> <tr> <th data-bbox="654 1444 716 1478"><u>Field</u></th> <th data-bbox="954 1444 1036 1478"><u>Action</u></th> </tr> </thead> <tbody> <tr> <td data-bbox="654 1507 854 1541">Exchange Server</td> <td data-bbox="954 1507 1360 1608">Enter the <i>name of the Microsoft Exchange Server</i> with which ASA will communicate.</td> </tr> <tr> <td data-bbox="654 1638 935 1701">Time Zone of Exchange Server</td> <td data-bbox="954 1638 1354 1738">From the drop-down menu, select the time zone in which ASA is located.</td> </tr> <tr> <td data-bbox="654 1768 915 1801">ASA Service Account</td> <td data-bbox="954 1768 1377 1869">Enter the ASA Service Account that you created in procedure VII of this guide.</td> </tr> </tbody> </table>	<u>Field</u>	<u>Action</u>	Exchange Server	Enter the <i>name of the Microsoft Exchange Server</i> with which ASA will communicate.	Time Zone of Exchange Server	From the drop-down menu, select the time zone in which ASA is located.	ASA Service Account	Enter the ASA Service Account that you created in procedure VII of this guide.
<u>Field</u>	<u>Action</u>								
Exchange Server	Enter the <i>name of the Microsoft Exchange Server</i> with which ASA will communicate.								
Time Zone of Exchange Server	From the drop-down menu, select the time zone in which ASA is located.								
ASA Service Account	Enter the ASA Service Account that you created in procedure VII of this guide.								

Component Installation Procedure	Step-by-step Instructions
<p>XIII. (Continued)</p> <p><b>Prepublication Tasks</b></p>	<p>User Feedback E-Mail Address    Enter the e-Mail address where user comments from the ASA “Leave a Comment” function are sent.</p> <p>Company Name    Enter your company name.</p> <p>Company Domain    Enter your company domain name (<b>avaya.com</b> for example).</p> <p>Site Name    Enter the name of the site at which <b>PVA</b>Server is located. (This field is used to distinguish platforms at companies that could be running more than one set of ASA servers. <b>Note:</b> You can use the Exchange site name but it is not required.</p> <p>Nuance License &lt;path/filename&gt;    Enter the unique key generated by Nuance. The value for this field is the full path to a Nuance License file.</p> <p>7. Click <b>Accept</b> to save the changes.</p> <p>8. Expand <b>Telephony Setup</b> and select <b>Natural</b>. Next to Specific Board Type, choose the type of board you are using. See the telephony adaptor list in <a href="#">Table 1-1 on page 1-2</a> for more information.</p>

Component Installation Procedure	Step-by-step Instructions
<p>XIV.</p> <p><b>Publishing PVAExchange</b></p>	<ol style="list-style-type: none"> <li>1. In the left pane, right-click <b>PVA Applications</b>, select <b>New</b>, and then select <b>PVA Application</b>.</li> <li>2. In the Set Application File dialog box, click <b>Browse</b> to find the <b>VAOutlook.vapub</b> file. The default location is:   <b>C:\Program Files\PVAServer\VAApplications\VAOutlook.vapub</b></li> <li>3. Select <b>Rebuild dynamic grammar database</b>, and then click <b>Publish</b>. The application is published when you see a message similar to the following:   <b>VAOutlook: Done publishing application VAOutlook</b></li> </ol> <p><b>Note:</b>                      The most common reason for a failed publish is caused by incorrectly entering the Nuance License information on the General Information form. The Publishing Events window displays publication errors such as “Failed to publish application” and “Failed to start Nuance Manager.” See step 6. in procedure XIII for more information.</p>

Component Installation Procedure	Step-by-step Instructions
<p>XV.</p> <p><b>Creating a VAServer Process</b></p>	<p>You must already be at the ASA Management Console.</p> <ol style="list-style-type: none"> <li>In the left pane, expand <b>Server Set</b> and select the name of your ASA Server.</li> <li>In the right pane, right-click and select <b>New-&gt;Process</b>. Configure the following: <ul style="list-style-type: none"> <li>Name: <b>VAServer</b></li> <li>Type: <b>VAServer</b></li> </ul> <p>Click <b>OK</b> twice.</p> </li> <li>Right-click <b>VAServer</b> and select <b>All Tasks, Associate with Application</b>.</li> <li>Select <b>VAOutlook</b> from the drop-down menu and click <b>OK</b>. VAServer disappears from the list. Press <b>F5</b> to refresh the screen.</li> <li>Expand the server processes by double-clicking the server name.</li> <li>In the left pane, select an engine. From the Default Application drop-down menu in the right pane, select <b>VAOutlook</b>. Repeat for each engine.</li> <li>In the left pane, click and then right-click your ASA server name and select <b>Start Processes</b>.</li> <li>When all processes are in a Running state, dial the pilot telephone number of your ASA system. You are supposed to hear the following: <p><b>“Welcome to Avaya Advanced Speech Access. Please speak or enter your account number.”</b></p> </li> </ol>
<p>XVI.</p> <p><b>Creating (Enabling) an ASA Mailbox</b></p>	<p>In this procedure, you create (or enable) an Exchange mailbox for yourself so that you can test the ASA application.</p> <ol style="list-style-type: none"> <li>Access the <b>Exchange Administrator</b> program (Exchange Server 5.5 users) or the Windows <b>Active Directory Users and Computers</b> program (Exchange 2000 Server users).</li> <li>Using your own name, create a new Exchange user (or choose your own name if you are an existing Exchange user). If you are using Exchange 5.5, next create your mailbox. If you are using Exchange 2000, mailbox-enable your account.</li> </ol>

Component Installation Procedure	Step-by-step Instructions
<p>XVII.</p> <p><b>Testing the UCC Speech Access (Microsoft Exchange version) Application</b></p>	<p>In this procedure, you create an Outlook account from which you can test the UCC Speech Access (Microsoft Exchange version) application (<i>PVAExchange</i>). You then use ASA to access and manage your Outlook account.</p> <ol style="list-style-type: none"> <li>1. If you are using Exchange 5.5, log on to one of the Exchange Servers in the Exchange site. If you are using Exchange 2000, access the machine that is running Active Directories Users and Computers from which you want to administer ASA subscribers.</li> <li>2. Insert CD #1 in the CD-ROM drive. From the main menu, click <b>Install ASA Components</b>. From the ASA Components screen, select <b>ASA Web Management</b>.</li> <li>3. Proceed through the installation and enter details when prompted. When the installation is complete, click <b>Finish</b> to exit the installation program.</li> <li>4. From the ASA Components screen, select <b>ASA Exchange Extensions</b>.</li> <li>5. Select the appropriate Exchange version for your installation (<b>Exchange 5.5</b> or <b>Exchange 2000</b>). Proceed through the installation and enter details when prompted.</li> <li>6. Open the properties for the mailbox (account) you created in procedure XVI. Click the <b>Avaya Speech Access</b> tab and then click the <b>Enable Avaya Speech Access</b> box. Enter an account number of the length you specified in step 4. of procedure XIII, and then enter a 4-digit to 12-digit numeric password.</li> <li>7. Do the following to create an Outlook environment in which you can test <i>PVAExchange</i>:             <ul style="list-style-type: none"> <li>■ Create for yourself a new Outlook profile for the mailbox.</li> <li>■ Send yourself some e-mail messages.</li> </ul> </li> </ol>

Component Installation Procedure	Step-by-step Instructions
<p>XVII. (Continued)</p> <p><b>Testing the UCC Speech Access (Microsoft Exchange version) Application</b></p>	<ul style="list-style-type: none"> <li>■ Send yourself some voice mail messages.</li> <li>■ Create some tasks in the Outlook Tasks folder.</li> <li>■ Create a contact for yourself in the Contacts folder. Check the properties of your mailbox to ensure that the contact you create for yourself is a valid mailbox address</li> <li>■ Create some appointments.</li> <li>■ Create a few additional contacts by using valid mailbox addresses from the Exchange environment.</li> </ul> <p>8. Call the ASA pilot telephone number for your ASA system and enter the account number and password when prompted.</p> <p>9. Record your name and greeting.</p> <p>10. Speak a variety of voice commands to ASA and make sure that you obtain the expected result. At a minimum, use ASA to the following interactions:</p> <ul style="list-style-type: none"> <li>■ Say “<b>Read my messages.</b>” After the first message is read, say “Mark this message as read.” Then check your Inbox to make sure that the message has gone from bold/unread to unbold/read.</li> <li>■ Say “<b>How many tasks do I have?</b>”</li> <li>■ Say “<b>Read my appointments.</b>” Then follow the prompts.</li> <li>■ Say “<b>Send a message.</b>” Then send a message to yourself.</li> <li>■ Say “<b>Create an appointment.</b>” Then follow the prompts.</li> <li>■ Say “<b>Read my voice mail.</b>”</li> <li>■ Say “<b>Delete this message.</b>” Then check the Inbox and Deleted Messages folder to ensure that the message that you just read was deleted.</li> <li>■ Say “<b>Dial a number</b>” and speak a telephone number from your Exchange environment. While the telephone is ringing, say “<b>Avaya, come back.</b>” When ASA returns, say “<b>Drop line 1.</b>”</li> <li>■ Say “<b>Goodbye</b>” and hang up to end the ASA session.</li> </ul>

## If You Have a Problem

If you encounter difficulties with the quick-start installation process, first try reading [Chapter 2, “Troubleshooting an ASA Installation.”](#) Next, see the troubleshooting chapter in the *UCC Speech Access (Microsoft Exchange version) Configuration and Administration Guide* (available on CD #1). If you still have problems, contact your ASA support representative.

## What to Do Next

Certain **PVAServer** configuration tasks must be performed immediately after you install ASA. You perform many of these tasks from the ASA Management Console, which is added automatically to the ASA server during installation. However, if you are an administrator who wants to remotely manage ASA, you can also create a separate Administration Station by installing the ASA Management Console on a machine that is not running **PVAServer**. Follow the instructions in Chapter 2 of the *Configuration and Administration Guide* to complete the configuration tasks appropriate to your ASA implementation.

ASA also supports a Web-based administration tool, called **ASAUserMgt**, that allows you to manage ASA subscribers. You should have already installed this tool in procedure XVII of this guide. You can use this Web tool to enable, disable, and list the configuration of ASA subscribers. Access the **ASAUserMgt.Web** interface by opening Internet Explorer and typing the following URL:

**`http://server_name/ASAUserMgt`**

where *server\_name* is the name of the ASA server.

ASA subscribers are provided a Web-based tool, called **ASA User Preferences**, from which they can customize their ASA accounts. You should have installed this tool in procedure XVII of this guide. See “Setting Up the User Preferences Web Interface” in Chapter 2 of the *UCC Speech Access (Microsoft Exchange version) Configuration and Administration Guide* for more information about using this tool. ASA subscribers can access the User Preferences Web interface by opening Internet Explorer and typing the following URL:

**`http://server_name/ASAUserPrefs`**

where *server\_name* is the name of the ASA server.

The *UCC Speech Access (Microsoft Exchange version) Configuration and Administration Guide* also provides a conceptual overview of ASA and includes detailed instructions about managing and troubleshooting the ASA system.



## Troubleshooting an ASA Installation

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### Check VAServerManager Status

The most important step in checking an ASA installation is to ensure that the VAServerManager service started. To verify that this service started, click

**Start->Programs->Administrative Tools->Services**

and check that the word **Started** appears as the status next to VAServerManager. If the service has not started, start it now.

### Installation Log Files

If the VAServerManager service does not display a status of **Started**, an error probably occurred during **ASA** installation. The ASA installation program generates a set of log files that are useful for diagnosing a failed installation. These files can be found in the following location:

**<installroot>\Log**

where *<installroot>* is the path to which the ASA Server software was installed (**C:\Program Files\PVAServer** by default).

If you received a warning or saw error messages during installation, check the log files first to see whether they contain more detailed messages. [Table 2-1](#) describes the log files in the Log directory.

**Table 2-1. Installation Log Files**

<b>File Name</b>	<b>Description</b>
PVAInstallLog_Server.log	The primary installation log file. This file Must be checked first.
VAServiceControl_VAMGR0.log	Contains a log of the install routine's NT Service operations (for example, creating the VA Manager and VAServerManager services).
VAServiceControl_SS.log	Contains a log of the install routine's NT Service operations for the MSSQLServer service.
VAServiceControl_SSA.log	Contains a log of the install routine's NT Service operations for the SQL Server Agent service.
VLADCOM.log	Contains a log of the install routine's setting of DCOM permissions for the various platform objects.
VAServiceControl_VASM0.log	Contains output from the install routine's configuration of NT service characteristics of the VAServerManager service.
VAServiceControl_VASM1.log	Contains output from the install routine's configuration of NT service characteristics of the database service (MSDE or SQL Server).
SetDBSec.log	Contains a log of the install routine's database security configuration.
VADatabaseManager.log	Contains output from the install routine's initialization and maintenance of the VADB Manager.

## Common Installation Problems

The most common installation problems, and their solutions, are listed in [Table 2-2](#).

**Table 2-2. Common Installation Problems**

Problem	Description	Comments
RecManager process will not start.	Invalid or missing Nuance license file.	Specify a valid license file on the General Information properties page of the ASA Management Console.
VAServer process will not start.	VAServer is not associated with VAOutlook.	Follow the instructions for creating a VAServer process in procedure XV of this guide.
Software prerequisites not installed.	The ASA install program does not check for the presence of all the prerequisite software packages.	See <a href="#">“Installing ASA” on page 1-4</a> . Ensure that all necessary components have been installed.
Out of space errors.	The installation of ASA requires approximately 800 MB for a Controller Node with the MSDE database.	Increase the amount of available disk space by adding or upgrading hard disks. Then run the installation again.
Improperly configured AvayaSA service.	If the AvayaSA service account does not have the proper domain, the installation could fail.	See <a href="#">“Creating the AvayaSA Service Account and Setting Up a Mailbox” on page 1-8</a> and <a href="#">“Setting Permissions for the AvayaSA account” on page 1-9</a> . Ensure that AvayaSA was set up properly.  <b>Note:</b> The ASA installation program enables certain local rights on the AvayaSA service account. If you did not create the account, or if you created the account incorrectly, you must rerun the ASA installation.
Speech Recognition DLLs fail to register during installation.	You probably did not restart the system after installing the Nuance software.	Restart the system. Then run the ASA installation again.

Problem	Description	Comments
Processes start correctly, but <b>AvayaSA</b> cannot connect to TTS server (TTS server is running).	You might have assigned an empty password to <b>AvayaSA</b> .	See <a href="#">“Installing ASA” on page 1-4</a> . Run the ASA installation again and select a password for <b>AvayaSA</b> .
Processes start correctly, but VA Engine displays the message <b>Can’t load XML</b> .	XML Parser is not installed.	See <a href="#">“Installing Microsoft XML Parser 3.0 Service Pack 1” on page 1-5</a> . Install the XML Parser. Then re-run the <b>PVAServer</b> installation procedure (see <a href="#">“Installing PVAServer on the Controller Node” on page 1-9</a> ).