



**Avaya™ Advanced Speech Access**  
Release 1.0 to Release 1.1  
Upgrade Instructions

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Document # 585-313-167  
Release 1.1  
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# Avaya™ Advanced Speech Access Release 1.0 to Release 1.1 Upgrade Instructions

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## Introduction

These upgrade instructions provide prerequisites, step-by-step instructions, and test procedures to upgrade Avaya™ Advanced Speech Access (ASA) from Release 1.0 to Release 1.1.

If necessary, see the *Advanced Speech Access Release 1.1 Installation Guide* and the *Advanced Speech Access Release 1.1 Administration Guide* (available on the Avaya Advanced Speech Access CD subtitled Application Software) for information about:

- Troubleshooting ASA
- Configuring LDAP for large corporate directories
- Configuring dialing parameters

Updated information about ASA is provided in the product *Release Notes* (available on the Avaya Advanced Speech Access Application software CD). Be sure to read the *Release Notes* before performing any of the procedures in this guide.

For the latest product and support information, visit the Avaya Advanced Speech Access Web site at:

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

**Note:** In these instructions, *ASA standalone system* refers to ASA implementations that are not connected to an Avaya™ Unified Communication Center (UCC) Base Server.

# Minimum Hardware Requirements

[Table 1](#) lists the minimum hardware components for the ASA platform on which you can install Avaya Advanced Speech Access Release 1.1. Some of these requirements have changed from Release 1.0.

**Table 1 ASA Server Minimum Hardware Requirements**

Hardware Component	Requirement
Processor	1 GHz Intel Pentium III processor (dual-processor recommended)
Memory	<ul style="list-style-type: none"> <li>▪ 1.5 GB memory (for up to 23 sessions)</li> <li>▪ 3 GB memory (for more than 23 sessions)</li> </ul>
Drives	<ul style="list-style-type: none"> <li>▪ 20 GB available hard drive space</li> <li>▪ CD-ROM drive</li> </ul>
Network	100 Mbit PCI LAN Adapter
Slots	One available 5-volt 32-bit PCI slot (see Telephony Adapter requirement)
Telephony Adapter	<p>One of the following Natural Microsystems adapters is required:</p> <ul style="list-style-type: none"> <li>▪ NMS AG4000-2T1/800 (up to 23 ASR sessions)</li> <li>▪ NMS AG4000-2T1/1600 (up to 46 ASR sessions)</li> <li>▪ NMS AG4000-4T1/3200 (up to 46 ASR sessions and up to 46 outbound sessions)</li> </ul> <p>Following are the technical specifications associated with the AG4000 Series telephony adapter:</p> <ul style="list-style-type: none"> <li>▪ Mechanical: PCI Rev. 2.2 for a long expansion card</li> <li>▪ Physical dimensions: 4.2-inch (10.668 cm) x 12.283-inch (31.199 cm)</li> <li>▪ Electrical: PCI Local Bus specification Revision 2.1 (requires PCI bus 5-volt signaling)</li> <li>▪ Bus speed: DC to 33 MHz</li> <li>▪ PCI SIG: PCI Specification Revision 2.1</li> </ul>
Modem (optional)	Needed for remote troubleshooting of the ASA upgrade

## Software Prerequisites

**Important:** If the UCC Base Server is to be retained in the Release 1.1 configuration, its software must be upgraded from Release 1.0 to Release 1.1 *before* you perform this ASA upgrade procedure.

The following software must already be installed on the ASA Server before you begin the upgrade to ASA Release 1.1 (some of these prerequisites have changed from Release 1.0):

- Windows 2000 Server Operating System, with Service Pack 2 or Service Pack 3

The operating system must be configured to use the NTFS file system and pagefile of 4096 MB memory. It must also be optimized for background services.

- Microsoft Office XP at Service Pack 2, with CDO. To upgrade to Office XP:
  1. Stop all ASA processes, as follows:
    - a. From the desktop, click **Start->Programs->Avaya ASA Server->Avaya ASA Management Console**.
    - b. In the left pane of the ASA Management Console, expand **ASA Manager**, then expand **Server Set**.
    - c. Select the ASA Server name.
    - d. Right-click on the ASA server name and select **Stop (Immediate)**.
  2. Follow Microsoft's procedures for upgrading from Microsoft Office 2000 (used with ASA Release 1.0) to Microsoft Office XP. This upgrade requires a restart. Then you must install Service Pack 1, restart the server, and install Service Pack 2, in that order.
- Microsoft Internet Explorer 5.5 or 6.0
- Internet Information Server (IIS)
- Windows 2000 Support Tools, available on the Windows 2000 Server installation media (optional)

tool for troubleshooting the ASA upgrade and sizing a large LDAP directory)

- Adobe Acrobat Reader (for accessing the user documentation)
- Java Runtime Environment 1.3.1 (standalone systems only, that is, configurations without a UCC Base Server)
- Remote access software, such as pcAnywhere (optional tool for remote administration)

## What You Need Before You Begin

Make sure you have the following before you begin the ASA upgrade:

- Access to telephone network information, including
  - Telephone numbers associated with the ISDN circuit
  - Brand and model of switch to which the ISDN is connected (and type of protocol used)
  - Information from the PBX programmer regarding the framing format and zero-code-suppression mode
- Three Avaya Advanced Speech Access Software CDs with inserts having the following subtitles:
  - Application Software
  - Automatic Speech Recognition
  - Text To Speech
- Information about which versions of the following prerequisite software utilities are currently installed on the ASA Server:
  - Natural Microsystems (NMS) telephony adapter software, including patches
  - Nuance Automatic Speech Recognition Software, including patches
  - Speechify Text To Speech software

- Working knowledge of Windows 2000 Server administration
- Working knowledge of Microsoft Exchange Server administration (if applicable)
- Experience with ASA installation, configuration, and administration procedures.
- Administrator login privileges on the ASA Server, the Exchange server (if applicable), and the domain controller platforms
- For standalone ASA systems only, the License File that was sent to the customer or installer when ASA was purchased.
- SSL Certificate (where appropriate)
- The following information about the voicemail server:
  - Pilot number
  - IP address (Intuity voicemail servers only)
  - OAS configuration (Octel voicemail servers only)
- Work with the system administrator to identify an existing user (possibly the administrator) for whom you can test ASA after the upgrade. Make sure this user has some voice mail messages and, in Outlook, some e-mail messages, some Contacts, some Tasks, and some Appointments. Note the number of read and unread voice mail and e-mail messages.

## Upgrade Procedure

**Note:** Make sure the ASA Server meets all the hardware and software prerequisites described in the sections ["Minimum Hardware Requirements" on page 2](#) and ["Software Prerequisites" on page 3](#). Some of these requirements have changed from Release 1.0 to Release 1.1.

Procedure	Step-by-Step Instructions
<p><b>I.</b></p> <p><b>Run the Prerequisite Tool</b></p>	<ol style="list-style-type: none"> <li>1. Run the Prerequisite Tool to verify that software and hardware prerequisites for the ASA Server have been met, as follows: <ol style="list-style-type: none"> <li>a. Insert the CD subtitled Application Software into the CD-ROM drive.</li> <li>b. Use Windows Explorer to browse to the CD folder <b>ASAServer\Prerequisites\Avaya ASA Prerequisite Tool</b></li> <li>c. Open the <b>Readme.doc</b> file and follow its instructions to copy and run the ASA.exe program.</li> </ol> </li> </ol>
<p><b>II.</b></p> <p><b>Launch the ASA Management Console</b></p>	<ol style="list-style-type: none"> <li>1. Log on to the ASA Server as a member of the local administrators group.</li> <li>2. From the desktop, click <b>Start-&gt;Programs-&gt;Avaya ASA Server-&gt;Avaya ASA Management Console</b>.</li> <li>3. Verify that all the ASA processes are stopped, as follows: <ol style="list-style-type: none"> <li>a. In the left pane of the ASA Management Console, expand <b>ASA Manager</b>, then expand <b>Server Set</b>.</li> <li>b. Select the ASA Server name and verify that the processes are stopped. If they are not, right-click on the ASA server name and select <b>Stop (Immediate)</b>.</li> </ol> </li> </ol>
<p><b>III.</b></p> <p><b>Export the Data Tables and Back Up the Database</b></p>	<ol style="list-style-type: none"> <li>1. Create a directory in Windows Explorer to back up the database and the data tables.</li> <li>2. In the left pane of the ASA Management Console, expand <b>Configuration</b> and select <b>Database Administration</b>.</li> <li>3. For the Export Directory field, browse to the folder you created in step 1 and click <b>OK</b>.</li> <li>4. Click <b>Export All</b>.</li> <li>5. At the Export All Complete! screen, click <b>OK</b>.</li> <li>6. For the Backup Directory field, browse to the folder you created in step 1 and click <b>OK</b>.</li> </ol>

Procedure	Step-by-Step Instructions
<b>III. (Continued)</b>  <b>Export the Data Tables and Back Up the Database</b>	<ol style="list-style-type: none"> <li>7. Click <b>Backup</b>.</li> <li>8. At the Backup Complete! screen, click <b>OK</b>.</li> </ol>
<b>IV.</b>  <b>Prevent Automatic Startup of ASA Processes</b>	<ol style="list-style-type: none"> <li>1. In the left pane of the ASA Management Console, select <b>ASA Manager</b>. Then right-click the selection and choose <b>Properties</b>.</li> <li>2. Click the <b>Add</b> button. Add a parameter named <b>VAPLatform.SkipProcessesStartup</b> and set its Initial Value to <b>TRUE</b>, then click <b>OK</b>.</li> <li>3. Click <b>Apply</b> and then <b>OK</b> on the ASA Manager Properties dialog box.</li> </ol>
<b>V.</b>  <b>Upgrade and Configure Text to Speech Software</b>	<ol style="list-style-type: none"> <li>1. From Control Panel, use <b>Add/Remove Programs</b> to remove Speechify 2.0 for Windows.</li> <li>2. Close all open windows.</li> <li>3. Insert the CD subtitled Text To Speech into the CD-ROM drive. If the installation does not automatically launch, launch the <b>setup.exe</b> program.</li> <li>4. Follow the instructions on the dialog boxes, accepting all defaults. Select a <b>Complete</b> installation. (If you are prompted whether to restart the system, select <b>No</b>.)</li> <li>5. <b>For American English</b>, from the CD folder named <b>EN-US</b>, open the <b>mar_8</b> folder and run the setup program.   <b>OR</b>  <b>For British English</b>, from the CD folder named <b>en-GB</b>, run the setup program.   Follow the instructions on the dialog boxes; accept all defaults.</li> <li>6. Close all open windows.</li> </ol>

Procedure	Step-by-Step Instructions
<p><b>V. (Continued)</b></p> <p><b>Upgrade and Configure Text to Speech Software</b></p>	<ol style="list-style-type: none"> <li>7. Access the Speechify Management console by selecting <b>Start-&gt;Programs-&gt;Speechify-&gt;Speechify Server Management</b>.</li> <li>8. From the right pane of the Speechify console, right-click <b>mara</b> for American English or <b>helen</b> for British English, and then select <b>Properties</b>.</li> <li>9. On the General tab, configure the following parameters: <ol style="list-style-type: none"> <li>a. In the Port field, make sure the port is set to <b>5555</b>.</li> <li>b. In the Number of children to prestart field, change the value to <b>4</b>.</li> </ol> </li> <li>10. Click <b>Apply</b> and then <b>OK</b>.</li> <li>11. Close all open windows. Answer <b>Yes</b> if you are prompted whether you want to save the console settings.</li> <li>12. Remove the CD from the CD-ROM drive.</li> </ol>
<p><b>VI.</b></p> <p><b>Install Avaya License Manager</b> (Only if changing to an ASA standalone system)</p>	<p><b>Important:</b> Perform this step <i>only</i> if you are <i>changing</i> the configuration from one that includes a UCC Base Server to an ASA standalone configuration, that is, to an ASA configuration without a Base Server. For configurations that will continue to include a Base Server, ASA licensing is managed by the Base Server and you should skip to <a href="#">"VII. Install Nuance Service Pack 24" on page 9</a>.</p> <ol style="list-style-type: none"> <li>1. Insert the CD subtitled Application Software into the CD-ROM drive. Soon, the ASA installation options screen appears.</li> <li>2. Click <b>Prerequisites</b> and open the folder named Avaya License Manager. Then open the Install folder and launch the <b>setup.exe</b> program.</li> <li>3. Follow the instructions on the dialog boxes to install the licensing software. If SSL is already installed on the ASA Server, be sure to select the <b>SSL Enabled</b> check box to enable SSL.</li> </ol>

Procedure	Step-by-Step Instructions
<p><b>VI. (Continued)</b></p> <p><b>Install Avaya License Manager</b> (Only if changing to an ASA standalone system)</p>	<ol style="list-style-type: none"> <li>4. When the installation is finished, select <b>Yes</b> when prompted whether to restart the system.</li> <li>5. Log on to the ASA Server as the local administrator.</li> <li>6. Click <b>Start-&gt;Programs-&gt;Avaya License Manager</b>.  The WebLM page appears.</li> <li>7. Click <b>License Administration</b> to access the login page. Then click <b>Continue</b>.</li> <li>8. Follow the instructions for confirming a new password; then click <b>Continue</b>. When the password is accepted, you see the message  <b>Password has been changed</b></li> <li>9. Click <b>Back to WebLM Main Page</b>. Enter the password and click <b>License Administration</b> to access the login page.</li> <li>10. Click <b>Install License File</b> and browse to the .xml license file.</li> <li>11. Click <b>Install</b> to upload the license file required for ASA.</li> </ol>
<p><b>VII.</b></p> <p><b>Install Nuance Service Pack 24</b></p>	<ol style="list-style-type: none"> <li>1. Log on to the ASA Server as the local administrator.</li> <li>2. From the Windows Services screen, stop the following ASA services in the order listed:  <b>PVAOnlineSvc</b> <b>PVAUserMSvc</b> <b>VAManager</b> <b>VAServerManager</b> <b>Nuance Watcher Daemon</b></li> <li>3. Insert the CD subtitled Application Software into the CD-ROM drive.</li> <li>4. From the ASA installation options screen, click <b>Prerequisites</b> and open the folder named <b>Nuance 7.0.4 Patches</b>.</li> </ol>

Procedure	Step-by-Step Instructions
<p><b>VII. (Continued)</b></p> <p><b>Install Nuance Service Pack 24</b></p>	<ol style="list-style-type: none"> <li>5. Open the <b>Service Pack</b> folder. In numerical order, run all of the executable (<b>.exe</b>) programs in the folder, <b>but do not choose the Unzip option immediately</b>. Instead, for each <b>.exe</b>, change the destination folder to <b>c:\nutemp</b> and then click <b>Unzip</b>.</li> <li>6. Close the WinZip Self-Extractor window.</li> <li>7. From Windows Explorer, open the <b>c:\nutemp</b> folder, <b>Copy</b> all the files and folders, then <b>Paste</b> them into the <b>c:\Nuance\v7.0.4</b> folder.  Answer <b>Yes to All</b> when prompted whether to overwrite the files and folders.</li> <li>8. Close all open windows except the ASA installation options screen.</li> <li>9. If the ASA Server implementation will remain American English (not change to British English), skip to <a href="#">"VIII. Install NMS Patches" on page 11</a>.</li> <li>10. <b>If you are changing the implementation to British English:</b> <ol style="list-style-type: none"> <li>a. From the ASA installation options screen, click <b>Prerequisites</b> and open the folder named  <b>Nuance7.0.4 Patches\ English Language Pack Module</b></li> <li>b. Run <b>LanguageModule-EnglishUK-v7-0-r6.exe</b></li> <li>c. When prompted, accept the default destination folder where the Nuance 7.0.4 software is installed (<b>c:\Nuance\v7.0.4</b>) and click <b>Unzip</b>.</li> </ol> <p><b>Note:</b> Later you will configure a global parameter for British English.</p> </li> </ol>

Procedure	Step-by-Step Instructions
<p><b>VIII.</b></p> <p><b>Install NMS Patches</b></p>	<ol style="list-style-type: none"> <li>1. From the ASA installation options screen, click <b>Prerequisites</b> and open the folder labeled <b>NMS2001-1 Patch</b>.</li> <li>2. Run in numerical order all of the executable (<b>.exe</b>) programs (patch files) in the folder. When prompted, accept the default destination folder to extract each patch file where the NMS software is installed (<b>c:\NMS</b> by default) and click <b>Unzip</b>.  If the files fail to unzip, you might need to highlight the folder where you installed NMS, right-click the folder, and deselect read-only status for this folder and its subfolders.</li> <li>3. When you have extracted all the patch files, close all open windows.</li> <li>4. Remove the CD from the CD-ROM drive.</li> <li><b>5. Restart the ASA Server.</b></li> </ol>
<p><b>IX.</b></p> <p><b>Install SQL Server Service Pack 4</b></p>	<ol style="list-style-type: none"> <li>1. Log on to the ASA Server as the service account that was created when ASA was initially installed (<b>AvayaASA</b> was recommended in the <i>Advanced Speech Access Installation Guide</i>).</li> <li>2. Bring up the Windows Services screen and stop the following services in the order listed:  <b>VAManager</b> <b>VAServerManager</b> <b>SQLServerAgent</b></li> <li>3. Point to the MSSQLServer icon (in the task tray at the bottom right of the screen, near the clock). Right-click the icon and choose <b>Exit</b>.</li> <li>4. Insert the CD subtitled Application Software into the CD-ROM drive.</li> <li>5. From the ASA installation options screen, click <b>Prerequisites</b>, open the <b>SQL Server Service Pack</b> folder, and launch the <b>sql70sp4.exe</b> file.</li> </ol>

Procedure	Step-by-Step Instructions
<p><b>IX. (Continued)</b></p> <p><b>Install SQL Server Service Pack 4</b></p>	<ol style="list-style-type: none"> <li>6. The executable file uncompresses the SP4 files and extracts them to the <b>C:\70SP4</b> folder. Accept the defaults and follow the instructions. If prompted, create the installation folder as necessary.</li> <li>7. Open the folder <b>C:\70SP4</b> and run the <b>setup.bat</b> file. Accept all defaults. Make sure the Connect to Server dialog box specifies: <p style="text-align: center;"><b>The Windows NT account information I use to log on to my computer with (Windows NT authentication)</b></p> </li> <li>8. Accept the Windows Authentication Mode default.</li> <li>9. At the Setup Complete dialog box, clear the <b>View Readme</b> check box and click <b>Finish</b>.</li> <li>10. Close all open windows except the ASA installation options screen.</li> </ol>
<p><b>X.</b></p> <p><b>Install ASA 1.1 Server Software</b></p>	<ol style="list-style-type: none"> <li>1. From the ASA installation options screen, click <b>Install Components</b>. The component installation options screen appears.</li> <li>2. Select <b>ASA Server</b>.</li> <li>3. On the Welcome screen, click <b>Next</b>.</li> <li>4. Select a language and click <b>Next</b>.</li> <li>5. On the licensing screen, click <b>Yes</b>.</li> <li>6. At the Avaya ASA Server Upgrade Decision dialog box, select the <b>Upgrade</b> radio button and click <b>Next</b>.</li> <li>7. At the Enter Information screen, enter the name of the ASA service account that was created when ASA was initially installed (<b>AvayaASA</b> was recommended in the <i>Advanced Speech Access Installation Guide</i>).</li> </ol>

Procedure	Step-by-Step Instructions
<p><b>X. (Continued)</b></p> <p><b>Install ASA 1.1 Server Software</b></p>	<p>8. Follow the instructions on the dialog boxes to complete the upgrade.</p> <p>When you are offered the option to reset the Global Parameters to their default settings, do not select this option—leave all the parameter settings as they are at this time (click <b>Continue</b>).</p> <p>If you are prompted whether to restart the system, select <b>No</b>.</p>
<p><b>XI.</b></p> <p><b>Install the ASA Application</b></p>	<p>1. From the component installation options screen, select <b>ASA Application</b>.</p> <p>2. Follow the instructions on the dialog boxes to complete the installation.</p> <p>If, during the original ASA Release 1.0 installation, a path other than the default was specified for the ASA application, re-enter that path when you are prompted for a destination.</p> <p>If you are prompted whether to restart the system, select <b>No</b>.</p>
<p><b>XII.</b></p> <p><b>Install ASA Web Management</b></p>	<p>1. From the component installation options screen, select <b>ASA Web Management</b>.</p> <p>2. Follow the instructions on the dialog boxes to complete the installation.</p> <p>If, during the original ASA Release 1.0 installation, a path other than the default was specified for the ASA Web interface, re-enter that path when you are prompted for a destination.</p> <p>3. When the installation is complete, click <b>Finish</b>.</p> <p>4. Remove the CD from the CD-ROM drive.</p> <p><b>5. Restart the ASA Server.</b></p>

Procedure	Step-by-Step Instructions
<p><b>XIII.</b></p> <p><b>Configure British English Language Module, If Appropriate</b></p>	<p><b>Important:</b> Perform this step only for implementations that will use the British English language module introduced in Release 1.1. If the customer will continue to use American English, skip to <a href="#">"XIV. Change Global Parameters" on page 14.</a></p> <p>If you installed the Nuance British English language module during the upgrade (in <a href="#">"VII. Install Nuance Service Pack 24" on page 9</a>):</p> <ol style="list-style-type: none"> <li>1. Log on to the ASA Server as a member of the local administrator's group.</li> <li>2. From the desktop, click <b>Start-&gt;Programs-&gt;Avaya ASA Server-&gt;Avaya ASA Management Console.</b></li> <li>3. In the left pane of the ASA Management Console, right-click <b>ASA Manager</b> and select <b>Properties.</b></li> <li>4. Change the value of the SpeechRec.Nuance.RecognitionModel parameter to <b>English.UK.3.0.0</b> or <b>English.UK.1.6.0</b></li> </ol> <p>Refer to the Release Note in the C:\Nuance\v7.0.4 folder for information about the differences between and usage of these versions.</p>
<p><b>XIV.</b></p> <p><b>Change Global Parameters</b></p>	<ol style="list-style-type: none"> <li>1. Log on to the ASA Server as a member of the local administrator's group if you have not already done so.</li> <li>2. From the desktop, click <b>Start-&gt;Programs-&gt;Avaya ASA Server-&gt;Avaya ASA Management Console.</b></li> <li>3. In the left pane of the ASA Management Console, right-click <b>ASA Manager</b> and select <b>Properties.</b></li> </ol>

Procedure	Step-by-Step Instructions
<p><b>XIV. (Continued)</b></p> <p><b>Change Global Parameters</b></p>	<p>4. For <i>each</i> of the following Global Parameters, click the parameter to be changed to highlight it and click the <b>Restore</b> button to establish the new value associated with Release 1.1. Do <i>not</i> change any other parameters.</p> <p><b>For this Parameter      Take this Action</b></p> <p><b>VAPLatform.NamesDownloadPollTime</b></p> <p>Click <b>Restore</b> to set the value to <b>10</b>.</p> <p><b>VAApplIcation.WakeupCallConfRejThresholdDelta</b></p> <p>Click <b>Restore</b> to set the value to <b>4</b>.</p> <p><b>VAPLatform.UCCLicenseURL.Webpage</b></p> <p>Click <b>Restore</b> to set the value of the path for the license server. This new <i>path</i> is used both for configurations that will continue to include a UCC Base Server and for ASA standalone configurations.</p> <p><b>Note: For configurations that will continue to include a Base Server,</b> upgrading the Base Server to Release 1.1 is a prerequisite to upgrading the ASA Server to Release 1.1; the license server <i>path</i> on the Base Server changes but the license server <i>name</i> remains the Base Server's name.</p> <p><b>For configurations that are becoming standalone ASA systems,</b> you will later change the license server name from the Base Server's name to the ASA Server's name.</p> <p>5. After you have completed step 4 for each of the Global Parameters to be changed, click <b>Apply</b> and then click <b>OK</b>.</p>

Procedure	Step-by-Step Instructions
<p><b>XV.</b></p> <p><b>Change the License Server Name</b> (Only if changing to an ASA standalone system)</p>	<p><b>Important:</b> Perform this step <i>only</i> if you are <i>changing</i> the configuration from one that includes a UCC Base Server to an ASA standalone configuration, that is, to an ASA configuration without a Base Server. For configurations that will continue to include a Base Server, ASA licensing is managed by the Base Server and you should skip to <a href="#">"XVI. Publish the Application" on page 16</a>.</p> <p>Specify the ASA Server as the location of the UCC license manager, as follows:</p> <ol style="list-style-type: none"> <li>1. In the left pane of the ASA Management Console, expand <b>ASA Manager</b>, then expand <b>Configuration</b>, then expand <b>General Information</b>.</li> <li>2. In the UCC License Server field, enter the ASA Server name.</li> <li>3. If the license server is going to be a secure Web site (<b>https:</b>), you also select the <b>Secure</b> check box next to the name.</li> <li>4. Click <b>Apply</b> and then click <b>OK</b>.</li> </ol>
<p><b>XVI.</b></p> <p><b>Publish the Application</b></p>	<p><b>Important:</b> If the UCC Base Server is to be retained in the configuration, it must be upgraded from Release 1.0 to Release 1.1 before you publish the ASA application.</p> <ol style="list-style-type: none"> <li>1. Make sure that no ASA processes are running.</li> <li>2. In the left pane of the ASA Management Console, expand <b>ASA Manager</b>, then expand <b>Server Set</b>.</li> <li>3. Select the ASA Server.</li> <li>4. In the ASA Management Console, expand <b>ASA Applications</b> and click <b>VA Outlook</b>.</li> <li>5. Select the check box <b>Rebuild dynamic grammar database</b>.</li> </ol>

Procedure	Step-by-Step Instructions
<b>XVI. (Continued)</b>  <b>Publish the Application</b>	6. Click <b>Publish</b> . The application is published when you see a message similar to the following:  <b>VAOutlook: Done publishing application VAOutlook</b>
<b>XVII.</b>  <b>Enable Auto-Startup After Reboot</b>	1. From the ASA Management Console, click <b>Configuration</b> and select <b>General Information</b> .  2. Clear the check box <b>Skip startup of all the processes that are set for Auto Startup</b> so that processes can automatically start after a server reboot.  3. Click <b>Accept</b> to save the change.
<b>XVIII.</b>  <b>Start All Processes</b>	1. In the left pane of the ASA Management Console, expand <b>ASA Manager</b> , then expand <b>Server Set</b> .  2. Select the ASA Server name, right-click it, and select <b>Start Processes</b> .  3. Verify that all processes are running.

## Test the ASA Upgrade

In this section, using the account of the existing ASA user you identified prior to the upgrade, you test ASA by speaking commonly used ASA commands.

### Setting Up User Test Account

Make sure the designated test user has the following:

- Some voice mail messages
- Some e-mail messages in the Microsoft Exchange Inbox
- Some Outlook Contacts with telephone numbers, including yourself and someone else at the site if possible.

- Some Outlook Tasks
- Some Outlook Appointments

## Testing ASA Speech Commands

1. Call the ASA pilot number for the system and enter the test user's account number and voicemail password when prompted.
2. Speak a variety of voice commands to ASA and make sure you obtain the expected result. At a minimum, give the following commands:
  - **"Read my messages."** Verify that all voicemail and e-mail messages are read.
  - **"Dial a number."** Make separate calls to local, long distance, and international telephone numbers you specify, 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 test user's contacts.
  - **"Make a call."** Speak the name (not the number) of a contact.
  - **"How many tasks do I have?"**
  - **"Read my appointments."** Follow the spoken prompts.
  - **"Create an appointment."** Follow the spoken prompts.

### ***If ASA 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.
- **"Good-bye."** Verify that ASA says "Good-bye" and hang up to end the ASA session.

## **If You Have A Problem**

If you encounter difficulties with the upgrade or test process, first try reading the troubleshooting chapter in the *Avaya Advanced Speech Access Release 1.1 Installation Guide* (available on the CD subtitled Application Software). Next, refer to the troubleshooting chapter in the *Avaya Advanced Speech Access Release 1.1 Administrator's Guide* (also available on the CD subtitled Application Software). If you still have problems, contact your ASA support representative.

