



**Avaya™ Unified Communication Center
Speech Access (UCC SA)
Release 1.2**

Installation Guide

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Issue 1
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Avaya Inc.
211 Mount Airy Road
Basking Ridge, New Jersey 07920

www.avaya.com

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Your comments are welcome. They can assist us in improving our documentation. Please address your comments to infodev@avaya.com.

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Contents

About This Guide	v
Using This Manual Online	v
For Additional Information	v
UCC SA Installation	1
Special considerations before beginning your UCC SA installation	1
Information about the Service Account	2
Part 1 – Installing Prerequisites (CD1)	3
Part 2 – Installing Speechify 2.1 (CD2)	12
Part 3 – Installing Nuance 8.0.0 (CD3)	13
Part 4 – Installing Avaya License Manager (CD1)	16
Part 5 – Installing Avaya UCC Speech Server (CD1)	18
Part 6 – Installing Microsoft SQL and the Speech Access Application (CD1)	25
Part 7 – Setting up Speechify MMC	29
Part 8 – Setting up the UCC Speech Server Microsoft Management Console (MMC)	31
Part 9 – Configuring General Information	35
Part 10 – Configuring VAOutlook Parameters	36
Part 11– Configuring LDAP	37
Part 12 – Configuring Voicemail Server(s)	39
Part 13 – Configuring Email Server(s)	40
Part 14 – Setting Up Users	41

Post Installation Configuration	44
Configuring an Outgoing Email Server	44
Configuring Alerts	45
Configuring Metrics	45
Fixing the UCC Base Server common login and common administrator Web pages .45	
Configuring IMAP users	46
Customizing UCC Speech Access.	46
Schedule publish for the Speech Access Application	46
Configurable parameters.	47
How to make changes to the dialing rules	50
Long distance numbers.	50
Local numbers.	50
Local numbers with local area codes	51
Configuring automatic newsletter delivery	51
Documents to inform subscribers	52
 Troubleshooting	 53
Timeout waiting for publish to complete	53
Publish fails	54
Do not uninstall OctelAccess Server (OAS) if you have coresident UCC SA and OAS applications.	55
Connecting UCC SA to IBM Lotus Domino	55
Unable to delete a user in SAUM.	56
Unable to start additional Text-to-Speech (TTS) engines	56
Service errors reported during the installation	57
Failed to install the Nuance Watcher Daemon	57
Reinstalling MSDE.	58
 Uninstalling Avaya UCC SA 1.2.	 60
Uninstalling UCC SA 1.2.	60

About This Guide

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

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 underlined in [blue](#) is linked to a URL. Click the underlined text to jump to the topic.
- To jump to a topic from the Table of Contents, click the topic name or page number.
- To navigate forward and backward through the manual, use the tools provided by Acrobat Reader.

For Additional Information

For the latest product and support information, visit the Avaya Support Web site:

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

UCC SA Installation

Special considerations before beginning your UCC SA installation

This section provides step-by-step instructions to install the UCC SA software components from the CDs.

Important: Ensure that you have thoroughly read the UCC SA Site Preparation Guide (SPG). You must have the SPG Checklist completed and available for reference throughout the UCC SA installation.

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

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

Important!

1. Although the UCC SA installation instructions are presented in several parts, the physical installation and configuration of UCC SA is one continuous process.
2. Ensure you installed the Microsoft CDO hotfix with Microsoft Outlook. See the UCC SA Site Preparation Guide for details.

3. Do *not* use Terminal Services during installation. If Terminal Services are used the:
 - Installation Wizard Auto Reboot feature does not function correctly
 - Microsoft Data Engine (MSDE) fails during the Speech Server installation
4. SSL (highly recommended).
5. Disable your anti-virus software *before* beginning the installation.
6. Set Dr. Watson so it is not displayed by doing the following:
 - a. Click **Start > Run**.
 - b. Type **drwtsn32.exe** in the **open:** field.
 - c. Clear the **visual notification** option.
 - d. Click **OK**.

Information about the Service Account

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

Note: The Service Account Exchange mailbox alias must match the Service Account name.

Part 1 – Installing Prerequisites (CD1)

Procedure	Step-by-Step Instructions
<p>I.</p> <p>Starting the Installation</p>	<ol style="list-style-type: none"> 1. Log in as the Service Account. 2. Insert CD1 into the CD-ROM drive. <ul style="list-style-type: none"> Note: The CD automatically runs and the Avaya UCC Speech Access main menu is displayed. The main menu contains the following topics: <ul style="list-style-type: none"> ■ UCC Speech Access ■ Administration Station ■ Documentation ■ Browse CD ■ Contact Us 3. Click UCC Speech Access on the main menu. 4. Select the appropriate country on the Avaya End User License Agreement screen, read the agreement, and click Accept. The Service Account Information dialog box is displayed. See Figure 1. <p>Figure 1. Service Account Information</p>

Service Account

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.

CL-NEWCASTLE\Administrator will be used as the Avaya Service Account.
Enter the password below.

Windows Domain:

Windows User Name:

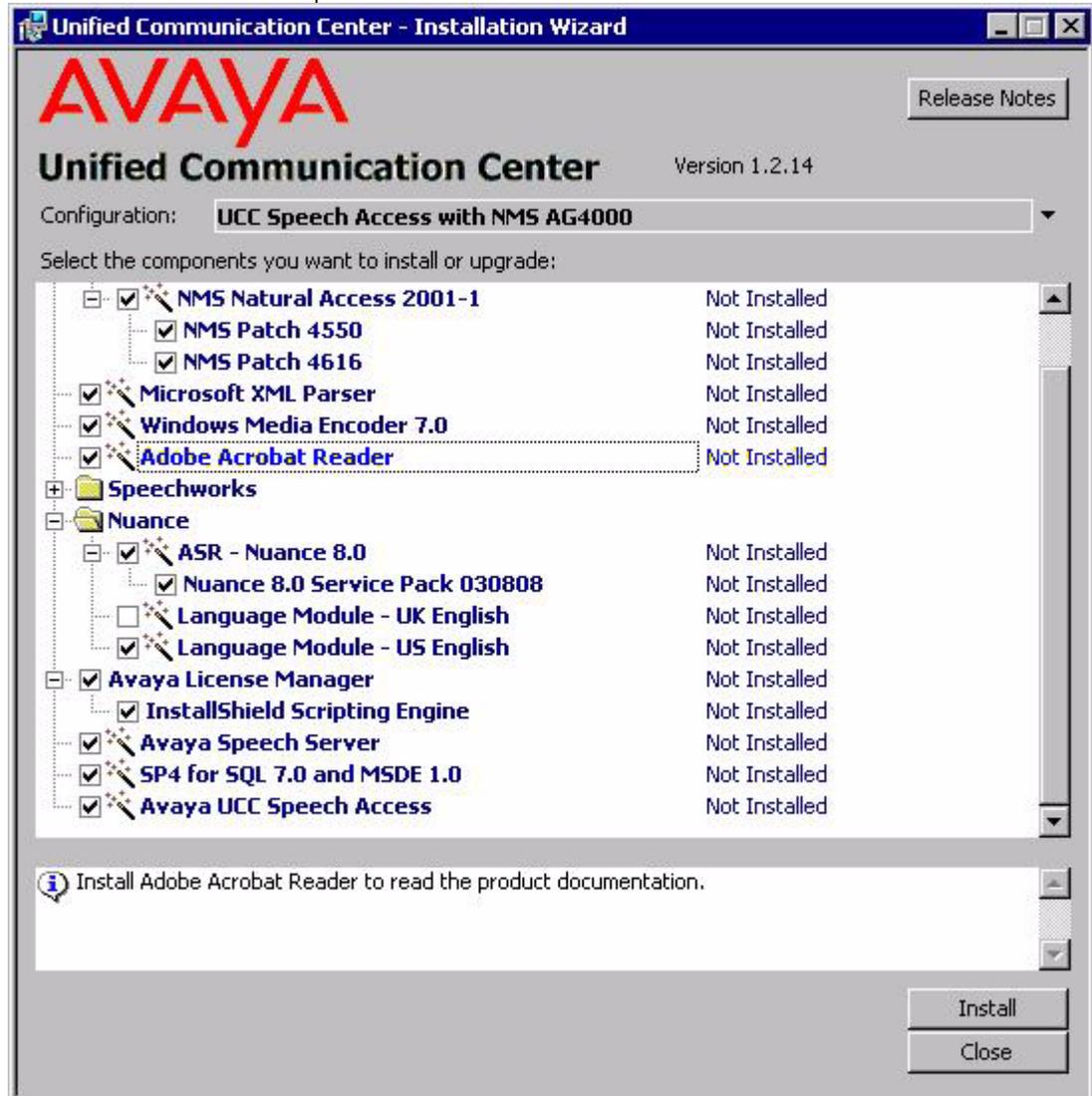
Password:

Enable Autologin on automated reboots during the installation.

< Back Next > Cancel

Procedure <i>(continued)</i>	Step-by-Step Instructions <i>(continued)</i>
<p>I. <i>(continued)</i></p> <p>Starting the Installation</p>	<ol style="list-style-type: none">5. Type your password.6. Select the Enable Autologin on automated reboots during the installation check box if you want to be automatically logged in as the Service Account when the system reboots during the installation. You must manually log in each time the Installation Wizard reboots if you do not select this check box. Note: Your password is stored in an encrypted format.7. Click Next. The System Prerequisites dialog box is displayed.8. Verify that all prerequisites are met.9. Click Finish. The Installation Wizard dialog box is displayed. <p>See Figure 2 on page 5.</p>

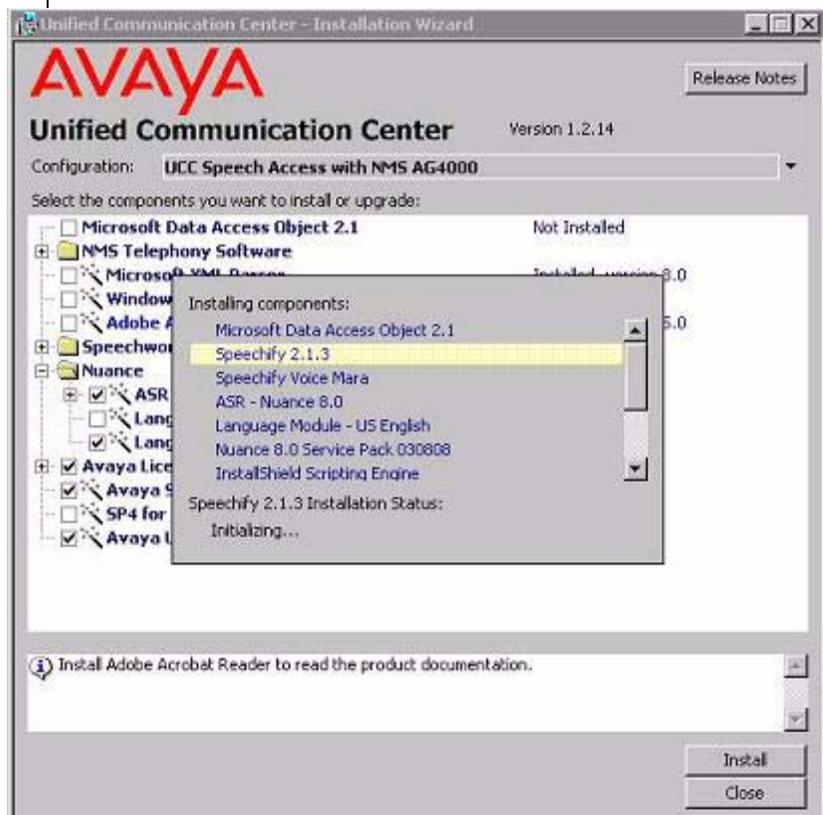
Procedure (continued)	Step-by-Step Instructions (continued)
II. Selecting components to install	1. Select UCC Speech Access with NMS AG4000 under Configuration . Figure 2. Installation Wizard



2. Expand the list of folders.
3. Ensure that the following items are checked or already installed:
 - Microsoft Data Access Object 2.1

Procedure (continued)	Step-by-Step Instructions (continued)
<p>II. (continued)</p> <p>Selecting components to install</p>	<ul style="list-style-type: none"> ■ NMS Telephony Software <ul style="list-style-type: none"> ▪ NMS Natural Access 2001-1 ▪ NMS Patch 4550 ▪ NMS Patch 4616 ■ Microsoft XML Parser ■ Windows Media Encoder 7.0 ■ Adobe Acrobat Reader ■ Speechworks <ul style="list-style-type: none"> ▪ Speechify 2.1.3 ▪ Speechify Voice – Select desired voice(s): <ul style="list-style-type: none"> ⇒ Mara (US female voice – recommended) ⇒ Rick (US male voice) ⇒ Helen (UK female voice) ■ Nuance <ul style="list-style-type: none"> ▪ ASR – Nuance 8.0 ▪ Nuance 8.0 Service Pack 030808 ▪ Language Module (select UK or US English) ■ Avaya License Manager <ul style="list-style-type: none"> ▪ InstallShield Scripting Engine <p>Note: Install Avaya License Manager only if you are running a standalone configuration.</p> ■ Avaya Speech Server ■ SP4 for SQL 7.0 and MSDE 1.0 ■ Avaya UCC Speech Access

Procedure <i>(continued)</i>	Step-by-Step Instructions <i>(continued)</i>
<p>III.</p> <p>Installing DAO (if not already installed)</p>	<ol style="list-style-type: none"> 1. Click Install. A dialog box is displayed (see Figure 3) reminding you to: <ul style="list-style-type: none"> ■ Disable your anti-virus software ■ Not select Yes, reboot if prompted during a component installation <p>Figure 3. Installation Wizard Reminder</p>  2. Click OK to start the installation. The Installing Components screen is displayed. Refer to Figure 4. <p>Figure 4. Installing Components</p>



Procedure (continued)	Step-by-Step Instructions (continued)
<p>III. (continued)</p> <p>Installing DAO (if not already installed)</p>	<p> CAUTION: As the installation continues, select Later if you are prompted to reboot your system <i>now</i> or <i>later</i>. If you choose Now, you must repeat Procedures I. through III. after the system reboots, ensure that all the components that are not currently installed are checked, and click Install.</p> <ol style="list-style-type: none"> 3. The Data Access Objects (DAO) 2.1 Welcome screen is displayed (if not already installed). 4. Click Next on the DAO Welcome screen. 5. Click Finish when the DAO InstallShield dialog box is displayed.
<p>IV.</p> <p>Installing the NMS Software and Patches</p>	<ol style="list-style-type: none"> 1. Click Install Products when the Natural Access 2000-1 setup launches. 2. Click NMS Products on the next screen. 3. Click Next on the Welcome screen, and then accept the license agreement. 4. Select the following on the series of NMS installation dialog boxes: <ol style="list-style-type: none"> a. Board Family: AG and CG. 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. <p>Note: Use your keyboard down-arrow or click the scroll bar down-arrow to display the United Kingdom and United States menu options.</p> <p> CAUTION: The installation fails if you select Canada.</p> <ol style="list-style-type: none"> c. Accept the default C:/NMS destination folder, and then click Next. d. Accept the default directory program group. Click Next.

Procedure <i>(continued)</i>	Step-by-Step Instructions <i>(continued)</i>
<p>IV. <i>(continued)</i></p> <p>Installing the NMS Software and Patches</p>	<p>e. Setup Type: Compact. Click Next.</p> <p>f. Setting Environment Variables: Let Setup modify your settings. Click Next.</p> <p>g. Start Copying Files. Click Next.</p> <p>5. Click Finish when the installation is complete, close the log file, and then exit the NMS installation program.</p> <p>6. When the WinZip Self-Extractor for NMS Patch 4550 dialog box is displayed, click Unzip to extract each patch file to the directory where you installed the NMS software (c:\NMS by default).</p> <p>Note: If the files fail to unzip, you might need to highlight the directory where you installed NMS, right-click the folder, and clear read-only status for this folder and its subfolders.</p> <p>7. Click OK when the Information dialog box is displayed.</p> <p>8. Close the WinZip Self-Extractor-Patch_4550.exe dialog box when the patch files are successfully unzipped.</p> <p>9. When the WinZip Self-Extractor for NMS Patch 4616 dialog box is displayed, click Unzip to extract each patch file to the directory where you installed the NMS software (c:\NMS by default).</p> <p>Note: If the files fail to unzip, you might need to highlight the directory where you installed NMS, right-click the folder, and clear read-only status for this folder and its subfolders.</p> <p>10. Click OK when the Information dialog box is displayed.</p>

Procedure (continued)	Step-by-Step Instructions (continued)
IV. (continued) Installing the NMS Software and Patches	11. Close the WinZip Self-Extractor-patch_4616.exe dialog box when the patch files are successfully unzipped. Note: The lights on the back of the NMS card remain red after the installation of the drivers. The green lights appear when the UCC SA application is installed and published.  CAUTION: Do <i>not</i> use the NMS diagnostic tools or other NMS programs to attempt to configure the card yourself.
V. XML Parser setup	1. Click Next when the XML Parser Setup screen is displayed (if not already installed). 2. Read and accept the Microsoft End User License Agreement, and then click Next . The Customer Information dialog box is displayed. 3. Type your User Name and Organization. Click Next . 4. Click Install when the Ready to Install dialog box is displayed. 5. Click Finish when the Installation Complete Wizard dialog box is displayed.
VI. Installing Windows Media Encoder 7	1. Read the License Agreement when the Windows Media Encoder 7 Setup launches, and then click Yes . 2. Click Next when the Welcome to Windows Media Encoder 7 Setup Wizard dialog box is displayed. 3. Click Finish on the Installation Directory dialog box to begin the installation. Note: Click Yes if you are prompted to create the Windows Media Components folder. 4. Select Exit Setup on the Setup Complete dialog box, and click OK .

Procedure <i>(continued)</i>	Step-by-Step Instructions <i>(continued)</i>
VII. Adobe Acrobat Reader	<ol style="list-style-type: none"><li data-bbox="708 260 1406 390">1. If Acrobat Reader is hidden behind the UCC SA Installation Wizard, press Alt + Tab until the Acrobat Reader 5.0.5 Setup dialog box is displayed.<li data-bbox="708 422 1341 489">2. Click Next. The Destination Location dialog box is displayed.<li data-bbox="708 520 1390 588">3. Accept the default path or click Browse to select a specific path. Click Next.<li data-bbox="708 619 1406 686">4. Click OK when the Information dialog box is displayed.<li data-bbox="708 718 1406 812">5. Go to "Part 2 – Installing Speechify 2.1 (CD2)" on page 12 when the Please Insert CD Number: 2 dialog box is displayed.

Part 2 – Installing Speechify 2.1 (CD2)

Procedure	Step-by-Step Instructions
<p>VIII.</p> <p>Installing Speechify 2.1</p>	<ol style="list-style-type: none"> 1. Insert CD2, and click OK on the Please Insert CD Number: 2 dialog box. 2. Click Next when the Speechify 2.1 for Windows Setup dialog box is displayed. 3. Read and accept the Speechify 2.1 End User License Agreement, and click Next. 4. Click Complete when the Choose Setup Type dialog box is displayed. 5. Click Install on the Ready to Install dialog box. 6. Click Finish to exit the Setup Wizard. 7. Click Next when the Speechify 2.0 Voice dialog box is displayed. 8. Read and accept the Speechify 2.0 Voice License Agreement, and click Next. <p> CAUTION: You <i>must</i> accept the default path in Step 9.</p> <ol style="list-style-type: none"> 9. Click Next to accept the default path on the Destination Folder dialog box. 10. Click Install on the Ready to Install Program dialog box. 11. Click Finish on the InstallShield Wizard Completed dialog box. 12. Repeat Steps 7 to 11 if you installed another voice. 13. Go to "Part 3 – Installing Nuance 8.0.0 (CD3)" on page 13 when the Please Insert CD Number: 3 dialog box is displayed.

Part 3 – Installing Nuance 8.0.0 (CD3)

Procedure	Step-by-Step Instructions
IX. Installing Nuance 8.0.0	<ol style="list-style-type: none"> 1. Insert CD3, and click OK on the Please Insert CD Number: 3 dialog box. The Extracting Files screen and Progress Bar are displayed. 2. Read the Nuance V8.0.0 License Agreement, and then click Yes to accept it. 3. Type the following in the Customer Information dialog box, and then click Next: <ul style="list-style-type: none"> ■ Your user name ■ Your company name 4. Click Next when the Choose Destination Location dialog box is displayed. 5. Select Compact on the Setup Type dialog box, and click Next. 6. Accept the default when the Select Program Folder dialog box is displayed, and click Next. The Copying Program Files screen and Progress Bar are displayed. 7. When the InstallShield Wizard Complete dialog box is displayed: <ol style="list-style-type: none"> a. Ensure that the Install Watcher as a Windows 2000 Service check box is selected. b. Click Finish. Another InstallShield Wizard Complete dialog box is displayed. <p>Important: When prompted to restart the system, select "No, I will restart my computer later".</p>

Procedure (continued)	Step-by-Step Instructions (continued)
<p>IX. (continued)</p> <p>Installing Nuance 8.0.0</p>	<p>8. Click Finish.</p> <p>Note: The Installation Wizard displays the reboot countdown dialog. Click Continue to reboot now, Cancel to cancel the reboot and abort the installation, or do nothing and the Server reboots when the timer expires.</p> <p>You must log back into your Windows Service Account if you did not select Enable Autologin in Procedure I., Step 6.</p> <p>The installation Wizard starts automatically. Click Continue when the Continue Installation Countdown dialog box is displayed.</p>
<p>X.</p> <p>Installing WinZip Self-Extractor Language Module – EnglishAmerica V8-0-R2 and Nuance 8.0 Service Pack</p>	<p>1. Disable your anti-virus software.</p> <p>The WinZip Self-Extractor for the selected Nuance language module is displayed.</p> <p>Note: Two WinZip files run sequentially in Step 2. Read the WinZip title bar to determine which Step is running.</p> <p>2. Click Unzip to extract the files to the following default folder:</p> <p>C:\Nuance\v8.0.0</p> <p>3. Click OK on the WinZip Self-Extractor dialog box when extraction is complete.</p> <p>4. Click Close on the WinZip Self-Extractor Language Module dialog box.</p> <p>5. Wait for the services to stop.</p> <p>The WinZip Self-Extractor - CORE-8-0-0 SP030808 dialog box is displayed.</p> <p>6. Click Unzip to extract the files to the default directory.</p> <p>7. Click OK on the WinZip Self-Extractor dialog box when extraction is complete.</p>

Procedure <i>(continued)</i>	Step-by-Step Instructions <i>(continued)</i>
<p>X. <i>(continued)</i></p> <p>Installing WinZip Self-Extractor Language Module – EnglishAmerica V8-0-R2 and Nuance 8.0 Service Pack</p>	<ol style="list-style-type: none"><li data-bbox="708 254 1414 321">8. Click Close on the WinZip Self-Extractor - CORE-8-0-0 SP030808 dialog box.<li data-bbox="708 348 1414 485">9. Go to "Part 4 – Installing Avaya License Manager (CD1)" on page 16 when the Please Insert CD Number: 1 dialog box is displayed.

Part 4 – Installing Avaya License Manager (CD1)

Procedure	Step-by-Step Instructions
XI. Installing Avaya License Manager	<ol style="list-style-type: none"> 1. Insert CD1, and click OK on the Please Insert CD Number: 1 dialog box. Note: The CD automatically runs, and the UCC SA Installation Wizard is re-displayed. 2. Click Exit to close the second instance of the UCC SA Installation Wizard. 3. Press Alt + Tab if necessary until the ISScript InstallShield Wizard is displayed. 4. Click Next. 5. Read and accept the ISScript License Agreement, and click Next. 6. Click Install on the Ready to Install the Program dialog box. 7. Click Finish when the InstallShield Wizard Completed dialog box is displayed. 8. Click Next when the Avaya License Manager InstallShield Wizard dialog box is displayed. 9. Select a language and click Next on the License Agreement Language Selection dialog box. 10. Read and accept the Avaya End User License Agreement, and click Next. The Secure Socket Layer (SSL) Information dialog box is displayed. 11. Enable SSL (highly recommended), and then click Next. 12. Click Next on the Destination Folder dialog box to accept the default location.

Procedure <i>(continued)</i>	Step-by-Step Instructions <i>(continued)</i>
<p>XI. <i>(continued)</i></p> <p>Installing Avaya License Manager</p>	<p>13. When the Ready to Install the Program dialog box is displayed, click Install to install the Avaya License Manager.</p> <p>14. Click Finish when the InstallShield Wizard Completed dialog box is displayed. The system automatically restarts.</p> <p>Note: The Installation Wizard displays the reboot countdown dialog. Click Continue to reboot now, Cancel to cancel the reboot and abort the installation, or do nothing and the Server reboots when the timer expires.</p> <p>You must log back into your Windows Service Account if you did not select Enable Autologin in Procedure I., Step 6.</p> <p>The installation Wizard starts automatically. Click Continue when the Continue Installation Countdown dialog box is displayed.</p> <p>15. Go to "Part 5 – Installing Avaya UCC Speech Server (CD1)" on page 18.</p>

Part 5 – Installing Avaya UCC Speech Server (CD1)

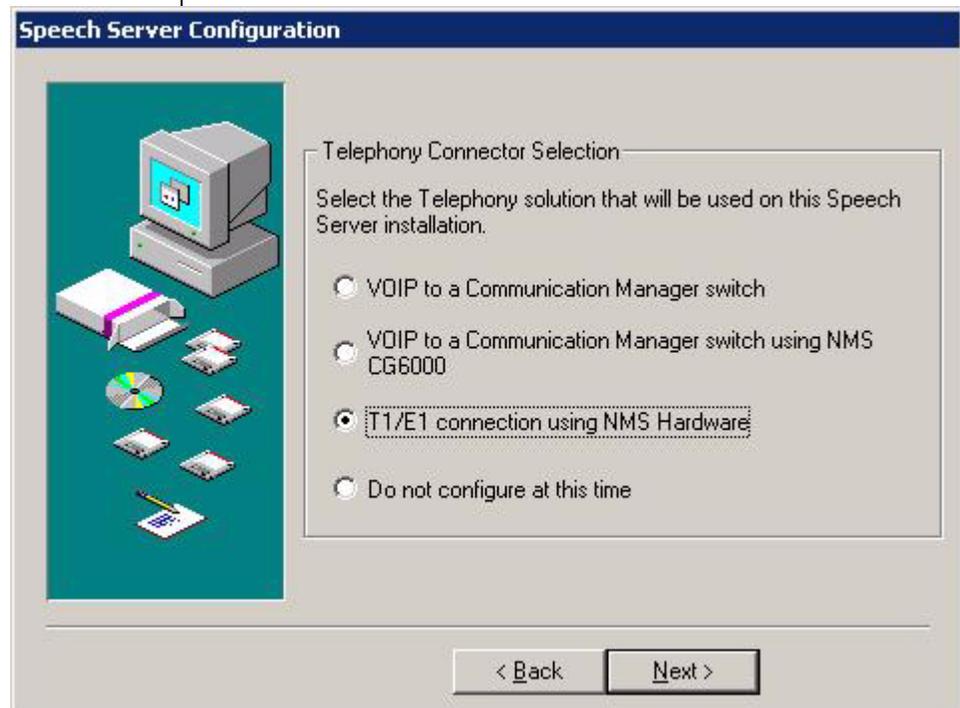
Procedure	Step-by-Step Instructions
<p>XII.</p> <p>Installing Avaya UCC Speech Server</p>	<ol style="list-style-type: none"> 1. Disable your anti-virus software. 2. Click Next when the UCC 1.2 Welcome to Avaya UCC Speech Server dialog box is displayed. 3. Press Alt + Tab to display the Welcome screen (if it is hidden), and then click Next. 4. Click Next on the Choose Destination dialog box to accept the default location. The Install MSDE Decision dialog box is displayed. 5. Select Install MSDE, and click Next. 6. Click Next on the Choose Destination Location dialog box to accept the default location for MSDE. 7. Accept the default when the Select Program Folder dialog box is displayed, and click Next. <p>The installation of the Speech Server begins, and a Progress Bar is displayed. Several Information boxes are displayed consecutively.</p> <ol style="list-style-type: none"> 8. Click OK on the SQL Server Service Pack 4 Information dialog box. <p>Note: Click OK to continue the installation if a Password Error dialog is displayed. The installation of "Installing Microsoft SQL Server Pack 4" on page 25 resolves this MSDE issue.</p> <ol style="list-style-type: none"> 9. Type your company name and site name in the respective fields when the Speech Server Configuration dialog box is displayed, and then click Next. <p>The Telephony Connector Selection dialog box is displayed. See Figure 5 on page 19.</p>

Procedure (continued)	Step-by-Step Instructions (continued)
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XII. (continued)

**Installing Avaya UCC
Speech
Server**

Figure 5. Speech Server Telephony Connector



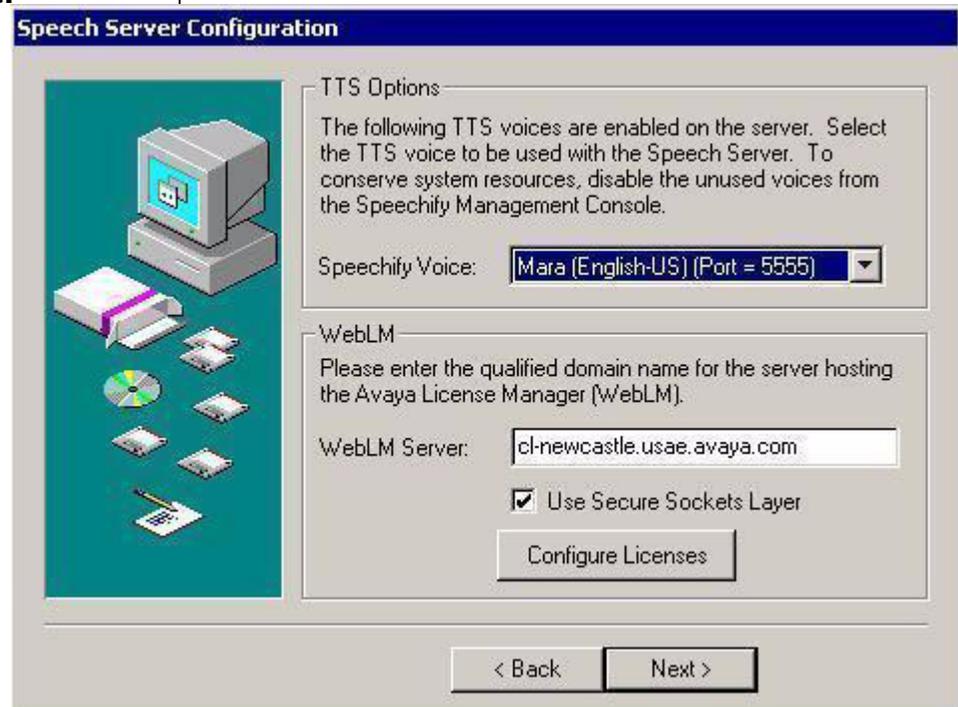
10. Select **T1/E1 connection using NMS Hardware**.
11. Click **Next**.
12. The **Speech Server Configuration** Text-to-Speech (TTS) and Avaya License Manager (WebLM) dialog box is displayed. See [Figure 6 on page 20](#).

Procedure (continued)	Step-by-Step Instructions (continued)
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XII. (continued)

Installing Avaya UCC Speech Server

Figure 6. Text-to-Speech and Avaya License Manager



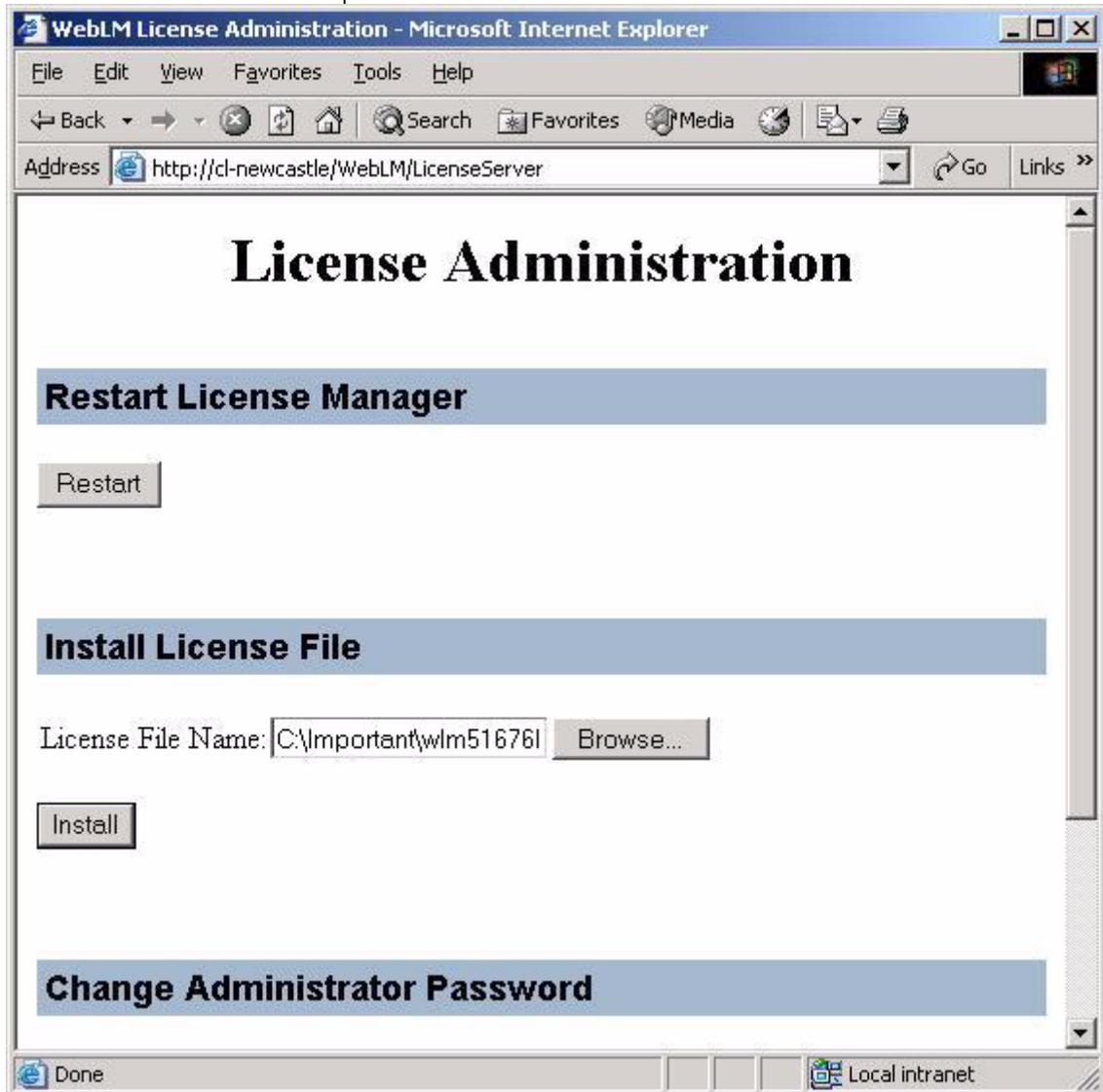
13. Select a Speechify voice from the **Speechify Voice** drop-down menu.
14. Type the name of the Server that hosts the Avaya License Manager in the **WebLM Server** field. Type the name for the Base Server if the Avaya License Manager resides on a Base Server or the name of the Speech Server if this is a standalone UCC SA installation.
15. Avaya recommends that you select **Use Secure Sockets Layer**.
16. Click **Configure Licenses** to display the Avaya License Manager Web page. Use Procedure ["XIII. \(continued\)" on page 22](#) to configure the licenses on this Web page. Use Procedure ["XIV." on page 25](#) to complete the Avaya Speech Server installation.

Procedure <i>(continued)</i>	Step-by-Step Instructions <i>(continued)</i>
<p>XII. <i>(continued)</i></p> <p>Installing Avaya UCC Speech Server</p>	<p>Important: Internet Explorer settings are user specific. You must run the Internet Explorer Connection Wizard under the UCC SA Service Account if you have not done this already. Do this <i>before</i> you configure licenses.</p> <p>Note: You can also access the Avaya License Manager Web page by going to:</p> <p style="text-align: center;">Start > Programs > Avaya License Manager</p>
<p>XIII.</p> <p>Administer WebLM</p>	<ol style="list-style-type: none"> 1. Click the License Administration link if one of the following applies: <ul style="list-style-type: none"> ■ This is a new WebLM license installation ■ Your Base Server does not have the UCC SA license <p>Go to Step 11 on page 23 if neither apply and your Base Server has the UCC SA license.</p> 2. Type one of the following in the Password field: <ul style="list-style-type: none"> ■ UCC License Manager password ■ Default admin1 password if this is a new WebLM installation <p>Note: Ensure that all letters and/or numbers in the default password are lowercase and the password does not have spaces.</p> 3. Click Continue. 4. Go to Step 9 on page 22 if this is not a new installation of WebLM.

Procedure (continued)	Step-by-Step Instructions (continued)
<p>XIII. (continued)</p> <p>Administer WebLM</p>	<p>5. Type the following if this is a new WebLM installation, and then click Change Password:</p> <ol style="list-style-type: none"> a. Old password (admin1) b. New password c. New password again <p>See Figure 7.</p> <p>Figure 7. Change Administrator Password</p>

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**. See [Figure 8 on page 23](#).

Procedure <i>(continued)</i>	Step-by-Step Instructions <i>(continued)</i>
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XIII. *(continued)***Administer WebLM****Figure 8. Install License File**

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

Procedure <i>(continued)</i>	Step-by-Step Instructions <i>(continued)</i>
<p>XIII. <i>(continued)</i></p> <p>Administer WebLM</p>	<ol style="list-style-type: none"> 12. Verify all your licenses on the License Acquisition Status page, and record the number of TTS_Ports for reference when you configure Speechify later. 13. Close the browser when verification is complete. 14. Click Next on the Speech Server Configuration dialog box. 15. Click Finish when the Setup Complete dialog box is displayed. The system restarts automatically. <p>Note: The Installation Wizard displays the reboot countdown dialog. Click Continue to reboot now, Cancel to cancel the reboot and abort the installation, or do nothing and the Server reboots when the timer expires.</p> <p>You must log back into your Windows Service Account if you did not select Enable Autologin in Procedure I., Step 6.</p> <p>The installation Wizard starts automatically. Click Continue when the Continue Installation Countdown dialog box is displayed.</p> 16. Go to "Part 6 – Installing Microsoft SQL and the Speech Access Application (CD1)" on page 25.

Part 6 – Installing Microsoft SQL and the Speech Access Application (CD1)

Procedure	Step-by-Step Instructions
<p>XIV.</p> <p>Installing Microsoft SQL Server Pack 4</p>	<p>The Microsoft SQL Server Pack 4 Installation screen is displayed.</p> <ol style="list-style-type: none"> 1. Disable your anti-virus software. 2. Press Alt + Tab to display the Welcome dialog box (if it is hidden). 3. Click Next on the Welcome dialog box. 4. Read the Microsoft Software License Agreement, and then click Yes to accept it. 5. Click Next to accept the default setting (Windows NT Account Information) on the Connect to Server dialog box. <p>Note: Several screens are displayed.</p> <ol style="list-style-type: none"> 6. Click Next to start copying files. 7. Accept the default (Windows Authentication Mode), and click Next when the Authentication Mode dialog box is re-displayed. <p>Important: Select "No, I will restart my computer later" when the Setup Complete dialog box is displayed.</p> <ol style="list-style-type: none"> 8. Click Finish. The system restarts automatically. <p>Note: The Installation Wizard displays the reboot countdown dialog. Click Continue to reboot now, Cancel to cancel the reboot and abort the installation, or do nothing and the Server reboots when the timer expires.</p>

Procedure <i>(continued)</i>	Step-by-Step Instructions <i>(continued)</i>
<p>XIV. <i>(continued)</i></p> <p>Installing Microsoft SQL Server Pack 4</p>	<p>You must log back into your Windows Service Account if you did not select Enable Autologin in Procedure I., Step 6.</p> <p>The Installation Wizard starts automatically. Click Continue when the Continue Installation Countdown dialog box is displayed.</p>
<p>XV.</p> <p>Installing the Speech Access Application</p>	<ol style="list-style-type: none"> 1. Disable your anti-virus software. 2. Click Next when the Welcome to Avaya UCC Speech Access dialog box is displayed. 3. Press Alt + Tab to display the Choose Destination Location dialog box (if it is hidden). 4. Click Next to accept the default destination folder. 5. Click Next to accept the default when the Select Program Folder dialog box is displayed. <p>Note: A progress bar and multiple information boxes are displayed.</p> <p>The Speech Access Configuration Speech Engines dialog box is displayed. See Figure 9 on page 27.</p>

Procedure (continued)	Step-by-Step Instructions (continued)
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XV. (continued)

Figure 9. Speech Access Configuration Speech Engines

Installing the Speech Access Application



6. Scroll to or type the appropriate number of Speech Engines in the **Number of Speech Engines** field, and then click **Next**.
7. Click **Finish** when the **Setup Complete** dialog box is displayed.
8. Click **OK** when the **Installation Complete** dialog box is displayed. The Speech Access Application is now installed. See [Figure 10](#).

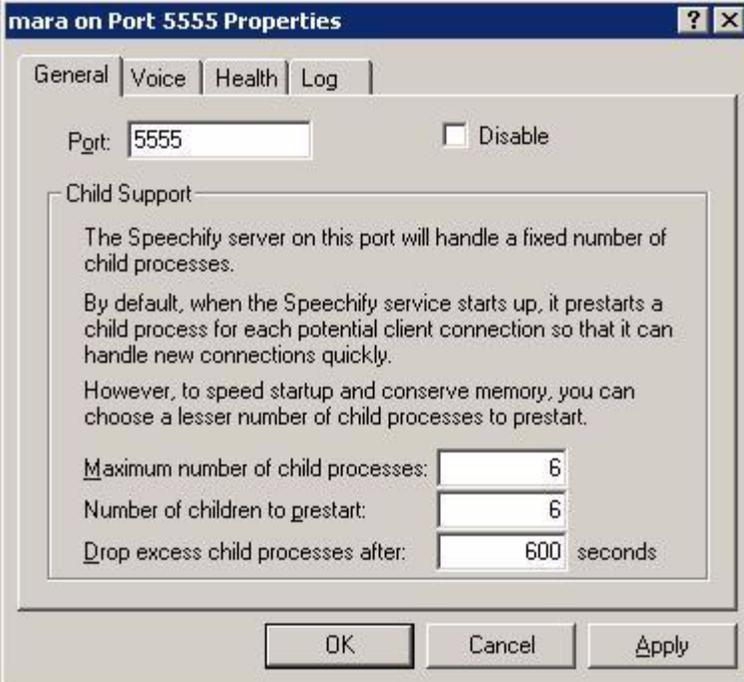
Figure 10. Installation Complete



9. Click **Close** on the Installation Wizard main window to exit the Installation Wizard.

Procedure <i>(continued)</i>	Step-by-Step Instructions <i>(continued)</i>
XV. <i>(continued)</i> Installing the Speech Access Application	10. Click Restart when prompted to restart the system. Note: You are not automatically logged in from this point forward even if you selected Enable Autologin during Procedure I . 11. Proceed to " Part 7 – Setting up Speechify MMC " on page 29.

Part 7 – Setting up Speechify MMC

Procedure	Step-by-Step Instructions
XVI. Setting up Speechify MMC	<ol style="list-style-type: none"> 1. Log on as either one of the following accounts: <ul style="list-style-type: none"> ■ Local Administrator Account ■ Avaya Service Account 2. Open the Speechify Server Management Console using the following path: Start > Programs > Speechify > Speechify Server Management 3. The SpeechifyMMC Console dialog box is displayed. Expand Speechify Server Management. 4. Right-click mara on Port 5555, and then select properties. The Properties dialog box is displayed. See Figure 11. <p>Figure 11. Maximum Number of Clients</p> 

Procedure <i>(continued)</i>	Step-by-Step Instructions <i>(continued)</i>
<p>XVI. <i>(continued)</i></p> <p>Setting up Speechify MMC</p>	<p>Note: If you selected another voice during the Avaya UCC Speech Server installation, right-click on this voice instead of mara. Disable unused voices to conserve system resources.</p> <ol style="list-style-type: none"> 5. Ensure that the Disable check box is <i>not</i> selected. 6. Accept the defaults in the Port and Drop excess child processes after fields. 7. Type the number of TTS_Port licenses that you noted when you verified the WebLM license information in the Maximum number of child processes field and in the Number of children to prestart field. 8. Click OK to save the changes. 9. Close the Speechify Server Management console. <p>Note: Click Yes if you are prompted to save your changes.</p> <ol style="list-style-type: none"> 10. Restart your Speechify Service to initiate the new prestart settings. 11. Go to "Part 8 – Setting up the UCC Speech Server Microsoft Management Console (MMC)" on page 31.

Part 8 – Setting up the UCC Speech Server Microsoft Management Console (MMC)

Procedure	Step-by-Step Instructions
<p>XVII.</p> <p>Configuring Telephony</p>	<p>Important: The publish calls during the Auto-initialization fail if you did not configure your licenses during the Speech Server installation. These applications must be successfully published for UCC SA to run. You can use the Management Console to manually publish the applications if the publish(es) fail(s) during Auto-initialization.</p> <ol style="list-style-type: none"> 1. Open the Avaya UCC Speech Server Management Console using the following path: Start > Programs > Avaya UCC Speech Server > UCC Speech Server Management Console 2. Expand UCC Speech Server in the component tree. 3. Click OK to set up the telephony properties when the Important dialog box is displayed. 4. Complete the fields in the Number Translation Parameters dialog box. See Figure 12 on page 32. <p>Note: See the General Configuration Telephony Setup topic in the MMC Administration Speech Access Online Help for information about completing the Number Translation Parameters dialog box.</p> <p>Use the following path to navigate to the MMC Administration Speech Access Online Help:</p> <p>Start > Programs > Avaya UCC Speech Server > Administrator's Guide</p> <p>Important: Outbound calls might fail if your Number Translation Parameters are not correctly set. At a minimum, you must complete the fields in Dialing Parameters for the System.</p>

Procedure (continued)	Step-by-Step Instructions (continued)
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XVII. (continued)

Configuring Telephony**Figure 12. Number Translation Parameters**

Number Translation Parameters

Dialing Parameters for System

Country Code (U)

Area Code (G)

Off PBX Prefix (P)

National Prefix (N)

International Prefix (I)

Calling Num(ANI) Substitutions for None

ANI Template	ANI Substitution

Add Delete Edit

Dialing Parameters for **Default** Group

Country Code

Area Code

Off PBX Prefix

National Prefix

International Prefix

Group Members

Group Template	
All Accounts	

Add Del Edit

Dialing Rules

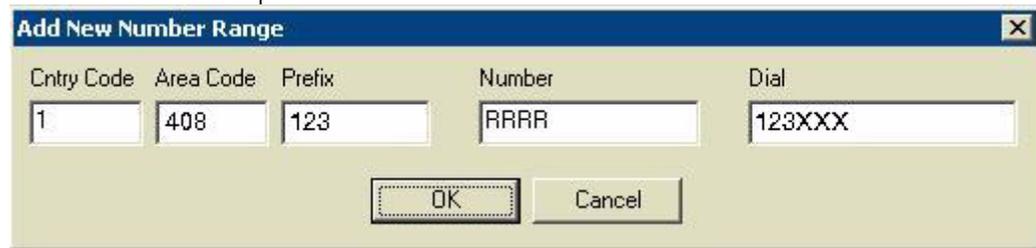
CC	AC	Prefix	Number	Dial	ANI Sub Tbl
Forbidden Numbers					
Private Numbers					
Local Numbers					
			RRRRRRR	PXXXXXXX	
Long Distance Numbers					
1			RRRRRRRRR	PNXXXXXXXXXX	
International Numbers					
V			000000000000RRRRR	PIUXXXXXXXXXXXXXX	

Add Delete Edit

Accept Cancel

5. Type the area code and validate the remaining values in the **Dialing Parameters for System** field.
6. Type the area code and validate the remaining values in the **Dialing Parameters for Default** field.
7. Click one of the following Dialing Rules fields:
 - **Forbidden Numbers**
 - **Private Numbers**
 - **Local Numbers**
 - **Long Distance Numbers**
 - **International Numbers**

Procedure (continued)	Step-by-Step Instructions (continued)
XVII. (continued) Configuring Telephony	8. Click one of the Dialing Rules buttons, located at the bottom of the window, to set up the dialing rules: <ul style="list-style-type: none"> ■ Add ■ Delete ■ Edit <p>Figure 13 shows the Add New Number Range dialog box. The Delete and Edit dialog boxes are similar. Refer to "How to make changes to the dialing rules" on page 50 for some examples of common changes.</p> <p>Figure 13. Add New Number Range</p>



The screenshot shows a dialog box titled "Add New Number Range". It contains five input fields arranged horizontally: "Cntry Code" (value: 1), "Area Code" (value: 408), "Prefix" (value: 123), "Number" (value: RRRR), and "Dial" (value: 123XXX). Below these fields are two buttons: "OK" and "Cancel".

9. Complete the fields in the respective dialog box, and then click **OK**.
10. Click **Accept** on the **Number Translation Parameters** dialog box when you are finished configuring your dialing rules.

You can set these parameters later by selecting **Configuration > Telephony Setup** in the MMC, and then clicking **Number Translation Parameters**.

11. Click **OK** on the **Confirmation** dialog box.
12. The **Auto Initialization** dialog box is displayed.

Note: Initialization takes a few minutes to complete.

Procedure <i>(continued)</i>	Step-by-Step Instructions <i>(continued)</i>
XVII. <i>(continued)</i> Configuring Telephony	13. You can click Continue to go to the next Auto-initialization task while Auto-initialization is waiting for a publish to complete or wait until AUTO INITIALIZATION COMPLETED is displayed, and then click OK . The tree menu is displayed. 14. Expand Server Set . 15. Expand the speech server node and ensure that all your processes are running. Proceed to "Part 9 – Configuring General Information" on page 35.

Part 9 – Configuring General Information

Procedure	Step-by-Step Instructions
XVIII. Configuring General Information	<ol style="list-style-type: none"><li data-bbox="708 352 1317 449">1. Start the Speech Server Management Console, and then expand the Configuration node.<li data-bbox="708 478 1187 510">2. Click General Information.<li data-bbox="708 539 1409 636">3. Complete the fields. Ensure that you type an address in the User Feedback E-mail Address field.<li data-bbox="708 665 959 697">4. Click Accept.<li data-bbox="708 726 1414 798">5. Proceed to "Part 10 – Configuring VAOutlook Parameters" on page 36.

Part 10 – Configuring VAOutlook Parameters

Procedure	Step-by-Step Instructions
<p>XIX.</p> <p>Configuring VAOutlook parameters</p>	<ol style="list-style-type: none">1. Start the Speech Server Management Console (if not already started), and then expand the Applications node.2. Click VAOutlook.3. Click Advanced.4. Complete the fields. Ensure that you type a number in the Account Number Length field. Note: You can turn the VAPLatform.Trusted LoginAccessLevel parameter on or off by selecting the Always Require Password for Express Logon check box.5. Click Done.6. Proceed to "Part 11- Configuring LDAP" on page 37.

Part 11– Configuring LDAP

Procedure	Step-by-Step Instructions
XX. Configuring LDAP	<ol style="list-style-type: none"> 1. Start the Speech Server Management Console (if not already started), and then expand the Configuration node. 2. Click LDAP Setup. 3. Complete the fields on the screen. Press F1 in the MMC to see the Speech Access Administration Online Help system, which provides information about the specific fields on this screen. <p>Active Directory Server: and Suffix: field examples:</p> <p>Server: IP address or FQDN of Server</p> <p>Suffix: CN=Users,DC=companyname, DC=com</p> <p>Where DC equals DNS and DNS qualifier (.com, .net, .gov, .org, and so on)</p> <p>Note: The Active Directory example assumes that the users are included in the <i>companyname</i> container. Try removing CN=Users from the Suffix field if they are not included. The LDAP search might return many unwanted entries such as distribution lists or computer names. You can use the Static Grammar Filter: field to limit the search results. For example, <i>telephonenumber=*</i> if only the valid users in the directory contain the <i>telephonenumber</i> parameter.</p> <p>Exchange 5.5 Server: and Suffix: field examples:</p> <p>Server: IP address or FQDN of Server</p> <p>Suffix: OU=CORP,O=Companyname</p>

Procedure <i>(continued)</i>	Step-by-Step Instructions <i>(continued)</i>
<p>XX. <i>(continued)</i></p> <p>Configuring LDAP</p>	<p>By default, Lotus Domino does not allow anonymous LDAP access to the telephonenumber and facsimile TelephoneNumber fields. You must do one of the following if you are using Domino as your LDAP Server:</p> <ul style="list-style-type: none">■ Configure Domino to allow anonymous LDAP access to telephonenumber and facsimile TelephoneNumber.■ Enter the user ID and password for an account that has access to telephonenumber and facsimile TelephoneNumber in the appropriate fields on the LDAP Setup screen of the Speech Server Management Console. <p>4. Re-publish the UCC SA application (VAOutlook). This allows the names grammar made from the corporate directory to be rebuilt.</p> <p>5. Proceed to "Part 12 – Configuring Voicemail Server(s)" on page 39.</p>

Part 12 – Configuring Voicemail Server(s)

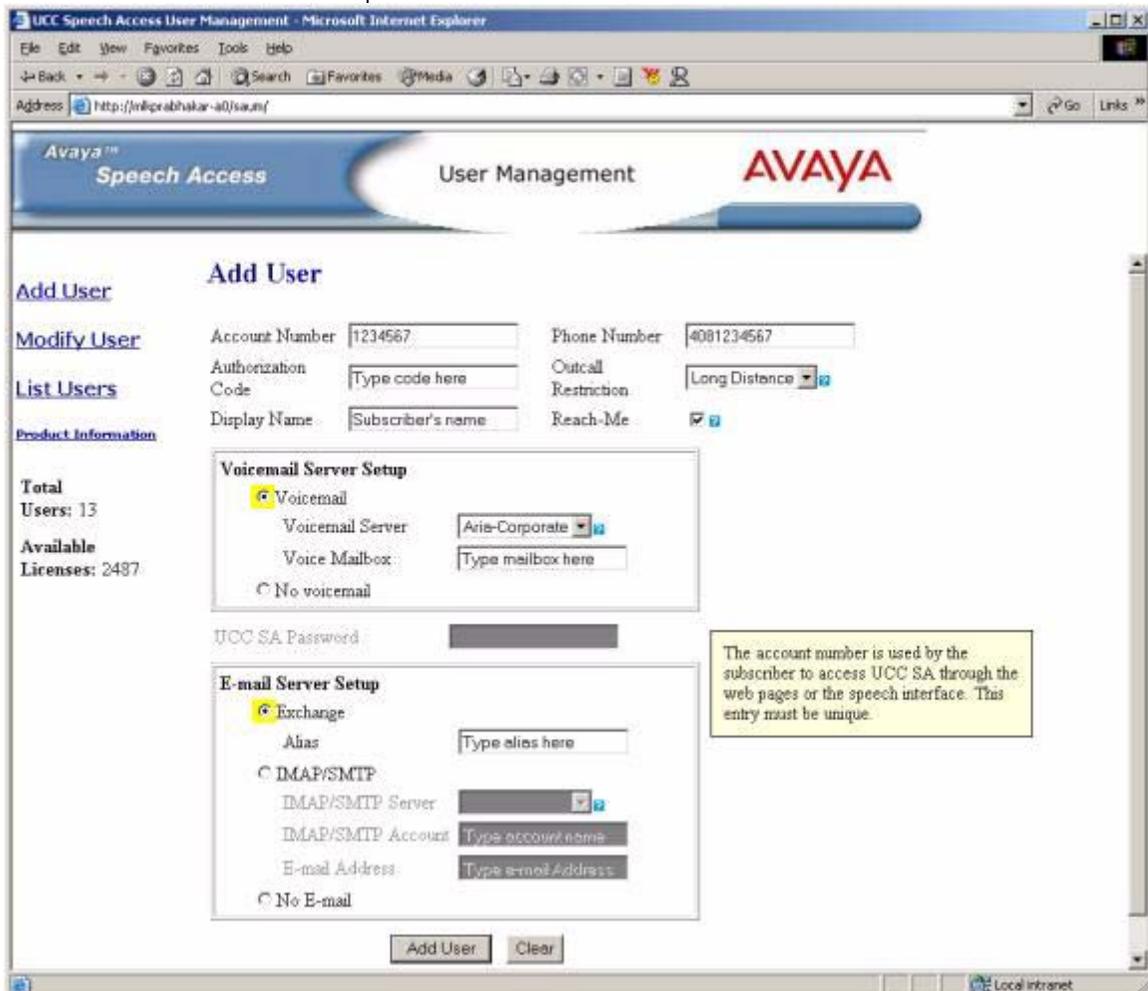
Procedure	Step-by-Step Instructions
XXI. Configuring Voicemail Server(s)	<p>Note: This procedure applies only if you have a Voicemail Server.</p> <ol style="list-style-type: none"> 1. Launch the Speech Server Management Console, and expand the UCC Speech Server node in the component tree. 2. Expand the Configuration node in the component tree. 3. Right-click Voicemail Setup, and then select New > Voicemail server from the pop-up menu. 4. Complete the fields on the screen, and then click OK. <p>Important: Select UM as the Voicemail Server type if you are adding or configuring an Avaya Modular Messaging Server with Microsoft Exchange (without a Message Storage Server [MSS]).</p> <p>Press F1 in the MMC to see the Speech Access Administration Online Help system, which provides information about the specific fields on this screen.</p> <p>Note: Repeat Steps 3 and 4 for each Voicemail Server.</p> <ol style="list-style-type: none"> 5. Proceed to "Part 13 – Configuring Email Server(s)" on page 40.

Part 13 – Configuring Email Server(s)

Procedure	Step-by-Step Instructions
<p>XXII.</p> <p>Configuring Email Server(s)</p>	<p>Note: This procedure applies if you have an Email Server.</p> <ol style="list-style-type: none"> 1. Launch the Speech Access Management Console and expand the UCC Speech Server node in the component tree. 2. Expand the Configuration node in the component tree. 3. Right-click Email Server Setup, and then select New > Email Server. 4. Select one of the following from the Server Type drop-down menu when the Add Email Server dialog box is displayed: <ul style="list-style-type: none"> ■ IMAP4/SMTP ■ MSExchange <p>Note: Select IMAP4/SMTP for the Lotus Domino Server.</p> 5. Complete the fields on the screen, and then click OK. <p>Press F1 in the MMC to see the Speech Access Administration Help system, which provides information about the specific fields on this screen.</p> <p>Note: Repeat Steps 3 to 5 for each Email Server.</p> <ol style="list-style-type: none"> 6. Proceed to "Part 14 – Setting Up Users" on page 41.

Part 14 – Setting Up Users

Procedure	Step-by-Step Instructions
<p>XXIII.</p> <p>Setting Up Users</p>	<p>Note: Do <i>not</i> create a user with the same alias as your Service Account. The dynamic grammar does not build properly if the two alias' are the same.</p> <ol style="list-style-type: none"> 1. Open Internet Explorer. Type one of the following URLs in the address bar, and press Enter: http://Server_Name/saum https://Server_Name/saum <p>The Avaya™ Speech Access User Management Add User screen is displayed. See Figure 14 for an example.</p> <p>Figure 14. Add User Screen</p>



Procedure <i>(continued)</i>	Step-by-Step Instructions <i>(continued)</i>
<p>XXIII. <i>(continued)</i></p> <p>Setting Up Users</p>	<p>Note: The fields on the screen vary depending on the specific configuration of the system.</p> <p>2. Complete the following fields:</p> <ul style="list-style-type: none"> ■ Account Number ■ Authorization Code ■ Display Name ■ Phone Number <p>Note: An Information dialog box is displayed each time the cursor is placed in a field.</p> <p>3. Select an option from the Outcall Restriction drop-down menu, and then select the check box beside Reach-Me (if applicable).</p> <p>Voicemail Server setup</p> <p>4. Select Voicemail if you have a Voicemail Server. Otherwise, select No voicemail and go to Step 7.</p> <p>5. Select the user's Voicemail Server from the Voicemail Server drop-down menu.</p> <p>6. Type the user's mailbox in the Voice Mailbox field.</p> <p>UCC SA password</p> <p>7. Type a password for the user to enter during log in.</p> <p>Note: The UCC SA password is only required if No voicemail is selected above or the selected Voicemail Server type is Unified Messenger.</p>

Procedure (continued)	Step-by-Step Instructions (continued)
<p>XXIII. (continued)</p> <p>Setting Up Users</p>	<p>E-Mail Server setup</p> <p>8. If the user's email is stored in Exchange:</p> <ol style="list-style-type: none"> a. Select Exchange. b. Type the user's Exchange alias in the Alias field. <p>9. If the user's email is stored in an IMAP compliant mail server:</p> <ol style="list-style-type: none"> a. Select IMAP/SMTP. b. Select or type the appropriate values in the IMAP/SMTP Server, IMAP/SMTP Account, and E-mail Address fields. <p>Note: User's can also set these fields themselves on their User Preferences screens.</p> <ol style="list-style-type: none"> c. Select No E-mail if the user does not have email. <p>10. Click Add User at the bottom of the screen when all the required fields are complete</p> <p>Note: Click Clear if you want to:</p> <ul style="list-style-type: none"> ■ Quickly remove the field entries ■ Restart with a fresh screen <p>Important: Re-enable your anti-virus protection software.</p>

Post Installation Configuration

Configuring an Outgoing Email Server

If you have not already configured an Email Server, See ["Part 13 – Configuring Email Server\(s\)" on page 40](#). Follow the instructions, and then go to Step [1](#) below. Skip to Step [1](#) if you have already configured an Email Server.

1. Select the Outgoing Email Server:

Configuration > System Support

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

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

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

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

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

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

5. Select **Accept**.

Configuring Alerts

Follow the instructions in the Administrators Online Help to configure Alerting Setup:

Configuration > System Support > Alerting Setup

Configuring Metrics

Follow the instructions in the Administrators Online Help to configure the Metrics agent:

Configuration > System Support > Metrics E-Mailing

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 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).

Configuring IMAP users

Ensure UCC SA users enter their IMAP user name, also known as Short Name on the Domino Administration screen, and their Domino password in User Preferences. The password is encrypted and stored in the Microsoft SQL database.

Note: UCC SA supports Lotus Domino 6.X.

Customizing UCC Speech Access

Schedule publish for the Speech Access Application

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

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

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

Configurable 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, if you wish you may customize the behavior of UCC SA by altering parameter values.

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

To configure a parameter:

1. Go to:
Start > Programs > Avaya UCC Speech Server > UCC Speech Management Console
2. Right-click **UCC Speech Server**, and then click **Properties**.
3. Select the parameter from the list, and then type the new value in the **Current Value** field.
4. Click **OK**.

Below is a list of parameters that are most commonly altered.

Frequently Used Parameters	Parameter Description
VAPLatform.AllowUserToEditIMAP	<p>The VAPLatform.AllowUserToEditIMAP parameter is set to True by default. The VAPLatform.AllowUserToEditIMAP parameter values are:</p> <ul style="list-style-type: none"> ▪ 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.
VAPLatform.AutoMarkRead	<p>The VAPLatform.AutoMarkRead parameter is set to True by default. The VAPLatform.AutoMarkRead parameter values are:</p> <ul style="list-style-type: none"> ▪ 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.

Frequently Used Parameters <i>(continued)</i>	Parameter Description <i>(continued)</i>
VAPLatform.CallAnswerMissedCallMsg	<p>The VAPLatform.CallAnswerMissedCallMsg parameter is set to False by default.</p> <ul style="list-style-type: none"> ■ True. Generates a missed call message in your mailbox. ■ False. No missed call message is generated.
VAPLatform.DTMFWakeupFromDTMF FallbackAllowed	<p>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.</p> <p>The actions for the True (default) and False values are:</p> <ul style="list-style-type: none"> ■ 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	<p>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.</p>
VAPLatform.NoWavAttToEMail	<p>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.</p> <p>The VAPLatform.NoWavAttToEMail parameter values are:</p> <ul style="list-style-type: none"> ■ 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.

Frequently Used Parameters <i>(continued)</i>	Parameter Description <i>(continued)</i>
VAPLatform.MMNumAddrMatchPrefMbox	<p>The VAPLatform.MMNumAddrMatchPrefMbox parameter tells UCC SA that numeric addresses on MM Voicemail systems consist of some prefix plus a subscriber's mailbox number. The default value is True.</p> <p>The VAPLatform.MMNumAddrMatchPrefMbox parameter values are:</p> <ul style="list-style-type: none"> ▪ 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. <p>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, then set the VAPLatform.MMNumAddrMatchPrefMbox parameter to False.</p>
VAPLatform.ReachMe	<p>The VAPLatform.ReachMe parameter enables the Reach-Me feature on a system-wide basis. The default value is True.</p> <p>Note: You can also enable Reach-Me on a per subscriber basis using the User Manager Web application.</p>
VAPLatform.VMboxMatchExtension	<p>The VAPLatform.VMboxMatchExtension parameter allows UCC SA to assume that voice mailbox numbers match telephone extensions. The default value is False.</p>
VAPLatform.VoiceMsgFormat	<p>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.</p> <p>See the Speech Access Administrators Online Help system under Global Parameters for a detailed description.</p>

How to make changes to the dialing rules

Long distance numbers

Some prefixes within the same area code are long distance and must include the area code to successfully dial the number.

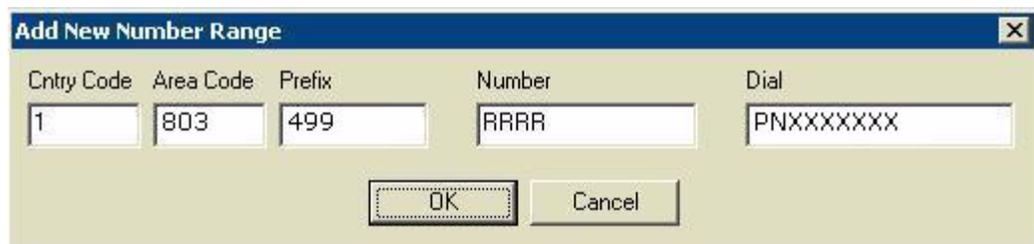
For example, if the area code is 803:

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

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

1. Click **Long Distance Numbers**.
2. Click **Add**.
3. Type the following values shown in [Figure 15](#).

Figure 15. Add New Number Range



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

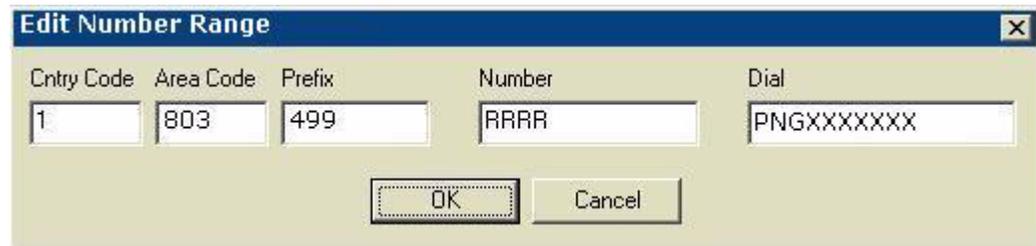
OK Cancel

Local numbers

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

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

1. Click **Local Numbers**.
2. Click **Edit**.
3. Type the following values shown in [Figure 16 on page 51](#).

Figure 16. Edit Number Range

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

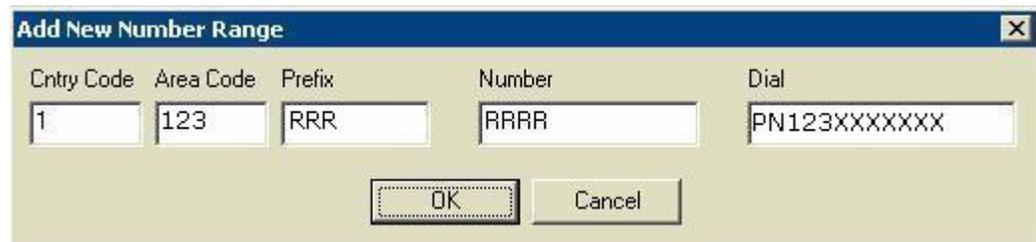
OK Cancel

Local numbers with local area codes

Some area codes must not be logged as long distance.

For example, enter the following Dialing Rule if you want calls to area code 123 logged as a local call.

1. Click **Local Numbers**.
2. Click **Add**.
3. Type the following values shown in [Figure 17](#).

Figure 17. Add New Number Range With Local Area Code

Cntry Code	Area Code	Prefix	Number	Dial
1	123	RRR	RRRR	PN123XXXXXXXX

OK Cancel

Configuring automatic newsletter delivery

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.

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

http://server_name/newslettermgmt

https://server_name/newslettermgmt

where *server_name* is the computer name of the serverset controller node.

2. Select the preferred delivery schedule (default is 1 newsletter per week).

Documents to inform subscribers

Use the following Word documents, provided in the **Documentation** folder on UCC SA software CD1, to help you inform new and upgraded subscribers about UCC SA Release 1.2:

- **Email_Template.doc.** This template helps you compose an e-mail that tells all subscribers about UCC SA, including how they log in by phone and how they access the User Preferences Web pages.
- **What's_New_for_ASA.doc** and **What's_New_for_SA_ME.doc.** These two documents explain how UCC SA differs from the two previous, upgradable releases. You can attach the appropriate document to the e-mail you send to upgraded subscribers.

Open Email_Template.doc and follow its instructions.

Troubleshooting

Timeout waiting for publish to complete

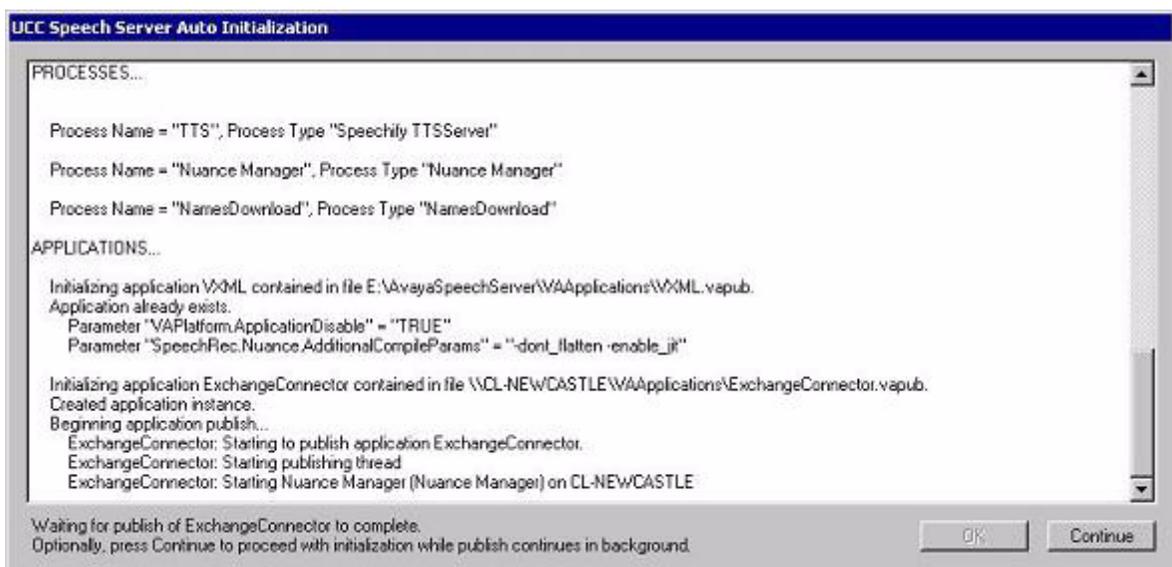
The Auto Initialization prints the following message if the publish takes too long to complete:

---- Timeout waiting for publish to complete.----

Large LDAP directories are usually responsible for a lengthy publish. The publish typically completes without any problems. Refer to [Figure 18](#).

Note: You can click **Continue** to proceed with initialization while publish continues in the background.

Figure 18. Auto Initialization Timeout



Publish fails

1. Look for Errors in the Publishing Events area of the Application.
2. Ensure there is enough disk space.
3. Ensure:
 - You have licenses
 - The licenses are not expired

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

 - Nuance Manager starts
4. Change the VAPLatform.DebugLevel global parameter.
 - a. Change the VAPLatform.DebugLevel global parameter to **7**.
 - b. Republish the application.
 - c. Open the VAServerManger .log file in the VALogs directory.
 - d. Look for the following message:

Done publishing application
 - e. Scroll up looking for any publish errors that identify the source of the problem. Contact Avaya Technical Support if you cannot determine the cause of the failure.
 - f. Change the VAPLatform.DebugLevel global parameter back to **0**, and then restart your processes.

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

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

Refer to the OctelAccess Server Installation Guide for information about working with multiple configurations.

Connecting UCC SA to IBM Lotus Domino

For Lotus Domino, you must do or have the following *before* you begin the UCC SA installation:

- Ensure that you have working knowledge of Lotus Domino Servers.
- Ensure that IMAP is running on the Domino Server.
- Ensure that SMTP is running on at least one Domino Server. The Domino Server does not have to be the Server that hosts the user mailboxes.
- Avaya highly recommends, but does not require, that you enable the full-text index for each UCC SA subscriber Domino mail file. The full-text index allows UCC SA to quickly locate urgent and priority e-mail messages.

Note: See the Domino Administrator Online Help in the Domino administrator program for details on how to configure Domino user mail files.

- Make the subscriber Internet password and Notes ID password the same *after* the UCC SA installation (*optional*). You can select to make the subscriber Internet password and the subscriber Notes ID password the same. See **Managing Internet Passwords** in the Domino administrator Online Help in the Domino administrator program for more information.

Note: The subscriber uses the Internet password as the IMAP/SMTP password on the UCC SA User

Preferences Web page. The Internet password is the same as the Notes Web access client password. However, the Internet password might not be the same as the subscriber's Notes ID password.

- By default, when a subscriber connects to the IMAP service, the service automatically enables the subscriber for IMAP. For more information on how the subscriber mail file is enabled for IMAP, see **Running the Mail Conversion Utility to Enable a User Mail File for IMAP** in the Domino Administrator Online Help.

Unable to delete a user in SAUM

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

- Last name
- First name
- Alias

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

Error: Cannot delete user: < user name >

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

The Service Account Alias must be unique. Otherwise, an error occurs.

Unable to start additional Text-to-Speech (TTS) engines

You must restart the Internet Information Server (IIS) *after* you install a new license file that supports additional TTS ports. Otherwise, the new TTS engines cannot be used.

Service errors reported during the installation

**CAUTION:**

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

Error registering NT services

Do the following to correct the error:

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

Failed to install the Nuance Watcher Daemon

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

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

Log\AvayaUCC Speech ServerInstallLog_Server.log

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

Reinstalling MSDE

The MSDE is generally installed during the Speech Server installation. Use the following Steps to install or reinstall the MSDE if you encountered a problem.

1. Stop the following services on the Service Panel:
 - PVAOnlineSvc
 - PVAUserMSvc
 - VAServerManager
 - VAManager

2. Uninstall MSDE if it is already installed and you want to reinstall it.

Note: Before you uninstall MSDE, stop the MSSQLSvc and the SQLServerAgent services. You must also select **sqlmangr.exe** from the Windows Task Manager, and click **End Process**. Follow the Steps to kill the process.

3. Reboot your system.

Note: Errors relating to the services stopped in Step [1](#) are displayed. Proceed to Step [4](#).

4. Rename/Delete the old MSDE install location.
5. Install MSDE using the following command line:

```
"c:\Program Files\AvayaSpeechServer\bin\MSDEx86.exe" -a -s -f1 "c:\Program Files\AvayaSpeechServer\bin\msde_unattend.iss"
```

Note: The command line runs the MSDE install in silent mode and takes approximately 5 minutes to complete. The install is completed when **MSDEx86.exe** is no longer listed in Windows Task Manager.

6. Change the SQLServerAgent service to automatic.

7. Run the following command to set the permissions for the Avaya Service Account.

Note: Replace **DOMAIN\USER** in the command line with your Avaya Service Account domain and user name.

"c:\Program Files\AvayaSpeechServer\bin\SetDBSec.exe" /MODE:NT /USER:DOMAIN\USER /LOG:"c:\Program Files\AvayaSpeechServer\log\SetDBSec.log"
8. Check the **SetDBSec.log** file for errors.
9. Install SQL patches.
10. Follow the Speech Server Administrators Guide instructions to restore from backup if you:
 - Are reinstalling MSDE after you had a running Speech Server
 - Have a database backup
11. Reboot the Server.

Uninstalling Avaya UCC SA 1.2

Uninstalling UCC SA 1.2

Use the following instructions to uninstall Avaya UCC SA Release 1.2.

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