



# **Avaya™ Unified Communication Center Speech Access**

Release 1.1 (with or without  
Service Pack for Modular Messaging)  
to Release 1.2

## **Upgrade Instructions**

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Your comments are welcome. They can assist us in improving our documentation. Please address your comments to [infodev@avaya.com](mailto:infodev@avaya.com).

Document # 585-313-172  
Avaya™ Unified Communication Center Speech Access Upgrade  
Instructions  
Issue 1

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# About This Guide

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Information in this guide is intended for the person responsible for upgrading Avaya™ Unified Communication Center Speech Access (UCC SA), formerly known as Avaya™ Advanced Speech Access (ASA).

## 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 page, click the topic name or page number.
- To navigate forward and backward through the manual, use the tools provided by Acrobat Reader.

## For additional information

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

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

# Avaya™ Unified Communication Center Speech Access Upgrade Instructions

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## Introduction

These upgrade instructions provide prerequisites, step-by-step instructions, and test procedures to upgrade from Avaya™ Advanced Speech Access (ASA) Release 1.1 (with or without Service Pack for Modular Messaging) to Avaya™ Unified Communication Center Speech Access (UCC SA) Release 1.2.

If necessary, see the Avaya™ Unified Communication Center Speech Access (UCC SA) Release 1.2 Installation Guide and the Speech Access Administration Online Help system (integrated with the software) for information about:

- Troubleshooting UCC SA
- Configuring LDAP for large corporate directories
- Configuring dialing parameters

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.

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

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

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

## Upgrade Procedure

**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 upgrade.

**Note:** 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

[Table 1 on page 3](#) provides ASA Release 1.1 (with or without the Service Pack) to UCC SA 1.2 upgrade instructions.

**Table 1 Upgrade Instructions**

Procedure	Step-by-Step Instructions
I.  <b>Launching the Avaya ASA Management Console</b>	<ol style="list-style-type: none"> <li>1. Log on to the Speech 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 SA processes are stopped:               <ol style="list-style-type: none"> <li>a. In the left pane of the Management Console, expand <b>ASA Manager</b>, then expand <b>Server Set</b>.</li> <li>b. Select the Speech Server name and verify that the processes are stopped. If they are not, right-click on the SA server name and select <b>Stop (graceful)</b>.</li> </ol> </li> <li>4. Do the following if you are upgrading a UK English system:               <ol style="list-style-type: none"> <li>a. Go to the UCC Speech Server Management Console.</li> <li>b. Set the SpeechRec.Nuance.RecognitionModel parameter to <b>English.UK.3</b>.</li> </ol> </li> </ol>
II.  <b>Exporting the data tables and backing up the database</b>	<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 Management Console, expand <b>Configuration</b> and select <b>Database Administration</b>.</li> <li>3. For the <b>Backup Directory</b> field, browse to the folder you created in Step <u>1</u> and click <b>OK</b>.</li> <li>4. Click <b>Backup</b>.</li> <li>5. At the <b>Backup Complete!</b> dialog box, click <b>OK</b>.</li> </ol>

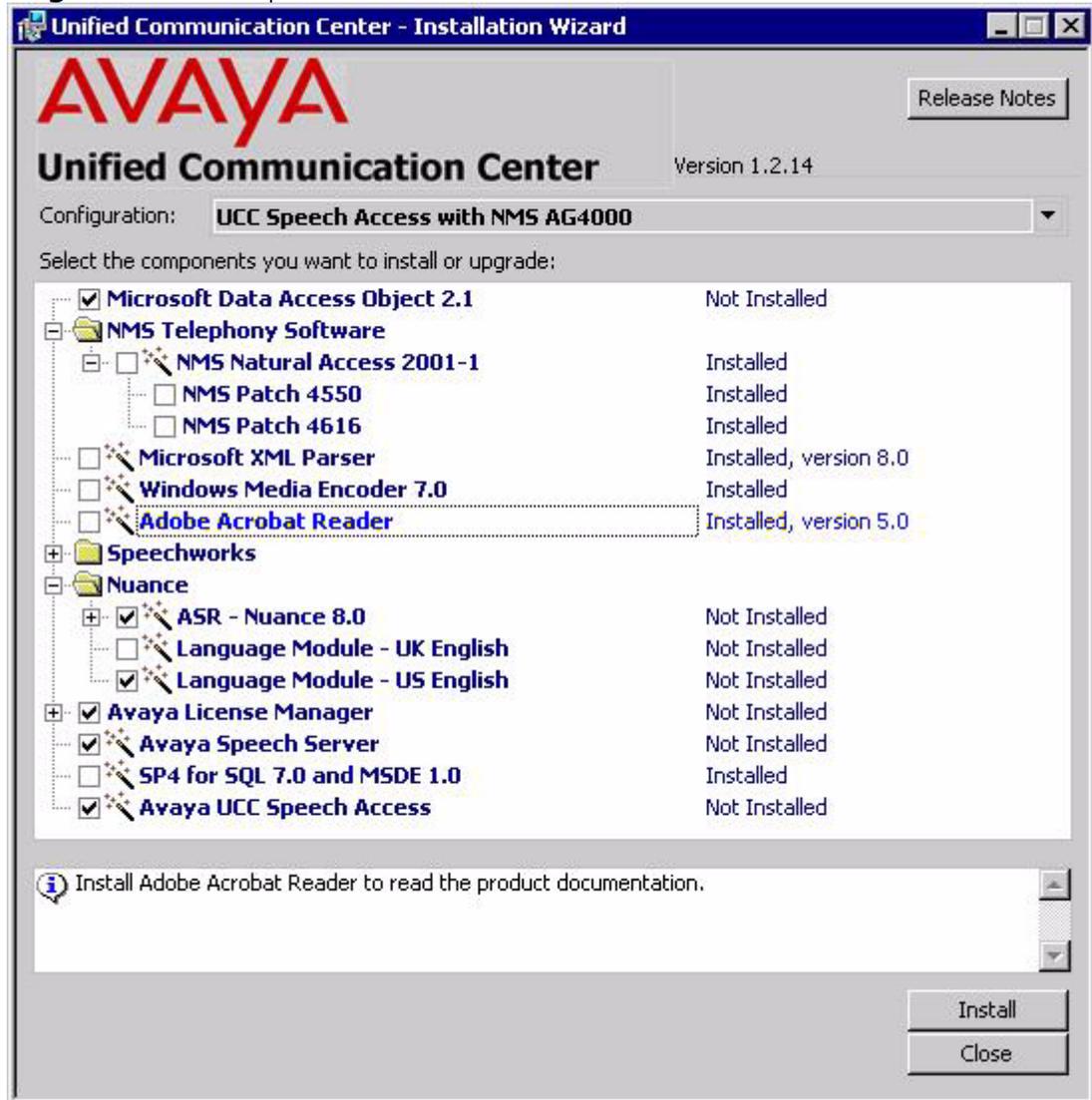
Procedure <i>(continued)</i>	Step-by-Step Instructions <i>(continued)</i>
III.  <b>Preventing automatic startup of SA processes</b>	<ol style="list-style-type: none"> <li>1. From the Management Console, click <b>Configuration</b>, and then select <b>General Information</b>.</li> <li>2. Select the <b>Skip startup of all the processes that are set for Auto Startup</b> check box so processes do not start automatically after a server reboot.</li> <li>3. Click <b>Accept</b> to save the change.</li> </ol>
IV.  <b>Uninstalling Speechify, Nuance, and Avaya License Manager</b>	<p>To uninstall existing versions of Speechify and Nuance:</p> <ol style="list-style-type: none"> <li>1. Go to: <b>Start &gt; Programs &gt; Administrative Tools &gt; Services</b></li> <li>2. Right-click <b>Nuance Watcher Daemon</b>.</li> <li>3. Click <b>Properties</b>.</li> <li>4. Stop the Nuance Watcher Daemon service by clicking <b>Stop</b>.</li> <li>5. Click <b>OK</b> to accept the change.</li> <li>6. Uninstall the Nuance Watcher Daemon service by running the following script:   <code>CD1\SpeechServer\Misc\UpgradeScripts\UninstallNuanceService.vbs</code></li> <li>7. Click <b>OK</b> when the <b>Nuance Watcher Daemon Service Uninstalled</b> dialog box is displayed.</li> <li>8. Save a copy of the current .xml license file if Avaya License Manager is installed on this Server. The file is stored in the following directory:   <code>C:\Avaya\UCC\Tomcat\Webapps\WebLM\licenses</code></li> </ol>

Procedure (continued)	Step-by-Step Instructions (continued)
<p>IV. (continued)</p> <p><b>Uninstalling Speechify, Nuance, and Avaya License Manager</b></p>	<p> <b>CAUTION:</b> This file is lost when License Manager is uninstalled if you do not save it now.</p> <p>9. Go to:</p> <p><b>Start &gt; Settings &gt; Control Panel &gt; Add/Remove Programs</b></p> <p>10. Continue to Step <a href="#">11</a> if there is <i>no</i> option to remove the Speechify Voice. If there is an option to remove the Speechify Voice, click <b>Remove</b> to remove the <b>Speechify Voice</b>, and then go to Step <a href="#">18</a>.</p> <p>11. Go to:</p> <p><b>Start &gt; Programs &gt; Speechify &gt; Speechify Server Management</b></p> <p>12. Right-click the current voice to open the properties window.</p> <p>13. Select the <b>Disable</b> check box.</p> <p>14. Change the port number from <b>5555</b> to <b>5559</b>.</p> <p>15. Click <b>OK</b>.</p> <p>16. Close the Speechify Microsoft Management Console (MMC).</p> <p>17. Click <b>Yes</b> to save the settings.</p> <p>18. Select <b>Speechify 2.1</b> from the <b>Add/Remove Programs</b> dialog box, and then click <b>Remove</b>.</p> <p>19. Select <b>Nuance 7.0.4A</b>, and then click <b>Remove</b>.</p> <p>20. Select <b>Avaya License Manager</b> if it is installed on this Server, and then click <b>Remove</b>.</p> <p>21. Restart the system.</p>

Procedure <i>(continued)</i>	Step-by-Step Instructions <i>(continued)</i>
V.  <b>Removing the old reference to mara from the Registry</b>	<p>The old reference to mara remains in the registry after upgrading to UCC SA Release 1.2. To prevent this, use the following instructions to delete the old reference.</p> <ol style="list-style-type: none"> <li>1. Go to <b>Start &gt; Run</b>.</li> <li>2. Type <b>regedit</b> in the <b>open:</b> field, and click <b>OK</b>.</li> <li>3. Locate the following registry entry value:   <b>HKEY_LOCAL_MACHINE\Software\ SpeechWorks International\Speechify\</b></li> <li>4. Remove the 2.0 registry entry.</li> </ol>
VI.  <b>Logging in, selecting the upgrade components, and installing DAO</b>	<ol style="list-style-type: none"> <li>1. Log in as the UCC SA Service Account.   <b>Important:</b> Disable your anti-virus software <i>before</i> beginning the installation. Set Dr. Watson so it does not display error dialogs:               <ol style="list-style-type: none"> <li>a. Click <b>Start &gt; Run</b>.</li> <li>b. Type <b>drwtsn32.exe</b> in the <b>Open:</b> field, and click <b>OK</b>.</li> <li>c. Clear the visual notification option when the <b>Dr. Watson for Windows</b> dialog box is displayed.</li> <li>d. Click <b>OK</b>.</li> </ol> </li> <li>2. Ensure that C:\ has a minimum of 500 megabytes of free disk space.</li> <li>3. Insert UCC SA CD1 into the CD-ROM drive.   <b>Note:</b> The CD automatically runs.</li> <li>4. Click <b>UCC Speech Access</b> on the <b>UCC Speech Access Installation</b> menu.</li> <li>5. Click <b>View Upgrade Notes</b> when a dialog box is displayed advising that a previous version of Avaya Speech Server is detected on your system. Read the contents of the upgrade notes and use them as a reference.</li> <li>6. Click <b>OK</b> to proceed with the UCC SA upgrade.</li> </ol>

Procedure <i>(continued)</i>	Step-by-Step Instructions <i>(continued)</i>
<p data-bbox="253 254 477 285">VI. <i>(continued)</i></p> <p data-bbox="253 321 537 478"><b>Logging in, selecting the upgrade components, and installing DAO</b></p>	<ol data-bbox="662 254 1414 1098" style="list-style-type: none"><li data-bbox="662 254 1414 390">7. Select the desired language on the Avaya End User License Agreement screen, read the agreement, and click <b>Accept</b>. The <b>Service Account Information</b> dialog box is displayed.</li><li data-bbox="662 417 1019 449">8. Type your password.</li><li data-bbox="662 476 1414 680">9. Select the <b>Enable Autologin on automated reboots during the installation</b> check box if you want to be automatically logged in as the Service Account. You must manually log in each time the Installation Wizard reboots if you do not select this check box.  <b>Note:</b> Your password is encrypted.</li><li data-bbox="662 770 1406 837">10. Click <b>Next</b>. The <b>System Prerequisites</b> dialog box is displayed.</li><li data-bbox="662 865 1414 968">11. Verify that all prerequisites are met. Click <b>Finish</b>. The <b>UCC Speech Access Installation Wizard</b> dialog box is displayed.</li><li data-bbox="662 995 1386 1098">12. Select <b>UCC Speech Access with NMS AG4000</b> from the <b>Configuration</b> drop-down menu. See <a href="#">Figure 1 on page 8</a>.</li></ol>

<b>Procedure</b> <i>(continued)</i>	<b>Step-by-Step Instructions</b> <i>(continued)</i>
VI. <i>(continued)</i> <b>Logging in, selecting the upgrade components, and installing DAO</b>	<b>Figure 1. Installation Wizard</b>



13. Expand the list of folders.
14. Select Avaya License Manager and InstallShield Scripting engine only if you are running a standalone configuration.

Procedure <i>(continued)</i>	Step-by-Step Instructions <i>(continued)</i>
VI. <i>(continued)</i>  <b>Logging in, selecting the upgrade components, and installing DAO</b>	<ol style="list-style-type: none"> <li>15. The Avaya Speech Server and Avaya UCC Speech Access boxes are already selected. Clear them if you are <i>not</i> running a standalone configuration.</li> <li>16. Click <b>Install</b>. The Data Access Objects (DAO) 2.1 <b>Welcome</b> screen is displayed (if not already installed)</li> <li>17. Click <b>Next</b> on the DAO <b>Welcome</b> screen.</li> <li>18. Click <b>Finish</b> when the <b>DAO InstallShield</b> dialog box is displayed.</li> <li>19. Press <b>Alt + Tab</b> to display the <b>Welcome</b> screen.</li> <li>20. Accept all defaults for Acrobat Reader, and click <b>Next</b>.</li> </ol>
VII.  <b>Installing Speechify 2.1</b>	<ol style="list-style-type: none"> <li>1. Insert CD2, and click <b>OK</b> on the <b>Please Insert CD Number: 2</b> dialog box.</li> <li>2. Click <b>Next</b> when the <b>Speechify 2.1 for Windows Setup</b> dialog box is displayed.</li> <li>3. Read and accept the Speechify 2.1 End User License Agreement, and click <b>Next</b>.</li> <li>4. Click <b>Complete</b> when the <b>Choose Setup Type</b> dialog box is displayed.</li> <li>5. Click <b>Install</b> on the <b>Ready to Install</b> dialog box.</li> <li>6. Click <b>Finish</b> to exit the Setup Wizard.</li> <li>7. Click <b>Next</b> when the <b>Speechify 2.0</b> dialog box is displayed.</li> <li>8. Read and accept the Speechify 2.0 Voice License Agreement, and click <b>Next</b>.</li> </ol>

Procedure <i>(continued)</i>	Step-by-Step Instructions <i>(continued)</i>
VII. <i>(continued)</i>  <b>Installing Speechify 2.1</b>	 <b>CAUTION:</b> You must accept the default path in Step 9.  9. Click <b>Next</b> to accept the default path on the <b>Destination Folder</b> dialog box.  10. Click <b>Install</b> on the <b>Ready to Install Program</b> dialog box.  11. Click <b>Finish</b> on the <b>InstallShield Wizard Completed</b> dialog box.
VIII.  <b>Installing Nuance 8.0.0</b>	1. Insert CD3, and click <b>OK</b> on the <b>Please Insert CD Number: 3</b> dialog box.  The <b>Extracting Files</b> screen and <b>Progress Bar</b> display.  2. Read the Nuance V8.0.0 License Agreement, and then click <b>Yes</b> to accept it.  3. Type the following in the <b>Customer Information</b> dialog box, and then click <b>Next</b> : <ul style="list-style-type: none"> <li>■ Your user name</li> <li>■ Your company name</li> </ul> 4. Click <b>Next</b> when the <b>Choose Destination Location</b> dialog box is displayed.  5. Select <b>Compact</b> on the <b>Setup Type</b> dialog box, and click <b>Next</b> .  6. Accept the default when the <b>Select Program Folder</b> dialog box is displayed, and click <b>Next</b> .  The <b>Copying Program Files</b> screen and <b>Progress Bar</b> display.  7. When the <b>Installation Wizard Complete</b> dialog box is displayed: <ol style="list-style-type: none"> <li>a. Ensure that the <b>Install Watcher as a Windows 2000 Service</b> check box is selected.</li> </ol>

Procedure <i>(continued)</i>	Step-by-Step Instructions <i>(continued)</i>
<p>VIII. <i>(continued)</i></p> <p><b>Installing Nuance 8.0.0</b></p>	<p>b. Click <b>Finish</b>. Another <b>InstallShield Wizard Complete</b> dialog box is displayed.</p> <p><b>Important:</b> Select <b>"No, I will restart my computer later"</b>.</p> <p>8. Click <b>Finish</b>. The system restarts automatically.</p> <p>9. The Installation Wizard displays the reboot countdown dialog. Click <b>Continue</b> to reboot now, <b>Cancel</b> 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 <b>Enable Autologin</b> in Procedure <a href="#">"VI." on page 6</a>, Step 9.</p> <p>The installation Wizard starts automatically. Click <b>Continue</b> when the <b>Continue Installation Countdown</b> dialog box is displayed.</p> <p>10. Disable your anti-virus software.</p> <p>11. The <b>Installation Wizard</b> is re-displayed in the background and an <b>Installation Wizard Caution</b> dialog box is displayed in the foreground. Click <b>Continue</b> to proceed with the installation.</p> <p>12. Two WinZip files run sequentially in Step <a href="#">13</a>. Read the WinZip title bar to determine which Step is running.</p> <p>13. Click <b>Unzip</b> to extract the files to the following default folder:</p> <p style="padding-left: 40px;">C:\Nuance\v8.0.0</p> <p>14. Click <b>OK</b> on the <b>WinZip Self-Extractor</b> dialog box.</p> <p>15. Click <b>Close</b> on the <b>WinZip Self-Extractor Language Module</b> dialog box.</p> <p>16. Wait for the services to stop.</p>

Procedure <i>(continued)</i>	Step-by-Step Instructions <i>(continued)</i>
VIII. <i>(continued)</i>  <b>Installing Nuance 8.0.0</b>	<ol style="list-style-type: none"> <li>17. Click <b>Unzip</b> to extract the files to the default directory when the <b>WinZip Self-Extractor - Core-8-0-0 SP030808</b> dialog box is displayed.</li> <li>18. Click <b>OK</b> on the <b>WinZip Self-Extractor</b> dialog box.</li> <li>19. Click <b>Close</b> on the <b>WinZip Self-Extractor - Core-8-0-0 SP030808</b> dialog box.</li> </ol>
IX.  <b>Upgrading Avaya License Manager (if you selected it for upgrade)</b>	<p>This procedure applies only to standalone systems.</p> <p><b>Note:</b> This procedure does not occur if you did not select to upgrade Avaya License Manager.</p> <ol style="list-style-type: none"> <li>1. Insert CD1 into the CD-ROM drive, and click <b>OK</b> on the <b>Please Insert CD Number: 1</b> dialog box.   <b>Note:</b> The CD automatically runs and the <b>UCC Speech Access Installshield Wizard</b> is re-displayed.</li> <li>2. Press <b>Alt + Tab</b> until the <b>ISScript InstallShield Wizard</b> is displayed.</li> <li>3. Click <b>Next</b>.</li> <li>4. Read and accept the ISScript License Agreement, and click <b>Next</b>.</li> <li>5. Click <b>Install</b> on the <b>Ready to Install the Program</b> dialog box.</li> <li>6. Click <b>Finish</b>.</li> <li>7. Click <b>Next</b> when the <b>Avaya License Manager InstallShield Wizard</b> dialog box is displayed.</li> <li>8. Select a language and click <b>Next</b> on the <b>License Agreement Language Selection</b> dialog box.</li> <li>9. Read and accept the <b>Avaya End User License Agreement</b>, and click <b>Next</b>. The <b>Secure Socket Layer (SSL) Information</b> dialog box is displayed.</li> <li>10. Enable SSL (highly recommended), and click <b>Next</b>.</li> </ol>

Procedure <i>(continued)</i>	Step-by-Step Instructions <i>(continued)</i>
<p>IX. <i>(continued)</i></p> <p><b>Upgrading Avaya License Manager (if you selected it for upgrade)</b></p>	<ol style="list-style-type: none"> <li>11. Click <b>Next</b> on the <b>Destination Folder</b> dialog box to accept the default location.</li> <li>12. Click <b>Install</b> to install the Avaya License Manager.</li> <li>13. Click <b>Finish</b>. The Installation Wizard displays the reboot countdown dialog. Click <b>Continue</b> to reboot now, <b>Cancel</b> to cancel the reboot and abort the installation, or do nothing and the Server reboots when the timer expires.</li> </ol> <p>You must log back into your Windows Service Account if you did not select <b>Enable Autologin</b> in Procedure <a href="#">"VI." on page 6</a>, Step 9.</p> <p>The installation Wizard starts automatically. Click <b>Continue</b> when the <b>Continue Installation Countdown</b> dialog box is displayed.</p>
<p>X.</p> <p><b>Upgrading Avaya UCC Speech Server</b></p>	<ol style="list-style-type: none"> <li>1. Disable your anti-virus software.</li> <li>2. Click <b>Next</b> when the <b>Avaya UCC Speech Server</b> dialog box is displayed.</li> </ol> <p><b>Note:</b> The <b>Extracting Files</b> dialog box is displayed.</p> <ol style="list-style-type: none"> <li>3. The <b>Installation Wizard</b> is re-displayed.</li> </ol> <p><b>Note:</b> The <b>Progress Bar</b> shows 99 percent for approximately two minutes before reaching 100 percent. Wait until the <b>Progress Bar</b> shows 100 percent before proceeding.</p> <ol style="list-style-type: none"> <li>4. Press <b>Alt + Tab</b> to display the <b>Welcome</b> dialog box, and then click <b>Next</b>.</li> <li>5. The <b>UCC Speech Server Upgrade Decision</b> dialog box is displayed.</li> <li>6. Ensure that <b>Upgrade</b> is selected, and click <b>Next</b>.</li> </ol>

Procedure <i>(continued)</i>	Step-by-Step Instructions <i>(continued)</i>
<p>X. <i>(continued)</i></p> <p><b>Upgrading Avaya UCC Speech Server</b></p>	<ol style="list-style-type: none"> <li>7. Select one of the following when the <b>Select Program Folder</b> dialog box is displayed: <ul style="list-style-type: none"> <li>■ <b>Avaya UCC Speech Server</b> default program folder</li> <li>■ <b>Avaya ASA Server</b> from the Existing Folders field</li> </ul> </li> <li>8. Click <b>Next</b>. The Upgrade begins and a <b>Progress Bar</b> is displayed. Several <b>Information</b> boxes display consecutively.</li> <li>9. Click <b>OK</b> when the <b>Information</b> dialog box is displayed.</li> <li>10. The <b>Update Parameters</b> dialog box is displayed.</li> </ol> <p> <b>CAUTION:</b> When you are prompted to reset the global parameters to their default settings select the following parameters, and then click <b>Continue</b>:</p> <ul style="list-style-type: none"> <li>■ SpeechRec.Nuance.RecognitionModel (not required if you are installing UK English)</li> <li>■ SpeechRec.Suspend.MinPreSpeechSilence</li> <li>■ Telephony.DTMFDetectionDuration</li> <li>■ VAAApplication.DTMF.DropCallSequence</li> <li>■ VAAApplication.DTMF.WakeupSequence</li> <li>■ VAPlatform.VoiceMsgFormat</li> <li>■ VATTs.ServerProgID</li> </ul> <p><b>Notes:</b></p> <p>To select multiple parameters, press and hold down <b>Ctrl</b> and mouse-click each parameter.</p> <p>Click <b>Continue</b> without selecting any parameters if the parameters listed above are not found.</p> <ol style="list-style-type: none"> <li>11. The <b>Preview Speech Access Parameters Update</b> dialog box is displayed. Ensure that the appropriate parameters are displayed, and then click <b>Finish</b>.</li> </ol>

Procedure (continued)	Step-by-Step Instructions (continued)
<p>X. (continued)</p> <p><b>Upgrading Avaya UCC Speech Server</b></p>	<p>12. Click <b>OK</b> when the <b>Successfully Updated Parameters</b> dialog box is displayed.</p> <p><b>Note:</b> Steps <a href="#">11</a> and <a href="#">12</a> do not occur if no parameters are selected.</p> <p>13. Click <b>Next</b> when the <b>UCC Speech Server Configuration</b> dialog box is displayed.</p> <p>14. The <b>Speech Server Configuration Text-to-Speech (TTS) and Avaya License Manager (WebLM)</b> dialog box is displayed. See <a href="#">Figure 2</a>.</p> <p><b>Figure 2. Text-to-Speech and Avaya License Manger</b></p>
	<div data-bbox="472 772 1430 1482" data-label="Image"> </div> <p>15. Select a Speechify voice from the drop-down menu.</p> <p>16. Avaya highly recommends selecting <b>Use Secure Sockets Layer</b>.</p> <p>17. Click <b>Configure Licenses</b> to display the Avaya License Manager Web page.</p>

Procedure <i>(continued)</i>	Step-by-Step Instructions <i>(continued)</i>
XI.  <b>Administer WebLM</b>	<ol style="list-style-type: none"><li>1. Click the <b>License Administration</b> link if one of the following applies:<ul style="list-style-type: none"><li>■ This is a new WebLM license installation</li><li>■ Your Base Server does not have the UCC SA license</li></ul><p>Go to Step <a href="#">11 page 18</a> if neither apply and your Base Server has the UCC SA license.</p></li><li>2. Type one of the following in the Password field:<ul style="list-style-type: none"><li>■ UCC License Manager password</li><li>■ Default <b>admin1</b> password if this is a new WebLM installation</li></ul><p><b>Note:</b> Ensure that all letters and/or numbers in the default password are lowercase and the password does not have spaces.</p></li><li>3. Click <b>Continue</b>.</li><li>4. Go to Step <a href="#">9 page 17</a> if this is not a new installation of WebLM.</li><li>5. Type the following if this is a new WebLM installation, and then click <b>Change Password</b>:<ol style="list-style-type: none"><li>a. Old password (admin1)</li><li>b. New password</li><li>c. New password again</li></ol></li></ol> <p>See <a href="#">Figure 3 on page 17</a>.</p>

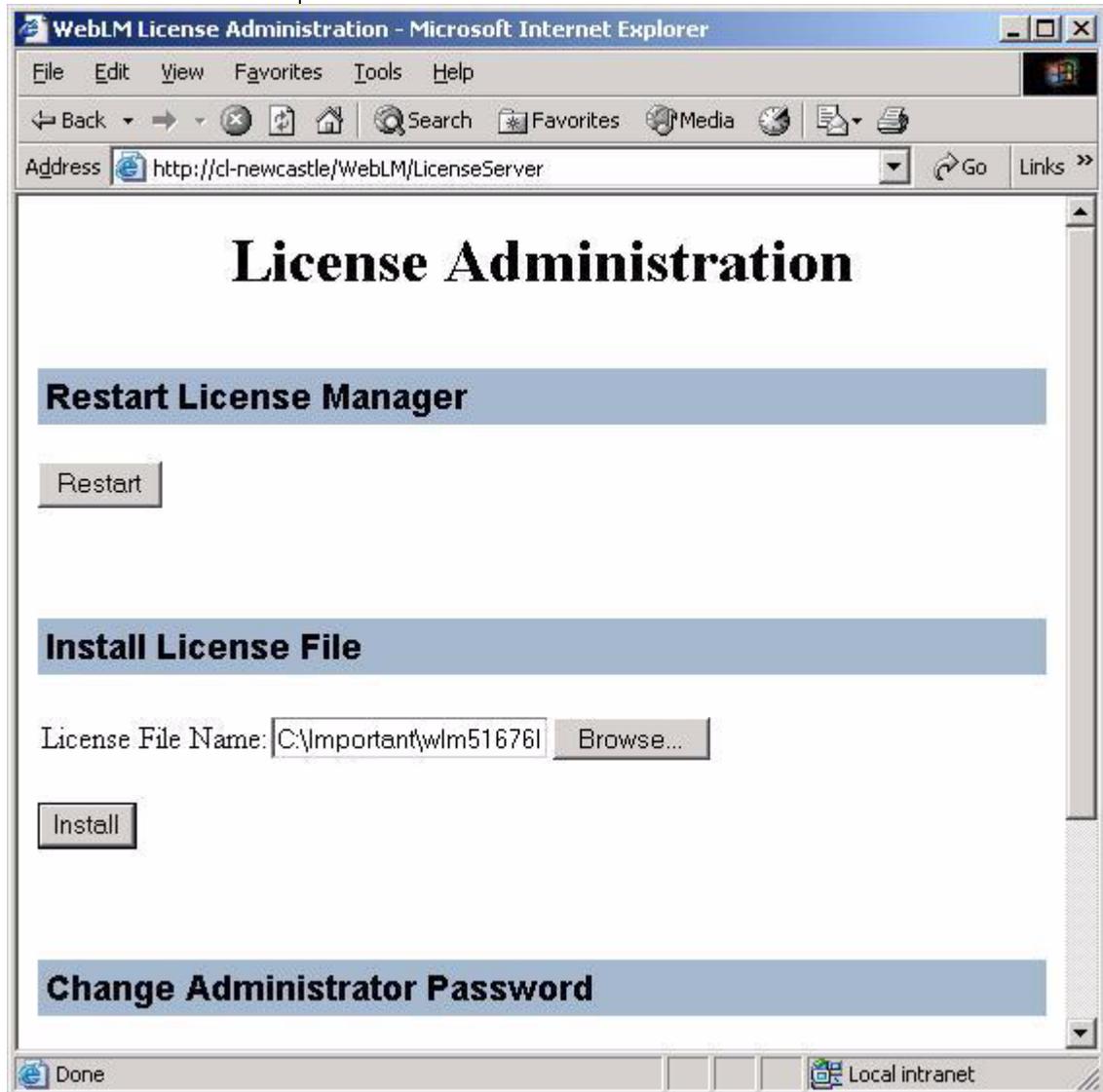


<b>Procedure</b> <i>(continued)</i>	<b>Step-by-Step Instructions</b> <i>(continued)</i>
-------------------------------------	---

XI. *(continued)*

### Administer WebLM

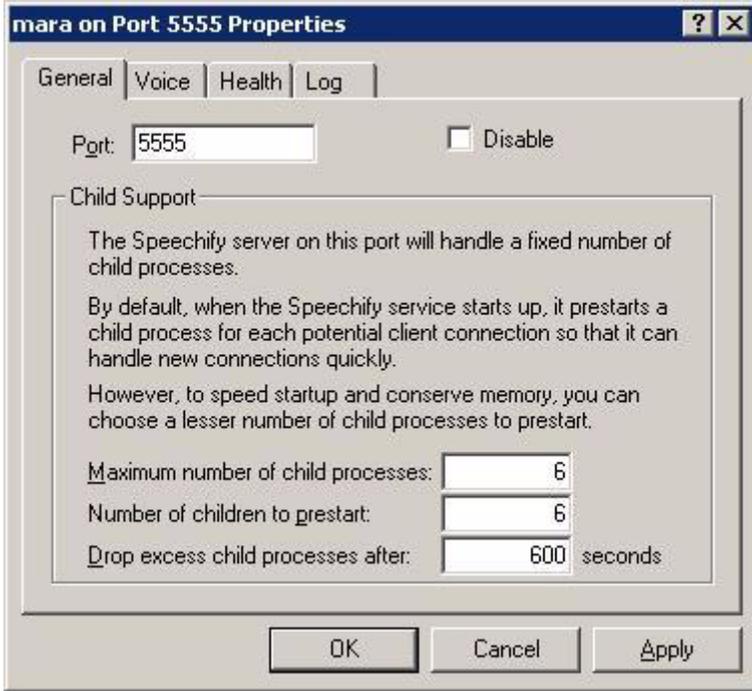
**Figure 4. Install License File**



10. Click the **Back to WebLM Main Page** link when the license file installation is successful.
11. Click the **Unified Communication Center** link in the Licensed Products section.
12. Verify all your licenses on the License Acquisition Status page, and record the number of TTS\_Ports for reference when you configure Speechify later.

Procedure <i>(continued)</i>	Step-by-Step Instructions <i>(continued)</i>
XI. <i>(continued)</i>  <b>Administer WebLM</b>	<p>13. Close the browser when verification is complete.</p> <p>14. Click <b>Next</b> on the <b>Speech Server Configuration</b> dialog box.</p> <p>15. Click <b>Finish</b> when the <b>Setup Complete</b> dialog box is displayed. The system restarts automatically.</p> <p><b>Note:</b> The Installation Wizard displays the reboot countdown dialog. Click <b>Continue</b> to reboot now, <b>Cancel</b> 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 <b>Enable Autologin</b> in Procedure <a href="#">"VI." on page 6</a>, Step 9.</p> <p>The Installation Wizard starts automatically. Click <b>Continue</b> when the <b>Continue Installation Countdown</b> dialog box is displayed.</p>

Procedure <i>(continued)</i>	Step-by-Step Instructions <i>(continued)</i>
XII.  <b>Upgrading the UCC Speech Access application</b>	<ol style="list-style-type: none"><li>1. Disable your anti-virus software.</li><li>2. Click <b>Next</b> when the <b>UCC Speech Access InstallShield Wizard</b> is displayed.</li><li>3. Press <b>Alt + Tab</b> to display the <b>Select Program Folder</b> dialog box.</li><li>4. Select one of the following when the <b>Select Program Folder</b> dialog box is displayed:<ul style="list-style-type: none"><li>■ <b>Avaya UCC Speech Access</b> default program folder</li><li>■ <b>Avaya ASA Server</b> from the <b>Existing Folders</b> scroll box</li></ul></li><li>5. Click <b>Next</b>.</li><li>6. Click <b>Finish</b> when the <b>Setup Complete</b> dialog box is displayed. <b>Note:</b> There might be a short delay after you click <b>Finish</b>. The installation completes the clean-up and the services are restarted.</li><li>7. An <b>Information</b> dialog box is displayed. The installation is now complete. It is recommended that you log out of the Service Account now to prevent possible security infringement.</li><li>8. Click <b>OK</b>. The Installation Wizard returns to the main install screen. Close the Installation Wizard. The <b>You Must Restart To Complete Install</b> dialog box is displayed.</li><li>9. Click <b>Restart</b>.</li></ol>

Procedure (continued)	Step-by-Step Instructions (continued)
<p>XIII.</p> <p><b>Setting up Speechify MMC</b></p>	<ol style="list-style-type: none"> <li>Log on as the Administrator.</li> <li>Open the Speechify Server Management Console, using the following path:   <b>Start &gt; Programs &gt; Speechify &gt; Speechify Server Management</b></li> <li>The <b>SpeechifyMMC Console</b> dialog box is displayed. Expand <b>Speechify Server Management</b>.</li> <li>Right-click <b>mara on Port 5555</b> or <b>Helen on Port 5563</b>, and then select properties. The <b>Maximum Number of Clients</b> (for either mara or Helen) dialog box is displayed. See <a href="#">Figure 5</a>.   <b>Note:</b> 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.</li> </ol> <p><b>Figure 5. Maximum Number of Clients</b></p>  <ol style="list-style-type: none"> <li>Ensure that the <b>Disable</b> check box is <i>not</i> selected.</li> </ol>

Procedure <i>(continued)</i>	Step-by-Step Instructions <i>(continued)</i>
<p>XIII. <i>(continued)</i></p> <p><b>Setting up Speechify MMC</b></p>	<ol style="list-style-type: none"> <li>6. Type the number of TTS_Port licenses that you noted when verifying the WebLM license information in the <b>Maximum number of child processes</b> field and in the <b>Number of children to prestart</b> field.</li> <li>7. Accept the defaults in the <b>Port</b> and <b>Drop excess child processes after</b> fields.</li> <li>8. Click <b>OK</b> to save the changes.</li> <li>9. Close the Speechify Server Management console. <ul style="list-style-type: none"> <li><b>Note:</b> Click <b>Yes</b> if you are prompted to save your changes.</li> </ul> </li> <li>10. Restart your Speechify service to initiate the new prestart settings by going to: <ul style="list-style-type: none"> <li><b>Start &gt; Settings &gt; Control Panel &gt; Administration Tools &gt; Services</b></li> </ul> </li> <li>11. Right-click <b>Speechify</b>.</li> <li>12. Click <b>Restart</b>.</li> </ol>
<p>XIV.</p> <p><b>Setting up Avaya UCC Speech Server</b></p>	<ol style="list-style-type: none"> <li>1. Open the Avaya UCC Speech Server Management Console using the following path: <ul style="list-style-type: none"> <li><b>Start &gt; Programs &gt; UCC Speech Server Management Console</b></li> </ul> </li> <li>2. Expand <b>UCC Speech Server</b> in the component tree.</li> <li>3. Click <b>OK</b> to set up the Telephony Properties when the <b>Important</b> dialog box is displayed.</li> <li>4. Click <b>Accept</b> when the <b>Number Translation Parameters</b> dialog box is displayed. <ul style="list-style-type: none"> <li><b>Note:</b> The number translation parameter fields are already populated from previously entered information.</li> </ul> </li> <li>5. Click <b>OK</b> when the <b>Continue?</b> dialog box is displayed.</li> <li>6. The <b>Auto Initialization</b> dialog box is displayed. Initialization takes a few minutes to complete.</li> </ol>

Procedure <i>(continued)</i>	Step-by-Step Instructions <i>(continued)</i>
XIV. <i>(continued)</i>  <b>Setting up Avaya UCC Speech Server</b>	<ol style="list-style-type: none"> <li>7. You can click <b>Continue</b> 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 <b>OK</b>.  The tree menu is displayed.</li> <li>8. Expand <b>Server Set</b>.</li> <li>9. Expand the speech server and ensure that all your processes are running. You might have to manually start your processes.</li> </ol>
XV.  <b>Enabling Auto-Startup After Reboot</b>	<ol style="list-style-type: none"> <li>1. From the UCC SA Management Console, click <b>Configuration</b>, and then select <b>General Information</b>.</li> <li>2. Clear the <b>Skip startup of processes set for Auto-Startup</b> check box so that processes can automatically start after a server reboot:</li> <li>3. Click <b>Accept</b> to save the change.</li> </ol> <p><b>Important:</b> Re-enable your anti-virus protection software.</p>
XVI.  <b>Running the SetEmailAddress.vbs script</b>	<ol style="list-style-type: none"> <li>1. Go to the following directory:  <b>Program Files\AvayaUCCSpeechAccess\Bin</b></li> <li>2. Right-click <b>SetEmailAddress.vbs</b>, and then click <b>Open</b>.  <b>Note:</b> The <b>SetEmailAddress.vbs</b> script sets the email address for all Exchange users. Setting the email address is required for: <ul style="list-style-type: none"> <li>■ CallAnswer</li> <li>■ Newsletter</li> </ul> </li> <li>3. Wait for a confirmation message about log file details to display (takes approximately 5 minutes), and then click <b>OK</b>.</li> </ol>

# Post Installation Configuration

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## Configuring an Outgoing Email Server

### Configuring an Email Server

Complete Steps [1](#) to [6](#) below if you have not already configured an Email Server. Skip to [“Configuring an Outgoing Email Server” on page 25](#) if you have already configured an Email Server.

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:

- **IMAP4/SMTP**

- **MSExchange**

**Note:** Select **IMAP4/SMTP** for the Lotus Domino Server.

5. Complete the fields on the screen, and then click **OK**.

Press **F1** in the MMC to see the Speech Access Administration Online Help system, which provides information about the specific fields on this screen.

6. Repeat Steps [3](#) to [5](#) for each Voicemail Server.

## Configuring an Outgoing 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.
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 email.

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

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.

## Setting up users

Do *not* 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.

## Leave a comment

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

**Note:** Only type one entry in the **User Feedback Email Address** field.

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

**Important:** The `VASpeech.EnableDetailedLogging` global parameter can be set to **False** to conserve disk space. Only the call logs are stored when this parameter is disabled. The session transcriptions are not stored.

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

**Important:** Previously modified parameter values are preserved when you upgrade to UCC SA Release 1.2.

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**.

The following Table contains a list of parameters that are most commonly altered.

Frequently Used Parameters	Parameter Description
VAPLatform.AllowUserToEditIMAP	<p>The VAPLatform.AllowUserToEditIMAP parameter is set to <b>True</b> by default. The VAPLatform.AllowUserToEditIMAP parameter values are:</p> <ul style="list-style-type: none"> <li>■ <b>True.</b> The user can edit IMAP settings such as, Server name, account, password, and email address.</li> <li>■ <b>False.</b> The user cannot edit IMAP settings except for password.</li> </ul>
VAPLatform.AutoMarkRead	<p>The VAPLatform.AutoMarkRead parameter is set to <b>True</b> by default. The VAPLatform.AutoMarkRead parameter values are:</p> <ul style="list-style-type: none"> <li>■ <b>True.</b> Your message is marked <i>Read</i> when you listen to it.</li> <li>■ <b>False.</b> Your message is not marked <i>Read</i> when you listen to it.</li> </ul>
VAPLatform.CallAnswerMissedCallMsg	<p>The VAPLatform.CallAnswerMissedCallMsg parameter is set to <b>False</b> by default.</p> <ul style="list-style-type: none"> <li>■ <b>True.</b> Generates a missed call message in your mailbox.</li> <li>■ <b>False.</b> No missed call message is generated.</li> </ul>
VAPLatform.DTMFWakeupFromDTMFFallbackAllowed	<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"> <li>■ <b>True.</b> After performing the DTMFFallback, ## &amp; ** returns the user to the speech access application.</li> <li>■ <b>False.</b> After performing the DTMFFallback, ## &amp; ** does not return the user to the application.</li> </ul>
VAPLatform.IgnoreFirstNameToMatchContacts	<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 <b>True</b>.</p>

<b>Frequently Used Parameters</b> <i>(continued)</i>	<b>Parameter Description</b> <i>(continued)</i>
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 <b>False</b>.</p> <p>The VAPLatform.NoWavAttToEMail parameter values are:</p> <ul style="list-style-type: none"> <li>▪ <b>True</b>. Restricts the ability to attach a .wav file to an e-mail message.</li> <li>▪ <b>False</b>. Allows a .wav file to be attached to an e-mail message.</li> </ul>
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 <b>True</b>.</p> <p>The VAPLatform.MMNumAddrMatchPrefMbox parameter values are:</p> <ul style="list-style-type: none"> <li>▪ <b>True</b>. Tells UCC SA that numeric addresses on MM Voicemail systems consist of some prefix plus a subscriber's mailbox number.</li> <li>▪ <b>False</b>. tells UCC SA that numeric addresses on MM Voicemail systems do not consist of some prefix plus a subscriber's mailbox number.</li> </ul> <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 &lt;NumericAddress&gt;=&lt;Prefix&gt;&lt;MailboxNumber&gt; convention, then set the VAPLatform.MMNumAddrMatchPrefMbox parameter to <b>False</b>.</p>
VAPLatform.ReachMe	<p>The VAPLatform.ReachMe parameter enables the Reach-Me feature on a system-wide basis. The default value is <b>True</b>.</p> <p><b>Note:</b> You can also enable Reach-Me on a per subscriber basis using the User Manager Web application.</p>
VAPLatform.TrustedLoginAccessLevel	<p>The VAPLatform.TrustedLoginAccessLevel parameter values are:</p> <ul style="list-style-type: none"> <li>▪ <b>All</b>. Allows the user to specify that an express login number does not require a password.</li> <li>▪ <b>None</b>. Always requires a user to enter a password when calling from an express login number.</li> </ul>

<b>Frequently Used Parameters</b> <i>(continued)</i>	<b>Parameter Description</b> <i>(continued)</i>
VAPLatform.VMboxMatchExtension	The VAPLatform.VMboxMatchExtension parameter allows UCC SA to assume that voice mailbox numbers match telephone extensions. The default value is <b>False</b> .
VAPLatform.VoiceMsgFormat	The VAPLatform.VoiceMsgFormat parameter controls when forwarding or replying to an e-mail, whether the new voice component is prepended to the old voice component or the old message is attached as an embedded message. The default value is <b>SA</b> . See the Speech Access Administrators Online Help system under Global Parameters for a detailed description.

## MMC shortcuts

All manually created MMC shortcuts in the previous ASA releases are broken when you upgrade to Avaya UCC SA Release 1.2. The shortcuts are broken when the name of the \*.msc file changes during the upgrade.

To create new MMC shortcuts after the upgrade is complete:

1. Delete the old MMC shortcuts.
2. Navigate to:  
**Start > Programs > Avaya ASA Server > UCC Speech Server Management Console**
3. Right-click on the desired icon.
4. Click **Send to desktop**.

## Testing the UCC SA upgrade

This section describes how to use the account of the existing SA user you identified prior to the upgrade to test UCC SA by speaking commonly used speech commands.

## Testing UCC SA speech commands

1. Call the UCC SA pilot number for the system and, when prompted, enter the test user's account number and voicemail password.
2. Speak a variety of voice commands to UCC SA and ensure that you obtain the expected result. At a minimum, give the following commands:
  - **"Read my messages."** Verify that all voice mail and e-mail messages are read.
  - **"Dial a number."** Make separate calls to local, long distance, and international telephone numbers 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?"** UCC SA states how many tasks you have.
  - **"Read my appointments."** Follow the spoken prompts.
  - **"Create an appointment."** Follow the spoken prompts.

If UCC SA is configured to use the LDAP directory:

- **"Make a call."** Speak the name (not the number) of someone who is in the LDAP directory, but is not a contact in Microsoft Exchange.
- **"Good-bye."** Verify that UCC SA says "Good-bye" and hang up to end the UCC SA session.

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

## 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/newslettermgt](http://server_name/newslettermgt)**

**[https://server\\_name/newslettermgt](https://server_name/newslettermgt)**

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.

## If you encounter a problem

If you encounter difficulties with the upgrade or test processes, first try reading the troubleshooting chapter in the *Avaya™ Unified Communication Center Speech Access Installation Guide Release 1.2* (available on CD1). Next, see the troubleshooting topics in the Avaya Speech Access Administrators Online Help system, by pressing **F1** when you are in the Management Console. If you still have problems, contact your Avaya UCC SA technical support representative.

## Failed to install the Nuance Watcher Daemon

**Note:** Complete Steps [a](#) through [k](#) if the **Nuance Watcher Daemon Warning** dialog box displayed previously in ["Upgrading Avaya UCC Speech Server" on page 13](#).

- a. Open a command prompt and install the service by executing the following command:  

```
C:\Nuance\v8.0.0\bin\win32\watcher-daemon-win32-service-init.exe -i C:\Nuance\v8.0.0\bin\win32\watcher-daemon-win32-service.exe
```
- b. Go to: **Start > Programs > Administrator Tools > Services**, and then right-click **Nuance Watcher Daemon**.
- c. Click **Properties**.

- d. Click the **Log On** tab.
- e. Select **This Account** under **Log on as:** and use the Avaya Service Account.

Autoinitialization fails publishing the application(s) if Nuance Watcher Daemon fails to install.

**Note:** The publish failure occurs when the Nuance Manager fails to start. The Nuance Manger fails to start if it is unable to communicate with the Watcher Daemon. You can rerun the application initialization by doing the following if Autoinitialization fails:

- f. Close the Management Console.
- g. Go to: **Start > Run.**
- h. Type **regedit.**
- i. Locate the following registry entry value:  
HKEY\_LOCAL\_MACHINE\Avaya\Avaya Advanced  
Speech Access\Global  
Parameters\VAPPlatform.initializationFiles
- j. Change the registry entry value in Step [i](#) to:  
C:\Program Files\AvayaSpeechServer\  
config\MMC\ASAApplication.xml
- k. Open the Speech Server Management Console.  
The application's autoinitialization runs.