



Avaya™ Unified Communication Center Speech Access (SA)

Speech Access for Microsoft Exchange
(SAME) 1.1 to UCC SA 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.

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About This Guide

Information in this guide is intended for the person responsible for upgrading to 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 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 UCC Speech Access Web site:

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

Upgrade to UCC SA Release 1.2

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

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 a successful installation of UCC SA, the listed hardware prerequisites must already be installed on the server.

Note: During the process of upgrading to UCC SA, the system automatically restarts several times.

Remove Speechify 2.0 and Nuance 7.0.4

To remove Speechify 2.0 and Nuance 7.0.4:

1. Go to:
Start > Programs > PVAServer > Avaya Speech Access Management Console
2. Stop all Speech Access for Microsoft Exchange (SAME) processes:
 - a. Double-click **Server Set**.
 - b. Right-click the node name.
 - c. Select **Stop (Graceful)** or **Stop (Immediate)** to Stop All Processes.
3. Expand **Server Set**.

4. Clear the **Auto-Startup** check box in each process under the Speech Server node name.
5. Uninstall the Nuance Watcher Daemon service by running the following script:

**CD1\SpeechServer\Misc\UpgradeScripts\
UninstallNuanceService.vbs**

6. Go to:
**Start > Settings > Control Panel >
Add/Remove Programs**
7. Continue to Step [8](#) if there is *no* option to remove the Speechify Voice. If there is an option to remove the Speechify Voice, click **Remove** to remove the **Speechify Voice**, and then go to Step [15](#).
8. Go to:
**Start > Programs > Speechify > Speechify
Server Management**
9. Right-click the current voice to open the properties window.
10. Select the **Disable** check box.
11. Change the Port Number from 5555 to 5559.
12. Click **OK**.
13. Close the Speechify MMC.
14. Click **Yes** to save the settings.
15. Select **Speechify 2.0** from the **Add/Remove Programs** dialog box, and then click **Remove**.
16. Select **Nuance 7.0.4**, and then click **Remove**.
17. Restart the system.

Important!

1. 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.
2. The UCC SA upgrade instructions are presented in several parts. The physical upgrade and configuration of UCC SA is one continuous process.

3. Ensure that C:\ on the UCC Speech Server has a minimum of 500 megabytes of free disk space. Several installation packages fail to install if sufficient disk space is *not* available.
4. Do *not* use Terminal Services during the upgrade. 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
5. Enable SSL (highly recommended).
6. Disable your anti-virus software *before* beginning the upgrade.
7. 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.

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

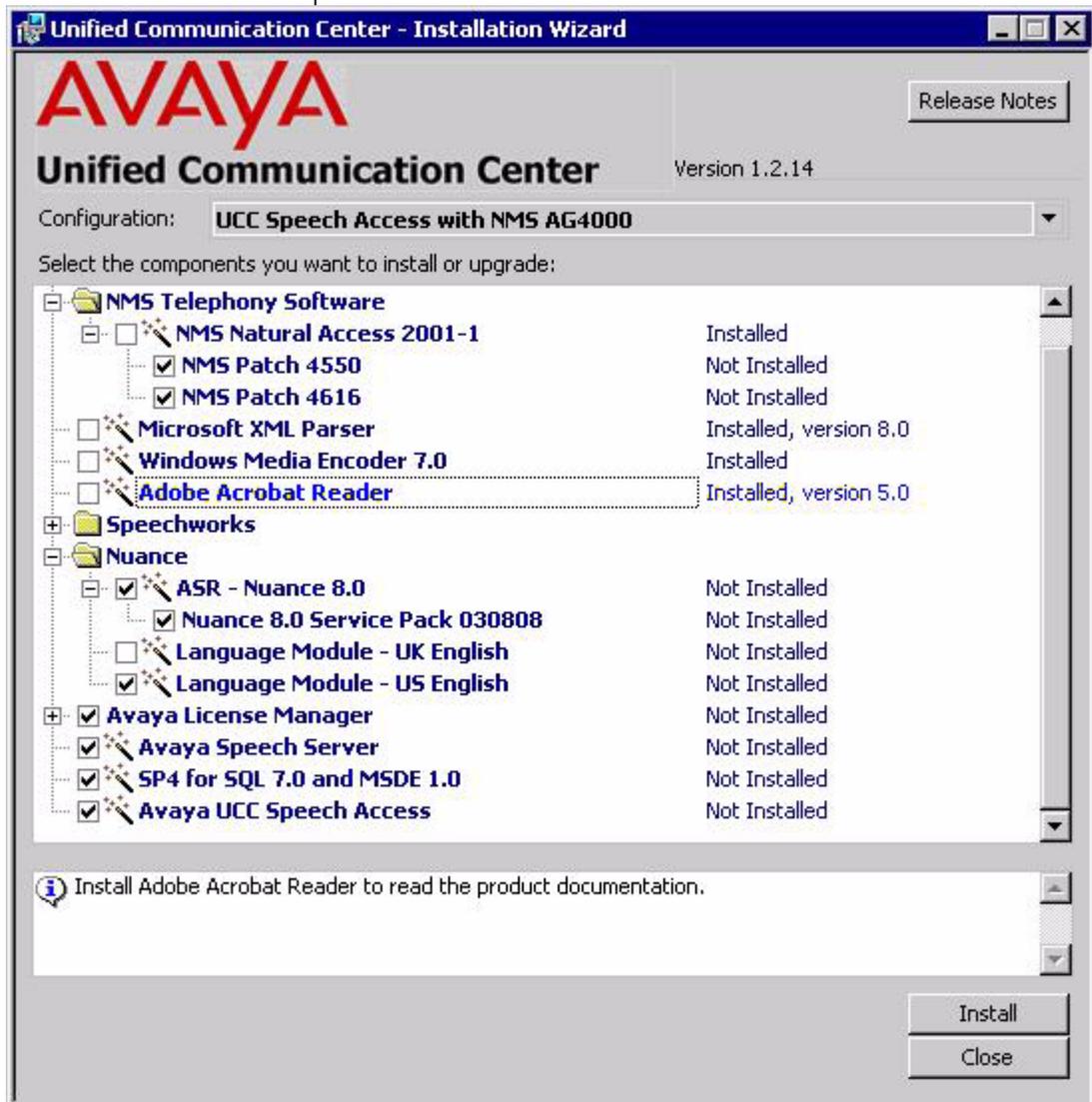
Part 1 – Installing Prerequisites (CD1)

Procedure	Step-by-Step Instructions
<p>I.</p> <p>Installing the Service Account and the Installation Wizard (if not already installed)</p>	<ol style="list-style-type: none"> 1. Log in as the Service Account. 2. Insert CD1 into the CD-ROM drive. <p>Note: The CD automatically runs and the Avaya UCC Speech Access main menu is displayed. The main menu contains the following clickable topics:</p> <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. The Unified Communication Center – Upgrade Caution dialog box is displayed. See Figure 1. <p>Figure 1. Unified Communication Center – Upgrade Caution</p>



4. Click **View Upgrade Notes**, and then read the notes *before* continuing the upgrade.
5. Click **OK**.
6. Select the location on the **Avaya End User License Agreement** dialog box, read the agreement, and then click **Accept**. The **Service Account Information** dialog box is displayed.

Procedure (continued)	Step-by-Step Instructions (continued)
<p>I. (continued)</p> <p>Installing the Service Account and the Installation Wizard (if not already installed)</p>	<ol style="list-style-type: none"> 7. Type your password. 8. Select the Enable Autologin on automated reboots during the installation 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. <p>Note: Your password is encrypted.</p> <ol style="list-style-type: none"> 9. Click Next. The System Prerequisites dialog box is displayed. 10. Verify that all prerequisites are met. Click Finish. See Figure 2. <p>Figure 2. Installation Wizard</p>



Procedure <i>(continued)</i>	Step-by-Step Instructions <i>(continued)</i>
<p>I. <i>(continued)</i></p> <p>Installing the Service Account and the Installation Wizard (if not already installed)</p>	<ol style="list-style-type: none"> 11. Expand the list of folders in the Avaya UCC SA Installation Wizard. 12. Ensure that the following items are checked or already installed: <ul style="list-style-type: none"> ■ Microsoft Data Access Object 2.1 ■ NMS Telephony Software ■ Microsoft XML Parser ■ Windows Media Encoder 7.0 ■ Adobe Acrobat Reader ■ Speechify 2.1.3 ■ Speechify Voices (select desired voices): <ul style="list-style-type: none"> ■ Mara (US female voice) ■ Rick (US male voice) ■ Helen (UK female voice) ■ ASR – Nuance 8.0 <ul style="list-style-type: none"> ■ 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> <ul style="list-style-type: none"> ■ Avaya Speech Server ■ SP4 for SQL 7.0 and MSDE 1.0 ■ Avaya UCC Speech Access 13. Click Install. The Data Access Objects (DAO) 2.1 Welcome screen is displayed (if it is not already installed).

Procedure (continued)	Step-by-Step Instructions (continued)
<p>I. (continued)</p> <p>Installing the Service Account and the Installation Wizard (if not already installed)</p>	<p>CAUTION: Select Later if you are prompted to reboot your system <i>now</i> or <i>later</i>. If you accidentally choose Now, repeat Steps 1 to 11 after the system reboots, ensure that all the components that are not currently installed are checked, and click Install.</p> <p>14. Click Next on the DAO Welcome screen.</p> <p>15. Click Finish when the DAO InstallShield dialog box is displayed. The NMS Patch 4550 dialog box is displayed. See Figure 3.</p> <p>Figure 3. NMS Patch 4550</p>  <p>16. 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>17. Click OK on the WinZip Self-Extractor dialog box.</p> <p>18. Close the WinZip Self-Extractor-Patch_4550.exe dialog box when the patches are successfully unzipped.</p> <p>The NMS Patch 4616 dialog box is displayed. See Figure 4 on page 8.</p>

Procedure (continued)	Step-by-Step Instructions (continued)
<p>I. (continued)</p> <p>Installing the Service Account and the Installation Wizard (if not already installed)</p>	<p>Figure 4. NMS Patch 4616</p>  <p>19. 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>20. Click OK on the WinZip Self-Extractor dialog box.</p> <p>21. Close the WinZip Self-Extractor-patch_4616.exe dialog box when the patches are successfully unzipped.</p>

Procedure <i>(continued)</i>	Step-by-Step Instructions <i>(continued)</i>
II. Setting up the XML Parser (if not already installed)	<ol style="list-style-type: none"> 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: <ul style="list-style-type: none"> ■ User name ■ Organization 4. Click Next. 5. Click Install when the Ready to Install dialog box is displayed. 6. Click Finish when the Installation Complete Wizard dialog box is displayed.
III. Installing Windows Media Encoder 7 (if not already installed)	<ol style="list-style-type: none"> 1. Read and accept the License Agreement, and then click Yes. 2. Click Next when the Welcome to Windows Media Encoder 7 Setup Wizard dialog box is displayed. 3. Click Finish 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. The Installing Components screen is re-displayed.

Procedure <i>(continued)</i>	Step-by-Step Instructions <i>(continued)</i>
IV. Installing Adobe Acrobat Reader (if not already installed)	<ol style="list-style-type: none">1. Press Alt + Tab until the Acrobat Reader 5.0.5 Setup dialog box is displayed.2. Click Next. The Destination Location dialog box is displayed.3. Accept the default path or click Browse to select a specific path. Click Next.4. Click OK when the Information dialog box is displayed.5. Go to "Part 2 – Installing Speechify 2.1 (CD2)" on page 11 when the Please Insert CD Number: 2 dialog box is displayed.

Part 2 – Installing Speechify 2.1 (CD2)

Procedure	Step-by-Step Instructions
V. Installing Speechify 2.1	<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 dialog box. 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. Go to "Part 3 – Installing Nuance 8.0.0 (CD3)" on page 12 when the Please Insert CD Number: 3 dialog box is displayed.

Part 3 – Installing Nuance 8.0.0 (CD3)

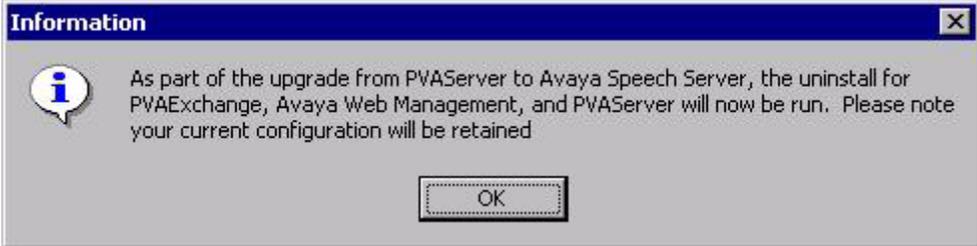
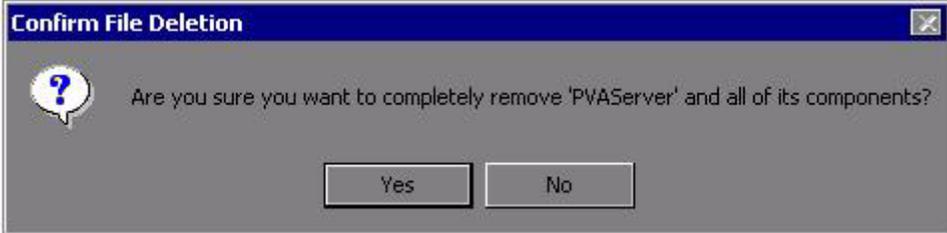
Procedure	Step-by-Step Instructions
VI. Installing Nuance 8.0.0	<ol style="list-style-type: none"> 1. Insert CD3, and click OK on the Please Insert CD Number: 3 dialog box. The Extracting Files and Progress Bar screens are displayed. 2. Read the Nuance V8.0.0 License Agreement, and then click Yes to 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 and Progress Bar screens 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: Select "No, I will restart my computer later".</p>

Procedure <i>(continued)</i>	Step-by-Step Instructions <i>(continued)</i>
VI. <i>(continued)</i> Installing Nuance 8.0.0	8. Click Finish . The system restarts automatically. 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. You must log back into your Windows Service Account if you did not select Enable Autologin in Procedure I. , Step 8 . The Installation Wizard starts automatically. Click Continue when the Continue Installation Countdown dialog box is displayed.
VII. Installing the WinZip Self-Extractor Language Module – EnglishAmerica V8-0-R2	The Installation Wizard is re-displayed in the background. 1. Disable your anti-virus software. 2. Click Unzip to extract the files to the following default folder: C:\Nuance\v8.0.0 3. Click OK on the WinZip Self-Extractor dialog box. 4. Click Close on the WinZip Self-Extractor Language Module dialog box. The WinZip Self-Extractor - CORE-8-0-0 SP030808 dialog box is displayed. 5. Click Unzip to extract the files to the default directory. 6. Click OK on the WinZip Self-Extractor dialog box. 7. Click Close on the WinZip Self-Extractor - CORE-8-0-0 SP030808 dialog box. 8. Go to “Part 4 – Installing Avaya License Manager” on page 14 when the Please Insert CD Number: 1 dialog box is displayed.

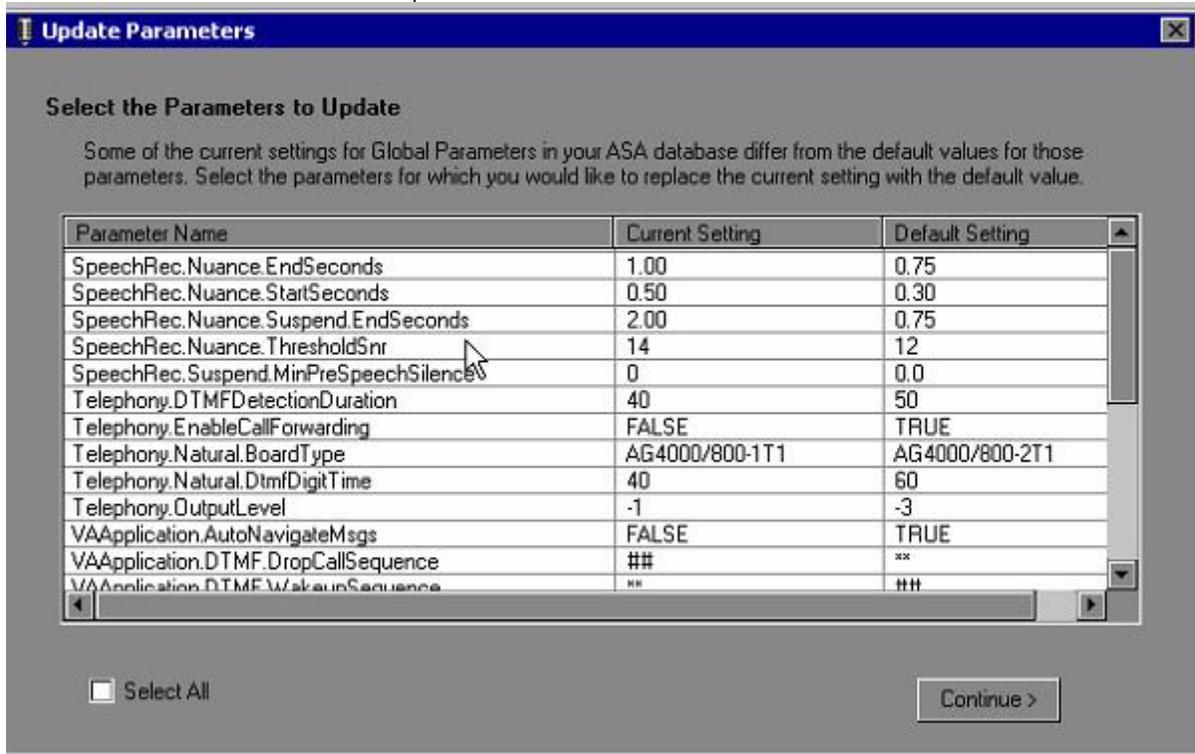
Part 4 – Installing Avaya License Manager

Procedure	Step-by-Step Instructions
<p>VIII.</p> <p>Installing the Avaya License Manager</p>	<ol style="list-style-type: none"> 1. Insert CD1, and click OK on the Please Insert CD Number: 1 dialog box. <p>Note: The CD automatically runs and the UCC Speech Access screen is re-displayed.</p> 2. Press Alt + Tab until the ISScript Install Shield Wizard dialog box is displayed. 3. Click Next. 4. Read and accept the ISScript License Agreement, and click Next. 5. Click Install on the Ready to Install the Program dialog box, and then click Finish. 6. Click Next when the Avaya License Manager InstallShield Wizard dialog box is displayed. 7. Select a language and click Next on the License Agreement Language Selection dialog box. 8. Read and accept the Avaya End User License Agreement, and click Next. The Secure Socket Layer (SSL) Information dialog box is displayed. 9. Enable SSL (highly recommended), and click Next. 10. Click Next on the Destination Folder dialog box to accept the default location. 11. Click Install to install the Avaya License Manager. 12. Click Finish on the InstallShield Wizard Completed dialog box. The system automatically restarts after you click Continue on the 30 Second Delay dialog box. 13. Disable your anti-virus software. 14. Go to "Part 5 – Installing Avaya UCC Speech Server" on page 15.

Part 5 – Installing Avaya UCC Speech Server

Procedure	Step-by-Step Instructions
IX. Installing the Avaya UCC Speech Server	<ol style="list-style-type: none"> Click Next when the UCC 1.2 Welcome dialog box is displayed. The Installation Wizard is re-displayed. Press Alt + Tab to display the Information dialog box, and then click OK. See Figure 5. Figure 5. Uninstall for PVAServer
	 <p>The uninstall for PVAServer starts.</p> <p>Note: Information dialog boxes display for both PVAExchange and PVAWeb Tools. Click OK on both of these dialog boxes.</p> <ol style="list-style-type: none"> Click Yes when the Confirm File Deletion dialog box is displayed. See Figure 6. Figure 6. Confirm File Deletion
	 <ol style="list-style-type: none"> Click OK when the Remove Programs From Your Computer dialog box is displayed. Confirm File Deletion dialog boxes display for both PVAExchange and PVAWeb Tools. Click Yes on both of these dialog boxes. Click Next when the Welcome dialog box is displayed.

Procedure (continued)	Step-by-Step Instructions (continued)
<p>IX. (continued)</p> <p>Installing the Avaya UCC Speech Server</p>	<ol style="list-style-type: none"> 7. Accept the default when the Select Program Folder dialog box is displayed, and then click Next. <p>The installation of the Speech Server begins, and a Progress Bar is displayed. Several Information dialog boxes are displayed consecutively.</p> <ol style="list-style-type: none"> 8. Accept the default and click Next when the Delete Previous UCC Speech Server Database Decision dialog box is displayed. 9. Click OK on the Information dialog box. 10. The Update Parameters dialog box is displayed. See Figure 7. <p>Figure 7. Update Parameters</p>



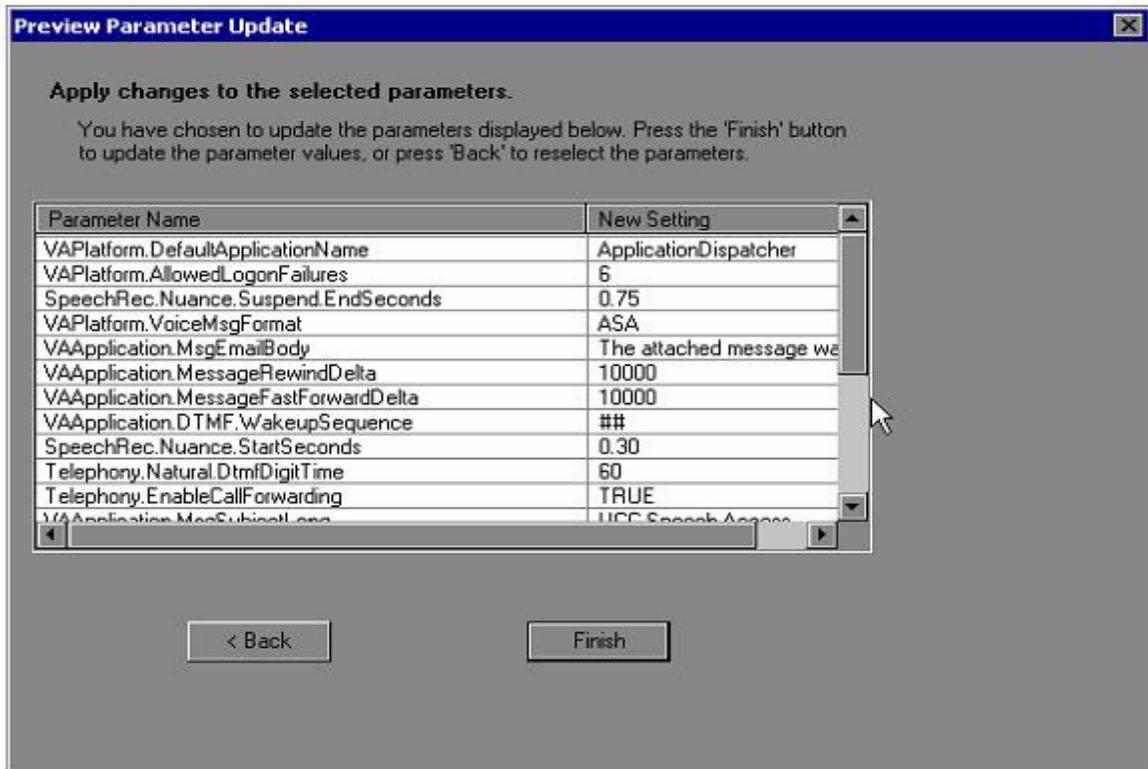
Procedure (continued)	Step-by-Step Instructions (continued)
<p>IX. (continued)</p> <p>Installing the Avaya UCC Speech Server</p>	<p>11. Change the Current Setting values for global parameters that require a different value. The Current Setting for the VAPLatform.VoiceMsgFormat parameter is:</p> <ul style="list-style-type: none"> ■ SA if your original parameter was PBX ■ ASA if it was PVA. <p>Figure 8 lists the global parameters that require <i>specific current values</i>.</p> <p>Figure 8. Required Current Values</p>
	<div style="border: 1px solid black; padding: 5px;"> <p>SpeechRec.Nuance.Suspend.EndSeconds = 0.75</p> <p>SpeechRec.Suspend.MinPreSpeechSilence = 1.0</p> <p>SpeechRec.Nuance.EndSeconds = 0.75</p> <p>VAAApplication.DTMF.DropCallSequence = **</p> <p>VAAApplication.DTMF.WakeupSequence = ##</p> <p>VAAApplication.MsgEmailBody = <small>The attached message was created by UCC Speech Access. To listen to a voice message attachment (.wav or .mp3) on a multimedia-enabled Windows PC, open the attachment. To view a fax attachment on a Windows PC with a fax viewer, open the attachment.</small></p> <p>VAAApplication.MsgSubject = UCC SA</p> <p>VAAApplication.MsgSubjectLong = UCC Speech Access</p> <p>VAPLatform.VoiceMsgFormat = SA or ASA (see Step 11 on page 17)</p> </div>
	<p>12. Click Continue when you are satisfied with the parameter value settings. The Preview Parameter Update dialog box is displayed. See Figure 9 on page 18.</p>

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

Installing the Avaya UCC Speech Server

Figure 9. Preview Parameter Update



13. Click **Back** to change the current selections, or click **Finish** to apply the changes to the parameters.
14. Click **OK** on the **Update Results** dialog box.
15. Click **Next** on the **Speech Server Configuration** dialog box. See [Figure 10 on page 19](#).

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

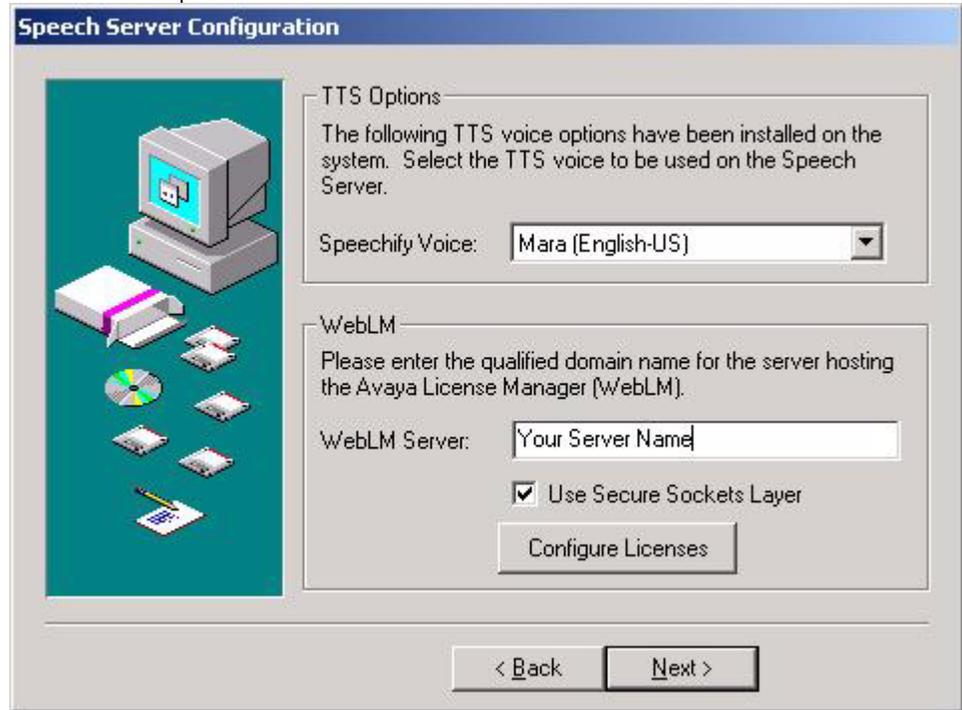
Avaya UCC Speech Server

Figure 10. Speech Server Configuration



The **Text-to-Speech and Avaya License Manager** dialog box is displayed. See [Figure 11](#).

Figure 11. Text-to-Speech and Avaya License Manger



16. Select a Speechify voice from the **Speechify Voice** drop-down menu.

Procedure <i>(continued)</i>	Step-by-Step Instructions <i>(continued)</i>
<p>IX. <i>(continued)</i></p> <p>Avaya UCC Speech Server</p>	<p>17. Type the Server Name that is hosting the Avaya License Server. Do one of the following:</p> <ul style="list-style-type: none"> ■ Type the UCC Base Box Server Name if the License Server resides on a UCC Base Box. ■ Accept the Server Name of the system running UCC SA if the following conditions are true: <ul style="list-style-type: none"> ■ It is a standalone configuration ■ You already installed the Avaya License Manager during the upgrade <p>18. Avaya highly recommends selecting Use Secure Sockets Layer.</p> <p>19. Click Configure Licenses to display the Avaya License Manager Web page.</p>
<p>X.</p> <p>Administer WebLM</p>	<p>1. Click the License Administration link if one of the following applies:</p> <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 12 on page 22 if neither apply and your Base Server has the UCC SA license.</p> <p>2. Type one of the following in the Password field:</p> <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>

Procedure (continued)	Step-by-Step Instructions (continued)
<p>X. (continued)</p> <p>Administer WebLM</p>	<ol style="list-style-type: none"> 3. Click Continue. 4. Go to Step 10 on page 22 if this is not a new installation of WebLM. 5. Type the following if this is a new WebLM installation, and then click Change Password: <ol style="list-style-type: none"> a. Old password (admin1) b. New password c. New password again 6. See Figure 12. <p>Figure 12. Change Administrator Password</p>



7. Click the **Back to WebLM Main Page** link.
8. Click **License Administration**.
9. Type your new password, and click **Continue**.

Procedure <i>(continued)</i>	Step-by-Step Instructions <i>(continued)</i>
<p>X. <i>(continued)</i></p> <p>Administer WebLM</p>	<p>10. 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 13.</p> <p>Figure 13. Install License File</p>



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

Procedure <i>(continued)</i>	Step-by-Step Instructions <i>(continued)</i>
<p>X. <i>(continued)</i></p> <p>Administer WebLM</p>	<ol style="list-style-type: none"> 13. Verify all your licenses on the License Acquisition Status page, and record the number of TTS_Ports for reference when you configure Speechify later. 14. Close the browser when verification is complete. 15. Click Next on the Speech Server Configuration dialog box. 16. 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 8.</p> <p>The Installation Wizard starts automatically. Click Continue when the Continue Installation Countdown dialog box is displayed.</p> <ol style="list-style-type: none"> 17. Go to "Part 6 – Installing Microsoft SQL and the Speech Access Application" on page 24.

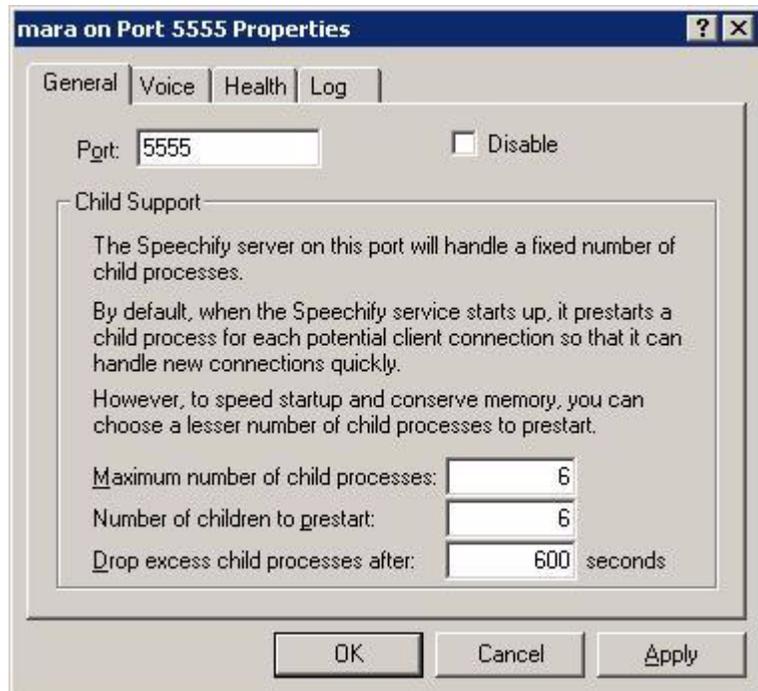
Part 6 – Installing Microsoft SQL and the Speech Access Application

Procedure	Step-by-Step Instructions
XI. Installing Microsoft SQL Server Pack 4	<ol style="list-style-type: none"> 1. Disable your anti-virus software. 2. The Microsoft SQL Server Pack 4 and MSDE Installation screen is displayed. Press Alt + Tab until the Welcome dialog box is displayed. 3. Click Next. 4. Read and click Yes to accept the Microsoft Software License Agreement. 5. Click Next to accept the default setting (Windows NT Account Information) on the Connect to Server dialog box. Note: Several screens display. 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. Important: Select "No, I will restart my computer later" when the Select Complete dialog box is displayed. 8. Click Finish when the Setup Complete dialog box is displayed. The system automatically restarts. 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.

Procedure (continued)	Step-by-Step Instructions (continued)
<p>XI. (continued)</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 8.</p> <p>The Installation Wizard starts automatically. Click Continue when the Continue Installation Countdown dialog box is displayed.</p> <p>Important: Click OK, and then continue with the upgrade if Windows reports an error starting the PVAOnlineSvc and PVAUserMSvc services. The installation of Avaya UCC Speech Access corrects these errors.</p>
<p>XII.</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 until the Choose Destination Location dialog box is displayed. 4. Accept the default destination, and then click Next. 5. Accept the default when the Select Program Folder dialog box is displayed, Click Next. 6. Click Finish when the Setup Complete dialog box is displayed. The Speech Access application is now installed. 7. Close the Unified Communication dialog box. 8. Click Restart when the Installation Wizard dialog box is displayed. See Figure 14. <p>Figure 14. Installation Wizard</p>  <ol style="list-style-type: none"> 9. Proceed to "Part 7 – Setting up Speechify MMC" on page 26.

Part 7 – Setting up Speechify MMC

Procedure	Step-by-Step Instructions
<p>XIII.</p> <p>Setting up Speechify MMC</p>	<ol style="list-style-type: none"> Open the Speechify Server Management Console using the following path: Start > Programs > Speechify > Speechify Server Management The SpeechifyMMC Console dialog box is displayed. Expand Speechify Server Management. Right-click mara on Port 5555, and then select properties. The Properties dialog box is displayed. See Figure 15. Note: If you have multiple voices installed and 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. Figure 15. Maximum Number of Clients Ensure that the Disable check box is <i>not</i> selected.



Procedure <i>(continued)</i>	Step-by-Step Instructions <i>(continued)</i>
<p>XIII. <i>(continued)</i></p> <p>Setting up Speechify MMC</p>	<ol style="list-style-type: none"> 5. Accept the defaults in the Port and Drop excess child processes after fields. 6. Type the number of TTS_Port licenses that you noted when verifying the WebLM license information in the Maximum number of child processes field and in the Number of children to prestart field. 7. Click OK to save the changes. 8. 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"> 9. Go to: <ul style="list-style-type: none"> Start > Programs > Administrative Tools > Services 10. Do the following to the Speechify Service to begin using the new prestart settings: <ol style="list-style-type: none"> a. Stop the service b. Restart the service 11. Go to "Part 8 – Setting up the UCC Speech Server Microsoft Management Console (MMC)" on page 28.

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

Procedure	Step-by-Step Instructions
<p>XIV.</p> <p>Setting up the UCC Speech Server Microsoft Management Console</p>	<ol style="list-style-type: none"> 1. Open the 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. <p>Important: The next dialog box prompts you to set up all dialing parameters.</p> <ol style="list-style-type: none"> 3. Click OK to set up the Telephony Properties when the Important dialog box is displayed. 4. Complete the parameter fields in the Number Translation Parameters dialog box. See Figure 16 on page 29. <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 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)
XIV. (continued) Setting up the UCC Speech Server Microsoft Management Console	Figure 16. 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

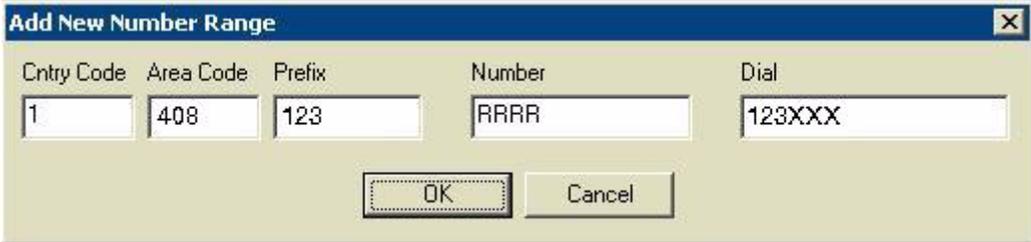
Dialing Rules

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			000000000000RRRR	PIUXXXXXXXXXXXXXX	

Add Delete Edit

Accept Cancel

5. Type the area code and validate the remaining values in the **Dialing Parameters for ASA System** field.
6. Type the area code and validate the remaining values in the **Dialing Parameters for Default Group** 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)
<p>XIV. (continued)</p> <p>Setting up the UCC Speech Server Microsoft Management Console</p>	<p>8. Click one of the Dialing Rules buttons, located at the bottom of the window, to set up the dialing rules:</p> <ul style="list-style-type: none"> ■ Add ■ Delete ■ Edit <p>Figure 17 shows the Add New Number Range dialog box. The Delete and Edit dialog boxes are similar.</p> <p>Figure 17. Add New Number Range</p>
	
	<p>9. Complete the fields in the respective dialog box, and then click Next.</p> <p>10. Click Accept when you are finished configuring your dialing rules.</p> <p>11. Click OK when the Continue dialog box is displayed.</p> <p>12. The Auto Initialization dialog box is displayed.</p> <p>Note: Initialization takes a few minutes to complete.</p> <p>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.</p>

Procedure <i>(continued)</i>	Step-by-Step Instructions <i>(continued)</i>
<p>XIV. <i>(continued)</i></p> <p>Setting up the UCC Speech Server Microsoft Management Console</p>	<ol style="list-style-type: none">14. The tree menu is re-displayed.15. Expand Server Set.16. Expand the Speech Server node name, and then select the Auto-Startup check box for each of the following process types:<ul style="list-style-type: none">■ NamesDownload■ Telephony Engines■ VAServer17. Expand the server name and ensure that all your processes are running.18. Proceed to "Part 9 - Configuring LDAP" on page 32.

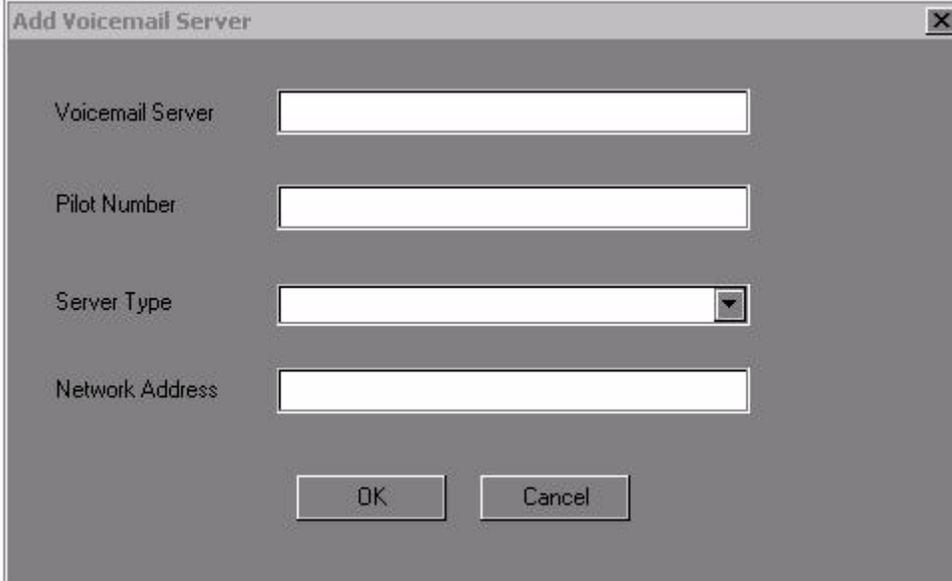
Part 9 – Configuring LDAP

Procedure	Step-by-Step Instructions
<p>XV.</p> <p>Configuring LDAP</p>	<p>Note: This procedure applies only if UCC SA is used to access the corporate directory.</p> <ol style="list-style-type: none"> 1. Start the Speech Server Management Console, and then expand the Configuration node. 2. Click LDAP Setup. 3. Complete the fields on the LDAP Setup screen. See the Speech Access Administration Online Help System, by pressing F1 in the MMC, for 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>XV. <i>(continued)</i></p> <p>Configuring LDAP</p>	<p>Note: When the Speech Access application is published on the server, a set of fields for each subscriber in the database is downloaded. This list of fields is displayed on the lower half of the LDAP Setup pane. Since these fields vary from one LDAP installation to another, ensure that you enter the values of the fields correctly.</p> <ol style="list-style-type: none">4. Re-publish the VAOutlook application. This allows the system to rebuild the names grammar made from the corporate directory.5. Proceed to "Part 10 – Adding a Unified Messenger (UM) Voicemail Server" on page 34 if your SAME 1.1 system is running with Unified Messenger (UM). Proceed to "Part 11 – Adding a Voicemail Server" on page 36 if your SAME 1.1 system does not have UM.

Part 10 – Adding a Unified Messenger (UM) Voicemail Server

Procedure	Step-by-Step Instructions
XVI. Adding a Unified Messenger (UM) Voicemail Server	<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. The Add Voicemail Server dialog box is displayed. See Figure 18. <p>Figure 18. Add Voicemail Server</p>



The screenshot shows a dialog box titled "Add Voicemail Server". It has a standard Windows-style title bar with a close button (X) in the top right corner. The dialog contains four input fields, each with a label to its left: "Voicemail Server", "Pilot Number", "Server Type", and "Network Address". The "Server Type" field is a dropdown menu with a small downward arrow on the right side. At the bottom of the dialog, there are two buttons: "OK" and "Cancel".

4. Type the name you want to use to refer to your voicemail system in the **Voicemail Server** field.
5. Type the telephone number that UM subscribers dial to access the UM Telephone User Interface (TUI) in the **Pilot Number** field.
6. Select **UM** from the **Server Type** drop-down menu.

Procedure <i>(continued)</i>	Step-by-Step Instructions <i>(continued)</i>
XVI. <i>(continued)</i> Adding a Unified Messenger (UM) Voicemail Server	<ol style="list-style-type: none"><li data-bbox="711 254 899 285">7. Click OK.<li data-bbox="711 317 1382 516">8. Proceed to "Part 11 – Adding a Voicemail Server" on page 36 if this UCC SA system must be configured to access other voicemail systems. Otherwise, proceed to "Part 12 – Setting UCC SA System Parameters" on page 37.

Part 11 – Adding a Voicemail Server

Procedure	Step-by-Step Instructions
XVII. Adding a Voicemail Server	<ol style="list-style-type: none"> 1. Start 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 Add Voicemail Server dialog box, 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>See the Speech Access Administration Online Help System, by pressing F1 in the UCC Speech Server MMC, for information about the specific fields on this screen.</p> <ol style="list-style-type: none"> 5. Proceed to "Part 12 – Setting UCC SA System Parameters" on page 37.

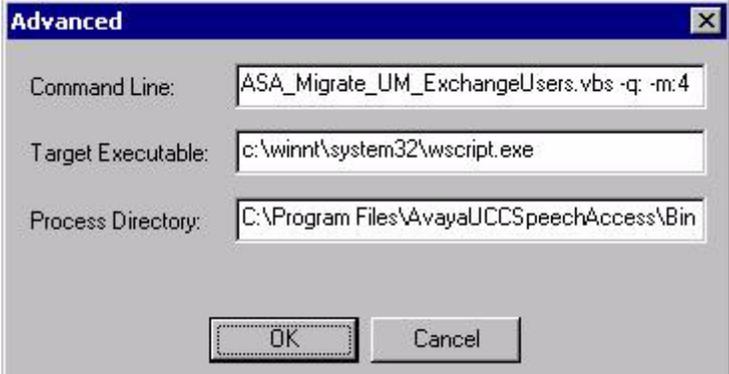
Part 12 – Setting UCC SA System Parameters

Procedure	Step-by-Step Instructions
XVIII. Setting up UCC SA System Parameters	<p>Several system parameters must be configured prior to running the migration script.</p> <ol style="list-style-type: none"> 1. Go to: Start > Programs > Avaya UCC Speech Server > UCC Speech Server Management Console 2. Expand Configuration > Telephony Setup. 3. Click Number Translation Parameters. 4. Type an area code number in the Dialing Parameters for System Area Code field. <p> CAUTION: The area code combined with the 7-digit account number for each subscriber is the 10-digit number that is stored as the user's telephone number. All users have the same area code prefix added to their telephone number. This configuration works well if all UCC SA users have the same area code. However, if some users have different area codes, use the UCC SA User Management Web page to adjust their settings. If a variety of area codes are used, leave the Area Code field blank until <i>after</i> all users are successfully migrated.</p> <p>The subscriber's Phone Number field is used to determine if a call originates from the subscriber's desk phone. The ANI information passed from the PBX is used to determine the origin of the call. The PBX passes either a 7-digit or 10-digit ANI to UCC SA, depending on the user's value (number with the area code or without the area code) in the Phone Number field.</p>

Procedure <i>(continued)</i>	Step-by-Step Instructions <i>(continued)</i>
<p>XVIII. <i>(continued)</i></p> <p>Setting up UCC SA System Parameters</p>	<p>The subscriber's Phone Number field is used when the subscriber makes telephone calls using UCC SA. The value in the subscriber's Phone Number field appears as the originating number to the caller's recipient. UCC SA does not use the actual telephone number from which the subscriber is calling. For example, this number might be a private cell phone number.</p> <ol style="list-style-type: none"> 5. Right-click UCC Speech Server, and then click Properties. 6. Choose one of the following values for the VAPLatform.TrustedLoginAccessLevel parameter: <ul style="list-style-type: none"> ■ None. Users can choose whether they want to use a password when calling from an express logon telephone. ■ All. Requires users to use a password when calling from an express logon telephone. 7. Choose one of the following values for the VAPLatform.ReachMe parameter: <ul style="list-style-type: none"> ■ True. Users are migrated with the Reach-Me feature in their account <i>enabled</i>. ■ False. Users are migrated with the Reach-Me feature in their account <i>disabled</i>. 8. Choose one of the following values for the VAPLatform.AutoMarkRead parameter: <ul style="list-style-type: none"> ■ True. Your message is marked as <i>Read</i> when you listen to it. ■ False. Your message is not marked as <i>Read</i> when you listen to it. 9. Proceed to "Part 13 – Migrating Users From SAME 1.1 to UCC SA 1.2" on page 39.

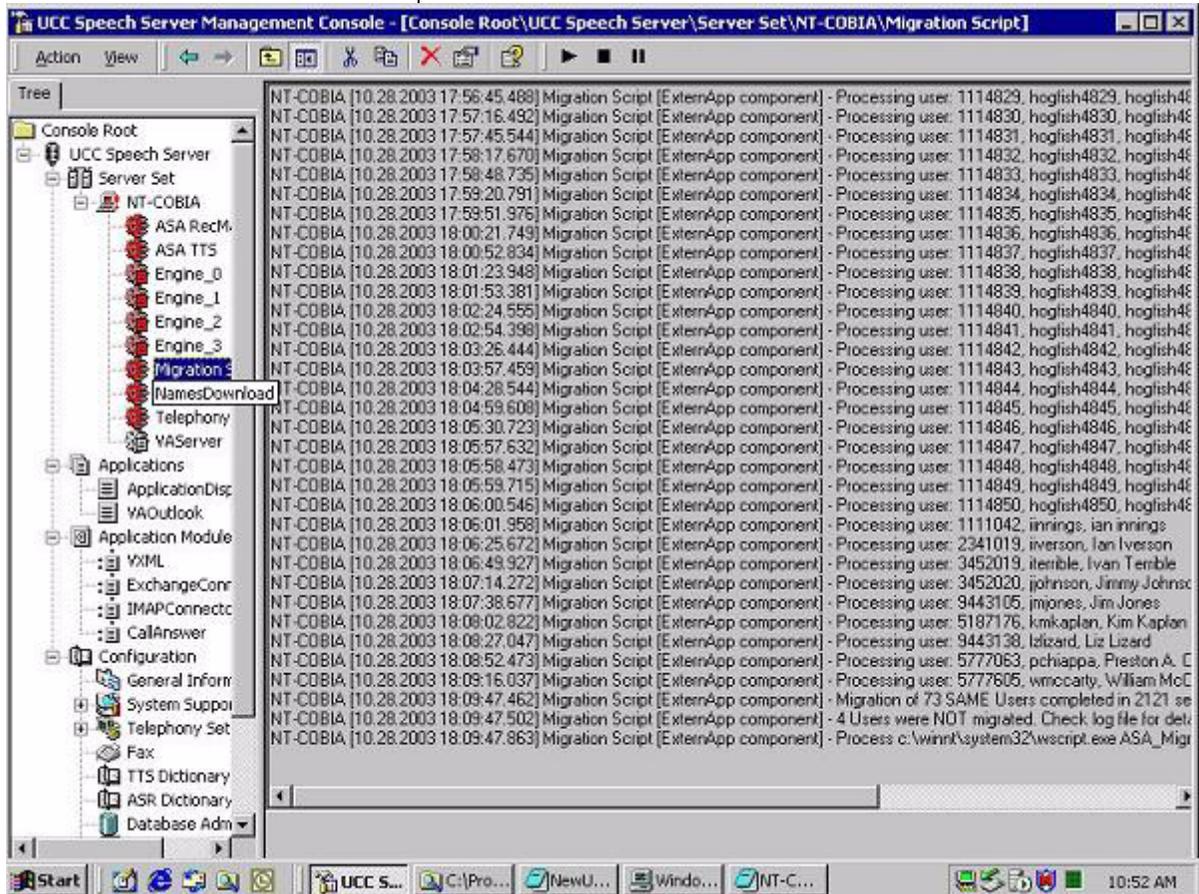
Part 13 – Migrating Users From SAME 1.1 to UCC SA 1.2

Procedure	Step-by-Step Instructions
<p>XIX.</p> <p>Migrating users to UCC SA</p>	<ol style="list-style-type: none"> 1. Go to Start > Programs > Avaya UCC Speech Server > UCC Speech Server Management Console. 2. Stop all processes, and then start the VAServer process. 3. Expand Server Set, and then right-click the Speech Server node name. 4. Select New, and then click Process. The Add Process dialog box is displayed. 5. Type Migrate Users in the Name field. 6. Select External App from the drop-down menu in the Type field. 7. Click OK. The Process Dependencies dialog box is displayed. 8. Select VAServer, and click OK. <p>Note: The new Migrate Users process is displayed in the menu tree under the Speech Server node along with the other UCC SA processes.</p> <ol style="list-style-type: none"> 9. Click Migrate Users. 10. Click Advanced. The Advanced dialog box is displayed. See Figure 19 on page 40.

Procedure (continued)	Step-by-Step Instructions (continued)
<p>XIX. (continued)</p> <p>Migrating users to UCC SA</p>	<p style="text-align: center;">Figure 19. Advanced</p>  <p>11. Type the file name and parameters of the script that performs the user migration in the Command Line field:</p> <pre>ASA_Migrate_UM_ExchangeUsers.vbs -q: -m:n</pre> <p>where n is replaced with the number of digits in the users account number that are the same as the users UM mailbox number. Set this to 0 for Exchange only systems or where the users UM mailboxes are not similar to their account number.</p> <p>12. Type the path and file name of the Windows Script Host in the Target Executable field. The file is located in the System32 folder in the same folder where Windows 2000 is installed. The file name is wscript.exe. An example of the path and file name is:</p> <pre>C:\Winnt\System32\wscript.exe</pre> <p>13. Type the path to the Bin folder located inside the UCC SA application folder in the Process Directory field.</p> <pre>C:\Program Files\AvayaUCCSpeechAccess\Bin</pre> <p>14. Click OK.</p> <p>15. Right-click Migrate Users in the menu tree.</p> <p>16. Select View, and then click Diagnostic Display.</p>

<p>Procedure (continued)</p>	<p>Step-by-Step Instructions (continued)</p>
<p>XIX. (continued)</p> <p>Migrating users to UCC SA</p>	<p>17. Right-click Migrate Users in the menu tree, and then click Start.</p> <p>18. Click Yes if the Start Dependencies? dialog box is displayed. This starts the VAServer process.</p> <p>Note: The Migrate Users process begins. The progress is displayed in the MMC and a summary is displayed when the migration is complete. See Figure 20.</p>

Figure 20. Migration Summary



19. Re-enable your anti-virus software.

Post Installation Configuration

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.

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 VAEngine.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
VAAApplication.AutoNavigateMsgs	<p>The VAAApplication.AutoNavigateMsgs parameter is set to False by default. The VAAApplication.AutoNavigateMsgs parameter values are:</p> <ul style="list-style-type: none"> ▪ True. UCC SA automatically reads messages continuously when the user says: "Read my messages." ▪ False. UCC SA reads messages one-by-one when the user says: "Read my messages." The user must say: "Next message" to proceed to the next message.
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 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.TrustedLoginAccessLevel	<p>The VAPLatform.TrustedLoginAccessLevel parameter values are:</p> <ul style="list-style-type: none"> ■ All. Allows the user to specify that an express login number does not require a password. ■ None. Always requires a user to enter a password when calling from an express login number. <p>You can turn this parameter on or off using the Graphical User Interface (GUI).</p> <ol style="list-style-type: none"> 1. Go to the VAOutlook application in the UCC Speech Server Management Console and click Advanced. 2. Select the Always Require Password for Express Logon check box.

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

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 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

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.

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.

Do the following 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**.