



Avaya™ Advanced Speech Access

Release 1.1 to Service Pack for
Modular Messaging

Upgrade Instructions

585-313-517
Issue 1
April 2003

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Avaya™ Advanced Speech Access Upgrade Instructions

Introduction

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

If necessary, see the *Advanced Speech Access Release 1.1 with Service Pack for Modular Messaging Installation Guide* and the *Advanced Speech Access Release 1.1 with Service Pack for Modular Messaging Administrator's Guide* (available on the Avaya Advanced Speech Access CD subtitled Application Software) for information about:

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

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

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

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

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

Minimum Hardware Requirements

[Table 1](#) lists the minimum hardware components for the ASA platform on which you can install Avaya Advanced Speech Access Release 1.1 with Service Pack for Modular Messaging.

Note: These minimum hardware requirements are the same as for Release 1.1.

Table 1 ASA Server Minimum Hardware Requirements

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

Software Prerequisites

Note: If the UCC Base Server remains in the configuration, it must use Release 1.1 software.

The following software must be installed on the ASA Server *before* you begin the upgrade from ASA Release 1.1 to Service Pack for Modular Messaging:

- Windows 2000 Server operating system (OS), with Service Pack 2 or 3

The OS must be configured to use the NTFS file system and pagefile of 4096 MB memory. It must also be optimized for background services.
- Microsoft Office XP with Service Pack 2, and Collaboration Data Objects (CDO)
- Microsoft Internet Explorer 5.5 or 6.0
- Internet Information Server (IIS)
- Windows 2000 Support Tools, available on the Windows 2000 Server installation media (optional tool for troubleshooting the ASA upgrade and sizing a large LDAP directory)
- Adobe Acrobat Reader (for accessing the user documentation)
- Remote access software, such as pcAnywhere (optional tool for remote administration)

What You Need Before You Begin

Ensure you have the following *before* you begin the ASA upgrade:

- Access to telephone network information, including:
 - Telephone numbers associated with the ISDN circuit
 - Brand and model of switch to which the ISDN is connected (and type of protocol used)
 - Information from the PBX programmer regarding the framing format and zero-code-suppression mode
- Three Avaya Advanced Speech Access Software CDs with inserts having the following subtitles:
 - Application Software
 - Automatic Speech Recognition
 - Text To Speech
- Information about which versions of the following prerequisite software utilities are currently installed on the ASA Server:
 - Natural Microsystems (NMS) telephony adapter software, including patches
 - Nuance Automatic Speech Recognition Software, including patches
 - Speechify Text To Speech software
- Working knowledge of Windows 2000 Server administration
- Working knowledge of Microsoft Exchange Server administration (if applicable)
- Experience with ASA installation, configuration, and administration procedures
- Administrator login privileges on the Exchange Server (if applicable)

- For standalone ASA systems only, the License File that was sent to the customer or installer when ASA was purchased.
- SSL Certificate (where appropriate)
- The following information about the voicemail server:
 - Pilot number
 - IP address (Intuity or Modular Messaging [MM] voicemail servers only)
 - OAS configuration (Octel voicemail servers only)
- Identify an existing user for whom you can test ASA after the upgrade. Ensure this user has some:
 - Voice mail messages
 - E-mail messages in Outlook
 - Outlook Contacts
 - Outlook Tasks
 - Outlook Appointments

Note the number of read and unread voice mail and e-mail messages.

Upgrade Procedure

Note: Ensure the ASA Server meets all the hardware and software prerequisites described in the following sections:

- ["Minimum Hardware Requirements" on page 2](#)
- ["Software Prerequisites" on page 3](#)

[Table 2](#) provides Release 1.1 to Service Pack for Modular Messaging upgrade instructions.

Table 2 Upgrade Instructions

Procedure	Step-by-Step Instructions
<p>I.</p> <p>Launch the ASA Management Console</p>	<ol style="list-style-type: none"> 1. Log on to the ASA Server as a member of the local administrators group. 2. From the desktop, click: Start > Programs > Avaya ASA Server > Avaya ASA Management Console 3. Verify that all the ASA processes are stopped, as follows: <ol style="list-style-type: none"> a. In the left pane of the ASA Management Console, expand ASA Manager, then expand Server Set. b. Select the ASA Server name and verify that the processes are stopped. If they are not, right-click on the ASA server name and select Stop (gracefully).
<p>II.</p> <p>Export the Data Tables and Back Up the Database</p>	<ol style="list-style-type: none"> 1. Create a directory in Windows Explorer to back up the database and the data tables. 2. In the left pane of the ASA Management Console, expand Configuration and select Database Administration. 3. For the Export Directory field, browse to the folder you created in step 1 and click OK. 4. Click Export All. 5. At the Export All Complete! screen, click OK. 6. For the Backup Directory field, browse to the folder you created in step 1 and click OK. 7. Click Backup. 8. At the Backup Complete! screen, click OK.

Procedure <i>(Continued)</i>	Step-by-Step Instructions <i>(Continued)</i>
<p>III.</p> <p>Prevent Automatic Startup of ASA Processes</p>	<ol style="list-style-type: none"> 1. From the ASA Management Console, click Configuration and select General Information. 2. Select the following check box so processes do not automatically start after a server reboot: <p style="text-align: center;">Skip startup of all the processes that are set for Auto Startup</p> 3. Click Accept to save the change.
<p>IV.</p> <p>Run the Prerequisite Tool</p>	<p>Run the Prerequisite Tool to verify that software and hardware prerequisites for the ASA Server are met, as follows:</p> <ol style="list-style-type: none"> a. Insert the CD subtitled Application Software into the CD-ROM drive. b. Click Prerequisites on the ASA Installation Options screen. <p style="margin-left: 20px;">Note: If your system is not configured to auto-run a CD, use Windows Explorer to browse to the following CD folder:</p> <p style="margin-left: 20px;">ASAServer\Prerequisites\ Avaya ASA Prerequisite Tool</p> c. Open the Readme.doc file and follow its instructions to copy and run the ASA.exe program.

Procedure <i>(Continued)</i>	Step-by-Step Instructions <i>(Continued)</i>
<p>V.</p> <p>Install ASA 1.1 Service Pack for Modular Messaging Server Software</p>	<ol style="list-style-type: none"> 1. Log in as the Service Account. 2. From the ASA installation options screen, click Install Components. The component installation options screen appears. 3. Select ASA Server. 4. On the Welcome screen, click Next. 5. Select a language and click Next. 6. On the licensing screen, click Yes. <p> CAUTION: The current ASA database is re-initialized if you select Fresh Install in step 7. All the user accounts and preferences must be re-entered if you select this option.</p> <ol style="list-style-type: none"> 7. At the Avaya ASA Server Upgrade Decision dialog box, select the Upgrade radio button and click Next. 8. At the Enter Information screen, enter the name of the ASA service account that was created when ASA was initially installed and click Next. 9. Follow the instructions on the dialog boxes to complete the upgrade. 10. Click OK when the Information dialog box appears. <p> CAUTION: When you are offered the option to reset the Global Parameters to their default settings, do not select this option—leave all the parameter settings unchanged and click Continue.</p> <ol style="list-style-type: none"> 11. Click Done when the UpdateGlobal dialog box appears. If you are prompted whether to restart the system, select No. 12. Click Finish.

Procedure (Continued)	Step-by-Step Instructions (Continued)
VI. Install the ASA Application	<ol style="list-style-type: none">1. From the component installation options screen, select ASA Application.2. Follow the instructions on the dialog boxes to complete the installation. If, during the original ASA Release 1.1 installation, a path other than the default was specified for the ASA application, re-enter that path when you are prompted for a destination. If you are prompted whether to restart the system, select No.3. Click Finish.
VII. Install ASA Web Management	<ol style="list-style-type: none">1. From the component installation options screen, select ASA Web Management.2. Follow the instructions on the dialog boxes to complete the installation. If, during the original ASA Release 1.1 installation, a path other than the default was specified for the ASA Web interface, re-enter that path when you are prompted for a destination.3. Click Finish when the installation is complete.4. Click Menu to return to the ASA Installation Options screen and then click Exit.5. Remove the CD from the CD-ROM drive.6. Restart the ASA Server.

Procedure <i>(Continued)</i>	Step-by-Step Instructions <i>(Continued)</i>
<p>VIII.</p> <p>Publish the Application</p>	<ol style="list-style-type: none"> 1. Log on to the ASA Server as a member of the local administrators group. 2. From the desktop, click: <ul style="list-style-type: none"> Start > Programs > Avaya ASA Server > Avaya ASA Management Console 3. In the left pane of the ASA Management Console, expand ASA Manager, then expand Server Set. 4. Select the ASA Server. 5. Ensure that ASA processes are Stopped. 6. In the ASA Management Console, expand ASA Applications and click VA Outlook. 7. Select the following check box: <ul style="list-style-type: none"> Rebuild dynamic grammar database 8. Click Publish. <p>The application is published when you see the following message in the Publishing Events field:</p> <p>VAOutlook: Done publishing application VAOutlook</p>
<p>IX.</p> <p>Enable Auto-Startup After Reboot</p>	<ol style="list-style-type: none"> 1. From the ASA Management Console, click Configuration and select General Information. 2. Clear the following check box so processes can automatically start after a server reboot: <ul style="list-style-type: none"> Skip startup of all the processes that are set for Auto Startup 3. Click Accept to save the change.
<p>X.</p> <p>Start All Processes</p>	<ol style="list-style-type: none"> 1. In the left pane of the ASA Management Console, expand ASA Manager, then expand Server Set. 2. Select the ASA Server name, right-click it, and select Start Processes. 3. Verify that all processes are running.

Test the ASA Upgrade

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

Testing ASA Speech Commands

1. Call the ASA pilot number for the system and enter the test user's account number and voicemail password when prompted.
2. Speak a variety of voice commands to ASA and ensure 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?"**
 - **"Read my appointments."** Follow the spoken prompts.
 - **"Create an appointment."** Follow the spoken prompts.

If ASA is configured to use the LDAP directory:

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

If You Have A Problem

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

Adding the Modular Messaging (MM) Voicemail Server

To add an MM Voicemail Server:

1. From the ASA Management Console, click **ASA Manager > Configuration**.
2. Right-click **Voicemail Setup** and select **New > Voicemail Server** from the pop-up menu.

The **Add Voicemail Server** pop-up window appears. See [Figure 1](#).

Figure 1. Add Voicemail Server Pop-up Window



The screenshot shows a dialog box titled "Add Voicemail Server". It contains the following fields and controls:

- Voicemail Server:** A text input field containing "AnyName".
- Pilot Number:** A text input field containing "4081234567".
- Server Type:** A dropdown menu with the text "Select MM from the drop-down menu".
- Network Address:** A text input field containing "Use MSS address here".
- Buttons:** "OK" and "Cancel" buttons at the bottom.

3. Type the voicemail server name in the **Voicemail Server** field.

4. Type the Pilot Number in the **Pilot Number** field.

Note: This is the number that users call to enter the system.

5. Select MM from the drop-down menu.
6. Type the Network Address – IP Address of the Message Storage Server (MSS) – in the **Network Address** field.
7. Click **OK**.
8. Select the new MM Voicemail Server from the left window pane.

The **Voicemail Server Configuration** screen appears on the right window pane.

9. Type the required information in the respective fields. Refer to the *Advanced Speech Access Release 1.1 with Service Pack for Modular Messaging Administrator's Guide* for information about completing these fields.
10. Click **OK**.