# Avaya™ one-X™ Speech Upgrade Instructions

Release 4.0 to 5.2
Release 5.0 to 5.2
Release 5.1 to 5.2

**Notice**
Every effort was made to ensure that the information in this book was complete and accurate at the time of printing. However, information is subject to change.

**Avaya Web Page**
The world wide web home page for Avaya is:
http://www.avaya.com

**Preventing Toll Fraud**
Toll Fraud is the unauthorized use of your telecommunications system by an unauthorized party (for example, a person who is not a corporate employee, agent, subcontractor, or working on your company's behalf). Be aware that there is a risk of toll fraud associated with your system and that, if toll fraud occurs, it can result in substantial additional charges for your telecommunications services.

**Avaya Fraud Intervention**
If you suspect that you are being victimized by toll fraud and you need technical assistance or support, call the Technical Service Center Toll Fraud Intervention Hotline at 1.800.643.2353.

**Providing Telecommunications Security**
Telecommunications security of voice, data, and/or video communications is the prevention of any type of intrusion to, that is, either unauthorized or malicious access to or use of, your company's telecommunications equipment by some party.

Your company's "telecommunications equipment" includes both this Avaya product and any other voice/data/video equipment that could be accessed via this Avaya product (that is, "networked equipment").

An "outside party" is anyone who is not a corporate employee, agent, subcontractor, or working on your company's behalf. Whereas, a "malicious party" is Anyone, including someone who may be otherwise authorized, who accesses your telecommunications equipment with either malicious or mischievous intent.

Such intrusions may be either to/through synchronous (time-multiplexed and/or circuit-based) or asynchronous (character-, message-, or packet-based) equipment or interfaces for reasons of:
- Utilization (of capabilities special to the accessed equipment)
- Theft (such as, of intellectual property, financial assets, or toll-facility access)
- Eavesdropping (privacy invasions to humans)
- Mischief (troubling, but apparently innocuous, tampering)
- Harm (such as harmful tampering, data loss or alteration, regardless of motive or intent)

Be aware that there may be a risk of unauthorized intrusions associated with your system and/or its networked equipment. Also realize that, if such an intrusion should occur, it could result in a variety of losses to your company, including but not limited to, human/data privacy, intellectual property, material assets, financial resources, labor costs, and/or legal costs).

**Your Responsibility for Your Company's Telecommunications Security**
The final responsibility for securing both this system and its networked equipment rests with you – an Avaya customer's system administrator, your telecommunications peers, and your managers. Base the fulfillment of your responsibility on acquired knowledge and resources from a variety of sources including but not limited to:
- Installation documents
- System administration documents
- Security documents and anti-virus patches
- Hardware-/software-based security tools
- Shared information between you and your peers
- Telecommunications security experts

To prevent intrusions to your telecommunications equipment, you and your peers should carefully program and configure your:
- Avaya provided telecommunications systems and their interfaces
- Avaya provided software applications, as well as their underlying hardware/software platforms and interfaces
- Any other equipment networked to your Avaya products

Avaya does not warrant that this product is immune from or will prevent unauthorized use of telecommunication services or facilities accessed through or connected to it. Avaya is not responsible for any damages or charges that result from either unauthorized uses or from incorrect installations of the security patches that are made available from time to time.
Suspected security vulnerabilities with Avaya products should be reported to Avaya by sending mail to securityalerts@avaya.com.

**Federal Communications Commission Statement**
**Part 15: Class A Statement.** This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio-frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case the user will be required to correct the interference at his own expense.

**Industry Canada (IC) Interference Information**
This digital apparatus does not exceed the Class A limits for radio noise emissions set out in the radio interference regulations of Industry Canada.

Le Présent Appareil Nomérique n'émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de la class A préscrites dans le reglement sur le brouillage radioélectrique édicté par le Industrie Canada.

**Trademarks**
All trademarks identified by ® and ™ are registered trademarks or trademarks of Avaya Inc. All other trademarks are the property of their respective owners.

**Ordering Information**
**Call**:    Avaya Publications Center
         Voice 1 800 457-1235    International Voice +1 207 866 6701
         Fax 1 800 457-1764      International Fax +1 207 626 7269
**Write**:   GlobalWare Solutions
         200 Ward Hill Avenue
         Haverhill, MA 01835 USA
         Attn: Avaya Account Management
**Email**:   totalware@gwsmail.com

**Obtaining Products**
To learn more about Avaya products and to order products, visit www.avaya.com.

**European Union Declaration of Conformity**
The "CE" mark affixed to the equipment means that it conforms to the referenced European Union (EU) Directives listed below:
EMC Directive89/336/EEC
Low-Voltage Directive73/23/EEC
For more information on standards compliance, contact your local distributor.

**Warranty**
Avaya Inc. provides a limited warranty on this product. Refer to your sales agreement to establish the terms of the limited warranty. In addition, Avaya's standard warranty language as well as information regarding support for this product, while under warranty, is available through the following Web site: www.avaya.com/support.

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

Avaya™ one-X Speech Upgrade Instructions Release 4.0 to 5.0, Release 5.0 to 5.1, and Release 5.1 to 5.2

Issue 5

# Table of contents

## Chapter 7
## Modifying a Avaya one-X Speech R5.2 system for use in the UK 87

## Chapter 8
## Post Upgrade Configuration 91

## Chapter 9
## Migrating Avaya one-X Speech R4.0 standalone system to Avaya one-X Speech R5.2 107

## Chapter 10
## Troubleshooting 108

# About this guide

Information in this guide is intended for the person responsible for upgrading the Avaya™ one-X Speech system.

This document covers the following upgrades:

- Release 4.0 to Release 5.2

- Release 5.0 to Release 5.2

- Release 5.1 to Release 5.2

## 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 that is 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, http://support.avaya.com/.

# Introduction

Upgrade instructions in this document provide prerequisites, step-by-step instructions, and test procedures to upgrade your Avaya™ one-X Speech system.

Updated information about one-X Speech is provided in the product release notes (available on the Avaya Support Web site). Read the release notes *before* performing any of the procedures in this guide.

The upgrade instructions in this document cover the following one-X Speech upgrades:

**From Release 4.0 to Release 5.2**

- Upgrading from Release 4.0 standalone system on Windows 2003 to Release 5.2 standalone system on Windows 2003.

- Upgrading from Release 4.0 multi-server configuration to Release 5.2 multi-server configuration on Windows 2003.

**From Release 5.0 to Release 5.2**

Upgrading from Release 5.0 to Release 5.2. For information on how to upgrade, see ''Upgrading Release 5.0 to Release 5.2'' on page  81.

**From Release 5.1 to Release 5.2**

Upgrading from Release 5.1 to Release 5.2. For information on how to upgrade, see ''Upgrading Release 5.1 to Release 5.2'' on page  84.

**From Windows 2000 to Windows 2003**

one-X Speech does not support upgrade of Windows 2000 to Windows 2003. To upgrade the operating system, you must do a new install of one-X Speech after you have upgraded the operating system.

If you have a one-X Speech multi-server configuration, all the speech servers within the configuration must be running on the same operating system and the same one-X Speech release. For example, if your Server Set Controller is running on Windows 2003 and one-X Speech Release 5.2, all the Server Set Nodes must also be running on Windows 2003 and one-X Speech Release 5.2.

**Other upgrades**

- Changing from a one-X Speech Release 5.2 standalone system to a one-X Speech Release 5.2 multi-server configuration.

- Promoting a Server Set Node to a Server Set Controller.

- Replacing your standalone system or Server Set Controller with a new server.

The following is a list of important guidelines and information regarding one-X Speech upgrades.

1.  Although the one-X Speech upgrade instructions are presented in several parts, the physical upgradation and configuration of one-X Speech is one continuous process.

    There are two types of one-X Speech configurations:

    - Standalone configuration

    - Multi-server configuration comprised of a Server Set Controller and up to four Server Set Nodes.

2.  If you are upgrading a multi-server configuration, you must upgrade one-X Speech software on the Server Set Controller *before* you upgrade it on the Server Set Nodes.

# Important things to remember before starting your upgrade

- Ensure that you have thoroughly read the *one-X Speech Site Preparation Guide (SPG)* and one-X Speech hardware and software requirements. Ensure that you have reviewed the complete list of requirements for one-X Speech Release 5.2. You must have the SPG Checklist completed and available for reference throughout the one-X Speech upgrade.

- Do *not* use Terminal Services during the upgrade. The following occurs if you use Terminal Services:

    - Installation Wizard Auto Reboot feature does not function correctly.

    - Microsoft Data Engine (MSDE) fails during the installation.

    - If you plan to expand your one-X Speech capacity or if you need to relocate your Avaya License Manager from a one-X Speech Base Server to your Speech Server, you might need new or additional licenses. Upgrade your license key following the RFA process.

- Ensure that you upgrade your Microsoft Exchange CDO *before* you proceed with the upgrade. For details, see "Microsoft Collaboration Data Objects (CDO)", in the *one-X Speech Release 5.2 Site Preparation Guide*. You must also install the SMTP and NNTP service components (if not already installed). For details, see "Microsoft Internet Information Server (IIS)", in the *one-X Speech Release 5.2 Site Preparation Guide*.

- Your one-X Speech processes must be stopped before the upgrade begins. They must not be restarted until after the upgrade is complete.

- Ensure that you disable the virus scan software. For more information, see "Installing and administering virus scan software", in the *one-X Speech Release 5.2 Site Preparation Guide*.

- Upgrades in this document show how to upgrade one-X Speech from the one-X Speech DVD-ROM. If you choose to upgrade one-X Speech from your

hard drive, ensure that the DVD-ROM is copied to your hard drive.

# Information about the Service Account

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

one-X Speech deletes all messages in the Service Account mailbox after publishing is complete. Ensure that you use a dedicated Service Account for installing and administering one-X Speech.

**Important:** The Service Account alias must be unique. It also cannot match any portion or substring of the following Exchange Mailbox fields of any user on the Exchange server.

- Alias

- Last Name

- First Name

- Display Name

- Distinguished Name

For example,

- If any Exchange Mailbox alias starts with *JDOE*, then the Service Account alias cannot be *JDOE.*

- If any Exchange user has *Smith* listed in the **Last Name** field, then the Service Account alias cannot be *Smith*.

**Important:** NMS install fails if you include hyphen (-) in Service Account alias.

# Avaya License Manager (WebLM)

one-X Speech Release 5.2 requires WebLM to be installed on either the standalone system or the Server Set Controller. If your WebLM currently resides on a one-X

Speech Base Server, then you must ensure that the license file is reinstalled on the standalone system or the Server Set Controller.

A new license is required for all new installations and upgrades. Ensure that you have obtained your license following the RFA process.

Use the "Key-things-to-remember checklist" on page  xiv to verify important tasks *before* proceeding to the upgrade.

## Key-things-to-remember checklist

| Things to remember before starting the upgrade | | |
|---|---|---|
| **Did you remember to...** | **Yes** | **No** |
| Complete the Site Preparation Guide (SPG) checklist? | | |
| Keep the SPG checklist with you? | | |
| Determine if you are running Avaya License Manager (WebLM) from a one-X Speech Base Server, and obtain a new license file for the Speech Server if required? | | |
| Upgrade your license key if you plan to expand one-X Speech capacity? | | |
| Disable your virus scan software? | | |
| Stop your one-X Speech processes? | | |
| Ensure that you have sufficient hard drive space? | | |
| Install SMTP and NNTP service components as part of possible CDO upgrade (if not already installed)? | | |
| Upgrade your Microsoft Exchange CDO (if required)? | | |
| Backup your entire system including both ASADB and VADB databases to another medium? | | |
| Identify and resolve all event log errors? Save and clear the event logs a few minutes before starting the upgrade? | | |
| Upgrade to SQL Server 2000 Enterprise or Standard Edition with Service Pack 3 if you currently use SQL 7.0? MSDE is upgraded automatically. | | |
| Ensure that your remote administration station (if applicable) receives the same one-X Speech release as the standalone system or Server Set Controller that the station is managing? | | |
| Things to remember during the upgrade | | |
| **Remember that...** | **Yes** | **No** |
| If your one-X Speech configuration includes a one-X Speech Base Server, you must install WebLM on your standalone system or Server Set Controller. | | |
| You must verify that each procedure applies to your specific one-X Speech configuration: standalone system, Server Set Controller, or Server Set Node. | | |
| The Service Account alias must be unique. | | |
| Some procedures might be skipped as you progress through the installation. This implies that the software (for example, Adobe Acrobat Reader) is already loaded on your system. | | |

# Chapter 1
## Upgrading Avaya one-X Speech R4.0 standalone system to R5.2

## Introduction

Upgrade instructions in this chapter support the upgrade from Avaya one-X Speech Release 4.0 standalone system running on Windows 2003 Server to a Avaya one-X Speech Release 5.2 standalone system running on Windows 2003 server.

## Part 1 – Setting up the prerequisites before starting the upgrade

| Procedure | Step-by-step instructions |
|---|---|
| I. <br><br>**Configuring IIS** | To configure IIS to properly access User Preferences web pages: <br><br>1. On a speech server desktop, go to **Start**. <br><br>2. Right-click **My Computer**. <br><br>3. Select **Manage**. <br><br>4. In the **Computer Management** window, expand **Services and Applications**, and then expand **Internet Information Services (IIS) Manager**. <br><br>5. Right click **Web Sites**. <br><br>6. Select **Properties**. <br><br>7. Click the **Service** tab in the **Web Sites Properties** window. <br><br>8. Ensure that the **Run WWW service in IIS 5.0 isolation mode** option is unchecked. <br><br>9. Select the **Home Directory** tab in the **Web Site Properties** window. <br><br>10. Select **Configuration** in the Application settings group. <br><br>11. Click the **Options** tab. <br><br>12. Ensure that the **Enable parent paths** option is unchecked, and then click **OK**. <br><br>13. Click **OK** in the **Web Sites Properties** window. <br><br>14. Click **Yes** if you are prompted to restart IIS. |
| II. <br><br>**Installing Microsoft Visual C++ 2008 Redistributable Package (x86)** | Install Microsoft Visual C++ 2008 Redistributable Package (x86) from the path: <br><br>http://www.microsoft.com/downloads/details.aspx?FamilyID=9B2DA534-3E03-4391-8A4D-074B9F2BC1BF&displaylang=en |

## Part 2 – Stopping the processes and starting the uninstall tasks

| Procedure | Step-by-step instructions |
|---|---|
| I.<br><br>**Starting the Avaya Speech Server Management Console (SSMC)** | 1. Log in as the Service Account.<br><br>2. From the desktop, click:<br><br>   **Start** > **Programs** > **Avaya one-X Speech Server** > **Speech Server Management Console** (SSMC)<br><br>3. In the left pane of the Management Console, expand **one-X Speech Server**, and then expand **Server Set**.<br><br>4. Select the Speech Server name and verify that the processes are stopped. If they are not, right-click on the server name and select **Stop (graceful)**.<br><br>   **Important:** You do not need to manually stop the services from the Services panel. The Installation Wizard stops these services automatically.<br><br>5. From the SSMC, click **Configuration**, and then select **General Information**.<br><br>6. Select the **Skip startup of processes set for Auto Startup** check box so that processes do not start automatically after a server reboot.<br><br>7. Click **Accept** to save the change, and then click **OK**.<br><br>8. Close the SSMC.<br><br>9. Click **Start** > **Shut Down**.<br><br>10. Select **Restart** from the **What do you want the computer to do?** drop-down menu.<br><br>11. Click **OK**. |

| Procedure *(continued)* | Step-by-step instructions *(continued)* |
|---|---|
| II.<br><br>**Starting the upgrade** | **Important:** Disable your virus scan software *before* beginning the upgradation.<br><br>1. Set Dr. Watson so it does not display error dialogs:<br><br>   a. Click **Start** > **Run**.<br><br>   b. Type **drwtsn32.exe** in the **Open:** field, and click **OK**.<br><br>   c. Clear the **Visual Notification** option when the **Dr. Watson for Windows** dialog box is displayed, and then click **OK**.<br><br>2. Ensure that the **C:\** drive has a minimum of 500 megabytes of free disk space.<br><br>3. This upgrade procedure shows how to upgrade the software from the one-X Speech DVD-ROM. If you choose to upgrade one-X Speech from your hard drive, ensure that the DVD-ROM is copied to your hard drive.<br><br>4. If you are upgrading from a shared network drive, ensure that you do one of the following:<br><br>  ■ Map the network drive.<br><br>  ■ Obtain read and execute access to the shared drive.<br><br>⚠ **CAUTION:**<br>The Installation Wizard might fail to automatically restart if you do not complete this requirement.<br><br>5. Insert one-X Speech DVD into the DVD-ROM drive, or click **autorun.exe** in the previously created directory on your hard drive.<br><br>The **Avaya one-X Speech** main menu is displayed. The main menu contains the following topics:<br><br>  ■ one-X Speech Installation<br><br>  ■ Administration Station Setup<br><br>  ■ Documentation |

| Procedure *(continued)* | Step-by-step instructions *(continued)* |
|---|---|
| II. *(continued)*<br><br>**Starting the upgrade** | ■ Browse DVD<br><br>■ Contact Us<br><br>6. Click **one-X Speech Installation** on the main menu. The **Service Account Information** dialog box is displayed.<br><br>7. Click **OK**.<br><br>**Important:** This upgrade does not require the Service Account password. However, if you wish to set the Service Account information during the installation, click **Change** in the **one-X Speech Installation Wizard** dialog box. In the **Service Account** dialog box that appears, type your password.<br><br>8. The **System Prerequisites** dialog box is displayed.<br><br>9. Verify that all system prerequisites are met before continuing with the upgradation.<br><br>10. Click **Finish**.<br><br>11. Expand the list of folders on the **Installation Wizard** main menu.<br><br>The following configurations are selected by default and they can be changed by clicking **Change**:<br><br>■ Standalone<br><br>■ US-English language<br><br>■ License Manager<br><br>■ Secure Socket Layer (SSL)<br><br>**Important:** If this is a UK upgrade, or if you are changing your license server configuration to use the local server rather than the one-X Speech Base Server, you must click **Change** to modify the settings. Follow the screen prompts to configure WebLM. |

| Procedure *(continued)* | Step-by-step instructions *(continued)* |
|---|---|
| II. *(continued)*<br><br>**Starting the upgrade** | 12. For your particular one-X Speech Server, ensure that the appropriate items are checked or already installed:<br><br>■ Microsoft Data Access Objects 3.5<br><br>■ NMS Telephony Software<br><br>   ■ NMS Natural Access 2005-1<br><br>■ Microsoft XML Parser<br><br>■ Windows Media Encoder 7.0<br><br>■ Adobe Acrobat Reader<br><br>■ ScanSoft<br><br>   ■ RealSpeak 4.0<br><br>   ■ RealSpeak Voice. Select desired voice(s):<br><br>      ■ **Samantha** (US female voice)<br><br>      ■ **Tom** (US male voice)<br><br>      ■ **Emily** (UK female voice for UK installations)<br><br>■ Nuance<br><br>   ■ ASR, Nuance 8.5<br><br>   ■ Nuance V8.5.0 Post-GA Patches Rev E<br><br>   ■ Language Module UK English<br><br>   ■ Language Module US English<br><br>■ Avaya License Manager<br><br>   ■ InstallShield Scripting Engine<br><br>■ MSDE 2000 |

| Procedure *(continued)* | Step-by-step instructions *(continued)* |
|---|---|
| II. *(continued)*<br><br>**Starting the upgrade** | ■ Avaya Speech Server<br><br>■ Avaya one-X Speech Access<br><br>   ■ Avaya one-X Speech Access (en-US)<br><br>   ■ Avaya one-X Speech Access (en-UK)<br><br>**Important:** Select either en-US for US English or en-UK for UK English. Selecting both languages invokes both installation programs.<br><br>13. Review the selected components. The following components must be upgraded. They appear as **Out Of Date** or **Not Installed** on the main menu:<br><br>■ Avaya Speech Server<br><br>■ Avaya one-X Speech Access<br><br>   ■ Avaya one-X Speech Access (en-US)<br><br>   ■ Avaya one-X Speech Access (en-UK)<br><br>**Important:** Select either en-US for US English or en-UK for UK English. Selecting both languages invokes both installation programs. |
| III.<br><br>**Setting the Installation reminders information and uninstalling software** | 1. Click **Install**. The **Installation Reminders** dialog box is displayed reminding you to:<br><br>■ Disable your virus scan software.<br><br>■ Select **No, reboot later** if prompted during a component installation.<br><br>2. Select **Configure Windows to automatically login on reboots** (optional). |

| Procedure *(continued)* | Step-by-step instructions *(continued)* |
|---|---|
| III. *(continued)*<br><br>**Setting the Installation reminders information and uninstalling software** | 3. Select **Do not wait for installer confirmation on reboots** if you want to enable this option.<br><br>**Note:** If you select this box, a **Reboot Required** dialog box is displayed with a 90 second countdown field each time the system requires a reboot. You can click **Cancel** or **Reboot Now** on this dialog box.<br><br>4. Click **Install** to begin the installation.<br><br>5. Click **OK** when the upgrade tasks **Information** dialog box is displayed.<br><br>**Note:** The following upgrade tasks are executed before the installation begins:<br><br>■ **Avaya Speech Server** executes the uninstall procedure for any previously installed Service Packs and/or Hot Fix(es).<br><br>The **Running Upgrade programs for components** screen is displayed in the upper left corner.<br><br>6. Click **Yes** on the **Confirm File Deletion** dialog box.<br><br>The **Uninstall** progress bar is displayed.<br><br>7. Click **OK** on the information dialog box to confirm that the upgrade tasks are complete. A reboot begins.<br><br>8. Click **Continue Install** when the **Installation Reminders** dialog box is displayed. |

# Part 3 – Upgrading Avaya one-X Speech Server

| Procedure | Step-by-step instructions |
|---|---|
| IV.<br><br>**Upgrading Avaya one-X Speech Server** | 1. Click **Next** when the **Welcome to the InstallShield Wizard for Avaya one-X Speech Server Version 5.0** dialog box is displayed. The **Extracting Files** and **Setup** screens are displayed.<br><br>A progress bar and multiple information boxes are displayed.<br><br>2. Click **Next** when the Speech Server **Welcome** dialog box is displayed.<br><br>3. Ensure that **Upgrade** is selected when the one-X Speech Server **Upgrade Decision** dialog box is displayed, and then click **Next**.<br><br>The upgradation of the Speech Server begins, and a progress bar is displayed. Several information boxes are displayed sequentially.<br><br>4. Click **Next** on the **Select Program Folder** dialog box.<br><br>5. Click **OK** on the **Parameter Changes Information** dialog box.<br><br>6. Click **Continue** on the **Update Parameters** dialog box.<br><br>7. Click **Done** on the **Update Global** dialog box.<br><br>8. Click **Next** when the **Speech Server Configuration** dialog box is displayed.<br><br>9. The **Speech Server Configuration** Text-to-Speech (TTS) and Avaya License Manager (WebLM) dialog box is displayed.<br><br>10. Select a RealSpeak voice from the **RealSpeak Voice** drop-down menu.<br><br>**Note:** Select **Emily** for UK installations.<br><br>11. Type the name of the standalone system that hosts the Avaya License Manager in the **WebLM Server** field. |

| Procedure *(continued)* | Step-by-step instructions *(continued)* |
|---|---|
| IV. *(continued)*<br><br>**Upgrading Avaya one-X Speech Server** | 12. Avaya recommends that you select **Use Secure Sockets Layer**. Select **User Secure Sockets Layer** if you are using SSL.<br><br>13. Click **Configure Licenses** to display the Avaya License Manager Web page. Use the next Procedure to configure the licenses on this Web page.<br><br>You can also access the Avaya License Manager Web page by going to:<br><br>**Start** > **Programs** > **Avaya License Manager** |
| V.<br><br>**Administer Avaya License Manager (WebLM)** | **Important:** This procedure applies if you:<br><br>■ Have a one-X Speech Base Server with WebLM.<br><br>■ Need to update your license file.<br><br>Otherwise, go to <u>Step 14 on page 23</u>.<br><br>1. Click the **License Administration** link if this is a new WebLM license installation.<br><br>2. Type one of the following in the Password field:<br><br>■ one-X Speech License Manager password<br><br>■ Default **admin1** password if this is a new WebLM installation<br><br>**Note:** Ensure that all letters and/or numbers in the default password are lowercase and the password does not have spaces.<br><br>3. Click **Continue**.<br><br>4. Go to Step <u>8</u> if this is not a new installation of WebLM. |

| Procedure *(continued)* | Step-by-step instructions *(continued)* |
|---|---|
| V. *(continued)*<br><br>**Administer Avaya License Manager (WebLM)** | 5. Type the following if this is a new WebLM installation, and then click **Change Password**:<br><br>   a. Old password (admin1)<br><br>   b. New password<br><br>   c. New password again<br><br>6. Click the **Back to WebLM Main Page** link.<br><br>7. Click **License Administration**.<br><br>8. Type your new password, and click **Continue**.<br><br>9. Type the license file name in the **Install License File** section, or click **Browse** to navigate to the license file, and then click **Install**.<br><br>   **Note:** Ensure that you have obtained your license key following the RFA process.<br><br>10. Click the **Back to WebLM Main Page** link when the license file installation is successful.<br><br>11. Click the **one-X Speech** link in the Licensed Products section.<br><br>12. Verify all your licenses on the **License Acquisition Status** page.<br><br>13. Close the browser when verification is complete.<br><br>14. Click **Finish** on the **Setup Complete** dialog box.<br><br>   **Note:** The **Installing components** screen shows the services starting. The components might take a few minutes to install and the program provides a clean-up after completion. |

| Procedure *(continued)* | Step-by-step instructions *(continued)* |
|---|---|
| V. *(continued)*<br><br>**Administer Avaya License Manager (WebLM)** | **Note:** The system automatically restarts.<br><br>The Installation Wizard displays the **Reboot Required** dialog box. Click **Reboot Now** to reboot, or click **Cancel** to stop the installation. If you selected **Do not wait for installer confirmation on reboots**, you can manually click **Reboot Now**, wait for the 90 second countdown, or click **Cancel** to stop the installation.<br><br>You must log back into Windows as the Service Account if you did not select **Configure Windows to automatically login on reboots** at the beginning of the installation.<br><br>⚠ **CAUTION:**<br>The Installation Wizard starts automatically.<br><br>15. Disable your virus scan software.<br><br>16. Click **Continue Install** when the **Installation Reminders** dialog box is displayed.<br><br>17. Go to <u>"Part 4 – Installing the Speech Access application" on page 25</u>. |

# Part 4 – Installing the Speech Access application

| Procedure | Step-by-step instructions |
|---|---|
| VI.<br><br>**Installing the Speech Access application** | 1. Click **Next** when the **Welcome to the InstallShield Wizard for Avaya one-X Speech Access Version 5.0** dialog box is displayed. The **Extracting Files** and **Setup** screens are displayed.<br><br>2. Click **Next** on the **Select Program Folders** dialog box.<br><br>   **Note:** A progress bar and multiple information boxes are displayed.<br><br>3. Click **Finish** on the **Setup Complete** dialog box.<br><br>4. Click **OK** when the **Installation Complete** dialog box is displayed. The Speech Access application is now installed.<br><br>5. Click **Close** on the Installation Wizard main menu to exit the Installation Wizard.<br><br>6. Click **Restart** when prompted to restart the system.<br><br>   **Note:** You are not automatically logged in from this point forward even if you selected **Configure Windows to automatically login on reboots** at the beginning of the installation.<br><br>7. Go to <span><u>"Part 6 – Publishing the applications and testing Avaya one-X Speech" on page 27</u></span> |

## Part 5 – Upgrading to Release 5.2 by using software from support site

| Procedure | Step-by-step instructions |
|---|---|
| I.<br><br>**Upgrading to Release 5.2 software by using from support site** | 1. The system is now upgraded to Release 5.0. you must the upgrade the system to Release 5.2.<br><br>2. To upgrade the system to Release 5.2, see "Upgrading Release 5.0 to Release 5.2" on page 81. |

# Part 6 – Publishing the applications and testing Avaya one-X Speech

| Procedure | Step-by-step instructions |
|---|---|
| VII.<br><br>**Publishing the applications** | 1. From the desktop, click:<br><br>    **Start** > **Programs** > **Avaya one-X Speech Server** > **one-X Speech Server Management Console**<br><br>2. Click **one-X Speech Server** to launch **Auto Initialization** (initialization process is hidden).<br><br>3. Expand **one-X Speech Server** > **ServerSet** > **Server name**.<br><br>4. Click **VAServer** or the equivalent name of the VAServer process.<br><br>5. Click **Dependencies**, select **Nuance Manager** or the equivalent name of the Nuance process from the list, and click **OK**.<br><br>    **Note:** Your Nuance process might have a name that is different than Nuance Manger.<br><br>6. Expand **Configuration** in the menu tree, and then click **General Information**.<br><br>7. Clear **Skip startup of processes set for Auto-Startup**.<br><br>8. Click **Accept**, and then click **OK**.<br><br>The next several steps require that you publish application modules. The publishes must not be done simultaneously. Wait for one publish to complete *before* starting another publish. If you accidentally run more than one publish simultaneously and the publish appears to be stopped, close the SSMC, restart VAServerManager from the **Administrative Tools** > **Services** console, and then restart the publish from the SSMC.<br><br>9. Expand **Application Modules**.<br><br>10. Click **VXML**. |

| Procedure *(continued)* | Step-by-step instructions *(continued)* |
|---|---|
| VII. *(continued)* <br><br> **Publishing the applications** | 11. Select the **Disable Module** check box. <br><br> **Note:** Disabling the VXML application module helps maximize system resources. <br><br> 12. Click **ExchangeConnector**. <br><br> 13. Click **Publish** and wait for the publish to complete. The **Done publishing application** message is displayed when the publish is complete. <br><br> 14. Click **IMAPConnector**. <br><br> 15. Click **Publish** and wait for the publish to complete. The **Done publishing application** message is displayed when the publish is complete. <br><br> 16. Click **CallAnswer**. <br><br> 17. Click **Publish** and wait for the publish to complete. The **Done publishing application** message is displayed when the publish is complete. <br><br> 18. Expand **Applications**. <br><br> 19. Click **VAOutlook**. <br><br> 20. Select **Clear and rebuild the dynamic grammar database**. <br><br> 21. Click **Publish** and wait for the publish to complete. The **Done publishing application** message is displayed when the publish is complete. <br><br> 22. Expand **one-X Speech Server** > **Server Set**. <br><br> 23. Click your Server name, and verify that all your server processes are running. <br><br> 24. Test the system by calling into it. Leave a test message, or execute a voice command. |

| Procedure *(continued)* | Step-by-step instructions *(continued)* |
|---|---|
| VIII.<br><br>**Testing one-X speech commands** | This section describes how to use the account of the existing SA user (that you identified prior to the upgrade) to test one-X Speech by speaking commonly used speech commands.<br><br>1. Call the one-X Speech pilot number for the system and, when prompted, enter the account number and voicemail password of the test user.<br><br>2. Speak a variety of voice commands to one-X Speech. Ensure that you obtain the expected result. At a minimum, give the following commands:<br><br>■ **"Read my messages"** Verify that all voice mail and e-mail messages are read.<br><br>■ **"Dial a number"** Make separate calls to local, long distance, and international telephone numbers, as allowed.<br><br>■ **"Send a message"** Record a voice message and send it to the test user.<br><br>■ **"Send a message to *<contact>*"** Record a voice message and send it to one of the contacts of the test user.<br><br>■ **"Call a contact"** Speak the name (not the number) of a contact in Outlook or personal contact.<br><br>■ **"How many tasks do I have"** one-X Speech states how many tasks you have.<br><br>■ **"Read my appointments"** Follow the spoken prompts.<br><br>■ **"Create an appointment"** Follow the spoken prompts.<br><br>If one-X Speech is configured to use the LDAP directory:<br><br>■ **"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. |

| Procedure *(continued)* | Step-by-step instructions *(continued)* |
|---|---|
| VIII. *(continued)*<br><br>**Testing one-X speech commands** | 3. **"Good-bye"** Verify that one-X Speech says *"Good-bye"* and hangs up to end the session.<br><br>4. You have now completed the one-X Release 5.2 standalone upgrade. To configure your system, go to <u>"Chapter 8 Post Upgrade Configuration" on page 91</u>.<br><br>If you are creating a multi-server configuration, proceed to <u>"Chapter 2 Upgrading UCC SA R2.1 multi-server system to Avaya one-X Speech R5.0 multi-server system" on page 23</u>.<br><br>**Important:** The system is upgraded to R5.0, now you must upgrade the system from one-X Speech R5.0 to one-X Speech R5.2. For more information on upgrading the system from R5.0 to R5.2, see "Upgrading Release 5.0 to Release 5.2" on page 81. |

# Chapter 2
# Upgrading Avaya one-X Speech R4.0 multi-server system to Avaya one-X Speech R5.2 multi-server system

## Introduction

Upgrade instructions in this chapter support the upgrade from Avaya one-X Speech Release 4.0 multi-server system running on Windows 2003 Server to Avaya one-X Speech Release 5.2 multi-server system running on Windows 2003 Server.

# Part 1 – Setting up the prerequisites before starting the upgrade

| Procedure | Step-by-step instructions |
|---|---|
| I.<br><br>**Configuring IIS** | To configure IIS to properly access User Preferences web pages:<br><br>1. On a speech server desktop, go to **Start**.<br><br>2. Right-click **My Computer**.<br><br>3. Select **Manage**.<br><br>4. In the **Computer Management** window, expand **Services and Applications**, and then expand **Internet Information Services (IIS) Manager**.<br><br>5. Right click **Web Sites**.<br><br>6. Select **Properties**.<br><br>7. Click the **Service** tab in the **Web Sites Properties** window.<br><br>8. Ensure that the **Run WWW service in IIS 5.0 isolation mode** option is unchecked.<br><br>9. Select the **Home Directory** tab in the **Web Site Properties** window.<br><br>10. Select **Configuration** in the Application settings group.<br><br>11. Click the **Options** tab.<br><br>12. Ensure that the **Enable parent paths** option is unchecked, and then click **OK**.<br><br>13. Click **OK** in the **Web Sites Properties** window.<br><br>14. Click **Yes** if you are prompted to restart IIS. |
| II.<br><br>**Installing Microsoft Visual C++ 2008 Redistributable Package (x86)** | Install Microsoft Visual C++ 2008 Redistributable Package (x86) from the path:<br><br>http://www.microsoft.com/downloads/details.aspx?FamilyID=9B2DA534-3E03-4391-8A4D-074B9F2BC1BF&displaylang=en |

# Part 2 - Upgrading the Server Set Controller

| Procedure | Step-by-step instructions |
|---|---|
| I.<br><br>**Stopping all the processes** | 1. Log in to the Server Set Controller with an account that has one-X Speech administrative privileges.<br><br>2. From the desktop, click:<br><br>**Start** > **Programs** > **Avaya one-X Speech Server** > **one-X Speech Server Management Console**<br><br>3. Expand **one-X Speech Server**, and then expand **Server Set**.<br><br>4. Stop all the processes on the Server Set Controller.<br><br>5. Select all the remaining Server Set Nodes that are enabled.<br><br>6. Right-click the selected nodes.<br><br>7. Select **All Tasks** > **Disable Server**.<br><br>8. Select **Yes** on the **Disable Server** confirmation dialog box to stop all processes.<br><br>**Important:** You do not need to manually stop the services from the **Services** panel. The Installation Wizard automatically stops the services.<br><br>9. Click **Accept** to save the changes, and then click **OK**.<br><br>10. Close the SSMC. |
| II.<br><br>**Starting the upgrade** | **Important:** Disable your virus scan software *before* beginning the upgrade.<br><br>1. Log in to the Server Set Controller with the Service Account.<br><br>2. Set Dr. Watson so it does not display error dialogs:<br><br>a. Click **Start** > **Run**. |

| Procedure *(continued)* | Step-by-step instructions *(continued)* |
|---|---|
| II. *(continued)*<br><br>**Starting the upgrade** | b. Type **drwtsn32.exe** in the **Open:** field, and click **OK**.<br><br>c. Clear the **Visual Notification** option when the **Dr. Watson for Windows** dialog box is displayed, and then click **OK**.<br><br>3. Ensure that **C:\** drive has a minimum of 500 megabytes of free disk space.<br><br>4. This upgrade shows how to install the software from the DVD-ROM. If you choose to install one-X Speech from your hard drive, ensure that the DVD-ROM is copied to your hard drive.<br><br>5. If you are installing from a shared network drive, ensure that you do one of the following:<br><br>  ■ Map the network drive.<br><br>  ■ Obtain read and execute access to the shared drive.<br><br>⚠ **CAUTION:**<br>The Installation Wizard might fail to automatically restart if you do not complete this requirement.<br><br>6. Insert one-X Speech DVD into the DVD-ROM drive, or click **autorun.exe** in the previously created directory on your hard drive.<br><br>The **Avaya one-X Speech Access** main menu is displayed. The main menu contains the following topics:<br><br>  ■ one-X Speech Access Installation<br><br>  ■ Administration Station Setup<br><br>  ■ Documentation<br><br>  ■ Browse DVD<br><br>  ■ Contact us<br><br>7. Click **one-X Speech Access Installation** on the main menu. The **Installation Wizard** dialog box is displayed. |

| Procedure *(continued)* | Step-by-step instructions *(continued)* |
|---|---|
| II. *(continued)*<br><br>**Starting the upgrade** | 8. Click **OK** on the dialog box that indicates that this upgrade does not require you to enter the Service Account password.<br><br>9. If the **System Prerequisites** dialog box is displayed, verify that all system prerequisites are met before continuing the installation.<br><br>10. Click **Finish**.<br><br>11. Expand the list of folders on the **Installation Wizard** main menu.<br><br>The following configuration values are retained from the Avaya one-X Speech Release 4.0 installation. You can modify these configurations by clicking **Change**.<br><br>    ■ Speech Server Type<br><br>    ■ Language (UK or US English)<br><br>    ■ Avaya License Manager<br><br>    ■ Secure Socket Layer (SSL)<br><br>12. For the Server Set Controller, ensure that the appropriate items are already installed:<br><br>    ■ Microsoft Data Access Objects 3.5<br><br>    ■ Microsoft XML Parser<br><br>    ■ Windows Media Encoder 7.0<br><br>    ■ Adobe Acrobat Reader<br><br>    ■ Nuance<br><br>        ■ ASR, Nuance 8.5<br><br>        ■ Nuance V8.5.0 Post-GA Patches Rev E<br><br>        ■ Language Module UK English<br><br>        ■ Language Module US English<br><br>    ■ Avaya License Manager<br><br>        ■ InstallShield Scripting Engine<br><br>    ■ Avaya Speech Server |

| **Procedure** *(continued)* | **Step-by-step instructions** *(continued)* |
|---|---|
| II. *(continued)*<br><br>**Starting the upgrade** | ■ Avaya one-X Speech Access<br><br>   ■ Avaya one-X Speech Access (en-US)<br><br>   ■ Avaya one-X Speech Access (en-UK)<br><br>13. Review the selected components. The following components must be upgraded. They appear as **Out of Date** (and will be selected for installation) or **Not Installed** on the main menu:<br><br>■ Avaya Speech Server<br><br>■ Avaya one-X Speech Access<br><br>   ■ Avaya one-X Speech Access (en-US)<br><br>   ■ Avaya one-X Speech Access (en-UK)<br><br>**Important:** Select either en-US for US English or en-UK for UK English. Selecting both languages invokes both installation programs. |
| III.<br><br>**Setting the Installation reminders information and uninstalling software** | 1. Click **Install**. The **Installation Reminders** dialog box is displayed reminding you to:<br><br>■ Disable your virus scan software<br><br>2. Select **No, reboot later** if prompted during a component installation<br>Select **Configure Windows to automatically login on reboots** (optional). The Service account password is stored, and is not required during the remainder of the installation.<br><br>**Important:** The password is unencrypted for each reboot and is re-encrypted when the Installation Wizard is displayed.<br><br>3. Select **Do not wait for installer confirmation on reboots** if you want to enable this option.<br><br>**Note:** If you select this box, a **Reboot Required** dialog box is displayed with a 90 second countdown field each time the system requires a reboot. You can click **Cancel** or **Reboot Now** on this dialog box.<br><br>4. Click **Install** to begin the installation. |

| Procedure *(continued)* | Step-by-step instructions *(continued)* |
|---|---|
| III. *(continued)* <br><br> **Setting the Installation reminders information and uninstalling software** | 5. Click **OK** when the upgrade tasks **Information** dialog box is displayed. <br><br> The **Running Upgrade programs for components:** dialog box is displayed to show you the status of installation for each component. <br><br> 6. If the installation requires an uninstallation of RealSpeak voices, click **Yes** on the **Windows Installer** dialog box when it is displayed. <br><br> 7. The Installation Wizard displays the **Reboot Required** dialog box. <br><br> 8. Click **OK** on the **Reboot Required** dialog box to restart the system after the upgrade tasks are completed. <br><br> You must log back into Windows as the Service Account if you did not select **Configure Windows to automatically login on reboots** at the beginning of the installation. <br><br> ⚠ **CAUTION:** <br> The Installation Wizard starts automatically. <br><br> 9. Disable your virus scan software. <br><br> 10. Click **Continue Install** when the **Installation Reminders** dialog box is displayed. |
| IV. <br><br> **Upgrading Avaya one-X Speech Server** | 1. Click **Next** when the **Welcome to the InstallShield Wizard for Avaya one-X Speech Server Version 4.0** dialog box is displayed. The **Extracting Files** and **Setup** screens are displayed. <br><br> A progress bar and multiple information boxes are displayed. <br><br> 2. Click **Next** when the Speech Server **Welcome** dialog box is displayed. <br><br> 3. Ensure that **Upgrade** is selected when the one-X Speech Server Upgrade Decision dialog box is displayed, and then click **Next**. |

| Procedure *(continued)* | Step-by-step instructions *(continued)* |
|---|---|
| IV.<br><br>**Upgrading Avaya one-X Speech Server** | The installation of the Speech Server begins, and a progress bar is displayed. Several information boxes are displayed sequentially.<br><br>4. Click **Next** on the **Select Program Folder** dialog box.<br><br>5. Click **Next** when the **Speech Configuration** dialog box is displayed.<br><br>**Note:** If you have a large VADB database, you will experience delays during the upgrade when the database is being backed up, upgraded, and when the database auditing is being updated.<br><br>6. The **Speech Server Configuration** Text-to-Speech (TTS) and Avaya License Manager (WebLM) dialog box is displayed.<br><br>7. Type the name of the standalone system that hosts the Avaya License Manager in the **WebLM Server** field.<br><br>⚠ **CAUTION:**<br>Avaya recommends that you select **Use Secure Sockets Layer**. Select **Use Secure Sockets Layer** if you are using SSL.<br><br>8. Click **Finish** on the **Setup Complete** dialog box.<br><br>**Notes:**<br><br>■ The Installing components screen shows the services starting. The components might take a few minutes to install and the program provides a clean-up after completion.<br><br>■ The system automatically restarts.<br><br>■ The Installation Wizard displays the **Reboot Required** dialog box. Click **Reboot Now** to reboot, or click **Cancel** to stop the installation. If you selected **Do not wait for installer confirmation on reboots**, you can manually click **Reboot Now**, wait for the 90 second countdown, or click **Cancel** to stop the installation. |

| Procedure *(continued)* | Step-by-step instructions *(continued)* |
|---|---|
| IV. *(Continued)*<br><br>**Upgrading Avaya one-X Speech Server** | You must log back into Windows as the Service Account if you did not select **Configure Windows to automatically login on reboots** at the beginning of the installation.<br><br>⚠ **CAUTION:**<br>The Installation Wizard starts automatically.<br><br>9.  Disable your virus scan software.<br><br>10. Click **Continue Install** when the **Installation Reminders** dialog box is displayed.<br><br>11. Go to *"Upgrading the Speech Access application."*. |

| | |
|---|---|
| V.<br><br>**Upgrading the Speech Access application** | 1. Click **Next** when the **Welcome to the InstallShield Wizard for Avaya one-X Speech Access Version 5.0** dialog box is displayed. The **Extracting Files** and **Setup** screens are displayed.<br><br>2. Click **Next** on the **Select Program Folders** dialog box.<br><br>**Note:** A progress bar and multiple information boxes are displayed.<br><br>**Important:** Select either en-US for US English or en-UK for UK English. Selecting both languages invokes both installation programs. one-X Speech supports only one installed language.<br><br>3. Click **Finish** on the **Setup Complete** dialog box.<br><br>4. Click **OK** when the **Installation Complete** dialog box is displayed. The Speech Access application is now installed. |
| V. *(Continued)*<br><br>**Upgrading the Speech Access application** | 5. Click **Close** on the Installation Wizard main menu to exit the Installation Wizard.Click **Restart** when prompted to restart the system.<br><br>**Note:** You are not automatically logged in from this point forward even if you selected **Configure Windows to automatically login on reboots** at the beginning of the installation. |

## Part 3 - Upgrading the Server Set Nodes

| Procedure | Step-by-step instructions |
|---|---|
| I.<br><br>**Stopping all the processes** | 1. Log in to the Server Set Nodes with an account that has one-X Speech administrative privileges.<br><br>2. From the desktop, click:<br><br>**Start** > **Programs** > **Avaya one-X Speech Server** > **one-X Speech Server Management Console**<br><br>3. From the SSMC, click **Configuration**, and then select **General Information**.<br><br>4. Select the **Skip startup of processes set for Auto Startup** check box so that processes do not start automatically after a server reboot.<br><br>5. Expand **one-X Speech Server**, and then expand **Server Set**.<br><br>6. Right-click the Server Set Node to be upgraded.<br><br>7. Select **All Tasks** > **Disable Server**.<br><br>8. Select **Yes** on the **Disable Server** confirmation dialog box to stop all processes.<br><br>**Important:** You do not need to manually stop services from the **Services** panel. The Installation Wizard automatically stops the services.<br><br>9. Click **Accept** to save the changes, and then click **OK**.<br><br>10. Close the SSMC. |
| II.<br><br>**Starting the upgrade** | **Important:** Disable your virus scan software *before* beginning the installation.<br><br>1. Log in with the Service Account.<br><br>2. Set Dr. Watson so it does not display error dialogs:<br><br>a. Click **Start** > **Run**. |

| Procedure *(continued)* | Step-by-step instructions *(continued)* |
|---|---|
| II. *(continued)*<br><br>**Starting the upgrade** | b. Type **drwtsn32.exe** in the **Open:** field, and click **OK**.<br><br>c. Clear the **Visual Notification** option when the **Dr. Watson for Windows** dialog box is displayed, and then click **OK**.<br><br>3. Ensure that **C:\** drive has a minimum of 500 megabytes of free disk space.<br><br>4. This installation shows how to install the software from the one-X Speech DVD-ROM. If you choose to install one-X Speech from your hard drive, ensure that the DVD-ROM is copied to your hard drive.<br><br>5. If you are installing from a shared network drive, ensure that you do one of the following:<br><br>■ Map the network drive.<br><br>■ Obtain read and execute access to the shared drive.<br><br>⚠ **CAUTION:**<br>The Installation Wizard might fail to automatically restart if you do not complete this requirement.<br><br>6. Insert one-X Speech DVD into the DVD-ROM drive and select **one-X Speech Access Installation** from the autorun program, or click **autorun.exe** in the previously created directory on your hard drive.<br><br>**Note:** The DVD automatically runs and the **Avaya one-X Speech Access** main menu is displayed. The main menu contains the following topics:<br><br>■ one-X Speech Access Installation<br><br>■ Administration Station Setup<br><br>■ Documentation<br><br>■ Browse DVD<br><br>■ Contact Us |

| Procedure *(continued)* | Step-by-step instructions *(continued)* |
|---|---|
| II. *(continued)*<br><br>**Starting the upgrade** | 7. Click **one-X Speech Access Installation** on the main menu. The **Installation Wizard** dialog box is displayed.<br><br>8. Click **OK** on the dialog box that indicates that this upgrade does not require you to enter the Service Account password.<br><br>9. If the **System Prerequisites** dialog box is displayed, verify that all system prerequisites are met before continuing the installation.<br><br>10. Click **Finish**.<br><br>11. Expand the list of folders on the **Installation Wizard** main menu.<br><br>The following configuration values are retained from the Avaya one-X Speech Release 4.0 installation. You can modify these configurations by clicking **Change**.<br><br>■ Speech Server Type<br><br>■ Language (UK or US English)<br><br>■ Avaya License Manager<br><br>■ Secure Socket Layer (SSL)<br><br>12. For your particular Server Set Node, ensure that the appropriate items are updated if they are out of date:<br><br>■ Microsoft Data Access Objects 3.5<br><br>■ NMS Telephony Software<br><br>　▪ NMS Natural Access 2005-1<br><br>■ Microsoft XML Parser<br><br>■ Windows Media Encoder 7.0<br><br>■ Adobe Acrobat Reader<br><br>■ ScanSoft<br><br>　▪ RealSpeak 4.0 |

| Procedure *(continued)* | Step-by-step instructions *(continued)* |
|---|---|
| II. *(continued)*<br><br>**Starting the upgrade** | ■ **RealSpeak Voice** Select desired voice(s):<br><br>  ■ **Samantha** (US female voice)<br><br>  ■ **Tom** (US male voice)<br><br>  ■ **Emily** (UK female voice for UK installations)<br><br>■ Nuance<br><br>  ■ ASR, Nuance 8.5<br><br>  ■ Nuance V8.5.0 Post-GA Patches Rev E<br><br>  ■ Language Module UK English<br><br>  ■ Language Module US English<br><br>■ Avaya Speech Server<br><br>■ Avaya one-X Speech Access<br><br>  ■ Avaya one-X Speech Access (en-US)<br><br>  ■ Avaya one-X Speech Access (en-UK)<br><br>13. Review the selected components. The following components must be upgraded. They appear as **Out of Date** (and will be selected for installation) or **Not Installed** on the main menu:<br><br>■ Avaya Speech Server<br><br>■ Avaya one-X Speech Access<br><br>  ■ Avaya one-X Speech Access (en-US)<br><br>  ■ Avaya one-X Speech Access (en-UK)<br><br>**Important:** Select either en-US for US English or en-UK for UK English. Selecting both languages invokes both installation programs. |

| Procedure *(continued)* | Step-by-step instructions *(continued)* |
|---|---|
| III.<br><br>**Setting the Installation reminders information and uninstalling software** | 1. Click **Install**. The **Installation Reminders** dialog box is displayed reminding you to:<br><br>   ■  Disable your virus scan software.<br><br>   ■  Select **No, reboot later** if prompted during a component installation.<br><br>2. Select **Configure Windows to automatically login on reboots** (optional). The Service account password is stored, and is not required during the remainder of the installation.<br><br>   **Important:** The password is unencrypted for each reboot and is re-encrypted when the Installation Wizard is displayed.<br><br>3. Select **Do not wait for installer confirmation on reboots** if you want to enable this option.<br><br>4. Select **Configure Windows to automatically login on reboots** (optional). The Service account password is stored, and is not required during the remainder of the installation.<br><br>   **Important:** The password is unencrypted for each reboot and is re-encrypted when the Installation Wizard is displayed.<br><br>5. Select **Do not wait for installer confirmation on reboots** if you want to enable this option.<br><br>   **Note:** If you select this box, a **Reboot Required** dialog box is displayed with a 90 second countdown field each time the system requires a reboot. You can click **Cancel** or **Reboot Now** on this dialog box.<br><br>6. Click **Install** to begin the installation. |

| Procedure *(continued)* | Step-by-step instructions *(continued)* |
|---|---|
| III. *(continued)*<br><br>**Setting the Installation reminders information and uninstalling software** | 7. Click **OK** when the upgrade tasks **Information** dialog box is displayed.<br><br>The **Running Upgrade programs for components:** dialog box is displayed to show you the status of installation for each component.<br><br>8. If the installation requires an uninstallation of RealSpeak voices, click **Yes** on the **Windows Installer** dialog box when it is displayed.<br><br>9. The Installation Wizard displays the **Reboot Required** dialog box.<br><br>10. Click **OK** on the **Reboot Required** dialog box to restart the system after the upgrade tasks are completed.<br><br>You must log back into Windows as the Service Account if you did not select **Configure Windows to automatically login on reboots** at the beginning of the installation.<br><br>⚠ **CAUTION:**<br>The Installation Wizard starts automatically.<br><br>11. Disable your virus scan software.<br><br>12. Click **Continue Install** when the **Installation Reminders** dialog box is displayed. |
| IV.<br><br>**Upgrading Avaya one-X Speech Server** | 1. Click **Next** when the **Welcome to the InstallShield Wizard for Avaya one-X Speech Server Version 4.0** dialog box is displayed. The **Extracting Files** and **Setup** screens are displayed.<br><br>A progress bar and multiple information boxes are displayed.<br><br>2. Click **Next** when the Speech Server **Welcome** dialog box is displayed. |

| Procedure | Step-by-step instructions |
|---|---|
| IV. *(continued)*<br><br>**Upgrading Avaya one-X Speech Server** | 3. Ensure that **Upgrade** is selected when the one-X Speech Server Upgrade Decision dialog box is displayed, and then click **Next**.<br><br>The installation of the Speech Server begins, and a progress bar is displayed. Several information boxes are displayed sequentially.<br><br>4. Click **Next** on the **Select Program Folder** dialog box.<br><br>5. Click **Next** when the **Speech Server Configuration** dialog box is displayed.<br><br>**Note:** If you have a large VADB database, you will experience delays during the upgrade when the database is being backed up, upgraded, and when the database auditing is being updated.<br><br>6. Click **Next** on the **Select Program Folder** dialog box.<br><br>7. Click **Next** when the **Speech Server Configuration** dialog box is displayed.<br><br>**Note:** If you have a large VADB database, you will experience delays during the upgrade when the database is being backed up, upgraded, and when the database auditing is being updated.<br><br>8. Click **Finish** on the **Setup Complete** dialog box.<br><br>The system automatically restarts.<br><br>**Note:** The Installation Wizard displays the **Reboot Required** dialog box. Click **Reboot Now** to reboot, or click **Cancel** to stop the installation. If you selected **Do not wait for installer confirmation on reboots**, you can manually click **Reboot Now**, wait for the 90 second countdown, or click **Cancel** to stop the installation. |

| Procedure | Step-by-step instructions |
|---|---|
| IV. *(continued)*<br><br>**Upgrading Avaya one-X Speech Server** | You must log back into Windows as the Service Account if you did not select **Configure Windows to automatically login on reboots** at the beginning of the installation.<br><br>⚠ **CAUTION:**<br>The Installation Wizard starts automatically.<br><br>9. Disable your virus scan software.<br><br>10. Click **Continue Install** when the **Installation Reminders** dialog box is displayed.<br><br>11. Go to <span style="color:green">"Upgrading the Speech Access application" on page 48</span>. |
| V.<br><br>**Upgrading the Speech Access application** | 1. Click **Next** when the **Welcome to the InstallShield Wizard for Avaya one-X Speech Access Version 5.0** dialog box is displayed. The **Extracting Files** and **Setup** screens are displayed.<br><br>2. Click **Next** on the **Select Program Folders** dialog box.<br><br>**Note:** A progress bar and multiple information boxes are displayed.<br><br>**Important:** Select either en-US for US English or en-UK for UK English. Selecting both languages invokes both installation programs. one-X Speech supports only one installed language.<br><br>3. Click **Finish** on the **Setup Complete** dialog box.<br><br>4. Click **OK** when the **Installation Complete** dialog box is displayed. The Speech Access application is now installed.<br><br>5. Click **Close** on the Installation Wizard main menu to exit the Installation Wizard. |

| V. *(continued)* **Upgrading the Speech Access application** | 6. Click **Restart** when prompted to restart the system.<br><br>**Note:** You are not automatically logged in from this point forward even if you selected **Configure Windows to automatically login on reboots** at the beginning of the installation. |
|---|---|

## Part 4— Installing the Release 5.2 software from support site

| Procedure | Step-by-step instructions |
|---|---|
| I.<br><br>**Installing the Release 5.2 software from support site** | 1. The system is now upgraded to Release 5.0. you must the upgrade the system to Release 5.2.<br><br>2. To upgrade the system to Release 5.2, see "Upgrading Release 5.0 to Release 5.2" on page 81. |

## Part 5— Publishing the applications and testing Avaya one-X Speech

| Procedure | Step-by-step instructions |
|---|---|
| I.<br><br>**Publishing the applications** | 1. From the desktop, click:<br><br>**Start** > **Programs** > **Avaya one-X Speech Server** > **one-X Speech Server Management Console**<br><br>2. Click **one-X Speech Server** to launch **Auto Initialization** (initialization process is hidden).<br><br>3. Expand **one-X Speech Server** > **ServerSet** > **Server name**.<br><br>4. Expand **Configuration** in the menu tree, and then click **General Information**.<br><br>5. Uncheck **Skip startup of all processes set for Auto-Startup**.<br><br>6. Click **Accept**, and then click **OK**.<br><br>7. Right-click the Server Set Nodes that have been upgraded.<br><br>8. Select **All Tasks** > **Enable Server**.<br><br>9. Select **Yes** on the Enable Server confirmation dialog box to start all processes.<br><br>10. Click **Accept**, and then click **OK**.<br><br>**Note:** The next several steps require that you publish application modules. The publishes must not be done simultaneously. Wait for one publish to complete *before* starting another publish. If you accidentally run more than one publish simultaneously and the publish appears to be stopped, close the SSMC, restart VAServerManager from the **Administrative Tools** > **Services** console, and then restart the publish from the SSMC. |

| Procedure *(continued)* | Step-by-step instructions *(continued)* |
|---|---|
| I. *(continued)* <br><br> **Publishing the applications** | 11. Expand **Application Modules**. <br><br> 12. Click **VXML**. <br><br> 13. Select the **Disable Module** check box. <br><br> **Note:** Disabling the VXML application module helps maximize system resources. <br><br> 14. Click **Exchange Connector**. <br><br> 15. Click **Publish** and wait for the publish to complete. The **Done publishing application** message is displayed when the publish is complete. <br><br> 16. Click **IMAP Connector**. <br><br> 17. Click **Publish** and wait for the publish to complete. The **Done publishing application** message is displayed when the publish is complete. <br><br> 18. Click **CallAnswer**. <br><br> 19. Click **Publish** and wait for the publish to complete. The **Done publishing application** message is displayed when the publish is complete. <br><br> 20. Expand **Applications**. <br><br> 21. Click **VAOutlook**. <br><br> 22. Click **Publish** and wait for the publish to complete. The **Done publishing application** message is displayed when the publish is complete. <br><br> 23. Expand **one-X Speech Server** > **Server Set**. <br><br> 24. Click your Server name, and verify that all your server processes are running. <br><br> 25. Test the system by calling into it. Leave a test message, or execute a voice command. |

| Procedure *(continued)* | Step-by-step instructions *(continued)* |
|---|---|
| II.<br><br>**Testing one-X Speech commands** | This section describes how to use the account of the existing SA user (that you identified prior to the upgrade) to test one-X Speech by speaking commonly used speech commands.<br><br>1. Call the one-X Speech pilot number for the system and, when prompted, enter the account number and voicemail password of the test user.<br><br>2. Speak a variety of voice commands to one-X Speech. Ensure that you obtain the expected result. At a minimum, give the following commands:<br><br>  ■ **"Read my messages"** Verify that all voice mail and e-mail messages are read.<br><br>  ■ **"Dial a number"** Make separate calls to local, long distance, and international telephone numbers, as allowed.<br><br>  ■ **"Send a message"** Record a voice message and send it to the test user.<br><br>  ■ **"Send a message to** *&lt;contact&gt;***"** Record a voice message and send it to one of the contacts of the test user.<br><br>  ■ **"Call a contact"** Speak the name (not the number) of a contact in Outlook or personal contact.<br><br>  ■ **"How many tasks do I have"** one-X Speech states how many tasks you have.<br><br>  ■ **"Read my appointments"** Follow the spoken prompts.<br><br>  ■ **"Create an appointment"** Follow the spoken prompts.<br><br>If one-X Speech is configured to use the LDAP directory:<br><br>  ■ **"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. |

| Procedure *(continued)* | Step-by-step instructions *(continued)* |
|---|---|
| II. *(continued)*<br><br>**Testing one-X Speech commands** | 3. **"Good-bye"** Verify that one-X Speech says *"Good-bye"* and hangs up to end the session. |

## Part 6 - Enabling Server Set Nodes

| Procedure | Step-by-step instructions |
|---|---|
| I.<br><br>**Enabling server set node** | 1. From the desktop, click:<br><br>**Start** > **Programs** > **Avaya one-X Speech Server** > **one-X Speech Server Management Console**<br><br>2. Click **one-X Speech Server** to launch **Auto Initialization** (initialization process is hidden).<br><br>3. Expand **one-X Speech Server** > **ServerSet** > **Server name**.<br><br>4. Expand **Configuration** in the menu tree, and then click **General Information**.<br><br>5. Uncheck **Skip startup of all processes set for Auto-Startup**.<br><br>6. Right-click the Server Set Node that has been upgraded.<br><br>7. Select **All Tasks** > **Enable Server**.<br><br>8. Select **Yes** on the **Enable Server** confirmation dialog box to stop all processes.<br><br>9. Click **Accept**, and then click **OK**.<br><br>10. Repeat steps 1 to 9 for each upgraded Server Set Node. |
| II.<br><br>**Testing application on all nodes** | 1. From the SSMC, expand **one-X Speech Server** > **Server Set**.<br><br>2. Click each server set node and verify that all the server processes are running.<br><br>3. Test the system by calling into it. Leave a test message, or execute a voice command. |

# Chapter 3
## Changing from Avaya one-X Speech R5.2 standalone system to Avaya one-X Speech R5.2 Server Set

This section requires you to use the *one-X Speech Release 5.2 Installation Guide* along with this guide to complete the upgrade to a one-X Speech Release 5.2 Server Set.

**Note:** You need the Service Account password.

In the following procedures you will complete the Server Set Node installation instructions for each Server Set Node.

**Note:** You can set up the Server Set Nodes simultaneously to save time.

**Important:** To minimally impact users, install the required one-X Speech software on your Server Set Nodes *before* you change the standalone system to a Server Set Controller. Do not try to add the Server Set Nodes until after the Server Set Controller is configured.

## Part 1 — Installing Avaya one-X Speech on Server Set Nodes

| Procedure | Step-by-step instructions |
|---|---|
| **I.**<br><br>**Before you begin** | 1. Print a copy of the *one-X Speech Release 5.2 Installation Guide*. You need the installation guide to set up the Server Set Nodes.<br><br>2. Read and complete the instructions in the following sections of Chapter 1 in the *one-X Speech Release 5.2 Installation Guide*:<br><br>   a. *Special considerations before beginning your one-X Speech installation*<br><br>   b. *Information about the Service Account*<br><br>   c. *Installation software for specific speech servers*<br><br>   d. *Minimum hardware requirements*<br><br>   e. *Multi-server configuration connectivity* |
| **II.**<br><br>**Server Set Node installations** | 1. Uninstall one-X Speech Release 5.2 Service Pack. For more information on uninstalling one-X Speech service pack, see the Uninstallation Instructions in *one-X Speech Release 5.2 Installation Guide*.<br><br>**Note:** You need to perform this action because promotion of a standalone server to a Server Set can only be done by using the one-X Speech Release 5.0 DVD when the server is at Release 5.0<br><br>2. Go to Chapter 4, "one-X Speech Server Set Node installations", in the *one-X Speech Release 5.2 Installation Guide*.<br><br>3. Complete the instructions in Chapter 4 for each of your Server Set Nodes.<br><br>4. The installation of one-X Speech on all of your Server Set Nodes is now complete. Proceed to "Part 2 — Changing Your Release 5.2 standalone system to a Server Set Controller" on page 57 in this document to continue upgrading your multi-server configuration. |

## Part 2 – Changing Your Release 5.2 standalone system to a Server Set Controller

| Procedure | Step-by-step instructions |
|---|---|
| III.<br><br>**Re-installing the Speech Access and Speech Server software** | If you need to update your license file, open Avaya License Manager using the following path, and follow the instructions to update your license file:<br><br>    **Start** > **Programs** > **Avaya License Manager**<br><br>Stop the processes *before* re-installing the Speech Access and Speech Server software. To stop the processes:<br><br>1. Log in as the Service Account.<br><br>2. From the desktop, click:<br><br>    **Start** > **Programs** > **Avaya one-X Speech Server** > **one-X Speech Server Management Console**<br><br>3. In the left pane of the Management Console, expand **one-X Speech Server**, and then expand **Server Set**.<br><br>4. 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 **Stop (graceful)**.<br><br>    **Important:** You do not need to manually stop the services from the Services panel. The Installation Wizard stops these services automatically.<br><br>5. From the SSMC, click **Configuration**, and then select **General Information**.<br><br>6. Select the **Skip startup of processes set for Auto Startup** check box so processes do not start automatically after a server reboot.<br><br>7. Click **Accept** to save the change, and then click **OK**.<br><br>8. Close the SSMC. |

| Procedure *(continued)* | Step-by-step instructions *(continued)* |
|---|---|
| III. *(continued)* <br><br> **Re-installing the Speech Access and Speech Server software** | You must re-run the Installation Wizard Speech Access and Speech Server installations on your Release 5.2 standalone system. <br><br> 9. Insert one-X Speech DVD into the DVD-ROM drive of the standalone system. <br><br> **Note:** The DVD automatically runs and the **Avaya one-X Speech** main menu is displayed. <br><br> 10. Click **one-X Speech Installation** on the main menu. <br><br> 11. Type your password (if prompted) in the **Password** field on the **Service Account Information** dialog box, and then click **Next**. <br><br> 12. Review the prerequisites, and then click **Finish**. <br><br> 13. Click **Change** on the Installation Wizard main menu, select **Server Set Controller**, and then click **Next**. <br><br> 14. Verify the Speech Server configuration selections, and then click **Next**. <br><br> 15. Type your password (if prompted) in the **Password** field on the **Service Account Information** dialog box, and then click **Next**. <br><br> 16. Review the prerequisites, and then click **Finish**. <br><br> 17. Select the following components on the Installation Wizard main menu: <br><br> ■ Avaya Speech Server <br><br> ■ Avaya one-X Speech Access <br><br> 18. Click **Install**. The **Installation Reminders** dialog box is displayed reminding you to: <br><br> ■ Disable your virus scan software. <br><br> ■ Not select **Yes, reboot** if prompted during a component installation. |

| Procedure *(continued)* | Step-by-step instructions *(continued)* |
|---|---|
| III. *(continued)*<br><br>**Re-installing the Speech Access and Speech Server software** | 19. Select **Configure Windows to automatically login on reboots** (optional). The Service account password is stored. It is not required during the remainder of the installation.<br><br>**Important:** The password is unencrypted for each reboot and is re-encrypted when the Installation Wizard is displayed.<br><br>20. Select **Do not wait for installer confirmation on reboots** if you want to enable this option.<br><br>**Note:** If you do not select this box, a **Reboot Required** dialog box is displayed each time the system requires a reboot.<br><br>21. Click **Install** to begin the installation.<br><br>22. Refer to Chapter 3, *one-X Speech Server Set Controller installation* in the *one-X Speech Release 5.2 Installation Guide* to install the Speech Access and Speech Server software. |
| IV.<br><br>**Deleting processes from your Release 5.2 standalone system** | You must delete the following processes from your one-X Speech 5.2 standalone system to complete the change to a Server Set Controller:<br><br>■ Text-to-Speech (TTS)<br><br>■ Telephony Server<br><br>■ Engine processes<br><br>To delete TTS, Telephony Server, and engine processes:<br><br>1. Log in as the Service Account.<br><br>2. From the desktop, click:<br><br>**Start** > **Programs** > **Avaya one-X Speech Server** > **one-X Speech Server Management Console**<br><br>3. Expand **one-X Speech Server** > **Server Set** > **SA Server name**.<br><br>4. Right-click on the SA Server name, and then select **Stop (graceful)**. |

| Procedure *(continued)* | Step-by-step instructions *(continued)* |
|---|---|
| IV. *(continued)* <br><br> **Deleting processes from your Release 5.2 standalone system** | 5. Click **Yes** to confirm shutdown of all processes. <br><br> 6. Right-click **TTS**, and then click **Delete**. <br><br> 7. Click **Yes** to permanently delete the process. <br><br> 8. Repeat Steps <u>3</u> through <u>7</u> for all your engine processes and your Telephony Server. <br><br> 9. You can remove the NMS card from the new Server Set Controller. If you want to re-use the available telephone line in your new Server Set Controller configuration, this will involve working with the PBX switch. For detailed instructions, see the appropriate configuration note. <br><br> **Important:** Deleting the processes does not uninstall the RealSpeak TTS or NMS software. <br><br> 10. If you make a mistake and must add a new process back into your configuration, right-click the Speech Server node in the SSMC, and then click **New** > **Process**. Select the process from the drop-down menu, type a name for the process, and then click **OK.** <br><br> 11. You must upgrade the system to Avaya one-X Speech Release 5.2 and then proceed to Step 12. <br><br> 12. Go to <u>"Part 3 – Adding Server Set Nodes to Your Server Set Controller" on page 61</u> of this document. |

## Part 3 – Adding Server Set Nodes to Your Server Set Controller

| Procedure | Step-by-step instructions |
|---|---|
| V.<br><br>**Adding Server Set Nodes** | 1. Open the Avaya one-X Speech Server Management Console (SSMC) using the following path:<br><br>**Start** > **Programs** > **Avaya one-X Speech Server** > **one-X Speech Server Management Console**<br><br>2. Right-click **Server Set**, and then select **New** > **Server**.<br><br>3. Select the new Server Set Node from the computer list, and then click **OK**.<br><br>The SSMC runs the auto initialization for the new Server Set Node and copies the applications to the new Node (initialization process is hidden). This might take several minutes to complete.<br><br>⚠ **CAUTION:**<br>Ensure that each Server Set Node is completely set up *before* adding the next Server Set Node. To verify that all the publications are copied to the new Server Set Node, look for the following message in one of the Applications or Application Modules **Published Events** fields:<br><br>**Done copying application directories**<br><br>4. Repeat Steps 2 and 3 for each Server Set Node.<br><br>5. Go to the section "one-X Speech Configuration" in Chapter 5, "Configuration", in the *one-X Release 5.2 Installation Guide*. Follow the instructions to configure your new Server Set Controller according to your site specific requirements.<br><br>6. Ensure that you configure the Telephony Server Process. See Procedure III "Configuring the Telephony Server processes" in Chapter 5, "Configuration", in the *one-X Release 5.2 Installation Guide.* |

**Important:** The system is upgraded to R5.0, now you must upgrade the system from one-X Speech R5.0 to one-X Speech R5.2.

For more information on upgrading the system from R5.0 to R5.2, see "Upgrading Release 5.0 to Release 5.2" on page 81.

# Chapter 4
# Promoting a R5.2 Server Set Node to a R5.2 Server Set Controller

## Promoting the Server Set Node

**Table 1**

| Procedure | Step-by-step instructions |
|---|---|
| | 1. Uninstall one-X Speech Release 5.2 Service Pack. For more information on uninstalling one-X Speech service pack, see Uninstallation Instructions in the *Avaya™ one-X™ Speech Release 5.2 Installation Guide.*<br><br>**Note:** You need to perform this action because promotion of a standalone server to a Server Set can only be done by using the one-X Speech Release 5.0 DVD when the server is at Release 5.0 |

**Table 1**

| Procedure *(continued)* | Step-by-step instructions *(continued)* |
|---|---|
| I.<br><br>**Obtaining a new license file, stopping the services and the processes on the old Server Set Controller, and backing up the database** | 2. Obtain a new license file (for the Server Set Node to be promoted) following the RFA process.<br><br>3. Log in as the Service Account on the old Server Set Controller.<br><br>4. From the desktop, click:<br><br>    **Start** > **Programs** > **Avaya one-X Speech Server** > **one-X Speech Server Management Console**<br><br>3. Verify that all the SA processes are stopped:<br><br>    a. In the left pane of the Management Console, expand **one-X Speech Server**, and then expand **Server Set**.<br><br>    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 **Stop (graceful)**.<br><br>4. Click **Configuration**, and then select **General Information**. |

**Table  1**

| Procedure *(continued)* | Step-by-step instructions *(continued)* |
|---|---|
| I. *(continued)*<br><br>**Obtaining a new license file, stopping the services and the processes on the old Server Set Controller, and backing up the database** | 5.  Select the **Skip startup of processes set for Auto Startup** check box so that processes do not start automatically after a server reboot.<br><br>6.  Click **Accept** to save the change, and then click **OK**.<br><br>7.  Generate a backup of the VADB and ASADB databases:<br><br>   a.  Expand **one-X Speech Server** > **Configuration**.<br><br>   b.  Click **Database Administration**.<br><br>   c.  Type the backup directory destination in the **Backup** field.<br><br>   d.  Click **Backup**.<br><br>8.  Stop the Services on the Server Set Controller. From the desktop, click:<br><br>   **Start** > **Settings** > **Control Panel** > **Administrative Tools** > **Services**<br><br>9.  For each of the following one-X Speech services, right-click the status, and then click **Stop**.<br><br>   ■  VAServerManager<br><br>   ■  VAManager<br><br>   ■  PVAUserMSvc<br><br>10.  Do the following for each of the one-X Speech services listed in Step 9:<br><br>   a.  Right-click on the service and select **Properties.**<br><br>   b.  Select **Manual** from the **Startup type** field.<br><br>   c.  Click **OK**. |

**Table 1**

| Procedure *(continued)* | Step-by-step instructions *(continued)* |
|---|---|
| II.<br><br>**Promoting your Server Set Node** | **Important:** Disable your virus scan software on your Server Set Node *before* beginning the procedure.<br><br>1. Insert one-X Speech DVD into the DVD-ROM drive of the Server Set Node that you want to promote to a Server Set Controller.<br><br>   **Note:** The DVD automatically runs and the **Avaya one-X Speech Access** main menu is displayed.<br><br>2. Click **one-X Speech Access Installation** on the main menu.<br><br>3. Type your password (if prompted) in the **Password** field on the **Service Account Information** dialog box, and then click **Next**.<br><br>4. Review the prerequisites, and then click **Finish**.<br><br>5. Click **Change** on the Installation Wizard main menu.<br><br>6. Select **Server Set Controller** under **Speech Server Type**, and then click **Next**.<br><br>7. The **Speech Server Configuration** dialog box is displayed. Verify the following settings:<br><br>   ■ Language<br><br>   ■ Avaya License Manager<br><br>   ■ SSL<br><br>8. Click **Next**.<br><br>9. Type the Service Account password, and then click **Next**.<br><br>10. The **System Prerequisites** dialog box is displayed. Verify that all prerequisites are met, and then click **Finish**. |

**Table 1**

| Procedure *(continued)* | Step-by-step instructions *(continued)* |
|---|---|
| II. *(continued)*<br><br>**Promoting your Server Set Node** | 11. Select the following components on the Installation Wizard main menu:<br><br>&#9632; Avaya License Manager<br><br>&#9632; Avaya Speech Server<br><br>&#9632; Avaya one-X Speech Access<br><br>12. Click **Install**.<br><br>13. Click **OK** on the confirmation dialog box.<br><br>14. Click **Install**. The **Installation Reminders** dialog box is displayed reminding you to:<br><br>&#9632; Disable your virus scan software<br><br>&#9632; *Not* select **Yes, reboot** if prompted during a component installation<br><br>15. Select **Configure Windows to automatically login on reboots** (optional). The Service account password is stored. It is not required during the remainder of the installation.<br><br>**Important:** The password is unencrypted for each reboot and is re-encrypted when the Installation Wizard is displayed.<br><br>16. Select **Do not wait for installer confirmation on reboots** if you want to enable this option.<br><br>**Note:** If you do not select this box, a **Reboot Required** dialog box is displayed each time the system requires a reboot.<br><br>17. Click **Install** to begin the installation.<br><br>18. Print a copy of the *one-X Speech Release 5.2 Installation Guide* (available on the Avaya Support web site) and follow the installation instructions to guide you through the installation. When the installation is complete, go to Step 20.<br><br>19. You must upgrade the system to Avaya one-X Speech Release 5.2 and then proceed to Step 20. |

**Table 1**

| Procedure *(continued)* | Step-by-step instructions *(continued)* |
|---|---|
| II. *(continued)*<br><br>**Promoting your Server Set Node** | 20. Copy the old Server Set Controller database backup files to your Server Set Node to be promoted.<br><br>21. Using the backup copies of the databases created in Procedure I., Step <span style="color:green;text-decoration:underline;">7 on page 65</span>, restore the **ASADB** and **VADB** databases:<br><br>  a. From the desktop, click:<br><br>    **Start** > **Settings** > **Control Panel** > **Administrative Tools** > **Services**<br><br>  b. Right-click the status of the following services, and then click **Stop** for each service.<br><br>    ■ PVAUserMSvc<br><br>    ■ VAServerManager<br><br>    ■ VAManager<br><br>  c. Click: **Start** > **Programs** > **Avaya one-X Speech Server** > **Database Restore Utility**<br><br>  d. The Database Maintenance window is displayed.<br><br>  e. Select the **Browse for backup file** option button in the **Select the backup file** section.<br><br>  f. Click **Browse** to locate the VADB database backup .dat file.<br><br>  g. Select the **Force restore** check box, and then click **Restore**. |

**Table  1**

| Procedure *(continued)* | Step-by-step instructions *(continued)* |
|---|---|
| III.<br><br>**Updating the Server Set Nodes** | **Note:**  You must update the Server Set Nodes to point to the new Server Set Controller.<br><br>1. Click **Start** > **Programs** > **Administrative Tools** > **Component Services**, right-click **VAManager**, and then select **Stop**.<br><br>2. Click **Start** > **Run**.<br><br>3. Type **regedit**. |

**Table 1**

| Procedure *(continued)* | Step-by-step instructions *(continued)* |
|---|---|
| III. *(continued)*<br><br>**Updating the Server Set Nodes** | 4. Locate and edit the following registry entry values to contain the name of the new Server Set Controller:<br><br>  a. HKLM\Software\Avaya\Avaya_UCC_ InstallWizard\ControllerName<br><br>  b. HKLM\Software\Avaya\Avaya Advanced Speech Access\Global Parameters\<br><br>    ■ VAPlatform.DatabaseServer<br><br>    ■ VAPlatform.ServerSetController<br><br>5. Click **Start** > **Programs** > **Administrative Tools** > **Data Sources (ODBC)**.<br><br>6. Click **System DSN**.<br><br>7. Click **Configure**, and then change the SQL Server to point to the new Server Set Controller for **ASADirectory** and **ASADatabase**.<br><br>8. Click **Start** > **Settings** > **Control Panel** > **System**.<br><br>9. Click **Advanced**, and then click **Environment Variables**.<br><br>10. Select **WEBLM_SERVER_URL**, and then click **Edit**.<br><br>11. Update the **Variable value** field, and then click **OK**.<br><br>12. Click **Start** > **Programs** > **Administrative Tools** > **Component Services**, right-click **VAManager**, and then select **Start**. |
| IV.<br><br>**Updating the Server Set configuration** | 1. Open the Speech Server Management Console. The application's auto-initialization runs (initialization process is hidden).<br><br>2. Expand **Server Set**, and click the new Server Set Controller name. |

**Table 1**

| Procedure *(continued)* | Step-by-step instructions *(continued)* |
|---|---|
| IV. *(continued)*<br><br>**Updating the Server Set configuration** | 3. Delete the following processes from your Server Set Controller (use steps 4a through 4c below):<br><br>■ Text-to-Speech (TTS)<br><br>■ Telephony Server<br><br>■ Engine processes<br><br>4. To delete TTS, Telephony Server, and engine processes:<br><br>   a. Right-click **TTS**, and then click **Delete**.<br><br>   b. Click **Yes** to permanently delete the process.<br><br>   c. Repeat Steps a through b for all your engine processes and your Telephony Server.<br><br>**Important:** Deleting the processes does not uninstall the RealSpeak TTS or NMS software.<br><br>5. If you make a mistake and must add a new process back into your configuration, right-click the Speech Server node in the SSMC, and then click **New** > **Process**. Select the process from the drop-down menu, type a name for the process, and then click **OK**.<br><br>6. Delete the old Server Set Controller.<br><br>The next several steps require you to publish application modules. The publishes must not be done simultaneously. Wait for one publish to complete *before* starting another publish. If you accidentally run more than one publish simultaneously and the publish appears to be stopped, close the SSMC, restart VAServerManager from the **Administrative Tools** > **Services** console, and then restart the publish from the SSMC.<br><br>7. Expand **Application Modules**.<br><br>8. Click **VXML**. |

**Table  1**

| Procedure *(continued)* | Step-by-step instructions *(continued)* |
|---|---|
| IV. *(continued)*<br><br>**Updating the Server Set configuration** | 9. Select the **Disable Module** check box.<br><br>**Note:** Disabling the VXML application module helps maximize system resources.<br><br>10. Click **ExchangeConnector**.<br><br>11. Click **Publish** and wait for the publish to complete. The **Done publishing application** message is displayed when the publish is complete.<br><br>12. Click **IMAPConnector**.<br><br>13. Click **Publish** and wait for the publish to complete. The **Done publishing application** message is displayed when the publish is complete.<br><br>14. Click **CallAnswer**.<br><br>15. Click **Publish** and wait for the publish to complete. The **Done publishing application** message is displayed when the publish is complete.<br><br>16. Expand **Applications**.<br><br>17. Click **VAOutlook**.<br><br>18. Select **Clear and rebuild the dynamic grammar database**.<br><br>19. Click **Publish** and wait for the publish to complete. The **Done publishing application** message is displayed when the publish is complete. |

**Table 1**

| Procedure *(continued)* | Step-by-step instructions *(continued)* |
|---|---|
| IV. *(continued)*<br><br>**Updating the Server Set configuration** | 20. Click **Configuration** in the menu tree, and then select **General Information**.<br><br>21. Clear **Skip startup of processes set for Auto Startup** so that processes start automatically after a server reboot.<br><br>22. Click **Accept** to save the change, and then click **OK**.<br><br>23. Right-click one-X Speech Server, and then select **Start all Processes** to start all your Server Set processes.<br><br>24. Re-enable your virus scan software.<br><br>**Important:** The system is upgraded to R5.0, now you must upgrade the system from one-X Speech R5.0 to one-X Speech R5.2.<br><br>For more information on upgrading the system from R5.0 to R5.2, see "Upgrading Release 5.0 to Release 5.2" on page 81. |

# Chapter 5
## Replacing your R5.2 standalone system or Server Set Controller with new server

## Replacing the standalone system or Server Set Controller

**Note:** AG4000 NMS cards are not supported on DL360 G7.

| Procedure | Step-by-step instructions |
|---|---|
| I.<br><br>**Obtaining a new license file, stopping the services and the processes on the old Server Set Controller or standalone system, and backing up the database** | 1. Obtain a new license file (for the Server Set Node to be promoted) following the RFA process.<br><br>2. Log in as the Service Account on the old Server Set Controller.<br><br>3. From the desktop, click:<br><br>    **Start** > **Programs** > **Avaya one-X Speech Server** > **one-X Speech Server Management Console**<br><br>4. Verify that all the SA processes are stopped:<br><br>    a. In the left pane of the Management Console, expand **one-X Speech Server**, and then expand **Server Set**.<br><br>    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 **Stop (graceful)**. |

| Procedure *(continued)* | Step-by-step instructions *(continued)* |
|---|---|
| I. *(continued)*<br><br>**Obtaining a new license file, stopping the services and the processes on the old Server Set Controller or standalone system, and backing up the database** | 5. Click **Configuration**, and then select **General Information**.<br><br>6. Select the **Skip startup of processes set for Auto Startup** check box so processes do not start automatically after a server reboot.<br><br>7. Click **Accept** to save the change, and then click **OK**.<br><br>8. Generate a backup of the VADB and ASADB databases. Expand **one-X Speech Server > Configuration**<br><br>9. Click **Database Administration**.<br><br>10. Type the backup directory destination in the **Backup** field.<br><br>11. Click **Backup**.<br><br>12. Stop the Services on the old Server Set Controller or standalone system. From the desktop, click:<br><br>**Start** > **Settings** > **Control Panel** > **Administrative Tools** > **Services**<br><br>13. For each of the following one-X Speech services, right-click the status, and then click **Stop**.<br><br>   ■ VAServerManager<br><br>   ■ VAManager<br><br>   ■ PVAUserMSvc<br><br>14. Do the following for each of the one-X Speech services listed in Step 13:<br><br>   a. Right-click on the service and select **Properties.**<br><br>   b. Select **Manual** from the **Startup type** field.<br><br>   c. Click **OK**. |

| Procedure *(continued)* | Step-by-step instructions *(continued)* |
|---|---|
| II.<br><br>**Installing the software and restoring the database** | 1. Print a copy of the *one-X Speech Release 5.2 Installation Guide* (available on the Avaya Support Web site), and follow the instructions to create a new standalone system (Chapter 2) or Server Set Controller (Chapter 3).<br><br>**Important:** If you have a database backup, do not continue the installation instructions *after* the Installation Wizard completes. Instead, go to step 3, below. Go to Procedure III. if you do not have a backup of your database.<br><br>2. Copy the old Server Set Controller database backup files to your Server Set Node to be promoted.<br><br>3. Using the backup copies of the databases created in Procedure I., step 8 on page 75, restore the **ASADB** and **VADB** databases:<br><br>  a. From the desktop, click:<br><br>    **Start** > **Settings** > **Control Panel** > **Administrative Tools** > **Services**<br><br>  b. Right-click the status of the following services, and then click **Stop** for each service.<br><br>    ■ PVAUserMSvc<br><br>    ■ VAServerManager<br><br>    ■ VAManager<br><br>  c. Click **Start** > **Programs** > **Avaya one-X Speech Server** > **Database Restore Utility**<br><br>  d. The **Database Maintenance** window is displayed.<br><br>  e. Select the **Browse for backup file** option button in the **Select the backup file** section.<br><br>  f. Click **Browse** to locate the database backup .dat file. |

| Procedure *(continued)* | Step-by-step instructions *(continued)* |
|---|---|
| II. *(continued)*<br><br>**Installing the software and restoring the database** | g. Select the **Force restore** check box, and then click **Restore**. |
| III.<br><br>**Updating the Server Set Nodes** | You must update the Server Set Nodes to point to the new Server Set Controller:<br><br>1. Click **Start** > **Programs** > **Administrative Tools** > **Component Services**, right-click **VAManager**, and then select **Stop**.<br><br>2. Click **Start** > **Run**.<br><br>3. Type **regedit**.<br><br>4. Locate and edit the following registry entry values to contain the name of the new Server Set Controller:<br><br>  a. HKLM\Software\Avaya\Avaya_UCC_InstallWizard\ControllerName<br><br>  b. HKLM\Software\Avaya\Avaya Advanced Speech Access\Global Parameters\<br><br>    ■ VAPlatform.DatabaseServer<br><br>    ■ VAPlatform.ServerSetController<br><br>5. Click **Start** > **Programs** > **Administrative Tools** > **Data Sources (ODBC)**.<br><br>6. Click **System DSN**.<br><br>7. Click **Configure**, and then change the SQL Server to point to the new Server Set Controller for **ASADirectory** and **ASADatabase**.<br><br>8. Click **Start** > **Settings** > **Control Panel** > **System**.<br><br>9. Click **Advanced**, and then click **Environment Variables**. |

| Procedure *(continued)* | Step-by-step instructions *(continued)* |
|---|---|
| III. *(continued)*<br><br>**Updating the Server Set Nodes** | 10. Select **WEBLM_SERVER_URL**, and then click **Edit**.<br><br>11. Update the **Variable value** field, and then click **OK**.<br><br>12. Click **Start** > **Programs** > **Administrative Tools** > **Services**, right-click **VAManager**, and then select **Start**. |
| IV.<br><br>**Reapplying the Auto-Configuration files** | You must reapply the AutoConfiguration files for each Server Set Node to create the Server Set Node processes. To reapply the AutoConfiguration files:<br><br>1. Open the following directory:<br><br>**C:\Program Files\AvayaSpeech Server\config\MMC\CompletedConfig**<br><br>**Note:** You might have chosen a different installation location. Navigate to that location to open **CompletedConfig**.<br><br>2. Move the .xml files in the CompletedConfig directory to the following location:<br><br>**C:\Program Files\AvayaSpeech Server\config\MMC\PendingConfig**<br><br>3. Add the Server Set Nodes to the Server Set using the instructions in Chapter 5 of the *one-X Speech Release 5.2 Installation Guide* under the Section *Adding new Server Set Nodes to the Server Set*. |
| V.<br><br>**Updating the Server Set configuration** | 1. Open the Speech Server Management Console. The application's auto-initialization runs (initialization process is hidden).<br><br>2. Expand **one-X Speech Server** > **Server Set**.<br><br>3. Expand each node name, and then verify that each node has the following:<br><br>■ NamesDownload (Server Set Controller)<br><br>■ Nuance Manager (Server Set Controller and Server Set Nodes) |

| Procedure *(continued)* | Step-by-step instructions *(continued)* |
|---|---|
| V. *(continued)* <br><br> **Updating the Server Set configuration** | ■ VAServer (Server Set Controller) <br><br> ■ NMS Telephony (Server Set Nodes) <br><br> ■ Speech Engines (Server Set Nodes) <br><br> ■ TTS (Server Set Nodes) <br><br> 4. Delete the old Server Set Controller. <br><br> The next several steps require you to publish application modules. The publishes must not be done simultaneously. Wait for one publish to complete *before* starting another publish. If you accidentally run more than one publish simultaneously and the publish appears to be stopped, close the SSMC, restart VAServerManager from the **Administrative Tools** > **Services** console, and then restart the publish from the SSMC. <br><br> 5. Expand **Application Modules**. <br><br> 6. Click **VXML**. <br><br> 7. Select the **Disable Module** check box. <br><br> **Note:** Disabling the VXML application module helps maximize system resources. <br><br> 8. Click **ExchangeConnector**. <br><br> 9. Click **Publish** and wait for the publish to complete. The **Done publishing application** message is displayed when the publish is complete. <br><br> 10. Click **IMAPConnector**. <br><br> 11. Click **Publish** and wait for the publish to complete. The **Done publishing application** message is displayed when the publish is complete. |

| Procedure *(continued)* | Step-by-step instructions *(continued)* |
|---|---|
| V. *(continued)* <br><br> **Updating the Server Set configuration** | 12. Click **CallAnswer**. <br><br> 13. Click **Publish** and wait for the publish to complete. The **Done publishing application** message is displayed when the publish is complete. <br><br> 14. Expand **Applications**. <br><br> 15. Click **VAOutlook**. <br><br> 16. Select **Clear and rebuild the dynamic grammar database**. <br><br> 17. Click **Publish** and wait for the publish to complete. The **Done publishing application** message is displayed when the publish is complete. <br><br> 18. Click **Configuration** in the menu tree, and then select **General Information**. <br><br> 19. Clear **Skip startup of processes set for Auto Startup** so that processes start automatically after a server reboot. <br><br> 20. Click **Accept** to save the change, and then click **OK**. <br><br> 21. Right-click one-X Speech Server, and then select **Start all Processes** to start all your Server Set processes. <br><br> 22. Re-enable your virus scan software. For more information, see "Installing and administering virus scan software", in the *one-X Speech Release 5.2 Site Preparation Guide*. |

# Chapter 6
# Upgrading components from Release 5.0 or Release 5.1 to Release 5.2 using Avaya one-X Speech Installation Wizard

## Upgrading Release 5.0 to Release 5.2

## Prerequisites

Before you upgrade to one-X Speech 5.2, ensure that you meet the following requirements:

- The system must run one-X Speech 5.0.

- Back up the one-X Speech 5.0 database. To perform the backup:

  - On the Speech Server Management Console component tree, select **Configuration** > **Database Administration** to access the speech access databases.

  - Enter the path where you want to backup the database.

  - Click **Backup**.

- Any of the Windows updates **Microsoft .NET Framework 3.5 Service Pack 1 and .NET Framework 3.5 Family Update for .NET versions 2.0 through 3.5 (KB951847) x86** causes installation failure. If any of the above mentioned updates is already installed on your system, then you must remove it before upgrading to Avaya one-X Speech Release 5.2.

Before you start one-X Speech Installation wizard, click
**Readme** on the one-X Speech Installation Wizard page to
see the known issues and instructions list.

## Upgrade Instructions

To upgrade to one-X Speech 5.2 on Standalone, Cluster,
and Administration station, you must complete the
following steps:

1. Download the one-X Speech 5.2 upgrade package
   from the Avaya Support Web site to the one-X
   Speech server machine.

2. Navigate to the directory where you download the
   application and double-click **1XS520000.exe**. The
   system displays the one-X Speech - Installation
   Wizard.

**Important:** You must stop all the running processes in
SSMC before starting the installation of service pack using
one-X Speech 5.2 Installer.

3. On the one-X Speech Installation Wizard
   window, if the **Enable Windows Installer
   logging** check box is selected, then you can
   check the installation logs by performing the
   following steps:

   a. Click Run from the Start menu.

   b. Type `%temp%\Installation Logs\`, and then
   click **OK** in the Run dialog box.

4. In the one-X Speech - Installation Wizard screen,
   click **Install**.

5. The system starts updating the NMS drivers. For
   more information on installing the NMS software,
   see *Avaya one-X Speech Release 5.2 Install Guide*.

**Note:**  When the one-X Speech Release 5.2 upgrade
process finishes, the installer clears the check boxes
corresponding to the components that have been
installed. Also, in the event of a failed upgrade, the
installer rolls back all earlier actions performed upto the
point of failure.

6. Click **Close**, the system prompts you to restart the one-X Speech server machine.

7. Click **Reboot** to restart the one-X Speech server machine and finish the installation.

**Note:** Follow the same steps to upgrade one-X Speech 5.2 on an administration station.

**Important:** Avaya recommends upgrading the controller first and then, the consecutive nodes.

8. Follow the post upgradation instructions to run the application correctly.

## Post upgradation instructions

You must follow the post upgradation instructions carefully to run the application correctly. The post upgradation instructions require you to publish application modules. The publishing must not be done simultaneously. You must wait for one publish to complete *before* starting another publish. The system displays *Done Publishing Application* message when the publishing completes.

Perform the following steps to publish application modules:

1. Expand **Application Modules**.

2. Click **VXML**.

3. Select the **Disable Module** check box.

**Note:** Disabling the VXML application module helps maximize system resources.

4. For each of the following modules, click **Publish**:

   - ExchangeConnector

   - IMAPConnector

   - CallAnswer

5. Expand **Applications**, click **VAOutlook**, and then click **Publish**.

6. If the following error message is displayed after the publish is complete, proceed to

Error extracting directory C:\Program Files\AvayaSpeechServer\VAApplications\...\ from storage: 0x8001010e

7.  Right-click **one-X Speech Server** or the name of the speech server.

8.  Select **Properties**.

9.  In the detailed pane window, select the global parameter **VAPlatform.Publish.MarshalStoragePtr**.

10. Toggle the current value of the global parameter. If the current value of the parameter is blank or FALSE, set the value to TRUE. If the current value is TRUE, set the value to FALSE.

If you accidentally run more than one publish simultaneously, close the SSMC, restart VAServerManager from the **Administrative Tools > Services** console, and then restart the publish from the SSMC.

If you are upgrading a multi-server configuration, you must upgrade the one-X Speech software on all the Server Set Nodes before you configure the system. See "Upgrading Release 5.0 to Release 5.2" on page 81 to continue your Server Set Node upgradation, if you have not already done so.

If one-X Speech is upgraded on all your Server Set Nodes, proceed to "Configuring Avaya one-X Speech" on page 91

# Upgrading Release 5.1 to Release 5.2

This chapter describes the process for upgrading Avaya one-X Speech Release 5.1 to Avaya one-X Speech Release 5.2

To upgrade from Release 5.1 to Release 5.2, you must perform the following steps:

1. Download the one-X Speech 5.2 upgrade package from the Avaya Support Web site to the one-X Speech server machine.

2. Navigate to the directory where you download the application and double-click **1XS520000.exe**. The system displays the one-X Speech - Installation Wizard.

**Important:** You must stop all the running processes in SSMC before starting the upgrade to Release 5.2 using one-X Speech 5.2 Installer.

3. On the one-X Speech Installation Wizard window, if the **Enable Windows Installer logging** check box is selected, then you can check the installation logs by performing the following steps:

   a. Click Run from the Start menu.

   b. Type **%temp%\Installation Logs\**, and then click **OK** in the Run dialog box.

4. In the one-X Speech - Installation Wizard screen, click **Install**.When you click **Install**, the system displays the **Installation wizard - Update Warning** dialog box.

5. Select **one-X Speech 5.1** and click **Continue**.

**Note:**  If you click Abort, the upgrade will be cancelled.

The system starts updating the NMS drivers. For more information on installing the NMS software, see *Avaya one-X Speech Release 5.2 Install Guide*.

**Note:**  When the one-X Speech Release 5.2 upgrade process finishes, the installer clears the check boxes corresponding to the components that have been installed. Also, in the event of a failed upgrade, the installer rolls back all earlier actions performed upto the point of failure.

6. Click **Close**, the system prompts you to restart the one-X Speech server machine.

7. Click **Reboot** to restart the one-X Speech server machine and finish the installation.

**Note:** Follow the same steps to upgrade one-X Speech 5.2 on controller, node, and administration station.

**Important:** Avaya recommends upgrading the controller first and then, upgrading consecutive nodes.

# Chapter 7
# Modifying a Avaya one-X Speech R5.2 system for use in the UK

## Modifying a Avaya one-X Speech R5.2 system for use in the UK

| Procedure | Step-by-step instructions |
|---|---|
| I.<br><br>**Modifying a one-X Speech R5.2 system for use in the UK** | one-X Speech Release 5.2 DVD is required to install the RealSpeak UK voice (Emily) and the UK Nuance Language Module on your Speech Servers.<br><br>1. To update the Speech Servers to use the RealSpeak UK voice if it is not already installed (for the standalone system or Server Set Nodes only):<br><br>   a. Insert the DVD into the DVD-ROM drive.<br><br>   b. Run the following program to install the RealSpeak UK voice:<br><br>     **DVD\RealSpeak\Voices\en-GB\Emily\\**<br>     **RealSpeak 4.0 Voice - British English, Emily, 8kHz.msi**<br><br>   c. Repeat Steps <u>a</u> and <u>b</u> for each Speech Server.<br><br>**Note:** For UK prompts, install one-X Speech Access component on each server from **\DVD\SpeechAccess\en-UK\SpeechAccessUK.exe** |

| Procedure *(continued)* | Step-by-step instructions *(continued)* |
|---|---|
| I. *(continued)*<br><br>**Modifying a one-X Speech R5.2 system for use in the UK** | 2. To install the Nuance UK Language Module if it is not already installed (for all Speech Servers):<br><br>   a. Insert the DVD into the DVD-ROM drive.<br><br>   b. Run the following program to install the Nuance UK Language Module:<br><br>     **DVD\Nuance\Nuance Patches\ English Language Pack Module\ English-UK\LanguageModule-EnglishUK-v8-0-r2.exe**<br><br>   c. Wait for the installation to complete *before* you continue.<br><br>   d. Repeat Steps <u>a</u> through <u>c</u> for each Speech Server.<br><br>3. Open the Speech Server Management Console (SSMC):<br><br>   **Start** > **Programs** > **Avaya one-X Speech Server** > **one-X Speech Server Management Console**<br><br>4. Expand **one-X Speech Server** > **Configuration** > **Process Types**.<br><br>5. Click **RealSpeak TTSServer**.<br><br>6. Double-click **VATTS.Voice** from the list of parameters.<br><br>7. Delete the old value in the **Value** field, and then type **Emily**.<br><br>8. Double-click **TTSServer.RealSpeak.Server Port** from the list of parameters.<br><br>9. Delete the old value in the **Value** field, and then type **5563**. |

| Procedure *(continued)* | Step-by-step instructions *(continued)* |
|---|---|
| I. *(continued)* <br><br> **Modifying a one-X Speech R5.2 system for use in the UK** | 10. Click **OK**. <br><br> 11. Right-click **one-X Speech Server** in the menu tree. <br><br> 12. Select **Properties**. <br><br> 13. Ensure that the parameters in <u>Table 1</u> have the correct values. <br><br> **Table 1 Parameter values** <br><br> <table><tr><td>**Parameter**</td><td>**Value**</td></tr><tr><td>SpeechRec.Nuance.RecognitionModel</td><td>English.UK.3</td></tr><tr><td>VAPlatform.ASRDict.Language</td><td>en-GB</td></tr><tr><td>VAPlatform.EPP.UseUSDateFormat</td><td>FALSE</td></tr></table> <br><br> 14. If the values are correctly displayed, the upgrade is complete. To change a parameter value: <br><br> ■ Select the parameter. <br><br> ■ Type the new value in the **Current Value** field. <br><br> 15. Click **OK** when you finish setting up your parameters. <br><br> 16. If you made changes to the parameters, you must publish the speech access applications: <br><br> a. Click **Application Modules** in the menu tree, and then click **CallAnswer**. <br><br> b. Click **Publish** and then wait until you see the **Done publishing application** message in the **Publishing Events** field. <br><br> c. Click **VAOutlook** under **Applications**. <br><br> d. Click **Publish** and then wait until you see the **Done publishing application** message in the **Publishing Events** field. <br><br> 17. Stop all the processes. |

| Procedure *(continued)* | Step-by-step instructions *(continued)* |
|---|---|
| I. *(continued)*<br><br>**Modifying a one-X Speech R5.2 system for use in the UK** | 18. Go to **Start > Programs > Administrative Tools > Services**.<br><br>19. Right click **RealSpeak Host** in the services list and click **Restart**.<br><br>20. Start all the processes.<br><br>21. Repeat step 17 through step 20 for each speech server.<br><br>22. The upgrade is complete. |

# Chapter 8
# Post Upgrade Configuration

## Configuring Avaya one-X Speech

After upgrading your one-X Speech software, you can further customize your system using the SSMC. Several topics are covered in this chapter including:

-

-

-

-

-

-

-

-

-

-

-

-

For a complete set of instructions, open the SSMC online Help system by pressing **F1** in the SSMC.

# Backing up and Restoring the Database

To retain your old settings and the data in the database after you migrate from Release 4.0 to Release 5.2, you must backup the database.

To backup the database, follow the steps below:

1. On the Speech Server Management Console component tree, select **Configuration** > **Database Administration** to access the speech access databases.

2. Enter the path where you want to backup the database.

3. Click **Backup**.

To restore the database after you migrate to Release 5.2, follow the steps below:

1. Terminate all the processes using the Speech Server Management Console.

2. Click **Start** > **Run** and type *services.msc* and press enter.

3. In the Services window, stop the following services:

   - PVAUserMSvc

   - VAServermanager

   - VAManager

4. Click **Start** > **Programs** > **Avaya one-X Speech Server** > **Database Restore Utility**.

5. In the **Database Restore Utility** window, specify the backup file that you created in the previous section.

   **Note: ASADB** backup file is automatically restored along with the corresponding **VADB** backup file. Select or browse the **VADB** version to restore and click **Restore**.

6. Click **Start** > **Run** and type *cmd* and press **Enter**. The command prompt window appears.

7. In the command prompt window, navigate to the directory **C:\Program Files\AvayaSpeechServer\VADatabase** where the "MigrationToQuito.sql" file is saved.

8. Type the following command:

   ■ *osql -E -d VADB -i migrationtoquito.sql*

   **Note:** Ignore any errors that appear in the command prompt window.

   After successfully restoring the database, verify the machine name. If the machine name is different, add the serverset controller to the current one-X Speech server.

   To add the serverset controller follow the steps:

      ■ In the one-X Speech console, right-click the Server Set and select the current server.

      ■ Add the engine.

      ■ Go to **Configuration** > **General Information** and change the site name to match the machine name.

      ■ Remove the old ServerSet Controller and telephony nodes.

9. Start the Speech Server Management Console.

10. Add the supported engines and processes. Verify that all the above stopped services are up and running.

    **Note:** If the Avaya Speech access and Speech Server install name and path is different than in UCC SA R2.0, UCC SA R2.1, or Avaya one-X Speech R4.0, then using MMC, change the global parameter VAPlatform.VAApplication. Also if there are nodes, right-click on each node and select **Property**. Ensure that each property reflect the new path and folder name.

11. Publish all the required objects. (The file path must be valid).

12. To publish an application, right-click the application and select **Browse**.

13. Select the path where the publish files are located and click **Publish**.

# Setting Nuance Watcher Daemon security (highly recommended)

**Important:** You must run Nuance Watcher Daemon security on all Speech Servers.

During the one-X Speech installation, you install a third-party Nuance ASR system on the Speech Server. Nuance installs the Windows Nuance Watcher Daemon service on the server during the installation. This service is used by the Nuance Manager Speech Server process to start and monitor the Nuance processes.

Nuance Watcher Daemon uses the following ports to establish communications:

- Port 7023 for Telnet

- port 7080 for http

- Port 7161 for SNMP

- Port 7890 for broadcast and other services

You might want to block all ports from outside communication to restrict IP security on the Speech Server or Server Set Node.

To set up Nuance Watcher Daemon security *after* the one-X Speech installation:

1. On the Speech Server or Server Set Node, go to **Start** > **Programs** > **Administrative Tools** > **Local Security Policy**.

2. Right-click **IP Security Policies on Local Computer**.

3. Select **All Tasks** > **Import Policies**.

4. Go to **C:\Program Files\AvayaSpeechServer\config\Nuance\**.

5. Select the .ipsec file from the directory to import the file.

6. Wait until the file is successfully imported.

7. Select **IP Security Policies on Local Computer**.

8. Right-click **Block Nuance Watcher**.

9. Select **Assign** to activate the security policy.

**Note:** The security policy blocks only the communication from the outside World to the Nuance Watcher Daemon service. The Nuance Manager on the Speech Server can still communicate with the Nuance Watcher Daemon service after the security is set up.

# Enabling Lotus calendar access for subscribers

one-X Speech allows Lotus Notes subscribers to browse through the appointments and meetings in their Lotus calendars. You must enable Lotus calendar access for Lotus subscribers *before* they access their calendars.

To enable Lotus calendar access:

1. Create a Lotus Notes mailbox on the Domino server. Type **Speech Access** for the Lotus Notes display name.

   **Note:** If you have a Lotus administrator, ensure that the Lotus administrator sets up the Notes mailbox for one-X Speech *before* you install the Lotus Notes client on the Speech Server (in a standalone configuration) or Server Set Node (in a multi-server configuration).

2. Install Lotus Notes client on the Speech Server or Server Set Node.

   **Note:** Lotus client must be version 6.0.3, or higher.

3. Log in to the Speech Access account created on the Domino server using the Notes client on the Speech Server or Server Set Node.

   **Note:** When you log in to Notes, the default Notes ID file that one-X Speech uses, is established.

4. Open the one-X Speech Server Management Console (SSMC).

5. Expand **Applications** in the menu tree, and then click **VAOutlook**.

6. Click **Advanced**.

7. Select **Allow SA to access Lotus calendar**, and then type the Speech Access account password in the **Lotus calendar delegate account password** field.

8. Click **Done**.

## Enabling the Lotus contacts update utility

one-X Speech allows Lotus subscribers to automatically create one-X Speech contacts to match their Lotus Notes contacts. Subscribers must first download the contacts update utility application from the contacts tab of their User Preferences Web pages. They must then execute this utility to create one-X Speech contacts that match their Lotus Notes contacts.

You must enable access to the contacts update utility before subscribers can download the utility.

To enable the contacts update utility on the contacts tab of the subscribers' User Preferences Web pages:

1. Open the one-X Speech Server Management Console (SSMC).

2. Right-click **one-X Speech Server**.

3. Select **Properties**.

4. In the **one-X Speech Server Properties** dialog box, select the **VAPlatform.AllowImportContacts** parameter, and then set its current value to **TRUE**.

   **Note:** Setting the parameter value to **TRUE** enables the download contacts update utility button on the contacts tab of the User preferences Web pages.

5. Click **Apply**, and then click **OK**.

## Scheduling the Publish

The Scheduled Publish feature allows the applications to be routinely published at a selected time and frequency. It cleans-up file information, rebuilds the static grammar

based on information from the corporate directory, and stops and starts processes.

1. Expand **one-X Speech Server** > **Applications** in the one-X Speech Server Management Console, and then click **VAOutlook**.

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.

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

**Publish Options**     The **Publish Options** dialog box allows you to:

- Pin or unpin published versions

- Set the number of backup versions to keep

To open the **Publish Options** dialog box, click the **Options** button under **Publishing**.

A list of currently published versions is displayed on the **Publish Options** dialog box. A pinned published version is a publish that is not automatically deleted by the publisher. Pinned versions have a star (*) beside them. A star (*) next to **None** indicates that no versions are pinned. To pin or unpin a version, select the publish version, and then click **OK**.

If a publish generates a version that exceeds the Number of versions to keep value, the oldest version is deleted.

**Note:** Pinned published versions are not deleted until you unpinned them.

## Leave a comment

To configure the leave a comment feature:

1. Go to **Configuration** > **Email Server Setup** in the SSMC to verify the email server setup.

2. Go to **Configuration** > **General Information** in the SSMC to verify that there is a valid entry in the **User Feedback Email Address** field.

   **Note:** Type only 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.

## Configuring parameters

There are many configurable parameters. You are not required to change any of these parameters when you begin your installation. The default values must be appropriate for most installations. However, you can customize the behavior of one-X Speech by altering parameter values.

**Important:** Previously modified parameter values are preserved when you upgrade to one-X Speech Release 5.2.

For more detailed information about configuring parameters, see "Global Parameters", in the Speech Access Administrators Online Help system.

To configure a parameter:

1. Go to:

   **Start** > **Programs** > **Avaya one-X Speech Server** > **one-X Speech Management Console**

2. Right-click **one-X 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**.

Table 8-1 contains a list of parameters that are most commonly altered.

## Table 8-1. Commonly altered parameters

| Frequently used parameters | Parameter description |
|---|---|
| VAPlatform.AllowImportContacts | The VAPlatform.AllowImportContacts parameter is set to **False** by default. It is for Lotus users. The VAPlatform.AllowImportContacts parameter values are:<br><br>■ **True**. The Download Contacts Update Utility button is displayed on the Contacts Tab of the User Preferences Web site. Lotus users can download the Contact Update Utility.<br><br>■ **False**. The Download Contacts Update Utility button is not displayed on the Contacts Tab of the User Preferences Web site. |
| VAPlatform.AllowUserToEditIMAP | The VAPlatform.AllowUserToEditIMAP parameter is set to **True** by default. The VAPlatform.AllowUserToEditIMAP parameter values are:<br><br>■ **True**. The user can edit IMAP settings, such as Server name, account, password, and email address.<br><br>■ **False**. The user cannot edit IMAP settings except for password. |
| VAPlatform.AutoMarkRead | The VAPlatform.AutoMarkRead parameter is set to **True** by default. The VAPlatform.AutoMarkRead parameter values are:<br><br>■ **True**. Your message is marked *Read* when you listen to it.<br><br>■ **False**. Your message is not marked *Read* when you listen to it. |
| VAPlatform.CallAnswerMissedCallMsg | The VAPlatform.CallAnswerMissedCallMsg parameter is set to **False** by default.<br><br>■ **True**. Generates a missed call message in your mailbox.<br><br>■ **False**. No missed call message is generated. |

**Table 8-1. Commonly altered parameters** *(continued)*

| **Frequently used parameters** *(continued)* | **Parameter description** *(continued)* |
|---|---|
| VAPlatform.DTMFWalkeupFromDTMF FallbackAllowed | 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.<br><br>The actions for the True (default) and False values are:<br><br>■ **True**. After performing the DTMFFallback, ## & ** returns the user to the speech access application.<br><br>■ **False**. After performing the DTMFFallback, ## & ** does not return the user to the application. |
| VAPlatform.IgnoreFirstNameToMatch Contacts | The VAPlatform.IgnoreFirstNameToMatchContacts parameter enables or disables use of first name as a matching criterion when comparing contacts, LDAP, and voice server dictionary entries to determine if the entries refer to the same person. The default value is **True**. |
| VAPlatform.NoWavAttToEMail | 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**.<br><br>The VAPlatform.NoWavAttToEMail parameter values are:<br><br>■ **True**. Restricts the ability to attach a .wav file to an e-mail message.<br><br>■ **False**. Allows a .wav file to be attached to an e-mail message. |

**Table 8-1. Commonly altered parameters** *(continued)*

| Frequently used parameters *(continued)* | Parameter description *(continued)* |
|---|---|
| VAPlatform.MMNumAddrMatchPrefMbox | The VAPlatform.MMNumAddrMatchPrefMbox parameter tells one-X Speech that numeric addresses on MM Voicemail systems consist of some prefix plus a mailbox number of a subscriber. The default value is **True**.<br><br>The VAPlatform.MMNumAddrMatchPrefMbox parameter values are:<br><br>■ **True**. Tells one-X Speech that numeric addresses on MM Voicemail systems consist of some prefix plus a subscriber's mailbox number.<br><br>■ **False**. Tells one-X Speech that numeric addresses on MM Voicemail systems do not consist of some prefix plus a subscriber's mailbox number.<br><br>By assuming that MM numeric addresses are mailbox numbers preceded by some prefix, one-X Speech is able to properly find voicemail addresses for message recipients. If your site does not follow the <NumericAddress>=<Prefix><MailboxNumber> convention, set the VAPlatform.MMNumAddrMatch PrefMbox parameter to **False**. |
| VAPlatform.ReachMe | The VAPlatform.ReachMe parameter enables the Reach-Me feature on a system-wide basis. The default value is **True**.<br><br>**Note:** You can also enable Reach-Me on a per subscriber basis using the User Manager Web application. |
| VAPlatform.SupportWordDocuments | The VAPlatform.SupportWordDocuments parameter allows the subscriber to read word attachments. The default value is **False**.<br><br>**Note:** You must have Microsoft Word 2000 or greater installed on the standalone system or Server Set Nodes to read word attachments. Ensure that you properly register Microsoft Word with Microsoft Inc. Otherwise, one-X Speech might encounter a performance problem due to excessive processor usage by Microsoft Word. |
| VAPlatform.TrustedLoginAccessLevel | The VAPlatform.TrustedLoginAccessLevel parameter values are:<br><br>■ **All.** Allows the user to specify that an express login number does not require a password.<br><br>■ **None**. Always requires a user to enter a password when calling from an express login number. |

**Table 8-1. Commonly altered parameters** *(continued)*

| **Frequently used parameters** *(continued)* | **Parameter description** *(continued)* |
| --- | --- |
| VAPlatform.VMboxMatchExtension | The VAPlatform.VMboxMatchExtension parameter allows one-X Speech 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**.<br><br>For a detailed description, see "Global Parameters", in the Speech Access Administrators Online Help system. |

## Configuring IMAP4 users

Ensure one-X Speech users type their:

- IMAP4 user name on the Domino Administration screen.

- Domino password in User Preferences.

The password is encrypted and stored in the Microsoft SQL database.

**Note:** one-X Speech supports Lotus Domino 7.X, 8.0.2. and 8.5.2

## Using documents to inform subscribers

Use the following Word documents, provided in the **Documentation** folder on one-X Speech software DVD, to help you inform new and upgraded subscribers about one-X Speech:

- **Welcome_to_one-X_Speech_SA_ Template.doc** This template helps you compose an e-mail that tells all subscribers about one-X Speech, including how to log in by phone and how to access the User Preferences Web pages.

- **What's_New_in_one-X_Speech.doc** This document explains the new functionality in this release and how one-X Speech differs from the

previous, upgradable release. You can attach this document to the e-mail you send to upgraded subscribers.

Open **Welcome_to_one-X_Speech_Template.doc** and follow the instructions.

# Configuring automatic newsletter delivery

For Exchange subscribers, there is a series of sixteen newsletters that are comprised of commonly used Speech Access features, such as Reach Me, and ANI filter. 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. If you already configured newsletter delivery in earlier releases, you do not need to reconfigure it. If you did not configure newsletter delivery in UCC SA R2.1 and one-X Speech R4.0, you can configure it using the Steps below. You must have SMTP running on your standalone system or Server Set Controller for e-mail delivery of Newsletters.

To set up newsletter delivery:

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

   **http://*server_name*/newslettermgt**

   **https://*server_name*/newslettermgt** (if your system uses SSL)

   where *server_name* is the computer name of the Speech Server or Server Set Controller Node.

2. Click **Newsletter Settings**.

3. Select **Newsletter Enabled**.

4. Type the name of the speech server in the **Fully Qualified Domain Name** field.

   **Important:** This field must be set to the name of the Speech Server or Server Set Controller.

5. In the **Reply to SMTP Address** field, type the SMTP address that appears in the reply-to field of the newsletter delivery.

6. Select the associated application from the drop-down menu.

7. Click **Save**.

To schedule newsletter delivery:

1. Select **Newsletter Schedule** on the Newsletter Management Web page.

2. Enter information for the following fields:

   - Start time:

   - Occurs Every:

   - Start date

   - Day of week

3. Click **Set Schedule**.

# Granting permissions to Windows Groups for one-X Speech administrative tasks

To allow select Windows Users to administer the one-X Speech Servers without granting them local Windows Administrative privileges on the Speech Servers, use the SetUCCPermission.exe program. This program provides the necessary database and directory permissions to a Windows Group.

Do the following to assign permissions to a Windows Group:

1. Log in to the Speech Server as a Windows User with local administrative privileges.

2. Open the following executable file located in the default directory:

   **C:\Program Files\AvayaSpeech Server\bin\SetUCCPermission.exe**

   **Note:** You might have chosen a different installation location. Navigate to that location to open SetUCCPermission.exe.

3. In the **Domain** field, type the Windows Domain name where the Group was created.

   **Note:** If you created a Local Group on the Speech Server, type the name of the Speech Server in the **Domain** field.

4. In the **Group/User Name** field, type the name of the Group or User.

   **Important:** Avaya highly recommends that you grant permissions to a Local Group or a Windows Domain Group rather than to a Windows User. You can add individual Users to the Group or remove individual Users from the Group.

5. Select the Permission Type for the Group. There are three Permission Types:

   - **one-X Speech Administrator** Run all Web pages and SSMC.

   - **Users Administrator** Run Speech Access User Management (SAUM) and NewsLetterMgt Web pages.

   - **Speech Server Reports** Run SSReports Web page and access VALogs directory.

   ⚠ **CAUTION:**
   It might take a while to assign permissions for the one-X Speech administrator and Speech Server Reports. Assigning directory permissions can result in heavy disk traffic.

6. Click **Apply**. A series of status screens are displayed. The following message is displayed if the permissions were successfully assigned:

   **Successfully set access permissions for <domain>\<group>**

   where <domain> is the Windows Domain name or Speech Server name, and <group> is the Local Group or Windows Domain Group.

7. Run the SetUCCPermission.exe program on each server in the Server Set for the one-X Speech Administrator and Speech Server Reports permissions.

## Using bulk provisioning

Bulk provisioning is a utility found on the Speech Access User Management (SAUM) Web site. The Bulk Provisioning utility allows the administrator to add or delete a set of subscribers. Click the following Help button located next to the File Name Browse button for detailed information:  .

# Chapter 9
## Migrating Avaya one-X Speech R4.0 standalone system to Avaya one-X Speech R5.2

## Introduction

Instructions in this chapter support the migration from an Avaya one-X Speech Release 4.0 standalone system on Windows 2000 server to a Avaya one-X Speech Release 5.2 standalone system running on Windows 2003 Server R2.

## Migrating Avaya one-X Speech R4.0 standalone system to Avaya one-X Speech R5.2

**Note:** AG4000 NMS cards are not supported on DL360 G7 hardware.

To migrate from one-X Speech Release 4.0 to a one-X Speech Release 5.2 system running on Windows 2003 server R2, execute the following tasks:

1. Backup the database from one-X Speech Release 4.0 system.

2. Restore the database to the one-X Speech server.

For detailed procedure, see <u>"Backing up and Restoring the Database" on page 92</u>.

# Chapter 10
# Troubleshooting

## Introduction

If you encounter difficulties with the upgrade or test procedures, try one or more of the following:

- Read Chapter 6, *Troubleshooting* in *Avaya™ one-X Speech Access Installation Guide Release 5.2* (available on the Avaya Support Web site).

- See the troubleshooting topics, in the SSMC online Help system, by pressing **F1** when you are in the SSMC.

- To locate the latest one-X Speech information:

  a. Go to the Avaya Support Web site at:

     http://support.avaya.com

  b. Place your cursor over **Support**, and then select **Product Documentation** from the pop-up menu.

  c. Select **one-X Speech** from the list of links in the menu bar located on the left side of the Web page.

  d. Read topics that address your specific problem. Topics include:

     - Product documentation

     - Bulletins

- Alerts

- Warnings

■ Contact your Avaya Technical Support representative.

# Troubleshooting topics

## Nuance Watcher Daemon fails to install

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

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

**Log\AvayaUCC Speech ServerInstallLog_Server.log**

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

## Drivers for NMS card fail to install

If you have a CG6565 NMS card and the card fails to install, please check that you have installed the Release 5.2 upgrade patch.

## Service errors reported during the installation

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

**Error registering NT services**

To correct the error:

1. Restart the server

2. Re-run the installation that reported the error

## Server Set Node engine failure

If you add a consecutive Server Set Node *before* the previous Server Set Node receives all of the application files, the Server Set Node engines will not start. To correct this problem, perform a full publish of every Application and Application Module on the system *after* adding all the Server Set Nodes.

## Moving the *.xml file to the correct directory

If you open the SSMC before restoring the one-X Speech database, you must move the *.xml file from the following directory:

**C:** > **Programs Files** > **AvayaSpeechServer** > **Config** > **MMC** > **CompletedConfig**

back to the following directory:

**C:** > **Program Files** > **AvayaSpeechServer** > **Config** > **MMC** > **PendingConfig**

## Incorrect installation paths after restoring the database

After you restored the one-X Speech database, if your upgraded one-X Speech standalone system or Server Set Controller is using an installation path that is different from the one that was used in the previous installation, you must modify certain parameters to use the new installation path.

To update the parameters follow these steps:

1. From the SSMC, right-click **one-X Speech Server**.

2. Select **Properties**.

3. Update the following parameter with the new installation path:

   **VAPlatform.VAApplications**

4. From the SSMC, right-click **Server Set**.

5. Select **Properties**.

6. Update the following parameters with the new installation path:

- **VAPlatform.ApplicationUploadDir**

- **VAPlatform.TempDirectory**

- **VAPlatform.VAApplications**

- **VAPlatform.VALogs**

- **VAPlatform.VASystemDirectory**

- **VAPlatform.VAUtterances**

- **VAPlatform.VFSNamesDatabase**

- **VAFax.RequestDirectory**

- **VAFax.DataDirectory**

7. From the SSMC, right-click **Application** > **ApplicationDispatcher** and **Application Module** > **VXML**.

8. Select **Properties** for both applications.

9. Update the following parameter with the new installation path:

   **VAPlatform.ApplicationFile**

10. Restart the Speech Server or the Server Set Controller.

# TTS process fails to start with error code 0xc1110040

You receive error code 0xc1110040 when the TTS process in the SSMC fails to start due to licensing problems after installation.

You must run the one-X Speech Server installation again to resolve this problem. To install the one-X Speech Server:

1. Insert the DVD into the DVD-ROM drive.

2. Click **Next** when the Speech Server **Welcome** dialog box is displayed.

3. Ensure that **Upgrade** is selected when the one-X Speech Server Upgrade Decision dialog box is displayed, and then click **Next**.

   The installation of the Speech Server begins, and a progress bar is displayed. Several information boxes are displayed sequentially.

4. Click **OK** on the parameter changes information dialog box.

5. Click **Continue** on the **Update Parameters** dialog box.

6. Click **Done** on the **Update Global** dialog box.