Installation Manual

AudioCodes Speech-Driven Dialing Solution for Enterprises

AC Voca

Version 7.8





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Related Documentation

Document Name
AC Voca Release Notes
AC Voca Administrator's Guide

Document Revision Record

LTRT	Description
23722	Updated document for Version 7.8.0

LTRT	Description
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1 Introduction

AC Voca provides a state-of-the-art voice recognition service for enterprises, enhancing day-to-day customer interface and employee productivity by making organizational contacts easily accessible from multiple user environments by voice.

Combining powerful speech recognition engine with a simple-to-use conversational interface, AC Voca introduces a reliable, 24x7 call routing solution that reduces costs, increases the employee's productivity and enhances caller experience and satisfaction. AC Voca easily integrates with any standard PBX based on analog, digital and IP network protocols and can be deployed as a secured cloud service or On-premises.

2 Getting Started

There are a number of ways to install the AC Voca system:

- Clean Windows Installation: A customer provides a clean-installed Windows 2016 (or Windows 2012 R2) system with the latest security updates. The installation will be provided by AudioCodes as a downloadable URL.
- **AudioCodes Mediant 800 Installation:** AudioCodes provides a Mediant 800 with a preinstalled Windows 2016. The installation package will be located at C:\ACVoca_Installer.
- Pre-installed: AudioCodes offers Voca Software as a Service (SaaS) as a cloud deployment. Please contact your AudioCodes representative for more information on this option.

The default Administrator's password is "pass123". It is highly recommended to change the password according to the Enterprise's policy. The updated password must be stored in a secure location, so that it is accessible to those that need to it.

Hardware Requirements

The AC Voca server requires the following minimal hardware configuration for On-premises installation:

- CPU: Intel Core i7-5th Gen @ 2.7GHz with 4 cores or higher dedicate all cores; enable hyperthreading.
- RAM: 32 GB
- **SSD:** 256 GB
- NIC: 1GB Ethernet card
- Operating System: Windows Server 2016

For private cloud installations, the minimal hardware configuration is:

- For AWS: Use c5.2xlarge instances or higher
- For other configurations: Contact your AudioCodes representative

Self-installation is designed to support single tenant deployments. For multi-tenant deployments, please contact your AudioCodes Sales or Technical Support representative.

System Capacity

The system supports the following channels capacity:

- For Hebrew and German, up to 6 concurrent channels are supported
- For English, up to 2 concurrent channels are supported
- For Spanish (United States, Spain, Central and South America), up to 30 concurrent channels are supported



In cases of mixed languages under a single tenant, the service is limited to the lowest number of supported channels per language.

Entries Support

Up to 17,000 entries

Using Clean Windows Installation

It is the customer's responsibility to provide a clean-installed licensed Windows 2016 (or Windows 2012 R2) system with the following requirements:

.NET Framework Features 3.5

If the server has Internet connectivity during installation, the framework will be installed automatically. Otherwise.NET 3.5 should be pre-installed (see Enabling .NET Framework 3.5 on Windows on page 70).

- Disabled Virtual Memory paging file
- Latest security updates
- Static IP address

Additional Software Installation

The user must not install any additional software on the server, including anti-virus or any real time scanner. Installation of any third-party software may lead to performance issues, stability problems and may cause unpredictable results.

Disabling Virtual Memory Paging File

The procedure below describes how to disable the Virtual Memory Paging file.

- To disable Virtual Memory Paging File on a Windows System
- 1. Press the Windows key and open Control Panel.
- Navigate to System and Security > System, and then click Advanced system settings in the left pane.



 In the System Properties dialog box, click the Advanced tab, and then click Settings... under the 'Performance' group.

P Network Connections						
$\leftarrow \ ightarrow \ \wedge \ 1000$ Control Panel $ ightarrow$ Network and Internet $ ightarrow$ Network Connections						
Organize 🔻						
Name	Status	Device Name				
📲 Ethernet	Network cable unplugged	Intel(R) 82574L Gigabit Network Connection				
📮 Ethernet 2	Network cable unplugged	Intel(R) 82574L Gigabit Network Connection #2				
🛱 Ethernet 3	Network	Intel(R) Ethernet Connection I217-LM				

4. Click the Advanced tab, and then click the Change... button.

- 5. Select the drive that it is on, and then click the **No paging file** option.
- 6. Clear the 'Automatically manage paging file size for all drives' check box.
- 7. Click Set, and then click OK.
- 8. Select **Restart Now** to apply the changes, and then disable virtual memory.

Using AudioCodes Mediant 800 Installation

Before installing the AC Voca system on AudioCodes Mediant 800, do the following:

- Install Windows 2012 R2 Security Updates
- Configure the OSN IP address
- Configure the Server System Time Settings

Installing Windows Security Updates

Install Windows Security Updates to run the latest service patches and install all missing updates.

Configuring the OSN IP Address

The AC Voca system must have a static IP address. You can configure a static IP address for the OSN server on the Mediant 800.



If you are connected remotely, performing this step will disconnect you from the system. After performing this step, you can re-connect the system with its new location and IP address.

> To configure a static IP address for OSN:

- 1. Press the Windows key.
- 2. In the 'Search' text box, enter "View Network connections", and then press Enter.



3. Right-click the *Intel(R) Ethernet Connection I217-LM* network connection, and then from the shortcut menu, select **Rename**.

Network Connections

← → · ↑ 😰 > Control Panel > Network and I	nternet > Network Connections	
Organize 🔻		
Name	Status	Device Name
🚚 Ethernet	Network cable unplugged	Intel(R) 82574L Gigabit Network Connection
🚇 Ethernet 2	Network cable unplugged	Intel(R) 82574L Gigabit Network Connection #2
🖗 Ethernet 3	Network	Intel(R) Ethernet Connection I217-LM

4. Assign the new alias name as **Internal**.

😰 Network Connections			
$\leftarrow \ \ \rightarrow \ \ $	nternet > Network Connections	,	√ Ö
Organize 🔻			
Name	Status	Device Name	Connectivity
📲 Ethernet	Network cable unplugged	Intel(R) 82574L Gigabit Network Connection	
🚇 Ethernet 2	Network cable unplugged	Intel(R) 82574L Gigabit Network Connection #2	
🔋 Internal	Network	Intel(R) Ethernet Connection I217-LM	Internet access

5. Right-click the **Internal** network connection, and then from the shortcut menu, choose **Properties**.

Internal Properties	\times	ē	
Networking Sharing			
Connect using:			
Intel(R) Ethemet Connection I217-LM			
Configure This connection uses the following items:	I		
 Client for Microsoft Networks File and Printer Sharing for Microsoft Networks QoS Packet Scheduler Internet Protocol Version 4 (TCP/IPv4) Microsoft Network Adapter Multiplexor Protocol Microsoft LLDP Protocol Driver Internet Protocol Version 6 (TCP/IPv6) 			
Install Uninstall Properties			
Description Transmission Control Protocol/Internet Protocol. The default wide area network protocol that provides communication across diverse interconnected networks. OK Cancel			

6. Double-click Internet Protocol Version 4 (TCP/IPv4).

- 7. Enter the IP address and DNS server addresses.
- 8. Click Advanced.

Internet Protocol Version 4 (TCP/IPv4) Properties					
General					
You can get IP settings assigned automatically if your network supports this capability. Otherwise, you need to ask your network administrator for the appropriate IP settings.					
Obtain an IP address automatical	у				
• Use the following IP address:					
IP address:	10 . 31 . 5 . 250				
Subnet mask:	255.255.0.0				
Default gateway:	10 . 31 . 0 . 1				
Obtain DNS server address autom	natically				
• Use the following DNS server add	resses:				
Preferred DNS server:	10 . 1 . 1 . 11				
Alternate DNS server:	10 . 1 . 1 . 10				
Validate settings upon exit					
	OK Cance	ł			

9. Clear the 'Automatic Metric' check box, and then in the 'Interface Metric' field enter "1".

 \times

Advanced TCP/IP Settings

IP Settings DNS	WINS		
IP addresses			
IP address		Subnet mask	
10.31.5.250		255.255.0.0	
	Add	Edit	Remove
Default gateways:			
Gateway		Metric	
10.31.0.1		Automatic	
	Add	Edit	Remove
Automatic metr	ic 1		
		ОК	Cancel

A low metric number indicates higher priority. A high metric number indicates low priority.

10. Click **OK** to apply the configuration.

Internal Properties	×		
Networking Sharing			
Connect using:			
Intel(R) Ethernet Connection I217-LM			
Configure This connection uses the following items:			
 Client for Microsoft Networks File and Printer Sharing for Microsoft Networks QoS Packet Scheduler Internet Protocol Version 4 (TCP/IPv4) Microsoft Network Adapter Multiplexor Protocol Microsoft LLDP Protocol Driver Internet Protocol Version 6 (TCP/IPv6) 			
Install Uninstall Properties	1		
Description Transmission Control Protocol/Internet Protocol. The default wide area network protocol that provides communication across diverse interconnected networks. OK Cancel			

- **11.** Click **OK** to close the Internal Properties window.
- 12. Close the Network Connections window.

Configuring the Server System Time Settings

For AC Voca system multi-time zone support, Windows 2012 R2 must be configured in the UTC system time zone. The procedure below describes how to configure your server system time settings.



Verify that your server time is correctly set to UTC time. Otherwise, perform the following procedure.

> To configure the server system time settings:

1. Right-click the server time and select **Adjust date/time**.

	Toolbars >
I	Adjust date/time
	Customize notification icons
	Search >
~	Show Task View button
	Show Windows Ink Workspace button
	Show touch keyboard button
	Cascade windows
	Show windows stacked
	Show windows side by side
	Show the desktop
	Task Manager
~	Lock the taskbar
۵	Settings
	┞╌┙ ² /3/2020 └~

2. Assign the correct UTC time zone, date and time and then save the settings.

7:30 AM, Monday, February 3, 2020

Set time automatically

On On

Set time zone automatically

Off

Change date and time

Change

Time zone

(UTC) Coordinated Universal Time

Adjust for daylight saving time automatically



3 Installing AC Voca

The procedure below describes how to install AC Voca. As noted in Getting Started on page 2, there are a number of ways to install the AC Voca system.



A restart may be required during installation. After the restart has completed, log in to the server and the installation process will continue automatically.

To install AC Voca:

1. Double-click the AC Voca file to start the installation.

] Acapela	7/8/2019 6:52 AM	File folder	
퉬 AcapelaES	7/8/2019 6:53 AM	File folder	
CVoca	7/8/2019 1:19 PM	Application	23,406 KB
AudioCodes-packages	7/8/2019 1:19 PM	Cabinet File	876,102 KB
Enghouse-Interactive-packages	7/8/2019 1:17 PM	Cabinet File	785,516 KB
MySQL-packages	7/8/2019 1:16 PM	Cabinet File	55,387 KB
Prerequisites	7/8/2019 1:16 PM	Cabinet File	106,943 KB
🔠 Sivan2-packages	7/8/2019 1:16 PM	Cabinet File	74,997 KB
WebPI-packages	7/8/2019 1:17 PM	Cabinet File	82,299 KB

2. After launching the installer, the AudioCodes logo appears:



3. The AC Voca EULA information page appears. You must accept the conditions to continue.



4. The AudioLogs directory window appears. The AC Voca system records and saves the speech request in an audio logs directory. Assign the *AudioLogs* directory and click **Next**.

AudioLogs Folder: C:\AudioLogs\			Browse
	Cancel	Back	Next

5. A window appears displaying the components that are to be installed. Click Install.

AudioLogs Location: Current Database Version:	C:\AudioLogs\ N/A		
Microsoft .NET Framework 4.6.2 Microsoft Visual C++ 2010 x86 Redistributat			^
Microsoft Visual C++ 2013 Redistributable (x Microsoft Visual C++ 2015 Redistributable (x Microsoft Visual C++ 2015 Redistributable (x Microsoft Visual C++ 2015 Redistributable (x	64) - 12.0.30501 64) - 12.0.24212 86) - 14.0.24212		- 1
Voca Prerequisites MySQL Workbench 6.3 CE MySQL Connector/ODBC 8.0	Cancel	Back	v

6. Prerequisites and required third-party applications are being installed.



7. When completed, the installer displays the following screen. Click **Close** to restart the server.



4 Configuring AC Voca System

The following describes how to configure the AC Voca system. This configuration procedure should be performed after completing the AC Voca Installation procedure.

AC Voca Scheduler Tasks

The following describes how to configure the AC Voca system Scheduler tasks:

- Voca cleanup scheduler task
- Voca backup scheduler task
- > To configure Voca Task Scheduler:
- 1. Press the **Windows** key, and then open **Administrative Tools**.
- 2. Open the Task Scheduler.
- 3. Right-click Task Schedule Library, and then choose New Folder.

duler	
n View Help	
duler (Local) cheduler Library Create Basic Task Create Task Import Task Display All Running Tasks Enable All Tasks History	Status Trig Ready Mu Ready At 1
New Folder View Refresh Help	>
	duler View Help duler (Local) cheduler (Local) cheduler library Create Basic Task Create Task Import Task Display All Running Tasks Enable All Tasks History New Folder View Refresh Help

4. In the 'Name' field, enter "Voca", and then click **OK**.

Enter name of the new folder		×
Name		
Voca		
	ОК	Cancel

- > To configure Voca cleanup scheduler task:
- 1. Right-click **Voca** Task Scheduler library > **Import Task**.

🕑 Task Sched	uler				
File Action	View Help				
🗢 🔿 🖄					
Task Sched Task Sched Task Sc Task Sc Task Sc Task Sc Task Sc Task Sc Task Sched Task	luler (Local) heduler Library rosoft		Status	Triggers	Nex
	Create Basic Task				
	Create Task				
	Import Task				
	Display All Running Tasks				
	Enable All Tasks History				
	New Folder				
	Delete Folder				
	View	>			
	Refresh				
	Help				

- 2. Browse to the cleanup task configuration file location C:\NSC\VOCA_Scripts\Cleanup_ script\Files Cleanup.xml, and then click **OK**.
- 3. Click Change User or Group.

🕒 Create Task	\times
General Triggers Actions Conditions Settings	
Name: Files Cleanup	
Location: \Voca	
Author: Administrator	
Description:	
Security options	
When running the task, use the following user account:	
.\Voca Change User or Group.	
O Run only when user is logged on	
Run whether user is logged on or not	
Do not store password. The task will only have access to local computer resources.	
Run with highest privileges	
☐ Hidden Configure for: Windows Vista [™] , Windows Server [™] 2008	\sim
OK Canc	el

4. In the 'Enter the object name to select' field, enter "Voca", and then click **Check Names**.

Select User or Group	×
Select this object type:	
User, Group, or Built-in security principal	Object Types
From this location:	
WIN-N9HP3Q3V9B3	Locations
Enter the object name to select (examples):	
Voca	Check Names
Advanced OK	Cancel

- 5. Click OK.
- 6. In the Task Scheduler, enter your credentials (To obtain your credentials, contact your AudioCodes representative).

Task Scheduler		?	×
		4	
Enter user account i	nformation for running thi	s task.	
User name:	🔮 .\Voca		×
Password:			
Iask Scheduler ? × Image: Scheduler ? × Enter user account information for running this task. User name: Password: OK		cel	

- > To configure Voca backup scheduler task:
- 1. Right-click on the Voca Task Scheduler library, and then click Import Task.

Task Sched	duler	<u> </u>				
File Action	View H	lelp				
< 🔶 🖄		1				
Pask Scheren → Construction → Co	duler (Local) cheduler Lib crosoft	rary		Status	Triggers	Ne
	Creat	e Basic Task				
	Creat	e Task				
	Impo	rt Task				
,	Displa Enabl	ay All Running Tasks e All Tasks History				
	New P	Folder e Folder				
	View		>			
	Refres	sh				
	Help					

- 2. Browse to the backup task configuration file location at C:\NSC\VOCA_ Scripts\BackupScheduler/, and then select your system dialect file.
- 3. Click Open.

Open					
	al Disk (C:) > NSC > VOCA_Scripts >	BackupScheduler >	✓ Ö Search Bac	kupScheduler	۶
Organize 👻 New folde	r			H 🕶 🔲	(
🗄 Documents 🖈 ^	Name	Date modified	Туре	Size	
📰 Pictures 🛛 🖈	7z	2/3/2020 10:28 AM	File folder		
BackupSchedule	📄 Voca Backup DE-DE	2/6/2020 1:16 PM	XML Document	4 KB	
BackupScripts_F	🔮 Voca Backup EN-US	2/6/2020 1:20 PM	XML Document	4 KB	
Cleanup_script	🔮 Voca Backup HE-IL	2/6/2020 1:20 PM	XML Document	4 KB	
VOCANom_I					
This PC					
- Desidera					
File na	me: Voca Backup EN-US		✓ XML files ((*.xml)	`
			Onen	Cancel	
			Open	Cancer	

4. Click Change User or Group.

Create Task			×
General Trig	gers Actions Cond	ditions Settings	
Name:	VOCANom Backup	_EN-US	
Location:	\Voca		
Author:	Administrator		
Description:	Backup VOCANom	components daily at 00:30	ור
Security opt	ions		
When runn	ing the task, use the f	following user account:	
Administra	or	Change User or Group	
O Run only	when user is logged	Ion	
Run whe	ther user is logged o	n or not	
🗌 Do n	ot store password. T	he task will only have access to local computer resources.	
🗌 Run with	highest privileges		
🗌 Hidden	Configure for:	Windows® 7, Windows Server™ 2008 R2	~
		OK Cancel	

_

In the 'Enter the object name to select' field, enter "Voca", and then click Check Names.
 Click OK.

Select User or Group		×
Select this object type:		
User, Group, or Built-in security principal		Object Types
From this location:		
WIN-N9HP3Q3V9B3		Locations
Enter the object name to select (<u>examples</u>):	,	
Voca		Check Names
Advanced	OK	Cancel

7. In the Task Scheduler, enter your credentials (To obtain your credentials, contact your AudioCodes representative).

Task Scheduler			?	\times
		T	AF	
Enter user account in	formation fo	r running this	s task.	
User name:	🖸 .\Voca			·
Password:	1			
		ОК	Can	cel

Configuring Enghouse Interactive Communication Portal (CP)

Enghouse Interactive (CP) is a third-party application responsible for SIP connectivity between a customer's PBX and the AC Voca speech recognition agent.

> To configure Enghouse Interactive's CP:

1. Launch the CP Console 10.3.



2. When prompted to set a password, select the 'I don't want to use...' check box, and then click **OK**.

Set Console Passwo	rd X
New Password:	
Re-type New Password:	
Password Strength	
I don't want to use Console password ric	ht now.
OK Cancel	Help

3. When the configuration wizard starts, click Next.



4. When prompted, enter the password AC123456.

Enghouse Interactive CP Console Configuration Wizard					
Enterprise Communications Server found					
Enterprise Communications Server software has been detected on this server. Please enter the information needed to connect.					
Username:	Admin				
Password:	1				
	< <u>B</u> ack <u>N</u> ext > Finish Cancel				

5. Click **Finish** when the configuration completes.

Enghouse Interactive CP Console Configuration Wizard
Configuration complete
The Configuration Wizard is complete. Click Finish to begin using the Enghouse Interactive CP Console.
< <u>B</u> ack <u>N</u> ext > Finish Cancel

6. On the ECS view tab, select Engine Settings > Dispatcher.

0
File View Tools Help
Refresh: 2.0 s 🔽 🎓 🖓 🖓 🖓
Location: 📲 Dispatcher
Views
WIN-2MJNSOAUOD4 [Demonstration, Started]
File Transfer
Custom Views
Debug View

7. Under Dispatchers, on the right pane, right-click IP channels, and then click Set Dispatcher.



- 8. Select Voca_ 3.0.xxMT.
- 9. Select the 'Restart script after error' check box, and then click **Set Dispatcher**.
- 10. If the following Information window appears, click OK.
- 11. If the channel is not active, right-click IP Channels, and then select Activate Dispatcher.

Dispatchers [WIN-CCDG9UP53IR]

Channel Type	Active	Script Name	Restart After	Erro	r Start Input	Error Input
Hardware channels	No		No			
IP channels	No	Voca_3.0.15MT	Yes		Main (Toput	MainuToput
Station channels	No		No 🖣	1	Set Dispatcher	
Software channels	No		No	33	Reset Dispatcher	
			-	°Ç	Activate Dispatch	er
			1	ŵ.	Deactivate Dispat	cher

 On the ECS view tab, select Engine Settings > Speech > Interface Configurations > ASR Direct APIs > MRCP_ASR.



13. Make sure all the parameters appear as shown below.



- 14. In the 'MRCPv2 server address' field, assign the AC Voca local static IP address and port.
- On the ECS view tab, select Engine Settings > Speech > Interface Configurations > MRCP Local SIP Track.



16. Make sure all the parameters appear as shown below.

Property	Value
SIP stack address	sip:10.31.5.250:5700
SIP stack port	5700
SIP message timeout	30
SIP initial message timeout (-1 for using SIP message timeout)	-1
SIP transport protocol	UDP
SIP message VIA: field (leave blank for auto)	

.

- 17. In the 'SIP stack address' field, assign the AC Voca local static IP address and port.
- 18. In the ECS view, right-click the computer name, and then select Restart CP Engine(s).



19. Click the Restart immediately option, and then and click OK.

Enghouse Interactive CP Console		
Restart Engine(s) options O Restart after channels go on-hook Restart immediately O Terminate and restart Engine(s)		
Restart Telephony Server		
OK Cancel Help		

- 20. Configure the service account of Enghouse Interactive Enterprise Communications Server service.
 - a. Open Administrative Tools > Services.
 - b. Open the Enghouse Interactive Enterprise Communications Server service.

Enghouse Interactive Enterprise Communications Serv					
General Log Or	n Recovery Dependencies				
Service name:	EnvoxServer				
Display name:	Enghouse Interactive Enterprise Communications Server				
Description:	Manages all interactions with the CP Console, the CP Domain Server and also manages the CP				
Path to executa C:\Program File	ble: s (x86)\Enghouse Interactive\CP\EnvoxServer.exe				
Startup type:	Automatic 🗸				
Service status:	Running				
Start Stop Pause Resume					
You can specify the start parameters that apply when you start the service from here.					
Start parameters:					
	OK Cancel Apply				

c. Select the Log On tab, and then click the This account option.

Enghouse Interactive	Enterprise Communicat	tions Serv 🗙
General Log On Recov	very Dependencies	
Log on as:		
Local System account Allow service to inf	t teract with desktop	
This account:		Browse
Password:	•••••]
Confirm password:	•••••]
	OK Cancel	Apply

- d. Enter the .\Voca account name.
- e. Enter and confirm your password. To get the credentials, please contact your AudioCodes representative.
- f. Click OK.

Enghouse Interactive Enterprise Communications Serv		
General Log On Recov	very Dependencies	
Log on as:		
O Local System account		
Allow service to interact with desktop		
This account:	.\Voca Browse	
Password:	•••••	
Confirm password:	•••••	
	UK Cancei Apply	

- g. Click **OK** when the following screen appears.
- 21. Configure the Media Gateway IP address settings.
 - a. Edit the Media Gateway configurator file C:\Program Files\Enghouse Interactive\Media Gateway\conf\vars.xml, using Notepad++.

👪 l 💽 👪 = l			conf	
File Home Share	View			
) 🔄 💿 👻 ↑ 🜗 ト This PC ト Local Disk (C:) ト Program Files ト Enghouse Interactive ト Media Gateway ト conf				
🔆 Favorites	Name	Date modified	Type S	
🛄 Desktop	퉬 autoload_configs	4/21/2019 5:12 AM	File folder	
🗼 Downloads	퉬 dialplan	4/21/2019 5:12 AM	File folder	
🔚 Recent places	퉬 sip_profiles	4/21/2019 5:12 AM	File folder	
	config.FS0	6/5/2017 8:38 AM	FS0 File	
🖳 This PC	extensions.conf	6/5/2017 8:38 AM	CONF File	
	freeswitch.serial	4/21/2019 5:12 AM	SERIAL File	
📬 Network	🔮 freeswitch.xml	6/5/2017 8:38 AM	XML Document	
	imime.types	6/5/2017 8:38 AM	TYPES File	
	🔮 vars.xml 🛛 Open	6 (5 (2004 7 0 20 AM	XML Document	
	open			
		1		
	Edit with Notepa	d++		

b. Add the following line with the AC Voca system IP address.

<X-PRE-PROCESS cmd="set" data="local_ip_v4=10.31.5.250"/>



This line should be added before ...data="domain\$\$... line.

- 22. Restart the server.
- 23. Refer to Installing the AC Voca License.html and Installing Third Party Licenses.html.

Configuring Enghouse CP Additional Language Support (Optional)

This section describes how to add additional languages to Enghouse Control Panel. By default, Enghouse CP supports English (US) and German (Germany) languages. If Hebrew or Spanish languages are required, you need to run the Enghouse CP installation. If there is no need to add additional languages, skip this section.

> To add additional language support:

- 1. Run the Enghouse CP installation file C:\ACVoca_Install\Enghouse_Interactive_ CP\Enghouse_Interactive_CP_103_GA.exe.
- 2. The Communications Portal installation begins. Choose Modify, and then click Next.

👳 Enghouse Interactive Communications Portal 10.3 Setup 💻 💌 🗙			
Welcome Modify, repair or remove the program.			
Welcome to the Enghouse Interactive Communications Portal 10 Setup Maintenance program. This program lets you modify the current installation. Click one of the options below.			
Modify	Select new features to add or deselect currently installed features to remove.		
○ Repair	Reinstall all features installed by the previous setup.		
○ Remove	Remove all installed features.		
Enghouse Interactive Communications Portal			

- 3. In the components window, select the required languages:
 - English (US)
 - German (Germany)
 - Spanish (Spain)
 - Spain (Mexico)
 - Hebrew
- 4. Click Next.

🐵 Englouse Interactive Communications Portal 10.3 Setup 😑 💌 🗙		
Choose Components Choose which features of Enghouse Interactive Communications Portal 10.3 you want to install.		
Select the components you wish to add or deselect components you wish to remove:	Custom	
Space required: 231.5MB	Description Position your mouse over a component to see its description,	
Enghouse Interactive Communicati	ons PortalCancel	

5. Click Install.

👳 Enghouse Interactive Communications Portal 10.3 Setup 💻 🗖	x
Confirm Installation Setup has finished gathering information and is ready to install Enghouse Interactive Communications Portal 10.3	ę
Setup is ready to install Enghouse Interactive Communications Portal 10.3 on your computer. If you want to review or change any of your installation settings, click Back. Click Install to begin the setup. Current configuration:	
Destination Folder: C:\Program Files (x86)\Enghouse Interactive\CP Start Menu Folder: Enghouse Interactive\CP 10 Selected Components: Enterprise Communications Server Program Files Language Files English (United States)	< III >
Enghouse Interactive Communications Portal —	:el

6. Click Finish.



7. Run the Enghouse CP Service Pack installation file, C:\ACVoca_Install\Enghouse_ Interactive_CP\ Enghouse_Interactive_CP_103_SPX.exe., and then click Next.

🐟 Enghouse Interactive Communications Portal 10.3 SP2 (Build 🛛 🗌 🗙	
Enghouse Interactive	Welcome to the CP 10.3 SP2 Setup Wizard
	This wizard will guide you through the installation of Enghouse Interactive Communications Portal 10.3 SP2 (Build 9471).
0	It is recommended that you close all other applications before starting Setup. This will make it possible to update relevant system files without having to reboot your computer. Click Next to continue.
Communications Portal	
	Next > Cancel

8. Click I accept.


9. Click Finish.

🐟 Enghouse Interactive Communications Portal 10.3 SP2 (Build 🗕 🗆 🗙					
Enghouse Interactive	Completing the CP 10.3 SP2 Setup Wizard				
	Enghouse Interactive Communications Portal 10.3 SP2 (Build 9471) has been installed on your computer.				
	Click Finish to close this wizard.				
P	Read the latest changes regarding this Upgrade.				
Communications Portal					
	< Back Finish Cancel				

10. Activate (load) the language support and Launch CP Console 10.3.



11. If the engine has not started, right-click the server name, and then click **Start CP Engine(s)**.

٩			Enghous	e Interactive CP Console
File View Tools Help				
Refresh: 2.0 s 💌 🎓 📑	- 🌉			
Location: 🖳 WIN-MNV203IEIEJ				
Views		x	Server Settir	ngs [WIN-MNV203IEIE
Gervers Gervers Gervers Gervers			Property	
Multi-Engine File Transfer Cog View Custom Views Debug View		Reconnect to Enterprise Commun Disconnect from Enterprise Comm Remove Enterprise Communication Start CP Engine(s) Stop CP Engine(s) Restart CP Engine(s) Start Log Collector Test Alarm Server Settings Forced Restart of Computer	Giobandie dire t Log performance TCP server port Maximum allowe Current local dal Current local dal	s) P Engine version ons Server version ing item logging ter [time] ce on automatic Engine start ion timeout [seconds] ion action cution time limit [ms] out [seconds] perorer disconnect [seconds] e counters d connections te/time on server bod Universal Time on server
Somain View 📑 ECS View			Current Coordin License mode	ated Universal Time on server

12. Click ECS View, on the lower part of the screen, and then browse the Language Modules.

enghouse Interactive CP Console					_	
<u>F</u> ile <u>V</u> iew <u>T</u> ools <u>H</u> elp						
Refresh: 2.0 s 📝 🎓 🏖 🏖						
Location: 🤰 Language Modules						
Views ×	Languages [WIN-	CCDG9UP53	[R]			
Generation Started	Name	File	Code	Version	Loaded	d I
	English (United Kingdom)	Lang_044.ldl	44	10.3.02.9457	Yes Ves	
Engine Settings	German (Germany)	Lang_049.ldl	49	10.3.02.9457	Yes	
	Hebrew	Lang_972.ldl	972	10.3.02.9457	No	
Divers Diver	Swedish	Lang_046.Idl	46	10.3.02.9457	Yes	
📎 Domain View 🖳 ECS View	-					

13. Right-click on the Language module name, and then click Load Language.

0								
File View Tools Help								
Refresh: 2.0 s 🕑 🎓 🐰 🎉 🤱								
Location: 🔊 Language Modules								
Views ×	Languages [WI	IN-S	SFOQTMNAF	1]				
Servers	Name		File	Code	Version	Loaded		
WIN-SSFOQTMNAF1 [Demonstration	English (United Kingdom) Lang English (United States) Lang		Lang_044.ldl	44	10.3.00.9457	Yes		
28 Channels			Lang_001.ldl	1	10.3.00.9457	Yes		
E	German (Germany)		Lang_049.ldl	49	10.3.00.9457	Yes		
🖃 🖓 Engine Settings	Hebrew		Lang_972.ldl	972	10.3.00.9457	No		
🗄 🔩 Drivers	Spanish (Mexico)		Lang_052.ldl	52	10.3.00.9457	No		
Answering Channels	Spanish (Spain)				10.3.00.9457	No		
📲 Dispatcher	Swedish	20	Load Language		10.3.00.9457	Yes		
System Logging		22	Unload Languge					
Resource Info			Default Language					
🖃 🔩 Function Modules								
Language Modules								
🗉 🖓 VoiceXML								

 Restart the CP Engine by right-clicking the server name > Restart CP Engine(s).

Views		×	Serve
Servers MIN-32HECT8144S [Sta	artadl		Property
Channels	4	Reconnect to Enterprise Communications Server	
	4	Disconnect from Enterprise Communications Server	
🖃 🖓 Engine Settings	Ц.	Remove Enterprise Communications Server	
E. 🗞 Multi-Engine		Start CP Engine(s)	Þ
File Transfer	-	Stop CP Engine(s)	
Log View	₽	Restart CP Engine(s)	
	•	Start Log Collector	
	8	Test Alarm Server Settings	
	ها	Forced Restart of Computer	

5 Installing the AC Voca License

AudioCodes provides a license to use AC Voca. You can obtain a "finger print" file from the server that you want to install AC Voca on. This file is sent to AudioCodes so that a license file can be created and sent back to the customer.

> To install the AC Voca License:

- 1. Log in to AC Voca by navigating to https://<IP Address> in your Chrome browser.
- 2. To get the Administrator credentials, please contact your AudioCodes representative.

Voice,AI AC	
Login to your ac	count
🔺 superadmin@vocanor	m.com
	5
Login 🔿	English
Forgot your password no worries, click here to reset	i? t your password.



The default Administrator credentials should be modified after installation.

3. On the Licensing page (Configuration > Licensing), click Get finger print. A finger print file is created on your server.

Voice.Al AC Voca	
	Licensing
or Providers	≡ Get finger print
嶜 Services	Get finger, print
Reports	
🎄 Users	≡ Set license
Configuration	Choose File No file chosen
Template Settings	Set license
Licensing	
© Monitoring	

This is a sample Finger print file:

```
<?xml version="1.0" encoding="UTF-8" ?>
<hasp_info>
<host_fingerprint type="SL-AdminMode" crc="3221380611">
MXhJSQFckT56GhQoANLK9xg1ZSSoakVMDiHoBmr2ABIUbcKJmYANwKUqfIJVoG
7hBFIKSQCE2nY9aApcMhzQatAAGFuWbUB3ZTIkuwShGCArcBTwqhGEqAyIMqMB
jPBhiRdQoGtCRJoaA0BiFkaBgApcu1NYDAmAG+kwliU=</host_fingerprint
>
<host_fingerprint type="SL-UserMode" vendorid="94011"
crc="1655718058">
MnhJSYGMDFU0IJUYDWCElcOgmkFxJpCSbWgMAIlpzmeGADUJR602DBIAN7J4W7
EqcMWQyFFgoABIKyAV5ubKfMjgCpgdQtANuKcUuRGUqBwIGYYNwKWaQwGvKpA1
OQEknSQAQi0IAwygAtbOEaB6NADGltYNAgCuRJ8M14AVB2QFAHpcEA==</host
_fingerprint>
</host_fingerprint>
```

- 4. Send the Finger print file to AudioCodes.
- 5. When you have received your License file from AudioCodes, copy it to your server.
- 6. Click Choose File to select your license.

Vo	ice.Al AC Voca	
		Licensing
4	Providers	≡ Get finger print
쑵	Services	Get finger print
Ш	Reports	
\$	Users	≡ Set license
¢\$	Configuration	Choose File No file chosen
	Template Settings	Set license
	SMTP Settings	
	Licensing	
¢ŝ	Monitoring	

7. Select the license file name, and then click **Open**.

Organize 🔻 New folder								• 🔟 🔞
 ☆ Favorites ■ Desktop >> Downloads >>> Recent places ?>> This PC ?>> Network 	Contacts Contacts Saved Games	Desktop Do Searches	Documents Videos	Downloads:	Favorites	Links	Music	Pictures
File n	ame:					v V2C	File (.v2c)	

8. In the Set License window, click **Set license** to activate your AC Voca license.

VOICE AI AC VOLA	
	Licensing
🛷 Providers	≡ Get finger print
👹 Services	Get finger print
I Reports	
🎄 Users	≡ Set license
and a second	
Configuration	Choose File No file chosen
Configuration	Choose File No file chosen Set license
Configuration Template Settings < SMTP Settings	Choose File No file chosen Set license
Configuration Template Settings < SMTP Settings Licensing	Choose File No file chosen Set license

9. After you have set the license, the total number of licenses should be displayed on the screen.

Voice.AI AC Voca	
	Licensing
🖋 Providers	≡ Get finger print
嶜 Services	Get finger print
III Reports	
💩 Users	≡ Set license
Configuration	Choose File No file chosen
Template Settings < Email Settings High Availability Licensing	Set license Total licenses: 200
ିଙ୍କ Monitoring	

This is an example of what a license file looks like.

k?xml version="1.0" encoding="utf-8">><hasp_info> <haspscope> <vendor id="94011"> <hasp_id="182762873689409811"/>
</vendor> </hasp_id="182762873689409811"/>
</vendor> </wdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pdocs</pd

6 Installing Third-Party Licenses

In addition to the previous section that explains how to install the AC Voca license, you must also install the Enghouse Interactive license and a relevant Text to Speech license. This section first describes how to install Enghouse Interactive licenses. Once you have completed this installation, you must then install and configure an appropriate Text to Speech license.

Installing Enghouse Interactive License

You can install the Enghouse Interactive license. Once this has been installed, you must also install the Control Panel and CTConnect Media Gateway licenses.

- > To install the Enghouse Interactive License:
- 1. Run the Envox License Utility application from C:\Program Files (x86)\Enghouse Interactive\CP\CPLicensingUtility.exe.
- 2. Verify your System ID number and send it to AudioCodes.

Co Enghouse	_ 🗆 X	
System Information		Mode
System ID:	3882402690	
System ID type:	NIC MAC address	
		Active license

Enghouse Interactive has two licenses that you need to install:

- Control Panel License
- CTConnect Media Gateway License

Installing Control Panel License



Once you have received your Control Panel license back from AudioCodes, see Installing Enghouse Interactive License above Paragraph Verify your System ID number and send it to AudioCodes. above, and continue with the following procedure.

> To install the Control Panel License:

- 1. Run the Envox License Utility application from C:\Program Files (x86) \Enghouse Interactive\CP\CPLicensingUtility.exe.
- 2. On the Enghouse Interactive CP Licensing Utility screen, click Load license.

Enghous	e Interactive CP Lic	ensing Utility	/	_ □ X
System Information System ID:	System Information System ID: 3882402690			Mode
System ID type:	NIC MAC address]	Active license
License data				
System ID:	3882402690]	
License type:	Evaluation]	
Expiration date:	3/31/2019]	
User name:	AudioCodes		*	
Company name:	AudioCodes		*	
	* Mandatory fields			
Features:				
Feature		Quantity		Create request
CP Engine Cha	nnels			Load license
Hardware C	hannels	0		Lodu incerise
IP Channels	;	4		
Station Cha	nnels	0		Apply license
Software Cl	nannels	0		opply license

3. Browse to the license file location, and then select the *CP_import.XML* license file.

0		Load Licens	e File		×
Look in:	🔒 License		~	G 🛊 🖻 🗔 -	
Recent places	Name CP_import.	aml		Date modified 9/20/2018 5:09 AM	Type XML Docu
Desktop					
Cibraries					
1 Maria M This PC					
Network	<	ш			>
	File name: Files of type:	CP_import.xml License files (".xml;")	cem)	*	Open Cancel

- 4. Click Open.
- 5. On the Enghouse Interactive System Information screen, click **Apply License**; a confirmation message box appears informing you that the license has been applied successfully.

Information ×
License applied successfully.
ОК

6. Click OK.

Installing CTConnect Media Gateway License

Once you have received your CTConnect Media Gateway license back from AudioCodes (see <u>Installing Enghouse Interactive License</u>), verify your System ID number, and then send it to your AudioCodes representative. Continue with the following procedure.

> To install the CTConnect Media Gateway License:

1. Copy the Enghouse CTConnect Media Gateway License XML file to C:\Program Files (x86)\Enghouse Interactive\CTI Connect\Licenses.





The filename must be named import.xml.

2. Restart the server to complete the license installation.

Installing Text-to-Speech Engine

The following describes how to install the Acapela Text to Speech engine.

Acapela non-Hebrew Text to Speech



This installation is only applicable for non-Hebrew text to speech.

The license key is dependent on your server's MAC address.

> To install the Acapela Text-to-Speech license:

- 1. Verify the server MAC address.
 - a. Enter "cmd" in the Run dialog box, and then click OK.

🖅 Run	×			
	Type the name of a program, folder, document, or Internet resource, and Windows will open it for you.			
Open:	Dpen: Cmd			
	💱 This task will be created with administrative privileges.			
	OK Cancel Browse			

b. Enter "ipconfig/all".



2. Find the Intel<R> 82579LM Gigabit Network Adapter, and then send the MAC address ("Physical Address") to AudioCodes.

Administrato	r: Command Prompt 📃 🗖 🗙
Description	Intel(R) 82574L Gigabit Network Connectio 00-90-8F-88-00-91 Yes Yes
Ethernet adapter Internal:	
Connection-specific DNS Suffix .	Intel(R) 82579LM Gigabit Network Connecti
on Physical Address DHCP Enabled Autoconfiguration Enabled Link-local IPv6 Address IPv4 Address Subnet Mask Default Gateway DHCPv6 IAID DHCPv6 Client DUID	00-90-FB-50-F2-D1 Nn fe80::e56a:fd8c:5175:1fcax13(Preferred) 10.21.20.120(Preferred) 255.255.0.0 10.21.0.1 369135667 90-01-00-01-22-3C-3B-47-00-90-8F-88-00-92
DNS Servers	10.1.1.11 10.1.1.10 Enabled
Ethernet adapter Local Area Connection	1:
Hedia State	Media disconnected Intel(R) 82574L Gigabit Network Connectio
Physical Address	00-90-8F-88-00-92

- 3. AudioCodes will send you the license key.
- 4. Click ﷺ, and then in the 'Search' field, enter "Acapela TTS Server Control Center".
- 5. Select it in the Search results.



6. On the Acapela TTS Server Control Center screen, click Server configuration.

0	Acapela TTS Server Control Center
Client configuration	Server configuration SERVER CONFIGURATION FILE FILE C:\ProgramData\Acapela Group\Acapela TTS Server\Conf\acatel_srv.conf Command Port 6666 Data Port 6665 LICENSE SYSTEM / VEV POWCE MACIDKEY Copy MACID license string here> CONFIGURATION CONFIGURATION Cotch server exceptions Catch TTS exceptions www.acapela-group.com
	OK Cancel Apply Help

- 7. Under the License System/Key Device group, select MACIDKEY.
- 8. Copy the received license key into the key string field.
- 9. Click Apply, and then OK.
- 10. Configure the Acapela Telecom TTS Service:
 - a. Open Administrative Tools > Services.
 - b. Open Acapela Telecom TTS Service Properties.
 - c. From the 'Startup type' drop-down list, select Automatic.
 - d. Click Start.
 - e. Click OK.

Acapela Telecom T	TS Service Properties (Local Computer)	×
General Log On	Recovery Dependencies	[
Service name:	Acapela Telecom TTS	
Display name:	Acapela Telecom TTS Service	
Description:	Acapela Telecom TTS server in service mode	
Path to executable ''C:\Program Files	e: (x86)\Acapela Group\Acapela TTS Server\Bin\acatel_sr	
Startup type:	Automatic \checkmark	
Service status:	Running	
Start	Stop Pause Resume	
You can specify th from here.	ne start parameters that apply when you start the service	
Start parameters:		
	OK Cancel Apply	

- **11.** Enable the TTS connector on the database:
 - a. In the **Run** dialog box, enter "cmd", and then click **OK**.

📨 Run	×
	Type the name of a program, folder, document, or Internet resource, and Windows will open it for you.
Open:	cmd 💌
	😵 This task will be created with administrative privileges.
	OK Cancel Browse

b. Run the following command:

```
C:\NSC\MYSQLServer\bin\mysql.exe -h localhost -u seda -p -e
"UPDATE `seda`.`main_configuration` SET `Category`='TTS_Conn'
WHERE `Value` = 'Acapela' AND `Name` = 'EN-US'
```

/!

Make sure you assign the correct dialect name in the command:

English USA:	EN-US
German:	DE-DE
Spanish Spain:	ES-ES
Spanish USA:	ES-US
Spanish Mexico:	ES-MX

c. Enter the password for the "seda" username (Contact your AudioCodes representative if you don't have the password).

Administrator: Command Prompt

🚾 Administrator: Command Prompt	-		Х
Microsoft Windows [Version 10.0.14393] (c) 2016 Microsoft Corporation. All rights reserved.			
C:\Users\Administrator>C:\NSC\MYSQLServer\bin\mysql.exe -h localhost -u seda -p -e "UPDATE `seda`.`main_co ET `Category`='TTS_Conn' WHERE `Value` = 'Acapela' AND `Name` = 'EN-US'" Enter password: ******* C:\Users\Administrator>_	nfigu	ration	`S

7 Configuring AC Voca DNN Speech Recognition Mode

This section describes how to configure and enable AC Voca Deep Neural Networks (DNN) Speech Recognition Mode, which supports English, German and Hebrew dialects only. AC Voca DNN Speech Recognition service runs on a licensed system only (see <u>Installing AC Voca.htm</u>). During configuration, you will be asked to enter your database credentials.

> To obtain your credentials:

- 1. Contact your AudioCodes representative.
- 2. Run the C:\NSC\VOCA_Scripts\DNN_Conf_Script\dnn.bat file.
- 3. Enter the password for the "seda" username (Contact your AudioCodes representative if you don't have the password).

C:\Windows\System32\cmd.exe

Waiting for 0 seconds, press CTRL+C to quit ... C:\NSC\VOCA_Scripts\DNN_Conf_Script>sc config NSCServer start=demand [SC] ChangeServiceConfig SUCCESS C:\NSC\VOCA Scripts\DNN Conf Script>C:\NSC\DNN\audiocodes-speech-rest install 2020-02-03 09:17:10,611 INFO - Installing the service with id 'audiocodes-speech-C:\NSC\VOCA Scripts\DNN Conf Script>TIMEOUT /T 15 /NOBREAK Waiting for 0 seconds, press CTRL+C to quit ... C:\NSC\VOCA_Scripts\DNN_Conf_Script>sc config audiocodes-speech-rest start=auto [SC] ChangeServiceConfig SUCCESS C:\NSC\VOCA_Scripts\DNN_Conf_Script>sc failure audiocodes-speech-rest reset=0 acti [SC] ChangeServiceConfig2 SUCCESS C:\NSC\VOCA_Scripts\DNN_Conf_Script>net start audiocodes-speech-rest The audiocodes-speech-rest service is starting. The audiocodes-speech-rest service was started successfully. C:\NSC\VOCA Scripts\DNN Conf Script>TIMEOUT /T 15 /NOBREAK Waiting for 0 seconds, press CTRL+C to quit ... Type seda user password when asked Press any key to continue

DNN Speech Recognition Mode is enabled.

8 **Configuring AC Voca LDAP Synchronization**

This section describes how to configure Lightweight Directory Access Protocol (LDAP) synchronization for AC Voca On-premises and AC Voca Cloud installations.

LDAP Client Requirements

This section describes the system requirements for the AC Voca LDAP Client.

Hardware and Operating System Requirements

- AC Voca On-premises mode: The client is running on an AC Voca On-premises server.
- AC Voca Cloud mode: The client is running on a customer-provided server with the Windows operating system.

Network Requirements

The customer LDAP server should be reachable by network for AC Voca LDAP Client

The following requirements are only applicable to AC Voca Cloud mode.

- The AC Voca Cloud server should be reachable by the network for the AC Voca LDAP Client.
- Confirm that you can access the following link: <u>https://admin.vocanom.com</u>



LDAP Synchronization Requirements

Customers need to provide the following information:

- LDAP server address or FQDN name
- LDAP Base Distinguished Name (DN)
- LDAP user with "Password never expired" enabled settings

Running the LDAP Client Setup

The procedure below describes how to run the LDAP client setup in the following modes:

- AC Voca Cloud
- AC Voca On-premises

Running the LDAP Client Setup in AC Voca Cloud Mode

The procedure below describes how you can run the LDAP client in AC Voca Cloud mode.

- > To run the LDAP client in AC Voca Cloud mode
- 1. Create the C:\LDAP\VocaLdapService directory.
- 2. Copy the LDAP client files to this directory.
- 3. Create shortcut on the Desktop by doing the following:
 - a. Right-click Desktop > New > Shortcut.
 - b. Browse to C:\LDAP\VocaLdapService\VocaLdapSetup.exe.
 - c. Click Next, and then click Finish.

Create Shortcut	×
🕞 🦻 Create Shortcut	
What item would you like to create a shortcut for?	
This wizard helps you to create shortcuts to local or network programs, files, folders, computers, or Internet addresses.	
Type the location of the item: C:\LDAP\VocaLdapService\VocaLdapSetup.exe Browse	
Click Next to continue.	
Next Cance	*

Running the LDAP Client Setup in AC Voca On-premises Mode

The procedure below describes how you can run the LDAP client in AC Voca On-premises mode.

- > To run the LDAP client in AC Voca On-premises mode:
- 1. Create a shortcut on the Desktop by doing the following:
 - a. Right-click **Desktop** > **New** > **Shortcut**.
 - b. Browse to C:\LDAP\VocaLdapService\VocaLdapSetup.exe.
 - c. Click **Next**, and then click **Finish**.

2. Right-click on the **VocaLdapSetup** icon ; the following screen appears:



3. Select Run as administrator.

Configuring the LDAP Client

The procedure below describes how to configure the LDAP client.

Setting up LDAP Client Synchronization

> To run the LDAP Client Synchronization Setup

1. On the Configurator/Monitor screen, click **Configure**.

4	VocaNOM Directory Client - Configurator/Monitor	– – X
Activity for last 24 Hours		Listening
Close	Minimize Configure Start/Restart Service	Stop Service

The following screen appears.

	Directory Import Configurations	×
Configuration Name	Schedule	7
Conngulation Hame		-
		-
		-
		-
ОК	Add Edit Delete Import Now! Uninstall Service]

- 2. Click Add.
- 3. Select the 'Enable' check box.
- 4. In the 'Configuration Name' field, enter the appropriate name.

Entering Fields under LDAP Connection Tab

Enter the following fields under the LDAP Connection tab:

Server:	Defines the LDAP server IP address or FQDN name.
User:	Defines the LDAP user name.
Password:	Defines the LDAP user password.

Ask the customer to enable the 'Password never expires' property for the LDAP user in the Active Directory.

BaseDN:	Defines the Base DN
Filter:	See Useful Topics on page 74 regarding filter configuration
FilterUsage:	"2"
Encoding:	Default

If you are using a secure LDAP connection, use **Port 636** instead of the non-secure **Port 389** (default).

Entering Fields under LDAP User Attributes Tab

Enter the following fields under the LDAP User Attributes tab:

UniqueID:	"objectGUID"
FirstName:	"givenName"
LastName:	"sn"
Extension:	"telephoneNumber"
Mobile:	"mobile"
Dect:	If your organization is using a DECT or WLAN phone, then assign the LDAP field of this phone type.

The DECT or WLAN phone should be enabled on the AC Voca system.

Department: Email: "department" "mail"

	VocaNO	∕l Directo	ry Client Conf	figuration	X
Configuration Name	AUDC_HE-IL				
✓ Enable					
LDAP Connection	LDAP User Attributes	File Import	Import Schedule	VocaNOM Connection	Email Notification
UniqueID	objectGUID				
FirstName	givenName				
LastName	sn				
Extension	telephoneNumber				
Mobile	mobile				
Dect					
Department	department				
Email	mail				
				Test LDAP	
				UK	Cancel

Entering Fields Under VocaNOM Connection Tab

- 1. Enter the following fields under the **VocaNOM Connection** tab:
 - User: Defines the Service Administrator Name
 - **Password:** Defines the Service Administrator Password
 - Organization ID: Defines the Service ID (ask your system integrator for the System ID)
 - Language: Defines the service dialect
 - Incremental mode:
 - When Incremental mode is enabled, the LDAP sync disables all contacts NOT in the list.
 - When incremental mode is not enabled, the LDAP sync adds the contacts to the system (without disabling the contacts that do not appear in the updated list)

LUAP Connection LU	AP User Attributes File Import Import Schedule VocaNOM Connection Email Notification
VocaNOM Server	http://admin.vocanom.com
Port	80
User	admin@vocasystem.com
Password	******
Organization ID	10101
Language	en-us
Incremental mode	

2. Click **OK**; the following screen appears:

Configuration Name	Schedule	Enabled
Voca_LDAP_Sync	At 11:23 PM, every day	True

- 3. Click OK.
- 4. Click Close.

Configuring Files in LDAP Client On-premises Mode

The following files need to be configured <u>only</u> in On-premises mode:

- Host file
- LDAP Client file

Configuring the Hosts File

The procedure below describes how to configure the hosts file.

- > To configure the hosts file:
- 1. Using a text editor (for example, Notepad++), open the C:\Windows\System32\drivers\etc\host file.
- 2. Add a line that includes the VocaNOM System IP Address and admin.vocanom.com.

```
14 # For example:
15
    #
16 #
          102.54.94.97
                                                 # source server
                          rhino.acme.com
17 #
           38.25.63.10
                                                 # x client host
                          x.acme.com
18
19 # localhost name resolution is handled within DNS itself.
20 # 127.0.0.1 localhost
21 #
        ::1
                       localhost
    10.21.20.20 admin.vocanom.com
22
```

Testing LDAP Client Connectivity

The procedure below describes how to test LDAP connectivity

LDAP Server Connectivity Testing

The procedure below describes how to test the LDAP server connection.

- > To test the LDAP server connection:
- 1. On the VocaNOM Directory Client Configuration screen, select the LDAP User Attributes tab.
- 2. Click Test LDAP.
 - If the Connection OK!!! dialog box appears, then the LDAP server is reachable by the network.

LDAP Connection	LDAP User Attributes File Import Import Schedule VocaNOM Connection Email Notification
UniqueID	objectGUID
FirstName	givenName
LastName	sn
Extension	telephoneNumber
Mobile	mobile
Department	department
Email	mail
VocaN	OM Ldap Connection Test
Conne	ction OK!!!

• If the **Connection ERR!!!** dialog box appears, see Troubleshooting Customer's LDAP Server on the next page.

VocaNOM Ldap Connection Test	x
Connection ERR!!!!!!!!	
ОК	

VocaNOM Server Connectivity Testing

The procedure below describes how to test the VocaNOM server connection.

- > To test the VocaNOM server connection:
- 1. On the Directory Import Configurations screen, click Import Now.

Configuration Name	Schedule E	inabled
Voca_LDAP_Sync	At 11:23 PM, every day T	irue

- 2. Confirm that contacts have been successfully created in the VocaNOM system.
- 3. If the VocaNOM Cloud system is not synchronized with the customer's LDAP and some errors appear in the C:\LDAP\VocaLdapService\logs\ log file, see LDAP Client Does not Connect to the VocaNOM Server on page 59.

Troubleshooting LDAP Client Connectivity

The procedure below describes how to troubleshoot LDAP client connectivity.

Troubleshooting Customer's LDAP Server

The procedure below describes how to troubleshoot the customer's LDAP server.

- > To troubleshoot the customer's LDAP server:
- 1. If you click on **Test LDAP**, the "Connection ERR!!!" dialog box appears.

	VocaNOM Directory Client Configuration
Configuration Name	Audiocodes
🗸 Enable	
LDAP Connection	LDAP User Attributes File Import Import Schedule VocaNOM Connection Email Notification
UniqueID	objectGUID
FirstName	givenName
LastName	sn
Extension	telephoneNumber
Mobile	mobile
Department	department
Email	mail
Voc	aNOM Ldap Connection Test
Co	nnection ERR!!!!!!!
	OK OK Cancel

- 2. Check the C:\LDAP\VocaLdapService\logs\ log file. If an 'LDAP error' appears, then the LDAP server is not operational.
 - You can also test the Telnet connectivity to the LDAP server by running the following command in the *Command Line* console:

telnet <LDAP server name or IP> 389

For example:

telnet Idap.audiocodes.com 389 telnet 10.10.10.10 389





If the LDAP server is not reachable by Telnet, check the network connectivity (firewall, routing and DNS).

3. Check if the following error appears in the C:\LDAP\VocaLdapService\logs\ log file:

Error LDAP error The user name or password

If so:

• Verify the customer user name and password of the LDAP user

OK

Cancel

	VocaNOM Directory Client Configuration
ionfiguration Name	Voca_LDAP_Sync
LDAP Connection	DAP User Attributes File Import Import Schedule VocaNOM Connection Email Notification
VocaNOM Server	http://admin.vocanom.com
Port	80
User	admin@vocasystem.com
Password	
Organization ID	10101
Language	en-us
Incremental mode	

LDAP Client Does not Connect to the VocaNOM Server

Check if the following error appears in the C:\LDAP\VocaLdapService\logs\ log file.

Server was unable to process request. ---> Authentication error!!!

If so, check the User and Password under the **VocaNOM Connection** tab, and then re-enter these fields if necessary.

Error [Run] [LDAP import] edmws exception:Value Cannot be Null

Check If the following error appears.

Error [Run] [LDAP import] edmws exception: Value cannot be null

If so, check connectivity to the VocaNOM server.

For *LDAP Client On-premises mode*, check that the settings described in Configuring Files in LDAP Client On-premises Mode on page 54 have been applied.

For *LDAP Client Cloud* mode, check if the VocaNOM cloud server is reachable by network and do the following:

1. Run the following command in the Command Line console.

telnet admin.vocanom.com 443

es.	Administrator: Command Prompt			-		x	
Microsoft Windows [Version (c) 2013 Microsoft Corporat	6.3.9600] ion. All rights reserved.						^
C:\Windows\system32>telnet Connecting To admin.vocanor 443: Connect failed	admin.vocanom.com 443 n.comCould not open connect	ion to th	e host	;, (յո ք	ort	=
C:\Windows\system32>_							

2. Check access using the following link: <u>https://admin.vocanom.com.</u>

3. If the VocaNOM server is not reachable by Telnet or by the provided link, ask the customer to check network connectivity (Firewall, Routing and DNS).

Installing LDAP Client Service

The procedure below describes how to install the LDAP client service to enable automatic synchronization procedures.

> To install the LDAP client service:

1. On the Directory Import Configuration screen, click **Install Service**.

nfiguration Name	Schedule Enabled	
DC_LDAP	At 11:36 PM, every day True	

The LDAP client service is installed.

Services (Local)			
VocaEnterpriseDirectoryService	Name 🔶	Description Status	Startup Type Log On As
	🔍 Virtual Disk	Provides m	Manual Local Syste
Stop the service	🔍 VMware Alias Manager and Ticket Service	Alias Mana Running	Automatic Local Syste
Restart the service	🔍 VMware Snapshot Provider	VMware Sn	Manual Local Syste
	🔍 VMware Tools	Provides su Running	Automatic Local Syste
Description:	😳 Voca Enterprise Directory Service		Automatic Local Syste
Enterprise directory service	🔍 Volume Shadow Copy	Manages an	Manual Local Syste
	🔍 Windows Audio	Manages au	Manual Local Service

2. By default, the VocaNOM LDAP service runs the synchronization procedure each day at 23:00.

9 Improving LDAP Synchronization

This appendix describes how to improve LDAP synchronization by using the following filters.

- Basic LDAP
- Advanced LDAP
- LDAP User Attributes

Basic LDAP Filters

 The following LDAP filter receives active (not disabled) contacts with first and last name and office or mobile phones.

(&(givenName=*)(sn=*)(!(|(userAccountControl=514)(userAccountControl=546)))(| (telephoneNumber=*)(mobile=*)))

The following filter is the same as the above, but receives only active contacts i.e., contacts without phones.

```
(&(givenName=*)(sn=*)(!(|(userAccountControl=514)(userAccountControl=546))))
```

Advanced LDAP Filters

Sometimes, after LDAP synchronization, VocaNOM contains irrelevant contacts or objects. You need to understand the LDAP structure and improve the filter. VocaNOM contains the non-users contacts (printers, computers etc.).

Add the following user's object to the filter:

- objectCategory=person
- objectClass=user

For example:

Filter without phones:

(&(objectCategory=person)(objectClass=user)(givenName=*)(sn=*)(!(| (userAccountControl=514)(userAccountControl=546))))

Filter with phones:

```
(&(objectCategory=person)(objectClass=user)(givenName=*)(sn=*)(|
(telephoneNumber=*)(mobile=*))(!(|(userAccountControl=514)
(userAccountControl=546))))
```

VocaNOM contains the following contacts:

- Dismissed employees
- Employees who have resigned

These contacts are usually disabled by the System Administrator in the Active Directory.

The filters provided by AudioCodes don't receive contacts with *userAccountControl=514* and *userAccountControl=546* (i.e., disabled contacts). Sometimes the disabled contacts have other *userAccountControl* values which need to be added to the filters.

For more information on how to use the UserAccountControl flags, refer to <u>https://support.microsoft.com/en-</u>us/help/305144/how- to- use- the- useraccountcontrol- flags- to-manipulate-user-account-pro.

LDAP User Attributes

The Active Directory sometimes contains relevant information in another attribute, which needs to be changed on the VocaNOM LDAP Client. For example, the LDAP *telephoneNumber* attribute is empty, but the *msRTCSIP* attribute contains the phone number. See the default settings below:

	VocaNOM Directory Client Configuration
Configuration Name	Audiocodes
🗹 Enable	
LDAP Connection	LDAP User Attributes File Import Import Schedule VocaNOM Connection Email Notification
UniqueID	objectGUID
FirstName	givenName
LastName	sn
Extension	telephoneNumber
Mobile	mobile
Department	department
Email	mail
	Test LDAP
	OK Cancel

The figure below displays how to change the attribute in the VocaNOM LDAP client.

	VocaNOM Directory Client Configuration
Configuration Name	Audiocodes
🗹 Enable	
LDAP Connection	LDAP User Attributes File Import Import Schedule VocaNDM Connection Email Notification
UniqueID	objectGUID
FirstName	givenName
LastName	sn
Extension	msRTCSIP
Mobile	mobile
Department	department
Email	mail
	Test LDAP
	OK Cancel

10 Configuring SBC Settings for AC Voca

This section describes how to configure the AC Voca, on the SBC side.

- Coder settings
- Delayed offer SDP settings
- Terminate OPTIONS request
- Alternate routing settings

Coder Settings

AC Voca only supports G.711U-law and G.711A-law coders.

These coders should be configured in the **Allowed Audio Coder Group** in the IP Profile of the AC Voca SIP entity on the SBC.

If the PBX system doesn't support **G.711U-law** and/or **G.711A-law** coders, i.e., the coders do not exist in the SDP offer of the incoming SIP message, the coders should be configured in **Extension Coders Group** in the IP Profile of the AC Voca SIP entity.

Delayed Offer SDP Settings

AC Voca doesn't support incoming SIP messages without the SDP offer.

If an incoming SIP message doesn't have the SDP offer, the 'Remote Delayed Offer Support' field should be set as **Not Supported** in the IP Profile of the AC Voca SIP entity.



For the Remote Delayed Offer Support function, you need to assign extension coders in the IP Profile of the AC Voca SIP entity as discussed above.

Terminating SIP OPTIONS Requests

To terminate SIP OPTIONS messages at the SBC device (i.e., to handle them locally), create a routing rule with the following settings:

Source IP Group:	ANY
Request Type:	OPTIONS
Destination Type:	Dest Address
Destination Address:	Internal

Alternative Routing Settings

When AC Voca does not respond, or responds with a SIP error, create the alternative routing setting and redirect the call to customer's extension.

11 Installing Signed Certificates on the IIS

To configure AC Voca to work with HTTPS, you must first install a valid signed certificate. Use the following procedures to install the certificate on the Internet Information Server (IIS).

Managing Certificates in the MMC Snap-in

You can manage certificates in the MMC Snap-in.

- > To manage certificates in the MMC Snap-in:
- **1.** Open the Command Prompt window.
- 2. Enter MMC and then press ENTER.

To view certificates in the local machine store, you must be set up as an Administrator.

63.	Command Prompt	-	×
Mic (c)	rosoft Windows [Version 10.0.14393] 2016 Microsoft Corporation. All rights reserved.		^
Π•\			
0. (
			- U

3. On the Console Root, click File > Add/Remove Snap.

🚰 Console1 - [Console Root]			_	. 🗆 X
Eile Action View Favorites Window He	lp			_ 8 ×
Console Root	Name		Actions	
	There are no items t	o show in this view.	Console Root	^
			More Actions	•
	H		,	

- 4. From the File menu, choose Add/Remove Snap In.
- 5. In the 'Available snap-ins', select Certificates.

and bic gridp in as				Selected snap-ins:	
nap-in	Vendor	^		Console Root	Edit Extensions
ActiveX Control	Microsoft Cor				Remove
Authorization Manager	Microsoft Cor				<u>I</u> CHOVE
Certificates	Microsoft Cor				
Component Services	Microsoft Cor				Move <u>U</u> p
Computer Managem	Microsoft Cor	Add >			Move Down
Device Manager	Microsoft Cor		Add >		Hove Down
P Disk Management	Microsoft and				
Event Viewer	Microsoft Cor				
Folder	Microsoft Cor				
Group Policy Object	Microsoft Cor				
IP Security Monitor	Microsoft Cor				
IP Security Policy M	Microsoft Cor				
Link to Web Address	Microsoft Cor	5			Advanced
]	L	
scription:					
scription:					

6. Click **Add** > to add snap-ins.

7. In the Certificates snap-in group, click the Computer Account option, and then click Next.

Certificates snap-in	Х
This snap-in will always manage cettificates for: <u>My</u> user account <u>Service account</u> <u>Computer account</u>	
< <u>B</u> ack <u>N</u> ext > Cancel	



You can select either **My user account** or **Service account** options. If you are not an Administrator of the computer, you can manage certificates only for your user account.

8. Click the Local computer option.

Select Computer		×
Select the computer you wa This snap-in will always ma	nt this snap-in to manage. anage:	
Local computer: (the	computer this console is running on)	
Another computer:	Browse	
Allow the selected computer to be changed when launching from the command line. This only applies if you save the console.		
	< <u>B</u> ack Finish Cancel	

- 9. In the Select Computer dialog box, click **Finish**.
- 10. In the Add/Remove Snap-in dialog box, click **OK**.
- 11. In the Console Root window, click **Certificates (Local Computer)** to view the certificate stores for the computer.
| Console 1 - [Console Root(Certificates (Local Computer)] - | | | | |
|--|---|---|-------------------------------|---|
| Bile Action View Favorites Window Help | | | | |
| | [| 1 | | |
| Console Root | Logical Store Name | | Actions | |
| > Left Certificates (Local Computer) | Personal | | Certificates (Local Computer) | • |
| | Trusted Root Certification Authorities | | More Actions | • |
| | Interprise Trust Intermediate Certification Authorities | | Preview Build Roots | |
| | Trusted Publishers | | More Actions | • |
| | Untrusted Certificates | | More reality | , |
| | Third-Party Root Certification Authorities | | | |
| | Trusted People | | | |
| | Client Authentication Issuers | | | |
| | Preview Build Koots | | | |
| | Homeoroup Machine Certificates | | | |
| | Remote Desktop | | | |
| | Smart Card Trusted Roots | | | |
| | SMS . | | | |
| | SPC | | | |
| | Irusted Devices | | | |
| | Windows Live ID Token Issuer | | | |
| | | | | |
| | | | | |
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| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| Preview Build Roots store contains 1 certificate. | | | | |

- 12. To view certificates for your account, repeat steps 3 to 6. In step 7, instead of selecting Computer account, click My User account and repeat steps 8 to 10 (Optional step).
- 13. From the File menu, choose Save or Save As. Save the console file for later reuse (Optional step).

Adding a Certificate

- 1. Navigate to Console Root > Certificates (Local Computer) > Personal > Certificates.
- 2. On right pane, select **All Tasks > Import.**
- 3. Follow the dialog to install the certificate.

Selecting a Certificate in IIS Manager

You can select a certificate in the Internet Information Services (IIS) Manager.

- To select a certificate in IIS Manager:
- 1. Open the IIS Manager.

The Yeek Prep	Default Web Site Home Fite: • @ Go • @ Show All Group by: Area • @ • ASP.NET • @ • • @ • • @ • • @ • • @ •	Actions Explore Edd Permissions Edit Site Bindings Easic Settings
	Authorized. Completion Pages Globalization Authorized. Completion Pages Globalization Events Application Connection Machine Key Pages and Settings Strings Controls Settings Controls Session State SMTP E-mail Settings Controls Controls Controls Controls Controls Controls Settings Controls Cont	View Applications View Vintual Directories Manage Web Site
	ASP Authentic CG Default Failed Handler HTTP ISAPI Filters Document Request Tra Mappings Respon Logging MIME Types Modules Cutput Request SSL Settings Management	Advanced Settings Configure Failed Request Tracing Limits Deploy
	Configuret. Editor	topot Application Help Online Help

- 2. Right-click the default site, and then choose Edit Site Bindings.
- 3. Select HTTPS binding (Port 443), and then click Edit.

7								Edit Site
	404	2				1		Bindings Basic Settings
Directory Browsing	9 Site Binding	Handler s	НТТР	НТТР	Logging	MIME Types	ନ	View Applications
Ed	dit Site Binding				l	8 23	Add	Je Web Site
SSL Se								start
	Туре:	IP address	5:		Port:	_	Edit	art
	https	- All Unass	signed		▼ 443		Remove	pp
	Host name:						Keniove	owse Web Site
							Browse	pwse *:80 (http)
	CCL and Contact							pwse *:443 (https)
	SSE Certificate:					-, II		Ivanced Settings
	AcVocaLocal			•	View			nfigure
							Close	mits
				ОК	Ci	ancel		stall Application Fi
)		Help

4. From the 'SSL certificate' drop-down list, select the new certificate, and then click **OK**.

12 Enabling .NET Framework 3.5 on Windows

You can use Server Manager to enable .NET Framework 3.5. For more information, see Microsoft's guidelines here.

Before enabling .NET Framework 3.5, ensure that you have the following:

- Windows Server 2012 R2 or 2016
- Administrator user rights. The current user must be a member of the local Administrators group to add or remove Windows features.
- Target computers might need network access and rights to use either alternate sources or an Internet connection to use Windows Update.
- Installation media (only if you have no Internet connection to use Windows Update)

> To enable .NET Framework 3.5 on a Windows System:

1. On the Server Manager page, click **Manage**, and then select **Add Roles and Features** to start the Add Roles and Features Wizard.

<u>a</u>	Server Manager							x
€∋-	•• Dashb	oard	-	© 🏴	Man	<mark>age</mark> Tools	View H	lelp
		WELCOME TO	SERVER MAN	AGER		Add Roles ar Remove Role	nd Features es and Features	
Dashboard		WELCOWE IC	J SERVER WAN	IAGEN		Add Servers		
Local Server						Create Serve	r Group	
All Servers				Configu	ire	Server Mana	ger Properties	
	C 1 N			coninge				

^{2.} On the Before you Begin page, click Next.

a	Add Roles and Features Wizard
ES Before you begin Before You Begin Installation Type Server Selection Server Roles Features Confirmation Results	Add Roles and Features Wizard DESTINATION SERVER WIN-6LF05672BA7 This wizard helps you install roles, role services, or features. You determine which roles, role services, or features to install based on the computing needs of your organization, such as sharing documents, or hosting a website. To remove roles, role services, or features: Start the Remove Roles and Features Wizard Before you continue, verify that the following tasks have been completed: The Administrator account has a strong password Network settings, such as static IP addresses, are configured The most current security updates from Windows Update are installed If you must verify that any of the preceding prerequisites have been completed, close the wizard, complete the steps, and then run the wizard again. To continue, click Next.
	☐ Skip this page by default
	< Previous Next > Install Cancel

3. On the Select Installation Type page, click the Role-based or feature-based installation option, and then click Next.



4. On the Selection Destination Server page, select the target server, and then click Next.

b	Add Ro	oles and Features	Wizard 📃 🗖 🗙	x		
Select destination	on server		DESTINATION SERVER WIN-6LF05672BA7	9R 47		
Before You Begin	Select a server or a virtual hard disk on which to install roles and features.					
Installation Type	 Select a server from 	n the server pool				
Server Selection	 Select a virtual hard 	d disk				
Server Roles	Server Pool					
Features				7		
Confirmation	Filter:					
Results	Name	IP Address	Operating System			
	WIN-6LF05672BA7	10.31.2.170	Microsoft Windows Server 2012 R2 Standard			
	1000000000					
	This page shows server Add Servers command collection is still incom	rs that are running Wir I in Server Manager. O plete are not shown.	ndows Server 2012, and that have been added by using the ffline servers and newly-added servers from which data	he		
< Previous Next > Install Cancel						

5. On the Select Server Roles page, click Next.



 On the Select Features page, select the '.Net Framework 3.5 Features' check box, and then click Next.

b	Add Roles and Features Wizard	
Select features	Select one or more features to install on the selected server.	DESTINATION SERVER WIN-6LF05672BA7
Installation Type Server Selection Server Roles Features Confirmation Results	Image: Sector of the sector	Description .NET Framework 3.5 combines the power of the .NET Framework 2.0 APIs with new technologies for building applications that offer appealing user interfaces, protect your customers' personal identity information, enable seamless and secure communication, and provide the ability to model a range of business processes.
	< III > Next >	> Install Cancel

7. On the Confirm Installation Selections page, click Install.

On the Confirm Installation Selections page, a warning is displayed asking *Do you need* to specify an alternate source path?. If the target computer does not have access to Windows Update, click the **Specify an alternate source path** link to specify the path to the \sources\sxs folder on the installation media and then click **OK**. After you have specified the alternate source, or if the target computer has access to Windows Update, click the **X** next to the warning, and then click **Install**.

Þ		Add Roles and Features Wizard	_ D X
(Confirm installation Do you need to specify an alte Before You Begin Installation Type Server Selection Server Roles Features Confirmation Results	Add Roles and Features Wizard Selections mate source path? One or more installation selections are missing source files or To install the following roles, role services, or features on selected server, click In Restart the destination server automatically if required Optional features (such as administration tools) might be displayed on this page been selected automatically. If you do not want to install these optional features, their check boxes. .NET Framework 3.5 Features .NET Framework 3.5 (includes .NET 2.0 and 3.0)	DESTINATION SERVER WIN-6LF05672BA7
		Export configuration settings Specify an alternate source path	
		< Previous Next > In	istall Cancel

13 Useful Topics

The following are some useful links to refer to for additional information:

- For Active Directory LDAP Syntax Filters, go to <u>https://social.technet.microsoft.com/wiki/contents/articles/5392.active-directory-ldap-syntax-filters.aspx</u>
- For using the UserAccountControl Flags, go to <u>https://support.microsoft.com/en-</u>us/help/305144/how-to-use-the-useraccountcontrol-flags-to-manipulate-user-account-pro
- For LDAP Filter Syntax, go to <u>http://www.ldapexplorer.com/en/manual/109010000-ldap-filter-syntax.htm</u>

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