Installation Manual

AudioCodes Voice.AI Solutions

Voca Agile Conversational IVR

Version 8.4.0





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Related Documentation

	Document Name
Voca Release Notes	
Voca Administrator's Guide	

Document Revision Record

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23730	Initial release for Version 8.4.0



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1 Introduction

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, Voca introduces a reliable, 24x7 call routing solution that reduces costs, increases the employee's productivity and enhances caller experience and satisfaction. 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 Voca system:

- Clean Windows Installation: A customer provides a clean-installed Windows 2016 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.



The installer does not currently support the Voca GMM ASR engine (under development).

Hardware Requirements and System Capacities

The following describes the hardware requirements and system capacities.

Hardware Requirements

On-premises Installation

The Voca server requires the following minimum hardware configuration (not including SBC):

- **CPU:** Intel Core i7-5th Gen @ 2.7GHz with eight cores or higher (HyperThreaded cores can be counted). The processor must at least support AVX2 and FMA features.
- RAM: 32 GB
- **SSD:** 256 GB
- NIC: 1GB Ethernet card with static MAC address (For Hyper-V installations, configure the MAC address using the Advanced Features option.)
- Operating System: Windows Server 2016

Private Cloud Installations

The Voca server requires the following minimum hardware configuration:

- 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 Capacities

The Voca server supports the following channel capacities:

- For On-premises implementations with On-premises hardware or Virtual Machine (VM) configurations:
 - 20 concurrent ASR sessions for English US
 - 16 concurrent ASR sessions for German
 - 20 concurrent ASR sessions for Spanish
 - 20 concurrent ASR sessions for Hebrew
- For Cloud implementations:
 - 30 concurrent ASR sessions for English US
 - 20 concurrent ASR sessions for German
 - 30 concurrent ASR sessions for Spanish
 - 30 concurrent ASR sessions for Hebrew
 - 50 concurrent sessions for English UK (via Microsoft Azure Cognitive Services)

Entries Support

Up to 20,000 entries

Using Clean Windows Installation

It is the customer's responsibility to provide a clean-installed licensed Windows 2016 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 47).

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

The hard disk should be partitioned to the C:\ and D:\ drives.

Chrome or Microsoft Edge (chromium-based)

Additional Software Installation

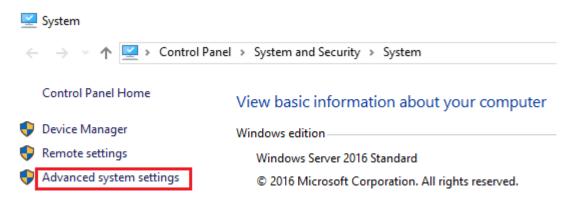
The user must not install any additional software on the server, including anti-virus or any realtime scanner. Installation of any third-party software may lead to performance issues, stability problems and may cause unpredictable results.

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.



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

Computer Name Hardware Advanced Remote				
You must be logged on as an Administrator to make most of these changes. Performance Visual effects, processor scheduling, memory usage, and virtual memory Settings				
User Profiles Desktop settings related to your sign-in Settings				
Startup and Recovery System startup, system failure, and debugging information Settings				
OK Cancel Apoly				

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

Performance Options	Х			
Visual Effects Advanced Data Execution Prevention				
Processor scheduling Choose how to allocate processor resources. Adjust for best performance of:				
O Programs Background services				
Virtual memory A paging file is an area on the hard disk that Windows uses as if it were RAM. Total paging file size for all drives: 0 MB Change				
OK Cancel Apply				

- 5. Clear the 'Automatically manage paging file size for all drives' check box.
- 6. Select the drive that it is on, and then click the **No paging file** option.

Virtual Memory		×
Automatically manag Paging file size for each Drive [Volume Label] C: D: [Data]	ge paging file size for all drives drive Paging File Size (MB) None None	
Selected drive: Space available:	C: 53593 MB	
O Custom size: Initial size (MB); Maximum size (MB);		
 System managed siz No paging file 	ze Set	
Total paging file size for Minimum allowed: Recommended: Currently allocated:	16 MB 4991 MB	
	OK Cancel	

- 7. Click Set, and then click OK.
- 8. Select **Restart Now** to apply the changes.

Using AudioCodes Mediant 800 Installation

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

- Install Windows 2016 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 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 Start key.

	Expan	d ~			
	Most ι	used	Windows	1	<u>C</u>
	9	Google Chrome	Administrativ.	Task Manager	Control Panel
		Command Prompt			
		Studio	Remote	<u>A</u>	
	٩	Console	Desktop	Event Viewer	File Explorer
		Notepad			
	S.	Snipping Tool			
	#				
		7-Zip ~			
8	A				
ŝ		Acapela Group ~ New			
Ф	E				
		Enghouse Interactive			
=	Q	c) 🤶 📄 🖾	🦲 🖬		

 Open the Network and Sharing Center (Control Panel > Network and Internet > Network and Sharing Center).

Network and Sharing Center		
$\leftarrow ightarrow \star \star$	el\Network and Internet\Network and Sharing Ce	nter
Control Panel Home	View your basic network information	tion and set up connections
Change adapter settings	View your active networks	
Change advanced sharing settings	Network Private network	Access type: Internet Connections: Up Ethernet0
	Change your networking settings	
	Set up a new connection or netwo Set up a broadband, dial-up, or Vi	ork PN connection; or set up a router or access point.
	Troubleshoot problems Diagnose and repair network prob	elems, or get troubleshooting information.

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

\leftarrow \rightarrow \checkmark \bigstar Control Panel \Rightarrow Network and Internet \Rightarrow 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.

Vetwork Connections				
	letwork and Internet > Network Connections	5 >	~ č	
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	

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

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

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	atically					
• Use the following DNS server addr	resses:					
Preferred DNS server:	10 . 1 . 1 . 11					
Alternate DNS server:	10 . 1 . 1 . 10					
Validate settings upon exit Advanced						
	OK Cancel					

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

Х

Advanced TCP/IP Settings

IP Settings DNS WII	NS				
IP addresses					
IP address		Subnet	mask		
10.31.5.250		255.25	5.0.0		
	Add	E	dit	Rer	nove
Default gateways:					
Gateway		Metric			
10.31.0.1		Automa	atic		
	Add	E	dit	Rer	nove
Automatic metric	1				
1					
			OK		Cancel

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

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

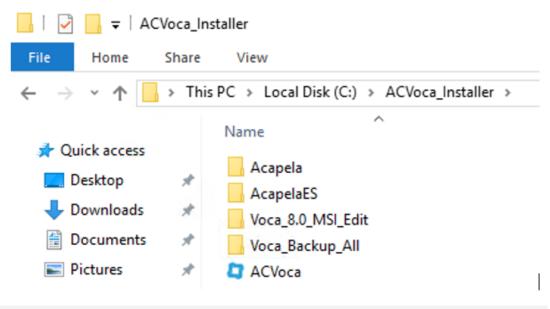
Internal Properties	×
Networking Sharing	
Connect using:	
Intel(R) Ethemet Connection I217-LM	
Configure	
This connection uses the following items:	
Client for Microsoft Networks File and Printer Sharing for Microsoft Networks QoS Packet Scheduler Internet Protocol Version 4 (TCP/IPv4) Microsoft Network Adapter Multiplexor Protocol Microsoft LLDP Protocol Driver	
Internet Protocol Version 6 (TCP/IPv6) <	
Install Uninstall Properties	
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.

3 Installing Voca

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

Copy the installation files to the C:\ACVoca_Installer directory.



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 run pre-installation in case of upgrade:

- **1.** Backup the recent systems data.
 - a. The backup procedure will be performed automatically by the Voca installer. The backup directory is C:\NSC\Backup_<Time Stamp>\BackupFiles\.
 - b. It is highly recommended to save the:
 - licenses files in C:\NSC\License\ directory
 - SBC configuration files in C:\NSC\SBCconfig directory

These and other important Voca directories will be backed up during the upgrade or during the daily scheduler backup procedure.

- 2. If the LDAP standalone synchronization feature is used:
 - a. Un-install the old VocaEnterpriseDirectoryService.
 - b. Open the VocaNOM Directory Client
 C:\NSC\LDAP\VocaLdapService\VocaLdapSetup.exe.
 - c. Click Stop service.

d. Click Configure.

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

- e. Click Configure.
- f. Click Uninstall Service.

Directory Import Configurat	ons	×
Configuration Name	Schedule Enabled	
AUDC_HE-IL	At 11:26 PM, every day True	_
		_
		-
		_
ОК	Add Edit Delete Import Now! Uninstall Service	e

- g. Close the VocaNom Directory Client.
- h. Rename the 'C:\ProgramData\VocaLdapService\Settings.xml' file to 'settings_bak.xml'.
- 3. If the CSV synchronization feature is used:
 - a. Backup CSV synchronization files located under C:\NSC\LDAP\Import_CSV_to_Cloud
 - **b.** Restore the feature after the upgrade.
- 4. Upgrade Voca Version 8.0.1.

The upgrade procedure fails when you try to upgrade Voca Version 8.0.1 (primary or secondary) to Voca Version 8.4.0 (primary or secondary). This issue did not occur during upgrading Voca Version 8.0.1 (standalone) to Voca Version 8.4.0 (standalone). See Upgrading from Voca Version 8.0.1 to Voca Version 8.4.0.htm.

5. Upgrade Voca Version 8.0.2.

During the upgrade of Voca Version 8.0.2 to Voca Version 8.4.0, the Enghouse CTIC (Media Gateway) application is removed by installer.

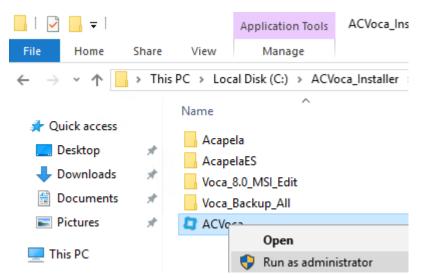
Backup the CTIC (Media Gateway) license before you run the upgrade procedure. The license can be found in C:\Program Files (x86)\Enghouse Interactive\CTI Connect\Licenses.

See Installing Enghouse CTIC (Media Gateway) application in Enghouse CTIC directory.

- 6. Restart the server.
- ➤ To install Voca:
- 1. The Windows Update service must be stopped and disabled during the Voca installation. It can be enabled once the Voca installation procedure has been completed.

🕨 🔿 🔟 🔝 🛛	3 🕞 월 🔟 🕨 🖷 🕪						
Services (Local)	Name	Description	Status	Startup Type	Log On As		
	Q Windows Event Log	This service mana	Running	Automatic	Local Service		
	C Windows Firewall	Windows Firewall	Running	Automatic	Local Service		
	Windows Font Cache Service	Optimizes perform	Running	Automatic	Local Service		
	Q Windows Image Acquisition (Provides image ac		Manual	Local Service		
	A Windows Insider Service	wisve		Manual	Local Syste		
	A Windows Installer	Adds, modifies, an		Manual	Local Syste		
	Q Windows License Manager Ser	Provides infrastruc		Manual (Trig	Local Service		
	Q Windows Management Instru	Provides a commo	Running	Automatic	Local Syste		
	Q Windows Mobile Hotspot Serv	Provides the abilit		Manual (Trig_	Local Service		
	Windows Modules Installer	Enables installatio	Running	Manual	Local Syste		
	Q Windows Presentation Founda	Optimizes perform		Manual	Local Service		
	Q Windows Push Notifications S	This service runs i	Running	Automatic	Local Syste		
	Q Windows Push Notifications U	This service hosts		Manual	Local Syste		
	🖏 Windows Remote Manageme	Windows Remote	Running	Automatic	Network S		
	Windows Search	Provides content i		Disabled	Local Syste		
	Windows Time	Maintains date an	Running	Automatic (T	Local Service		
	🔕 Windows Update	Enables the detecti		Disabled	Local Syste		
	Auto-Dis	WinHTTP implem	Running	Manual	Local Service		
	Wired AutoConfig	The Wired AutoCo		Manual	Local Syste		
	Q WMI Performance Adapter	Provides performa		Manual	Local Syste		_

2. Right-click the ACVoca installation file, and then select Run as Administrator.



3. After launching the installer, the installer UI appears. You need to configure the installation process.



4. The End user license agreement appears; click Next.

Voca		_ ×
27	Voca	
End user license agreement	Voca v8.0.1 End user license agreement	
Language selection	1. Definitions.	^
Target folder ASR type	 Confidential Information means information concerning inventions, know-how, trade secrets and other proprietary Licensor information or information of its 	
IP Addresses Service account	licensors, including Licensor's disclosure of the Licensed Software, Documentation and trade secrets relating to the Licensed Software and any modifications thereof. 2. Fees. means either license fees, royalties or any other compensation required for	
Ready to install	the Licensed Configuration of the Licensed Software. 3. Licensed Configuration. means to the extent applicable, as indicated on the License Key, the choice of features, maximum number of licensed ports, or any	
Install progress Finish	other specifications, as approved in writing by Licensor. 4. License Key. means the code provided by Licensor to Licensee, which enables the Licensed Software to operate in accordance with the specified Licensed	>
	Cancel Next	

5. Select which features you want to include in the installation, and then click Next.

	_ × _
4	Voca
End user license agreement	Select features to install
Select features	
Language selection	Voca Core (WEB, PLM, DB)
Target folder	
ASR type	VR IVR
IP Addresses	✓ ASR
Service account	MRCP
Ready to install	
Install progress	
Finish	
	Cancel Back Next

6. Select the languages you wish to install, and then click **Next**.

The Spanish dialect is supported in GMM mode only.						
Voca	_ ×					
4	Voca					
End user license agreement Select features Language selection Target folder	Select languages to install Hebrew					
ASR type IP Addresses Service account	 English German 					
Ready to install Install progress Finish	Spanish Spanish					
	Cancel Back Next					

7. The AudioLogs directory window appears. The Voca system records and saves the speech request in an audio logs directory. Assign the D:\AudioLogs directory, and then click Next.

Voca				_ ×
4		Voca		
End user license agreement Select features	Voca AudioLogs f	folder		
Language selection	AudioLogs Folder:	D:\AudioLogs\	Ē	
Target folder				
ASR type				
IP Addresses				
Service account				
Ready to install				
Install progress				
Finish				
		Cancel	Back	Next

8. From the ASR drop-down list, select the ASR component. As noted above, the Spanish dialect is supported in GMM mode. Select your choice accordingly, and then click **Next**.

Voca					_ ×
2			Voca		
End user license agreement Select features	ASR and DB type	25			
Language selection	ASR Type:	DNN		~	
Target folder	DR Turper	DNN			
ASR type	DB Type:	GMM			
IP Addresses					
Service account					
Ready to install					
Install progress					
Finish					
			Cancel	Back	Next

- 9. If Web Core was selected for installation, you need to select the type of DB:
 - Standalone
 - Primary
 - Secondary
- **10.** Select **Primary** or **Secondary** if your installation is part of a High Availability setup.

		_ ×
27		Voca
End user license agreement Select features	ASR and DB typ	pes
Language selection	ASR Type:	DNN *
Target folder	DB Type:	Standalone v
ASR type	DD Type.	Standalone
IP Addresses		Primary
Service account		Secondary
Ready to install		
Install progress		
Finish		
		Cancel Back Next

11. In the 'Traffic IP' field, enter the traffic IP used for SIP; in the 'Web IP' field, enter web IP used for admin management and the DB.

Voca				_ ×
4		Voca		
End user license agreement Select features	Select Voca IP add	dresses		
Target folder ASR type	Traffic IP:	10.31.5.228	× (Detect
IP Addresses	Web IP:	10.31.5.228	Ŷ	
Service account Ready to install				
Install progress				
Finish				
		Cancel	Back	Next

12. During the initial installation, enter a new password for the Voca User. In case of an upgrade, enter the existing password. Click **Next** to continue.

Voca			_ ×
5		Voca	
End user license agreement Select features	Voca service acco	punt	
Target folder	User	voca	
ASR type	Password		
IP Addresses Service account	Create user if it doe]
Ready to install		SHI CAISC	
Install progress			
Finish			
		Cancel Back	Next

13. The Information page appears; click **Continue**.

Information		
User 'voca' will be created		
	Continue	Cancel

14. On the Ready to Install page, click Install. The installation process begins.

			_ × _
4		Voca	
End user license agreement	Plaasa raviaw paramata	are and click "Install" when ready	
Select features	Please review paralitete	ers and click 'Install' when ready	
Language selection	Install Folder	C:\NSC\	
Target folder	AudioLogs folder Service account	C:\AudioLogs\ voca	
ASR type			
IP Addresses	NET Framework 4.7.2 Offline		^
Service account	Microsoft Visual C++ 2010	x86 Redistributable Redistributable (x86) - 12.0.30501	
Ready to install		Redistributable (x64) - 12.0.30501	
Install progress		Redistributable (x64) - 14.0.24212	
Finish	Voca Prerequisites	Redistributable (x86) - 14.0.24212	~
		Cancel Back	Install

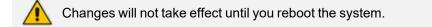
15. The installation progress bar appears.

Voca		_ ×
4	Voca	
End user license agreement Select features Target folder ASR type IP Addresses Service account	<i>Please wait while we're preparing the system</i> Caching JRE	I
Ready to install Install progress Finish	Executing NET Framework 4.7.2 Offline	I
		Cancel

16. When completed, the installer displays the following screen. Click **Restart** to restart the server.

			_ × _
2		Voca	
End user license agreement	Vara is made for use		
Select features	Voca is ready for use		
Language selection			
Target folder			
ASR type			
IP Addresses			
Service account			
Ready to install			
Install progress			
Finish			
		Restart	Close

17. Restart the server.



Running Post-Installation

The procedure below describes how to run the post-installation procedure when performing an upgrade.

- > To run the post-installation when performing an upgrade:
- **1.** Recompile the grammars.
 - a. Recompile contacts and departments grammars.
 - b. Recompile the periphery's grammars.
 - i. Open the command line as an Administrator.
 - ii. Run the following commands:

>cd C:\NSC\NSC_AA\<dialect>\Grammars\Compile\compile_dnn\

>CompileGrammars_HB.bat

Administrator: Command Prompt

Microsoft Windows [Version 10.0.14393] (c) 2016 Microsoft Corporation. All rights reserved.

C:\Users\Administrator>cd C:\NSC\NSC_AA\EN-US\Grammars\Compile\compile_dnn

C:\NSC\NSC_AA\EN-US\Grammars\Compile\compile_dnn≻CompileGrammars_HB.bat_



Version 8.0.1 or later is released with Amazon Corretto Java engine Version 11.0.9.12.1. In case of available security patches for Version 11.x, the installed java engine can be updated.

2. Reconfigure Music-On-Hold if required.

4 Voca Upgrade

When upgrading Voca, refer to the upgrade notes described in Installing Voca on page 15.

The following items should be addressed during system upgrade:

- System backup
- LDAP or CSV synchronization migration
- Installing new Voca licenses
- Grammar recompilation
- Setting up Music on Hold

Voca Versions that can be Upgraded

The following Voca versions can be upgraded:

- Version 8.0.0
- Version 8.0.1

5 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 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 Password	x
New Password: Re-type New Password:	
Password Strength	
✓ I don't want to use Console password right now. OK Cancel <u>H</u> elp	

3. When the configuration wizard starts, click Next.



4. When prompted, enter the password AC123456.

Enghouse	Interactive CP Console Configuration Wizard
Enterprise Comm	unications Server found
	cations Server software has been detected on this server. ormation 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 Installing the Voca License

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

- All licenses have virtual machine clone protection. If there is any change in the Virtual MAC address, CPU characteristics or UUID, the license protection procedure is enabled and you will need to repeat the licensing process.
 - After you upgrade to Version 8.0.1 or later, you need to issue and re-install the Voca new license. Enghouse and TTS software licenses are not affected by the upgrade.

> To install the Voca License:

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

Superadmin@voca	nom.com
≙	2
Login 🔿	rei English
orgot your passwo	- 41



The default Administrator credentials should be modified after installation.

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

-i ļi -Ņ	VOCQ lybr Talan weders 198		
ሌ	Providers	>	Licensing
☑	Services	>	÷
Ш	Reports	>	≡ Get finger print
аш	перона	í	Get finger print
Jg	Users	>	
- 69	Configuration	~	≡ Set license
\$	Configuration Template Settings	~	E Set license
®			
8	Template Settings		Choose File No file chosen
8	Template Settings Email Settings High Availability		Choose File No file chosen
®	Template Settings Ernail Settings		Choose File No file chosen Set license

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>
</hosp_info>
```

- 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.

Agile VAcas and Fred VA			
ሌ	Providers	>	Licensing
☑	Services	>	≡ Get finger print
Ш	Reports	>	= Get finger print
<u> </u>	Users	>	are miller brune
\$	Configuration	~	≡ Set license
	Template Settings	>	Choose File No file chosen
	Email Settings		Set license
	High Availability		≡ Total licenses
			Total licenses: 0
	Web Access Login Restriction		

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

Organize 🔻 New folder	5.							• 🔟 🔞
Favorites Favorites Constraints Constraints Favorites Favorites Favorites Favorites Favorites Favorites Favorites Favorites Favorites Favorites Favorites Favorites Favorites Favorites Favorites Favorites Favorites Favorites Favorites Favorites Favorites Favorites Favorites Favorites Favorites Favorites Favorites Favorites Favorites Favorites Favor	Contacts Contacts Saved Games	Desktop Deschop Searches	Documents Videos	Downloads	Favorites	Links	Music	Pictures
File n	iame:						File (.v2c)	Cancel

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

Agia Volazi endezi 200			
ஃ	Providers >		Licensing
☑	Services >		≡ Get finger print
Ш	Reports >		
<u>)</u> 6	Users >		Get finger print
ø	Configuration	~	≡ Set license
	Template Settings		Choose File No file chosen
	Email Settings		Set license
	High Availability		
			Total licenses Total licenses: 0
	Web Access Login Restriction		

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

i li y	VOCO yla Visu uvako 200	
አ	Providers >	icensing
J	Services >	≡ Get finger print
ď	Reports >	
Jg	Users >	Get finger print
\$	Configuration ~	≡ Set license
	Template Settings	Choose File No file chosen
	Email Settings	Set license
	High Availability	- 7 - 1 8
		≡ Total licenses
	Web Access Login Restriction	

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





After you upgrade to Version 8.0.1 or later, you need to issue and re-install the new Voca license.

➤ To install the Voca License after upgrade:

- 1. Navigate to http://127.0.0.1:1947 on your Chrome browser.
- 2. Click Sentinel Keys.

of Gemalto Sentinel ACC:	Sentinel K × +		
← → C (i) 127	2.0.0.1:1947/_int_/device	es.html	
gemalto [×]			
Options	Sentinel Keys	Available o	n win-7laqqajmlts
Sentinel Keys	# Location	Vendor	Key ID
Products	1 Local	94011 (94011)	499444128609102601
Features Sessions		(34011)	

- 3. Send the **Key ID** number for the local server to AudioCodes.
- 4. When you have received your License file from AudioCodes, copy it to your server and apply the Voca license using the Voca Web interface (License.htm).

> To install the Voca License after virtual machine cloning:

gemalto [×]	
Options	Products Available on WIN-7LAQQAJMLTS
Sentinel Keys	# Product Name
Products Features Sessions	1 Voca IVR ASR 2020 Disabled due to: Cloning (Hardware Change)

- 1. Clean the cloned license by removing the old V2C file.
 - a. Stop Sentinel LDK License Manager service.
 - Den C:\Program Files (x86)\Common Files\SafeNet Sentinel\Sentinel
 LDK\installed\94011 and remove all V2C files.
 - c. Start the Sentinel LDK License Manager service.
- 2. Repeat the license procedure (see Installing the AC Voca License.htm)

7 Installing Third-Party Licenses

In addition to the previous section that explains how to install the 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 CT Connect 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 Enghous	e Interactive CP Licensing Utility	- 🗆 X
System Information	I	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
- CT Connect 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:

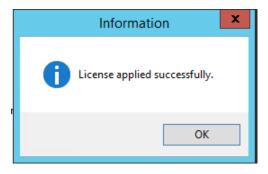
- 1. Copy the licenses to C:\NSC\License\.
- 2. Run the Envox License Utility application from C:\Program Files (x86) \Enghouse Interactive\CP\CPLicensingUtility.exe.
- 3. On the Enghouse Interactive CP Licensing Utility screen, click Load license.

Enghous	e Interactive CP Lic	ensing Utility	/	_ □ ×
System Information				Mode
System ID:	3882402690		1	
System ID type:	NIC MAC address		1	
-,,,			1	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		Load license
IP Channels	;	4		
Station Cha	nnels	0		Apply license
Software Cl	nannels	0		hppsy license

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

Э		Load License File	е		×
Look in:	🎉 License		*	G 🛊 📁 🛄 -	
(Alia	Name	•		Date modified	Туре
2	CP_import	taml		9/20/2018 5:09 AM	XML Doo
Recent places					
Desktop					
All the					
Libraries					
1					
This PC					
inis PC					
	<	ш			
Network	6				3
	File name:	CP_import.xml		~	Open
	Files of type:	License files ("xml;".cem)		¥	Cancel

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



7. Click OK.

Installing CT Connect Media Gateway License

Once you have received your CT Connect 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 CT Connect Media Gateway License:

1. Copy the Enghouse CT Connect 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.

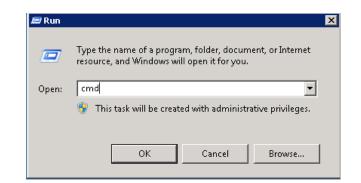
Acapela non-Hebrew Text to Speech

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

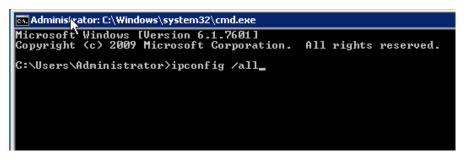
The license key is dependent on your server's MAC address.

> 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**.



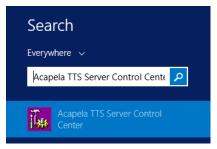
b. Enter "ipconfig/all".



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

	Administrator: Command Prompt	□ X
n #2		nnectio 🦯
on Physical Address	: Intel(R) 82579LM Gigabit Network Co	onnecti
Autoconfiguration Enabled Link-local IPv6 Address IPv4 Address Subnet Mask Default Gateway	: Yes : fe80::e56a:fd8c:5175:1fcax13(Prefer : 10.21.20.120(Preferred) : 255.255.0.0	
DNS Servers	10.1.10	
Ethernet adapter Local Area	Connection 1:	
Media State	: Media disconnected Suffix . : : Intel <r> 82574L Gigabit Network Cor</r>	nnectio
Physical Address	: 00-90-8F-88-00-92	\sim

- **3.** AudioCodes will send you the license key.
- 4. Open the Windows Start menu, 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 Server configuration File C:\ProgramData\Acapela Group\Acapela TTS Server\Corf\acatel_arv.corf C:\ProgramData\Acapela Group\Acapela TTS Server\Corf\acatel_arv.corf COmmand Pot 6665 Command Pot 6665 LICENSE SYSTEM / VEV DEMORE MACIDKEY Coopy MACID license string here> CONFIGURATION Configuration Configuration Catch 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 Te	lecom T	TS Service	Properties (L	ocal Comp	outer)	×
General	Log On	Recovery	Dependencie	s		
Service n	ame:	Acapela Te	elecom TTS			
Display na	ame:	Acapela Te	elecom TTS Se	ervice		
Descriptio	n:	Acapela Te	elecom TTS se	erver in servi	ice mode	0
Path to ex "C:\Progr			ela Group \Aca	pela TTS Se	erver\Bin\acatel	_sn
Startup ty	pe:	Automatic				\sim
Service s	tatus:	Running				_
Sta	art	Stop	•	Pause	Resume	
You can from here		ne start para	meters that app	oly when yo	u start the servic	e
Start para	ameters:					
			ОК	Cano	el App	bly

8 Configuring SBC Settings for Voca

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

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

Coder Settings

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 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 Voca SIP entity.

Delayed Offer SDP Settings

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 Voca SIP entity.



For the Remote Delayed Offer Support function, you need to assign extension coders in the IP Profile of the 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 Voca does not respond, or responds with a SIP error, create the alternative routing setting and redirect the call to customer's extension.

9 Installing Signed Certificates on the IIS

To configure 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.

Command Prompt -	×
Microsoft Windows [Version 10.0.14393]	^
(c) 2016 Microsoft Corporation. All rights reserved.	
U:/>MMC	
	~

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

Console1 - [Console Root]				– 🗆 ×
File Action View Favorites Window ♦ ♦ □ □ Book	Help			_ 8 ×
← →	Name		Actions	
			Console Root	•
	I here are no items	to show in this view.	More Actions	•

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

nap-in	Vendor	^	Console Root	Edit Extensions
ActiveX Control	Microsoft Cor			_
Authorization Manager				<u>R</u> emove
Certificates	Microsoft Cor			
Component Services				Move Up
Computer Managem				
Device Manager	Microsoft Cor			Move <u>D</u> own
Disk Management	Microsoft and		<u>A</u> dd >	
-	Microsoft Cor			
Folder	Microsoft Cor			
Group Policy Object				
	Microsoft Cor			
IP Security Policy M	Microsoft Cor			
Link to Web Address				Advanced
		×		Advanced

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	×
This snap-in will always manage certificates 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 the computer you wa	ant this snap-in to manage.	
This snap-in will always ma	anage:	
Local computer: (the	computer this console is running on)	
O Another computer:	Browse	
Allo <u>w</u> the selected co only applies if you say	omputer to be changed when launching from the command line. This ve the console.	

- 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.

a Console1 - [Console Root\Certificates (Local Com		-	D X
File Action View Favorites Window He	lp		- 8 ×
🗢 🏟 🙍 📅 🔯 🐻			
📔 Console Root	Logical Store Name	Actions	
> 🙀 Certificates (Local Computer)	Personal	Certificates (Local Computer)	
	Trusted Root Certification Authorities	More Actions	•
	Enterprise Trust		
	Intermediate Certification Authorities	Preview Build Roots	•
	Trusted Publishers	More Actions	+
	Untrusted Certificates		
	Third-Party Root Certification Authorities		
	Trusted People		
	Client Authentication Issuers		
	AAD Token Issuer		
	Homegroup Machine Certificates		
	Remote Desktop		
	Smart Card Trusted Roots		
	🞬 SMS		
	SPC .		
	Trusted Devices		
	🚆 Windows Live ID Token Issuer		
Preview Build Roots store contains 1 certificate.	1	1	

- 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).
- 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.

Connections Connections Connections	Default Web Site Home	Actions Copiere Edit Permissions Edit Site Bindings Eindings Edits Settings
	NET .NET .NET .NET .NET Profile .NET Profile .NET Roles .NET Trust .NET Users Authorizat Compliation Pages Globalization .NET Profile .NET Roles .NET Roles .NET Users Image: Strings Image: Strings Image: Strings Image: Strings Image: Strings .NET Views	View Applications View Virtual Directories Manage Web Site Restart Start Scop
	ASP Authentic CGI Default Failed Handler HTTP ISAPI Filters CGI Default Failed Document Request Tra Mappings Respon Logging MIME Types Modules Output Request SSL Settings	Browse Web Site Browse '80 (http) Advanced Settings Configure Failed Request Tracing Umits
	Caching Filtering Management	Deploy (a) Deploy
	Configurat Editor	 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.

:	Directory Browsing	Error Pages Site Bindings	Handler	НТТР	HTTP	Logging	MIME Types		Edit Site Bindings Basic Settings View Applications w Virtual Director
9	SL Se	t Site Binding Type:	IP addre		P	Port:	22	Add Edit	Je Web Site start art
		https Host name:	 All Una: 	signed		✓ 443		Remove Browse	bp owse Web Site pwse *:80 (http) pwse *:443 (https)
		SSL certificate: AcVocaLocal			• 0K	View	ancel	Close	vanced Settings nfigure nits Gallery

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

10 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 <u>here</u>.

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

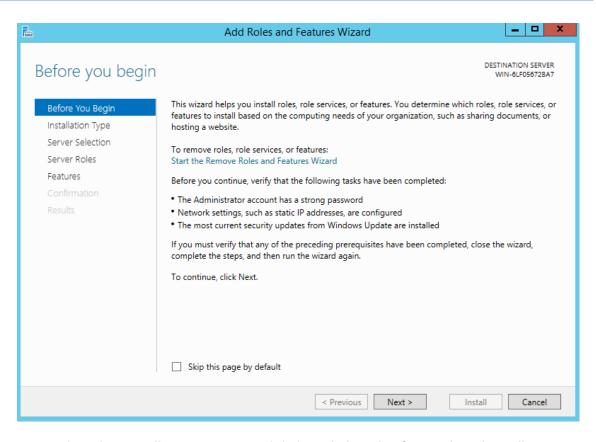
- Windows Server 2016
- Administrator user rights. The current user must be a member of the local Administrators group to add or remove Windows features.
- Target computers might need network access and rights to use either alternate sources or an Internet connection to use Windows Update.
- Installation 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> </u>	Server Manager 📃 🗖 🗙									
€⊛∙	•• Dashb	oard		- © I		Mana	age	Tools	View	Help
									Features and Featu	
🔛 Dashboard		WELCOME TO	O SERVER M	ANAGER			Add	Servers		
Local Server						-	Creat	te Server (Group	
All Servers	c :		6	Config	gure		Serve	er Manage	er Propert	ies

2. On the Before you Begin page, click Next.



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

b	Add Roles and Features Wizard	_ D X
Select installation Before You Begin Installation Type Server Selection Server Roles Features Confirmation Results		DESTINATION SERVER WIN-6LF056728A7 aning physical computer or virtual
	< Previous Next >	Install Cancel

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

2	Add Roles and Features Wizard								
Select destinatio	n server		DESTINATION SERVER WIN-6LF05672BA7						
Before You Begin Installation Type Server Selection	Select a server or a virtual hard disk on which to install roles and features. Select a server from the server pool Select a virtual hard disk								
Server Selection Server Roles Features Confirmation	Select a virtual hard disk Server Pool Filter:								
Results	Name IP Address Operating System WIN-6LF05672BA7 10.31.2.170 Microsoft Windows Server 2012 R2 Standard								
	1 Computer(s) found								
	1 Computer(s) found This page shows servers that are running Windows Server 2012, and that have been added by using the Add Servers command in Server Manager. Offline servers and newly-added servers from which data collection is still incomplete are not shown.								
		< Pr	evious Next > Install Cancel						

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

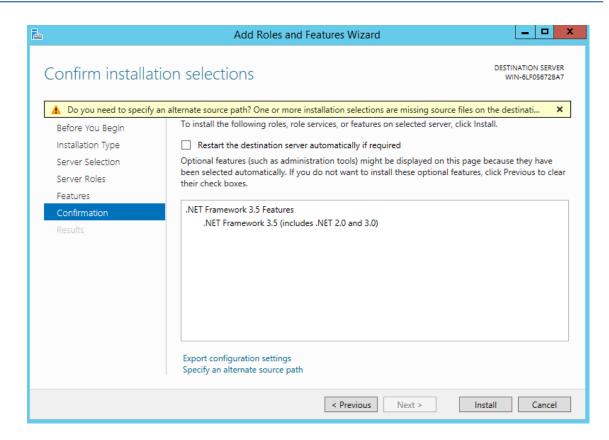
a	Add Roles and Features Wizard	
Select server roles Before You Begin Installation Type Server Selection Server Roles Features Confirmation Results	Select one or more roles to install on the selected server. Roles Active Directory Certificate Services Active Directory Domain Services Active Directory Federation Services Active Directory Lightweight Directory Services Active Directory Rights Management Services Active Directory Rights Management Services	Description Active Directory Certificate Services (AD CS) is used to create certification authorities and related role services that allow you to issue and manage certificates used in a variety of applications.
	Remote Access Remote Desktop Services	v
	< Previous No	ext > Install Cancel

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

2	Add Roles and Features Wizard	
Select features		DESTINATION SERVER WIN-6LF05672BA7
Before You Begin	Select one or more features to install on the selected server.	
Installation Type	Features	Description
Server Selection Server Roles Features Confirmation Results	Image: NET Framework 3.5 Features Image: NET Framework 4.5 Features (2 of 7 installed) Image: NET Framework 4.5 Features	.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.
	< Previous 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**.



11 Configuring WebRTC

WebRTC is an AudioCodes SBC feature and allows up to three concurrent WebRTC sessions, as part of the AudioCodes SBC license.

For support of more sessions, contact your AudioCodes representative.

For more information, you can download the following:

- Mediant Software SBC User's Manual
- Adding Click-to-Call Widget to an Existing Web Page (video)

12 Installing Enghouse CTIC (Media Gateway) Application

The Enghouse CTIC (Media Gateway) application is removed by the installer during the upgrade procedure from Voca Version 8.0.2 to Voca Version 8.4.0.

The procedure below describes how to install and configure the Enghouse CTIC (Media Gateway) application.

> To install and configure the Enghouse CTIC (Media Gateway) application:

Backup the CTIC (Media Gateway) license before running the upgrade procedure. The license can be found in C:\Program Files (x86)\Enghouse Interactive\CTI Connect\Licenses.

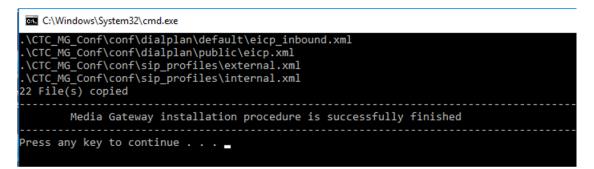
 Assign the IP address of the Voca server in the MG configuration file template. The C:\Voca_8.4.0\Enghouse CTIC\CTC_MG_Conf\conf\vars.xml file is copied by the script in the MG directory after the installation procedure.

→ This PC → Syster	n (C:) > Voca_8.4.0 > Enghouse CTIC > CTC_MG_Conf > conf				
Name	Date modified Type Size				
autoload_configs	8/4/2021 12:47 PM File folder				
📊 dialplan	C:\Voca_8.4.0\Enghouse CTIC\CTC_MG_Conf\conf\vars.xml - Notepad++ [Administrator]				
sip_profiles					
freeswitch	[] 🖶 🖻 🖻 🕞 🎧 🛔 ¼ 🛍 🛅 🤿 ⊂ 📾 🆕 🔍 🔍 🖳 🔤 💷 🔊 🗉 📀 🔍 🖗				
mime.types					
	52 <x-pre-process cmd="set" data="external_sip_port=5060"></x-pre-process> 53 <x-pre-process cmd="set" data="external tls port=5061"></x-pre-process>				
	54 <x-pre-process cmd="set" data="external ssl enable=false"></x-pre-process>				
	55 <x-pre-process cmd="set" data="external ssl dir=\$\${base dir}/conf/ssl"></x-pre-process>				
	56 <x-pre-process cmd="set" data="local ip v4=10.10.10.10"></x-pre-process>				
	57 //include>				

2. Right-click on the C:\Voca_8.4.0\Enghouse CTIC\CTI_Connect_Install.bat file and then select **Run as Administrator**.

🔒 > This PC > S	ystem (C:) > Voca_8.4.0 >	Enghouse CTIC \rightarrow
Name	^	Date modified
CTC_MG_Conf		8/4/2021 12:47 PM
cti_connect		12/14/2020 1:36 PM
CTI_Connect_I	nstall	8/4/2021 12·54 PM
	Open	
	Edit	
	Print	
•	Run as administrator	
	7-Zip	>

3. Wait for the installation to finish.



- 4. Assign the Voca user credential to the following services:
 - Enghouse Interactive CTI Connect Server
 - Enghouse Interactive Media Gateway

Enghouse Interactive CTI Connect Server Properties (Local Comput $ imes$								
General	Log On	Recovery	Dependencies					
Log on	Log on as:							
	Local System account Allow service to interact with desktop							
This	This account: .\voca Browse							
Pas	Password:							
Confirm password:								

- 5. Copy the license file to C:\Program Files (x86)\Enghouse Interactive\CTI Connect\Licenses.
- **6.** Restart the server.

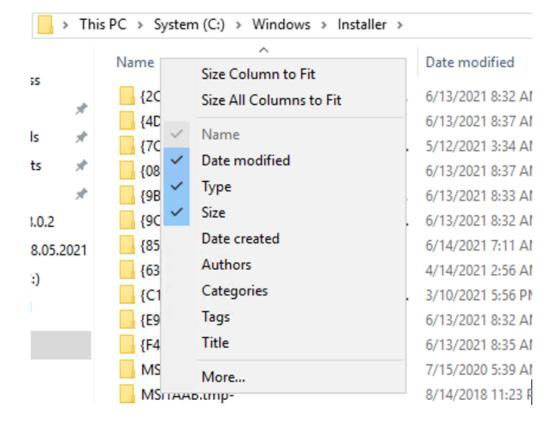
13 Upgrading from Voca Version 8.0.1 to Voca Version 8.4.0

The upgrade procedure fails when you try to upgrade Voca Version 8.0.1 (primary or secondary) to Voca Version 8.4.0 (primary or secondary).

This does not occur when upgrading from Voca Version 8.0.1 (standalone) to Voca Version 8.4.0 (standalone).

> To fix this upgrade problem:

- 1. Unzip and install Orca MSI editor C:\Voca_8.4.0\DLL Fix 8.0.2\.
- 2. Open C:\Windows\Installer\.
- 3. Right-click on the Name column, and then click More.

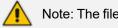


4. Select the 'Subject' check box, and then click **OK**.

Start date	▲ Move L	In
State	PROVE C	γP
State or province	Move Do	wn
Station call sign	Show	
Station name	0101	
Status	Hide	
Status		
Store		
Street		
✓ Subject		
Subject distance		
Suffix		
Summary		
Support link	~	

- 5. Arrange the files by size, and then find the file with the Voca subject name.
- 6. Right-click on this file, and then select Edit with Orca.

Name	Date modified	Туре	Size	Subject
😼 11e957	6/14/2021 9:09 AM	Windows Installer	305,419 KB	CTI Connect
🔂 11e969	11/10/2020 9:43 AI	Windows Installer	164,670 KB	A distribution based on the OpenJDK sou
11327	11/2/2020 5:17 AM	Windows Installer	44,912 KB	VMware Tools
🔂 11e90b	5/28/2019 3:07 PM	Windows Installer	28,908 KB	MySQL Workbench
🔀 11e95f	1/22/2018 12:01 PM	Windows Installer	21,584 KB	Microsoft Sync Framework 2.1 SDK (x64)
👘 11e97a	1/10/2021 11 40 40	a her	13,255 KB	Voca
🔂 11e913	Install	aller	11,892 KB	MySQL Connector Net 6.9.7
🔂 11e90f	Repair	aller	11,076 KB	MySQL Connector/ODBC
🛃 11e971	Uninstall	aller	6,128 KB	IIS URL Rewrite Module 2
e8ccc	Edit with Orca	aller	1,866 KB	Orca - an MSI\MSM table editor.



Note: The filename may be different than the one on the screen.

- 7. Find the Binary table.
- 8. Find PswManagedCA.X64.dll, and then double-click Binary Data.

Tables	^	Name		Data	
ActionText		WixCA		[Binary Data]	
AdminExecuteSequence		ScaSchedule		[Binary Data]	
AdminUlSequence		ScaExecute		[Binary Data]	
AdvtExecuteSequence		PswManagedCA.X64.	dll	[Binary Data]	
AppSearch		PswManagedCA.X86.	dll	[Binary Data]	
Binary		PanelSwCustomActio	ns.dll	[Binary Data]	
Certificate		WixFirewallCA		[Binary Data]	
CertificateHash		llsSchedule		[Binary Data]	
Component		llsExecute		[Binary Data]	
CreateFolder					
CustomAction		Edit Binar	y Stream		×
Directory					
DrLocator		Filename	1.2\DLL Fi	x - 8.0.2\PswMa	nagedCA.X64.dl
Environment					
Error		Action			Browse
Feature		Action			
FeatureComponents		Re	ad binary fro	m filename	
File		OW	te binary to f	filename	01/
FileShare			te binary to	liename	ОК
FileSharePermissions					Cancel
Group					Cancer
llsAppPool					

- 9. Select the Choose Read binary from filename option.
- 10. Browse to the C:\Voca_8.4.0\DLL Fix 8.0.2/PswManagedCA.X64.dll, and then click OK.
- **11.** Click **OK** to overwrite the contents of the stream.

Orca			×
1	This will ov Continue?	rerwrite the current content	ts of the stream.
		ОК	Cancel

12. Do the same editing for PswManagedCA.X86.dll and PanelSwCustomActions.dll.

Tables	^	Name	Data
ActionText		WixCA	[Binary Data]
AdminExecuteSequence		ScaSchedule	[Binary Data]
AdminUlSequence		ScaExecute	[Binary Data]
AdvtExecuteSequence		PswManagedCA.X64.dll	[Binary Data]
AppSearch		PswManagedCA.X86.dll	[Binary Data]
Binary		PanelSwCustomActions.dl	II [Binary Data]
Certificate		WixFirewallCA	[Binary Data]
CertificateHash		llsSchedule	[Binary Data]
Component		llsExecute	[Binary Data]
CreateFolder			
CustomAction		Edit Binary Stream	2
Directory			
DrLocator		Filename 22/DLL Fix - 8	8.0.2\PswManagedCA.X86.d
Environment			
Error			Browse
Feature		Action	
FeatureComponents		Read binary from file	ename
File		C nead binary non in	
FileShare		 Write binary to filen 	ame OK
FileSharePermissions			
Group			Cancel
llsAppPool			

Tables	^	Name		Data	
ActionText		WixCA		[Binary Data]	
AdminExecuteSequence		ScaSchedule		[Binary Data]	
AdminUlSequence		ScaExecute		[Binary Data]	
AdvtExecuteSequence		PswManagedCA.)	(64.dll	[Binary Data]	
AppSearch		PswManagedCA.)	(86.dll	[Binary Data]	
Binary		PanelSwCustomA	ctions.dll	[Binary Data]	
Certificate		WixFirewallCA		[Binary Data]	
CertificateHash		llsSchedule		[Binary Data]	
Component		IIsExecute		[Binary Data]	
CreateFolder					
CustomAction			Edit Binary	Stream	>
Directory					
DrLocator			Filename	\DLL Fix - 8.0.2\Panel	SwCustomActions.dl
Environment					
Error					Browse
Feature			Action		
FeatureComponents			Rear	d binary from filename	
File					
FileShare			O Write	e binary to filename	OK
FileSharePermissions					
Group					Cancel
llsAppPool					

13. Find the **PSW_InstallUtil** table, and then set 'Bitness' to "**2**" for all services.

Tables	^	File	Bitn
FileSharePermissions		ResourceManager.exe	2
Group		FileSyncManagerManualID	2
llsAppPool		FileSyncManagerAutoID	2
llsWebAddress		ClusterManagerManualID	2
llsWebApplication		ClusterManagerAutomaticID	2
llsWebSite		LicenseManager.exe	2
llsWebSiteCertificates			
llsWebVirtualDir			
InstallExecuteSequence			
InstallUISequence			
LaunchCondition			
LockPermissions			
Media			
MsiFileHash			
ODBCDataSource			
ODBCSourceAttribute			
PSW_ExecOnComponent			
PSW_ExecOnComponent_Environment			
PSW_ExecOnComponent_ExitCode			
PSW_ExecOn_ConsoleOutput			
PSW_FileRegex			
PSW_InstallUtil			
PSW_InstallUtil_Arg			

14. Save and close the Orca editor.

File Edit Tables Transform Tools View Help

□☞■ 炎 № € 然 常 ☜ 邑 滅 3		
Tables	File	Bitn
ActionText	ResourceManager.exe	2
AdminExecuteSequence	FileSyncManagerManualID	2
AdminUlSequence	FileSyncManagerAutoID	2
AdvtExecuteSequence	ClusterManagerManualID	2
AppSearch	ClusterManagerAutomaticID	2
Binary	LicenseManager.exe	2
Certificate		
CertificateHash		

15. Run the Voca Version 8.4.0 upgrade procedure.

14 Enabling Music On Hold on Enghouse Control Panel

Music On Hold (MOH) is a feature that plays a recording of music when consultation transfers take place.

> To enable Music on Hold:

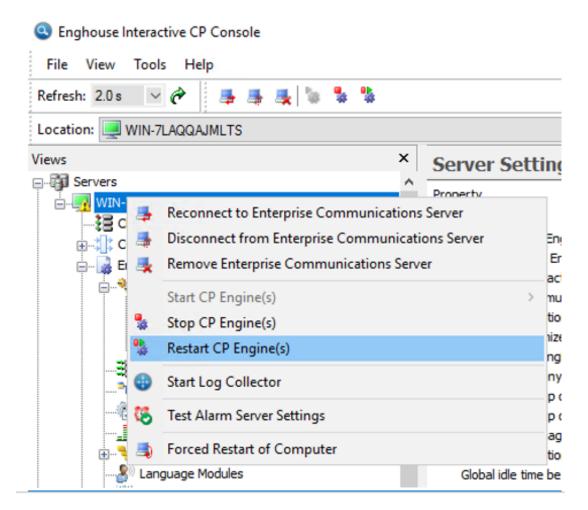
1. Copy the MOH.wav file to the %ProgramData%\Enghouse Interactive\Media Gateway\Sounds folder.

le Home	Share	View			~
→ • ↑ 🚺	C:\Pro	gramData\Enghouse Interactive\Media Ga	ateway∖Sounds ∨ Ō	Search Sounds	م ر
	^	Name	Date modified	Туре	Size
Quick access		alert	12/14/2020 12:32	Wave Sound	903 KB
E Desktop	*	alert	12/14/2020 12:32	Windows Media A	164 KB
🕂 Downloads	*	busy_tone	12/14/2020 12:32	Windows Media A	185 KB
Documents	*	мон	2/16/2020 1:02 PM	Wave Sound	501 KB
Pictures	*	🔊 ringing	12/14/2020 12:32	Windows Media A	1,467 KB
This PC		special_information_tone	12/14/2020 12:32	Windows Media A	248 KB
📃 Desktop					
Documents					
Downloads					
Music					

2. Open the Enghouse Control Panel.

Refresh: 2.0 s 🔤 🍘				
Location: 💷 Media Gateway Driver				
iews	×	Media Gateway Driver [WIN-7LAQO	AJMLTS]	
WIN-7LAQQAJMLTS [Demonstration, Started]	P	roperty	Value	
Channels		Server Name	localhost	
		Link Logical ID	CTC_MG	
Engine Settings		Network Type	ncacn_ip_tcp	
Drivers		Username		
Media Gateway Driver		Password		
Hardware Simulator Driver		Use Authenticated RPC	Disabled	
		Use Channels	All	
Software Channels Driver		Inbound/Outbound Extensions	EICP	
Answering Channels		Inbound Extensions		
		Outbound Extensions		
System Logging		Auto-Start Dependent Services	Enabled	
Resource Info		Stop Dependent Services on Link Down	Both MG & CTIC services	
😥 🔧 Function Modules		SIP Fast Answer	Disabled	
Language Modules		SIP rejection reason when all channels are busy	480	
UoiceXML		SIP rejection reason when all channels are stopped	503	
🚊 🧬 Speech		ASR Buffer size (in bytes)	3072	
CIM		Beep Tene File	beep.wav	
HTTP Server		Transfer Music-on-Hold File	MOH.wav	
🗊 💑 Multi-Engine		Record Silence Level	200	
Elle Transfer		Default Prompt Format	ADPCM	
Log View		Default Streaming Format	mu-Law	
Custom Views	~	Call Recording	Disabled	

- On right-pane, open the Media Gateway Driver properties and then, in the 'Transfer Music-on-Hold' field, enter the filename.
- 4. Right-click the server name, and then click **Restart CP Engine(s)**.



4. From the Restart Engine(s) options, select **Terminate and restart Engine(s)**, and then click **OK**.

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

5. In response to the following question, click **Yes**.

Question	>	ĺ
"Terminate engine" is not a recommended action. It should be used only of options. Do you really want to terminate engine?	en the engine does not respond to any other command. You should first try to stop/restart engine using one of the first two	

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