

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

LTRT	Description
23730	Initial release for Version 8.4.0



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Software Revision Record

Software Revision	Release Date
8.4.0	August 2021

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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 pre-installed 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

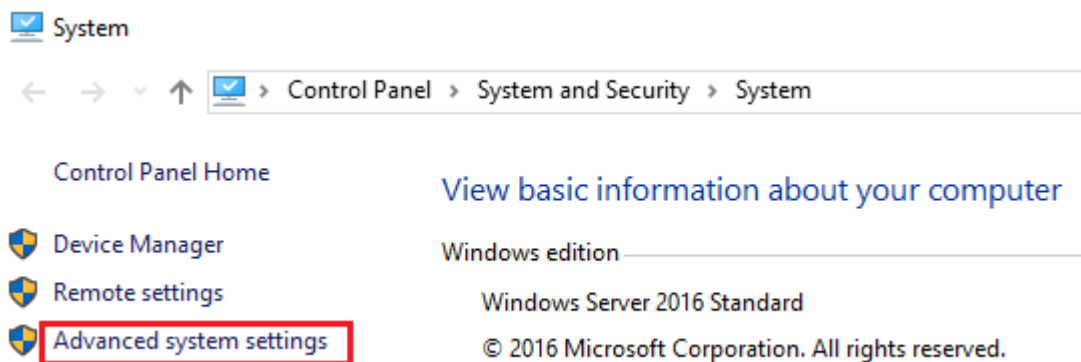
The user must not install any additional software on the server, including anti-virus or any real-time scanner. Installation of any third-party software may lead to performance issues, stability problems and may cause unpredictable results.

Disabling Virtual Memory Paging File

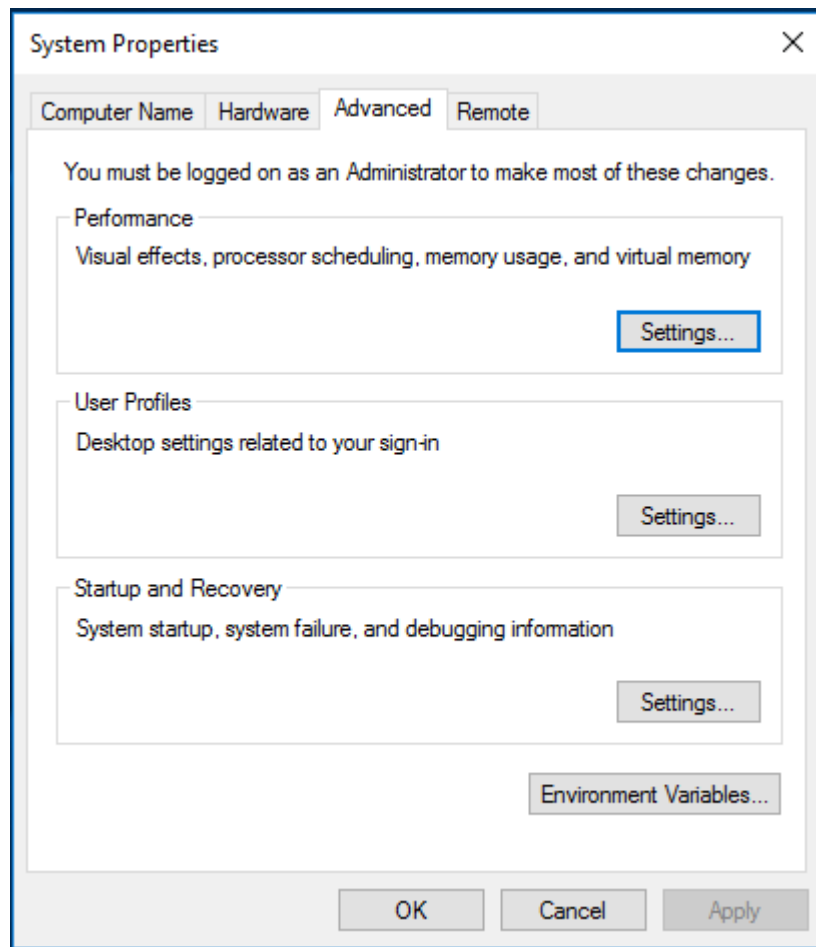
The procedure below describes how to disable the Virtual Memory Paging file.

➤ To disable Virtual Memory Paging File on a Windows System

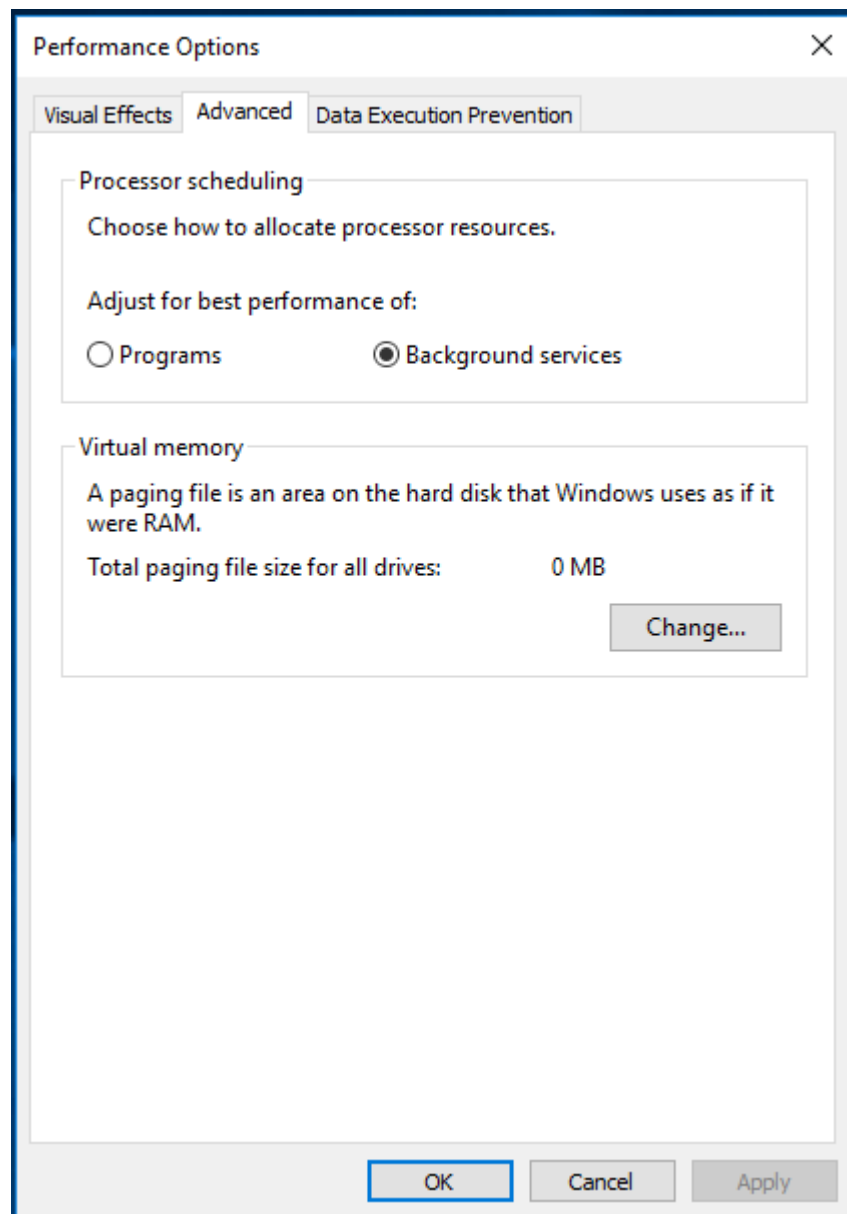
1. Press the Windows key and open **Control Panel**.
2. Navigate to **System and Security > System**, and then click **Advanced system settings** in the left pane.



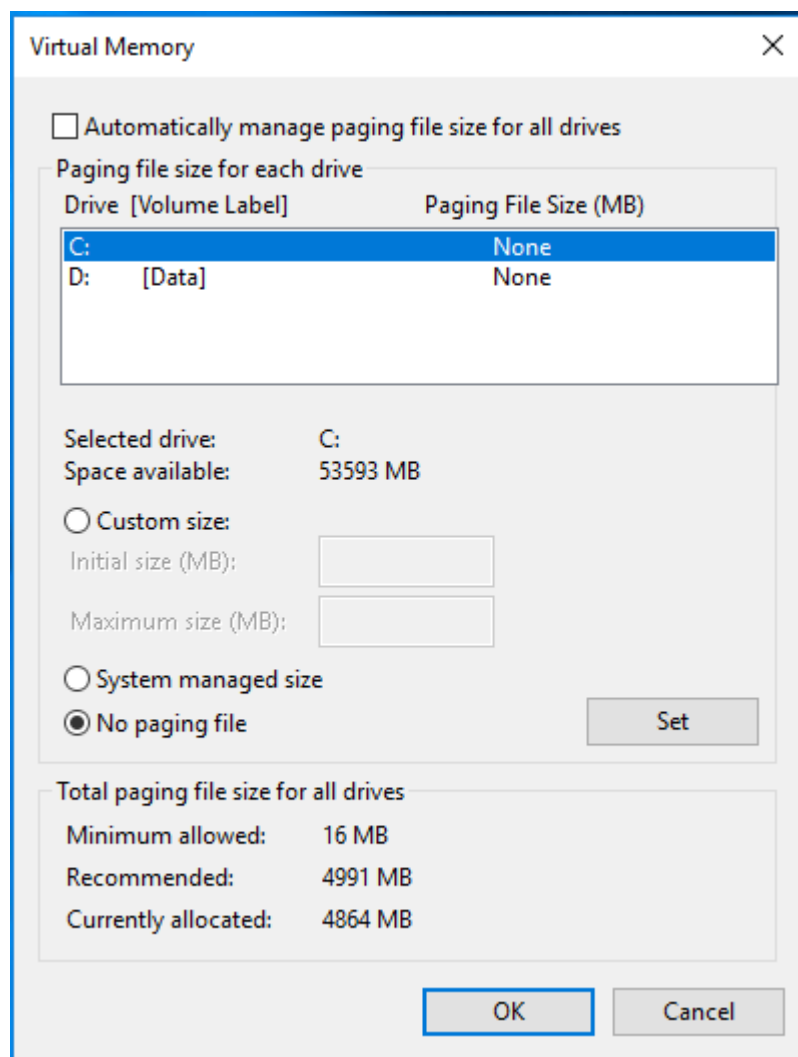
3. In the **System Properties** dialog box, click the **Advanced** tab, and then click **Settings...** under the 'Performance' group.



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



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.



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

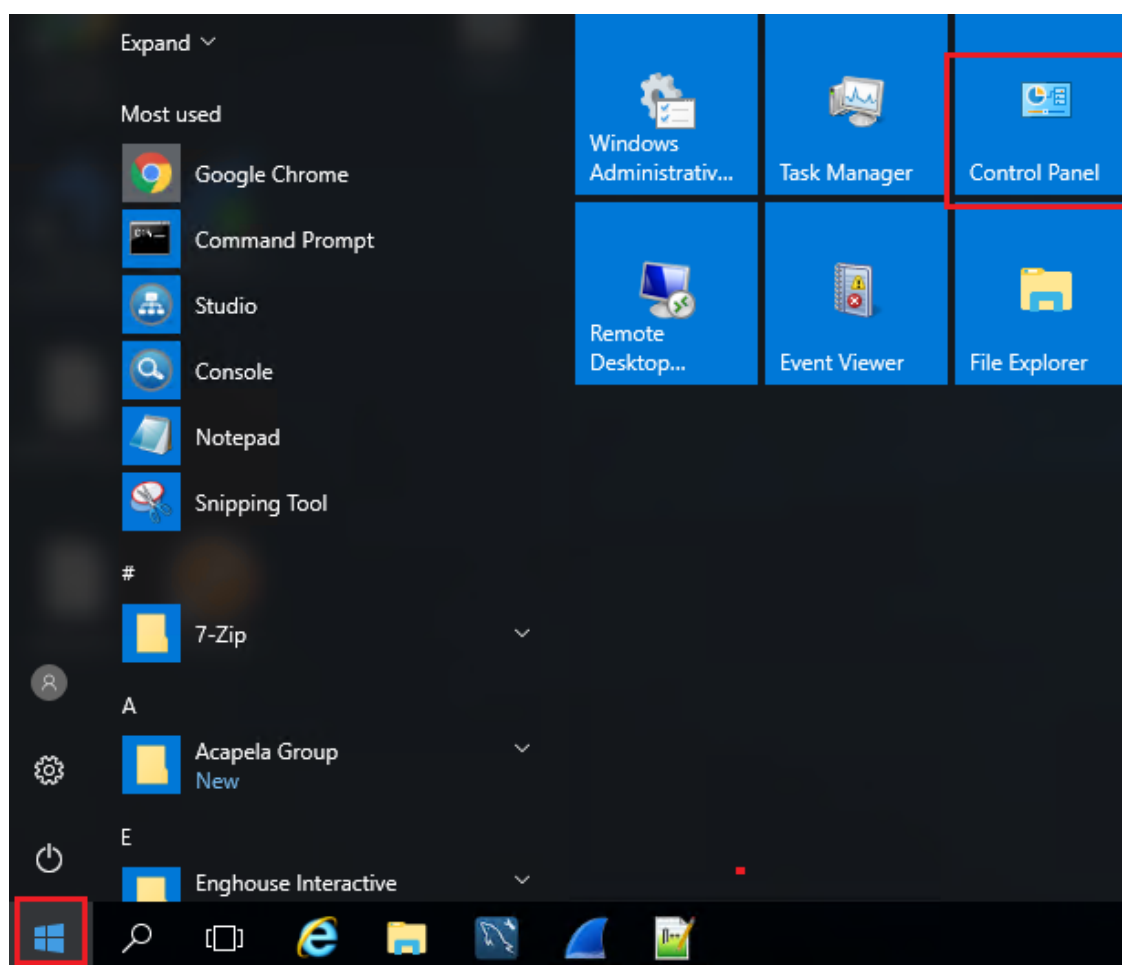
The Voca system must have a static IP address. You can configure a static IP address for the OSN server on the Mediant 800.



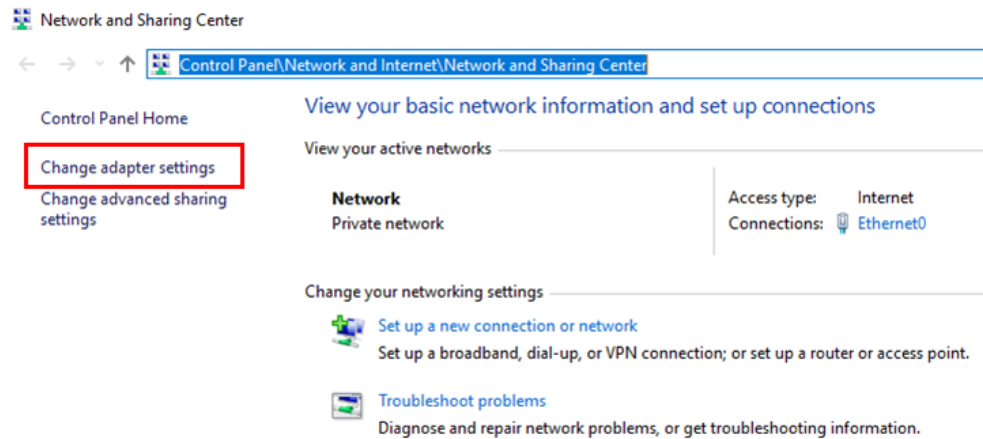
If you are connected remotely, performing this step will disconnect you from the system. After performing this step, you can re-connect the system with its new location and IP address.

➤ To configure a static IP address for OSN:

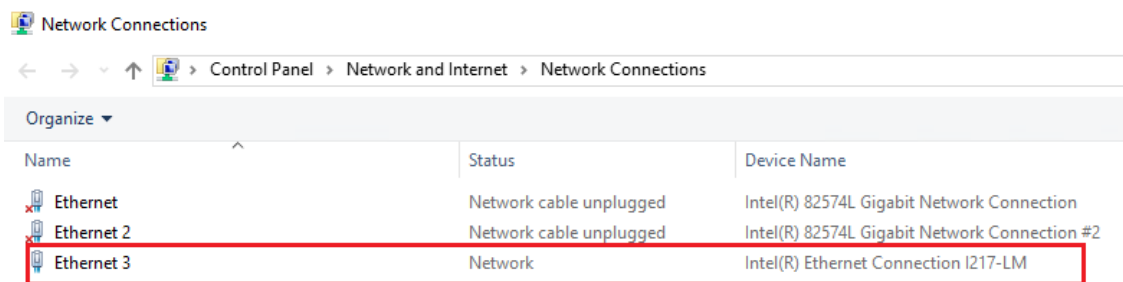
1. Press the Windows Start key.



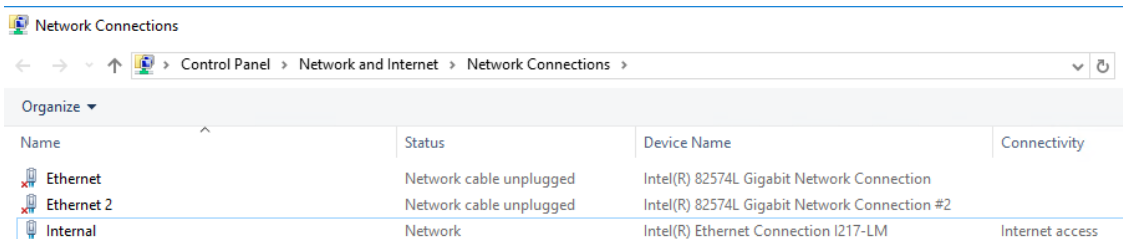
2. Open the **Network and Sharing Center** (Control Panel > Network and Internet > Network and Sharing Center).



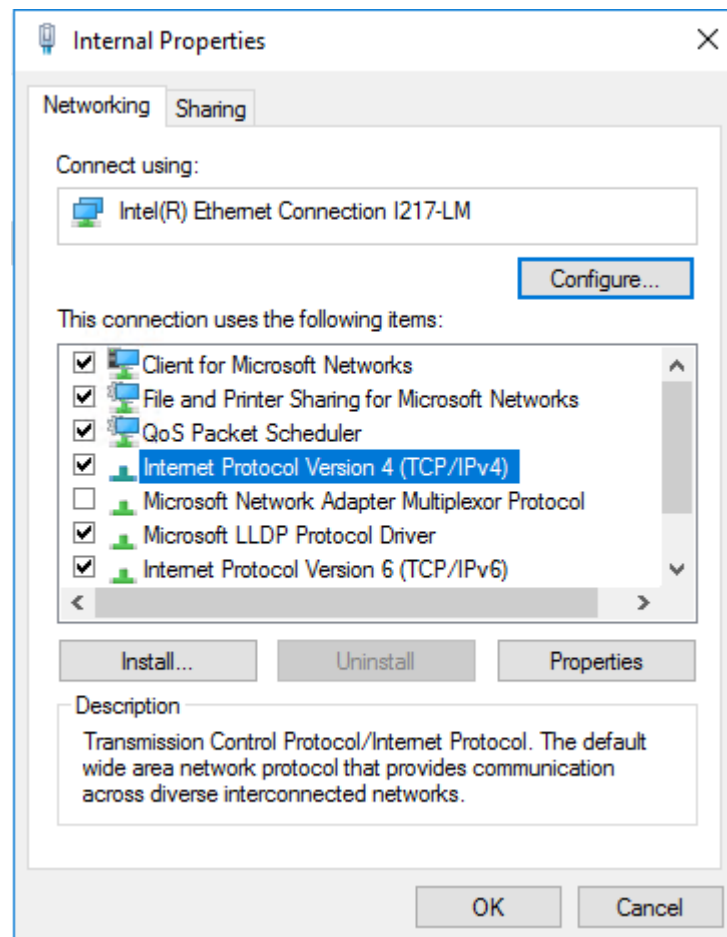
- Right-click the *Intel(R) Ethernet Connection I217-LM* network connection, and then from the shortcut menu, select **Rename**.



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

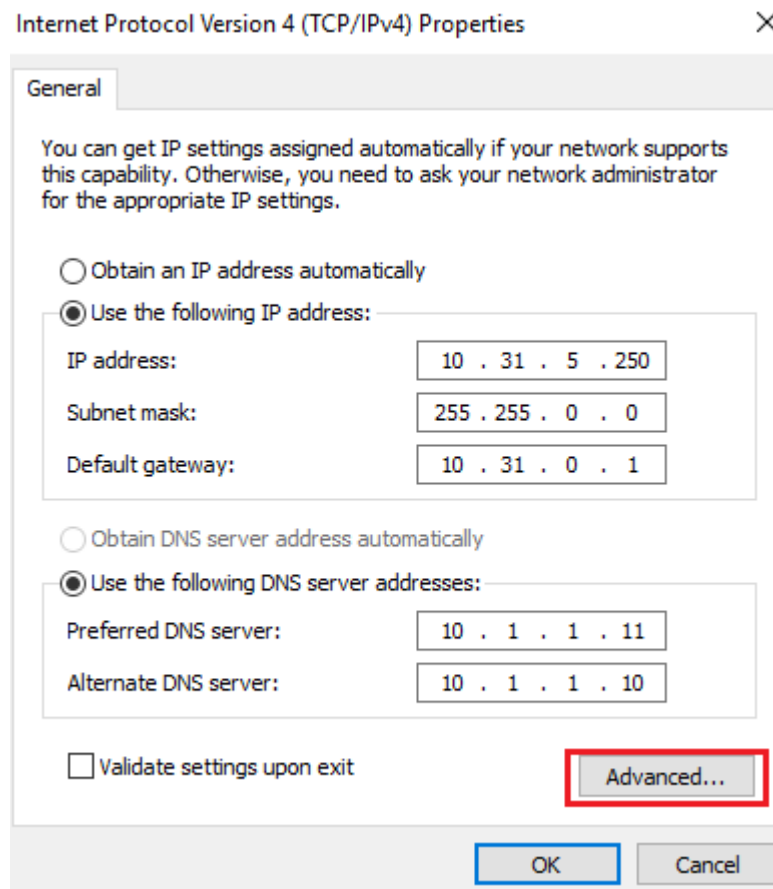


- Right-click the **Internal** network connection, and then from the shortcut menu, choose **Properties**.



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 automatically

☒ 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 automatically

☒ Use the following DNS server addresses:

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".

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 metric

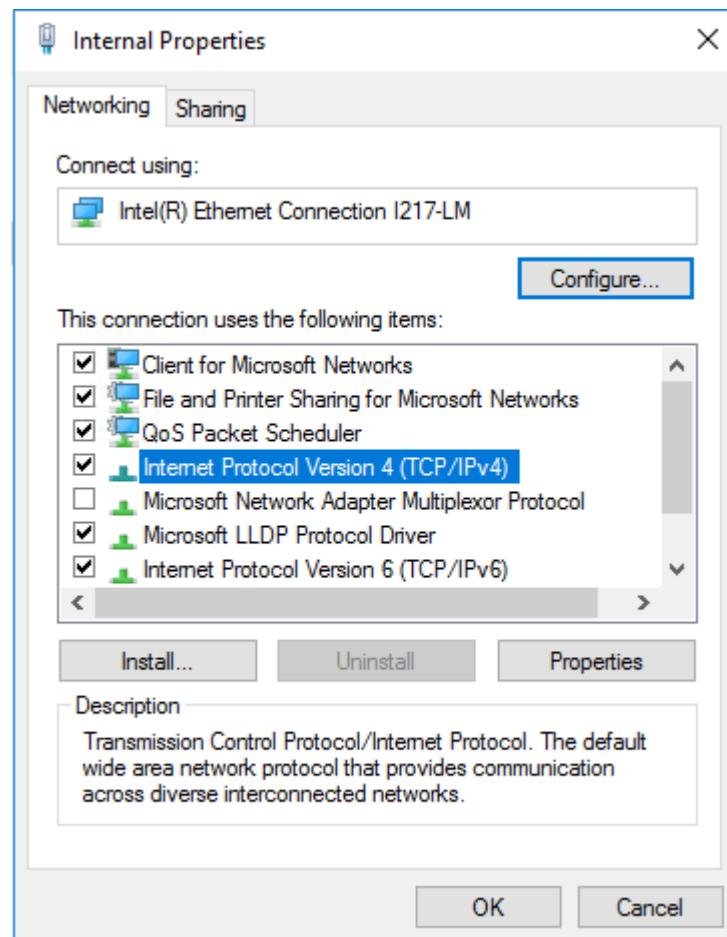
Interface metric: 1

OK Cancel



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

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

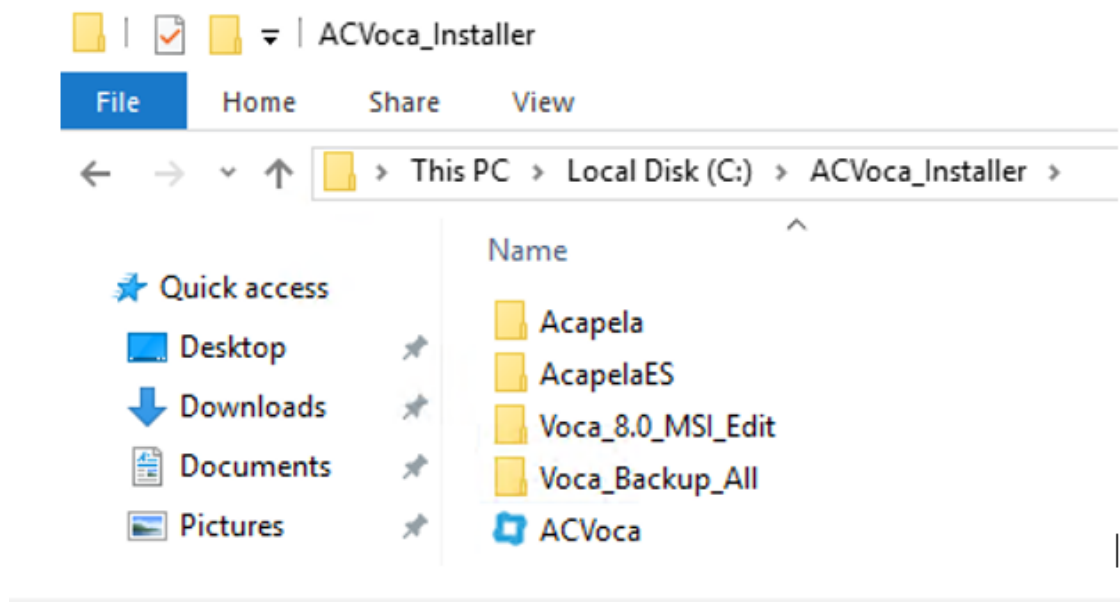


11. Click **OK** to close the Internal Properties window.
12. Close the **Network Connections** window.

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.

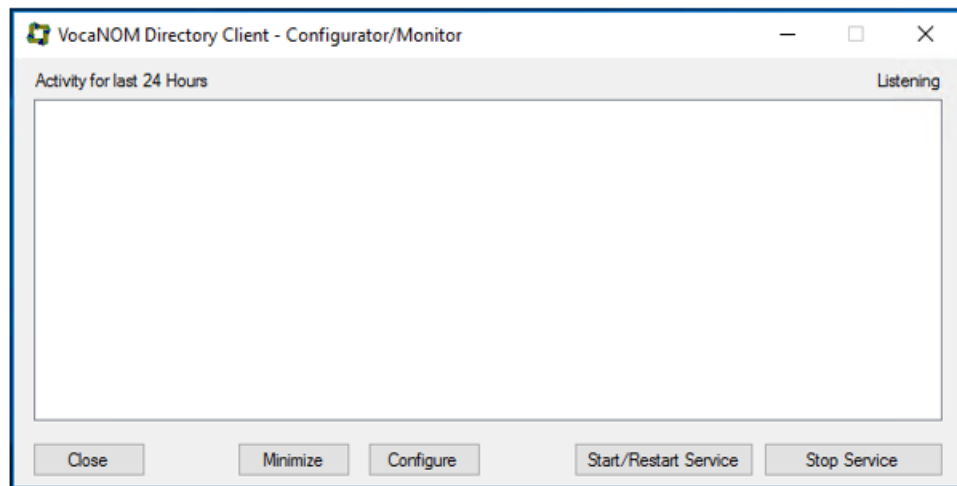
➤ **To run pre-installation in case of upgrade:**

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

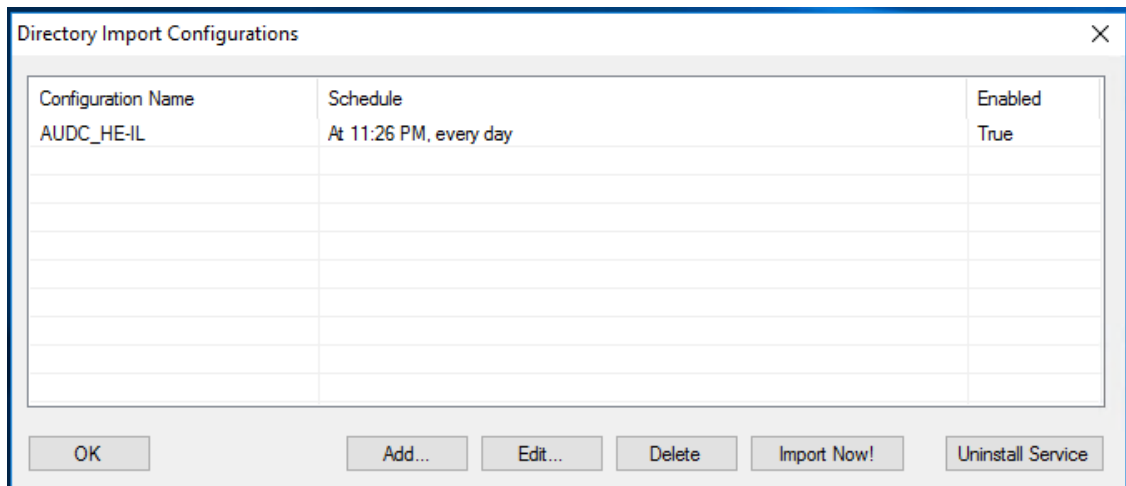
These and other important Voca directories will be backed up during the upgrade or during the daily scheduler backup procedure.

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**.



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



- 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:
- Backup CSV synchronization files located under **C:\NSC\LDAP\Import_CSV_to_Cloud**
 - 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.



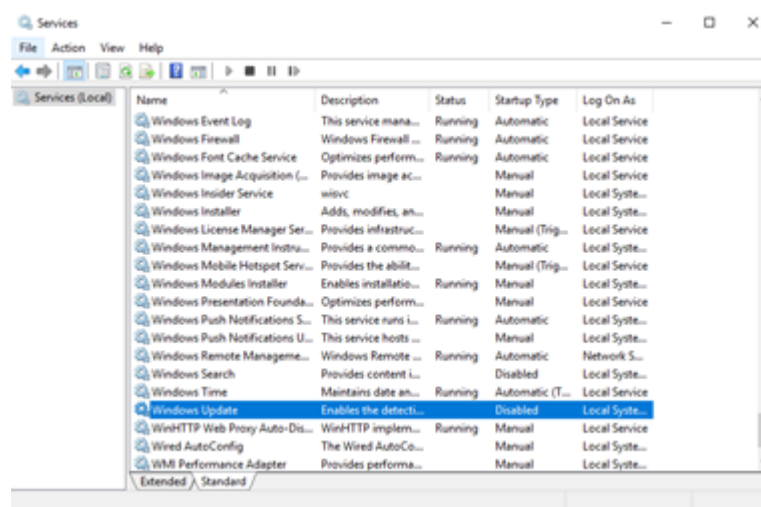
Backup the CTIC (Media Gateway) license before you run the upgrade procedure. The license can be found in **C:\Program Files (x86)\Enghouse Interactive\CTI Connect\Licenses**.

See [Installing Enghouse CTIC \(Media Gateway\) application in Enghouse CTIC directory](#).

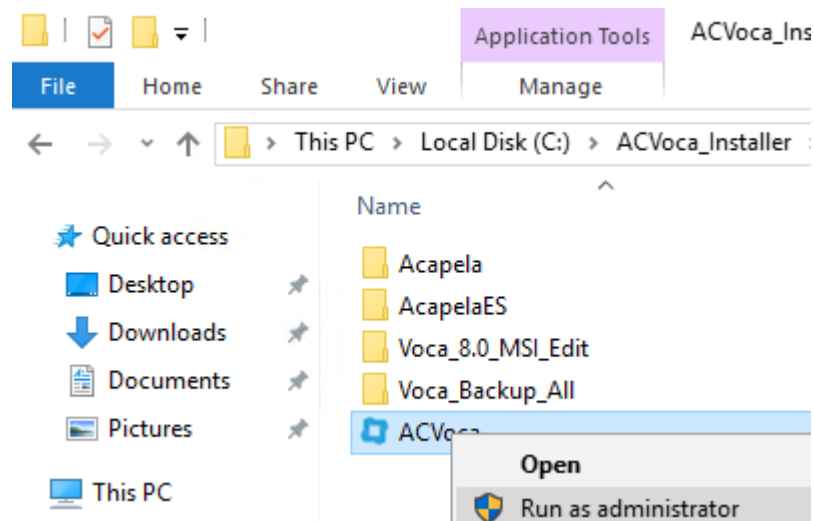
6. Restart the server.

➤ **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.



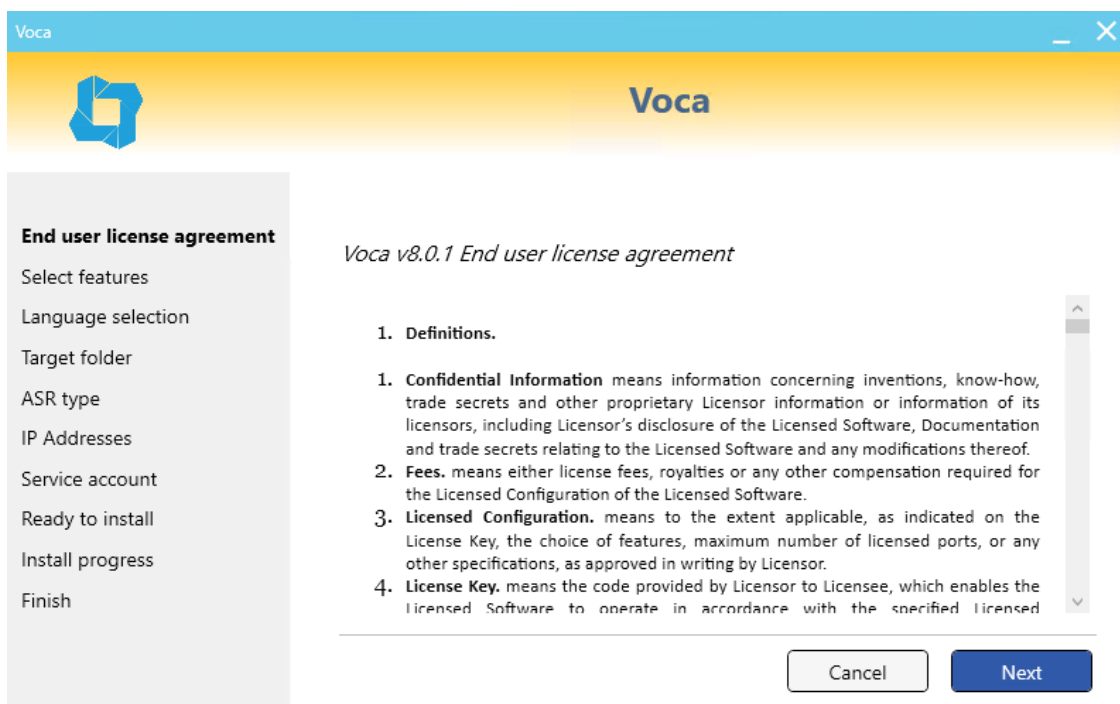
2. Right-click the ACVoca installation file, and then select **Run as Administrator**.



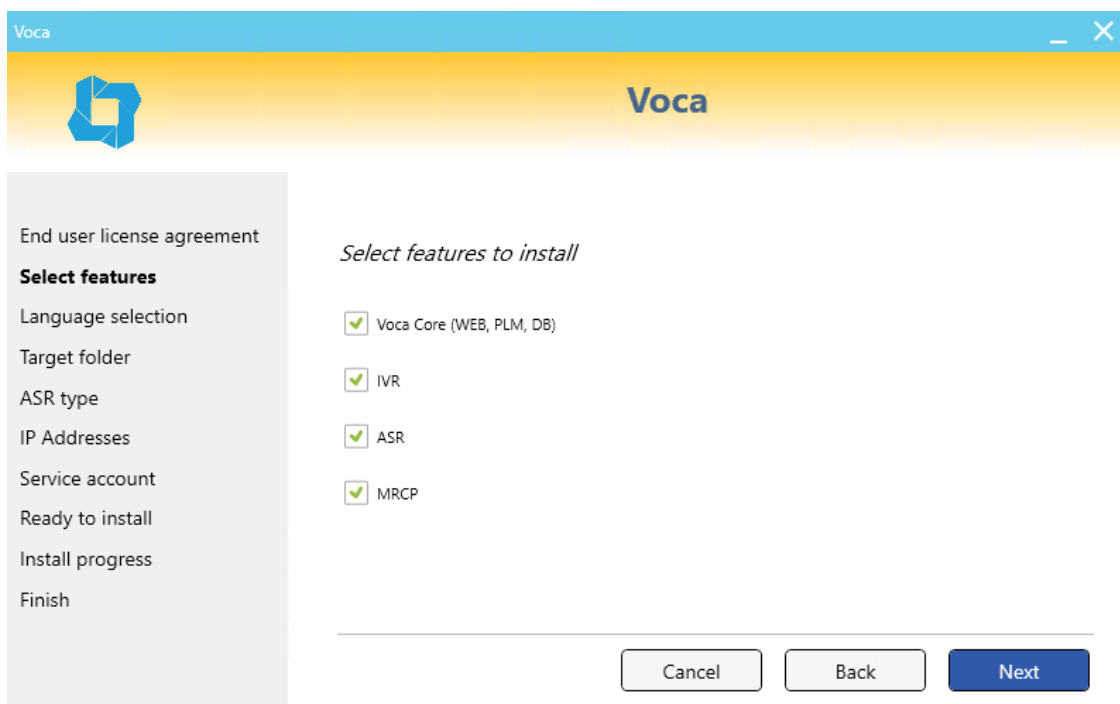
3. After launching the installer, the installer UI appears. You need to configure the installation process.



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



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



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



The Spanish dialect is supported in GMM mode only.

Voca

Voca

End user license agreement

Select features

Language selection

Target folder

ASR type

IP Addresses

Service account

Ready to install

Install progress

Finish

Select languages to install

☒ Hebrew

☒ English

☒ German

☒ Spanish

Cancel Back Next

- 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

Voca

End user license agreement

Select features

Language selection

Target folder

ASR type

IP Addresses

Service account

Ready to install

Install progress

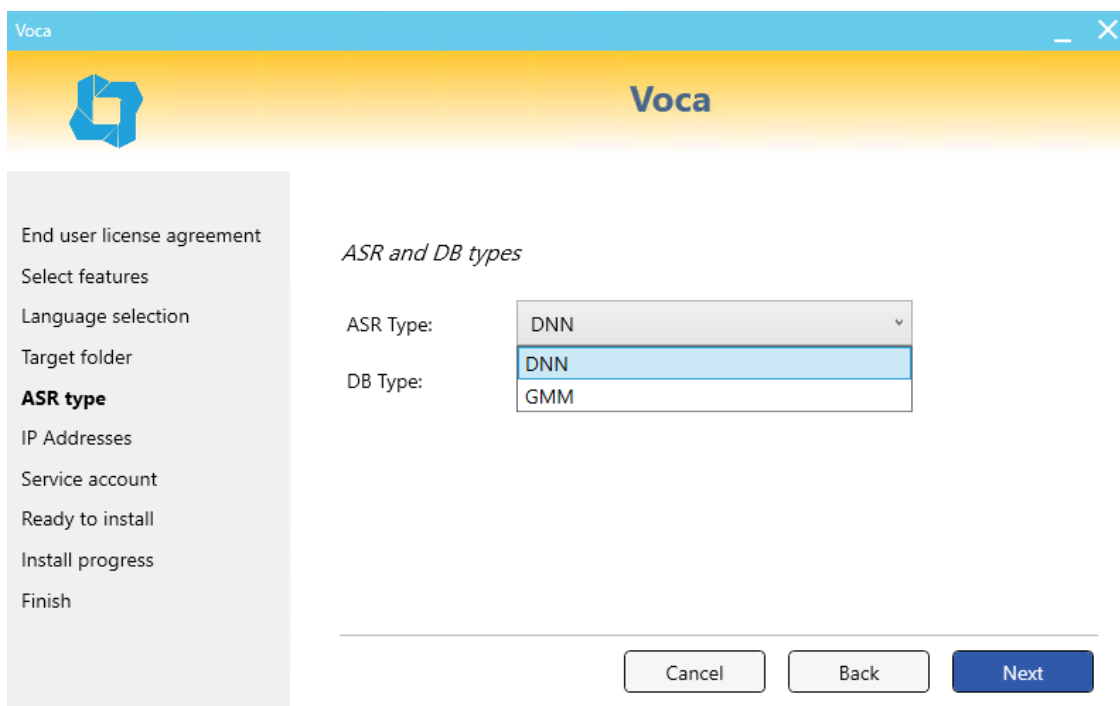
Finish

Voca AudioLogs folder

AudioLogs Folder: D:\AudioLogs\

Cancel Back Next

- 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**.

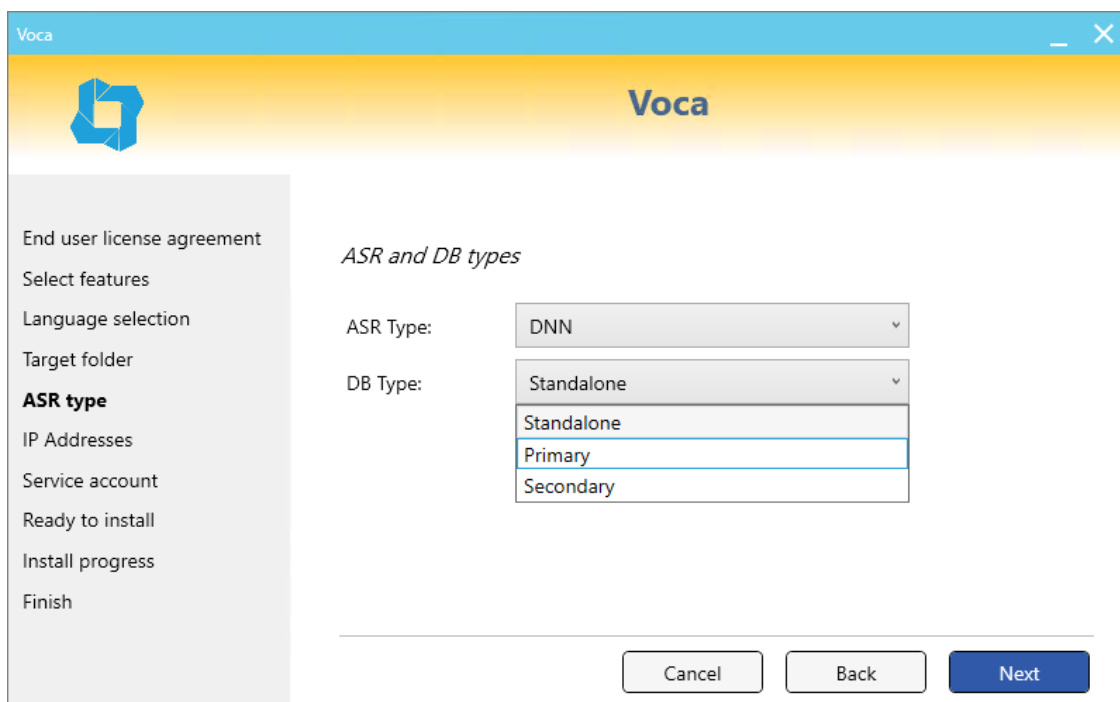


The screenshot shows the Voca installation wizard window. The title bar is blue with the Voca logo and the word 'Voca'. The main header is yellow with the Voca logo and the word 'Voca'. The left sidebar contains a list of steps: End user license agreement, Select features, Language selection, Target folder, **ASR type**, IP Addresses, Service account, Ready to install, Install progress, and Finish. The main area is titled 'ASR and DB types' and contains two dropdown menus: 'ASR Type' with 'DNN' selected, and 'DB Type' with 'DNN' selected. At the bottom right are three buttons: 'Cancel', 'Back', and 'Next'.

9. If Web Core was selected for installation, you need to select the type of DB:

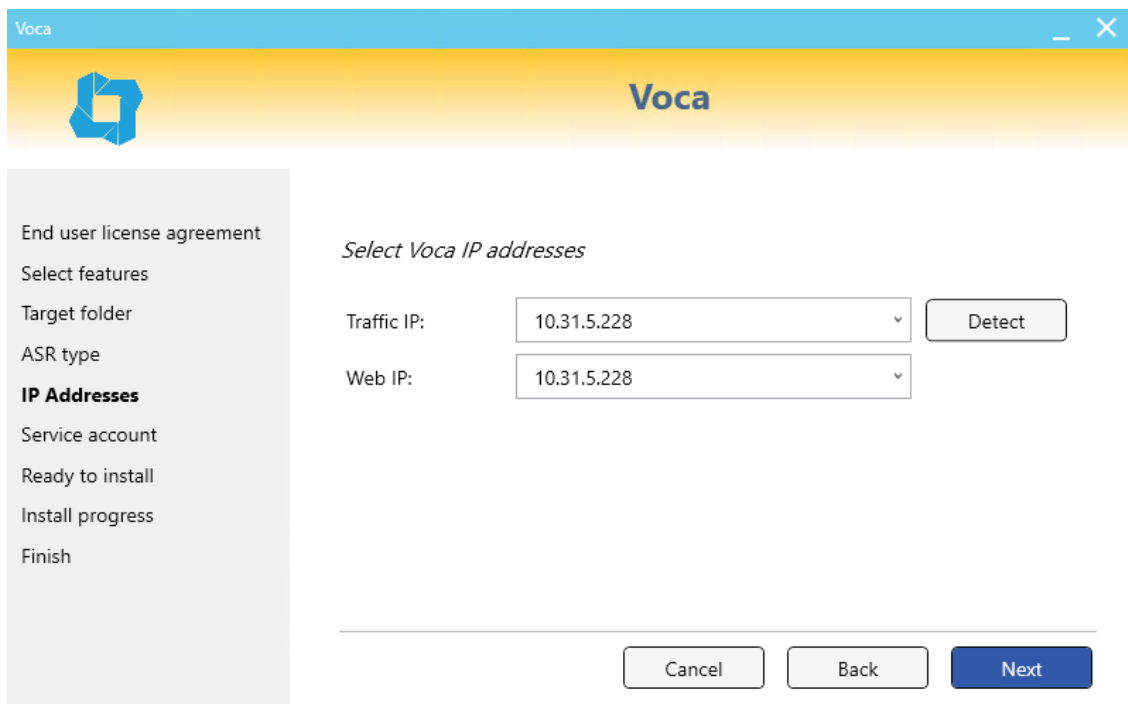
- Standalone
- Primary
- Secondary

10. Select **Primary** or **Secondary** if your installation is part of a High Availability setup.



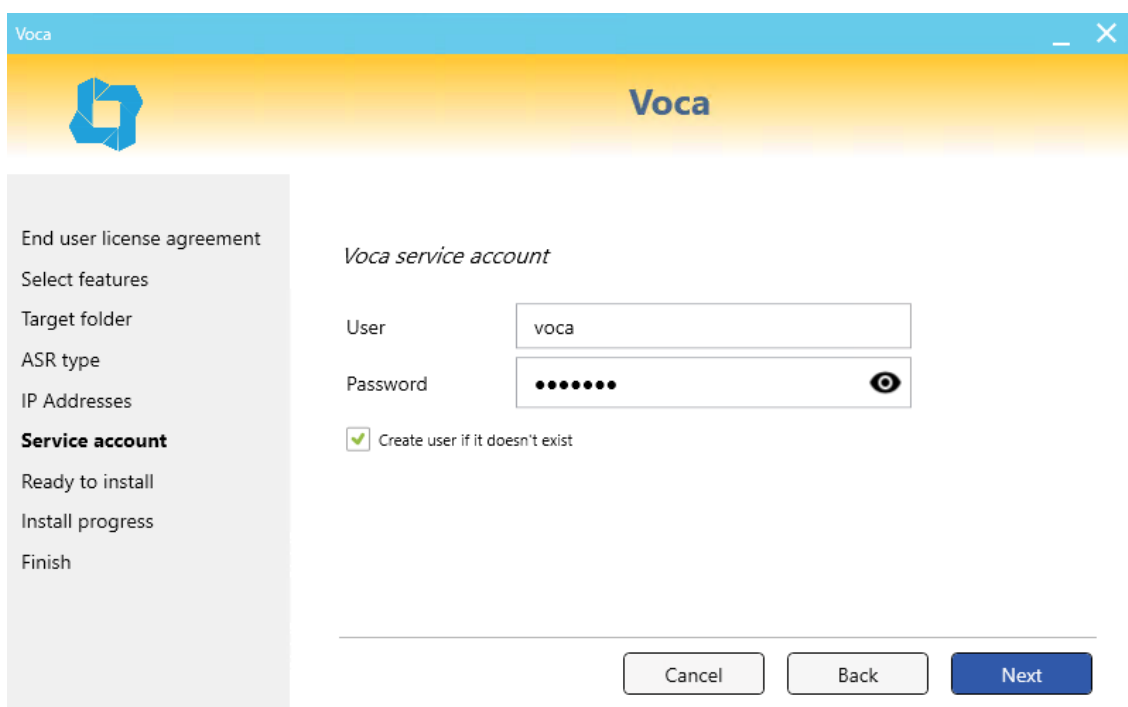
The screenshot shows the Voca installation wizard window. The title bar is blue with the Voca logo and the word 'Voca'. The main header is yellow with the Voca logo and the word 'Voca'. The left sidebar contains a list of steps: End user license agreement, Select features, Language selection, Target folder, **ASR type**, IP Addresses, Service account, Ready to install, Install progress, and Finish. The main area is titled 'ASR and DB types' and contains two dropdown menus: 'ASR Type' with 'DNN' selected, and 'DB Type' with 'Primary' selected. At the bottom right are three buttons: 'Cancel', 'Back', and '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.



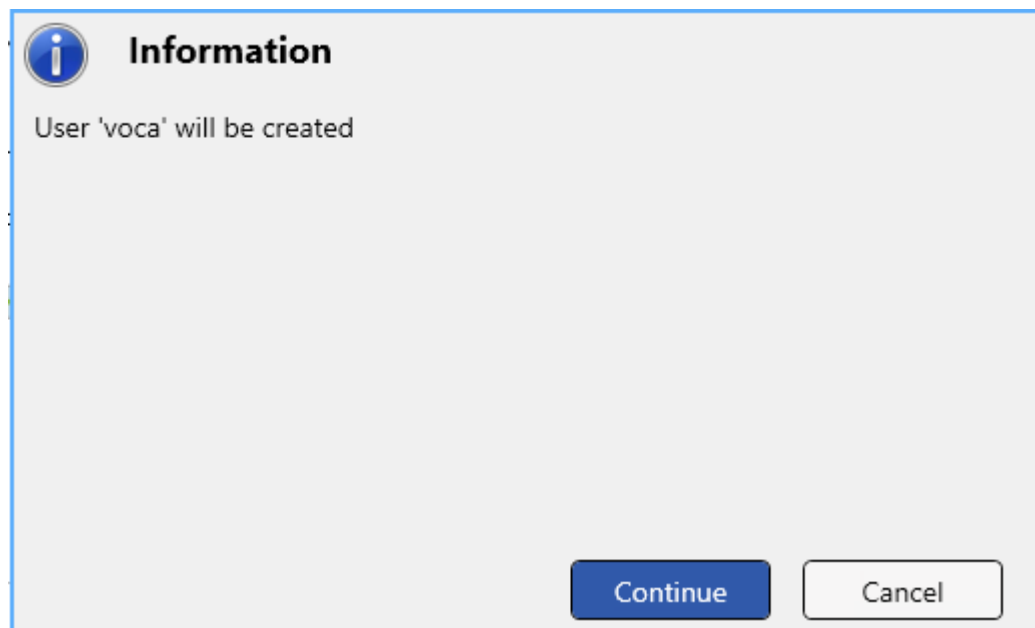
The screenshot shows the Voca installation window with a blue header and a yellow gradient bar. The left sidebar contains a list of steps: End user license agreement, Select features, Target folder, ASR type, **IP Addresses**, Service account, Ready to install, Install progress, and Finish. The main area is titled "Select Voca IP addresses" and contains two input fields: "Traffic IP:" and "Web IP:", both with the value "10.31.5.228". A "Detect" button is next to the Traffic IP field. At the bottom, there are "Cancel", "Back", and "Next" buttons.

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.

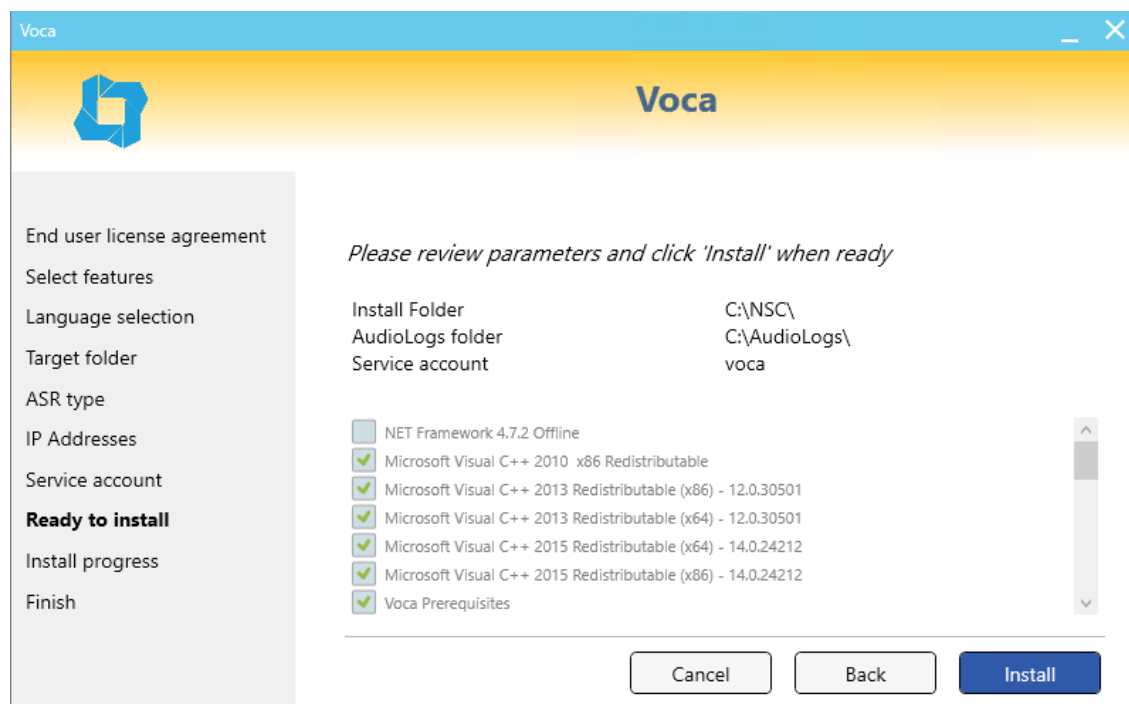


The screenshot shows the Voca installation window with the same layout as the previous one. The left sidebar now has "Service account" highlighted. The main area is titled "Voca service account" and contains two input fields: "User" with the value "voca" and "Password" with masked characters. A "Create user if it doesn't exist" checkbox is checked. At the bottom, there are "Cancel", "Back", and "Next" buttons.

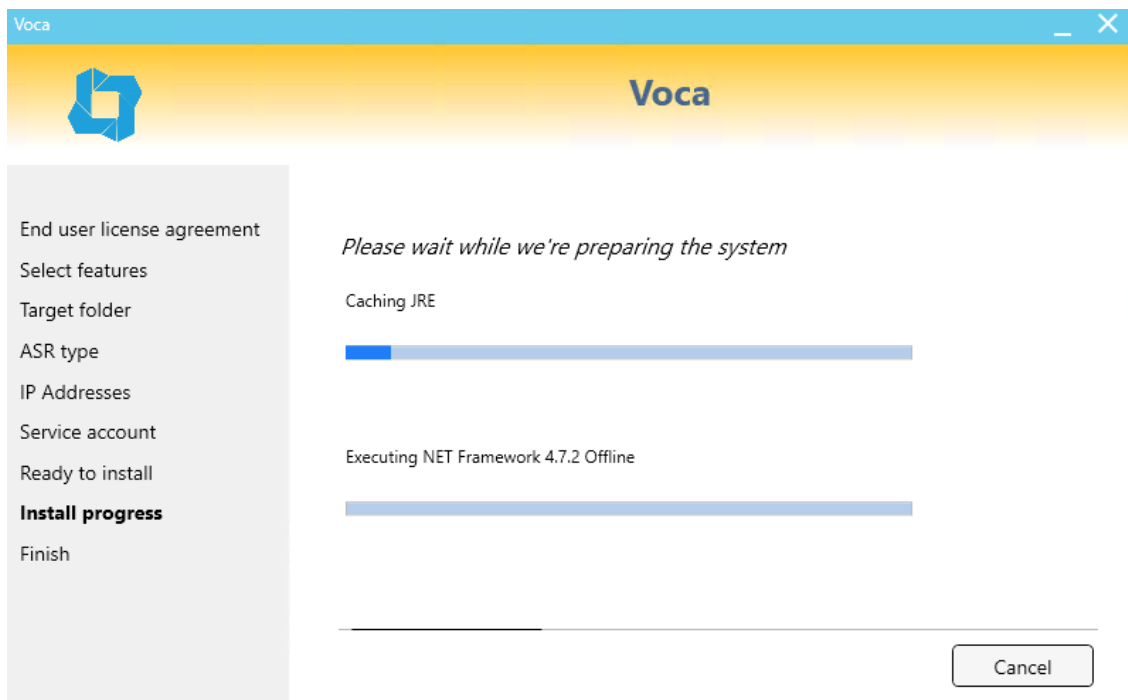
13. The Information page appears; click **Continue**.



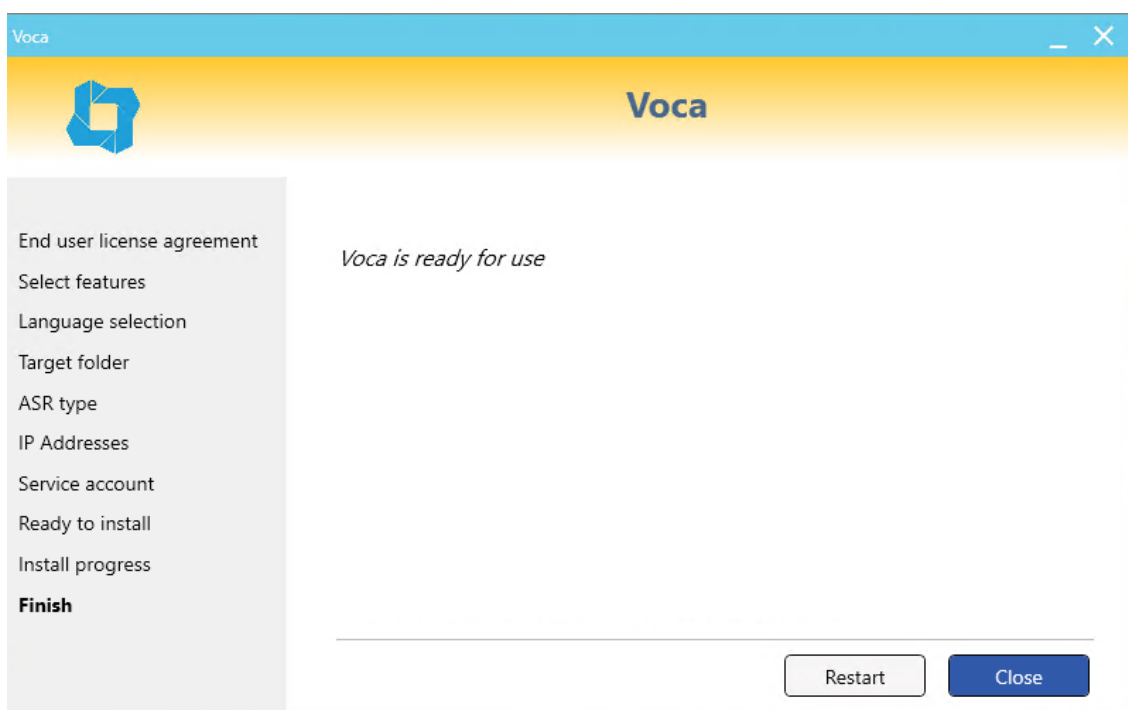
14. On the Ready to Install page, click **Install**. The installation process begins.



15. The installation progress bar appears.



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



17. Restart the server.



Changes will not take effect until you reboot the system.

Running Post-Installation

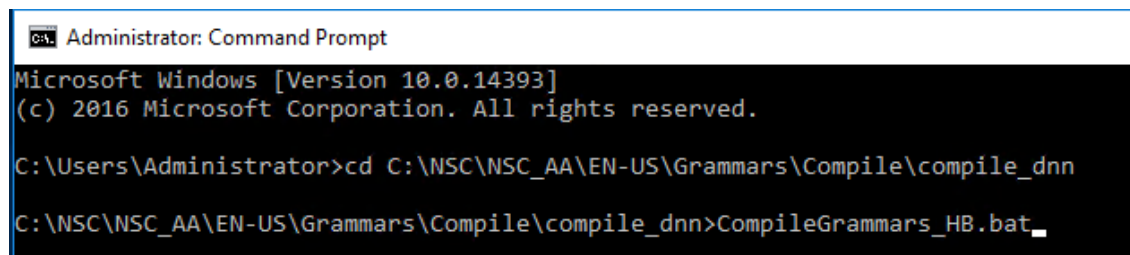
The procedure below describes how to run the post-installation procedure when performing an upgrade.

➤ **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:

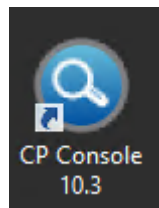
- Version 8.0.0
- Version 8.0.1

5 Configuring Enghouse Interactive Communication Portal (CP)

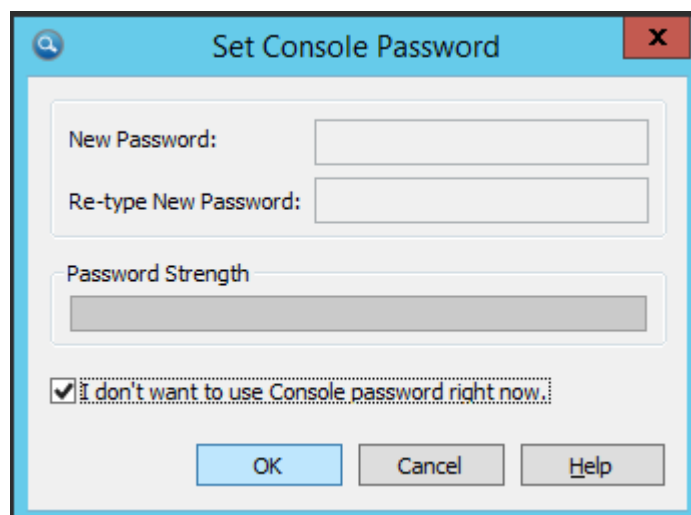
Enghouse Interactive (CP) is a third-party application responsible for SIP connectivity between a customer's PBX and the Voca speech recognition agent.

➤ **To configure Enghouse Interactive's CP:**

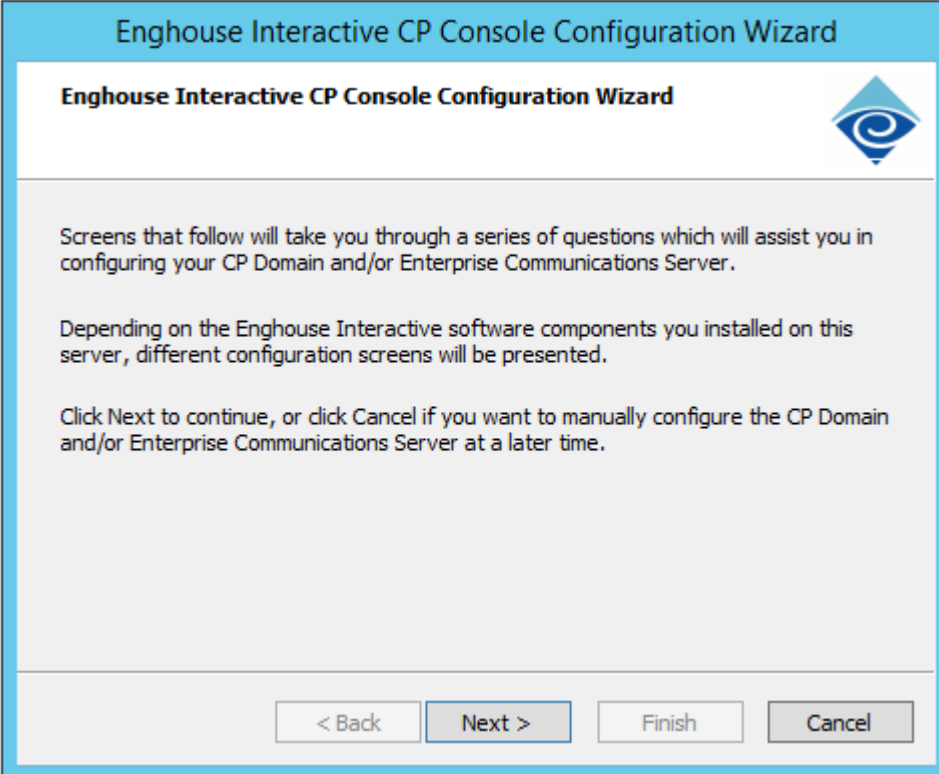
1. Launch the CP Console 10.3.



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



3. When the configuration wizard starts, click **Next**.



Enghouse Interactive CP Console Configuration Wizard

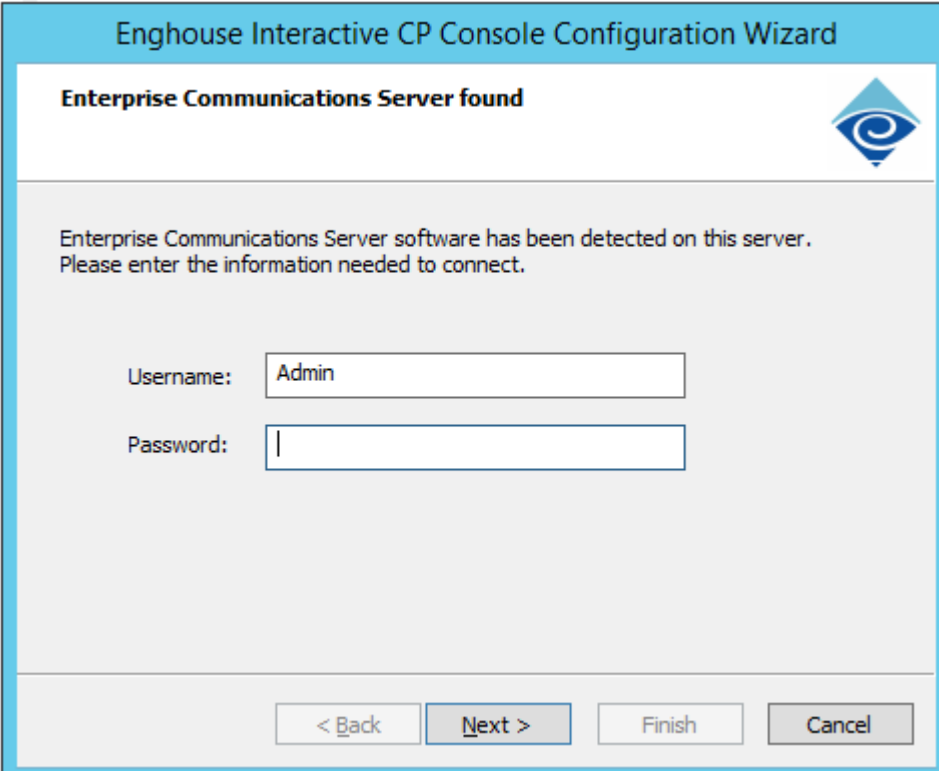
Screens that follow will take you through a series of questions which will assist you in configuring your CP Domain and/or Enterprise Communications Server.

Depending on the Enghouse Interactive software components you installed on this server, different configuration screens will be presented.

Click Next to continue, or click Cancel if you want to manually configure the CP Domain and/or Enterprise Communications Server at a later time.

< Back **Next >** Finish Cancel

4. When prompted, enter the password **AC123456**.



Enghouse Interactive CP Console Configuration Wizard

Enterprise Communications Server found

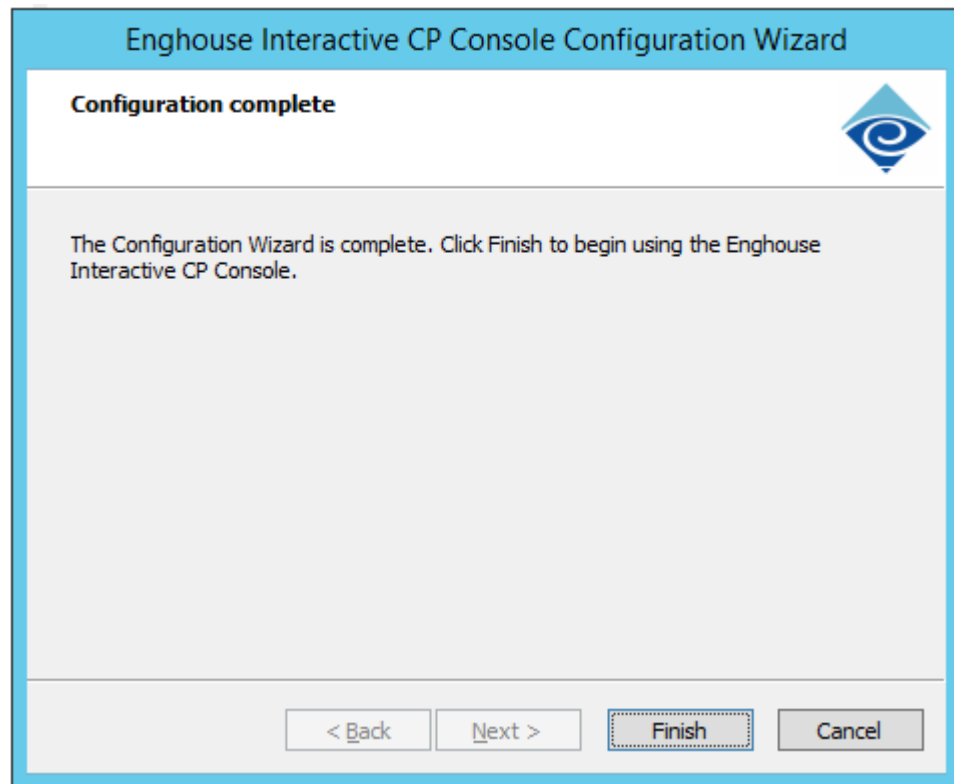
Enterprise Communications Server software has been detected on this server. Please enter the information needed to connect.

Username:

Password:

< Back **Next >** Finish Cancel

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



6 Installing the Voca License

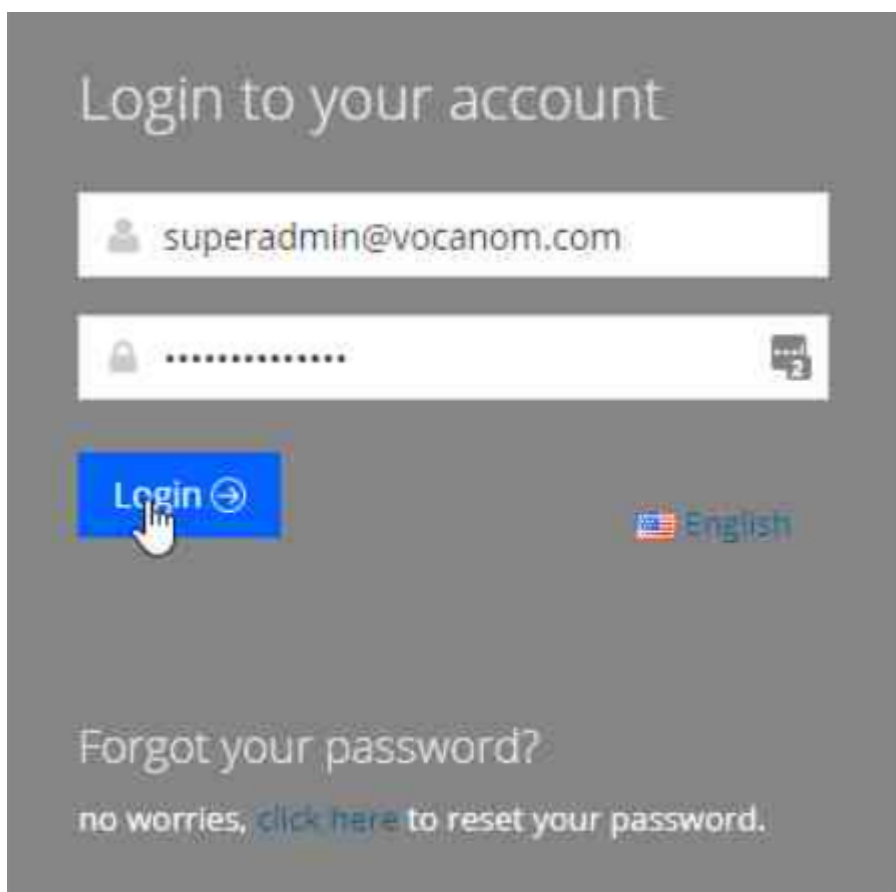
AudioCodes provides a license to use Voca. You can obtain a "finger print" file from the server that you want to install Voca on. This file is sent to AudioCodes so that a license file can be created and sent back to the customer.



- 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.

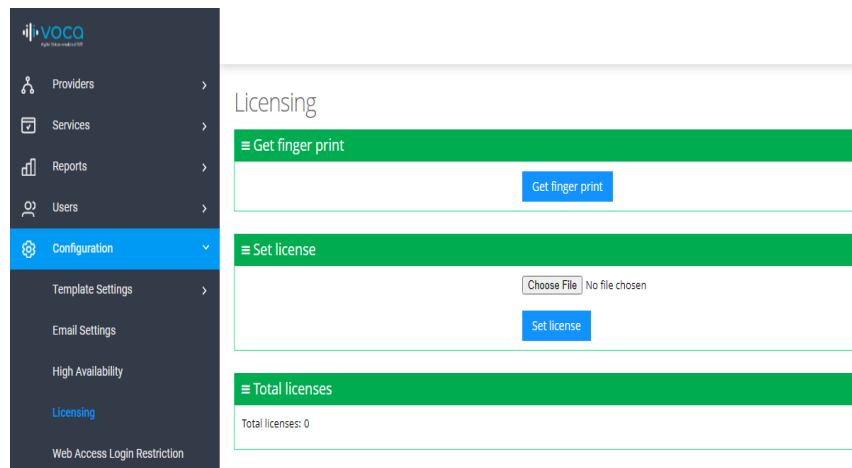
➤ **To install the Voca License:**

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.



The default Administrator credentials should be modified after installation.

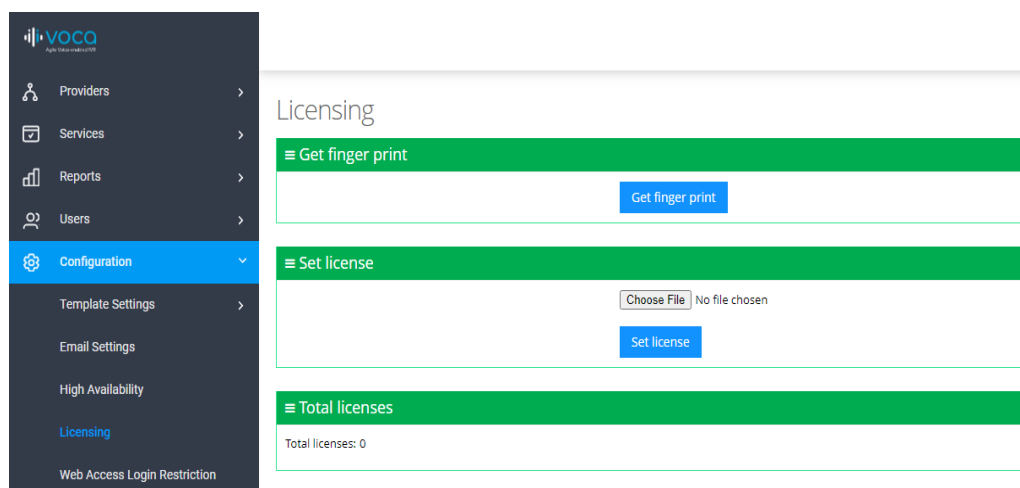
- On the Licensing page (**Configuration > Licensing**), click **Get finger print**. A finger print file is created on your server.



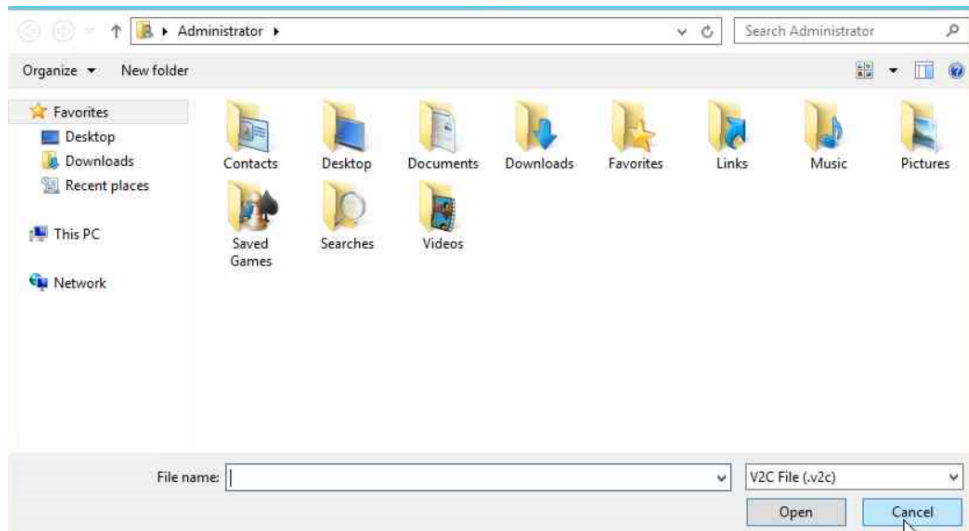
This is a sample finger print file:

```
<?xml version="1.0" encoding="UTF-8" ?>
<hasp_info>
  <host_fingerprint type="SL-AdminMode" crc="3221380611">
MXhJSQFcT56GhQoANLk9xg1ZSSoakVMDiHoBmr2ABIUbckJmYANwKUqfIJVoG
7hBFIKSQCE2nY9aApcMhzQatAAGFuWbUB32TIkuwShGCARcBTwqhGEqAyIMqMB
jPBhIRdQoGtCRJoaA0BiFkaBgApcu1NYDAmAG+kwliU=</host_fingerprint
>
  <host_fingerprint type="SL-UserMode" vendorid="94011"
crc="1655718058">
MnhJSYGMDFU0IJUYDWCElcOgmKfxJpCSbWgMAIlpzmeGADUJR6O2DBIAN7J4W7
EqcMWQyFFGoABIKyAV5ubKfmjgCpgdQtANuKcUuRGUqBwIGYYNwKWaQwGvKpA1
OQEknSQAQi0IAwygAtbOEaB6NADGltYNAGCuRJ8M14AVB2QFAHpcEA==</host
_fingerprint>
</hasp_info>
|
```

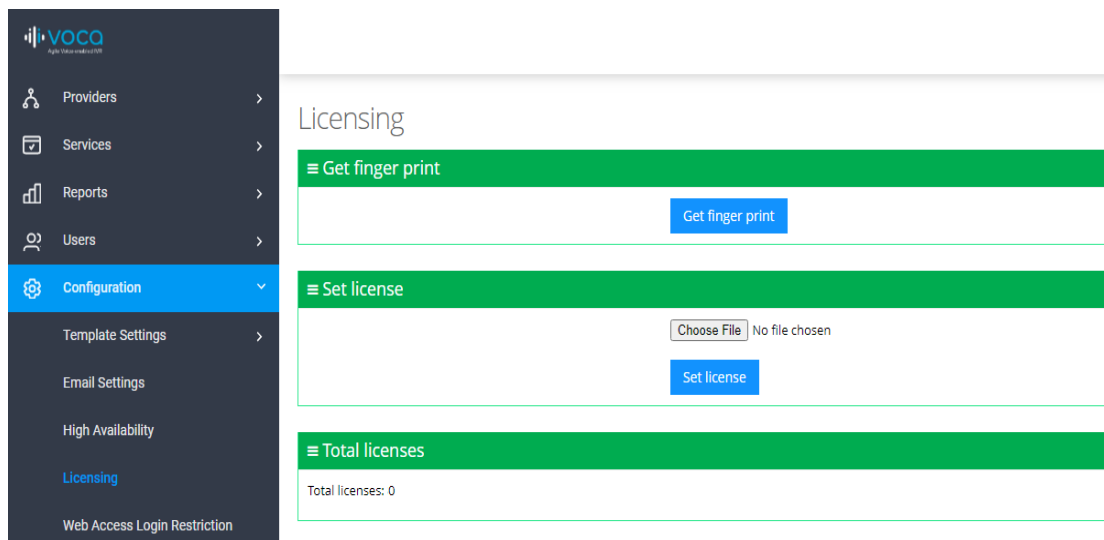
- Send the finger print file to AudioCodes.
- When you have received your License file from AudioCodes, copy it to your server.
- Click **Choose File** to select your license.



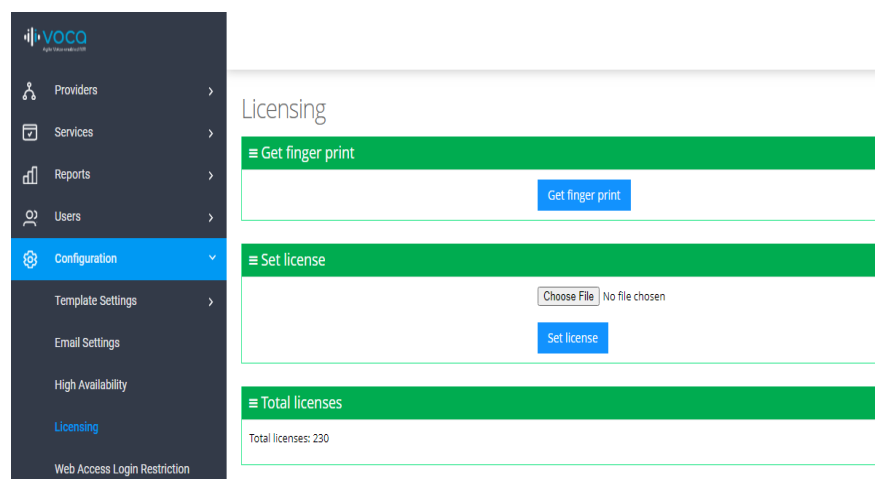
7. Select the license file name, and then click **Open**.



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



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



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

```
<?xml version="1.0" encoding="utf-8"?><hasp_info> <haspscope> <vendor id="94011"> <hasp id="182762873689409811"/>
</vendor> </haspscope> <v2c>YoIHRKCCBzuABH20YzKBggImr186Bgv++cAwteDkd0CYnYgqM4ABqIKP87D0BLVWoMIUzGvmdJ2Q
SxmXm9UgJTYA4x/1c1xRLxeC02UBHwC35BkRf9Y1ha9dvT5bZbQYj83JABY/BZ5gaDDRhiyWbFWLeM4hsdy
+EKGAauZuth0eumpzS04YyV7GcVMYsXHUY5j/YqH1EYXptnIsksfnFsE0IMI1BAvwyu4hwhve3jFT95dPUH3gXI+7r1QfQx0cNSY9HwZk4Jh8kQI9gUhorW
+YZkGQxat0Whn5/vf801I++snpZ3/Mss+hwfWeBaYaE13z2Xe9BcEVCrH8CeT2aJk+Y55QV1TMn/HLJjFZ10gmxbgm5R551c5
j6EYfBmI3gzIQXQpK9BE1F7dAhtkefChgWZR+IOSKsre0a2YbhMqW+npx0ycgmR07nFebEfmfb1
bMvr29Mx9YVus8LXFoK/fvdCXBE0wGghunNuIcsD3MY7weS9WZuxnBxIq7+on1R11n91YfCgKeK
imm1KpIyQaK8VtaeUHD4Amx/vJ7bekB5p2DpA/o3EVRTzLW1QG0B1FekPgG4p20Tw3QdUjaSZ71J6sPsAYnsWkmSu
+u6soPL05tfdPKQT2NAK8ACqaP5+prw4ZXQsebr+888rUDauggr9eAgWdn/r1
Tm14KQF1KIIs0K4hueoWn145hXcmzhuEfa0a7Mvpv14FQv3sbqRjRa35oUz0niB4Bd5PSMf1oIB
AIUBAYYDAW87pIIE/IAIAo1N3YRjCROBAQ5mggSVgAgC1U3dhGMJE6KBhIABAAf/gh0xeE1JAVyR
PnoaFCgA0sr3GDV1JKhqRUOIegGavYAEHrtwomZgA3Ap5p8g1WgbuEUEUpJAITadJ1oC1wyHNBq
0AAW5ZtQHd1MiS7BKEYICtwfPCqEYS0DIgyowGM8GGJF1Cga0JEmhoDQGIWROGAC1y7U1gMCYAb6TCWJa0CAvaAEIffPk1MnD5joqV9aZ
+YTqfU8ggLgmEvtD5KvE+vsLashEugW/K13t0ScY41/nwkdX1PydHMSPIoWCKzL/+5Hz5ahFQEGztVK2rN6ieCNzUQzBGs181fj+XNKoz8I4vFJ8NLZELZEH1I
7rhN3j1VZPne8Q4dIW8nu+yjBF6k2kHb4IuCsUgCAuIR2pYCY6fVG1DH1dZx5vKVALir7Xyn+swpxraus
+u41svcpqg26IDD2dEC2MRQ0k10xYFaQM0YR2SVqtnq1PxIwtc+SQnp1fwog8NocDwe3B5BuHjYtobFVNB2F0R24pcMiGE851Bd05uRd6RGc8LBE
+eyJ7o7PqQf1Z9jThuz805poUzSsG8tHm9joIMwoYYJ0dR587zaHsI3M1neeo159F1PMARUQNJgSKrZ+k00GHaEdGt2KylgJBTU/wIjDd
rqA9XZ1+ZuxHhKAVChTBQmUFLWqehLFME1iNN7methd1b/FawtjQhG2UmxQptg59CA2niNV0CKdDyl8nc
+py8/UsHf3md7DXQJtcn/fPOMEpfBqBwqrnJhPn9IcY0YHgg1gcUxr7ecoF6uqKYVaD3
tztznPq11sXAZUmGg1Hdj/hv16QUopF7K7EYfQCKMtzQ/xv8panjUVPshcR6gmNqj85aP99FZG1v
COFFKFPnuaA21PGkACMPws/gw1HSX1WFMcx6YTEhr0y216+LB2gb43c0/sY0wXwVRu1de5+2w4rfQzh7/+czHfr8v2h0xv+OQt1YTexyrr8ydhgFhW18zpM
+1eDyCHPvwcC1JfrcEYmfqYsC1HtRgpliygKXKXeaQFV/HceYOUbbnT16Z7dY5mkf1z6Mtg8XKEA5MG615GyUAZuXHve1/YJYneDPKGG5+FLC
588M7J1AeMz1BSX/ZPJL10qPwo2zu213ZOT8k3JiunZoiXW2yqMA5+G4JLgtBL0sc+0w+KcI+MF
queLGZDF0JBKX0WfpmPwAPFGowBBDJ1JHocBAYgBAIqCAQCsV7FMTqC5LmEGZMkdu6gsnNpCt6sRbNe8s6AtUTHgKrTCbtTLT0vMGvNsDmvo
+nMKOR/GJCD1MHTPm5IuxFSYor6MTYQ4dIW9JFBFh90471Q5p0JLRWFx+J/kxgmq5n17IKacwrgB/
VfMeb9t2z4YKgb7+ChBf0D8E2Ho0ZVX0pZfygMubodKpFd301b1BanZMw5sefAXUJu9t/AL2t6m
SBEO/FX2hAEpVGGBYADAW87oR5AAQSB0DpYw1tYXlGvGvzDGVyAKIDGAEa0XAA0AKBFkVU221u
ZSBHcmFtbWfYIFR1c3R1cgCjE1ABAYELQVNSIEVU221uZQChA4ABAA==</v2c></hasp_info>
```



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

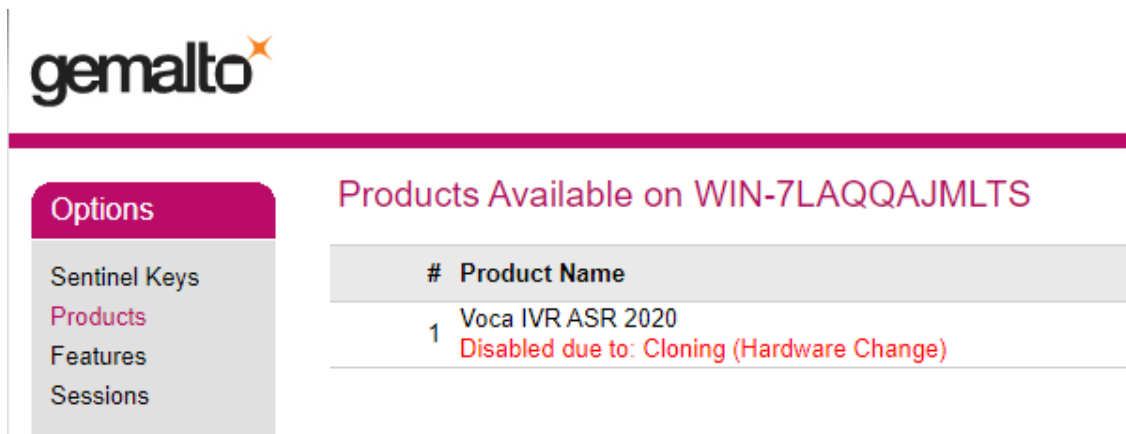
➤ To install the Voca License after upgrade:

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

#	Location	Vendor	Key ID
1	Local	94011 (94011)	499444128609102601

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:



1. Clean the cloned license by removing the old V2C file.
 - a. Stop Sentinel LDK License Manager service.
 - b. Open **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

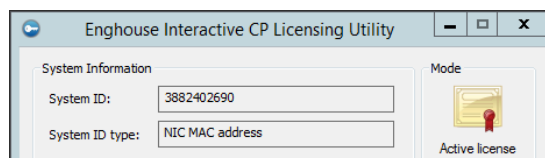
In addition to the previous section that explains how to install the Voca license, you must also install the Enghouse Interactive license and a relevant Text to Speech license. This section first describes how to install Enghouse Interactive licenses. Once you have completed this installation, you must 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 Envov License Utility application from *C:\Program Files (x86)\Enghouse Interactive\CP\CPLicensingUtility.exe*.
2. Verify your System ID number and send it to AudioCodes.



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.

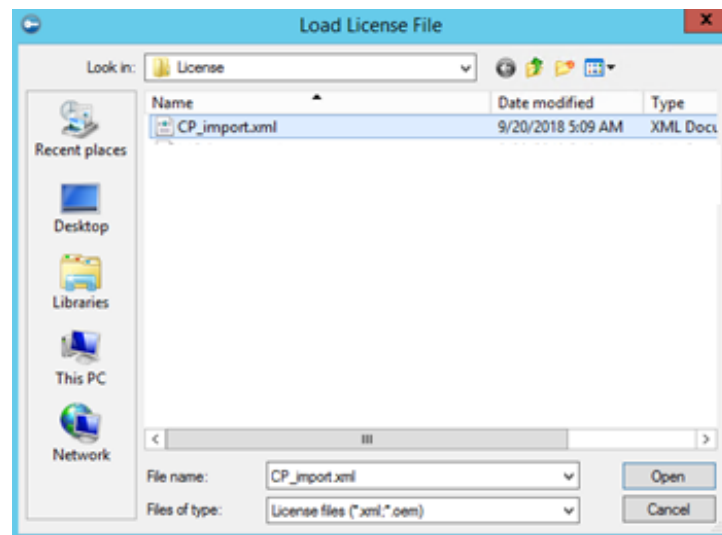
➤ **To install the Control Panel License:**

1. Copy the licenses to *C:\NSC\License*.
2. Run the Envov 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**.

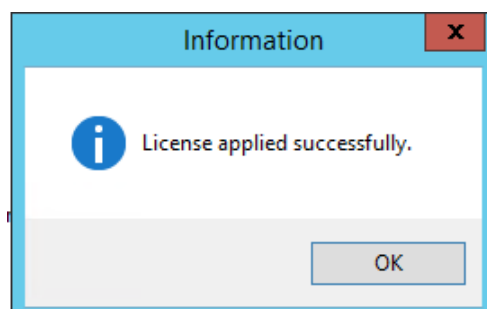
The screenshot shows the 'Enghouse Interactive CP Licensing Utility' window. It has several sections: 'System Information' with fields for 'System ID' (3882402690) and 'System ID type' (NIC MAC address); 'License data' with fields for 'System ID' (3882402690), 'License type' (Evaluation), 'Expiration date' (3/31/2019), 'User name' (AudioCodes), and 'Company name' (AudioCodes). There are red asterisks next to the 'User name' and 'Company name' fields, and a note '* Mandatory fields' below them. A 'Features' table is also present. On the right, there is a 'Mode' section with an 'Active license' icon and three buttons: 'Create request...', 'Load license...', and 'Apply license'.

Feature	Quantity
CP Engine Channels	
Hardware Channels	0
IP Channels	4
Station Channels	0
Software Channels	0

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



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.



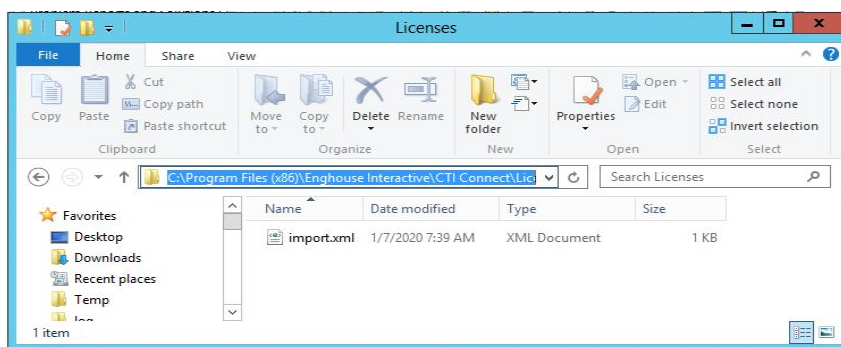
7. Click **OK**.

Installing CT Connect Media Gateway License

Once you have received your CT Connect Media Gateway license back from AudioCodes (see [Installing Enghouse Interactive License](#)), 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.

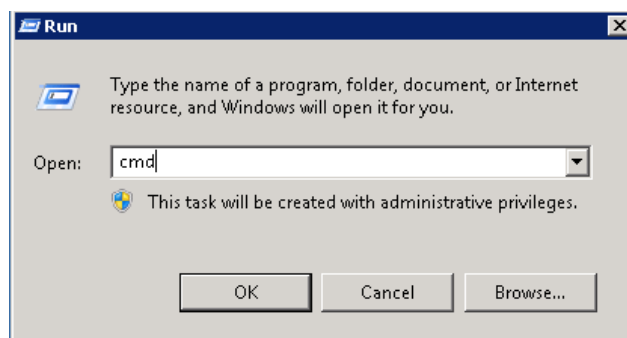
Acapela non-Hebrew Text to Speech



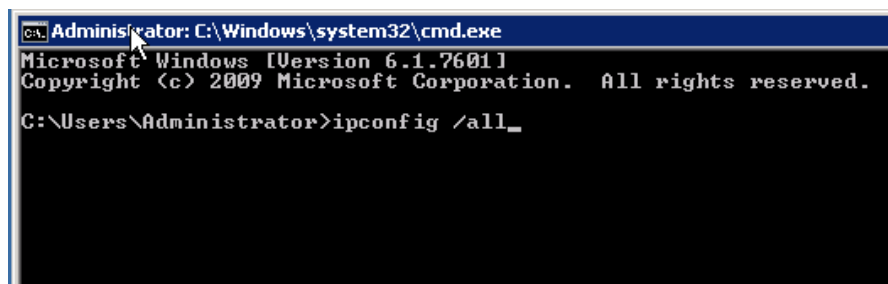
- This installation is only applicable for non-Hebrew text to speech.
- The license key is dependent on your server's MAC address.

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

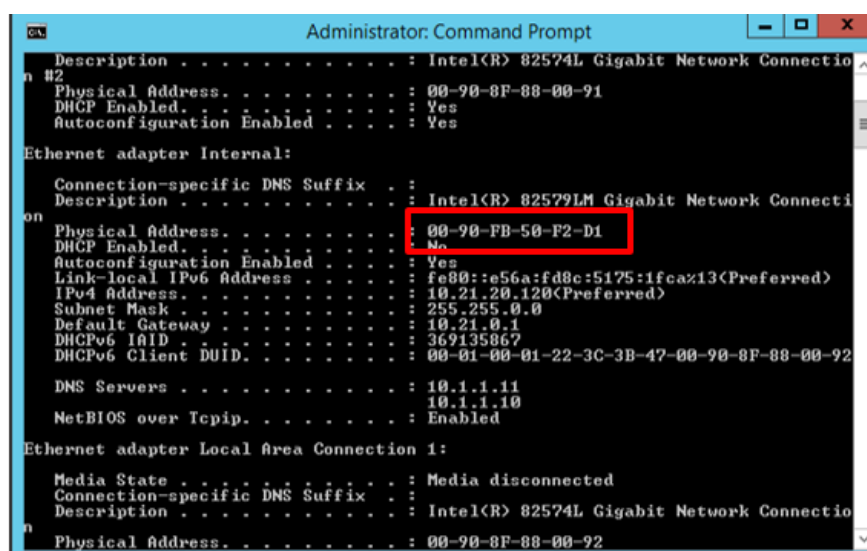
1. Verify the server MAC address.
 - a. Enter "cmd" in the Run dialog box, and then click **OK**.



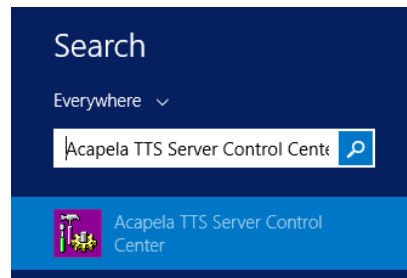
- b. Enter "ipconfig/all".



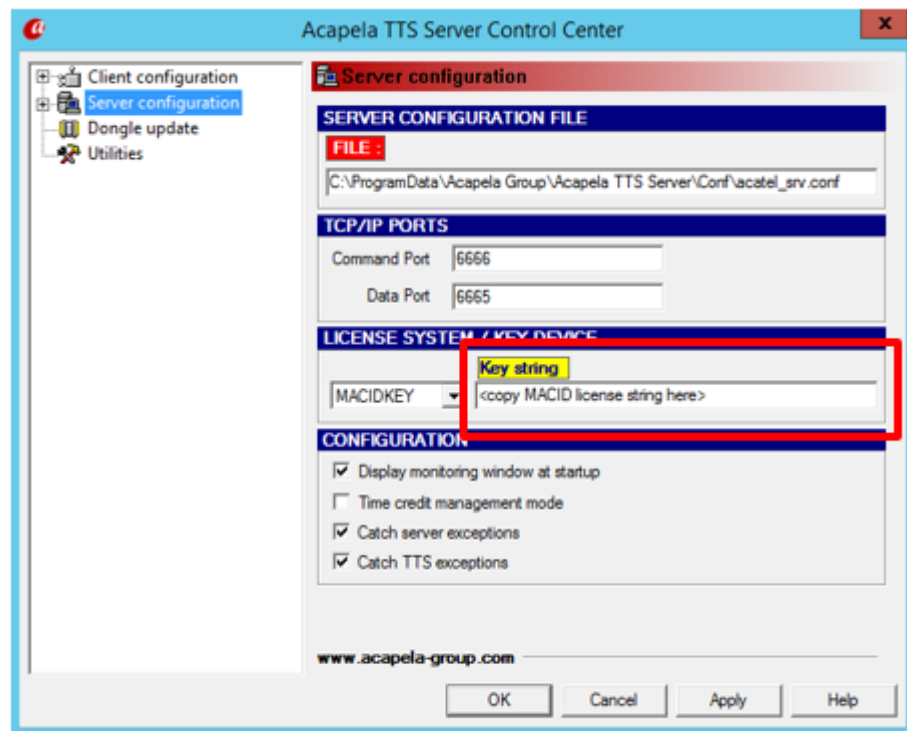
2. Find the **Intel(R) 82579LM Gigabit Network Adapter**, and then send the MAC address ("Physical Address") to AudioCodes.



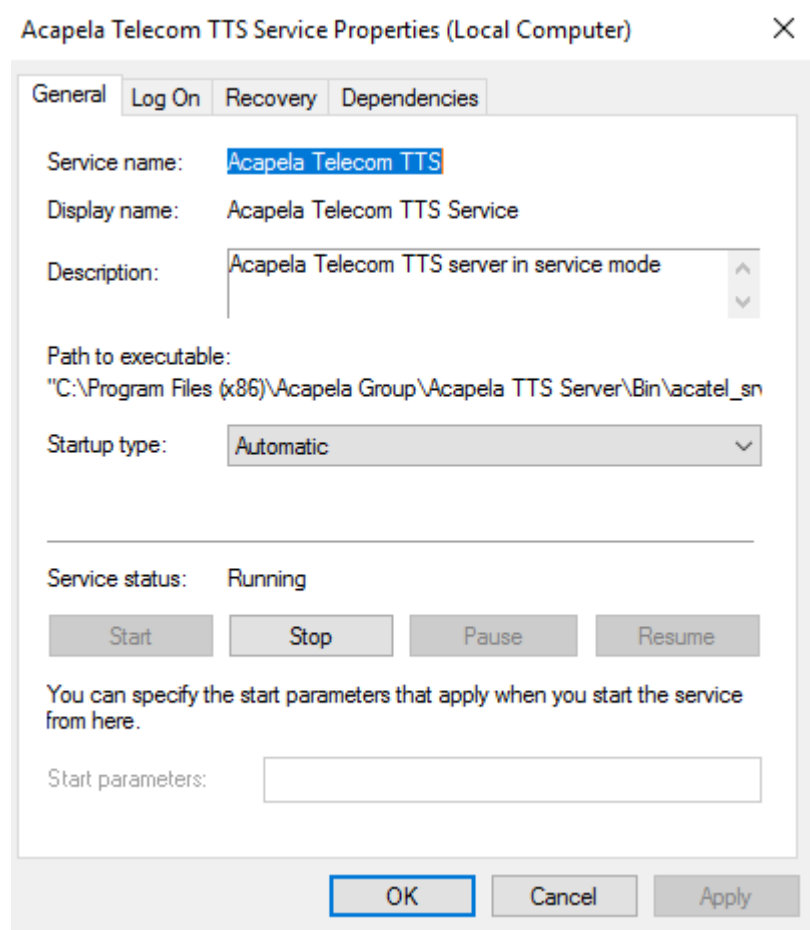
3. AudioCodes will send you the license key.
4. Open the Windows Start menu, and then in the 'Search' field, enter "Acapela TTS Server Control Center".
5. Select it in the Search results.



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



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**.



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

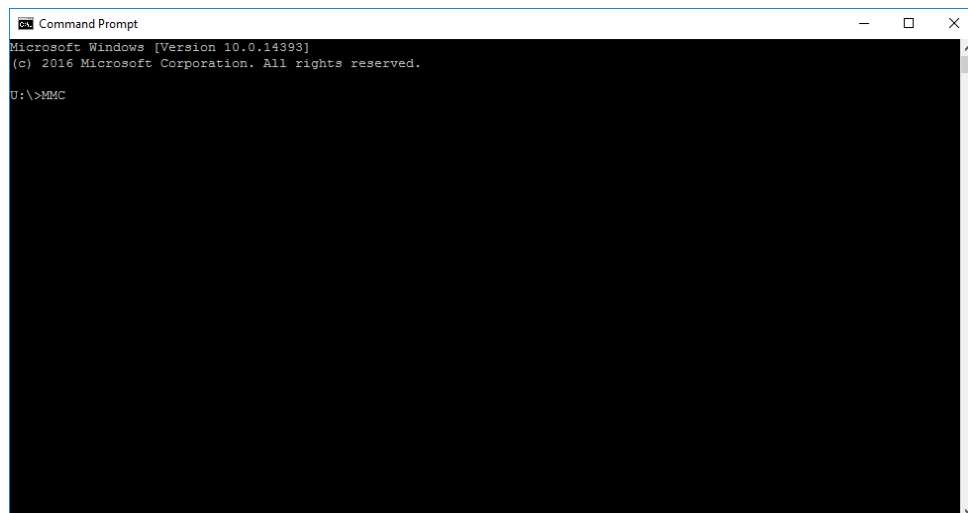
You can manage certificates in the MMC Snap-in.

➤ **To manage certificates in the MMC Snap-in:**

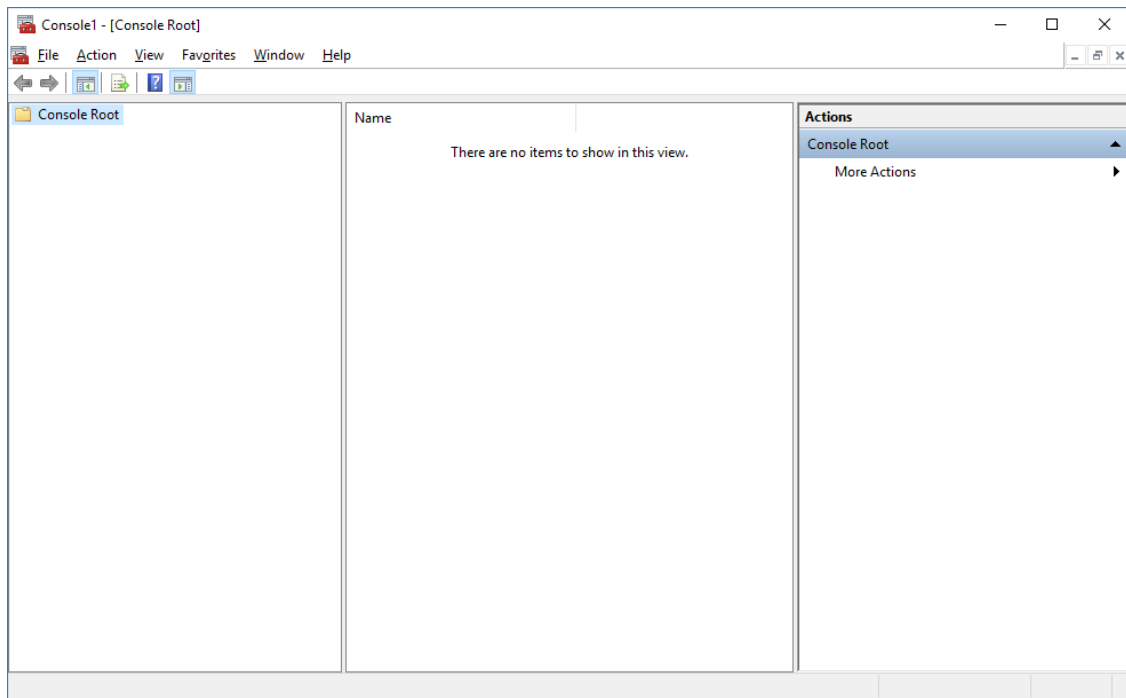
1. Open the Command Prompt window.
2. Enter **MMC** and then press ENTER.



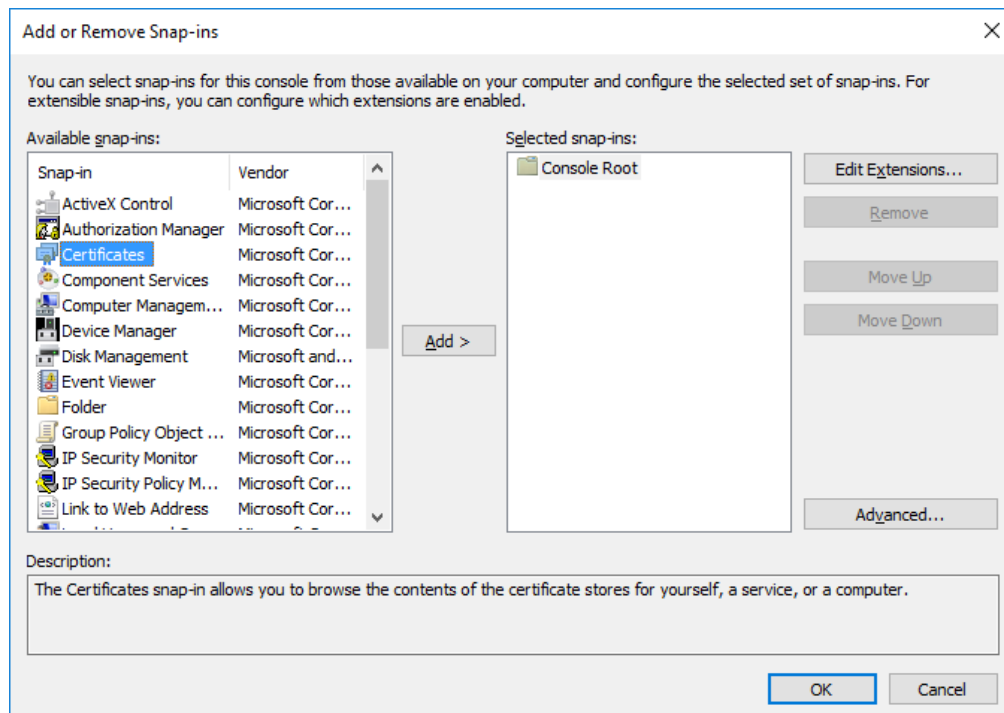
To view certificates in the local machine store, you must be set up as an Administrator.



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

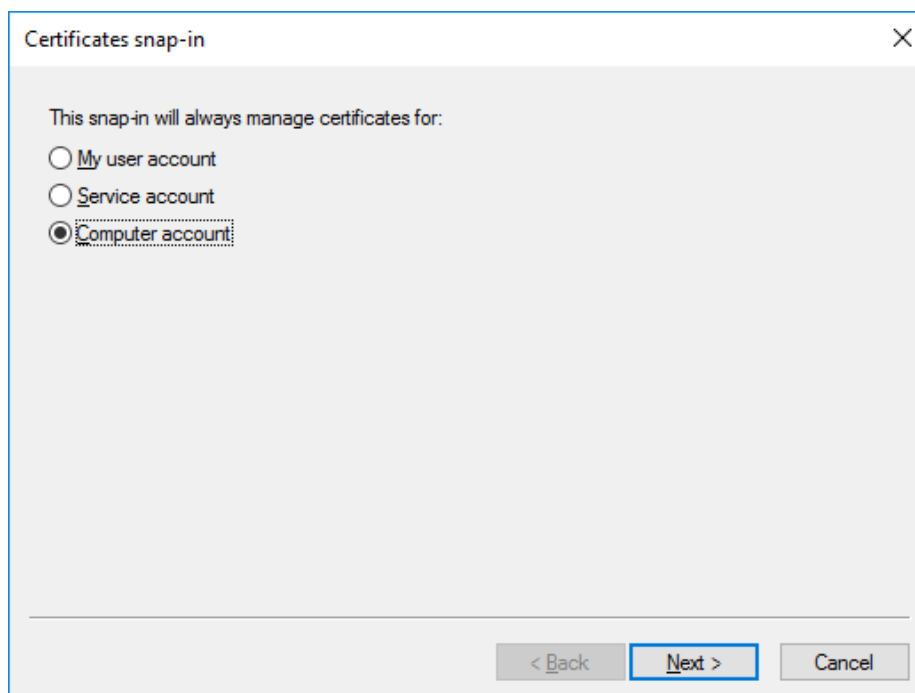


4. From the File menu, choose **Add/Remove Snap In**.
5. In the 'Available snap-ins', select **Certificates**.



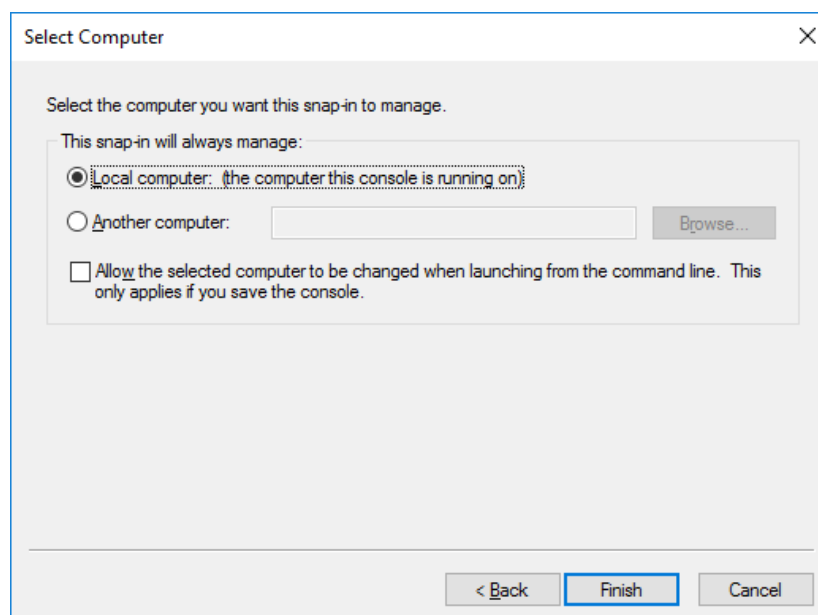
6. Click **Add >** to add snap-ins.

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



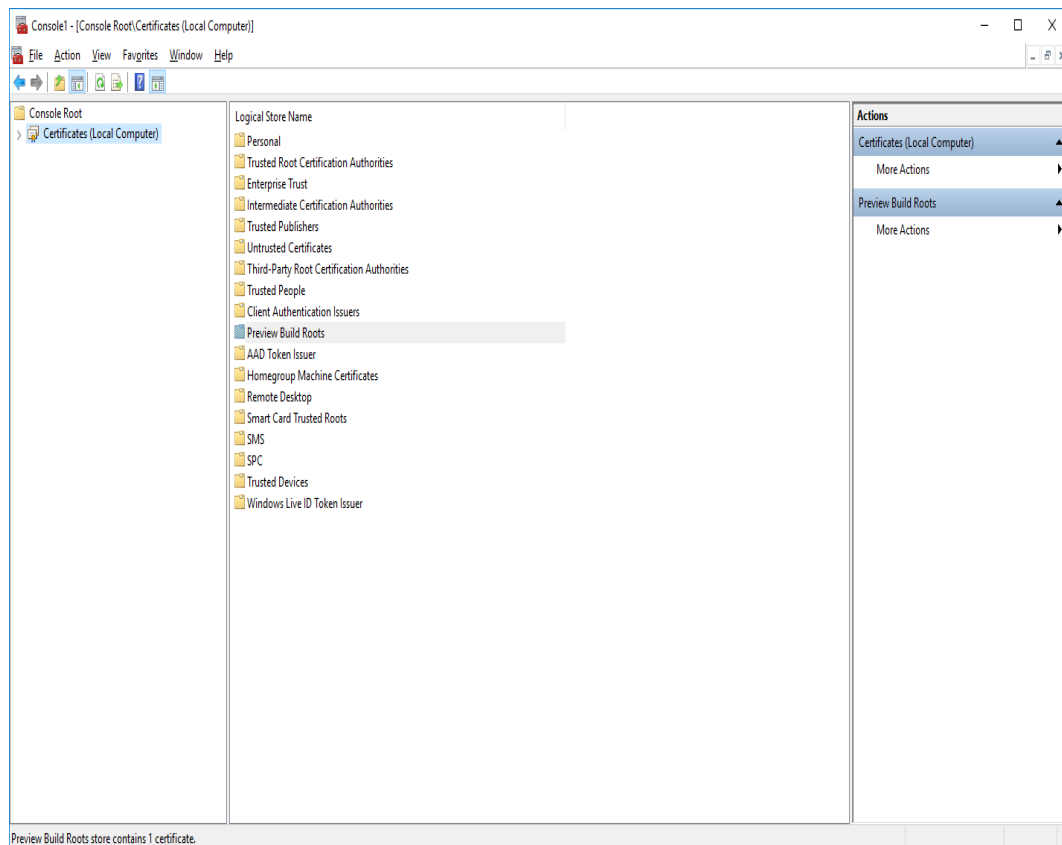
You can select either **My user account** or **Service account** options. If you are not an Administrator of the computer, you can manage certificates only for your user account.

8. Click the **Local computer** option.



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.



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

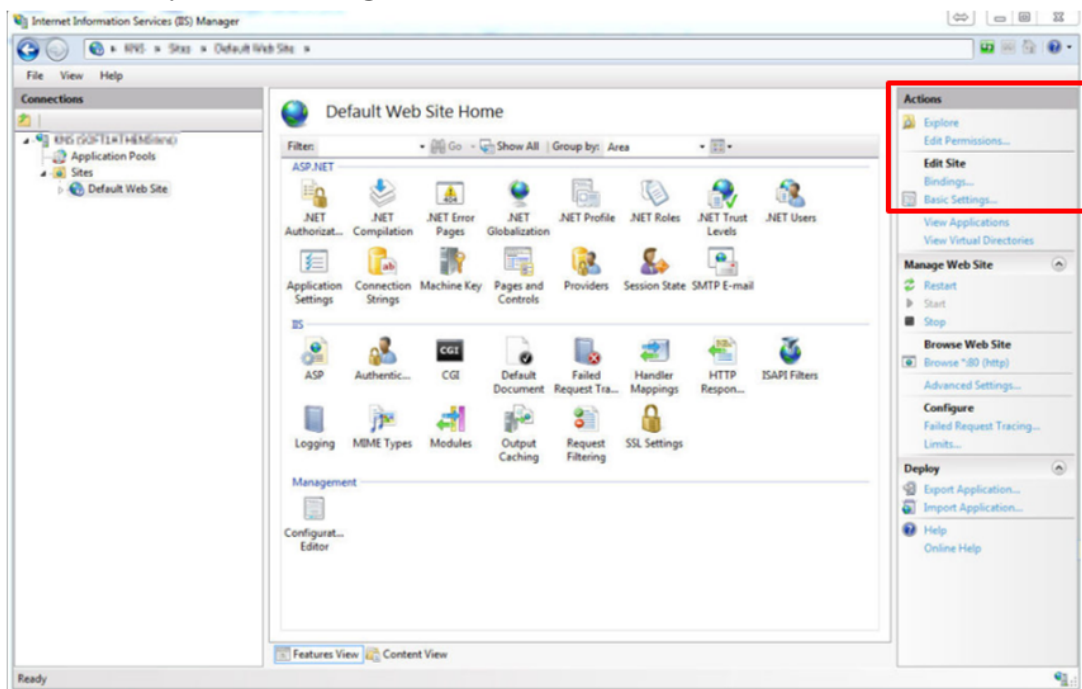
1. Navigate to **Console Root > Certificates (Local Computer) > Personal > Certificates**.
2. On right pane, select **All Tasks > Import**.
3. Follow the dialog to install the certificate.

Selecting a Certificate in IIS Manager

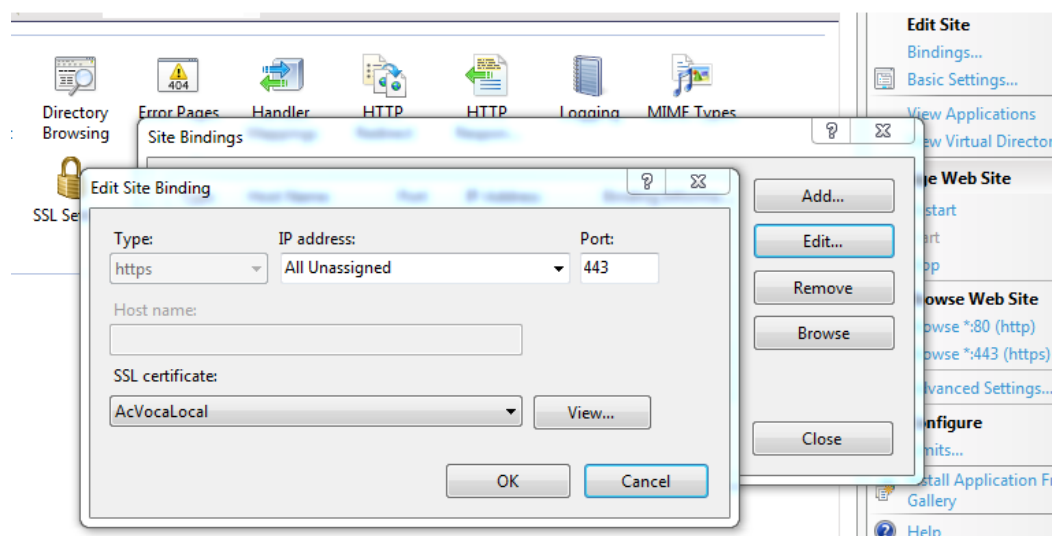
You can select a certificate in the Internet Information Services (IIS) Manager.

➤ To select a certificate in IIS Manager:

1. Open the IIS Manager.



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



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

10 Enabling .NET Framework 3.5 on Windows

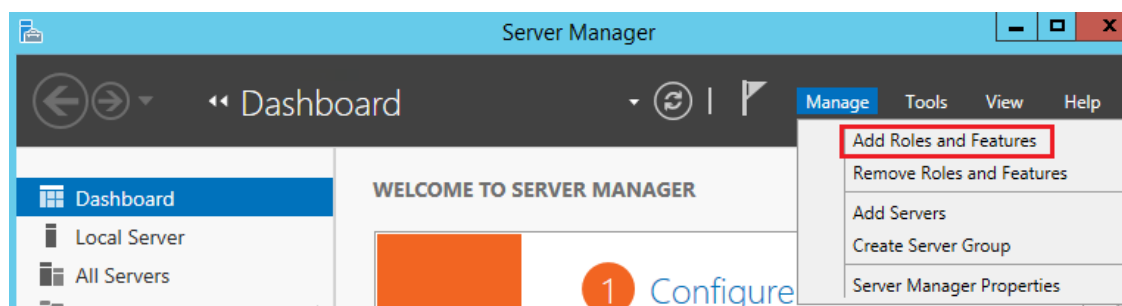
You can use Server Manager to enable .NET Framework 3.5. For more information, see Microsoft's guidelines [here](#).

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

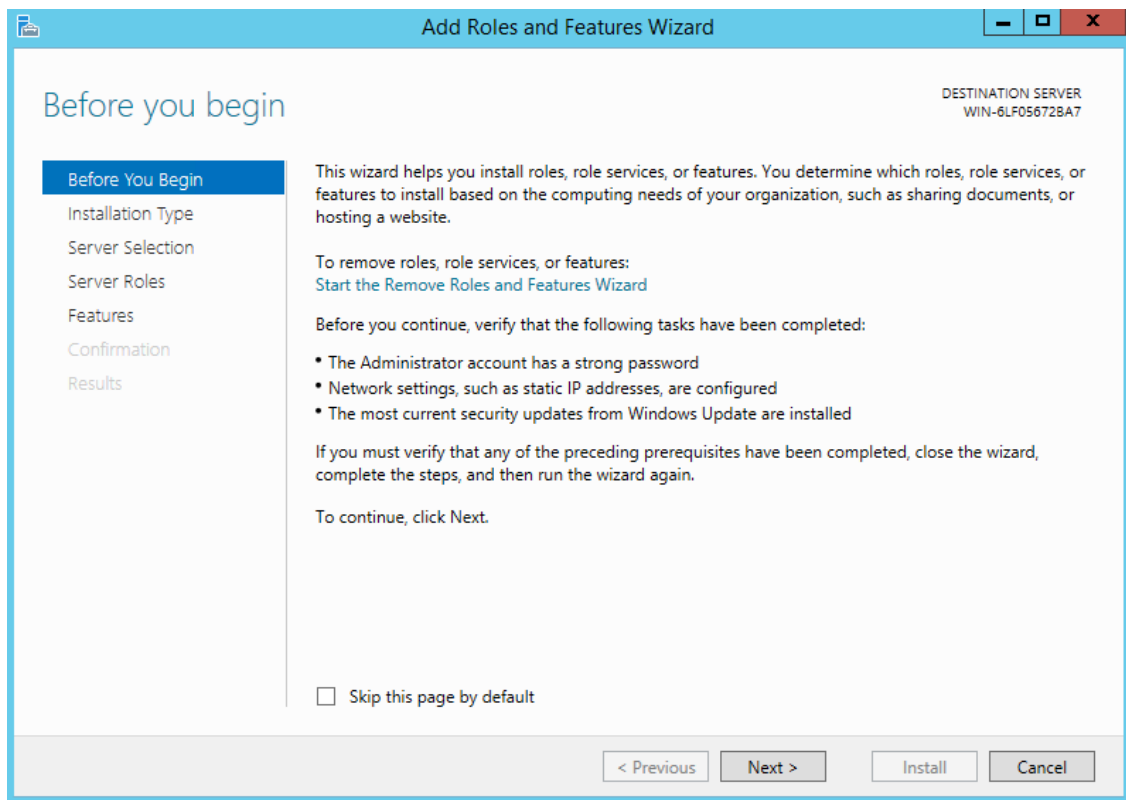
- Windows Server 2016
- Administrator user rights. The current user must be a member of the local Administrators group to add or remove Windows features.
- Target computers might need network access and rights to use either alternate sources or an Internet connection to use Windows Update.
- Installation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

➤ **To enable .NET Framework 3.5 on a Windows System:**

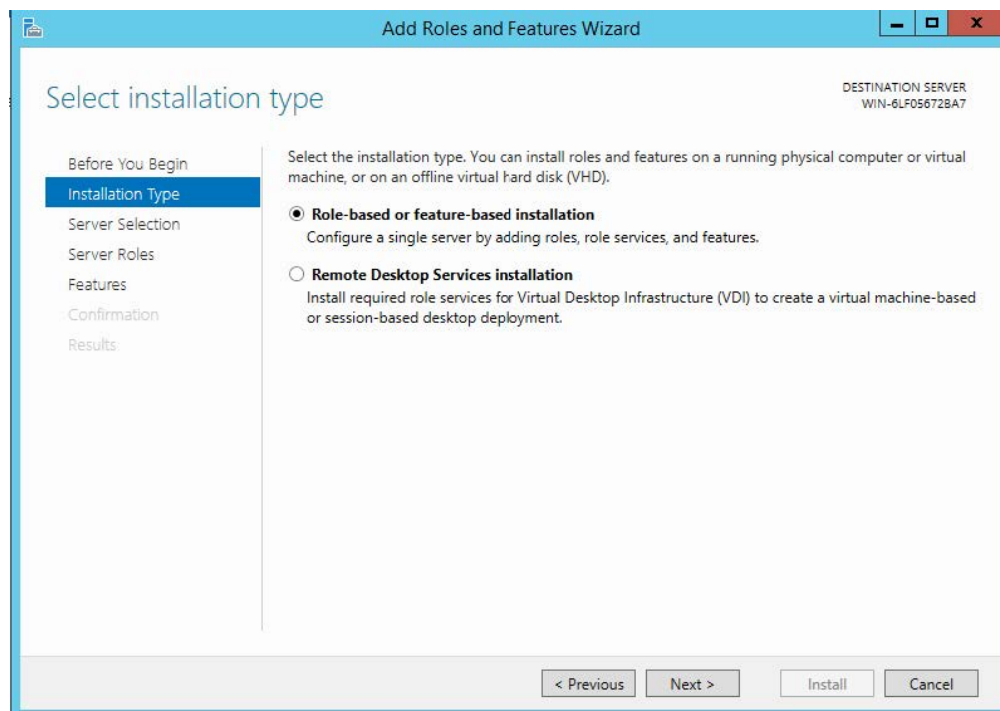
1. On the Server Manager page, click **Manage**, and then select **Add Roles and Features** to start the Add Roles and Features Wizard.



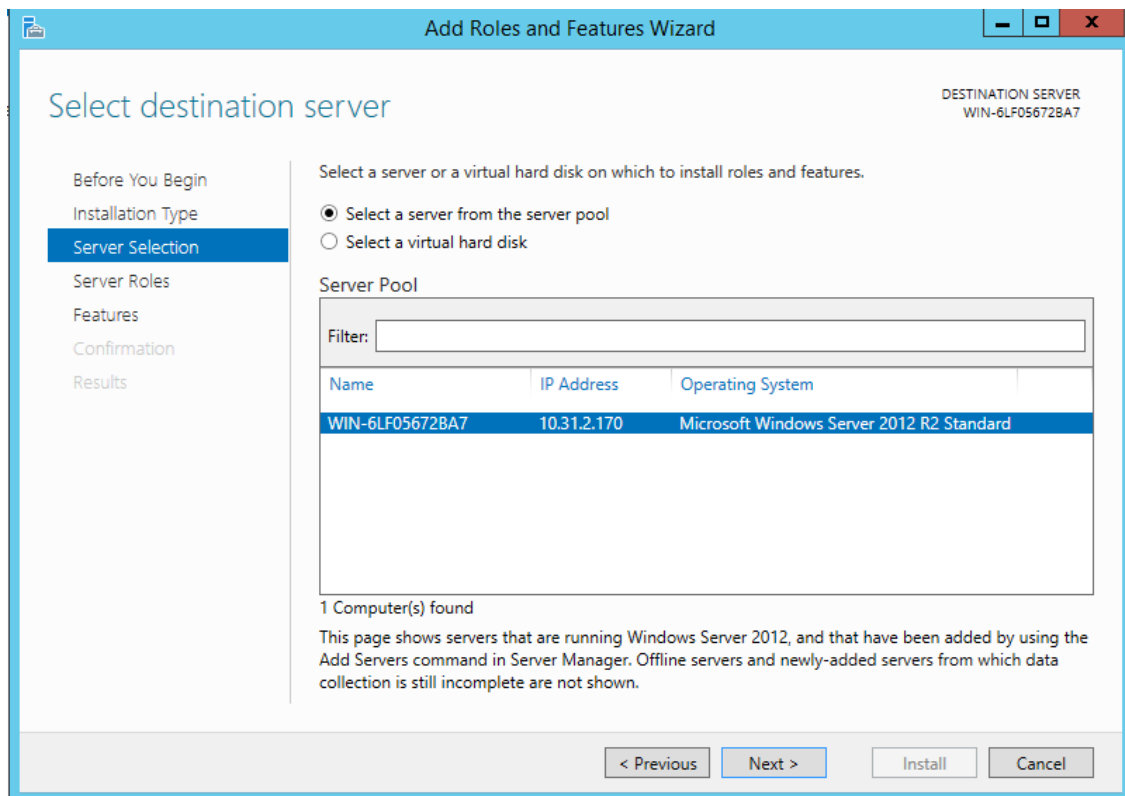
2. On the **Before you Begin** page, click **Next**.



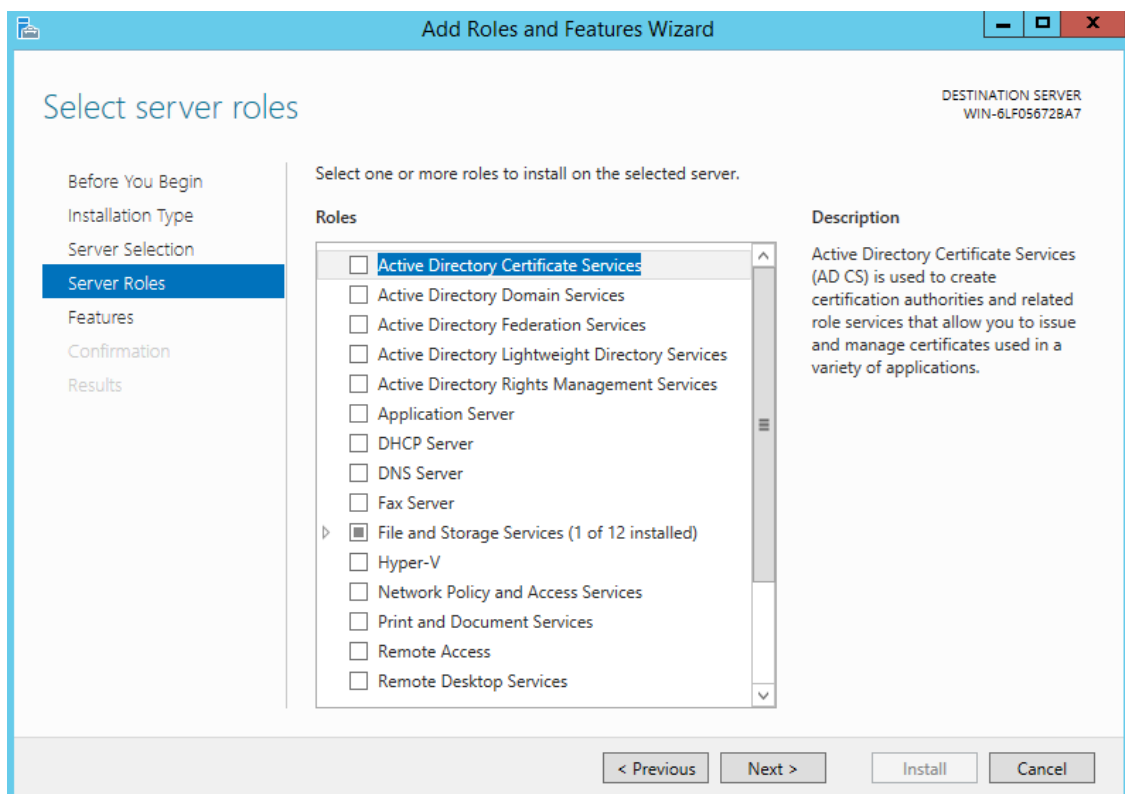
3. On the **Select Installation Type** page, click the **Role-based or feature-based installation** option, and then click **Next**.



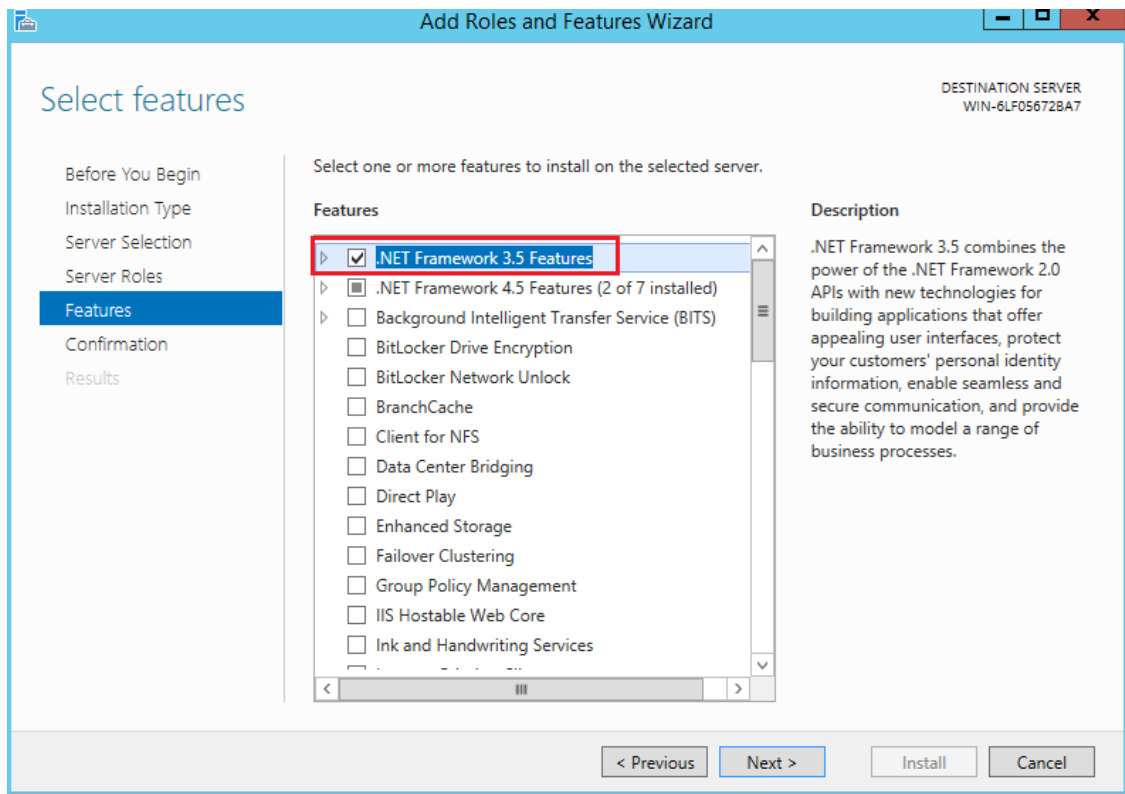
4. On the **Selection Destination Server** page, select the target server, and then click **Next**.



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



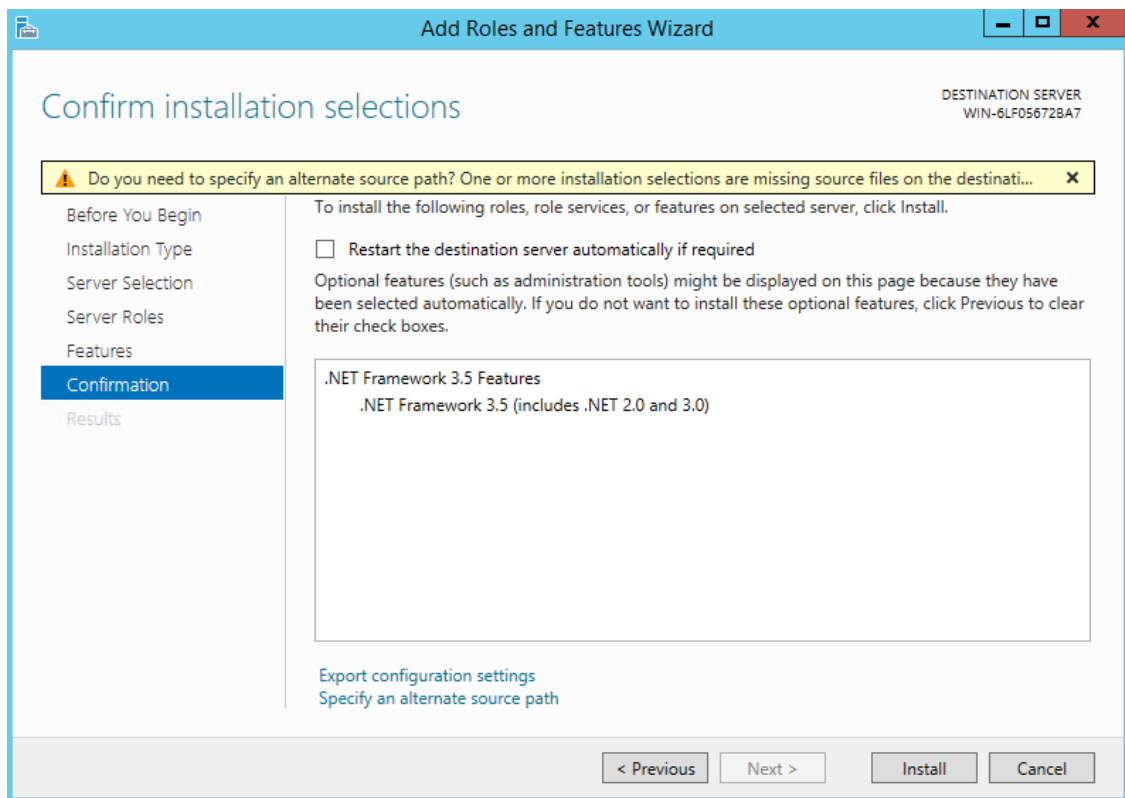
6. On the **Select Features** page, select the '.Net Framework 3.5 Features' check box, and then click **Next**.



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.

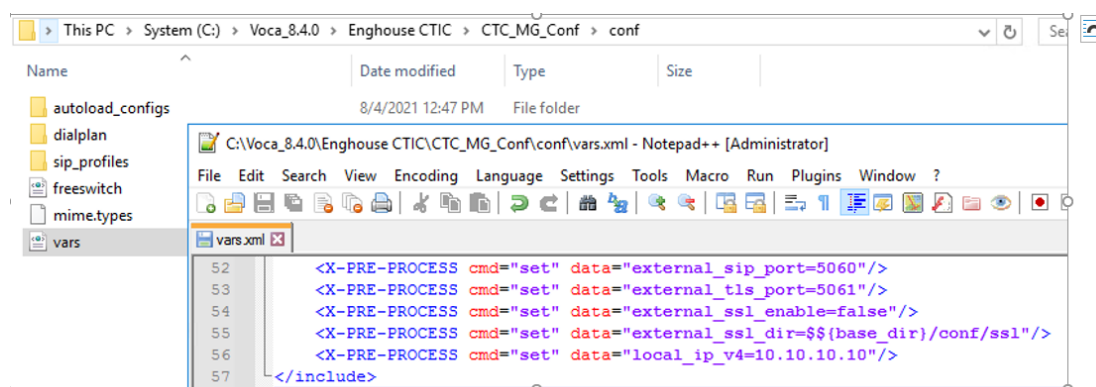
The procedure below describes how to install and configure the Enghouse CTIC (Media Gateway) application.

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

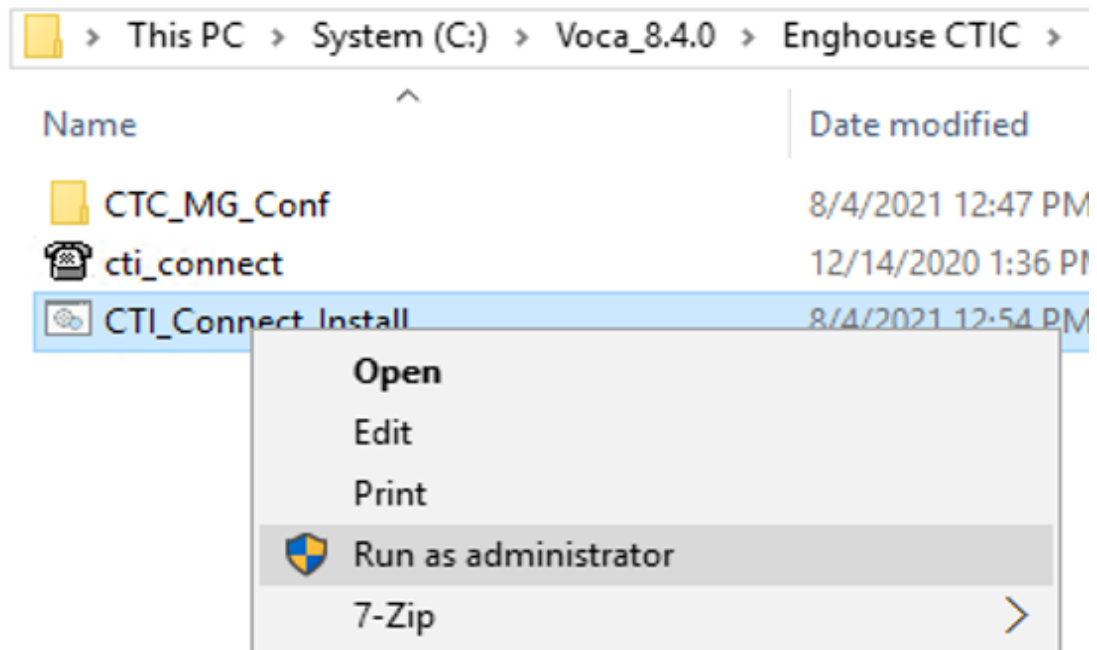


Backup the CTIC (Media Gateway) license before running the upgrade procedure. The license can be found in C:\Program Files (x86)\Enghouse Interactive\CTI Connect\Licenses.

1. 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.



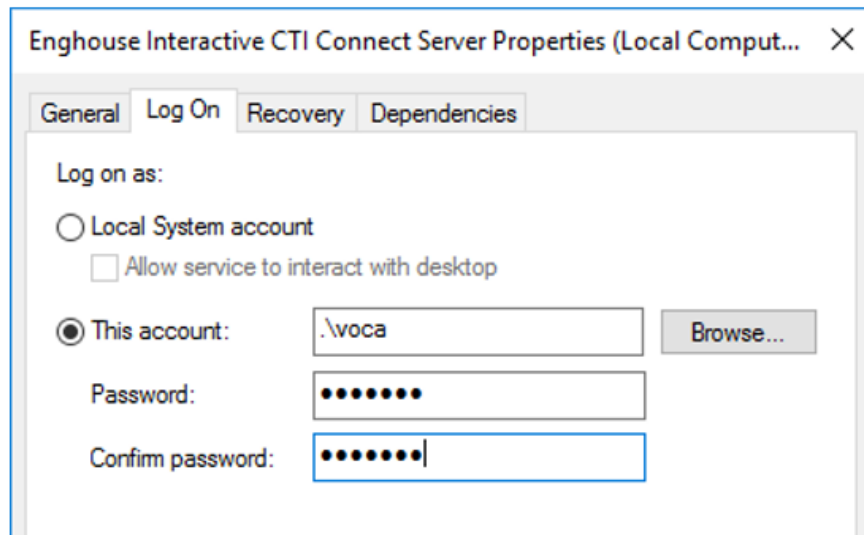
2. Right-click on the C:\Voca_8.4.0\Enghouse CTIC\CTI_Connect_Install.bat file and then select **Run as Administrator**.



3. Wait for the installation to finish.

```
C:\Windows\System32\cmd.exe
.\CTC_MG_Conf\conf\dialplan\default\eicp_inbound.xml
.\CTC_MG_Conf\conf\dialplan\public\eicp.xml
.\CTC_MG_Conf\conf\sip_profiles\external.xml
.\CTC_MG_Conf\conf\sip_profiles\internal.xml
22 File(s) copied
-----
Media Gateway installation procedure is successfully finished
-----
Press any key to continue . . .
```

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



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

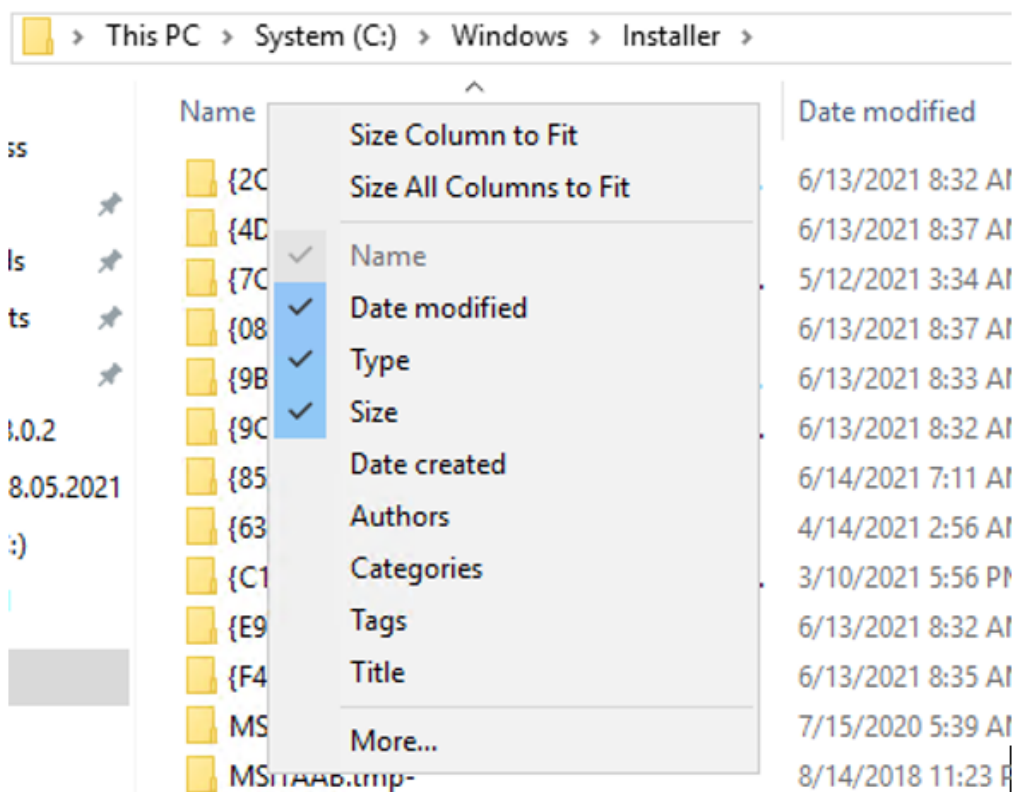
13 Upgrading from Voca Version 8.0.1 to Voca Version 8.4.0

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).

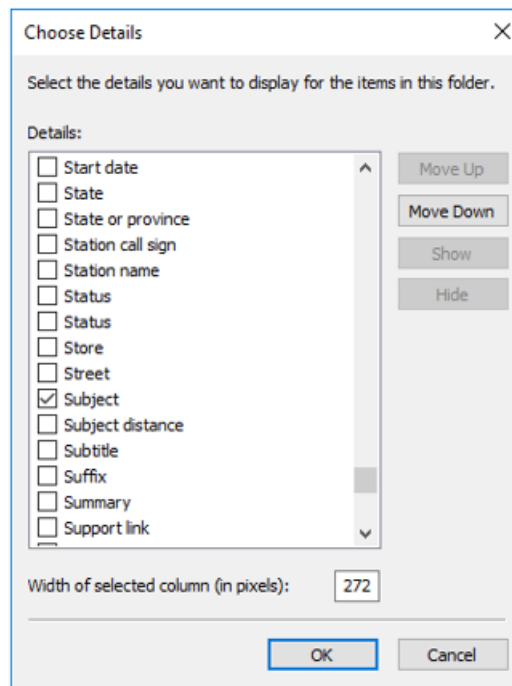
This does not occur when upgrading from Voca Version 8.0.1 (standalone) to Voca Version 8.4.0 (standalone).

➤ **To fix this upgrade problem:**

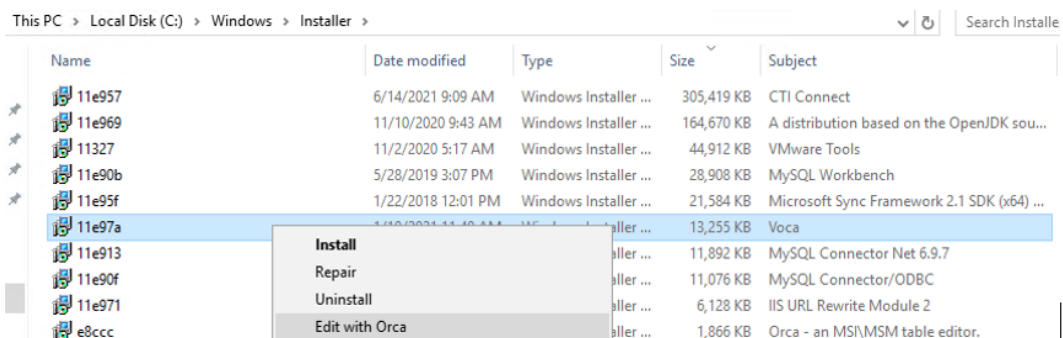
1. Unzip and install Orca MSI editor C:\Voca_8.4.0\DLL Fix - 8.0.2\.
2. Open C:\Windows\Installer\.
3. Right-click on the **Name** column, and then click **More**.



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

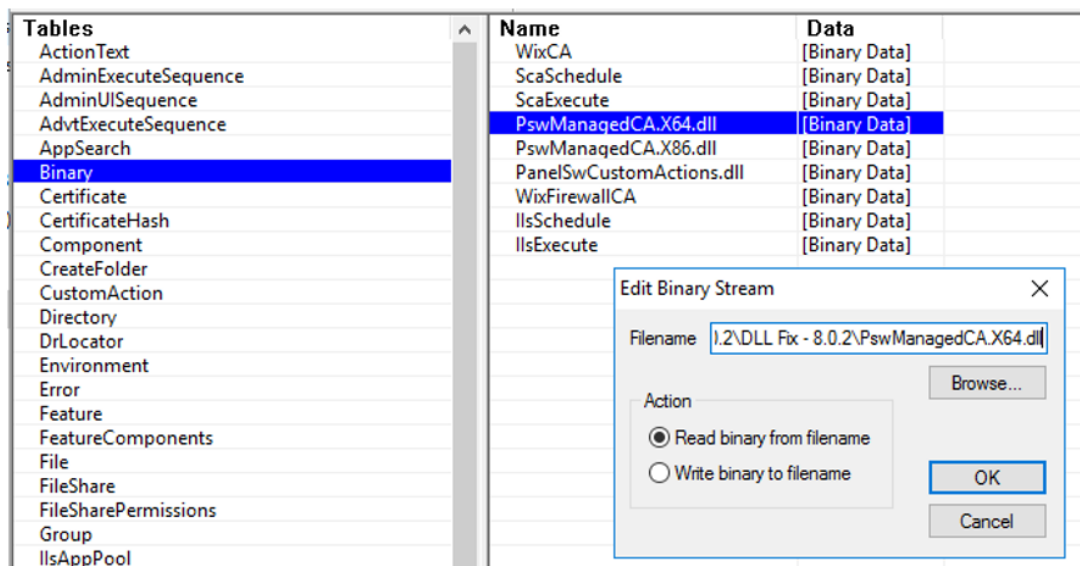


5. Arrange the files by size, and then find the file with the Voca subject name.
6. Right-click on this file, and then select **Edit with Orca**.

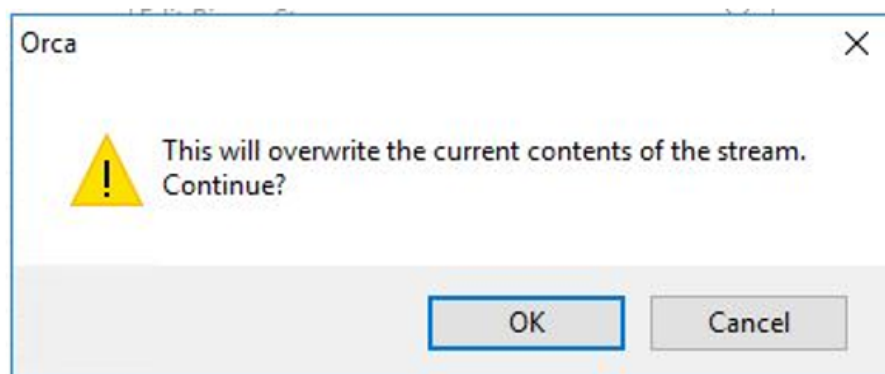


Note: The filename may be different than the one on the screen.

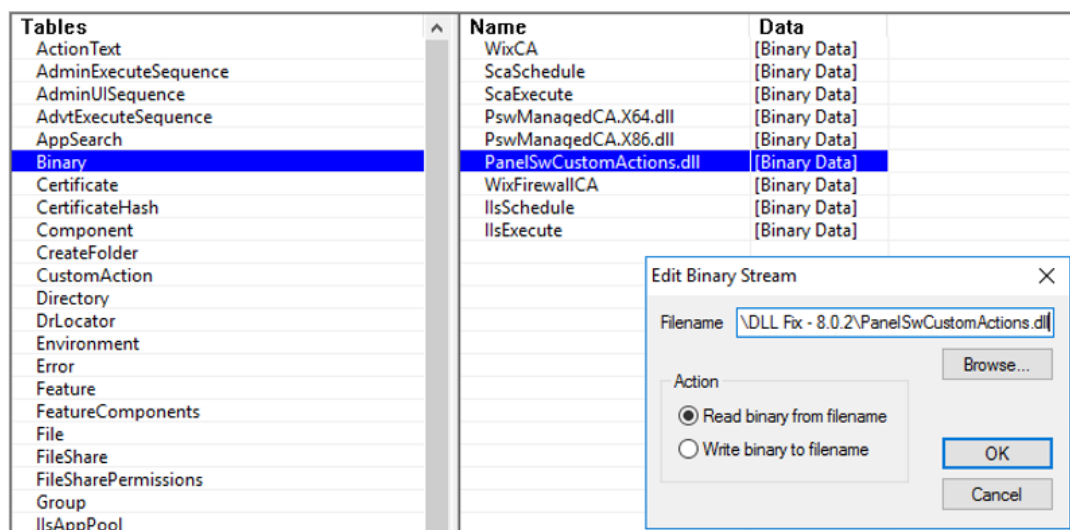
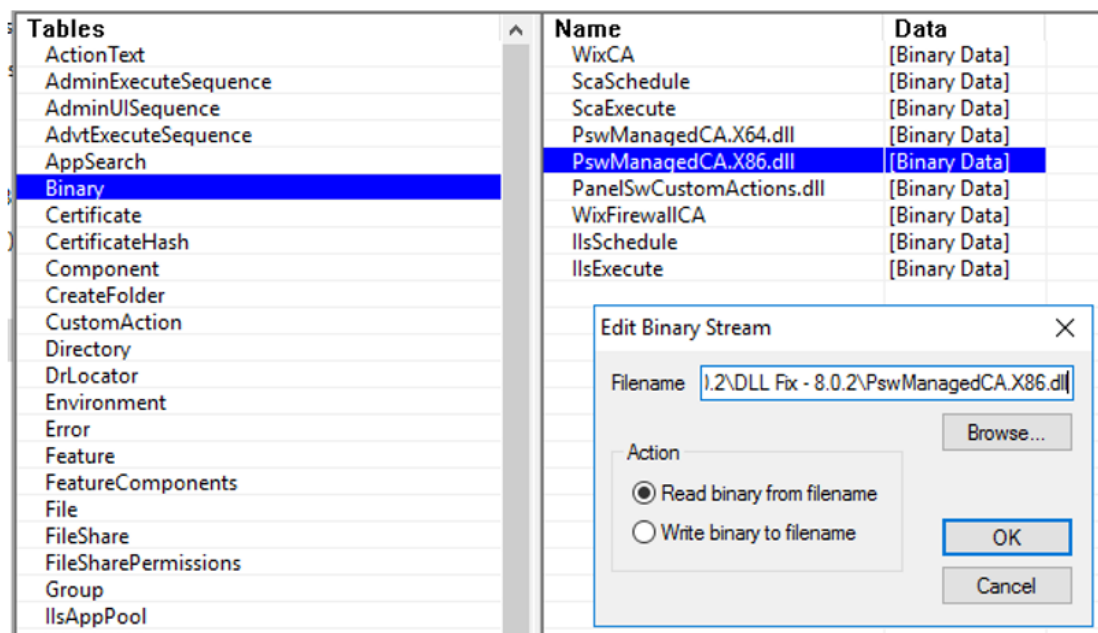
7. Find the Binary table.
8. Find **PswManagedCA.X64.dll**, and then double-click **Binary Data**.



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.




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



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

Tables	File	Bitn...
FileSharePermissions	ResourceManager.exe	2
Group	FileSyncManagerManualID	2
IlsAppPool	FileSyncManagerAutoID	2
IlsWebAddress	ClusterManagerManualID	2
IlsWebApplication	ClusterManagerAutomaticID	2
IlsWebSite	LicenseManager.exe	2
IlsWebSiteCertificates		
IlsWebVirtualDir		
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_Arq		

14. Save and close the Orca editor.

File Edit Tables Transform Tools View Help		
		
Tables	File	Bitn...
ActionText	ResourceManager.exe	2
AdminExecuteSequence	FileSyncManagerManualID	2
AdminUISequence	FileSyncManagerAutoID	2
AdvtExecuteSequence	ClusterManagerManualID	2
AppSearch	ClusterManagerAutomaticID	2
Binary	LicenseManager.exe	2
Certificate		
CertificateHash		

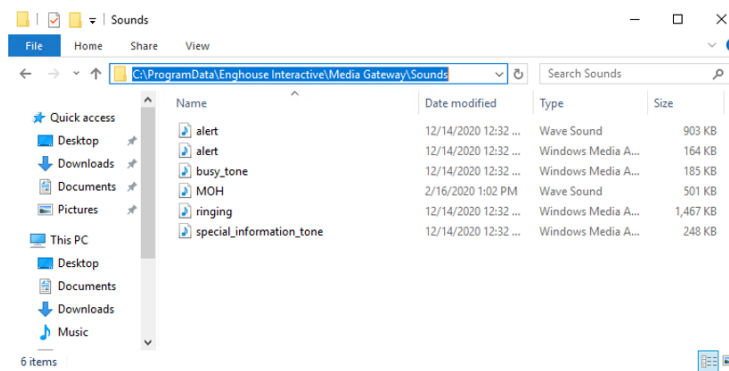
15. Run the Voca Version 8.4.0 upgrade procedure.

14 Enabling Music On Hold on Enghouse Control Panel

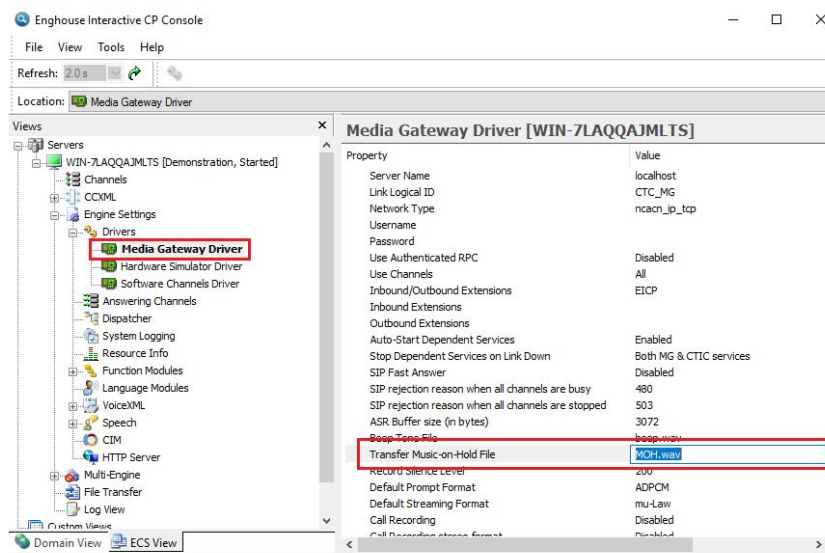
Music On Hold (MOH) is a feature that plays a recording of music when consultation transfers take place.

➤ **To enable Music on Hold:**

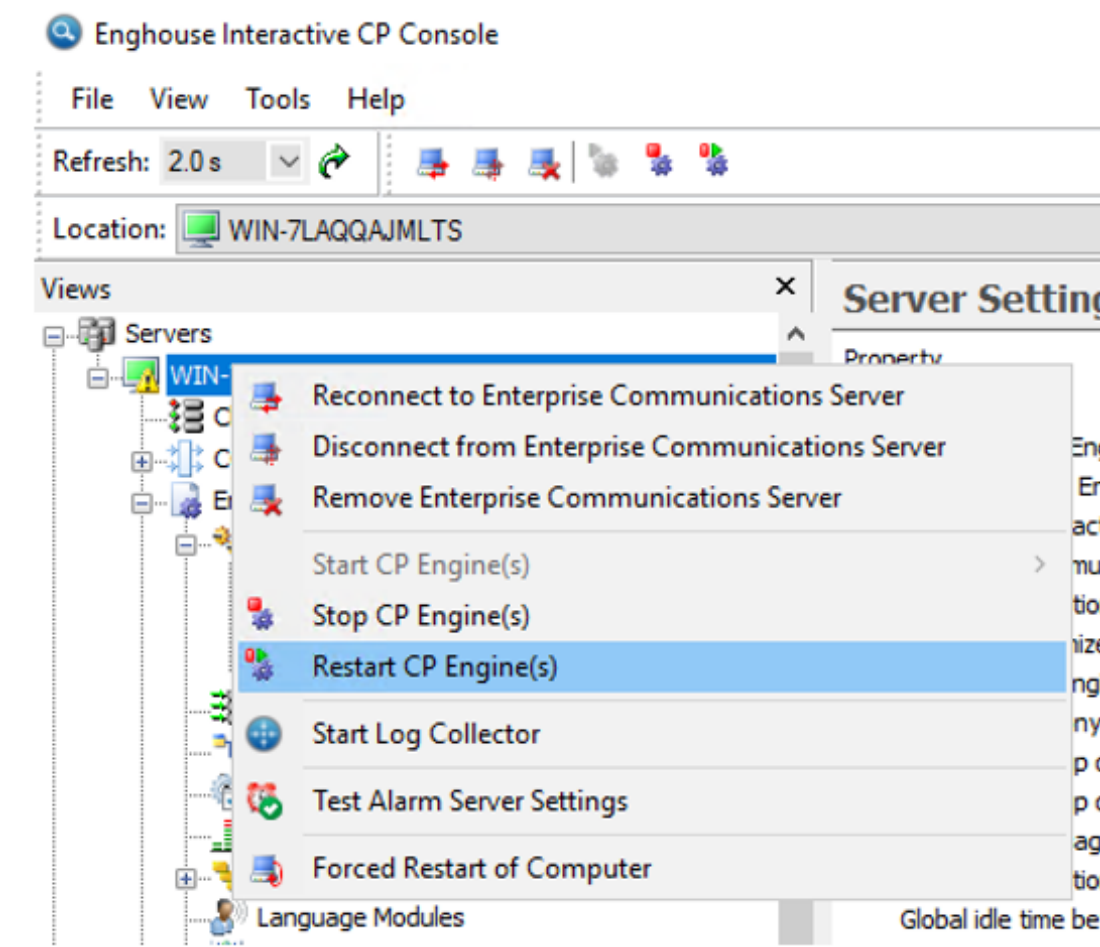
1. Copy the MOH.wav file to the `%ProgramData%\Enghouse Interactive\Media Gateway\Sounds` folder.



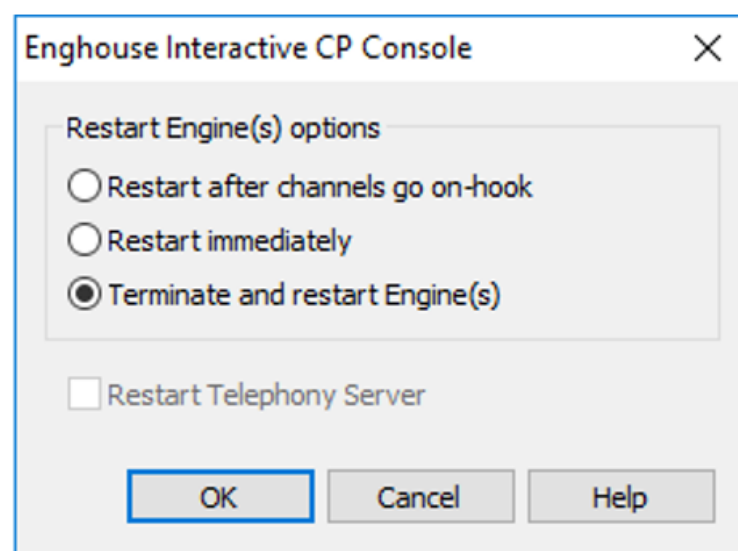
2. Open the **Enghouse Control Panel**.



3. 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**.



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

Question

✕



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

Yes

No

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International Headquarters

1 Hayarden Street,
Airport City
Lod 7019900, Israel
Tel: +972-3-976-4000
Fax: +972-3-976-4040

AudioCodes Inc.

200 Cottontail Lane
Suite A101E
Somerset NJ 08873
Tel: +1-732-469-0880
Fax: +1-732-469-2298

Contact us: <https://www.audiocodes.com/corporate/offices-worldwide>

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