



# Installing Personal Assistant

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Before installing Personal Assistant, review the planning information in [Chapter 1, “Planning for Personal Assistant.”](#) You must have a clear understanding of how many users you need to support and the best configuration of the Personal Assistant components for your requirements. You need this information to make decisions during the installation process.

After installing Personal Assistant, you must configure Cisco CallManager and Personal Assistant; proceed with [Chapter 3, “Configuring Cisco CallManager for Personal Assistant”](#) and [Chapter 4, “Configuring Personal Assistant.”](#)

These topics cover the hardware and software requirements and installation instructions for Personal Assistant.

- [Installation Overview, page 2-2](#)
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# Installation Overview

Personal Assistant consists of three components that you can install separately or together on one system. The pieces are: the Personal Assistant web interfaces for end users and administrators; the Personal Assistant server; and the speech recognition server. Refer to [Chapter 1, “Planning for Personal Assistant”](#) for tips on choosing where to install the components to address your specific needs.

Although some Personal Assistant settings are configured during installation, most of the configuration must be done after installation through the Personal Assistant administration interface.

To install Personal Assistant, you must complete these tasks:

1. Install the Personal Assistant server, speech recognition server, and user and administrative interfaces. See the [“Installing Personal Assistant On a New System”](#) section on page 2-4 for details.
2. Configure Cisco CallManager. See the [“Configuring Cisco CallManager for Personal Assistant”](#) section on page 3-1 for details.
3. Configure Personal Assistant. See the [“Configuring Personal Assistant”](#) section on page 4-1 for details.

## Hardware and Software Prerequisites

Personal Assistant requires specific hardware and software to run properly. See [Table 1-1 on page 1-10](#) for a detailed description of all required software components and their purposes.

At a minimum, you must have Cisco CallManager 3.1 or later running in your network (on a separate system); have access to Microsoft Internet Explorer 5.0 or Netscape Navigator 4.5 or higher; and have a corporate directory using either the integrated DC directory in Cisco CallManager or other LDAP-enabled directory.

Also, if you want to integrate Personal Assistant with Cisco Unity 2.4.6 or higher or Microsoft Exchange 5.5 or higher, you must have those applications installed on your network on systems separate from Personal Assistant. If you are using Windows 2000 domains on your network, you must install Personal Assistant in the same domain as the Exchange server, or in a domain trusted by its domain.

Refer to [Table 2-1](#) for an overview of supported Cisco Media Convergence Server (MCS) hardware platforms. You can also use equivalent Cisco-certified servers.

**Table 2-1 Supported Media Convergence Server Platforms**

<b>Component</b>	<b>MCS-7835-1000</b>	<b>MCS-7825-800</b>
Processor	Intel Pentium III, 1 GHz	Intel Pentium III, 800 MHz
Cache	256-KB Level 2 ECC cache	256-KB Level 2 ECC cache
Memory	1-GB 133-MHz Registered ECC SDRAM	512-MB 133-MHz Registered ECC SDRAM
Network Connectivity	10/100BaseTX protocol control information unshielded twisted-pair (PCI UTP) controller	Two Fast Ethernet NIC Embedded 10/100 Wake On LAN (WOL). Currently only one NIC is supported.
Storage	<ul style="list-style-type: none"> <li>• Dual 18.2-GB Ultra3 SCSI hot-plug drives</li> <li>• Integrated dual-channel wide Ultra SCSI-3 controller</li> </ul>	<ul style="list-style-type: none"> <li>• Single 20-GB Ultra ATA/100 7200 RPM non-hot-plug drive</li> <li>• Integrated Ultra ATA/100 Controller Module</li> </ul>
Floppy Drive	1.44-MB diskette drive	1.44-MB diskette drive
CD-ROM Drive	24X Max IDE CD-ROM Drive	Removable CD-ROM/Diskette drive assembly
Power Supply	Hot-plug redundant 275-watt power supply	180-watt PFC Power Supply
Video	Integrated ATI Rage IIC Video Controller with 4 MB video memory	Integrated ATI Rage XL Video Controller with 4 MB video memory
Backup Drive	Optional 12/24-GB internal DAT Drive	Not available

# Installing Personal Assistant On a New System

This procedure describes how to install Cisco Personal Assistant on a system that is not running a previous version of Personal Assistant. If you are upgrading Personal Assistant, see the [“Upgrading From a Previous Version of Personal Assistant”](#) section on page 2-6.

## Before You Begin

You cannot install Personal Assistant on the same system as any other Cisco IP Telephony applications, such as Cisco CallManager, Cisco Interactive Voice Response (IVR), Cisco Auto Attendant, and so on. The installation program will terminate if it detects any of these applications already installed on the system.

You cannot install Personal Assistant on a Windows domain controller.

You must log into the system from which you are running the Personal Assistant Installation program as the local administrator.

If you are integrating Personal Assistant with Cisco Unity or Microsoft Exchange in a Windows 2000 domain, you cannot use the same product code to install both Windows 2000 and Personal Assistant. You must first install Windows 2000, restart the system, and join the domain before proceeding with the Personal Assistant installation.

## Procedure

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- Step 1** Log onto the computer from which you are running the Personal Assistant Installation program as a local administrator.
  - Step 2** Insert the Personal Assistant Installation CD into the CD-ROM drive.  
The Personal Assistant installation program automatically launches.
  - Step 3** If prompted, enter the product key.
  - Step 4** Click **OK**.  
The welcome window displays.
  - Step 5** Click **Next**.  
The End-User License Agreement window displays.
  - Step 6** Read the agreement, and click **I Agree** to accept the terms and continue. Or, click **Exit** to cancel the installation.

The Cisco Personal Assistant Components window displays.

**Step 7** On the Cisco Personal Assistant Components window:

a. Choose the Personal Assistant components to install:

- Cisco Personal Assistant Server—manages the interaction between the user and Personal Assistant, processes call routing and dial rules, and manages the overall configuration of the Personal Assistant system
- Cisco Personal Assistant Speech Recognition Server—processes speech commands
- Cisco Personal Assistant Web Administration—used to administer and access Personal Assistant using a web browser

During installation, the selected components install on the same system. If you want to install components on different systems, choose only those components you want installed together at this time. You must perform subsequent installations to install the remaining components on different systems.

b. To install Personal Assistant on an Windows 2000 Domain, select **Use a Domain Account** and enter the following:

- Account—Domain administrator account
- Password—Password for the domain administrator account
- Domain—Domain in which you are installing Personal Assistant

If you are installing multiple Personal Assistant servers, you must install them in the same Windows 2000 domain.

If you chose to install only the Cisco Personal Assistant Speech Recognition Server, proceed to [Step 10](#). Otherwise, continue with the next step.

**Step 8** Click **Next**.

The Cisco CallManager Database Location window displays.

**Step 9** On the Cisco CallManager Database Location window, enter the settings from the primary Cisco CallManager system:

- Host name—The DNS name or IP address of the server running Cisco CallManager
- Windows2000 username and password—the settings on the server running the primary Cisco CallManager

- SQL Server username and password—the SQL server used by Cisco CallManager

These settings must match those on the system running Cisco CallManager. For example, if, on that system, you do not have passwords set for Windows2000 and the SQL Server, do not enter them here. User names are required, however.



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**Note** You must be able to access the Cisco CallManager system from the computer on which you are installing Personal Assistant. When you click **Next**, the installer verifies connectivity to the Cisco CallManager system. If it cannot reach Cisco CallManager, it generates an error and installation cannot continue.

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**Step 10** Click **Next**.

The Ready to Install Cisco Personal Assistant window displays.

**Step 11** Click **Next**.

The Personal Assistant components you selected are installed. Installation takes approximately 10 to 15 minutes to complete. Once complete, the Cisco Product Activation window displays.

**Step 12** Click **Yes** to restart the computer. Click **No** to continue installing other applications.

You must restart before using Personal Assistant.

**Step 13** Configure Cisco CallManager as described in [Chapter 3, “Configuring Cisco CallManager for Personal Assistant”](#).

**Step 14** Configure Personal Assistant as described in the [“Overview of Personal Assistant Configuration”](#) section on page 4-1.

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## Upgrading From a Previous Version of Personal Assistant

This procedure describes how to upgrade Cisco Personal Assistant on a system that is currently running a previous version of Personal Assistant. This procedure assumes the currently-installed Personal Assistant component was installed

correctly and is functioning. If you are installing Personal Assistant on a server that does not have a version of Personal Assistant already installed, see the [“Installing Personal Assistant On a New System”](#) section on page 2-4.

### Before You Begin

To upgrade Personal Assistant cleanly, you should disable the product on your telephony network. Plan to upgrade the product on a day and time where the elimination of the Personal Assistant service will have the least impact.



#### Caution

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It is better to upgrade existing servers than to install a new server cluster. During upgrade, Personal Assistant preserves user and system settings, such as dialing rules, call routing rules, personal address books, destinations, and so forth. If you install a new server cluster to replace an existing cluster, these settings are not preserved, and users will have to recreate their configurations.

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You cannot mix different versions of Personal Assistant components in the same cluster.

Before you upgrade Personal Assistant, you must upgrade Cisco CallManager to the required version. See [Table 1-1 on page 1-10](#) for the required version.

### Procedure

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- Step 1** Stop the Personal Assistant components to remove Personal Assistant services from the telephony network:
- a. In the Personal Assistant administration interface, select **System > Control Center**.  
Personal Assistant opens the Control Center page.
  - b. Click **Stop All** in each of the three sections of the page to stop all Personal Assistant Servers, license managers, and speech recognition servers.
- Step 2** Upgrade the Personal Assistant components using the procedure described in the [“Installing Personal Assistant On a New System”](#) section on page 2-4.

- Step 3** Change the Cisco CallManager configuration to support the upgraded Personal Assistant product:
- a. Create a new partition for Personal Assistant managed telephones. The examples of the PAManagedEmployee partition in [Chapter 3, “Configuring Cisco CallManager for Personal Assistant,”](#) describe the use of the partition.
  - b. Remove the interceptor ports you configured for Personal Assistant 1.1.
  - c. Create route points and translation patterns to be used as interceptor ports. See the [“Creating Personal Assistant Interceptor Ports”](#) section on page 3-7 for the detailed steps. Personal Assistant now uses route points as interceptor ports to simplify the configuration. With route points, you can use wildcards to create one route point that covers many telephone numbers, rather than one interceptor port for each number.
  - d. Change the partition of telephones that should be managed by Personal Assistant to the partition you created for this purpose. Our examples call this partition PAManagedEmployee.
  - e. Update the Personal Assistant calling search space to include the Personal Assistant managed phones partition, making it the first partition in the list. Our examples call this calling search space cssPA. See the [“Creating the Personal Assistant Calling Search Space”](#) section on page 3-6 for the detailed steps.
- Step 4** Change the Personal Assistant configuration:
- a. Select **Servers>Server Configuration** in the Personal Assistant administration interface. See the [“Logging Into and Out of the Personal Assistant Administration Interface”](#) section on page 4-4 for information on accessing this interface.  
Personal Assistant opens the Server Configuration page.
  - b. Select a server from the left-hand list of servers.  
Personal Assistant shows you the server’s configuration.
  - c. Remove all old interceptor ports, and add in the new route points you configured for interceptor ports. Each Personal Assistant server must manage a unique set of interceptor ports—the new ports you created should correspond in a meaningful way to the old ports you are removing.

For example, if server A used to manage ports 1000 to 1999, and server B managed ports 2000 to 2999, you should have created route points 1XXX and 2XXX in Cisco CallManager. Then, configure server A to manage interceptor port 1XXX and server B to manage interceptor port 2XXX.

- d. Optionally, create new telephony providers and reconfigure the server to use these new providers. During upgrade, Personal Assistant uses your old telephony configuration to create a Skinny and a JTAPI provider, and uses these providers in every server configuration. See the [“Configuring Telephony Providers” section on page 4-8](#) and the [“Configuring Personal Assistant Servers” section on page 4-20](#) for more information about creating and using telephony providers.
- e. Reiterate steps [b](#) to [d](#) for each Personal Assistant server in the left-hand list.
- f. Optionally, configure additional voice-mail servers. See the [“Configuring Messaging” section on page 4-11](#) for more information about configuring the connection to the voice-mail system.
- g. Determine which dialing rules were used to modify the telephone number of incoming calls so they could be looked up in the corporate directory. Redefine these rules as directory lookup rules, and delete them from the dialing rules. See the [“Creating Dialing Rules” section on page 4-13](#) and the [“Configuring Directory Lookup Rules” section on page 4-15](#) for more information about viewing and deleting dialing rules and creating directory lookup rules.
- h. Optionally, create directory hierarchies to improve speech recognition. See the [“Configuring Directory Hierarchies” section on page 4-17](#) for more information.

**Step 5** Select **System > Speech Services**, and click **Refresh** on the Speech Services Configuration page.

Personal Assistant refreshes the server configuration and reloads directory and speech recognition grammars. After the refresh is finished, Personal Assistant should be running correctly and available for use.

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■ **Upgrading From a Previous Version of Personal Assistant**