



Installing and Configuring a Voice-Recognition Server

Use the following task list to install and configure voice-recognition software on a separate voice-recognition server. The tasks reference detailed instructions in the Cisco Unity installation guide as noted. Follow the documentation for a successful installation.

This appendix assumes that the Cisco Unity license includes voice recognition and that you are installing and configuring a voice-recognition server for a new Cisco Unity system. If you are adding a voice-recognition server to an existing Cisco Unity system, see the “Adding Voice Recognition” section in the “Adding Features to the Cisco Unity 5.x System” chapter in the applicable *Reconfiguration and Upgrade Guide for Cisco Unity* at

http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_installation_guides_list.html.

1. Place the voice-recognition server in a dry, cool area that is free of dust and that is near a network connection.
2. Attach any supported peripheral devices to the server. Follow the manufacturer installation and test instructions.
3. If you are installing Windows Server 2003 using a retail Windows disk, configure the RAID arrays. See the “[Configuring the RAID Arrays \(Selected Installations\)](#)” section on page 4-3.
4. Install and configure Windows Server 2003 using the applicable procedure:
 - *If you bought the Cisco Unity server from Cisco:* See “[Installing Windows Server 2003 by Using the Cisco Unity Platform Configuration Discs](#)” section on page 4-4.
 - *If you bought the Cisco Unity server from another vendor:* See “[Installing Windows Server 2003 by Using a Retail Windows Server 2003 Disc](#)” section on page 4-8.



Caution Cisco Unity voice-recognition software cannot be installed on a server running Windows 2000 Server.

5. *If you installed Windows Server 2003 using a retail Windows disc:* Create the partitions according to the storage configuration requirements for the platform. See the “[Creating the Partition](#)” section on page C-2.
6. Install the required Windows service pack and updates and, optionally, Cisco Security Agent for Cisco Unity. See the “[Installing the Required Windows Server 2003 Service Pack and Updates, and Cisco Security Agent for Cisco Unity](#)” section on page C-3.
7. *If the Cisco Unity server contains a dual NIC:* Configure the dual NIC or verify the configuration. See the “[Configuring a Dual NIC in the Cisco Unity Server](#)” section on page 5-2.

8. Change folder settings in Windows Explorer so that all files and folders are visible during troubleshooting. See the [“Changing Folder Settings in Windows Explorer”](#) section on page 5-10.
9. *Optional:* Install antivirus software. See the [“Installing Antivirus Software \(Optional\)”](#) section on page 5-12.
10. Attach the network cable(s) to the voice-recognition server.
If the server contains a dual NIC, ensure that you connect the cable to the primary NIC, if you configured the dual NIC for AFT or NFT, or to the NIC that is enabled.
11. Configure TCP/IP properties. See the [“Configuring TCP/IP Properties”](#) section on page 5-12.
12. Confirm that the server has a valid IP address and is connected to the network. See the [“Verifying the IP Address and the Network Connection”](#) section on page 5-14.
13. *If antivirus software or Cisco Security Agent for Cisco Unity is installed on the server:* Disable antivirus and Cisco Security Agent for Cisco Unity services. See the [“Disabling Antivirus and Cisco Security Agent Services”](#) section on page 5-14.
14. *Optional:* Add the voice-recognition server as a member server in the same domain as the Cisco Unity server. (The server can also be a workgroup server.) See the [“Adding the Voice-Recognition Server to a Domain \(Optional\)”](#) section on page C-4.
15. Install Cisco Unity voice-recognition software on the voice-recognition server and on the Cisco Unity server. See the [“Installing Cisco Unity Voice-Recognition Software”](#) section on page C-5.
16. Configure the voice recognition software. See the [“Configuring Voice-Recognition Software”](#) section on page C-5.
17. *If antivirus software or Cisco Security Agent for Cisco Unity is installed on the server:* Exclude selected directories from virus scanning. See the [“Excluding Selected Directories from Virus Scanning”](#) section on page C-6.
18. Install the latest Windows Server 2003 service pack qualified for use with the Cisco Unity voice-recognition server, if any. In addition, run the latest Cisco Unity Server Updates wizard to install the latest updates recommended for use with the Cisco Unity voice-recognition server and, optionally, Cisco Security Agent for Cisco Unity. See the [“Installing the Latest Windows Server 2003 Service Pack and Updates”](#) section on page C-7.
19. *If antivirus software or Cisco Security Agent for Cisco Unity is installed on the server:* Re-enable antivirus and Cisco Security Agent for Cisco Unity services. See the [“Re-enabling Virus-Scanning and Cisco Security Agent Services”](#) section on page 8-23.
20. Install optional software on the voice-recognition server. See the [“Installing Optional Software”](#) chapter.

Creating the Partition



Note

If the Cisco Unity server was purchased from Cisco, skip this section. When you installed Windows using the Cisco Unity Platform Configuration discs shipped with the server, the partitions were created automatically.

The servers qualified for use as Cisco Unity voice-recognition servers have either one hard disk or one RAID array. A C: partition is created automatically when you install Windows. Do this procedure to create another partition in the remaining space on the hard disk or RAID array.

To Create the Partition

- Step 1** Log on to Windows as a member of the Administrators group.
 - Step 2** On the Windows Start menu, click **Programs > Administrative Tools > Computer Management**.
 - Step 3** In the console tree under Storage, click **Disk Management**.
 - Step 4** Right-click the unallocated region after the C: partition, and click **New Partition**.
 - Step 5** On the New Partition Wizard, click **Next**.
 - Step 6** Click **Extended Partition**, and click **Next**. (Do not click Primary Partition.)
 - Step 7** Specify to use the remaining disk space, and click **Next**.
 - Step 8** Verify the settings, and click **Finish**.
 - Step 9** In the Disk Management utility, right-click the new partition, and click **New Logical Drive**.
 - Step 10** On the Create Partition Wizard welcome screen, click **Next**.
 - Step 11** Click **Logical Drive**, and click **Next**.
 - Step 12** Specify to use the maximum disk space, and click **Next**.
 - Step 13** Assign a drive letter, and click **Next**.
 - Step 14** Specify the NTFS file system format, and click **Next**.
 - Step 15** Verify the settings, and click **Finish**.
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Installing the Required Windows Server 2003 Service Pack and Updates, and Cisco Security Agent for Cisco Unity

Revised May 1, 2008



Caution

Do not install the latest Windows Server 2003 service pack that is recommended for use with the Cisco Unity voice recognition yet. If a service pack was qualified for use with the current version of Cisco Unity voice recognition after the current version was released, it was not tested with Cisco Unity voice-recognition Setup and may cause Setup to fail.

You install the required Windows Server 2003 service pack from the applicable Cisco Unity Service Pack CD. The contents of the service pack CDs is listed in the *Release Notes for Cisco Unity* for your version of Cisco Unity. *Release Notes for Cisco Unity* are available at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_release_notes_list.html.

You run the Cisco Unity Server Updates wizard that you downloaded in the “[Downloading Software for the Installation](#)” section on page 2-2 to install the Microsoft updates that apply to Cisco Unity voice recognition and, optionally, to install Cisco Security Agent for Cisco Unity.

To Install the Required Windows Server 2003 Service Pack on the Cisco Unity Voice-Recognition Server

- Step 1** On the applicable Cisco Unity Service Packs CD, browse to the directory `Windows_2003_SP<x>\Setup\I386`, and double-click **Update.exe**.

■ Adding the Voice-Recognition Server to a Domain (Optional)

- Step 2** Follow the on-screen prompts to complete the installation.
- Step 3** Restart the server.

To Install Microsoft Updates and, Optionally, Cisco Security Agent for Cisco Unity

- Step 1** Insert in the drive the disc that you burned with the latest version of the Cisco Unity Server Updates Wizard.
- Step 2** Run **ServerUpdatesWizard.exe**.
- Step 3** Follow the on-screen prompts to complete the installation of Microsoft updates and, optionally, Cisco Security Agent for Cisco Unity.



Note

If you are accessing the server by using Remote Desktop or a VNC client, and you are installing Cisco Security Agent for Cisco Unity, the Remote Desktop or VNC session will be disconnected when Cisco Security Agent for Cisco Unity restarts the network interface. If the session does not reconnect automatically, reconnect manually to finish the Server Updates wizard.

- Step 4** Restart the Cisco Unity server.
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Adding the Voice-Recognition Server to a Domain (Optional)

The voice-recognition server can be a workgroup server or a member server in the same domain as the Cisco Unity server. If you want make the server a member server, do the following procedure.

To Add the Voice-Recognition Server to the Same Domain as the Cisco Unity Server

- Step 1** Log on to the voice-recognition server by using an account that is a member of the local Administrators group.
- Step 2** On the Windows Start menu, click **Settings > Control Panel > System**.
- Step 3** Click the **Network Identification** tab.
- Step 4** Click **Properties**.
- Step 5** In the Identification Changes dialog box, click **Domain**, and enter the name of the domain of which the Cisco Unity server is a member.
- Step 6** Click **OK**.
- Step 7** In the Domain Username and Password dialog box, enter the name and password of an account that has permission to add computers to the domain.
- Step 8** Click **OK** three times.
- Step 9** Click **Yes** to restart the server.
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Installing Cisco Unity Voice-Recognition Software

You install Cisco Unity voice-recognition software on the voice-recognition server and on the Cisco Unity server. Do the following two procedures in the specified order.

To Install Cisco Unity Voice-Recognition Software on the Voice-Recognition Server

- Step 1** Log on to the voice-recognition server by using an account that is a member of the local Administrators group.
 - Step 2** Insert Cisco Unity DVD_1 in the DVD drive.
 - Step 3** Browse to the UnityVoiceRecognitionSetup directory, and run **Setup.exe**.
 - Step 4** Follow the on-screen prompts until you are prompted to choose the location for voice-recognition files.
 - Step 5** Choose a location other than the system drive (drive C:) to install Cisco Unity voice-recognition software.
 - Step 6** Click **Next**.
 - Step 7** Accept the default location for the Cisco Unity voice-recognition service.
 - Step 8** Follow the on-screen prompts to complete the installation.
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To Install Cisco Unity Voice-Recognition Software on the Cisco Unity Server

- Step 1** Log on to the Cisco Unity server by using an account that is a member of the local Administrators group.
 - Step 2** Insert Cisco Unity DVD 1 in the DVD drive.
 - Step 3** Browse to the UnityVoiceRecognitionSetup directory, and run **Setup.exe**.
 - Step 4** Follow the on-screen prompts to complete the installation.
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Configuring Voice-Recognition Software

**Caution**

We recommend that you do the following procedure after hours. The manual update in [Step 7](#) is a processor- and memory-intensive process that will affect Cisco Unity performance.

To Configure the Voice-Recognition Server in Cisco Unity Administrator

- Step 1** On the Cisco Unity server, log on to Windows by using an account that is a member of the local Administrators group.
- Step 2** In the Cisco Unity Administrator, go to the **Configuration > Voice Recognition > Settings** page.
- Step 3** On the Voice Recognition Settings page, in the IP Address field, enter the IP address of the voice-recognition server. Note the following:

- Do not choose an address accessible from the Internet. Doing so can expose the voice-recognition server to unwanted intrusion from the Internet, even when the server is hardened.
- Do not choose an IP address that separates the voice-recognition server from the Cisco Unity by a firewall.

Step 4 Do not change the value of the **Socket Port** field.

Step 5 Change the value of **Limit Searches to the** as appropriate. For a detailed explanation of the available options, see the online Help.

Step 6 Click **Save**.

Step 7 Click **Start Manual Update**.

Cisco Unity will take up to 15 minutes to transfer licensing information and other data to the voice-recognition server. Until this process is complete, voice recognition will not function.

Step 8 Close Cisco Unity Administrator.

Excluding Selected Directories from Virus Scanning



Note

If antivirus software is not installed on the voice-recognition server, skip this section.

You exclude selected directories from virus scanning so that voice recognition will function properly.

To Exclude Selected Directories on the Voice-Recognition Server from Virus Scanning

Step 1 On the voice-recognition server, log on to Windows by using an account that is a member of the local Administrators group.

Step 2 Start the administration interface for the antivirus software.

Step 3 Exclude the following two directories from virus scanning:

- Nuance
- NuanceLogs



Caution

Do not configure antivirus software to block WAV attachments, or voice messages will be stripped of their recordings. In addition, do not configure antivirus software to scan WAV files, .log files, or .tmp files. Finally, do not configure antivirus software to block TCP or UDP port traffic, or h voice-recognition software may not function properly.

Refer to the antivirus software Help for instructions on excluding directories from scanning.

Installing the Latest Windows Server 2003 Service Pack and Updates

You install the latest Windows Server 2003 service pack that has been qualified for use with Cisco Unity voice recognition, as well as the corresponding updates, to enhance the security of the voice-recognition server. Do the following procedures.

To Install the Latest Windows Server 2003 Service Pack, If Any

Follow the instructions that you printed or downloaded when you downloaded the service pack.

To Install the Latest Microsoft Updates for Windows Server 2003

- Step 1** Insert in the drive the disc that you burned with the latest version of the Cisco Unity Server Updates Wizard.
- Step 2** Run **ServerUpdatesWizard.exe**.
- Step 3** Follow the on-screen prompts to complete the installation of Microsoft updates and, optionally, Cisco Security Agent for Cisco Unity.

**Note**

If you are accessing the server by using Remote Desktop or a VNC client, and you are installing Cisco Security Agent for Cisco Unity, the Remote Desktop or VNC session will be disconnected when Cisco Security Agent for Cisco Unity restarts the network interface. If the session does not reconnect automatically, reconnect manually to finish the Server Updates wizard.

- Step 4** Restart the Cisco Unity voice-recognition server.
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