



**VoiceGenie 7.2**

# **Installation Guide**

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## 2.1 VoiceGenie Software Overview





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## Chapter

# 1

# Introduction

This document is intended to act as a guide for new installations of VoiceGenie and related third party software products on the various operating systems supported by VoiceGenie. Note that this document does not contain instructions for upgrades. User looking to upgrade their existing VoiceGenie installation should refer to the *VoiceGenie Upgrade Guide*.

This document includes a high level description of the software products available from VoiceGenie, a discussion about the architecture of a VoiceGenie deployment, as well as information on how to install and configure VoiceGenie and related third party software.

Before attempting an installation please read Prerequisites to get an understanding of the various VoiceGenie software products and how they interact, as well as the install order that is required to properly setup and configure the software.





## Chapter

# 2 Prerequisites

This section outlines the prerequisites required to install and correctly configure the various software components of the VoiceGenie product offering. This section covers the following topics:

- 2.1 VoiceGenie Software Overview
- 2.2 Deployment Architecture
- 2.3 Installation Considerations
- 2.4 Hardware Considerations
- 2.5 Software Considerations
- 2.6 Contacts for Further Information

## 2.1 VoiceGenie Software Overview

The following table outlines the VoiceGenie software product offering:

Product	Description	Purpose
OA&M Framework and System Management Console (SMC)	The underlying software used to monitor, manage, install, configure and administer all VoiceGenie software. This software must be installed on all machines that will be part of the VoiceGenie deployment.	Core component required on all VoiceGenie Servers.
VoiceXML Platform (a.k.a. Media Platform, Phoneweb)	The core VoiceGenie product that processes VoiceXML applications and connects to various telephony and Voice-over-IP interfaces. The package name for this component is phoneweb.	Core component required on all VoiceGenie servers that do VoiceXML application processing.

Product	Description	Purpose
Speech Resource Manager (SRM) Server	The software used by the VoiceXML Platform to natively connect (i.e. not using MRCP only) to the various third party ASR (automated speech recognition) and TTS (text to speech) engines.	Optional component that is only required for ASR or TTS servers that are integrated using MRCP-Native (as opposed to MRCP-Direct).
Speech Resource Manager (SRM) Proxy (a.k.a. MRCP Proxy)	Software that can be deployed in a VoiceGenie system to provide load balancing and resource sharing for distributed ASR and TTS resources using MRCP.	Optional component use to load balance across multiple ASR or TTS resources.
CCXML Platform	The CCXML Platform provides a CCXML Interpreter that integrates with existing VoiceGenie infrastructure such as the Media Platform and SIP Proxy. The underlying network protocol for CCXML Platform is SIP; this means that CCXML Platform can interoperate with other conferencing servers or dialog servers.	Optional component, only used for environments that use CCXML.
ICM Connector	A connector that can be used in addition to the VoiceXML Platform to allow CTI (computer telephony integration) with Cisco ICM.	Optional component, only used for interoperability with ICM.
SIP Proxy	Software that can be used to provide load balancing and call routing in Voice-over-IP networks using SIP. Note that the SIP Proxy is not required in most deployments, it is only required if you wish to load balance SIP traffic over multiple VoiceGenie or other SIP capable device.	Optional component, only used for load balancing across multiple SIP devices.
Tools Framework (Call Analyst and Quality Advisor)	The Call Analyst is a multifaceted tool that provides insight into the performance and usability of applications running on the VoiceGenie platform. The Quality Advisor provides statistics on the service quality of VoiceGenie platform deployments. Service quality is a measurement of the quality of a speech application deployment from the user's perspective.	Optional component, only used when additional call statistics are desired.

For more information regarding VoiceGenie's product offering please contact Genesys Support or your Genesys Account Representative.

## 2.2 Deployment Architecture

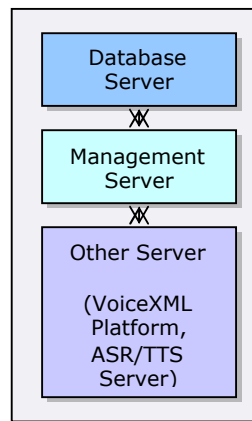
Before proceeding with the installation, users should decide upon the architecture that is desired for their deployment. The servers within a VoiceGenie deployment can be deployed in various configurations. These servers can be broken down into 3 types based on their role within the deployment. The following table outlines these types:

Server Type	Description
Database Server (i.e. MySQL)	A deployment must have one Database Server. This server is used by the OA&M Framework and SMC to store configuration and business data. Note that 2 Database Servers with replication can be installed for high availability.
Management Server (i.e CMP Server)	A deployment must have at least one Management Server. Note that the Database Server and Management Server can reside on one physical machine. Also, Management Servers can be deployed in a redundant pair configuration for high availability requirements.
Other (i.e. VoiceXML Platform, ASR Server, TTS Server, etc.)	A deployment can have many other types of servers depending on the requirements of that deployment. Note that it is not desirable to combine the Database and Management Server with other VoiceGenie software (i.e. with the VoiceXML Platform). Combining all on one server is only recommended in a lab setting for testing purposes.

The following sections describe some of the various architectures for a VoiceGenie deployment. Note that all possibilities are not presented.

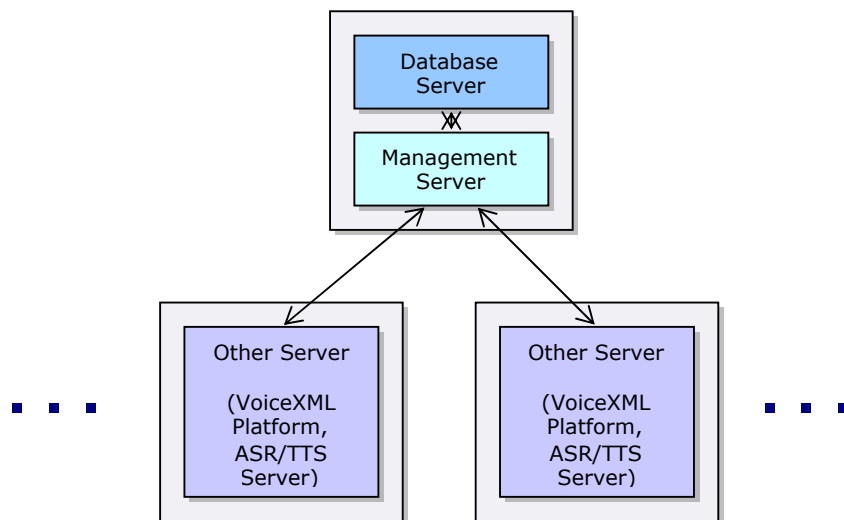
### 2.2.1 All-in-One

In this configuration the Database Server, Management Server and other VoiceGenie software (i.e. VoiceXML Platform) are located on one machine. This architecture is not approved for deployment purposes and should only be used in a lab or trial basis. This architecture is not recommended for production since database maintenance or large database queries can effect real time call processing and degrade user experience.



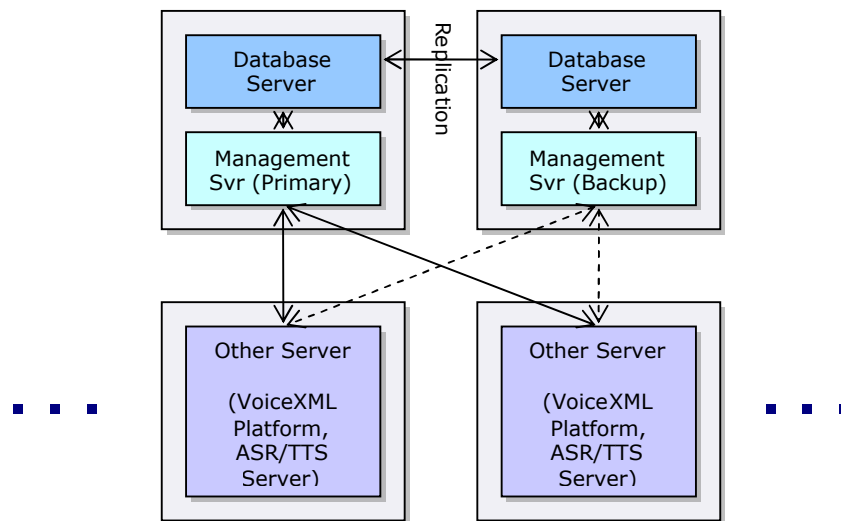
### 2.2.2 One Management/Database Server

In this configuration the Database Server (i.e. MySQL) and Management Server (i.e. CMP Server) are located on one machine. This one machine handles all requests from one or more Other Servers in the deployment.



### 2.2.3 Two Management/Database Servers

In this configuration a redundant pair of Management Servers exists with each Management Server having an onboard Database Server. Note that in this case replication is setup between the two databases.



## 2.2.4 Architecture Pros and Cons

Before installing any VoiceGenie software please decide on which one of the above architectures you will be using. As mentioned previously, these are not all possible architectures, for further information or clarification please consult your sales representative. The following table outlines the pros and cons of the various architectures:

Architecture	Pros	Cons
All-in-One	<ul style="list-style-type: none"> <li>requires very little hardware</li> <li>onboard database is more efficient at logging data</li> <li>easy to setup</li> </ul>	<ul style="list-style-type: none"> <li>can not be used for production</li> <li>no redundancy, not adequate for high availability</li> </ul>
One Management/Database Server	<ul style="list-style-type: none"> <li>requires very little hardware</li> <li>onboard database is more efficient at logging data</li> <li>easy to setup</li> </ul>	<ul style="list-style-type: none"> <li>no redundancy, not adequate for high availability</li> </ul>
Two Management/Database Servers	<ul style="list-style-type: none"> <li>excellent redundancy</li> <li>onboard database is more efficient at logging data</li> <li>requires a moderate amount of hardware</li> </ul>	<ul style="list-style-type: none"> <li>setup for replication is manual and can be difficult to setup</li> <li>possibility that under some circumstances replication does not occur properly (i.e. database goes down in the middle of a synchronization interval while a change is being made)</li> </ul>

Once you have chosen an architecture, please enter information regarding your network setup below, this information will be required during setup:

Item	IP Address	Description
Database Server IP		The IP address of the Database Server. This may be the same as the Management Server IP (Primary) if they are on the same physical machine.
Replicated Database Server IP (if necessary)		The IP address of the Database Server that will replicate of the main Database Server. This may be the same as the Management Server IP (Backup), also this is optional depending on the deployment architecture.
Management Server IP (Primary)		The IP address of the Primary Management Server, this may be the same as the Database Server if they are on the same physical machine.
Management Server IP (Backup) (if necessary)		The IP address of the Backup Management Server, this is optional depending on the deployment architecture.

## 2.3 Installation Considerations

VoiceGenie software can be installed and deployed via a web interface; as a result, the installation process requires access to an additional machine that has:

- Microsoft Internet Explorer 6 web browser installed
- 5 GB of free disk space to hold product files

Also, VoiceGenie please ensure that the firewall settings on your network are correct and will allow VoiceGenie software to install correctly. In particular please ensure that port 8080, 8600 and 8650 are open on the Management Server so that the CMP Proxy can connect and so that packages can be deployed.

In addition, all machines that are being installed should be on the same physical network, and networking between all machines should be operational. Note that NAT (network address translation) may cause installation issues also.



---

## 2.4 Hardware Considerations

This section outlines the hardware that is supported by VoiceGenie software and hardware specifics that should be considered prior to installation.

### 2.4.1 OS Supported Hardware

When purchasing hardware for your VoiceGenie deployment please ensure that the hardware has device drivers that are supported on Red Hat Enterprise Linux 3.0 if you are planning on using either VoiceGenie Linux 3.0 or Red Hat Enterprise Linux 3.0.

### 2.4.2 Processor Speed Requirements

The VoiceGenie software must be installed on a system with a minimum CPU speed of 1 GHz. If the software is installed on a low end machine (i.e. < 1 GHz CPU), installation of the software may fail or may produce an unusable system.

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**Note:** The minimum hardware requirement for production systems is 2.4 GHz CPU with 2 GB of memory. The recommended hardware requirement for production systems is Dual 2.4 GHz and 4 GB RAM.

---

**Note:** The VoiceGenie software is not supported for AMD processors.

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## 2.5 Software Considerations

For information regarding supported operating systems please refer to Operating System and Third Party Software Installation.

For information regarding supported ASR (i.e. automated speech recognition) or TTS (text to speech) servers please refer to ASR and TTS Software Installation.

### 2.5.1 Java Version Requirements

Note that VoiceGenie software is tested to run with Java version 1.4.2. This version is required in order for the installation to run successfully and in order for the SMC (System Management Console) to function correctly.

---

## 2.6 Contacts for Further Information

For further help please contact Genesys Support or your Genesys Account Representative.



## Chapter

# 3

## Installation Overview

A number of steps are involved in installing VoiceGenie software. During the installation it is highly advisable to take your own notes so that you can replicate it in the future as well as provide it to VoiceGenie support if you encounter installation problems. Also, after installation, it is advisable to maintain a change log for the system so that you can refer back to any changes that have been made. Finally, please refer to the Deployment Checklist.

The following is a list of the steps required to install the software along with pointers to the sections of this document that explain in detail the procedure required to carry out that step:

1. Install the Operating System: Operating System and Third Party Software Installation
2. Install the OA&M Framework: VoiceGenie OA&M Framework Installation
3. Upload and Deploy VoiceGenie Software: Other VoiceGenie Software Installation
4. Install ASR/TTS Software if applicable: ASR and TTS Software Installation





## Chapter

# 4

## Operating System and Third Party Software Installation

This section outlines the operating systems that are supported by VoiceGenie and the steps required to install these operating systems and any related third party software.

### 4.1 Supported Operating Systems

The following table outlines what operating systems the VoiceGenie software is supported on:

Operating System	Notes
VoiceGenie Linux 3.0 Update 2	This is a freely available distribution of Linux provided by VoiceGenie that is based on Red Hat Enterprise Linux 3.0. The installation CD provided by VoiceGenie installs and configures the Linux operating system to VoiceGenie's specifications. This includes a number of VoiceGenie customized packages that simplify system configuration and provide basic function for VoiceGenie software. In addition VoiceGenie Linux provides a user friendly, hassle-free Linux installation. Details on the installation of the operating system can be found in Operating System and Third Party Software Installation.
Red Hat Enterprise Linux 3.0 Update 8	The operating system software and installation instructions must be obtained from Red Hat. VoiceGenie does provide a sample kickstart file that could be used for installation; however, it is not required to use this kickstart file. For VoiceGenie software a specific set of packages are required, these are checked and installed by the VoiceGenie post install script. For further details please refer to Operating System and Third Party Software Installation.

Operating System	Notes
Windows 2000 Server and Windows 2003 Server	The operating system software and installation must be obtained by the customer. A number of third party software components need to be installed before installing VoiceGenie software, for further details please refer to Operating System and Third Party Software Installation.

## 4.2 VoiceGenie Linux 3.0 Update 2 Installation and Configuration

This section outlines the procedure for installing and configuring a system with VoiceGenie Linux 3.0 Update 2 (VGL3.0.2). Note that VGL3.0.2 is similar to Red Hat Enterprise Linux 3.0, but is customized to function with VoiceGenie software. The VGL3.0.2 installation creates 2 user accounts by default. The account login and password are listed in the table below:

Account	Default Password	Description
root	root1	Account for system administration
pw	pw	Account used to run most VoiceGenie software.

Note that the above passwords should be changed once the system is installed to limit unauthorized access. To change the password, login to the system as that user (i.e. pw or root) and enter the command `passwd` at the command prompt.

### Step 1 – Installing the Operating System Software

**Note:** The VGL3.0.2 installation formats the hard drive on the system. Please ensure that all important information on the system is backed up before the operating system is installed.

Please perform the following to install VGL3.0.2:

1. Insert the VoiceGenie Linux 3.0.2 CD into the CD-ROM Drive and reboot the machine such that the machine boots off of the CD-ROM Drive.
2. A text-based installation screen will appear. To begin installation, type `install` on the screen.
3. The installation will take approximately 20 minutes and no intervention is needed at this stage.

4. Once the installation of the operating system is complete, a text screen will be displayed detailing the completion of the installation process. Remove the CD from the CR-ROM and press Enter to *reboot* the machine.

---

**Note:** If the VGL3.0.2 installation fails please contact Genesys support with your exact hardware details so that support can direct you further on continuing the install.

---

## Step 2 – Basic Network and Firewall Configuration

After VGL3.0.2 has been installed and the system has rebooted the network settings of the system will need to be configured. Please contact your systems administrator before proceeding if you are unsure of the network settings for your machine. To begin the configuration, please carry out the following:

1. Login to the system as **root**, the default password is *root1*
2. Type in **vg-install** at the command prompt

---

**Note:** If you make any mistakes in answering any of the questions in this section, you can press **Ctrl + C** at any point and re-start the configuration script.

---

After entering **vg-install**, you will be presented with the following prompt:  
Please select one of the following 3 options:

- 1) Run these scripts now (Recommended)
- 2) Run these scripts later
- 3) Never run these scripts

Enter 1 to run the configuration scripts now. You will be prompted with a number of questions related to network configuration. You should enter the information that is appropriate for your network. A sample run of the network configuration script is shown below:

```
-----
-----
- Basic Network Configuration
-----
-----
Would you like to configure the network setting on this
machine now?
[Y/n] > Y

Please enter the HOSTNAME for this machine:
[] > syseng2

Please enter DOMAIN NAME for this machine:
[] > voicegenie.com
```

Please enter the IP ADDRESS for this machine:

[] > 10.0.0.9

Please enter the NETMASK address for this machine:

[] > 255.255.255.0

Please enter the GATEWAY IP for this machine:

[] > 10.0.0.1

Please enter the NAMESERVER IP for this machine:

[] > 10.0.0.123

Restarting network services...

Done

Also, please note that on systems that have more than one network interface card the user will be prompted to configure those interfaces also. This configuration step will occur before the network services are restarted, an example is shown below:

Would you like to configure for a second ethernet interface (eth1)?

[y/N] > y

Please enter the 2nd IP ADDRESS for this machine on eth1:

[] > 10.0.0.10

Please enter the NETMASK address for this machine on eth1:

[] > 255.255.255.0

The next configuration step concerns the firewall and remote services setup. The following is an example of the questions and answer. Please answer according to you requirements:

---

#### - Firewall Configuration

---

Would you like to run the iptables firewall on this machine?

[Y/n] > Y

A basic firewall configuration has been provided. It is recommended that You review this configuration and tailor it for your network.

Would you like to enable TELNET access to this machine?

[Y/n] > Y

Would you like to enable FTP access to this machine?

[Y/n] > Y

Would you like to enable SSH access to this machine?

[Y/n] > Y



Reloading telnet/ftp services...  
Reloading ssh service...

---

**Note:** Note that both FTP and telnet send passwords in plain text (unencrypted), so these protocols should not be used on non-secure networks.

---

Make sure the network interface is active after making the above changes.

### Step 3 – Time Zone and NTP Configuration

The next step of the installation involves configuring the time zone of the system as well as NTP for time synchronization with a network time server.

---

**Note:** NTP is a widely used protocol, used primarily by Linux and Unix systems, to synchronize the clocks on multiple machines. Using NTP, it is usually possible to keep all of the clocks within a cluster of machines to within a few milliseconds of each other. Once configured, NTP will operate autonomously and will periodically send out messages to the NTP server to synchronize the local time with its designated time server. The frequency of these messages varies on each system. If you are going to enable NTP, please ensure that the NTP server is setup and functioning prior to configuring NTP on the VoiceGenie server.

---

The following is an example of the related prompts:

```
-----
-----
Time Zone Configuration
-----
-----
Would you like to configure the time zone?
[Y/n] > Y

Select your region
1) US/Canada
2) Europe/Asia
3) Australia
4) Custom time zone
5) Skip this step
[1] > 1

Select your time zone
1) Newfoundland
2) Atlantic
3) Eastern
4) Central
```

```

5) Mountain
6) Pacific
7) Alaska
8) Hawaii
[3] > 3

```

```

Would you like to enable the network time protocol (NTP)?
[y/N] > Y

```

```

Please enter the hostnames of one or more NTP server(s):
1 > time.voicegenie.com
2 >

```

---

**Note:** Customers who use the UTC time zone will need to edit the Tomcat start script since UTC is not considered to be a standard time zone. The following should be added to the script /etc/init.d/vgtomcat after the line CATALINA\_OPTS="":

```
CATALINA_OPTS="$CATALINA_OPTS -Duser.timezone=GMT"
```

When changing the date/time on an installed system, reboot after updating the time. Alternatively, stop all VoiceGenie software including the CMP Proxy, update the time and then restart the software.

Also, note that when time is adjusted forward on a server by NTP, the CMP Proxy may restart its components.

---

## Step 4 – VoiceGenie Software Setup

The last step in the VGL3.0.2 setup is to install the VoiceGenie software. The software can be installed from CD-ROM or via FTP or NFS. The prompt that will be displayed is as follows:

```

-----
- VoiceGenie Software Installation
-----

Where would you like to install the VoiceGenie software
from?
1) CD-ROM
2) FTP or NFS
3) Do not install the VoiceGenie Software
[1] > 2

```

If you have the VoiceGenie Software CD available, please select 1, then place the CD in the CD-ROM drive and proceed to Step 2 – Install Basic OA&M Framework. If you are installing using FTP or copying the installation files over from a network drive (NFS), then select 2 and proceed to Step 2 – Install

Basic OA&M Framework. You can choose not to install the VoiceGenie software until later by selecting option 3. If you choose to install the VoiceGenie software later you can begin the installation procedure by following the procedure as outlines in VoiceGenie OA&M Framework Installation of this guide.

---

## 4.3 Red Hat Enterprise Linux 3.0 and Third Party Software Installation

This section outlines the procedure for installing and a system with Red Hat Enterprise Linux 3.0 (RHEL3.0) Update 8 as well as the other third party software components needed for running VoiceGenie software.

### 4.3.1 Red Hat Enterprise Linux 3.0 Operating System Installation

To install Red Hat Enterprise Linux 3.0 Update 8 users must use the standard RHEL3.0 installation CDs provided by Red Hat. Note that users may choose to use the kickstart file provided by VoiceGenie, but it is not a requirement. The VoiceGenie kickstart file can be found on the in the VoiceGenie Post RHEL3.0 Installation package.

#### Step 1 – Copying the VoiceGenie Kickstart File

This step is only required if you are using the VoiceGenie kickstart file; if you are not using the VoiceGenie kickstart file please move on to Step 2 – Installing RHEL3.0 Update 8.

To use the VoiceGenie kickstart file copy it to a floppy disk. The VoiceGenie kickstart file can be found in the `/kickstart` directory of the VoiceGenie Post RHEL3.0 Installation package (`post_linux-7.2.0-1.tar.gz`), it has the name `ks.cfg`. This floppy disk will be required later.

---

**Note:** If your machine does not have a floppy disk the kickstart file can be put on the Red Hat installation CD or installed from the network. Please contact support for further instructions on this topic.

---

#### Step 2 – Installing RHEL3.0 Update 8

To start the installation process, place CD1 of the RHEL3.0 installation CDs and power on the machine. The machine should boot off of this CD and load a text-based installation screen.

Users have the option of either installing by using the VoiceGenie kickstart file or by using the Red Hat installation to choose which packages are installed.

### Using the VoiceGenie kickstart File

If you are opting to use the VoiceGenie kickstart file then the user should place the floppy created in Step 1 – Copying the VoiceGenie Kickstart File into the floppy drive and type the following command to start the installation:

```
linux ks=floppy
```

This kickstart file will automatically format and partition the hard drive as well as install all the packages required by the VoiceGenie software. Once operating system installation is complete please *reboot* the machine.

### Using Red Hat's Installer

If you opt to install Red Hat Enterprise Linux by choosing which packages are installed yourself please ensure that the following list of the packages are installed at a minimum, they are required for VoiceGenie software to function:

```
@ Development Tools
@ Kernel Development
@ MySQL Database
screen
openssl096b
net-snmp-utils
sendmail-cf
mailx
perl
perl-DBI
perl-CGI
perl-DBD-MySQL
perl-DateManip
perl-HTML-Parser
perl-HTML-Tagset
perl-URI
perl-libwww-perl
mysql
unixODBC
XFree86-base-fonts
XFree86-xauth
desktop-file-utils
switchdesk
xinitrc
XFree86
Xaw3d
MyODBC
httpd
rsh-server
```

```
telnet-server
tftp-server
vsftpd
ntp
```

### Step 3 – Running the VoiceGenie Post RHEL3.0 Installation Script

Once the operating system has been installed, the VoiceGenie Post RHEL3.0 Installation script must be run. This script checks that the required packages for VoiceGenie software to function are installed; in addition it installs a number of VoiceGenie specific packages. The scripts and all packages are found in the VoiceGenie Post RHEL3.0 Installation package (`post_linux-7.2.0-1.tar.gz`).

To run the script, log in to the system as the root user and create a directory to temporarily store the Post RHEL3.0 Installation script and the third party software. The following is an example:

```
mkdir -p /usr/local/RPMTOP/RPMS/i386/post_RHEL30
```

Insert the VoiceGenie Post RHEL3.0 Installation CD in the CD-ROM drive and copy all files in the root directory on the CD to the location created above, and untar the file:

```
mount /mnt/cdrom
cd /usr/local/RPMTOP/RPMS/i386/post_RHEL30
cp /mnt/cdrom/* .
tar -xzf post_linux-7.2.0-1.tar.gz
```

Next, ensure that the scripts are executable; the following is an example of this procedure:

```
cd post_linux-7.2.0-1
chmod 755 post_install.sh
```

Lastly, run the post RHEL3.0 script, the following is an example:

```
./post_install.sh
```

The following is an example screen capture of the execution of the script:

```
Current machine kernel version is 2.4.21-9.EL
Warning: VoiceGenie's software has only been tested on RHEL3.0 kernel
2.4.21-37. Do you wish to proceed? (y/n) >
y
```

```
The following package is not already installed: MySQL-server-standard-
4.1.20-0.rhel3.i386.rpm
Installing package: MySQL-server-standard-4.1.20-0.rhel3.i386.rpm
Installation successful
```

```
The following package is not already installed: j2sdk-1.4.2-fcs.i586.rpm
Installing package: j2sdk-1.4.2-fcs.i586.rpm
```

Installation successful

The following package is not already installed: atsar\_linux-1.6-1.i386.rpm  
Installing package: atsar\_linux-1.6-1.i386.rpm  
Installation successful

The following package(s) is/are already installed:  
httpd-2.0.46-26.ent  
Please confirm that you would like to continue installing the package:  
httpd-2.0.52-1.i386.rpm?  
Please enter 'y' (yes), 'n' (no) or 'a' (yes for all). >  
y  
Installing package: httpd-2.0.52-1.i386.rpm  
Installation successful

The following package(s) is/are already installed:  
unixODBC-2.2.3-6  
Please confirm that you would like to continue installing the package:  
unixODBC-2.2.11-1.i386.rpm?  
Please enter 'y' (yes), 'n' (no) or 'a' (yes for all). >  
a  
Installing package: unixODBC-2.2.11-1.i386.rpm  
Installation successful

The following package is not already installed: unixODBC-devel-2.2.11-1.i386.rpm  
Installing package: unixODBC-devel-2.2.11-1.i386.rpm  
Installation successful

The following package is not already installed: vg-scriptmanager-3.0.1-1.i386.rpm  
Installing package: vg-scriptmanager-3.0.1-1.i386.rpm  
Installation successful

The following package is not already installed: vg-setup-3.0.0-1.i386.rpm  
Installing package: vg-setup-3.0.0-1.i386.rpm  
Installation successful

The following package is not already installed: vg-squid-2.5.6-1.i386.rpm  
Installing package: vg-squid-2.5.6-1.i386.rpm  
Installation successful

The following package is not already installed: vg-tomcat-5.0.28-1.i386.rpm  
Installing package: vg-tomcat-5.0.28-1.i386.rpm  
Installation successful

The following package is not already installed: cmp-deployer-1.0.0-15.i386.rpm

```
Installing package: cmp-deployer-1.0.0-15.i386.rpm
Installation successful
```

```
The following package is not already installed: vg-xerces-2.0.0-
1.i386.rpm
Installing package: vg-xerces-2.0.0-1.i386.rpm
Installation successful
```

Update complete.

If you have not setup the network interface and time zone, you can run the VoiceGenie provided Network and Time Zone setup scripts, they are located at `/usr/local/vg-scriptmanager/done/I010network` and `/usr/local/vg-scriptmanager/done/I060clock`. After running these scripts the system must be rebooted.

---

## 4.4 Windows 2000/2003 Server and Third Party Software Installation

This section outlines the steps in installing Windows 2000/2003 Server and other third party software components needed for running VoiceGenie software. Note that all installation steps must be carried out as a user who has Administrative privileges.

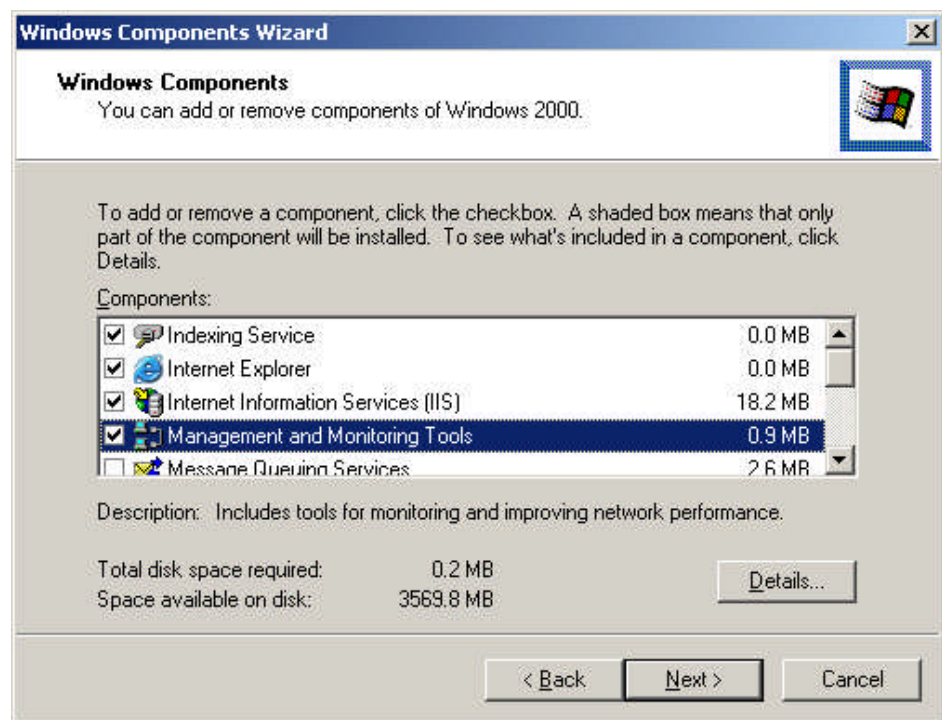
Note that non-English Windows installations require a number of manual changes to function correctly. Please refer to 4.4.4 Non-English Windows Details for additional details about non-English Windows installations.

### 4.4.1 Window 2000/2003 Server Operating System Installation

Use the Windows 2000/2003 Server CD to install the operating system. When installing please make sure that the following components are installed:

- Internet Information Services (IIS)
- Terminal Services
- Management and Monitoring Tools

To check that these services are installed go to **Control Panel > Add/Remove Programs > Add/Remove Windows Components** and check that they are selected in the in the component list, the following screenshot is an example:




---

**Note:** IIS is required by the VoiceGenie VoiceXML Platform for serving inline, implicit and hotkey grammars to an ASR engine. If you are not using an ASR engine you can choose not to install and configure IIS.

---

## IIS Modifications in Windows 2003 Server

Also, the default IIS installation under Windows 2003 Server does not have all the necessary MIME-types setup. As a result, please follow the following procedure to add the required MIME-type under Windows 2003 Server:

1. Open the Internet Information Services Window: Start > Programs > Administrative Tools > Internet Information Services (IIS) Manager.
2. Expand the tree in the left pane until you see the Default Web Site node under Web Sites under the name of the local machine. Right click on Default Web Site and select Properties. This will reveal the Default Web Site Properties window.
3. In the Properties window, uncheck the HTTP Keep-Alives Enabled checkbox.
4. In the Properties windows, select the HTTP Headers tab and in the MIME types section click on the MIME Types... button.
5. In the MIME Types windows click on New... and add a MIME-type with the following details: Extension: \*, MIME type:



application/octet-stream, then click on OK in the MIME Type window to save this.

6. Click on OK in the MIME Types window and the Default Web Site Properties window. Then restart the Default Web Site by right clicking on the Default Web Site node and selecting Stop. Once it has stopped, right click again and select Start.

## Microsoft Security Bulletin Updates

Generally speaking, security updates required by Microsoft to patch security holes in the Windows operating system environment can be applied to systems running the VoiceGenie software. However, it is known that the following security update will prevent the Squid Cache from starting up if installed after Squid is installed:

- Microsoft Security Bulletin MS06-023  
(<http://www.microsoft.com/technet/security/Bulletin/MS06-023.msp>)

Please refrain from applying this update to the operating system once the Squid has been installed.

## Scheduled Task Update for Windows 2003 Server

Under Windows 2003 Server, a scheduled task on all Database Servers (usually the Primary/Backup Management Servers) needs to be updated.

In the Control Panel's Scheduled Tasks, remove the AT1 task and from a command console run the command:

```
schtasks /create /ru system /sc hourly /st 00:06 /tn
Atlw2k3 /tr "java -jar C:\VoiceGenie\cmp\cmp-
server\bin\dbadmin.jar summarize"
```

---

**Note:** Sometimes network settings may need to be changed on a machine that has already been installed. After changing network settings on Windows 2000/2003 server, the system should be rebooted, even if Windows does not give a prompt to do so.

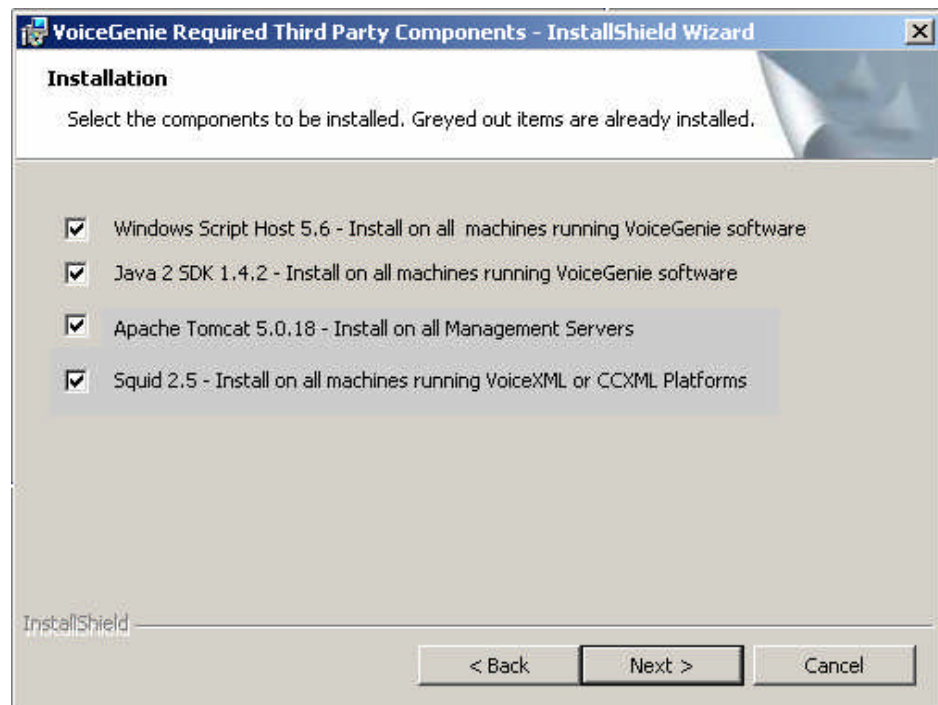
---

### 4.4.2 Third Party Software Installation

Once the operating system has been installed, a number of third party software components need to be installed in order for VoiceGenie software to function correctly. These third party software components are provided on a separate CD called the VoiceGenie Third Party Installation CD. Double click on the

setup.exe in the root directory of the CD to begin the third party software installation.

Once the VoiceGenie Third Party Components installation user interface has loaded, click on **Next** to start the installation process. The following installation screen will be presented:



Users should only install the third party components that are required. The following table outlines what third party component should be installed based on the role of the machine in the deployment:

Third Party Software Component	Machine to Install On
Windows Script Host v. 5.6	All Servers
Java 2 SDK v. 1.4.2_X	All Servers
Apache Tomcat v. 5.0.28	Management Server
Squid v. 2.5	VoiceXML or CCXML Platform Servers

Check the checkbox next to the appropriate boxes for the third party components that will be installed on this machine, then click on **Next** to begin the installation.

Next, the MySQL setup and MyODBC setup should be run on the Database Servers. This should be installed in the order below. The MySQL setup can be run by double clicking on the following executable:

`mysql-essential-4.1.20-win32.msi`

1. At MySQL.com Sign Up - Setup Wizard screen - choose to 'Skip Sign-Up'
2. At MySQL Server Instance Configuration Wizard - unselect (uncheck) the Modify Security Settings checkbox and click Next

OPTIONAL - you can confirm that MySQL is started after a reboot by looking for the `mysqld-nt.exe` process

The MyODBC setup can be run by double clicking on the following executable:  
`mysql-connector-odbc-3.51.12-win32.msi`

Once installation has completed for all components, please reboot the machine.

After the reboot, the user will need to run the following script by double clicking on it:

`C:\squid\squidSet.vbs`

The following sections provide additional information regarding the various third party software components.

## **Windows Script Host v. 5.6**

All machines must install Windows Script Host v. 5.6. Please read the license agreement and follow the prompts for installation.

Note that the Windows Script Host installation may present the user with errors during installation on non-English Windows systems. Please disregard this error and click on OK to install the Windows Script Host.

## **MySQL v. 4.1.20**

MySQL must be installed on all Database Server machines. Please read the license agreement when prompted and answer all installation questions with the default responses so that MySQL is installed in the "Typical" configuration. Note that this version is required; a newer version of MySQL can not be used.

## **MyODBC v. 3.51**

MyODBC is an ODBC driver for accessing the MySQL database. It must be installed on the Management Server(s) (both primary and backup). Please read

the license agreement and select the default options when prompted during installation.

### **Java 2 SDK v. 1.4.2\_X**

The Java 2 SDK should be installed on all machines. Please read the license agreement and use the default options when prompted during installation.

### **Apache Tomcat v. 5.0.28**

Apache Tomcat must be installed on the Management Server(s). Please read the license agreement and use default settings when installing. Note that the default HTTP/1.1 Connector port should not be changed from 8080.

### **Squid v. 2.5**

Squid is a web proxy cache that is use by the VoiceXML Platform and CCXML Platform. The third party install will install all the necessary files for Squid into C:\Squid as well as register the SquidNT service. Please see C:\Squid\COPYRIGHT for the license agreement. Please *reboot* the system after installing Squid.

After the reboot, the user will need to run the following script if it has not already been run, to run it, simply double click on it:  
C:\squid\squidSet.vbs

## **4.4.3 Cross OS Installation & Deployment**

The vast majority of deployments use one operating system for all machines within the deployment. However, there are cases where a Windows based VoiceGenie deployment requires an ASR or TTS engine that is only available on Linux, or visa versa. In a situation where cross OS installation and deployments occurs it may be necessary to install additional third party software.

The particular case where additional third party software is required in when a Windows based VoiceGenie deployment requires ASR or TTS engines that will be deployed on Linux machines. In this scenario, third party software must be installed to allow .tar.gz files to be uncompressed under Windows. The software required to perform this is called 7-Zip 3.13 and is available at <http://www.7-zip.org/>. Please download the setup and install on all Windows machines that are running the SMC.

### 4.4.4 Non-English Windows Details

This section details specifics about non-English Windows installations. A number of manual steps and important details are listed in this section.

#### The Program Files Directory

Non-English Windows installations do not have a **Program Files** directory; instead, the directory that contains the program files are language specific. For example, under the German version of Windows the directory is labeled as the **Programme** directory. In this case, users must manually copy all directories and files found under **C:\Program Files**, which have been created by the VoiceGenie installation, to the corresponding language specific program files directory. For example:

1. Before deploying the OA&M Framework, create a directory names **C:\Program Files** and copy Apache, Java, and MySQL from **C:\Programme\** to **C:\Program Files\**
2. Next, deploy the OA&M Framework
3. Finally, after the OA&M Framework has successfully deployed, copy the directories in **C:\Program Files\** to **C:\Programme\**

#### IIS Configuration

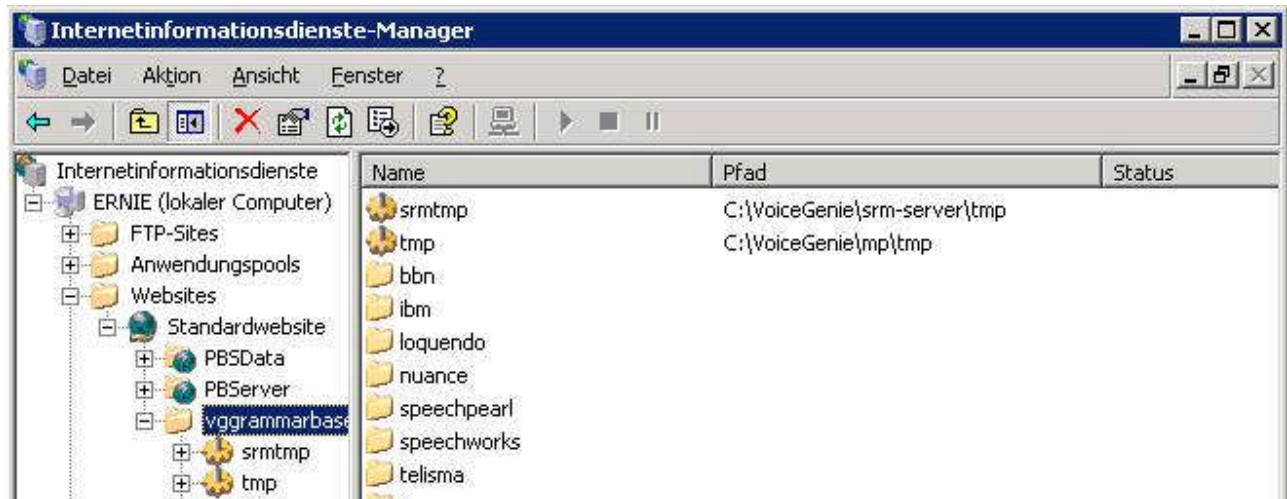
In some non-English Windows installation the IIS (Internet Information Services) Manager the name of the default web site is not **Default Web Site** but a language specific name, for example, under the German version of Windows the name is **Standardwebsite**. This poses a problem since the VoiceGenie installation attempts to create a number of virtual directories under this directory name. As a result, some virtual directories will need to be manually created.

When deploying the phoneweb (Media Platform) package, users must manually add the **tmp** virtual directory into the **vggrammarbase** directory under the default web site. The **tmp** virtual directory should point to **C:\Voicegenie\mp\tmp**. This directory should be public readable.

Users must also manually add the **inlinetmp** virtual directory into the **vggrammarbase** directory under the default web site. The **inlinetmp** virtual directory should point to **C:\Voicegenie\mp\grammar\inlinetmp**. This directory should be public readable.

When deploying the srm-server package, users must manually add the **srmtmp** virtual directory into the **vggrammarbase** directory under the default web site. The **srmtmp** should point to **C:\Voicegenie\srm-server\tmp**.

The following screenshot illustrates the IIS Manager changes to add the virtual directories:





## Chapter

# 5

## Oracle 10g Server & Client Installation (Optional)

This section covers installation of the Oracle 10g Server and Client. Installation of Oracle 10g is optional and only required if you are going to be using Oracle as your Database Server. If you are using Oracle as your Database Server, it must be installed before installation of the basic VoiceGenie OA&M Framework software. The procedure outlined below should be carried out on the actual Database Server; the one exception is the instructions in section: Installing the Oracle Client. This section should only be carried out on the server(s) that will be installed with the OA&M Framework CMP Server software. In the event that the Database Server is on the same machine as the CMP Server, please carry out all steps on that one machine.

### 5.1 Hardware Requirements

Oracle 10g has the following minimum hardware requirements:

- 1024 MB of RAM or Greater
- 400 MB of disk space in the /tmp partition
- 3 GB of disk space in the /usr/local partition

On Linux, to check the amount of physical memory and swap space, enter the following command at the command prompt:

```
egrep -i "memtotal|swaptotal" /proc/meminfo
```

On Windows, to check the amount of physical memory open the System Properties UI in Control Panel.

---

**Note:** Oracle requires swap space that is double the size of the RAM if there is between 1 GB to 2 GB of RAM. If there is greater than 2GB of RAM, Oracle requires swap space that is one to two times the size of RAM. If more swap space is required please consult the Oracle install guide.

---

On Linux, to check the amount of disk space available, enter the following commands at the command prompt:

```
df -k /tmp
df -k
```

## 5.2 Software Requirements

### Linux

On Linux, Oracle 10g requires that certain software packages are installed. The following is a list of packages that must be installed on top of the VoiceGenie Linux 3.0 installation:

```
compat-db-4.0.14-5.i386.rpm
compat-gcc-7.3-2.96.128.i386.rpm
compat-gcc-c++-7.3-2.96.128.i386.rpm
compat-libstdc++-7.3-2.96.128.i386.rpm
compat-libstdc++-devel-7.3-2.96.128.i386.rpm
openmotif21-2.1.30-8.i386.rpm
vnc-server-4.0-0.beta4.1.1.i386.rpm
```

These RPMs can be found in the `oracle_vg.tgz` file. To install these RPMs log in to the system as the root user, then create the directory `/usr/local/vg_install/oracle`:

```
mkdir -p /usr/local/vg_install/oracle
```

Then copy the `.tgz` file to this directory and untar the file:

```
cd /usr/local/vg_install/oracle
tar -xzf oracle_vg.tgz
```

Once the files are extracted go to the `pre_oracle` directory:

```
cd /usr/local/vg_install/oracle/pre_oracle
```



Next, install all RPMS:

```
rpm -ivh *.rpm
```

### Windows

Windows has no specific Software Requirements.

## 5.3 Linux Oracle Installation

This section describes the Oracle Server and Oracle Client installation for Linux. If you are installing the Oracle Server or Oracle Client on Windows please refer to the next section.

### Creating Required OS Groups and Users

A number of local operating system groups and users are required by the Oracle installation. To create these please run the following commands at the command prompt:

```
/usr/sbin/groupadd oinstall
/usr/sbin/groupadd dba
/usr/sbin/useradd -g oinstall -G dba oracle
```

Next, enter the following command to set the password for the oracle user, choose any password you desire:

```
passwd oracle
```

Also, the user **nobody** should be added if it does not already exist. To check if the id exist run the following command:

```
id nobody
```

If the user **nobody** does not exist, carry out the following command to create it:

```
/usr/sbin/useradd nobody
```

### Configuring Kernel Parameters

Oracle requires that specific values are set for kernel parameters. Please verify that the kernel parameters shown in the following table are set to values

greater than or equal to the recommended value shown. The procedure following the table describes how to verify and set the values.

Parameter	Value	File
Semmsl	250	/proc/sys/kernel/sem
Semms	32000	/proc/sys/kernel/sem
Semops	100	/proc/sys/kernel/sem
Semmni	128	/proc/sys/kernel/sem
Shmall	2097152	/proc/sys/kernel/shmall
Shmmax	Half the size of physical memory (in bytes)	/proc/sys/kernel/shmmax
Shmmni	4096	/proc/sys/kernel/shmmni
file-max	65536	/proc/sys/fs/file-max
ip_local_port_range	Minimum: 1024 Maximum: 65000	/proc/sys/net/ipv4/ip_local_port_range
Rmem_default	1048576	/proc/sys/net/core/rmem_default
Rmem_max	1048576	/proc/sys/net/core/rmem_max
wmem_default	262144	/proc/sys/net/core/wmem_default
wmem_max	262144	/proc/sys/net/core/wmem_max

---

**Note:** If the current value of any parameter is higher than the value listed in this table, then do not change the value of that parameter. The exception is the minimum value for `ip_local_port_range`, for this parameter the value should be the same (1024) or lower.

---

To view the current value specified for these kernel parameters carry out the following command on the command prompt:

```
/sbin/sysctl -a | egrep "sem|shm|file-  
max|ip_local_port_range|rmem_default|rmem_max|wmem_defau  
t|wmem_max"
```

If the value of any kernel parameter is different from the recommended value, then use any text editor and create or edit the file `/etc/sysctl.conf` file. Next, add or edit lines as necessary, notably the line should look as follows:  
`kernel.shmmax = 1074135040`

By specifying the values in the `/etc/sysctl.conf` file, the new values will persist when the system is restarted. Please restart the system to check that the values have persisted.

Next, some shell limits for the oracle user must be set to improve the performance of the software; you can set these limits by following the steps below:

- 1) Edit the file: `/etc/security/limits.conf` and add the following lines to the end of the file:

```
oracle soft nproc 2047
oracle hard nproc 16384
oracle soft nofile 1024
oracle hard nofile 65536
```

- 2) Edit the file: `/etc/pam.d/login` and add the following lines if they do not exist:

```
session required /lib/security/pam_limits.so
session required pam_limits.so
```

- 3) Edit the file: `/etc/profile` and add the following lines to the file:

```
if [ $USER = "oracle" ]; then
    if [ $SHELL = "/bin/ksh" ]; then
        ulimit -p 16384
        ulimit -n 65536
    else
        ulimit -u 16384 -n 65536
    fi
fi
```

## Creating Required Directories

The following changes must be made to the files system:

```
mkdir -p /usr/local/u01/app/oracle/product/10.2.0.1
chown -R oracle:oinstall
/usr/local/u01/app/oracle/product/10.2.0.1
chmod -R 775 /usr/local/u01/app/oracle/product/10.2.0.1
ln -s /usr/local/u01/ /u01
```

## Setting the oracle User's Environment

Edit the file: `.bash_profile` in the home directory of the oracle user and add the following lines, note that `local_host_name` should be changed to the hostname of the local machine:

```
export DISPLAY=local_host_name:1
umask 022
```

## Installing the Oracle Server

Please follow the steps below to install the Oracle Server software:

- 1) Create the installation directory for the Oracle software:
 

```
su
mkdir -p /usr/local/oracle_install/
chown -R oracle:oinstall /usr/local/oracle_install/
su - oracle
cd /usr/local/oracle_install/
```
- 2) Next, copy the ZIP file to the installation directory created above. The steps required to do this are dependent on the location of the Oracle ZIP file.
- 3) Unzip the installation file and change directories:
 

```
unzip 10201_database_linux32.zip
```
- 4) Start the VNC Server so that the installation user interface can be run, when asked for a password you can use any password to access the desktop:
 

```
vncserver :1
```

---

**Note:** To kill the X Server to prevent access later you can run the following command:

```
vncserver -kill :1
```

---

- 5) Next, start the Oracle installation from the command line. First, if you have installed VoiceGenie Linux 3.0 then become the root user and edit the file `/etc/redhat-release` and enter the version of the OS, note that if you have Red Hat Enterprise Linux 3.0 installed this step is not required:
 

```
su
vi /etc/redhat-release
```

 Add the following line to the text file:
 

```
RedHat Linux release 3.0
```

Next, as the root user enter the following commands to ensure that the ORACLE\_HOME and TNS\_ADMIN environment variables are not set:

```
unset ORACLE_HOME
unset TNS_ADMIN
```

Finally, run the installation as the oracle user by executing the following:

```
su - oracle
/usr/local/oracle_install/database/runInstaller
```

- 6) Start the VNC client from your desktop and connect to the session. This is specified by <hostname>:<session> where <hostname> is the IP of the server and <session> is 1 in the example above.
- 7) In the VNC session the installation user interface will be shown, please enter the following information when prompted:

```
Oracle Home Location: /u01/app/oracle/product/10.2.0.1
Installation Type: Enterprise Edition (1.3GB)
UNIX DBA Group: dba
Create Starter Database: <Ensure this option is checked>
Global Database Name: ndm
Database Password: rootsql
Confirm Password: rootsql
```

Then click on Next.

Next, enter the following when prompted:

```
Enter the full path of the inventory directory:
/home/oracle/oraInventory
```

```
Specify Operating System group name: dba
```

Then click on Next.

Next, the Product-Specific Prerequisite Checks screen will appear, please acknowledge any errors since these errors will not negatively affect the system. Notably, there will be an error generated concerning glibc version. After acknowledging the errors please click Next.

---

**Note:** The above noted error will appear as follows:

```
Checking Recommended glibc version
Expect result": ATLEAST=2.3.2-95.27
Actual Result:2.3.2-95.20
```

---

---

**Note:** The above noted error will appear as follows:

Checking Recommended glibc version  
 Expect result": ATLEAST=2.3.2-95.27  
 Actual Result:2.3.2-95.20

---

After viewing the Summary page click on Install to start the installation.

---

**Note:** The last step in the Oracle install involves running 2 scripts as the root user:

`/home/oracle/oraInventory/orainstRoot.sh`  
`/u01/app/oracle/product/10.2.0.1/root.sh`

Please ensure that you run these scripts prior to pressing the OK button to complete the install.

---

After the installation completes you can exit the installer.

- 8) Next, make the following manual changes to the system as the root user:

Edit the file: `/etc/oratab` and modify the line:  
`ndm:/u01/app/oracle/product/10.2.0.1:Y`

Next, edit the file: `/home/oracle/.bash_profile` and add the following lines to the end of the file:

```
ORACLE_HOME=/u01/app/oracle/product/10.2.0.1
export ORACLE_HOME
PATH=$PATH:$ORACLE_HOME/bin
```

Next, edit the file:  
`/u01/app/oracle/product/10.2.0.1/bin/dbstart` and edit the line with `ORACLE_HOME_LISTNER` to the following:  
`ORACLE_HOME_LISTNER=$ORACLE_HOME`

- 9) Next, start the Oracle Server by running the following commands as the root user:
- ```
su - oracle -c
"/u01/app/oracle/product/10.2.0.1/bin/dbstart"
su - oracle -c "lsnrctl start"
```

- 10) To make additional changes to the system and to test the Oracle server installation you must run the `post_oracle_install.pl` script. Please carry out the following step as the root user:

Go to the directory specified below:

```
cd /usr/local/vg_install/oracle/post_oracle
```

Next, run the `post_oracle_install.pl` script and ensure that no major failures are reported:

```
./post_oracle_install.pl
```

- 11) Finally, reboot the server to complete the installation.

## Stopping and Starting the Oracle Server

If you ever need to stop the Oracle Database run the following commands as the root user:

```
/etc/init.d/dbora stop
su - oracle -c "lsnrctl stop"
```

If you need to start the Oracle Database run the following commands as the root user:

```
/etc/init.d/dbora start
```

## Installing the Oracle Client

The Oracle Client, also known as the Oracle ODBC Instant Client is used by the CMP Server software to communicate to the Oracle Server and is required to be installed prior to installing the CMP Server. This section outlines the steps to download, install and configure the Client.

- 1) Download the Basic Instant Client and ODBC Instant Client packages from the Oracle Technology Network Instant Client page. You will need an Oracle Technology Network account to access the packages at the following URL:  
<http://www.oracle.com/technology/software/tech/oci/instantclient/htdocs/linuxsoft.html>.

- 2) The two downloaded packages must be unzipped into same directory. For example, create the directory below, then copy the files into the directory and unzip:

```
mkdir /usr/local/oracle_client
cd /usr/local/oracle_client
```

Next, copy the files to this directory and unzip as follows:

```
unzip instantclient-basic-linux32-10.2.0.2-20060331.zip
unzip instantclient-odbc-linux32-10.2.0.2-20060331.zip
chown -R pw:phoneweb /usr/local/oracle_client
```

- 3) Next, as the root user, execute the odbc\_install script while specifying "/" as the Driver Manager installed directory in the command line argument:

```
cd instantclient_10_2
chmod +x odbc_install.sh
./odbc_install.sh /
```

This script will add the DSN entry in \$HOME/.odbc.ini and /etc/odbcinst.ini with the DSN name set as OracleODBC-10g

- 4) Finally, once the installation is complete, the system environment variable LD\_LIBRARY\_PATH needs to be modified to add this path so that the ODBC driver manager can load the Oracle driver. Please carry out the following:

```
vi /etc/profile
```

Add the following to the end of the file:

```
export
LD_LIBRARY_PATH=/usr/local/oracle_client/instantclient_10_2:$LD_LIBRARY_PATH
```

## 5.4 Windows Oracle Installation

This section describes the Oracle Server and Oracle Client installation for Windows. If you are installing the Oracle Server or Oracle Client on Linux please refer to the previous section.

### Installing the Oracle Server

Please follow the steps below to install the Oracle Server software:

- 1) Copy the Oracle Server installation ZIP file (10201\_database\_win32.zip) to your C: drive and Unzip using WinZip.
- 2) After the file has been unzipped, the directory C:\database will be created. Enter this directory and double click on the setup.exe to launch the Oracle installer.



- 3) In the Oracle installer, select Installation Method and choose Basic Installation. Next, enter the following information:

Oracle Home Location: C:\oracle\product\10.2.0\db\_1  
 Installation  
 Type: Enterprise Edition (1.3GB)  
 Create Starter Database: <Ensure this option is checked>  
 Global Database Name: ndm  
 Database Password: rootsql  
 Confirm Password: rootsql

- 4) Next, the Product-Specific Prerequisite Checks screen will appear, all checks should pass, you should see Check complete. The overall result of this check should be Passed. After viewing the results please click on Next.
- 5) On the Summary page, click on Install, the installation will take a few minutes. Click on Ok after it has completed running the Database Configuration Assistant. Click on Exit to complete the installation

## Installing the Oracle Client

The Oracle Client, also known as the Oracle ODBC Instant Client is used by the CMP Server software to communicate to the Oracle Server and is required to be installed prior to installing the CMP Server. This section outlines the steps to download, install and configure the Client.

- 1) Download the Basic Instant Client and ODBC Instant Client packages from the Oracle Technology Network Instant Client page. You will need an Oracle Technology Network account to access the packages at the following URL:  
<http://www.oracle.com/technology/software/tech/oci/instantclient/htdocs/winsoft.html>.
- 2) The two downloaded packages must be unzipped into same directory. For example, create the directory below, then copy the files into the directory and unzip:  

```
md C:\Oracle\instantclient_10_2
cd C:\Oracle\instantclient_10_2
```

 Next, save the files to this directory and unzip into that directory using Winzip, the two required ZIP files are:  
 instantclient-basic-win32-10.2.0.2-20060508.zip  
 instantclient-odbc-win32-10.2.0.2-20060508.zip
- 3) Next, ensure that the following DLLs are included in the either the C:\WINNT\system32\ or C:\oracle\instantclient\_10\_2\ directories:

```
msvcr71.dll
MFC71.dll
```

- 4) After unzipping the Instant Client packages, execute the `odbc_install` script at the command line:

```
cd C:\oracle\instantclient_10_2
odbc_install.exe
```

- 5) Finally, you need to make changes to the system variables. Go to the Control Panel and double click on System, then select the Advanced tab and click on the Environment Variables button. In the System variables are make the following changes:

- Add the directory `C:\Oracle\instantclient_10_2` to the PATH system environment variable
- Define the system environment variable `TNS_ADMIN` to point the `tnsnames.ora` files directory which is at `C:\Oracle\instantclient_10_2\`.
- Define the system environment variable `ORACLE_HOME` to point to `C:\oracle\product\10.2.0\db_1`
- Edit the `tnsnames.ora` file to add the following text:

```
NDM =
(DESCRIPTION =
  (ADDRESS = (PROTOCOL = TCP)(HOST = localhost)(PORT
= 1521))
  (CONNECT_DATA =
    (SERVER = DEDICATED)
    (SERVICE_NAME = ndm)
  )
)
```

- 6) Reboot the system after the changes.



## Chapter

# 6

## VoiceGenie OA&M Framework Installation

This section covers installation assuming that the operating system and all third party software are installed; if they are not installed please refer to Operating System and Third Party Software Installation. This section covers installation of the basic VoiceGenie OA&M Framework software, this software must be installed before any other VoiceGenie or third party software can be deployed.

---

### 6.1 Installation Order

Once you have selected a deployment architecture you can begin installing the various servers that make up a VoiceGenie deployment. The components of the OA&M Framework (i.e. Database Servers and Management Servers) should be installed first. Subsequently all other servers that are part of the VoiceGenie deployment (VoiceXML Platforms, etc.) can be installed.

---

### 6.2 Basic Installation Procedure

The following procedure should be carried out on all machines that will be part of a VoiceGenie deployment. This procedure installs the basic OA&M Framework so that installation and deployment can be carried out via the System Management Console (SMC) (i.e. the web interface).

#### Step 1 – Copy Basic OA&M Framework Files to the System

If the VoiceGenie Software was installed using the installation CD, please skip ahead to Step 2 – Install Basic OA&M Framework.

### Linux

Under Linux copy the following packages to the directory `/usr/local/vg_install/products/`, note that `x.y.z` is the latest version (i.e. 7.2.0) and `a` is the revision of the package (i.e. 5):

- `cmp-db-x.y.z-a.tar.gz`
- `cmp-server-x.y.z-a.tar.gz`
- `cmp-proxy-x.y.z-a.tar.gz`
- `cmp-smc-x.y.z-a.tar.gz`

### Windows

Under Windows copy the following packages to the directory `C:\install\`, if this directory does not exist please create it, note that `x.y.z` is the latest version (i.e. 7.2.0) and `a` is the revision of the package (i.e. 3):

- `setup.exe`
- `cmp-db-x.y.z-a.zip`
- `cmp-server-x.y.z-a.zip`
- `cmp-proxy-x.y.z-a.zip`
- `cmp-smc-x.y.z-a.zip`

## Step 2 – Install Basic OA&M Framework

### Linux

To begin the installation, please carry out the following:

1. Login to the system as `root`, the default password is `root1`
2. Type in `vg-install` at the command prompt

After entering `vg-install`, you will be presented with the following prompt:  
Will this server be part of a distributed setup (ie. more than 1 server)?

[Y/n] >

If you are installing a system for trial or lab purposes you can enter `N` to install all OA&M Framework software components on this machine. This is called an *All-in-One setup*, a diagram of which can be found in 2.2.1 All-in-One. Note that this type of setup is not recommended for production systems. If you select `N`, no further questions will be asked. To continue installation, *reboot* the system once configuration has been completed and proceed to Other VoiceGenie Software Installation to install other VoiceGenie software.

If you select the default (Y), you will be presented with the following question:  
What is the role of this server in the network?

- 1) Database Server Only
  - 2) Management Server Only
  - 3) Database and Management Server
  - 4) Other (VoiceXML Platform, ASR Server, TTS Server, etc.)
- [4] >

If you are installing a machine that will function as a Database Server or Management Server please refer to the following section (6.3 Database Server and Management Server Setup) which goes through the various installation scenarios for the Database Server and Management Server.

If you are installing a machine that will function as a VoiceXML Platform, ASR Server, TTS Server, etc. (i.e. Other Server), then select the default value (4). If this option is selected you will be presented with the following question:  
Please enter the IP address or hostname of the Primary CMP Server:  
[localhost] >

The user should enter the IP address of the Primary CMP Server. Next, the user will be prompted with the following question:

Please enter the IP address or hostname of the Backup CMP Server, if one exists:  
[] >

The user should enter the IP address of the Backup CMP Server if one exists. If one does not exist, just press Enter. After the appropriate configuration changes have been made by the installation scripts the user should *reboot* the system and proceed to Other VoiceGenie Software Installation to install other VoiceGenie software.

## Windows

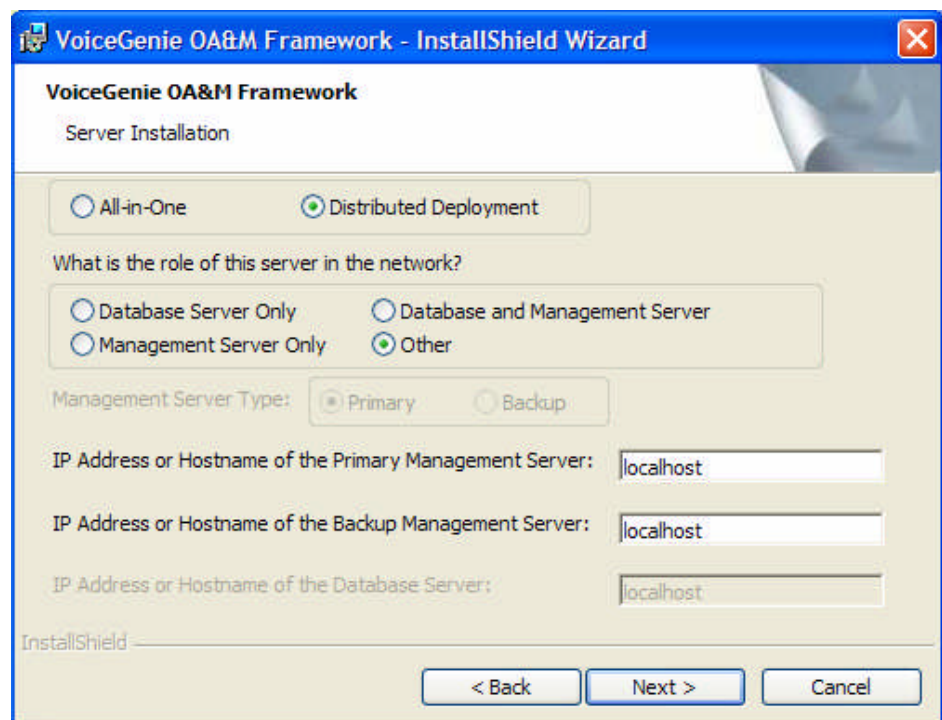
Under Windows double click on the `setup.exe` in the `C:\install\` directory. Once the VoiceGenie OA&M Framework installation user interface has loaded, click on **Next** to start the installation process. Subsequently, read the License Agreement and click on **Next**.

---

**Note:** If you are not presented with this screen when you launch `setup.exe` you may need to uninstall previous versions of the VoiceGenie OA&M Framework.

---

The following installation screen will be presented:



If you are installing a system for trial or lab purposes you can select **All-in-One** to install all OA&M Framework software components on this machine (as detailed previously in 2.2.1 All-in-One). Note that this type of setup is not recommended for production systems. If you choose this selection, no further questions will be asked. To continue installation, *reboot* the system once configuration has been completed and proceed to Other VoiceGenie Software Installation to install other VoiceGenie software.

If you select the default (**Distributed Deployment**), you will have to select one of the following:

1. Database Server Only
2. Management Server Only
3. Database and Management Server
4. Other (VoiceXML Platform, ASR/TTS Server, etc.)

If you are installing a machine that will function as a Database Server or Management Server please refer to the following section (6.3 Database Server and Management Server Setup) which goes through the various installation scenarios for the Database Server and Management Server.

If you are installing a machine that will function as a VoiceXML Platform, ASR Server, TTS Server, etc. (i.e. Other Server), then select the default value. No further questions will be asked. To continue installation, *reboot* the system once configuration has been completed and proceed to Other VoiceGenie Software Installation to install other VoiceGenie software.

---

## 6.3 Database Server and Management Server Setup

This section describes how the various architectures discussed in 2.2.2 One Management/Database Server and 2.2.3 Two Management/Database Servers can be setup using the OA&M Framework packages provided by VoiceGenie. Note that this section does not apply if using an All-in-One configuration since all software is installed on one machine. This section does not include setting up database replication which is described in the *VoiceGenie OA&M Framework User's Guide*.

Please note that firewall settings must be set correctly on your network to ensure that installation progresses correctly. In particular, please ensure that port 8080, 8600 and 8650 are open on the Management Server so that the CMP Proxy can connect and so that packages can be deployed.

### 6.3.1 One Management/Database Server

This section describes the procedure for installing a deployment that has the Database Server and Primary Management Server on one machine.

#### Linux

When presented with the following question:

What is the role of this server in the network?

- 1) Database Server Only
  - 2) Management Server Only
  - 3) Database and Management Server
  - 4) Other (VoiceXML Platform, ASR Server, TTS Server, etc.)
- [4] >

The user should select 3 so that the Database and Management Server are installed on this machine. The next question that will be presented is as follows:

Will this be the

- 1) Primary Management Server
  - 2) Backup Management Server
- [1] >

Since this is the Primary Management Server the user should select the default, 1. The next question that will be presented is as follows:

Please enter the IP address or hostname of the Backup Management Server if one exists. Otherwise press enter:  
[] >

If there is no Backup Management Server just press **Enter**, otherwise enter the IP address of the Backup Management Server. At this point the installation scripts will make all the necessary system and configuration changes, this will take a few minutes, during which the system will be non-responsive. Once installation is complete please *reboot* the machine.

After the reboot, check that the system is functioning correctly try to access the SMC by pointing your web browser to `http://[Management Server Name]:8080/smc/`, where [Management Server Name] is the hostname or IP address of the newly installed Management Server.

Please proceed to Other VoiceGenie Software Installation to continue installation.

## Windows

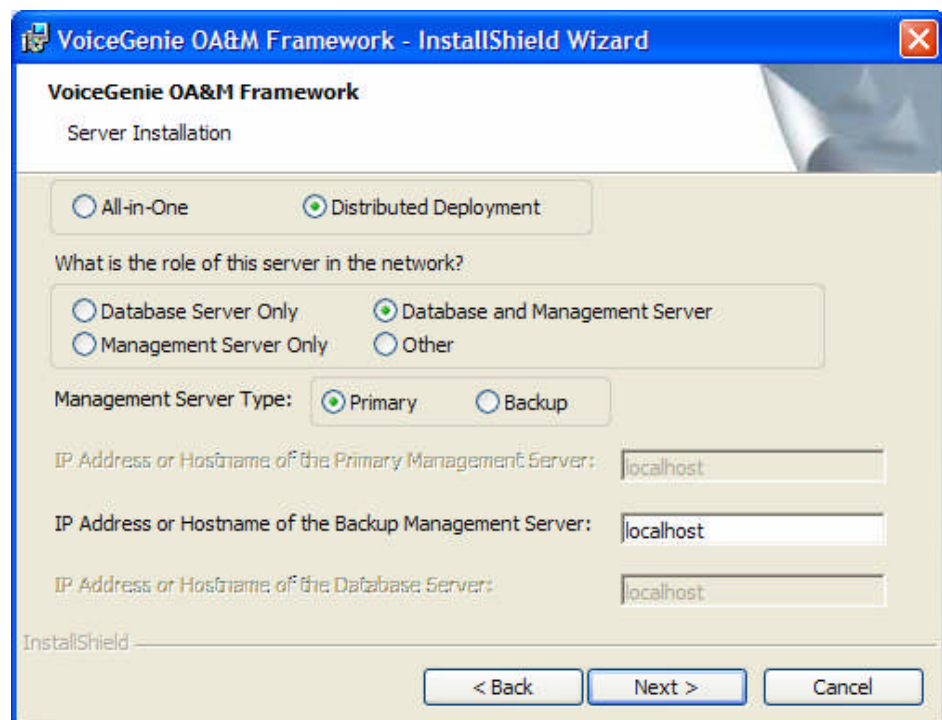
On the InstallShield interface shown below select the Database and Management Server radio button in the What is the role of this server in the network? box. Also select the Primary radio button in the Management Server Type box. Finally, if there is a Backup Management Server enter its IP address in the IP Address or Hostname of the Backup Management Server box. Then click on Next to begin installation.

Once installation is complete, please *reboot* the machine.

After the reboot check that the system is functioning correctly try to access the SMC by pointing your web browser to `http://[Management Server Name]:8080/smc/`, where [Management Server Name] is the hostname or IP address of the newly installed Management Server.

Please proceed to Other VoiceGenie Software Installation to continue installation.





### 6.3.2 Two Management/Database Server

This section describes the procedure for installing a deployment that has the two machines, both with the Database Server and Management Server on each machine. The first step is to install the Primary Management Server with the database onboard, while the second step is to install the Backup Management Server, also with a database inboard. The final step is to setup replication between the two databases.

#### Step 1 – Install Primary Management Server with Database Server

##### Linux

When presented with the following question:

What is the role of this server in the network?

- 1) Database Server Only
  - 2) Management Server Only
  - 3) Database and Management Server
  - 4) Other (VoiceXML Platform, ASR Server, TTS Server, etc.)
- [4] >

The user should select 3 so that the Database and Management Server are installed on this machine. The next question that will be presented is as follows:

Will this be the

1) Primary Management Server

2) Backup Management Server

[1] >

Since this is the Primary Management Server the user should select the default, 1. The next question that will be presented is as follows:

Please enter the IP address or hostname of the Backup Management Server if one exists. Otherwise press enter:

[] >

The user should enter the IP address of the Backup Management Server. At this point the installation scripts will make all the necessary system and configuration changes, this will take a few minutes, during which the system will be non-responsive. Once installation is complete, please *reboot* the machine.

After the reboot check that the system is functioning correctly, try to access the SMC by pointing your web browser to `http://[Management Server Name]:8080/smc/`, where [Management Server Name] is the hostname or IP address of the newly installed Management Server.

## Windows

On the InstallShield interface the user should select the Database and Management Server radio button in the What is the role of this server in the network? box. Also select the Primary radio button in the Management Server Type box. Finally, enter the IP address of the Backup Management Server in the IP Address or Hostname of the Backup Management Server box. Then click on Next to begin installation.

Once installation is complete, please *reboot* the machine.

After the reboot, check that the system is functioning correctly, try to access the SMC by pointing your web browser to `http://[Management Server Name]:8080/smc/`, where [Management Server Name] is the hostname or IP address of the newly installed Management Server.

## Step 2 – Install Backup Management Server with Database Server

### Linux

When presented with the following question:

What is the role of this server in the network?

- 1) Database Server Only
  - 2) Management Server Only
  - 3) Database and Management Server
  - 4) Other (VoiceXML Platform, ASR Server, TTS Server, etc.)
- [4] >

The user should select 3 so that the Database and Management Server are installed on this machine. The next question that will be presented is as follows:

Will this be the

- 1) Primary Management Server
  - 2) Backup Management Server
- [1] >

Since this is the Backup Management Server the user should select 2. The next question that will be presented is as follows:

Please enter the IP address or hostname of the Primary Management Server if one exists. Otherwise press enter:  
[] >

The user should enter the IP address of the Primary Management Server. At this point the installation scripts will make all the necessary system and configuration changes, this will take a few minutes, during which the system will be non-responsive. Once installation is complete, please *reboot* the machine.

After the reboot, check that the system is functioning correctly, try to access the SMC by pointing your web browser to `http://[Management Server Name]:8080/smc/`, where [Management Server Name] is the hostname or IP address of the newly installed Management Server. Note that the Backup SMC should only be used when the Primary SMC is down. This test is just to check basic connectivity.

If you wish to set up database replication, please proceed to the next section; otherwise please proceed to Other VoiceGenie Software Installation to continue installation.

### Windows

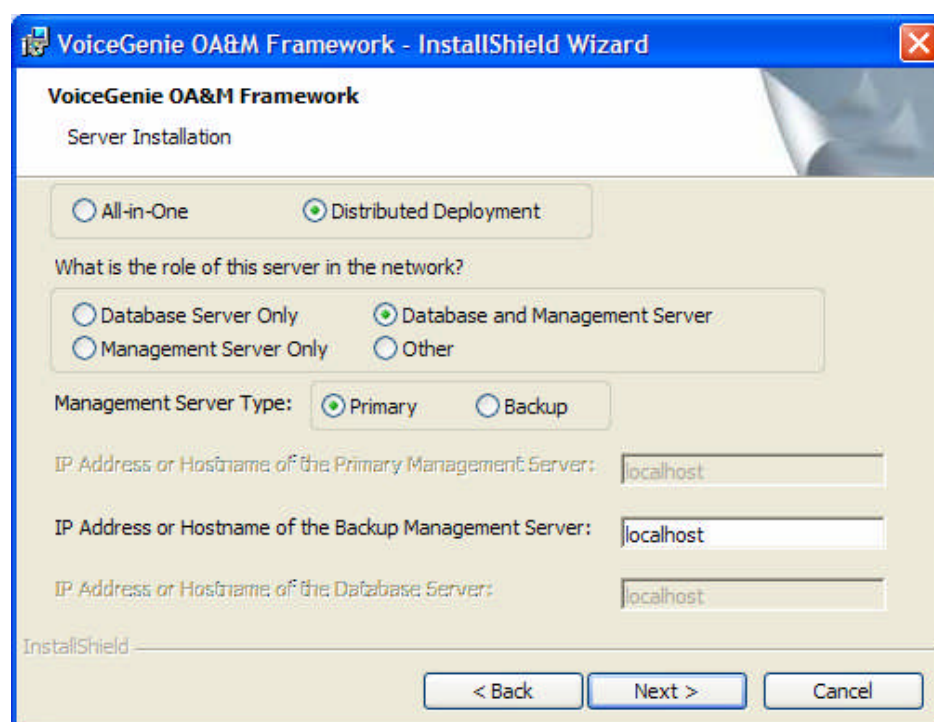
On the InstallShield interface shown below the user should select the Database and Management Server radio button in the What is the

role of this server in the network? box. Also select the Backup radio button in the Management Server Type box. Finally, enter the IP address of the Primary Management Server in the IP Address or Hostname of the Primary Management Server box. Then click on Next to begin installation.

Once installation is complete, please *reboot* the machine.

After the reboot, check that the system is functioning correctly, try to access the SMC by pointing your web browser to `http://[Management Server Name]:8080/smc/`, where [Management Server Name] is the hostname or IP address of the newly installed Management Server. Note that the Backup SMC should only be used when the Primary SMC is down. This test is just to check basic connectivity.

If you wish to set up database replication, please proceed to the next section; otherwise please proceed to Other VoiceGenie Software Installation to continue installation.



### Step 3 – Setting Up Database Replication

The procedure for setting up database replication is found in the appendix of the *VoiceGenie OA&M Framework User's Guide*. Please refer to that document to setup database replication.

Once database replication is setup, please proceed to Other VoiceGenie Software Installation to continue installation.







## Chapter

# 7

## Other VoiceGenie Software Installation

This section begins by explaining the general method by which VoiceGenie and other third party software is installed and deployed. Also, this section covers the installation of all other VoiceGenie software. This section assumes that the operating system and all related third party software are installed; if they are not installed please refer to Installation Overview. Also, this section assumes that the VoiceGenie OA&M Software is setup on all machines as described in VoiceGenie OA&M Framework Installation or is an All-in-One system.

### 7.1 Installation and Deployment via the SMC Overview

This section describes in a general fashion how VoiceGenie and other third party software is installed using the System Management Console (SMC). For details on how to install specific VoiceGenie or other third party software please continue on to the correct section as outlined in the table below:

| Software Product                                                 | Section                                                                                |
|------------------------------------------------------------------|----------------------------------------------------------------------------------------|
| VoiceXML Platform                                                | 7.2 Installing the VoiceXML Platform                                                   |
| SIP Proxy                                                        | 7.3 Installing the SIP Proxy                                                           |
| VG SNMP                                                          | 7.4 Installing Other VoiceGenie Software                                               |
| MRCP Proxy                                                       | 7.4 Installing Other VoiceGenie Software                                               |
| VoiceGenie Tools Framework<br>(Call Analyst and Quality Advisor) | 7.5 Installing the VoiceGenie Tools<br>Framework (Call Analyst and Quality<br>Advisor) |

| Software Product              | Section                                                                           |
|-------------------------------|-----------------------------------------------------------------------------------|
| ASR or TTS Software           | ASR and TTS Software Installation                                                 |
| VoiceGenie 7.2 CCXML Platform | See the <i>VoiceGenie 7.2 CCXML Platform Installation and Configuration Guide</i> |

---

**Note:** Note that not all of the components listed above are required for a deployment. Only those components that you have purchased need to be installed. The VoiceGenie 7.2 CCXML Platform must be installed after the VoiceXML Platform; see the *VoiceGenie 7.2 CCXML Platform Installation and Configuration Guide* for details.

---

To access the SMC point your web browser to `http://[Management Server Name]:8080/smc/`, where [Management Server Name] is the hostname or IP address of a Management Server. Do not use localhost when accessing the SMC.

## 7.1.1 VoiceGenie Packaging Overview

VoiceGenie software and any repackaged third party software delivered by VoiceGenie is provided to customers in the form of a *Product File*. A Product File is bundle that contains the software as well as the information necessary to automatically install and configure the software.

Product Files that are delivered for the Linux operation system are TAR files that have the file extension `.tar.gz` (i.e. `phoneweb-7.2.0-5.tar.gz`). Product Files that are delivered for Windows are ZIP files that have the extension `.zip` (i.e. `phoneweb-7.2.0-5.zip`).

To install and deploy these Product Files, customers must use the infrastructure provided by the System Management Console, which is part of the OA&M Framework. The OA&M Framework includes the Database Server(s) and Management Server(s), as a result, the OA&M Framework must be setup first.

## 7.1.2 Installation vs. Deployment

Installation of VoiceGenie software consists of two parts, firstly, installation, and secondly, deployment. Installation is the act of uploading a Product File (also called a *package*) into the SMC. Once a package is uploaded, customers can create configuration profiles which consist of customized configuration based on user input. Finally, the package can be deployed to one or more machines. Consequently, deployment is the act of deploying a package onto a physical machine as well as automatically configuring and setting up the software.



Please be aware that using a machine that does not match the minimum CPU requirements (1 GHz) may cause installation problems.

### 7.1.3 Product File Installation

Product Files can be installed into the SMC by accessing the Product Manager under the Configuration tab. The following is a screenshot of the Product Manager:

**Product Manager**

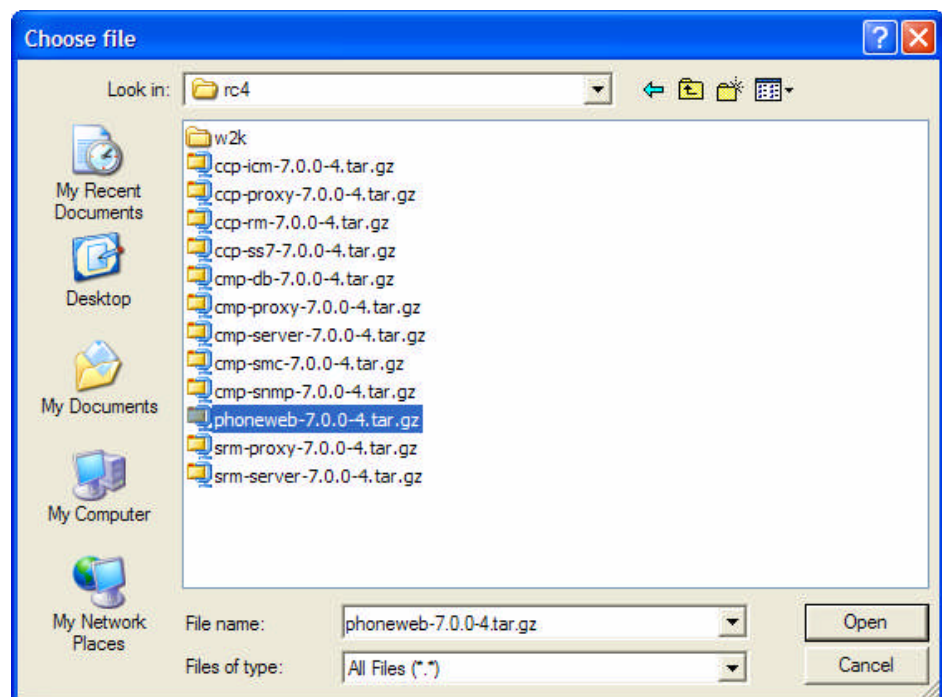
To upload new or additional product files, please use the following form. Click on Browse, select the package, then click Upload.

---

To delete an existing Product File select the check box and click on Delete.

|                          | Product Name          | Manufacturer | Version | Subtype |
|--------------------------|-----------------------|--------------|---------|---------|
| <input type="checkbox"/> | Media Platform        | VoiceGenie   | 7.0.0   | AS3.0   |
| <input type="checkbox"/> | VoiceGenie SNMP Agent | VoiceGenie   | 7.0.0   | AS3.0   |

Users can click on the Browse . . . button to browse their file system or CD-ROM drive to find the Product File that needs to be uploaded. The following is a screenshot:



Once you have selected the package to upload, click on **Open**. Then click on **Upload** to upload it to the SMC. Note that a product can only be deployed from the SMC in which it was uploaded. Once the product file upload is complete it will be listed in the table at the bottom of the screen. Note that a large product file may take up to 20 minutes to load via the SMC, during this time customers should not navigate to another webpage, otherwise the upload will be stopped. An uploaded product can be deleted to free up hard drive disk space on the Management Server if required.

### 7.1.4 Configuration Profile Creation

Once a Product File is uploaded, it can not be deployed until a *configuration profile* is created. A configuration profile is customized set of configuration based on responses provided by users. Configuration profiles can be created using the Config Profile Manager. It is accessible by clicking on the **Config Profile Manager** link in the menu under the **Configuration** tab of the SMC. Note that some products do not require questions to be answered when creating a configuration profile. The following is a screenshot of the Config Profile Manager:

### Configuration Profile Manager

To create a new Configuration Profile enter a name and select the product for which you would like to create the profile, then click on Create.

Profile Name

Product

Media Platform - AS3.0 - 7.0.0

Create

The following Configuration Profiles exist. Click on View to view the details of a profile, click on Delete to delete the profile.

| Profile Name | Product Name          | Manufacturer | Subtype | Version |      |        |
|--------------|-----------------------|--------------|---------|---------|------|--------|
| default      | VoiceGenie SNMP Agent | VoiceGenie   | AS3.0   | 7.0.0   | View | Delete |
| default      | Media Platform        | VoiceGenie   | AS3.0   | 7.0.0   | View | Delete |
| SIP          | Media Platform        | VoiceGenie   | AS3.0   | 7.0.0   | View | Delete |

To create a new profile enter a name for the profile in the **Profile Name** text box, please use a meaningful name, then select the product from the drop down, then click on **Create**. If the profile creation requires questions to be answered they will be presented. Once all questions have been answered the newly created profile will be listed in the table at the bottom.

**Notes:** Customers should keep track of their responses so that they can replicate the install as well as provide this information to VoiceGenie support if required.

If you are unsure as to the correct response to a question please consult VoiceGenie support for further assistance.

## 7.1.5 Product File Deployment


Once a Product File has been installed and a configuration profile has been created the package can be deployed onto one or more systems. This is carried out via the Deployment Manager, which is accessible from the menu of the Configuration tab under the SMC. Note that a product can be deployed on more than one machine at a time. The following is a screenshot of the Deployment Manager:

### Deployment Manager

To deploy a Product, select the radio button next to the product as well as a Configuration Profile from the drop down list.

| Product Name                                | Manufacturer | Version | Subtype | Configuration Profile                        |
|---------------------------------------------|--------------|---------|---------|----------------------------------------------|
| <input type="radio"/> Media Platform        | VoiceGenie   | 7.0.0   | AS3.0   | default <span>▼</span>                       |
| <input type="radio"/> VoiceGenie SNMP Agent | VoiceGenie   | 7.0.0   | AS3.0   | The product is not deployable from this SMC. |

Select the clusters or servers where the selected Product(s) should be deployed. Then click on Deploy.

 Network
 

- ☐ 10.0.0.130 [\[properties\]](#)
- ☐ 10.0.0.72 [\[properties\]](#)

Deploy

To deploy a Product File select the radio button next to it as well as the desired configuration profile from the drop down. Also, select the servers that the package should be deployed on. Note that a product may not be deployable from a SMC (i.e. the radio button is greyed out) if it was not uploaded from that SMC (this occurs in an environment with more than one SMC), or if a configuration profile does not exist since one has not been created.

Also, note that the deployment may take up to 20 minutes; the Deployment History page provides an updated status concerning the deployment progress.

---

**Note:** Users should not start deploying any other software on a machine until all deployments on that machine are complete. Please check the status of the deployment on the Deployment History page before attempting to deploy any other software.

---

Once software has been deployed, the machine on which the software has been deployed should be rebooted. Note that the system does not have to be rebooted after deploying each package, only after all packages have been deployed.

---

**Note:** Users should not access the SMC using localhost in the URL, for example, the following: `http://localhost:8080/smc/`, is not acceptable. This is not preferred since for certain operations related to deployment the SMC require the actual IP or hostname in the URL.

---

---

## 7.2 Installing the VoiceXML Platform

This section describes the steps involved in installing and deploying the VoiceGenie VoiceXML Platform software. Note that the VoiceXML Platform software should only be installed on machines that will be used for processing VoiceXML applications.

### 7.2.1 Installation and Deployment

This section describes the order in which software must be installed and deployed on a machine to ensure a functioning installation.

#### Step 1 – VoiceGenie VoiceXML Platform Installation

##### Linux

Under Linux install the following package using the Product Manager, which is found under the Configuration tab of the SMC, note that `x.y.z` is the latest version (i.e. 7.2.0) and `a` is the revision of the package (i.e. 5):

- `phoneweb-x.y.z-a.tar.gz`

The product file may take a number of minutes to install, please allow the web browser to upload the file uninterrupted. Once installed, the product will be listed in the table at the bottom of the page. For details please refer to 7.1.3 Product File Installation.

##### Windows

Under Windows install the following package using the Product Manager, which is found under the Configuration tab of the SMC, note that `x.y.z` is the latest version (i.e. 7.2.0) and `a` is the revision of the package (i.e. 5):

- `phoneweb-x.y.z-a.zip`

The product file may take a number of minutes to install, please allow the web browser to upload the file uninterrupted. Once installed, the product will be listed in the table at the bottom of the page. For details please refer to 7.1.3 Product File Installation.

#### Step 2 – Create a VoiceXML Platform Profile and Deploy

Once the package is installed, go to the Config Profile Manager, which is found under the Configuration tab of the SMC to create a profile. You will

be asked a number of questions regarding the configuration of the VoiceXML Platform software.

---

**Note:** Users can create multiple configuration profiles for a software product for different configurations. Also, if a question is answered in error when creating a configuration profile, users should just create another profile and delete the incorrect one.

---

Once the profile is create, go to the Deployment Manager, which is found under the Configuration tab of the SMC to deploy the VoiceXML Platform on the various machines that will run the software. The deployment step may take up to 5 minutes; to get the latest status of the deployment check the Deployment History page.

## 7.2.2 Manual Configuration

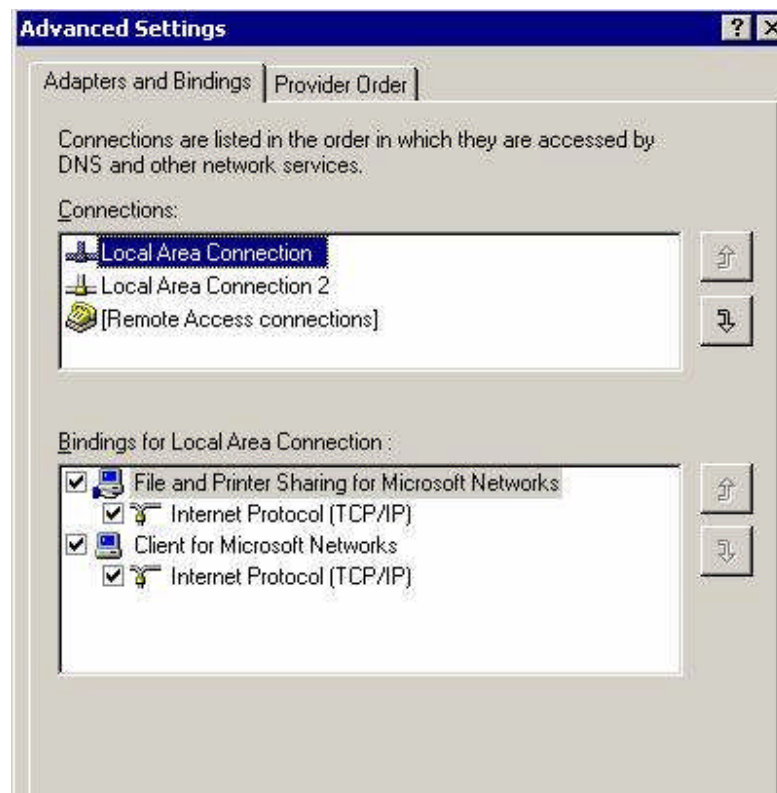
### Linux

No manual configuration is required.

### Windows

The VoiceXML Platform is configured by default to access the first network connection in the Adapters and Bindings settings. On Windows systems with multiple network adapters, the network connection with the correct IP address should appear as the first connection in the Adapters and Bindings list.

To check the network connections order, go to Control Panel > Network Connections and click on Advanced > Advanced Settings from menu of the Network Connections window. In the Advanced Settings window, make sure the correct connection shows at the top of the list. The following screenshot is an example:



## 7.2.3 Licensing

Before the software can be started a valid license is required. This section explains how to obtain, upload and backup licenses for your VoiceGenie software.

### Obtaining a License

If you do not already have a license for your VoiceGenie software please perform the procedure outlined below on each machine where the software is installed. Note that old licenses will work with new software. If you have an old license you can simply apply the license as outline in Applying the License below.

#### Linux

Login to the system as the root user (default password is root1) and run the following commands:

```
/usr/local/cmp-proxy/scripts/vginfo_linux.sh
```

```
cd /usr/local/cmp-proxy/scripts/sys_info
```

In this directory a new file will be created with the following format:

```
<hostname>_<YYYY>_<MM>_<DD>_<hh>_<mm>_<ss>.out
```

where the values in <> are defined as follows:

- <hostname> – the hostname of the machine
- <YYYY> – the year
- <MM> – the month
- <DD> – the day
- <hh> – the hours
- <mm> – the minutes
- <ss> – the seconds

Please send this output file to Genesys to request a license for this machine.

## Windows

From the Start menu select Run . . . and run the command `cmd.exe` to get a command line window. At the prompt, run the following commands:

```
C:\VoiceGenie\cmp\cmp-proxy\scripts\vginfo_w2k.bat
```

```
cd C:\VoiceGenie\cmp\cmp-proxy\scripts\sys_info
```

In this directory a new file will be created with the following format:

```
<hostname>_<yyyy>_<mm>_<dd>_<hh>_<mm>_<ss>.txt
```

where the values in <> are defined as follows:

- <hostname> – the hostname of the machine
- <YYYY> – the year
- <MM> – the month
- <DD> – the day
- <hh> – the hours
- <mm> – the minutes
- <ss> – the seconds

Please send this output file to Genesys to request a license for this machine.

## Applying the License

Once you have obtained a license, or if you have an existing VoiceGenie license file (i.e. `vglicense.txt`), you can use the SMC to apply the license to your VoiceXML Platform machine(s). To do this, go to the **Operations** tab in the SMC and click on the **Platform Licensing** link.



---

**Note:** VoiceGenie license files are keyed to the machine; as a result, each machine has its own unique license file that will not function on any other machine.

---

On the **Platform Licensing** page, select the server that corresponds to your license file from the drop down list and click on **Continue**. Copy the contents of the license file into the text area and click on **Install**. Once the license is uploaded you should *reboot* the machine.

After the reboot, you should be able to start the software from the **Start/Stop Software** page under the **Operations** tab of the SMC by selecting the check box next to the server you would like to start and clicking the **Start** button.

## Backing Up the License File

If you plan on reinstalling a machine please ensure that you backup the license file for that machine so that you do not need to contact VoiceGenie to obtain a new one. The license file is at  
`/usr/local/phoneweb/config/vglicense.txt` on Linux and at  
`C:\VoiceGenie\mp\config\vglicense.txt` on Windows.

---

## 7.3 Installing the SIP Proxy

This section describes the steps involved in installing and deploying the VoiceGenie SIP Proxy software. Note that the SIP Proxy software should only be installed when SIP load balancing across multiple VoiceXML Platforms is required.

### 7.3.1 Installation and Deployment

This section describes the order in which software must be installed and deployed on a machine to ensure a functioning installation.

#### Step 1 – Linux Bonding Driver Installation and Deployment

The VoiceGenie SIP Proxy requires that the Linux bonding driver is installed if there are multiple network cards installed on the machine. If the machine does not have multiple network cards please skip this step and continue to the next step.

To install the bonding driver, the product file for it should be installed using the Product Manager in the SMC first, it has the following name:

- `bonding-7.0.0-3.tar.gz`

The product file may take up to 20 minutes to install, please allow the web browser to upload the file uninterrupted. Once installed, the product will be listed in the table at the bottom of the page. For details please refer to 7.1.3 Product File Installation.

Use the Config Profile Manager to create a profile for the package, and then use the Deployment Manager to deploy the package on to the various machines that will be running the SIP Proxy software.

## Step 2 – VoiceGenie SIP Proxy Installation

Install the following packages using the Product Manager in the SMC, note that `x.y.z` is the latest version (i.e. 7.2.0) and `a` is the revision of the package (i.e. 5):

- `ccp-rm-x.y.z-a.tar.gz`
- `ccp-proxy-x.y.z-a.tar.gz`

The product files may take up to 20 minutes to install, please allow the web browser to upload the file uninterrupted. Once installed, the product will be listed in the table at the bottom of the page. For details please refer to 7.1.3 Product File Installation.

Use the Config Profile Manager to create a profile for these packages, and then use the Deployment Manager to deploy these packages on to the various machines that will be running the SIP Proxy software.

## 7.3.2 Manual Configuration

Please refer to the *SIP Proxy User's Guide* and *SIP Proxy System Reference Guide* for configuration details.

## 7.3.3 Licensing

Please refer to 7.2.3 Licensing.

---

# 7.4 Installing Other VoiceGenie Software

This section describes the steps involved in installing and deploying all other VoiceGenie software, not including ASR or TTS server software. The table below outlines what software products are covered by this section:

| VoiceGenie Software           | Package Name (Linux)     | Package Name (Windows) |
|-------------------------------|--------------------------|------------------------|
| VoiceGenie SNMP Agent         | cmp-snm-p-x.y.z-a.tar.gz | cmp-snm-p-x.y.z-a.zip  |
| MRCP Proxy (a.k.a. SRM Proxy) | srm-proxy-x.y.z-a.tar.gz | srm-proxy-x.y.z-a.zip  |

In the above table note that x.y.z is the latest version (i.e. 7.2.0) and a is the revision of the package (i.e. 3).

The VoiceGenie SNMP Agent should be deployed on any machine where SNMP access to health data or SNMP traps for error conditions is desired. Note that any other SNMP agents that are running on the system should be disabled first since there will be a port conflict with the VoiceGenie SNMP Agent.

The MRCP Proxy is only required for deployments that require high availability and load balancing for speech resources.

### 7.4.1 Installation and Deployment

Install the package listed above using the Product Manager in the SMC. The product files may take up to 20 minutes to install, please allow the web browser to upload the file uninterrupted. Once installed, the product will be listed in the table at the bottom of the page. For details please refer to 7.1.3 Product File Installation.

Use the Config Profile Manager to create a profile for the package, and then use the Deployment Manager to deploy the package on to the various machines that will be running the software.

### 7.4.2 Manual Configuration

Please refer to each component's *User's Guide* and *Reference Guide* for configuration details.

### 7.4.3 Licensing

Please refer to 7.2.3 Licensing.

---

## 7.5 Installing the VoiceGenie Tools Framework (Call Analyst and Quality Advisor)

This section describes the steps involved in installing and deploying the VoiceGenie Tools Framework. These components enable the Call Analyst and

Quality Advisor tools to collect and present data about the calls running on a VoiceGenie deployment. This software consists of components that run on the same host as the cluster's Management Server as well as components that run on the individual VoiceXML Platforms (Note that in an all-in-one, the Management Server may reside on the same host as the VoiceXML Platform. In this configuration, all Tools Framework components are installed on the same server).

The LogAgent component runs on the individual VoiceXML Platforms, while the LogMonitor and the Tools Server run on the Management Server. Note that these components should not be installed on the Backup Management server, if one exists. This does not affect system availability as these components are not involved in the handling of caller sessions.

---

**Note:** If both the VoiceGenie Tools Framework and VoiceGenie SNMP are being installed, then VoiceGenie SNMP must be installed before the VoiceGenie Tools Framework otherwise traps generated by the Tools Framework will not be recognized by SNMP and get requests against the Tools Framework will not function.

---

## 7.5.1 Installation and Deployment

This section describes the order in which software must be installed and deployed on a machine to ensure a functioning installation.

### Step 1 – Log Monitor and Tools Server Installation

These components are installed on the same host as the Primary Management Server. Install the following packages, in the specified order, using the Product Manager in the SMC, note that `x.y.z` is the latest version (i.e. 7.2.0) and `a` is the revision of the package (i.e. 5):

1. `tools-logmon-x.y.z-a.tar.gz`
2. `tools-server-x.y.z-a.tar.gz`

The product files may take up to 20 minutes to install, please allow the web browser to upload the file uninterrupted. Once installed, the product will be listed in the table at the bottom of the page.

Use the Config Profile Manager to create a profile for these packages, and then use the Deployment Manager to deploy these packages on to the machine that will be running the components.

At this point, you must start the Log Monitor software from the Start/Stop Software page under the Operations tab of the SMC by selecting the check box next to the name or IP of the primary Management Server and clicking the Start button. Note that you will first need to re-login to the SMC because the

Tools Server installation reboots the Apache Tomcat instance that hosts the SMC software.

## Step 2 – Log Agent Installation

This component is installed on all hosts running the VoiceXML Platform. Install the following packages using the Product Manager in the SMC, note that `x.y.z` is the latest version (i.e. 7.2.0) and `a` is the revision of the package (i.e. 3):

- `tools-logagent-x.y.z-a.tar.gz`

The product files may take up to 20 minutes to install, please allow the web browser to upload the file uninterrupted. Once installed, the product will be listed in the table at the bottom of the page.

Use the Config Profile Manager to create a profile for these packages, and then use the Deployment Manager to deploy these packages on to the various machines that will be running the VoiceXML platform. Once the log agent is installed, you must restart the machine.

---

**Note:** When a Log Agent is first added to a cluster, it will not appear in the Service Quality Advisor or Call Analyst until Tomcat is restarted on the Tools server. The new Log Agent will still be collecting statistics for calls to the newly added platform, even before Tomcat is restarted. These statistics will only be accessible, however, after Tomcat is restarted.

---

## 7.5.2 Manual Configuration

By default, summary statistics collected from calls are available for reports after 5 minutes, and the call log for a subscribed call is available for download after 20 minutes. These parameters can be changed by configuring the Log Agent.

Please refer to the *Call Analyst & Quality Advisor User's Guide* and *Tools Framework System Reference Guide* for configuration details.

## 7.5.3 Licensing

The Tools Framework includes both the Call Analyst and Quality Advisor tools. To use these tools a license must be installed. Please refer to 7.2.3 Licensing for more details on how to get a license.



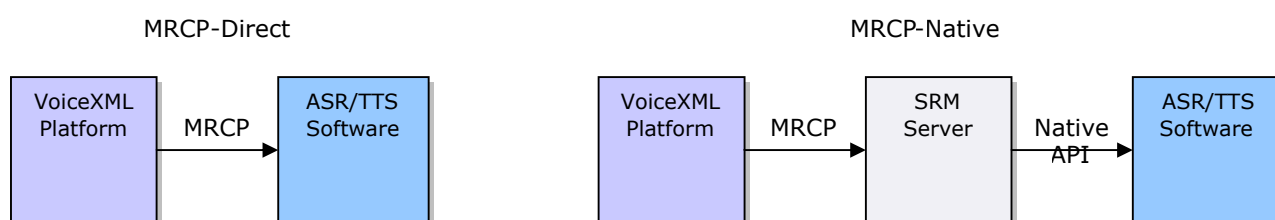


## Chapter

# 8

## ASR and TTS Software Installation

This section describes at a high level how ASR and TTS software is installed in a VoiceGenie deployment. The VoiceGenie VoiceXML Platform integrates with third party ASR or TTS software via MRCP (Media Resource Control Protocol). However, a further distinction must be made since this integration can be either a MRCP-Native or MRCP-Direct interface. When interfacing via MRCP-Native integration, the VoiceGenie Speech Resource Manager (SRM) Server must be installed along with the ASR or TTS software (since the SRM Server converts the MRCP into the third party vendor's proprietary protocol or API). On the other hand, when interfacing using MRCP-Direct, the VoiceXML Platform can talk directly with the ASR or TTS software since it is a standardized protocol. The following diagram illustrates:



The tables below outline which ASR and TTS software the VoiceGenie VoiceXML Platform integrates with, the operating system that they are deployed on, and what mechanism (MRCP-Native or MRCP-Direct) is utilized:

| ASR Software          | Operating System for ASR Software | Mechanism   | Instructions                                             |
|-----------------------|-----------------------------------|-------------|----------------------------------------------------------|
| AT&T Watson ASR 4.5.1 | Linux (VGL3.0 & RHEL3.0)          | MRCP-Native | Proceed to 8.2 Installing MRCP-Native ASR or TTS Engines |

| ASR Software                 | Operating System for ASR Software | Mechanism   | Instructions                                                       |
|------------------------------|-----------------------------------|-------------|--------------------------------------------------------------------|
| IBM WVS ASR 5.1.3            | Linux (RHEL3.0)                   | MRCP-Direct | Proceed to 8.1<br>Installing MRCP-Direct<br>ASR or TTS Engines     |
| IBM WVS ASR 5.1.3            | Windows 2003 Server               | MRCP-Direct | Proceed to 8.1<br>Installing MRCP-Direct<br>ASR or TTS Engines     |
| Nuance 1.0 SP9               | Windows (2000 & 2003 Server)      | MRCP-Direct | Proceed to 8.1<br>Installing MRCP-Direct<br>ASR or TTS Engines     |
| OSR 3.0.9                    | Linux (VGL3.0 & RHEL3.0)          | MRCP-Native | Proceed to 8.2<br>Installing MRCP-<br>Native ASR or TTS<br>Engines |
| OSR 3.0.10                   | Linux (VGL3.0 & RHEL3.0)          | MRCP-Direct | Proceed to 8.1<br>Installing MRCP-Direct<br>ASR or TTS Engines     |
| OSR 3.0.10                   | Windows (2000 & 2003 Server)      | MRCP-Direct | Proceed to 8.1<br>Installing MRCP-Direct<br>ASR or TTS Engines     |
| Phonetic GN 5.9.0015         | Windows (2000 & 2003 Server)      | MRCP-Native | Proceed to 8.2<br>Installing MRCP-<br>Native ASR or TTS<br>Engines |
| TeliSpeech 1.1 SP1           | Linux (VGL3.0 & RHEL3.0)          | MRCP-Direct | Proceed to 8.1<br>Installing MRCP-Direct<br>ASR or TTS Engines     |
| VoiceGenie TDD/TTY<br>Server | Linux (VGL3.0 & RHEL3.0)          | MRCP-Native | Proceed to 8.2<br>Installing MRCP-<br>Native ASR or TTS<br>Engines |
| TTS Software                 | Operating System for TTS Software | Mechanism   | Instructions                                                       |
| AT&T NaturalVoices 3.0.0     | Linux (VGL3.0 & RHEL3.0)          | MRCP-Native | Proceed to 8.2<br>Installing MRCP-<br>Native ASR or TTS<br>Engines |



| <b>TTS Software</b>    | <b>Operating System for TTS Software</b> | <b>Mechanism</b> | <b>Instructions</b>                                                |
|------------------------|------------------------------------------|------------------|--------------------------------------------------------------------|
| IBM WVS TTS 5.1.3      | Linux (RHEL3.0)                          | MRCP-Direct      | Proceed to 8.1<br>Installing MRCP-Direct<br>ASR or TTS Engines     |
| IBM WVS TTS 5.1.3      | Windows 2003 Server                      | MRCP-Direct      | Proceed to 8.1<br>Installing MRCP-Direct<br>ASR or TTS Engines     |
| Nuance Vocalizer 4.0.5 | Windows (2000 & 2003 Server)             | MRCP-Direct      | Proceed to 8.1<br>Installing MRCP-Direct<br>ASR or TTS Engines     |
| RealSpeak TTS 4.0.12   | Linux (VGL3.0 & RHEL3.0)                 | MRCP-Direct      | Proceed to 8.1<br>Installing MRCP-Direct<br>ASR or TTS Engines     |
| RealSpeak TTS 4.0.12   | Windows (2000 & 2003 Server)             | MRCP-Direct      | Proceed to 8.1<br>Installing MRCP-Direct<br>ASR or TTS Engines     |
| VoiceGenie RTSP Server | Linux (VGL3.0 & RHEL3.0)                 | MRCP-Native      | Proceed to 8.2<br>Installing MRCP-<br>Native ASR or TTS<br>Engines |



Also, if your application uses hotkey/universal grammars you must install the hotkey grammar package on your VoiceXML Platform. 8.4 Installing the Hotkey Grammar Package outlines the process for installing the hotkey grammars package.

After installing an ASR engine, it is recommended that the VXML ASRENGINE property be set to the actual name of the ASR engine that has been configured. The value is initially set to DEFAULT, but it can be changed in the VoiceXML page or in `defaults.vxml`. For example:

```
<property name="ASRENGINE" value="SPEECHWORKS"/>
```

---

## 8.1 Installing MRCP-Direct ASR or TTS Engines

The following section provides an overview of installing ASR or TTS Engines that are integrated using MRCP-Direct. The steps include installing and deploying software as well as manual configuration changes to make the ASR or TTS engine useable by the VoiceXML platform or MRCP Proxy.

### 8.1.1 Installation and Deployment

This section describes what must be installed and deployed on a machine to ensure a functioning installation.

#### Step 1 – ASR or TTS Software Installation

For all ASR or TTS engines that are integrated using MRCP-Direct the installation package that is provided by the vendor is used to install the ASR or TTS software. The following outlines the name of the installation packages provided by the third party vendor:

ASR or TTS Software	Package Name
IBM VWS ASR/TTS 5.1.3	5+ Installation CDs: <ul style="list-style-type: none"><li>• WebSphere Voice Server: Linux Base Installation CD</li><li>• WebSphere Application Server: Linux Base Installation CD</li><li>• WebSphere Application Server: Fix Pack 1</li><li>• WebSphere Voice Server: ASR Install CD (1 for each language)</li><li>• WebSphere Voice Server: TTS Install CD (1 for each voice)</li></ul>

ASR or TTS Software	Package Name
Nuance 1.0 SP9	MRCP-1-0-0-SP9-WIN2K.zip
OSR 3.0.10 (Linux)	OSR-3.0.10-i386-rhel3.rpm OSR-<language>-3.0.x-i386-linux.rpm SWMS-3.1.10-i386-linux.rpm
OSR 3.0.10 (Windows)	OSR-3.0.10-i386-win32.zip OSR-3.0.x-<language>.i386-win32.zip SWMS-3.1.10-i386-win32.zip
Realspeak 4.0.12 (Linux)	rs-api-4.0.12.i386.rpm SWMS-3.1.10-i386-linux.rpm
Realspeak 4.0.12 (Windows)	RealSpeak4.0.12.password-required.zip SWMS-3.1.10-i386-win32.zip
TeliSpeech 1.1 SP1	TeliSpeech_1.1_SP1_patch1_linux.zip USEnglish_30_GA_Linux.zip
Nuance Vocalizer 4.0.5	VOCALIZER-4-0-5B-WIN32-8-5-0-SP050513.zip

The list above may not be complete. Please ensure that all the software required to install the ASR or TTS engines is obtained from the appropriate vendor. The sections below outlined the detailed procedure for installing the ASR or TTS software. Please jump to the appropriate section below based on what ASR or TTS you are installing. If instructions are not present, please refer to vendor provided documentation for installation instructions.

### OSR 3.0.10 MRCP-Direct (Linux)

Install the vendor provided RPMs by doing the following:

```
rpm -ivh OSR-3.0-10.i386-rhel3.rpm
rpm -ivh OSR-<language>-3.0-x.i386-linux.rpm
rpm -ivh SWMS-3.1.10-i386-linux.rpm
```

Please ensure that the packages are installed in this order.

### OSR 3.0.10 MRCP-Direct (Windows)

Extract the .zip files onto the server where the OSR software will be installed. For example:

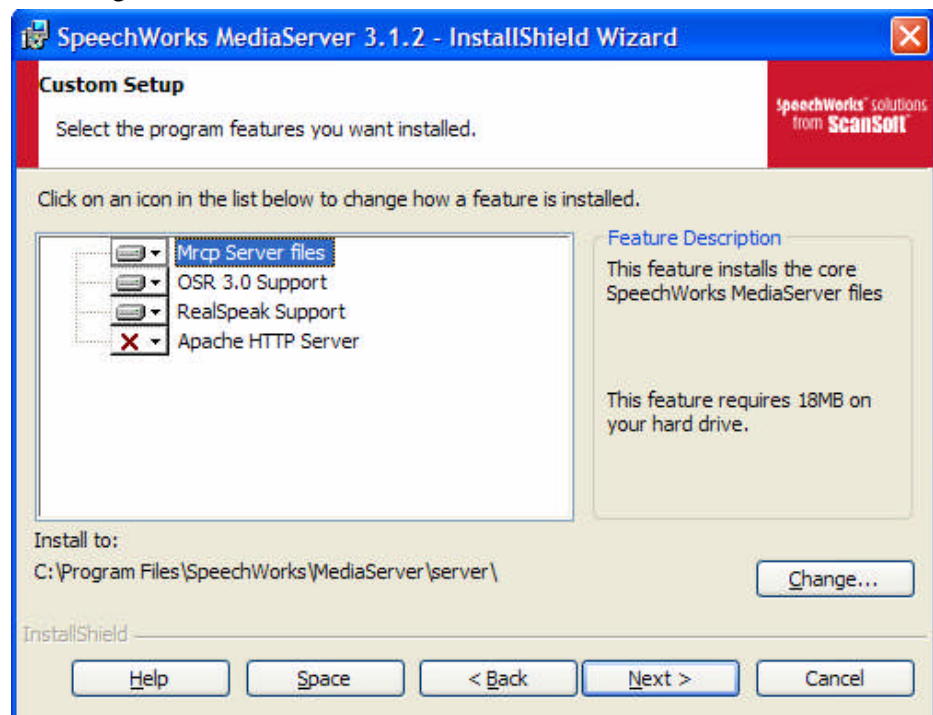
- OSR-3.0.10-i386-win32.zip: extract to C:\temp\OSR

- OSR-3.0.x-<language>.i386-win32.zip: extract to C:\temp\<language>
- SWMS-3.1.10-i386-win32.zip: extract to C:\temp\SWMS

Install the OSR software first by double clicking on the `setup.exe` in the directory into which it was extracted (i.e. C:\temp\OSR). Note that any previous versions of OSR should be uninstalled first. Also, please use the default responses for the installation. Once the installation is complete please *reboot* the server. Note that installing on non-English Windows will fail and that a workaround to complete the installation is required. The workaround is to create a group called `Users` with the same members as in the `Real Users Group` (language-dependant). This will allow the setup to complete successfully.

After the reboot, install all language packages by double clicking on the `setup.exe` in the directory into which it was extracted (i.e. C:\temp\<language>). Once again, please ensure that any previous versions of the language packages are uninstalled first. Also, use the default responses for the installation.

Finally, install the SWMS (SpeechWorks MediaServer) by double clicking on the `setup.exe` in the directory into which it was extracted (i.e. C:\temp\SWMS). Once again, please ensure that any previous versions of the SWMS are uninstalled first. On the user interface click on the `Install Products` button, then click on the `SpeechWorks MediaServer` button (i.e. do not install the client). On the `Custom Setup` screen ensure that the following features are selected; note that `Apache HTTP Server` is deselected:



---

**Note:** If you install any language packages after installing the SWMS, you will need to reinstall the SWMS software again.

After rebooting the OSR server you will need to start the OSR software manually. To do this, go to the **Services** window (i.e. **Start > Settings > Control Panel > Administrative Tools > Services**), highlight the **SpeechWorks MediaServer** service and click on the **Start** button. Also, please ensure that this service is set to start manually.

On non-English installations of Windows, localization may require that certain configuration information passed into OSR has a comma (,) instead of a period (.) to represent the decimal point. For example, in the `defaults.vxml`, the values for the properties `sensitivity` and `speedvsaccuracy` need to be changed to use a comma, in order for OSR to start correctly.

---

### Realspeak 4.0.12 MRCP-Direct (Linux)

Install the vendor provided RPMs by doing the following:

```
rpm -ivh rs-api-4.0-12.i386.rpm
rpm -ivh --force rs-lic-4.0-4.i386.rpm (skip installation
of this package if OSR is also on this machine)
rpm -ivh --force rs-<language>-<Voice>-4.0-12.i386.rpm
rpm -ivh SWMS-3.1.10-i386-linux.rpm
```

Please ensure that the packages are installed in this order.

### Realspeak 4.0.12 MRCP-Direct (Windows)

Extract the .zip files onto the server where the Realspeak software will be installed. For example:

- `RealSpeak4.0.12.password-required.zip`: extract to `C:\temp\Realspeak`
- `RealSpeak4.0.12-<lang>.zip`: extract to `C:\temp\<language>`
- `SWMS-3.1.10-i386-win32.zip`: extract to `C:\temp\SWMS`

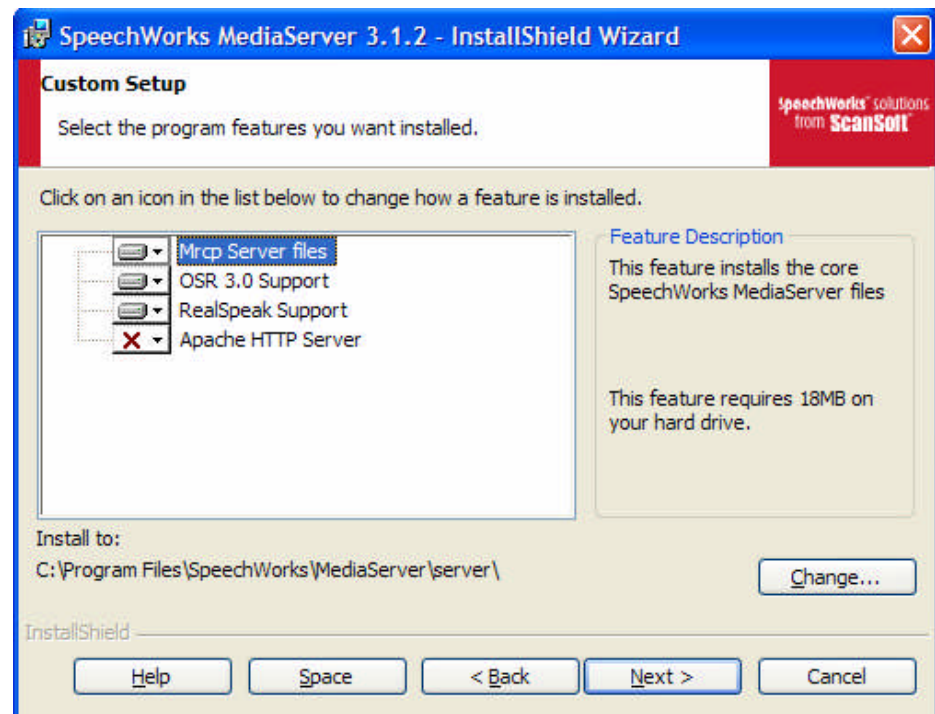
Install the Realspeak software first by double clicking on the `setup.exe` in the directory into which it was extracted (i.e. `C:\temp\ Realspeak`). Note that any previous versions of OSR should be uninstalled first. Also, please use the default responses for the installation. Once the installation is complete please *reboot* the server. Note that installing on non-English Windows will fail and that a workaround to complete the installation is required. The workaround is to create a group called `Users` with the same members as in the `Real Users Group` (language-dependant). This will allow the setup to complete successfully.

After the reboot, install all language packages by double clicking on the `setup.exe` in the directory into which it was extracted (i.e.

`C:\temp\<language>`). Once again, please ensure that any previous versions of the language packages are uninstalled first. Also, use the default responses for the installation.

Finally, install the SWMS (SpeechWorks MediaServer) by double clicking on the `setup.exe` in the directory into which it was extracted (i.e.

`C:\temp\SWMS`). Once again, please ensure that any previous versions of the SWMS are uninstalled first. On the user interface click on the **Install Products** button, then click on the **SpeechWorks MediaServer** button (i.e. do not install the client). On the **Custom Setup** screen ensure that the following features are selected; note that **Apache HTTP Server** is deselected:




---

**Note:** If you install any language packages after installing the SWMS, you will need to reinstall the SWMS software again.

---

### IBM WVS ASR/TTS (Linux)

The Linux version of the IBM WebSphere Voice Server ASR/TTS must be installed on a RedHat Enterprise Linux 3.0 Update 4 system, please install the OS first and ensure that the firewall is not enabled.

After the OS has been installed, please check that the `/etc/hosts` configuration file contains the loopback IP as well as the actual IP of the machine. It should look something like the following:

```
127.0.0.1 localhost.localdomain localhost
10.0.0.80 whale whale.voicegenie.com
```

If the above entries are not present please update the file accordingly.

There are a number of CDs provided by IBM that need to be installed. The first CD should be installed is the *IBM WebSphere Voice Server for MRCP Linux*, it will provide the user with a graphical user interface that will carry you through the installation.

After un-tarring the packages provided by IBM, a directory called `wsvs512` will be created. This directory contains the script `launchpad.sh` which will launch the installation GUI.

Once the GUI starts, click on the **Install** link to start the installation.

After installation, reboot the server then run the `/opt/WebSphere/VoiceServer/firststeps/firststeps.sh` script. This will launch a GUI, on this GUI click on the **Verify installation** link and wait for the verification result.

If there are no errors, then reboot the system again.

Once the system has restarted, use a web browser to navigate to `http://<hostname>:9090/admin` to access the IBM WVS management web interface and increase the number of ASR/TTS clients. By default only 1 client is enabled.

### IBM WVS ASR/TTS (Windows)

The Windows version of the IBM WebSphere Voice Server ASR/TTS must be installed on Windows 2003 Server without SP1.

Once again, there are a number of CDs provided by IBM that need to be installed. The first CD should be installed is the *IBM WebSphere Voice Server for MRCP Linux*, it prompts the user with a graphical user interface that will lead the user through the installation.

## Step 2 – MRCP Product File Installation

For the various MRCP-Direct ASR and TTS engines there is a MRCP product file that should be installed via the Product Manager in the SMC. This package creates the necessary provisioning so that the ASR or TTS engine can be used. The following table outlines the names of the various packages, note that `x` is the revision of the package (i.e. 5):



ASR or TTS Software (Server OS)	Package Name (MP on Linux)	Package Name (MP on Windows)
IBM WVS ASR 5.1.3 (Linux or Windows)	ibm-asr-mrcp-5.1.3-x.tar.gz	ibm-asr-mrcp-5.1.3-x.zip
Nuance 1.0 SP9 (Windows)	nuance-mrcp-8.5.0-x.tar.gz	nuance-mrcp-8.5.0-x.zip
OSR 3.0.10 (Linux or Windows)	osr-mrcp-3.0.4-x.tar.gz	osr-mrcp-3.0.4-x.zip
Telisma TeliSpeech 1.1 SP1 (Windows)	telisma-mrcp-1.1.0-x.tar.gz	telisma-mrcp-1.1.0-x.zip
Nuance Vocalizer 4.0.5 (Windows)	vocalizer-mrcp-4.0.0-x.tar.gz	vocalizer-mrcp-4.0.0-x.zip
RealSpeak 4.0.12 (Linux or Windows)	realspeak-mrcp-4.0.12-1.tar.gz	realspeak-mrcp-4.0.12-1.zip

Install the appropriate product file; please allow the web browser to upload the file uninterrupted. Once installed, the product will be listed in the table at the bottom of the page.

For MRCP-Direct ASR or TTS engines no software needs to be deployed; as a result, only a configuration profile needs to be created for each MRCP-Direct ASR or TTS Server in the deployment. Consequently, users repeat the process of creating a configuration profile using the Config Profile Manager for each MRCP-Direct ASR or TTS in their deployment.

## 8.1.2 Manual Configuration

Once a configuration profile is created for a MRCP-Direct ASR or TTS engine, one or more Speech Resource provision records will be created. These Speech Resources can be used by the VoiceXML Platform or the MRCP Proxy. This section explains how to configure the VoiceXML Platform or MRCP Proxy to use these resources. Also, some third party software requires manual configuration to function correctly, this section outlines those manual configuration steps.

---

**Note:** The Speech Resource configuration must be done correctly; otherwise the installed Speech Resource will be unusable.

---

### VoiceXML Platform Speech Resources

Please refer to VoiceXML Platform Speech Resources.

### MRCP Proxy Speech Resources

Please refer to MRCP Proxy Speech Resources.

## Nuance 1.0 SP9

This section outlines the manual changes that should be made to the Nuance installation so that the engine runs correctly.

In the file `C:\Nuance\V8.5.0\mrCP\watcher.startup`, the `audio.rtp.LocalIPAddress` parameter must be set with the IP address of the system, the following is an example:

```
mrCP-server -cfg %NUANCE%/MRCP/mrCP-config -package %NUANCE%/MRCP/mrCP-
en-us -config %NUANCE%/MRCP/nuance-resources.txt
config.ClapiConfigFile=%MRCP%/clapi_cfg.xml
audio.rtp.LocalIPAddress=10.0.0.91
nlm C:\Nuance\Vocalizer4.0\vginternal-nuance-050601-050304-96voclang0.txt
vocalizer -text_type SSML -config %MRCP%/nuance-resources.txt
lm.Addresses=localhost:8471
```

## Nuance Vocalizer 4.0.5

This section outlines the manual changes that should be made to the Nuance installation so that the engine runs correctly.

In the file `C:\Nuance\V8.5.0\mrCP\nuance-resource.txt`, the following line should be added:

```
client.TTSAddresses=localhost
```

## Telisma TeliSpeech 1.1 SP1

This section outlines the manual changes that should be made to the TeliSpeech installation so that the server runs correctly.

### Fix the Link in the Languages Directory

Become the root user and go to the directory:

```
/opt/telisma/languages/
```

And create a link from en-US to en-us as follows:

```
ln -snf en-US en-us
```

The same may need to be carried out for other languages also.

### Ensure the Language is Set Correctly in Configuration

Open the following file:

```
/opt/telisma/teliSpeech/config/mrCP_server.cfg
```

And check that the parameter `mrCP.speechLanguage` is set correctly, for en-US it should be:

```
# default language for builtin grammars
mrCP.speechLanguage = en-US
```

**Fix Typo in Configuration**

Open the following file:

```
/opt/telisma/teliSpeech/config/mrcp_server.cfg
```

And change the following line:

```
mrcp.audio.waveform.directory = ./log/audio/
```

To:

```
mrcp.audio.waveform.directory = ./log/audio/
```

**Make Changes for HTTP Server for TeliSpeech**

Become the root user and go to apache server directory:

```
/var/www/html/
```

And create a link to /opt/telisma/teliSpeech/log/audio/ so that wave files saved by TeliSpeech can be remotely accessed:

```
ln -s /opt/telisma/teliSpeech/log/audio/ audio
```

Also, open the following file:

```
/opt/telisma/teliSpeech/config/mrcp_server.cfg
```

And change the following line:

```
mrcp.audio.waveform.base = http://localhost/audio/
```

To include the IP address and port of the local HTTP server:

```
mrcp.audio.waveform.base = http://<ip of TeliSpeech server>/audio/
```

After making these changes please reboot the ASR server (using `mrcp_server` under `/etc/init.d/`)

**IBM WVS ASR 5.1.3**

This section outlines the manual changes that should be made to the IBM WVS ASR Speech Resource configuration.

Please go the SMC interface and click on the **Speech Resource** link under the **Media Platform**. Locate the Speech Resource associated with the IBM WVS ASR and add the parameter `vrml.client.ReverseGrammarOrder` with the value `true`. The same should be repeated for Speech Resources under the **Speech Resources Mgr** section if it exists.

**OSR 3.0.10 (Windows & Linux)**

This section outlines the manual changes that should be made to the OSR configuration.

---

**Note:** After making the configuration changes outlined in this section please *reboot* the system.

---

**Configuring License Manager (Linux Only)**

For OSR running on Linux go to the directory:

```
/usr/local/SpeechWorks/OpenSpeech_Recognizer/flexlm/components
```

And create the scripts `startLicenseManager.sh` and `stopLicenseManager.sh`. The contents of the scripts are shown below.

**startLicenseManager.sh:**

```
#!/bin/sh
export
OSRLIC_INSTALLROOT=/usr/local/SpeechWorks/OpenSpeech_Recognizer/flexlm/components
$OSRLIC_INSTALLROOT/lmgrd -c
/usr/local/SpeechWorks/license.lic -l
/usr/local/SpeechWorks/lic.log
```

**stopLicenseManager.sh:**

```
#!/bin/sh
killall lmgrd
killall swilmgrd
```

These scripts should be given executable permission so that `startLicenseManager.sh` can be manually executed after reboot and `stopLicenseManager.sh` can be used to stop the license manager. To make a file executable perform the following command:

```
chmod a+x <filename>
```

To have the license manager start automatically on reboot create the file `spwx_licsvr` in `/etc/init.d` with the following contents and make it executable:

```
#!/bin/ksh
# Start the SpeechWorks license server
#
#      /etc/rc.d/init.d/
#
# chkconfig: 345 95 5
# description: Starts the Speechworks license server (for OSR
#              2.0/Speechify 3.0)
# Version: 1.00

#!/bin/ksh

INSTALL_PATH=/usr/local/SpeechWorks/OpenSpeech_Recognizer
export INSTALL_PATH

case "$1" in
start)
    if [ -e /usr/local/SpeechWorks/license.lic ]
    then
```

```

        echo "Starting license server..."
        $INSTALL_PATH/flexlm/components/startLicenseManager.sh
    else
        echo "No license found at
/usr/local/SpeechWorks/license.lic"
    fi
    ;;
stop)
    $INSTALL_PATH/flexlm/components/stopLicenseManager.sh
    ;;
*)
    echo "Usage $0 [start|stop]"
    ;;
esac

```

Once /etc/init.d/spwx\_licsvr is created (and made executable), execute the following command as root:

```
/sbin/chkconfig --add spwx_licsvr
```

### Baseline.xml Changes

In the file C:\Program Files\SpeechWorks\OpenSpeech Recognizer\config\Baseline.xml under Windows, or /usr/local/SpeechWorks/OpenSpeech\_Recognizer/config/Baseline.xml under Linux, please make the following changes:

Change the following:

```

<!-- Add a ScanSoft grammar key to the XML result. -->
<param name="swirec_extra_nbest_keys">
    <value>SWI_meaning</value>
    <value>SWI_literal</value>
    <value>SWI_grammarName</value>
</param>

```

To:

```

<!-- Add a ScanSoft grammar key to the XML result. -->
<param name="swirec_extra_nbest_keys">
    <value>SWI_meaning</value>
    <!-- <value>SWI_literal</value> -->
    <!-- <value>SWI_grammarName</value> -->
</param>

```

Also, change the following:

```

<!-- Ignore the media type that is returned by the server
upon fetching a grammar. -->
<param name="swirec_ignore_grammar_media_type">
<value>0</value>
</param>

```

To:

```

<!-- Ignore the media type that is returned by the server
upon fetching a grammar. -->

```

```

    <param name="swirec_ignore_grammar_media_type">
<value>1</value>
</param>

```

Finally, change the following:

```

<!-- The root path for resolving relative grammar paths
on OSR servers-->
    <param name="SWIsvcRootGrammarDirectory">
        <value></value>
    </param>

```

To:

```

<!-- The root path for resolving relative grammar paths
on OSR servers-->
    <param name="SWIsvcRootGrammarDirectory">
        <value>C:\Program Files\SpeechWorks\OpenSpeech
Recognizer\config</value>
    </param>

```

Also, for A-law systems please make the following changes in the same file:

Change the following:

```

<!-- Defines the format of the audio being supplied to
the recognizer. -->
    <param name="swirec_audio_media_type">
        <value>audio/basic;rate=8000</value>
        <!-- value>application/x-
feature;rate=8000;encoding=speechpearl</value -->
    </param>

```

To:

```

<!-- Defines the format of the audio being supplied to
the recognizer. -->
    <param name="swirec_audio_media_type">
        <value>audio/x-alaw-basic;rate=8000</value>
        <!-- value>application/x-
feature;rate=8000;encoding=speechpearl</value -->
    </param>

```

And, change the following:

```

<!-- Inform the speech detector about the audio format
being
    supplied to the recognizer. -->
    <param name="swiep_audio_media_type">
        <value>audio/basic;rate=8000</value>
    </param>

```

To:

```

<!-- Inform the speech detector about the audio format
being
    supplied to the recognizer. -->
    <param name="swiep_audio_media_type">
        <value>audio/x-alaw-basic;rate=8000</value>
    </param>

```

**OSSserver.cfg Changes**

In the file C:\Program Files\SpeechWorks\MediaServer\server\config\OSSserver.cfg under Windows, or /usr/local/SpeechWorks/MediaServer/server/config/OSSserver.cfg under Linux, please make the following changes:

```
server.session.ossweb.machine    VXIString<hostname>
```

Where <hostname> should be replaced with the actual IP address of the OSR Server.

Also, change the following:

```
server.session.ossweb.port      VXIInteger 80
```

To:

```
server.session.ossweb.port      VXIInteger <portnumber>
```

Where <portnumber> should be replaced with the actual port number of the OSR server.

Also, change the following:

```
server.transport.sessionTimeout VXIInteger 60000
```

To:

```
server.transport.sessionTimeout VXIInteger 600000
```

The following additional changes should be made if OSR is installed (these changes are not required for RealSpeak only installations):

Change the following (this may already be done in Linux):

```
server.inet.useInetFromOSR VXIInteger 0
```

To:

```
server.inet.useInetFromOSR VXIInteger 1
```

In addition, uncomment (i.e. remove the #) the following parameters in the file:

```
server.resource.2.name
server.resource.2.url
server.resource.2.cfgprefix
server.ossrec.cache.initialNumber
server.ossrec.cache.maxNumber
server.ossrec.cache.timeoutSec
server.ossrec.cookie.enable
```

And, comment out (i.e. add a #) the following parameters in the file:

```
server.ossrec.userconfig.path
```

Also, for A-law systems please make the following changes in the same file:

Change the following:

```
server.session.osswfmm.entry.extension VXIStringulaw
```

To:

```
server.session.osswfmm.entry.extension  VXIStringalaw
```

#### Notes:

You will need to configure Apache under Linux or IIS under Windows to use port 8000 to access the saved utterances created by OSR. The configuration is as follows:

#### For Apache on Linux:

1. As the root, edit the file: `/etc/httpd/conf/httpd.conf` and add the following Listen directive:  

```
Listen 8000
```
2. Next, add the the following VirtualHost on port 8000:  

```
<VirtualHost *:8000>
DocumentRoot
/usr/local/SpeechWorks/MediaServer/server/session
</VirtualHost>
<Directory
"/usr/local/SpeechWorks/MediaServer/server/session">
Options Indexes
AllowOverride None
Order allow,deny
Allow from all
</Directory>
```
3. Save the file and make a symbolic link to the session directory:  

```
ln -snf /usr/local/SpeechWorks/MediaServer/server/session
/var/www/html/session
```

#### For IIS on Windows:

1. Run the Internet Information Services Manager, click on Start, select Run and run the command:  

```
inetmgr
```
2. Right click on the system hostname and select New > Web Site.
3. Use the Web Site Creation wizard to create a web site with the following information:
  - Description: OSSWebServer
  - Enter the IP address for this Web site: <Select IP Address of this System>
  - TCP port this web site should use: 8000
  - Host Header for this site: <Leave this Blank>
  - Path: C:\Program Files\SpeechWorks\MediaServer\server\session



- Allow anonymous access to this Web site: <Checked>
  - Allow the following: Read, Browse
4. Expand the tree in the left pane until you see the OSSWebServer node under Web Sites under the name of the local machine. Right click on OSSWebServer and select Properties. This will reveal the OSSWebServer Properties window.
  5. In the Properties window, uncheck the HTTP Keep-Alive Enabled checkbox.
  6. In the Properties windows, select the HTTP Headers tab and in the MIME types section click on the MIME Types... button.
  7. In the MIME Types windows click on New... and add a MIME-type with the following details: Extension: \*, MIME type: application/octet-stream, then click on OK in the MIME Type window to save this.
  8. Click on OK in the MIME Types window and the OSSWebServer Properties window. Then restart the OSSWebServer by right clicking on the OSSWebServer node and selecting Stop. Once it has stopped, right click again and select Start.

### Starting SWMS (Linux Only)

As root create the file /etc/init.d/OSSservice with the following content:

```
#!/bin/sh
# Start the SpeechWorks server
#
#           /etc/rc.d/init.d/
#
# chkconfig: 345 96 5
# description: Starts the Speechworks server
# Version: 1.00

case "$1" in
start)
    SWISVRSDK=/usr/local/SpeechWorks/MediaServer/server; export SWISVRSDK
    SWISRSDK=/usr/local/SpeechWorks/OpenSpeech_Recognizer; export SWISRSDK
    LD_LIBRARY_PATH=$SWISVRSDK/lib:$LD_LIBRARY_PATH; export LD_LIBRARY_PATH
    SSFTTTSSDK=/usr/local/ScanSoft/RealSpeak_4.0; export SSFTTTSSDK
    LD_LIBRARY_PATH=$SSFTTTSSDK/speech/components/common:$LD_LIBRARY_PATH
    export LD_LIBRARY_PATH
    LD_LIBRARY_PATH=/lib/i686:$SSFTTTSSDK/api/lib:$LD_LIBRARY_PATH; export
    LD_LIBRARY_PATH
    SSFT_TTS_LICENSE_SERVERS=27000@localhost; export
    SSFT_TTS_LICENSE_SERVERS
    SSFT_TTS_LICENSE_MODE=implicit; export SSFT_TTS_LICENSE_MODE
    LD_LIBRARY_PATH=$SWISVRSDK/bin:$LD_LIBRARY_PATH; export LD_LIBRARY_PATH
    $SWISVRSDK/bin/OSSserver -d -config $SWISVRSDK/config/OSSserver.cfg
```

```

;;
stop)
    PIDOSS=`ps -e -H | grep OSSserver | head -n 1 | sed -e 's!^ *!!'`
    | sed -e 's! .*!!'`
    # echo ${PIDOSS}
    kill -s 15 ${PIDOSS}
    ;;
*)
    echo "Usage $0 [start|stop]"
    ;;
esac

```

This script should be made executable. To make the file executable perform the following command:

```
chmod a+x /etc/init.d/OSSservice
```

Finally run the following commands as root to have it start automatically:  
`/sbin/chkconfig --add OSSservice`

## Realspeak 4.0.12 (Windows & Linux)

This section outlines the manual changes that should be made to the Realspeak configuration.

---

**Note:** After making the configuration changes outlined in this section please *reboot* the system.

---

### Configuring License Manager (Linux Only)

The following procedure should be carried out if it has not been done for OSR. Go to the directory:

```
/usr/local/ScanSoft/RealSpeak_4.0/flexlm/components
```

And create the scripts `startLicenseManager.sh` and `stopLicenseManager.sh`.

The contents of the scripts are shown below.

#### **startLicenseManager.sh**

```
#!/bin/sh
```

```
export
OSRLIC_INSTALLROOT=/usr/local/ScanSoft/RealSpeak_4.0/flexlm/components
```

```
$OSRLIC_INSTALLROOT/lmgrd -c
/usr/local/ScanSoft/license.lic -l
/usr/local/ScanSoft/lic.log
```

**stopLicenseManager.sh:**

```
#!/bin/sh
killall lmgrd
killall swilmgrd
```

These scripts should be given executable permission so that startLicenseManager.sh can be manually executed after reboot and stopLicenseManager.sh can be used to stop the license manager. To make a file executable perform the following command:

```
chmod a+x <filename>
```

To have the license manager start automatically on reboot create the file realspeak\_licsvr in /etc/init.d with the following contents and make it executable:

```
#!/bin/ksh
# Start the SpeechWorks license server
#
#       /etc/rc.d/init.d/
#
# chkconfig: 345 95 5
# description: Starts the Speechworks license server (for OSR
#               2.0/Speechify 3.0)
# Version: 1.00

#!/bin/ksh
export
LD_LIBRARY_PATH=/usr/local/ScanSoft/RealSpeak_4.0/speech/components/com
mon:$LD_LIBRARY_PATH
export
REALSPEAKLIC_INSTALLROOT=/usr/local/ScanSoft/RealSpeak_4.0/flexlm/comp
onents

case "$1" in
start)
    if [ -e /usr/local/ScanSoft/license.lic ]
    then
        echo -n "Starting Realspeak server:... "
        $REALSPEAKLIC_INSTALLROOT/startLicenseManager.sh
    else
        echo "No license found at
        /usr/local/ScanSoft/license.lic"
    fi
    ;;
stop)
    echo -n "Shutting down Realspeak server: "
    cd /usr/local/ScanSoft/RealSpeak_4.0/
    killall -9 lmgrd swilmgrd
    ;;
*)
```

```

        echo "Usage $0 [start|stop]"
        ;;
esac

```

Once `/etc/init.d/realspeak_licsvr` is created (and made executable), execute the following command as root:

```
/sbin/chkconfig --add realspeak_licsvr
```

### Starting SWMS (Linux Only)

The following procedure should be carried out if it has not already been done for OSR. As root create the file `/etc/init.d/OSSservice` with the following content:

```

#!/bin/sh
# Start the SpeechWorks server
#
#       /etc/rc.d/init.d/
#
# chkconfig: 345 96 5
# description: Starts the Speechworks server
# Version: 1.00

case "$1" in
start)
    SWISVRSDK=/usr/local/SpeechWorks/MediaServer/server; export SWISVRSDK
    SWISRSDK=/usr/local/SpeechWorks/OpenSpeech_Recognizer; export SWISRSDK
    LD_LIBRARY_PATH=$SWISVRSDK/lib:$LD_LIBRARY_PATH; export LD_LIBRARY_PATH
    SSFTTTSSDK=/usr/local/ScanSoft/RealSpeak_4.0; export SSFTTTSSDK
    LD_LIBRARY_PATH=$SSFTTTSSDK/speech/components/common:$LD_LIBRARY_PATH
    export LD_LIBRARY_PATH
    LD_LIBRARY_PATH=/lib/i686:$SSFTTTSSDK/api/lib:$LD_LIBRARY_PATH; export
    LD_LIBRARY_PATH
    SSFT_TTS_LICENSE_SERVERS=27000@localhost; export
    SSFT_TTS_LICENSE_SERVERS
    SSFT_TTS_LICENSE_MODE=implicit; export SSFT_TTS_LICENSE_MODE
    LD_LIBRARY_PATH=$SWISVRSDK/bin:$LD_LIBRARY_PATH; export LD_LIBRARY_PATH
    $SWISVRSDK/bin/OSSserver -d -config $SWISVRSDK/config/OSSserver.cfg
    ;;
stop)
    PIDOSS=`ps -e -H | grep OSSserver | head -n 1 | sed -e 's!^ *!!'`
    | sed -e 's! .*!!'`
    # echo ${PIDOSS}
    kill -s 15 ${PIDOSS}
    ;;
*)
    echo "Usage $0 [start|stop]"
    ;;
esac

```

This script should be made executable. To make the file executable perform the following command:

```
chmod a+x /etc/init.d/OSSservice
```

Finally run the following commands as **root** to have it start automatically:

```
/sbin/chkconfig --add OSSservice
```

## Licensing

The ASR or TTS engines require licenses before they can function, please contact VoiceGenie for information on licenses. Installation instructions for the license will be sent along with the license. The hardware MAC address will be used for license generation, to speed up the process of license generation, please send the output of the following command on the command line:

Linux: `ifconfig -a`

Windows: `ipconfig /all`

---

## 8.2 Installing MRCP-Native ASR or TTS Engines

The following section provides an overview of how to install ASR or TTS engines that are integrated using a MRCP-Native mechanism. The steps include installing and deploying software as well as manual configuration changes to make the ASR or TTS engine useable by the VoiceXML platform or MRCP Proxy.

### 8.2.1 Installation and Deployment

This section describes the order in which software must be installed and deployed on a machine to ensure a functioning installation.

#### Step 1 – Speech Resource Manager (SRM) Server Installation and Deployment

All natively integrated ASR and TTS engines require that the SRM Server is deployed. For all ASR and TTS engines, except for Watson ASR, the SRM Server should be deployed on the same machine as the ASR or TTS software. For Watson ASR, the SRM Server should be deployed on the same machine as the Media Platform.

The first step is to install the product file into the SMC using the Product Manager, note that `x.y.z` is the latest version (i.e. 7.2.0) and `a` is the revision of the package (i.e. 5).

On Linux the package name is as follows: `srm-server-x.y.z-a.tar.gz`.

On Windows the package name is as follows: `srm-server-x.y.z-a.zip`.

The installation and deployment procedure is as outlined in 7.1 Installation and Deployment via the SMC Overview. The product files may take up to 20 minutes to install, please allow the web browser to upload the file uninterrupted. Once installed, the product will be listed in the table at the bottom of the page.

Use the Config Profile Manager to create a profile for the package, the SRM Server asks no questions during profile creation. Subsequently, use the Deployment Manager to deploy the package on to the various machines that will be running the SRM Server software and ASR/TTS engine software.

---

**Note:** The SRM Server does not need to be deployed multiple times on a machine that is running more than one ASR or TTS engine that is integrated using a MRCP-Native interface. For example, if an ASR/TTS server is running both the RTSP Server and TDD/TTY Server, only one installation of SRM Server is required.

---

## Step 2 – ASR or TTS Software Installation

This step is only required for the Phonetic Operator, if you are installing any other MRCP-Native ASR or TTS engine you can skip this step.

### Phonetic Operator

For the Phonetic Operator, the ASR software must be installed using the installation package provided by the vendor. The name of the installation package is:

- GN 5.09.00 (0015).zip

It should be installed on all machines that will run as Phonetic Operator servers. Please follow the installation instructions provided with the Phonetic software.

## Step 3 – ASR or TTS Product File Installation

Install the product file(s) for the ASR or TTS engine you are installing using the Product Manager in the SMC. The product files contain software directly from the third party vendors as well as special VoiceGenie specific configuration instructions. The following table outlines the names of the various packages, note that x is the revision of the package (i.e. 5):

ASR or TTS Software	Package Name
AT&T Watson ASR 4.5.1	watson-asr-client-4.5.1-x.tar.gz watson-asr-server-4.5.1-x.tar.gz
OSR 3.0.9 (Linux)	osr-base-3.0.9-x.tar.gz
Phonetic GN 5.9.0015	phonetic-base-5.8.0-x.zip
VoiceGenie TDD/TTY Server	tty-7.2.0-x.tar.gz
AT&T NaturalVoices	naturalvoices-tts-base-3.0.0-x.tar.gz
VoiceGenie RTSP Server	rtsp-7.2.0-x.tar.gz

The product file(s) may take up to 20 minutes to install, please allow the web browser to upload the file(s) uninterrupted. Once installed, the product(s) will be listed in the table at the bottom of the page.

Use the Config Profile Manager to create a profile for the package(s), and then use the Deployment Manager to deploy the package(s) on to the various machines that will be running the ASR/TTS engine software. Note that Watson ASR is a special case.

For Watson ASR, the `watson-asr-client` (along with the SRM Server) should be deployed on to the same system as the Media Platform; while the `watson-asr-server` should be deployed on to the machine that will be running the ASR engine software.

Once the product file is deployed, please reboot the machine on which the software is deployed.

## Step 4 – Start the SRM Server

After the reboot, you will see that the SRM Server is offline in the SMC; please use the Start/Stop Software page under the Operations tab of the SMC to start the SRM Server. To do this, select the check box next to the server you would like to start and clicking the Start button.

## Step 5 – ASR Language Product File Installation

Some ASR and TTS engines have language packages that must be installed on top of the base ASR or TTS installation. The following table outlines the names of some of the language packages that are available, please contact your sales representative for a list of additional language packages:

ASR or TTS Software	Package Name	Language
OSR 3.0.9 (Linux)	osr-lang-enus-3.0.3-1.tar.gz	US English
	osr-lang-engb-3.0.0-2.tar.gz	UK English
	osr-lang-enin-3.0.0-1.tar.gz	Indian English
	osr-lang-enau-3.0.0-1.tar.gz	Australian English
	osr-lang-esus-3.0.3-1.tar.gz	US Spanish
	osr-lang-eses-3.0.0-1.tar.gz	Spain Spanish
	osr-lang-frca-3.0.0-1.tar.gz	Canadian French
	osr-lang-frfr-3.0.0-1.tar.gz	France French
	osr-lang-dede-3.0.0-2.tar.gz	German
	osr-lang-elgr-3.0.3-1.tar.gz	Greek
	osr-lang-nlnl-3.0.0-1.tar.gz	Netherlands Dutch
	osr-lang-plpl-3.0.0-1.tar.gz	Polish
	osr-lang-jajp-3.0.0-1.tar.gz	Japanese
AT&T NaturalVoices	naturalvoices-tts-lang-alberto-3.0.0-2.tar.gz	US Spanish (male)
	naturalvoices-tts-lang-craig-3.0.0-2.tar.gz	US English (male)
	naturalvoices-tts-lang-crystal-3.0.0-2.tar.gz	US English (female)
	naturalvoices-tts-lang-jan-3.0.0-2.tar.gz	US English (female)
	naturalvoices-tts-lang-mike-3.0.0-2.tar.gz	US English (male)
	naturalvoices-tts-lang-rosa-3.0.0-2.tar.gz	US Spanish (female)

Install the language packages that are relevant to your deployment via the Product Manager in the SMC, once again this may take up to 20 minutes, create a profile, and then deploy the package on the various machines that will use this language package.

After installing the language packages please *reboot* the ASR/TTS server.

## 8.2.2 Manual Configuration

Once an ASR or TTS package is deployed one or more Speech Resource provision records will be created. These Speech Resources can be used by the VoiceXML Platform or the MRCP Proxy. Most deployments will only have



VoiceXML Platforms. This section explains how to configure the VoiceXML Platform or MRCP Proxy to use these resources.

---

**Notes:** The Speech Resource configuration must be done correctly; otherwise the installed Speech Resource will be unusable.

If the default ASR or TTS language is not en-US you must change the VoiceXML Interpreter configuration to reflect this. Using the SMC, go to the Configuration tab and change the `default_asr_language` and/or `default_tts_language` parameters to the desired values.

---

## AT&T Watson ASR 4.5.1

Please configure the ASR server to allow the number of recognition sessions you require. Please change the `WatsonRecognizers` parameter value in the file `/usr/local/watson/serverconfig:`

```
WatsonRecognizers 90
```

The AT&T Watson ASR uses BNF as its grammar format, which is different from the default grammar format used on the VoiceXML Platform, ABNF. As a result, the `ASREngine` property must be set to `WATSON` in the VoiceXML page or in the `defaults.vxml`:

```
<property name="ASREngine" value="WATSON"/>
```

Also, users should specify the grammar type in the in-line grammar as follows:

```
<grammar type="application/x-voicegenie-watson">
```

## Natural Voices and Targeting Speech Resources

Natural Voices provides two difference mechanisms for selecting the voice associated with a given TTS request. Depending on the mechanism used the specific Speech Resource that is targeted will differ.

The two mechanisms that exist are:

1. specifying the voice using the SSML `<voice>` tag (e.g. `<voice name="jan"></voice>`)
2. specifying the voice using the `TTSEngine` property in VoiceXML to include the voice name (e.g. `<property name="TTSEngine" value="NATURALVOICES_JAN"/>`)

If method 1 is used, then only the Speech Resource with the Speech Resource Name `NATURALVOICES` should be targeted to the VoiceXML Platform; all others should not be.

If method 2 is used, then all Speech Resources associated with Natural Voices (i.e. `NATURALVOICES`, `NATURALVOICES_JAN`, `NATURALVOICES_CRYSTAL`, etc.) should be targeted to the VoiceXML Platform.

Note that if the user does not specify the voice using either technique then the TTS Server will choose the voice, in general this would be the first voice installed on the system. If both techniques are used simultaneously then the contents of the <voice> tag take precedence.

### 8.2.3 Licensing

The following ASR or TTS engines require licenses before they can function, please contact VoiceGenie for information on licenses:

- OSR 3.0.4
- Phonetic GN 5.8.002x
- RealSpeak TTS 4.0.4
- Rhetorical TTS 4.3

Installation instructions for the license will be sent along with the license. The hardware MAC address will be used for license generation, to speed up the process of license generation, please send the output of the following command on the command line:

Linux: `ifconfig -a`

Windows: `ipconfig /all`

## 8.3 Targeting Speech Resources

### 8.3.1 VoiceXML Platform Speech Resources

On the Configuration tab of the SMC, under the Media Platform section, is a link for Speech Resources. This page lists all the Speech Resources that can be used by a VoiceXML Platform; an example resource is shown below:

<b>Speech Resource Name:</b> <input type="text" value="SPEECHWORKS"/>		<b>ID: 54 (6)</b>	
<b>Hostname/IP:</b>	<input type="text" value="205.150.90.154"/>	<b>Port:</b>	<input type="text" value="22000"/>
<b>Resource URI:</b>		<input type="text" value="rtsp://205.150.90.154:22000/recognizer"/>	
<b>Resource Type:</b>	<input type="text" value="ASR"/>		
<b>Parameter Name:</b>	<input type="text" value="vrn.client.SendVGParam"/>	<b>Value:</b>	<input type="text" value="true"/> <input type="button" value="Remove"/>
<b>Parameter Name:</b>	<input type="text" value="vrn.client.HotKeyBaseF"/>	<b>Value:</b>	<input type="text" value="/vggrammarbase/speec"/> <input type="button" value="Remove"/>
<b>Parameter Name:</b>	<input type="text" value="vrn.client.HotKeyLocalF"/>	<b>Value:</b>	<input type="text" value="/usr/local/phoneweb/gr"/> <input type="button" value="Remove"/>
<b>Parameter Name:</b>	<input type="text"/>	<b>Value:</b>	<input type="text"/> <input type="button" value="Add"/>
<input type="button" value="Update"/> <input type="button" value="Delete"/> <input type="button" value="Target as Primary"/> <input type="button" value="Target as Backup"/>			

This resource can either be used as a Primary Resource or as a Backup Resource. To select which VoiceXML Platforms will use it as a Primary resource click on **Target as Primary**. To select which VoiceXML Platforms will use it as a Backup resource click on **Target as Backup**. Note that the two are mutually exclusive.

Clicking on either button will present a tree view that shows all machines that have the VoiceXML Platform software deployed. Select the check box next to the machines that will use this Speech Resource and click on **Update** to make your changes.

For more details on how Speech Resources are used at the application level please consult the *SRM User's Guide*.

---

**Note:** If your deployment has a MRCP Proxy, then 2 Speech Resources will be created. One that allows the VoiceXML Platform to use the Speech Resource directly and a second that allows the VoiceXML Platform to use the Speech Resource via the MRCP Proxy.

---

### 8.3.2 MRCP Proxy Speech Resources

The manual configuration described in this section is only required if your deployment has an MRCP Proxy (a.k.a. SRM Proxy).

On the **Configuration** tab of the SMC under the **Speech Resource Mgr** section is a link for **Speech Resources**. This page lists all the Speech Resources that can be use by the MRCP Proxy; an example resource is shown below:

<b>Resource Proxy URI:</b>	rtsp://srmpoxy.voicegenie.com/rtspsynthesizer		<b>ID: 10</b>
<b>Hostname/IP:</b>	10.0.0.72	<b>Port:</b>	22000
<b>Resource URI:</b>	rtsp://10.0.0.72/rtspsynthesizer		
<b>Resource Type:</b>	TTS		
<b>Parameter Name:</b>	vrmpoxy.allocation_alg	<b>Value:</b>	ROUND_ROBIN <input type="button" value="Remove"/>
<b>Parameter Name:</b>	vrmpoxy.max_sessions	<b>Value:</b>	24 <input type="button" value="Remove"/>
<b>Parameter Name:</b>	vrmpoxy.routing_mode	<b>Value:</b>	REGULAR <input type="button" value="Remove"/>
<b>Parameter Name:</b>	vrmpoxy.languages	<b>Value:</b>	en-us <input type="button" value="Remove"/>
<b>Parameter Name:</b>	vrmpoxy.ping_interval	<b>Value:</b>	600000 <input type="button" value="Remove"/>
<b>Parameter Name:</b>	vrmpoxy.reconnect_inte	<b>Value:</b>	30000 <input type="button" value="Remove"/>
<b>Parameter Name:</b>	vrmpoxy.protocol	<b>Value:</b>	MRCP1.0 <input type="button" value="Remove"/>
<b>Parameter Name:</b>	vrmpoxy.maxclient	<b>Value:</b>	200 <input type="button" value="Remove"/>
<b>Parameter Name:</b>	vrmpoxy.vendor	<b>Value:</b>	vg <input type="button" value="Remove"/>
<b>Parameter Name:</b>	<input type="text"/>	<b>Value:</b>	<input type="text"/> <input type="button" value="Add"/>
<input type="button" value="Update"/> <input type="button" value="Delete"/> <input type="button" value="Select Target"/>			

This resource can be assigned to be used by an MRCP Proxy. To select which MRCP Proxy will use this resource click on **Select Target**.

Clicking on this button will present a tree view that shows all machines that have the MRCP Proxy software deployed. Select the check box next to the machines that will use this Speech Resource and click on **Update** to make your changes.

For more details on how Speech Resources are used at the application level please consult the *SRM User's Guide*.

## 8.4 Installing the Hotkey Grammar Package

The final step is to install the hotkey grammar package on all VoiceXML Platforms in your deployment. This section describes the procedure for installing this package.

The product file for this should be installed into the SMC using the Product Manager, note that *x.y.z* is the latest version (i.e. 1.0.0) and *a* is the revision of the package (i.e. 1).

On Linux the package name is as follows: **hotkey-mp-x.y.z-a.tar.gz**.

On Windows the package name is as follows: **hotkey-mp-x.y.z-a.zip**.

The installation and deployment procedure is as outlined in 7.1 **Installation and Deployment via the SMC Overview**. Once installed, the product will be listed in the table at the bottom of the page.

Use the Config Profile Manager to create a profile for the package, the Hotkey Grammar package asks no questions during profile creation. Subsequently, use the Deployment Manager to deploy the package on to all VoiceXML Platform machines in your deployment.

---

## 8.5 Migrating Realspeak MRCP-Native to Realspeak MRCP-Direct Installation

This section documents the manual steps in migrating an existing MRCP-Native Realspeak installation to a MRCP-Direct Realspeak Installation. The steps described in this section should be carried out by a customer only if:

1. They have an existing MRCP-Native Realspeak installation running with the VoiceGenie platform
2. They wish to change their existing architecture to a Realspeak MRCP-Direct integration

This process is carried out in the following three steps at a high level:

1. Remove existing MRCP-Native Realspeak installation and related VoiceGenie components
2. Install Nuance's 3<sup>rd</sup> party Realspeak Engine software, language packs and Speechworks Media Server
3. Install VoiceGenie's MRCP Realspeak package to automatically configure the provisioning data to work with Nuance's Speechworks Media Server

### 8.5.1 Remove Existing Installation

To remove the existing MRCP-Native Realspeak installation, please carry out the following steps in-order:

#### Stop the SRM Server Instance

Before removing the MRCP-Native installation, the existing SRM Server process should be stopped. This can be done by running `stop srmserver` command from the CLC console:

```
CLC> stop srmserver
```

## Removing Realspeak Startup Scripts and Cronjobs

Please follow the steps below:

1. Login to the system as super user, remove the following lines from the file `/etc/inittab`:
  - a. `RSPK:1314:respawn:su - root -c '/etc/init.d/start-realspeak-server-exagent'`
  - b. `RSKC:1319:respawn:su - pw -c '/etc/init.d/start-realspeak-client-exagent'`
2. Remove the following files from `/etc/init.d` directory:
  - a. `realspeak_licsvr`
  - b. `realspeakserver`
  - c. `start-realspeak-client-exagent`
  - d. `start-realspeak-server-exagent`
3. Remove the following files from `/etc/rc3.d` directory
  - a. `S95realspeak_licsvr`
  - b. `S98realspeakserver`

## Modify Platform Configuration from SMC

Go to the System Management Console (SMC), by entering the URL `http://<ip of CMP server>:8080/smc/` in your web browser and carry out the following steps:

1. Remove existing Realspeak Speech Resources
  - a. Go to the **Configuration** tab.
  - b. Follow the **Speech Resources** link under the **Media Platform** section, located on the left hand side panel.
  - c. Click on the **Target as Primary** button for all existing speech resources for Realspeak. Typically this would have the Speech Resource Name of the form `REALSPEAK_<VOICENAME>`. On the next page, uncheck the checkbox if necessary to un-target the Speech Resource from all servers, then click on the **Update** button. The purpose of this step is to un-target any existing speech resource that is in use, before deletion.
  - d. After all `REALSPEAK`'s speech resources are un-targeted, click on the **delete** button for each `REALSPEAK` speech resource. Click on the **OK** button during the confirmation pop-up that says **Warning: You are about to delete the entry from the database.** Click on **OK** to confirm, otherwise click on **Cancel**.

2. Remove TTS configuration from SRM Server
  - a. Go to the **Configuration** tab.
  - b. Follow the **SRM Server** link under the **Speech Resource Mgr** section, located on the left hand side panel.
  - c. Under the **TTS specific parameters** section, go to the **tts\_client\_list** section, delete all **REALSPEAK\_<VOICENAME>** client configuration instances, by clicking the **Del** button besides each **REALSPEAK** item. After all **REALSPEAK** are removed from the **tts\_client\_list**, click on the **Update** button located at the end of the page.
3. Remove the TTS Server/TTS Client from the CMP Network
  - a. Goto the **Administration** tab.
  - b. Follow the **Cluster Manager** link under the **Cluster Administration** section, located on the left hand side panel
  - c. On the right hand side, there would be a tree-like structure for the installed system. Under the **Network** node, click on the **properties** link besides the server that has **SRM Server** installed.
  - d. Under the **Server Component Details** section, click on the **Delete** button followed by **OK** when confirmation dialog box pops-up, for the following items:
    - i. **TTS Server (20)**
    - ii. **TTS Client (20)**

## Remove SRM Server Installation

Once we migrate to the MRCP-Direct architecture, the SRM Server will no longer be required, instead, Nuance's **Speechworks MediaServer** will replace the functionality of the SRM Server. To clean up disk space and configuration we should remove the SRM Server from the installation.

This section is optional and should only be carried out only if the Realspeak TTS engine is the *only* ASR or TTS engine on the machine and configured with SRM Server. If there are other ASR or TTS engines in use that are using the SRM Server (i.e. OSR ASR Engine), then the steps described in this section should not be carried out, otherwise, this other engine will not function properly.

1. Remove the SRM Server from the CMP Proxy Configuration
  - a. Logon to the SMC and go to the **Configuration** tab
  - b. Follow the **CMP Proxy** link under the **OA&M Framework** section, located on the left hand side panel
  - c. Select the current active cmpproxy configuration file's radio button, and click on **edit**

- d. Under the **System Start/Stop Configuration** section, for the **cmp.components** parameter, click on the **Del** button besides **SRMS** (which stands for SRM Server)
  - e. Click on the **Update** button located at the bottom of the page
2. Remove the SRM Server from the CMP Network
  - a. Logon to the SMC and go to the **Administration** tab
  - b. Follow the **Cluster Manager** link under the **Cluster Administration** section, located on the left hand side panel
  - c. On the right hand side, there would be a tree-like structure for the installed VG system. Under the **Network** node, click on the **properties** link besides the server that has SRM server installed.
  - d. Under the **Server Component Details** section, click on the **Delete** button followed by OK when confirmation dialog box pops-up, for the following items:
    - i. SRM Server
3. Remove the SRMServer binaries
  - a. Logon to the machine that has the SRM Server installed, and run `rm -rf /usr/local/srm-server/`. This will remove the SRM Server and its subdirectories on the system.

## Remove Existing Realspeak Installation

In the MRCP-Native integration, we will have the following RPM packages installed on the system and will need to be removed:

- a. Realspeak license package: `rs-lic-<version>` (i.e. `rs-lic-4.0-4`)
- b. Realspeak TTS Engine package: `rs-api-<version>` (i.e. `rs-api-4.0-12`)
- c. Realspeak voice package(s): `rs-<country>-<language>-<voicename>-<version>` (i.e. `rs-American-English-en-US-Tom-4.0-12`)
- d. VoiceGenie Realspeak license package: `realspeak-license-<version>` (i.e. `realspeak-license-4.0.4-4`)
- e. VoiceGenie Realspeak voice package(s): `realspeak-lang-<VoiceName>-<language>-<version>` (i.e. `realspeak-lang-Tom-en-US-4.0.12-1`)
- f. VoiceGenie Realspeak engine package: `realspeak-base-<version>` (i.e. `realspeak-base-4.0.12-1`)

To get a list of existing installed RPMs you can issue the command `rpm -qa` at the command prompt to get a list of installed RPM packages.



To remove the installed RPM packages you can issue the command `rpm -e <packagename>`. Using the examples given, we would run the list of following commands:

- a. `rpm -e rs-lic-4.0-4`
- b. `rpm -e rs-American-English-en-US-Tom-4.0-12`
- c. `rpm -e rs-api-4.0-12`
- d. `rpm -e realspeak-license-4.0.4-4`
- e. `rpm -e realspeak-lang-Tom-en-US-4.0.12-1`
- f. `rpm -e realspeak-base-4.0.12-1`
- g. After all the above commands are run, ensure that all Realspeak installation are removed by running `rm -rf /usr/local/ScanSoft/RealSpeak_4.0/`

---

**Note:** The version or Voices may differ in the actual installation

---



---

**Note:** If Speechworks Media Server (SWMS) is installed on the system, remove the existing installation at this point by running `rpm -e SWMS-3.1.10`

---

## Install MRCP-Direct Engine

At this stage, the system is in a clean state and is ready to be installed with the Realspeak MRCP-Direct software. Please follow the steps described in [Installing MRCP-Direct ASR or TTS Engines](#) for the instruction in continuing the installation of the Realspeak MRCP-Direct server.



## Appendix

# A

## Installing Packages from the Command Line

VoiceGenie installable packages are usually uploaded via the SMC such that they can be deployed to multiple servers from the SMC's Deployment Manager. However, some customer's have network access restrictions (i.e. no or limited http access) that makes this problematic. Also, the streaming of some of the larger installable packages to the SMC via http can be time consuming if the bandwidth between the web client and web server is limited. As a result, a command line mechanism exists to upload VoiceGenie installable packages into the SMC. This section details how this command line utility, called CMP Installer, can be utilized.

---

### A.1 CMP Installer Usage

The CMP Installer can only be used on machines that have the SMC installed. It can be found in the following directories:

Under Linux: `/usr/local/cmp-proxy/scripts/`

Under Windows: `C:\VoiceGenie\cmp\cmp-proxy\scripts\`

Once you are in the correct directory as listed above the command can be executed as follows:

```
./cmpinstaller -i -p <productFile>
```

The following table outlines the meaning of all the command line arguments of the CMP Installer:

Option	Optional	Description
<productFile>	Yes	The name of the product file (i.e. <code>.tar.gz</code> or <code>.zip</code> ) you would like to install. This parameter should be the fully qualified path to the file unless the file is in the current directory. Note that if you are using the <code>-p</code> option then the <code>&lt;productFile&gt;</code> does not need to be specified when configuring previously uploaded products.
<code>-i</code>	Yes	This option directs the CMP Installer to install the package into the SMC (i.e. add it to the list in the SMC's Product Manager).
<code>-p</code>	Yes	This option directs the CMP Installer to create a profile for the product file, you can create a new one or upgrade an existing one. If no product file is specified, you will be given a list of products already uploaded to the SMC that can be configured.

## A.2 CMP Installer Examples

This section shows some examples of the usage of the CMP Installer.

### A.2.1 Installing a Product File from the Command Line

```
pw@10.0.0.1 > ./cmpinstaller -i cmp-db-7.0.4-3.tar.gz
```

```
-----
CMP Command Line Installer
-----
```

```
Installing Package:  cmp-db-7.0.4-3.tar.gz
Product:            OAM Framework Database
Manufacturer:       VoiceGenie
Version:            7.0.4
Sub Version:        AS3.0
```

```
Installation Result: Success
```

### A.2.2 Installing a Product File and Creating a Profile from the Command Line

```
pw@10.0.0.1 > ./cmpinstaller -i -p cmp-db-7.0.4-3.tar.gz
```

```
-----
CMP Command Line Installer
-----
```

```
Installing Package:  cmp-db-7.0.4-3.tar.gz
Product:            OAM Framework Database
Manufacturer:       VoiceGenie
Version:            7.0.4
```

Sub Version: AS3.0

Installation Result: Success

Attempting to Create a Profile for Product ID: 15

Enter Configuration Profile Name > System 1

Configuration Profile Creating Result: Success

### A.2.3 Creating a Profile or Upgrading an Existing Profile

```
pw@10.0.0.1 > ./cmpinstaller -p
```

```
-----
CMP Command Line Installer
-----
```

Please enter the product ID of the product for which you would like to create a Configuration Profile:

Product ID	Name	Version	Subtype
1	Media Platform	7.0.4	AS3.0
11	Media Platform	7.2.0	AS3.0
6	OAM Framework CMP Proxy	7.2.0	AS3.0
8	OAM Framework CMP Server	7.2.0	AS3.0
15	OAM Framework Database	7.0.4	AS3.0
7	OAM Framework Database	7.2.0	AS3.0
9	System Management Console	7.2.0	AS3.0
2	VoiceGenie SNMP Agent	7.0.4	AS3.0
10	VoiceGenie SNMP Agent	7.2.0	AS3.0

Enter Product ID > 15

Attempting to Create a Profile for Product ID: 15

Enter Configuration Profile Name > New Profile

Configuration Profile Creating Result: Success

### A.2.4 Upgrading an Existing Profile

```
pw@10.0.0.1 > ./cmpinstaller -p
```

```
-----
CMP Command Line Installer
-----
```

Please enter the product ID of the product for which you would like to

create a Configuration Profile:

Product ID	Name	Version	Subtype
1	Media Platform	7.0.4	AS3.0
11	Media Platform	7.2.0	AS3.0
6	OAM Framework CMP Proxy	7.2.0	AS3.0
8	OAM Framework CMP Server	7.2.0	AS3.0
15	OAM Framework Database	7.0.4	AS3.0
7	OAM Framework Database	7.2.0	AS3.0
9	System Management Console	7.2.0	AS3.0
5	Tools Log Agent	1.0.0	AS3.0
12	Tools Log Agent	7.2.0	AS3.0
3	Tools Log Monitor	1.0.0	AS3.0
13	Tools Log Monitor	7.2.0	AS3.0
4	Tools Server	1.0.0	Server All
OS			
14	Tools Server	7.2.0	Server All
OS			
2	VoiceGenie SNMP Agent	7.0.4	AS3.0
10	VoiceGenie SNMP Agent	7.2.0	AS3.0

Enter Product ID > 7

Attempting to Create a Profile for Product ID: 7

Enter Configuration Profile Name > New

A Configuration Profile for an older version of this product already exists. Would you like to upgrade an existing Configuration Profile?

[y|N] > Y

The following Configuration Profiles can be upgraded, please enter the Profile ID to upgrade:

Profile ID	Profile Name	Product Name	Version	Subtype
24	Default	OAM Framework Database	7.0.4	AS3.0
25	New	OAM Framework Database	7.0.4	AS3.0

Enter Profile ID > 25

Configuration Profile Upgrading Result: Success





## Appendix

# B

## Deploying Packages from the Command Line

Deployment is usually done using the SMC; however, there is a command line mechanism to deploy product files also. The CMP Deployer is the application responsible for the deployment process. The executable that carried out deployment can be at `/usr/local/cmp-deployer/bin/cmpdeployer` under Linux and `C:\VoiceGenie\cmp\cmp-deployer\bin\cmpdeployer` under Windows. This application can be used as follows:

```
cmpdeployer -f <productFile>
```

```
cmpdeployer -f <productFile> -p <profileID>
```

In the examples above, the `<productFile>` (i.e. `.tar.gz` or `.zip`) must be located on the machine locally. If the `-p` parameters is not specified, the user will be prompted with a list of profiles that can be used for deployment. The `<productFile>` path should not contain any spaces in it because the CMP Deployer will not be able to parse it correctly.

To get a list of profileIDs, use the following CLC command:

```
profileinfo "[productName]" "[manufacturer]" [version]
```

where `[productName]` is the product name and is surrounded in quotes since the name can have spaces. Also, `[manufacturer]` is the manufacturer and is also surrounded by quotes since it can have spaces. Finally, `[version]` is the product version.







## Appendix

# C

## Automating I-Scripts for Silent Install

After installing Linux a number of setup questions are asked to configure the server as well as start VoiceGenie installation. Answering these questions is usually done interactively; however, this procedure can be automated for the purposes of silently installing the system if desired.

The `vg-scriptmanager` includes a directory that contains the necessary scripts and examples to enable the automation. This directory can be found at: `/usr/local/vg-scriptmanager/autoinstall`

The scripts within this directory provide the basics to automate the installation process; note however that some customizations to these scripts will need to be made based on the specifics of your installation.

The top level script is the `auto-vg-install` script. This script runs the various I-Scripts that setup the system along with a responses file that contains the answers to the questions that are usually asked interactively. The following is an example from the `auto-vg-install` script:

```
/usr/local/vg-scriptmanager/autoinstall/auto-envoker  
/usr/local/vg-scriptmanager/done/I010network network-  
responses
```

The line above calls the `auto-envoker` script to run the I-Script, `I010network`, with the response file `network-responses`. The `network-responses` file simply contains the desired answers for the interactive questions prompted by the `I010network` script. The contents of the `network-responses` file are shown below:

```
y  
vgplatform  
yourdomain.com  
10.0.0.10  
255.255.255.0  
10.0.0.1  
10.0.0.1
```

n

The above example shows the responses to the questions asked during the network interface setup. Note that the answers to these questions are machine specific and need to be catered to your specific installation.

Using the `auto-vg-install` script along with modifications to the responses file the initial setup of the machine can be automated.



## Appendix

# D

## Changing a Machine's IP Address

This appendix provides details on how to change the IP address of a system that already has VoiceGenie components installed. When changing the IP of multiple servers, or servers with multiple roles, complete each section in the order listed before moving on to the next. Note that the system IPs should not be changed until after steps up to D.4 Network Setting Changes are complete.

If the server in question has multiple roles, the steps for each role should be performed. Thus, if your server acts as a Management Server and Database Server, perform the steps shown for both Management Servers, Database Servers and Networking. If you are running an all in one system please run the steps for the Management Server, Database Server, 'Other' Server and Networking sections. Note that the steps outlined in the Networking section must be run for any server whose IP is being changed.

---

## D.1 Management Server Changes

### D.1.1 CMP Server Configuration

Using the CLC on the Primary Management Server, change the value of the `cmp.primary_cmpe` parameter for the CMP Server configuration. Change it to the new IP address as follows:

Get the Configuration ID:

```
CLC> cfggetid cmpserver
```

Configuration ID: 2, Name: default, Version: 7.2.0

Use the value of Configuration ID in the next command:

```
CLC> paramupdate 2 cmp.primary_cmpe <NEW_CMP_SERVER_IP>
```

---

**Note:** To reconfigure for a Backup Management Server with a changed IP, repeat the above steps except modify the parameter `cmp.backup_cmpe` instead of `cmp.primary_cmpe`.

---

## D.1.2 CMP Proxy Configuration

Using the CLC on all servers, change the value of the `cmp.primary_cmpe` parameter for all CMP Proxy configurations in the OA&M cluster. Change it to the new IP address as follows:

Get the Configuration ID:

```
CLC> cfggetid cmpproxy
```

```
Configuration ID: 1, Name: default-<IP>-<DATE>-<TIME>,
Version: 7.2.0
```

Use the value of Configuration ID in the next command:

```
CLC> paramupdate 1 cmp.primary_cmpe <NEW_CMP_SERVER_IP>
```

---

**Note:** To reconfigure for a Backup Management Server with a changed IP, repeat the above steps except modify the parameter `cmp.backup_cmpe` instead of `cmp.primary_cmpe`.

---

## D.1.3 Database Entries

On the Database Server, login to the MySQL database and manually update the Ips:

```
mysql -upw -ppw NDM
```

```
update Network set host='<NEW_CMP_SERVER_IP>' where
host='<OLD_IP>';
```

```
update Network set name='<NEW_CMP_SERVER_IP>' where
name='<OLD_IP>';
```

```
exit
```

---

**Note:** You can view the IPs with the following command, inside MySQL:

```
select host, name from Network;
```

---

---

## D.2 Database Server Changes

### D.2.1 SMC Configuration

Using the CLC on the Management Server(s), change the value of the `cmp.db` parameter for the local SMC configuration. Point it to the new IP address as follows:

Get the Configuration ID:

```
CLC> cfggetid smc
```

```
Configuration ID: 3, Name: default, Version: 7.2.0
```

Use the value of Configuration ID in the next command:

```
CLC> paramupdate 3 cmp.db <NEW_DATABASE_SERVER_IP>
```

### D.2.2 ODBC Configuration

Then, on all Management Servers, modify the ODBC to reflect the new IP:

#### Linux

In `/usr/local/cmp-server/config/odbc.ini` change the following:

```
Server = <NEW_DATABASE_SERVER_IP>
```

---

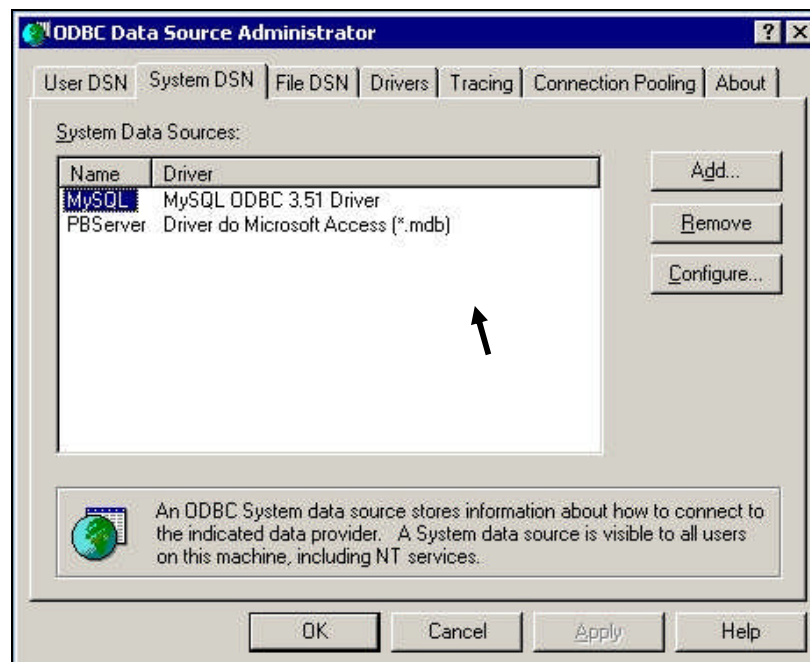
**Note:** This also applies to combined Database + Management Servers who's IP has changed.

---

#### Windows

Select the ODBC settings in Control Panel > Administrative Tools > Data Sources (ODBC)

Select the System DSN tab. Select the MySQL source, and use Configure to change Host/Server Name (or IP) to the new database IP address.



---

## D.3 'Other' Server Changes (i.e. VoiceXML Platform, ASR Server, TTS Server, etc.)

### D.3.1 Database Entries

On the Database Server, login to the MySQL database and manually update the IPs:

```
mysql -upw -ppw NDM
```

```
update Network set host='<NEW_SERVER_IP>' where  
host='<OLD_IP>';
```

```
exit
```

---

**Note:** You can view the IPs with the following command, inside MySQL:

```
select host, name from Network;
```

---

---

## D.4 Network Setting Changes

The last step for all machines is to reconfigure the network settings of the machine whose IP is changing. First stop all VoiceGenie software and services

that may be running on the machine. For 'Other' Server enter `stop` at the CLC prompt to stop VoiceGenie software:

```
CLC> stop
```

Under Linux, login as `root` and stop CMP Server (`/etc/init.d/cmp-server stop`), CMP Proxy (`/etc/init.d/cmp-proxy stop`) or Tomcat (`/etc/init.d/vgtomcat stop`) depending on the role of the server. Under Windows, use the **Services** window to stop the CMP Server, CMP Proxy or Tomcat service depending on the role of the server.

---

**Note:** Before continuing, you should have the following information handy since it is required in the next few steps:

- Hostname
  - Domain name
  - IP
  - Gateway
  - DNS server
- 

Also, if you are unsure as to whether or not bonding is in use, run the following command from the command line to check:

```
/sbin/ifconfig bond0
```

If an error is returned, bonding is not in use.

---

**Note:** All servers that are part of the OA&M framework should be updated with the steps above before changing the network configurations.

---

## D.4.1 Standard Networking

Rerun the `I010network` configuration script as root:

```
cd /usr/local/vg-scriptmanager/done
./I010network
```

## D.4.2 With Bonding Drivers

Rerun the `I010network` configuration script as root:

```
cd /usr/local/vg-scriptmanager/done
./I010network
```

Remove the bonding lines from `/etc/modules.conf` (as root):

```
alias bond0 bonding
options bond0 miimon=100 mode=1 multicast=1
```

Rerun the bonding script (as root):

```
cd /usr/local/vg_install/bonding-7.0.0-3/scripts/
perl I108Bonding
```

### D.4.3 Reboot the servers

After completing the appropriate steps above reboot all machines in the OA&M cluster. VoiceXML platforms may need to be restarted manually after the reboot.

## D.5 Other Optional Component Changes

Machines on which changes have been made from this section should be rebooted upon completion.

### D.5.1 Call Manager

If necessary, modify the `sip.defaultgw` parameter in the Call Manager Configuration section of the SMC.

**Note:** If you've made other (non-standard) changes requiring IPs, you'll need to update these as well.

### D.5.2 CCXML Interpreter

If necessary, modify the `ccpccxml.sip.proxy` parameter in the CCXML Interpreter Configuration section of the SMC.

### D.5.3 Speech Resources

For each resource, create a new entry that matches the old (with updated IPs). Once created, link the new resource to the appropriate targets and un-target/delete the old.

Speech Resource Name: REALSPEAK_JILL		ID: 7 (8)	
Hostname/IP:	205.150.90.154	Port:	22000
Resource URI:	rtsp://205.150.90.154:22000/realpeak_jill		
Resource Type:	TTS		
Parameter Name:	vrn.client.SendVGParam	Value:	true <span>Remove</span>
Parameter Name:	vrn.client.PassThruTTS	Value:	true <span>Remove</span>
Parameter Name:		Value:	<span>Add</span>
<span>Update</span> <span>Delete</span> <span>Target as Primary</span> <span>Target as Backup</span>			



## D.5.4 ASR Engines

### Speechworks OSR – Centralized Licensing (Linux)

Modify /usr/local/SpeechWorks/OpenSpeech\_Recognizer/config/  
SpeechWorks.cfg:  
SWILicenseServerList=27000@<LICENSESERVER\_IP>

## D.5.5 TTS Engines

### RealSpeak – Centralized Licensing (Linux)

Modify  
/usr/local/ScanSoft/RealSpeak\_4.0/config/ttsserver.xml:  
'server' entries under <license\_servers>

**Example:**

```
<!-- License servers, must have one or more -->
<license_servers>
  <server>27000@10.0.0.40</server>
  <!-- <server>27000@myserver.mycompany.com</server> --
>
</license_servers>
```

## D.5.6 SIP Proxy

In the SIP Proxy Configuration, remove the old entries for  
proxy.sip.proxy.respaddr and re-add with the correct IPs using the SMC.

Under SIP Resources in the SMC, click Update for each resource that has  
changed to update the Hostname.

<b>SIP Resource Name:</b>	<input type="text" value="ccxmlgalahad"/>	<b>ID: 35</b>
<input checked="" type="radio"/> <b>CMP Enabled Resource:</b>	<input type="radio"/> <b>Non-CMP Enabled Resource:</b>	
<input type="text" value="205.150.90.154"/>	<b>Enter Hostname:</b> <input type="text" value="205.150.90.154"/>	
<b>Enter Port (Optional):</b>	<input type="text" value="5068"/>	
<b>Associated SIP Resource Type:</b>	<input type="text" value="ccxmlplatform"/>	
<b>Associated SIP Services:</b>	<div><div>voicexml</div><div><b>ccxml</b></div><div>conference</div></div>	
	<input type="button" value="Update"/> <input type="button" value="Delete"/>	

### D.5.7 CCP-RM

In the RM Cluster Mapping section of the SMC, remove the old members and re-add with the correct Member String.



## Appendix

# E

## Kernel Specific Information for Red Hat EL3.0

VoiceGenie software is tested and certified to work correctly on the 2.4.21-47 kernel for Red Hat Enterprise Linux 3.0 Update 8. The VoiceGenie software should not be run on any other kernel. Please contact VoiceGenie if you would like to run on a different kernel version from the one that is certified by VoiceGenie. Note VoiceGenie reserves the right to qualify with a later version of the requested kernel.

In order to run on a different kernel version, VoiceGenie would need to re-certify against that specific kernel. This process would typically be completed with the next regularly scheduled patch release; which normally would be no more than 90 days after notification from the customer.





## Appendix

# F OS Specific Configuration

---

## F.1 Linux

This section describes configuration changes that can be made to the Linux operating system if desired by the customer.

### F.1.1 Forcing File System Integrity Check after Restart

If the Linux system has been shutdown in a non-graceful manner (i.e. loss of power) the operating system can be configured to automatically run a file system integrity check at startup. By default, the file system integrity check is not run at startup.

To make this change please carry out the following:

1. As the root user create the file `/etc/sysconfig/autofsck` (i.e. `vi /etc/sysconfig/autofsck`)
2. Insert the following line to the file: `AUTOFSCK_DEF_CHECK=yes`

This configuration change should cause the file system integrity check to run during startup after a non-graceful shutdown.

---

## F.2 VoiceGenie Linux RPM List

This section lists the RPMs and their versions that are included in the VoiceGenie Linux 3.0 Update 2.

```
acl-2.2.3-1
ami-1.2.2-3
ant-1.5.2-23
ant-devel-1.5.2-23
ant-libs-1.5.2-23
apmd-3.0.2-18
arts-1.1.3-2.2
```

ash-0.3.8-16  
aspell-0.33.7.1-25  
aspell-devel-0.33.7.1-25  
aspell-en-ca-0.33.7.1-25  
aspell-nl-0.1-17  
aspell-no-0.3-6  
at-3.1.8-47  
atk-1.2.4-3.0  
atsar\_linux-1.6-2  
attr-2.2.0-1  
audiofile-0.2.3-7.1  
authconfig-4.3.7-1  
autoconf213-2.13-6  
autoconf-2.57-3  
automake14-1.4p6-6  
automake15-1.5-7  
automake-1.6.3-5  
basesystem-8.0-2  
bash-2.05b-29  
bc-1.06-15  
bcel-5.0-10  
beecrypt-3.0.1-0.20030630  
bg5ps-1.3.0-12  
bind-utils-9.2.2-21  
binutils-2.14.90.0.4-35  
bison-1.875-4  
bonobo-activation-2.2.2-1  
byacc-1.9-25  
bzip2-1.0.2-11  
bzip2-devel-1.0.2-11  
bzip2-libs-1.0.2-11  
cdecl-2.5-27  
chkconfig-1.3.8-3  
chkfontpath-1.9.10-1.RHEL  
cmp-deployer-1.0.0-26  
commons-logging-1.0.2-12  
comps-3.0.0whitebox-0.20040614  
coreutils-4.5.3-26  
cpio-2.5-3  
cpp-3.2.3-34  
cproto-4.6-16  
cracklib-2.7-22  
cracklib-dicts-2.7-22  
crash-3.7-5  
crontabs-1.10-5  
ctags-5.4-2  
cups-1.1.17-13.3.37  
cups-libs-1.1.17-13.3.37  
cup-v10k-10  
curl-7.10.6-8.rhel3  
curl-devel-7.10.6-8.rhel3  
cvs-1.11.2-22  
cyrus-sasl-2.1.15-8  
cyrus-sasl-devel-2.1.15-8  
cyrus-sasl-gssapi-2.1.15-8

cyrus-sasl-md5-2.1.15-8  
cyrus-sasl-plain-2.1.15-8  
db4-4.1.25-8  
db4-devel-4.1.25-8  
db4-utils-4.1.25-8  
dbskkd-cdb-1.01-18  
ddd-3.3.1-23  
dejagnu-1.4.2-10  
desktop-file-utils-0.3-10  
dev-3.3.12-1  
dev86-0.16.3-8  
devlabel-0.42.05-2.1  
dhclient-3.0pl2-6.14  
dialog-0.9b-20020814.6  
diffstat-1.31-2  
diffutils-2.8.1-8  
dos2unix-3.1-15  
dosfstools-2.8-10  
doxygen-1.3.5-0.RHEL3.1  
dump-0.4b28-7  
e2fsprogs-1.32-15  
e2fsprogs-devel-1.32-15  
ed-0.2-33  
eject-2.0.13-2  
ElectricFence-2.2.2-15  
elfutils-0.94-1  
elfutils-devel-0.94-1  
elfutils-libelf-0.94-1  
elfutils-libelf-devel-0.94-1  
esound-0.2.28-5.1  
ethtool-1.8-2  
expat-1.95.5-6  
expat-devel-1.95.5-6  
expect-5.38.0-92  
fam-2.6.8-9  
fam-devel-2.6.8-9  
fbset-2.1-13  
file-3.39-9  
filesystem-2.2.1-3  
findutils-4.1.7-9  
flex-2.5.4a-29  
fontconfig-2.2.1-8.0  
fonts-hebrew-0.80-2.0  
fonts-ISO8859-2-1.0-11  
fonts-KOI8-R-100dpi-1.0-5  
fonts-KOI8-R-1.0-5  
fonts-KOI8-R-75dpi-1.0-5  
freetype-2.1.4-4.0  
FreeWnn-1.11-36  
FreeWnn-common-1.11-36  
gawk-3.1.1-9  
gcc-3.2.3-34  
gcc-c++-3.2.3-34  
gcc-c++-ssa-3.5ssa-0.20030801.47  
gcc-g77-3.2.3-34

gcc-g77-ssa-3.5ssa-0.20030801.47  
gcc-gnat-3.2.3-34  
gcc-java-3.2.3-34  
gcc-java-ssa-3.5ssa-0.20030801.47  
gcc-objc-ssa-3.5ssa-0.20030801.47  
gcc-ssa-3.5ssa-0.20030801.47  
GConf2-2.2.1-4  
gd-1.8.4-12  
gdb-6.0post-0.20040223.20  
gdbm-1.8.0-20  
gdbm-devel-1.8.0-20  
gdk-pixbuf-0.22.0-13.el3.3  
gettext-0.11.4-7  
glib-1.2.10-11.1  
glib2-2.2.3-2.0  
glibc-2.3.2-95.20  
glibc-common-2.3.2-95.20  
glibc-devel-2.3.2-95.20  
glibc-headers-2.3.2-95.20  
glibc-kernheaders-2.4-8.34  
glibc-profile-2.3.2-95.20  
glibc-utils-2.3.2-95.20  
gmp-4.1.2-5  
gmp-devel-4.1.2-5  
gnome-mime-data-2.2.0-3  
gnome-vfs2-2.2.5-2.E  
gperf-2.7.2-9  
gpm-1.19.3-27.2  
gpm-devel-1.19.3-27.2  
grep-2.5.1-24.6  
groff-1.18.1-27  
grub-0.93-4  
gtk+-1.2.10-27.1  
gtk2-2.2.4-19  
gzip-1.3.3-13.rhel3  
h2ps-2.06-8  
hdparm-5.4-1  
hesiod-3.0.2-28  
hesiod-devel-3.0.2-28  
hotplug-2002\_04\_01-20.2  
htmlview-2.0.0-10  
httpd-2.0.52-1  
hwdata-0.101.8-1  
imlib-1.9.13-12  
im-sdk-20030118-6  
indent-2.2.9-2  
info-4.5-3  
initscripts-7.31.30.EL-1.VG  
iproute-2.4.7-11.30E.1  
ipsec-tools-0.2.5-0.7.rhel3.4  
iptables-1.2.8-12.3  
iptables-ipv6-1.2.8-12.3  
iputils-20020927-11  
irda-utils-0.9.15-1  
isdn4k-utils-3.1-76



j2sdk-1.4.2\_12-fcs  
jaf-20030319-1  
jakarta-regexp-1.2-12  
javamail-20031006-1  
jfsutils-1.1.2-2  
jisksp14-0.1-11  
jisksp16-1990-0.1-11  
junit-3.8.1-1  
jwhois-3.2.2-1  
kappa20-0.3-12  
kbd-1.08-10.2  
kernel-2.4.21-47.EL  
kernel-pcmcia-cs-3.1.31-19  
kernel-utils-2.4-8.37.15  
knm\_new-1.1-10.1  
krb5-devel-1.2.7-21  
krb5-libs-1.2.7-21  
krb5-workstation-1.2.7-21  
krbafs-1.1.1-11  
krbafs-devel-1.1.1-11  
kudzu-1.1.22.2-1  
kudzu-devel-1.1.22.2-1  
laus-libs-0.1-56RHEL3  
less-378-11  
lftp-2.6.3-5  
lha-1.14i-10.2  
libacl-2.2.3-1  
libacl-devel-2.2.3-1  
libaio-0.3.96-3  
libaio-devel-0.3.96-3  
libao-0.8.3-3  
libao-devel-0.8.3-3  
libart\_lgpl-2.3.11-2  
libattr-2.2.0-1  
libattr-devel-2.2.0-1  
libbonobo-2.2.3-1  
libbonoboui-2.2.2-1  
libcap-1.10-15  
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libuser-devel-0.51.7-1  
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libvorbis-devel-1.0-7  
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libxml2-devel-2.5.10-6  
libxml2-python-2.5.10-6  
libxml-devel-1.8.17-9.1  
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lvm-1.0.3-15  
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mailx-8.1.1-31  
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man-pages-1.60-4.1  
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memprof-0.5.1-3  
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mktemp-1.5-18  
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modutils-devel-2.4.25-12.EL

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mysql-connector-odbc-3.51.12-1  
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net-snmp-devel-5.0.9-2.30E.3  
net-snmp-utils-5.0.9-2.30E.3  
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newt-devel-0.51.5-1  
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nhpf-1.42-5  
nptl-devel-2.3.2-95.20  
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openldap-devel-2.0.27-11  
openmotif-2.2.3-5.RHEL3.7  
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openssh-clients-3.6.1p2-33.30.13  
openssh-server-3.6.1p2-33.30.13  
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openssl-devel-0.9.7a-33.21  
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pam-devel-0.75-54  
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pciutils-2.1.10-7  
pciutils-devel-2.1.10-7  
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perl-CGI-2.89-94.EL3  
perl-CPAN-1.61-94.EL3  
perl-DateManip-5.40-30  
perl-DBD-MySQL-2.1021-3  
perl-DBI-1.32-5

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perl-HTML-Tagset-3.03-28
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perl-URI-1.21-7
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rsync-2.5.7-4.3E
schedutils-1.3.0-3
screen-3.9.15-10
sed-4.0.7-3
sendmail-8.12.11-4.RHEL3.6
sendmail-cf-8.12.11-4.RHEL3.6
setarch-1.3-1
setserial-2.17-12
setup-2.5.27-1
setuptools-1.13-1
shadow-utils-4.0.3-20
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skkinput-2.06.3-3  
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tcsh-6.12-4  
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telnet-server-0.17-26  
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tftp-0.32-4  
tftp-server-0.32-4  
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vg-squid-2.5.11-2  
vg-tomcat-5.0.28-1  
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whitebox-release-3.0-5\_i386

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Wnn6-SDK-devel-1.0-25  
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Xaw3d-1.5-18  
xcin-2.5.3.pre3-15  
xerces-j-2.2.1-11  
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XFree86-base-fonts-4.3.0-115.EL  
XFree86-font-utils-4.3.0-115.EL  
XFree86-libs-4.3.0-115.EL  
XFree86-libs-data-4.3.0-115.EL  
XFree86-Mesa-libGL-4.3.0-115.EL  
XFree86-Mesa-libGLU-4.3.0-115.EL  
XFree86-xauth-4.3.0-115.EL  
XFree86-xfs-4.3.0-115.EL  
xinetd-2.3.12-2.3E  
xinitrc-3.32-1  
ypbind-1.12-5  
yp-tools-2.8-1  
yum-2.0.7-1.1.WB1  
zip-2.3-16  
zlib-1.1.4-8.1  
zlib-devel-1.1.4-8.1









## Appendix

# G

## Configuring the Platform for DTMF Only

The following instructions explain how to configure a platform for DTMF only. If you are not installing an ASR, the following procedure should be carried out.

1. Change all applications to remove all references of ASR Engines
  - Remove ASRENGINE properties on the VXML page, if one exists
  - Change the mode attribute for all grammar tags to mode="dtmf"
  - Change the INPUTMODES on defaults.vxml as well all applications to have DTMF (Ensure VOICE is not in there)
2. Remove all speech resources provisioning from SMC.
  - Goto SMC > Configuration Tab
  - Under Media Platform, goto Speech Resources link
  - Remove all provision data where the Resource Type is ASR
3. Remove the ASR components from SMC (MRCP-native ASR deployment only)
  - Goto SMC > Configuration Tab
  - Click on properties of the server that has the ASR installed
  - Under the Server Component Details section, delete all instances that named ASR Client and ASR Server
4. Remove ASR from SRM server client list (MRCP-native ASR deployment only)
  - Goto SMC > Configuration Tab
  - Click on SRM Server link
  - Edit the current active configuration
  - Goto the asr\_client\_list parameter, and click on Del on all installed values
  - Click on update at the end of page
  - Reboot the server to take affect.





## Appendix

# H

## Using AudioCodes Media Gateway with VoiceGenie Media Platform

This section acts as a quick start guide for configuring the VoiceGenie Media Platform to inter-operate with the AudioCodes Media Gateway products. Please refer to the AudioCodes documentation for the most updated and accurate configuration information on the AudioCodes Media Gateway.

---

### H.1 AudioCodes Configuration

These instructions assume that basic configuration (IP address, subnet mask, telephony provisioning, etc. has already taken place. Please see the AudioCodes documentation for further details. The following steps must be done using the AudioCodes Web Interface:

#### H.1.1 Codec Settings

From the Quick Setup Menu:

Setting up the Audio Codec - From the Coder name section, using the first coder drop-down list, select the right codec (G711Ulaw64k for North America, G711Alaw64k for Europe) and set the msec field to 20, then press Reset.

## H.1.2 Telephony Endpoint Settings

Trunk groups (or analog endpoint phone numbers) can be configured from the Protocol Management Menu. Please refer to *AudioCodes* documentation for details.

## H.1.3 IP Endpoint Settings

Routing Tables->Tel to IP Routing – The PSTN calls must be routed to the VoiceGenie Media Platform. Using routes the AudioCodes gateway can route the inbound calls to multiple VoiceGenie Media Platforms. Route selection can be done using the Dest. Phone Prefix and Dest. IP Address fields. For instance if one of the lines assigned on the AudioCodes gateway has the phone number 416-736-5555 and you want to route the calls from this number to the VoiceGenie Media Platform with IP 10.0.0.100, the route entry could look like 416 \* 10.0.0.100 0 n/a. An alternate method makes use the wildcard to direct calls from all ports to a specific VoiceGenie Media Platform (IP address) \* \* 10.0.0.100 0 n/a. After setting press Submit in order to save the entries.

NOTE: The wildcard entry \* must be always in the last position of the table.

### Routing Tables->IP to Hunt Group routing

These routes select the right Hunt Group for outbound call based on the Destination (Dialed) number. (See *AudioCodes* documentation on HuntGroup settings) For example, if a call to the 614 area code must be directed to a specific telephony carrier then the entry will select the Hunt Group let's say 2 that contains the lines from that telephony carrier. The entry will look like:

614 \* \* 2 0

Other called numbers starting with the prefix different then 614 would be routed to the Hunt Group 1. (Note that this is an example and Hunt Group ID 2 is not defined)

Press Submit button to save the entries.

## Transfer Settings

It is possible to transfer for a call using the <transfer> tag in VoiceXML. In order to do this, the AudioCodes gateway must be configured to handle a SIP REFER. Please refer to the AudioCodes documentation on the supported transfer configurations on the PSTN interface.

## Miscellaneous Settings

The AudioCodes gateway must be configured to support RFC2833 out-of-band DTMF. This can be done by setting **Protocol Definition->DTMF&Dialing->Use Out-of-Band DTMF** to Yes and pressing **Submit**.

## Applying the changes

At this stage click on the **Reset Menu**, and select the Burn radio button to burn the new device configuration into flash memory and then press **Reset**. Wait about 2 minutes, it should reset AudioCodes server.

Note that this should be done, after any configuration parameter change, in order to save the configuration.

## H.1.4 VoiceGenie Media Platform configuration

In general, there is no special configuration required on the VoiceGenie Media Platform. The default install configuration must be used if simple inbound or outbound calls are required.

### Call Routing Settings

If the Application is being migrated from PSTN to VoIP, the simplest migration method is to set the "sip.defaultgw" parameter to the IP of the AudioCodes gateway, in VoiceGenie Media Platform. After clicking on **Configuration Tab** in **SMC** user interface, click on **Call Manager** link, edit the current configuration, by pressing the **Edit** (if multiple configurations exist, identify the correct configuration using the Concise Configuration View). Set the AudioCodes gateway IP in the **sip.defaultgw** field and then press the **Update**. With this change, the "dest" attribute of the `<transfer>/<call>` tag used in the application can remain unchanged (i.e., remain using phone: or tel:) and all the outbound calls will automatically be directed to the default gateway IP.

Otherwise, the application developer must explicitly change the "dest" attribute in the `<transfer>/<call>` tag to be of the format `dest="sip:destNumber@AudioCodesIpAddress"`.

### Transfer Settings

On the VoiceGenie Media Platform, the Refer transfer must be enabled in the Call Manager configuration. To do this, from the **SMC** click the **Configuration Tab**. Then, click on the **Call Manager** link, select the configuration in use and press the **Edit** button. The **sip.transfermethod** must have the **Refer** method selected. The default transfer methods can be set (using **sip.defaultblindxfer**, **sip.defaultconsultxfer** and **sip.defaultbridgexfer**) to define the default method used for transferring the call. Press the Update after the change is applied.

Otherwise, the application developer must explicitly set the transfer method as **refer** in the transfer tag. This is an example of an appropriate transfer tag:

```
<transfer name="newcall" dest="sip:324@10.0.0.100"
connecttimeout="60s" method="refer" type="unsupervised"
bridge="false" connectwhen="immediate" analysis="false">
```

---

**Note:** IMPORTANT NOTE FOR PBX USERS USING HOOKFLASH TRANSFER:

In order to perform a transfer, some PBXs require a `feature activation code` to be dialed immediately after the `hook flash` and before the destination transfer number is dialed (See AudioCodes documentation for enabling Hookflash transfer on AudioCodes Gateway). The AudioCodes Gateway does not have this feature to allow dialing of the transfer activation code. To work around this problem the user must add the DTMF string (the feature activation code) at the application level, in front of the destination number. For instance, if the activation code is `"*70"` the application should add this sequence in front of the called number (note the difference between this and the above mentioned transfer example):

```
<transfer name="newcall"
dest="sip:*70324@10.0.0.100" connecttimeout="60s"
method="refer" type="unsupervised" bridge="false"
connectwhen="immediate" analysis="false">
```

For example, in order to interoperate with a Meridian M8x24 Key System connected thru an Analog Terminal Adaptor (Norstar ATA2), the system must dial `*70` – `feature activation key`, right after the Flash Hook and before dialing the destination extension. With the workaround example listed above, the M8x24 Key System will recognize the `*70` command and then transfer the call to the new destination.

---





## Revision History

Version	Date	Change Summary	Author/Editor
1.0	March 9 <sup>th</sup> , 2005	Initial release	Rakesh Tailor, Monti Ghai
1.1	April 13 <sup>th</sup> , 2005	Revised version	Andrew Ho
1.2	April 13 <sup>th</sup> , 2005	Updated for details on cross OS installs	Rakesh Tailor
1.3	April 21 <sup>st</sup> , 2005	Updated with upgrade instructions and details on RealSpeak install	Rakesh Tailor
1.4	May 5 <sup>th</sup> , 2005	Added Call Analyst details for installation	Rakesh Tailor
1.5	June 17 <sup>th</sup> , 2005	Added details for upgrades	Rakesh Tailor
1.6	July 20 <sup>th</sup> , 2005	Added instructions for OA&M Framework upgrade	Rakesh Tailor
1.7	March 16 <sup>th</sup> , 2006	Updates for VoiceGenie 7.1	Rakesh Tailor
1.8	September 5 <sup>th</sup> , 2006	Further updates for VoiceGenie 7.1	Monti Ghai
1.9	October 5 <sup>th</sup> , 2006	Added AudioCodes details	Shifeng Wu
1.10	October 26 <sup>th</sup> , 2006	Added details	Wen Wang, Rakesh Tailor
1.11	November 20 <sup>th</sup> , 2006	Update for 7.1.1	Joseph Choy
1.12	March 1, 2007	ER94716753	Johnson Tse
1.13	July 6, 2007	ERs 103719193, 106471270, 117382381, 116913030, 119937991, 132284532, 125482381, CMT15708	Wen Wang
1.14	September 21 <sup>st</sup> , 2007	Update for 7.2	Wen Wang

