

MiCollab Advanced Messaging MiCollab AM Notify Installation Guide

For version 9.0 and above

Notice

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Preface

MiCollab AM Notify is a UCCconnect application that uses the MiCollab AM notification engine to place outbound calls based on external events. This guide explains how to install the MiCollab AM Notify Interactive Voice Response (IVR) application for MiCollab Advanced Messaging (MiCollab AM).

References

A catalog of technical documentation is included on the MiCollab AM Installation Media. If you are installing any advanced applications, such as Networking and Fax Server applications, you should refer to the appropriate technical documentation for application and installation information.

Documentation

The technical documentation is produced in the PDF format and requires the PDF reader to view it. The documentation set for this MiCollab AM includes the following documents and resources:

- **Developer Resources.** Contains programming guides and API references for developers for integrating the server clients and web applications with MiCollab AM.
- **Integration Technical Notes (ITN).** Contains a set of guides that describe the integration methods and instructions for a variety of phone systems to work with MiCollab AM. The ITNs are generally used by resellers or administrators who are experienced with MiCollab AM and familiar with the integration procedures and terminology.
- **Quick Reference Card (QRC).** Contains shortcuts and quick instructions telling subscribers how to access and use the messaging system.
- **Server Documentation.** Available as a PDF only. Contains administrative guides for administrators about installing, configuring, and administering the messaging system, and user guides for subscribers about accessing the messaging system and checking and sending messages.
- **Spare Parts Documentation.** Contains a set of guides that describe the instructions for installing and configuring hardware parts to work with MiCollab AM. These documents are written for Mitel certified MiCollab AM technicians who are experienced with MiCollab AM and familiar with the procedures and terminology.
- **Software Release Notice (SRN).** This notice introduces the new features, capabilities, and hardware/software requirements for the corresponding MiCollab AM version.

Documentation Updates

Documentation updates may be available from the following sources:

- Mitel certified technicians can view or download documents and program files from our partner web site: connect.mitel.com/connect

Help

The primary source of information about MiCollab AM is the online help available within any of its administrative utilities. You can access **Help** as follows:

- Click the **Help** button in the dialog box or window in which you are working
- Press the **F1** key at any time.

Document Conventions

The following conventions are used in this document:

- **Key Names.** Names of keys on the keyboard are shown in a box.

Example: **Enter**

When two keys must be pressed simultaneously, they are joined by a + sign.

Example: **Alt** + **Tab**

- **Reference to Document.** *Italics* fonts can also signify the titles of other documents.

Example: See the *System Installation and Configuration Guide*.

- **UI Element Names.** Names of UI elements such as dialog windows, screens, menu items, tabs, buttons, icons, etc. are shown in bold.

Example: On the **Startup** screen, click the **Start** icon.

- **User Input.** Information required to be typed is shown in italics.

Example: Type the password *voicemail*.

- **Warning, Caution, Important, and Notes.** Text for the contents that require attention are shown as follows:

WARNING A warning paragraph advises you of circumstances that can result in the loss of data, harm to the system server platform, or personal harm.

CAUTION Failure to follow these recommendations can result in unauthorized access to the system and consequent loss of data.

IMPORTANT An important paragraph gives decision-making information or informs you of the order in which tasks need to be completed.

NOTE A note gives additional information, provides an explanation, or indicates an exception to the information in the preceding text.

Frequently Used Terms

Table 1. Frequently Used Terms

Terms	Description
System Server	<p>Term refers to an organization's computer platform(s) that have MiCollab AM software installed and handles the core system functions such as storing messages, database.</p> <p>It can also refer generically to the System Server platform, the Call Server platform, or both. The term is most often used to describe a software or hardware installation or configuration practice where the role of the server platform is not specifically expressed.</p>
Call Server	<p>Term refers to an organization's computer platforms that have MiCollab AM software installed and serve as the interface to the system (PBX). The Call Server(s) interface with the System Server for the purpose of accessing messages, and database.</p> <p>In this document, it also refers in this document to a combined System and Call Server platform.</p>
Neverfail Cluster	<p>Refers to a pair or trio of like MiCollab AM System Servers participating in a Neverfail High Availability or Disaster Recovery configuration.</p>

Overview

MiCollab AM Notify augments the MiCollab Advanced Messaging (MiCollab AM) system by providing the ability to proactively send outbound notifications to a user-provided list of contacts via telephone calls, text messages, and MiCollab AM voice messages.

The application operates on a single MiCollab AM Call Server (or System and Call Server combination), and can work in conjunction with a remote Windows platform dedicated to running UCCconnect Interactive Voice Response (IVR) scripts.

The installation procedure can be summarized as follows:

- 1 Install the MiCollab AM Notify Services service.
- 2 Install the MiCollab AM Notify UCCconnect scripts.
- 3 Complete MiCollab AM Notify application setup.
- 4 Complete platform configuration tasks.

NOTE The MiCollab AM Notify application utilizes the MiCollab AM IVR Application Services service, which is automatically installed with UCCconnect.

Requirements

- Microsoft Windows Server 2008 R2 with Service Pack 1, Windows Server 2012 R2, or Windows Server 2016 (Server with Desktop Experience).
- MiCollab AM software version 9.0 or later.
- MiCollab AM UCCconnect module properly installed and licensed.
- Optionally, a properly configured remote Windows platform for executing the UCCconnect IVR scripts. Refer to the appropriate Mitel MiCollab AM Software Release Notice for recommendations.
- Mitel software feature license key enabled with MiCollab AM Notify.
- Mitel software feature license key configured with the appropriate number of UCCconnect ports for MiCollab AM Notify usage.

Prepare for Installation

Complete the following steps prior to beginning the installation process.

IMPORTANT MiCollab AM Notify components must be installed using a Windows user account that has local administrator privileges.

To prepare for installation:

- 1 If necessary, log on to the platform using a Windows account that belongs to the Local Administrators group.
- 2 Stop the **MiCollab AM UCCconnect** service if it is running on the platform.
- 3 Stop the **MiCollab AM IVR Application Services** service if it is running on the platform.
- 4 If MiCollab AM Notify is being installed on a remote UCCconnect platform, a drive letter must be mapped to the drive on the MiCollab AM Call Server on which MiCollab AM is installed.
- 5 If MiCollab AM Notify is being upgraded from a previous version, refer to the [Upgrading from a Previous Version](#) section.

Install MiCollab AM Notify Components

The MiCollab AM Notify application operates on a single MiCollab AM Call Server (or System and Call Server combination) and consists of two software components: the **MiCollab AM Notify Services** component and the **MiCollab AM Notify UConnect Scripts** component.

The **MiCollab AM Notify Services** component consists of a Windows service application and a program for configuring the service. This component must be installed on the Call Server.

The **MiCollab AM Notify UConnect Scripts** component consists of several UConnect scripts and a related administration program. This component can be installed on the Call Server or, optionally, on a remote UConnect platform.

NOTE Running scripts from both the local MiCollab AM Call Server and a remote UConnect platform at the same time is not supported.

To complete the **MiCollab AM Notify UConnect Scripts** setup, the files must be copied to the UConnect production folders using the procedure described in this section. This setup procedure is performed on the platform on which the application files were installed (Call Server or remote UConnect platform).

Table 2. MiCollab AM Notify UConnect Scripts

Script	Description
NXMAINT	Performs daily maintenance tasks.
NXMON	Monitors the system for pending notifications.
NXOUT	Processes outbound notifications.
NXTUI	Provides the dial-in administration TUI.

To prepare for MiCollab AM Notify component installation:

- 1 Import the new software feature license key enabled with MiCollab AM Notify and UConnect ports. Refer to MiCollab AM documentation for details.
- 2 Stop the **MiCollab AM UConnect** service on the Call Server using the corresponding control panel applet. If a remote UConnect platform is in use, this action should also shut down the remote UConnect service.
- 3 Stop the **MiCollab AM IVR Application Services** service on the platform on which the service is installed using the IVR Application Services control panel applet.

To install the MiCollab AM Notify Services component:

- 1 From the **Start** menu, click **Run**, and then click **Browse**.
- 2 Locate the folder containing the MiCollab AM Notify installation files.
- 3 Open the **Services** folder.
- 4 Run Setup.exe.
- 5 At the **Welcome** screen, click **Next**.
Setup continues with the **Select Installation Folder** screen.
- 6 Accept the default folder, or click **Browse** to select a different folder.
- 7 Click **Next**.
Setup continues with the **Confirm Installation** screen.
- 8 At the **Confirm Installation** screen, click **Next**.
The application is installed and setup continues with the **Installation Complete** screen.
- 9 Click **Close**.
The installation is complete. Service configuration will be completed after all components have been installed.

To install the MiCollab AM Notify UCCONNECT Scripts component:

- 1 From the **Start** menu, click **Run**, and then click **Browse**.
- 2 Locate the folder containing the MiCollab AM Notify installation files.
- 3 Open the **Scripts** folder.
- 4 Run Setup.exe.
Setup begins with a **Welcome** screen.
- 5 At the **Welcome** screen, click **Next**.
Setup continues with the **Select Installation Folder** screen.
- 6 Accept the default folder, or click **Browse** to select a different folder.
- 7 Click **Next**.
Setup continues with the **Confirm Installation** screen.
- 8 At the **Confirm Installation** screen, click **Next**.
The IVR application is installed and setup continues with the **Installation Complete** screen.
- 9 Click **Close**.
The application files have been installed, but setup tasks remain.

To complete the MiCollab AM Notify UCCONNECT Scripts setup:

- 1 From the **Start** menu, click **Run**, and then click **Browse**.
- 2 Locate the folder in which the application is installed.

The default installation folder is: C:\Program Files (x86)\Mitel\NX

- 3 Double click the command file **NXSetup.exe**.
- 4 Specify any needed parameters on the command line in the **Run** dialog before proceeding.
The following parameters can be supplied on the command line:

Table 3. NXSetup Command Line Switches

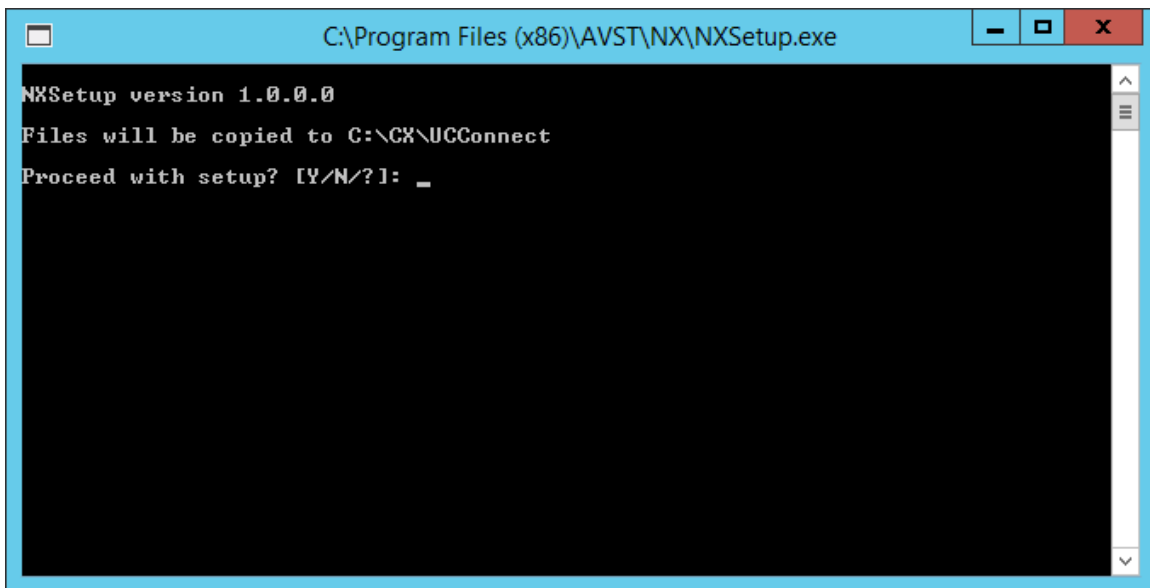
Option	Description
/List	List installation actions, but do not perform them. This parameter is useful to review and validate setup actions.
/Delete	Delete the MiCollab AM Notify files from the UCConnect production folders. Applicable when removing files after setup has copied them into place.
/Y	Perform setup without confirmation of overwriting existing files.

Switches are specified on the command line following the setup program file specification, and outside of any quotation marks surrounding the file specification. A space character must be placed between the end of the file specification and the first parameter, and all subsequent parameters must also be preceded by a space character.

Example: "C:\Program Files (x86)\Mitel\NX\NXSetup.exe" /Delete /List

- 5 When the command line is properly specified, click **OK** to run the setup program.

Setup will continue in a command window similar to the following figure.

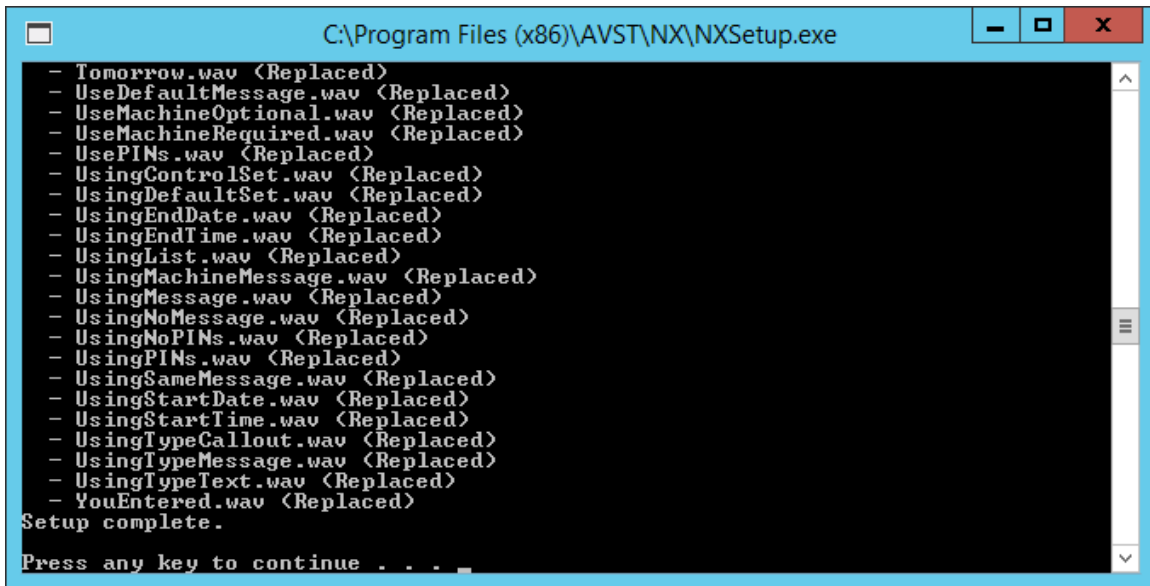


If the setup program detects any problems, such as an invalid folder name, the setup process will be cancelled and an error message will appear.

- 6 Verify that the installation path for the UConnect files is correct. The path shown must correspond to the UConnect folder on the MiCollab AM Call Server.

If the application is being installed on a remote platform, the Remote UConnect files installation path will also be displayed. This path must correspond to the UConnect folder on the remote platform.

- 7 To proceed with the installation, type the letter Y and then press the **Enter** key.
Setup copies application files into place and pauses.



```
C:\Program Files (x86)\AVST\NX\NXSetup.exe

- Tomorrow.wav <Replaced>
- UseDefaultMessage.wav <Replaced>
- UseMachineOptional.wav <Replaced>
- UseMachineRequired.wav <Replaced>
- UsePINs.wav <Replaced>
- UsingControlSet.wav <Replaced>
- UsingDefaultSet.wav <Replaced>
- UsingEndDate.wav <Replaced>
- UsingEndTime.wav <Replaced>
- UsingList.wav <Replaced>
- UsingMachineMessage.wav <Replaced>
- UsingMessage.wav <Replaced>
- UsingNoMessage.wav <Replaced>
- UsingNoPINs.wav <Replaced>
- UsingPINs.wav <Replaced>
- UsingSameMessage.wav <Replaced>
- UsingStartDate.wav <Replaced>
- UsingStartTime.wav <Replaced>
- UsingTypeCallout.wav <Replaced>
- UsingTypeMessage.wav <Replaced>
- UsingTypeText.wav <Replaced>
- YouEntered.wav <Replaced>
Setup complete.
Press any key to continue . . .
```

- 8 Press any key to continue.
The command window will close.
- 9 Proceed to the [Platform Configuration](#) section.

Platform Configuration

The following steps are required to complete the installation and setup of the MiCollab AM Notify application. Information about each step is contained below.

- 1 Configure and start the MiCollab AM Notify Services service.
- 2 Configure and start the MiCollab AM IVR Application Services service.
- 3 Configure and start the MiCollab AM UConnect service.
- 4 Verify MiCollab AM Configuration.

NOTE If the MiCollab AM IVR Application Services and MiCollab AM UConnect services are running during initial configuration, they will need to be restarted in order for MiCollab AM Notify to function.

After completing all platform configuration tasks, a test call can be scheduled from the Tasks tab of the MiCollab AM Notify Administration utility in order to verify basic application functionality. Refer to the MiCollab AM Notify Administration document for details.

MiCollab AM Notify Services

The MiCollab AM Notify Services Configuration program can be found in the MiCollab AM Desktop program group. This program provides access to various configurable settings and can be used to start and stop the service.

To complete MiCollab AM Notify Services configuration:

- 1 Modify and test MiCollab AM Server Connection settings.
- 2 Configure the service for Automatic Startup.
- 3 Start the service.

To start the MiCollab AM Notify Services Configuration program:

- Select **Start > All Programs > MiCollab AM Desktop > MiCollab AM Notify Services Configuration**.

NOTE The MiCollab AM Notify Services Configuration program requires local administrator permissions in order to access certain system resources. Depending on the Windows UAC (User Access Control) settings in effect, it may be necessary to explicitly run the program with administrator permissions by right-clicking on the shortcut and choosing **Run as administrator** from the context menu.

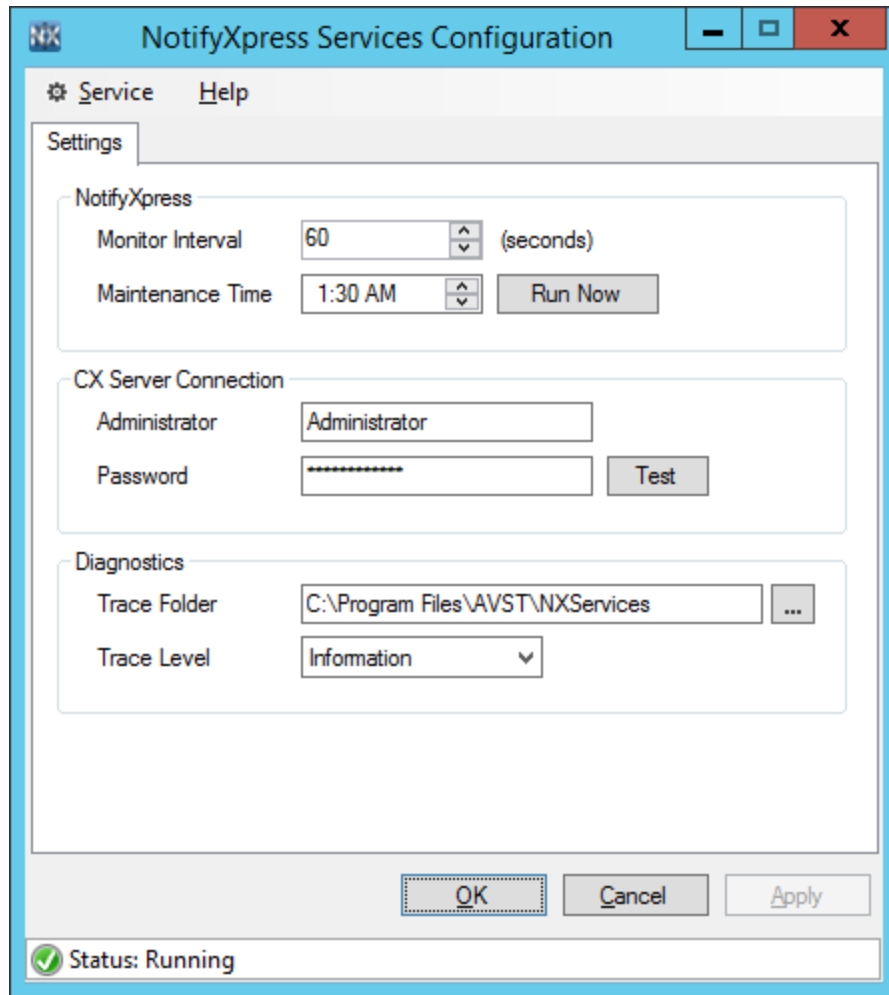


Figure 1. MiCollab AM Notify Services Configuration

Table 4. Configuration Program Items

Item	Description
Menu Strip	Contains commands for controlling the service and access to online help.
Status Bar	Displays the current status of the service.
Settings tab	Contains various settings related to service operation.

Menu Strip

The program menu strip appears in the standard menu location below the title bar.

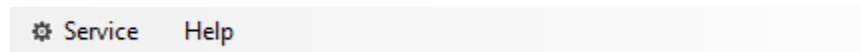


Table 5. Service Menu Items

Service Menu	Description
Start	Starts the service.
Stop	Stops the service.
Refresh	Queries the service and updates the status bar.
Startup Type	Displays a sub-menu allowing the service startup type to be set to Automatic or Manual.
Exit	Exits the program.

Table 6. Help Menu Items

Help Menu	Description
About	Displays the About dialog box, which contains product information.

Settings Tab

The **Settings** tab contains various settings related to service operation.

Table 7. Settings Item Groups

Group	Description
MiCollab AM Notify	Settings related to performance of scheduled and periodic application tasks.
MiCollab AM Server Connection	Settings used by the service to establish a connection to the MiCollab AM server.
Diagnostics	Settings related to the production of diagnostic information for the service.

Table 8. MiCollab AM Notify Group

Setting	Description
Monitor Interval	Time interval at which the service checks for tasks to perform.
Maintenance Time	Time of day at which the daily maintenance process executes.
Run Now Button	Initiates the daily maintenance process immediately.

Table 9. MiCollab AM Server Connection Group

Setting	Description
Administrator	Name of MiCollab AM administrator account.
Password	Password for MiCollab AM administrator account.
Test Button	Tests the connection to the MiCollab AM server using the specified credentials.

Table 10. Diagnostics Group

Setting	Description
Trace Folder	Folder in which service trace files are maintained. See Service Trace Files for additional information.
Trace Level	Level of detail written to the trace files. Options include, in increasing order of detail: Off , Critical , Error , Warning , Information , Verbose , All .

Service Trace Files

The **MiCollab AM Notify Services** service can write diagnostic information to an application trace file. Diagnostic information is useful for monitoring service activity and troubleshooting issues. The amount of detail written to the file is governed by the **Trace Level** setting on the **Settings** tab of the configuration utility. Trace files reside in the folder specified by the **Trace Folder** setting.

The trace file for the current day is named **NXCoreService.log**. Trace files for previous days are named **NXCoreService.YYYY-MM-DD.log**, where **YYYY-MM-DD** is the date on which the file was generated. Trace files are automatically deleted after 30 days.

MiCollab AM IVR Application Services

The IVR Application Services applet located in the Windows Control Panel is used to verify service configuration and start and stop the service.

To complete MiCollab AM IVR Application Services configuration:

- 1 Modify the **NXTotalSessions** resource pool **Last Item** value to reflect the total number of ports licensed for MiCollab AM Notify.
- 2 Modify the **NXTTSChannels** resource pool **Last Item** value to reflect the total number of TTS channels that MiCollab AM Notify is allowed to use simultaneously.
- 3 Configure the service for Automatic Startup.
- 4 Start the service.

Resource Pools

As shown in the following figure, five resource pools are automatically created during application installation.

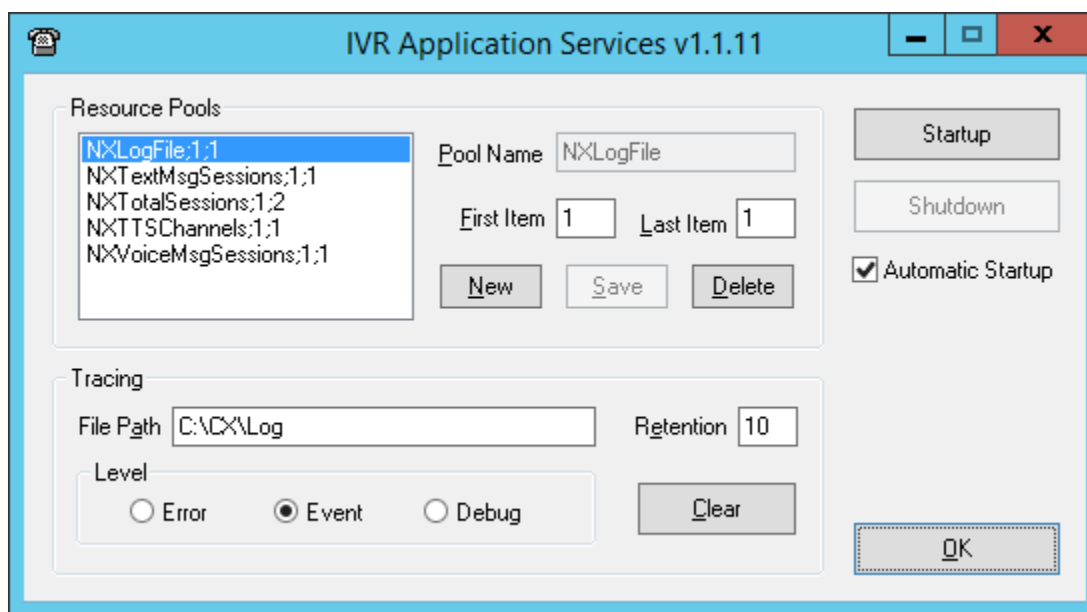


Figure 2. IVR Application Services Configuration

Table 11. Resource Pools

Setting	Description
NXLogFile	Single item resource pool used to serialize access to the call results file. This resource pool must not be modified.
NXTextMsgSessions	Total number of simultaneous sessions to use for text message notifications. The first item must be set to 1, and the last item is set to the total number of sessions to use. In normal usage, one session is sufficient.
NXTotalSessions	Total number of simultaneously notification sessions allowed. The first item must be set to 1, and the last item is set to the total number of ports licensed for the application.
NXTTChannels	Total number of text-to-speech channels allowed to be used by the application simultaneously. The first item must be set to 1. The last item is set to the maximum number of channels to use, and must not exceed the number of licensed MiCollab AM TTS channels.
NXVoiceMsgSessions	Total number of simultaneous sessions to use for MiCollab AM voice message notifications. The first item must be set to 1, and the last item is set to the total number of sessions to use. In normal usage, one session is sufficient.

NOTE For changes in the resource pool settings to take effect, the service must be restarted.

MiCollab AM UConnect

The UConnect applet located in the Windows Control Panel is used to verify UConnect service configuration and start and stop the service.

To complete MiCollab AM UConnect configuration:

- 1 Configure the **Launch Scripts On Local Machine** setting.
- 2 Configure the service for Automatic Startup.
- 3 Start the service.

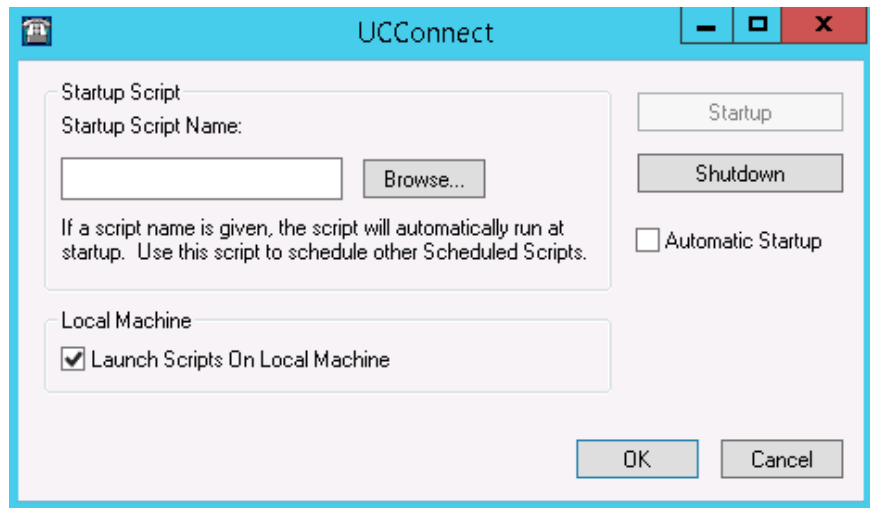


Figure 3. UConnect Configuration

- If the application is installed on the MiCollab AM Call Server, **Launch Scripts On Local Machine** must be enabled. If the application is installed on a remote UConnect platform, this setting must not be enabled.
- To specify that the service should start automatically when the system starts, **Automatic Startup** should be enabled.

MiCollab AM

Enabling Lines for Callout

MiCollab AM must have a sufficient number of lines enabled for callouts on the **Lines** tab of MiCollab AM Configuration. In addition, the restrictions specified in the MiCollab AM integration Switch Sections

configuration relating to the number of simultaneous callouts must be sufficient to support the number of simultaneous outbound calls placed by the application and other MiCollab AM features.

The number of lines available for callouts should be greater than or equal to the number of outbound calls that the MiCollab AM Notify application can make simultaneously. This number is limited by the application port license, by the number of items contained in the **NXTTotalSessions** resource pool, and by the **Max Call Sessions** setting on the **Settings** tab of the MiCollab AM Notify Administration utility.

In order to avoid glare (a condition where an outbound call collides with an inbound call on the same telephone line), the callouts attribute should be enabled for the MiCollab AM lines that are least likely to receive an inbound call. This can be done by using lines at the end of the inbound hunt group, or by dedicating lines for outbound calls only.

On systems where inbound calls may arrive on the same telephone lines used for callouts, the number of lines available for callouts should exceed the number of outbound calls that can be placed simultaneously. This is to accommodate the scenario where one or more callout lines are tied up with an inbound call.

Note that even if the callout lines are not contained in the inbound hunting scheme, inbound calls may still arrive on the callout lines if the caller ID for the outbound call shows the actual telephone number of the callout line. A recipient may miss the initial outbound call and make a return call to the caller ID number.

Dial Plan

Because MiCollab AM Notify calls are subject to the same system-wide dialing rules as other calls, the **MiCollab AM Dial Plan** must be configured to accommodate all telephone numbers that will be dialed by MiCollab AM Notify. Refer to the MiCollab AM online help system for further information on configuring the dial plans.

Call Progress

In order for the application to accurately process outbound telephone calls, MiCollab AM call progress must be configured and functioning properly.

For IP telephone switch integrations, the **Type of call progress to use for external calls** integration setting should be set to **Media** in order to provide MiCollab AM with complete audio call progress information.

Refer to the MiCollab AM online help system for further information on call progress detection and integration settings.

Launching the Telephone User Interface

The administration telephone user interface script, **NXTUI**, is launched from a MiCollab AM call processor mailbox using the **Open Script** action.

The script supports an optional parameter that can be used to specify an administrator ID number. Administrators are configured within the MiCollab AM Notify Administration program. The parameter is included in the **Number** field following the script name. The parameter and script name are separated by a single space character. In all cases, the entire string entered into the Number field must be enclosed in

double-quotes. If an ID number is not provided as a parameter, the script will prompt the caller to enter an ID number.

Examples:

To launch the script and allow the caller to enter an ID number:

Open Script "NXTUI"

To launch the script and supply ID number 9999 as a parameter:

Open Script "NXTUI 9999"

When the NXTUI script ends, control returns to the launching call processor or the next call processor if one is defined in the launching call processor. The script will return the * key if the caller disconnects while interacting with the script. The **Hangup** call processor action should be configured for the * key. In all other cases, no digits will be returned. This information should be taken into account when configuring the call processor that will receive control upon script termination. For instance, if the launching call processor will regain control when the script terminates, the Open Script action should not be configured for the TO, or timeout, key.

Uninstalling the Application

To uninstall the application and remove all application files from the system, the following steps must be completed. In general, the steps should be completed in the order they are listed here.

To uninstall the application:

- 1 Note the user-configurable application file locations.
 - Open the MiCollab AM Notify Administration program.
 - Note the settings in the **Management** group for the **Import File**, **Results Folder**, and **User Lists Folder**. These folder locations will be useful if the corresponding files are to be removed in step 7 below.
 - Review the settings in the **Management Overrides** group on the **Control** tab in each configured control set. These folder locations will be useful if the corresponding files are to be removed in step 7 below.
 - Review the **Speech Folder** setting on the **Options** tab in each configured control set. Speech folders other than OBOU are custom speech folders that have been implemented by the user. Note the names of any custom speech folders for use in step 4 below.
 - 2 Stop the application-related services.
 - Stop the **MiCollab AM UConnect** service on the Call Server using the corresponding control panel applet. If a remote UConnect platform is in use, this action should also shut down the remote UConnect service.
 - Stop the **MiCollab AM IVR Application Services** service on the platform on which the service is installed using the IVR Application Services control panel applet.
 - 3 Remove the application files from the production UConnect folders.
 - From the **Start** menu, click **Run**, and then click **Browse**.
 - Navigate to the folder in which the MiCollab AM Notify UConnect Scripts component is installed.

The default installation folder is: C:\Program Files (x86)\Mitel\NX
 - Double click the executable file **NXSetup.exe**.
 - Specify the **/Delete** parameter on the command line in the **Run** dialog.

Example: "C:\Program Files (x86)\Mitel\NX\NXSetup.exe" /Delete
- NOTE:** You can also specify the **/List** option to review a list of changes prior to proceeding with the deletions.
- When the command line is properly specified, click **OK** to run the command.

- Follow the prompts in the command window to proceed with the file deletions.

4 Remove any user-created speech folders from the IVR production folders.

- Using the speech folder names noted in step 1 above, any user-created speech folders may be deleted if desired. User created speech folders may be found in the \CX\UConnect\Speech folder.

NOTE: You may wish to save a copy of any customized phrase files residing in these folders.

5 Uninstall the **MiCollab AM Notify UConnect Scripts** component.

- From the Windows Control Panel, select **Programs and Features**.
- Click on the listing named **MiCollab AM Notify UConnect Scripts**.
- Click the **Uninstall** button and follow the prompts to remove the application.

6 Uninstall the **MiCollab AM Notify Services** component.

- From the Windows Control Panel, select **Programs and Features**.
- Click on the listing named **MiCollab AM Notify Services**.
- Click the **Uninstall** button and follow the prompts to remove the application.

7 Delete miscellaneous application files.

- Using the settings noted in step 1 above, the import, results, and user list files may be deleted if desired.

NOTE: The following two steps assume the default installation folders were used.

- Check for existence of the **C:\Program Files\Mitel\NXServices** folder. If the folder exists, review and delete the contents and the entire folder as appropriate.
- Check for existence of the **C:\Program Files (x86)\Mitel\NX** folder. If the folder exists, review and delete the contents and the entire folder as appropriate.

Upgrading from a Previous Version

Upgrading from a previous version of MiCollab AM Notify involves the following steps:

- 1 Stop the application-related services.
- 2 Save a backup copy of the UCConnect folder.
- 3 Install MiCollab AM Notify.
- 4 Review migrated application settings.
- 5 Migrate customized application phrase files.
- 6 Remove the previous version of MiCollab AM Notify.
- 7 Configure and start the application-related services.

Stop the application-related services:

- 1 Stop the MiCollab AM UCConnect service on the MiCollab AM Call Server using the corresponding control panel applet. If a remote IVR platform is in use, this action should also shutdown the remote IVR service.
- 2 Stop the MiCollab AM IVR Application Services service on the platform on which the service is installed using the IVR Application Services control panel applet.

Back up the UCConnect folder:

- 3 Using Windows File Explorer, navigate to the folder in which MiCollab AM is installed.
- 4 Copy the entire UCConnect folder to another location on the same or a different server.

Install MiCollab AM Notify:

- 5 Follow the instructions in the [Install MiCollab AM Notify Components](#) section above. The new version is installed with the old version in place so that important application settings can be migrated.

NOTE At this point in the process, both the new and old versions of MiCollab AM Notify will be installed. The old version will be removed in a later step.

Review migrated application settings:

NOTE This step is optional, but recommended.

- 6 Start the MiCollab AM IVR Application Services service on the platform on which the service is installed using the IVR Application Services control panel applet.

- 7 Start the new MiCollab AM Notify Administration and the old MiCollab AM Notify Configuration program.
- 8 Review Management settings, Administrators list and Control Sets list to verify that the settings were migrated.
- 9 Close both the MiCollab AM Notify Administration and MiCollab AM Notify Configuration programs.

Migrate customized application phrase files:

The new version of MiCollab AM Notify includes updated versions of the default application phrase files. If any of the default application phrases have been customized, they will need to be copied to the new default application speech folder.

The previous version default speech folder is: **\\MiCollab AM\\UCCconnect\\Speech\\OBOUT**

The new version default speech folder is: **\\MiCollab AM\\UCCconnect\\Speech\\NXOUT**

A listing of the default application phrase files can be found in the **MiCollab AM Notify Administration** document.

Remove the previous version of MiCollab AM Notify:

Removing the previous version consists of deleting the application files from the UCCconnect production environment and uninstalling the program.

- 10 Stop the MiCollab AM IVR Application Services service if it was started in step 6 above.
- 11 Remove the application files from the production UCCconnect folders.
 - Delete the \\CX\\UCCconnect\\Speech\\OBOUT folder.
 - Delete the \\CX\\UCCconnect\\Speech\\OBTUI folder.
 - Delete the \\CX\\UCCconnect\\Incoming\\Speech\\OBOUT folder.
 - Delete the \\CX\\UCCconnect\\Incoming\\Speech\\OBTUI folder.
 - Delete the following files from the \\CX\\UCCconnect\\Script folder:
OBINIT.EXE, OBMAINT.EXE, OBMON.EXE, OBOUT.EXE, OBTUI.EXE
 - Delete the following files from the \\CX\\UCCconnect\\Data folder:
OBADMIN.DAT, OBFTR.DAT, OBOUT.MDB, OBSETS.DAT
- 12 From the Windows Control Panel, select **Programs and Features**.
- 13 Locate and select the **“NotifyXpress”** program entry.

IMPORTANT Do not mistakenly remove the program entries for the new version. The new entries are named **MiCollab AM Notify Services** and **MiCollab AM Notify UCCconnect Scripts**.

- 14 Click the **Uninstall** button and follow the prompts to remove the application.

Configure and start the application-related services:

- 15 Using the IVR Application Services control panel applet, start the MiCollab AM IVR Application Services service.
- 16 Open the UCCconnect control panel application on the MiCollab AM Call Server.
- 17 Delete any content specified in the **Startup Script Name** setting.
- 18 Click the **Startup** button to start the MiCollab AM UCCconnect service.
- 19 If a remote UCCconnect platform is being used, start the MiCollab AM UCCconnect Remote service on the remote platform.