

MiCollab Advanced Messaging Dialogic & Aculab System Administrator Guide

For version 9.2 and above

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Preface

This guide describes how to uninstall existing versions of Dialogic and Aculab software support components on a Call Server platform. Use this document in conjunction with the related Spare Parts Document while installing or replacing a linecard or during a system upgrade. The information in this document pertains to platforms running MiCollab AM version 9.2.

This guide is written for Mitel-certified administrators and technicians who are familiar with MiCollab Advanced Messaging (MiCollab AM) procedures and terminology, the MiCollab AM **Configuration** utility, and the Microsoft Windows® operating system.

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 MiCollab AM Documentation Library includes the following documents and resources:

- **Administration Documentation.** Available as a PDF only. Contains the following:
 - **Administration Guides.** Available as a PDF only. Contains administrative guides for administrators about how to manage and configure the messaging system.
 - **Quick Reference Cards (QRC).** Contains shortcuts and quick instructions telling subscribers how to access and use the messaging system.
 - **User Guides.** Available as a PDF only. Contains user guides for subscribers about accessing the messaging system and checking and sending messages.
- **Server Documentation.** Available as a PDF only. Contains the following:
 - **Developer Resources.** Contains programming guides and API references for developers for integrating the server clients and web applications with MiCollab AM.
 - **Installation and Configuration.** Available as a PDF only. Contains installation and configuration guides for server administrators about how to install and configure the messaging system.
 - **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.

- **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: www.mitel.com

Help

The primary source of information about MiCollab AM is the online help available within any of its administrative utilities. You can access **Help** by clicking the **Help** button in the dialog box or window in which you are working.

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** Titles of other documents are shown in italics.
 | Example: See the *System Installation and Configuration Guide*.
- **User Interface (UI) Element Names.** Names of UI elements such as dialog boxes, windows, screens, menu items, tabs, buttons, and icons 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 MiCollab AM 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.

For more detailed documents, refer the following list of references:

Table 1. References

| Document Type | Document Title |
|---------------------------|---|
| Spare Parts Documentation | <i>Aculab PCI Linecard Installation and Replacement</i> |
| Spare Parts Documentation | <i>Aculab Prosody PCI Express Installation and Replacement</i> |
| Spare Parts Documentation | <i>Dialogic PCI Linecard Installation and Replacement</i> |
| Spare Parts Documentation | <i>Dialogic PCI Express Linecard Installation and Replacement</i> |

Frequently Used Terms

Table 2. 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).</p> |

The Call Server(s) interface with the System Server for the purpose of accessing messages, and database.

Overview

Installing a new version of System Server software may require you to remove existing Dialogic or Aculab software prior to upgrading the system. When the Telephony Server Installation Wizard starts, it checks for previous versions of software. If it finds an incompatible version, the setup process stops and the wizard advises you that you must uninstall previous versions before you can continue with the installation.

Understanding Software Versions

Refer to the current version numbers in the following table to determine if the current software versions are compatible with the software version you are installing. If you are upgrading from a previous version of MiCollab AM software, and the current version of the Dialogic or Aculab components are not compatible with the current MiCollab AM version, you must uninstall the previous version before you install MiCollab AM software version 9.2.

Table 3. MiCollab AM, Dialogic, and Aculab software component versions

| System Server Version | Dialogic Version | Aculab Version | Aculab Version (as referenced in MiCollab AM) |
|-----------------------|------------------|----------------|--|
| 5.0 | SR6 SU190 | 6.x | 8.00.3.1 |
| 5.0 SP1 ¹ | SR6 SU241 | 6.x | 8.10.0.1 |
| 5.0 SP2 | SR6 SU252 | 6.x | 8.10.0.1 |
| 5.0 SP3 | SR6 SU252 | 6.x | 8.20.0.0 |
| 5.1 SU3 ² | SR6 SU252 | 6.x | 8.20.0.1 |
| 5.1 SU4 ² | SR6 SU252 | 6.x | 8.20.0.1 |
| 6.0 | SR6 SU271 | 6.x | 8.20.0.1 |
| 6.0 SU1 ² | SR6 SU271 | 6.x | 8.20.0.1 |
| 6.0 SU2 ² | SR6 SU271 | 6.x | 8.20.0.1 |
| 9.2 | SR6 SU271 | 6.x | 8.20.0.1 |

¹ SR = Software Release

² SU = Software Update

Removing Existing Dialogic System Software

Once the linecards are installed in the platform, the Dialogic system software and MiCollab AM version 9.2 software can be installed on the Call Server platform. If you are installing a new Call Server platform, skip this section and continue to the section, [Installing the Dialogic Software Support Component](#).

However, if this is an existing MiCollab AM system with an unsupported previous version of Dialogic software installed, you must remove it and any Dialogic point release software before you install MiCollab AM version 9.2 and Dialogic System Release 6.0 SU252 on the Call Server platform.

NOTE The MiCollab AM InstallShield Wizard searches for previous versions of Dialogic software before the setup process begins. If an existing version of Dialogic software is detected, the installation is aborted and a message displays to inform you that you must uninstall previous versions of Dialogic software first.

IMPORTANT

1. If you are removing Dialogic software and you are not installing another version of Dialogic software, you must re-install MiCollab AM software after you uninstall any previous version of Dialogic software.
2. To maintain the integrity of your MiCollab AM system, you must complete the procedures of this section in order.

Removing Dialogic Version SR 5.x.x Software

Follow the procedures in this section to uninstall Dialogic software version SR 5.xx.

To remove Dialogic SR 5.x.x point releases from the system server platform:

- 1 Start the system server platform and log on to Windows with an account that has local Administrator privileges on the platform.
- 2 Shut down all running programs.
- 3 From the taskbar, select **Start > Programs > Dialogic System Software**, and then click **Dialogic Configuration Manager – DCM**.
- 4 If the Dialogic System Service is running, click the red Stop icon on the toolbar, and then wait for the service to stop.
- 5 Close the **Dialogic Configuration Manager (DCM)**.
- 6 From the Start menu, select **Settings**, and then click **Control Panel**.

- 7 In the Control Panel window, double-click **Add/Remove Programs**.

WARNING In the next step, find, and then select any item labeled Dialogic Service *Applications*, **not** the Dialogic Service *Application*.

- 8 In the list of currently installed programs within the Add/Remove Programs dialog box, locate the entry labeled **Dialogic Service Applications** and select it.

Table 4. Dialogic service applications procedure

| If there is... | Then... |
|--|-----------------------|
| An entry labeled Dialogic Service Applications | Continue with step 9. |
| No entry labeled Dialogic Service Applications | Skip to step 17. |

- 9 After the Dialogic Service Applications entry has expanded, click **Change/Remove**.
- 10 On the Welcome dialog box, select Remove, and then click **Next**.
- 11 On the Confirm Uninstall dialog box, click **OK**.
- 12 If you are prompted to delete or retain any shared or read-only files, delete them. Alternately, if a file is reported as being locked, click **Reboot** to remove the file the next time you restart the platform.
- 13 On the Maintenance Complete dialog box, select **Yes, I want to restart my computer now**, and then click **Finish**.
- 14 After the platform restarts select, **Start > Settings**, and then click **Control Panel**.
- 15 In the Control Panel window, double-click **Add/Remove Programs**.
- 16 If there more **Dialogic Service Applications** display, repeat steps 9-15 until all Dialogic Service Applications are uninstalled.
- 17 In the list of currently installed programs within the Add/Remove Programs dialog box, locate, and then select the entry labeled **Dialogic Service Application**.
- 18 After the Dialogic Service Application entry has expanded, click **Change/Remove**.
- 19 On the Confirm Un-install dialog box, click **OK**.
- 20 If you are prompted to delete or retain any shared or read-only files, delete them. Alternately, if a file is reported as being locked, click **Reboot** to remove the file the next time you restart the platform.
- 21 On the Maintenance Complete dialog box, select **Yes, I want to restart my computer now**, and then click **Finish**.

To remove Dialogic System Software 5.x.x from the System server platform:

- 1 From the taskbar, select **Start > Settings**, and then click **Control Panel**.
- 2 In the Control Panel window, double-click **Add/Remove Programs**.

- 3 In the list of installed programs within the Add/Remove Programs dialog box, locate, and then select the entry labeled **Dialogic System Software**.
- 4 After the Dialogic System Software entry has expanded, click **Change/Remove**.
- 5 On the Uninstall dialog box, click **Yes**.
- 6 On the second Uninstall dialog box, click **OK**.

IMPORTANT If the uninstall program displays a warning about deleting the shared file Ctl3d32.dll, click No to prevent its deletion. It is safe to delete all other shared files.

- 7 When the Remove Programs from Your Computer dialog box prompts you that installation is complete, click **OK**.
- 8 When prompted to restart the platform, click **Yes**.
- 9 After the platform restarts and you have logged on, right-click the **My Computer** icon and select **Explore**.
- 10 From the C:\Program Files directory, delete the Dialogic folder and its contents.
- 11 Restart the server.

Removing Dialogic Version SR 6.x Software

Follow the procedures in this section to uninstall Dialogic software versions SR 6.0.

To remove Dialogic System Release 6.x.x:

- 1 Shut down all running programs on the Call Server platform.
- 2 From the taskbar, select **Start > Programs > Dialogic System Software**, and then click **Dialogic Configuration Manager – DCM**.
- 3 If the Dialogic System Service is running, click the red **Stop** icon on the toolbar, and then wait for the Service to stop.
- 4 Close the **Dialogic Configuration Manager (DCM)**.
- 5 From the taskbar, select **Start > Settings**, and then click **Control Panel**.
- 6 Double-click **Add/Remove Programs**.
- 7 Select **Dialogic System Release 6.0 PCI Redistributable Edition**, and then click **Remove**.
- 8 To confirm the software removal, click **OK**.
- 9 Select **Yes, I want to restart my computer now** and click **Finish**. Once the server restarts, the clean-up utility removes any remaining Dialogic components automatically.

NOTE If the Windows Found New Hardware wizard appears, click **Cancel**.

Installing the Dialogic Software Support Component

The Dialogic System Release 6.0 PCI Software Update 271 software is installed as a component of the MiCollab AM Installation Media version 9.2. Dialogic software is typically installed at the time of the initial Call Server software installation. However, if it was not installed previously, and you are installing a Dialogic linecard in the platform, you must install it by re-installing the MiCollab AM version 9.2 software.

NOTE The MiCollab AM InstallShield Wizard searches for previous versions of Dialogic software before the setup process begins. If an existing version of Dialogic software is detected, the installation is aborted and a message displays to inform you that you must uninstall previous versions of Dialogic software first.

To install Dialogic System Release 6.0 SU271 software:

- 1 Log on to the platform using a Windows Administrator account.

IMPORTANT If you are installing MiCollab AM Unified Messaging, log on using the Unified Messaging account instead. For more information on Unified Messaging administrative accounts, see the Unified Messaging online book for the type of Unified Messaging you are using.

- 2 Shut down all running programs.
- 3 Insert the MiCollab AM Installation Media into the appropriate drive.
- 4 Do one of the following.

Table 5. Autorun procedure

| If autorun is... | Then... |
|------------------|--|
| Enabled | The MiCollab AM Installation Media version 9.2 displays. In the MiCollab AM Server Components area, click MiCollab AM Server, and then skip to Step 6. |
| Not Enabled | On the taskbar, select Start > Run > Browse, and then continue to Step 5. |

- 5 Locate and open the Server Installs\Telephony Server folder, double-click **start**, and then click **OK**. The MiCollab AM Installation main window displays.
- 6 Click **MiCollab AM Server** in the Server components submenu. The Welcome page displays.
- 7 On the Welcome page, click **Next**.

- 8 Click **Yes** to accept the License Agreement. If you have not installed the MiCollab AM Speech and TTS Support components, a warning displays.

IMPORTANT If this is a new install and you intend to run the Automatic Speech Recognition feature, you must install the ASR and TTS before you install the MiCollab AM software. If the Required software not found dialog box displays, click **Cancel** to exit the installation, and then refer to the section, "*Installing TTS and Speech Software*," of the Install Guide to learn how to install these components. Click **Next** to continue with the next step in the installation. The Select Hardware Support Components page displays.

- 9 On the Select Hardware Support Components dialog box, select the **Dialogic System Release 6.0 PCI Update 271** component.

NOTE If the Install Wizard detects the current version of any of the software packages, the corresponding check box is not available.

- 10 Follow the prompts to complete the MiCollab AM software installation. See the *System Installation and Configuration Guide* for more information on installing MiCollab AM software.
- 11 If the Found New Hardware Wizard prompts you to connect to Windows Update, select Yes, this time only, and then click Next to Continue.

NOTE On some systems the Found New Hardware Wizard may not prompt you until after the System Restart process is complete.

IMPORTANT Dialogic linecards are controlled by the Dialogic System software, they are not controlled by a Windows device driver.

- 12 Select **Install the software automatically (Recommended)**, and then click **Next**.
- 13 On the Security Alert - Driver Installation dialog box, click **Yes**, and then click **Finish** to exit the wizard.
- 14 Click **Finish** on the System Restart Required dialog box to restart the server, and then log back onto the server. The software installation process continues automatically to completion.

Refer to the specific Dialogic Spare Parts document and the *Install Guide* for more information on installing and configuring Dialogic linecards and MiCollab AM software.

Uninstalling Previous Versions of Aculab Software

If you are upgrading an existing Aculab supported integration from a previous version of MiCollab AM, you must first uninstall any previous version of the Aculab software from the system server before you install MiCollab AM version 9.2 software. If you are installing a new Call Server platform, skip this section and go to the next section, [Installing the Aculab Software Support Component](#).

NOTE The MiCollab AM InstallShield Wizard searches for previous versions of Aculab software before the setup process begins. If an existing version of Aculab software is detected, the installation is aborted and a message displays to inform you that you must uninstall previous versions of Aculab software first.

IMPORTANT 1. If you are upgrading to a 64-bit operating system, you must uninstall Aculab software before you install MiCollab AM version 9.2 software.

2. If you are removing Aculab software and you are not installing another version of Aculab software, you must re-install MiCollab AM software after you uninstall any previous version of Aculab software.

Uninstalling Aculab version 5.x.x software

Follow the procedures in this section to uninstall Aculab software version 5.xx. This Aculab software version installed with MiCollab AM versions prior to 5.0.

To remove previous 5.x.x versions of Aculab software:

- 1 Log on to the platform using a Windows Administrator account.
- 2 Shut down all running programs.
- 3 From the taskbar, select **Start > All Programs > Dialogic System Software**, and then click **Configuration Manager – DCM**. The Configuration Manager displays.
- 4 On the toolbar, click the red **Stop** icon button to stop the service.
- 5 Close the Dialogic Configuration Manager.
- 6 From the taskbar, select **Start > Settings**, and then click **Control Panel**.
- 7 Double-click **Add/Remove Programs**.
- 8 In the list of installed programs, select **Aculab Configuration Tool**, and then click **Change/Remove**.
- 9 In the Confirm File Deletion dialog box, click **Yes**.

- 10 Click **OK** when the uninstall is complete.
- 11 Click **Close**, and then close the **Control Panel** window.
- 12 Manually delete any remaining Aculab folders, such as C:\Program Files\Aculab.

Uninstalling Aculab 6.x.x software

Follow the procedure in this section to uninstall Aculab software version 6.x.x. This Aculab software version installed with MiCollab AM versions 5.0 and later.

To remove previous 6.x.x versions of Aculab software:

- 1 Log on to the platform using a Windows Administrator account.
- 2 Shut down all running programs.
- 3 From the taskbar, select **Start > All Programs > Dialogic System Software**, and then click **Configuration Manager – DCM**. The Configuration Manager displays.
- 4 On the toolbar, click the red **Stop** icon button to stop the service.
- 5 Close the Dialogic Configuration Manager.
- 6 Browse to **C:\Program Files\AculabInstaller** folder. The folder content displays.
- 7 Double-click the **Aculab file AIT_GUI.exe**. The Aculab Installation Tool displays.
- 8 If you are prompted to enter a User Name and Password, click **Cancel**.
- 9 From the menu bar select **File**, and then select **Open Package**. The AIT Open Package dialog box displays.
- 10 In the AIT Open Package dialog box, highlight the listed package, and then click **Open**. The Aculab Installation Tool displays.
- 11 If necessary, in the Installation Path dialog box, click **OK** to accept the default location.
- 12 In the right-hand pane, right-click the **Package Tag Component, Included Components**, and then select, **Uninstall**.
- 13 When the uninstall process completes, close the **Aculab Installation Tool**.
- 14 Manually delete any remaining Aculab and AculabInstaller folders, from the disk.
- 15 Restart the platform.

Installing the Aculab Software Support Component

The Aculab software component is installed in conjunction with the MiCollab AM version 9.2 software when you select the components as part of the installation package. If you have previously installed MiCollab AM version 9.2 software, you must re-install it to install the Aculab software. Be sure to exit any running Windows programs before starting the Setup program. Refer to the Install Guide for MiCollab AM version 9.2 for more information on preparing the server for MiCollab AM and installing MiCollab AM software.

NOTE The MiCollab AM InstallShield Wizard searches for previous versions of Aculab software before the setup process begins. If an existing version of Aculab software is detected, the installation is aborted and a message displays to inform you that you must uninstall previous versions of Aculab software first.

To start the setup wizard for the MiCollab AM Server Software installation:

- 1 Log on to the platform using a Windows Administrator account.

IMPORTANT If you are installing MiCollab AM Unified Messaging, log on using the Unified Messaging account instead. For more information on Unified Messaging administrative accounts, see the Unified Messaging online book for the type of Unified Messaging you are using.

- 2 Shut down all running programs.
- 3 Insert the MiCollab AM Installation Media into the appropriate drive.
- 4 Do one of the following.

Table 6. Autorun procedure

| If autorun is... | Then... |
|------------------|---|
| Enabled | The MiCollab AM Installation Media version 9.2 displays. In the MiCollab AM Server Components area, click MiCollab AM Server , and then skip to Step 6 |
| Not Enabled | On the taskbar select Start > Run > Browse , and then continue to Step 5. |

- 5 Locate and open the Server Installs\Telephony Server folder, double-click **start**, and then click **OK**. The MiCollab AM Installation main window displays.

- 6 Click **MiCollab AM Server** in the Server components submenu. The Welcome page displays.
- 7 In the Welcome page, click **Next to continue**.
- 8 Click **Yes** to accept the License Agreement. If you have not installed the MiCollab AM Speech and TTS Support components, a warning displays.

IMPORTANT If this is a new install and you intend to run the Automatic Speech Recognition feature, you must install the ASR and TTS before you install the MiCollab AM software. If the Required software not found dialog box displays, click Cancel to exit the installation, and then refer to the section, "*Installing TTS and Speech Software*," of the *System Installation and Configuration Guide* to learn how to install these components.

- 9 Click **Next** to continue with the next step in the installation. The Select Hardware Support Components page displays.

NOTE If the Install Wizard detects the current version of any of the software packages, the corresponding check box is not available.

- 10 Select the Aculab Driver Software Package component, the Dialogic System Release component, and then click Next to continue through the installation process.

NOTE The Dialogic System Release component is not required if you are using Aculab Prosody cards.

- 11 Follow the prompts to complete the software installation. Refer to the *Install Guide* for more information on installing and configuring MiCollab AM software.
- 12 Once the MiCollab AM version 9.2 software is installed, and the Call Server is restarted successfully, the Windows Hardware Wizard detects the new hardware. When you are prompted to let the Hardware Wizard add the linecards to the system, click **Yes, this time only**. Windows configures the new hardware and its drivers, and then adds the new linecards to the Device Manager list.

NOTE Aculab linecards are controlled by the Aculab software, they are not controlled by a Windows device driver.

Refer to the specific Aculab Spare Parts document and the guide, *System Installation and Configuration Guide* for more information on installing and configuring Aculab linecards and MiCollab AM software.