

MiCollab Advanced Messaging 9.3

MiCollab AM Notify

Installation Guide

For version 9.3 and above

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Contents

Preface	5
References	5
Documentation	5
Documentation Updates	6
Help	6
Document Conventions	6
Frequently Used Terms	7
Overview	8
Requirements	8
Prepare for Installation	9
Install MiCollab AM Notify Components	10
Preparing for Multiple Tenants	13
Platform Configuration	15
MiCollab AM MiCollab AM Notify Services	15
Menu Strip	17
System Tab	18
Settings Tab	19
Service Trace Files	21
MiCollab AM IVR Application Services	22
MiCollab AM UCConnect	22
MiCollab AM	23
Enabling Lines for Callout	23
Dial Plan	24
Call Progress	24
Launching the Telephone User Interface	24
Install the Reports Utility	26
Uninstalling the Application	27
Upgrading from a Previous Version	29
Upgrading from Version 3.0	29

Preface

This guide describes how to install and configure the MiCollab AM Notify Interactive Voice Response (IVR) application for MiCollab Advanced Messaging (MiCollab AM).

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.

Before implementing any procedures in this guide, ensure that MiCollab AM software is installed and running successfully.

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.

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 to a combined System and Call Server platform.</p>
UCCConnect Remote Server	<p>Term refers to an organization's computer platform(s) that have MiCollab AM UCCConnect software installed and are dedicated to the execution of UCCConnect IVR scripts and connected to the MiCollab AM server through a network connection.</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 is an UCCONNECT application that uses the MiCollab AM notification engine to place outbound calls based on external events. 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 one or more UCCONNECT Remote Servers dedicated to running UCCONNECT Interactive Voice Response (IVR) scripts. Both single tenant and multi-tenanted MiCollab AM systems are supported.

The installation procedure can be summarized as follows:

- 1 Install the MiCollab AM Notify Services service.
- 2 Install the MiCollab AM Notify UCCONNECT 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 UCCONNECT.

Requirements

- Microsoft Windows Server 2012 R2. Windows Server 2016 (Server with Desktop Experience), or Windows Server 2019 (Server with Desktop Experience).
- MiCollab AM software version 9.3 or later.
- MiCollab AM UCCONNECT module properly installed and licensed.
- Optionally, one or more properly configured remote Windows platforms for use as UCCONNECT Remote Servers. 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 UCCONNECT 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 UCConnect** 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 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 MiCollab AM Notify Services** component and the **MiCollab AM Notify UConnect Scripts** component.

The **MiCollab AM 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 IVR scripts and a related administration program. This component is also installed on the Call Server, regardless of whether the scripts will ultimately execute in conjunction with an UConnect Remote Server.

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.

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 an UConnect Remote Server platform is in use, this action should also shut down the UConnect Remote service.
- 3 Stop the **MiCollab AM IVR Application Services** service on the Call Server using the IVR Application Services control panel applet.

To install the MiCollab AM 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 UConnect 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 UConnect 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

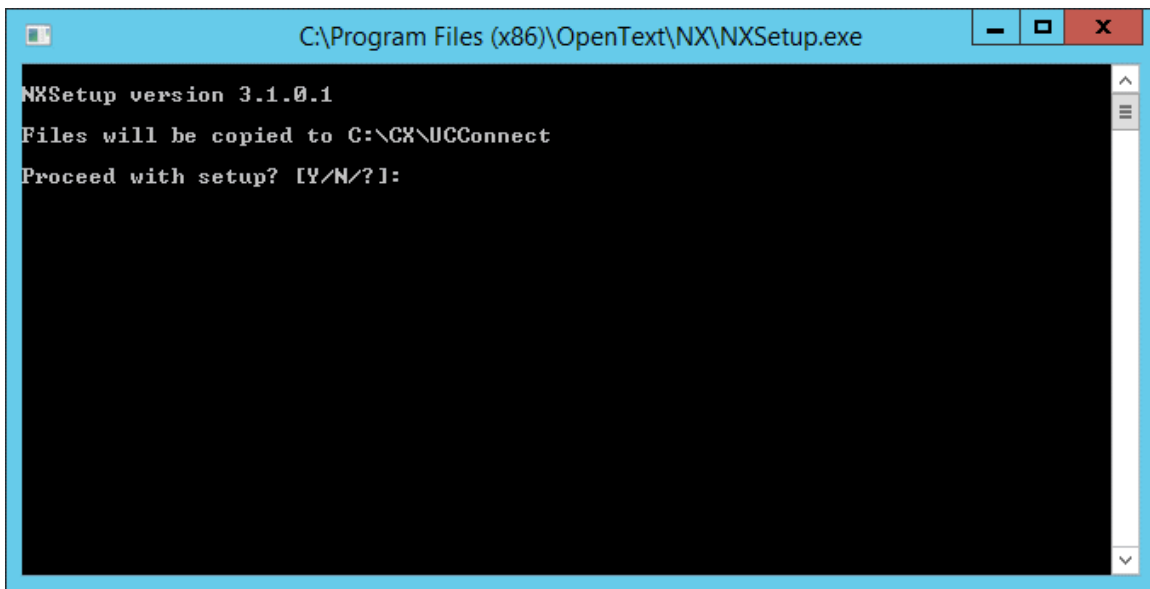
Option	Description
/List	List installation actions, but do not perform them. This parameter is useful to review and validate setup actions.
/Delete	Delete the MiCollab AM Notify files from the UCCconnect production folders. Applicable when removing files after setup has copied them into place.
/Y	Perform 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.

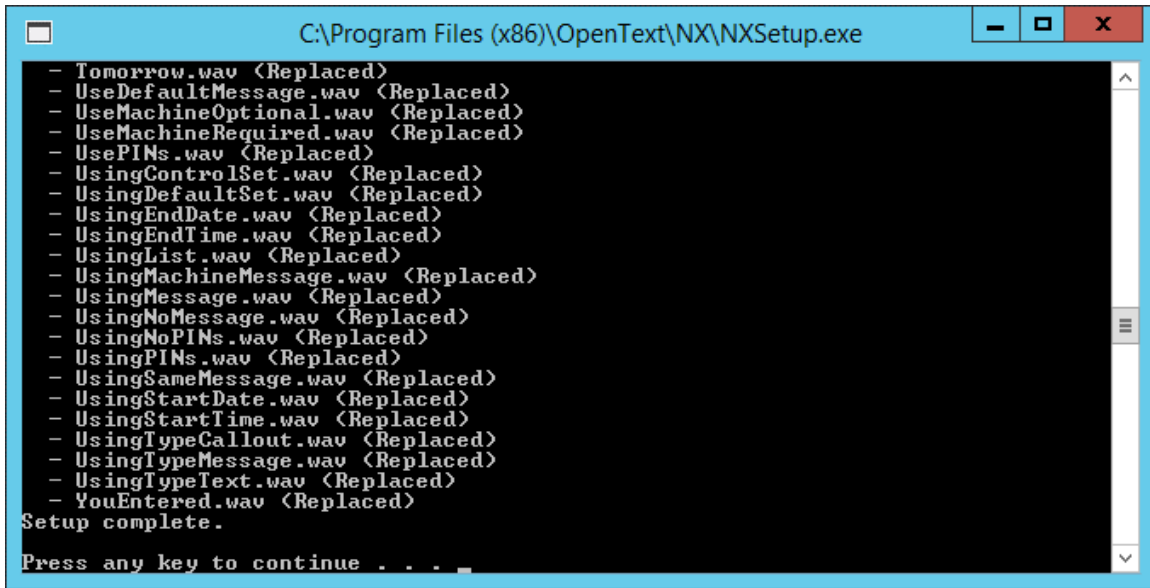
Setup will continue in a command window similar to the following figure.



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 UCCconnect files is correct. The path shown must correspond to the UCCconnect folder on the MiCollab AM Call Server.
- 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)\OpenText\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.

Preparing for Multiple Tenants

The MiCollab AM Notify UConnect script files are automatically installed with the UConnect software module. Files are placed into the standard UConnect folder structure, which has a base path of **...\CX\UConnect**. Within this base path, the **Script** and **Speech** folders contain MiCollab AM Notify script-related files.

On a system licensed for multi-tenanting, all of the MiCollab AM Notify UConnect script-related files must be manually copied into tenant-specific UConnect folders for each tenant.

To copy MiCollab AM Notify script files to tenant-specific folders:

- 1 Stop the UConnect service if it is running.
- 2 Create the UConnect tenant-data support folder:
...\CX\UConnect\tenant-data
- 3 Create a folder for each tenant, with the folder name consisting of the internal MiCollab AM tenant ID number. For example, the folder for a tenant with an internal ID number of **1** would be:
...\CX\UConnect\tenant-data\1

NOTE You can find the internal tenant ID numbers by clicking the **Tenant Info** button on the **UConnect Configuration** utility. This utility can be found in the Windows Control Panel.

- 4 Within each tenant folder, create the **Data**, **Script** and **Speech** sub-folders. For example, the sub-folders for a tenant with an internal ID number of **1** would be:

```
...\CX\UCCoconnect\tenant-data\1\Data  
...\CX\UCCoconnect\tenant-data\1\Script  
...\CX\UCCoconnect\tenant-data\1\Speech
```

- 5 Copy the following files from the ...**CX\UCCoconnect\Data** folder to the **Data** folder within each tenant-specific folder structure:

- NXADMINS.DAT
- NXOUT.mdb
- NXSETS.DAT
- NXTrackingReport.html
- NXTrackingReport.txt

- 6 Copy the following files from the ...**CX\UCCoconnect\Script** folder to the **Script** folder within each tenant-specific folder structure:

- ADODB.dll
- Interop.ADODB.DLL
- Interop.JRO.DLL
- NXMAINT.exe
- NXMAINT.exe.config
- NXMON.exe
- NXMON.exe.config
- NXOUT.exe
- NXOUT.exe.config
- NXTUI.exe
- NXTUI.exe.config

- 7 Copy the following folders, including all files contained within, from the ...**CX\UCCoconnect\Speech** folder to the **Speech** folder within each tenant-specific folder structure:

- NXOUT
- NXTUI
- System

- 8 Start the UCCoconnect service.

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 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.

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 MiCollab AM Notify Services

The MiCollab AM Notify Services Configuration program can be found in the MiCollab AM Desktop program group. This program is used to configure settings for the MiCollab AM MiCollab AM Notify Services Windows service.

NOTE The configuration steps are slightly different for single tenant and multi-tenant systems.

To complete MiCollab AM Notify Services configuration (Single Tenant System):

- 1 On the [Settings Tab](#), configure and test the MiCollab AM Server Account settings.
- 2 On the [Settings Tab](#), adjust the [Total Sessions](#) setting value to the maximum number allowed.
- 3 On the [Settings Tab](#), adjust the [TTS Channels](#) setting value to reflect the total number of TTS channels that MiCollab AM Notify will be allowed to use simultaneously.
- 4 Using the [Service Menu](#), configure the service for Automatic Startup.
- 5 Using the [Service Menu](#), start the service.

To complete MiCollab AM Notify Services configuration (Multi-Tenant System):

- 1 Using the [Options Menu](#), select the [Enable Multi-Tenant](#) item to enable multi-tenant configuration.
- 2 On the [Settings Tab](#), click the **Add** button to add a tenant. The MiCollab AM Server Account settings will be automatically populated when the tenant is successfully added.

- 3 On the [Settings Tab](#), adjust the [Total Sessions](#) setting value to the maximum number allowed for the tenant.
- 4 On the [Settings Tab](#), adjust the [TTS Channels](#) setting value to reflect the total number of TTS channels that MiCollab AM Notify will be allowed to use simultaneously by the tenant.
- 5 Repeat steps 2 through 4 for each tenant that will be using MiCollab AM Notify.
- 6 Using the [Service Menu](#), configure the service for Automatic Startup.
- 7 Using the [Service Menu](#), start the service.

To start the MiCollab AM Notify Services Configuration program:

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

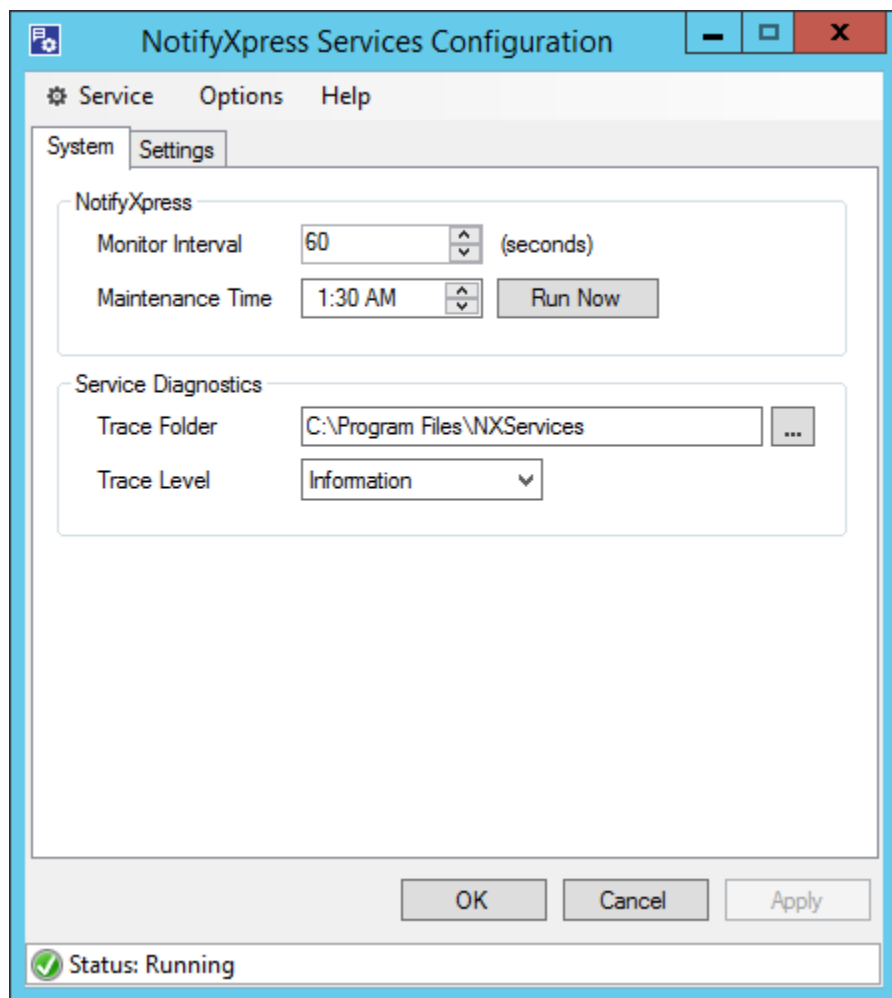


Figure 1. MiCollab AM Notify Services Configuration

Table 4. Configuration Program Items

Item	Description
Menu Strip	Contains commands for controlling the service and access to online help.
Status Bar	Displays the status of the service.
System tab	Contains system-wide service settings
Settings tab	Contains settings related to service operation and support for multi-tenant deployments.

Menu Strip

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

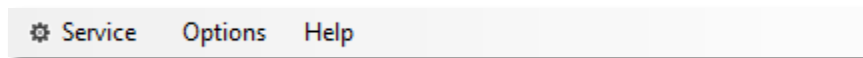


Table 5. Service Menu Items

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. Options Menu Items

Options Menu	Description
Enable Multi-Tenant	Controls whether to enable multi-tenant configuration operations.

Table 7. Help Menu Items

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

System Tab

The **System** tab contains various system-wide settings related to service operation.

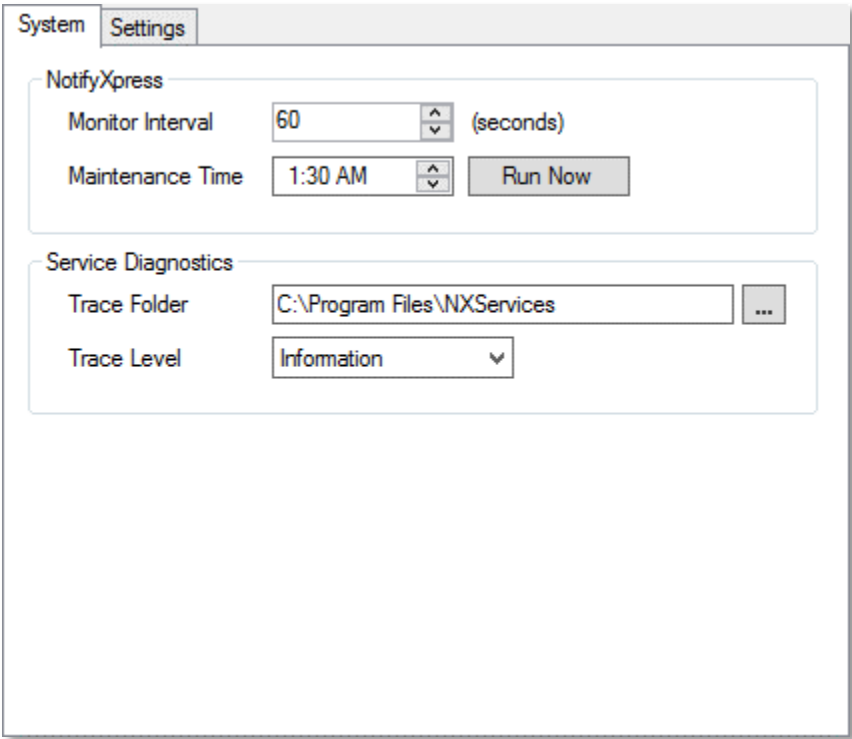


Figure 2. MiCollab AM Notify Services Configuration System Tab

Table 8. Settings Item Groups

Group	Description
MiCollab AM Notify	Settings related to performance of scheduled and periodic application tasks.
Service Diagnostics	Settings related to the production of diagnostic information for the service.

Table 9. 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 10. Service Diagnostics Group

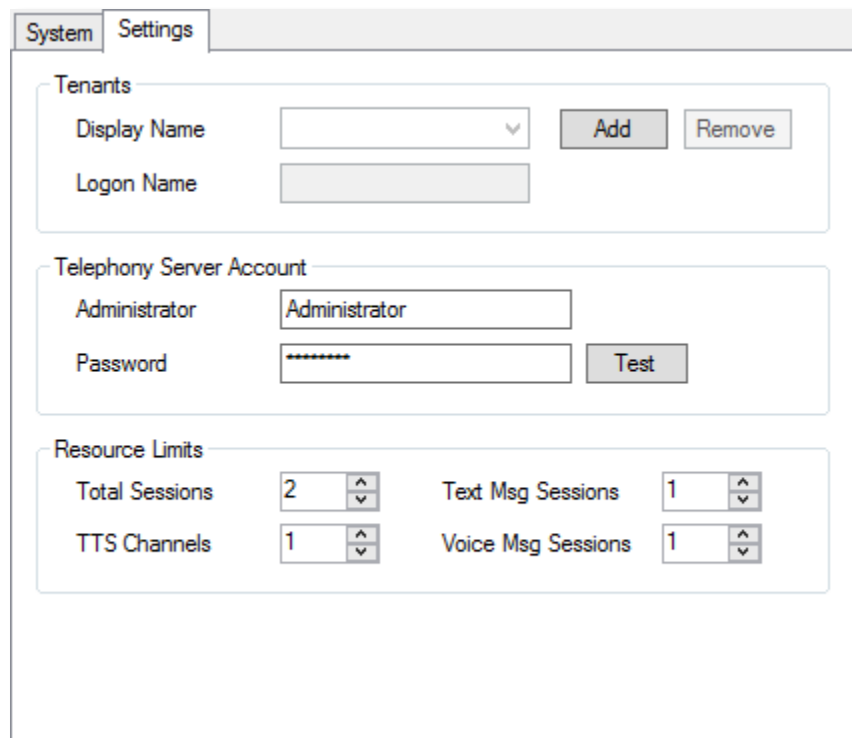
Setting	Description
Trace Folder	Folder in which service trace files are maintained. See Service Trace Files for additional information.
Trace Level	Level of detail written to the trace files. Options include, in increasing order of detail: Off , Critical , Error , Warning , Information , Verbose , All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

Settings Tab

The **Settings** tab contains additional settings related to service connections and operation, as well as support for configuring the service to operate in a multi-tenant environment.

NOTE On systems licensed for multi-tenanting, each tenant using NotifyXpress must be added and configured separately.

In order to enable tenant configuration, [Enable Multi-Tenant](#) must be selected from the [Options Menu](#).



The screenshot shows the 'Settings' tab in the MiCollab AM Notify Services Configuration interface. It features three distinct configuration areas:

- Tenants:** Includes a 'Display Name' dropdown menu, a 'Logon Name' text input field, and 'Add' and 'Remove' buttons.
- Telephony Server Account:** Includes an 'Administrator' text input field, a 'Password' field (masked with asterisks), and a 'Test' button.
- Resource Limits:** Includes four spinner controls for setting limits: 'Total Sessions' (value 2), 'Text Msg Sessions' (value 1), 'TTS Channels' (value 1), and 'Voice Msg Sessions' (value 1).

Figure 3. MiCollab AM Notify Services Configuration Settings Tab

Table 11. Settings Item Groups

Group	Description
Tenants	Controls related to adding, removing, and selecting a tenant for configuration in a multi-tenant deployment.
MiCollab AM Server Account	Settings used by the service to establish a connection to the MiCollab AM server. For multi-tenant systems, separate accounts are used for each tenant.
Resource Limits	Settings related to simultaneous application usage of notification sessions and other resources. For multi-tenant systems, separate settings are used for each tenant.

Table 12. Tenants Group

Setting	Description
Display Name	Contains a drop-down list of all tenants that have been added, showing the display name of the tenant as configured within the MiCollab AM system. This setting is automatically populated when a tenant is added. To configure settings for a particular tenant, select the tenant from the drop-down list.
Logon Name	Unique logon tenant name assigned to the tenant within the MiCollab AM system. This setting is automatically populated when a tenant is added.
Add Button	Add a new tenant for the MiCollab AM MiCollab AM Notify Services service to process.
Remove Button	Remove the configuration for the selected tenant. After removal, the tenant will no longer be processed by the NotifyXpress Services service.

Table 13. MiCollab AM Server Account Group

NOTE In multi-tenant deployments, **Server Account** settings apply to the tenant selected in the **Display Name** drop-down list in the **Tenants** group.

Setting	Description
Administrator	Name of MiCollab AM administrator account.
NOTE In multi-tenant deployments, the account must reside within the	

	currently selected tenant.
Password	Password for MiCollab AM administrator account.
Test Button	Tests the connection to the MiCollab AM server using the specified credentials.

Table 14. Resource Limits Group

NOTE In multi-tenant deployments, **Resource Limits** settings apply to the tenant selected in the **Display Name** drop-down list in the **Tenants** group.

Setting	Description
Total Sessions	<p>Total number of simultaneous notification sessions allowed. Normally set to the maximum possible value.</p> <p>Limited to the number of licensed MiCollab AM UConnect Ports, or, on systems licensed for multi-tenanting, the number of UConnect Port licenses allocated to the tenant.</p>
TTS Channels	<p>Total number of text-to-speech channels allowed to be used simultaneously by the application.</p> <p>Limited to the number of licensed MiCollab AM TTS Resources or the number of licensed MiCollab AM UConnect Ports, whichever number is less. On systems licensed for multi-tenanting, the number of licenses allocated to the tenant apply.</p>
Text Msg Sessions	<p>Total number of simultaneous sessions to use for text message notifications. In normal usage, one session is sufficient.</p> <p>Limited to the number of licensed MiCollab AM UConnect Ports, or, on systems licensed for multi-tenanting, the number of UConnect Port licenses allocated to the tenant.</p>
Voice Msg Sessions	<p>Total number of simultaneous sessions to use for MiCollab AM voice message notifications. In normal usage, one session is sufficient.</p> <p>Limited to the number of licensed MiCollab AM UConnect Ports, or, on systems licensed for multi-tenanting, the number of UConnect Port licenses allocated to the tenant.</p>

Service Trace Files

The **MiCollab AM 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.

NOTE If an UCCONNECT Remote Server is deployed the IVR Application Services service must also be configured on that platform.

To complete MiCollab AM IVR Application Services configuration:

- 1 Configure the service for Automatic Startup.
- 2 Start the service.

To start the MiCollab AM IVR Application Services Configuration Applet:

- 1 Open the Windows Control Panel.
- 2 Find and click the item named **IVR Application Services**.

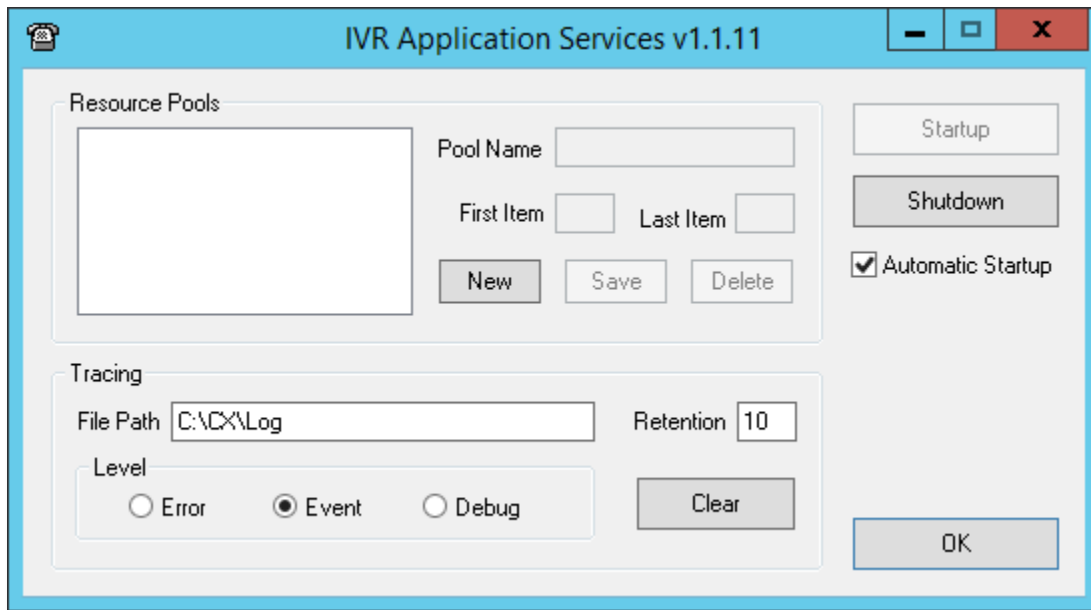


Figure 4. IVR Application Services Configuration

MiCollab AM UCCONNECT

The UCCONNECT applet located in the Windows Control Panel is used to verify UCCONNECT 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.

To start the MiCollab AM UConnect Configuration Applet:

- 1 Open the Windows Control Panel.
- 2 Find and click the item named **UConnect Configuration**.

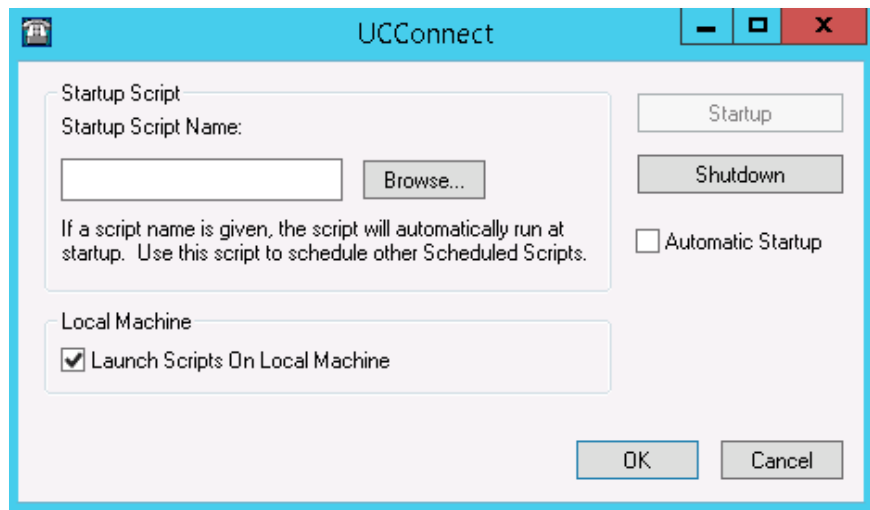


Figure 5. UConnect Configuration

- If MiCollab AM Notify scripts will run exclusively on the MiCollab AM Call Server or will run in a load-sharing arrangement with an UConnect Remote Server, **Launch Scripts On Local Machine** must be enabled (checked).
- If MiCollab AM Notify scripts will run exclusively on an UConnect Remote Server, **Launch Scripts On Local Machine** must be disabled (unchecked).
- 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 UConnect Ports license, by the **Total Sessions** setting on the **Settings Tab** of the MiCollab AM Notify Services Configuration application, 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 lines are occupied with an inbound call and, thus, not available for callouts.

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 outbound 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 process outbound telephone calls accurately, 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 MiCollab AM Notify 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.

Install the Reports Utility

MiCollab AM Notify includes a **Reports** utility that can be used to generate formatted reports from notification results files. Rather than running the utility on the MiCollab AM system, it is recommended that the **Reports** utility be installed and used on a Windows workstation. This allows the utility to remain independent of the MiCollab AM system, and provides access to local printing resources. In addition, data and reports can be exported to other Microsoft Office programs residing on the workstation.

Notification results files generated by the application are imported into a local database on the workstation using commands within the utility. Users can then view the data in various forms and generate reports from the imported data.

See the *MiCollab AM Notify Reports* document for more information.

The MiCollab AM Notify Reports installation files are provided on the MiCollab AM Server installation media. Unless the relevant installation files have been copied from the media to another accessible location, such as a shared network folder, access to the installation media will be required.

NOTE On the MiCollab AM Server media the MiCollab AM Notify Reports installation files can be found in the \Utilities\NotifyXpress\Reports folder.

To install the Reports utility:

- 3** From the **Start** menu, click **Run**, and then click **Browse**.
- 4** Locate the folder containing the MiCollab AM Notify Reports installation files.
- 5** Select the Setup.exe file and click the **Open** button.
- 6** In the **Run** dialog, click the **OK** button and follow the prompts.

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 an UConnect Remote Server is in use, this action should also shut down the UConnect Remote 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

The process for upgrading MiCollab AM Notify is different based on the version that is going to be upgraded. To determine the currently installed version, open the MiCollab AM Notify Administration or Configuration application and note the version label in the lower left corner of the application window, or access and view the Help->About information dialog from the application menus.

Upgrading from Version 3.0

Upgrading from version 3.0 of MiCollab AM Notify involves the following steps:

- 1 Stop the application-related services.
- 2 Save a backup copy of the UCCconnect folder.
- 3 Install MiCollab AM Notify.
- 4 Configure and start the application-related services.

Stop the application-related services:

- 1 Stop the **MiCollab AM UCCconnect** service on the MiCollab AM Call Server using the corresponding control panel applet. If an UCCconnect Remote Server is in use, this action should also shutdown the UCCconnect Remote service.
- 2 Stop the **MiCollab AM IVR Application Services** service on the Call Server, and the UCCconnect Remote Server if applicable, using the IVR Application Services control panel applet.

Back up the UCCconnect folder:

- 3 Using Windows File Explorer, navigate to the folder in which MiCollab AM is installed.
- 4 Copy the entire UCCconnect 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 can be installed in-place over the old version.

IMPORTANT To retain existing application data when running the **NXSetup.exe** program, replacement of the files **NXADMINS.DAT**, **NXOUT.MDB**, and **NXSETS.DAT** residing in the \CX\UCCconnect\Data folder should be skipped or the original, backed up files should be restored after the procedure has been completed.

Configure and start the application-related services:

- 6 Using the IVR Application Services control panel applet, start the **MiCollab AM IVR Application Services** service.
- 7 Using the **UConnect** control panel applet, start the **MiCollab AM UConnect** service
- 8 If a remote UConnect platform is being used, start the **MiCollab AM UConnect Remote** service on the remote platform.

Upgrading from Version 2.1

Upgrading from version 2.1 of MiCollab AM Notify involves the following steps:

- 1 Stop the application-related services.
- 2 Save a backup copy of the UConnect 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:

- 8 Stop the **MiCollab AM UConnect** service on the MiCollab AM Call Server using the corresponding control panel applet. If an UConnect Remote Server is in use, this action should also shutdown the UConnect Remote service.
- 9 Stop the **MiCollab AM IVR Application Services** service on the Call Server, and the UConnect Remote Server if applicable, using the IVR Application Services control panel applet.

Back up the UConnect folder:

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

Install MiCollab AM Notify:

- 12 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.

- 13** 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.
- 14** Start the new **MiCollab AM Notify Administration** and the old **MiCollab AM Notify Configuration** program.
- 15** Review **Management** settings, **Administrators** list and **Control Sets** list to verify that the settings were migrated.
- 16** 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\UConnect\Speech\OBOUT**

The new version default speech folder is: **\MiCollab AM\UConnect\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 UConnect production environment and uninstalling the program.

- 17** Stop the MiCollab AM IVR Application Services service if it was started in step 13 above.
- 18** Remove the application files from the production UConnect folders.
 - Delete the **\CX\UConnect\Speech\OBOUT** folder.
 - Delete the **\CX\UConnect\Speech\OBTUI** folder.
 - Delete the **\CX\UConnect\Incoming\Speech\OBOUT** folder.
 - Delete the **\CX\UConnect\Incoming\Speech\OBTUI** folder.
 - Delete the following files from the **\CX\UConnect\Script** folder:
OBINIT.EXE, OBMAINT.EXE, OBMON.EXE, OBOUT.EXE, OBTUI.EXE
 - Delete the following files from the **\CX\UConnect\Data** folder:
OBADMIN.DAT, OBFTR.DAT, OBOUT.MDB, OBSETS.DAT
- 19** From the Windows Control Panel, select **Programs and Features**.
- 20** 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 UConnect Scripts**.

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

Configure and start the application-related services:

- 22** Using the IVR Application Services control panel applet, start the **MiCollab AM IVR Application Services** service.
- 23** Open the **UConnect** control panel application on the **MiCollab AM Call Server**.
- 24** Delete any content specified in the **Startup Script Name** setting.
- 25** Click the **Startup** button to start the **MiCollab AM UConnect** service.
- 26** If a remote UConnect platform is being used, start the **MiCollab AM UConnect Remote** service on the remote platform.