

Installing Captaris Speech

The chapter discusses the tasks required to install the Captaris Speech platform. These tasks include performing and/or planning the following installations:

- Captaris Speech Install on the serverset controller node
- Captaris Speech Install on the serverset member nodes
- Captaris Speech Administration Station
- **Captaris Speech Manager web interface**

In addition, this chapter provides information on the following:

- **Switching a Captaris Speech server to another Windows domain.**
- Troubleshooting installations
- Performing some initial configuration tasks
- Upgrading to a new version of Captaris Speech
- **Uninstalling Captaris Speech**

Installation Overview

When installing the platform software for a Captaris Speech implementation, you must perform the following installation:

- **Captaris Speech Install:** Installs the platform components on a system that will be part of the Captaris Speech serverset. This installation is used for both the serverset controller node and member nodes.

There is an additional installation that can be performed if needed within a particular environment:

- **Captaris Speech Administration Station:** Used to install the **Captaris Speech Management Console** on an administrator's workstation for remote support of a Captaris Speech platform.

Installation Media

Both installation types are performed from the same CD-ROM. This CD-ROM has an autorun program that displays six options as shown in the following table:

Table 3-1: Options Available on the Installation Media

Option	Description
Checklist	A list taken from Chapter 2 of this document of items that need to be installed before installing Captaris Speech
Install	Invokes an install program (<i>setup.exe</i>) that lets you choose which type of installation you wish to perform
Release Notes	The most current Release Notes for Captaris Speech
Documentation	The <i>Captaris Speech Server Installation Guide</i> (this document) in an HTML format
Prerequisites	Directories on the CD containing software that is required before the installation of Captaris Speech
Exit	Exits the autorun program

Installation Procedure

The general process for installing and configuring a full Captaris Speech platform implementation is listed below. The detailed procedures required to perform steps 2 through 6 are discussed in this chapter.

1. Prepare the site for installation (as discussed in Chapter 2).
2. Install the Captaris Speech software on the serverset controller node.
3. Install **Service Pack 2** for MSDE (available on the **installation** media).

4. Install the Captaris Speech software on each non-controller node, if using a multi-system implementation.
5. Install and configure a Captaris Speech application.
6. (Optional) Install an Administration Station.

Installing in Stages

In many situations—particularly for an administrator who is installing a Captaris Speech serverset for the first time—it may be desirable to install the platform servers in stages. This procedure requires first installing a single node with all the Captaris Speech software, configuring it to run a single Captaris Speech application, and testing to see whether the application functions correctly. Then, additional servers can be added to the serverset until the full installation is complete.

For an installation in stages, the following procedure is recommended:

1. Install the serverset controller node software package on a single server.
2. Install a Captaris Speech application.
3. Configure the single server on which the Captaris Speech platform was installed to run a Captaris Speech application.
4. Create one or two Captaris Speech user accounts for testing purposes.
5. Test the application to be sure it functions correctly.
6. Once the first server is functioning properly, add each additional node in succession.
7. Enable all Captaris Speech user accounts.
8. Distribute and/or install the Outlook Client component on the workstations of all Captaris Speech users (if you are running the Captaris Speech application).
9. Bring the full Captaris Speech platform online for general use.

Calculating Disk Space Requirements

The amount of free disk space required to install the Captaris Speech platform components on a server depends on the type of installation you choose for the system. Approximate space requirements are listed in the table below.

Note: The disk space requirements listed in the following table are for the Captaris Speech platform software only. They do not include the amount needed for prerequisite packages such as Nuance.

Installation Overview

Table 3-2: Captaris Speech Software Disk Space Requirements

Installation Type	Approximate Space Required
Serverset Controller Node plus MSDE Database	800 MB
Serverset Controller Node without MSDE Database	600 MB
Serverset Member Node	600 MB
Administration Station	10 MB

Notes

- An MSDE or SQL Server 7.0 database is required by Captaris Speech to store configuration and log data. For Captaris Speech to be installed without MSDE, a serverset controller node must already have either MSDE or SQL Server installed.
- Only 600 MB is required for the initial installation of the Captaris Speech software. However, because each node that is running a VA Engine stores temporary speech and log files, the amount of disk space used on these nodes can grow very quickly. It is recommended that **the server** have at least 1 GB of free disk space on each node that is running a VA Engine in order to store a full set of speech and log data. **If** necessary for systems with smaller capacity, **you can** reduce the amount of temporary data stored, but such restrictions will limit **the** ability to monitor the platform and track errors. For more information on estimating log file space requirements, see Chapter 5, “Monitoring Captaris Speech.”

Captaris Speech Installation

When setting up a Captaris Speech implementation, the first installation an administrator will perform is the Captaris Speech platform install. This installation will be performed first on the server that will be the serverset controller node and then on each serverset member node.

Before You Begin

Before you begin the Captaris Speech installation, be sure you have performed the following tasks:

- Confirm that all target servers meet the hardware and software prerequisites. These requirements are listed in the “Prerequisites” section in Chapter 2.
- **Confirm that** the CaptarisVA service account has been properly created.
- If you will be installing a multi-node serverset, fully plan out **your strategy for distributing** Captaris Speech components across the servers (see the section “Planning Multi-Server Platform Configurations” in Chapter 2) and identify which server will be the serverset controller node.
- **Confirm** that IIS is running on each server.

Installing the Serverset Controller Node

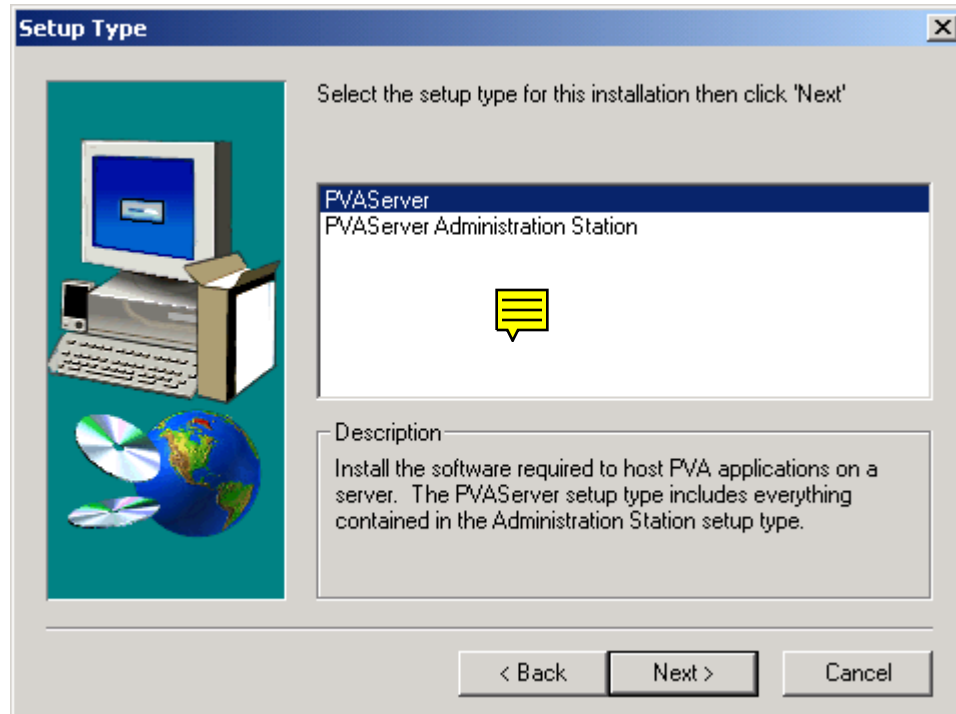
Note: The Captaris Speech software installation **requires** a service account username, password, and domain. These must be valid for the current domain of the computer that is to host the Captaris Speech software. **The server can be switched** to another domain after the installation, **if desired**. For more information, refer to “Switching a Captaris Speech Server to Another Windows Domain” later in this chapter.

On the server that will be the controller node, perform the following steps to install the Captaris Speech software:

1. Insert the Captaris Speech installation media in the server’s CD-ROM drive. The autorun program displays the available options.
2. Select **Install**. The install program launches and the **Welcome** screen appears.
3. Click **Next**. The **Captaris Software License Agreement** screen appears.
4. Read the license agreement and click **Yes** to continue with the installation. The **Setup Type** selection screen appears (see the following figure).

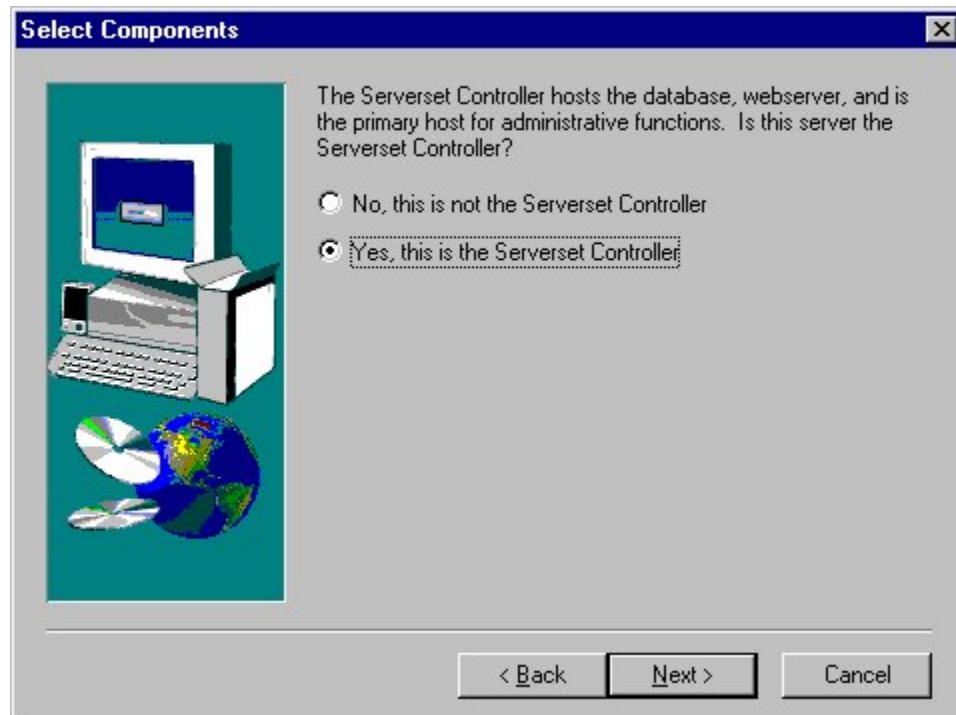
Captaris Speech Installation

Figure 3-1: The Setup Type Selection Screen



5. Select **Captaris Speech** from the setup type list box and click **Next**. The **Select Components** screen displays (see figure below).

Figure 3-2: The Select Components Screen



6. Select the “**Yes, this is the Serverset Controller**” option and click **Next**.
7. When prompted, choose the directory where you want to install the platform files. The default directory is *C:\Program Files\PVAServer*.
 - To accept the default directory, click **Next**.
 - To change the directory, click **Browse**, select a new destination, then click **Next**.

This initial directory selection determines the location for storing the Captaris Speech executable programs, log files, and utterances. As previously noted, user utterance files may, depending on administrative policies, consume a fair amount of space on a server that is running a VA Engine. If you plan to run a VA Engine on the serverset controller node, it would be a good idea to select a drive with at least 1 GB of available space, more if possible. Some administrators will select a RAID volume for additional availability.

Note: At this point, the Captaris Speech install program will perform a system check to determine the amount of free hard drive space on the system. If the system does not have sufficient disk space, an error message will be displayed, but the installation will not abort. If you receive an insufficient disk space error, minimize the Captaris Speech install program, free up additional space on your hard drive, and continue the installation process.

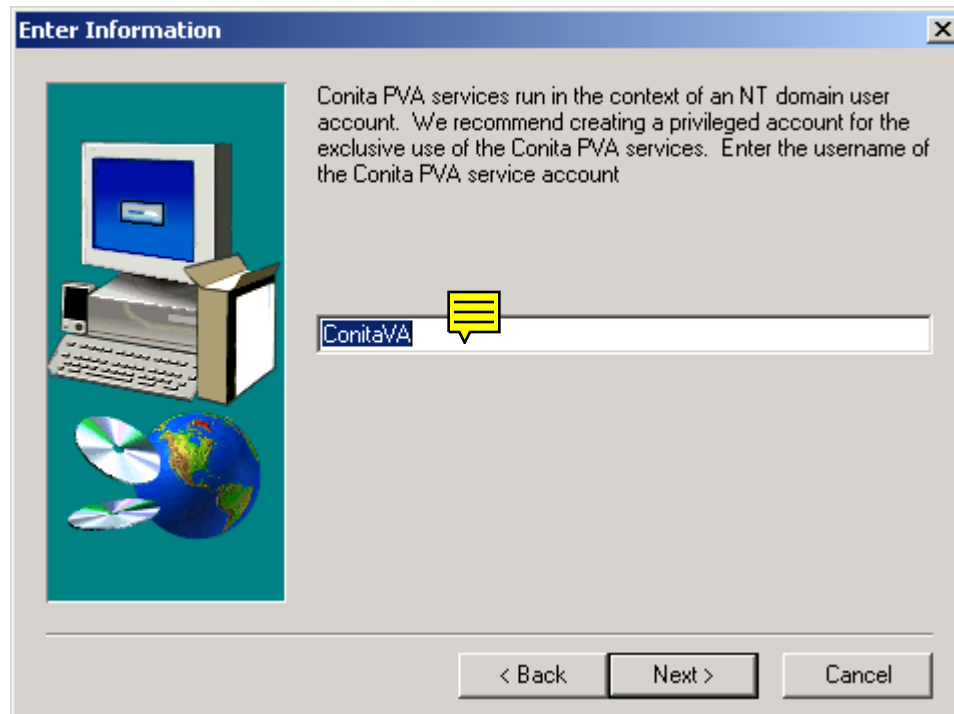
8. At the prompt about installing the MSDE database, select **Yes** if neither MSDE nor Microsoft SQL Server 7.0 is currently installed on the server.
9. If you selected **Yes** to install MSDE, choose the directory in which the database should be installed. The default directory is *C:\Program Files\MSSQL7*. Most administrators will select a RAID volume if one is available, for increased availability.
 - To accept the default directory, click **Next**.
 - To change the directory, click **Browse**, select a new directory, then click **Next**.

Note: At this point, the Captaris Speech install program will perform a system check to determine that there is sufficient drive space for the MSDE database. If the system does not have sufficient space, an error message will be displayed, but the installation will not abort. If you receive an insufficient disk space error, minimize the Captaris Speech install program, free up additional space on your hard drive, and continue the installation process.

After you enter the database information, an **Enter Information** screen appears (see the following figure).

Captaris Speech Installation

Figure 3-3: The Enter Information Screen



10. On the **Enter Information** screen, enter the username for the Windows account under which the Captaris Speech software will run. By default, this account will be named **CaptarisVA** and should have already been configured before you began the installation. Click **Next** to continue.
11. **When prompted** to enter the password for the CaptarisVA service account, **enter** the password in the first field, enter it again in the second field to confirm, and click **Next**.
12. **When prompted** for the name of the Windows domain to which the service account belongs, **enter** this domain name and click **Next**.

Note: All Captaris Speech platform servers in a serverset must be located in the same domain. If you plan to install the Captaris Speech application, the Microsoft Exchange server must also be located in this domain.

13. **At the prompt**, select the Program Folder in which the icons for the Captaris Speech software **will** be installed, **accept or change** the folder's name **as** desired, then click **Next** to begin the installation.

At this point, the automated portion of the install will begin. Once the install program has finished copying the Captaris Speech files to the system, you will receive a message that the install program is setting security on files and directories. This process may take several minutes. During the final portion of the installation, the install program creates several IIS virtual directories and sets permissions for them.

If you chose to install the MSDE database, you will receive a message that the MSDE database server is being installed. This process may also take several minutes. When installation is complete, click **Finish** to end the install.

In most cases, no reboot is required after the Captaris Speech installation. If, however, one or more system files were locked by other applications while the installation routine was running, the system **will need to be rebooted** to complete the Captaris Speech installation. In such a case **there** will be a prompt to perform the reboot.

Installing Additional Captaris Speech Nodes

The process for installing the Captaris Speech software on non-controller node servers is very similar to that for a serverset controller node, but **there will be no prompt** to install the MSDE database. (A database is required only on the controller node.)

The full procedure for installing the Captaris Speech software on a serverset member node is as follows:

1. Insert the Captaris Speech installation media in the server's CD-ROM drive. **The autorun program displays the available options**
2. **Select Install.** The install program launches and the **Welcome** screen appears.
3. Click **Next**. The **Captaris Software License Agreement** screen appears.
4. Read the license agreement and click **Yes** to continue with the installation. The **Setup Type** selection screen appears.
5. Select **Captaris Speech** from the setup type list box and click **Next**. The **Select Components** screen **appears**.
6. Select the **"No, this is not the Serverset Controller"** option and click **Next**. An **Enter Information** screen **appears**.
7. Enter the computer name of the serverset controller node and click **Next**.
8. **Select** the directory **where** the Captaris Speech files will be installed. **The** default directory **is** *C:\Program Files\PVAServer*.
 - **To accept** the default directory, click **Next**.
 - **To change** the directory, click **Browse**, select a new destination, then click **Next**.
9. On the **Account Information** screen, enter the username for the account under which the Captaris Speech software will run. By default, this account will be named **CaptarisVA** and should have already been configured on the server and/or domain before you began the installation. Click **Next** to continue.
10. **When prompted** to enter the password for the CaptarisVA service account, **enter** the password and click **Next**.
11. **When prompted** for the name of the Windows domain to which the service account belongs, **enter** this domain name and click **Next**.

Note: All Captaris Speech servers in a serverset must be located in the same domain.

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12. At the prompt, select the Program Folder in which the icons for the Captaris Speech software will be installed, **accept or change** the folder's name as desired, then click **Next** to begin the installation.

At this point, the automated portion of the install will begin. Once the install program has finished copying the Captaris Speech files to the system, click **Finish** to end the install.

In most cases, no reboot is required after the Captaris Speech installation. If, however, one or more system files were locked by other applications while the installation routine was running, the system **will need to be rebooted** to complete the Captaris Speech installation. In such a case **there** will be a prompt to perform the reboot.

Switching a Captaris Speech Server to Another Windows Domain

To switch a server to a different Windows domain after installing Captaris Speech, run the *VAChangeDomain.vbs* script. This script is located in the *\bin* folder under the Captaris Speech root directory.

The full procedure for running the script is as follows:

1. Stop the Captaris Speech services (VA Manager and, if the system is the serverset controller, VA Server Manager).
2. Using the following steps, mark the Captaris Speech services as disabled in order to prevent the services from starting following the reboot in a later step.
 - a. Open Control Panel (**Start > Settings > Control Panel**).
 - b. Double-click the **Administrative Tools** icon.
 - c. Double-click the **Services** icon.
 - d. Select the VA Manager service, right-click the mouse, and select **Properties**.
 - e. Change **Startup type** to **Disabled**.
 - f. If the system is the serverset controller, perform steps **d** and **e** for the VA Server Manager service.
3. Use the following steps to change the domain.
 - a. Open Control Panel (**Start > Settings > Control Panel**).
 - b. Double-click the **Network** icon.
 - c. In the **Network** dialog box, click **Change**.
 - d. Select **Domain** and enter the new domain name.
 - e. Select **OK** and exit Control Panel.
4. Reboot the system.
5. Open a command prompt.

6. Change the directory to the Captaris *\bin* folder (for example, *C:\Program Files\PVAServer\bin*).

7. Execute the following command:

```
VChangeDomain.vbs <Captaris_root_directory> <old_domain>
    <old_CaptarisVA_service_account_username> <new_domain>
    <new_CaptarisVA_service_account_username>
    <new_CaptarisVA_service_account_password>
```

For example:

```
VChangeDomain.vbs "C:\Program Files\PVAServer" colasc1 CaptarisVA
colasc3 CaptarisVA xy1243
```

8. Open Control Panel and restart the Captaris Speech services.

Troubleshooting a Captaris Speech Installation

The most important test of a Captaris Speech installation is whether the VA Server Manager service started. To verify that this service started, open **Control Panel > Administrative Tools > Services**. “Started” should appear next to VA Server Manager in the services list.

Installation Log Files

If the VA Server Manager service was not started, then an error probably occurred during the installation. The Captaris Speech install program generates a set of log files that are useful for diagnosing a failed installation. These files can be found under the following path:

```
<installroot>\Log
```

<installroot> is the path to which the Captaris Speech software was installed (by default, *C:\Program Files\PVAServer*).

If **there are any** warning or error messages during the install process, check the log files first to see whether they contain more detailed messages. The following table describes the **installation** log files.

Table 3-3: Installation Log Files

File Name	Description
CaptarisVAInstallLog_server.log	The primary installation log file. This file should be checked first.
VAServiceControl.log	Contains a log of the install routine’s service operations (e.g. creating the VA Manager and VA Server Manager services)
VAServiceControl_SS.log	Contains logging of the install routine’s service operations for the MSSQLServer service
VAServiceControl_SSA.log	Contains logging of the install routine’s service operations for the SQL Server Agent service
VLADCOM.log	Contains a log of the install routine’s setting of DCOM permissions for the various platform objects

Captaris Speech Installation

File Name	Description
VAServiceControl_VASM0.log	Contains output from the install routine's configuration of service characteristics of the VA Server Manager service
VAServiceControl_VASM1.log	Contains output from the install routine's configuration of service characteristics of the database service (MSDE or SQL Server)
SetDBSec.log	Contains a log of the install routine's database security configuration
VADatabaseManager.log	Contains output from the install routine's initialization and maintenance of the VADB Manager

The Windows Event Log

If the source of an installation error is not indicated in the Captaris Speech install logs, the next place to look is in the Windows **event log**. The messages contained there will often indicate problems with the database and prerequisite software packages.

Common Install Problems

The most common sources for installation problems include the following:

- **Out of Space Errors:** The installation of the Captaris Speech platform software requires approximately 800 MB for a **controller node** with MSDE database and 600 MB without. Try to free up additional disk space and rerun the installation.
- **Improperly Configured CaptarisVA Service:** If the CaptarisVA service account does not have the proper domain, the installation procedure may fail. Refer to the section “Creating the CaptarisVA User Account” in Chapter 2 and ensure that CaptarisVA was set up properly.
Note: The Captaris Speech install program enables certain local rights on the CaptarisVA service account, so if the account was not created or was created improperly, the Captaris Speech install will need to be rerun.
- **Software Prerequisites Not Installed:** The Captaris Speech install program does not check for the presence of all the prerequisite software packages. Refer to the prerequisite list in Chapter 2 and **confirm** that all necessary packages have been installed.

Configuring Captaris Speech after an Installation

This section includes information about the following post-installation configuration tasks:

- Installing the SQL Server Service Pack
- Configuring telephony cards

Installing the SQL Server Service Pack

SQL Server Service Pack 2 must be installed after installing SQL Server or MSDE. If MSDE was installed with the platform software, install SQL Server SP2 after installing the platform software.

Note: SQL Server Service Pack 2 is available under the Prerequisites folder on the Captaris Speech install media.

Configuring Telephony Cards

This section contains information about the following:

- NMS configuration notes

NMS Configuration Notes

The Captaris Speech installation adds a *cnf.cfg* file to the NMS folder. This file contains settings for call conferencing that are required by Captaris Speech.

If you installed the NMS software and configured the NMS boards before installing Captaris Speech, no further NMS configuration is necessary. However, if you installed the NMS software after installing Captaris Speech, do one of the following:

- Copy the correct call conferencing file to *cnf.cfg* in the NMS folder.
- Create the *cnf.cfg* file (using Notepad or a similar tool) and save it to the NMS folder.

The contents of the *cnf.cfg* file differ depending on whether you are using the NMS AG4000-4T1/1600 board or the AG4000-2T1/800 board. The following subsections list the contents of this file for each board.

AG4000-4T1/1600 board *cnf.cfg* File

Following are the contents of the *cnf.cfg* file for the AG4000-4T1/1600 board:

```
#                               cnf.cfg
#
#       --- Natural Conference Configuration File ---
#
# Configuration file for AG4000 running 46 Channels of ISDN
# and using 6 resources of Natural Conference
#
```

Configuring Captaris Speech after an Installation

```
[RESOURCE 0]

Board = 0
BoardType = AG4000
DSP = 10

[RESOURCE 1]

Board = 0
BoardType = AG4000
DSP = 11

[RESOURCE 2]

Board = 0
BoardType = AG4000
DSP = 12

[RESOURCE 3]

Board = 0
BoardType = AG4000
DSP = 13

[RESOURCE 4]

Board = 0
BoardType = AG4000
DSP = 14

[RESOURCE 5]

Board = 0
BoardType = AG4000
DSP = 15
```

AG4000-2T1/800 board *cnf.cfg* File

The configuration file for the AG4000-2T1/800 board is located in *<NMS install directory>\ctaccess\cfg\CnmAG4000-800.cfg*. Copy this file to *<NMS install directory>\ctaccess\cfg\cnf.cfg*.

Following are the contents of the *cnf.cfg* file for the AG4000-2T1/800 board:

```
#                               cnf.cfg
#
#      --- Natural Conference Configuration File ---
#
# Configuration file for AG4000 running 46 Channels of ISDN
# and using 6 resources of Natural Conference
#

[RESOURCE 0]

Board = 0
BoardType = AG4000
DSP = 5

[RESOURCE 1]

Board = 0
BoardType = AG4000
```

Configuring Captaris Speech after an Installation

DSP = 6

[RESOURCE 2]

Board = 0

BoardType = AG4000

DSP = 7

Installing the Captaris Speech Administration Station

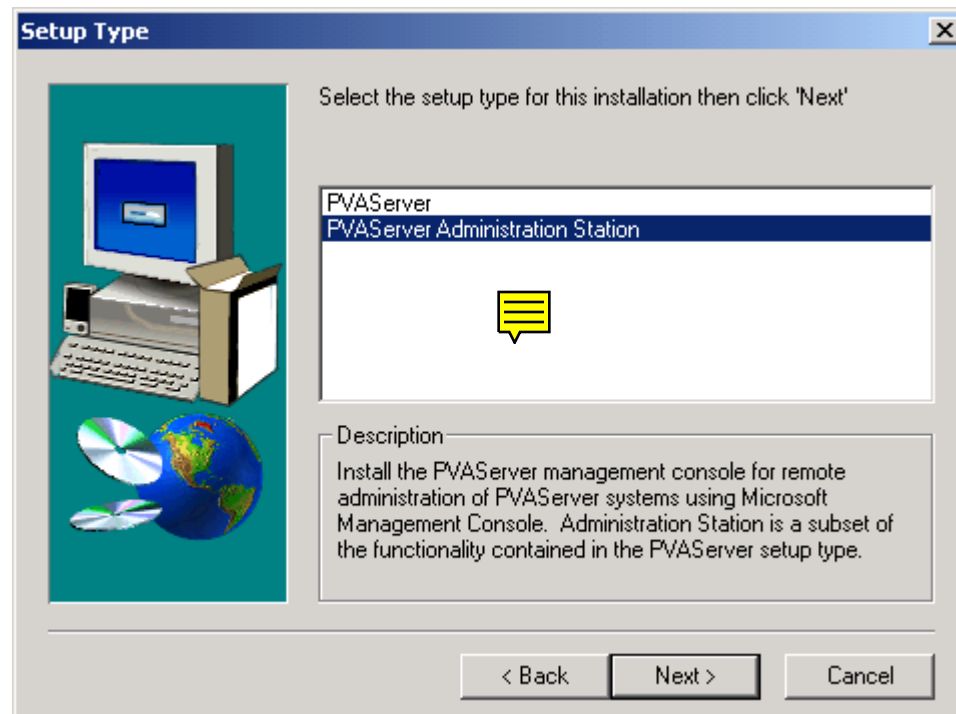
If desired, an administrator can install the Captaris Speech Management Console on a machine separate from the Captaris Speech software. Such an **administration** station enables management of the Captaris Speech platform remotely over the network with the Captaris Speech Management Console. This installation installs only the basic components needed to run the MMC Snap-In console and to communicate with the Captaris Speech Manager process on the serverset controller node.

Note: This installation is not necessary on systems that are already running Captaris Speech, since they already have the Captaris Speech Management Console installed.

To install an administration station, perform the following steps:

1. Insert the Captaris Speech installation media into the server's CD-ROM drive. **The autorun program displays the available options.**
2. **Select **Install**. The install program launches and the **Welcome** screen appears.**
3. Click **Next**. The **Captaris Software License Agreement** screen appears.
4. Read the license agreement and click **Yes** to continue with the installation. The **Setup Type** selection screen appears (see the following figure).

Figure 3-4: The Setup Type Selection Screen



5. Select **Captaris Speech Administration Station** from the **setup type** list box and click **Next**.

Installing the Captaris Speech Administration Station

6. When prompted, select the directory into which the Captaris Speech files will be installed. The default directory is *C:\Program Files\PVAServer AdminStation*.
 - To accept the default directory, click **Next**.
 - To change the directory, click **Browse**, select a new directory, then click **Next**.
7. At the prompt to select the Program Folder in which the icons for the Captaris Speech administration station software will be installed, accept or change the folder's name as desired, then click **Next** to begin the installation.

At this point, the automated portion of the install will begin. Once the install program has finished copying the Captaris Speech files to the system, click **Finish** to end the install.

In most cases, no reboot is required after the Captaris Speech installation. If, however, one or more system files were locked by other applications while the installation routine was running, the system will need to be rebooted to complete the Captaris Speech installation. In such a case there will be a prompt to perform the reboot.

Installing the Captaris Speech Manager Web Interface

The Captaris Speech Manager web interface enables management of Captaris Speech components over the web. Although modified for web page display, the web interface enables you to perform the same tasks that you can perform with the Captaris Speech Management Console. The following sections describe how to prepare the servers and the remote workstations in order to enable Captaris Speech Manager.

Preparing the Servers for Captaris Speech Manager

Captaris Speech Manager is installed as part of the Captaris Speech software, and is managed by Microsoft Internet Information Server (IIS) on each node. Captaris Speech Manager requires that the Captaris Speech platform software be installed on each server to be managed by the Captaris Speech Manager web interface.

The Captaris Speech Manager software and other required components (such as IIS) are installed as part of the Captaris Speech install. Therefore, the Captaris Speech platform must be fully installed and configured on any server to be managed by Captaris Speech Manager. In addition, Microsoft Publishing - Posting Acceptor 1.0 must be installed on every server of the Captaris Speech serverset that is to be controlled by the Captaris Speech Manager web interface. The Publishing - Posting Acceptor is available on NT Option Pack 4.0.

Preparing a Workstation for Captaris Speech Manager

The workstation that will access the Captaris Speech Manager must have the following software installed:

- Microsoft Internet Explorer 5.5 with the Java Virtual Machine (JVM) installed. JVM is available as an option when IE 5.5 is installed*.
- *mcomctl.ocx* Version 6.0.84.98 or higher*.

* Can be downloaded from Microsoft.

Note: The *mcomctl* control is automatically upgraded if the workstation that will be hosting the browser is connected to the Internet.

If Internet Explorer 5.5 is already installed on the workstation, check that the Java Virtual Machine (JVM) has been installed. To determine if JVM is installed, search `C:\winnt\system32` for *msjava.dll*. If this file is not in the directory, then reinstall Internet Explorer 5.5 with the Java Virtual Machine option selected.

The ActiveX control *mcomctl.ocx* must be Version 6.0.84.98 or higher. To determine if this control is installed, search `C:\winnt\system32` for *mcomctl.ocx*. If this control is installed, check the version by right-clicking the control, selecting **Properties**, and then clicking the **Version** tab.

Note: Confirm that the browser security options are set to allow the automatic download.

Installing the Captaris Speech Manager Web Interface

When the *mcomctl* control is automatically downloaded, a **Security Warning** dialog box appears. Select **Yes** to download the control.

Figure 3-5: The Security Warning Dialog Box for the *mcomctl* Control



If the workstation is not connected to the Internet, download the control and manually install it on the workstation. The control can be downloaded from the following location:

<http://activex.microsoft.com/controls/vb6/MSCOMCTL.CAB>

The following instructions list the steps to manually install the *mcomctl* ActiveX control.

1. Import the *mcomctl.cab* file from Microsoft.
2. Using Explorer, select the *mcomctl.cab* file.
3. **Right-click** the control, and select **Extract to Folder**.
4. **Double-click** the *MSCOMCTL* folder.
5. Select the *mcomctl.inf* file.
6. **Right-click** on the *mcomctl.inf* file, and select **install**.

Once the required software is installed on the Captaris Speech servers and the workstation, the Captaris Speech Manager can be accessed. For instructions on using Captaris Speech Manager, see “Using the Captaris Speech Manager Web Interface” in Chapter 4.

Upgrading to a New Version of Captaris Speech

Periodically, Captaris will release new versions of Captaris Speech. This section covers the options available to a Captaris Speech system administrator who **chooses** to upgrade to a more recent version of Captaris Speech. The three available options are:

- **Upgrade**

The upgrade option preserves the current configuration files for Captaris Speech. For some parameters, mandatory updates are applied. For most parameters, the system administrator selects parameters to be changed to Captaris recommended defaults.

- **Fresh install**

The fresh install option deletes all of the configuration information and substitutes the Captaris recommended defaults. The utterance files and Captaris Speech log files are retained. The current database is backed up to *<install_root> \Saved Installations* (by default, *<install_root>* is *C:\Program Files\PVAServer*) and a new database is created with the recommended Captaris default values.

- **Uninstall older version and install newer version**

The uninstall option deletes all configuration, utterance and log files, after which a completely new installation is performed. **This** option involves the following:

1. Use the **Add/Remove Programs** option in **Control Panel** to remove the current version of Captaris Speech.
2. Use **Windows Explorer** to remove all files and directories not removed by the uninstall program.
3. Perform a fresh install of Captaris Speech.

Upgrade Overview

The upgrade process does not delete any data or clean up the Captaris Speech database or utterance files. If the administrator wishes to reduce file system consumption, then utterances may be purged either before or after the upgrade.

The upgrade option does not change permissions on the Captaris Speech root directory or any directories or files contained in the Captaris Speech root directory. File system permissions were set on the files when the original Captaris Speech install was performed, and should not need to be changed. If for some reason an administrator has changed file permissions, the upgrade process will not change the customer-set permissions. The upgrade must be performed in the context of an administrator account that is granted full control throughout the Captaris Speech directory tree.

Default values for Captaris Speech parameters are changed from time to time, to satisfy customer requirements. The Captaris Speech upgrade process automatically updates the default values (not the actual parameter values) to the new defaults. A few parameter changes are required for all customers. These updates are termed mandatory updates. Most changes to parameters involve a change in recommended default values, under administrator discretion. These updates are termed discretionary updates. The administrator selects which of these parameters to update to the new default value.

Note: If a Captaris Speech installation is upgraded and then subsequently uninstalled, the administrator must manually remove some Captaris Speech files under the Captaris Speech install root.

Before You Begin

The following steps must be followed **before** upgrading or doing a fresh install of Captaris Speech.

1. Backup all serverset nodes.
2. Purge utterances if desired.
3. Stop all Captaris Speech processes.
4. Make sure that the database server (either MSDE or SQL Server) is running. If the database server is not running, the upgrade installation will fail.
5. Install Nuance 7.0.3 on all serverset nodes. You may leave Nuance 6.2.1 installed in addition to 7.0.3, but you must ensure that Nuance 7.0.3 is in the system environment path variable, and Nuance 6.2.1 is not in the path variable.

Note: When Nuance is upgraded, the Nuance license should be updated and the path noted in the **Captaris Speech** Management Console (see “Configuring the General Serverset Information” in Chapter 4).

6. Install SQL Server SP2 on the serverset controller node. Captaris recommends SQL Server SP2 for both MSDE and SQL Server installations.

Installing the Upgrade

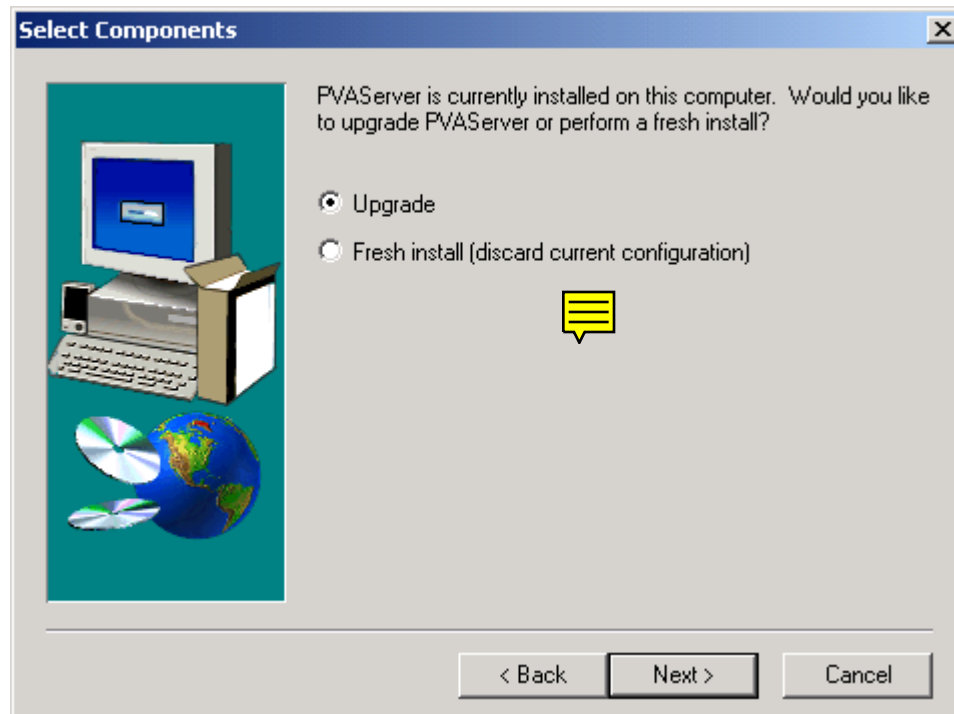
To upgrade the currently installed version of Captaris Speech to a new version, follow the steps listed below.

Note: The Captaris Speech upgrade is performed first on the serverset controller node, then on the non-controller nodes.

1. Insert the **new version of the** Captaris Speech installation media into the server’s CD-ROM drive. **The Captaris Setup screen appears.**
2. **Click Install.** **The Welcome screen appears.**
3. **Click Next.** **The Captaris Software License Agreement screen appears.**
4. Read the **license** agreement, and **click Yes to continue with the installation.** **The Select Components dialog box appears (see the following figure).**

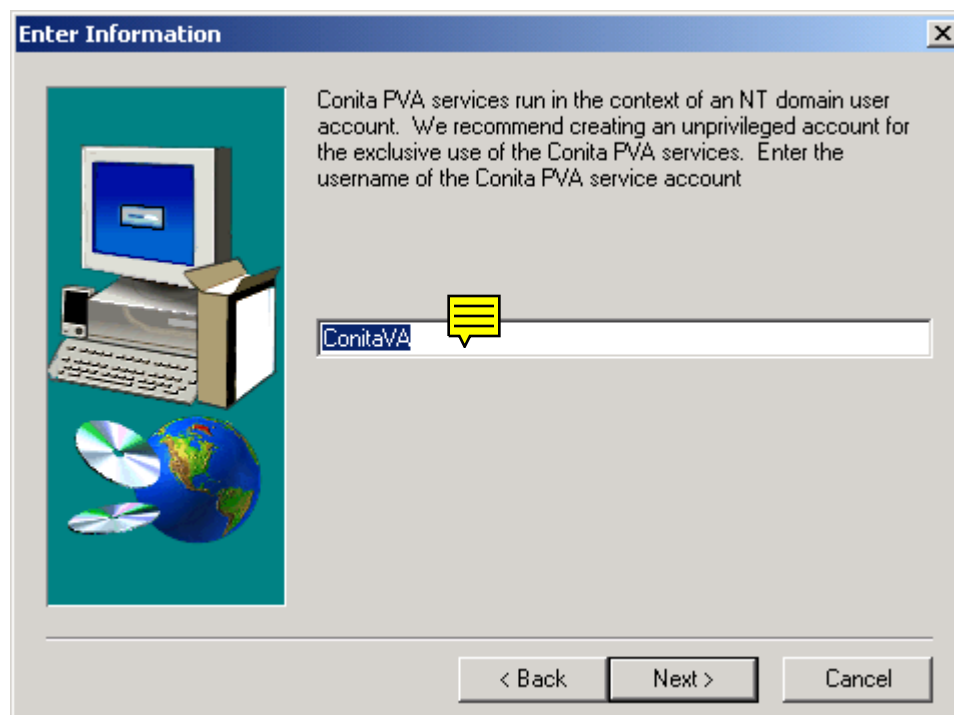
Upgrading to a New Version of Captaris Speech

Figure 3-6: The Select Components Dialog Box



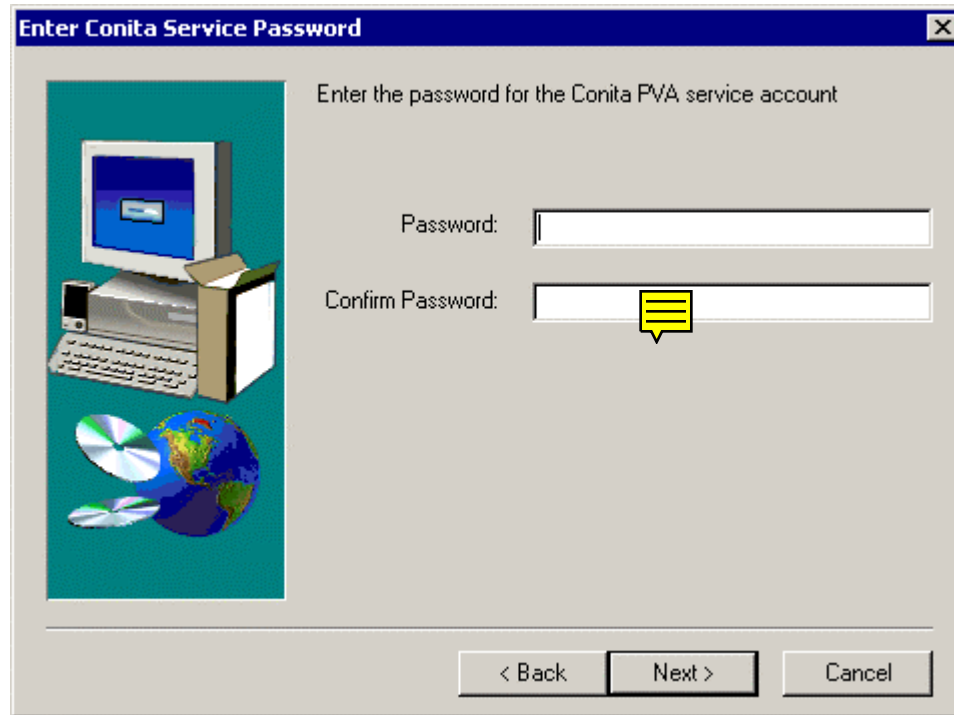
5. The installation setup detects that Captaris Speech is already installed, and asks if you want to perform a fresh installation or an upgrade. Choose **Upgrade** and click **Next**. The **Enter Information Screen** appears (see the following figure).

Figure 3-7: The Enter Information Screen



6. Enter the name of the Captaris Speech service account and **click Next**. The **Enter Captaris Service Password** screen **appears** (see the figure below).

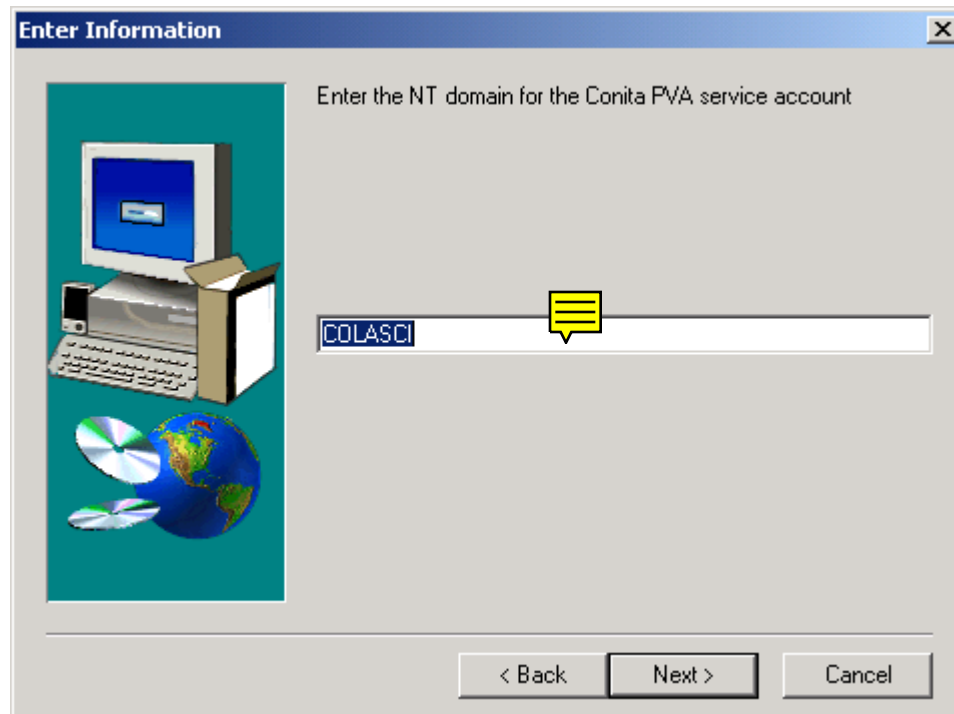
Figure 3-8: The Enter Captaris Service Password Screen



7. Enter the password for the Captaris Speech service account in both the **Password** and **Confirm Password** text boxes **and click Next**. The second **Enter Information** screen displays as shown in the following figure.

Upgrading to a New Version of Captaris Speech

Figure 3-9: The Second Enter Information Screen



8. Enter the name of the Windows domain in which the Captaris Speech service account was created and click **Next**.

At this point, the automated portion of the install will begin.

For both the **upgrade** and the **fresh install** processes, the installation backs up the database and places the back up under the following path:

```
<installroot>\Saved Installations
```

<installroot> is the path to which the Captaris Speech software was installed (by default, *C:/Program Files/PVAServer*).

After the database is backed up, the original database is converted to the new Captaris Speech format. The upgrade then applies any mandatory parameter updates. When the mandatory parameter updates have been applied, the **Update Captaris Speech Parameters** screen displays (see the following figure).

Uninstalling Captaris Speech

To remove the Captaris Speech software, use the standard Windows uninstall interface:

1. Open Control Panel (**Start > Settings > Control Panel**).
2. **Double**-click the **Add/Remove Programs** icon.
3. In the Add/Remove Programs Properties dialog box, select the **Captaris Speech** program and click **Add/Remove**.

In addition to uninstalling the Captaris Speech software through the Control Panel, the administrator may have to remove some Captaris Speech files manually, using Windows Explorer. These files may be found in the Captaris Speech install directory.