ADTRAN

NetVanta Unified Communications Software Installation Guide

**NetVanta Unified Communications Server
NetVanta Enterprise Communications Server
NetVanta Business Applications Server**

Version 5.0

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Software Licensing Agreement

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Service and Warranty

For information on the service and warranty of ADTRAN products, visit the ADTRAN website at *http://www.adtran.com/support*.

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Conventions

NOTE	*Notes provide additional useful information.*

CAUTION	*Cautions signify information that could prevent service interruption or damage to equipment.*

WARNING	*Warnings provide information that could prevent injury or endangerment to human life.*

Below is a list of naming conventions used in this document. The first example shows the naming convention used for the first occurrence; the second example shows the naming convention used for subsequent occurences.

Type	Convention Example
Operating System*	Microsoft ® Windows Server ® 2008 operating system version R2 or later *or* Windows Server 2008 R2 or later
Server Software	NetVanta Unified Communications Server software *or* NetVanta UC Server software NetVanta Unified Communications Live Attendant Server *or* Live Attendant Server
Client Software	NetVanta Unified Communications Client software *or* NetVanta UC Client software NetVanta ucCompanion Desktop Presence *or* ucCompanion NetVanta ucCompanion Live Attendant *or* Live Attendant NetVanta ucCompanion Soft Phone *or* Soft Phone
Hardware	Server computer - the computer on which the server software is installed. Client computer - the computer on which the client software is installed.
NetVanta Unified Communication Products	NetVanta Unified Communications Server *or* NetVanta UC Server NetVanta Business Communications System *or* NetVanta BCS NetVanta Enterprise Communications Server *or* NetVanta ECS NetVanta Business Application Server *or* NetVanta BAS NetVanta UC Live Attendant Server *or* Live Attendant Server
* Other operating systems may be mentioned in this document. They will follow a format similar to the one provided.	

Table of Contents

Introduction

This guide provides the necessary steps to prepare the server computer for installing the NetVanta Unified Communications (UC) Server software, as well as procedures for installing the NetVanta UC Server software. All procedures in this document apply NetVanta UC Server, NetVanta Business Application Server (BAS), and NetVanta Enterprise Communications Server (ECS) products unless otherwise stated. If a section does not apply to one or more NetVanta UC products, it will be explicitly noted in the section introduction.

This guide is written for qualified installers who perform applicable hardware and software installations and configurations at the customer site. It assumes familiarity with general hardware and software installation procedures.

CAUTION	*NetVanta UC Server software is intended to be installed and administered by qualified service personnel (ADTRAN Technical Support Professional-Unified Communication Service Solutions (ATSP-UCSS) certified or Special ADTRAN partner).*

This guide covers the following topics:

- *Hardware and Software Requirements and Limitations on page 7*
- *Preparing the NetVanta UC Server Computer on page 8*
- *Running the Installation Wizard on page 10*
- *Restarting NetVanta UC Server Services on page 24*
- *Restoring the Phone Configurations on page 25*

ADTRAN recommends that you perform the steps and procedures in the order they appear in this guide.

NOTE	*If you are running the NetVanta UC Server software installation wizard because you are performing an upgrade, refer to the applicable NetVanta Unified Communications Release Notes to determine if the client software also needs to be upgraded. The release notes are available online at http://kb.adtran.com.*

Hardware and Software Requirements and Limitations

Minimum system requirements exist for installing NetVanta UC Server software. Refer to the applicable NetVanta Unified Communications Release Notes available online at *http://kb.adtran.com* to determine the system requirements for the version of NetVanta UC Server software you are installing.

NetVanta UC Server software can only be installed on certain Microsoft® Windows® operating systems. Refer to the applicable NetVanta Unified Communications Release Notes available on ADTRAN's Knowledge Base at *http://kb.adtran.com* to determine the operating systems compatible with the version of NetVanta UC Server software you are installing.

NetVanta UC Server software does not support installation using Hyper-V or Server Core on Microsoft Windows Server® 2008 operating system version R2.

Only VMware is supported for installations of NetVanta UC Server software in a virtualized environment. The VMware image should match or exceed the normal specifications of a physical server environment as stipulated in the system requirements. Refer to the applicable NetVanta Unified Communications Release Notes available online at *http://kb.adtran.com* to determine the system requirements for the version of NetVanta UC Server software you are installing.

> **NOTE**
>
> *If the NetVanta UC Server software is being installed or upgraded in a virtualized environment (including VMware), a warning will appear indicating that installations of NetVanta UC Server software in virtualized environments are not supported. However, this warning can be safely ignored for VMware installations.*

The server computer on which the NetVanta UC Server software is installed must have Internet connection to retrieve some of the prerequisite software components during installation.

> **CAUTION**
>
> *NetVanta UC Server software will only function correctly with the version of Microsoft SQL Server that is provided with the NetVanta UC Server software download. Other instances of SQL Server cannot be used by NetVanta UC Server software. Consequently, ADTRAN strongly recommends removing all preexisting instances of Microsoft SQL Server from the server computer before installing NetVanta UC Server software.*

Preparing the NetVanta UC Server Computer

This section provides an overview of the steps that must be executed to prepare the server computer's operating environment for the NetVanta UC Server software. This section consists of the following components:

- *Verifying the Operating System and Minimum System Requirements on page 8*
- *Verifying the Internet Connection on page 9*
- *Installing MAPI Connector for Microsoft Exchange Server Integration on page 9*
- *Disabling Automatic Install Updates on page 9*
- *Disabling the Indexing Service on page 9*
- *Uninstalling Microsoft SQL Server on page 10*
- *Backing-up the NetVanta UC Server Database and Phone Configurations on page 10*

Verifying the Operating System and Minimum System Requirements

You must install the NetVanta UC Server software on one of the supported Microsoft operating systems and use a server computer that meets the minimum requirements for the applications that are to be deployed. Refer to the applicable NetVanta Unified Communications Release Notes available on ADTRAN's Knowledge Base at *http://kb.adtran.com* to determine the system requirements and compatible operating systems for the version of NetVanta UC Server software you are installing.

To verify that minimum server operating system, service packs/patches, and hardware requirements are satisfied as outlined in the applicable NetVanta Unified Communications Release Notes, follow these steps:

1. On the task bar, select **Start** > **Settings** > **Control Panel** > **System**.

2. Verify that the operating system version and service pack level are compatible with the version of NetVanta UC Server software you are installing.

3. Verify that the central processing unit (CPU) and random-access memory (RAM) meet the minimum requirements for the version of NetVanta UC Server software you are installing.

Verifying the Internet Connection

A public Internet connection is required to retrieve Windows software components during the NetVanta UC Server software installation process.

Launch a browser from the server computer to make sure that you are able to connect to the Internet. If you do not have an Internet connection, make sure there is one established before you proceed with the installation.

Installing MAPI Connector for Microsoft Exchange Server Integration

Integrating NetVanta UC Server software with Microsoft Exchange™ Server requires a messaging application programming interface (MAPI) connector (such as Microsoft Outlook or Microsoft Exchange Server MAPI Client and Collaboration Data Objects (Microsoft Exchange MAPI and CDO)) to be installed on the server computer. The NetVanta UC Server software installation wizard will automatically detect the presence of a MAPI connector and prompt you to install it during the **Install Prerequisites** step if no MAPI connector exist. However, if you know your server computer does not have a compatible MAPI connector, you can install Microsoft Exchange MAPI and CDO (available for installation online at *www.microsoft.com/download*) before beginning the NetVanta UC Server software installation wizard. Refer to the applicable NetVanta Unified Communications Release Notes available online at *http://kb.adtran.com* for a list of compatible MAPI connectors.

Disabling Automatic Install Updates

Although ADTRAN recommends that the server computer accept Microsoft updates, automatic Microsoft Windows updates should be disabled. Some Microsoft Windows updates require a computer restart which temporarily disables the server computer. Updates should instead be scheduled as part of a Microsoft update task to be performed on a regular basis.

Disabling the Indexing Service

By default, installations of Windows Server 2008 and Windows Server 2003 enable the Windows Indexing Service. This service is used to improve search speeds on the local system by continually monitoring and indexing files. Because the service is not required or used by the NetVanta UC Server software and consumes CPU resources, it should be disabled to improve system performance. Failure to disable the Indexing Service will cause reduced system capacity.

To turn off the indexing service, follow these steps:

1. Double-click **My Computer** or open **Explorer**.

2. Right-click **C:** and select **Properties** from the drop-down menu. A disk properties dialog box will appear.

3. On the **General** tab, un-check the **Allow Indexing Service to index this disk for fast file searching** (Windows Server 2003) or **Allow files on this drive to have contents indexed in addition to file properties** (Windows Server 2008) check box.

4. Select OK. **The Confirm Attribute Changes** dialog box appears.

5. Select **Apply changes to drive C:\, subfolders and files**, and select **OK**.

6. Repeat Steps 2 through 5 for all drives on the computer to completely disable the Indexing Service.

Uninstalling Microsoft SQL Server

NetVanta UC Server software only works correctly with the Microsoft SQL Server version that is provided with the NetVanta UC Server software download. Ensure that any existing installation of Microsoft SQL Server is completely removed from the server computer prior to installing the NetVanta UC Server software.

Backing-up the NetVanta UC Server Database and Phone Configurations

If you are upgrading the NetVanta UC Server software from a previous version, it is strongly recommended that the NetVanta UC Server database is backed up so that the system configuration can be restored in case the upgrade process is unsuccesful or is aborted. Refer to the *NetVanta Unified Communications Server Planning and Deployment Guide* (ADTRAN's Knowledge Base article 3257 available at *http://kb.adtran.com*) for more information on database backup procedures.

If you are upgrading the NetVanta UC Server software for the NetVanta Enterprise Communication Server (ECS) or NetVanta Business Applications Server (BAS) products, you must run the **Pre-Update.bat** script before running the NetVanta UC Server software installation wizard to properly upgrade the phone configuration files. Refer to the applicable NetVanta Unified Communications Release Notes available online at *http://kb.adtran.com* for information on running the **Pre-Update.bat** script.

Running the Installation Wizard

Run the NetVanta UC Server software installation wizard to install the NetVanta UC Server software.

To run the installation wizard, navigate to the folder that contains the NetVanta UC Server software that you downloaded and double-click **CAAutoRun.exe**. In the NetVanta Unified Communications CD Menu window that appears, select the **Install Server** button.

> **NOTE** *In order to successfully install NetVanta UC Server software, you must run the installation wizard from a Windows logon that has local administrator privileges.*

The NetVanta UC Server software installation wizard includes the following steps:

- *Pre-installation Checks on page 11*

- *End User License Agreement on page 13*

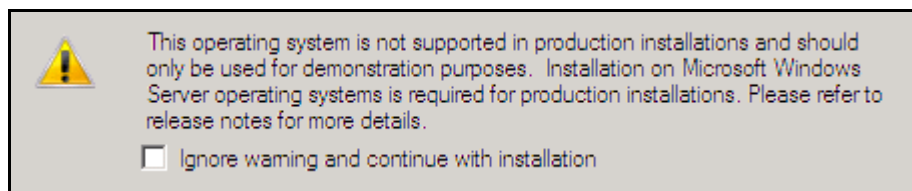- *Installing Prerequisite Components on page 15*

> **NOTE** *For information about running the NetVanta UC Server software installation wizard to upgrade your application, refer to ADTRAN's Knowledge Base at http://kb.adtran.com for the **NetVanta UC Server Release Notes** that apply to your upgrade.*

Pre-installation Checks

When you first open the NetVanta UC Server software installation wizard, the wizard automatically verifies the server computer's operating system to ensure that it is supported by NetVanta UC Server software, checks if the server computer's system has at least 2000 megabytes (MB) of random access memory (RAM), and checks whether any previous versions of NetVanta UC Server software or NetVanta UC Server Presence and Control Components exist on the system.

If the server computer has an operating system supported by the version of NetVanta UC Server software you are installing, has at least 2000 MB of RAM memory, no previous versions of NetVanta UC Server software, and no previous versions of ADTRAN NetVanta UC Live Attendant Server are detected, the installation wizard will display the End User License Agreement (EULA). You must accept the terms in the EULA to continue with the installation.
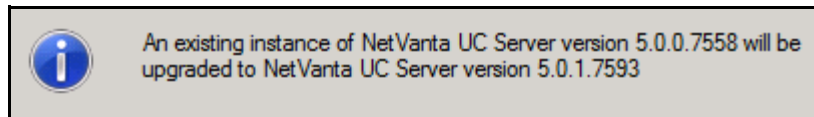
If the server computer is running an operating system that is not supported by NetVanta UC Server software, you will receive the following error message:

> ⚠ This operating system is not supported in production installations and should only be used for demonstration purposes. Installation on Microsoft Windows Server operating systems is required for production installations. Please refer to release notes for more details.
>
> ☐ Ignore warning and continue with installation

You can choose to ignore this warning by selecting the **Ignore warning and continue with installation** check box and selecting **Next**. However, installations on unsupported operating systems should be used for demonstration purposes only.

If the server computer has less than 2000 MB of RAM, you will receive an error message similar to the one above. You can choose to ignore this warning by selecting the **Ignore warning and continue with installation** check box and selecting **Next**. However, performance can suffer when NetVanta UC Server software is installed on computers with less than 2000 MB of RAM.

If the server computer is running a previous version of NetVanta UC Server software, you will receive a message resembling the following:

If the server computer is running a previous version of NetVanta UC Server software, you will also be informed that you are required to run the **Pre-Update.bat** script prior to continuing with this upgrade process. This script backs up the content of the NetVanta UC Server's existing **PhoneTypes** folder. Refer to the applicable NetVanta Unified Communications Release Notes available online at *http://kb.adtran.com* for information on running the **Pre-Update.bat** script.

Select **Next** to upgrade your existing version of UC server.

If the server computer is running the is running the NetVanta UC Server Presence and Control Engine service or the UC Server Database Access service (from a previous NetVanta UC Live Attendant configuration), you will be warned that the service(s) will be stopped.   After the installation is complete, these services must be restarted and their startup types must be set to **Automatic** using Windows Services (refer to *Restarting NetVanta UC Server Services on page 24* for procedures). Select the **Ignore warning and continue with installation** check box and select **Next** to ignore this warning and continue with the installation.
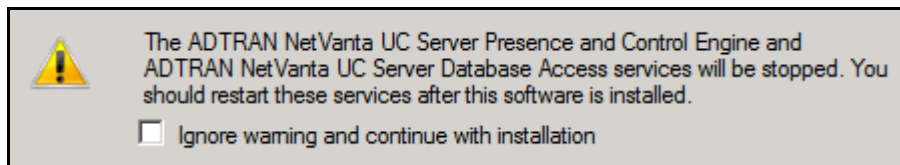
> | NOTE | *Other warnings may appear. You can choose to ignore them by selecting the **Ignore warning and continue with installation** check box; however, this could affect the performance of the NetVanta UC Server software.* |

End User License Agreement

After completing the pre-installation checks, the installation wizard displays the EULA. You must accept the terms of the EULA before you can install the NetVanta UC Server software. Carefully read the EULA, and if you accepts the terms and conditions of the agreement, select the **I accept the terms in the License Agreement** check box, and select **Next**. If desired, you can print the EULA by selecting the **Print** button.
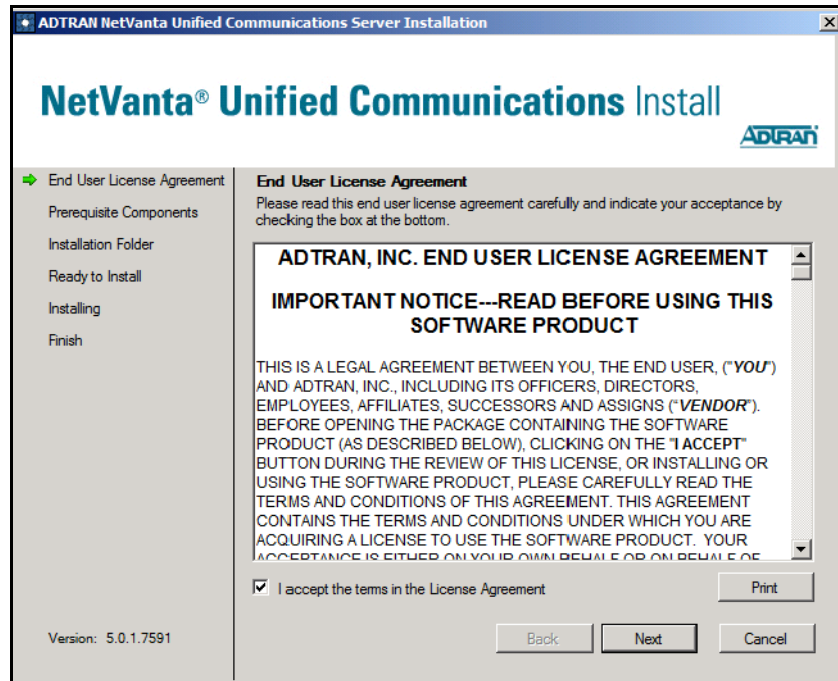
Service Account Password

If you are upgrading the NetVanta UC Server software from a previous version, you will be prompted to enter your NetVanta UC Server service account password. Enter the NetVanta UC Server service account password in the **Password** field and select **Next** to proceed to the next step.
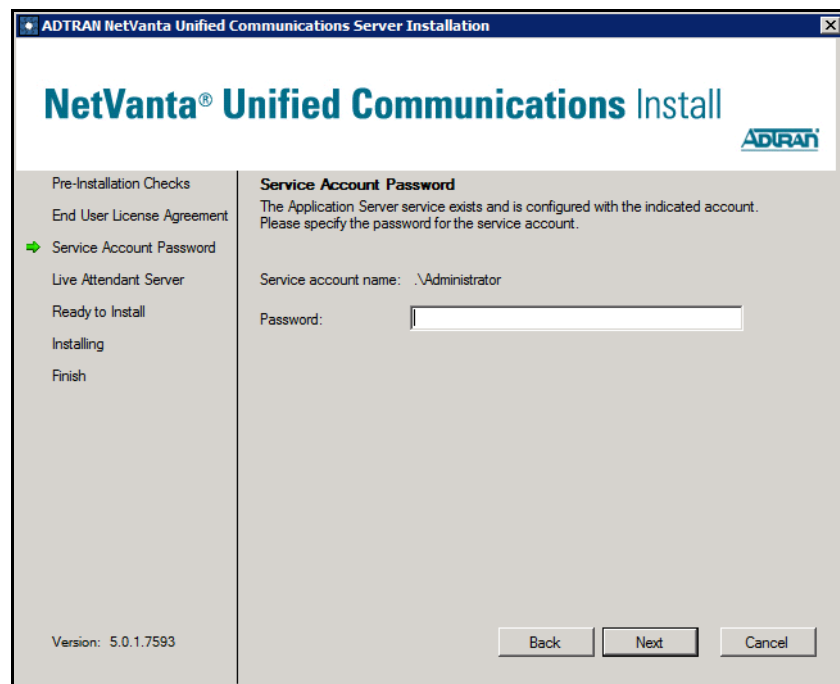
The NetVanta UC Server service account is the Windows account associated with the ADTRAN NetVanta UC Server Application Services service during the Windows Network Integration wizard step of the NetVanta UC Server configuration wizard.

To determine the NetVanta UC Server service account, follow these steps:

1. Navigate to **Start > Control Panel > Administrative Tools > Services**. The **Services** window appears.

2. Scroll to **ADTRAN NetVanta UC Server Application Services**. The **Log On As** column displays the NetVanta UC Server service account.

Installing Prerequisite Components

Certain prerequisite components must be installed prior to installing the NetVanta UC Server software. The installation wizard detects which components are missing from the system and prompts the user accordingly. After agreeing to the EULA, the installation wizard will install the required prerequisite components for NetVanta UC server.

Some prerequisite components could require you to agree to an additional EULA. If so, a separate window will appear containing the component's EULA. You must accept the EULA before the prerequisite component is installed.
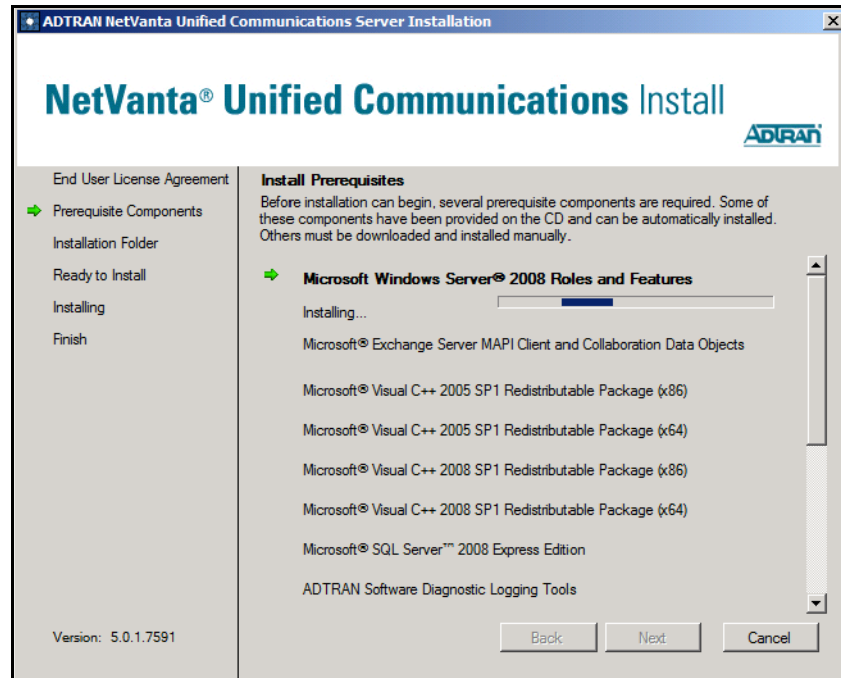
> **NOTE** *Not all prerequisites are required on all operating systems. Except where indicated, the prerequisites are installed automatically by NetVanta UC Server's installation wizard.*

Prerequisite Components for All Systems

- Microsoft Exchange Server MAPI Client and Collaboration Data Objects

> **NOTE** *This prerequisite is not installed automatically. For information on installing this prerequisite component, refer to Microsoft Exchange Server MAPI Client and CDO Prerequisites on page 16.*

- Microsoft Visual C++ 2005 SP1 Redistributable Package (x86/x64)
- Microsoft Visual C++ 2008 SP1 Redistributable Package (x86/x64)
- Microsoft SQL Server 2008 Express Edition
- ADTRAN Software Diagnostic Logging Tools

Additional Prerequisite Components for Windows Server 2008 Systems

• Windows Server 2008 Roles and Features (a reboot may be required after installation of this pre-requisite component)

Microsoft Exchange Server MAPI Client and CDO Prerequisites

The NetVanta UC Server software installation wizard will automatically detect the presence of a MAPI connector. If Microsoft Outook is detected, the installation wizard will determine if the Microsoft Outlook version is compatible with NetVanta UC Server and Microsoft Exchange Server integration. If the version detected is incompatible, integration will not be possible without removing the incompatible version of Microsoft Outlook. If neither Microsoft Outlook nor Microsoft Exchange MAPI and CDO is detected, the installation wizard will prompt you with the following message during the **Install Prerequisites** step:
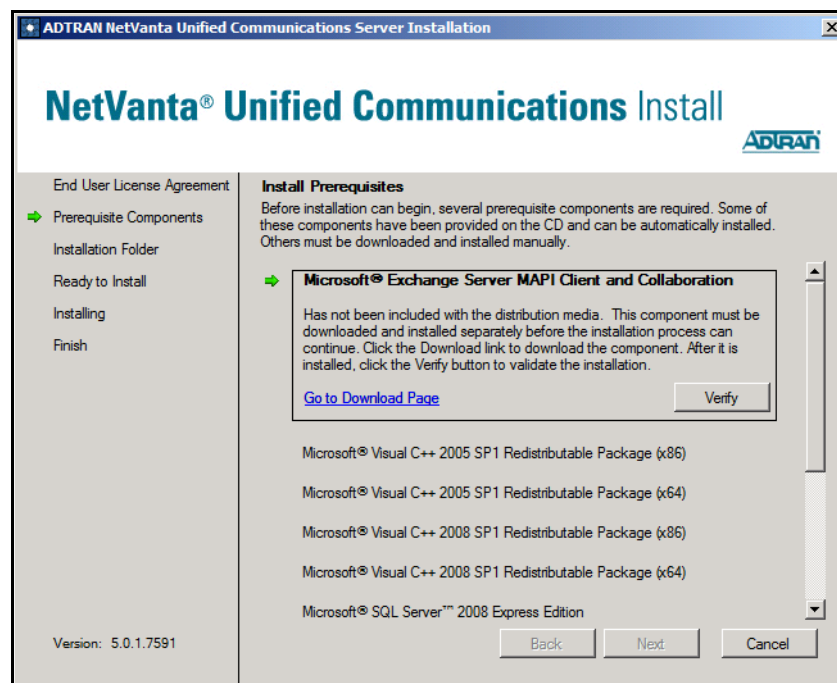

Select the **Go to Download Page** link and download and install a compatible version of Microsoft Exchange MAPI and CDO. Refer to the applicable NetVanta Unified Communications Release Notes available online at *http://kb.adtran.com* for a list of compatible Microsoft Exchange Server MAPI connectors. Once you have installed the Microsoft Exchange MAPI and CDO, select the **Verify** button to validate that a compatible MAPI connector has been installed and continue with the prerequisite installation process.
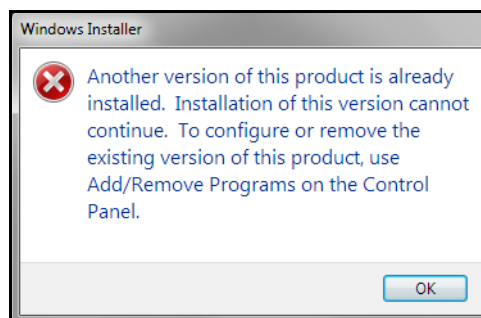
Live Attendant Server

After the NetVanta UC Server software installation wizard has installed the prerequisite components, you will be prompted to install the ADTRAN NetVanta UC Live Attendant Server Components. Use of the Live Attendant Server application is optional. However, if you wish to deploy NetVanta ucCompanion Live Attendant clients, then you must install the Live Attendant Server Components, which consists of the NetVanta UC Server Presence and Control Engine (PCE) and the Server Interface Module (SIM). The Live Attendant Server Components interact with NetVanta UC Server software via the computer-supported

telecommunications applications (CSTA) bridge software that is automatically installed as part of the NetVanta UC Server software. To install the Live Attendant Server Components, select the **Install Live Attendant Server Components** checkbox, and select **Next**. The Live Attendant Server installation wizard will appear. To continue with the installation without installing the Live Attendant Server Components, ensure that the **Install Live Attendant Server Components** checkbox is not checked, and select **Next**.
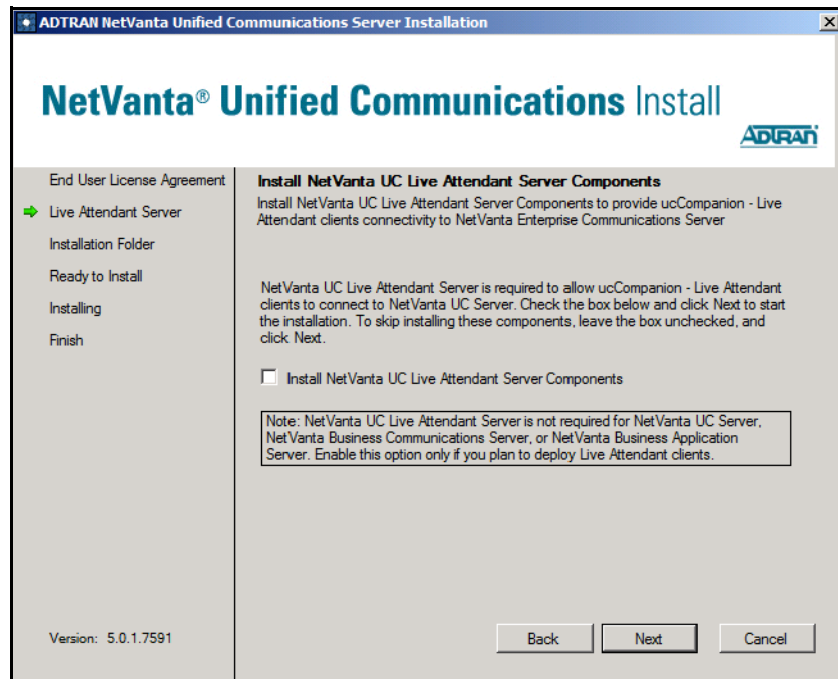
If you chose to install the Live Attendant Server Components and there is a previous version of the Live Attendant Server Components installed, you will recieve the following error message:

If you recieve this message, you will be unable to install the Live Attendant Server Components on your server computer using the Live Attendant Server installation wizard. Select **OK**, and exit the NetVanta UC Server software installation wizard.

If you are upgrading from NetVanta UC Server version 4.6 or below, you must manually uninstall the ADTRAN NetVanta UC Server Presence and Control Components from the server computer using **Add or Remove Programs** or **Programs and Features** (depending on the server computer's operating system). You will then be able to install the Live Attendant Server Components using the NetVanta UC Server

software installation wizard. Live Attendant busy lamp field (BLF) entries will not be preserved using this method. For more information on how to preserve BLF entries when upgrading from NetVanta UC Server version 4.6 or below, refer to the NetVanta Unified Communications Release Notes available online at *http://kb.adtran.com*

If you are upgrading from NetVanta UC Server version 5.0, you can manually uninstall the existing ADTRAN NetVanta UC Live Attendant Server Components from the server computer using **Add or Remove Programs** or **Programs and Features** (depending on the server computer's operating system) and install the Live Attendant Server Components using the NetVanta UC Server software installation wizard. However, you will lose all existing busy lamp field (BLF) entries. To maintain your current BLF entries, you must follow these steps to upgrade the Live Attendant Server Components:

1. Exit the NetVanta UC Server software installation wizard.

2. Navigate to **C:/ > Windows > System32**.

3. Double-click **cmd.exe** to open a command prompt.

4. Enter the following command at the command prompt:

   msiexec /i "<*software location*>**\Server\ADTRAN NetVanta ucCompanion Server.msi" REINSTALL=ALL REINSTALLMODE=vomus**

   The <*software location*> variable is the location of the NetVanta UC Server software installation media on the sever computer (for example, **C:\Users\JSmith\Desktop\5.0.1.7583**).

5. The ADTRAN NetVanta UC Live Attendant Server Components setup wizard will open.

## ADTRAN NetVanta UC Live Attendant Server Installation Wizard

If you choose to install the Live Attendant Server Components, the ADTRAN NetVanta UC Live Attendant Server Components setup wizard will appear. There are several ways in which the Live Attendant Server system can be installed and configured. To determine which components you should install on your server computer and how to configure the components, refer to the *NetVanta Unified Communications Server Presence and Control Components Guide* (ADTRAN's Knowledge Base article 3240 available at *http://kb.adtran.com*).

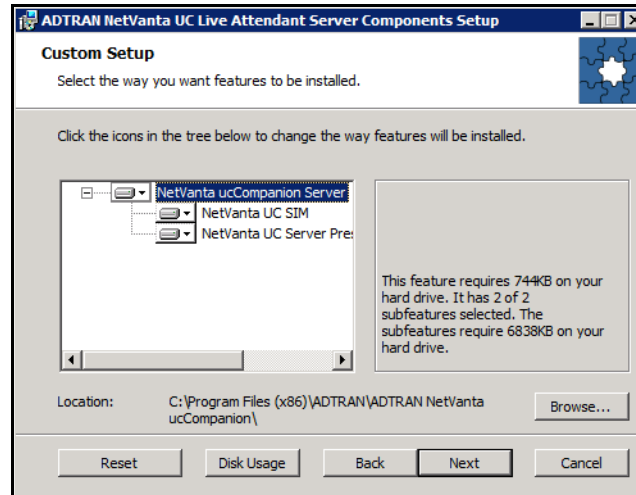To install the Live Attendant Server Components, follow these steps:

1. In the ADTRAN NetVanta UC Live Attendant Server Components Setup Wizard window, select the Next button. The Live Attendant Server Components EULA will appear.
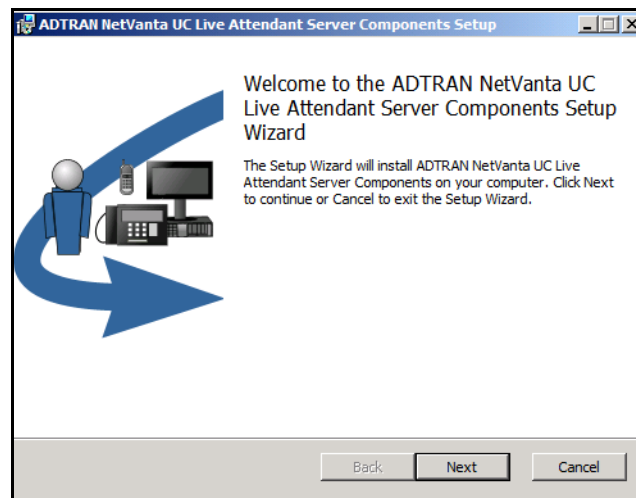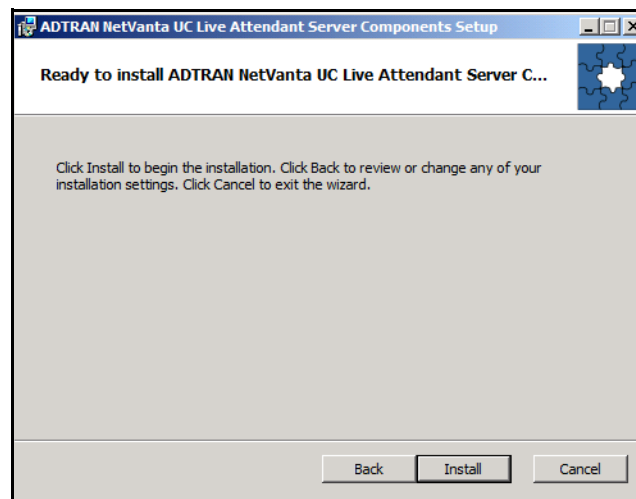

2. Read the Live Attendant Server Components EULA. You can print the EULA by seleceting the **Print** button. If you accept the terms of the EULA, select the **I accept the terms in the License Agreement** check box and select the **Next** button. The Live Attendant Server Components Custom Setup appears. If you do not accept the terms of the EULA, select the **Cancel** button to exit the setup wizard.
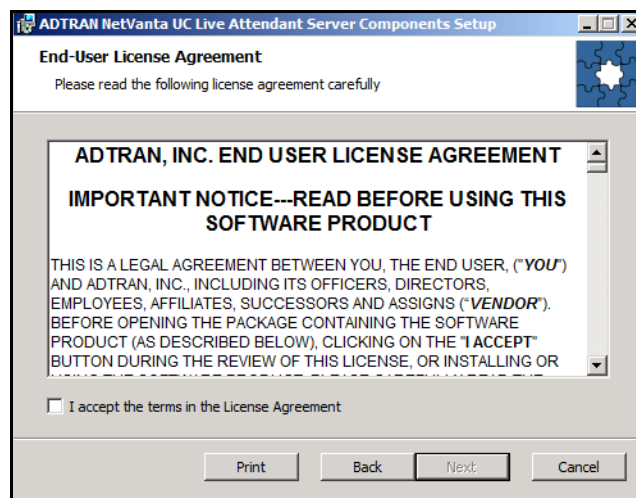
3. The Live Attendant Server Components Custom Setup allows you to determine which components
    are installed on the server computer. There are several ways in which the Live Attendant Server
    system can be installed and configured. To determine which components you should install on
    your server computer and how to configure the components, refer to the *NetVanta Unified
    Communications Server Presence and Control Components Guide* (ADTRAN's Knowledge Base
    article 3240 available at *http://kb.adtran.com*). After selecting the components you want to install
    on the server computer, select **Next**.

4. To confirm your installation settings and begin installing the Live Attendant Server Components
    you selected in the previous step, select **Install**. The Live Attendant Server will install. To review
   or change your installation settings, select **Back**.

5. After the installation of the Live Attendant Server Components, the screen below appears. Select the **Finish** button to exit the setup wizard and continue with the NetVanta UC Server software installation.
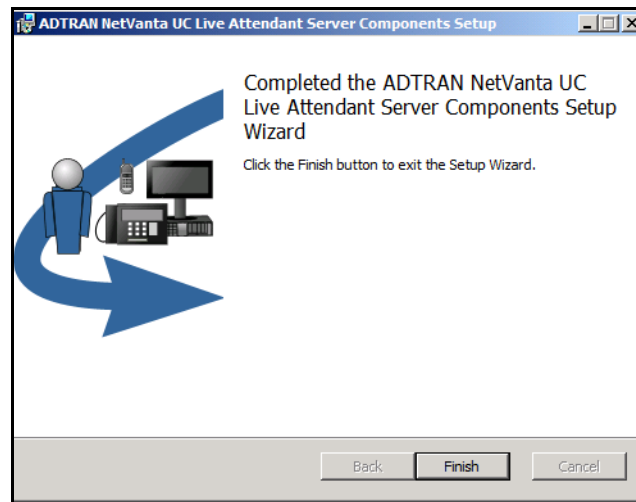
Choosing the Installation Folder

Next, the NetVanta UC Server software installation wizard will prompt you to choose a folder in which to install NetVanta UC Server software. By default, the software will be installed in the **C:\Program Files (x86)\ADTRAN\NetVanta UC Server** or **C:\Program Files\ADTRAN\NetVanta UC Server** directory (depending on the server computer's operating system). You can choose to select another directory by entering the path into the field or by selecting **Browse** and navigating to the desired folder. Once you have selected the folder in which to install the UC server software, select **Next**.
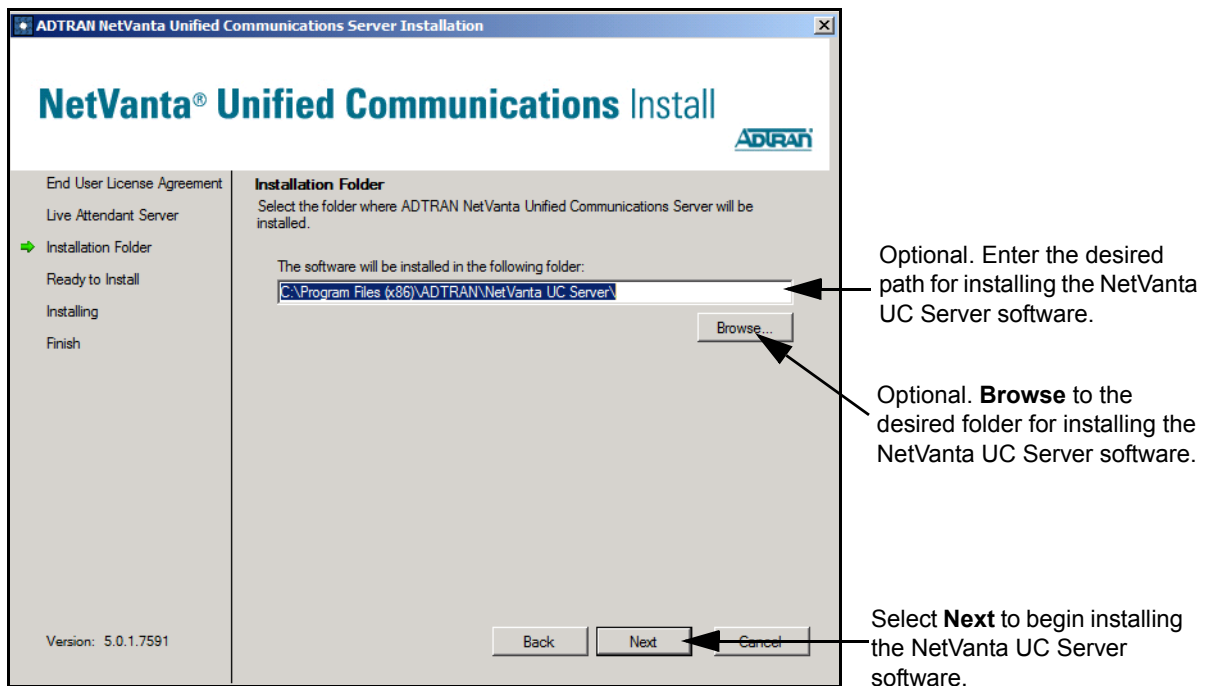

Ready to Install

After you have selected the folder in which to install the NetVanta UC Server software, you must select the level of detail for diagnostic logs generated during the install process. Select **None** if you do not want the installation wizard to generate diagnostic logs, select **Brief** if you want the.installation wizard to generate minimal diagnostic logs, and select **Verbose** if you want the installation wizard to generate detailed diagnostic logs during the installation. If you choose either **Brief** or **Verbose** diagnostic logs, the installation wizard displays the name of the log file that will be generated in your computer's **TEMP** folder.

> **NOTE** *Verbose logging should only be used if you are experiencing issues during the installation or upgrade, as it will greatly slow down the installation process.*

After you have selected the level of diagnostic logging you want the installation wizard to generate during the installation process, select the **Install** button to begin installing the NetVanta UC Server software.
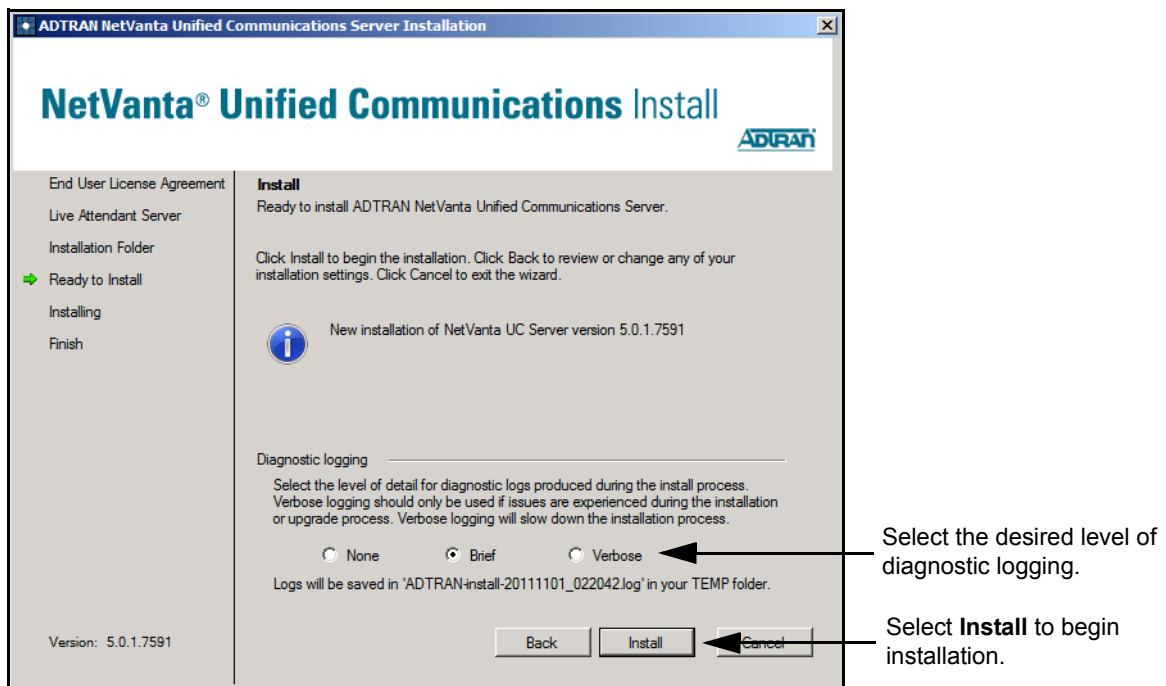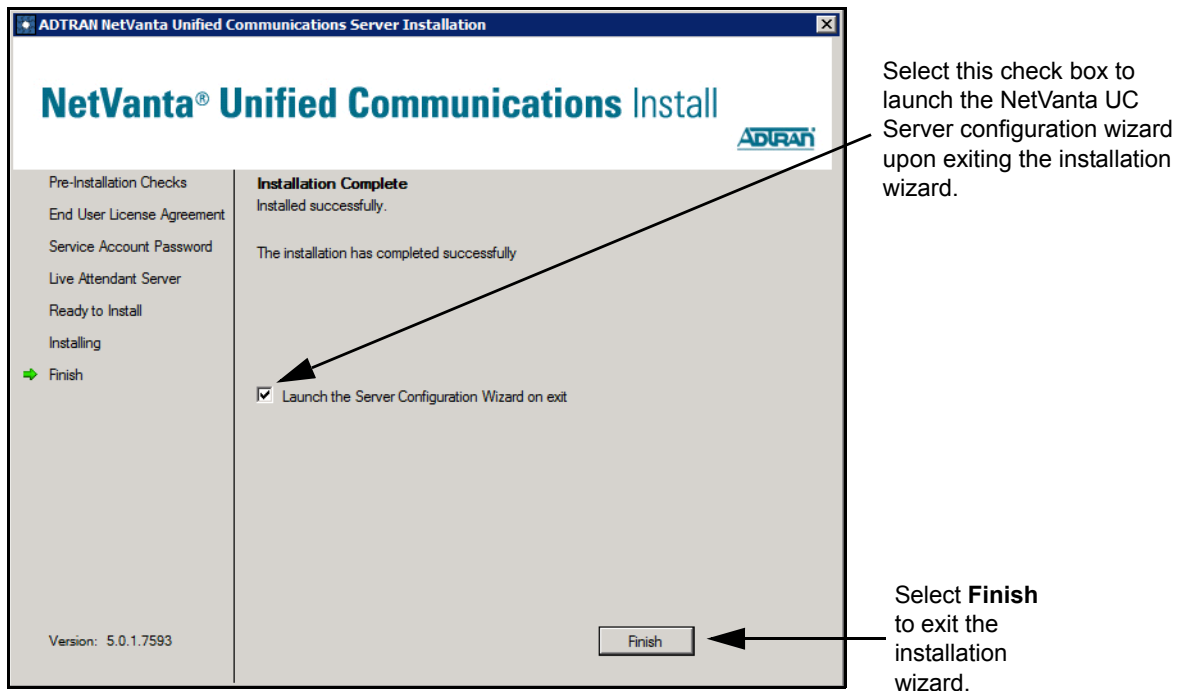

Installing NetVanta UC Server Software

After selecting the **Install** button, the installation wizard will begin installing the NetVanta UC Server software on the server computer. The status of the installation is displayed as the software is installed.
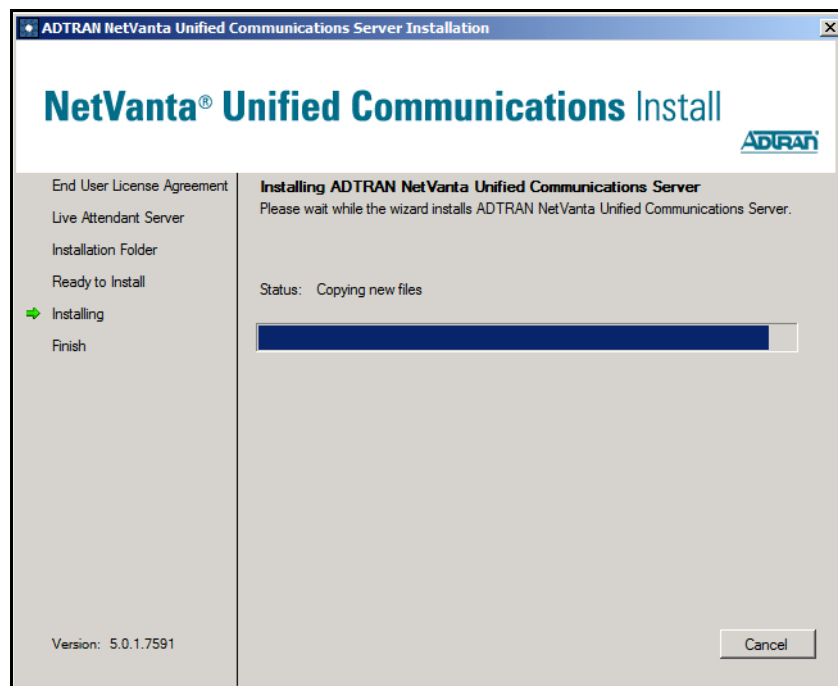
Completing the Installation

When the installation wizard has completed the NetVanta UC Server software installation process, you will be notified that the installation has completed and whether any errors occurred during the process. If you want to start the NetVanta UC Server configuration wizard when you exit the installation wizard, select the **Launch the Server Configuration Wizard on exit** check box. Alternatively, you can start the NetVanta UC Server Configuration Wizard from the **Start** menu after you have completed this installation wizard. To exit the installation wizard, select **Finish**.

Select this check box to launch the NetVanta UC Server configuration wizard upon exiting the installation wizard.

Select **Finish** to exit the installation wizard.

Restarting NetVanta UC Server Services

If you are upgrading your NetVanta UC Server software and the following warning (or similar) appeared during the Pre-Installation Checks step of the NetVanta UC Server software installation wizard, each service listed in the warning was stopped and set to **Manual**.
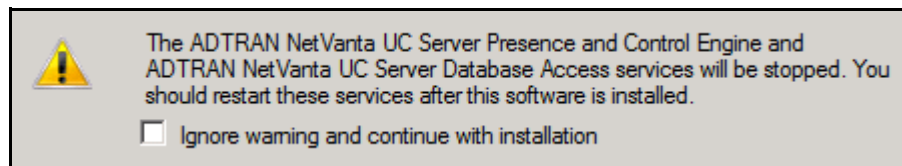

You must restart each service and set the service startup type to **Automatic**.

To restart a service and set it to Automatic, follow these steps:

1. Navigate to **Start > Control Panel > Administrative Tools > Services**. The **Services** window appears.

2. Right-click the desired service, and select **Properties** from the drop-down menu. The service **Properties** window will appear.

3. In the **General** tab, select **Automatic** using the **Startup type** drop down menu. This will set the startup type to **Automatic**.
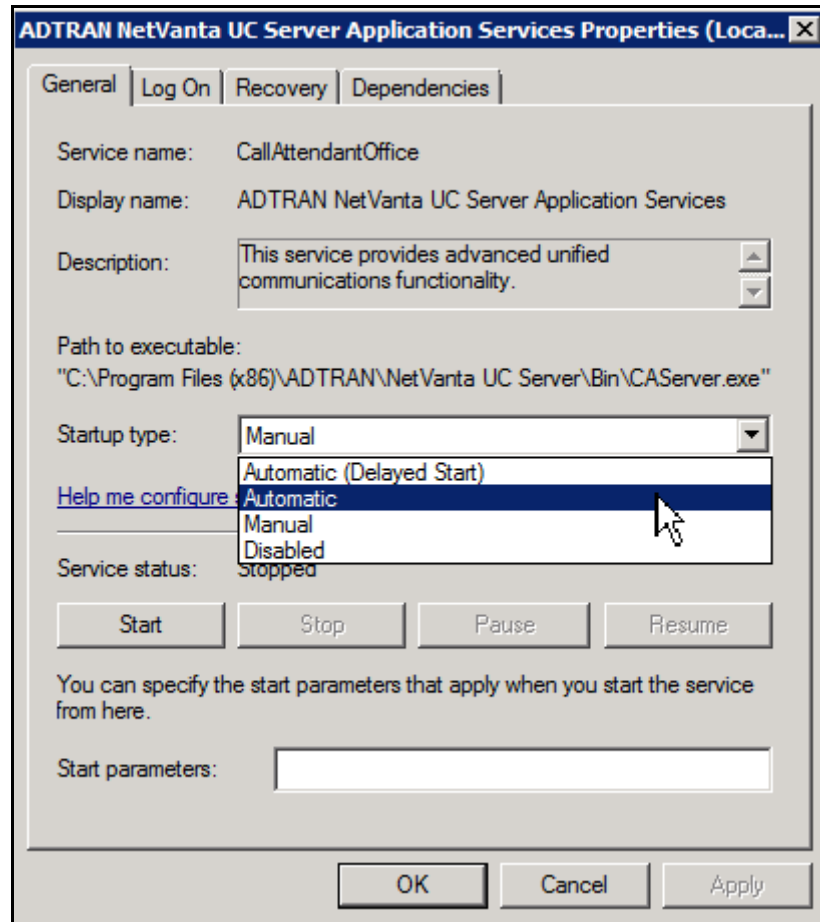
4. In the **General** tab, select the **Start** button to restart the service.

5. The **Service Control** dialog box will appear. This dialog box will automatically close once the service has been started.

6. Once the **Service Control** dialog box has closed, select the **OK** button to return to Windows Services.

Restoring the Phone Configurations

If you are upgrading the NetVanta UC Server software for the NetVanta ECS or NetVanta BAS products, you must run the **Post-Update.bat** script after upgrading the NetVanta UC Server software to properly upgrade the phone configuration files. Refer to the applicable NetVanta Unified Communications Release Notes available online at *http://kb.adtran.com* for information on running the **Post-Update.bat** script.