Oracle® Collaboration Suite

Oracle Voicemail & Fax and Oracle Web Conferencing Conversion Servers Installation and Upgrade Guide

10g Release 1 (10.1.2.4.1) for Microsoft Windows

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This document describes the process of installing Oracle Collaboration Suite Real-Time Collaboration 10g Release 1 (10.1.2) and Oracle Collaboration Suite 10g Voicemail & Fax 10g Release 1 (10.1.2.4.1) on Windows operating systems.

Note: Readers installing Oracle Voicemail & Fax 10.1.2.4.1 should check Note 416319.1 on http://www.metalink.com for additional updates and new information.

This document contains the following topics:

- Documentation Accessibility
- Checking Preinstallation Requirements
- Installing Oracle Real-Time Collaboration and Oracle Voicemail & Fax
- Performing Postinstallation Tasks
- Upgrading Oracle Real-Time Collaboration and Oracle Voicemail & Fax
- Additional Resources

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2 Checking Preinstallation Requirements

You must meet certain requirements for Oracle Real-Time Collaboration and Oracle Voicemail & Fax before you start the installation. If these requirements are not met, these components might not function properly.

This section covers the following topics:

- Hardware Requirements for Components of Oracle Real-Time Collaboration
- Hardware Requirements for Components of Oracle Voicemail & Fax
- Software Requirements for Components of Oracle Real-Time Collaboration
- Software Requirements for Oracle Voicemail & Fax

2.1 Hardware Requirements for Components of Oracle Real-Time Collaboration

You must keep the following hardware requirements in mind while installing Oracle Real-Time Collaboration:

- Hardware Requirements for Voice Conversion Server
- Hardware Requirements for Telephony
- Network Requirements

Note: Oracle Real-Time Collaboration 10.1.2 cannot be installed on the same Applications tier as Oracle Voicemail & Fax 10.1.2.4.1.

2.1.1 Hardware Requirements for Voice Conversion Server

There are a number of hardware sizing considerations for Oracle Real-Time Collaboration. Refer to the *Oracle Collaboration Suite Deployment Guide* for detailed information about these considerations.

This section provides information about the hardware required for the Voice Conversion Server used by Oracle Real-Time Collaboration to support streaming voice data during conferences or playback of recorded conferences with voice data.

The Voice Conversion Server must be installed on a computer with Microsoft Windows 2000 Server Service Pack 4 (SP4) or later, with the following basic configuration:

• 2.4 Gigahertz (GHz) Intel Processor

- 512 Megabyte (MB) Synchronous Dynamic Random Access Memory (SDRAM)
- 20 Gigabyte (GB) disk

2.1.2 Hardware Requirements for Telephony

You also need specialized telephony hardware to install Oracle Real-Time Collaboration. You need a T1 or E1 trunk, and a media processing board from Intel or Dialogic to support the trunk. The T1/E1 protocol supported by Oracle Real-Time Collaboration is robbed-bit /CAS (Channel Associated Signaling).

Table 1 and Table 2 list the hardware and sizing recommendations depending on the number of concurrent voice conferences, the type of and number of trunk lines, and the number of Voice Conversion Servers.

			C C
Concurrent Voice Conferences	T1 Lines	Voice Servers	Dialogic Hardware Needed for each Voice Server
12	1	1	D/240JCT-T1
24	1	1	D/480JCT-T1
48	2	1	2 x D/480JCT-T1
96	4	2	2 x D/480JCT-T1
192	8	4	2 x D/480JCT-T1

Table 1Sizing Recommendations for Voice Conversion Using T1

Table 2	Sizing Recommendations for Voice Conversion Using E1
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Concurrent Voice Conferences	E1 Lines	Voice Servers	Dialogic Hardware Needed for each Voic Server	
15	1	1	D/300JCT-E1	
30	1	1	D/300JCT-E1	
60	2	1	2 x D/600JCT-E1	
120	4	2	2 x D/600JCT-E1	
240	8	4	2 x D/600JCT-E1	

See Also: Oracle Collaboration Suite Deployment Guide for specific information on sizing requirements for your system

2.1.3 Network Requirements

The Oracle Real-Time Collaboration components perform load balancing as they handle communications between clients and servers. The Redirector determines which multiplexer or communication manager processes are available as it routes requests from clients. On the other hand, the multiplexer determines which Web Conferencing Server processes are available as it routes communications from and to the Web Conferencing clients.

You might also use a Load Balancer to manage processes handled by your Oracle Applications tier servers. If so, then keep the following considerations in mind:

• All systems behind the load balancer should have intranet-routable Internet protocol (IP) addresses and must be directly accessible from the Internet at least on the standard HTTP and HTTPS ports (80 and 443).

 If you use geographic load balancers, the load balancers for separating loads between geographic locations, then you must create Oracle Real-Time Collaboration clusters to partition the system based on geographical distribution.

Caution: Oracle Messenger also uses ports 5222 and 5223, which in some cases must be open to the Internet.

2.2 Hardware Requirements for Components of Oracle Voicemail & Fax

The typical hardware required for installing Oracle Voicemail & Fax is a Dell PowerEdge 2850 or similar with the following:

- Dual Central Processing Unit (CPU)
- 8 GB or more of RAM
- One of the following operating systems:
 - Microsoft Windows 2000 Server with Service Pack 4 (SP4)
 - Microsoft Windows 2003 Standard
 - Microsoft Windows XP

Note: Oracle Voicemail & Fax 10.1.2.4.1 cannot be installed on the same Applications tier as Oracle Real-Time Collaboration 10.1.2.

2.3 Software Requirements for Components of Oracle Real-Time Collaboration

Oracle Real-Time Collaboration uses a Document Conversion Server to convert Microsoft Office documents into HTML or other compatible formats for sharing during conferences. The server must either Microsoft Windows NT, Microsoft Office 2000, or Microsoft Office XP installed on it.

Oracle Real-Time Collaboration also uses a Voice Conversion Server to support streaming of voice data during conferences or playback of recorded conferences with voice data. The server requires Microsoft Windows 2000 Server SP4 or later, and Intel Dialogic System Software 5.1.1 SP1 or later.

See Also: *Oracle Collaboration Suite Deployment Guide* for details about required hardware and software

2.4 Software Requirements for Oracle Voicemail & Fax

Table 3 describes the software requirements for installing Oracle Voicemail & Fax.

Requirement	Description	
Oracle Management Agent	Ensure that Oracle Management Agent 10.2.0.2 is properly configured and running before you start the installation.	
	Refer to Oracle Enterprise Manager Advanced Configuration <i>Guide</i> for more information.	
Oracle Enterprise Management Grid Control	Make sure that Oracle Enterprise Management Grid Control 10.2.0.3 is used.	
Host Media Processing (HMP) Software	Host Media Processing (HMP) Software is third-party software from Intel. You can obtain it from Intel's Web site at http://www.intel.com	
	Oracle Voicemail & Fax 10.1.2.4.1 supports version 2.0 of Host Media Processing (HMP) Software.	
Oracle Mail	An instance of Oracle Mail must be configured and registered against the instance of Oracle Internet Directory that you want to associate with the current installation. This instance of Oracle Mail may or may not be configured on the same computer.	

 Table 3
 Software Requirements for Oracle Voicemail & Fax

3 Installing Oracle Real-Time Collaboration and Oracle Voicemail & Fax

This section explains the process of Oracle Real-Time Collaboration and Oracle Voicemail & Fax installation.

This section contains the following topics:

- First Few Screens of the Installation
- Oracle Voicemail & Fax Installation Screens

Note: During the installation, there are no screens specific to Oracle Real-Time Collaboration.

3.1 First Few Screens of the Installation

Table 4 lists the first few screens of the Oracle Real-Time Collaboration and theOracle Voicemail & Fax installations.

	Screen	Description		
1.	None	Start the installer:		
		1. Log in to the computer as a user who is a member of the Windows Administrators group.		
		2. Insert the Oracle Collaboration Suite DVD into the DVD-ROM drive.		
		If your computer supports the autorun feature, the installer launches automatically.		
		If your computer does not support the autorun feature, then double-click the setup.exe file.		
2.	Welcome	Click Next.		
3.	Specify File Locations	Path: Enter the full path of the Source directory, if required.		
		Name: Enter a name to identify this Oracle home. The name cannot contain spaces.		
		Example: OH_apptier_10_1_2		
		Destination Path: Enter the full path to the destination directory. If the directory does not exist, the installer creates it. If you want to create the directory beforehand, create it as the oracle user; do not create it as the member of the Windows Administrators group.		
		<pre>Example:C:\oracle\ovf_rtc_10_1_2</pre>		
		Click Next.		
4.	Product-specific Prerequisite Checks	Verify the information and click Next .		
5.	Language Selection	Select desired languages and click Next . For Oracle Voicemail & Fax, only English is supported.		
6.	Select Components to Configure	Select the components that you want to configure.		
		Any or all of the following components are displayed in the list:		
		Oracle Voicemail & Fax		
		RTC Document Conversion Server		
		 RTC Voice Conversion Server 		
		Oracle Real-Time Collaboration		
		Note: You <i>cannot</i> have RTC Voice Conversion Server and Oracle Voicemail & Fax components installed and running on the same computer.		

Table 4First Few Screens of the Installation

	Screen	Description
7.	Register with Oracle Internet Directory	Host: Enter the name of the computer where Oracle Internet Directory is running.
		Port: Enter the port number at which Oracle Internet Directory is listening. If you do not know the port number, refer to the Oracle Internet Directory entry in install/portlist.ini file of the Infrastructure installation.
		Use SSL to connect to Oracle Internet Directory: Do not select this. SSL connections to Oracle Internet Directory are not supported.
		Click Next.
8.	Specify UserName and Password for Oracle Internet Directory	Username: Enter the user name to connect to Oracle Internet Directory.
		Password: Enter the user's password.
		Click Next.
		Note: Use the cn=orcladmin user name if you are the Oracle Internet Directory superuser.
9.	OracleAS Metadata Repository	Database Connection String : Select the OracleAS Metadata Repository that you want to use for this Oracle Real-Time Collaboration and Oracle Voicemail & Fax instance. The installer will register this instance with the selected OracleAS Metadata Repository.
		Click Next.
10.	Specify Port Configuration Options	Select Automatic Port Selection if you want to use the default port configuration.
		To customize the configuration of the ports, select Manually Specify Ports , and deselect the components for which you want to configure ports.
11.	Specify Administrative Password and Instance Name	Instance Name: Specify the name of the OracleAS instance for the administrator accounts.
		Administrative Password: Specify the initial password for the Oracle Collaboration Suite administrator accounts.
		Confirm Password: Confirm the password.
		Click Next.

Table 4 (Cont.) First Few Screens of the Installation

3.2 Oracle Voicemail & Fax Installation Screens

Table 5 lists the screens specific to the Oracle Voicemail & Fax installation.

Step	Screen	Description		
1.	Oracle Voicemail & Fax Group Target Creation	This screen appears if this is the first Voicemail & Fax Application that you are installing (that is, the first Applications tier on which you are installing Oracle Voicemail & Fax).		
		The Oracle Voicemail & Fax group is the name of your Oracle Voicemail & Fax installation.		
		Click Next.		
2.	PBX-Application Cluster	A PBX-Application Cluster defines the relationship between a Private Branch Exchange (PBX) and one or more Voicemail & Fax Applications that are referred to as an application cluster.		
		You must associate the Voicemail & Fax Application with a PBX-Application Cluster.		
		Select Create a new PBX-Application Cluster or Use an existing PBX-Application Cluster.		
		Refer to <i>Oracle Voicemail & Fax</i> <i>Administrator's Guide</i> for more information about PBX-Application Clusters.		
		Click Next.		
3.	PBX-Cluster Creation	This screen appears if you selected Yes on the PBX-Application Cluster screen.		
		PBX-Cluster Application Name : Enter the name of the new PBX-Application Cluster.		
		Although you may assign any name to the PBX-Application Cluster, you may want to include the location of the PBX and the type of PBX in the name.		
		For example: SF_Nortel, Burlington_ Avaya, and UK_VOIP.		
		After you have completed installing Oracle Voicemail & Fax, use Oracle Enterprise Manager Grid Control to configure the PBX-Application Cluster.		
		Click Next.		

 Table 5
 Oracle Voicemail & Fax Installation Screens

Step	Screen	Description
4.	PBX-Cluster Selection	This screen appears if you selected No on the PBX-Application Cluster screen.
		This screen shows a list of PBX-Application Clusters in your Oracle Voicemail & Fax installation. You may assign the current Voicemail & Fax Application to any of the listed PBX-Application Clusters.
		After you have completed installing Oracle Voicemail & Fax, you can use Oracle Enterprise Manager Grid Control to change this configuration and associate the Voicemail & Fax Application with a different PBX-Application Cluster.
		Click Next.
5.	Specify SIP Server and Devices	The SIP Server is the digital PBX or call router for the system. Types of SIP Servers Oracle Voicemail & Fax can integrate with include Intel PBX IP Media Gateway (PIMG) and Cisco Call Manager (CCM).
		The number of devices is the number of simultaneous calls that the SIP server can accept. The maximum number is determined by the number of licenses acquired for the SIP server.
		Enter the SIP server's IP address, port number, and number of devices, then click Next .
6.	Summary	This screen shows the summary of the installation process.
		Click Install.

 Table 5 (Cont.)
 Oracle Voicemail & Fax Installation Screens

4 Performing Postinstallation Tasks

You must perform a few postinstallation tasks to ensure that the installed components function properly.

This section contains the following topics:

- Setting Up User Privileges to Allow Remote Operation of Batch Jobs
- Verifying the Installation of Oracle Voicemail & Fax
- Configuring a PBX-Application Cluster
- Changing the Domain Name

4.1 Setting Up User Privileges to Allow Remote Operation of Batch Jobs

To set up user privileges to allow remote operation of batch jobs, perform the following steps:

1. On the desktop, click Start, Settings, and then Control Panel.

- 2. In the Control Panel window, double-click **Administrative Tools** and then **Local Security Policy.**
- **3.** In the Local Security Settings window, double-click **Local Policies** and then **User Rights Assignments**.
- 4. In the right pane, double-click the Log on as a batch job policy.
- **5.** In the Local Security Policy Setting dialog box that appears, add the user who installed the Oracle software.

The added user now has the necessary privileges to perform remote batch jobs.

4.2 Verifying the Installation of Oracle Voicemail & Fax

When the installation completes, verify that you can access the Oracle Voicemail & Fax custom Oracle Enterprise Manager Grid Control pages.

Log in to Grid Control and select the Oracle Voicemail & Fax Group target whose name matches the one you entered during the interview phase of the install. If this is your first time accessing this target, then you will be prompted for Oracle Internet Directory login credentials to view these pages. Enter the Oracle Internet Directory user name and password. Leave the Save as Preferred Credential box selected. The Oracle Internet Directory user name can be cn=orcladmin, the Oracle Internet Directory superuser.

4.3 Configuring a PBX-Application Cluster

After installing Oracle Voicemail & Fax 10g Release 1 (10.1.2.4.1) in a new Oracle home, configure the PBX-Application Cluster that you created during the installation process.

For more information on configuring the PBX-Application Cluster, see "Configuring the PBX-Application Cluster" in Chapter 2 and "Configuring PBX-Application Clusters" in Chapter 3 of *Oracle Voicemail & Fax Administrator's Guide*.

4.4 Changing the Domain Name

When you install Oracle Voicemail & Fax, by default, oracle.com is assigned as the default domain name for the root group.You will change the default domain name of the root group to the domain name for your company.

To change the default domain name:

- **1.** From Enterprise Manager Grid Control, navigate to the Voicemail & Fax home page and click the **Administration** tab.
- 2. Click the Go To Task icon of the Manage Groups and Sites task.
- **3.** In the Manage Groups and Sites page, click the **root** group.
- **4.** On the Edit Group or Site page, change the Default Domain Name from oracle.com to the domain name for your company.
- 5. Click OK.

Note: If you have more than one domain, you will need to set the Default Domain Name property for each domain. Set this property for the group at the highest level in the hierarchy that includes all the users in that domain.

5 Upgrading Oracle Real-Time Collaboration and Oracle Voicemail & Fax

If you have an earlier version of Oracle Collaboration Suite, then you must upgrade it before you can perform the installation tasks.

This section contains the following topics:

- Upgrading the Document and Voice Conversion Servers for Oracle Real-Time Collaboration
- Upgrading to Oracle Voicemail & Fax 10g Release 1 (10.1.2.4.1)

5.1 Upgrading the Document and Voice Conversion Servers for Oracle Real-Time Collaboration

To upgrade the Document and Voice Conversion Server, you must install Oracle Real-Time Collaboration first.

Perform the following steps to upgrade a Document and Voice Conversion Server:

- Shut down the existing middle tiers configured with Oracle Web Conferencing and the Document and Voice Conversion Server. Ensure that the Oracle9*i*AS Infrastructure and Oracle Collaboration Suite Information Storage Database used by these middle tiers are up and running.
- 2. On the system running the Applications tier that is configured with the Document and Voice Conversion Server, run the following commands from the ORACLE_HOME/imeeting/bin directory:

\$ORACLE_HOME/imeeting/bin> imtctl
imctl > removeInstance

3. Using the Oracle Universal Installer for Oracle Collaboration Suite Release 2 (9.0.4.2), uninstall the Document and Voice Conversion Server.

See the *Oracle Collaboration Suite Installation and Configuration Guide* for Release 2 (9.0.4.1).

- **4.** Upgrade the Oracle Collaboration Suite Information Storage Database and the Oracle Collaboration Suite middle tiers according to the instructions in *Oracle Collaboration Suite Upgrade Guide*.
- 5. Stop the upgraded middle tiers (now called Applications tiers).
- **6.** Ensure that the upgraded Oracle Collaboration Suite Infrastructure 10.1.1.0.2 and the Oracle Collaboration Suite Database used by Oracle Real-Time Collaboration are up and running.
- 7. Ensure that you meet the installation requirements described in Section 2.
- **8.** Perform the steps in "Installing Oracle Real-Time Collaboration and Oracle Voicemail & Fax" to install 10g Release 1 (10.1.1.0.2) Document and Voice

Conversion Server using a new name, in a new Oracle home on the same system.

Note: If you have upgraded the middle tiers to 10g Release 1 (10.1.1.0.2) before performing the steps in this section, please review Appendix A, in *Oracle Real-Time Collaboration Administrator's Guide*.

5.2 Upgrading to Oracle Voicemail & Fax 10*g* Release 1 (10.1.2.4.1)

The following sections describe how to upgrade Oracle Voicemail & Fax from versions 9.0.4 and 10.1.2. Oracle Voicemail & Fax supports rolling Applications tier upgrades.

Note: Oracle recommends that you schedule the upgrade of your Applications tiers in stages rather than perform them all at the same time.

Note: Check MetaLink for the latest patches for Oracle Voicemail & Fax 10*g* Release 1.

To upgrade Oracle Voicemail & Fax, perform the steps in the following sections:

- Preparing to Upgrade Oracle Voicemail & Fax
- Performing an Oracle Voicemail & Fax upgrade from versions 9.0.4 or 10.1.2
- Verifying the Installation of Oracle Voicemail & Fax
- Configuring a PBX-Application Cluster
- Upgrading Sites and Users
- Restoring the Oracle Internet Directory Credentials in the Mail Store
- Mapping Attributes from Release 2 (9.0.4.2) to 10g Release 1 (10.1.2)
- Performing Additional Configuration Steps

5.2.1 Preparing to Upgrade Oracle Voicemail & Fax

If you are already using Oracle Enterprise Manager 10g Management Service, then upgrade it from 10.1.0.3 to 10.2.0.2.

Otherwise, install Oracle Enterprise Manager 10g (10.2.0.2) Management Service in your environment. Oracle Enterprise Manager 10g is required because you need it to manage Oracle Voicemail & Fax.

See Oracle Enterprise Manager Grid Control Installation and Basic Configuration.

5.2.2 Performing an Oracle Voicemail & Fax upgrade from versions 9.0.4 or 10.1.2 To upgrade Oracle Voicemail & Fax 10g Release 1 (10.1.2) into a new Oracle home:

1. Back up the Oracle home on the middle tier (or Applications tier) configured with Oracle Voicemail & Fax. You should already have backed up the

Oracle9*i*AS Infrastructure before upgrading it. You will use the process entries in the Release 2 (9.0.4.2) Oracle Internet Directory later to reconfigure the 10*g* Release 1 (10.1.2) Oracle Internet Directory objects.

2. Back up the sc_vsto.cfg file. Make a copy of the file and name it sc_ vsto.cfg.bak. A new sc_vsto.cfg file is re-created when you restart the system.

The sc_vsto.cfg file is located in the CT server container directory. By default, it is installed in C:\Documents and Settings\All Users\Application Data\Dialogic\CT Media\Containers. If it is not in the default location, check the value of HKEY_LOCAL_ MACHINE\\Software\\Dialogic\\CT Media\\2.0\\Server\\Environment\\LocalContainerPath in the Windows registry.

- **3.** Deinstall Oracle Voicemail & Fax using the Oracle Universal installer. To run the Oracle Universal Installer:
 - **a.** Log in to the computer as a user who is a member of the Windows Administrators group.
 - **b.** Insert the Oracle Collaboration Suite DVD into the DVD-ROM drive.

If your computer supports the autorun feature, the installer launches automatically.

If your computer does not support the autorun feature, then double-click the ${\tt setup.exe}$ file.

- 4. After deinstall has finished, delete the ORACLE_HOME directory tree using rmdir /s *directory name*.
- 5. Run Regedit and verify that any Oracle-related registry entries pertaining to your deinstalled ORACLE_HOME are gone. These entries are found under HKEY_LOCAL_MACHINE/Software/Oracle and HKEY_LOCAL_MACHINE/System/CurrentControlSet/Services. If the entries are not gone, remove them.
- **6.** Open Control Panel, then open System Properties and click the Advanced tab. Click **Environment Variables**, and remove any variables specific to your deinstalled ORACLE_HOME and any path entries pertaining to the deinstalled ORACLE_HOME.
- 7. If you have no other Oracle products on the computer, delete the %ProgramFiles%\Oracle folder.
- **8.** If an Oracle Management Agent version prior to 10.2.0.2 is already installed on the system, stop its processes and install Oracle Management Agent 10.2.0.2.

Otherwise, install Oracle Management Agent 10.2.0.2 in its own Oracle home on the system running Oracle Voicemail & Fax.

- 9. Remove any Oracle Internet Directory entries as follows:
 - **a.** Log in to Oracle Internet Directory as a super user.
 - **b.** Under cn=computers, cn=oraclecontext find the name of the computer on which Oracle Voicemail & Fax was running.
 - c. Remove the computer name and any entries under it.

- **10.** Remove any Oracle Enterprise Manager Grid Control targets as follows:
 - **a.** Log in to the Enterprise Manager console.
 - **b.** Under the Targets tab, find the name of the computer on which Oracle Voicemail & Fax was running.
 - **c.** Remove the computer name and any targets for services on that computer.
- **11.** Deinstall the NetMerge Converged Communications Server or CT Media Server.
- **12.** Deinstall any telephony boards that were used for Oracle Voicemail & Fax 10.1.2. These are not supported in Oracle Voicemail & Fax 10.1.2.4.1.
- **13.** Restart the computer so the Service Control Manager can pick up the new environment settings.
- **14.** Ensure that Oracle Management Agent is up and running.
- **15.** Update your computer to have the necessary pre-requisites described in Software Requirements for Oracle Voicemail & Fax.
- **16.** Follow the instructions in Installing Oracle Real-Time Collaboration and Oracle Voicemail & Fax and install Oracle Voicemail & Fax 10*g* Release 1 (10.1.2.4.1) in a new Oracle home.
- 17. Restart the Oracle Voicemail & Fax Applications tier.
- **18.** If this is the first Applications tier configured with Oracle Voicemail & Fax that you are upgrading, then upgrade your site and user data by following the procedure in Upgrading Sites and Users.
- **19.** If this is the last Applications tier configured with Oracle Voicemail & Fax that you are upgrading, restore the Oracle Internet Directory credentials in the mail store by following the procedure in Restoring the Oracle Internet Directory Credentials in the Mail Store.

Installing Additional Oracle Voicemail & Fax Applications Tiers

To upgrade additional Oracle Voicemail & Fax Applications tiers, repeat the steps in Performing an Oracle Voicemail & Fax upgrade from versions 9.0.4 or 10.1.2 on the systems running those Applications tiers. During the installation process, you can choose to create a new PBX-Application cluster. Or you can choose to use an existing PBX-Application Cluster if this Oracle Voicemail & Fax system will communicate with the same PBX as a previously installed Oracle Voicemail & Fax 10.1.2 Applications tier.

To reuse an existing PBX-Application Cluster, select the same PBX-Application Cluster that you created during the installation of the first Oracle Voicemail & Fax instance.

The SIP server and the port used in earlier installations are selected by default during subsequent installations. During installation, you can keep these same settings or change them as applicable to the Applications tier on which you are installing Oracle Voicemail & Fax.

5.2.3 Verifying the Installation of Oracle Voicemail & Fax

When the installation completes, verify that you can access the Oracle Voicemail & Fax custom Oracle Enterprise Manager Grid Control pages.

Log in to Grid Control and select the Oracle Voicemail & Fax Group target whose name matches the one you entered during the interview phase of the install. If this is your first time accessing this target, then you will be prompted for Oracle Internet Directory login credentials to view these pages. Enter the Oracle Internet Directory user name and password. Leave the Save as Preferred Credential box selected. The Oracle Internet Directory user name can be cn=orcladmin, the Oracle Internet Directory superuser.

5.2.4 Configuring a PBX-Application Cluster

After installing Oracle Voicemail & Fax 10g Release 1 (10.1.2.4.1) in a new Oracle home, configure the PBX-Application Cluster that you created during the installation process.

For more information on configuring a PBX-Application Cluster, see "Configuring the PBX-Application Cluster" in Chapter 2 and "Configuring PBX-Application Clusters" in Chapter 3 of *Oracle Voicemail & Fax Administrator's Guide*.

5.2.5 Upgrading Sites and Users

The term *site* is a new concept in Oracle Voicemail & Fax 10g Release 1 (10.1.2). A site is an extension of a Release 2 (9.0.4.2) group with a physical location assigned to it. It differs from a Release 2 (9.0.4.2) group because users belonging to the site must be assigned phone numbers that belong to that site. In Release 2 (9.0.4.2), there was no such restriction, and groups were not tied to a physical location or to phone numbers belonging to a physical location. Therefore, in Release 2 (9.0.4.2), you could have users with Chicago phone numbers and users with San Francisco phone numbers belonging to the same group. In 10g Release 1, the Chicago users would be in a separate group from the San Francisco users.

When upgrading from Release 2 (9.0.4.2) to 10g Release 1 (10.1.2.4.1), you must convert some Release 2 (9.0.4.2) groups to sites, and move all 9.0.4.2 users, based on their phone numbers, under the correct sites. Oracle Voicemail & Fax provides a tool, upgradeOVFGroupsAndUsers.bat, to accomplish this task. You can run this tool from any upgraded Oracle Voicemail & Fax Applications tier, but you cannot use Oracle Voicemail & Fax 10g Release 1 (10.1.2.4.1) until the upgrade tool has been run, and the users have been moved to the new sites and groups.

You first create a site input file and then run the upgrade script, providing the input file as a parameter.

Creating a Site Input File

The site input file contains information about the 9.0.4.2 groups that should be updated to sites and any additional information about these sites.

The format of this file is shown in the following example:

SiteName=hq.us.oracle.com
ExtensionLength=5
LocalNumDigits=10
PBXName=HQ Nortel
PBXConnectionType=SMDI
PhoneNumberSets=1650506????:1650607????:1650633????

In the preceding format:

SiteName is the name of the Release 2 (9.0.4.2) group to be converted to a site.

The value must be non-null and non-empty and correspond to a group that exists in Oracle Internet Directory.

• ExtensionLength is the length of all extensions at this site. This value allows users to identify their phone numbers using a shortened version of the full phone number.

The value must be non-null, non-empty and non-negative.

 LocalNumDigits is the number of digits in a local phone number for this site. This value is used by the system when announcing a caller's phone number. A shortened version of the phone number is used instead of specifying the whole international phone number.

The value must be non-negative. If not provided, the default value is 0.

PBXName is the name of the PBX-Application Cluster to which users at this site belong.

The value must be non-null and non-empty.

• PBXConnectionType is the integration type for this PBX-Application Cluster.

The value should be either SMDI or CTMedia. Any other values cause the script to display a warning, though the script will still run. The value must be non-null and non-empty. You can change these values later using the Enterprise Manager Grid Control console.

• PhoneNumberSets restricts the phone numbers that users belonging to this site and PBX-Application Cluster may have.

The value must be non-null and non-empty. The pattern may include digits, question marks (?), a hyphen (-), or an asterisk (*).

The asterisk (*) represents one or more digits and can only appear once at the end of the pattern, if at all. Hyphens (-) are used to prefix a phone number pattern to differentiate multiple PBXes connecting to the same server using a VoIP gateway. The question mark (?) represents a single digit and can appear anywhere in the pattern.

Repeat this information in the same file for all groups you want upgraded. Ensure that no group specified in the SiteName field is the parent of any other group in the file.

The upgrade tool performs validation checks according to the criteria specified for each field. If any validation check fails, the tool does not run.

Running the Group and User Upgrade Tool

To run the upgrade tool, enter the following command from the 10g Release 1 (10.1.2.4.1) Oracle home:

um\scripts\upgrade\upgradeOVFGroupsAndUsers.bat oracle_home site_input_file SiteChange UpgradeUsers QueryParent

In the preceding command:

• *oracle_home* is the Oracle home configured with Oracle Voicemail & Fax 10g Release 1 (10.1.2) Oracle home.

- *site_input_file* is the name of the file created in Creating a Site Input File. This file can be in any directory as long as you specify the full path and file name.
- SiteChange is a boolean argument that indicates whether the groups in the input file should actually be converted to sites. If this argument is true, then the following actions take place for each group in the site input file:
 - The group specified by SiteName is converted to a site, if it is not already a site, and the ExtensionLength and LocalNumDigits are set for this site.
 - A PBX-Application Cluster is created in Oracle Internet Directory, if it does not yet exist, with the specified PBXName. The Oracle Internet Directory object is created under the container cn=PBXes, cn=UMContainer, cn=Products, cn=OracleContext.
 - A PhoneNumberDescription object is created in Oracle Internet Directory under the container cn=Phone Numbers,cn=UMContainer,cn=Products,cn=OracleContext.

Note: Rerunning this tool with this argument set to true should not result in an error unless the name of the PBX-Application Cluster is changed.

• *UpgradeUsers* is a boolean argument that should be set to true if you want all users under the groups specified in the site input file to be upgraded from Release 2 (9.0.4.2) to 10g Release 1 (10.1.2).

For example, if the site input file contains one group, hq.us.oracle.com, then setting this argument to true instructs the tool to match each user under hq.us.oracle.com with the correct site based on his or her phone number. User objects under hq.us.oracle.com that have a phone number belonging to the hq.us.oracle.com site will remain in the same place in Oracle Internet Directory. User objects under hq.us.oracle.com that have a phone number that does not belong to hq.us.oracle.com will be moved under other sites in Oracle Internet Directory.

• *QueryParent* is a boolean argument similar to the UpgradeUsers flag. This flag is only relevant if the UpgradeUsers flag is also true. If this flag is set to true then the tool, in addition to upgrading users under the groups in the input file, will upgrade users belonging to the parents of those groups.

For instance, suppose the site input file contains one group, hq.us.oracle.com. If this flag is set to true, and the UpgradeUsers flag is also set to true, then the tool will look for users directly under the groups us.oracle.com, oracle.com, and com. It will then try to move each of these users to the right site.

For example, if the 10g Release 1 (10.1.2) Oracle home is c:\product\10.1.2\ocs_1, then the commands are:

cd c:\product\10.1.2\ocs_1
um\scripts\upgrade\upgradeOVFGroupsAndUsers.bat c:\product\10.1.2\ocs_1
siteinput.txt true true

5.2.5.1 Log Files for the Oracle Voicemail & Fax Site Upgrade Tool The tool logs messages to the file *ORACLE_HOME*\um\log\Verification\log.xml.

In addition, the tool produces error logs for users who cannot be moved to the correct site. There are two types of error logs, one for users under a site who cannot be matched to the correct site, and one for users who are matched to the correct site but cannot be moved to that site.

These logs files are located in the ORACLE_HOME\um\scripts directory and have a .error extension. For example, suppose you run the tool and see the following error log files:

hq.us.oracle.com.error

This file contains users under hq.us.oracle.com who cannot be matched to any existing site in the system. It could also include users for which there was an unexpected Oracle Internet Directory or configuration error.

oracle.com-hq.us.oracle.com.error

This file contains users who should have been moved from oracle.com to hq.us.oracle.com; however, an unexpected error occurred while moving these users.

Note: For each of the users in the .error files, you should check the *ORACLE_HOME*\um\log\Verification\log.xml for more detailed information.

You can rerun the tool after fixing any issues found in the error logs.

5.2.5.2 Changing the Domain Name When you install Oracle Voicemail & Fax, by default, oracle.com is assigned as the default domain name for the root group. You will need to change the default domain name of the root group to the domain name for your company.

To change the default domain name:

- **1.** From Enterprise Manager Grid Control, navigate to the Voicemail & Fax home page and click the **Administration** tab.
- 2. Click the Go To Task icon of the Manage Groups and Sites task.
- **3.** In the Manage Groups and Sites page, click the **root** group.
- **4.** On the Edit Group or Site page, change the Default Domain Name from oracle.com to the domain name for your company.
- 5. Click OK.

Note: If you have more than one domain, you will need to set the Default Domain Name property for each domain. Set this property fro the group at the highest level hierarchy that includes all users in that domain.

5.2.6 Restoring the Oracle Internet Directory Credentials in the Mail Store

Perform the steps in this section after the last Oracle Voicemail & Fax Applications tier is upgraded.

After the mail store was upgraded, you changed the Oracle Internet Directory access user name and password created by the 10g Release 1 (10.1.2) upgrade.

After the last Applications tier has been upgraded, reset the password for the 10*g* Release 1 (10.1.2) user name in Oracle Internet Directory using the Oracle Directory Manager tool. Then, restore the Oracle Internet Directory credentials in the mail store.

To reset the password in Oracle Internet Directory:

- **1.** Ensure that Oracle Internet Directory is running.
- **2.** Start Oracle Directory Manager by entering the following command from the Oracle Collaboration Suite 10g Infrastructure Oracle home:

bin/oidadmin

When prompted, enter the user name, password, and name of the server and port where Oracle Internet Directory is running. By default, the user name is cn=orcladmin and the port is 389.

- 3. Click Login. The Oracle Directory Manager appears.
- 4. In the navigator pane on the left side, locate the Entry Management tree item and click the plus (+) sign next to it to view its subcomponents. Repeat this step for the cn=OracleContext, cn=Products, cn=EMailServerContainer, cn=um_system and cn=MailStores tree items.
- **5.** Locate and expand the entry of the upgraded Oracle Collaboration Suite 10*g* Database hosting the mail store by its global database name. The entry has the form "cn=*db_global_name*".
- 6. Select the cn=emailisinstance entry. In the userpassword attribute field, enter a new password.
- 7. Click Apply.
- 8. Exit Oracle Directory Manager by selecting File, Exit.

To restore the Oracle Internet Directory credentials in the mail store:

- 1. Log into the upgraded mail store (now a Oracle Collaboration Suite 10g Database) as the es_mail user.
- **2.** At the SQL*Plus prompt, enter the following command:

In the preceding command:

- *infostore_db_global_name* is the global database name of the upgraded Oracle Collaboration Suite 10g Database.
- *password* is the password you created in Step 6.
- *ldaphost* is the name of the host where Oracle Internet Directory is running.
- *ldapport* is the port where the upgraded Oracle Internet Directory is running.

The following message appears:

PL/SQL Procedure successfully completed.

5.2.7 Mapping Attributes from Release 2 (9.0.4.2) to 10g Release 1 (10.1.2)

When you upgrade Oracle Voicemail & Fax, you must manually reconfigure the attributes in the 10g Release 1 (10.1.2) installation. Many of the attributes have been combined, or moved, or both to different objects.

Refer to *Oracle Voicemail & Fax Administrator's Guide* to understand how attributes can be set at a higher level to be inherited by child processes.

This section summarizes the names and locations of attributes in Oracle Voicemail & Fax Release 2 (9.0.4.2), and how they can be accessed in 10g Release 1 (10.1.2) using Oracle Enterprise Manager 10g Grid Control.

This section includes the following tables:

- Table 6, Mail Store Parameters
- Table 7, PBX Integration Parameters
- Table 8, General Oracle Internet Directory Process Parameters
- Table 9, Attendant Process Parameters
- Table 10, Routing Process Parameters
- Table 11, Recovery Process Parameters
- Table 12, MWI Process Parameters
- Table 13, Retrieval Process Parameters
- Table 14, Recording Process Parameters
- Table 15, SMDI Process Parameters
- Table 16, Group and User Parameters
- Table 17, Other Parameters

To find the Oracle Voicemail & Fax Release 2 (9.0.4.2) attribute in 10g Release 1 (10.1.2):

1. Use Enterprise Manager Grid Control to navigate to the page specified in the Page Name column.

Some properties can be set at more than one level in the Oracle Voicemail & Fax hierarchy. In these instances, two or more pages are listed where the parameter can be edited. The pages are listed, in order, from the higher to lower levels in the hierarchy.

2. In some instances, the parameter is found on the page specified in the Page Name column. However, in most instances, parameters are organized into categories on the page. Look for the 10*g* Release 1 (10.1.2) parameter under the category specified in the Parameter Category column.

If a 10g Release 1 (10.1.2) property can be edited at more than one level in the hierarchy, in most instances, the category under which you find the parameter will be the same.

For example, in Table 6, the Container_ORCL_WriteChunkSize parameter can be set at the Voicemail & Fax level on the Configure Global Process Settings page or at the Voicemail & Fax Application Level on the Voicemail & Fax

Administration page. On either page, the parameter is found under the Database Buffers category.

Table 6 summarizes the mappings of mail store parameters.

	Release 2 (9.0.4.2) sc_vsto.cfg	10 <i>g</i> Release 1 (10.1.2) Oracle Enterprise Manager Grid Control			
Name		Page Name		Parameter Category	
		1.	Configure Global Process Settings	Database Buffers	
		2.	Voicemail & Fax Application Administration		
Container_ORCL_ ReadChunkSize	sc_vsto.cfg	1.	Configure Global Process Settings	Database Buffers	
		2.	Voicemail & Fax Application Administration		
Container_ORCL_ ESNode	sc_vsto.cfg	1.	Set Global Pri- mary Outbox	Not applicable	
		2.	Set Voicemail & Fax Application Primary Outbox		
Container_ORCL_ PoolMin	sc_vsto.cfg	1.	Set Database Parameters	Not applicable	
		2.	Set Voicemail & Fax Application Collaboration Suite Database Parame- ters		
Container_ORCL_ PoolMax	sc_vsto.cfg	1.	Set Database Parameters	Not applicable	
		2.	Set Voicemail & Fax Application Collaboration Suite Database Parame- ters		
Container_ORCL_ DBPassword	sc_vsto.cfg	Set Pas	Application sword	Not applicable	
Container_ORCL_ DBUserID	sc_vsto.cfg	Do edi	es not need to be ted	Not applicable	
Container_ORCL_ DBConnect	sc_vsto.cfg	Do edi	es not need to be ted	Not applicable	
Container_ORCL_ DBName	sc_vsto.cfg	Do edi	es not need to be ted	Not applicable	
orclmailstoredn	multiple Oracle Internet	1.	Set Database Parameters	Not applicable	
	Directory process objects	2.	Set Voicemail & Fax Application Service List		

Table 6Mail Store Parameters

	Release 2	10 <i>g</i> Release 1 (10.1.2) Oracle Enterprise Manager Grid Control		
Name	(9.0.4.2)	Page Name	Parameter Category	
outboxDBs	Recovery Oracle Internet Directory object	No longer required.	Not applicable	

 Table 6 (Cont.)
 Mail Store Parameters

Table 7 summarizes the mappings of PBX integration parameters from Release 2 (9.0.4.2) to 10g Release 1 (10.1.2).

	Belease 2	10 <i>g</i> Release 1 (10.1.2) Oracle Enterprise Manager Grid Control		
Name	(9.0.4.2)	Page Name	Parameter Category	
orclumpbxconnec tiontype	multiple Oracle Internet Directory process objects	PBX-Application Cluster Administration	PBX Integration	
orclumsmdimonit orhost	multiple Oracle Internet Directory process objects	PBX-Application Cluster Administration	PBX Integration	
orclumsmdimonit orport	multiple Oracle Internet Directory process objects	PBX-Application Cluster Administration	PBX Integration	
orclumsmdimonit multiple Oracle ortimeout Internet Directory process objects		PBX-Application Cluster Administration	PBX Integration	

Table 7 PBX Integration Parameters

Table 8 summarizes the mappings of general Oracle Internet Directory process parameters from Release 2 (9.0.4.2) to 10g Release 1 (10.1.2).

	Release 2 (9.0.4.2)	10 <i>g</i> Release 1 (10.1.2) Oracle Enterprise Manager Grid Control			
Name		Pa	ge Name	Parameter Category	
MaxLogFileSize	multiple Oracle Internet	1.	Configure Global Process Settings	Log	
Directory process objects	Directory process objects	2.	Voicemail & Fax Application Administration		
		3.	Service Adminis- tration Page corre- sponding to Oracle Internet Directory object		

Table 8 General Oracle Internet Directory Process Parameters

	Polozco 2	10 <i>g</i> Release 1 (10.1.2) Oracle Enterprise Manager Grid Control			
Name	(9.0.4.2)	Pa	ge Name	Parameter Category	
NumLogFiles	multiple Oracle Internet	1.	Configure Global Process Settings	Log	
	Directory process objects	2.	Voicemail & Fax Application Administration		
		3.	Service Adminis- tration Page corre- sponding to Oracle Internet Directory object		
orclmailproclog level	multiple Oracle Internet	1.	Configure Global Process Settings	Log	
	Directory process objects	2.	Voicemail & Fax Application Administration		
		3.	Service Adminis- tration Page corre- sponding to Oracle Internet Directory object		
baseLogDirector Y	multiple Oracle Internet Directory process objects	Voi Ap Ad	cemail & Fax plication ministration	Log	
InstallRootCont ext	multiple Oracle Internet Directory process objects	Co: Prc	nfigure Global ocess Settings	Internet Directory	
UMRootContext	multiple Oracle Internet Directory process objects	1.	Configure Global Process Settings	Internet Directory	
		2.	Voicemail & Fax Application Administration Page		
		3.	Service Adminis- tration Page corre- sponding to Oracle Internet Directory object		
ESRootContext	multiple Oracle Internet	1.	Configure Global Process Settings	Internet Directory	
	Directory process objects	2.	Voicemail & Fax Application Administration		
		3.	Service Adminis- tration Page corre- sponding to Oracle Internet Directory object		

Table 8	(Cont.)	General Oracle Internet Director	v Process Parameters
	/		

	Belesse 2	10 <i>g</i> Release 1 (10.1.2) Oracle Enterprise Manager Grid Control			
Name	(9.0.4.2)	Pag	ge Name	Parameter Category	
orclumctapptime out	multiple Oracle Internet	1.	Configure Global Process Settings	Telephony Server	
	Directory process objects	2.	Voicemail & Fax Application Administration Page		
		3.	Service Adminis- tration Page corre- sponding to Oracle Internet Directory object		
orclumctservice name	multiple Oracle Internet Directory process objects	Ser Pag Ora Dir	vice Administration ge corresponding to acle Internet ectory object	Telephony Server	
orclumctgroupco nfig	multiple Oracle Internet Directory process objects	Ser Pag Ora Dir	vice Administration ge corresponding to acle Internet ectory object	Telephony Server	
orclumctprofile name	multiple Oracle Internet Directory process objects	1.	Configure Global Process Settings	Telephony Server	
		2.	Voicemail & Fax Application Administration		
		3.	Service Adminis- tration Page corre- sponding to Oracle Internet Directory object		
orclumctservern ame	multiple Oracle Internet Directory process objects	Voi Apj Adi	cemail & Fax plication ministration	Telephony Server	
orclummaxthread s	multiple Oracle Internet Directory process objects	Ser Pag Ora Dir	vice Administration ge corresponding to acle Internet ectory object	Telephony Server	
orclumldapquery timeout	multiple Oracle Internet	1.	Configure Global Process Settings	Internet Directory	
	Directory process objects	2.	Voicemail & Fax Application Administration		
		3.	Service Adminis- tration Page corre- sponding to Oracle Internet Directory object		

	Belease 2	10 <i>g</i> Release 1 (10.1.2) Oracle Enterprise Manager Grid Control			
Name	(9.0.4.2)	Pa	ge Name	Parameter Category	
orclumldappooli nitsize	multiple Oracle Internet	1.	Configure Global Process Settings	Internet Directory	
	Directory process objects	2.	Voicemail & Fax Application Administration		
		3.	Service Adminis- tration Page corre- sponding to Oracle Internet Directory object		
orclumldappoolm insize	multiple Oracle Internet	1.	Configure Global Process Settings	Internet Directory	
	Directory process objects	2.	Voicemail & Fax Application Administration		
		3.	Service Adminis- tration Page corre- sponding to Oracle Internet Directory object		
orclumldappoolm axsize	multiple Oracle Internet Directory process objects	1.	Configure Global Process Settings	Internet Directory	
		2.	Voicemail & Fax Application Administration		
		3.	Service Adminis- tration Page corre- sponding to Oracle Internet Directory object		
orclumldappools hrinkinterval	multiple Oracle Internet Directory process objects	1.	Configure Global Process Settings	Internet Directory	
		2.	Voicemail & Fax Application Administration		
		3.	Service Adminis- tration Page corre- sponding to Oracle Internet Directory object		
orclumldappooli ncrementsize	multiple Oracle Internet	1.	Configure Global Process Settings	Internet Directory	
	Directory process objects	2.	Voicemail & Fax Application Administration		
		3.	Service Adminis- tration Page corre- sponding to Oracle Internet Directory object		

Table 8	(Cont.)	General	Oracle Internet	Directory	Process	Parameters
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Table 9 summarizes the mappings of attendant process parameters from Release 2 (9.0.4.2) to 10g Release 1 (10.1.2).

Table 9 Attendant Process Parameters

Name	Release 2 (9.0.4.2)	10 <i>g</i> Release 1 (10.1.2) Oracle Enterprise Manager Grid Control
DefaultAttendantNBR	Attendant Oracle Internet Directory object	On the Manage Groups and Sites page, choose the Root group.

Table 10 summarizes the mappings of routing process parameters from Release 2 (9.0.4.2) to 10g Release 1 (10.1.2).

	Release 2 (9.0.4.2)	10 <i>g</i> Release 1 (10.1.2) Oracle Enterprise Manager Grid Control		
Name		Page Name	Parameter Category	
CallRoutingMap	Routing Oracle Internet Directory object	PBX-Application Cluster Administration	Interactive Voice Response (IVR)	
orclumportmap	Routing Oracle Internet Directory object	Routing Service Administration	General	

Table 10 Routing Process Parameters

Table 11 summarizes the mappings of recovery process parameters from Release 2 (9.0.4.2) to 10g Release 1 (10.1.2).

	Release 2	10g Ма	10 <i>g</i> Release 1 (10.1.2) Oracle Enterprise Manager Grid Control		
Name	(9.0.4.2)	Pag	ge Name	Parameter Category	
msgQueueLocati on	Recovery Oracle Internet Directory object	Voicemail & Fax Application Administration		Recovery Process	
sleepTime	Recovery Oracle Internet	1.	Configure Global Process Settings	Recovery Process	
	Directory object	2.	Recovery Service Administration		

Table 11 Recovery Process Parameters

Table 12 summarizes the mappings of MWI process parameters from Release 2 (9.0.4.2) to 10g Release 1 (10.1.2).

Table 12 MWI Process Parameters

	Release 2 (9.0.4.2)	10 <i>g</i> Release 1 (10.1.2) Oracle Enterprise Manager Grid Control		
Name		Page Name	Parameter Category	
SMDIMWISuffixS ize	MWI Oracle Internet Directory object	PBX-Application Cluster Administration	MWI Phone Number Conversion	

	Release 2 (9.0.4.2)	10 <i>g</i> Release 1 (10.1.2) Oracle Enterprise Manager Grid Control		
Name		Page Name	Parameter Category	
orclumphonenum berset	MWI Oracle Internet Directory object	PBX-Application Cluster Administration Page	Phone Numbers	
CTMediaSuffixS ize	MWI Oracle Internet Directory object	PBX-Application Cluster Administration Page	MWI Phone Number Conversion	

Table 12 (Cont.) MWI Process Parameters

Table 13 summarizes the mappings of retrieval process parameters from Release 2 (9.0.4.2) to 10g Release 1 (10.1.2).

	Release 2 (9.0.4.2)	10 <i>g</i> Release 1 (10.1.2) Oracle Enterprise Manager Grid Control		
Name		Page Name	Parameter Category	
maxPinDigits	Retrieval Oracle Internet Directory object	Manage Groups and Sites	Password Length	
minPinDigits	Retrieval Oracle Internet Directory object	Manage Groups and Sites	Password Length	

Table 13Retrieval Process Parameters

Table 14 summarizes the mappings of recording process parameters from Release 2 (9.0.4.2) to 10g Release 1 (10.1.2).

Name	Release 2 (9.0.4.2)	10 <i>g</i> Release 1 (10.1.2) Oracle Enterprise Manager Grid Control			
		Pa	ge Name	Parameter Category	
orclumldapgree Recording tingtimeout Oracle Internet Directory object	1.	Configure Global Process Settings	Recording Process		
	Directory object	2.	Voicemail & Fax Application Adminstration		
		3.	Recording Service Administration		
TruncateRecord ingMS	Recording Oracle Internet Directory object	PBX-Application Cluster Administration		Recording Process	

Table 14 Recording Process Parameters

Table 15 summarizes the mappings of SMDI process parameters from Release 2 (9.0.4.2) to 10g Release 1 (10.1.2).

	Belease 2	10 <i>g</i> Release 1 (10.1.2) Oracle Enterprise Manager Grid Control		
Name	(9.0.4.2)	Page Name	Parameter Category	
termMap	smdi.properties	SMDI Monitor Service Administration	SMDI	
serialport	smdi.properties	SMDI Monitor Service Administration	SMDI	
bps	smdi.properties	SMDI Monitor Service Administration	SMDI	
databits	smdi.properties	SMDI Monitor Service Administration	SMDI	
stopbits	smdi.properties	SMDI Monitor Service Administration	SMDI	
parity	smdi.properties	SMDI Monitor Service Administration	SMDI	
emulationType	smdi.properties	SMDI Monitor Service Administration	SMDI	
pingtime	smdi.properties	SMDI Monitor Service Administration	SMDI	
TCPPort	smdi.properties	SMDI Monitor Service Administration	SMDI	

Table 15SMDI Process Parameters

Table 16 summarizes the mappings of group and user process parameters from Release 2 (9.0.4.2) to 10*g* Release 1 (10.1.2).

Table 16Group and User Parameters

	Release 2	10 <i>g</i> Release 1 (10.1.2) Oracle Enterprise Manager Grid Control		
Name	(9.0.4.2)	Page Name	Parameter Category	
preferredLangu age	Group and User Oracle Internet Directory objects	Manage Groups and Sites	General	
		Manage Voicemail Account	Not Applicable	
MWIEnabled	Group and User Oracle Internet Directory objects	Manage Groups and Sites	General	
		Manage Voicemail Accounts	Not applicable	
orclumfaxinacc essallowed	Group and User Oracle Internet Directory objects	Manage Groups and Sites	Feature Access	
		Manage Voicemail Accounts	Not applicable	

	Release 2 (9.0.4.2)	10 <i>g</i> Release 1 (10.1.2) Oracle Enterprise Manager Grid Control		
Name		Page Name	Parameter Category	
orclumphoneacc G essallowed Us In Di ob	Group and User Oracle	Manage Groups and Sites	Feature Access	
	Internet Directory objects	Manage Voicemail Accounts		
orclumattendan textension	Group Oracle Internet Directory object	Manage Groups and Sites	General	
orcltimezone	Group Oracle Internet Directory object	Manage Groups and Sites	Site	
orclmailvoiceq uota	orclmailuse r Oracle Internet Directory object	Manage Voicemail Accounts	Not Applicable	

Table 16 (Cont.) Group and User Parameters

Table 17 summarizes the mappings of other parameters from Release 2 (9.0.4.2) to 10*g* Release 1 (10.1.2).

	Release 2 (9.0.4.2)	10 <i>g</i> Release 1 (10.1.2) Oracle Enterprise Manager Grid Control		
Name		Page Name	Parameter Category	
greetingCoderType	Recording, Retrieval Oracle Internet Directory objects	Manage Groups and Sites	Greeting	
messageCoderType	Recording, Retrieval Oracle Internet Directory objects	Manage Groups and Sites	Message	
defaultDomainName	multiple Oracle Internet Directory process objects	Manage Groups and Sites	General	
SiteContext	Recording Oracle Internet Directory object	No longer needed	Not applicable	
mailBoxMinLength	multiple Oracle Internet Directory process objects	Manage Groups and Sites	Look under the Site category for the Mailbox Extension Length parameter	

Table 17Other Parameters

	Pologog 2	10 <i>g</i> Release 1 (10.1.2) Oracle Enterprise Manager Grid Control		
Name	(9.0.4.2)	Page Name		Parameter Category
mailBoxMaxLength	multiple Oracle Internet Directory process objects	Manage Gro Sites	ups and	Look under the Site category for the Length of Local Phone Number parameter
vMailIdPrefixes	Fax, Recording, Retrieval Oracle Internet	 Manage and Site 	e Groups es	Telephone Number Translation Rules (for mailbox numbers)
	Directory objects	 PBX-Ap Cluster Admini Page 	plication stration	Telephone Number Translation Rules (for numbers passed to Oracle Voice Mail & Fax through PBX)
pbxNumPrefix	multiple Oracle Internet Directory process objects	PBX-Applica Cluster Adminstratio	ation on	Telephone Number Translation Rules
pbxNumLength	multiple Oracle Internet Directory process objects	PBX-Applica Cluster Adminstratio	ation on	Telephone Number Translation Rules
messageMaxLength	multiple Oracle Internet Directory process objects	Manage Gro Sites	oups and	Message
messageSilenceTim eout	multiple Oracle Internet Directory process objects	Manage Gro Sites	oups and	Message
greetingMaxLength	multiple Oracle Internet Directory process objects	Manage Gro Sites	oups and	Greeting
greetingSilenceTi meout	multiple Oracle Internet Directory process objects	Manage Gro Sites	oups and	Greeting
dirLookupMaxResul ts	Recording Oracle Internet Directory process object	Manage Gro Sites	oups and	Directory Lookup
dirLookupEnabled	cn=default_ domain,cn=um	Manage Gro Sites	oups and	Directory Lookup

Table 17 (Col	nt.) Other Parameters
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5.2.8 Performing Additional Configuration Steps

Refer to Chapters 2 and 3 of *Oracle Voicemail & Fax Administrator's Guide* for information on the additional configuration steps required.

Reconfiguring Customized Menu Settings

The Release 2 (9.0.4.2) menu is not compatible with the 10g Release 1 (10.1.2) menu. Therefore, if you customized the Release 2 (9.0.4.2) menu and you are upgrading to 10g Release 1 (10.1.2), then you will need to edit the 10g Release 1 (10.1.2) menus .xml file with the changes that were made to the Release 2 (9.0.4.2) menus .xml file. In both releases, this file is located in the *ORACLE_HOME*\um\xml directory.

For more information, see "Customizing Oracle Voicemail & Fax Menus" in Chapter 7 of the *Oracle Voicemail & Fax Administrator's Guide*.

6 Additional Resources

For more information, see these Oracle resources:

- Oracle Collaboration Suite Documentation Library CD-ROM
- Oracle Collaboration Suite platform-specific documentation on Oracle Collaboration Suite documentation CD-ROM

Printed documentation is available for sale in the Oracle Store at

http://oraclestore.oracle.com

You can also contact your Oracle representative to purchase printed documentation.

To download free release notes, installation documentation, white papers, or other collateral, visit Oracle Technology Network (OTN). You must register online before using OTN; registration is free and can be done at

http://www.oracle.com/technology/membership/

If you already have a user name and password for OTN, then you can go directly to the documentation section of OTN at

http://www.oracle.com/technology/documentation

6.1 Oracle Support Services

If you purchased Oracle Product Support, you can call Oracle Support Services for assistance. Oracle Support Services include phone assistance, version updates, and access to our service offerings. You have access to phone support 24 hours a day, 7 days a week. In the U.S.A., you can call Product Support at **1-800-223-1711**.

Make sure you have your CSI (CPU Support Identifier) number ready when you call. Keep the CSI number for your records, because it is your key to Oracle Support Services. The Oracle Store sends the CSI number to you in an e-mail alert when it processes your order. If you do not have your CSI number and you are in the U.S.A., you can look up your CSI number by accessing our online Order Tracker, which provides detailed order information. Go to the Oracle Store and click Order Tracker located above the top navigation bar.

For Oracle Support Services locations outside the U.S.A., call your local support center for information about how to access support. To find the local support center in your country, visit the Support Web Center at

http://www.oracle.com/support

At the Support Web Center you will find information about Oracle Support Services, such as:

- Contact information
- Instructions on how to access electronic services
- Helpful Web sites
- Support resources
- Oracle Support Portfolio
- Oracle Support Services news

With Oracle Product Support, you have round-the-clock access to Oracle*MetaLink*, the Oracle Support Services premier Web support offering. Oracle*MetaLink* offers you access to installation assistance, product documentation, and a technical solution knowledge base.

It has technical forums, where you can post questions about your Oracle products and receive answers from Oracle Technical Support Analysts and other Oracle users. The questions and answers remain posted for the benefit of all users.

Oracle*MetaLink* options include:

- Technical Assistance Request (TAR) access
- Patch downloads
- Bug database query access
- Product life-cycle information

You can access Oracle*MetaLink* at

http://metalink.oracle.com

6.2 Version Updates

If you do not have a currently supported license, you can purchase the most recent version of an Oracle product from the Oracle Store at

http://oraclestore.oracle.com

If you do have a currently supported license, you can place non-urgent requests for Version Update shipments through the iTAR feature on Oracle*MetaLink*. You will need to log the iTAR type as a U.S. Client Relations/Non-Technical Request.

You can also request Version Update shipments in the U.S.A. by calling Client Relations. When requesting a Version Update, provide the following information to the Client Relations Analyst:

- CSI number
- Contact information
- Platform

- Product name
- Shipping address
- Version number of the product

Outside the U.S.A., call your local Oracle Support Center.

6.3 Premium Services

For information about our Premium Services, including onsite support, Oracle*GOLD*, remote services, and upgrade packages, visit the Support Web Center at

http://www.oracle.com/support

or call your Support Sales Representative in the U.S.A. at 1-800-833-3536.

6.4 Quick Reference

Resource	Contact Information or Web Site
OracleMetaLink	http://metalink.oracle.com
Purchase additional products, full-use licenses, version updates, and documentation in the U.S.A.	http://oraclestore.oracle.co m
Access technical resources for developers	http://www.oracle.com/techno logy/index.html
Access all documentation	<pre>http://www.oracle.com/techno logy/documentation/collab.ht ml</pre>
Access information about technical support	http://www.oracle.com/suppor t
Locate local Oracle Support Centers outside the U.S.A.	http://www.oracle.com/suppor t
Locate local Oracle offices outside the U.S.A	http://www.oracle.com/global /index.html
Call Client Relations in the U.S.A.	1-800-223-1711
Speak with your sales representative in the U.S.A.	1-800-ORACLE-1
Obtain TTY access to technical support in the U.S.A.	1-800-446-2398

Oracle Collaboration Suite Oracle Voicemail & Fax and Oracle Web Conferencing Conversion Servers Installation and Upgrade Guide, 10g Release 1 (10.1.2.4.1) for Microsoft Windows B25470-04

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