UC for Enterprise (UCE) Application Platform UNIVERGE OW5000

Network Application Middleware

Installation Guide

NEC NEC Corporation

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1

Introduction

The UNIVERGE OW5000 Installation Guide provides the information you need to install the OW5000 Platform and related services and tools.

The following topics are included in this chapter:

Chapter Topics

- *UNIVERGE OW5000 Installation Guide*
- *How This Guide is Organized*

UNIVERGE OW5000 Installation Guide

OW5000 is a collaboration middleware allowing easy application development in which to communicate with the IP Telephony environment.

How This Guide is Organized

Chapter 1 Introduction — This chapter outlines how to use the manual including the organization and chapter layout of the UNIVERGE OW5000 Installation Guide.

Chapter 2 UNIVERGE OW5000 Platform — This chapter describes the installation of the OW5000 Platform and the OW5000 components.

Chapter 3 OW5000 Remote Call Control Service — This chapter describes the installation process of the Remote Call Control Service. Remote Call Control provides an interface to collaborate with Microsoft LCS/OCS.

Chapter 4 OW5000 Access Server — This chapter describes the installation process of the OW5000 Access Server. The OW5000 Access Server provides a SIP Presence interface.

Chapter 5 Log Viewer — This chapter describes the installation process of the Log Viewer. The Log Viewer allows an administrator to view events logged by other applications and to open log files to query, filter, and display their contents.

Chapter 6 DB Tool — This chapter describes the installation process of the DB Tool. The DB Tool provides a system administrator the capability to import and export data between the OW5000 databases and text files.

Chapter 7 IM Archive Viewer — This chapter describes how to manage the Instant Message archive files.

Appendix A Backup and Rollback Procedure

This chapter describes backup procedures when upgrading from an older version of the OW5000 to a newer version. This procedure allows you to revert back to the older version, if necessary.

Appendix B Microsoft SQL Server 2008 R2 Express Edition with Advanced Services

This chapter describes the procedures for installing and uninstalling the SQL 2008 R2 Express Server.

2

UNIVERGE OW5000 Platform

This chapter describes the installation process of the OW5000 Platform software.

The following topics are included in this chapter:

Chapter Topics

- *Before Installing OW5000 Platform*
- *Installing the OW5000 Platform*
- *OW5000 Platform License Activation*
- *Hardware Replacement Process (Asian and Russian Markets only)*
- *Uninstalling the OW5000 Platform*
- *Upgrading the OW5000 Platform from R2/R3*
- *Upgrading the OW5000 Platform from R4 and an Older Version of R5*

Before Installing OW5000 Platform

Requirements

Table 2-1 lists the requirements for the OW5000 system. For more information, refer to the UNIVERGE OW5000 Getting Started Guide.

Table 2-1 *Requirements for OW5000 System*

Requirement	Minimum Version/Size	Action
RAM	1 GB	Abort
HDD	10 GB	Abort
IIS	6.0	Abort
.NET Framework	3.5 SP1	Install .NET Framework 3.5
OS	Microsoft Windows Server 2003 Standard or Enterprise Edition, Microsoft Windows Server 2008 Standard or Enterprise Edition	Abort
ASP.NET registered in IIS	3.5	Register ASP.NET in IIS
Password for Services Logon User	Must not be blank	Abort
Network Interface Card	Must exist	Abort

Requisite Task before Installation

The requirements are different depending on the servers OS type which is installed for OW5000 Platform/Access Server. Perform the requisite tasks before the OW5000 Platform install by following the table below.

Table 2-2 *Requisite Components and Tasks*

Microsoft Windows Server 2003 and 2003 R2, x86/64			
Component	**Folder**	**Platform**	**AccessServer**
ASP .NET 3.5	Install from Windows feature	X	-
Microsoft Internet Information Server (IIS) 6.0, 7.0 or higher	Install from Windows feature	X	-
Windows PowerShell 1.0	(x86) \COMMON\PowerShell\x86\WindowsServer2003-KB926139-v2-x86-ENU.exe (x64) \COMMON\PowerShell\x64\WindowsServer2003.WindowsXP-KB926139-v2-x64-ENU.exe	X	-
SQL Sever 2008 R2 Express Edition with Advanced Services	(x86) \COMMON\MSSQL\x86\SQLEXPRADV_x86_ENU.exe (x64) \COMMON\MSSQL\x64\SQLEXPRADV_x64_ENU.exe	X	-
Microsoft Windows Installer 4.5	(x86) \COMMON\WindowsInstaller\x86\WindowsServer2003-KB942288-v4-x86.exe (x64) \COMMON\WindowsInstaller\x64\WindowsServer2003-KB942288-v4-x64.exe	X	-
.NET Framework 3.5 SP1	\COMMON\dotnetfx\dotnetfx35setup.exe	X	X

Microsoft Windows Server 2008 x86/x64			
Component	**Folder**	**Platform**	**AccessServer**
ASP .NET 3.5	Install from Server Manager	X	-
WCF Activation	Install from Server Manager	X	-
Microsoft Internet Information Server (IIS) 6.0, 7.0 or higher	Install from Server Manager	X	-

Microsoft Windows Server 2008 x86/x64			
Component	Folder	Platform	AccessServer
Windows PowerShell 1.0	Install from Server Manager	X	-
SQL Sever 2008 R2 Express Edition with Advanced Services	(x86) \COMMON\MSSQL\x86\SQLEXPRADV_x86_ENU.exe (x64) \COMMON\MSSQL\x64\SQLEXPRADV_x64_ENU.exe	X	-
Microsoft Windows Installer 4.5	Install from Server Manager	X	-
.NET Framework 3.5 SP1	\COMMON\dotnetfx\dotnetfx35setup.exe	X	

Microsoft Windows Server 2008 R2			
Component	Folder	Platform	AccessServer
ASP .NET 3.5	Install from Server Manager	X	-
WCF Activation	Install from Server Manager	X	-
Microsoft Internet Information Server (IIS) 6.0, 7.0 or higher	Install from Server Manager	X	-
Windows PowerShell 1.0	Install from Server Manager	X	-
SQL Sever 2008 R2 Express Edition with Advanced Services	(x86) \COMMON\MSSQL\x86\SQLEXPRADV_x86_ENU.exe (x64) \COMMON\MSSQL\x64\SQLEXPRADV_x64_ENU.exe	X	-
Microsoft Windows Installer 4.5	Install from Server Manager	X	-
.NET Framework 3.5 SP1	Install from Server Manager	X	X

Before installing the OW5000 Platform, ensure the following procedures have been completed (# 1 thru # 8):

1 Administrator Rights

You must be logged into an account that has Administrator rights for the machine. The account must have a password.

2 IIS and ASP.NET

Ensure Microsoft Internet Information Services (IIS) 6.0 or later and ASP.NET have been installed. This can be done using the following steps:

Microsoft Windows Server 2003 (or 2003 R2)

Step 1 From the **Start** menu, select **Control Panel > Add or Remove Programs > Add/Remove Windows Components > Application Server**.

Step 2 Click the check box next to Application Server to select and then click the **Details** button.

Step 3 Confirm that **ASP.NET** and **Internet Information Services (IIS)** are checked properly.

Step 4 Click **OK**.

Step 5 Click **Next**. The IIS/ASP.NET installation will start.

Step 6 When the install is complete, click **Finish**.

Microsoft Windows Server 2008

Step 1 From the **Start** menu, select **Control Panel > Administrative Tools > Server Manager**.

Step 2 Click **Add Roles** and check **Web Server (IIS)** in the Select Server Roles page and then click **Install**. **Web Server (IIS)** displays in the Roles list.

Microsoft Windows Server 2008 R2

Step 1 From the **Start** menu, select **Control Panel > Administrative Tools > Server Manager**.

Step 2 Click **Add Role**. The Add Role Wizard starts.

Step 3 Click **Next** and check **Web Server (IIS)**.

Step 4 Click **Next** on this page and **Next** again on the following page. A Select Role Service dialog box displays.

Step 5 Select **ASP.NET**. A required services page displays.

Step 6 Click **Add required services**.

Step 7 .**NET Extensibility**, **ISAPI Extension**, and **ISAPI Filte**r will be checked. Click **Next** and then click **Install**.

Step 8 When the installation is complete, click **Finish**.

3 .NET Framework 3.5 SP1

Step 1 Place the UCE 2010 Disk 1 DVD into the DVD-ROM drive.

Step 2 From the **Prerequisites** menu, select the **.NET Framework 3.5 SP1** link to launch the installer.

Step 3 Click **OK**.

Step 4 Select **Agree** on the License Agreement page and then click **Install**.

Microsoft Windows Server 2008 R2

Step 1 From the **Start** menu, select **Control Panel > Administrative Tools > Server Manager**.

Step 2 Click **Add Role**. The Add Role Wizard starts.

Step 3 Click **Next** and check **Application Server**. Click **Next** on this page and **Next** again on the following page. A Select Role Service dialog box will display.

Step 4 Confirm **.NET Framework 3.5.1** is checked.

Step 5 Click **Next** and then click **Install**.

Step 6 When the installation is complete, click **Finish**.

4 Windows PowerShell (1.0)

Microsoft Windows Server 2003 (or 2003 R2)

Step 1 Place the UCE 2010 Disk 1 DVD into the DVD-ROM drive.

Step 2 From the **Prerequisites** menu, select a link to launch the installer for either the 32-bit or 64-bit version of **PowerShell 1.0**, as required by your hardware.

Step 3 Click **OK**.

Step 4 Select **Agree** on the License Agreement page and then click **Install**.

Microsoft Windows Server 2008

Step 1 From the **Start** menu, select **Control Panel > Administrative Tools** > **Server Manager**.

Step 2 Click **Add Features** and check **Windows PowerShell** in the Select Features page and then click **Install**. Windows PowerShell displays in the Features list.

5 Microsoft Windows Installer 4.5 (Microsoft Windows Server 2003 only)

Step 1 Place the UCE 2010 Disk 1 DVD into the DVD-ROM drive.

Step 2 From the **Prerequisites** menu, select the link to launch the installer for either the 32-bit or 64-bit version of **Windows Installer 4.5** for Windows Server 2003, as required by your hardware.

Step 3 Click **OK**.

Step 4 Select **Agree** on the License Agreement page and then click **Install**.

6 Microsoft SQL Server 2005/2008

Microsoft SQL Server 2005/2008 must be installed and configured before installing the OW5000 Platform.

Refer to "Microsoft SQL Server 2008 R2 Express Edition with Advanced Services" on page B-1.

7 Install WCF Activation

Step 1 From the **Start** menu, select **Administrative Tools > Server Manager**.

Step 2 Click **Add Features**, expand .NET Framework 3.0 Features and check **WCF Activation** in the **Select Features** page and then click **Install**.

Only Microsoft Windows Server 2008 requires this installation.

Step 3 When the installation is complete, click **Close**.

8 Windows Update

Step 1 Execute a Windows Update after the installation to keep the environment up to date.

Installing the OW5000 Platform

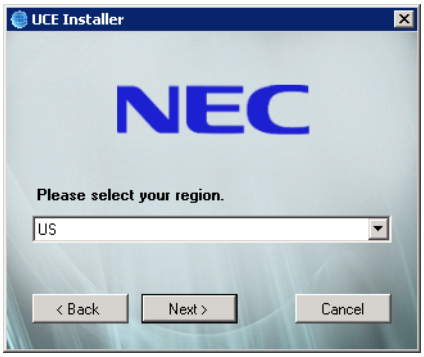
Use the following steps to install the OW5000 Platform software.

Step 1 Place the UCE DVD into the computer's **DVD-ROM** drive. On most computers Autorun automatically starts the installation when you load the DVD. If Autorun is not enabled on the computer, you must do the following:

—After placing the **UCE DVD** into the computer's **DVD-ROM** drive, open Windows Explorer and double-click the **DVD-ROM drive icon**.

—In the **DVD-ROM** file list, double-click the **Setup.exe** file. Figure 2-1 displays.

Figure 2-1 *UCE Installer—Region dialog box*



Step 2 Select the region from the drop-down list and click **Next**. Figure 2-2 displays.

NOTE *If you select US version, this region dialog does not display but an UCE application menu displays.*

Figure 2-2 *UCE Application Platform Menu*

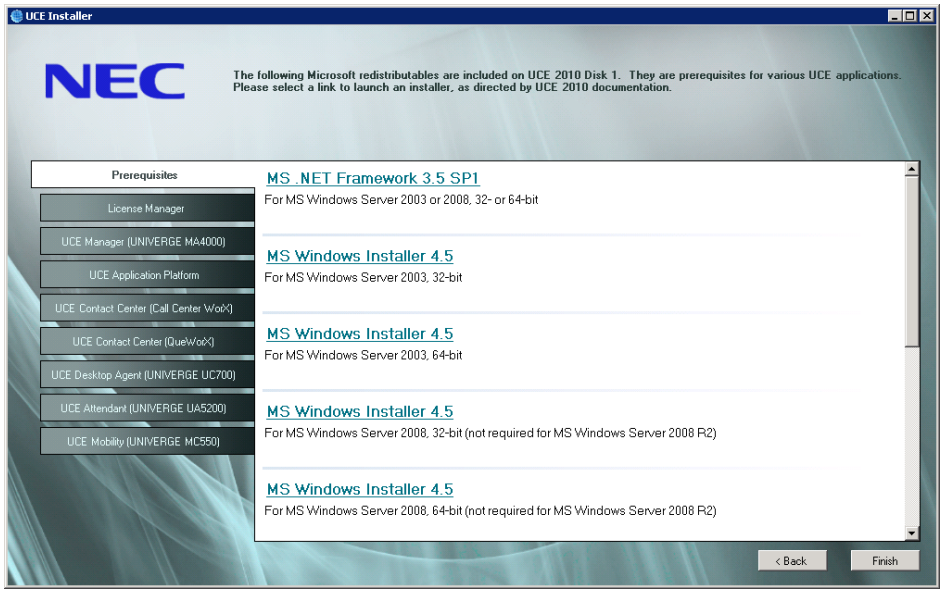


Table 2-3 *Sales Regions*

Japan	United States	Europe	Australia	Asia (Other)
Selectable PBX Type				
UNIVERGE SV7000	UNIVERGE SV7000	UNIVERGE SV7000	UNIVERGE SV7000	UNIVERGE SV7000
UNIVERGE SV7000 TypeSS	UNIVERGE SV7000 MPS		UNIVERGE SV7000 MPS	UNIVERGE SV7000 MPS
UNIVERGE APEX7600i	UNIVERGE NEAX2400 IPX		UNIVERGE NEAX2400 IPX	UNIVERGE NEAX2400 IPX
UNIVERGE APEX3600i	UNIVERGE NEAX2000 IPS	UNIVERGE NEAX2000 IPS	UNIVERGE NEAX2000 IPS	UNIVERGE NEAX2000 IPS
	NEAX 2400 IMS - Internal			
UNIVERGE SV8300	UNIVERGE SV8300	UNIVERGE SV8300	UNIVERGE SV8300	UNIVERGE SV8300
UNIVERGE SV8500	UNIVERGE SV8500	UNIVERGE SV8500	UNIVERGE SV8500	UNIVERGE SV8500

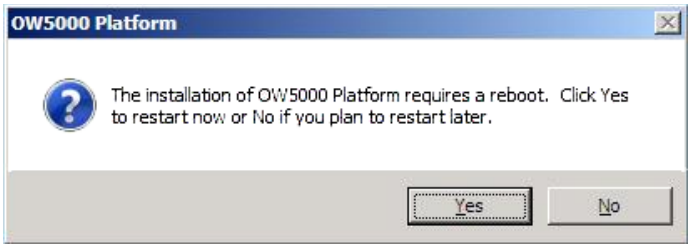
NOTE *Display items are different based on the region.*

NOTE *Japan region is set automatically in Step 2, so Japan is not displayed in Step3 (the drop-down region list.*

Step 3 From the UCE Application Platform menu (Figure 2-2), select a link to launch the installer for the OW5000 Platform.

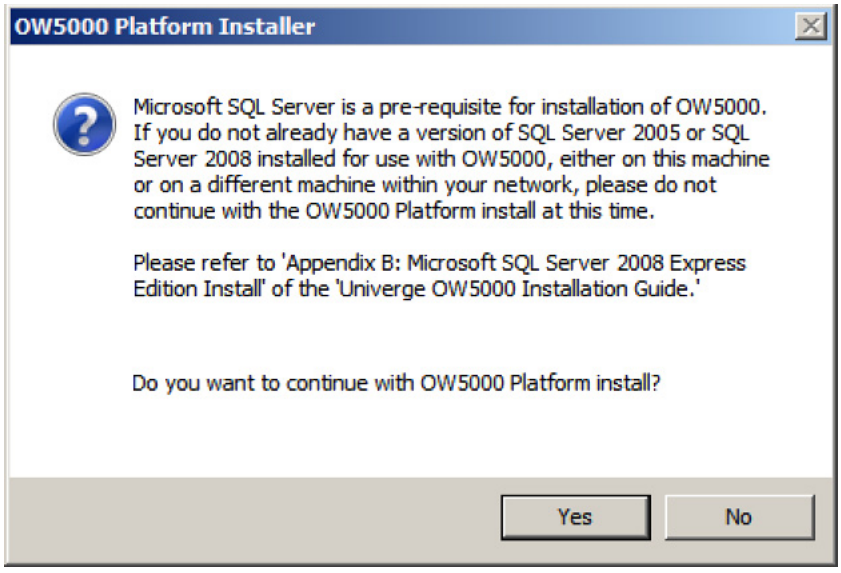
Step 4 If Microsoft Windows Installer 4.5, a pre-requisite for OW5000 Platform, has not yet been installed, it will be installed automatically at this time. If applicable, when the installation of Windows Installer 4.5 completes, an OW5000 Platform message displays.

Figure 2-3 Microsoft Windows Installer 4.5 Prompt



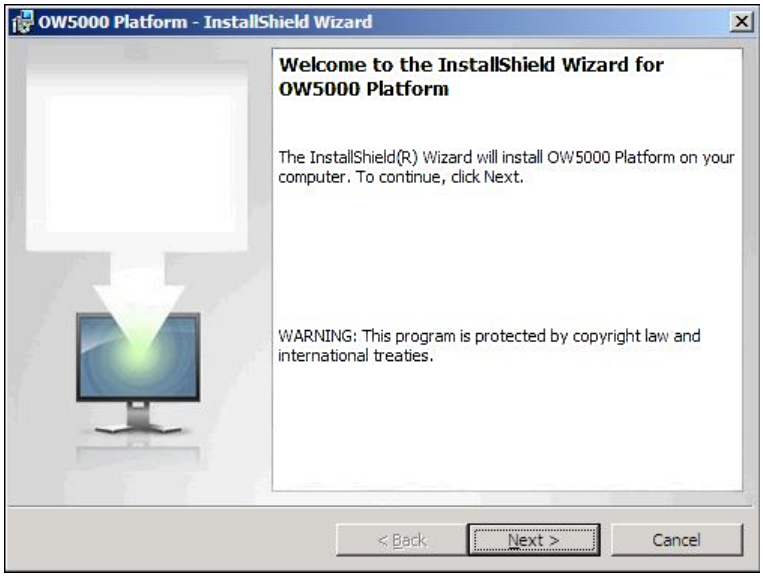
Step 5 Click **Yes** to reboot the machine, then restart the OW5000 Platform installation.

Figure 2-4 *OW5000 Platform Installer dialog box*



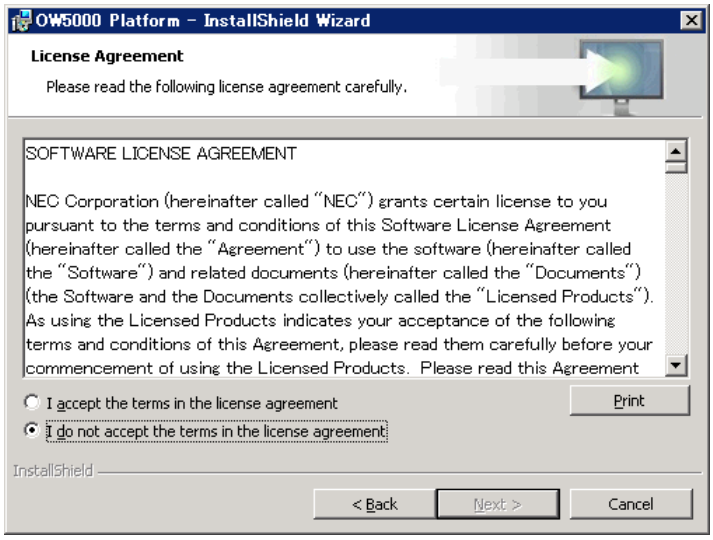
Step 6 Click **Yes** and then click **Next**. A Welcome dialog box displays (Figure 2-5).

Figure 2-5 *Welcome Dialog box*



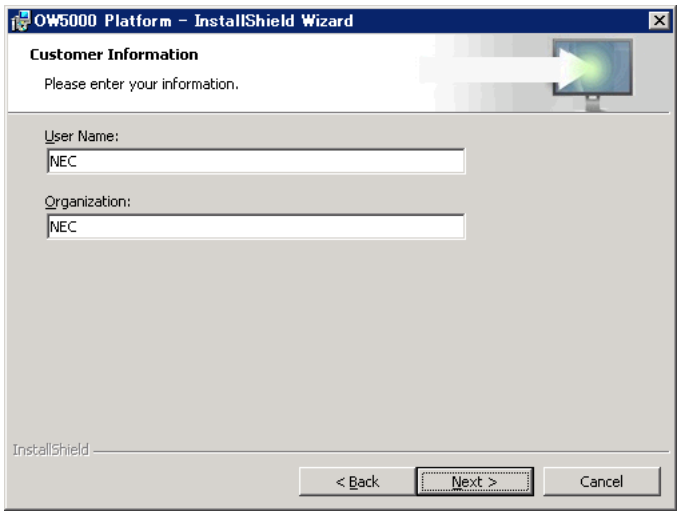
Step 7 Click **Next**. A Software License Agreement dialog box displays.

Figure 2-6 *Software License Agreement dialog box ?replace*



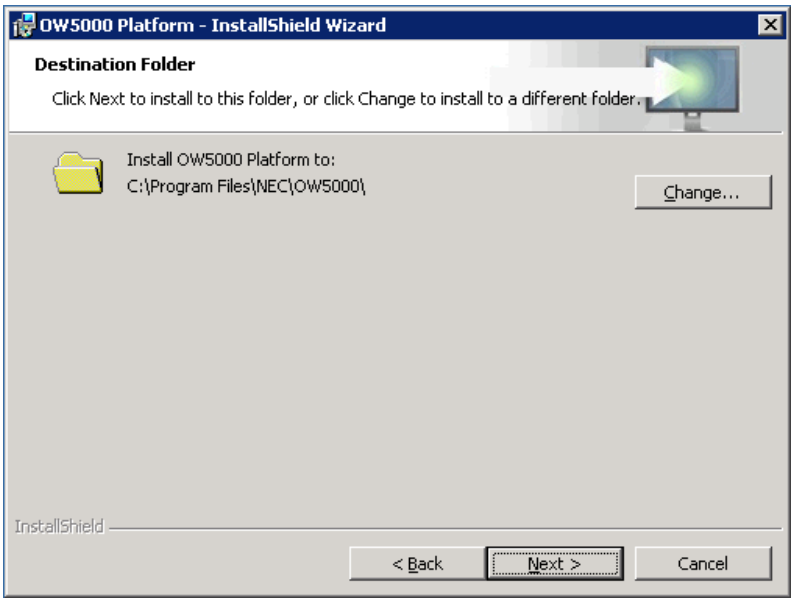
Step 8 Read the software license agreement in the list box and click **I accept the terms in the license agreement** and then click **Next**. A Customer Information dialog box displays (Figure 2-7).

Figure 2-7 *Customer Information dialog box*



Step 9 Enter your **User Name** and **Organization** name in the text box fields and click **Next**. An Installation Destination dialog box displays (Figure 2-8).

Figure 2-8 *Installation Destination Folder dialog box*

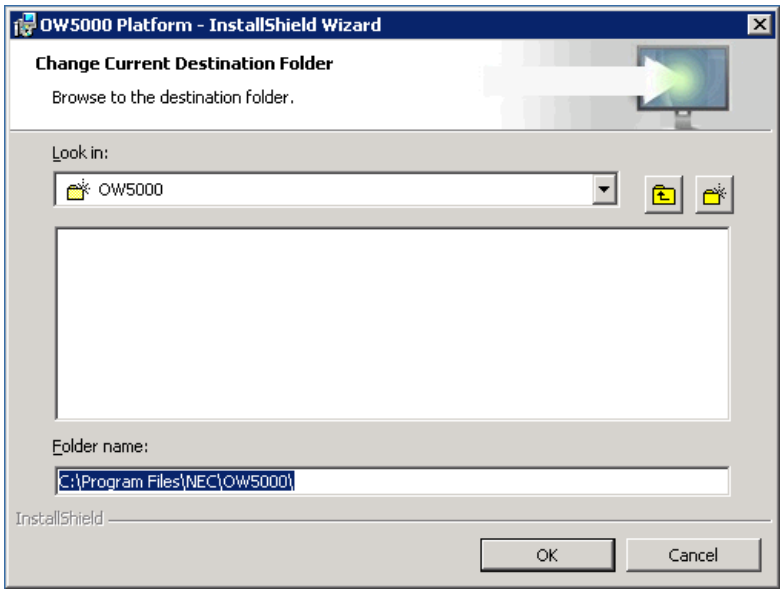


Step 10 Do one of the following:

—To install to the default folder, click **Next.**

—To select a different location, click **Change**. A Change Current Destination Location dialog box displays (Figure 2-9).

Figure 2-9 *Change Current Destination Location dialog box*



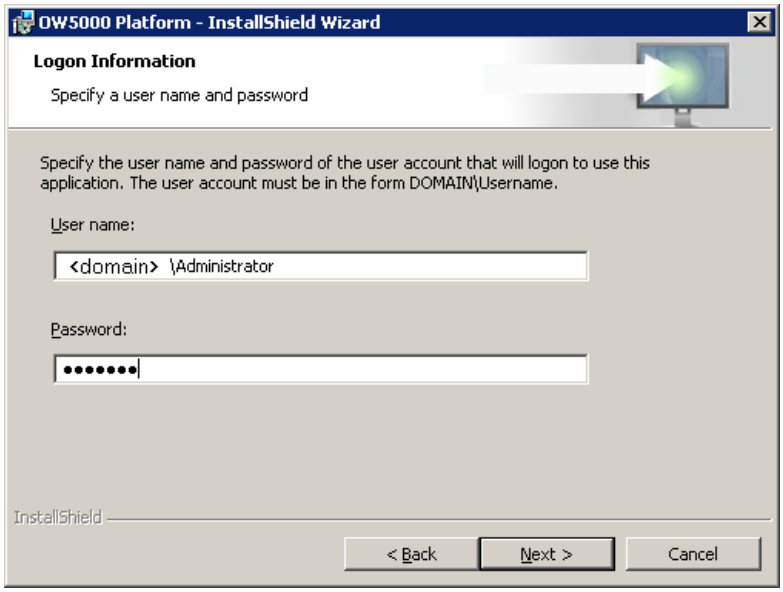
Step 11 Do one of the following:

—select the desired folder from the drop-down list.

—create a new folder by clicking the new folder icon to save to a different location.

Step 12 Click **OK**. A User Name / Password dialog box displays (Figure 2-10).

Figure 2-10 *User Name / Password dialog box*



Step 13 Enter the **User name**.

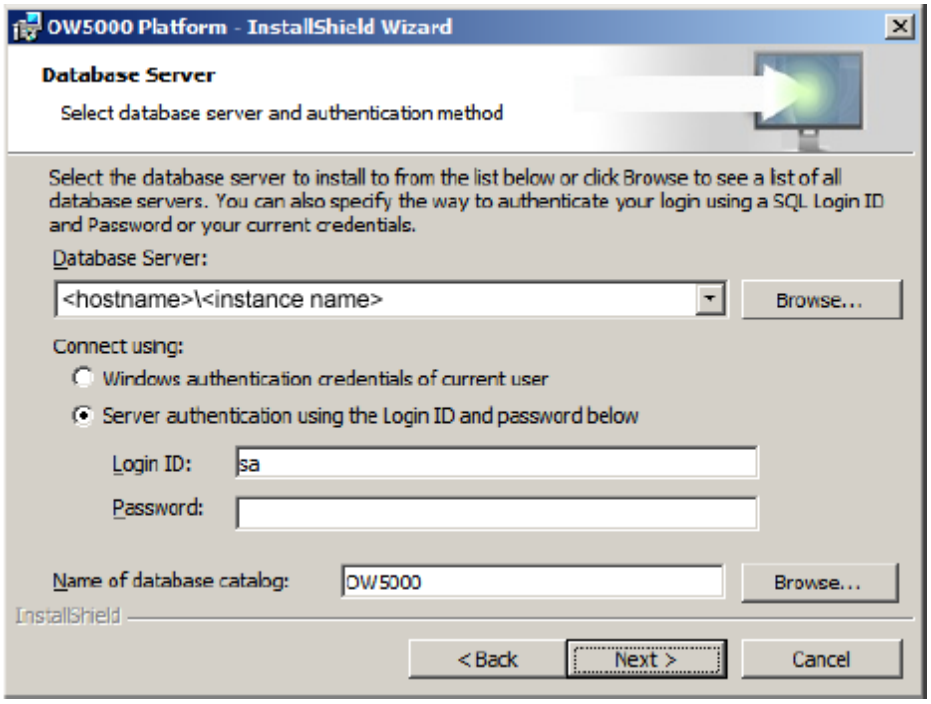
The **User ID** format is **domain\User ID** or **UserID** if the account is on the local machine. This User ID must have administrator rights on the target machine.

Step 14 Enter the **Password**. The password is used to run under the User ID account of the related service. The Password field cannot be blank.

Selecting an SQL Server from an Existing Database

Step 1 To select an SQL server from an existing database, click **Next** from the "User Name / Password dialog box" on page 2-12. A Database Server dialog box displays (Figure 2-11).

Figure 2-11 *Database Server dialog box*



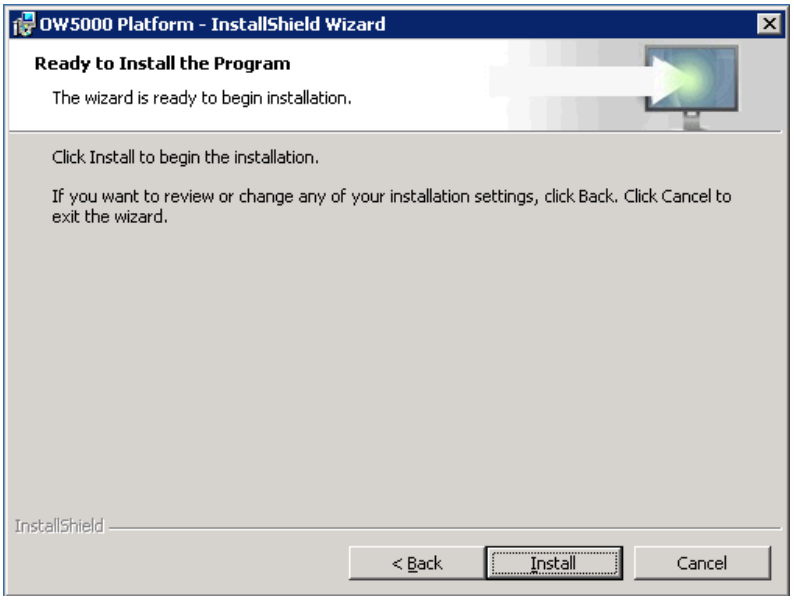
Step 2 Specify the **Database Server** (<hostname>\<instance name>) where the SQL database resides. By default, this will display the hostname of the local machine (where you are installing OW5000), but if the SQL database resides on a different machine, you must Browse to the correct instance.

Step 3 Select **Server authentication….** and then enter the password assigned at the "Database Engine Configuration dialog box" on page B-6.

Step 4 Accept the default value of OW5000 for the **Name of database catalog** field.

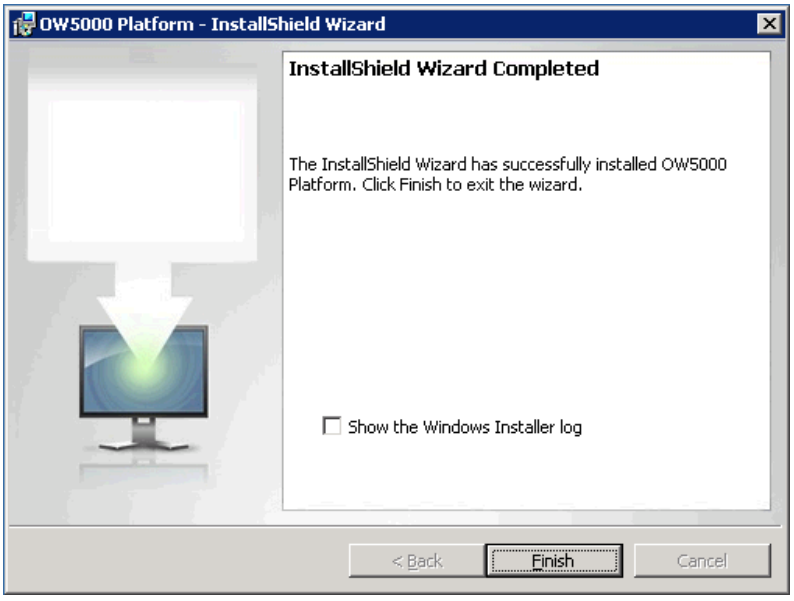
Step 5 Click **Next**. An Installing OW5000 Platform dialog box displays (Figure 2-12).

Figure 2-12 *Installing OW5000 Platform dialog box*



Step 6 Click **Install**. An installing dialog box displays briefly and then an Installation Complete dialog box displays (Figure 2-13).

Figure 2-13 *Installation Complete dialog box*



Step 7 Select **Finish** to complete the installation.

Step 8 Register the license in OW5000. Refer to the *OW5000 Platform License Activation* section for details.

NOTE

OW5000 Platform works 30 days after installation without any license activation. The Expired date is displayed in OW5000 Administrator.

OW5000 Platform License Activation

There are two software license activation systems:

—US, Australia, Europe
License Manager Client

—Asia, Russian
Software License Activation Center

The following topics are included in this section.

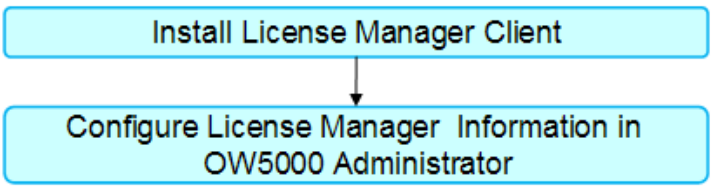
- *US, Australia, and European Market*
- *Asian and Russian Markets*

US, Australia, and European Market

Follow the steps below to activate the OW5000 Platform.

To get the valid serial number and activation key, please access the Software.

Activation Flow



Installing License Manager

Refer to the License Manager Client Operations Guide for details on the installation and configuration steps. Documentation is in the License Manager section on the UCE DVD.

NOTE

License Manager is used for the PBX and other applications. If the system has already installed the License Manager, an extra License Manager is not required; OW5000 can also use it.

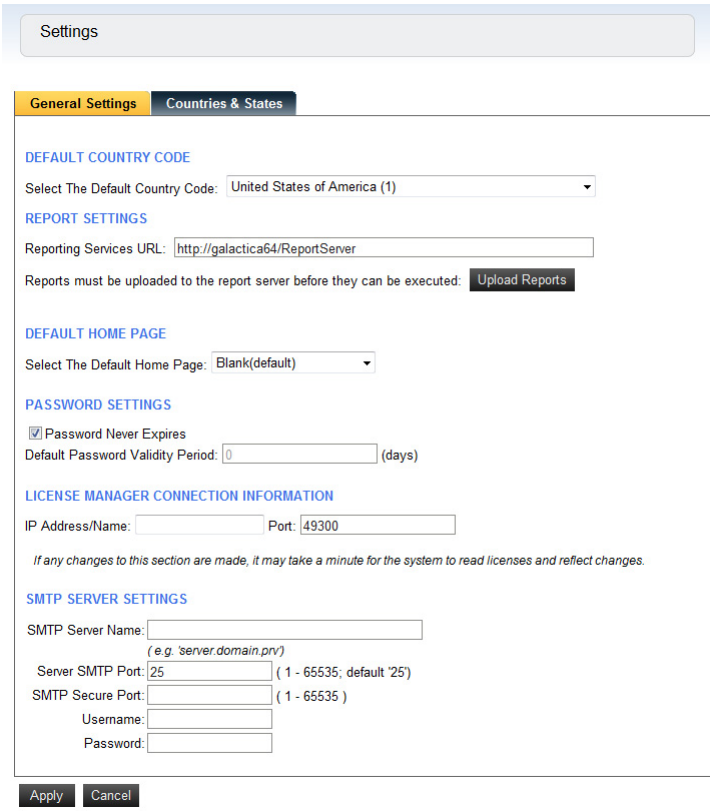
Configuring License Manager Information in OW5000 Administrator

Follow the steps below to configure the License Manager information into the OW5000 Administrator.

Step 1 Open OW5000 Administrator from **Start > All Programs > NEC OW5000 > Runtime Platform > OW5000 Administrator** and then login to the system.

Step 2 Click **OW5000 > Settings** to set the License Manager server IP Address/ Name and port number in the LICENSE MANAGER CONNECTION INFORMATION field. 49300 is treated as the default port number.

Figure 2-14 *License Manager Settings*



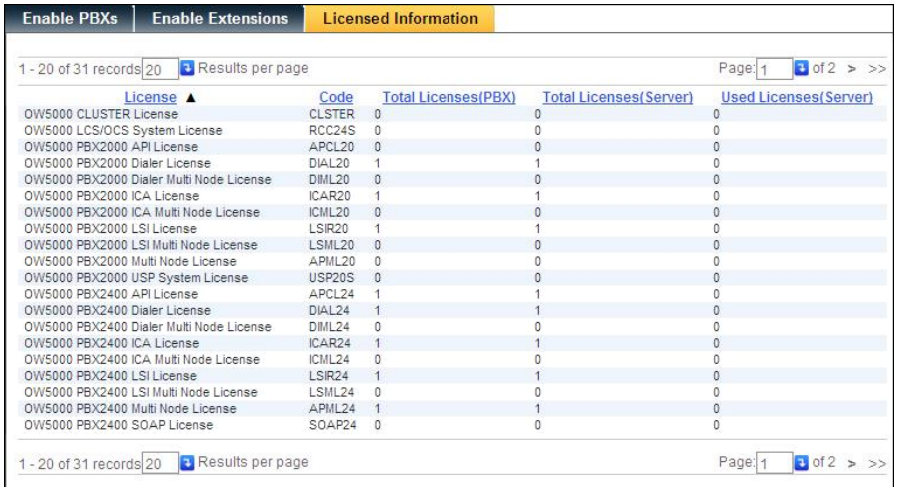
Confirming the Installed License

Follow the steps below to confirm the installed license.

Step 1 Open OW5000 Administrator from **Start > All Programs > NEC OW5000 > Runtime Platform > OW5000 Administrator** and then login to the system.

Step 2 Click **OW5000 > Platform > Licenses > Licensed Information** tab to confirm the down-loaded license information.

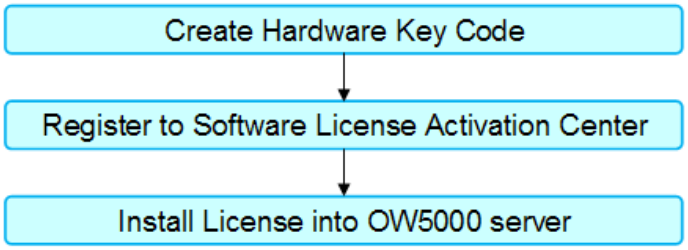
Figure 2-15 *Licensed Information (Confirmation)*



Asian and Russian Market

Follow the steps below to activate the OW5000 Platform.

Activation Flow



Creating a Hardware Key Code File

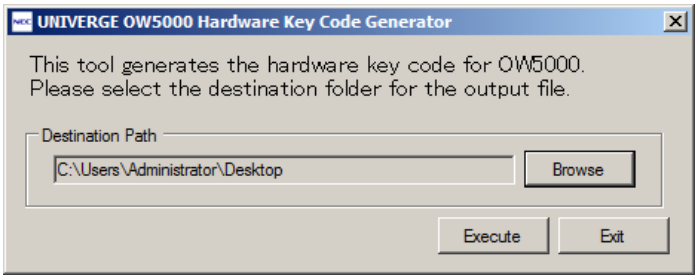
Follow the steps below to create a Hardware Key Code File.

Step 1 Place the OW5000 DVD into the computer's DVD-ROM drive while holding down the **Shift** key.

Step 2 Run HardWareKeyGenerator.exe from the **Start** menu (DVD-ROM drive)\ LicenseTool\HardWareKeyGenerator.exe

Step 3 Click **OK**. Figure 2-16 displays.

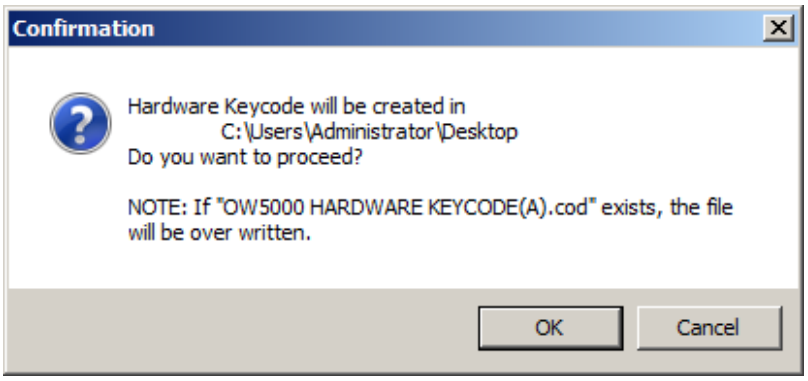
Figure 2-16 *Hardware Key Code Generator*



Step 4 If a different destination path is used, click **Browse** and select the proper folder to be exported.

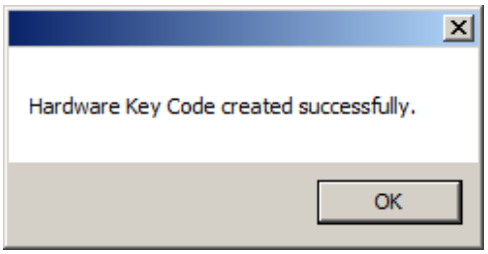
Step 5 Click **Execute**. Figure 2-17 displays.

Figure 2-17 *Confirming the File Path dialog box*



Step 6 Click **OK**. An OW5000 HARDWARE KEY CODE(A).cod is created in the folder.

Figure 2-18 Hardware Key Code Confirmation dialog box



Step 7 Click **OK** and then click **Exit**.

Registering to the Software License Activation Center

Step 1 Login to the Software License Activation Center:
http://www.bcom.nec.co.jp/sla/English

Step 2 Register the Hardware Key Code file, which was created in the previous section, and the Software Key Code file CD, and then get the Activation Code file. The Activation Code file is attached in the email sent from the Software License Activation Center.

File Format: SerialNums_XXXXXXXXXXXXX.xml
(XXXXXXXXXXXXX is Hardware Key Code)

For more information about activation, please see the manual on the web site.

License Management

Follow the steps below to start up the License Activator. This can be done before or after the OW5000 Platform installation.

Before OW5000 Platform Installation

Step 1 Place the OW5000 DVD into the computer's DVD-ROM drive while holding down the **Shift** key.

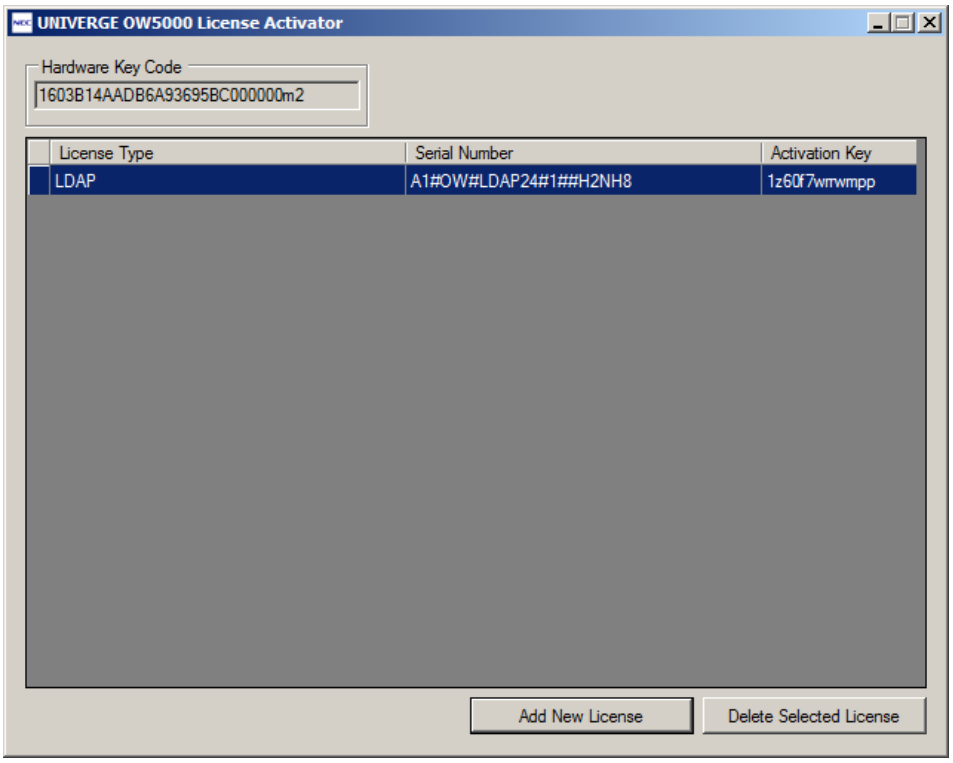
Step 2 Run LicenseInstaller.exe from the **Start** menu:
(DVD-ROM drive)\ LicenseTool\LicenseInstaller.exe

Step 3 Click **OK** to display Figure 2-19.

After OW5000 Platform Installation

Step 1 From the **Start** menu, select **NEC OW5000 > Runtime Platform > License Installer**. Figure 2-19 displays.

Figure 2-19 *UNIVERGE OW5000 License Activator dialog box*



License Install

Follow the steps below to install the license.

Step 1 Run the License Installer. The pre-registered Hardware Key code and License information displays in the UNIVERGE OW5000 License Activator.

NOTE

LDAP license is installed as the default status, so do not delete the license. If the license is accidentally removed, restart the License Installer.

NOTE

The Hardware Key Code is generated based on the OW5000 server hardware information. Therefore, once the OW5000 server hardware is replaced, confirm that the Hardware Key Code is using License Installer. If a different Hardware Key Code is displayed, re-registration is required for the Software License Activation Center. The Previous Hardware Key Code is described in the email from the Software License Activation Center.

Step 2 Click **Add New License**. An Add New License dialog box displays.

Step 3 To input the Serial Number and Activation Key manually, follow the steps below. To install from the Activation Code, go to *Installing from the Activation Code File*.

Input Serial Number and Activation Key Manually

Step 1 Check the Input Serial Number and Activation Key manually radio button.

The Serial Number and Activation Key are described in the email sent from the Software License Activation Center.

Step 2 Select **License Type** from the drop-down menu.

Step 3 Enter the Serial Number and Activation Key.

Step 4 Click **OK**. A License(s) installed successfully message displays.

Step 5 Click **OK**. The installed license information is displayed in the UNIVERGE OW5000 License Activator main dialog.

Step 6 Click **X** to close the License Installer.

Installing from the Activation Code File

Step 1 Check **Input** from the XML radio button.

The Activation Code file is described in the email sent from the Software License Activation Center.

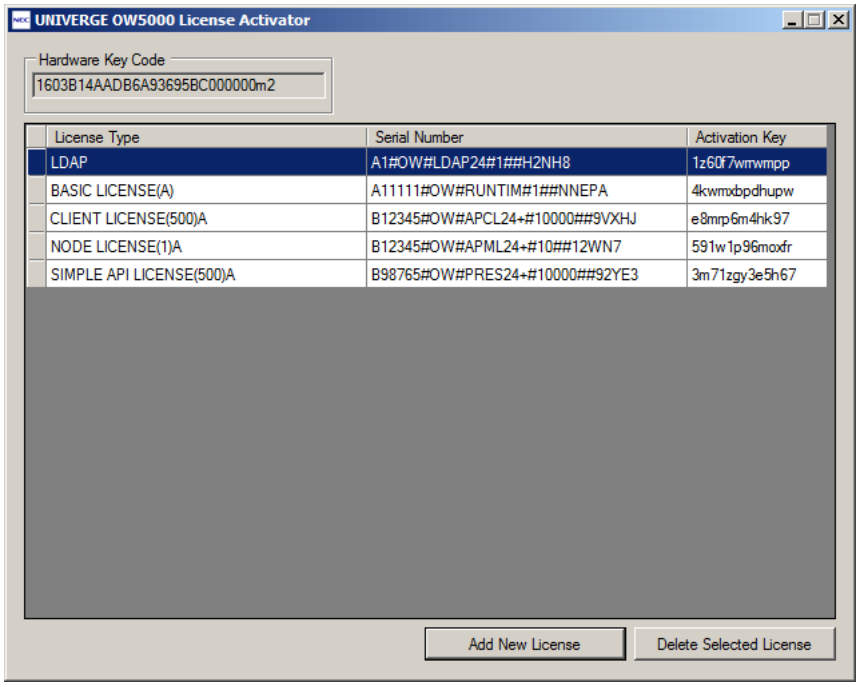
Step 2 Click the **Browse** button, select the **Activation Code** file, and then click **Open**. The file name displays in the Import File field.

Step 3 Click **OK**. A License(s) installed successfully message displays.

Step 4 Click **OK**. The installed license information is displayed in the UNIVERGE OW5000 License Activator main dialog box (Figure 2-20).

Step 5 Click **X** to close the License Installer.

Figure 2-20 *License Activator—Main dialog box*



Confirming the Installed License

Follow the steps below to confirm the installed license.

Step 1 Run License Installer. Figure 2-20 displays listing the Hardware Key Code and installed License information.

Step 2 Click the **License Type** heading to sort the information.

Step 3 After selecting the target license, click the **Delete Selected License** button to delete the installed license.

Step 4 Click **X** to close the License installation.

Hardware Replacement Process (Asian and Russian Markets only)

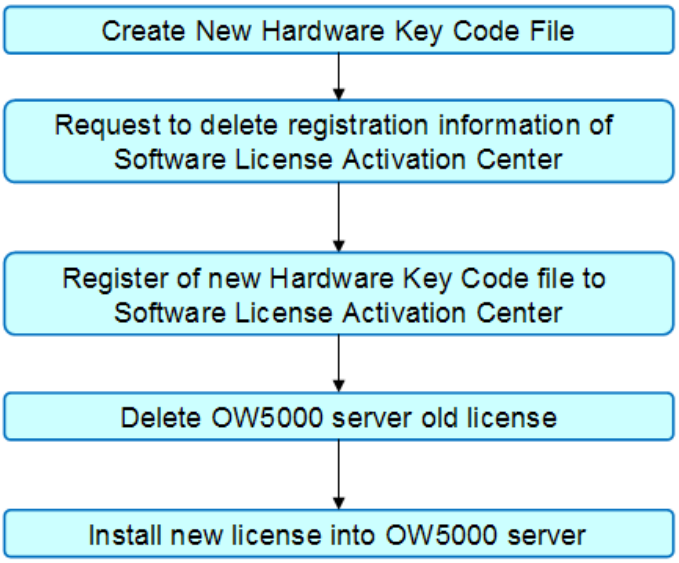
When the OW5000 server is replaced, the Hardware Key Code may change.

If the Hardware Key Code is changed, follow the steps below to re-register the license.

NOTE

If a different Hardware Key Code displays, re-registration is required for the Software License Activation Center. The previous Hardware Key Code is described in an email from the Software License Activation Center.

Re-registration Flow



Uninstalling the OW5000 Platform

In Windows Server 2003 (or 2003 R2), the OW5000 Platform can be uninstalled using the Windows operating system **Add/Remove** software function in the Windows Control Panel. In Windows Server 2008, the OW5000 Platform can be uninstalled using the **Programs and Features** function in Windows Control Panel.

- all the files / folders created by the install will be removed
- the services will be removed
- the registry keys will be removed
- the database will be dropped

Step 1 From the **Start** menu, select **Control Panel > Administrative Tools > Services,** and stop the OWWatch Dog, OW OAIMonitor, and the Remote Call Control. Then check all the OW5000 services stopped in this sequence:

OWWatch Dog
OW OAIMonitor
OWAccessServer (if installed)
Remote Call Control (if installed)

To stop a service, right-click the Service name and click **Stop** in the popup menu.

NOTE *The Access Server and Remote Call Control must be uninstalled before uninstalling the OW5000 Platform.*

Step 2 In the Add/Remove dialog of Windows Server 2003 (or in the Program and Features dialog of Windows Server 2008), select **OW5000 Platform** and then click **Remove** in Windows Server 2003 (or click **Uninstall/ Change** in Windows Server 2008). A Confirm Component Removal dialog box displays (Figure 2-21).

Figure 2-21 *Confirm Component Removal dialog box*

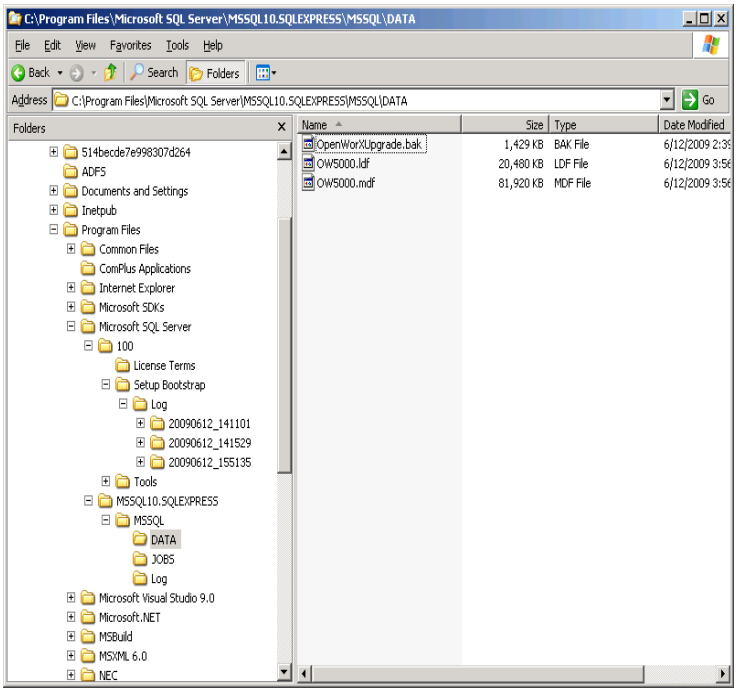
Step 3 Click **Yes** to remove OW5000 Platform.

To uninstall Microsoft SQL Server 2008 from the server, please refer to "Microsoft SQL Server 2008 R2 Express Edition with Advanced Services" on page B-1 for uninstall steps.

Step 4 Remove **Microsoft Report Viewer**, **Microsoft SQL Server Native Client.** and **Microsoft SQL Server Compact 3.5 SP1 English** from the Add or Remove Programs option from the **Control** panel.

Step 5 Delete the file:
Microsoft SQL Server 2008 Express Edition:
C:\Program Files\Microsoft SQL Server\MSSQL10.SQLEXPRESS\MSSQL\DATA*

Microsoft SQL Server 2005 Express Edition:
C:\Program Files\Microsoft SQL Server\MSSQL.1\MSSQL\Data*
(delete the folder also)



Step 6 From the desktop, click the **Start** button and then select **Control Panel> Administrative Tools > Internet Information Services (IIS) Manager**.

Step 7 Delete the following sites from **Web Sites > Default Web Site** if they are still there.

OW5000
OW5000WS
owxdata
CYGNUS
PS1000
InfoAPIServices
VCMWebService

Step 8 Reboot the system. OW5000 is now removed from your computer.

Upgrading the OW5000 Platform from R2/R3

To upgrade the OW5000 from R2 or R3 to R4 or later, the following sequences are required:

Before starting the OW5000 Platform upgrade to R4 or later, uninstall Remote Call Control Service and OWAccessServer if they are installed.

If you are upgrading from OW5000 R2 to OW5000 R4 or later, after the upgrade process has completed, you must manually edit the PhoneType parameter.
• Dterm -> Dterm or SP30(SIP)
• SingleLine -> Analog or PS or VoWLAN

If you are upgrading from OW5000 R2 to OW5000 R4 or later, after the upgrade process has completed, you must manually change the PBX Management Locations parameter. If 0 is assigned in the National Code field, remove 0 and set blank (no input).

When you upgrade OW5000 from R2/R3 to R4 or later, the translation rule data must be reassigned from AniTranslate.txt to the database thorough OW5000 Administrator RCC configuration page.

Before upgrading, backup the registry and OW5000 database to be able to rollback. Refer to "Current Version Backup" on page A-1 for details.

For US, Australia and Europe only: Before starting the OW5000 Platform upgrade to R4 or later, it is recommended that you configure a License Manager Client and confirm that the appropriate licenses are available for the OW5000 Platform and associated applications. The 90-Day trial license available with fresh installation of OW5000 R4 or later is not available when upgrading from a prior release. The OAI Server service will not start following upgrade until the License Manager Client has been configured to provide licenses to OW5000 Platform. (This can be done after performing the OW5000 Platform upgrade, but it's more expedient to configure the LMC in advance of upgrading the OW5000 Server.)

Please refer to the License Manager Client Operations Guide for more information.

- *Stopping a Service*
- *Upgrading the Platform from an older Version*
- *Installing License Manager Client (US, Australia and Europe only)*
- *Installing the New Software Licenses (US, Australia, and Europe only)*
- *OW5000 Platform License Activation (Asian and Russian Market)*

Stopping a Service

Step 1 Click the **Start** button on the desktop, and then select **Control Panel** > **Administrative Tool** > **Services** to stop the OWWatch Dog and OW OAIMonitor after changing the Startup type from Automatic to Manual.

Upgrading the Platform from an older Version

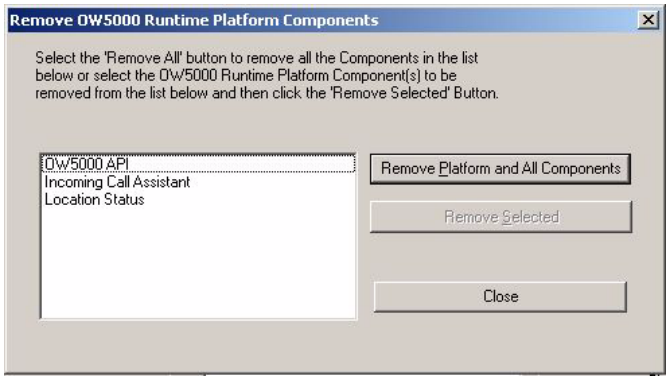
Step 1 Place the UCE Disk 3 DVD into the computer's DVD-ROM drive.

Step 2 Navigate to and select the **OW5000 Platform** link to launch the OW5000 Platform installer.

NOTE

If Figure 2-33, "Logon Information dialog box" displays, please follow the steps beginning with Step 15 on page 2-31.

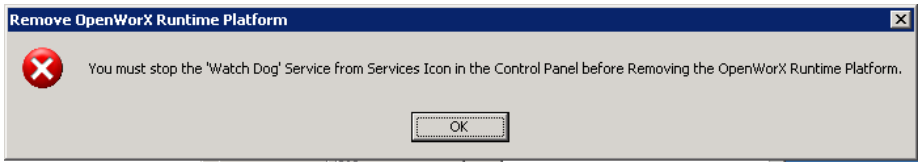
Figure 2-22 *Remove OW5000 Platform dialog box*



Step 3 Click **Remove Platform and All Components**.

If Watch Dog was not previously stopped, the following error message displays (Figure 2-23).

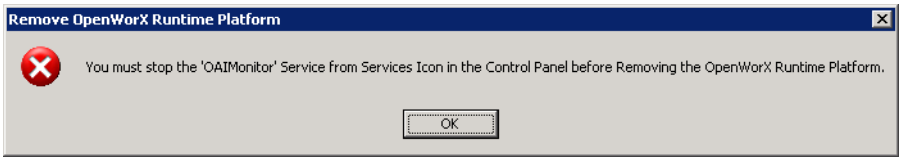
Figure 2-23 *Watch Dog Error Message*



Step 4 Stop Watch Dog and click **OK**.

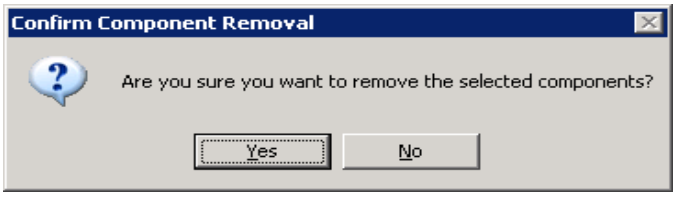
Step 5 If OAIMonitor was not previously stopped, the following error message displays (Figure 2-24).

Figure 2-24 *OAIMonitor Error Message*



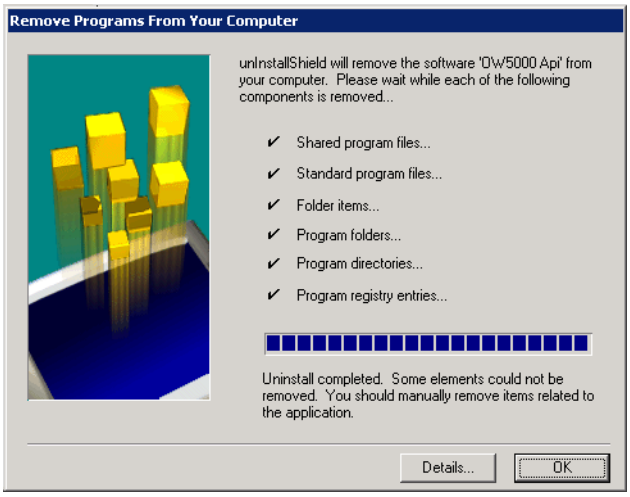
Step 6 Stop OAIMonitor and click **OK**. A Confirm Component Removal dialog box displays (Figure 2-25).

Figure 2-25 *Confirm Component Removal dialog box*



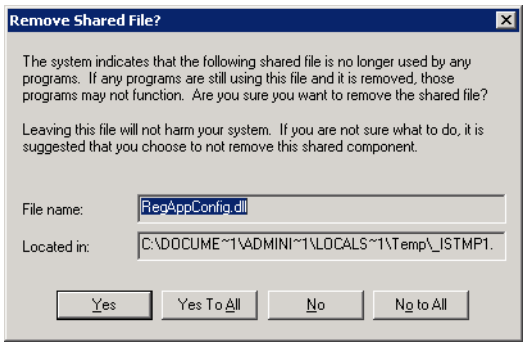
Step 7 Click **Yes**. A Removing Programs dialog box displays for each component removed (Figure 2-26).

Figure 2-26 *Removing Programs dialog box*



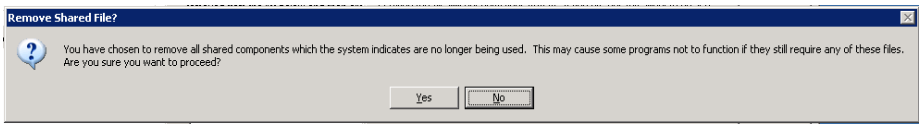
Step 8 Click **OK** after each dialog box displays. A Remove Shared File dialog box displays (Figure 2-27).

Figure 2-27 *Remove Shared File dialog box*



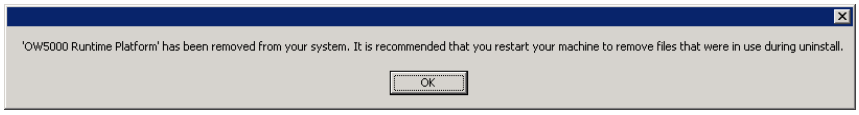
Step 9 Click **Yes To All**. A Remove Shared File Confirmation dialog box displays (Figure 2-28).

Figure 2-28 *Remove Shared File Confirmation dialog box*



Step 10 Click **Yes**. An OW5000 Platform Removal Confirmation dialog box displays (Figure 2-29).

Figure 2-29 *OW5000 Platform Removal Confirmation dialog box*



WARNING

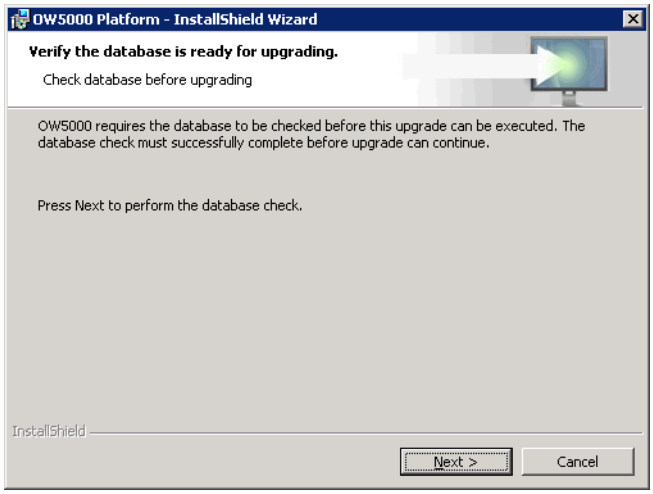
Please do not restart your machine as recommended by this message. The message should be ignored after clicking OK to close it. This message is always displayed whenever an OW5000 Platform uninstall has completed, but in this context, please allow the upgrade install to continue by not restarting the machine.

Step 11 Click **OK**. A Check Database for Upgrading dialog box displays (Figure 2-30).

NOTE

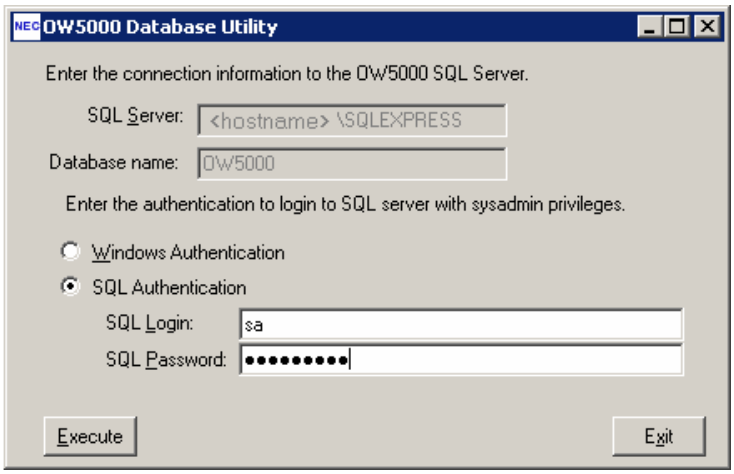
*Click **OK** after each dialog box until there are no more applications to remove. Click **Close** in the Remove OW5000 Platform Components dialog box (Figure 2-22).*

Figure 2-30 *Check Database for Upgrading dialog box*



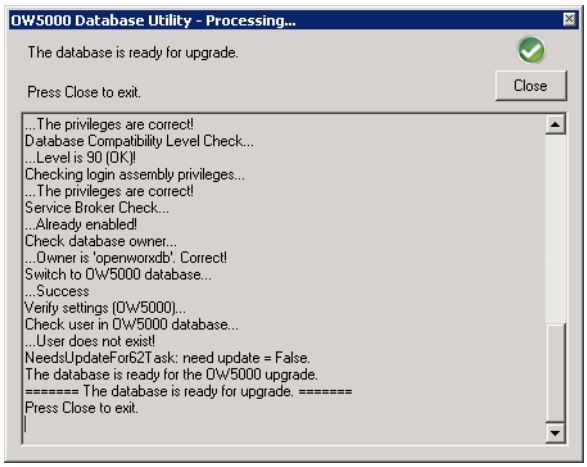
Step 12 Click **Next** to display Figure 2-31.

Figure 2-31 *OW5000 Database Utility dialog box*



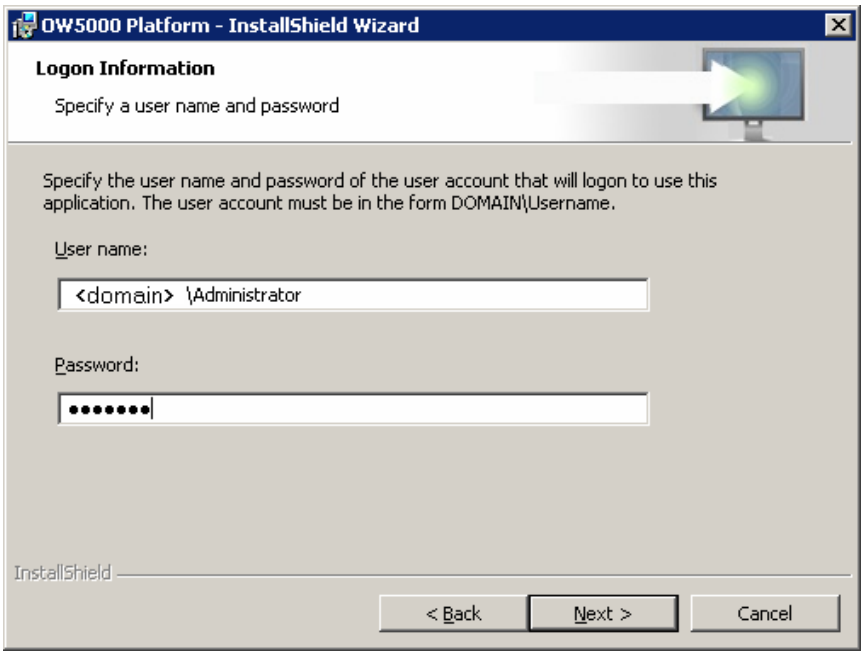
Step 13 Select **SQL Authentication** and supply the sa password for the OW5000 database. Note: If the SQL database resides on the same machine from which OW5000 is being uninstalled, SQL may have been installed using Windows Authentication. Otherwise, you must use SQL Authentication to establish a connection. Click **Execute**. Figure 2-32 displays.

Figure 2-32 *Database Upgrading dialog box*



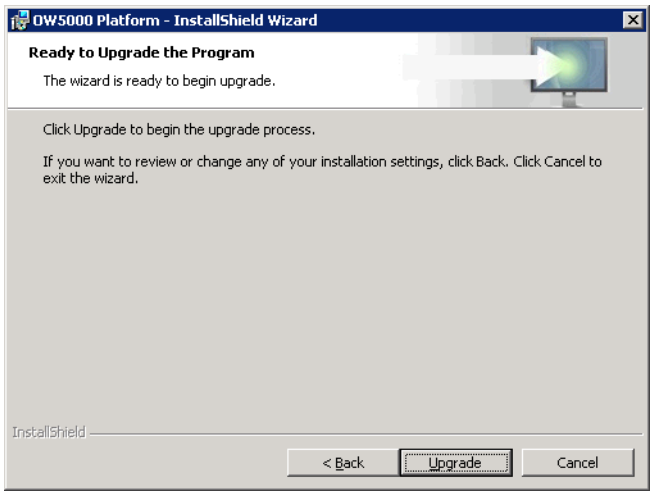
Step 14 Click **Close** to exit. A Logon Information dialog box displays (Figure 2-33).

Figure 2-33 *Logon Information dialog box*



Step 15 Enter an Administrator account's **User name** and **Password** and then click **Next** to display Figure 2-34.

Figure 2-34 *Ready to Upgrade the Program dialog box*



Step 16 Click **Upgrade**. Figure 2-35 displays briefly and then an Install Completed dialog box displays Figure 2-36.

Figure 2-35 *Upgrading OW5000 Platform dialog box*

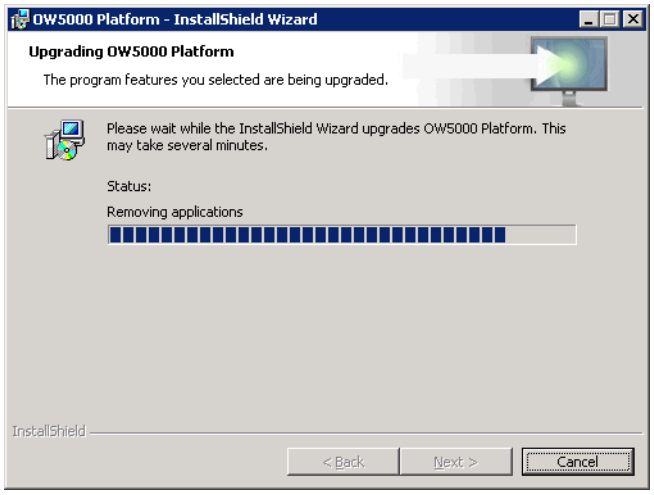
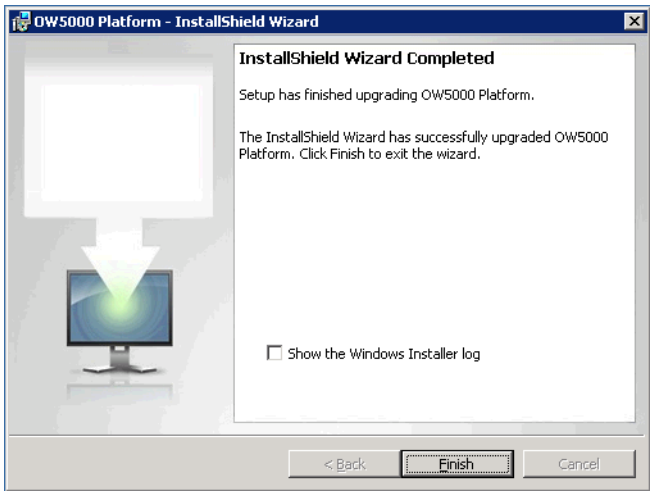


Figure 2-36 *Install Completed dialog box*



Step 17 Click **Finish** to complete the installation. If you are prompted to reboot, please restart the machine.

NOTE

After the upgrade, the WatchDog Helper configuration is initialized. If only the SIMPLE (Presence) feature is used and OAI configuration is not required, remove OWOaiServer, OWTelephony Event Notification, and OWConference Server service from WatchDog Helper.

Confirming the Current Platform Version

From the OW5000 Administrator Version Information page, a user can confirm the current platform version.

Step 1 From the **Start** Menu, select **NEC OW5000** > **Runtime Platform** > **OW5000 Administrator** and then open the **OW5000** > **Version Information** page after logging in.
If the Version of SUMMARY BUILD INFORMATION is higher that 6.5.0, the upgrade was done properly.

NOTE

If you need to rollback from an installed R4 to R3, refer to "Rollback Procedures" on page A-4 for more information.

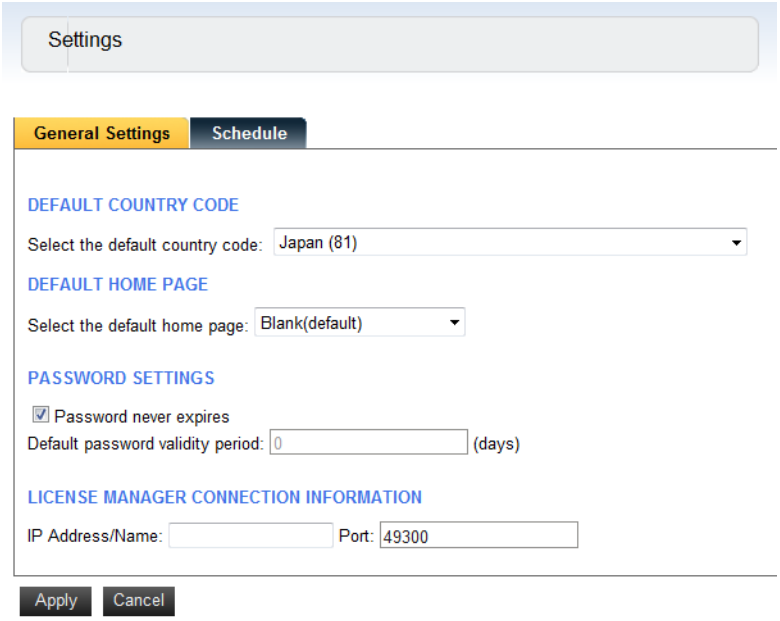
Installing License Manager Client (US, Australia and Europe only)

If License Manager Client is not installed in the system, refer to the License Manager Client Operations Guide to install and configure the program before moving on to the next process.

Installing the New Software Licenses (US, Australia, and Europe only)

To install the new software license, select **Settings** from the OW5000 Administrator. A Settings dialog box displays (Figure 2-37).

Figure 2-37 *Settings dialog box*



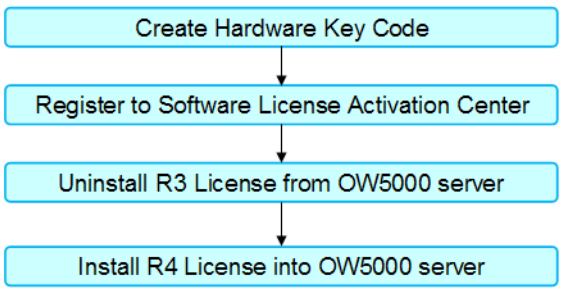
Step 1 Enter the IP Address/Name in the **LICENSE MANAGER CONNECTION INFORMATION** field.

For all other processes and configuration, please refer to the MA4000 License Manager Operation Guide.

OW5000 Platform License Activation (Asian and Russian Market)

Follow the steps below to activate the OW5000 Platform:

Figure 2-38 *Activation Flow*



Create a Hardware Key Code File

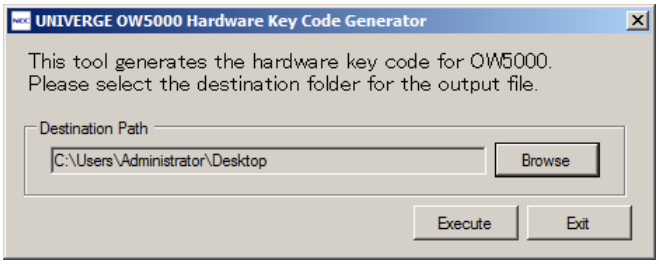
Use the steps below to create a Hardware Key Code File.

Step 1 Place the OW5000 DVD into the DVD-ROM drive while holding down the **Shift** key.

Step 2 Run HardWareKeyGenerator.exe from the **Start** menu. (DVD-ROM drive)\ LicenseTool\HardWareKeyGenerator.exe

Step 3 Click **OK**.

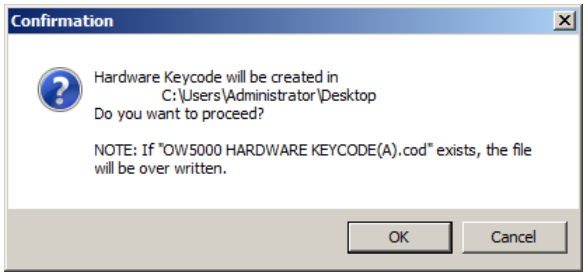
Figure 2-39 *Hardware Key Code Generator*



Step 4 If a different destination path is used, click **Browse** and select the proper folder to be exported.

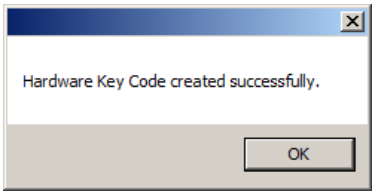
Step 5 Click **Execute**. Figure 2-40 displays.

Figure 2-40 *Hardware Keycode Confirmation dialog box*



Step 6 Click **OK**. The OW5000 HARDWARE KEY CODE(A).cod is created in the folder. Figure 2-41 displays.

Figure 2-41 *Hardware Key Code Created dialog box*



Step 7 Click **OK** and then click **Exit** to exit the tool.

Registering to the Software License Activation Center

Step 1 Login to the Software License Activation Center at http://www.bcom.nec.co.jp/sla/English

Step 2 Register the Hardware Key Code file (created in the previous section) and the Software Key Code file CD. You will then get an Activation Code file. The Activation Code file is attached in the email sent from the Software License Activation Center.

File Format: SerialNums_XXXXXXXXXXXXX.xml
(XXXXXXXXXXXXX is Hardware Key Code)

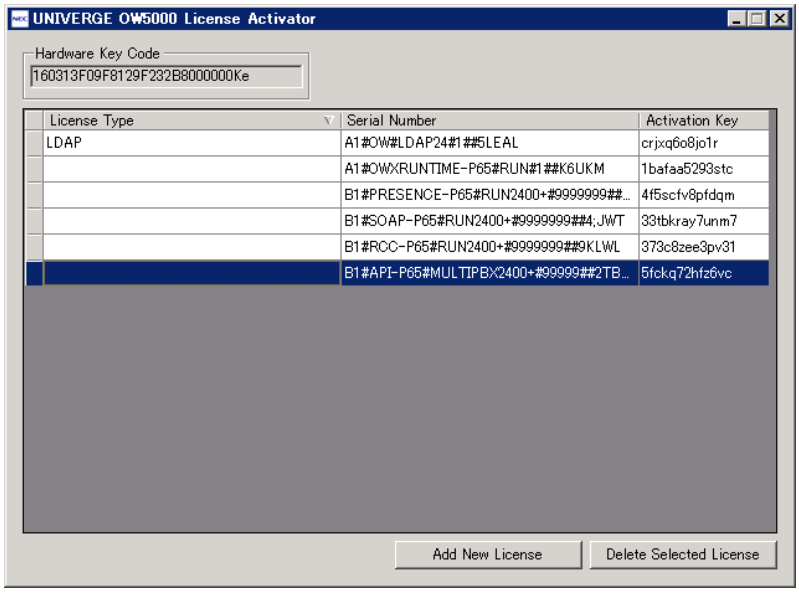
For more information regarding activation, please refer to the manual on the web site.

Uninstalling the R3 License

Follow the steps below to start the License Activator.

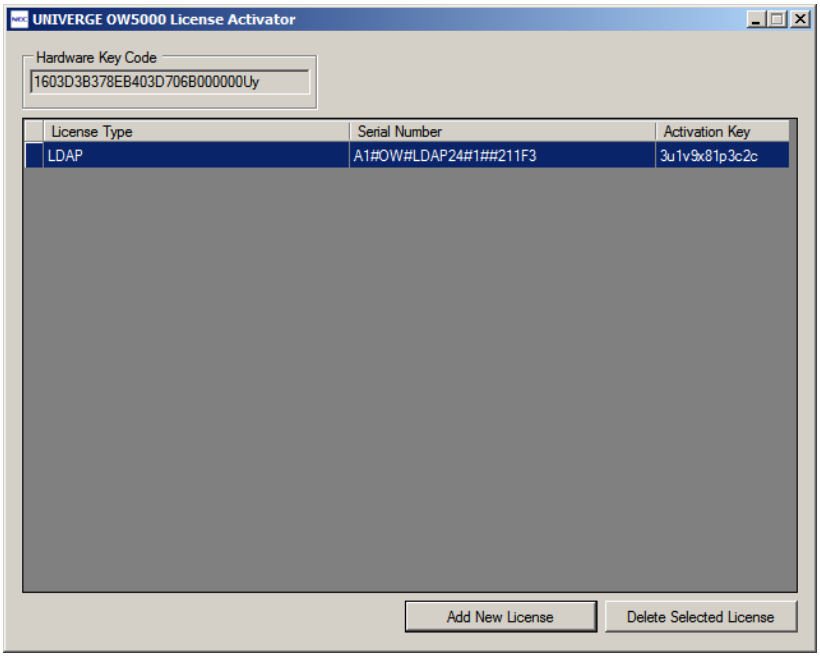
Step 1 From the **Start** menu, select **NEC OW5000** > **Runtime Platform** > **License Installer**. Figure 2-42 displays.

Figure 2-42 *UNIVERGE OW5000 License Activator dialog box*



Step 2 Select all the licenses except the LDAP license and click **Delete Selected License**. Figure 2-43 displays.

Figure 2-43 *OW5000 License Activator dialog box*



Installing R4 or later License

Step 1 Click **Add New License** (Figure 2-43).

Step 2 Check the **Input from XML** radio button.

NOTE

The Activation Code file is attached in the email sent from the Software License Activation Center.

Step 3 Click the **Browse** button and select the Activation Code file.

Step 4 Click **Open**. The file name displays in the Import File field.

Step 5 Click **OK**. A License(s) installed successfully message displays.

Step 6 Click **OK**. The installed license information is displayed in the UNIVERGE OW5000 License Activator main dialog box.

Step 7 Click **X** to close the License Installer.

Upgrading the OW5000 Platform from R4 and an Older Version of R5

To upgrade the OW5000 from R4 and an older version of R5 to the latest R4 version, the following sequences are required.

IMPORTANT

Backup the OW5000 database before proceeding. Refer to the Database Backup/ Restore section in the OW5000 Configuration Guide.

- *Stopping a Service*
- *Upgrading the OW5000 Platform*
- *Configuring the Current Platform Version (US, Australia and Europe Markets)*

Stopping a Service

Step 1 Click the **Start** button on the desktop, and then select **Control Panel** > **Administrative Tool** > **Services** to stop the following OW5000 services in the following order:

OWWatch Dog
OW OAI Monitor

Upgrading the OW5000 Platform

Step 1 Place the newest UCE Disk 3 DVD into the computer's DVD-ROM drive.

Step 2 Navigate to and select the **OW5000 Platform** link to launch the OW5000 Platform installer.

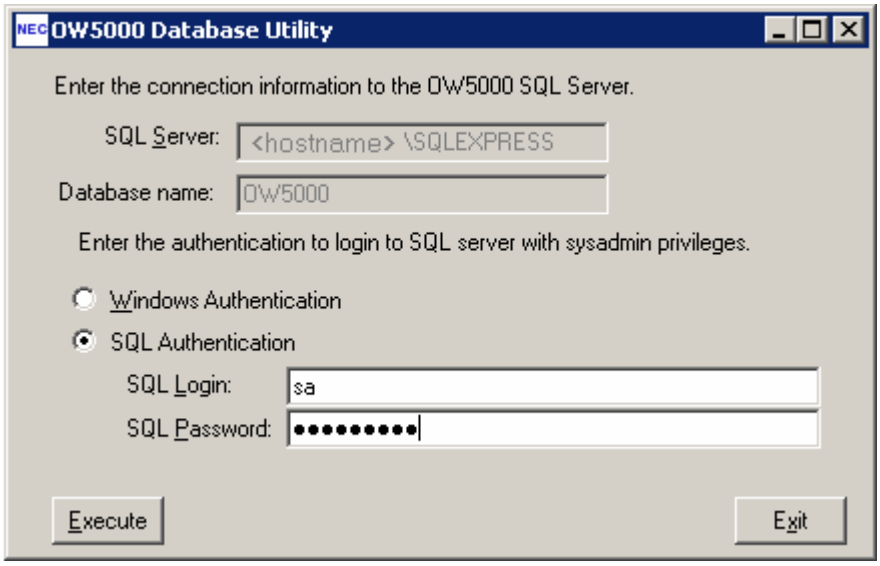
Step 3 Click **Yes**. Figure 2-48 displays.

NOTE

Depending on the Platform version you are upgrading, Figure 2-48 may not display.

An OW5000 Database Utility dialog box displays (Figure 2-44).

Figure 2-44 *OW5000 Database Utility dialog box*

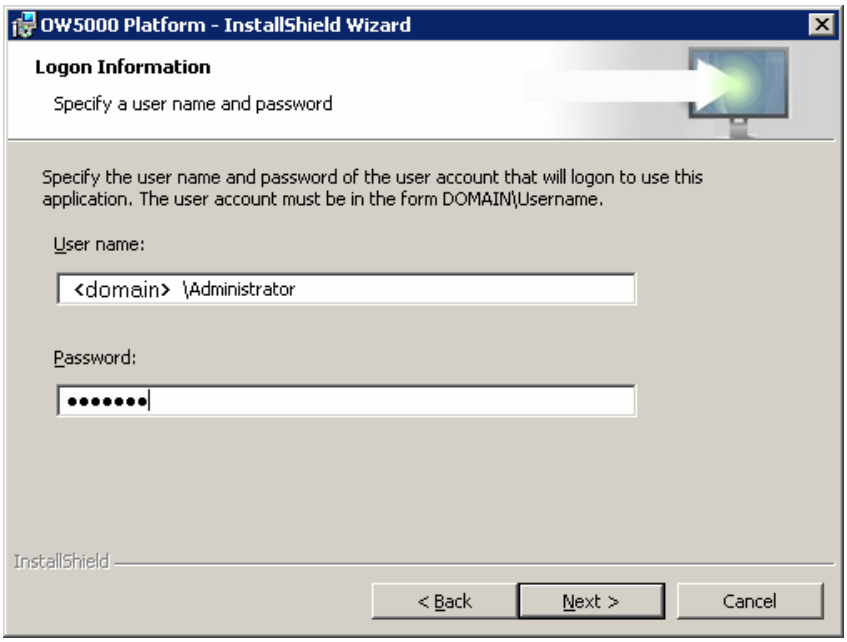


Step 4 Select **SQL Authentication** and supply the sa password for the OW5000 database. Note: If the SQL database resides on the same machine from which OW5000 is being uninstalled, SQL may have been installed using Windows Authentication. Otherwise, you must use SQL Authentication to establish a connection. Click **Execute**. An OW5000 Database Utility—Processing dialog box displays.

NOTE *Depending on the Platform version you are upgrading, an OW5000 Database Utility—Processing dialog box may not display.*

Step 5 Click **Close**. Figure 2-45 displays.

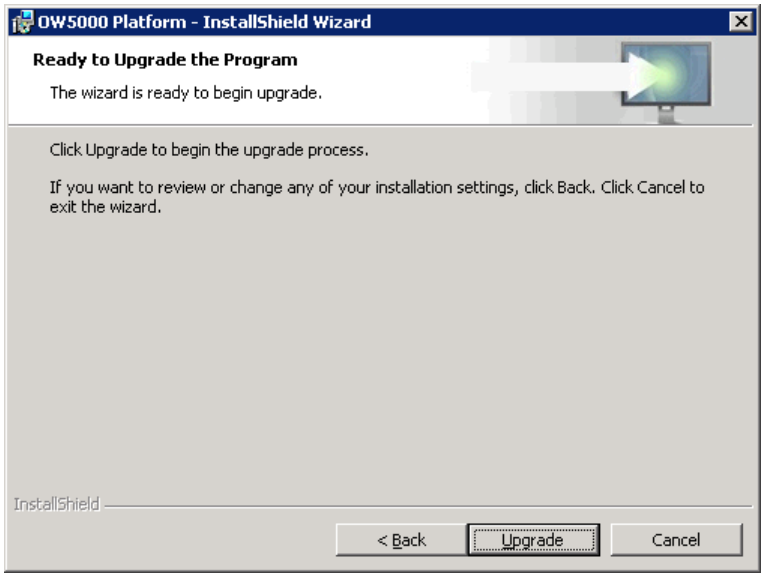
Figure 2-45 *Logon Information dialog box*



Step 6 Please enter an Administrator account's **User name** and then click **Next**.

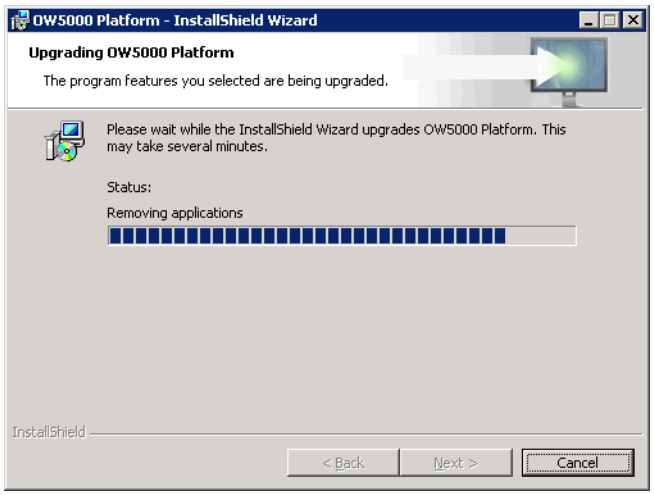
This account will be used as the login account of the related services. The format of the User ID must be domain\User ID or User ID of the local server. This account must have Administrator rights.

Figure 2-46 *OW5000 Platform Upgrade*



Step 7 Click **Next**. Figure 2-47 displays briefly and then a Setup Complete dialog box displays (Figure 2-48).

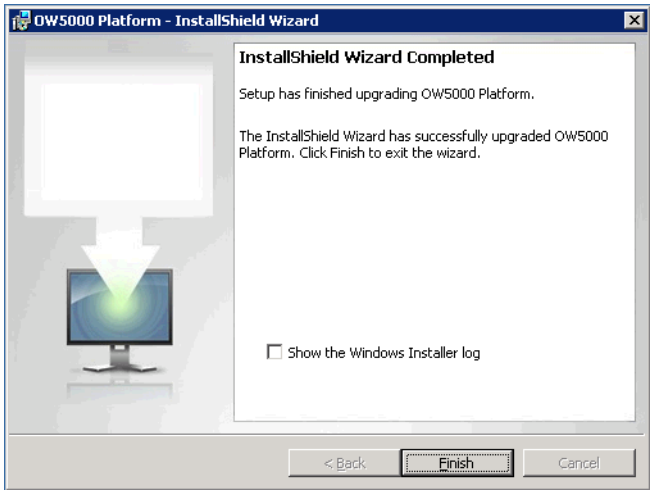
Figure 2-47 *Upgrading in Progress dialog box*



NOTE

Once the database upgrade starts, do not click the ***Cancel*** *button.*

Figure 2-48 *Setup Complete dialog box*



Step 8 Click **Finish**. If you are prompted to reboot, please restart.

NOTE

After the upgrade, the WatchDog Helper configuration is initialized. If only the SIMPLE (Presence) feature is used and OAI configuration is not required, remove OWOaiServer, OWTelephony Event Notification, and OWConference Server service from WatchDog Helper.

Configuring the Current Platform Version (US, Australia and Europe Markets)

From the OW5000 Administrator Version Information page, a user can confirm the current platform version.

Step 1 From the **Start** Menu, select **NEC OW5000** > **Runtime Platform** > **OW5000 Administrator** and then open the **OW5000** > **Version Information** page after logging in.

If the Version of SUMMARY BUILD INFORMATION indicates the current platform version, the upgrade was done properly.

Asian and Russian Markets

A user can confirm the upgrade as follows:

Step 1 Open Issue.txt under C:\Program Files\NEC\OW5000\Runtime Platform\Issue.txt (in case of default path).

Step 2 Confirm the following underlined number as the version number. If there are multiple versions, check the bottom version.

DO NOT MODIFY THIS FILE
SC-3904 OWX PROG-R4 ISSUE X.XX

3

OW5000 Remote Call Control Service

Remote Call Control (RCC) Service is a program that is needed to provide a SIP based CSTA interface. This program enables NEC's PBXs to collaborate with CSTA-based 3rd party applications, such as Microsoft's Office Communications Server 2007.

This document specifies the steps needed to install the RCC Service for the Office Communication Server (OCS).

For more information, refer to the UNIVERGE OW5000 Remote Call Control Configuration Guide.

The following topics are included in this chapter:

Chapter Topics

• *Installing the OW5000 Remote Call Control Service*

Installing the OW5000 Remote Call Control Service

Use the following steps to install the Remote Call Control software. RCC can be installed on the same server as the OW5000 platform. Only one RCC is available per system.

IMPORTANT

Do not install Remote Call Control unless LCS/OCS collaboration is used.

IMPORTANT

Remote Call Control service does not support an upgrade install. Before upgrading, uninstall the current version and then reboot the server.

IMPORTANT

When you upgrade OW5000 from R2/R3 to R4 or later, the translation rule data must be reassigned from AniTranslate.txt to the database thorough the OW5000 Administrator Remote Call Control configuration page.

Step 1 Place the UCE DVD into the computer's **DVD-ROM** drive. On most computers Autorun automatically starts the installation when you load the **DVD**. If Autorun is not enabled on the computer, you must do the following:

—After placing the UCE DVD into the computer's **DVD-ROM** drive, open Windows Explorer and double-click the **DVD-ROM drive icon**.

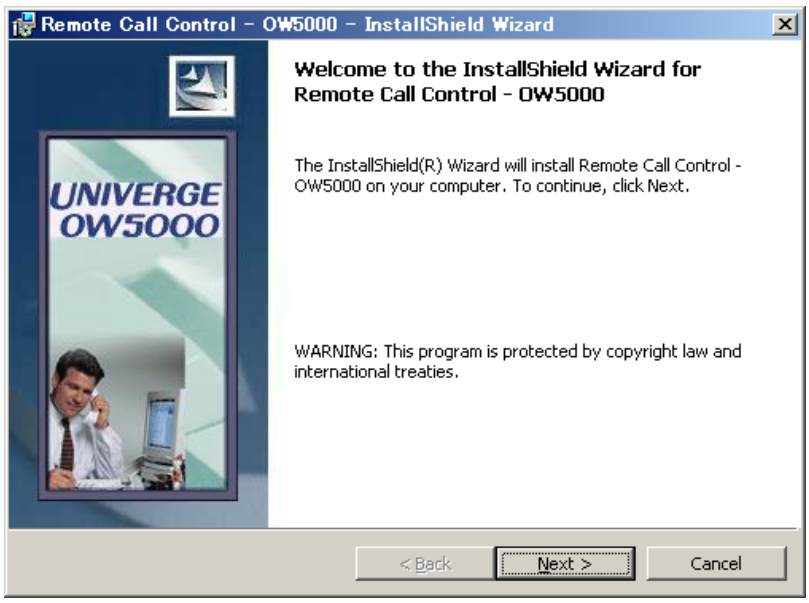
—In the **DVD-ROM** file list, double-click the **Setup.exe** file.

Step 2 From the UCE Application Platform Menu, select the **Remote Call Control** link to start the OW5000 Remote Call Control installation program. A Warning dialog box displays (Figure 3-1).

Figure 3-1 *Warning dialog box*

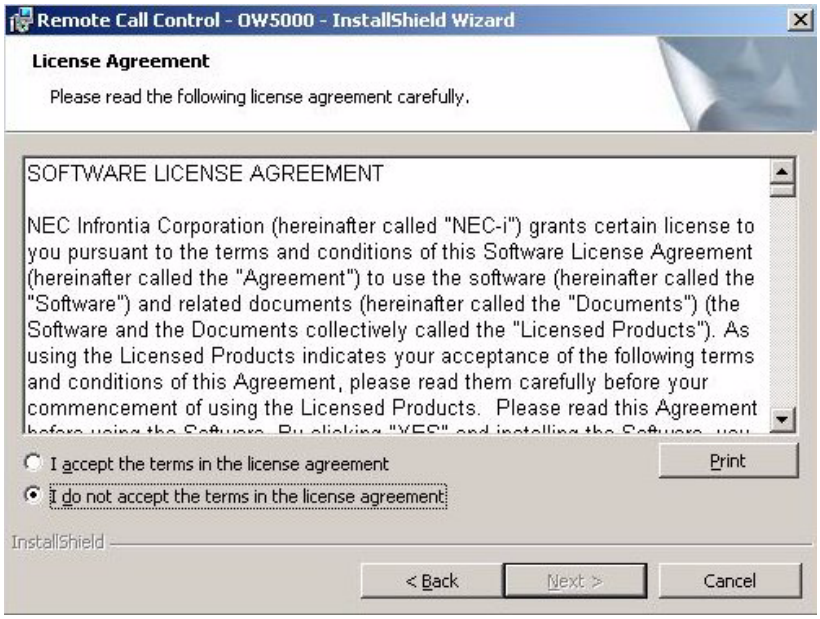
Step 3 Click **Yes** to continue with the installation. A Remote Call Control—Welcome dialog box displays (Figure 3-2).

Figure 3-2 *Remote Call Control—Welcome dialog box*



Step 4 Click **Next**. A License Agreement dialog box displays (Figure 3-3).

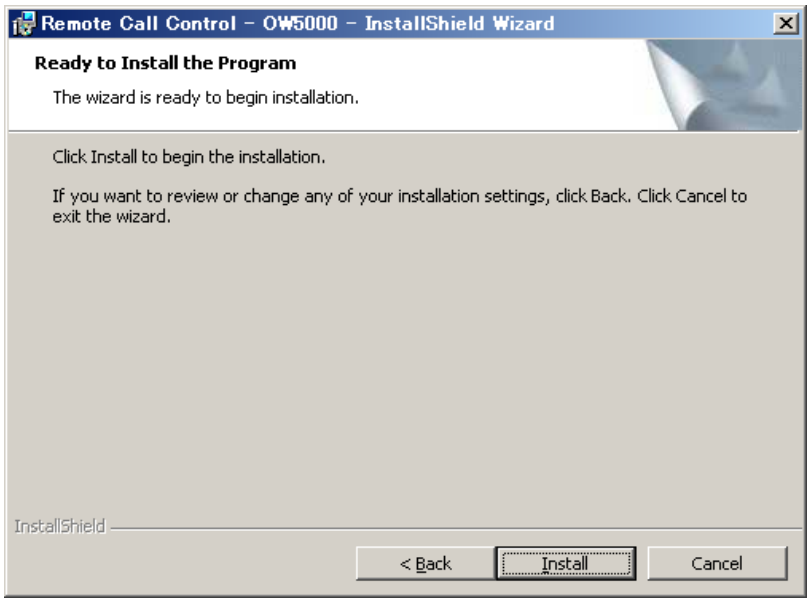
Figure 3-3 *License Agreement dialog box*



Step 5 Read the license agreement and click **I accept the terms in the license agreement** to accept the terms of the agreement.

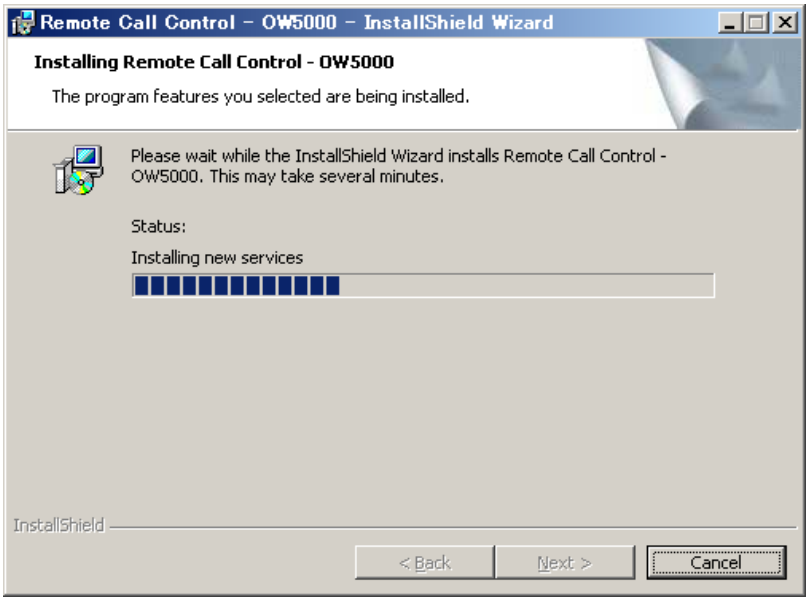
Step 6 Click **Next**. A Ready to Install dialog box displays (Figure 3-4).

Figure 3-4 *Ready to Install dialog box*



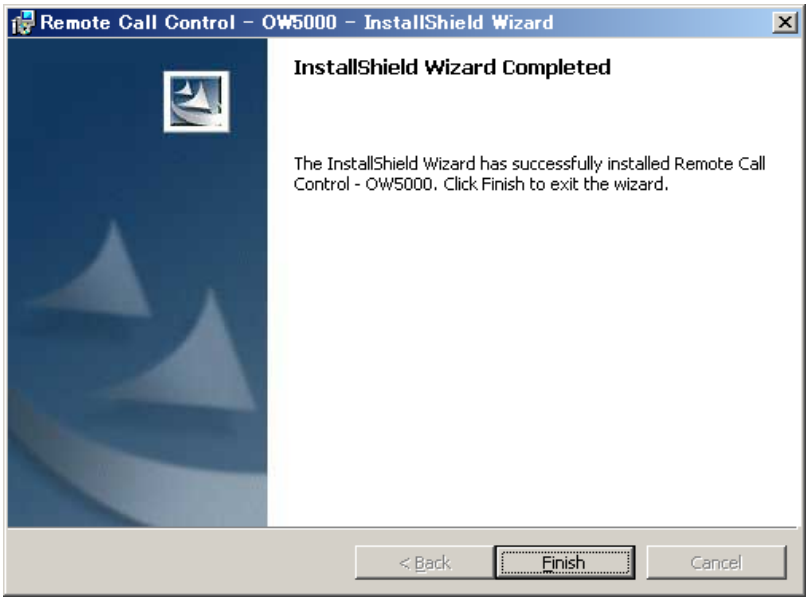
Step 7 Click **Install**. An Installing Remote Call Control dialog box displays (Figure 3-5).

Figure 3-5 *Installing Remote Call Control dialog box*



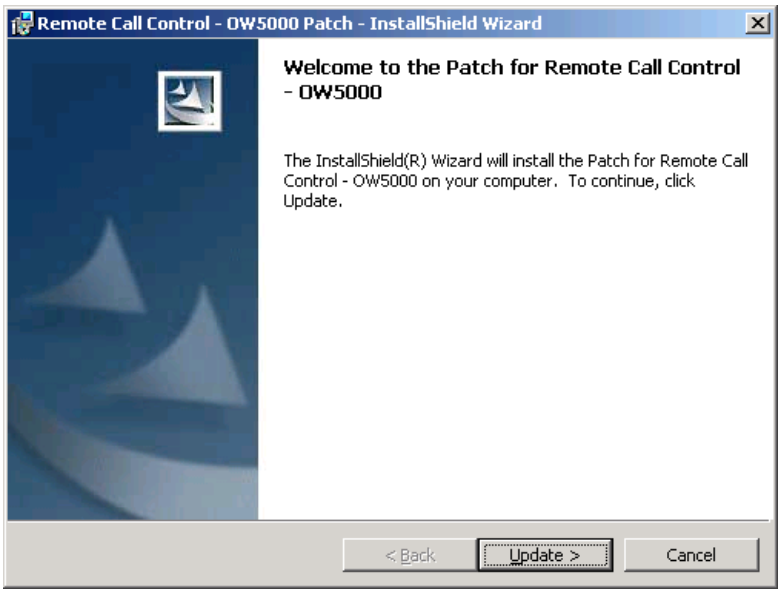
Step 8 After all files are copied, click **Next**. An Installation Complete dialog box displays (Figure 3-6).

Figure 3-6 *Installation Complete dialog box*



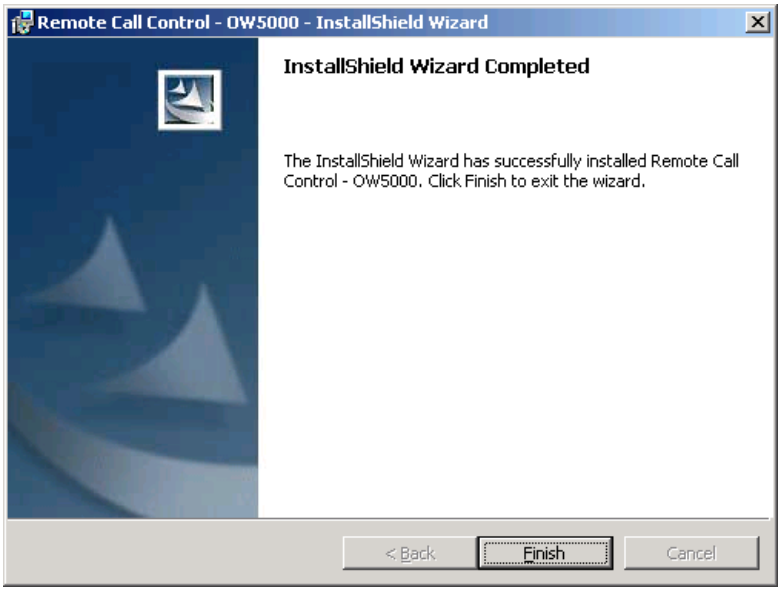
Step 9 Click **Finish** to complete the installation of Remote Call Control—OW5000. Figure 3-7 displays.

Figure 3-7 *Patch Installation Wizard dialog box*



Step 10 Click **Update**. Figure 3-8 displays.

Figure 3-8 *Remote Call Control—Patch Complete dialog box*



Step 11 Click **Finish** to complete the patch install.

NOTE

*To remove or repair the Remote Call Control service, open the **Control Panel**, select **Add or Remove Programs**, select **Remote Call Control—OW5000**, and then click **Remove**.*

NOTE

In the SV8500/SV7000/IPX system, a Reserved Number, which is assigned as an OW5000 API, is required for each PBX to use Remote Call Control service. For more information, refer to the UNIVERGE OW5000 Configuration Guide.

*A Remote Call Control listen port must be assigned to use the Remote Call Control service. After configuration of the listen port, restart the Remote Call Control service from **Start > Administrative Tools > Services**. For more information, refer to the UNIVERGE OW5000 Configuration Guide.*

*To enable Remote Call Control service, it is required that you update the PBX license information. Open **OW5000 Administrator** > **License Manager** then click the **Enable PBXs** tab. Confirm the target PBX's license is set and then click **Apply**. See the OW5000 Configuration Guide for more details.*

Remote Call Control Service is not listed when you install the OW5000 platform. So, it is required that you add the Remote Call Control Service manually. Refer to the WatchDog Helper section of the UNIVERGE OW5000 Configuration Guide for more details.

Remote Call Control Service is not registered in WatchDog Helper. Add Remote Call Control Service to monitor the service from WatchDog.
Please refer to the UNIVERGE OW5000 Configuration Guide for more details.

4

OW5000 Access Server

Access Server is a program that is needed to provide SIP/SIMPLE interface to the NEC device and to 3rd party applications.

This document specifies the steps needed to install the Access Server. For configuration information, please refer to the OW5000 Configuration Guide.

Installing OW5000 Access Server

IMPORTANT

If Access Server is installed on a different server than the OW5000 Platform server, you must install Microsoft .NET Framework 3.5 SP1 beforehand.

NOTE

Upgrade install is not supported for OW500 Access Server. When upgrade is required, please uninstall OW5000 Access Server, restart the Operation System, then install the latest software.

Use the following steps to install the Access Server software.

Step 1 Place the UCE DVD into the computer's **DVD-ROM** drive. On most computers Autorun automatically starts the installation when you load the **DVD**. If Autorun is not enabled on the computer, you must do the following:

—After placing the UCE DVD into the computer's **DVD-ROM** drive, open Windows Explorer and double-click the **DVD-ROM drive icon**.

—In the **DVD-ROM** file list, double-click the **Setup.exe** file. .

NOTE

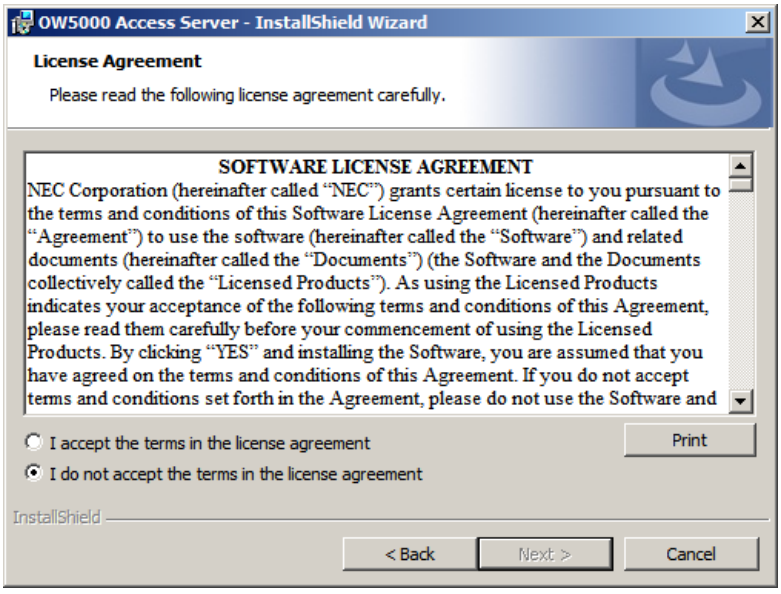
Access Server supports both 32bit(x86) environment and 64bit(x64) environment. Please select the appropriate installer based on the server which you use to install.

Step 2 From the UCE Application Platform Menu, select the OW5000 Access Server (x86) or Access Server (x64) link to start the OW5000 Access Server installation program. An Access Server—Welcome dialog box displays (Figure 4-1).

Figure 4-1 *Access Server—Welcome dialog box*

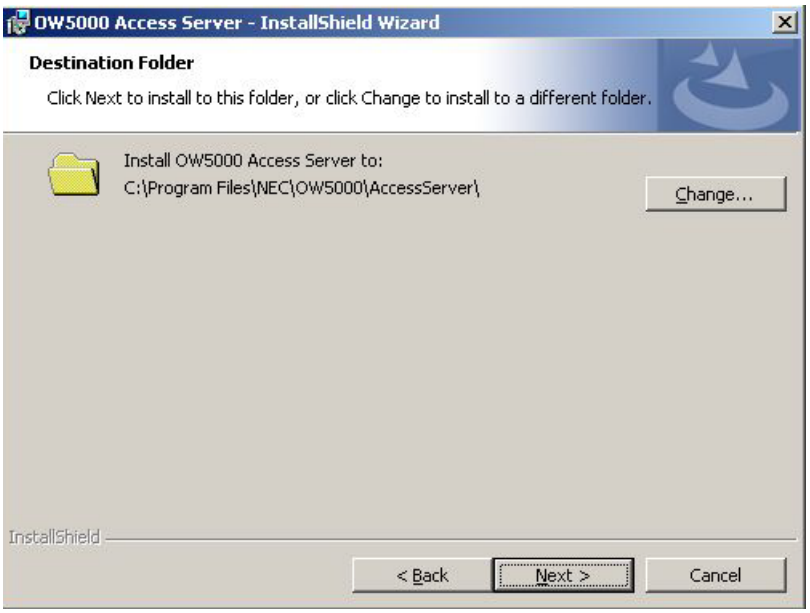
Step 3 Click **Next**. A License Agreement dialog box displays (Figure 4-2).

Figure 4-2 *License Agreement dialog box*



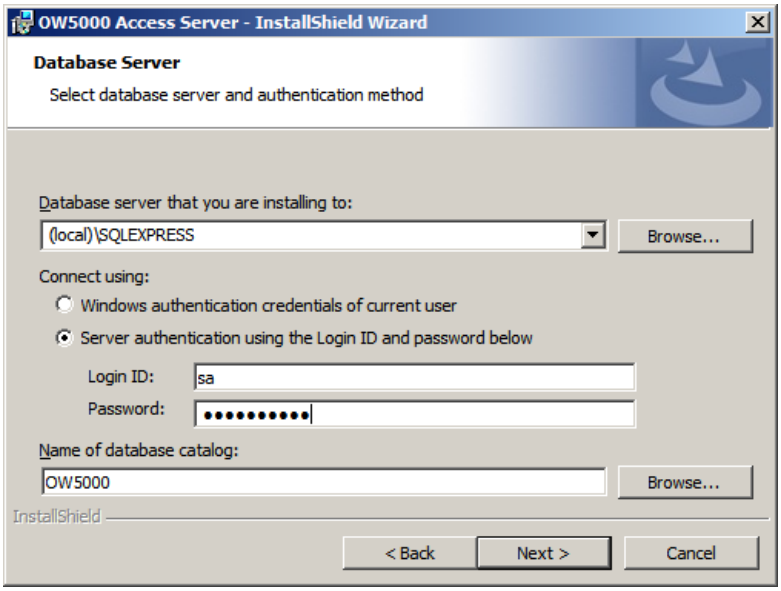
Step 4 Read the license agreement and click **I accept the terms in the license agreement** to accept the terms and then click **Next**. A Destination Folder dialog box displays (Figure 4-3).

Figure 4-3 *Destination Folder dialog box*



Step 5 To select a folder other than the default location shown in the dialog box, click **Change** and enter the new location. When finished, click **Next** to continue. A Database Server dialog box displays (Figure 4-4).

Figure 4-4 *Database Server dialog box*



Step 6 Enter the database instance name using one of the following methods:

—Enter directly in the text box.

— Select from the drop-down list.

— Click the **Browse** button and select from the database server list.

Step 7 Select **Server authentication using the Login ID and password below** and then enter the sa login password. Refer to "Microsoft SQL Server 2008 R2 Express Edition with Advanced Services" on page B-1 for more details.

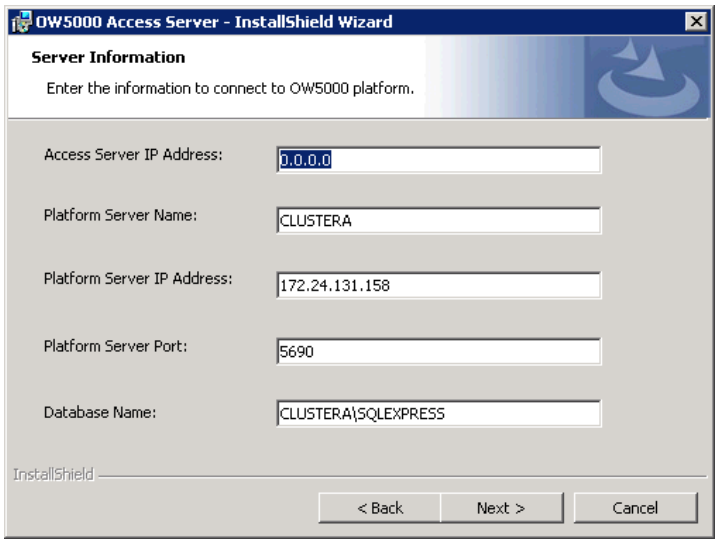
Step 8 Enter the Database name, which will be used by the OW5000 Access Server, in the **Name of database catalog** field.

IMPORTANT

*Do not change the default value **OW5000**.*

Step 9 Click **Next**. A Server Information dialog box displays (Figure 4-5).

Figure 4-5 *Server Information dialog box*



NOTE

If Access Server is installed on the same server as the OW5000 Platform, follow Step 10 to Step 15 below.

Step 10 Enter the **Access Server IP Address**. This is the IP address where the Access Server is installed. If multiple NIC is installed on the server, select the primary NIC IP address and then put it in this field.

Step 11 Enter the **Platform Server Name**. This is the server name where the OW5000 Platform is installed.

Step 12 Enter the **Platform Server IP Address**. This is the IP address where the OW5000 Platform is installed.

Step 13 Enter the **Platform Server Port**. This is the listen port of the OW5000 Platform (default is 5690).

Step 14 Enter the **Database Name**. The instance name of the OW5000 database. If the database is named Instance, this field is

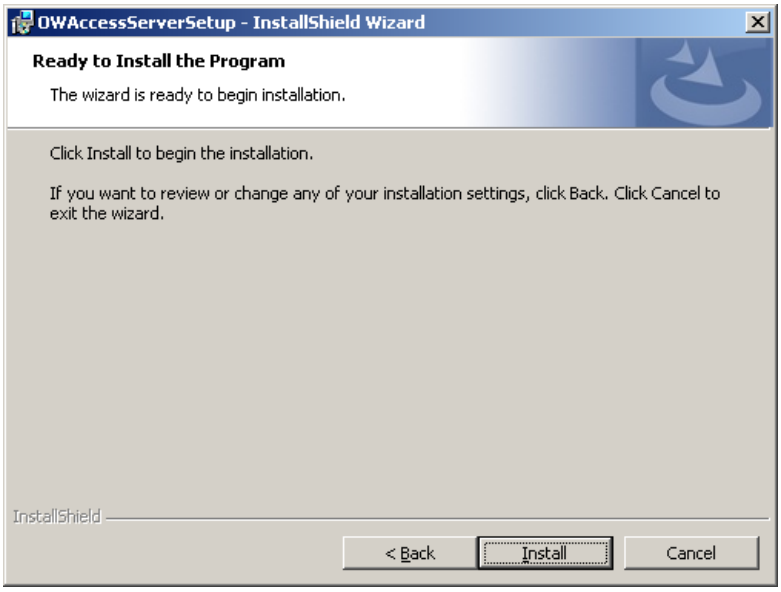
SERVERNAME\INSTANCENAME. If the database is default Instance, this field is **SERVERNAME**.

NOTE

If you are using the SQL Server 2008 Express Edition bundled with the OW5000 Platform, "SQLEXPRESS" is assigned as the instance name. Type "(server name where the OW5000 platform is installed)\SQLEXPRESS" as the Database Name.

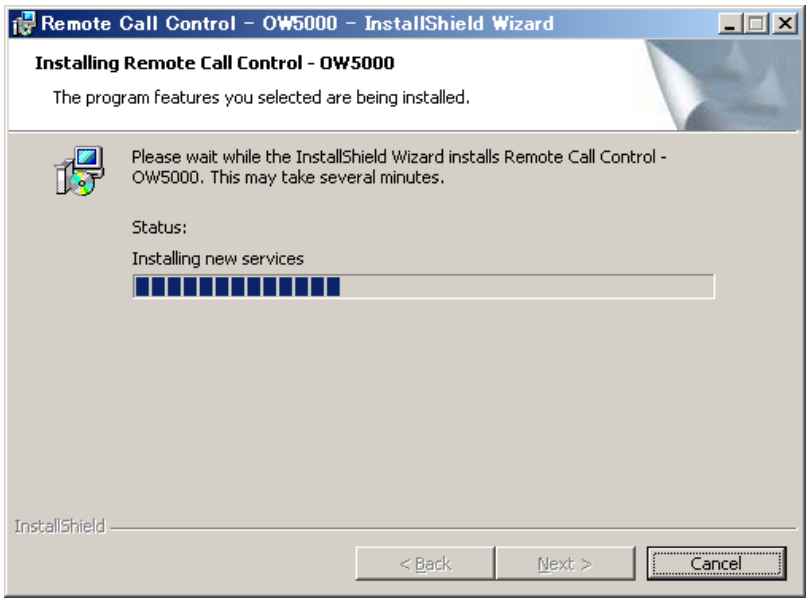
Step 15 Click **Next**. A Ready to Install dialog box displays (Figure 4-6).

Figure 4-6 *Ready to Install dialog box*



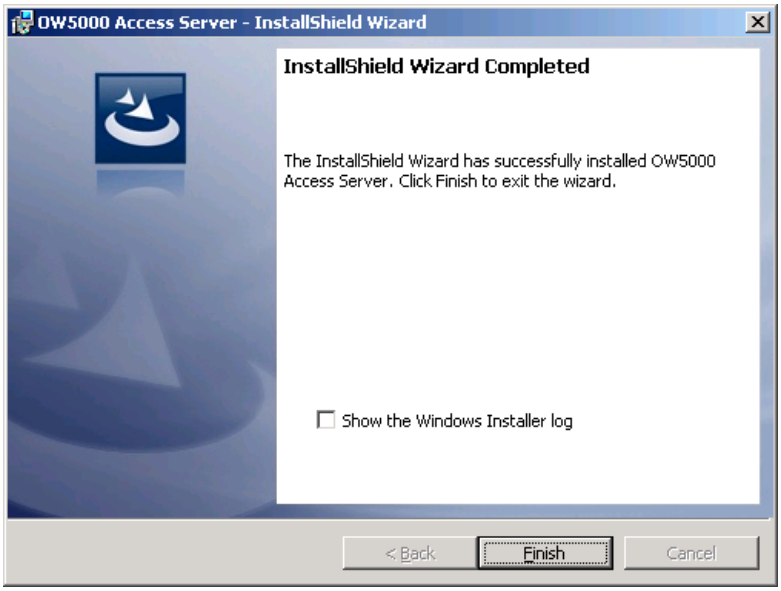
Step 16 Click **Install**. An Installing Access Server dialog box displays (Figure 4-7).

Figure 4-7 *Installing Access Server dialog box*



Step 17 After all files are copied, click **Next**. An Installation Complete dialog box displays (Figure 4-8).

Figure 4-8 *Installation Complete dialog box*



Step 18 Click **Finish** to complete the installation of Access Server.

IMPORTANT

If Access Server is installed on a different server than the OW5000 Platform server, the following configuration is required.

*Double-click the **Administrative Tools** icon in the Control Panel. A Services Window—AccessServer dialog box displays. Change the Recovery settings as shown in (Figure 4-9).*

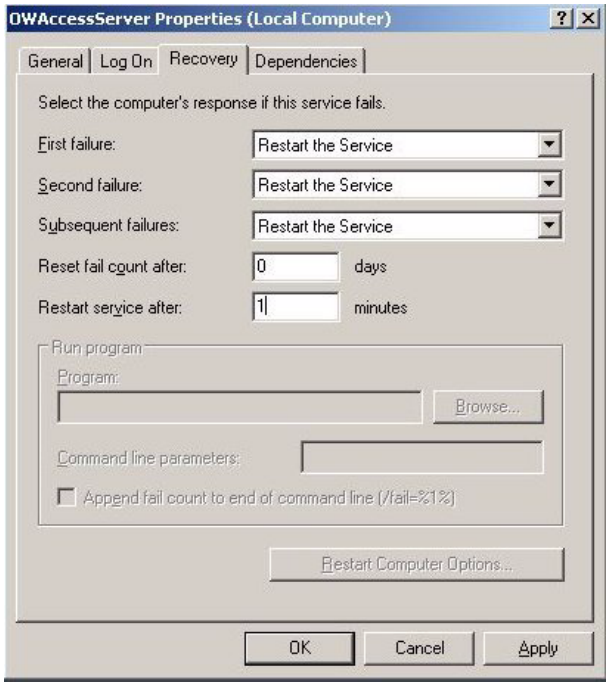
NOTE

OW5000 Access Server is not listed when you install the OW5000 platform. So, it is required that you add OW5000 Access Server manually. Refer to the WatchDog Helper section of the UNIVERGE OW5000 Configuration Guide for more details.

NOTE

OW5000 Access Server Service is not registered in WatchDog Helper. Add OW5000 Access Server Service to monitor the service from WatchDog. Please refer to the UNIVERGE OW5000 Configuration Guide for more details.

Figure 4-9 *Services Window—AccessServer dialog box*



NOTE

When uninstall of OW5000 Access Server is required, please open Add or Remove Programs, select OW5000 Access Server, and then click Remove.

For information on configuring the Access Server, refer to the UNIVERGE OW5000 Configuration Guide.

5

Log Viewer

Log Viewer is a utility in the UNIVERGE OW5000. OW5000 applications generally log events to the OW5000 Log Server (OAI Monitor), and OW5000 Log Server. These logs are then stored into the log file.

Log Viewer gives a system administrator the ability to:

- Connect to the OW5000 Log Server application that is running and view events logged by other applications.
- Open .LOG files generated by the Log Server to query, filter, and display their contents.
- Open the log file, which is created by the OW5000 Log Server, and display the Real-time log information.

LogViewer is installed automatically when the OW5000 Platform is installed. You can also install LogViewer at another server/client machine. This chapter explains the installation process of LogViewer from the UCE Disk 3 DVD menu.

This document specifies the steps needed to install the Log Viewer. For configuration information, please refer to the OW5000 Configuration Guide.

NOTE

There is no need to perform an independent installation of Log Viewer on the same machine where OW5000 Platform has been installed. Both Log Viewer and DBTool are installed automatically when the Platform is installed.

Installing Log Viewer

Use the following steps to install the Log Viewer software.

Step 1 Place the UCE DVD into the computer's **DVD-ROM** drive. On most computers Autorun automatically starts the installation when you load the **DVD**. If Autorun is not enabled on the computer, you must do the following:

—After placing the UCE DVD into the computer's **DVD-ROM** drive, open Windows Explorer and double-click the **DVD-ROM drive icon**.

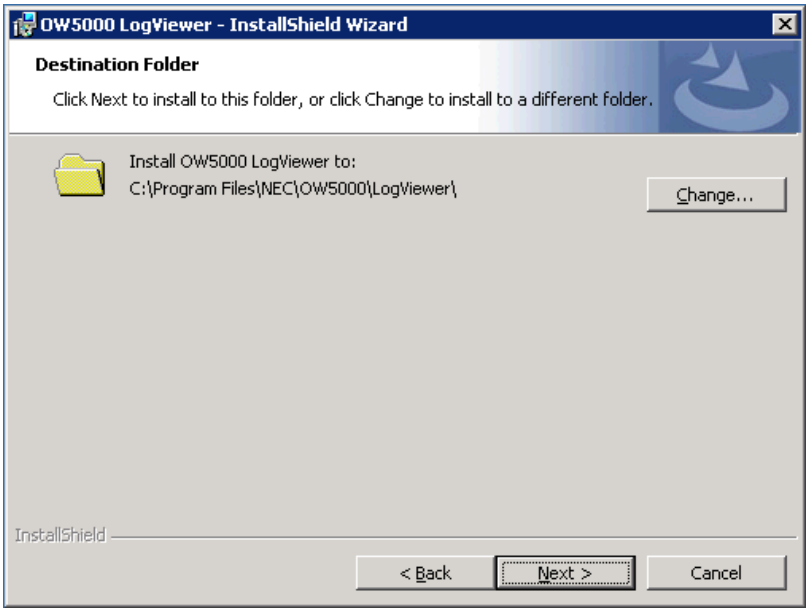
—In the **DVD-ROM** file list, double-click the **Setup.exe** file.

Step 2 From the UCE Application Platform Menu, select the Log Viewer link to start the OW5000 LogViewer installation program. A Log Viewer—Welcome dialog box displays (Figure 5-1).

Figure 5-1 *Log Viewer—Welcome dialog box*

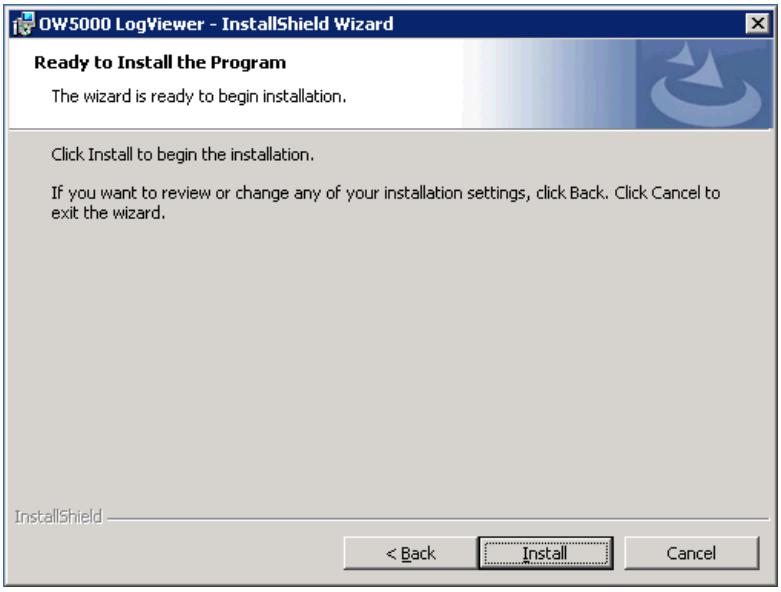
Step 3 Click **Next**. A Destination Folder dialog box displays (Figure 5-2).

Figure 5-2 *Destination Folder dialog box*



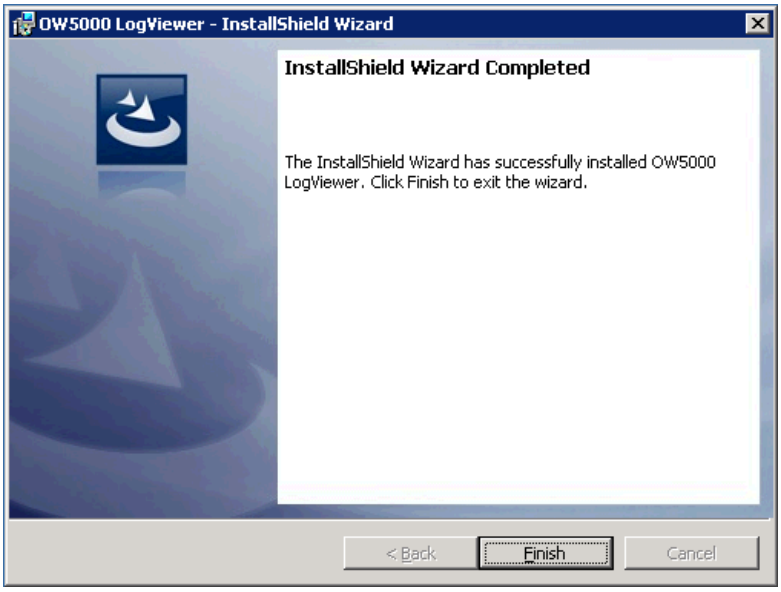
Step 4 To select a folder other than the default location shown in the dialog box, click **Change** and enter the new location. When finished, click **Next** to continue. A Ready to Install dialog box displays (Figure 5-3).

Figure 5-3 *Ready to Install dialog box*



Step 5 Click **Install**. An Installing Log Viewer dialog box displays briefly and then an Installation Complete dialog box displays (Figure 5-4).

Figure 5-4 *Installation Complete dialog box*



Step 6 Click **Finish** to complete the installation of Log Viewer.

NOTE

When uninstall of OW5000 Log Viewer is required, please open the Control Panel, select Add or Remove Programs, select OW5000 LogViewer and then click Remove.

6

DB Tool

The DB Tool is a utility in the OW5000 Platform. It provides a system administrator the capability to import/export data between the OW5000 databases and text files. This tool has the following functions:

- Database Import
- Database Export
- Bulk Delete

The DB Tool is installed automatically when the OW5000 Platform is installed. You can also install the DB Tool at another server/client machine. This chapter explains the installation process of the DB Tool from the UCE Disk 3 DVD menu.

There is no need to perform an independent installation of DB Tool on the same machine where OW5000 Platform has been installed. Both Log Viewer and DB Tool are installed automatically when the Platform is installed.

Installing DB Tool

Use the following steps to install the DB Tool software.

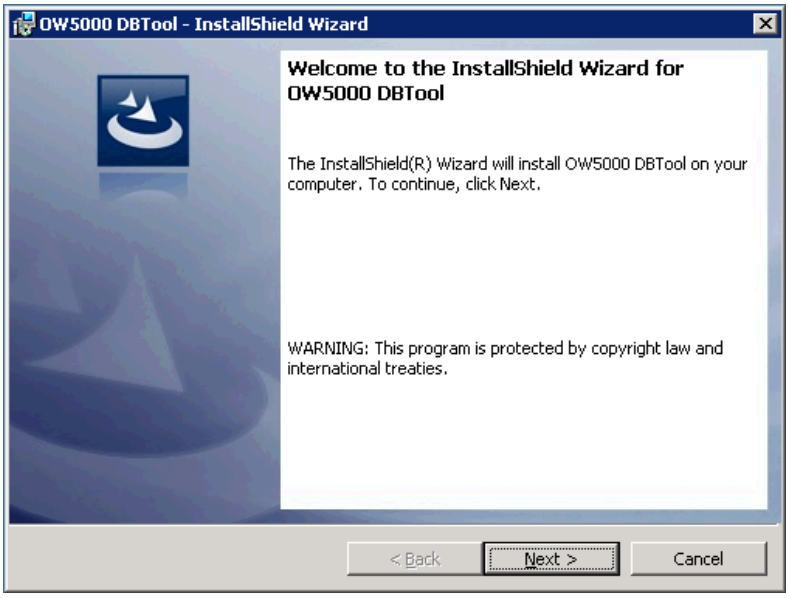
Step 1 Place the UCE DVD into the computer's **DVD-ROM** drive. On most computers Autorun automatically starts the installation when you load the **DVD**. If Autorun is not enabled on the computer, you must do the following:

—After placing the UCE DVD into the computer's **DVD-ROM** drive, open Windows Explorer and double-click the **DVD-ROM drive icon**.

—In the **DVD-ROM** file list, double-click the **Setup.exe** file.

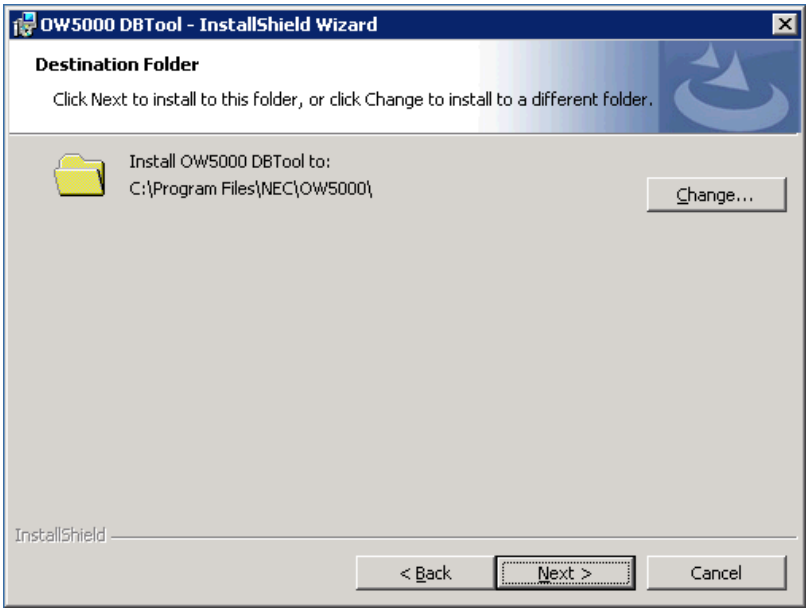
Step 2 From the UCE Application Platform Menu, select the OW5000 DB Tool link to start the DB Tool installation program. A DB Tool—Welcome dialog box displays (Figure 6-1).

Figure 6-1 *DB Tool—Welcome dialog box*



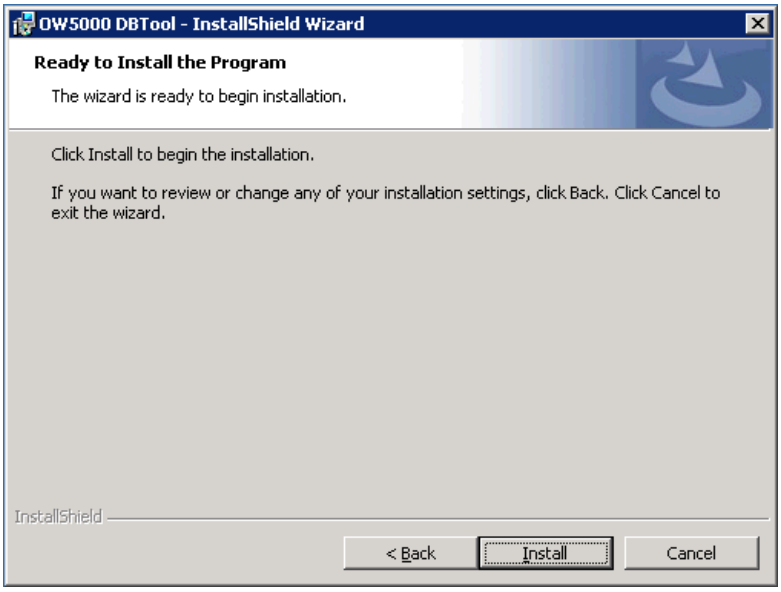
Step 3 Click **Next**. A Destination Folder dialog box displays (Figure 6-2).

Figure 6-2 *Destination Folder dialog box*



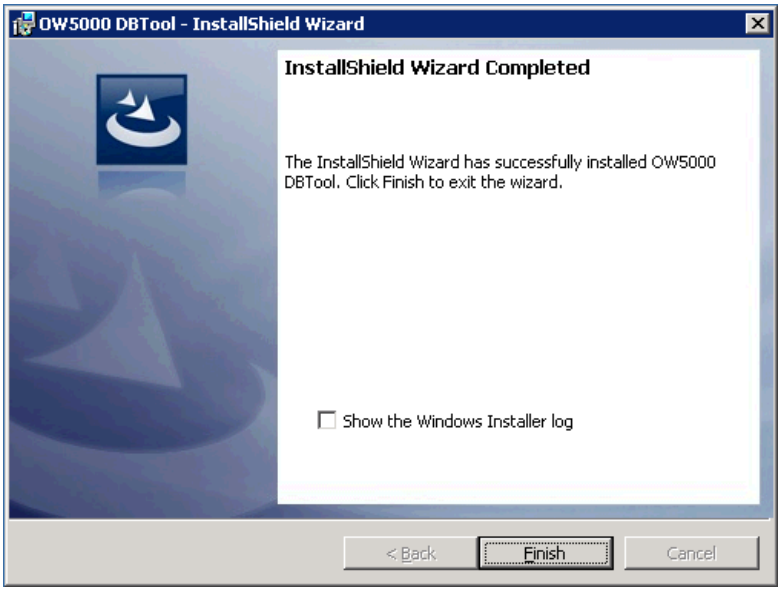
Step 4 To select a folder other than the default location shown in the dialog box, click **Change** and enter the new location. When finished, click **Next** to continue. A Ready to Install dialog box displays (Figure 6-3).

Figure 6-3 *Ready to Install dialog box*



Step 5 Click **Install**. An Installing DB Tool dialog box displays briefly and then an Installation Complete dialog box displays (Figure 6-4).

Figure 6-4 *Installation Complete dialog box*



Step 6 Click **Finish** to complete the installation of DB Tool.

NOTE

When uninstall of DB Tool is required, please open the Control Panel, select Add or Remove Programs, select OW5000 DBTool, and then click Remove.

7

IM Archive Viewer

IM Archive Viewer is the application to manage IM (Instant Message) archive files created by OW5000. The System Administrator can open single or multiple IM archive files and query by the following conditions:

- Beginning Date/Time and End Date/Time
- Sender SIPURI/Receiver SIPURI
- Keyword in the message text
- Delivered or not

This application can also search specific key words from a query result and save it into a local file. IM Archive Viewer does NOT install with OW5000 Platform. You must run the installer of IM Archive Viewer on the computer you want to use.

Use the steps below to install IM Archive Viewer.

Confirm that the server has enough memory to open the IM Archive file if you install IM Archive Viewer on the same server as the OW5000 Platform.

This chapter includes the following topics.

Chapter Topics:

- *Installing IM Archive Viewer*
- *Removing IM Archive Viewer*
- *Upgrading IM Archive Viewer*

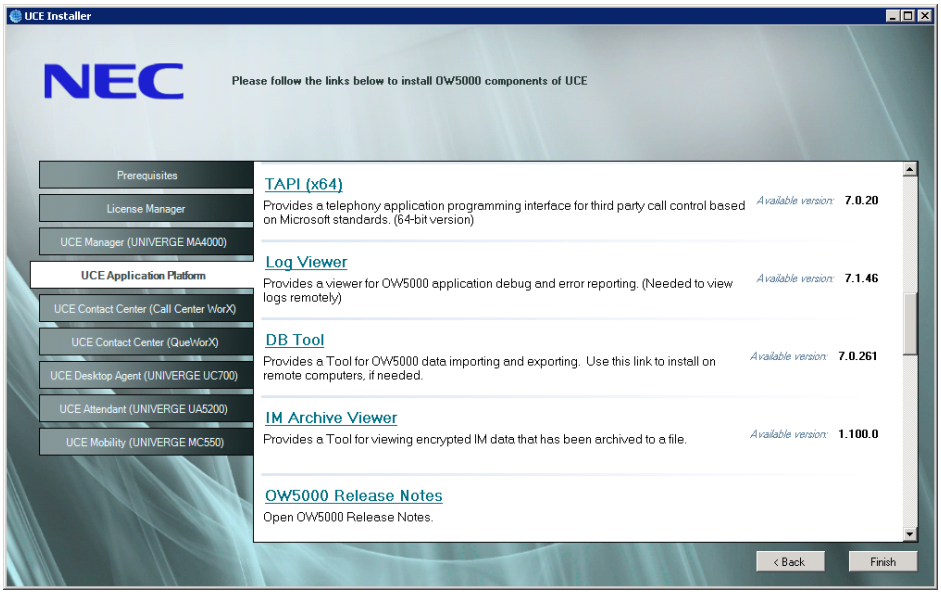
Installing IM Archive Viewer

Step 1 Place the DVD into the computer's **DVD-ROM** drive. On most computers Autorun automatically starts the installation when you load the **DVD**. If Autorun is not enabled on the computer, you must do the following:

—After placing the DVD into the computer's **DVD-ROM** drive, open Windows Explorer and double-click the **DVD-ROM drive icon**.

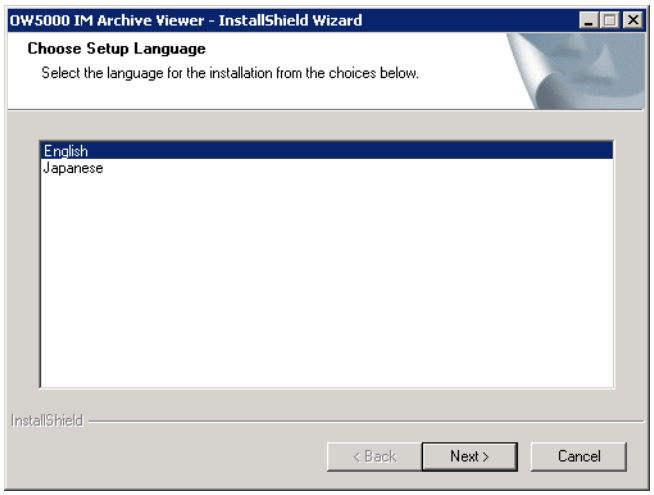
—In the **DVD-ROM** file list, double-click the **Setup.exe** file.

Figure 7-1 *NEC Installation Menu*



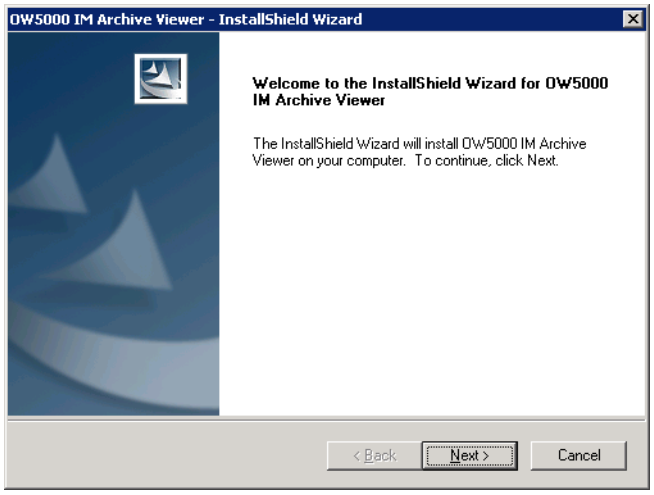
Step 2 Select **UCE Application Platform** > **IM Archive Viewer** from the NEC Installation Menu. Figure 7-2 displays.

Figure 7-2 *Choose Language dialog box*



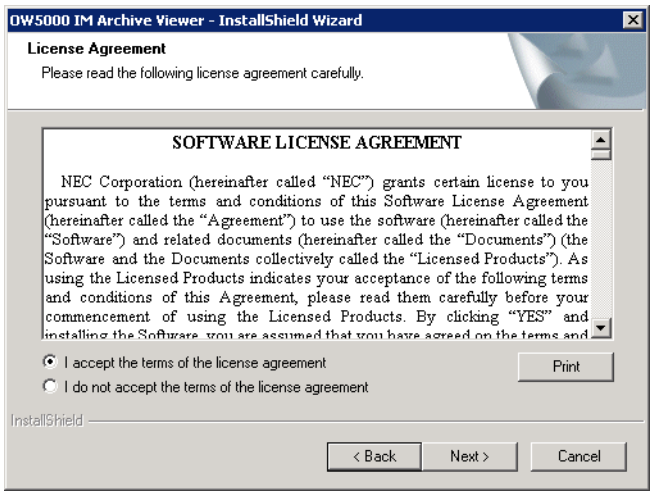
Step 3 Choose **English** and click **Next**. A Preparing Setup dialog displays briefing and then a Welcome dialog box displays (Figure 7-3).

Figure 7-3 *Welcome dialog box*



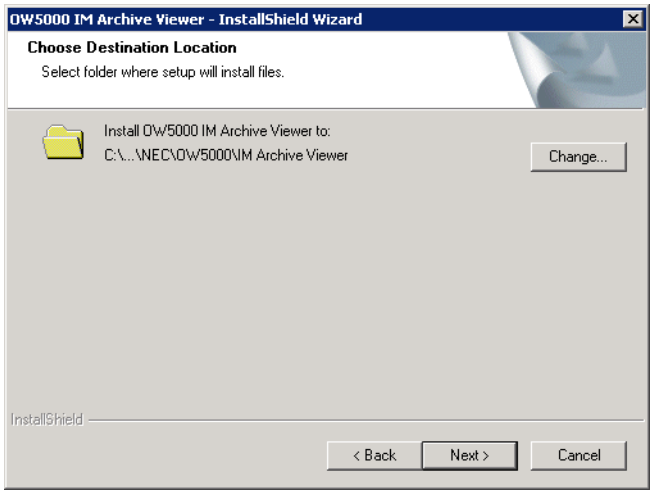
Step 4 Click **Next** to display Figure 7-4.

Figure 7-4 *End User License Agreement*



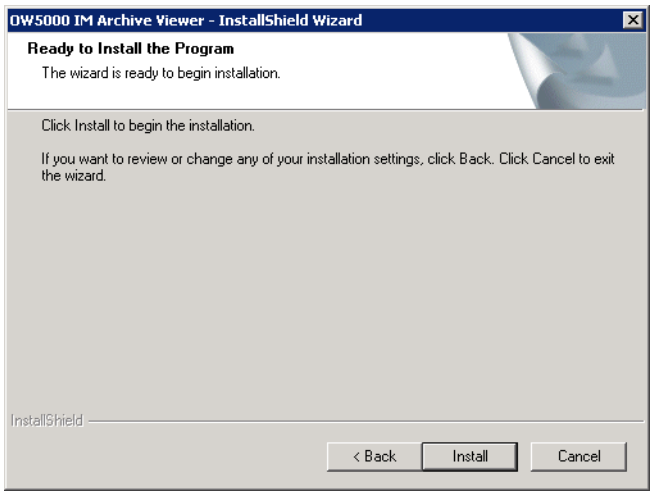
Step 5 Read the license agreement and click **I accept the terms in the license agreement**. Click **Next**. A Choose Destination Location dialog box displays (Figure 7-5).

Figure 7-5 *Choose Destination Location dialog box*



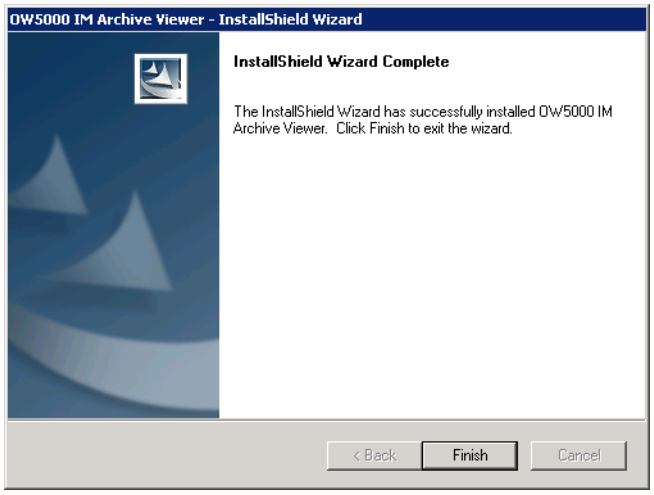
Step 6 To select a folder other than the default location shown in the dialog box, click **Change** and enter the new location. When finished, click **Next** to continue. Figure 7-6 displays.

Figure 7-6 *Ready to Install dialog*



Step 7 Click **Install**. The IM Archive Viewer installation starts and then a Setup Status dialog box displays. When the installation finishes, an InstallShield Wizard Complete dialog box displays (Figure 7-7).

Figure 7-7 *InstallShield Wizard Complete dialog box*



Step 8 Click **Finish** to complete the installation.

Removing IM Archive Viewer

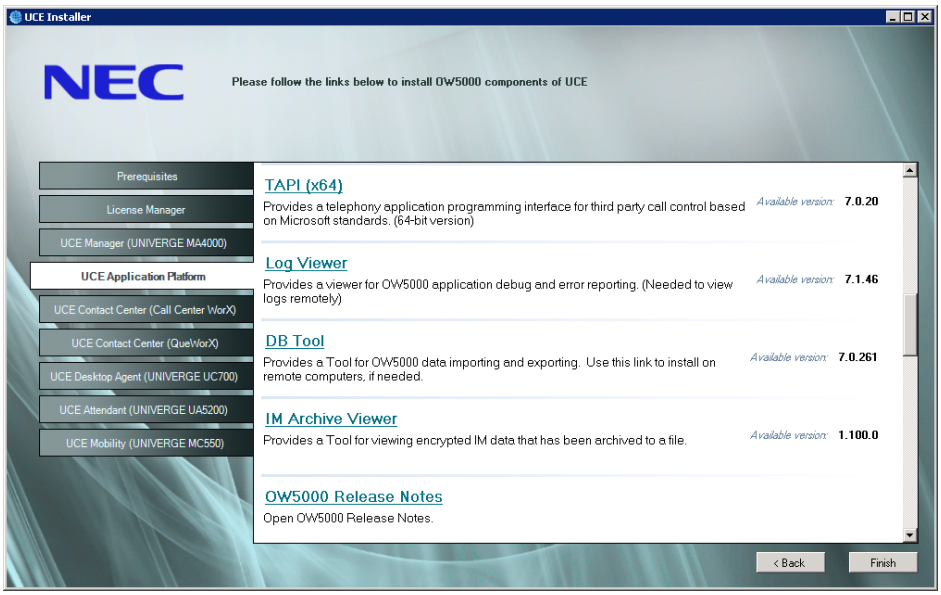
There are two ways to remove IM Archive Viewer from the computer. You can choose to use **Control Panel** > **Add or Remove Programs** or to use the OW5000 R5 Basic Software DVD. This chapter explains how to remove the application using the OW5000 R5 Basic Software DVD.

Step 1 Place the DVD into the computer's **DVD-ROM** drive. On most computers Autorun automatically starts the installation when you load the **DVD**. If Autorun is not enabled on the computer, you must do the following:

—After placing the DVD into the computer's **DVD-ROM** drive, open Windows Explorer and double-click the **DVD-ROM drive icon**.

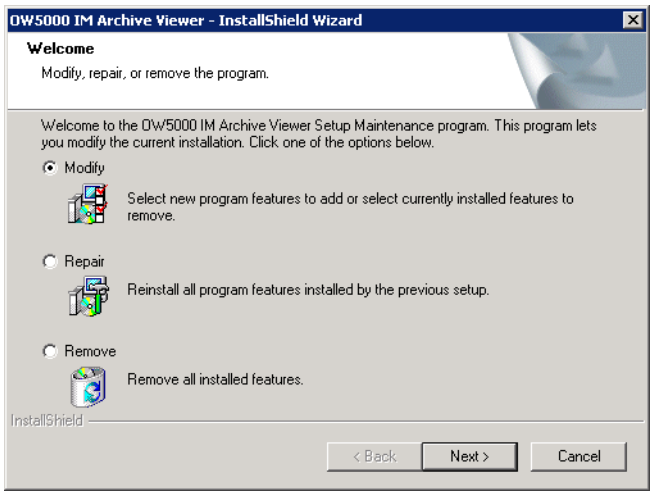
—In the **DVD-ROM** file list, double-click the **Setup.exe** file. Figure 7-8 displays.

Figure 7-8 *OW5000 Master Installation Menu*



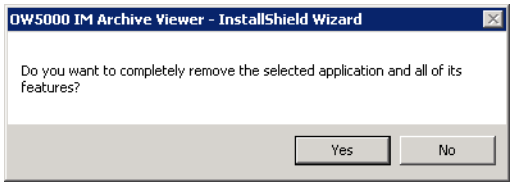
Step 2 Select **UCE Application Platform** > **IM Archive Viewer** from the OW5000 Master Installation Menu. A Welcome—Remove dialog box displays (Figure 7-9).

Figure 7-9 *Welcome—Remove dialog box*



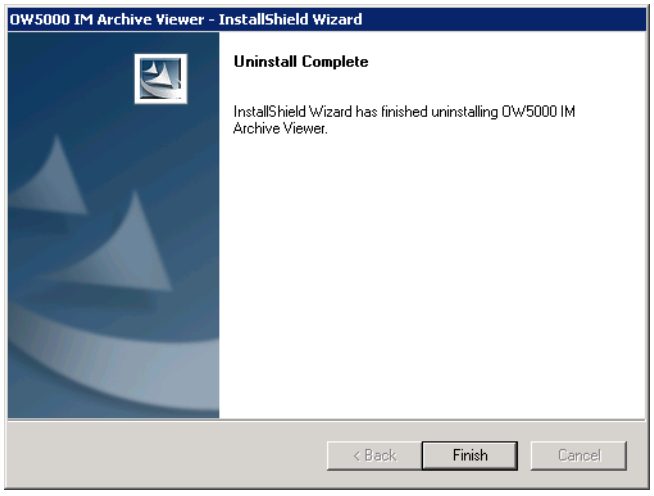
Step 3 Choose **Remove** and then click **Next**. Figure 7-10 displays.

Figure 7-10 *Remove Confirmation dialog box*



Step 4 Click **Yes**. After the Uninstall process is finished, Figure 7-11 displays.

Figure 7-11 *Uninstall Complete dialog box*



Step 5 Click **Finish** to complete the uninstall.

Upgrading IM Archive Viewer

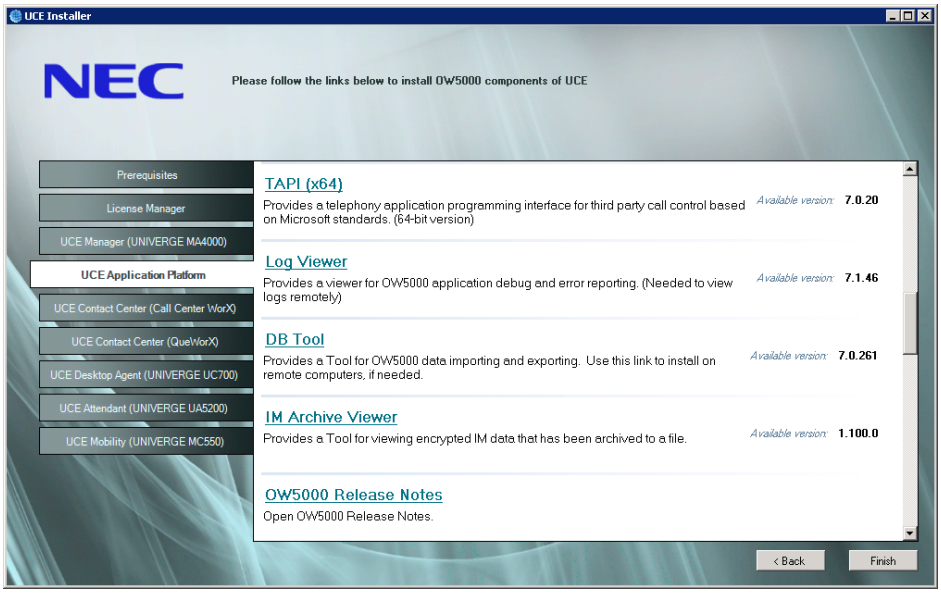
Follow the steps below to upgrade IM Archive Viewer.

Step 1 Place the DVD into the computer's **DVD-ROM** drive. On most computers Autorun automatically starts the installation when you load the **DVD**. If Autorun is not enabled on the computer, you must do the following:

—After placing the DVD into the computer's **DVD-ROM** drive, open Windows Explorer and double-click the **DVD-ROM drive icon**.

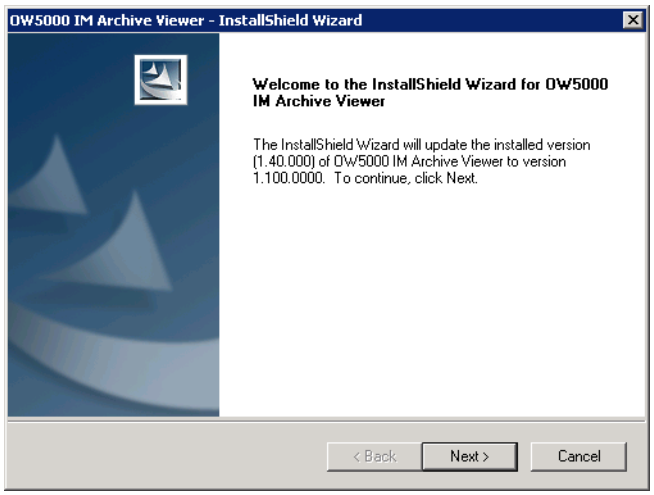
—In the **DVD-ROM** file list, double-click the **Setup.exe** file. An Installation Menu (Figure 7-12).

Figure 7-12 *Installation Menu*



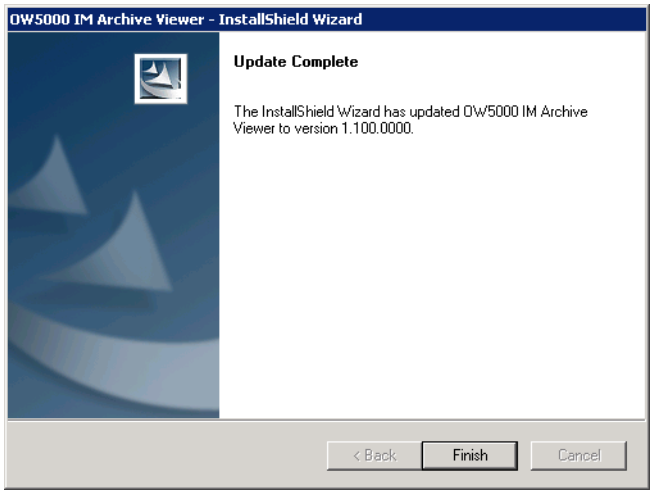
Step 2 Select **UCE Application Platform** > **IM Archive Viewer** from the OW5000 Master Installation Menu. Figure 7-13 displays.

Figure 7-13 *Welcome—Update IM Archive Viewer dialog box*



Step 3 Click **Next**. The Upgrading process starts and a Setup Status dialog box displays briefly. When the upgrade is complete, Figure 7-14 displays.

Figure 7-14 *Update Complete dialog box*



Step 4 Click **Finish** to complete the update.

Appendix A

Backup and Rollback Procedure

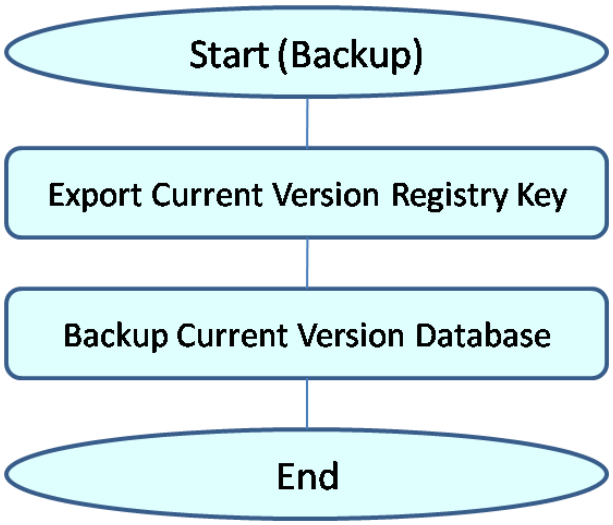
The following information describes procedures that allow you to revert to a previous version of OW5000. The following topics are included in this chapter.

Chapter Topics

- *Current Version Backup*
- *Rollback Procedures*

Current Version Backup

Figure A-1 *Backup Procedure*

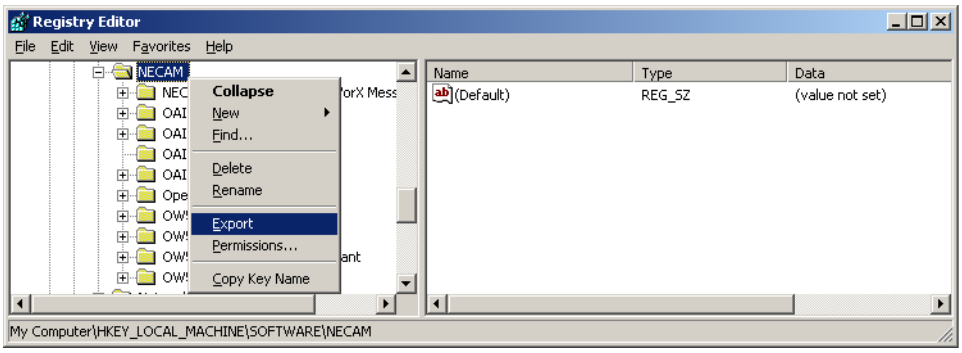


Export Current Version Registry Key

Step 1 Start the Registry Editor using **Start** > **Run** > **Regedit**.

Step 2 Right-click on the NECAM folder and select **Export**.
Folder path
32bit : HKEY_LOCAL_MACHINE\SOFTWARE\NECAM
64bit : HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\NECAM

Figure A-2 *Registry Editor dialog box*



Step 3 An Export Registry File dialog box displays. Enter the proper export path and file name and then click **Save**.

Backup Current Version Database

Step 1 Open a DOS command prompt for the current OW5000 server.

Step 2 Enter the SQL commands shown in the following illustration:

For OW5000 servers, backups of both the "OW5000" database and the master database are required. The following figure uses OW5000R3.bak and masterR3.bak as an example.

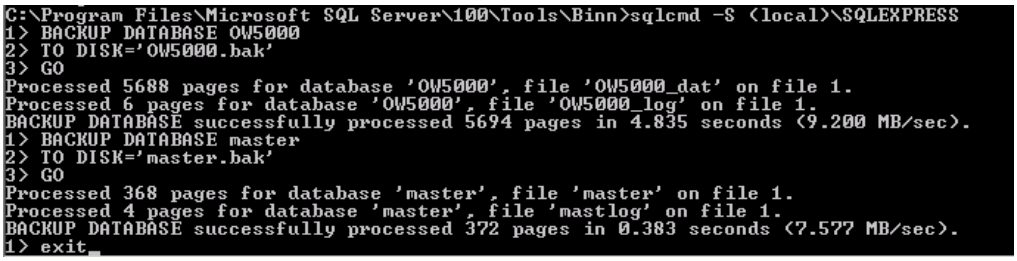
NOTE

If the current version is OW5000 R3 with UA5200 Server 2.x or 3.x installed, you should also backup the "Reports" and "AttStats" databases, if present.

Move to the following folder before the command is used:

MS SQL Server 2005 Express Edition case
C:\Program Files\Microsoft SQL Server\90\Tools\Binn\

MS SQL Server 2008 / 2008 R2 Express Edition case
C:\Program Files\Microsoft SQL Server\100\Tools\Binn\



The default output folder of backup files are below:

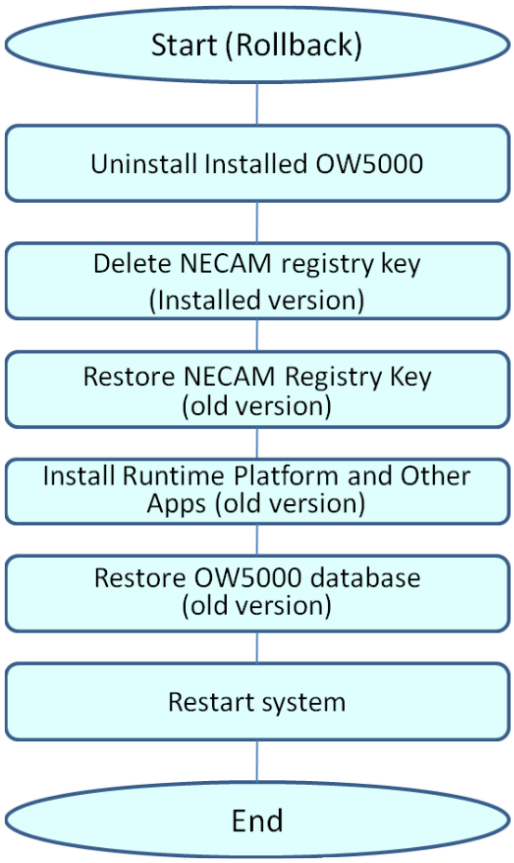
MS SQL Server 2005 Express Edition case
C:\Program Files\Microsoft SQL Server\MSSQL.1\MSSQL\Backup\

MS SQL Server 2008 / 2008 R2 Express Edition case
C:\Program Files\Microsoft SQL Server\MSSQL10.SQLEXPRESS\MSSQL\Backup\
(SQLEXPRESS might be different depending on the install configuration)\

A different folder can be specified by supplying a path when using the TO DISK command, as shown in this example:
TO DISK='D:\SQLBackup\OW5000.bak'

Rollback Procedures

Figure A-3 *Rollback Procedure*



Uninstall Installed OW5000

Step 1 To uninstall the platform, refer to “Uninstalling the OW5000 Platform” on page 2-24.

Delete NECAM Registry Key—Installed Version

Step 1 Start the Registry Editor.

Step 2 Right-click on the **NECAM** folder and select **Delete**.

Folder path:
32bit : HKEY_LOCAL_MACHINE\SOFTWARE\NECAM
64bit : HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\NECAM.

If an NEC folder exists at HKEY_LOCAL_MACHINE\SOFTWARE\NEC, it may contain keys for UA5200 Attendant Statistics (attstats) or Guest Link, and/or applications such as NEC's IMXMAT that is not part of the OW5000 suite of applications. Carefully delete only those folders within the NEC key that were related to your OW5000 installation (.\NEC\attstats and .\NEC\Guest Link, for example, if present).

Step 3 Microsoft SQL Server 2008 R2 is not supported by prior versions of OW5000. If the OW5000 R5 database resides within Microsoft SQL Server 2008 R2, you will have to uninstall the whole of Microsoft SQL Server 2008 R2 (using **Control Panel** > **Add or Remove Programs**) prior to reinstalling the older version of OW5000 with a supported version of SQL.

If, on the other hand, the OW5000 R5 databases reside within Microsoft SQL Server 2005, you need only use SQL Tools or SQL Server Management Studio Management Express to delete R5's OW5000 database, if present. (This could be the case if OW5000 R5 was installed to an existing SQL Server 2005.)

Alternatively, if you are willing to re-install the version of SQL Server (2000, 2005 or 2008) that was in use with the older version of OW5000, you can just use **Control Panel** > **Add or Remove Programs** to remove the whole of Microsoft SQL Server 2005, and then delete the **C:\Program Files\Microsoft SQL Server** folder with all of its contents.

Restore NECAM Registry Key (old version)

Step 1 Restore the NECAM regedit export (a .reg file) that was created previously by exporting HKEY_LOCAL_MACHINE\SOFTWARE\NECAM. See “Export Current Version Registry Key” on page A-2.

Step 2 Double-click the .reg file to import its contents to the Registry.

Install Platform and Other Applications (old version)

Step 1 Insert the USB security dongle that was in use with the older version of OW5000.

Step 2 Install the old version of OW5000 Platform.

Step 3 Install any other applications that had previously been installed with the old version of Platform.

Restore OW5000 database (old version)

Step 1 Select **Start > Administrative Tools > Services** and then stop the following services:

OWWatch Dog
OW OAIMonitor (see Note)
Remote Call Control Service (if it is installed)
OW5000 Access Server (if it is installed)
World Wide Web Publishing Service
OW5000 Application Message Service (R3)

NOTE *All relative services are stopped.*

Step 2 Open the command prompt and delete the current database using the following commands, as illustrated.

Move to the following folder before the command is used:

MS SQL Server 2005 Express Edition case
C:\Program Files\Microsoft SQL Server\90\Tools\Binn\

MS SQL Server 2008 / 2008 R2 Express Edition case
C:\Program Files\Microsoft SQL Server\100\Tools\Binn\

sqlcmd -S (local)\SQLEXPRESS
USE master

GO
DROP DATABASE OW5000
GO

```
C:\Program Files\Microsoft SQL Server\100\Tools\Binn>sqlcmd -S (local)\SQLEXPRESS
1> USE master
2> GO
Changed database context to 'master'.
1> DROP DATABASE OW5000
2> GO
```

Step 3 Restore the OW5000 database using the following commands, as illustrated.

```
RESTORE DATBASE OW5000
FROM DISK = 'OW5000.bak'
GO
```

NOTE

The following step works when the backup files are in the default folder; use FROM DISL = parameter in case the backup file is there but in a different folder.

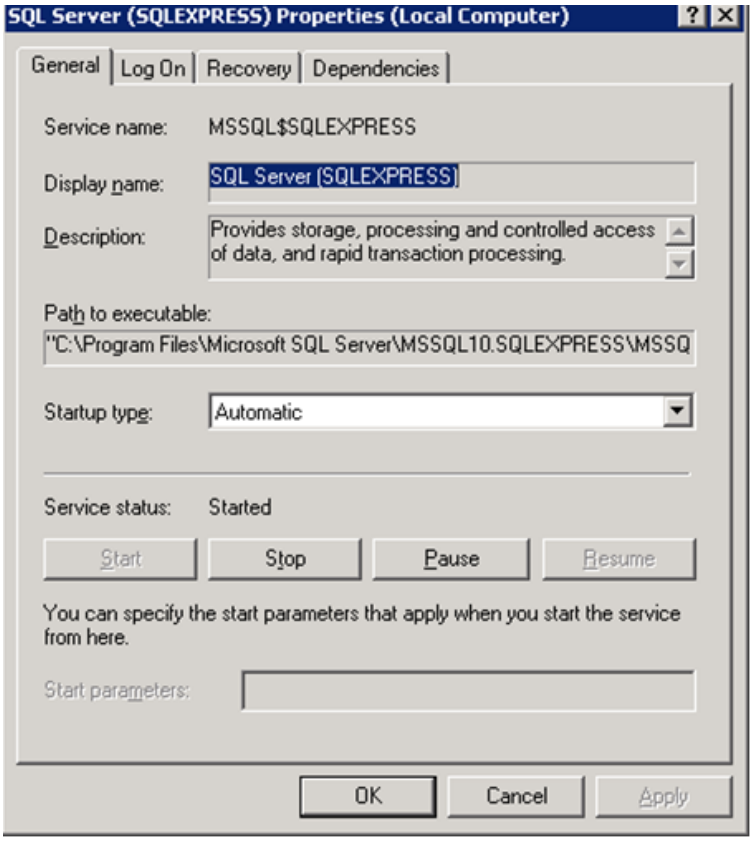
```
1> RESTORE DATABASE OW5000
2> FROM DISK='OW5000.bak'
3> GO
Processed 5184 pages for database 'OW5000', file 'OW5000_dat' on file 1.
Processed 44 pages for database 'OW5000', file 'OW5000_log' on file 1.
RESTORE DATABASE successfully processed 5228 pages in 0.270 seconds (151.258 MB/sec).
1>
2> exit
```

Step 4 Select **Start > Administrative Tools > Services**, and double-click **SQL Server (SQLEXPRESS)**. A Property dialog box displays (Figure A-4).

Step 5 Stop the service by clicking the **Stop** button and then put **-m** in the Start parameters field.

Step 6 Click **Start**.

Figure A-4 *Property dialog box*



Step 7 After start up, restore the master database using the following command from the Command Prompt:

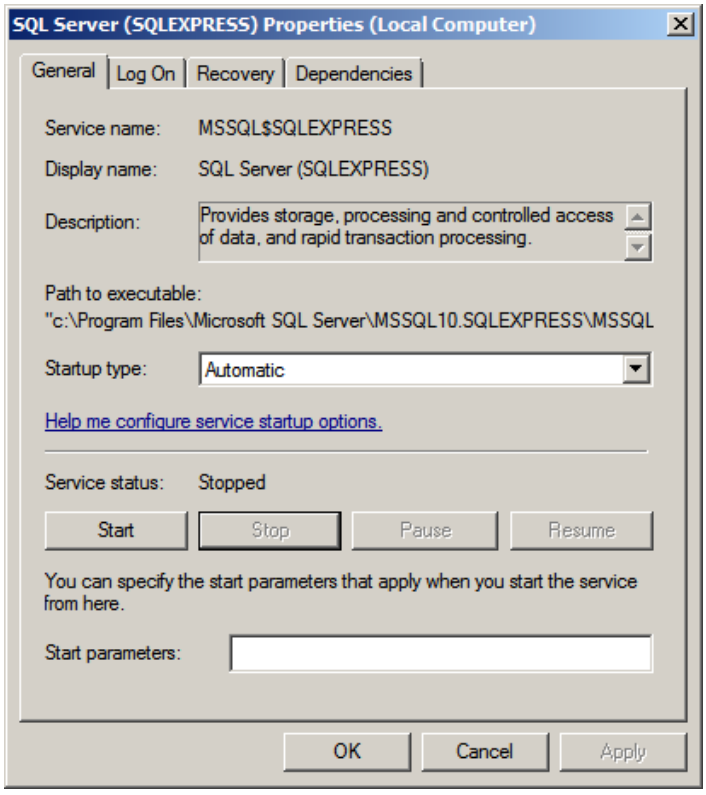
```
RESTORE DATABASE master
FROM DISK = 'master.bak'
GO
exit
```

NOTE *The following step works when the backup files are in the default folder; use FROM DISL = parameter in case a backup file is there but in a different folder.*

```
C:\Program Files\Microsoft SQL Server\100\Tools\Binn>sqlcmd -S (local)\SQLEXPRESS
1> RESTORE DATABASE master
2> FROM DISK='master.bak'
3> GO
Processed 368 pages for database 'master', file 'master' on file 1.
Processed 4 pages for database 'master', file 'mastlog' on file 1.
The master database has been successfully restored. Shutting down SQL Server.
SQL Server is terminating this process.
```

Step 8 Select **Start** > **Administrative Tools** > **Services**, and double-click **SQL Server (SQLEXPRESS)**. A Property dialog box displays (Figure A-5).

Figure A-5 *Property dialog box*



Step 9 Click **Start**.

Step 10 If the rollback is from R5 to R4/R3, the following command is also required to enable the service broker.

```
ALTER DATABASE OW5000 SET ENABLE_BROKER
GO
```

Appendix B

Microsoft SQL Server 2008 R2 Express Edition with Advanced Services

The following topics are included in this section.

Chapter Topics

- *Microsoft SQL Server 2008 R2 Express Edition with Advanced Services Install*
- *Microsoft SQL 2008 R2 Express Edition Uninstall*

Microsoft SQL Server 2008 R2 Express Edition with Advanced Services Install

Microsoft SQL Server must be installed in advance of installing the OW5000 Platform on the same machine as OW5000, or on a different machine within the same network.

If SQL Server 2005 or 2008 has not yet been installed for use with OW5000 R5, please follow the instructions provided in this Appendix to install Microsoft SQL Server 2008 R2 Express Edition with Advanced Services Install, using one of the Microsoft redistributables provided on the UCE Disk 1 DVD (or install a Microsoft-licensed Standard or Enterprise edition of SQL Server 2005 or 2008).

Prerequisites for Microsoft SQL 2008 R2 Express Edition with Advanced Services

Prior to installation of SQL Server 2008 R2 Express Edition with Advanced Services, the following three Microsoft redistributables must be installed (or confirmed):

Microsoft .NET Framework 3.5 Service Pack 1
Microsoft Windows Installer 4.5
Microsoft PowerShell 1.0

OS appropriate versions of the required Microsoft redistributables are included on Disk 1 of the UCE DVDs. Inserting Disk 1 into a DVD drive will display a menu with links for installation of these prerequisites.

After installing the pre-requisites, a hardware-appropriate version of Microsoft SQL Server 2008 R2 Express Edition with Advanced Services can be installed.

Microsoft redistributables for SQL Server 2008 R2 Express Edition with Advanced Services are included on Disk 1 of the UCE DVDs. Inserting Disk 1 into a DVD drive will display a menu with links for installation of the appropriate version (32-bit or 64-bit), under the Prerequisites section.

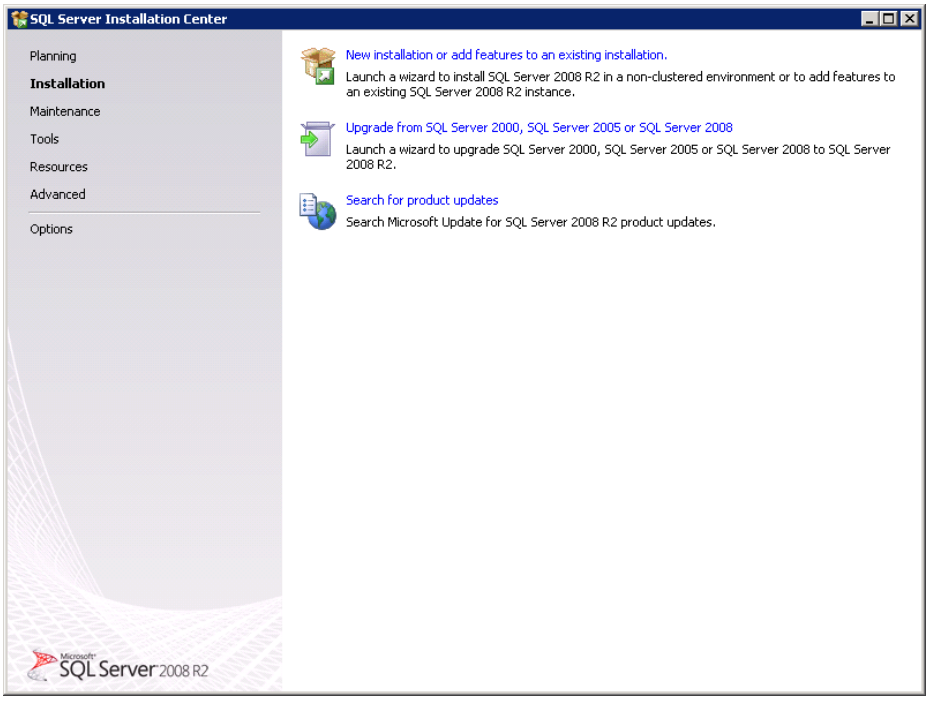
These can be installed on either Windows Server 2003 SP2, Windows Server 2003 R2 SP2, Windows Server 2008 SP2, or Windows Server 2008 R2 machines.

To install the Microsoft SQL Server 2008 R2 Express Edition with Advanced Services, follow the steps below.

Step 1 Place the UCE Disk 1 DVD into the DVD-ROM drive and wait for the installation menu to open.

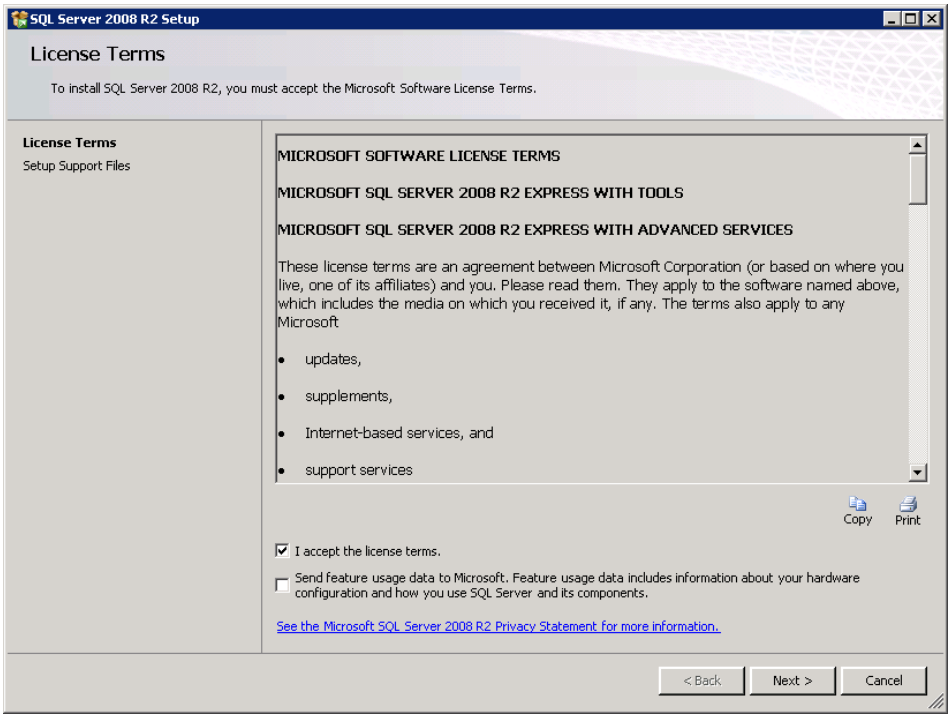
Step 2 From the Prerequisites menu, after selection of the display language and region, select either the 32-bit or 64-bit link for installing SQL Server 2008 R2 Express Edition with Advanced Services. An Extracting Files dialog box displays and after the necessary files are extracted, Figure B-1 displays.

Figure B-1 *SQL Express Install dialog box*



Step 3 Click **New installation or add features to an existing installation** to display a Software License Agreement dialog box (Figure B-2).

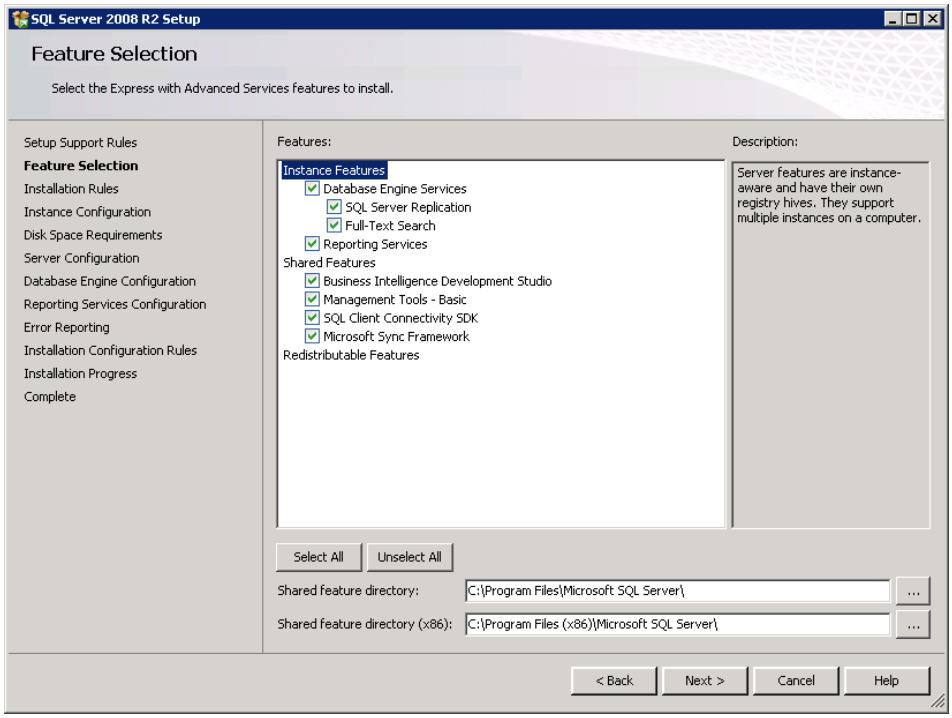
Figure B-2 *Software License Agreement dialog box*



Step 4 Read the software license agreement in the list box and click **I accept the license terms**.

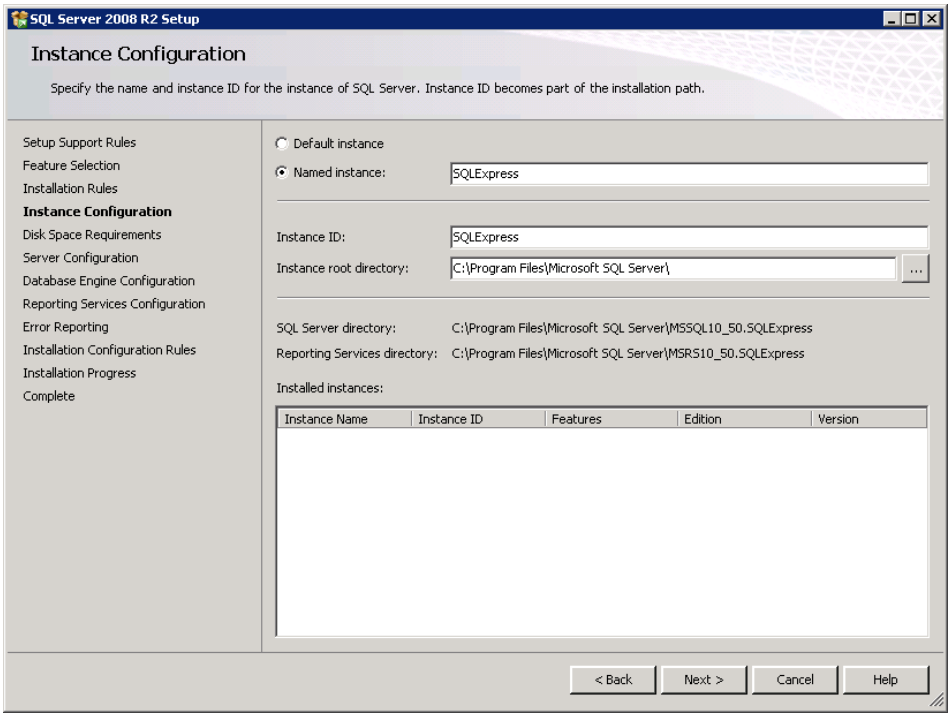
Step 5 Click **Next**. A Feature Selection dialog box displays (Figure B-4).

Figure B-3 *Feature Selection dialog box*



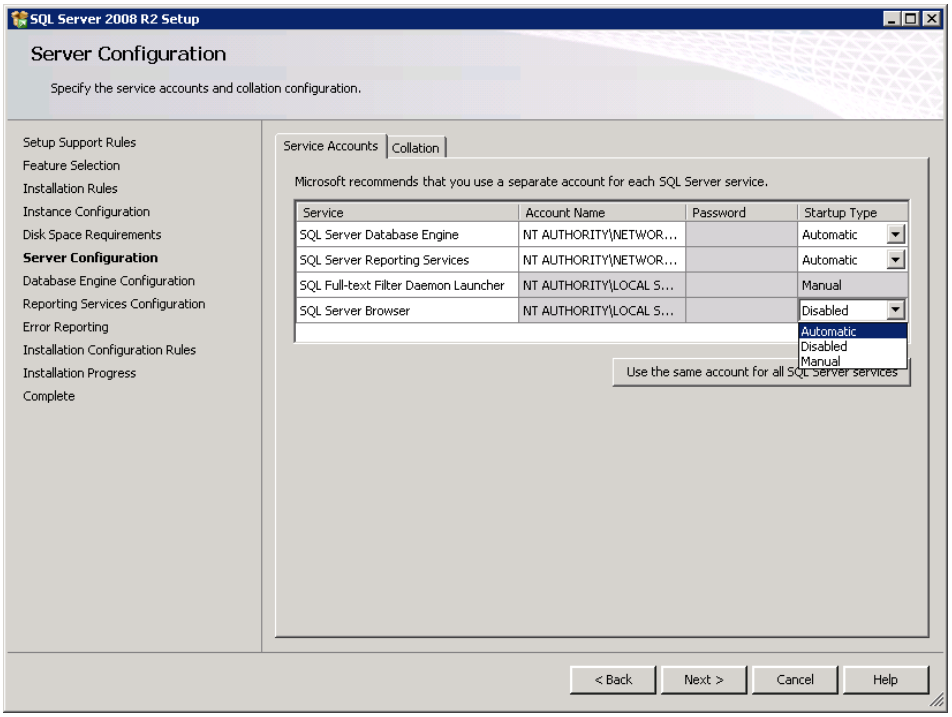
Step 6 Click **Select All** and then click **Next**. (It is best to install every feature now, during this initial install of SQL Server 2008 R2 Express Edition with Advanced Services, than to add features later, as required by various applications.) An Instance Configuration dialog box displays (Figure B-4).

Figure B-4 *Instance Configuration dialog box*



Step 7 Click **Next** to display a Server Configuration dialog box (Figure B-5).

Figure B-5 *Server Configuration dialog box*



Step 8 Specify **NT AUTHORITY\NETWORK SERVICE** as the Account Name for **SQL Server Database Engine** and **SQL Server Reporting Services**.

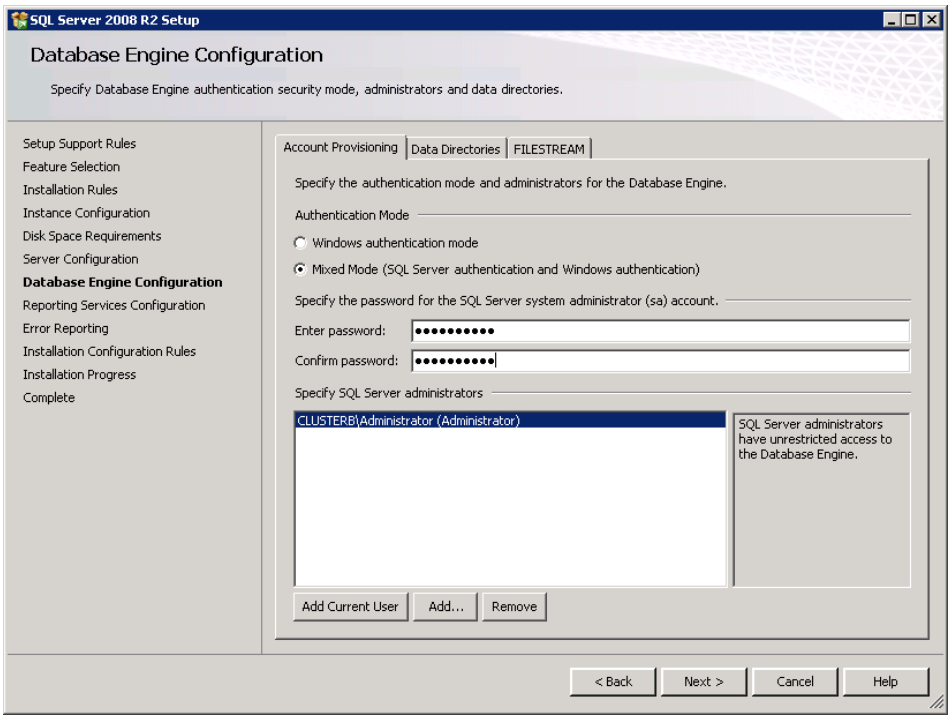
Step 9 Specify **NT AUTHORITY\LOCAL SERVICE** as the Account Name for **SQL Full-text Filter Daemon Launcher** and **SQL Server Browser.**

NOTE

The Service Accounts specified here, in the Server Configuration dialog, can be modified after installation of SQL Server 2008 R2 via the SQL Server Configuration Manager. Please refer to Microsoft documentation for further information.

Step 10 Select **Automatic** for SQL Server Browser Startup Type and then click **Next**. A Database Engine Configuration dialog box displays (Figure B-6).

Figure B-6 *Database Engine Configuration dialog box*



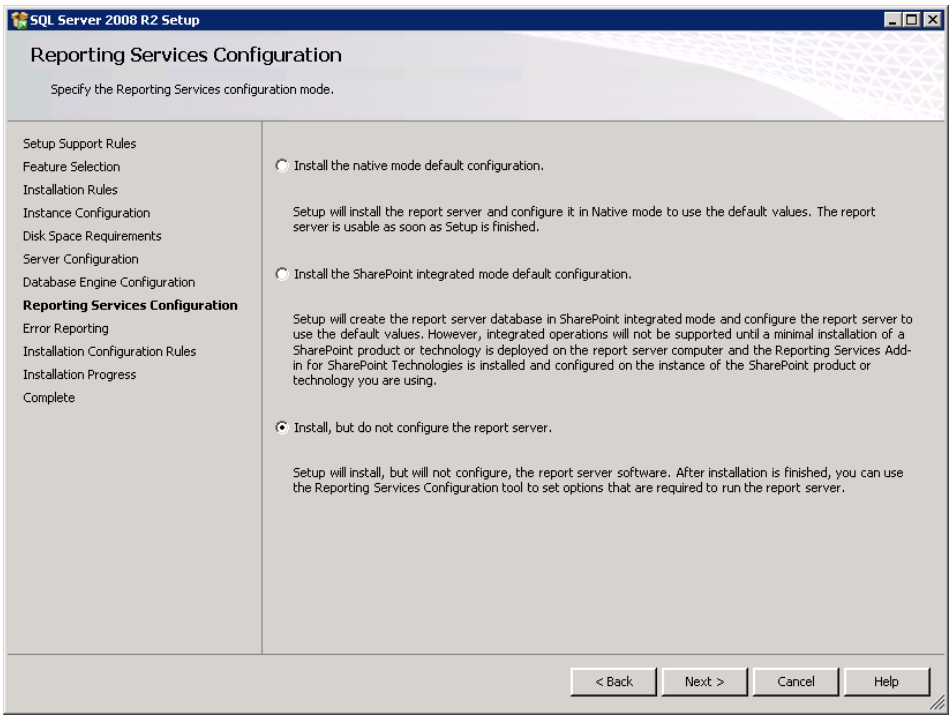
Step 11 Select **Mixed Mode** authentication, supplying a strong SA password and writing it down for later reference, and then click **Next**.

NOTE

*Do not use the default **Windows authentication mode**. Doing so can interfere with the SQL connectivity of other UCE applications if they are installed on a different machine at some time in the future.*

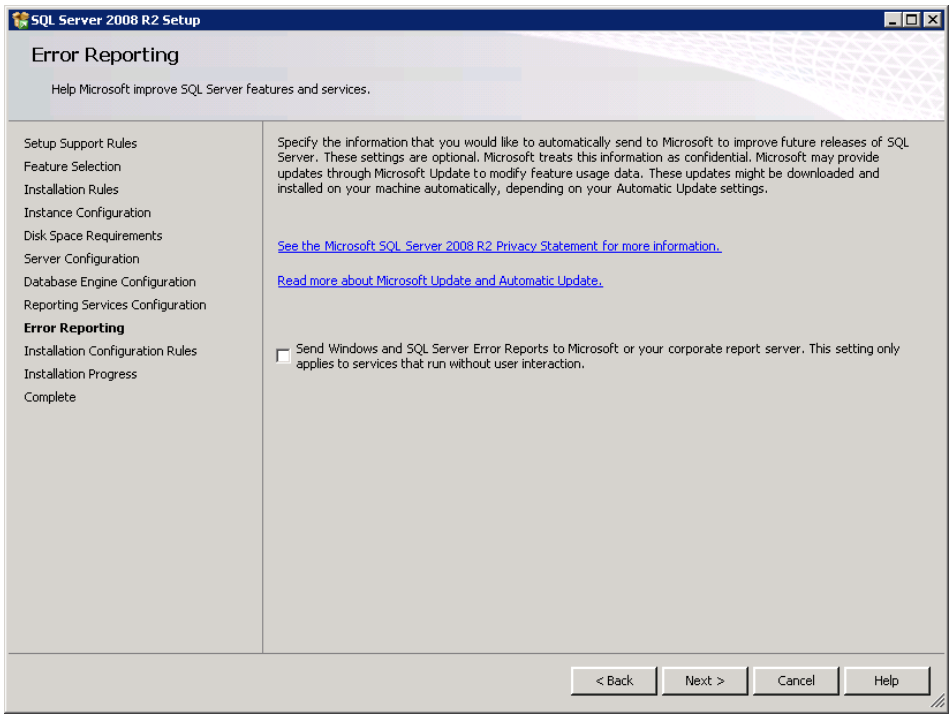
A Reporting Services Configuration dialog box displays (Figure B-7).

Figure B-7 *Reporting Services Configuration dialog box*



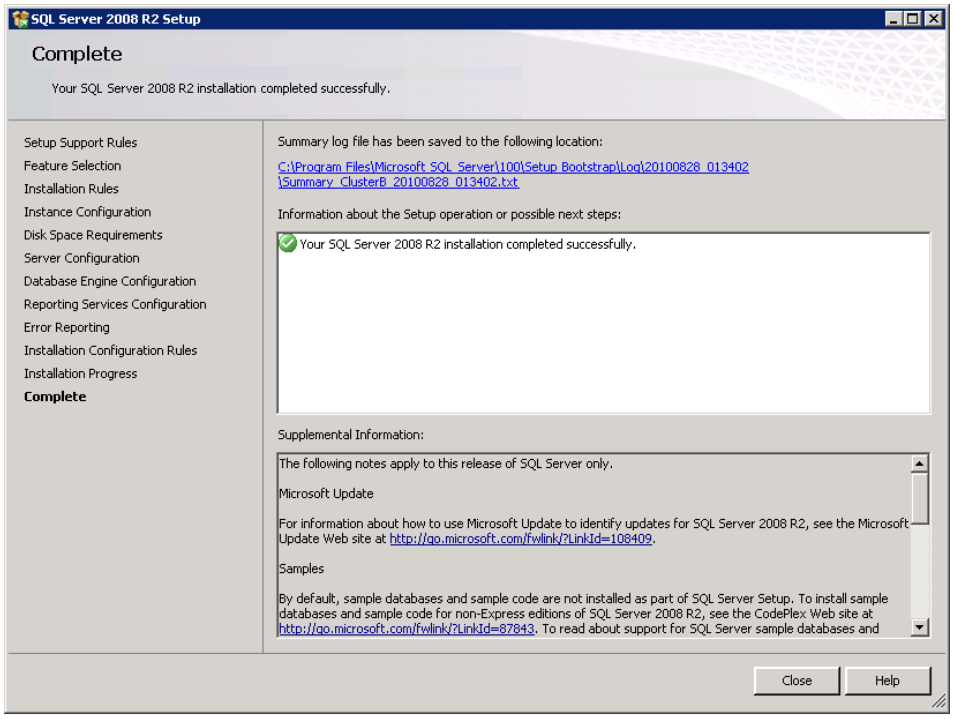
Step 12 Select **Install, but do not configure the report server** then click **Next**. An Error and Usage Reporting dialog box displays (Figure B-8).

Figure B-8 *Error and Usage Reporting dialog box*



Step 13 Click **Next**. The installation starts automatically. A Complete dialog box displays (Figure B-9).

Figure B-9 *Complete dialog box*

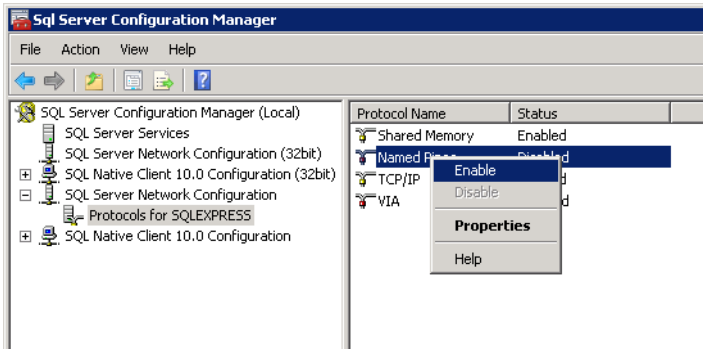


Step 14 Click **Close** to complete the installation. Also, close SQL Server Installation Center.

Step 15 From the **Start** menu, select **All Programs > Microsoft SQL Server 2008 R2 > Configuration Tools > SQL Server Configuration Manager**.

Step 16 Expand the **SQL Server Network Configuration** branch, then click **Protocols for SQLEXPRESS** (**or** the instance name created during installation). Right-click the **Named Pipes** protocol. A Named Pipes popup menu displays (Figure B-10).

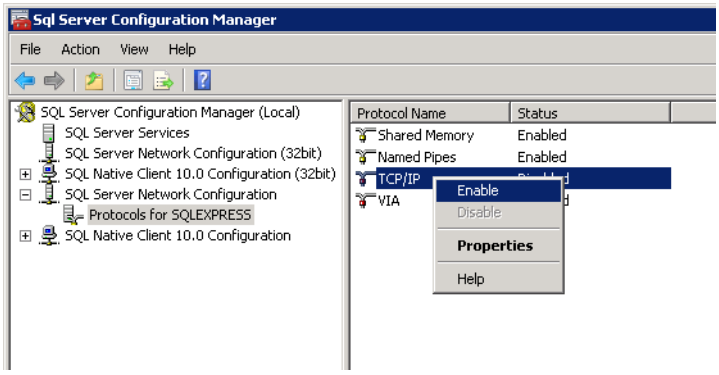
Figure B-10 *Named Pipes popup menu*



Step 17 Select **Enable**. After a warning message displays, click **OK**.

Step 18 Right-click the **TCP/IP** protocol to display a popup menu (Figure B-11).

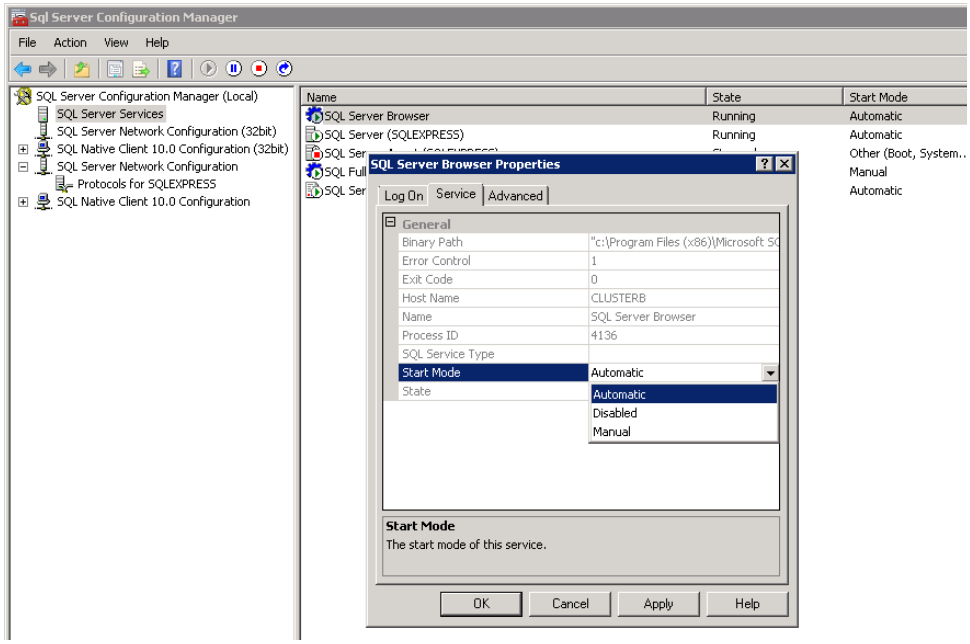
Figure B-11 *SQL Server Configuration Manager*



Step 19 Select **Enable**. After a warning message displays, click **OK**.

Step 20 Confirm that Start Mode of SQL Server Browser is set to Automatic correctly. If not configured, click on **SQL Server Services**, then right-click on **SQL Server Browser** and select **Properties**. Then move to the **Service** tab and confirm that the Start Mode for SQL Server Browser was set to **Automatic** during installation of SQL. If not, change the Start Mode from **Manual** to **Automatic** and then click **OK**.

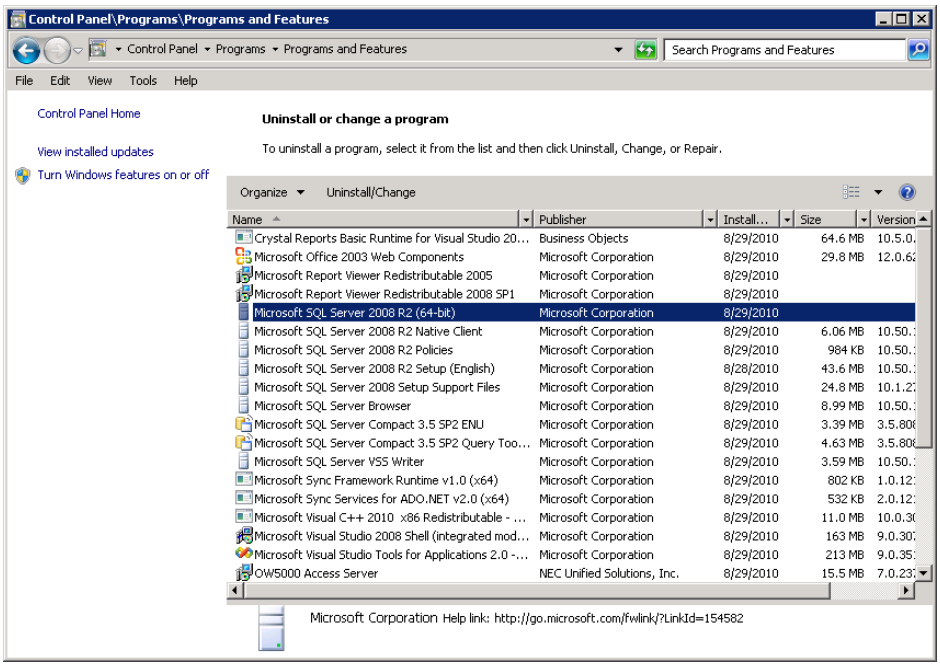
Figure B-12 *SQL Server Browser Service-Automatic Startup Mode*



Microsoft SQL 2008 R2 Express Edition Uninstall

The Microsoft SQL Server 2008 R2 Express Edition can be uninstalled using the Windows operating system **Add/Remove** software function (**Programs** > **Uninstall a program** for Windows Server 2008), in the Windows Control Panel.

Figure B-13 *Uninstall SQL 2008 Express Server*

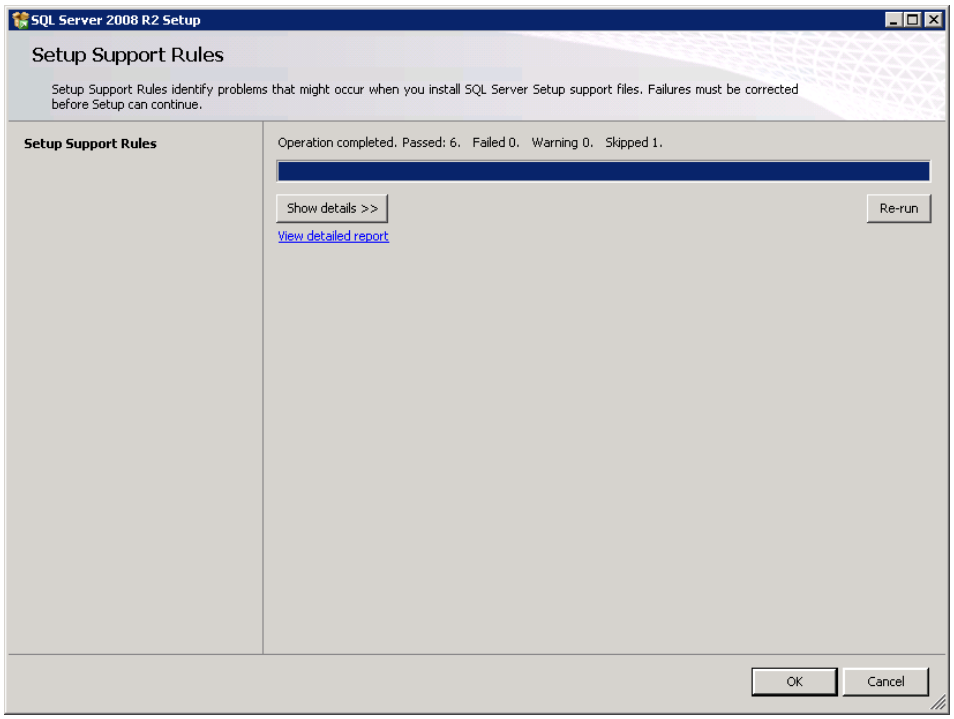


Step 1 Select Microsoft SQL Server 2008 R2 and click **Change/Remove** (Uninstall/Change for Windows 2008) from the Add or Remove Programs. Figure B-14 displays.

Figure B-14 *Remove dialog box*

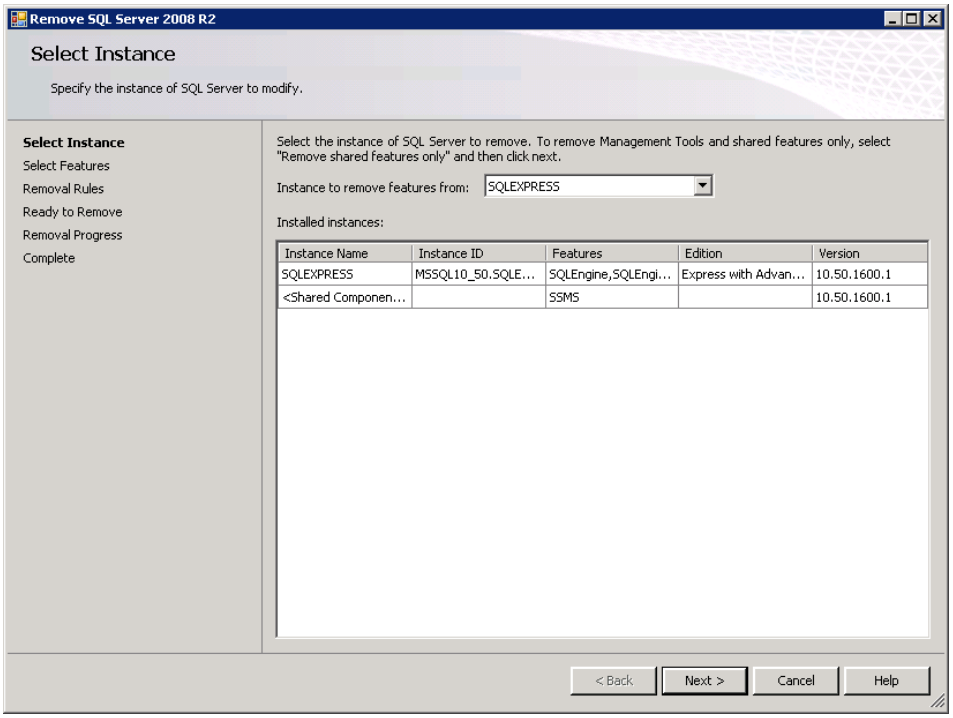
Step 2 Click **Remove**. Figure B-15 displays.

Figure B-15 *Setup Support Rules dialog box*



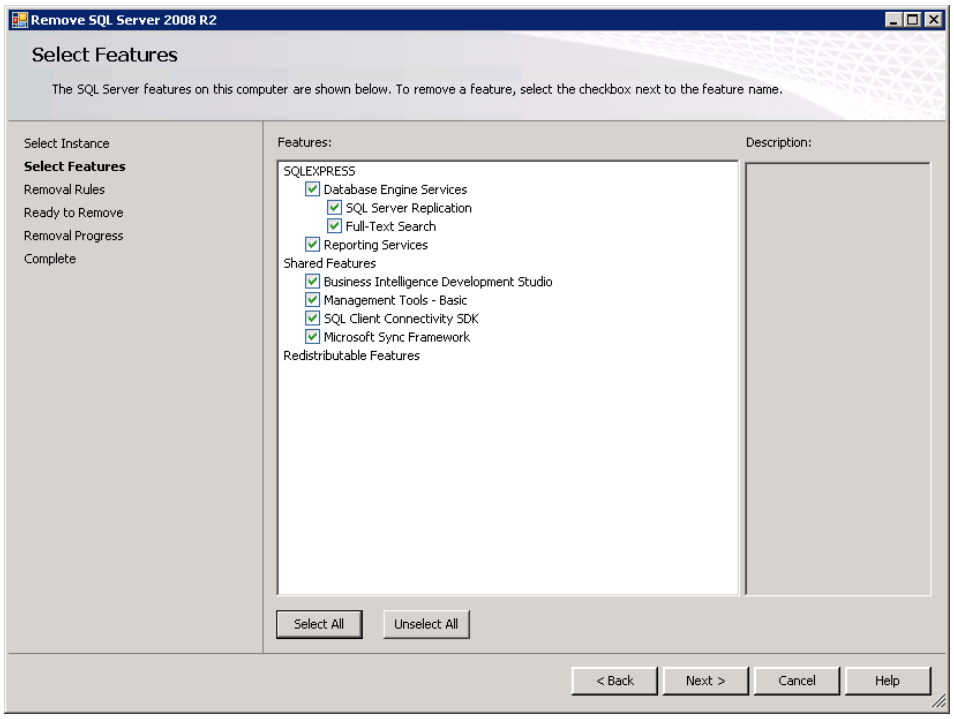
Step 3 Click **OK**. Figure B-16 displays.

Figure B-16 *Select Instance dialog box*



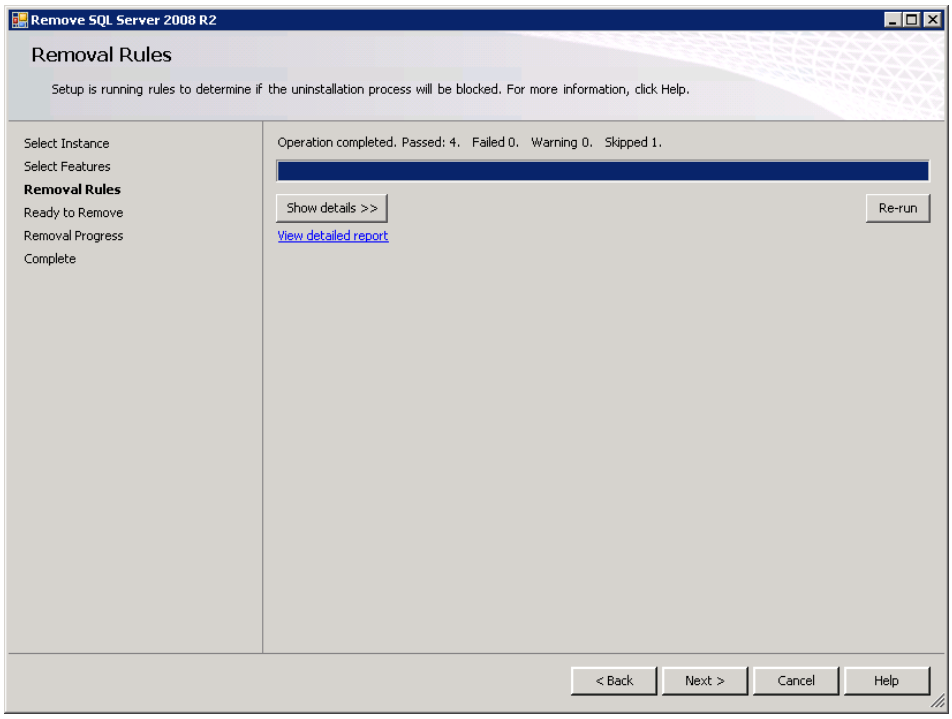
Step 4 Click **Next**. Figure B-17 displays.

Figure B-17 *Select Features dialog box*



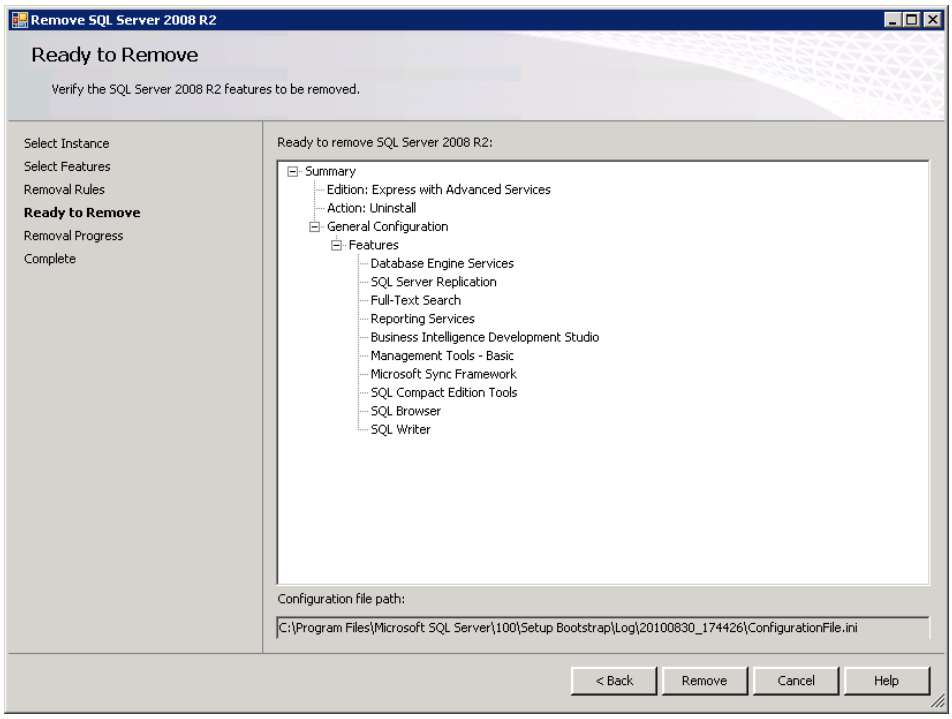
Step 5 Click **Select All** and then click **Next**. Figure B-18 displays.

Figure B-18 *Removal Rules dialog box*



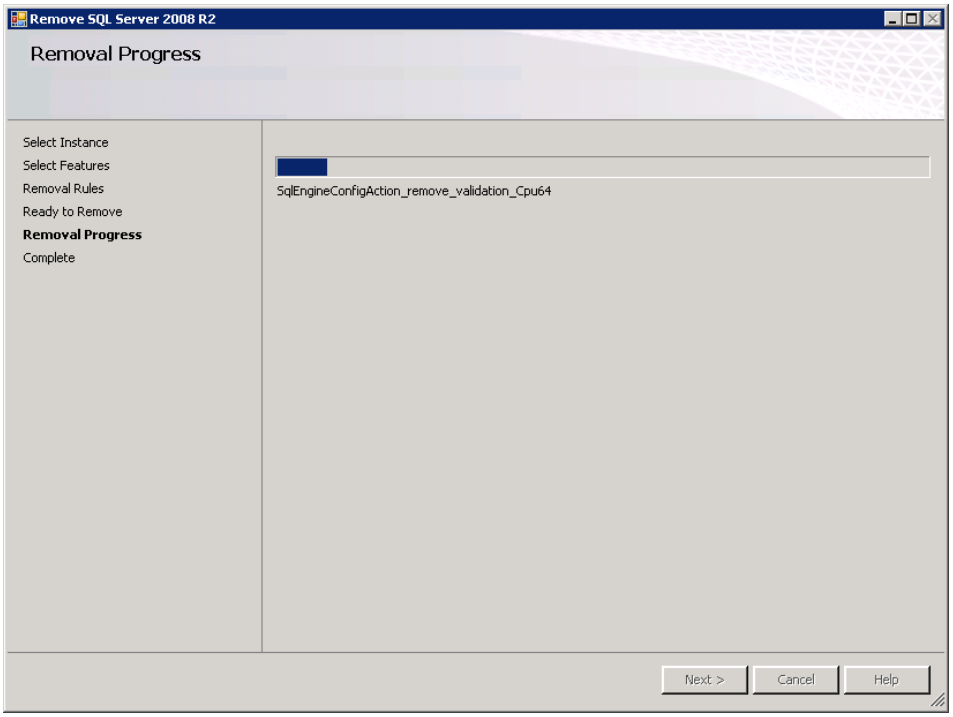
Step 6 Click **Next**. Figure B-19 displays.

Figure B-19 *Ready to Remove*



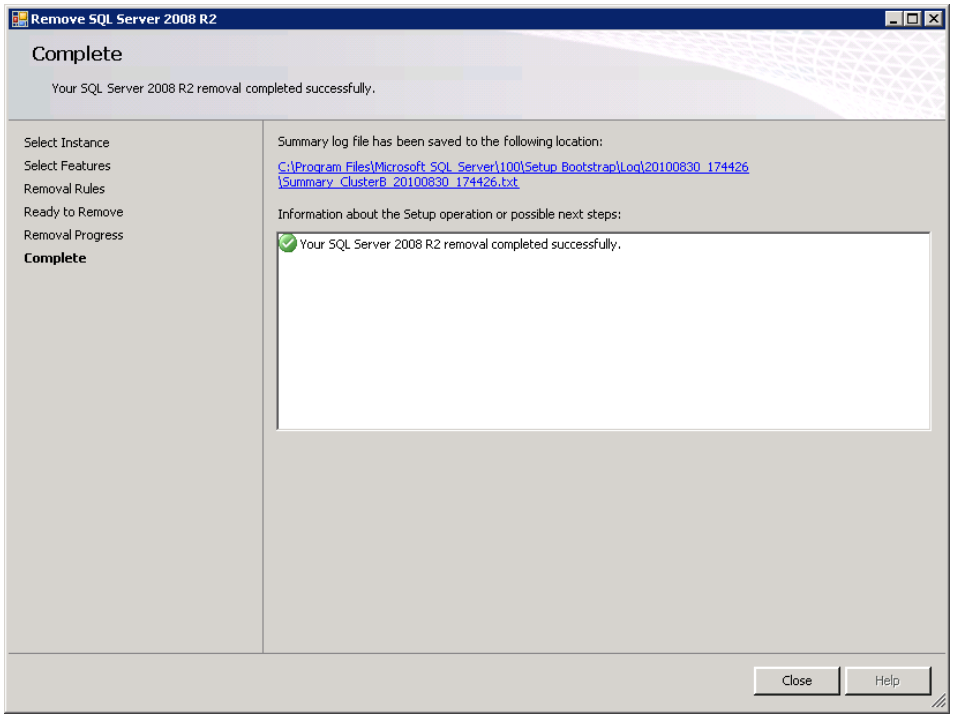
Step 7 Click **Remove**. Figure B-20 displays.

Figure B-20 *Removal Process dialog box*



When the removal process is complete, Figure B-21 displays.

Figure B-21 *SQL Server 2009 Removal Completion dialog box*



Step 8 Click **Close**.

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UC for Enterprise (UCE) Application Platform (UNIVERGE OW5000)
Installation Guide

NDA-31087 Revision 2