Oracle® Collaboration Suite

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

10*g* Release 1 (10.1.2) for Microsoft Windows

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This document describes the process of installing Oracle Collaboration Suite 10*g* Real-Time Collaboration and Oracle Collaboration Suite 10*g* Voicemail & Fax on Windows operating system.

This document contains the following topics:

- Section 1, "Documentation Accessibility"

- Section 2, "Checking Preinstallation Requirements"

- Section 3, "Installing Oracle Real-Time Collaboration and Oracle Voicemail & Fax"

- Section 4, "Performing Postinstallation Tasks"

- Section 5, "Upgrading Oracle Real-Time Collaboration and Oracle Voicemail & Fax"

- Section 6, "Additional Resources"

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2 Checking Preinstallation Requirements

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

This section covers the following topics:

- Section 2.1, "Hardware Requirements for Components of Oracle Real-Time Collaboration"

- Section 2.2, "Hardware Requirements for Components of Oracle Voicemail & Fax"

- Section 2.3, "Software Requirements for Components of Oracle Real-Time Collaboration"

- Section 2.4, "Software Requirements for Oracle Voicemail & Fax"

2.1 Hardware Requirements for Components of Oracle Real-Time Collaboration

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

- Hardware Requirements for Voice Conversion Server

- Hardware Requirements for Telephony

- Network Requirements

2.1.1 Hardware Requirements for Voice Conversion Server

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

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

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

- 2.4 Gigahertz (GHz) Intel Processor

- 512 Megabyte (MB) Synchronous Dynamic Random Access Memory (SDRAM)

- 20 Gigabyte (GB) disk

2.1.2 Hardware Requirements for Telephony

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

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

Table 1   Sizing Recommendations for Voice Conversion Using T1

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

Table 2   Sizing Recommendations for Voice Conversion Using E1

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

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

2.1.3 Network Requirements

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

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

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

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

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

2.2 Hardware Requirements for Components of Oracle Voicemail & Fax

The typical hardware required for installing Oracle Voicemail & Fax is as follows:

- Dell PowerEdge 2850 or similar with the following:

    - Dual Central Processing Unit (CPU)

    - 8 GB or more of RAM

    - Microsoft Windows 2000 Server with Service Pack 4 (SP4)

    > **Note:** Except for Microsoft Windows 2000 Server, no other operating system version is supported for Oracle Voicemail & Fax.

- Telephony card that works with NetMerge CCS software from Intel

    > **Note:** In place of a telephony card, you can also use the Intel NetStructure HMP software with NetMerge CCS.
    >
    > For more information about Intel NetStructure HMP and NetMerge CCS, refer to
    >
    > http://www.intel.com

2.3 Software Requirements for Components of Oracle Real-Time Collaboration

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

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

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

2.4 Software Requirements for Oracle Voicemail & Fax

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

Table 3   Software Requirements for Oracle Voicemail & Fax

Requirement	Description
Oracle Management Agent	Ensure that the Oracle Management Agent is properly configured and running before you start the installation.
	Refer to *Oracle Enterprise Manager Advanced Configuration Guide* for more information.
NetMerge CSS	NetMerge CCS is third-party software from Intel.
	You might want to refer to *Administrator's Guide for Intel NetMerge CCS 3.0.* installed in the `c:\Program Files\Dialogic\CT Media\Client\docs` directory.
	For more information, contact the reseller from whom you purchased the software.
	Note: When you install NetMerge CCS, you must set the locale to English because NetMerge is only supported in English.
	After NetMerge CCS is installed, the system administrator can change the locale setting on the computer, if you want the text on the Oracle Voicemail & Fax installation screens to appear in a different language.
Oracle Mail	An instance of Oracle Mail must be configured and registered against the instance of Oracle Internet Directory that you want to associate with the current installation. This instance of Oracle Mail may or may not be configured on the same computer.

> **Note:**   In addition to the requirements mentioned, both Oracle Real-Time Collaboration and Oracle Voicemail & Fax require that an instance of Oracle Collaboration Suite Infrastructure be installed before starting the installation. The Infrastructure must have an associated Oracle Internet Directory.

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

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

This section contains the following topics:

- Section 3.1, "First Few Screens of the Installation"

- Section 3.2, "Oracle Voicemail & Fax Installation Screens"

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

3.1 First Few Screens of the Installation

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

Table 4   First Few Screens of the Installation

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

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

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

3.2 Oracle Voicemail & Fax Installation Screens

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

Table 5   Oracle Voicemail & Fax Installation Screens

Step	Screen	Description
1.	Oracle Voicemail & Fax Group Target Creation	This screen appears if this is the first Voicemail & Fax Application that you are installing.
		The Oracle Voicemail & Fax group is the name of your Oracle Voicemail & Fax installation.
		Click **Next.**
2.	PBX-Application Cluster	A PBX-Application Cluster defines the relationship between a Private Branch Exchange (PBX) and one or more Voicemail & Fax Applications that are referred to as an application cluster.
		You must associate the Voicemail & Fax Application with a PBX-Application Cluster.
		Click **Yes** to create a new PBX-Application Cluster, or click **No** to associate the current application with an existing PBX-Application Cluster.
		Refer to *Oracle Voicemail & Fax Administrator's Guide* for more information about PBX-Application Clusters.
		Click **Next.**

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

Step	Screen	Description
3.	PBX-Cluster Creation	This screen appears if you selected **Yes** on the PBX-Application Cluster screen.
		PBX-Cluster Application Name: Enter the name of the new PBX-Application Cluster.
		Although you may assign any name to the PBX-Application Cluster, you may want to include the location of the PBX and the type of PBX in the name.
		For example: `SF_Nortel`, `Burlington_ Avaya`, and `UK_VOIP`.
		After you have completed installing Oracle Voicemail & Fax, use Oracle Enterprise Manager Grid Control to configure the PBX-Application Cluster.
		Click **Next.**
4.	PBX-Cluster Selection	This screen appears if you selected **No** on the PBX-Application Cluster screen.
		This screen shows a list of PBX-Application Clusters in your Oracle Voicemail & Fax installation. You may assign the current Voicemail & Fax Application to any of the listed PBX-Application Clusters.
		After you have completed installing Oracle Voicemail & Fax, you can use Oracle Enterprise Manager Grid Control to change this configuration and associate the Voicemail & Fax Application with a different PBX-Application Cluster.
		Click **Next.**
5.	Summary	This screen shows the summary of the installation process.
		Click **Install.**

4 Performing Postinstallation Tasks

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

This section contains the following topics:

- Section 4.1, "Setting Up User Privileges to Allow Remote Operation of Batch Jobs"

- Section 4.2, "Changing the NetMerge User Name and Password"

- Section 4.3, "Verifying the Installation of Oracle Voicemail & Fax"

- Section 4.4, "Configuring a PBX-Application Cluster"

- Section 4.5, "Changing the Domain Name"

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

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

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

2. In the Control Panel window, double-click **Administrative Tools** and then **Local Security Policy.**

3. In the Local Security Settings window, double-click **Local Policies** and then **User Rights Assignments**.

4. In the right pane, double-click the **Log on as a batch job** policy.

5. In the Local Security Policy Setting dialog box that appears, add the user who installed the Oracle software.

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

4.2 Changing the NetMerge User Name and Password

For security reasons, the NetMerge services and the Oracle Voicemail & Fax application are both started under the same user ID. By default, they are started under the user ID of the individual who installed NetMerge, with the expectation that the same individual installed Oracle Voicemail & Fax as well.

If NetMerge and Oracle Voicemail & Fax were not installed by the same individual, the name of the NetMerge user must be changed to match the user who installed Oracle Voicemail & Fax. To do so, perform the following tasks:

1. Go to the Windows Services Panel and double-click **Intel Netmerge Converged Communications Server**.

2. In the Properties window, click the **LogOn** tab.

3. In the LogOn pane, select **This account.**

4. You can now either change the existing user name and password or you can add a new user name and password that matches the user name and password used to install Oracle Voicemail & Fax.

5. Click **OK**.

4.3 Verifying the Installation of Oracle Voicemail & Fax

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

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

4.4 Configuring a PBX-Application Cluster

After installing Oracle Voicemail & Fax 10*g* Release 1 (10.1.2) in a new Oracle home, configure the PBX-Application Cluster that you created during the installation process.

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

4.5 Changing the Domain Name

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

To change the default domain name:

1. From Enterprise Manager Grid Control, navigate to the Voicemail & Fax home page and click the **Administration** tab.

2. Click the **Go To Task** icon of the Manage Groups and Sites task.

3. In the Manage Groups and Sites page, click the **root** group.

4. On the Edit Group or Site page, change the Default Domain Name from oracle.com to the domain name for your company.

5. Click **OK**.

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

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

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

This section contains the following topics:

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

- Section 5.2, "Upgrading to Oracle Voicemail & Fax 10g Release 1 (10.1.2)"

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

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

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

1. Shut down the existing middle tiers configured with Oracle Web Conferencing and the Document and Voice Conversion Server. Ensure that the Oracle9*i*AS Infrastructure and Oracle Collaboration Suite Information Storage Database used by these middle tiers are up and running.

2. On the system running the middle tier that is configured with the Document and Voice Conversion Server, run the following commands from the *ORACLE_HOME*/imeeting/bin directory:

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

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

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

4. Upgrade the Oracle Collaboration Suite Information Storage Database and the Oracle Collaboration Suite middle tiers according to the instructions in *Oracle Collaboration Suite Upgrade Guide*.

5. Stop the upgraded middle tiers (now called Applications tiers).

6. Ensure that the upgraded Oracle Collaboration Suite Infrastructure 10.1.1.0.2 and the Oracle Collaboration Suite Database used by Oracle Real-Time Collaboration are up and running.

7. Ensure that you meet the installation requirements described in Section 2.

8. Perform the steps in Section 3 to install 10*g* Release 1 (10.1.1.0.2) Document and Voice Conversion Server using a new name, in a new Oracle home on the same system.

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

5.2 Upgrading to Oracle Voicemail & Fax 10*g* Release 1 (10.1.2)

Oracle Voicemail & Fax supports rolling middle tier upgrades. Release 2 (9.0.4.2) middle tiers configured with Oracle Voicemail & Fax are compatible with 10*g* Release 1 (10.1.2) Applications tiers in the same environment.

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

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

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

- Section 5.2.1, "Preparing to Upgrade Oracle Voicemail & Fax"

5.2.1 Preparing to Upgrade Oracle Voicemail & Fax

Before you upgrade Oracle Voicemail & Fax, perform the following tasks:

1. Upgrade the Oracle9*i*AS Infrastructure and the Oracle Collaboration Suite Information Storage Databases used by Oracle Voicemail & Fax according to the instructions in *Oracle Collaboration Suite Upgrade Guide*.

   When you upgrade these components:

   - Oracle Internet Directory schemas are upgraded with the 10*g* Release 1 (10.1.2) Oracle Voicemail & Fax attributes and several new Oracle Internet Directory objects are added.

   - Oracle Voicemail & Fax schemas in the Oracle Collaboration Suite Information Storage Database are upgraded.

2. Upgrade middle tiers configured with Oracle Mail to Oracle Collaboration Suite according to the instructions in *Oracle Collaboration Suite Upgrade Guide*.

3. If you are already using Oracle Enterprise Manager 10*g* Management Service, then upgrade it from 10.1.0.3 to 10.1.0.4.

   Otherwise, install Oracle Enterprise Manager 10*g* (10.1.0.4) Management Service in your environment. Oracle Enterprise Manager 10*g* is required because you need it to manage Oracle Voicemail & Fax.

   See *Oracle Enterprise Manager Grid Control Installation and Basic Configuration*.

5.2.2 Installing Oracle Voicemail & Fax 10*g* Release 1 (10.1.2)

To install Oracle Voicemail & Fax 10*g* Release 1 (10.1.2) in a new Oracle home:

1. Back up the Oracle home on the middle tier configured with Oracle Voicemail & Fax. You should already have backed up the Oracle9*i*AS Infrastructure before upgrading it. You will use the process entries in the Release 2 (9.0.4.2) Oracle Internet Directory later to reconfigure the 10*g* Release 1 (10.1.2) Oracle Internet Directory objects.

2. From Services, stop and disable all services starting with **UM** as well as the `rmid` and `rmiregistry` services in the middle tier Oracle home configured with Oracle Voicemail & Fax.

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

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

4. If Oracle Management Agent is already installed on the system, stop its processes and install the 10.1.0.4 patch for Oracle Management Agent.

   Otherwise, install Oracle Management Agent 10.1.0.4 in its own Oracle home on the system running Oracle Voicemail & Fax.

5. Restart the system where Oracle Voicemail & Fax is installed.

6. Ensure that the NetMerge Converged Communications Server or CT Media Server is set to level 5 (calls enabled).

7. Ensure that Oracle Management Agent is up and running.

8. Follow the instructions in Section 3, "Installing Oracle Real-Time Collaboration and Oracle Voicemail & Fax" and install Oracle Voicemail & Fax 10*g* Release 1 (10.1.2) in a new Oracle home.

9. Reboot the Oracle Voicemail & Fax Applications tier so that the updated NetMerge settings take effect.

10. If this is the first middle tier configured with Oracle Voicemail & Fax that you are upgrading, then upgrade your site and user data by following the procedure in Section 5.2.5.

11. If this is the last middle tier configured with Oracle Voicemail & Fax that you are upgrading, restore the Oracle Internet Directory credentials in the mail store by following the procedure in Section 5.2.6.

Installing Additional Oracle Voicemail & Fax Middle Tiers

To upgrade additional Oracle Voicemail & Fax middle tiers, repeat the steps in Section 5.2.2 on the systems running those middle tiers. During the installation process, you can choose to create a new PBX-Application cluster. Or you can choose to use an existing PBX-Application Cluster if this Oracle Voicemail & Fax system will communicate with the same PBX as a previously installed Oracle Voicemail & Fax 10.1.2 Applications tier.

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

5.2.3 Verifying the Installation of Oracle Voicemail & Fax

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

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

5.2.4 Configuring a PBX-Application Cluster

After installing Oracle Voicemail & Fax 10*g* Release 1 (10.1.2) in a new Oracle home, configure the PBX-Application Cluster that you created during the installation process.

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

5.2.5 Upgrading Sites and Users

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

When upgrading from Release 2 (9.0.4.2) to 10*g* Release 1 (10.1.2), you must convert some Release 2 (9.0.4.2) groups to sites, and move all 9.0.4.2 users, based on their phone numbers, under the correct sites. Oracle Voicemail & Fax provides a tool, `upgradeOVFGroupsAndUsers.bat`, to accomplish this task. You can run this tool from any upgraded Oracle Voicemail & Fax Applications tier, but you cannot use Oracle Voicemail & Fax 10*g* Release 1 (10.1.2) until the upgrade tool has been run, and the users have been moved to the new sites and groups.

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

Creating a Site Input File

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

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

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

In the preceding format:

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Running the Group and User Upgrade Tool

To run the upgrade tool, enter the following command from the 10*g* Release 1 (10.1.2) Oracle home:

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

In the preceding command:

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

- *site_input_file* is the name of the file created in Creating a Site Input File. This file can be in any directory as long as you specify the full path and file name.

- *SiteChange* is a boolean argument that indicates whether the groups in the input file should actually be converted to sites. If this argument is `true`, then the following actions take place for each group in the site input file:

    - The group specified by `SiteName` is converted to a site, if it is not already a site, and the `ExtensionLength` and `LocalNumDigits` are set for this site.

- A PBX-Application Cluster is created in Oracle Internet Directory, if it does not yet exist, with the specified `PBXName`. The Oracle Internet Directory object is created under the container `cn=PBXes,cn=UMContainer,cn=Products,cn=OracleContext`.

- A `PhoneNumberDescription` object is created in Oracle Internet Directory under the container `cn=Phone Numbers,cn=UMContainer,cn=Products,cn=OracleContext`.

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

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

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

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

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

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

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

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

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

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

■ `hq.us.oracle.com.error`

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

■ `oracle.com-hq.us.oracle.com.error`

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

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

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

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

To change the default domain name:

1. From Enterprise Manager Grid Control, navigate to the Voicemail & Fax home page and click the **Administration** tab.

2. Click the **Go To Task** icon of the Manage Groups and Sites task.

3. In the Manage Groups and Sites page, click the **root** group.

4. On the Edit Group or Site page, change the Default Domain Name from oracle.com to the domain name for your company.

5. Click **OK**.

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

5.2.6 Restoring the Oracle Internet Directory Credentials in the Mail Store

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

After the mail store was upgraded, you changed the Oracle Internet Directory access user name and password created by the 10*g* Release 1 (10.1.2) upgrade. After the last middle tier has been upgraded, reset the password for the 10*g* Release 1 (10.1.2) user name in Oracle Internet Directory using the Oracle Directory Manager tool. Then, restore the Oracle Internet Directory credentials in the mail store.

To reset the password in Oracle Internet Directory:

1. Ensure that Oracle Internet Directory is running.

2. Start Oracle Directory Manager by entering the following command from the Oracle Collaboration Suite 10*g* Infrastructure Oracle home:

```
bin/oidadmin
```

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

3. Click **Login**. The Oracle Directory Manager appears.

4. In the navigator pane on the left side, locate the `Entry Management` tree item and click the plus (+) sign next to it to view its subcomponents. Repeat this step for the `cn=OracleContext, cn=Products, cn=EMailServerContainer, cn=um_system` and `cn=MailStores` tree items.

5. Locate and expand the entry of the upgraded Oracle Collaboration Suite 10*g* Database hosting the mail store by its global database name. The entry has the form "cn=*db_global_name*".

6. Select the `cn=emailisinstance` entry. In the `userpassword` attribute field, enter a new password.

7. Click **Apply.**

8. Exit Oracle Directory Manager by selecting **File**, **Exit.**

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

1. Log into the upgraded mail store (now a Oracle Collaboration Suite 10*g* Database) as the `es_mail` user.

2. At the SQL*Plus prompt, enter the following command:

```
begin
  UMAdminInfo.set_info ('cn=emailisinstance, cn=infostore_db_global_name,
    cn=MailStores, cn=um_system, cn=EMailServerContainer, cn=Products,
    cn=OracleContext', 'password', 'ldaphost', ldapport);
end;
```

In the preceding command:

- *infostore_db_global_name* is the global database name of the upgraded Oracle Collaboration Suite 10*g* Database.

- *password* is the password you created in Step 6.

- *ldaphost* is the name of the host where Oracle Internet Directory is running.

- *ldapport* is the port where the upgraded Oracle Internet Directory is running.

The following message appears:

```
PL/SQL Procedure successfully completed.
```

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

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

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

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

This section includes the following tables:

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

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

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

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

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

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

For example, in Table 6, the `Container_ORCL_WriteChunkSize` parameter can be set at the Voicemail & Fax level on the Configure Global Process Settings page or at the Voicemail & Fax Application Level on the Voicemail & Fax Administration page. On either page, the parameter is found under the Database Buffers category.

Table 6 summarizes the mappings of mail store parameters.

Table 6   Mail Store Parameters

| Name | Release 2 (9.0.4.2) | 10*g* Release 1 (10.1.2) Oracle Enterprise Manager Grid Control | | |
		Page Name		Parameter Category
Container_ORCL_ WriteChunkSize	sc_vsto.cfg	1.	Configure Global Process Settings	Database Buffers
		2.	Voicemail & Fax Application Administration	
Container_ORCL_ ReadChunkSize	sc_vsto.cfg	1.	Configure Global Process Settings	Database Buffers
		2.	Voicemail & Fax Application Administration	
Container_ORCL_ ESNode	sc_vsto.cfg	1.	Set Global Primary Outbox	Not applicable
		2.	Set Voicemail & Fax Application Primary Outbox	
Container_ORCL_ PoolMin	sc_vsto.cfg	1.	Set Database Parameters	Not applicable
		2.	Set Voicemail & Fax Application Collaboration Suite Database Parameters	
Container_ORCL_ PoolMax	sc_vsto.cfg	1.	Set Database Parameters	Not applicable
		2.	Set Voicemail & Fax Application Collaboration Suite Database Parameters	
Container_ORCL_ DBPassword	sc_vsto.cfg		Set Application Password	Not applicable
Container_ORCL_ DBUserID	sc_vsto.cfg		Does not need to be edited	Not applicable
Container_ORCL_ DBConnect	sc_vsto.cfg		Does not need to be edited	Not applicable
Container_ORCL_ DBName	sc_vsto.cfg		Does not need to be edited	Not applicable
orclmailstoredn	multiple Oracle Internet Directory process objects	1.	Set Database Parameters	Not applicable
		2.	Set Voicemail & Fax Application Service List	
outboxDBs	Recovery Oracle Internet Directory object		No longer required.	Not applicable

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

Table 7 PBX Integration Parameters

| Name | Release 2 (9.0.4.2) | 10*g* Release 1 (10.1.2) Oracle Enterprise Manager Grid Control | |
		Page Name	Parameter Category
orclumpbxconnectiontype	multiple Oracle Internet Directory process objects	PBX-Application Cluster Administration	PBX Integration
orclumsmdimonitorhost	multiple Oracle Internet Directory process objects	PBX-Application Cluster Administration	PBX Integration
orclumsmdimonitorport	multiple Oracle Internet Directory process objects	PBX-Application Cluster Administration	PBX Integration
orclumsmdimonitortimeout	multiple Oracle Internet Directory process objects	PBX-Application Cluster Administration	PBX Integration

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

Table 8 General Oracle Internet Directory Process Parameters

| Name | Release 2 (9.0.4.2) | 10*g* Release 1 (10.1.2) Oracle Enterprise Manager Grid Control | |
		Page Name	Parameter Category
MaxLogFileSize	multiple Oracle Internet Directory process objects	1. Configure Global Process Settings 2. Voicemail & Fax Application Administration 3. Service Administration Page corresponding to Oracle Internet Directory object	Log
NumLogFiles	multiple Oracle Internet Directory process objects	1. Configure Global Process Settings 2. Voicemail & Fax Application Administration 3. Service Administration Page corresponding to Oracle Internet Directory object	Log

Table 8   (Cont.)   General Oracle Internet Directory Process Parameters

| Name | Release 2 (9.0.4.2) | 10*g* Release 1 (10.1.2) Oracle Enterprise Manager Grid Control | |
		Page Name	Parameter Category
`orclmailproclog level`	multiple Oracle Internet Directory process objects	1. Configure Global Process Settings 2. Voicemail & Fax Application Administration 3. Service Administration Page corresponding to Oracle Internet Directory object	Log
`baseLogDirectory`	multiple Oracle Internet Directory process objects	Voicemail & Fax Application Administration	Log
`InstallRootContext`	multiple Oracle Internet Directory process objects	Configure Global Process Settings	Internet Directory
`UMRootContext`	multiple Oracle Internet Directory process objects	1. Configure Global Process Settings 2. Voicemail & Fax Application Administration Page 3. Service Administration Page corresponding to Oracle Internet Directory object	Internet Directory
`ESRootContext`	multiple Oracle Internet Directory process objects	1. Configure Global Process Settings 2. Voicemail & Fax Application Administration 3. Service Administration Page corresponding to Oracle Internet Directory object	Internet Directory
`orclumctapptime out`	multiple Oracle Internet Directory process objects	1. Configure Global Process Settings 2. Voicemail & Fax Application Administration Page 3. Service Administration Page corresponding to Oracle Internet Directory object	Telephony Server

Table 8   (Cont.)   General Oracle Internet Directory Process Parameters

Name	Release 2 (9.0.4.2)	10*g* Release 1 (10.1.2) Oracle Enterprise Manager Grid Control	
		Page Name	**Parameter Category**
orclumctservice name	multiple Oracle Internet Directory process objects	Service Administration Page corresponding to Oracle Internet Directory object	Telephony Server
orclumctgroupco nfig	multiple Oracle Internet Directory process objects	Service Administration Page corresponding to Oracle Internet Directory object	Telephony Server
orclumctprofile name	multiple Oracle Internet Directory process objects	1. Configure Global Process Settings 2. Voicemail & Fax Application Administration 3. Service Administration Page corresponding to Oracle Internet Directory object	Telephony Server
orclumctservern ame	multiple Oracle Internet Directory process objects	Voicemail & Fax Application Administration	Telephony Server
orclummaxthread s	multiple Oracle Internet Directory process objects	Service Administration Page corresponding to Oracle Internet Directory object	Telephony Server
orclumldapquery timeout	multiple Oracle Internet Directory process objects	1. Configure Global Process Settings 2. Voicemail & Fax Application Administration 3. Service Administration Page corresponding to Oracle Internet Directory object	Internet Directory
orclumldappooli nitsize	multiple Oracle Internet Directory process objects	1. Configure Global Process Settings 2. Voicemail & Fax Application Administration 3. Service Administration Page corresponding to Oracle Internet Directory object	Internet Directory

Table 8   (Cont.)   General Oracle Internet Directory Process Parameters

| Name | Release 2 (9.0.4.2) | 10*g* Release 1 (10.1.2) Oracle Enterprise Manager Grid Control | |
		Page Name	Parameter Category
`orclumldappoolm insize`	multiple Oracle Internet Directory process objects	1. Configure Global Process Settings 2. Voicemail & Fax Application Administration 3. Service Administration Page corresponding to Oracle Internet Directory object	Internet Directory
`orclumldappoolm axsize`	multiple Oracle Internet Directory process objects	1. Configure Global Process Settings 2. Voicemail & Fax Application Administration 3. Service Administration Page corresponding to Oracle Internet Directory object	Internet Directory
`orclumldappools hrinkinterval`	multiple Oracle Internet Directory process objects	1. Configure Global Process Settings 2. Voicemail & Fax Application Administration 3. Service Administration Page corresponding to Oracle Internet Directory object	Internet Directory
`orclumldappooli ncrementsize`	multiple Oracle Internet Directory process objects	1. Configure Global Process Settings 2. Voicemail & Fax Application Administration 3. Service Administration Page corresponding to Oracle Internet Directory object	Internet Directory

Table 9 summarizes the mappings of attendant process parameters from Release 2 (9.0.4.2) to 10*g* Release 1 (10.1.2).

Table 9   Attendant Process Parameters

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

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

Table 10   Routing Process Parameters

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

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

Table 11   Recovery Process Parameters

Name	Release 2 (9.0.4.2)	10g Release 1 (10.1.2) Oracle Enterprise Manager Grid Control	
		Page Name	**Parameter Category**
msgQueueLocation	Recovery Oracle Internet Directory object	Voicemail & Fax Application Administration	Recovery Process
sleepTime	Recovery Oracle Internet Directory object	1. Configure Global Process Settings 2. Recovery Service Administration	Recovery Process

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

Table 12   MWI Process Parameters

Name	Release 2 (9.0.4.2)	10g Release 1 (10.1.2) Oracle Enterprise Manager Grid Control	
		Page Name	**Parameter Category**
SMDIMWISuffixSize	MWI Oracle Internet Directory object	PBX-Application Cluster Administration	MWI Phone Number Conversion
orclumphonenumberset	MWI Oracle Internet Directory object	PBX-Application Cluster Administration Page	Phone Numbers

Table 12 (Cont.) MWI Process Parameters

| Name | Release 2 (9.0.4.2) | 10*g* Release 1 (10.1.2) Oracle Enterprise Manager Grid Control | |
		Page Name	Parameter Category
CTMediaSuffixSize	MWI Oracle Internet Directory object	PBX-Application Cluster Administration Page	MWI Phone Number Conversion

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

Table 13   Retrieval Process Parameters

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

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

Table 14   Recording Process Parameters

| Name | Release 2 (9.0.4.2) | 10*g* Release 1 (10.1.2) Oracle Enterprise Manager Grid Control | |
		Page Name	Parameter Category
orclumldapgreetingtimeout	Recording Oracle Internet Directory object	1. Configure Global Process Settings 2. Voicemail & Fax Application Adminstration 3. Recording Service Administration	Recording Process
TruncateRecordingMS	Recording Oracle Internet Directory object	PBX-Application Cluster Administration	Recording Process

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

Table 15   SMDI Process Parameters

| Name | Release 2 (9.0.4.2) | 10*g* Release 1 (10.1.2) Oracle Enterprise Manager Grid Control | |
		Page Name	Parameter Category
termMap	smdi.properties	SMDI Monitor Service Administration	SMDI

Table 15   (Cont.)   SMDI Process Parameters

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

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

Table 16   Group and User Parameters

| | | 10*g* Release 1 (10.1.2) Oracle Enterprise Manager Grid Control | |
| | Release 2 | | |
Name	(9.0.4.2)	Page Name	Parameter Category
preferredLanguage	Group and User Oracle Internet Directory objects	Manage Groups and Sites	General
		Manage Voicemail Account	Not Applicable
MWIEnabled	Group and User Oracle Internet Directory objects	Manage Groups and Sites	General
		Manage Voicemail Accounts	Not applicable
orclumfaxinaccessallowed	Group and User Oracle Internet Directory objects	Manage Groups and Sites	Feature Access
		Manage Voicemail Accounts	Not applicable

Table 16   (Cont.)   Group and User Parameters

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

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

Table 17   Other Parameters

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

Table 17   (Cont.)   Other Parameters

| Name | Release 2 (9.0.4.2) | 10*g* Release 1 (10.1.2) Oracle Enterprise Manager Grid Control | |
		Page Name	Parameter Category
`mailBoxMaxLength`	multiple Oracle Internet Directory process objects	Manage Groups and Sites	Look under the Site category for the Length of Local Phone Number parameter
`vMailIdPrefixes`	Fax, Recording, Retrieval Oracle Internet Directory objects	■ Manage Groups and Sites	Telephone Number Translation Rules (for mailbox numbers)
		■ PBX-Application Cluster Administration Page	Telephone Number Translation Rules (for numbers passed to Oracle Voice Mail & Fax through PBX)
`pbxNumPrefix`	multiple Oracle Internet Directory process objects	PBX-Application Cluster Adminstration	Telephone Number Translation Rules
`pbxNumLength`	multiple Oracle Internet Directory process objects	PBX-Application Cluster Adminstration	Telephone Number Translation Rules
`messageMaxLength`	multiple Oracle Internet Directory process objects	Manage Groups and Sites	Message
`messageSilenceTimeout`	multiple Oracle Internet Directory process objects	Manage Groups and Sites	Message
`greetingMaxLength`	multiple Oracle Internet Directory process objects	Manage Groups and Sites	Greeting
`greetingSilenceTimeout`	multiple Oracle Internet Directory process objects	Manage Groups and Sites	Greeting
`dirLookupMaxResults`	Recording Oracle Internet Directory process object	Manage Groups and Sites	Directory Lookup
`dirLookupEnabled`	`cn=default_ domain,cn=um _ system,cn=UM Container,cn =Products,cn =OracleConte xt`	Manage Groups and Sites	Directory Lookup

5.2.8 Performing Additional Configuration Steps

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

Reconfiguring Customized Menu Settings

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

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

6 Additional Resources

For more information, see these Oracle resources:

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

Printed documentation is available for sale in the Oracle Store at

http://oraclestore.oracle.com

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

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

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

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

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

6.1 Oracle Support Services

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

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

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

http://www.oracle.com/support

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

- Contact information

- Instructions on how to access electronic services

- Helpful Web sites

- Support resources

- Oracle Support Portfolio

- Oracle Support Services news

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

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

Oracle*MetaLink* options include:

- Technical Assistance Request (TAR) access

- Patch downloads

- Bug database query access

- Product life-cycle information

You can access Oracle*MetaLink* at

http://metalink.oracle.com

6.2 Version Updates

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

http://oraclestore.oracle.com

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

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

- CSI number

- Contact information

- Platform

- Product name

- Shipping address

- Version number of the product

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

6.3 Premium Services

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

http://www.oracle.com/support

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

6.4 Quick Reference

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