



NetVanta Unified Communications

Release Notes

Version 6.0.1

Trademarks

Any brand names and product names included in this manual are trademarks, registered trademarks, or trade names of their respective holders.



901 Explorer Boulevard
P.O. Box 140000
Huntsville, AL 35814-4000
Phone: (256) 963-8000

Copyright © 2014 ADTRAN, Inc.
All Rights Reserved.

Table of Contents

| | | |
|----------|--|-----------|
| 1 | Summary of Changes | 4 |
| 1.1 | Release 6.0.1 | 4 |
| 2 | New Functionality Details | 5 |
| 2.1 | Maintenance Release 6.0.1 | 5 |
| 3 | Installation Requirements | 8 |
| 3.1 | Preserving Installation and Upgrade Media | 8 |
| 3.2 | System Requirements | 8 |
| 3.3 | Product Licensing (License Key) | 14 |
| 3.4 | Prerequisite Components | 15 |
| 4 | Installation and Upgrade Instructions | 17 |
| 4.1 | New Install of NetVanta UC Server | 17 |
| 4.2 | Upgrading NetVanta UC Server | 19 |
| 4.3 | Installing or Upgrading NetVanta UC Client Software | 25 |
| 5 | Support, Documentation, and Training | 26 |
| 5.1 | Support | 26 |
| 5.2 | Documentation | 26 |
| 5.3 | Training | 26 |
| 5.4 | Product Downloads and Third-Party Drivers | 26 |
| 6 | ADTRAN IP phones and Polycom Phone Interoperability | 27 |
| 7 | ADTRAN Gateway Interoperability | 28 |
| 8 | Third-Party Interoperability | 29 |
| 8.1 | NetVanta UC Server with a PBX Integration | 29 |
| 8.2 | Software Product Interoperability | 32 |
| 9 | Known Software Limitations | 33 |

These release notes highlight new functionality, enhancements, software and hardware dependencies, and include upgrade instructions for the NetVanta Unified Communications product family. This document is to be used in conjunction with product documentation and training for the preparation of new and existing software installations and is intended for technical professionals who are providing support services for NetVanta Unified Communications products.

For general product information, please visit ADTRAN's website at <http://www.adtran.com>.

CAUTION: It is strongly recommended that the contents of this document be reviewed before any installation or upgrade, no matter how familiar the installer is with the product, to ensure that current installation and upgrade procedures are followed. These procedures could change from release to release, including maintenance releases. Failure to follow the upgrade procedures in this document could result in non-operational systems.

1 Summary of Changes

This section summarizes new functionality introduced in this NetVanta UC Server release, along with issues resolved and any release-specific actions that are required as part of upgrading. Each maintenance release is identified separately. More detailed descriptions for major new functionality follow in Section [2 New Functionality Details](#). Internal tracking numbers are noted (for example, [1234]).

For newly introduced functionality and issues resolved in previous major releases, please consult the release notes or product documentation for their respective releases.

Where functionality or issues resolved apply to specific products in the product family, the applicable products are noted (for example, **ECS, BAS, UCS**).

NOTE: Be sure to review all upgrade actions for all releases between your current release and the release and your upgrade. Subsections of the sections below identify required actions, including information about client upgrades.

1.1 Release 6.0.1

Release 6.0.1 is a maintenance release update of NetVanta UC Server. Release 6.0.1 extends all existing functionality and adds support for Polycom 4.0.8/4.1.8 firmware updates for support of Polycom SIP phones including the VVX family required for ECS administrative configuration.

Additional interoperation with ADTRAN products namely the NetVanta 7100, the TAGxx series and eSBC Feature Packs continue to be supported. **ECS, BAS, UCS**

2 New Functionality Details

This section describes the new functionality introduced in this NetVanta UC Server release. Where functionality or issues resolved do not apply to products in the product family, the applicable products are noted.

2.1 Maintenance Release 6.0.1

Microsoft Windows 8.1 Client support

In keeping with on-going Microsoft Windows Client operating releases, NetVanta UC Server clients are now supported on Microsoft Windows 8.1. This includes both standard and Administrative UI clients. **ECS**

VVX and Legacy Polycom SIP phone family supported firmware

In keeping with on-going Polycom SIP phone releases, NetVanta UC Server now allows for the provisioning of VVX series SIP phone support provisioning of 4.0.8/4.1.8 firmware to allow support via ECS Admin UI interface and Server Configuration Wizard. **ECS**

ECS ACQ software reliability fixes

This release includes enhancement to NetVanta UC Server ACQ scalability and performance. Various fixes have been introduced in this release to allow for more reliable support of ACQ operational usage and larger deployments. **ECS**

Software fixes included in release 6.0.1 since 6.0:

| Tracking # | Summary | Description |
|------------|--|--|
| UCS-1953 | ACD SQL login failure caused check queue to fail | Failure to connect to SQL caused functionality issue with call queue. |
| UCS-1966 | Client installer installs only the Desktop Client | The CAAutoRun installer excluded the UC Client and only installed the Desktop client. |
| UCS-1962 | ECS is not accepting DTMF digits with payload types other than 101 | Issues where payload type is not updated on SIP reinvites and DTMF digits are then subsequently ignored. |
| UCS-1952 | Multiple calls are delivered to a call queue member | Race condition where call presentation was to more than one member of queue. |
| UCS-1950 | Race condition causes Call Queue to stop delivering calls to agents | Race condition where call where eventually unable to present a call to queue members. |
| UCS-1945 | UC Exception - Access Violation - Resulted in ECS comm system disappearing | Exception causes ECS system to appear missing in the Admin UI |

Note: All fixes from previous 6.x releases up to and including 5.x are also included in release 6.0.1 Please consult the specific 6.x/5.x release notes for details on issues resolved in those releases.

2.1.1 Upgrade Requirements

Prior to upgrading an existing NetVanta UC Server system, be sure that the hardware platform and operating system software meet the minimum requirements; otherwise, you will not be able to upgrade the software. Ensure that both client and server requirements are met. Refer to Section [System Requirement 3.2](#) for information.

CAUTION: Failure to preserve installed software release media properly could result in the inability to rebuild a failed server at a later date. Copies of noncurrent software versions might not be readily available from ADTRAN Technical Support or your reseller causing delays to support technicians rebuilding failed servers.

2.1.2 Client Upgrade Actions

Client software **MUST** be upgraded for all users of the NetVanta UC Server system. More information on client deployment techniques, including automated deployment can be found in Section 4.3, *Installing or Upgrading NetVanta UC Client Software*.

CAUTION: Although some client software point releases may permit connections to the server it is highly recommended that the client server versions be matched to ensure proper software functionality and reliability . e.g. 6.0.1 client connection to 5.4.3 server versions

If the administrator has customized any of the system audio files (Data\System\CustomAnnouncements) and not placed them in the custom announcements folder Data\System\CustomAnnouncements\English (U.S.) Male, then the customized files **MUST** be copied from CustomAnnouncements.Backup folder.

CAUTION: Failure to copy or backup customized audio files will cause them to be overwritten during the upgrade. Only audio file from this location (Data\System\CustomAnnouncements) will be automatically copied to CustomAnnouncements.Backup during upgrades.

For upgrades of the ECS and BAS products, scripts **MUST** be run before and after upgrading to properly upgrade phone configuration files. Any customizations to phone configuration files must be manually re-applied using the information and backups made by the scripts. Refer to Section o, *Upgrading NetVanta UC Server from 4.6.x, 5.0.x* and all 5.x.x Release, for more information on this procedure.

CAUTION: The SQL database instance for NetVanta UC Server **MUST** be backed up to ensure proper recovery of failed systems. For instructions on backup and restore procedures, refer to the [Planning and Deployment Guide](https://supportforums.adtran.com), available online at <https://supportforums.adtran.com>. Please adjust backup procedures accordingly. Failure to do so could result in data loss or extended system outages in the case of hardware or software failures.

3 Installation Requirements

This section describes the environmental prerequisites required for the correct operation of NetVanta UC Server, including operating systems, server/client platforms, messaging servers, and mail clients. In addition, it describes any steps required prior to installing NetVanta UC Server software, including obtaining the license key.

3.1 Preserving Installation and Upgrade Media

If physical installation media (a CD or DVD) was received, please store this media in a safe place so that the software can be reinstalled at a later date if necessary (for example, in the event of a hardware failure).

If the software was downloaded, please ensure that a separate copy of the installation media is made to CD or DVD and this media is stored in a safe place so that the software can be reinstalled at a later date if necessary (for example, in the event of a hardware failure). Do not store the downloaded media on the same physical disks as the operational server as a single disk failure could cause this media to be permanently lost.

Ensure that if software upgrades are performed, new versions are also stored on separate media in a safe place. Support personnel could require a copy of the installation media to reinstall software at a later date.

CAUTION: Failure to preserve installed software release media properly could result in the inability to rebuild a failed server at a later date. Copies of noncurrent software versions might not be readily available from ADTRAN Technical Support or your reseller causing delays to support technicians rebuilding failed servers.

3.2 System Requirements

3.2.1 Server Components

This section describes the required operating systems, hardware requirements, and third-party integration platforms for the NetVanta UC Server components. This applies to both upgrades and new installations. If existing server hardware does not meet these requirements, it must be upgraded or migrated to new hardware prior to upgrading to this release of NetVanta UC Server.

3.2.1.1 Operating Systems

The NetVanta UC Server components support the following Operating Systems:

Microsoft® Windows™

- Microsoft Windows Server 2012, 2012R2 (x64)
 - Standard, Essentials Editions are supported.
 - Deployment on Server Core is not supported.
- Microsoft Windows Server 2008 R2 (x64)
 - Foundation, Standard, Enterprise, and Data Center editions are supported.
 - Deployment on Server Core is not supported.
- Microsoft Windows Small Business Server 2008 (x64)

The recommended deployment for optimal performance and reliability is to install NetVanta UC Server on the additional Windows Server 2008 license that is part of the Premium Edition of Windows Small Business Server 2008. NetVanta UC Server can also be installed on the Windows

Small Business Server 2008 platform with suitable hardware. Refer to Section 3.2.1.3, *Hardware Requirements*, for more information.

- Microsoft Windows Server 2008 (x86, x64)
 - Foundation, Standard, Enterprise, and Data Center editions are not supported.
 - Deployment on Server Core is not supported.

Microsoft Hyper-V™

- Support for Server 2008R2
- Support for Server 2012 and Server 2012R2

VMware vSphere™

- VMware vSphere 4.1
- VMware vSphere 5.0

3.2.1.2 Depreciated Operating Systems (no longer supported as of 6.0.x)

- Microsoft Windows XP SP2, SP3 (Professional) (x86)
- Microsoft Windows Essential Business Server 2008 (x86, x64)
- Microsoft Windows Small Business Server 2003, 2008, 2011 (x86, x64)

Other software platforms are not supported.

Installation of the server components into other virtualization environments (Virtual Server, Virtual PC, Virtual Box, etc.) is not supported in production deployments. Due to the real-time nature of telecommunications, audio problems may be experienced in these environments. ADTRAN recommends using server operating system only for all installations of NetVanta UC Server.

CAUTION: When using TAPI integrations, or other integrations requiring use of CTI drivers, please review driver documentation for those products BEFORE proceeding with plans to use Windows Server 2008 or Windows Server 2008 derived platforms (SBS 2008/2010) as the server platform for those deployments.

3.2.1.3 Hardware Requirements

To install NetVanta UC Server, the server hardware platform must meet the minimum requirements in the following table. The minimum requirements are for a minimal installation. The recommended requirements are a guideline for more robust, reliable, and future-proofed systems.

Product engineering guidelines and recommendations should be consulted and followed for anything other than a minimal installation (for example, installations with more than 25 users). Sizing of the server hardware is dependent on the number of users, the traffic levels, and application services used. Selection of hardware should also take into account such things as redundant power supplies, uninterruptable power supplies (UPSs), and redundant disk arrays (for example, RAID) so that the end users' needs and expectations are met, along with any future growth requirements.

Consult the following documentation - Selecting NetVanta UC Server VMware and Platform or Servers 6UCSTN0102-4A or Selecting NetVanta UC Server VMware and Platform Servers 6UCSTN0002-4A, available online at <https://supportforums.adtran.com>, for more information on correctly selecting the hardware.

| Hardware Component | Minimum | Recommended |
|--------------------|----------------------------------|---|
| Processor | Intel Pentium Dual-Core (E2140) | Intel Xeon Quad-Core (E5310) |
| RAM | 4 GB | 8 GB |
| Disk space | 80 GB (usable space) 7200 RPM | 146 GB (usable space) SAS – RAID 1 or RAID 5 |

3.2.2 Mail/Messaging Servers for Unified Messaging

NetVanta UC Server supports the following email servers for Unified Messaging:

- Microsoft Exchange™ Server 2007**, 2010, SP1/Sp2, 2013 SP1**

WARNING: ** Changes in the Exchange Mailbox detection logic for connecting to Microsoft Exchange Server 2013, 2010 or 2007 when the Exchange Mailbox, Client Access, and Hub Transport do not reside on the same server may require disconnecting and re-connecting the mailbox to ensure proper connectivity to the server in this configuration after an upgrade.

During any Exchange upgrade, user intervention may be required to properly set the version after a Exchange server version mismatch warning is prompted to the user.

- IBM® Domino™ Server 6.0.x, 6.5.x, 7.0, 8.0 (via IMAP)
- Google Mail (via IMAP using stunnel)
- University of Washington IMAPd
- Any 100 percent compliant IMAP4rev1 (RFC 3501) message store (different servers could require different query optimization techniques – consult product documentation for query optimization technique determination procedures)

Integration with Microsoft Exchange Server requires a MAPI connector to be installed on the NetVanta UC Server platform. The supported MAPI connectors, of which only one should be installed on the server platform, are the following:

- Microsoft Exchange Server MAPI Client and Collaboration Data Objects 1.2.1
(Version: equal or greater 08.03.0.8353.000, 2014-03-04 – older versions are not compatible with all platforms). This is available for download free of charge from:

<http://www.microsoft.com/en-ca/download/details.aspx?id=42040>

- Microsoft Outlook™ 2003 SP3 only

Integration with Microsoft Exchange Server requires a MAPI connector to be installed on the NetVanta UC Server platform. The supported MAPI connectors, of which only one should be installed on the server platform, are the following:

CAUTION: Microsoft Outlook 2003 as a MAPI connector is not supported and will cause unreliable integration with Microsoft Exchange Server 2010 and could cause system outages.

- Microsoft Outlook 2007 SP1 only

CAUTION: Outlook 2007 SP2 is not compatible as a server MAPI connector with UC Server and installing it will cause NetVanta UC Server to be unable to connect to Exchange Server.

- **All Microsoft Exchange 2010 integrations are only supported with MAPI Client and Collaboration Data Objects 1.2.1**

CAUTION: Outlook 2010 is not compatible as a server MAPI connector with UC Server and installing it will cause NetVanta UC Server to be unable to connect to Exchange Server.

ADTRAN recommends using Microsoft Exchange Server MAPI Client and Collaboration Data Objects 1.2.1 instead of Microsoft Outlook and strongly encourages all customers to switch to this MAPI connector instead of Outlook. The benefits of doing this are as follows:

- No Outlook license is required for the NetVanta UC Server system. The MAPI/CDO package is available at no charge.
- The MAPI/CDO package is a minimal installation that requires fewer Microsoft Updates.
- This component is designed and provided by Microsoft explicitly for the purpose of allowing applications such as NetVanta UC Server to access Exchange Server and does not include many of the client-side nuances of Outlook versions of MAPI.

3.2.2.1 Throttling Policies Mailbox Requirements

Throttling Policies are required for UC Server service account mailbox for both:

- Microsoft Exchange 2010
- Microsoft Exchange 2013 SP1

To assign a Throttling Policy for the <UC Server> service account mailbox, complete the following steps: Create a new throttling policy that does not limit concurrent connections to the Microsoft Exchange Server:

1. On the Microsoft Exchange Server, and click one of the following:
 - Start > Microsoft Exchange Server 2010 > Exchange Management Shell
 - Start > Microsoft Exchange Server 2013 > Exchange Management Shell
2. Type the following command and press Enter to create a custom Throttling Policy for the UC Server service account:

For Microsoft Exchange 2010:

```
New-ThrottlingPolicy UCPolicy -RCAMaxConcurrency $null -RCAPercentTimeInAD $null -RCAPercentTimeInCAS $null -RCAPercentTimeInMailboxRPC $null -EWSMaxConcurrency $null -EWSPercentTimeInAD $null -EWSPercentTimeInCAS $null -EWSPercentTimeInMailboxRPC $null -EWSMaxSubscriptions $null -EWSFastSearchTimeoutInSeconds $null -EWSFindCountLimit $null
```

For Microsoft Exchange 2010 SP1 to SP3:

New-ThrottlingPolicy UCPolicy -RCAMaxConcurrency \$null -RCAPercentTimeInAD \$null -
RCAPercentTimeInCAS \$null -RCAPercentTimeInMailboxRPC \$null -EWSMaxConcurrency \$null -
EWSPercentTimeInAD \$null -EWSPercentTimeInCAS \$null -EWSPercentTimeInMailboxRPC \$null -
EWSMaxSubscriptions \$null -EWSFastSearchTimeoutInSeconds \$null -EWSFindCountLimit \$null -
CPAMaxConcurrency \$NULL -CPAPercentTimeInCAS \$NULL -CPAPercentTimeInMailboxRPC \$NULL

For Microsoft Exchange 2013 SP1:

New-ThrottlingPolicy UCPolicy -OwaMaxConcurrency Unlimited -EWSMaxConcurrency Unlimited -
EWSMaxBurst Unlimited -EWSRechargeRate Unlimited -EWSCutoffBalance Unlimited -
EWSMaxSubscriptions Unlimited -RcaMaxConcurrency Unlimited -RcaMaxBurst Unlimited -
RcaRechargeRate Unlimited -RcaCutoffBalance Unlimited -CpaMaxConcurrency Unlimited -
CpaMaxBurst Unlimited -CpaRechargeRate Unlimited -CpaCutoffBalance Unlimited

3. Type the following command, replacing UC Admin with the name of the <UC Server>service account, and then press Enter to apply the new Throttling Policy:
Set-Mailbox "UC Admin" -ThrottlingPolicy UCPolicy
4. Restart the UC Server application service after performing any policy updates or changes

CAUTION: Exchange policy changes and updates may take up to 15 mins to take effect

3.2.2.2 Session Limit modifications on Exchange 2013 Sp1

On Exchange Server 2013, additional registry modifications may be required for large user deployments and call volume scenarios. To exceed the session limits imposed by Exchange server by default, the following steps are required via the registry editor.

CAUTION: Ensure your registry is always backed-up prior to making any modifications

The following changes to registry can be made at this location:

[HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\MSExchangeIS\ParametersSystem]

"DatabaseType"=dword:00000000

"Maximum Allowed Sessions Per User"=dword:000007d0

"Disable Session Limit"=dword:00000001

"Maximum Allowed Service Sessions Per User"=dword:000007d0

CAUTION: If the value do not exist in the registry key, create a new entry with the following values as shown above. Please note that registry setting changes will only apply if the Exchange server is restarted or the Exchange Information Store service is restart via services.msc

On Exchange Server 2007, additional steps are required after following the manual integration instructions in Appendix A of the *Configuration Guide*:

To set or to check the **Exchange View Only Administrator** role, complete the following steps:

1. Access the Microsoft Exchange Management Shell by clicking Start > Programs > Microsoft Exchange Server 2007 > Exchange Management Shell.
2. To set the Exchange View Only Administrator role, type the following command:


```
add-exchangeadministrator <service_account_name> -role ViewOnlyAdmin
```

 where <service_account_name> is the name of the Windows® account (for example, UCAdmin).
3. To check the Exchange View-Only Administrator role, type the following command:


```
get-exchangeadministrator | Format-List
```
4. The Windows account should be displayed with a ViewOnlyAdmin role.
- 5.

3.2.3 Client Components

This section describes the required operating systems and hardware requirements for the NetVanta UC Server client components. Most installations will deploy client software to some or all of the end users of the system. Some installations do not require deployment of the client software depending on how NetVanta UC Server will be used.

3.2.3.1 Operating Systems

The NetVanta UC Server client components (NetVanta UC Client, NetVanta ucCompanion, and NetVanta ucCompanion - Live Attendant) support the following Microsoft® Windows™ Operating Systems:

- Microsoft Windows 8.1(x64)
- Microsoft Windows 7 (Professional, Ultimate, or Enterprise Editions) (x86, x64)
- Microsoft Windows Vista, SP1, SP2 (Business, Ultimate, or Enterprise Editions) (x86, x64)
- Microsoft Windows XP SP2, SP3 (Professional or Tablet PC Editions) (x86)
- Microsoft Windows Server 2008 R2 (x64)
- Microsoft Windows Server 2008 (x86, x64)

Other software platforms are not supported.

3.2.3.2 Prerequisite Components

Client components now requires a minimum version of [Microsoft .NET Framework 4.0](#) to be installed on target systems. In addition, for some components additional Microsoft redistributable components will be installed by the client installer.

3.2.3.3 Hardware Requirements

To install NetVanta UC client, the platform must meet the following minimum requirements for the specified Microsoft Windows operating systems listed below.

| Client | XP, Server 2003 | Vista, Windows 7, Server 2008, Server 2008 R2 |
|-----------|---|---|
| Processor | x86 compatible processor 600 MHz or higher | x86 or x64 compatible processor 1 GHz |

| Client | XP, Server 2003 | Vista, Windows 7, Server 2008, Server 2008 R2 |
|-----------------|--|---|
| RAM | 1 GB | 1 GB |
| Free Disk space | 500 MB | 500 MB |
| Video | Super VGA (800 x 600) or higher resolution video adapter and monitor | Support for DirectX 9 graphics with: <ul style="list-style-type: none"> • WDDM Driver • Minimum 128 MB graphics memory • Pixel Shader 2.0 in hardware • 32 bits per pixel |

3.2.3.4 Email Clients for Unified Messaging

NetVanta UC Client integrates with the following email clients for Unified Messaging:

- Microsoft Outlook 2007
- Microsoft Outlook 2010 32/64 bit
- Microsoft Outlook 2013 64 bit Standard/Professional/Plus
- IBM Lotus Notes™ 6.0x, 6.5.x, 7.0, 8.0

CAUTION: Click To Run (virtualized) versions of Office 2010/13 which include Outlook 2010/2013 are not compatible as plugin requirements are not distributed with these versions at this time. This includes Home & Student/Home & Business Office 2013 and Office 365 editions.

Only volume licensed and .msi installed media can support the requirements for Office Plug-ins and UC Client software.

3.3 Product Licensing (License Key)

All NetVanta UC Server products must be correctly licensed to operate. The license key obtained from ADTRAN is specific to each installation and defines the exact functionality licensed by the end user for their installation.

3.3.1 New Installs

When installing NetVanta UC Server for the first time, you must obtain a license key to install and activate the software.

3.3.2 Upgrades

To upgrade NetVanta UC Server from a previous major or minor release, you must obtain a new license key **prior to beginning** the upgrade. The existing license key, found in the License Information dialog box in the administrative NetVanta UC Client must be updated to the new license key prior to beginning the upgrade. After the new key is installed, you can continue to upgrade the server software. You do not need a new license key for maintenance (patch or dot) releases.

Upgrade license keys are only available to customers who have an active Software Assurance subscription.

3.3.3 Obtaining a New License Key

To obtain a new or upgrade a license key, fill out a license key request in the UC Tools area of the ADTRAN website (<http://www.adtran.com/uctools>).

Note: Please allow enough time to obtain the license key – at least one (1) business day should be allocated to ensure the license key is obtained before installation or upgrade.

You will need the following information:

1. Contact information
2. Product Keys
 - New installs: available from materials that shipped with the product.
 - Upgrades: available for a user with Administrator privileges. From NetVanta UC Client, select the Help menu > License Information.
3. Purchase key
 - New installs: available from materials that shipped with the product.
 - Upgrades are available:
 - For a user with Administration privileges: From within NetVanta UC Client, select the Help > License Information. Click **Modify** license.
 - From the Product Licensing Wizard dialog box from Step 1 of NetVanta UC Server Configuration Wizard.
4. Machine ID
 - New installs: available from the Product Licensing Wizard dialog box of Step 1 of the NetVanta UC Server Configuration Wizard.
 - Upgrades are available:
 - For a user with Administration privileges: From NetVanta UC Client, select the Help > License Information. Click **Modify** license.
 - From the Product Licensing Wizard dialog box of Step 1 of NetVanta UC Server Configuration Wizard.
5. Platform specifications (CPU speed, RAM, and server OS) – available from the System control panel in the Windows Control Panel.
6. Product version and edition you will be installing or upgrading – available from the materials shipped with the product.
7. Message store type (Microsoft Exchange Server, Lotus Domino/Notes, IMAP4, or local machine) and version.
8. Legacy PBX interconnection, if applicable: PBX type, firmware version.

3.4 Prerequisite Components

NetVanta UC Server requires that prerequisite components be installed prior to installing the NetVanta UC Server software. The installer will detect which components are missing from the system and prompt accordingly. Some of the prerequisite components are included on the distribution media and can be installed automatically by the installer. However, others must be obtained directly from the vendor. Links to the relevant web-sites for any components that require downloading will be provided by the installer.

Not all prerequisites are required on all operating systems; specifics are noted below. Except where indicated, the prerequisites are installed automatically by the installer. The prerequisite components are:

- **Microsoft .NET Framework 4.0** (download link provided in installer)
- **Windows Server 2008/2010 Enhanced Desktop Feature** (a reboot is required after installation)
[Windows Server 2008/2010-based systems only pre-requisite Microsoft Windows Server 2008 Roles and Features]
- ***Microsoft Exchange Server MAPI Client and Collaboration Data Objects 1.2.1** (Version: equal or greater 08.03.0.8353.000, 2014-03-04 – older versions are not compatible with all platforms)
- **Microsoft Visual C++ 2005 SP1 Redistributable Package (x86/x64)**
- **Microsoft Visual C++ 2008 SP1 Redistributable Package (x86/x64)**

- **Microsoft Visual C++ 2010 SP1 Redistributable Package (x86/x64)**
- **Microsoft SQL Server 2008 Express Edition**
- **ADTRAN Software Diagnostic Logging Tools**

*MAPI Client and Collaboration Data Objects pre-requisite used for integration with Exchange.

CAUTION: NetVanta UC Server will only work correctly with the version of Microsoft SQL Server that is provided on the distribution media. Other instances of SQL Server cannot be used by NetVanta UC Server.

4 Installation and Upgrade Instructions

Please review Section 3 [Installation Requirements](#) before proceeding with this section. It contains important information about product licensing, system requirements, and the versions of required external software components.

CAUTION: Failure to comply with the installation requirements, or properly follow the installation or upgrade instructions will result in an inoperable or poorly performing system.

4.1 New Install of NetVanta UC Server

This section contains an overview of the installation for NetVanta UC Server; for detailed installation procedures consult the *Installation Guide* applicable to your NetVanta Unified Communications product. To facilitate installation and configuration, have the following reference material available during installation:

- *Release Notes* (this document)
- [Planning and Deployment Guide](#)
- [Installation Guide](#)
- [NetVanta Unified Communications Server Presence and Control Components Guide](#) (for use with NetVanta ucCompanion - Live Attendant)
- [Configuration Guide](#)
- [Administrator Manual](#)
- [NetVanta ucCompanion Desktop Presence User Guide](#)

To ensure that all the required information is available during the installation and configuration process, it is recommended that the *Planning and Deployment Guide Worksheet* be completed.

4.1.1 Installing the Server Software

The installation software will automatically verify the prerequisites for software installation. Make sure that you run the installation from a Windows logon that has the ability to install software on the NetVanta UC Server system (for example, Administrator privileges).

To install NetVanta UC Server:

1. If the NetVanta UC Server software was downloaded from the ADTRAN website, follow Step a. If the NetVanta UC Server CD-ROM was shipped to you, go to Step b.
 - a. Unzip the contents of the file you downloaded to a temporary folder on NetVanta UC Server (you will need to provide a location and name for the folder). Start the installation by double clicking on **CAAutoRun.exe** (the ADTRAN NetVanta Unified Communications CD Menu will appear).
 - b. Insert the NetVanta UC Server CD-ROM. The Auto run application will start, and the ADTRAN NetVanta Unified Communications CD menu will appear.

Install the applications to the NetVanta UC Server platform by clicking on the **Install Server** button on the installation screen and following the prompts on the subsequent screens.

- a. Ensure that all prerequisites are installed. These will vary depending upon your platform and the components purchased, such as the Presence and Control components and Windows Server Administration Tools. The NetVanta UC Server Installation Wizard will ensure that all prerequisite components are installed before proceeding.
 - b. After all the prerequisite components are successfully installed, the wizard allows you to install the NetVanta UC Server software.
2. Run the NetVanta UC Server Configuration Wizard, **Configure UC Server**. The NetVanta UC Server Configuration Wizard allows you to specify server properties such as message store, NetVanta UC Server

administrator password, PBX information, and dialing properties. The wizard guides you through the server configuration process. The wizard does most of the configuration tasks automatically, however, site specific information about the network and server needs to be entered at various steps.

3. When installing NetVanta UC Server for the first time, you **must** obtain a **license key**. To obtain a license key, please refer to Section 3.3, *Product Licensing (License Key)*.

4.1.2 Installing the Client Software

In order for NetVanta UC Server users to take full advantage of its functionality, client software should be deployed to their desktop or laptop computers. Refer to Section 4.3, *Installing or Upgrading NetVanta UC Client Software*, for installation options and procedures.

4.2 Upgrading NetVanta UC Server

CAUTION: Backup procedures have changed from previous releases. For instructions on backup and restore procedures, refer to the *Planning and Deployment Guide*, available online at <https://supportforums.adtran.com>, and adjust backup procedures accordingly. Failure to do so could result in data loss or extended system outages in the case of hardware or software failures.

4.2.1 Upgrade Matrix

The following table describes which versions of NetVanta UC Server can be upgraded to newer versions.

| From \ To | 5.0.x (NetVanta UC Server) | 5.1.x (NetVanta UC Server) | 5.2.x (NetVanta UC Server) | 5.3.x (NetVanta UC Server) | 5.4.x (NetVanta UC Server) | 5.5.x (NetVanta UC Server) | 6.0.x (NetVanta UC Server) |
|---|-------------------------------|---|---|---|---|---|---|
| 4.6.x (deprecated) (NetVanta UC Server) | √ | Direct upgrade unsupported – upgrade to 5.0.x | Direct upgrade unsupported – upgrade to 5.0.x | Direct upgrade unsupported – upgrade to 5.0.x | Direct upgrade unsupported – upgrade to 5.0.x | Direct upgrade unsupported – upgrade to 5.0.x | Direct upgrade unsupported – upgrade to 5.0.x |
| 5.0.x (NetVanta UC Server) | | √ | √ | √ | √ | √ | Direct upgrade unsupported – upgrade to 5.5.x |
| 5.1.x (NetVanta UC Server) | | | √ | √ | √ | √ | Direct upgrade unsupported – upgrade to 5.5.x |
| 5.2.x (NetVanta UC Server) | | | | √ | √ | √ | Direct upgrade unsupported – upgrade to 5.5.x |
| 5.3.x (NetVanta UC Server) | | | | | √ | √ | Direct upgrade unsupported – upgrade to 5.5.x |
| 5.4.x (NetVanta UC Server) | | | | | | √ | Direct upgrade unsupported – upgrade to 5.5.x |
| 5.5.x (NetVanta UC Server) | | | | | | | √ |
| 6.0.x (NetVanta UC Server) | | | | | | | |

In order to upgrade from older versions, interim upgrade steps must be followed. Refer to the applicable section below for more details.

Upgrading NetVanta UC Server from 4.6.x, 5.0.x and all 5.x.x Releases

CAUTION: The existing version of NetVanta UC Server must NOT be uninstalled prior to upgrading. The installation process requires that the existing implementation be available in order to perform the upgrade correctly.

The following is a summary of the upgrade procedure from any NetVanta UC Server 4.6.x/5.0.x releases; refer to the *Installation Guide* applicable to your NetVanta Unified Communications product, available online at <https://supportforums.adtran.com>, for detailed instructions on installing this component.

CAUTION: Failure to follow the steps below, exactly as described, could result in a system that does not upgrade or operate correctly after upgrade.

Perform the following steps:

1. If performing a major or minor upgrade, obtain a new license key. Please refer to the instructions in Section 3.3, *Product Licensing (License Key)*.
2. Backup the NetVanta UC Server. For instructions on backup and restore procedures, refer to the *Planning and Deployment Guide* applicable to your NetVanta Unified Communications product, available online at <https://supportforums.adtran.com>. Backing up will preserve the following data:
 - a. Users (greetings, services, announcements)
 - b. Port configuration
 - c. Attendant data
 - d. System configuration
 - e. Routing data
 - f. Telephone data
 - g. Gateway data
 - h. PBX configuration data

CAUTION: Failure to backup the data according to these instructions and the Technical Note **will** result in the inability to restore the system to the original configuration should the upgrade process be unsuccessful or aborted. **Always back the system up prior to upgrading.**

3. If a new license key was obtained in Step 1, modify the current license key using the following procedure:
 - a. Open NetVanta UC Client using the current installed product version and log in as a user with administrative privileges.
 - b. Select **License Information...** under the Help Menu on the main toolbar.
 - c. Click the **Modify license...** button to open the Modify License dialog box.
 - d. Enter the new license key in the space provided.
 - e. Click **OK** to close the Modify License Dialog box.
 - f. Click **Close** to close the License Information Dialog box.
 - g. Close NetVanta UC Client by clicking the top right corner x icon or selecting **Close** from the **File** menu.
4. If the NetVanta UC Server software was downloaded from the ADTRAN website, follow Step a. If the NetVanta UC Server CD-ROM was shipped to you, go to Step b.
 - a. Unzip the contents of the file you downloaded to a temporary folder on the server computer (you will need to provide a location and name for the folder).
 - b. Insert the NetVanta UC Server CD-ROM. The **CAAutoRun** application will start, and the ADTRAN NetVanta Unified Communications CD menu will appear – leave this open for now, you will use it later.
5. For ECS and BAS product variants, run the `Pre-Update.bat` script file as follows:

- a. Click the **Start** menu and select **Run...**
- b. Type `cmd.exe` and click **OK** to open a command prompt window

NOTE: On systems with User Account Control (UAC) enabled, such as Windows Server 2008 R2, you must start the command prompt window as Administrator. To do this, instead of Step a and Step b above, do the following:

1. Click on the **Start** menu.
 2. Type `cmd.exe` in the search bar. (If classic start menu is enabled, locate **Command Prompt** under **All Programs | Accessories** instead.)
 3. Right click on `cmd.exe` in search results (or Command Prompt in the menu), and select **Run as administrator**.
 4. Accept the UAC prompt to elevate the command prompt to administrative privileges.
- c. Navigate to the script folder on the installation media using the `CD` command. This is located in the `Utility\Scripts` subfolder of the installation media.

Example: `CD /d C:\NetVantaUCServerInstallMedia\Utility\Scripts`

- d. Run the `Pre-Update.bat` script, supplying any appropriate parameters relevant to your installation:

Syntax: `Pre-Update.bat [/V | /?] [PhoneTypes Folder] [Backup Folder]`

- If your NetVanta UC Server installation is not located at `C:\Program Files\ADTRAN\NetVanta UC Server\`, you must specify the location of the PhoneTypes system data folder as shown in the example below.
- If backups should be written to a location other than `C:\Backup\PhoneTypes`, then you must specify a backup folder as shown in the example below.
- The `/?` option provides help on the script; the `/V` option provides more detailed output and logging.

Example: `Pre-Update.bat "C:\Program Files\ADTRAN\NetVanta UC Server\Data\System\PhoneTypes\" "C:\Backup\PhoneTypes\"`

- e. When the script prompts you to continue, confirm the information displayed, type **y**, and then press Enter.
 - f. Examine the output of the script to ensure it ran correctly. The output is placed in a file called `Pre-Log.txt` in the backup location. The default backup location is `C:\Backup\PhoneTypes`.
 - g. Leave the command window open because it will be used later.
6. The ADTRAN NetVanta UC Server Application Services service could be unable to be started during the upgrade due expiry of the service account password. This can also occur spontaneously on some Windows XP installations or in networks where account passwords have to be changed regularly, but will not be detected until the machine is restarted or the ADTRAN NetVanta UC Server Application Services service is restarted. Be sure to have the service account password accessible in order to reset it immediately. To verify that the service account password has not expired, do the following:
 - a. Open the **Services** administration tool from **Start > Control Panel > Administrative Tools**.
 - b. Locate the service named ADTRAN NetVanta UC Server Application Services.
 - c. Right click on the service, and select **Restart** from the context menu.
 - d. If the service fails to start, right click on the service, and select **Properties** from the content menu.
 - e. Select the **Log On** tab. Re-enter the service account password in the provided fields and click **OK**.
 - f. Attempt to start the service again by right clicking on the service, and selecting **Start** from the context menu. If the service again fails to start, verify that the service account is operating correctly and is not locked out.

IMPORTANT NOTICE: Failure to perform this step will cause the install to fail with a 1920 error if there is a problem with the service account or its password. This can be corrected by following the same steps while the 1920 error is displayed. Do not cancel the 1920 error dialog box because it will fail to upgrade and your system will have to be restored from backups. When you have corrected the service account password, click **Retry** in the 1920 error dialog box.

7. If the NetVanta UC Server software was downloaded from the ADTRAN website, follow Step a. If the NetVanta UC Server CD-ROM was shipped to you, go to Step b.
 - a. Locate the temporary folder where you extracted the files in a previous step. Start the upgrade by double clicking on **CAAutoRun.exe** (the ADTRAN NetVanta Unified Communications CD Menu will appear).
 - b. From the ADTRAN NetVanta Unified Communications CD Menu (opened when the CD was inserted in a previous step), click the **Install Server** button to prepare the NetVanta UC Server upgrade.
8. On an upgrade from previous releases, you could be required to install or update prerequisite components. Click on the **Verify or automatically install remaining components** button to proceed. Some components might require downloading from the vendor's websites.
9. Adding the NetVanta UC Server Presence and Control Components:
 - a. If you are using the NetVanta Unified Communications Server product variant, or if you do not plan on using NetVanta ucCompanion - Live Attendant:
 - Disable the following option: **Install Presence Components**.
 - Click **Next**.
 - b. If you plan on upgrading the Presence and Control Components from a 4.6.x or 5.0.x version you must first uninstall the existing version via Add/Remove control panel applet:
 - Navigate to the install media and locate the **ADTRAN NetVanta ucCompanion.msi** and launch the installer and follow the dialog box.
 - Click **Install** on the **ADTRAN NetVanta UC Live Attendant Server Components Setup Wizard** screen.
 - Click **Next** on the welcome page of the **ADTRAN NetVanta UC Live Attendant Server Components Setup Wizard** and follow the prompts on subsequent screens until finished. Consult the *NetVanta Unified Communications Server Presence and Control Components Guide* for additional installation documentation.
 - Click **Finish** when complete.
 - Click **Yes** when prompted to restart the system for the configuration changes to take effect.
10. Upgrading the NetVanta UC Server.

If upgrading 5.x:

- The ADTRAN **NetVanta Unified Communications Server Setup** welcome page will appear briefly as the upgrade does various checks on the system.
 - Click the **Install** button when the page titled **Resuming the ADTRAN NetVanta Unified Communications Server Setup Wizard** appears and follow the prompts to complete the upgrade.
 - Click the **Finish** button to close the setup wizard and return to the **Preparing NetVanta UC Server Installation** dialog box.
11. Click the **Configure UC Server** button to launch the NetVanta UC Server Configuration Wizard.

NOTE: *If all the steps in the server configuration were completed prior to the upgrade, you will be presented with three options (**Change Service Account**, **Users**, and **Phone Types**). You could be required to perform the first option, **Change Service Account** to reset the service account to what was configured prior to the upgrade.*
 12. For ECS and BAS product variants, run the `Post-Update.bat` script file as follows:
 - a. Locate the command window opened in Step o.
 - b. Run the `Post-Update.bat` script, supplying any appropriate parameters relevant to your installation:

Syntax: `Post-Update.bat [/V | /?] [PhoneTypes Folder] [Backup Folder]`

- If your UC Server installation is not located at `C:\Program Files\ADTRAN\NetVanta UC Server\`, you must specify the location of the PhoneTypes system data folder as shown below in the example.
- If backups were written to a location other than `C:\Backup\PhoneTypes`, then you must specify the same backup folder as specified in Step o.
- The `/?` option provides help on the script; the `/V` option provides more detailed output and logging.

Example: `Post-Update.bat "C:\Program Files\ADTRAN\NetVanta UC Server\Data\System\PhoneTypes\" "C:\Backup\PhoneTypes\"`

- c. When the script prompts you to continue, confirm the information displayed, type **y**, and then press Enter.
- d. Examine the output of the script to ensure it ran correctly. The output is placed in a file called `Post-Log.txt` in the backup location, which defaults to `C:\Backup\PhoneTypes`.
- e. When the script completes, it will indicate if any site-specific customizations have been made. Details of the customizations will be output to a file called `FileComparison.txt` in the backup location. The default backup location is `C:\Backup\PhoneTypes`.
- f. The Post-Update script will only update all of the "attributes.xml" files for each phone type in use. It will not modify any other files automatically. Please re-apply any necessary custom configuration to all other files listed in "FileComparison.txt". For any questions or concerns, please refer to phone vendor documentation or contact ADTRAN support for guidance. Once any customizations have been re-applied, restart the ADTRAN NetVanta UC Server Application Services service using the Services administrative tool.

IMPORTANT NOTICE: For upgrades of ADTRAN phone family types, custom configurations will be lost unless the following changes are made **prior** to running the `Pre-Update.bat`

- Locate the `ADTRAN.original.zip` on the release media
 - Extract to the following location: `"C:\Program Files\ADTRAN\NetVanta UC Server\Data\System\PhoneTypes\ADTRAN`
 - Run the Pre-update and Post-update instructions as noted below
-

IMPORTANT NOTICE: Since some phone firmware required for supporting new features in this release have changed, the following phone family types including Polycom and snom's existing user customized configuration files (.cfg) will be overwritten during an upgrade and cannot be merged as a result of the post-update script execution as noted above. Custom configuration will require user to edit the new .cfg files after the upgrade and associated phone firmware revision update.

13. Update the `RestartOverrides.cfg` file (located in `...\NetVanta UC Server\Data\System\Recovery\`) according to the following conditions:
 - a. If manual changes have been made to this file, then you must manually copy any entries from `RestartOverrides.cfg.original` to `RestartOverrides.cfg` that are not present in the latter file.

- b. If no manual changes were made to this file, then replace the contents of `RestartOverrides.cfg` with the contents of `RestartOverrides.cfg.original`. It is not necessary to restart the ADTRAN NetVanta UC Server Application Services service. However, if the file has been appended to instead of being replaced, then the application service must be restarted for the changes to take effect.
14. If **Install Presence Components** was selected in Step 9, you will be required to configure these components at this time. Please consult the *NetVanta Unified Communications Server Presence and Control Components Guide* for configuration documentation. If this is an upgrade from 4.6.x or 5.x, then the NetVanta UC Server Presence and Control Components could have already been configured.
 15. For optimal performance, disable the Indexing Service provided by Windows. For detailed instructions, please refer to Section 3.7, *Configuring Services*, of the *Installation Guide*.
 16. For ECS and BAS product variants, re-apply phone configurations to all phones in the system as follows:
 - a. Open NetVanta UC Client and log in as a user with administrative privileges.
 - b. Click on the **Administration** navigation bar.
 - c. Click on the **Phones** folder in the **Administration** navigation bar.
 - d. In the contents pane, select all phones by clicking on the first phone, then pressing Shift-Ctrl-End on the keyboard. All phones should now be selected.
 - e. Right click on one of the selected phones, and select **Reload Configuration** from the menu. This will cause all phone configuration files to be regenerated and phones to reload their configuration data (rebooting most phone types).

To install NetVanta UC Server:

1. **Rename** all of the configuration files in the `.\Data\System` by appending `.old` to the existing filename:
 Example: `C:\Program Files\Objectworld\CallAttendant Office Server\Data\System\DefinityPBXDefinition.cfg` to `DefinityPBXDefinition.cfg.old`
2. If the NetVanta UC Server software was downloaded from the ADTRAN website, follow Step a. If the NetVanta UC Server CD-ROM was shipped to you, go to Step b.
 - a. Unzip the contents of the file you downloaded to a temporary folder on the server computer (you will need to provide a location and name for the folder). Start the installation by double clicking on **CAARun.exe** (the ADTRAN NetVanta Unified Communications CD Menu will appear). Preserve a copy of the installation media accordingly. Refer to Section 3.1, *Preserving Installation and Upgrade Media*.
 - b. Insert the NetVanta UC Server CD-ROM. The Auto run application will start, and the ADTRAN NetVanta Unified Communications CD menu will appear.
3. If you plan on using NetVanta ucCompanion – Live Attendant, install or update the NetVanta UC Server Presence and Control components at this time. Consult the *NetVanta UC Server Presence and Control Components Guide* for installation documentation, which is provided on the distribution media.
4. Install the server applications to the NetVanta UC Server platform by clicking on the **Install UC Server** buttons on the NetVanta UC Server installation screen and following the prompts on the subsequent screens until finished.
5. For optimal performance, disable the Indexing Service provided by Windows. For detailed instructions, please refer to Section 3.7, *Configuring Services*, of the *Installation Guide*.
6. Once the installation has completed, select the **Configure UC Server** button to run the **Server Configuration Wizard**, but do not add anything if it has already been configured. From the set of options, at a minimum, complete the following tasks:
 - a. Enter the NetVanta UC Server license key to enable SIP functionality.
 - b. Configure the **Windows Network Integration** and select from one of the following:

- i. If the service account was previously configured for **Local System** account, you must create a Windows account on the local machine. Operating the **Application Services** service on the **Local System** account is no longer supported.
 - ii. If the service account was previously configured with a Windows Active Directory™ account, then configure the **Existing Service Account**.
7. Open the **Windows Services application** and ensure that the **ADTRAN NetVanta UC Server Application Services** service is set to start automatically. Note, you might have to refresh (F5) the services application in order to get a current view of the status. From the **Windows Services Applications**, start the **ADTRAN NetVanta UC Server Application Services** service if it is not already started.
8. Complete the remaining steps in the **NetVanta UC Server Configuration Wizard**. If appropriate, make any additional configuration changes required, such as adding NetVanta Enterprise Communications Server as a new communication system, adding new phone types or new gateways.

4.2.2 Upgrading Client Software

If anything other than a minor server upgrade has taken place, client software **must** be updated on end user computers; only 5.1.x client software is supported with 5.1.x server software. Refer to Section 4.3, *Installing or Upgrading NetVanta UC Client Software*, for installation options and procedures.

4.3 Installing or Upgrading NetVanta UC Client Software

This section documents manual installation procedures, and presents other techniques for automated client deployment.

CAUTION: Only release 5.4.x NetVanta UC Client software is compatible with NetVanta UC Server 5.4.x software (the patch revision value 'x' does not need to be identical). All incompatible clients must be upgraded after the NetVanta UC Server has been upgraded.

4.3.1 Manual Installation or Upgrade Instructions

NOTE: *The user installing NetVanta UC Client software MUST have administrative privileges on that desktop computer.*

1. If the NetVanta UC Server software was downloaded from the ADTRAN website, follow Step a. If the NetVanta UC Server CD-ROM was shipped to you, go to Step b.
 - a. Unzip the contents of the file you downloaded to a temporary folder on the desktop computer (you will need to provide a location and name for the folder). Start the installation by double clicking on **CAAutoRun.exe** (the ADTRAN NetVanta Unified Communications CD Menu will appear). Preserve a copy of the installation media accordingly. Refer to Section 3.1, *Preserving Installation and Upgrade Media*.
 - b. Insert the NetVanta UC Server CD-ROM. The Auto run application will start, and the ADTRAN NetVanta Unified Communications CD menu will appear.
2. Install the client applications to the client computer by clicking on the **Install Client** button on the installation screen and following the prompts on the subsequent screens.

CAUTION: Installing NetVanta UC Client directly on the NetVanta UC Server platform is not supported. Ensure that the client is installed on a separate platform meeting the minimum requirements.

4.3.2 Other Techniques for Installing and Upgrading Client Software

Client software can be deployed using automated techniques including:

- GPO-based MSI installation. Refer to *TN116 - NetVanta UC Server - Installing NetVanta UC Client Using GPO*, available online at <https://supportforums.adtran.com>, for more information on this option.
- GPO-based login scripts that invoke either `SETUP.EXE` or `MSIEXEC.EXE` with appropriate parameters. Prerequisite components must have been previously installed successfully. Consult standard Microsoft documentation for more information on those techniques.

5 Support, Documentation, and Training

5.1 Support

Self-service support material can be obtained from the ADTRAN website, <http://www.adtran.com/support>, and from the ADTRAN Technical Support Knowledge Base, <https://supportforums.adtran.com>.

Information on product support services can be obtained from the ADTRAN website:

<http://www.adtran.com/support>.

5.2 Documentation

Product documentation and additional technical support material can be found on the ADTRAN website, <http://www.adtran.com/support>, and in the ADTRAN Technical Support Knowledge Base, <https://supportforums.adtran.com>.

5.3 Training

Information on current training programs and certifications can be found on the ADTRAN website:

<http://www.adtran.com/training>.

5.4 Product Downloads and Third-Party Drivers

Product downloads and third-party drivers and patches are available in the support area of the ADTRAN website:

<http://www.adtran.com/support>.

6 [ADTRAN IP phones](#) and Polycom Phone Interoperability

| Phone Model | Firmware | BootRom | Filename | Polycom supported | ADTRAN supported |
|--------------|----------|---------|-----------------------|-------------------|------------------|
| SPIP 301 | 3.1.8 | 4.1.4 | 2345-11300-010.sip.ld | Yes | No |
| SPIP 501 (2) | 3.1.8 | 4.1.4 | 2345-11500-030.sip.ld | Yes | No |
| | 3.1.8 | 4.1.4 | 2345-11500-040.sip.ld | Yes | No |
| SPIP 600 | 3.1.8 | 4.1.4 | 2345-11600-001.sip.ld | Yes | No |
| SPIP 601 | 3.1.8 | 4.1.4 | 2345-11605-001.sip.ld | Yes | No |
| SSIP 4000 | 3.1.8 | 4.1.4 | 2201-06642-001.sip.ld | Yes | No |
| SPIP 430 | 3.2.5 | 4.3.1 | 2345-11402-001.sip.ld | Yes | No |
| SPIP 320 (2) | 3.3.2 | 4.3.0 | 2345-12200-002.sip.ld | Yes | No |
| | 3.3.2 | 4.3.0 | 2345-12200-005.sip.ld | Yes | No |
| SPIP 330 (2) | 3.3.2 | 4.3.0 | 2345-12200-001.sip.ld | Yes | No |
| | 3.3.2 | 4.3.0 | 2345-12200-004.sip.ld | Yes | No |
| SSIP 5000 | 4.0.8 | 5.0.8 | 3111-30900-001.sip.ld | Yes | No |
| SSIP 6000 | 4.0.8 | 5.0.8 | 3111-15600-001.sip.ld | Yes | No |
| SSIP 7000 | 4.0.8 | 5.0.8 | 3111-40000-001.sip.ld | Yes | No |
| SPIP 321 | 4.0.8 | 5.0.8 | 2345-12360-001.sip.ld | Yes | Yes |
| SPIP 331 | 4.0.8 | 5.0.8 | 2345-12365-001.sip.ld | Yes | Yes |
| SPIP 335 | 4.0.8 | 5.0.8 | 2345-12375-001.sip.ld | Yes | Yes |
| SPIP 450 | 4.0.8 | 5.0.8 | 2345-12450-001.sip.ld | Yes | No |
| SPIP 550 | 4.0.8 | 5.0.8 | 2345-12500-001.sip.ld | Yes | Yes |
| SPIP 560 | 4.0.8 | 5.0.8 | 2345-12560-001.sip.ld | Yes | No |
| SPIP 650 | 4.0.8 | 5.0.8 | 2345-12600-001.sip.ld | Yes | Yes |
| SPIP 670 | 4.0.8 | 5.0.8 | 2345-12670-001.sip.ld | Yes | No |
| VVX 300 | 4.1.8 | 5.1.8 | 3111-46135-002.sip.ld | Yes | Yes |
| VVX 310 | 4.1.8 | 5.1.8 | 3111-46161-001.sip.ld | Yes | Yes |
| VVX 400 | 4.1.8 | 5.1.8 | 3111-46157-002.sip.ld | Yes | Yes |
| VVX 410 | 4.1.8 | 5.1.8 | 3111-46162-001.sip.ld | Yes | Yes |
| VVX 500 | 4.1.8 | 5.1.8 | 3111-44500-001.sip.ld | Yes | Yes |

| Phone Model | Firmware | BootRom | Filename | Polycom supported | ADTRAN supported |
|-------------|----------|---------|-----------------------|-------------------|------------------|
| VVX 600 | 4.1.8 | 5.1.8 | 3111-44600-001.sip.ld | Yes | Yes |
| VVX 1500 | 4.0.8 | 5.0.8 | 2345-17960-001.sip.ld | Yes | No |
| SL 8440 | 4.0.2B | N/A | 3111-36150-001.sip.ld | Yes | No |
| SL 8450 | 4.0.2B | N/A | 3111-36152-001.sip.ld | Yes | No |
| SL 8452 | 4.0.2B | N/A | 3111-36154-001.sip.ld | Yes | No |

7 ADTRAN Gateway Interoperability

CAUTION: Multiple ADTRAN gateway firmware releases are available for deployment during the product lifecycle. Proper interoperability is typically only guaranteed with a specific firmware version at the time of UC product release. This is the known working firmware as of this release.

| Gateway Vendor | Model | Firmware Number | UC Server version |
|----------------|--------------------------------------|-----------------|-------------------|
| ADTRAN | Total Access 916e | R11.6.0 | 6.o.1.82561 |
| ADTRAN | Total Access 924e (3 rd) | R11.6.0 | 6.o.1.82561 |
| ADTRAN | NetVanta 6242 | R11.6.0 | 6.o.1.82561 |
| ADTRAN | NetVanta 6355 | R11.6.0 | 6.o.1.82561 |
| ADTRAN | NetVanta 7100 – (BCS) | R11.6.0 | 6.o.1.82561 |
| ADTRAN | NetVanta 644 | R11.6.0 | 6.o.1.82561 |

8 Third-Party Interoperability

CAUTION: Some third-party drivers and applications may not support Windows Server 2008 and derived platforms (SBS 2008, 2010). When using TAPI integrations, or other integrations requiring the use of CTI drivers, please review driver documentation for those products BEFORE proceeding with plans to use Windows Server 2008 as the server platform for those deployments.

Please consult information provided in *TNo51 – UC Server Interoperable SIP Devices and Services*, available online at <https://supportforums.adtran.com>, for interoperability information related to:

- SIP telephone terminals
- SIP soft phones
- SIP paging speakers, amplifiers and related devices
- SIP wireless terminals
- SIP gateways and application layer gateways (ALGs)
- ITSPs

Information on PBX integration and software applications is provided below in this document.

8.1 NetVanta UC Server with a PBX Integration

8.1.1 Supported Private Branch Exchanges (PBX)

NetVanta Unified Communications Server has the capability to connect to multiple traditional PBXs and IP PBXs while simultaneously supporting SIP services **ECS**. NetVanta UC Server can be deployed as a voicemail, unified message server, database IVR platform, and fax server behind a traditional PBX while also simultaneously supporting SIP telephony **ECS**. This provides a useful transition strategy for companies looking to migrate to VoIP but who still want to leverage their existing infrastructure. NetVanta UC Server users who employ a traditional PBX for telephony can still take advantage of Active Directory™ integration for user management; the telephony features will be managed through their PBX configuration interface.

NetVanta UC Server integrates with a wide variety of traditional PBX and IP PBXs using Dialogic 1000 and 2000 Media Gateways. The following PBXs are now supported using the Dialogic Media Gateway:

- Alcatel Omni PCX 4400
- Avaya Communications Manager
- Avaya Definity G3
- Avaya Legend
- Avaya Merlin Magix
- Avaya Partner
- Ericsson BusinessPhone
- Ericsson MD110
- Intecom PointSpan M6880
- Mitel 3300
- Mitel SX-2000
- Mitel SX-200D Family
- NEC NEAX2400
- Nortel CS-1000
- Nortel DMS 10
- Nortel DMS 100
- Nortel Meridian 1
- Phillips Sopho
- Rolm (Siemens) 8000
- Rolm (Siemens) 9000
- Rolm (Siemens) 9751
- Siemens HiCom 150E
- Siemens HiCom 300
- Siemens HiPath 4000
- Toshiba CTX

For more specific details on which PBX editions and interfaces are supported, consult the Dialogic Media Gateway documentation available from Dialogic's website: <http://www.dialogic.com/support/helpweb/mg/integration.htm>.

NetVanta UC Server also integrates with the PBXs listed in the table below using one of the following techniques:

- Analog port integration with in-band tones using Dialogic® D/4PCIUF and D/120JST-LS Media Boards
- Digital set emulation using Dialogic® D/82JCT-U and D/42JCT-U PBX Integration Boards
- CTI link/analog port integration using Dialogic® D/4PCIUF and D/120JST-LS Media Boards
- PBX Vendor supplied Microsoft TAPI/WAVE Service Providers

| PBX Vendor/Model | Minimum Software Release | Technical Note (TN) Reference Number | Integration Type | Third-Party Hardware/Software (Recommended) |
|--|--------------------------|--------------------------------------|--|--|
| Avaya Communications Manager | 1.0 and above | TN016 | Digital set emulation: - 7434D emulation - 8434D emulation - 7434ND emulation | Dialogic 6.0 SU 269 |
| Avaya Definity (no CLID) | 6.3 and above | TN009 | Analog port using mode codes; mode code option is required | Dialogic 6.0 SU 269 |
| Avaya Definity/Multi-Vantage (with CLID) | 4.0 and above | TN010 | Digital set emulation: - 7434D emulation - 8434D emulation - 7434ND (7.5 and above) | Dialogic 6.0 SU 269 |
| Avaya IP Office | 2.0 and above | TN012 | CTI link/analog port using TAPI | - IP 400 CTI link - IP 400 TAPI-WAVE Dialogic 6.0 SU 229 |
| Avaya Merlin Legend | 3.1 and above | | Analog port using mode codes | Dialogic 6.0 SU 229 |
| Avaya Merlin Magix (with CLID) | 2.1 and above | TN008 | Analog port using mode codes | Magix CTI link bundle Dialogic 6.0 SU 229 |
| Avaya Merlin Magix (no CLID) | 2.1 and above | TN008 | CTI link/analog port using mode codes /TSAPI | Dialogic 6.0 SU 229 |
| Avaya Partner ACS | 3.0 and above | | Analog port using mode codes | Dialogic 6.0 SU 229 |
| Cisco Call Manager | 4.2 | TN039 | Cisco-supplied Microsoft TAPI/WAVE Service Provider | |
| Mitel SX200 (family) | G1005/LW16 F41.0.2 | TN011 | Analog port using enhanced in-band DTMF tones | Dialogic 6.0 SU 229 |

| PBX Vendor/Model | Minimum Software Release | Technical Note (TN) Reference Number | Integration Type | Third-Party Hardware/Software (Recommended) |
|-----------------------|---|--------------------------------------|---|---|
| Mitel 3300 (IVR only) | Any version that requires ONS voicemail support | | Analog port using in-band DTMF tones | Dialogic 6.0 SU 229 |
| Nortel Norstar | 4.2 and above | TN003 | Digital set emulation: - M7324 set emulation | Dialogic 5.1.1 with PTR.31016 ** |
| Generic in-band | PBX dependent | | Analog port using in-band DTMF tones | Dialogic 6.0 SU 229 |

** NetVanta UC Server ONLY supports Dialogic Release 5.1.1 software with PTR.31016 (LIBFAXMT.DLL) for Norstar PBXs since the Do Not Disturb feature does not work with Dialogic Release 6.0 for Nortel Norstar PBX.

8.1.2 New Installation of Dialogic Software

To install Dialogic software on the new NetVanta UC Server:

1. Install the Dialogic System Software compatible with the PBX make and model.
 - a. Run SETUP.EXE from Windows Explorer.
 - i. When prompted to select features, select **Core Runtime Package**, select **Next**.
 - ii. When advised that the installation will install third-party software, select **Yes**. The installation will detect and remove any existing Dialogic system software.
 - iii. The first stage of the installation will require a reboot. When prompted to restart the system, select **Yes**.
2. Verify through the Windows Hardware Device Manager that all of the Dialogic cards reside in the Dialogic Springware Devices section.

NOTE: *If any of your cards appear to be improperly configured (for example, caution symbol or otherwise) then you will have to update the driver.*

- a. To update the driver:
 - i. Locate and configure the Dialogic card from Device Manager.
 - ii. Select the **Driver** tab and select **Update Driver**.
 - iii. Choose **Search for suitable driver for my device (recommended)**, and click **Next**.
 - iv. When the driver update locates the Dialogic Card, click **Next**.
- b. Repeat Step i through Step iv for each Dialogic card that appears improperly installed or configured.
3. Run **Dialogic Configuration Manager** (Start > Programs > Dialogic System Release > Configuration Manager – DCM. DCM will detect any Dialogic hardware installed on the machine hosting NetVanta UC Server software.
 - a. Ensure that the board settings match your PBX type. (The default configuration is Nortel Norstar.)
 - b. For digital set emulation, open each card and ensure the **MISC** tab > **PBXSwitch** parameter is configured according to your integration.
 - c. Refer to the relevant configuration guide
4. Configure the Dialogic service to start automatically; Select Settings > System Device Autostart to **Start System**. It is normal to encounter the error message **Failed to set the Device Autostart setting. Requested data not found in NCM data storage**.
5. Proceed with NetVanta UC Server installation instructions.

6. Verify the Dialogic board ordering by running NetVanta UC Client as an administrator and call each port. If the ports are not answering in the correct order, switch the Dialogic cables on the back of the machine hosting NetVanta UC Server software.

8.1.3 To upgrade Dialogic software on existing NetVanta UC Server (if required)

Once you have determined that the Dialogic software version needs to be upgraded then perform the following steps:

1. Remove existing Dialogic system software.
 - a. Stop the existing NetVanta UC Server and Dialogic services.
 - b. Launch the Microsoft Windows Service control application (Start > Settings > Control Panel > Administrative Tools > Services).
 - i. **Stop** the service labeled **ADTRAN NetVanta UC Server Application Services** and change the service **Startup type** from Automatic to Manual.
 - ii. **Stop** the service labeled **Dialogic System Service**.
 - c. Remove the Dialogic System Software.
 - i. Locate the Add/Remove Programs from the Windows Control Panel (Start > Settings > Control Panel > Add/Remove Programs).
 - ii. **Select and Remove** the Dialogic software.
 - d. Reboot the system as indicated.
2. In rare instances, you might need to run a Dialogic utility to clean up the old Dialogic Release 5.1.1 installation files, directories, and registry settings. This batch file can be located in `\cleanup\dlgc_rel_clean.bat` in the Dialogic installation directory. This will be apparent if the Dialogic DCM – configuration management application is not installed.
3. Install the Dialogic System Software.
 - a. Follow the procedure in the previous section (*New Installation of Dialogic Software*) to install the required version of Dialogic applicable to your PBX.
4. Launch the Microsoft Windows Service control application (Start > Settings > Control Panel > Administrative Tools > Services).
 - a. Set the **Startup type** to Automatic for the service labeled **ADTRAN NetVanta UC Server Application Services**.

8.2 Software Product Interoperability

The following other software products have been tested and are known to work with NetVanta UC Server:

| Vendor | Interoperability Level | Product/Service | Software Version |
|-------------------|------------------------|---|-------------------------------|
| Blackberry (BBRY) | Interoperable | BlackBerry Enterprise Server for Microsoft Exchange | 4.1 or newer excluding BES10 |
| | | BlackBerry Handheld Devices | 4.2.1 rev 163, 4.2.2 or newer |
| PhoneTag | Interoperable | PhoneTag (formerly SimulScribe) | n/a |
| Google | Interoperable | Google Mail (Gmail) using stunnel (SSL proxy) | n/a stunnel 4.24 or newer |

9 Known Software Limitations

The following limitations are known in this NetVanta UC Server release:

| Tracking # | ISSUE | Workaround |
|------------|--|--|
| UCS-1889 | Help file changes for Phones using FTP | Using a complex password in FTP server authentication for phone provisioning will not accept @ as a character. |
| UCS-1942 | High call volume may delay voicemail access in Exchange 2013 | None – this is only experienced with high concurrent call volume to Exchange 2013 only. |
| UCS-1916 | Restarting application service (during faxsendoperation) tries abortoperation but causes crash/heap corruption | Ensure that the application server service is not restarted during a send fax request |
| UCS-1810 | Ring Group Calls With External Numbers Using Gateway Groups Fail | Contact ADTRAN Support for workaround – script/dial plan changes required. |
| UCS-1854 | Installing ucCompanion Server services results in eventvwr system errors | None- not service affecting – limited to event logs only |
| UCS-1763 | Application service fails to restart (after restart request by watchdog due to CallHandler) | Reduce client connections to server |
| UCS-1736 | UC Wizard Phone Types Still Refers to "Connect Plus Product" as well as descriptive text | None not service affecting |
| UCS-1689 | UC does not respond to an INVITE with hold SDP | Contact ADTRAN Support. This issue is specific to TAGxx gateways running particular firmware revisions |
| UCS-1669 | Third Party (VVX 300/400/500/600) - EFK Call Recording stop key does not work for external calls | None, although this was determined to be gateway specific |
| UCS-1649 | ucCompanion won't allow new authentication username | Recreate the identity for the user and reconcile the entry by restart the application service via services.msc |
| UCS-1641 | ucCompanion Live Attendant Softphone does not accommodate SIP Error conditions with prompt server disabled | None not service affecting |

| Tracking # | ISSUE | Workaround |
|---|---|--|
| UCS-1604 | Print to fax operation, while logged in as domain user, does not display UC Client Fax Printer dialog | Launch the UC Companion client to set the registry which will correct the behavior |
| For more information on other "Known software limitations" please refer to the associated release notes for the specific release (e.g. 6.0/5.x releases) | | |