A MITEL PRODUCT GUIDE

MiContact Center Enterprise

Nuance Software Installation Guide (ASR & TTS)

Release 9.6

Document Version 1.0

September 2022

Mitel
Powering connections

Notices

The information contained in this document is believed to be accurate in all respects but is not warranted by **Mitel Networks™ Corporation (MITEL®).**

The information is subject to change without notice and should not be construed in any way as a commitment by Mitel or any of its affiliates or subsidiaries. Mitel and its affiliates and subsidiaries assume no responsibility for any errors or omissions in this document. Revisions of this document or new editions of it may be issued to incorporate such changes. No part of this document can be reproduced or transmitted in any form or by any means - electronic or mechanical - for any purpose without written permission from Mitel Networks Corporation.

Trademarks

The trademarks, service marks, logos and graphics (collectively “Trademarks”) appearing on Mitel's Internet sites or in its publications are registered and unregistered trademarks of Mitel Networks Corporation (MNC) or its subsidiaries (collectively "Mitel") or others. Use of the Trademarks is prohibited without the express consent from Mitel. Please contact our legal department at legal@mitel.com for additional information. For a list of the worldwide Mitel Networks Corporation registered trademarks, please refer to the website: http://www.mitel.com/trademarks.

®,™ Trademark of Mitel Networks Corporation

© Copyright 2022, Mitel Networks Corporation All rights reserved

Introduction 1
Nuance SW download 1
ASR and TTS 5
Supported Languages 5
Deployment Scenarios 6
Single Server and Multiple Clients 6
Single Server and Single Client 6
Installation Preparation 6
Removing Previous Versions of Nuance Software 6
Installing Nuance Software 7
Prepare Server 7
Install Java JDK 7
Install Apache Tomcat 7
Database 7
Install SQL 2019 (SQL 2014 SP1 or 2016 SP2 are also supported) 8
Install MySQL 5.7 and Connector/J 18
Install NSS 11 26
Finish up the installation 32
License configuration 32
OAS 32
TAS 32
Nuance Speech Server 32

Introduction

This document describes the installation process for Nuance software that is used with Open Application Server (OAS) or Telephony Application Server (TAS).

In OAS and TAS, Automatic Speech Recognition (ASR) and Text-to-Speech (TTS) functionality is provided by:

- Nuance Speech Suite 11, which consists of:
  - Nuance License Manager
  - Nuance 11 (ASR)
  - Nuance Vocalizer for Network 7 (TTS)
  - Nuance Management Station

Nuance SW download

There are three packages of Nuance SW available for MiCC Enterprise at the SW download (SWDL) site on the MiAccess portal:

1. The base Nuance Speech Server (NSS) 11 package. This includes SW and Nuance documentation in order to install the NSS server and it also includes the US English ASR and TTS language files.

2. Nuance Recognizer package. This includes the Recognizer 10 languages for:

   a. ar-WW_Arabic-WorldWide

   b. ca-ES_Catalan-Spain

   c. da-DK_Danish-Denmark

   d. de-AT_German-Austria

   e. de-CH_German-Switzerland

   f. de-DE_German-Germany

   g. en-AU_English-Australia

   h. en-GB_English-United Kingdom

   i. en-US_English-United States

   j. es-ES_Spanish-Spain

   k. eu-ES_Basque-Spain

l. fi-FI_Finnish-Finland

m. fr-BE_French-Belgium

n. fr-CA_French-Canada

o. fr-FR_French-France

p. it-IT_Italian-Italy

q. nl-BE_Dutch-Belgium

r. nl-NL_Dutch-Netherlands

s. no-NO_Norwegian-Norway

t. pl-PL_Polish-Poland

u. pt-BR_Portuguese_Brazil

v. ru-RU_Russian-Russian Federation

w. sv-SE_Swedish-Sweden

3. Nuance Vocalizer Packages. The following languages and voices are included:

    a. ar-WW_Arabic-WorldWide

        i. Female voice Laila

        ii. Male voice Tarik

    b. ca-ES_Catalan-Spain

        i. Female voice Montserrat

        ii. Male voice Jordi

    c. da-DK_Danish-Denmark

        i. Female voice Sara

        ii. Male voice Magnus

    d. de-DE_German-Germany

        i. Female voice Petra

ii. Male voice Markus

e. en-AU_English-Australia

i. Female voice Karen

ii. Male voice Lee

f. en-GB_English-British-English

i. Female voice Stephanie

ii. Male voice Oliver

g. en-US_English-United States (also included in NSS SW package)

i. Female voice Zoe

ii. Male voice Nathan

h. es-ES_Spanish-Spain

i. Female voice Monica

ii. Male voice Jorge

i. eu-ES_Basque-Spain

i. Female voice Miren

j. fi-FI_Finnish-Finland

i. Female voice Satu

ii. Male voice Onni

k. fr-FR_French-France

i. Female voice Aurelie

ii. Male voice Thomas

l. it-IT_Italian-Italy

i. Female voice Paola

ii. Male voice Luca

m. nl-BE_Dutch-Belgium

    i. Female voice Ellen

n. nl-NL_Dutch-Netherlands

    i. Female voice Claire

    ii. Male voice Xander

o. no-NO_Norwegian-Norway

    i. Female voice Nora

    ii. Male voice Henrik

p. pl-PL_Polish-Poland

    i. Female voice Zosia

    ii. Male voice Krysztof

q. pt-BR_Portuguese_Brazil

    i. Female voice Luciana

    ii. Male voice Felipe

r. ru-RU_Russian-Russian Federation

    i. Female voice Milena

    ii. Male voice Yuri

s. sv-SE_Swedish-Sweden

    i. Female voice Alva and Klara

    ii. Male voice Oskar

If another language or TTS voice is needed, then contact Mitel Support to have it downloaded from the Nuance partner portal. For a complete list of languages and TTS voices use the links provided in the section SUPPORTED LANGUAGES below.

ASR and TTS

ASR and TTS software can be installed on multiple servers for load sharing and balancing purposes.

NOTE: According to the Nuance Installation Guide, the following must be considered: *"The Speech Suite installer includes one language and one text-to-speech voice. Optionally, you can enable a multilingual system that supports applications in different languages by downloading, installing, and configuring additional languages and voices to a* ***separate****, dedicated host."*

To install an ASR and a TTS language on a single server during the NSS installation copy the extracted language installation packages under the install_language folder in the setup_files folder prior to running the NSS installer. By default the US English ASR and TTS packages are located there.

Supported Languages

Nuance Recognizer ASR Languages

Nuance Recognizer features 86 languages and dialects around the world for your Automatic Speech Recognition (ASR) self-service systems. The list included many dialects of English, Spanish, French, German and others like Swedish, Arabic Danish, Finnish and Norwegian. A complete list of these can be found here.

Nuance Vocalizer 7 TTS Languages

The standard library offers 53 languages/dialects and 120 voices, 20 of which are multi-lingual. A complete list of these can be found here.

Deployment Scenarios

It is recommended to install Nuance Speech Server on a separate server as it consumes a lot of CPU usage and memory. The following to deployments can be used:

Single Server and Multiple Clients

In this deployment, only one Nuance Speech Server is installed, and multiple clients (IPMS inside OAS server and standalone IPMS servers or TAS server(s)) connect to it for sending ASR and TTS requests.

Single Server and Single Client

In this deployment, only one Nuance Speech Server is installed, and only one client (IPMS inside OAS, standalone IPMS server or single TAS server) connects to it for sending ASR and TTS requests.

Installation Preparation

Before installing the Nuance software, make sure the following is true:

- You have local administrator privileges.
- You have access to the Nuance installation SW.
- There is no previously installed Nuance software on the server

If a previous version of the software exists, it has to be un-installed first.

Removing Previous Versions of Nuance Software

Any existing installation of the following software needs to be removed:

- Nuance 8.5 or 9.0
- Nuance Additional ASR Languages
- Nuance Vocalizer
- ScanSoft RealSpeak (only present if Nuance 8.5 was installed)
- TTS Language Voices

To check if previous versions of the software exist, do the following:

1. Go to Start > Settings > Control Panel, and then click Add/Remove Programs.
2. If any of the programs listed above appears in the list of programs, a previous version of that software is installed.

To uninstall previous versions of Nuance software, do the following:

1. Close all applications.
2. Shut down OAS by double-clicking the `OASShutDown.exe` application located in the `Mitel\OAS\Bin` folder, or shutdown the TAS server(s) if your system is TAS based

3. From the Start Menu, select Settings > Control Panel > Services.
4. When the Services applet opens, select the **Nuance Watcher Daemon** service and click the **Stop** button on the tool bar.
5. On the Start menu, select Settings > Control Panel. > Add/Remove Programs.
6. The Control Panel screen appears.
7. Click the software to remove (for example Nuance v8.5).
8. Click **Change/Remove** to remove the previous version of software.
9. Click **Yes** to confirm.
10. The system removes the software.
11. Repeat steps 6 to 8 for each software package with older version.
12. Restart the system.

Installing Nuance Software

Prepare Server

Extract the downloaded file 'Nuance 11.08 setup files.zip' to a temp folder.

Firewall should be turned off.
Ensure that 8.3 file naming is enabled if installing on other than boot drive (C:).
Install VC++ 2015-2019 by running *vc_redist.x64.exe* in the *2015-2019 VC++ runtime* folder.

NOTE: Carefully follow the instructions in the *Nuance_Speech_Suite-11.0.8-Installation_Guide.pdf* guide that is included together with the NSS installation package. Also carefully note the supported versions of the 3rd party components as stated in the *NSS 11.08 Release Notes.html* document.

Install Java JDK

Run zulu8.40.0.25-ca-jdk8.0.222-win_x64.msi located in the '3rd party files' folder. Accept all Defaults.

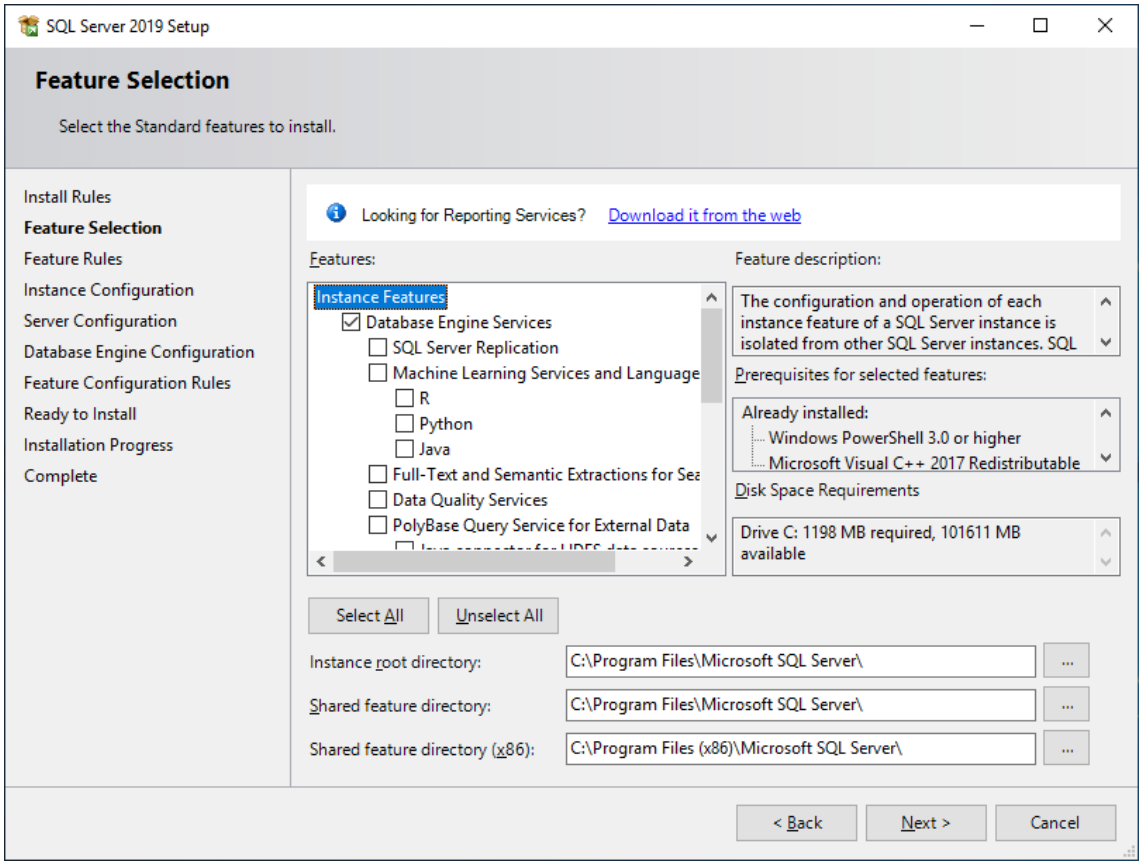
Install Apache Tomcat

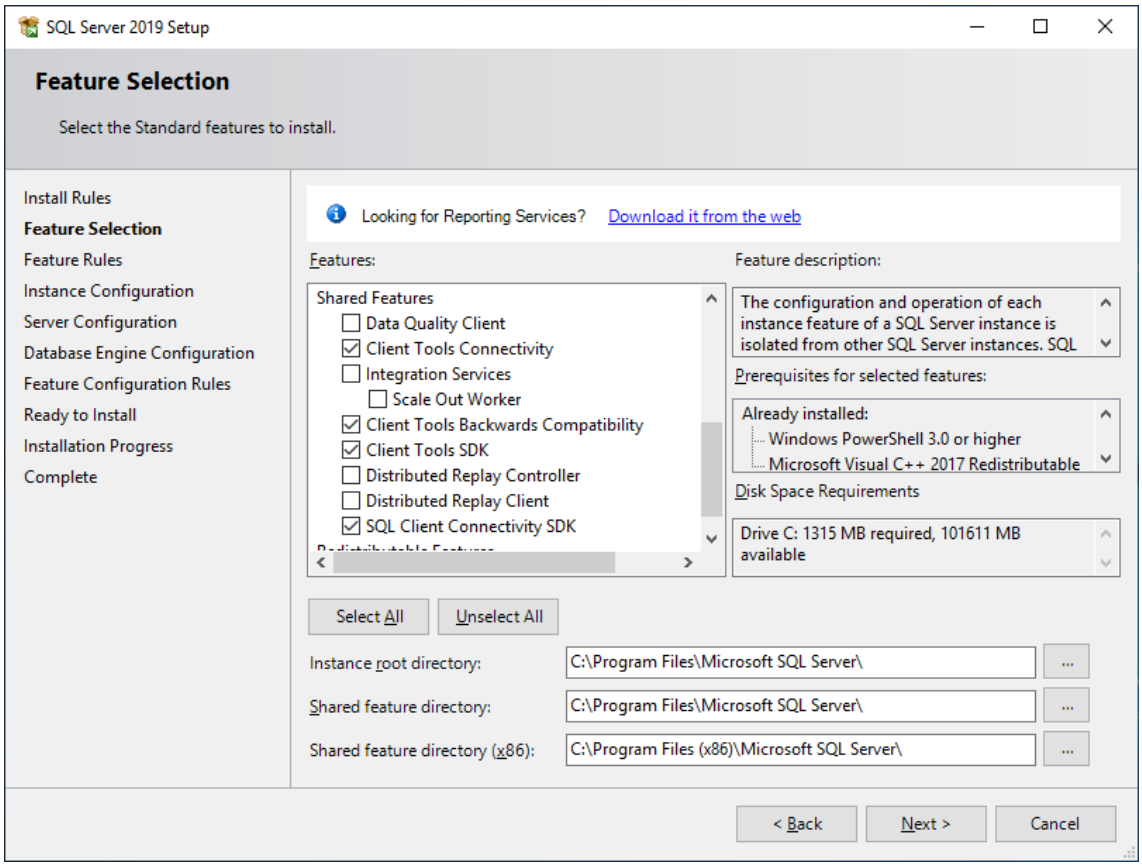
Extract the content of *apache-tomcat-9.0.22-windows-x64.zip* located in the '3rd party files' folder to e.g. C:\
Remember this location for later NSS installation..

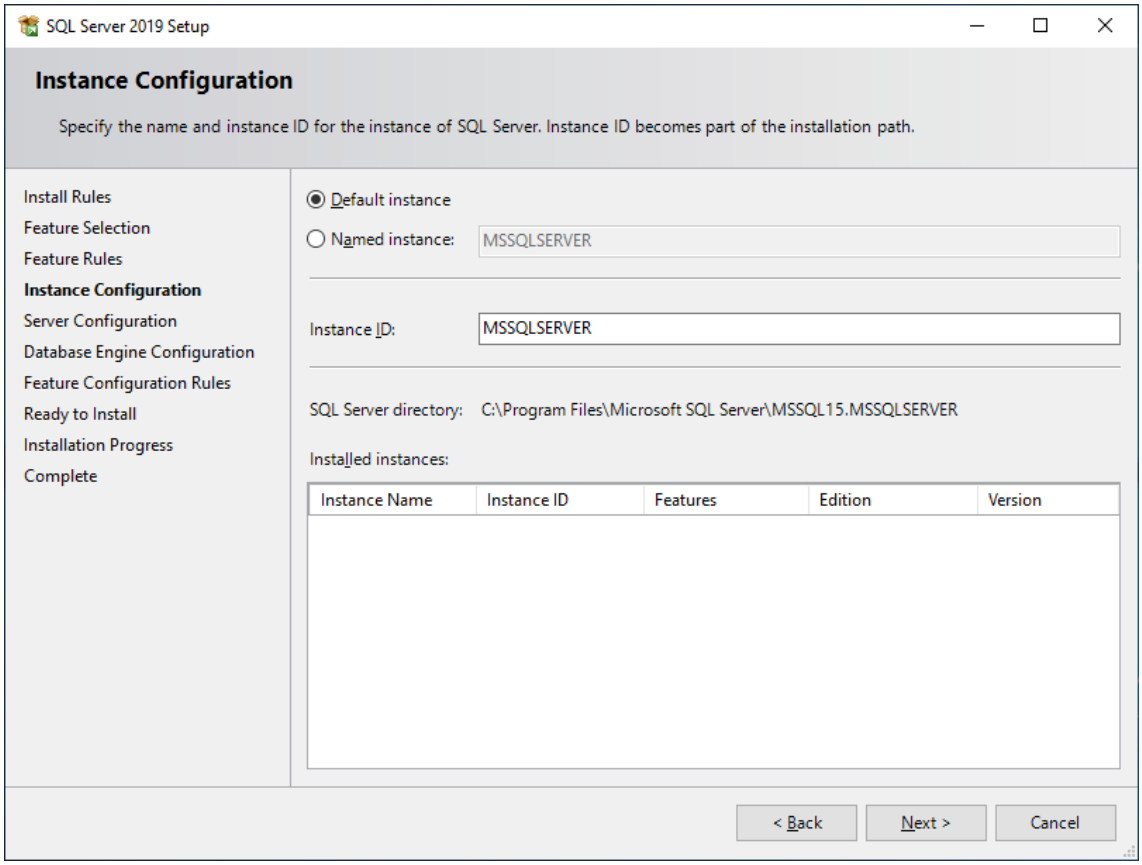
Database

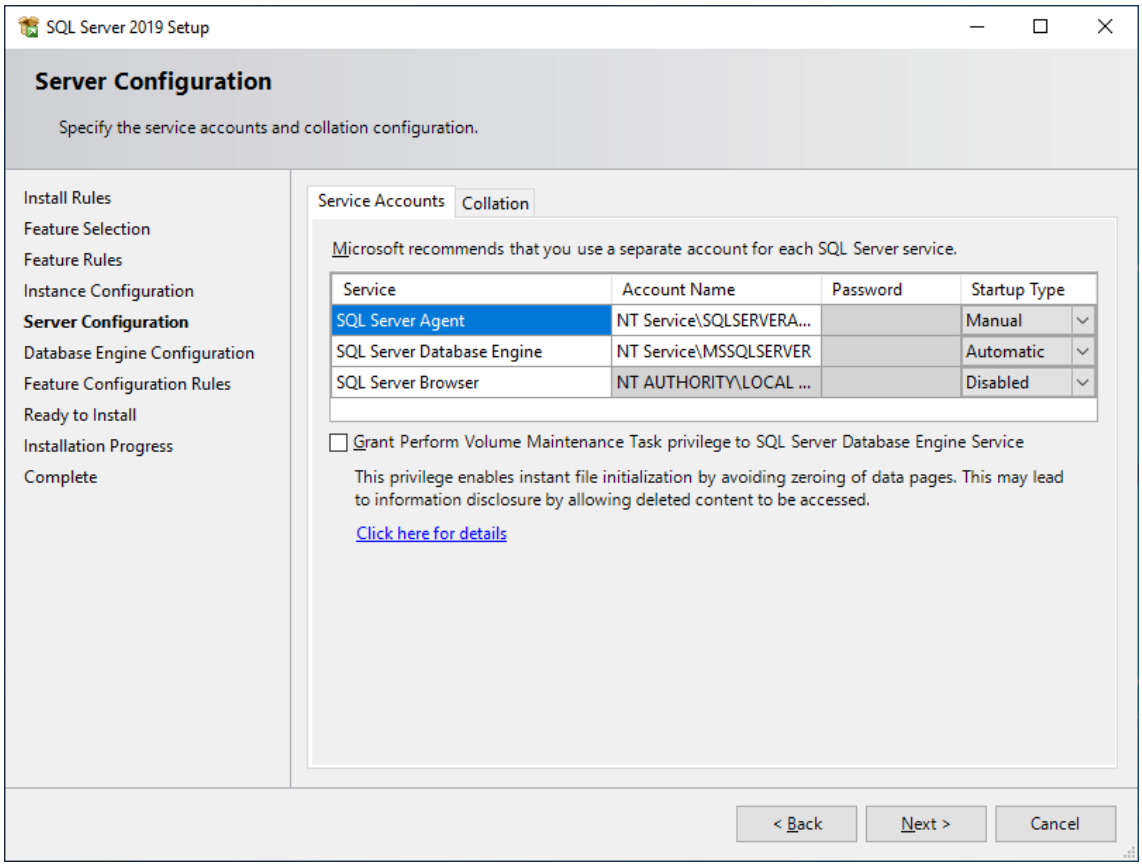
If using SQL Server continue here. If using MySQL then continue at section 'Install MySQL 5.7 and Connector/J' further down in the document.

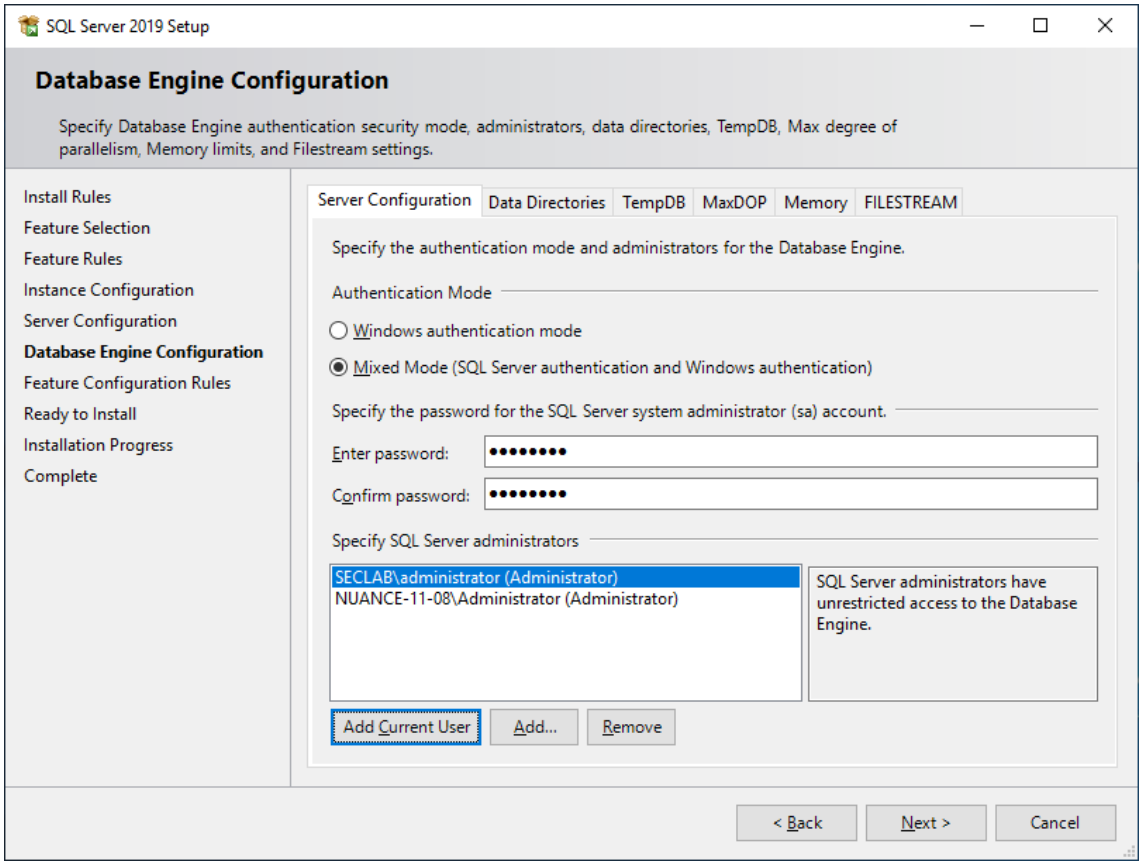
Install SQL 2019 (SQL 2014 SP1 or 2016 SP2 are also supported)

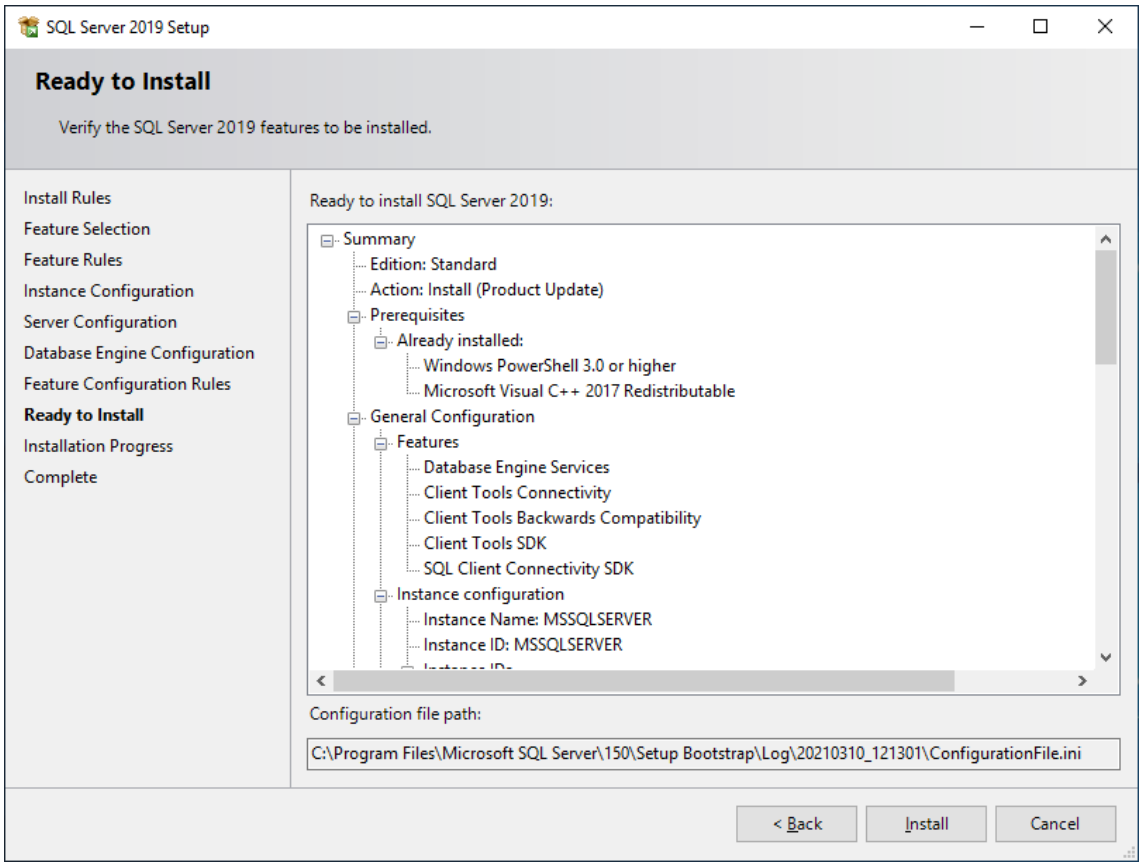


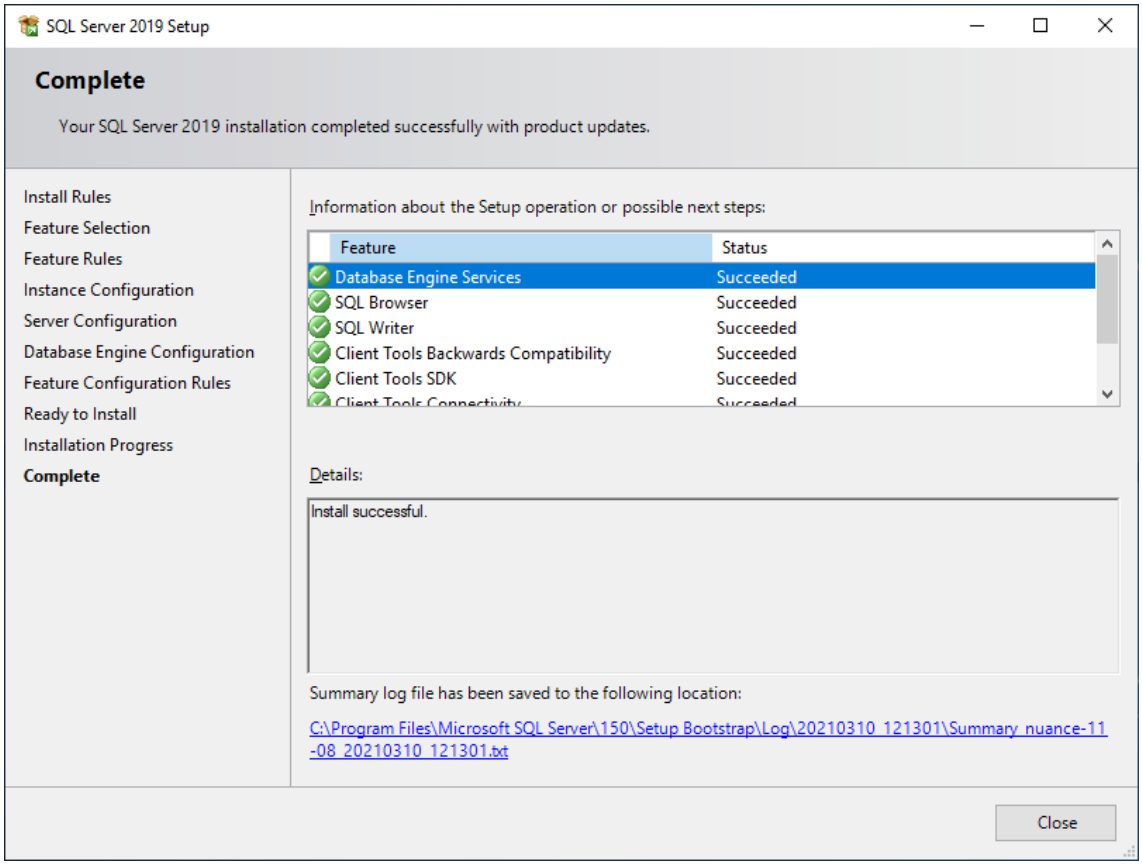



SQL Server 2019 Setup
Instance Configuration
Specify the name and instance ID for the instance of SQL Server. Instance ID becomes part of the installation path.
Install Rules
Feature Selection
Feature Rules
Instance Configuration
Server Configuration
Database Engine Configuration
Feature Configuration Rules
Ready to Install
Installation Progress
Complete
Default instance
Named instance:
MSSQLSERVER
Instance ID:
MSSQLSERVER
SQL Server directory:
C:\Program Files\Microsoft SQL Server\MSSQL15.MSSQLSERVER
Installed instances:
Instance Name
Instance ID
Features
Edition
Version
< Back
Next >
Cancel


SQL Server 2019 Setup
Server Configuration
Specify the service accounts and collation configuration.
Install Rules
Feature Selection
Feature Rules
Instance Configuration
Server Configuration
Database Engine Configuration
Feature Configuration Rules
Ready to Install
Installation Progress
Complete
Service Accounts
Collation
Microsoft recommends that you use a separate account for each SQL Server service.
Service
Account Name
Password
Startup Type
SQL Server Agent
NT Service\SQLSERVERA...
Manual
SQL Server Database Engine
NT Service\MSSQLSERVER
Automatic
SQL Server Browser
NT AUTHORITY\LOCAL ...
Disabled
Grant Perform Volume Maintenance Task privilege to SQL Server Database Engine Service
This privilege enables instant file initialization by avoiding zeroing of data pages. This may lead to information disclosure by allowing deleted content to be accessed.
Click here for details
< Back
Next >
Cancel


SQL Server 2019 Setup
Database Engine Configuration
Specify Database Engine authentication security mode, administrators, data directories, TempDB, Max degree of parallelism, Memory limits, and Filestream settings.
Install Rules
Feature Selection
Feature Rules
Instance Configuration
Server Configuration
Database Engine Configuration
Feature Configuration Rules
Ready to Install
Installation Progress
Complete
Server Configuration
Data Directories
TempDB
MaxDOP
Memory
FILESTREAM
Specify the authentication mode and administrators for the Database Engine.
Authentication Mode
Windows authentication mode
Mixed Mode (SQL Server authentication and Windows authentication)
Specify the password for the SQL Server system administrator (sa) account.
Enter password:
Confirm password:
Specify SQL Server administrators
SECLAB\administrator (Administrator)
NUANCE-11-08\Administrator (Administrator)
SQL Server administrators have unrestricted access to the Database Engine.
Add Current User
Add...
Remove
< Back
Next >
Cancel

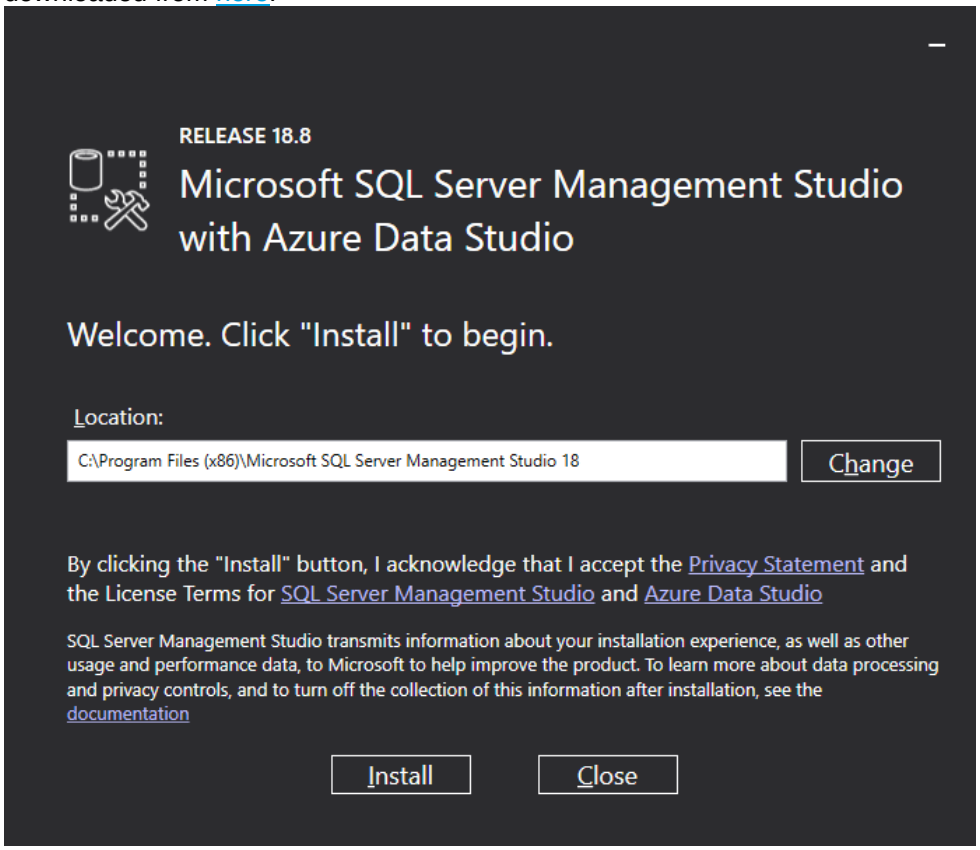

SQL Server 2019 Setup
Ready to Install
Verify the SQL Server 2019 features to be installed.
Install Rules
Feature Selection
Feature Rules
Instance Configuration
Server Configuration
Database Engine Configuration
Feature Configuration Rules
Ready to Install
Installation Progress
Complete
Ready to install SQL Server 2019:
Summary
Edition: Standard
Action: Install (Product Update)
Prerequisites
Already installed:
Windows PowerShell 3.0 or higher
Microsoft Visual C++ 2017 Redistributable
General Configuration
Features
Database Engine Services
Client Tools Connectivity
Client Tools Backwards Compatibility
Client Tools SDK
SQL Client Connectivity SDK
Instance configuration
Instance Name: MSSQLSERVER
Instance ID: MSSQLSERVER
Configuration file path:
C:\Program Files\Microsoft SQL Server\150\Setup Bootstrap\Log\20210310_121301\ConfigurationFile.ini
< Back
Install
Cancel



Install latest update for SQL Server 2019:
The latest update for SQL Server 2019(currently CU9) can be downloaded from here.

Install SQL Management Studio:

The latest version of the SQL Management Studio (SSMS-Setup-ENU.exe) can be downloaded from here.



Copy sqljdbc42.jar from the ..\3rd party files\SQL Server Connectors folder to e.g. c:\sqljdc_6.0\
Remember file location for later NSS installation.

Install the ODBC Driver 17 by running msodbcsql.msi located in the ..\3rd party files\SQL Server Connectors folder:

<Reboot the server>

Create SQL user ms by opening a Command window and run command
sqlcmd -U salogin -P saPassword -S hostname\dbinstancename
or just:
sqlcmd -U salogin -P saPassword -S hostname
if default instance is used.

Then **run** commands:
1> CREATE LOGIN ms WITH PASSWORD = 'msp', CHECK_POLICY = OFF;
2> go

Add the dbcreator and bulkadmin roles to the ‘ms’ user:
1>SP_ADDSRVROLEMEMBER ‘ms’, ‘dbcreator’;
2>go
1>SP_ADDSRVROLEMEMBER ‘ms’, ‘bulkadmin’;
2>go
1>quit

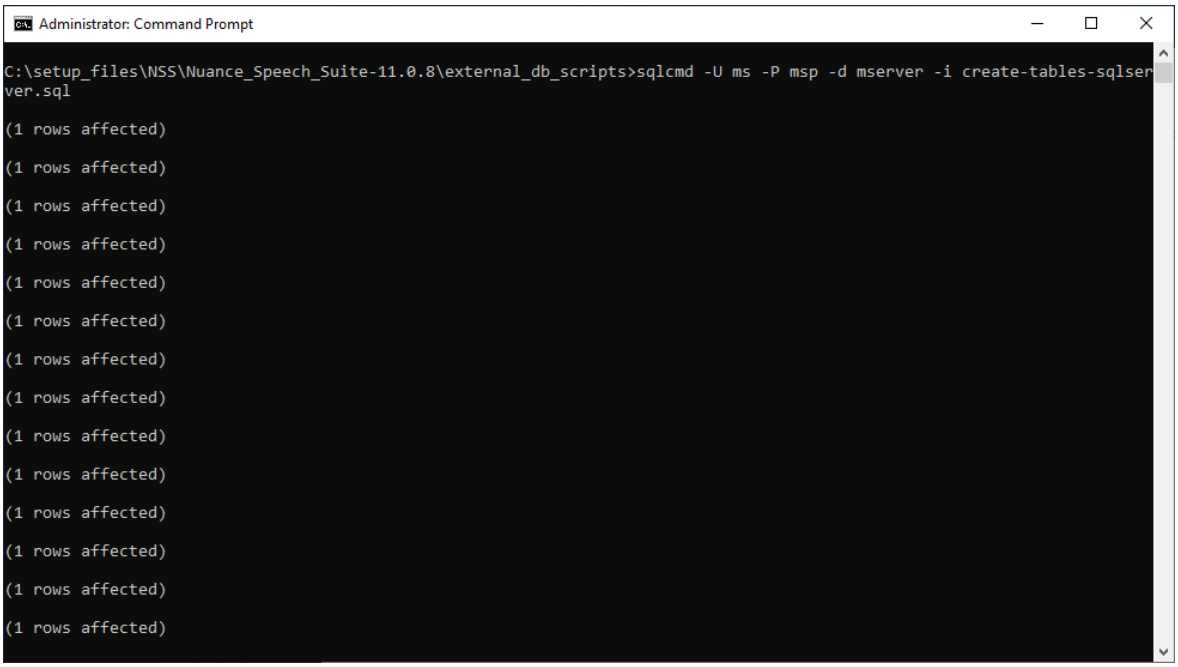
Note: The bulkadmin role must be added as well (documentation error in the Nuance installation guide)

Create the mserver database: Log in to SQL Server as the newly created user ‘ms’ and issue command:
sqlcmd -U ms -P msp -S hostname\dbinstancename
or just:
sqlcmd -U ms -P msp -S hostname
if default instance is used.

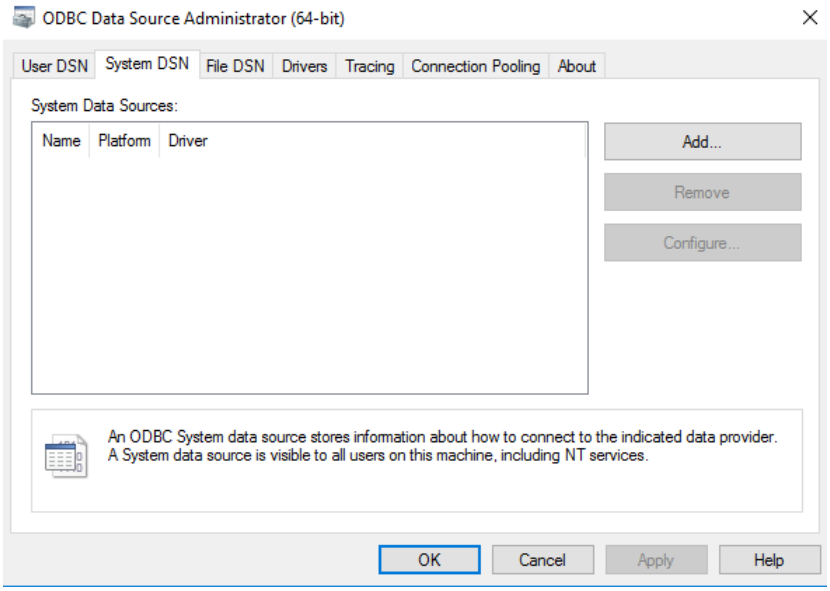
Then run commands:
1> create database mserver;
2> go
1> quit

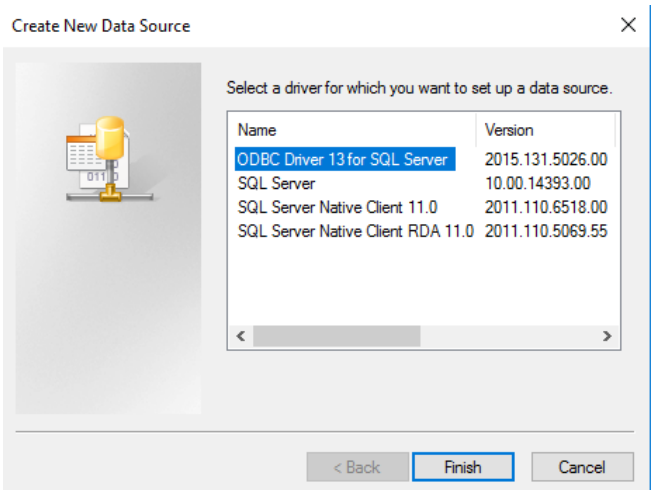
Create tables in the mserver database by running the script *create-tables-sqlserver.sql*:

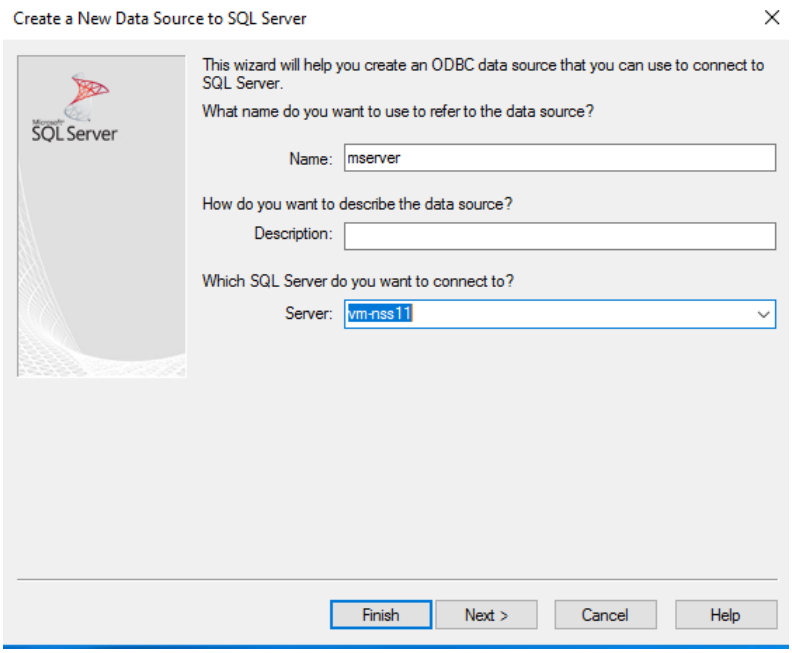
Open a cmd window (Run as Administrator) and go to folder \Setup_files\NSS\Nuance_Speech_Suite-11.0.8\external_db_scripts and **Run** the command *sqlcmd -U ms -P msp -d mserver -i create-tables-sqlserver.sql*

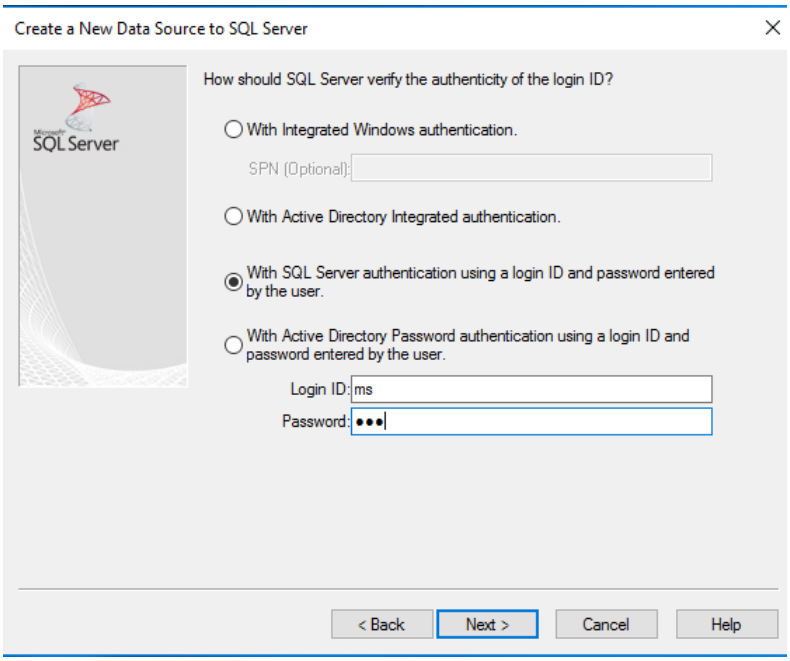


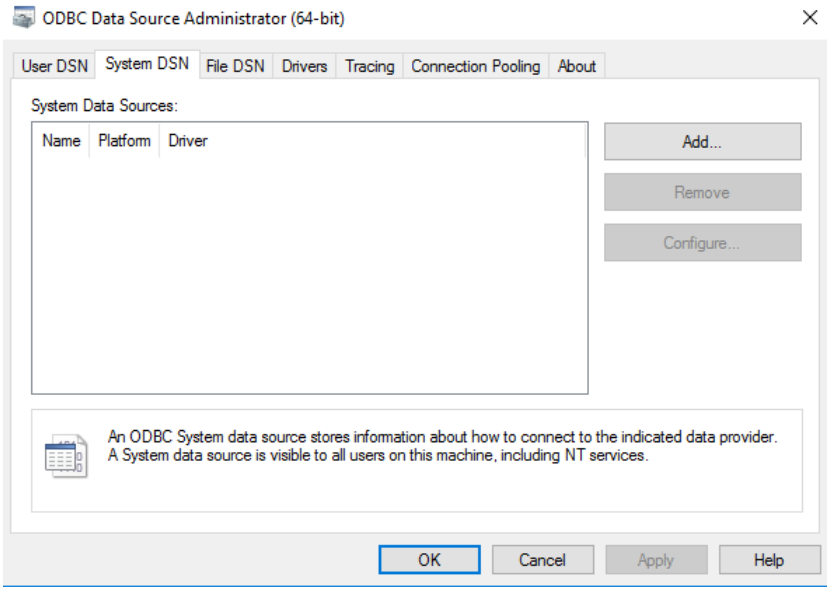
Create *the ODBC data source MSERVER*

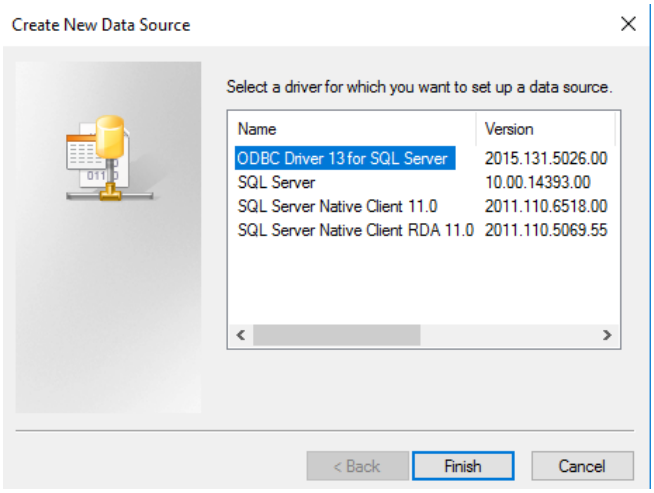


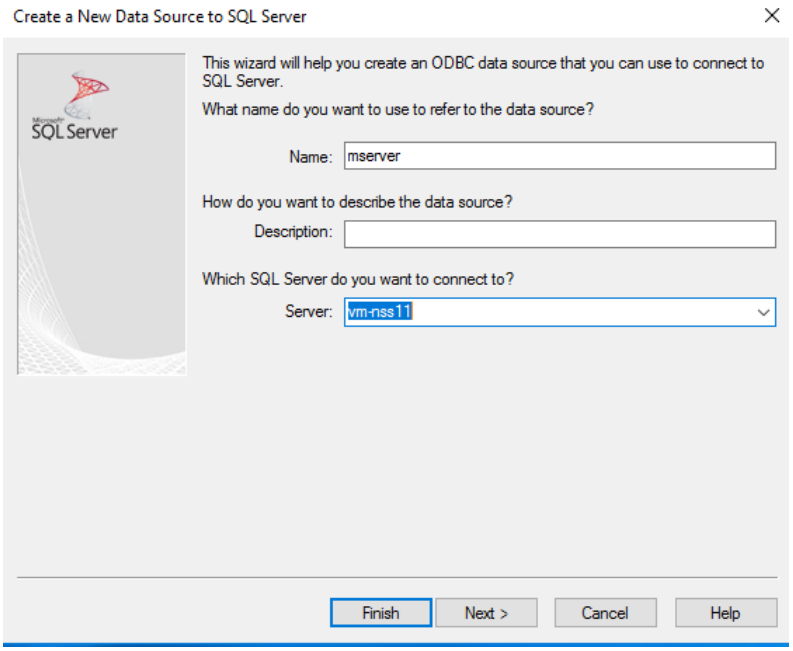


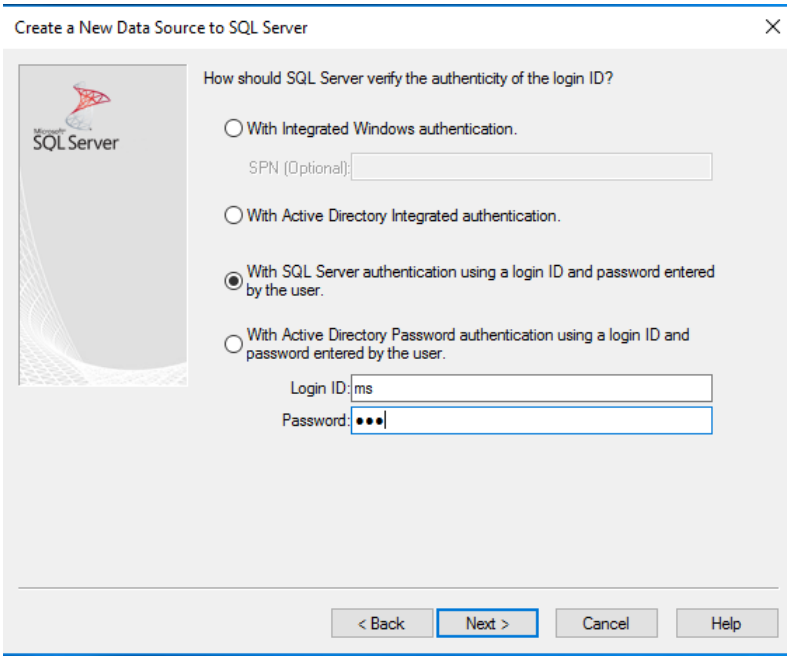

Create a New Data Source to SQL Server
SQL Server
This wizard will help you create an ODBC data source that you can use to connect to SQL Server.
What name do you want to use to refer to the data source?
Name: mserver
How do you want to describe the data source?
Description:
Which SQL Server do you want to connect to?
Server: vm-nss11
Finish
Next >
Cancel
Help


Create a New Data Source to SQL Server
SQL Server
How should SQL Server verify the authenticity of the login ID?
With Integrated Windows authentication.
SPN (Optional):
With Active Directory Integrated authentication.
With SQL Server authentication using a login ID and password entered by the user.
With Active Directory Password authentication using a login ID and password entered by the user.
Login ID: ms
Password: •••
< Back
Next >
Cancel
Help


ODBC Data Source Administrator (64-bit)
User DSN
System DSN
File DSN
Drivers
Tracing
Connection Pooling
About
System Data Sources:
Name
Platform
Driver
Add...
Remove
Configure...
An ODBC System data source stores information about how to connect to the indicated data provider.
A System data source is visible to all users on this machine, including NT services.
OK
Cancel
Apply
Help


Create New Data Source
Select a driver for which you want to set up a data source.
Name
Version
ODBC Driver 13 for SQL Server
2015.131.5026.00
SQL Server
10.00.14393.00
SQL Server Native Client 11.0
2011.110.6518.00
SQL Server Native Client RDA 11.0
2011.110.5069.55
< Back
Finish
Cancel

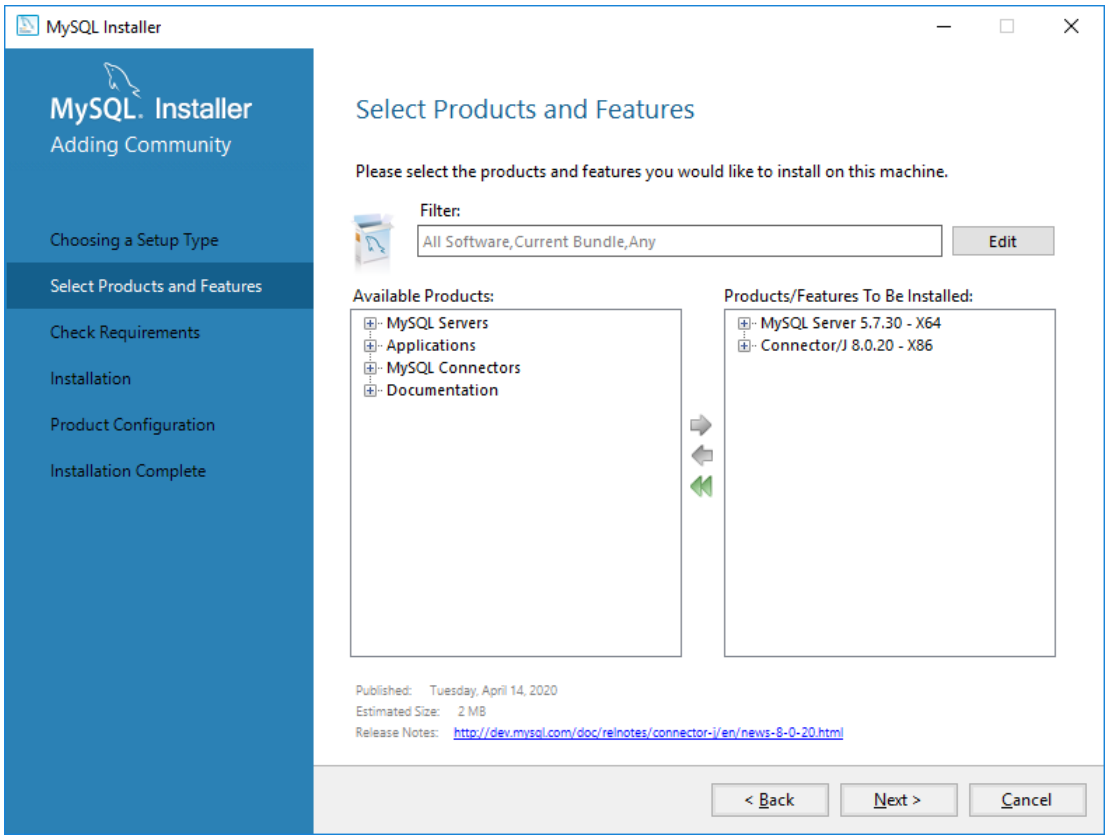

Create a New Data Source to SQL Server
SQL Server
This wizard will help you create an ODBC data source that you can use to connect to SQL Server.
What name do you want to use to refer to the data source?
Name:
mserver
How do you want to describe the data source?
Description:
Which SQL Server do you want to connect to?
Server:
vm-nss11
Finish
Next >
Cancel
Help

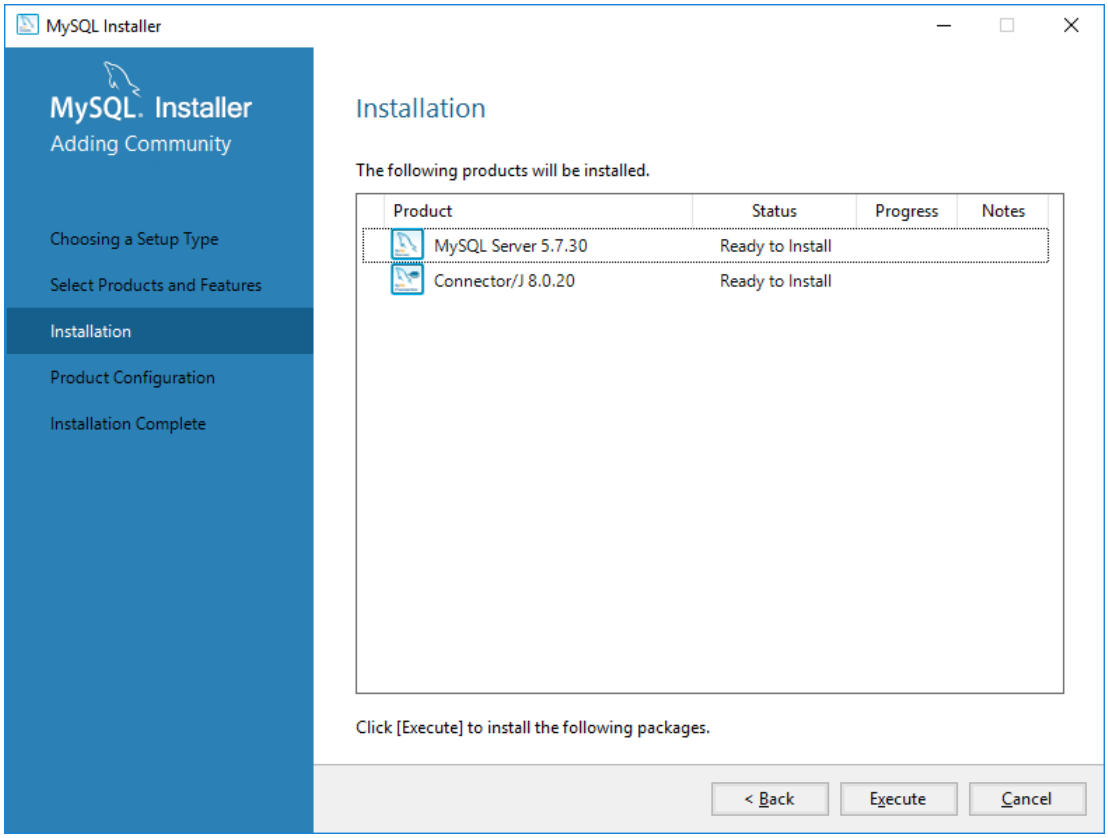


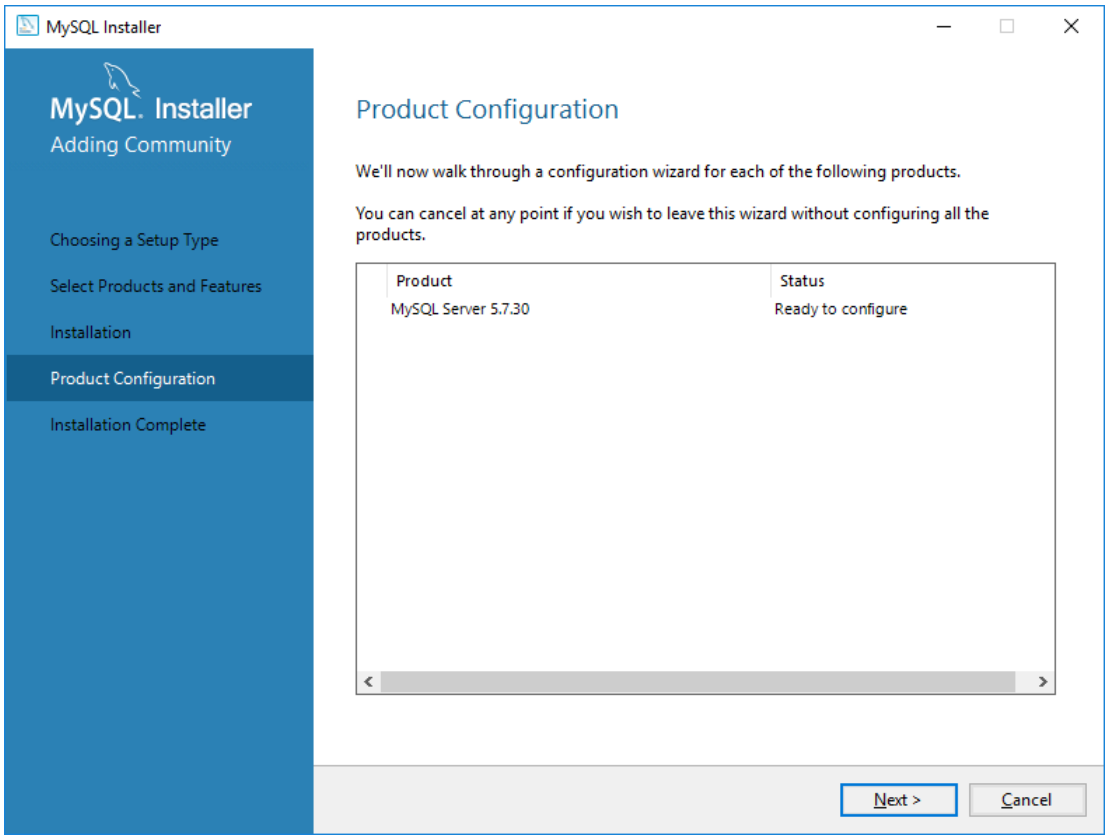
Continue at 'Install NSS 11.08' below.

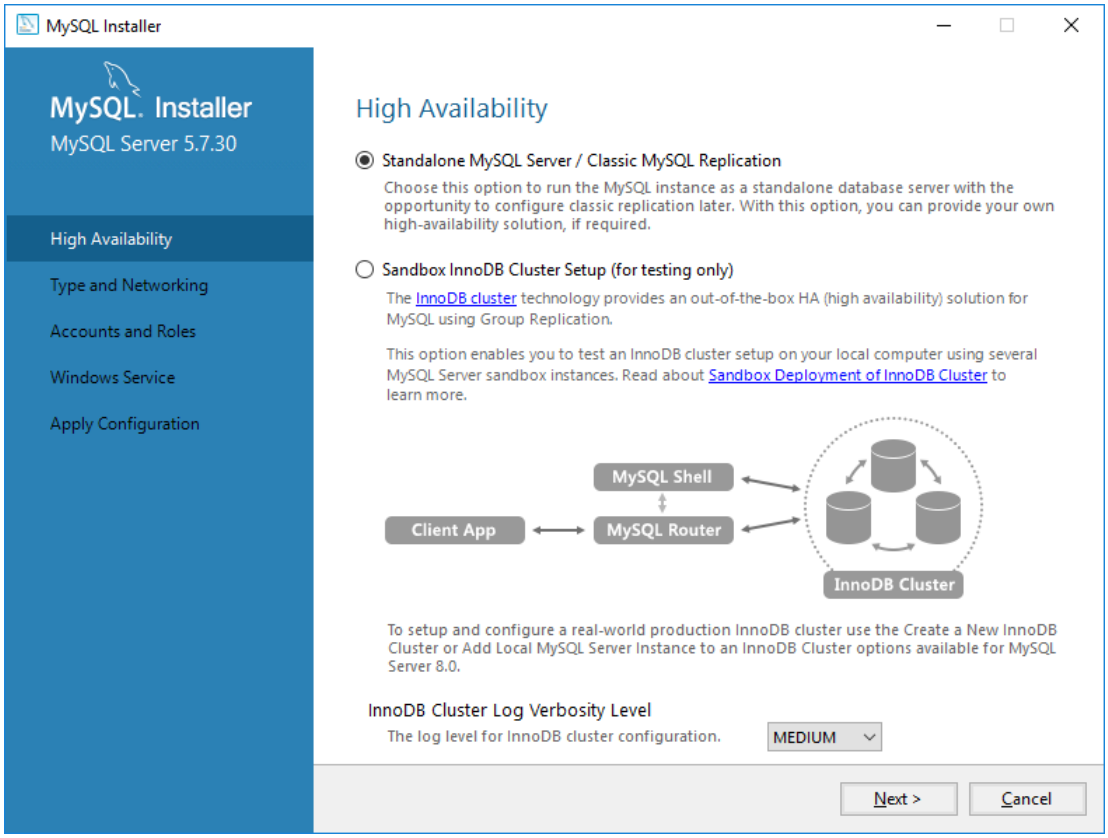
Install MySQL 5.7 and Connector/J

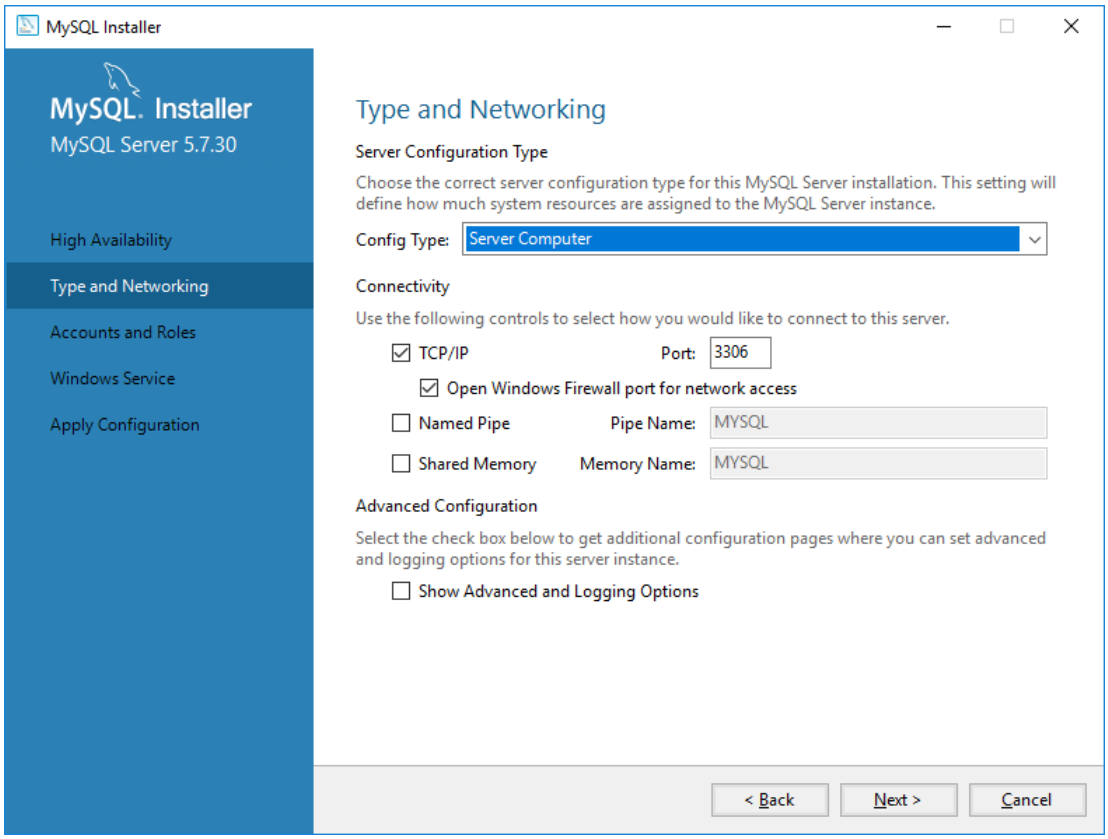
Run *mysql-installer-community-5.7.30.0.msi* located in the *3rd party files\MySQL* folder and select Custom and then select these items:
(Note that Connector/C will be installed by selecting MySQL Server)

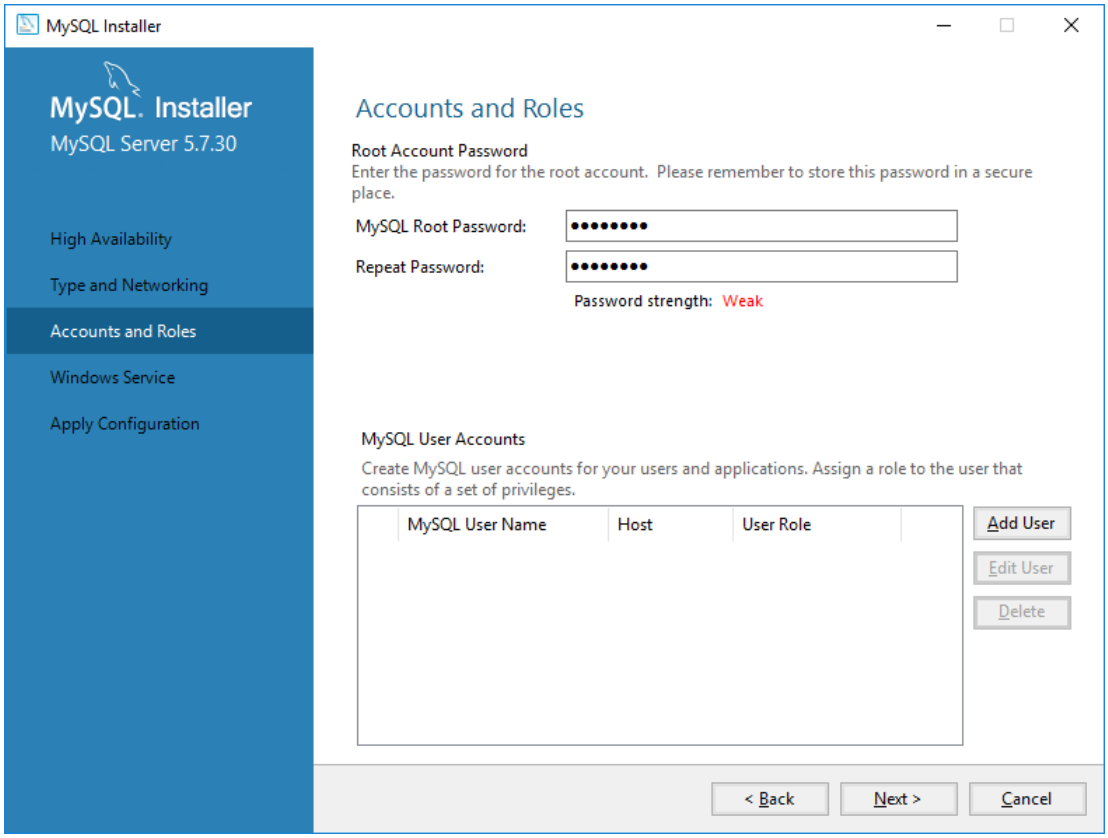


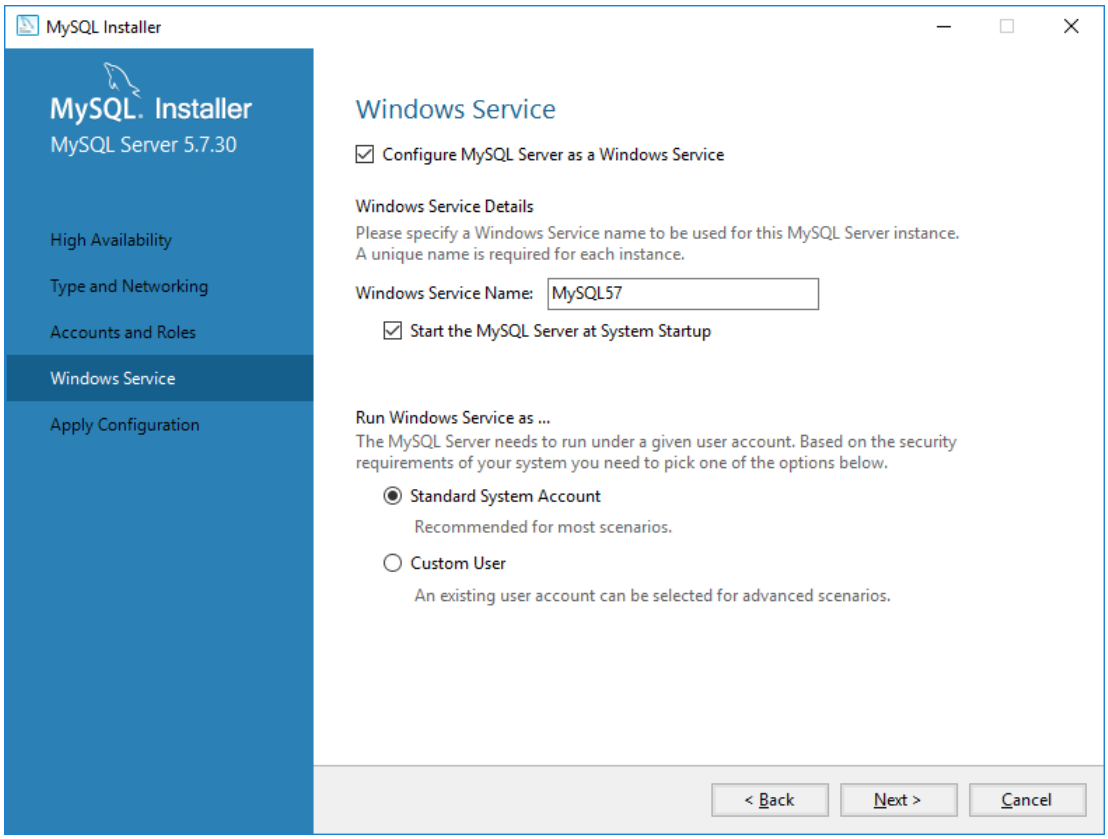

MySQL Installer
MySQL. Installer
Adding Community
Choosing a Setup Type
Select Products and Features
Installation
Product Configuration
Installation Complete
Installation
The following products will be installed.
Product
Status
Progress
Notes
MySQL Server 5.7.30
Ready to Install
Connector/J 8.0.20
Ready to Install
Click [Execute] to install the following packages.
< Back
Execute
Cancel

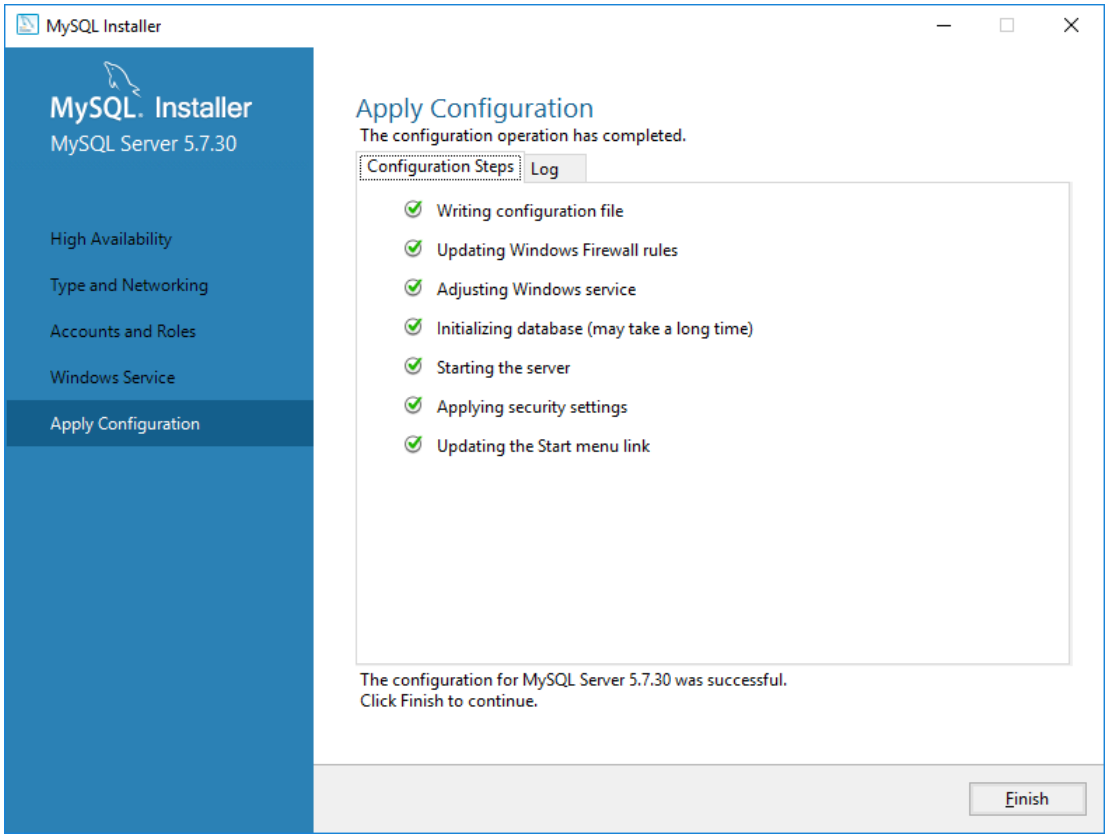

MySQL Installer
MySQL. Installer
Adding Community
Choosing a Setup Type
Select Products and Features
Installation
Product Configuration
Installation Complete
Product Configuration
We'll now walk through a configuration wizard for each of the following products.
You can cancel at any point if you wish to leave this wizard without configuring all the products.
Product
Status
MySQL Server 5.7.30
Ready to configure
Next >
Cancel


MySQL Installer
MySQL. Installer
MySQL Server 5.7.30
High Availability
Type and Networking
Accounts and Roles
Windows Service
Apply Configuration
High Availability
Standalone MySQL Server / Classic MySQL Replication
Choose this option to run the MySQL instance as a standalone database server with the opportunity to configure classic replication later. With this option, you can provide your own high-availability solution, if required.
Sandbox InnoDB Cluster Setup (for testing only)
The InnoDB cluster technology provides an out-of-the-box HA (high availability) solution for MySQL using Group Replication.
This option enables you to test an InnoDB cluster setup on your local computer using several MySQL Server sandbox instances. Read about Sandbox Deployment of InnoDB Cluster to learn more.
MySQL Shell
Client App
MySQL Router
InnoDB Cluster
To setup and configure a real-world production InnoDB cluster use the Create a New InnoDB Cluster or Add Local MySQL Server Instance to an InnoDB Cluster options available for MySQL Server 8.0.
InnoDB Cluster Log Verbosity Level
The log level for InnoDB cluster configuration.
MEDIUM
Next >
Cancel


MySQL Installer
MySQL. Installer
MySQL Server 5.7.30
High Availability
Type and Networking
Accounts and Roles
Windows Service
Apply Configuration
Type and Networking
Server Configuration Type
Choose the correct server configuration type for this MySQL Server installation. This setting will define how much system resources are assigned to the MySQL Server instance.
Config Type:
Server Computer
Connectivity
Use the following controls to select how you would like to connect to this server.
TCP/IP
Port:
3306
Open Windows Firewall port for network access
Named Pipe
Pipe Name:
MYSQL
Shared Memory
Memory Name:
MYSQL
Advanced Configuration
Select the check box below to get additional configuration pages where you can set advanced and logging options for this server instance.
Show Advanced and Logging Options
< Back
Next >
Cancel

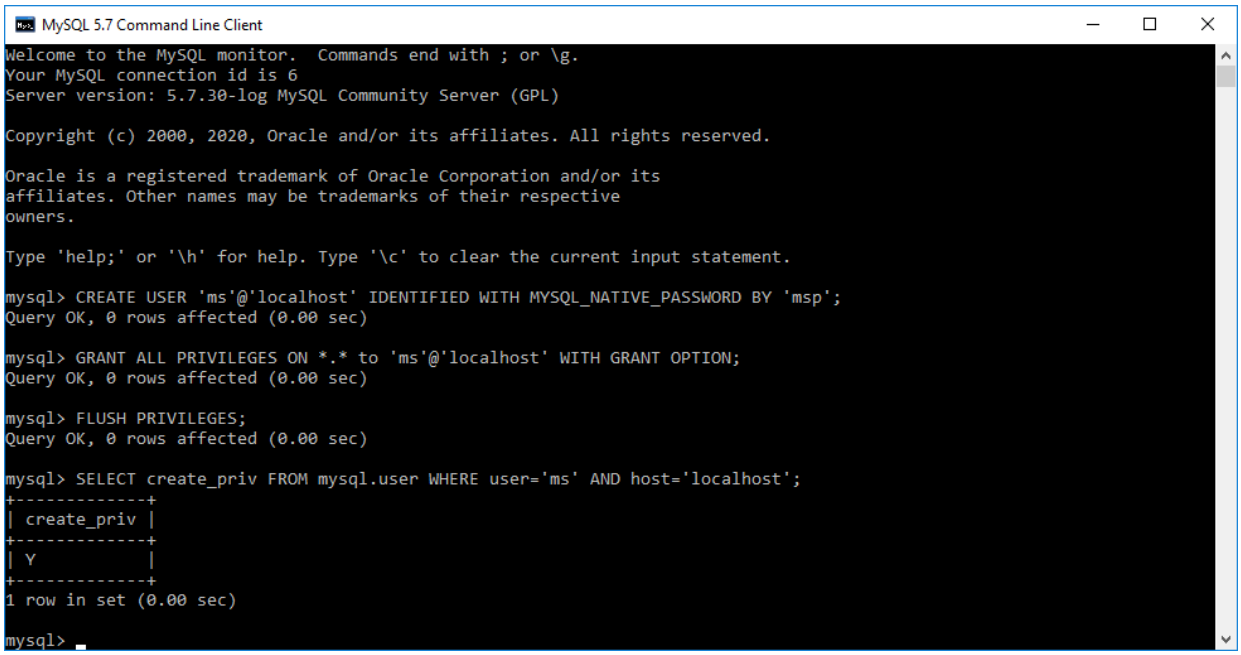

MySQL Installer
MySQL. Installer
MySQL Server 5.7.30
High Availability
Type and Networking
Accounts and Roles
Windows Service
Apply Configuration
Accounts and Roles
Root Account Password
Enter the password for the root account. Please remember to store this password in a secure place.
MySQL Root Password:
Repeat Password:
Password strength: Weak
MySQL User Accounts
Create MySQL user accounts for your users and applications. Assign a role to the user that consists of a set of privileges.
MySQL User Name
Host
User Role
Add User
Edit User
Delete
< Back
Next >
Cancel


MySQL Installer
MySQL. Installer
MySQL Server 5.7.30
High Availability
Type and Networking
Accounts and Roles
Windows Service
Apply Configuration
Windows Service
Configure MySQL Server as a Windows Service
Windows Service Details
Please specify a Windows Service name to be used for this MySQL Server instance.
A unique name is required for each instance.
Windows Service Name:
MySQL57
Start the MySQL Server at System Startup
Run Windows Service as ...
The MySQL Server needs to run under a given user account. Based on the security requirements of your system you need to pick one of the options below.
Standard System Account
Recommended for most scenarios.
Custom User
An existing user account can be selected for advanced scenarios.
< Back
Next >
Cancel



Create user 'ms' using the MySQL Client. Issue commands:

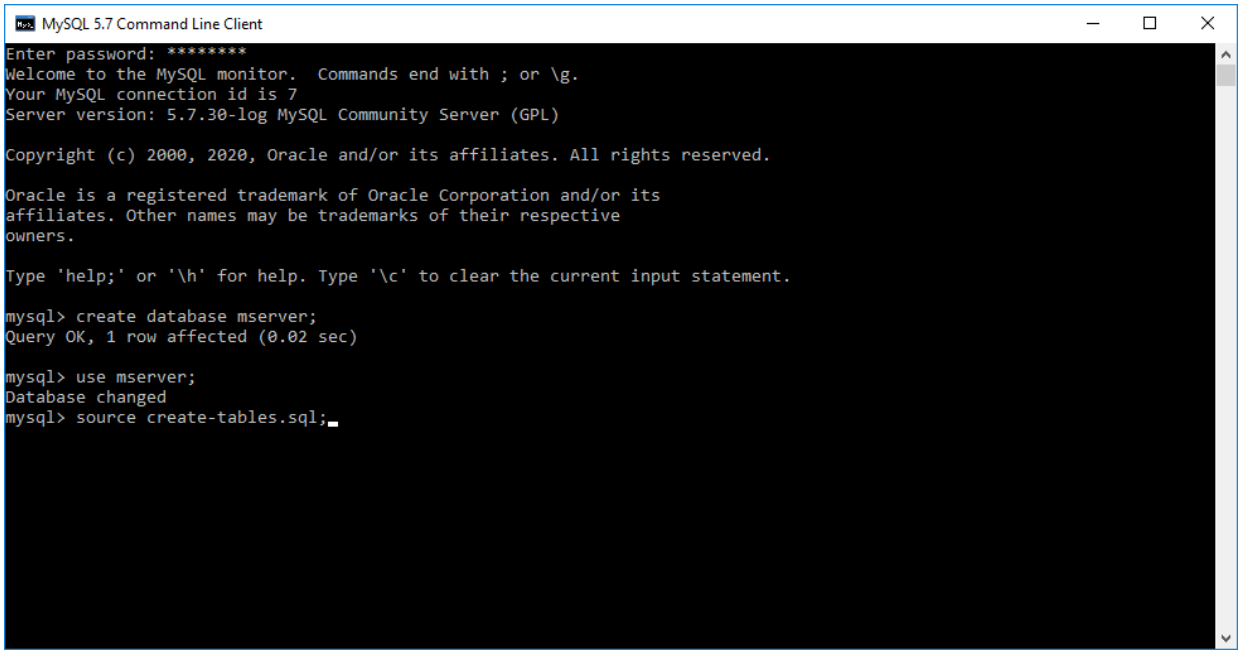
```
mysql> CREATE USER 'ms'@'localhost' IDENTIFIED WITH MYSQL_NATIVE_PASSWORD BY 'msp';
mysql > GRANT ALL PRIVILEGES ON *.* to 'ms'@'localhost' WITH GRANT OPTION;
mysql > FLUSH PRIVILEGES;
mysql > SELECT create_priv FROM mysql.user WHERE user='ms' AND host='localhost';
```

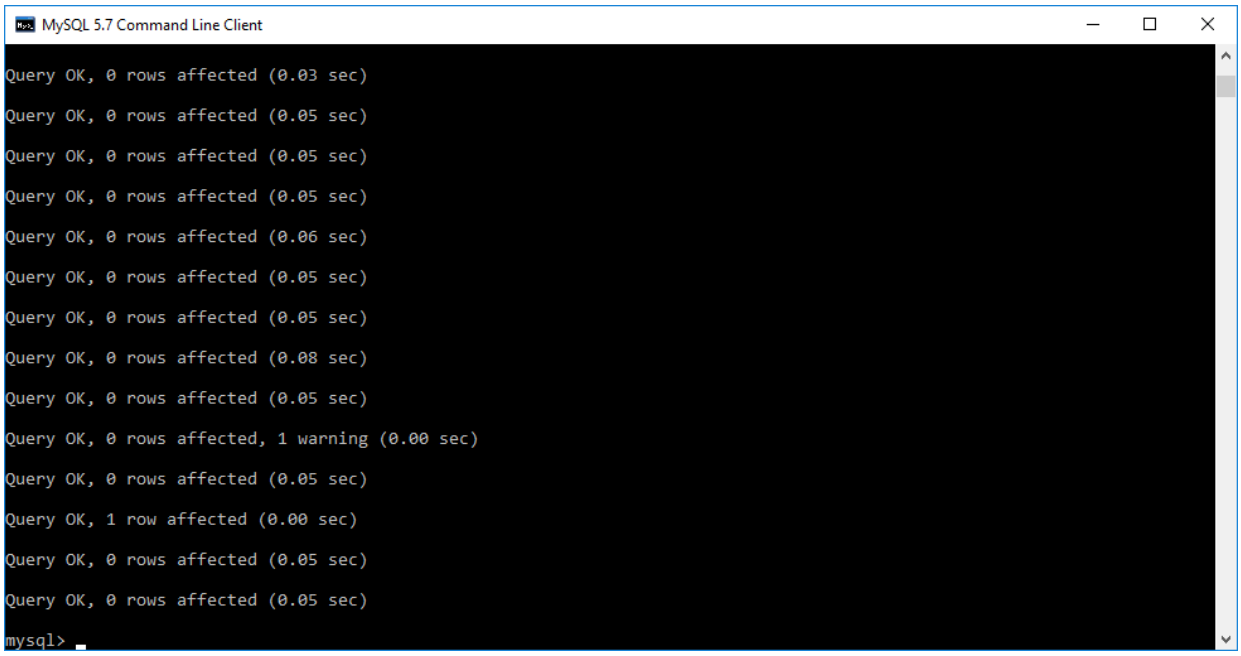


Create database mserver and its tables: Copy create-tables.sql to C:\Program Files\MySQL\MySQL Server 5.7\bin

Run MySQL client and issue commands:

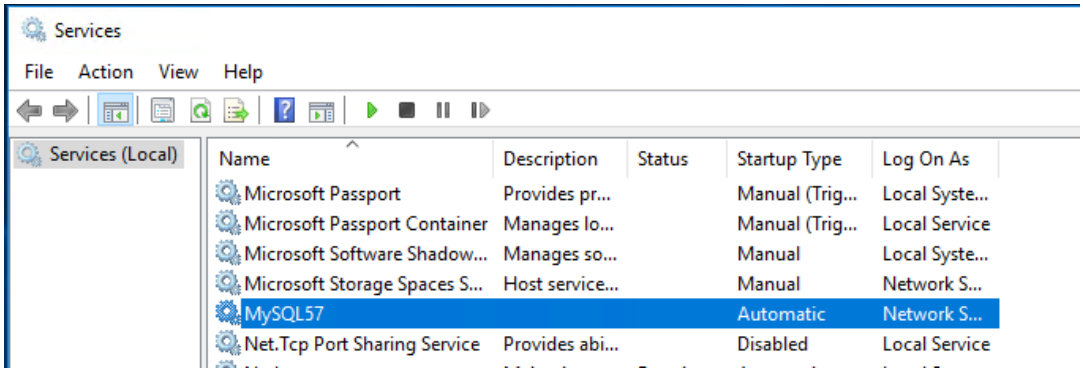
```
mysql> create database mserver;
mysql> use mserver;
mysql> source create-tables.sql;
```



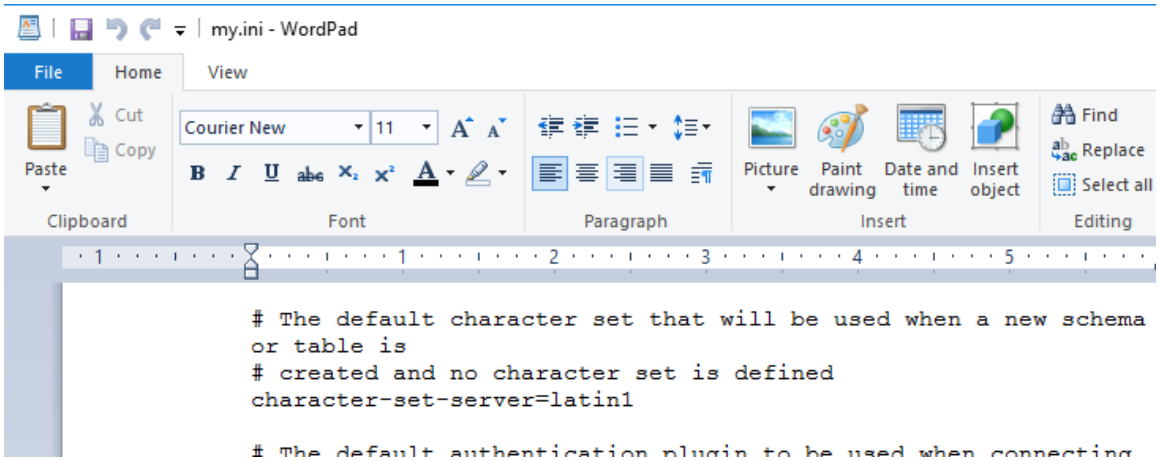


Configure database performance:

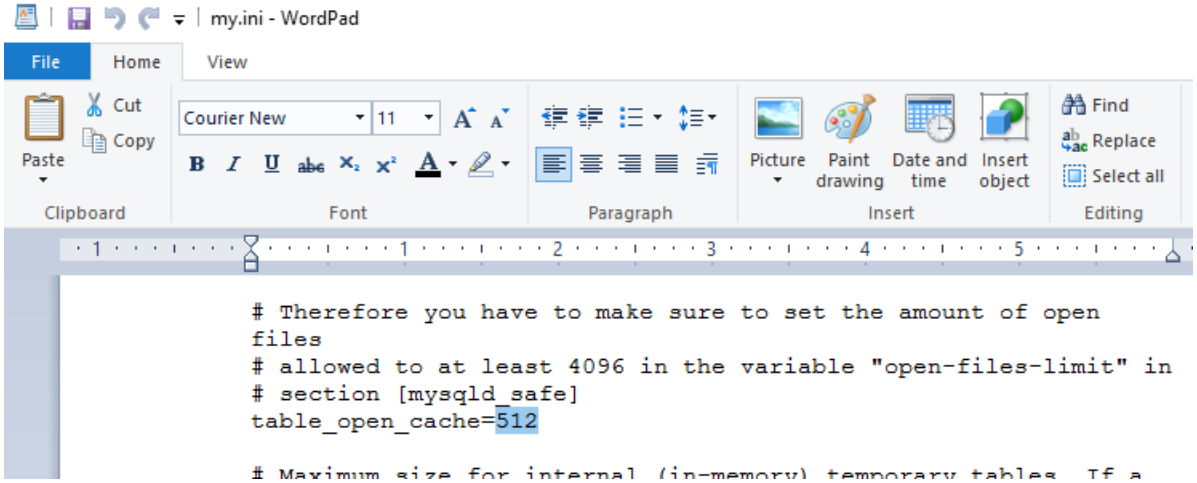
Stop the MySQL service if it is running:



Open *C:\ProgramData\MySQL\MySQL Server 5.7\my.ini* in **Wordpad** and set character-set-server=latin1



Change table_open_cache to be 512



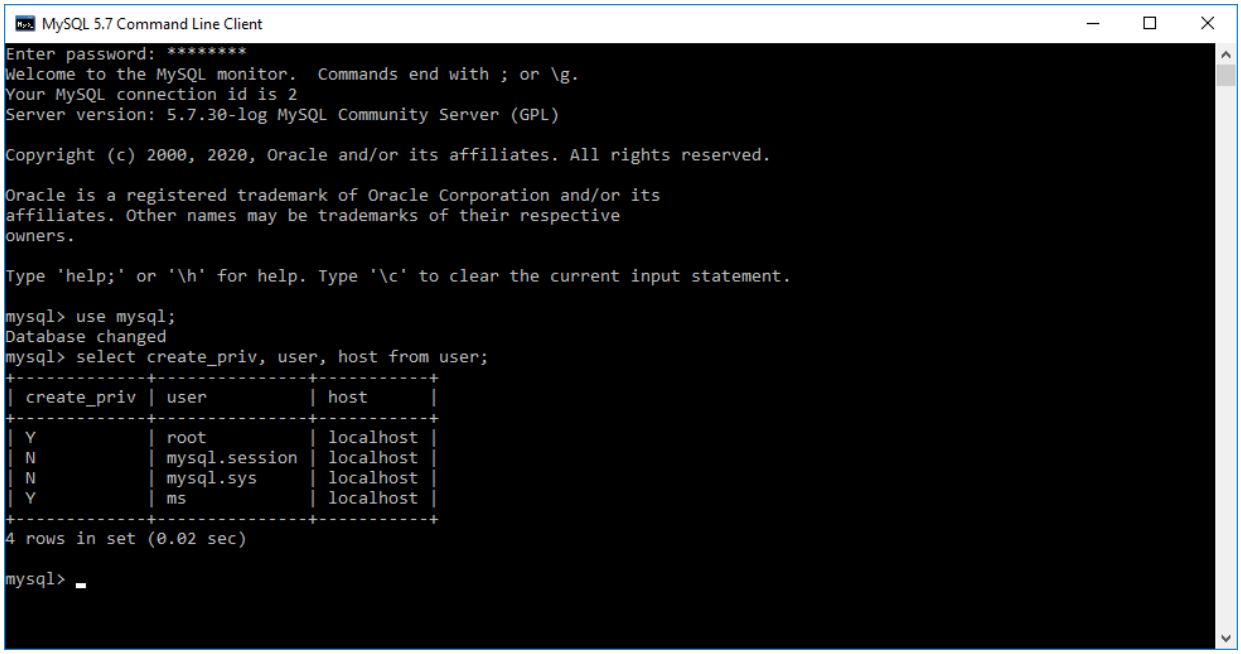
Save the file as 'Plain text document'. If using Notepad then the MySQL service will not start…

Delete the ib_logfile* files located in C:\ProgramData\MySQL\MySQL Server 5.7\data folder.

<Reboot the Server>

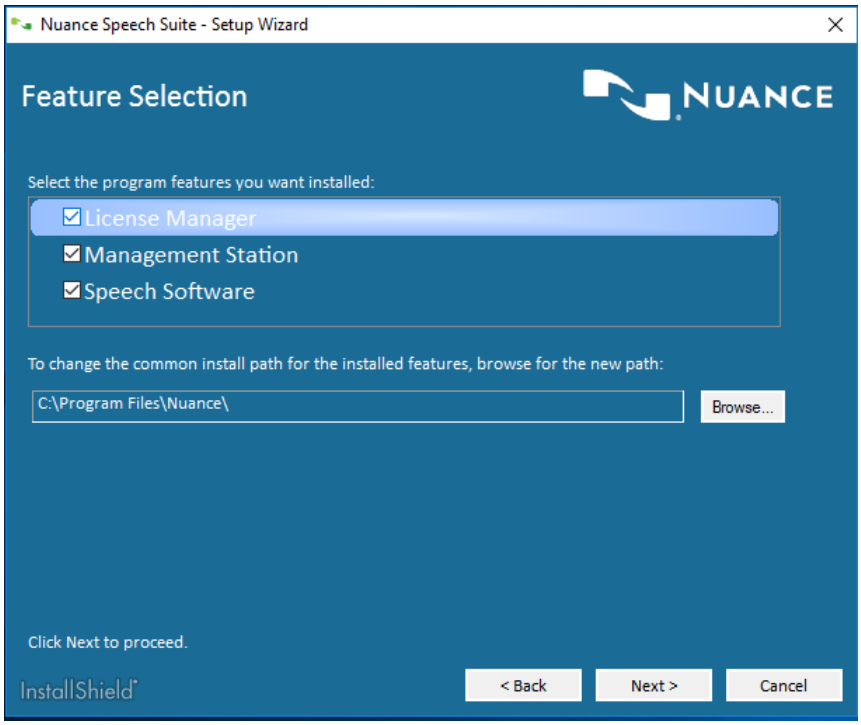
Use MySQL client to check that the ms user exists and has create_priv privileges. Issue commands:

```
mysql> use mysql;
mysql> select create_priv, user, host from user;
```

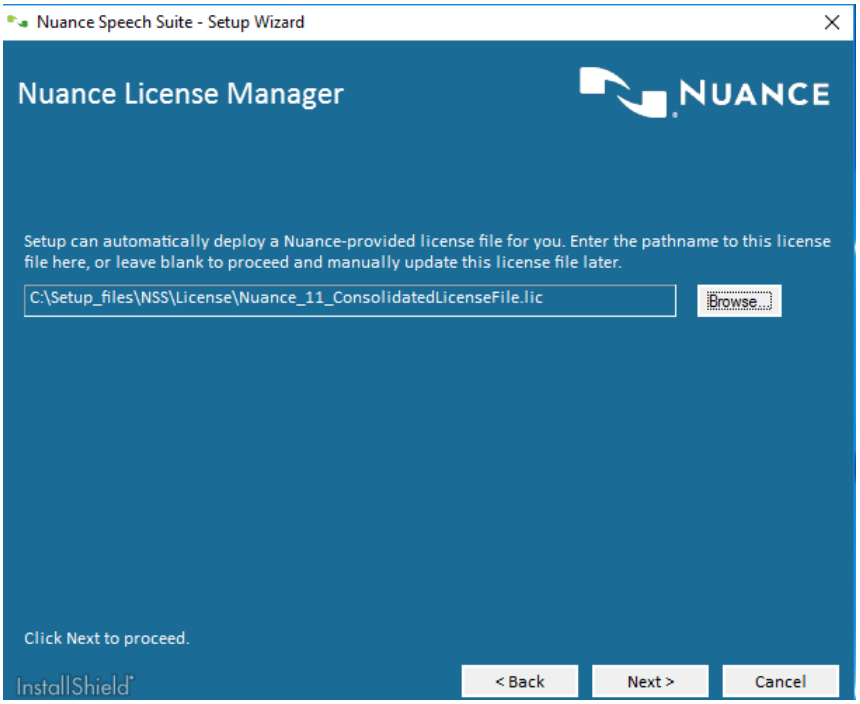


Install NSS 11

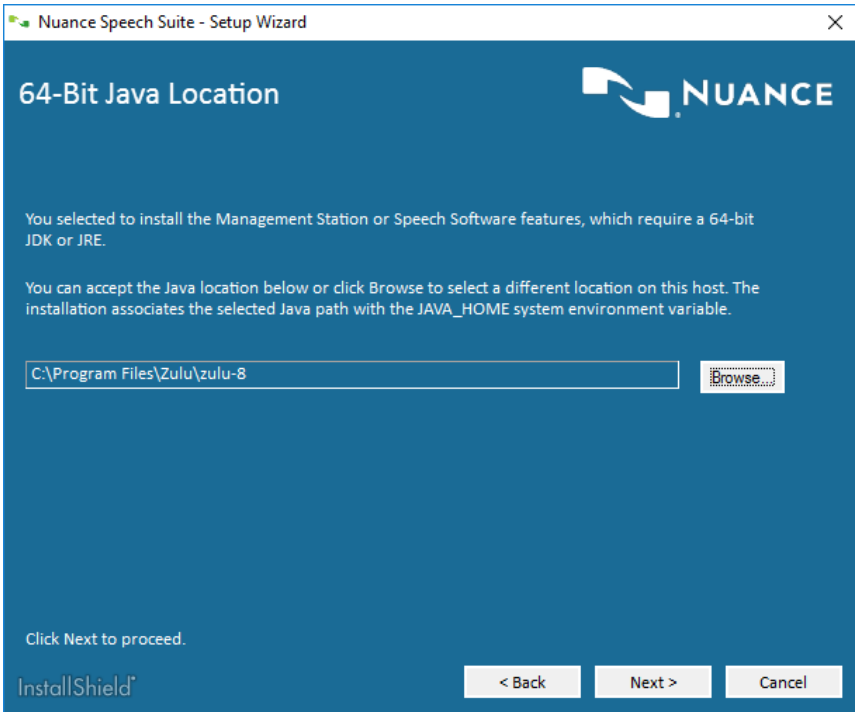
The installation package is available in the *NSS* folder in the temp folder where the installation package was extracted. Right click on '*Nuance Speech Suite 11.0.exe'* and select '*Run as Administrator'*. If all Nuance components are to be installed on this server then select all three components: License Manager, Management Station and Speech Software:



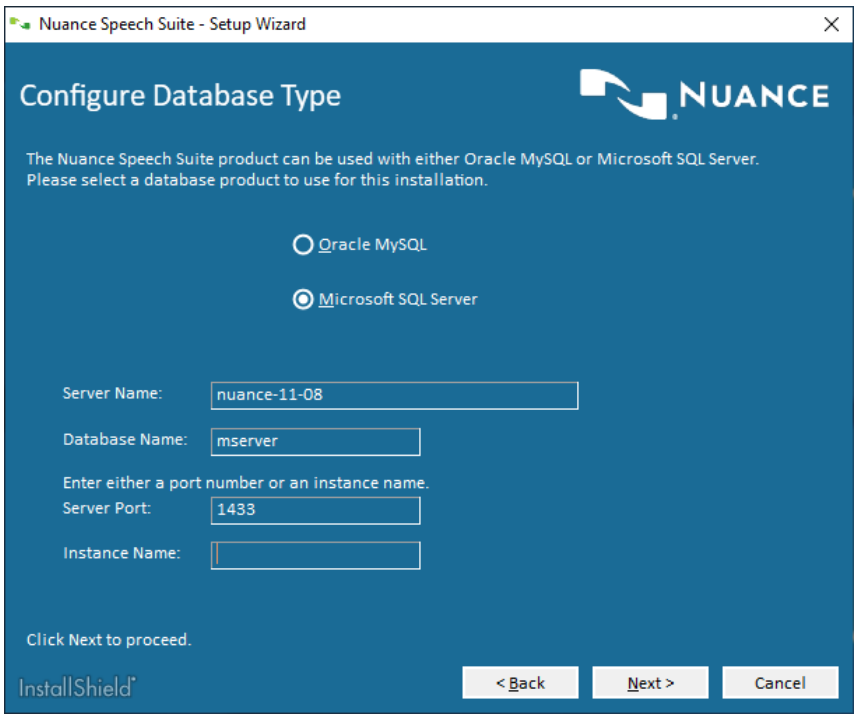
Enter the location of the Nuance License file. It is availabel in the folder *NSS\License* and is named *Nuance_11_ConsolidatedLicenseFile.lic*:

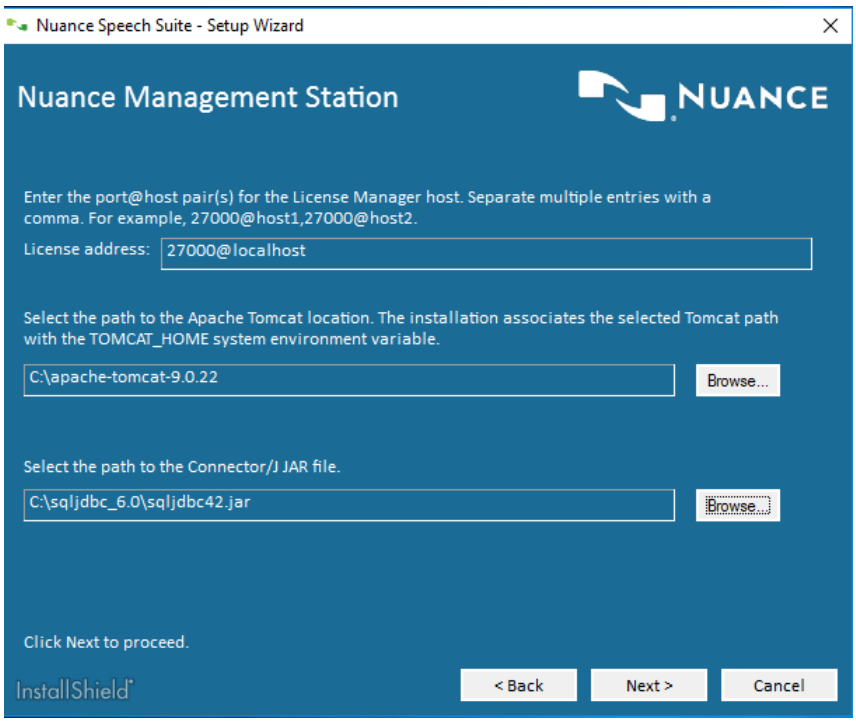


Enter the location of the Java JDK installation:

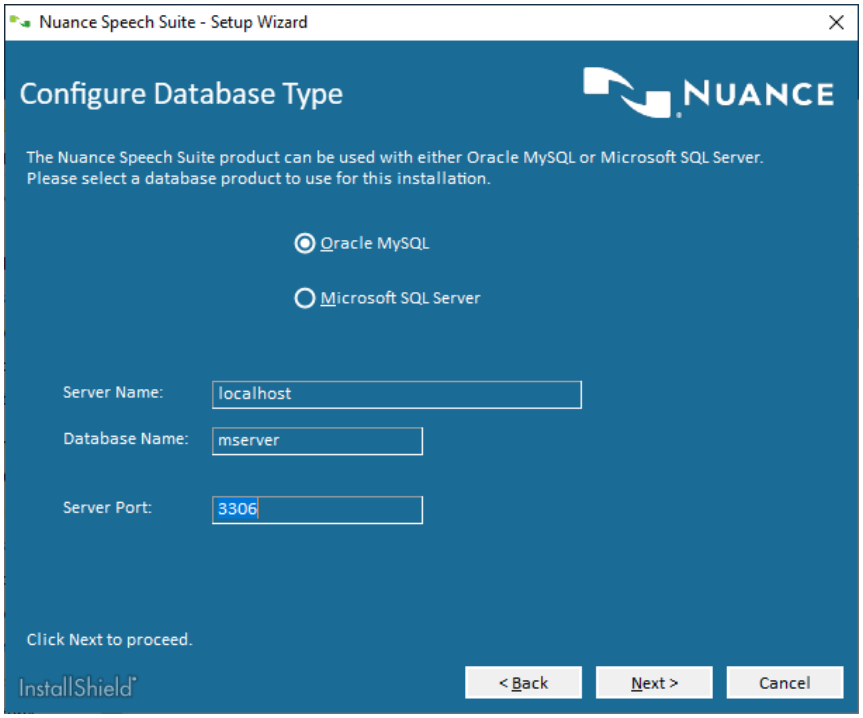


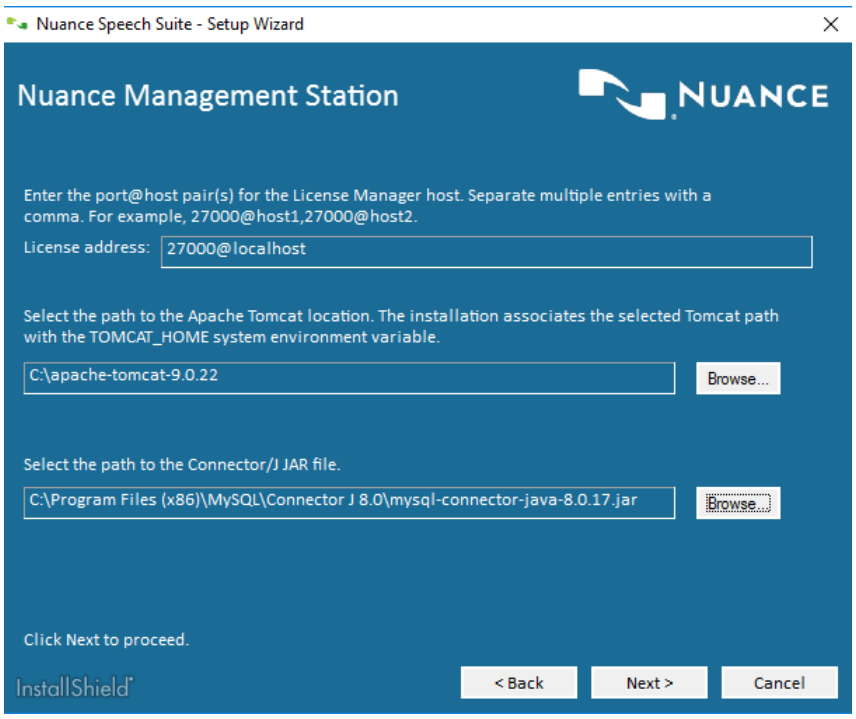
Select database type.
If MS SQL Service is used:

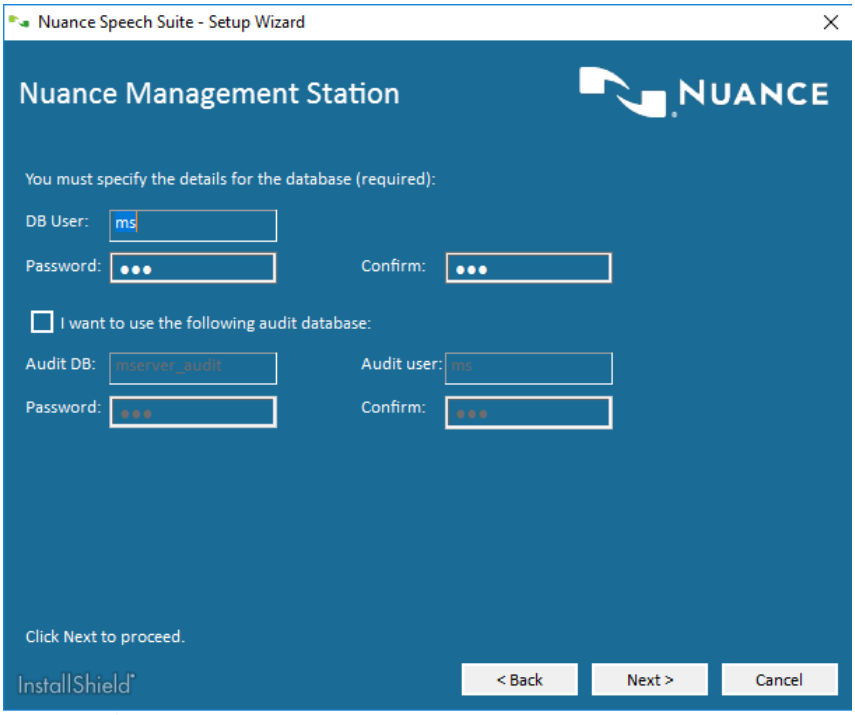




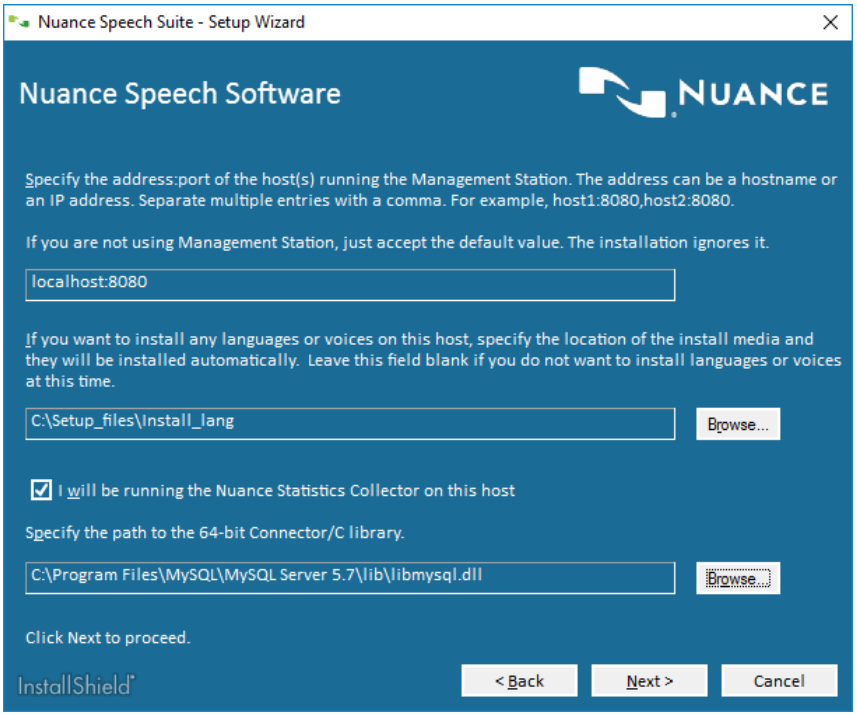
If MySQL is used:

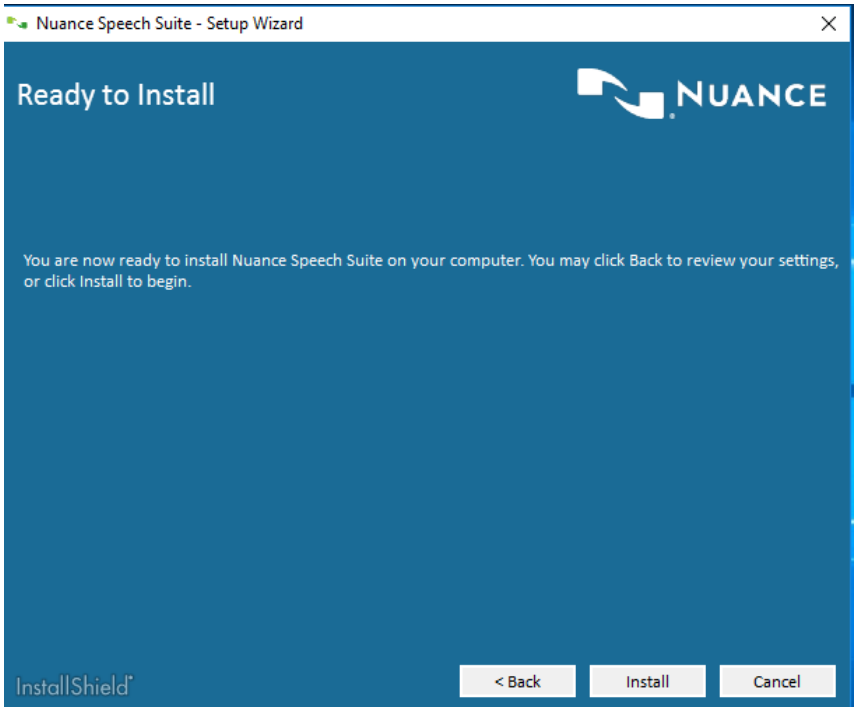


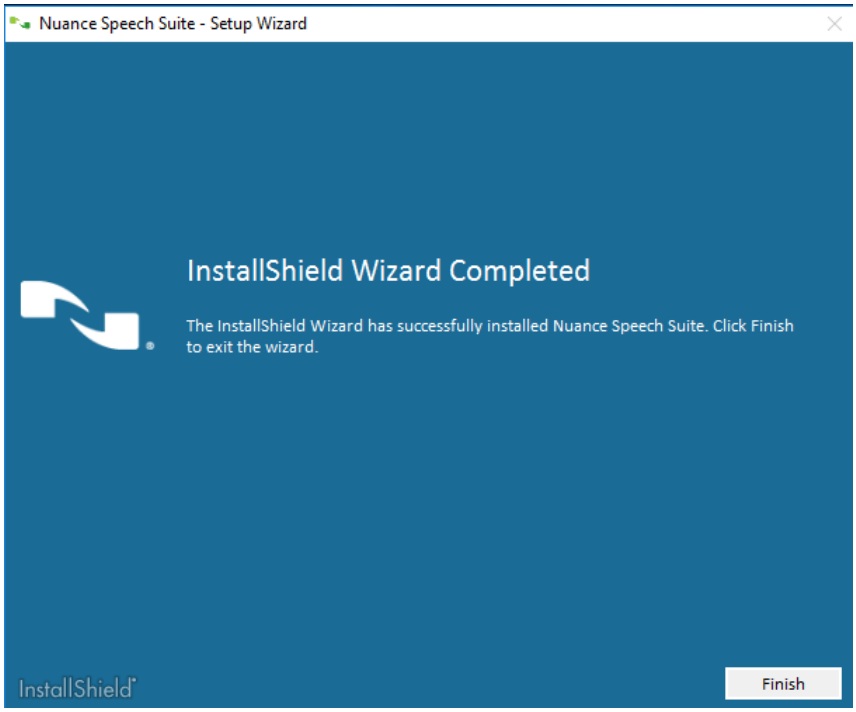




To install the provided US English ASR and TTS languages files then point to the folder *Install_lang* in the folder where the installation package was extracted. Otherwise replace these packages with any langauge (extracted) from the Recognizeer and Vocalizer packages availabe on SWDL.
If SQL server is used then enter the path to the *msodbcsql17.dll* file that typically is installed in the *C:\Windows\System32* folder.
If MySQL is used the point to the *libmysql.dll* file in the *<drive>:\Program Files\MySQL\MySQL Server 8.0\lib* folder.




Nuance Speech Suite - Setup Wizard
Ready to Install
NUANCE
You are now ready to install Nuance Speech Suite on your computer. You may click Back to review your settings, or click Install to begin.
InstallShield
< Back
Install
Cancel


Nuance Speech Suite - Setup Wizard
InstallShield Wizard Completed
The InstallShield Wizard has successfully installed Nuance Speech Suite. Click Finish to exit the wizard.
InstallShield
Finish

Finish up the installation

Copy updated *NSSserver.cfg* file from the *SpeechServer_config* folder to *<Drive>:\Program Files (x86)\Nuance\Speech Server\Server\config*

Open Services Control Manager and right mouse click on Nuance Speech Server, select Properties and change Startup type to Automatic (Delayed).

Follow the instruction in the Nuance Installation guide how to log on to the Nuance Management Station (user is *Administrator* and initial password in *changeit*) to assign resources and to start the services.

License configuration

OAS

There is a diffrence in the way Nuance integration is implemented in TAS vs. OAS. When using OAS each OAS Media Server establishes a set number of connections to the Nuance Speech Server at startup. This is configured in the '*AsrTtsObjects*" variable in the *hlink.cfg* file located in the *<OAS installation folder>/bin* folder. This variable should typically be set to the highest number of ASR or TTS channel licenses available in the system. But it can also be used in a system where multiple OAS Media Servers are used, so that it can be controlled how many concurrent Nuance ASR and/or TTS sessions that can be performed per media server.

TAS

For TAS servers there is no configuration files to update since TAS does not establish a set number of connections at startup. TAS initiates SIP sessions dynamically to Nuance Speech Server when speech resources are requested and tears down thew session when the call is completed.

Nuance Speech Server

Nuance Speech Server does by default only accept 4 simultaneous sessions for ASR and/or TTS. To specify the maximum number of ASR sessions then the variable '*swirec_license_ports'* in the file '*User-nrs01.xml*' located in the *C:\ProgramData\Nuance\Enterprise\system\config* folder must be set to match the number of concurrent ASR sessions this Nuance server is to handle.

In the same manner, the number of concurrent TTS sessions is specified in the variable '*tts_license_ports'* in the file '*User-nvs01.xml*' located in the *C:\ProgramData\Nuance\Enterprise\system\config* folder. This should be set to the highest number of concurrent TTS sessions to be handled by this Nuance server.

Mitel Powering connections | mitel.com

© Copyright 2020, Mitel Networks Corporation. All Rights Reserved. The Mitel word and logo are trademarks of Mitel Networks Corporation, including itself and subsidiaries and authorized entities. Any reference to third party trademarks are for reference only and Mitel makes no representation of ownership of these marks.