Configuration Note

AudioCodes Speech-Driven Dialing Solution for Enterprises

Voca User and Password Management

Version 1.0

audiocodes

ACVoca
powered by AudioCodes

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Abbreviations and Terminology

Each abbreviation, unless widely used, is spelled out in full when first used.

Related Documentation

Document Name
AC Voca Release Notes
AC Voca Installation Manual
AC Voca Virtualized Private Cloud and AWS Deployments

Document Revision Record

LTRT	Description
26665	Initial document release for Version 1.0.

Documentation Feedback

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1 Introduction

AC Voca provides a state-of-the-art voice recognition service for enterprises, enhancing day-to-day customer interface and employee productivity by making organizational contacts easily accessible from multiple user environments by voice.

Combining powerful speech recognition engine with a simple-to-use conversational interface, AC Voca introduces a reliable, 24x7 call routing solution that reduces costs, increases the employee's productivity and enhances caller experience and satisfaction.
AC Voca easily integrates with any standard PBX based on analog, digital and IP network protocols and can be deployed as a secured cloud service or On-premises.

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2 Getting Started

The **VocaNom** platform is configured with two main users:

- **Administrator** – Used for login and backup with a default password: **Pass123**
- **Voca** – Used for internal platform components and is not intended for logging in using a local console or RDP. It is part of the Administrators' group. Changing its password should be done without logging in, but using the Microsoft Management Console (**MMC**) "Computer Management" plugin.

Notes:

- We recommend not changing the password. The default password is **Po1234$**.
- If you are using a redundant system, the users and passwords on both systems must be identical.

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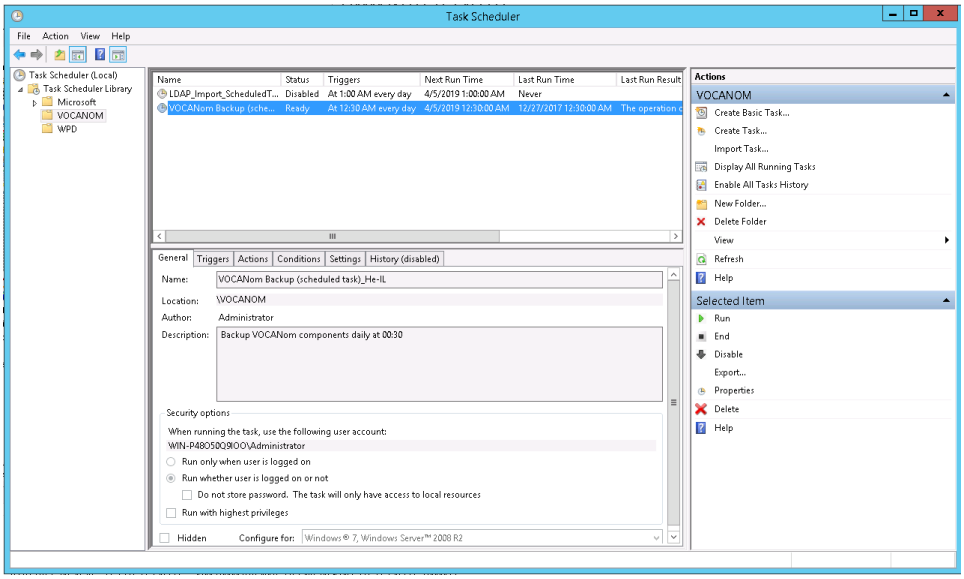
3 Changing the Administrator Password

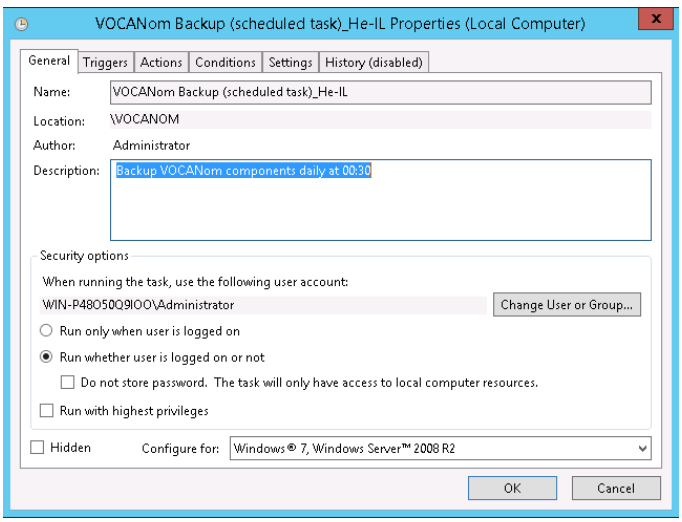
The procedure below describes how to change the Administrator Password.

➢ To change the Administrator Password:

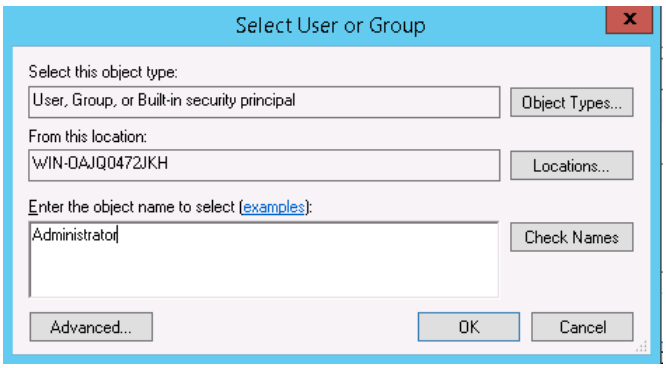
1. Change the Windows password for the Administrator user.
2. Open the Task Scheduler, and then navigate to the Task Scheduler Library.
3. Select **VOCANOM**.



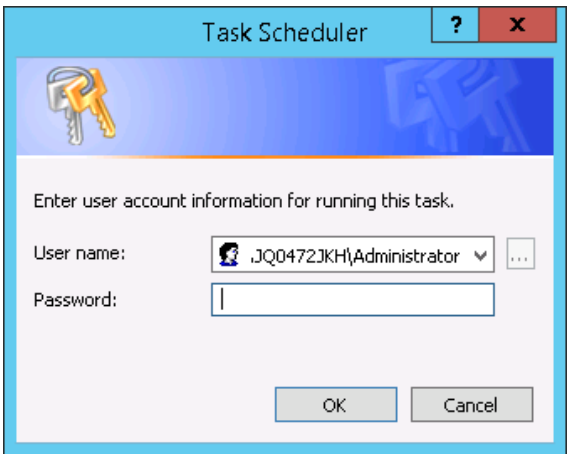
4. Right-click **VocaNOM Backup** and select its properties.
5. On the **General** tab, click **Change User or Group**.



6. Enter the user Administrator details as shown in the screen below, and then click **OK.**



7. After confirming the Properties dialog, enter the new password in Task Scheduler, and then click **OK**.

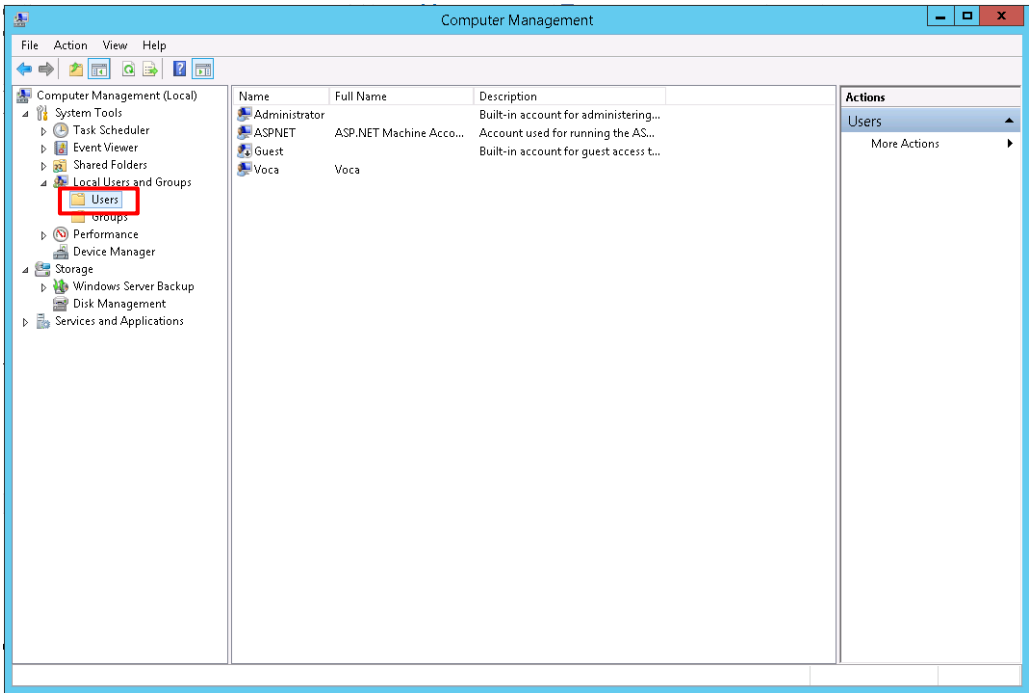


4 Changing the Voca User Password

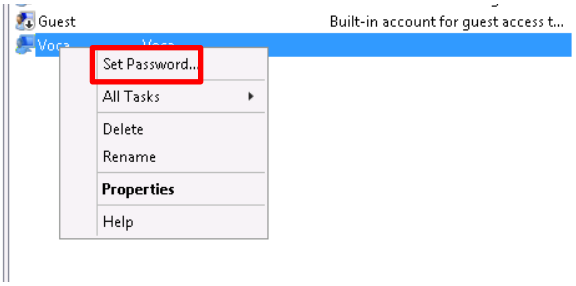
The procedure below describes how to change the Voca user Password.

➢ **To change the Voca user Password:**

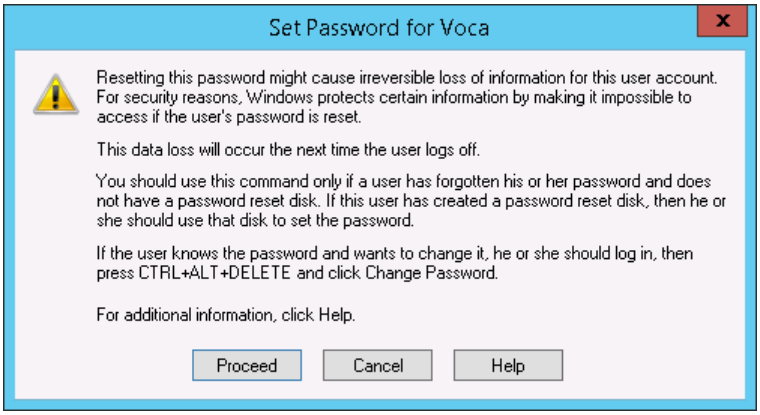
1. Open the Computer Management console.
2. Navigate to **System Tools** > **Local Users and Groups** > **Users**.



3. Right-click user **Voca**, and then select **Set Password**.

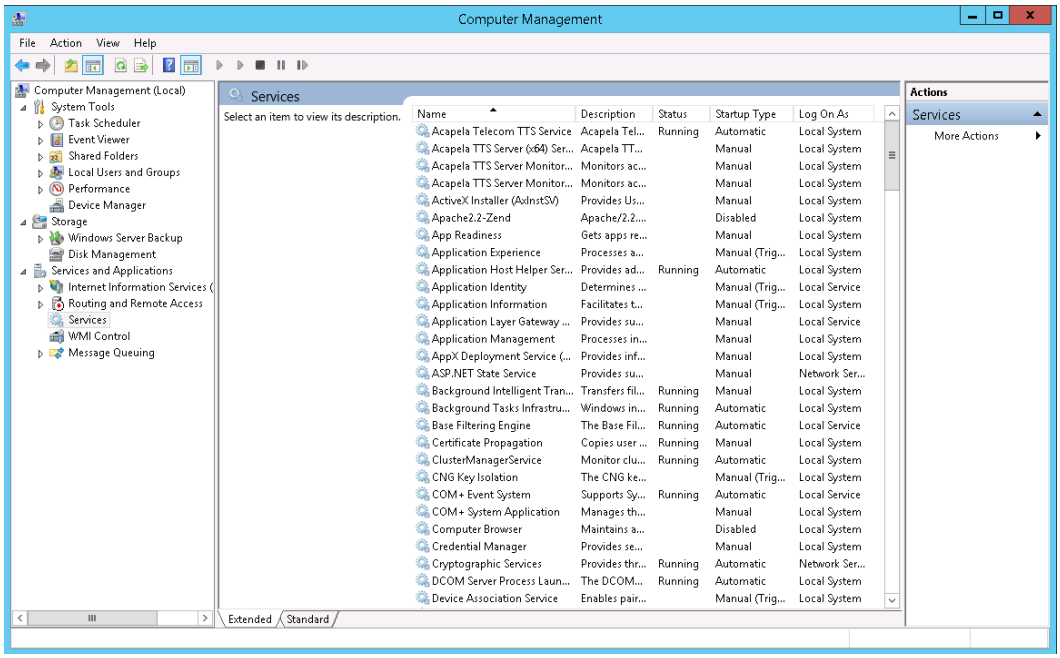


4. On the confirmation dialog, click **Proceed**.

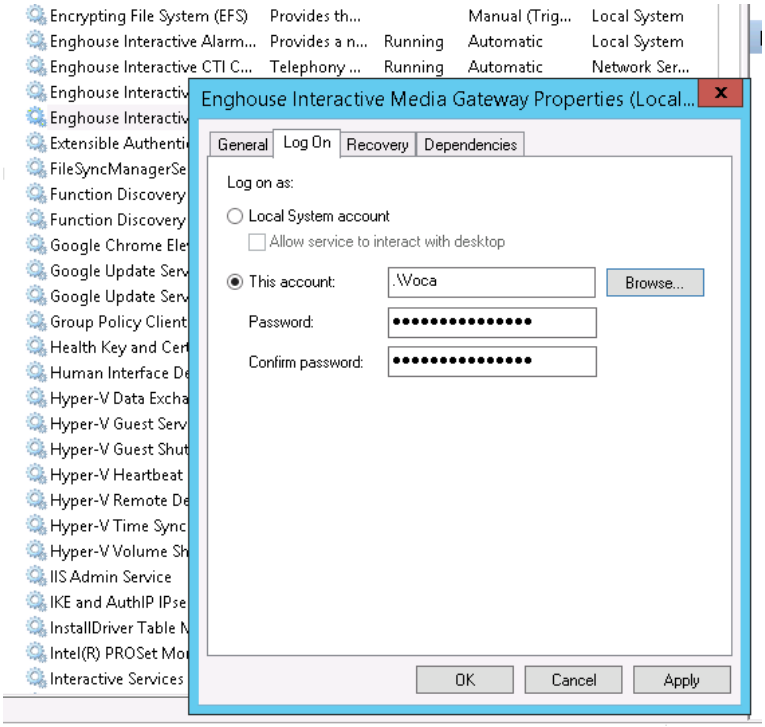


5. Enter and confirm the new password, and then click **OK**.

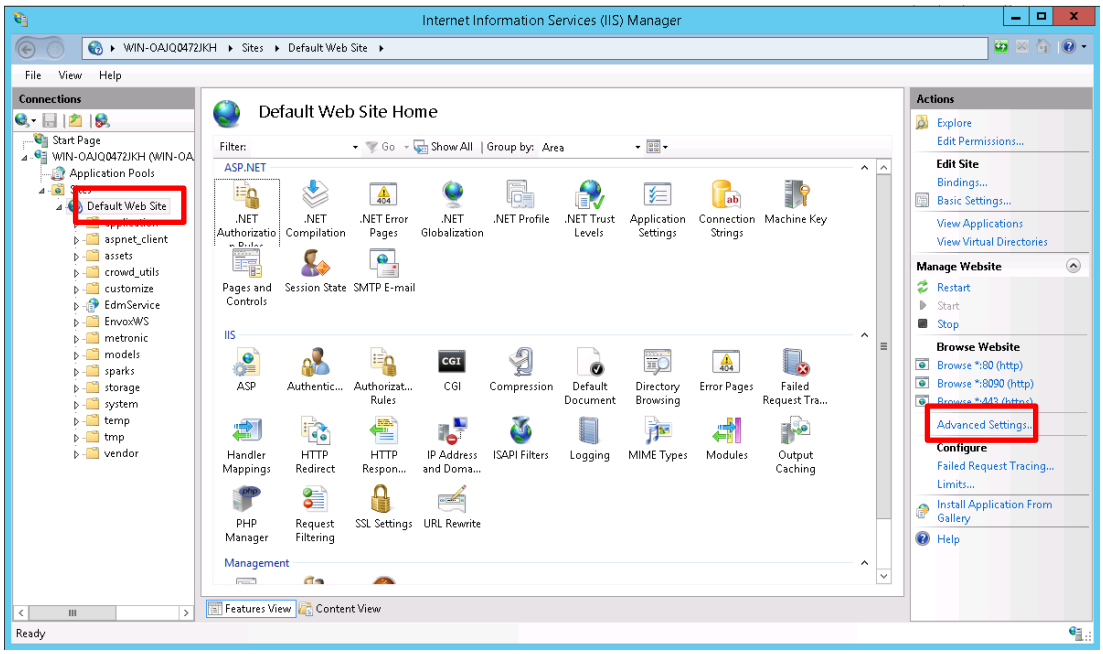
6. Navigate to **Services and Applications** > **Services**.



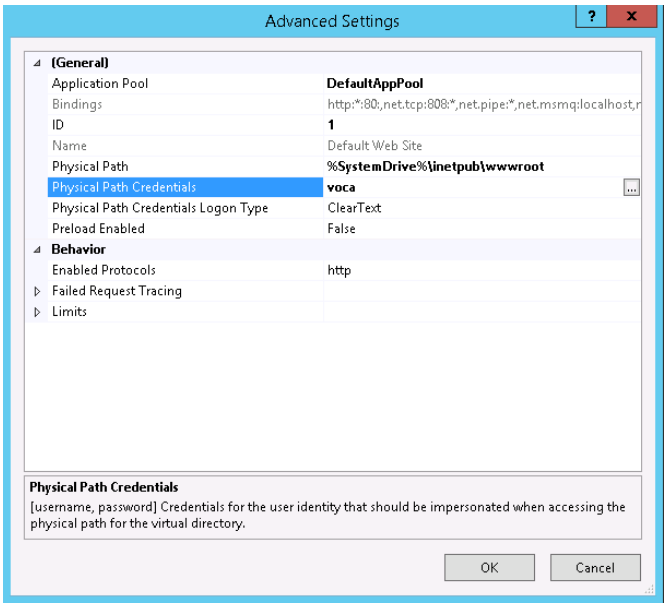
7. Locate the **Enghouse Interactive Media Gateway** service.
8. Right-click the service, and then select **Properties**.
9. On the opened dialog, select the **Log On** tab, and then change the password.



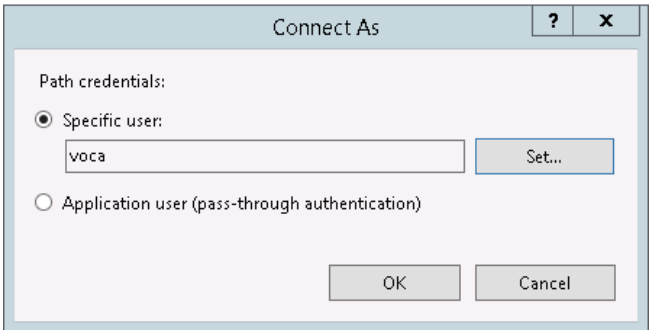
10. Repeat steps 7 to 9, for the following additional services:
    - Enghouse Interactive CTI Connect Server
    - Enghouse Interactive Enterprise Communication Server
    - FileSyncManagerService
11. Open the Internet Information Services (IIS) Manager.



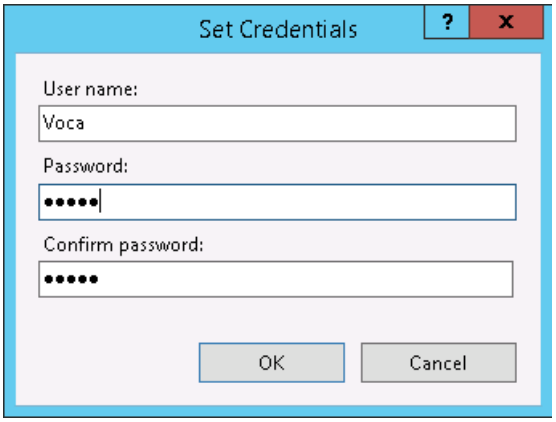
12. Navigate to **Sites** > **Default Web Site**.
13. On the right **Actions** pane, select **Advanced Settings**.



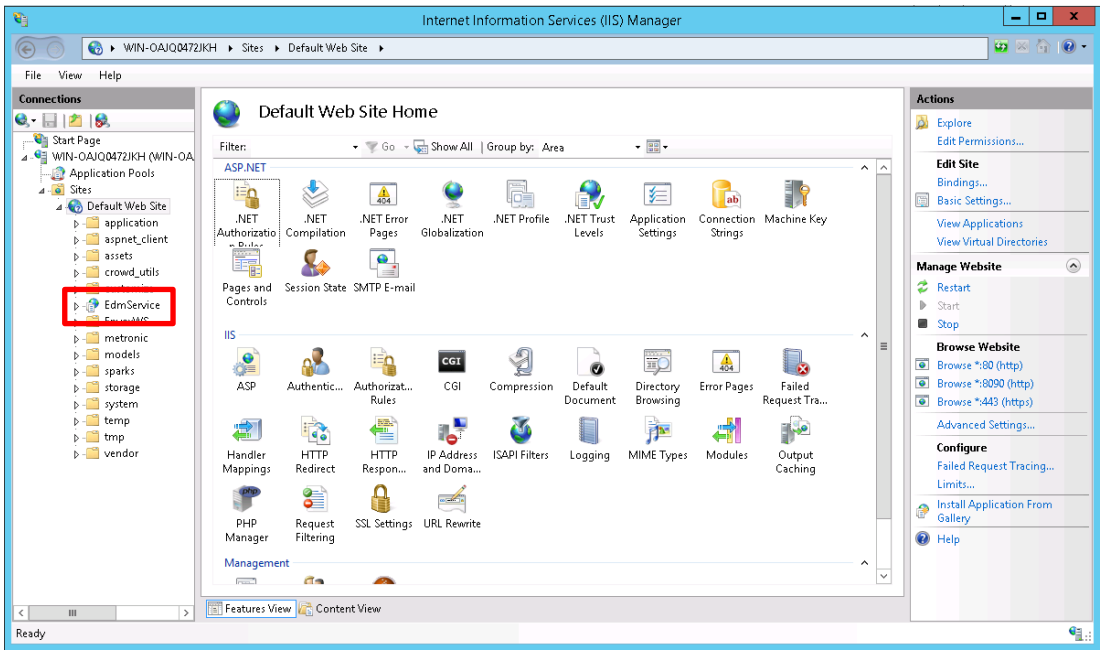
14. Select **Physical Path Credentials**, and then click **OK**.
15. Confirm that the **Specific user** is "voca", and then click **Set**.



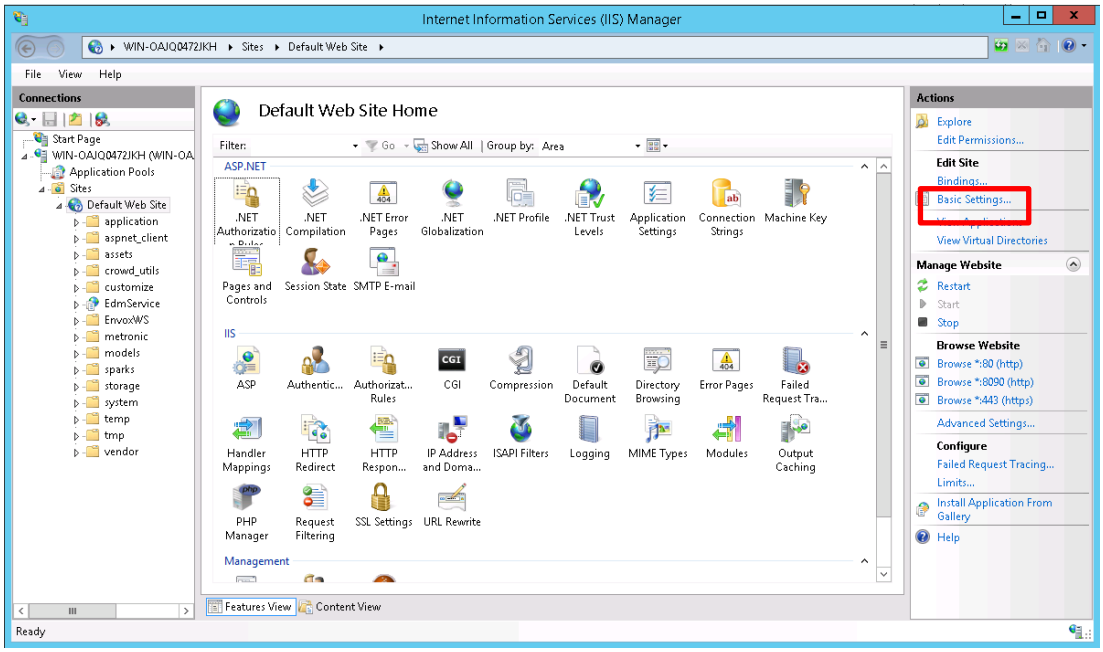
16. In the 'User name' field, enter "voca".
17. Enter and confirm the new password, and then click **OK**.



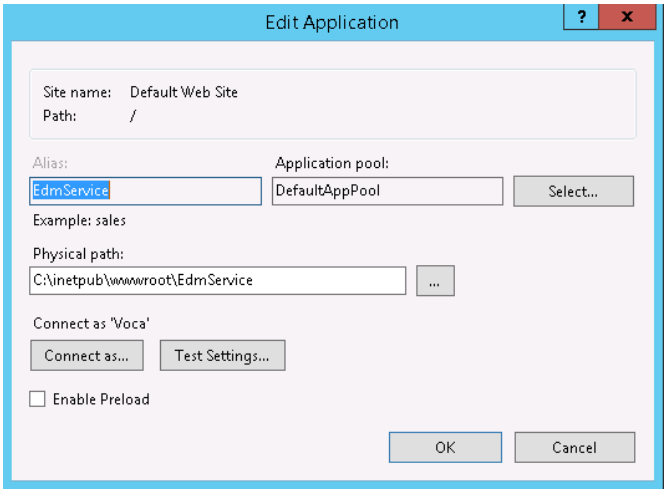
18. On the IIS Manager screen, navigate to **Sites** > **Default Web Site** > **EdmService**.



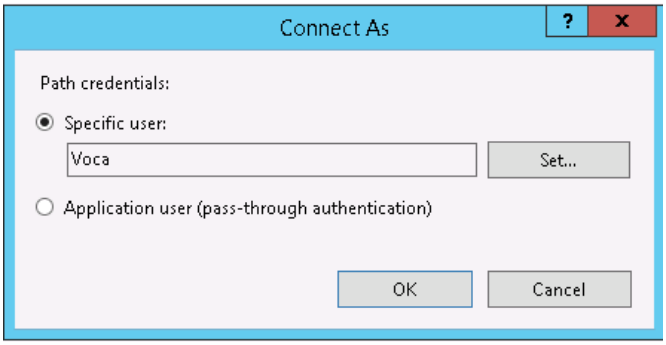
19. On the right actions pane, select **Basic Settings**.



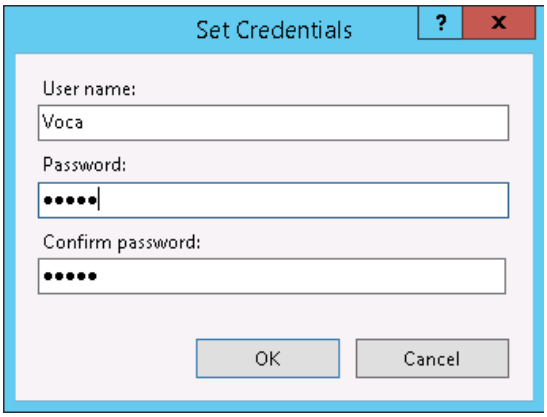
20. Click **Connect as**.



21. Confirm that the 'Specific user' field contains "Voca", and then click **Set**.



22. In the 'User name' name field enter "Voca", and then enter and confirm your new password.
23. Click **OK**.



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