

Voice Board Configuration For Windows Server 2008

This application note describes additional steps that are needed to configure the Voice Board option for ProHelp® EPM on Windows Server 2008.

The following steps are not required for Windows Server 2003 or Windows Server 2000.

1. Overview

Because of security changes that have been made in Windows Server 2008, additional configuration is required to enable Mattec's Voice Board option to work. These changes are described in the document titled "Impact of Session 0 Isolation on Services and Drivers in Windows Vista", available from Microsoft. Specifically, services (such as the monitoring engine) are now isolated from user processes (such as the driver for the sound card in a system).

As a result of these changes, Mattec has created the "VoiceHelper.exe". This file is installed automatically in the system's "bin" directory.

2. Enabling "Voice Helper"

To enable the Voice Helper, set the value to 1 for the following registry value:

HKLM\Software\Mattec\Moller\VoiceSessionHelper

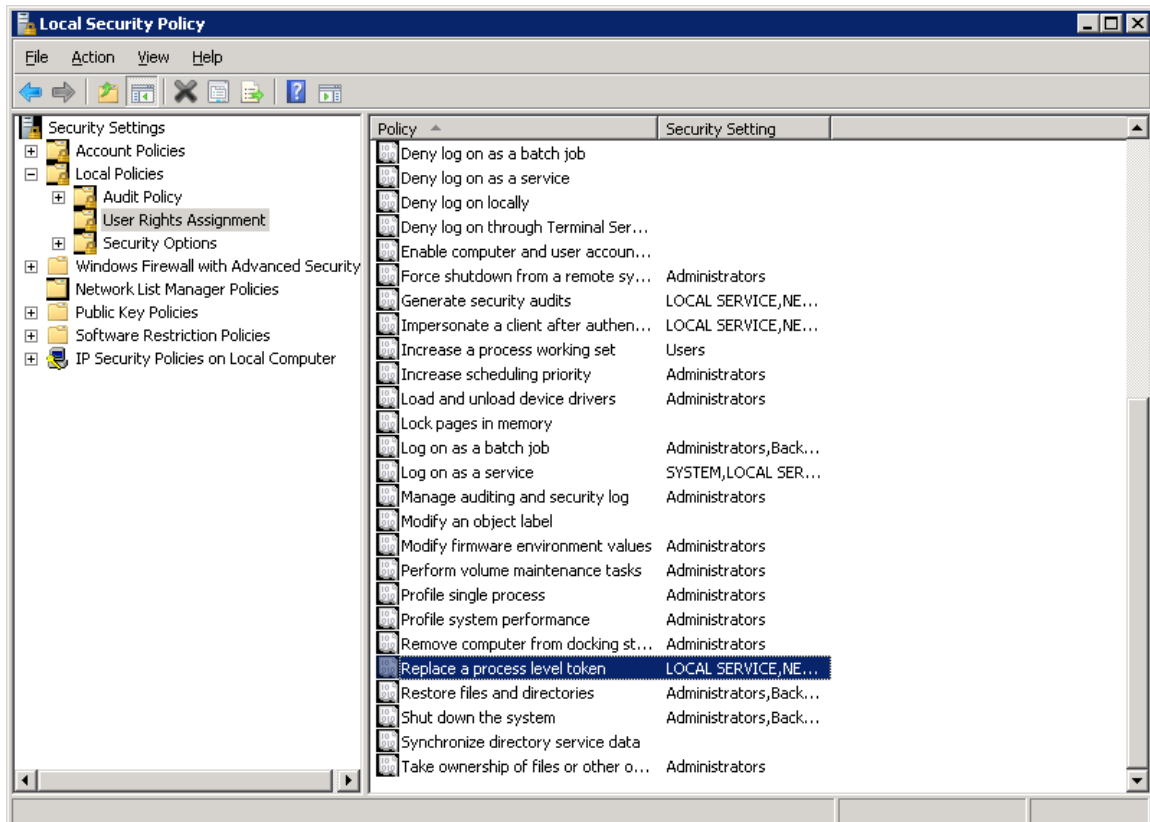
If this registry value doesn't exist, or if the value is set to 0, voice announcements are played directly by the monitoring engine, without additional help from the Voice Helper.

3. Configure the Mattec MIU Service

If the “Mattec MIU Service” is configured to log on as “Local System account”, no further changes are needed. However, if the “Mattec MIU Service” is configured to log on as a specific user account (“This account”), then the specified user account must be granted `SE_ASSIGNPRIMARYTOKEN_NAME` privileges.

To assign this privilege to a user, follow these steps:

- Start the Control Panel.
- Double-click the Administrative Tools icon.
- Double-click the Local Security Policy icon.
- Open the “Local Policies” folder.
- Open the “User Rights Assignment” folder.
- Double-click “Replace a process level token” and add the necessary user to this permission.



- Reboot the “Mattec MIU Service”.