AVAYA

Job Aids for Updating

the

Avaya S8100 Media Server

with the

Avaya G600 or Avaya CMC1 Media Gateway

Overview

This document contains job aids for three procedures to update the Avaya S8100 Media Server software to the current release of Avaya Communication Manager:

- Update the S8100 Using a CD on page 3

- Replacing an S8100 Media Server's hard drive on page 28

- Replacing an S8100 Media Server to update its software from R9.5 on page 35

Update the S8100 Using a CD

This Job Aid provides the steps for updating the S8100 Media Server by transferring software from a CD. This procedure applies to either a full- or a dot-release update.

What you need before you start

Obtain the following items **before** you go out on the customer site:

1   An updated license file and Authentication file from RFA.

> ⚠ **CAUTION:**
> **ASG Site Manager with the current customer information must be loaded on your laptop before you go to RFA for a new license file.**

2   The update CD

> ⇨ **NOTE:**
> Refer to the PCN for the CD comcode.

3   A cross-over cable

4   A laptop with a network card and a CD-ROM drive

5   A keyboard, monitor, and mouse are strongly recommended but not required

6   Obtain and record any customer created or modified logins and passwords

Obtaining the license file and Authentication file from Remote Feature Activation (RFA)

Before you begin

Before you go to RFA to obtain the files you will need the following:

- The ASG Site Manager on your laptop
- The SAP order number

High level steps

Use the following steps to create a license file for the Product Correction Notices (PCN) update. It is assumed that you have already passed the RFA test and that you have an SSO login.

1 Type http://rfa.avaya.com in the browser window. The SSO login screen opens.

2 Login using your SSO login ID and password. Click **Login**.The RFA Information screen opens.

3 Click **Start RFA Application**. The RFA Application Main Menu screen opens.

4 From the RFA Application Main Menu, click **Maintenance** > **PCN Update from R10+**.

5 Enter the SAP order number

6 Verify that the SAP order data is correct

7 Record the transaction number

8 Enter the SID

9 Verify the SID data

10 Complete the customer and general system information

11 Complete the module and application detail information

12 Complete the feature information

13 Complete the transaction

14 Record the SID and the new SID version number

Deliver the files from RFA to your laptop

1 At the RFA Application Main Menu, click **Deliver Files**

2 Enter the SID and click **Retrieve**

3 Verify the SID detailed information and click **Accept**

4 Close the confirmation window

Select a delivery option

There two delivery options available on the Request to Deliver Files Detail screen:

1 Option one: Download Files to My PC

2 Option two: Download Files using e-mail

Option one: Download Files to My PC

Use the following steps to download RFA files to your PC.

1 Click **Download Files to My PC**. You can click on the file name, use the Express Delivery option, or right click on the file name to download the file.

- Clicking on the file name: Clicking on the file name in the **Download File** column sends each file separately. When you click on the file name, a file download pop-up window opens.

    1 Click **Save**. After clicking **Save** in the File Download window a standard Microsoft **Save As** window opens. Enter the location you want to use on your laptop for the saved file in the **Save in** field and click **Save**. The file downloads to your laptop.

- Using Express Delivery: Express Delivery zips all the files and sends them to the same place (e-mail address or PC). After clicking **Express Delivery**, a pop-up window opens.

    1 Click **OK** in the pop-up window. A standard Microsoft **Save As** window opens. Enter the location you want to use on your laptop for the zipped file in the **Save in** field and click **Save**. The zip file downloads to your laptop. A confirmation window opens.

Option two: Download files using e-mail

Use the following steps to download a file using e-mail:

1 Click **Download Files via E-mail**.

> **NOTE:**
> The e-mail address that was entered in the Mod/Apps Details screen will automatically appear in the E-mail Address field. You may enter a new e-mail address, modify the e-mail address, or accept the e-mail address as it appears. The e-mail address entered or modified in this screen will not automatically appear in the Mod/Apps Details screen.

2 You have two options to choose from. You may click **Submit** to deliver a single file to a specified e-mail address or you may click **Express Delivery** to e-mail all files to a single e-mail address.

3 A confirmation window opens when the e-mail has been sent.

4 Open the e-mail and download the attachment onto the hard disk on your laptop.

Procedure to Update the S8100 with a CD

High level steps

1	Change the IP address on your laptop
2	Disable the proxy servers on your Internet Explorer
3	Connect your laptop and the TN2314
4	Share the CD-ROM and activate the guest account on your laptop
5	Telnet to the TN2314
6	Open a SAT window
7	Verify the station length
8	Verify the emergency number and no-license incoming call number
9	Save the Communication Manager translations
10	Open a bash shell
11	Record the customer network and product information
12	Shutdown AUDIX
13	Back up the system
14	Update the release with the CD
15	Execute the swversion command
16	Load the RFA license file, RFA Authentication file, and ART installscript.sh file
17	Reboot the system
18	Restore the customer translations
19	Enter the customer data using setip
20	Set the timezone, the time, and re-administer the customer logins and passwords
21	Verify AUDIX extension length
22	Verify scheduled backups
23	Reboot nice
24	Check the health of the system
25	Verify correct displays, make internal and external calls
26	Verify AUDIX greetings and auto attendant
27	Test alarming
28	Backup the translations

Detailed steps

Step 1: Change the IP address on your laptop

1   Right-click **My Network Places** icon on your laptop, then click **Properties**.

2   Right-click **Local Area Connection**, then click **Properties**.

3   Highlight the **Internet Protocol TCPIP** selection, click **Properties**.

4   Click the radio button next to **Use the following IP address**.

5   Enter **192.11.13.5** in the IP address field. Enter **255.255.255.252** in the Subnet mask field. Click **OK** to close the Internet Protocol (TCP/IP) Properties window. Refer to the following figure for an example of the TCPIP Properties window:

Figure 1: Changing the IP address on your laptop
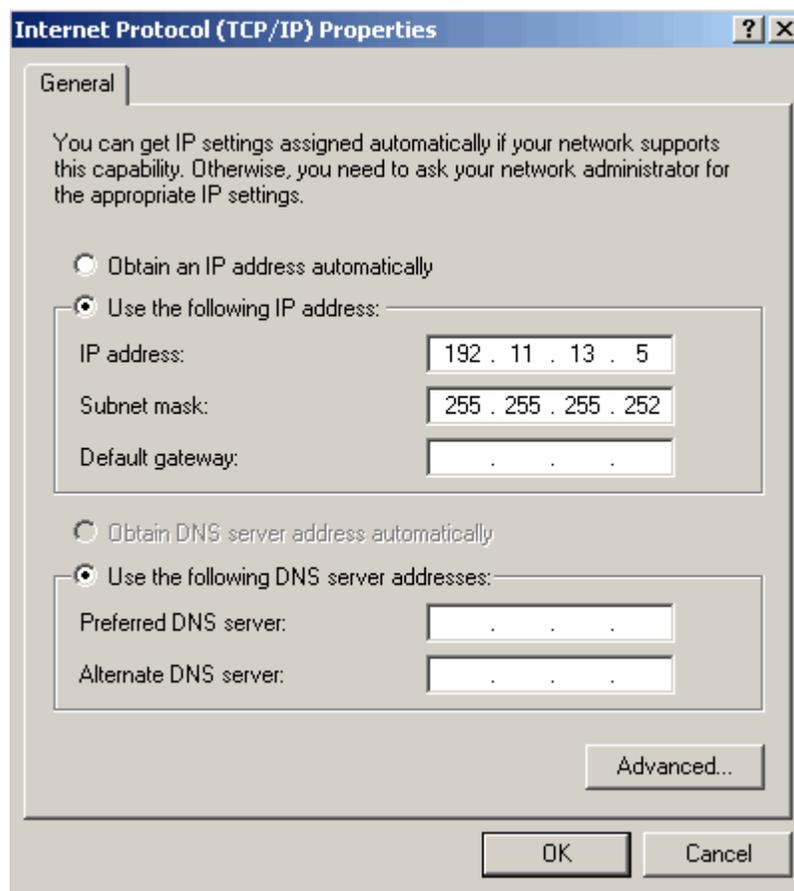
6   Click **OK** to close the **Local Area Connection Properties** window.

7   Close the **My Network Places** window.

Step 2: Disable the proxy servers on your Internet Explorer

1   Open Internet Explorer

2   Click **Tools**

3   Select **Internet Options**

4   Click the **Connections** tab

5   Click **LAN Settings**

6   Remove the check mark by **Use a proxy server for your LAN**

7   Click **OK**

8   Click **OK** again to close the Internet Options window

9   Minimize the Internet Explorer window

Step 3: Physical connection between your laptop and the TN2314

1   Connect a CAT 5 data cable from the PCMCIA Ethernet card on your laptop to a RJ45 coupler.

2   Connect a crossover cable from the coupler to the services jack on the faceplate of the TN2314.

Step 4: Share the CD-ROM and activate the guest account on your laptop

Use the following instructions to share the CD-ROM drive and to set the password for the guest login:

1   Place the update CD in the CD-ROM drive on your laptop.

2   On your laptop, right click **My computer**, then click **Explore**.

3   Right click **CD-ROM** drive and then click **Sharing**. Choose the radio button next to **Share this folder**. The default letter appears in the Share name field. Record the default letter for later use. Click **OK** to close the window. You now see a small hand under the CD-ROM dive icon. Close the My Computer window.

4   Right click **My Computer** again then, click **manage** > **local users and groups**.

5   Open the **Users** folder. and highlight **Guests**. Right click **Guests** and click **Properties**. Make sure the account is **NOT** disabled. Click **OK**.

6   Right click **Guest** again and click **Set Password**. In the new password field, type **Guest#123.** In the Confirm password field, type **Guest#123** again, and then click **OK**. Click **OK** in the confirmation window.

7   Close the Computer Management window.

Step 5: Telnet to the TN2314

On your laptop:

1   Click **Start > Run**

2   In the Open field, type **telnet 192.11.13.6** as shown in the following example:

Figure 2: Run window
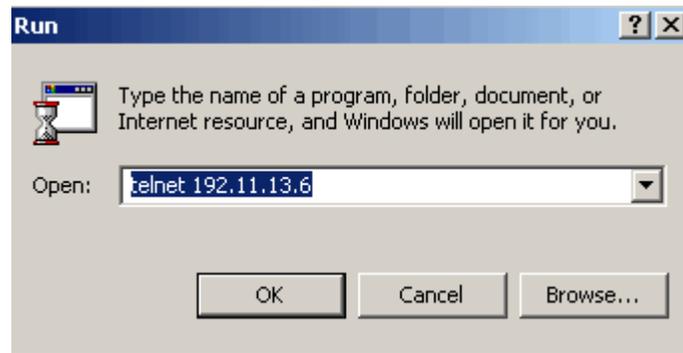
3   Click **OK**

4   A telnet window opens. You receive the ASG challenge. Login to the S8100 using **lucent3** and the ASG challenge response.

5   The LAC prompt displays in the telnet window.

Step 6: Open a SAT window

1   To open a SAT window, type **mv** at the LAC prompt in the telnet window.

2   Type **W2KTT** for the terminal type and press the **Enter** key.

Step 7: Verify the station length

1   In the SAT window, type **List Station**.

2   Record the station length if it is **different** than the normal 4 digits.

Step 8: Verify the emergency number and no-license incoming call number

1   In the SAT window, type **display system-parameters features**.

2   On page 4 or 5, record the emergency numbers and the no-license incoming call number as they appear.

3   Cancel out of this screen.

Step 9: Save the Communication Manager translations

1   In the SAT window, type **save translations** to save Communication Manager translations onto the hard drive.

2   When save translation is finished, type **logoff**. When asked if you want to proceed with the logoff, type **y** for yes, followed by the **Enter** key. You will have to press **Enter** again to get the LAC prompt.

Step 10: Open a bash shell

At the LAC prompt, type **bash**.

Step 11: Record the customer network and product information

1   From the bash shell, execute the following commands:

    1   **d1stat**: d1stat is used to display the health of the system. Record the status on any process that is DOWN or PARTIALLY UP. Disregard the state of the W2000console. The following figure shows an example of the d1stat command:

Figure 3: d1stat

```
W2000           13/10 UP
W2000web         1/ 1 UP
W2000TermServ    1/ 1 UP
W2000console     1/ 2 IN USE
CoResServ        5/ 5 UP
CommunicaMgr    51/51 UP
SNMP             2/ 3 PARTIALLY UP
CornerStone      1/ 4 PARTIALLY UP
Audix            0/32 DOWN
AudixNetw        0/ 5 DOWN
MISC            16/ 0 UP
```

    2   **alarmstat**: alarmstat is used to view the active alarms on the S8100. Verify if the system has any active alarms. If there are active alarms, stop, and go no further. All active alarms must be resolved before preceding. If you cannot resolve the active alarm(s), call the TSC or COE for assistance. The following figure shows an example of the alarmstat command:

Figure 4: alarmstat

```
System Alarm Status:
        Global:          major
        CommunicaMgr:    none
        Audix:           major
```

    3   **productid**: productid lists the product identification numbers for the system.

> ⚠ **CAUTION:**
> Record the information from the productid command. This information could be required if problems are encountered during the update.

The following figure shows an example of the productid command:

Figure 5: productid

```
GAM product-id: 7000000001
AUDIX/CornerStone product-id: 2000000000
MultiVantage product-id: 1234567890
```

4   **swversion**: swversion lists the version of software for NT, CYGNUS, GAM, LAC,
Watchdog, Communication Manager, AUDIX, and CornerStone. Record the current
software version.

> ⚠ **CAUTION:**
> Record the information from the swversion command. This information could be required
> if problems are encountered during the update.

The following figure shows an example of the swversion command:

Figure 6: swversion

5   **setip**: setip is used to display or set the IP parameters for the S8100. If you execute setip
without any parameters, the command will list the current configuration.

> ⚠ **CAUTION:**
> Record **all** the information **exactly** as you see in this screen. You will use the setip
> command in to restore the data
> that you record.

Refer to the following figure for an example of the setip command executed without any parameters:

Figure 7: setip

Step 12: Shutdown AUDIX

1   From the bash shell, type **shutdown Audix**.

2   When the bash prompt returns, type **statapp** to verify that AUDIX has shutdown.

Step 13: Backing up the system

Use the following steps to backup the system using a bash command:

1   Verify that the PCMCIA card is in the slot of the TN2314.

2   From the bash prompt type, **d1backup deftran defann vmnammsgtran pcmcia**. This d1backup command will backup the deftran (DEFINITY translations), defann (DEFINITY announcements), and vmnammsgtran (AUDIX translations, names, and messages) to the pcmcia card.

Step 14: Updating the release with the CD

In this section you will be using the CD-ROM on your laptop to update the S8100. You will connect from your laptop to the S8100, start the desktop of the S8100, and then connect back from the S8100 desktop to the CD-ROM drive on your laptop. Use the following steps to update the S8100 with the CD.

1   Maximize the Internet Explorer window.

2   Type **192.11.13.6** in the URL address field and press **Enter.** The Web interface screen opens as shown in the following example:

Figure 8: Web Interface

3   Click **Administer System** on the navigation pane. The **Enter Network Password** screen opens as shown in the following example:

Figure 9: Enter Network Password screen

4 Type **NTadmin** in the User Name field and **NTadmin1** in the password field and click **OK**. If NTadmin does not work you must use the lucent3 login and the lucent3 password.

5 In the Administer System window, click **Login to 192** under Remote Control Terminal Services.

6 If a VBScript error appears, click **OK**. In the Remote Desktop Web Connection screen, click **Connect**.

7 If a VBScript error appears again, click **OK**. Login again with the login and password from step 4 of this section.

8 You are now on the S8100 desktop. In the S8100 desktop, click **Start > Run**. In the Open field, type **bash**.

9 If you are using the NTadmin login, type **unrestrict** at the bash prompt.

10 Type **shutdown all** to shutdown the applications on the S8100. When the shutdown is complete you will get the prompt back. At the prompt, type **exit**.

11 On the S8100 desktop, click **Start** > **Run**. In the Open field, type **\\192.11.13.5** followed by the letter of the CD-ROM drive on your computer. For example if the CD-ROM letter you recorded from **Step 4: Share the CD-ROM and activate the guest account on your laptop** on page 8 was D, you would type **\\192.11.13.5\D**. You are now accessing the CD-ROM drive on your laptop from the desktop of the S8100.

12 Login as **guest** with the **Guest#123** password.

13 Open the folder that reads **Windows Updates**. Then click on the file named **W2Ksp4_en.exe**. After clicking W2Ksp4_en.exe the service pack 4 upgrade extracts files. After the files are extracted the following window opens:
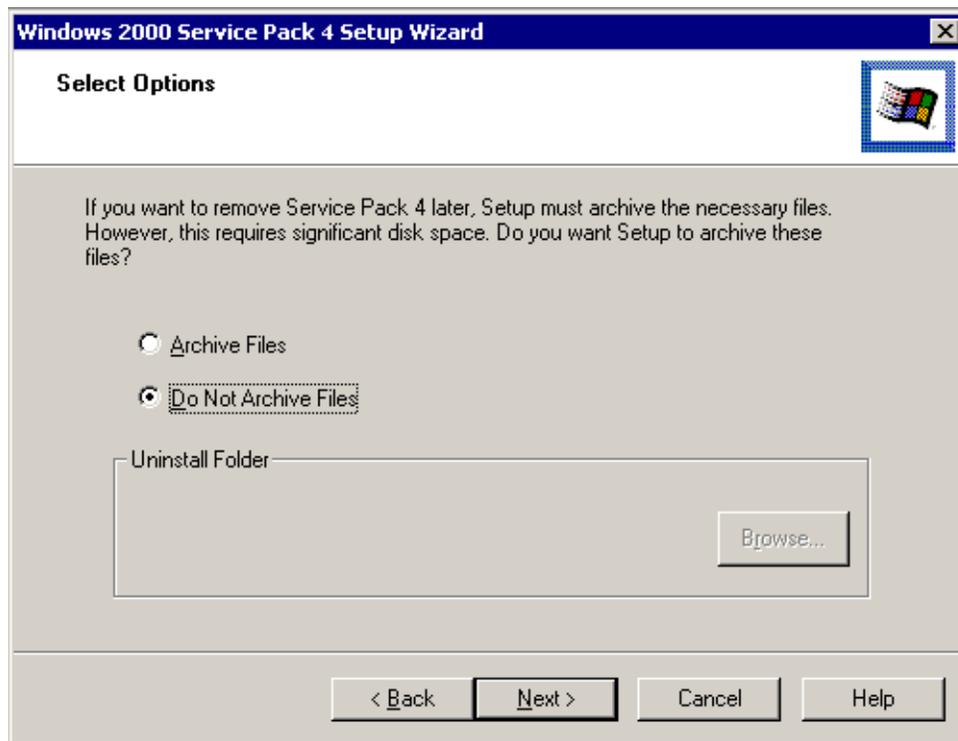
Figure 10: Service Pack 4 Setup Wizard

14   Click **Next** on the Windows 2000 Service Pack 4 Setup Wizard screen. The following window opens:

Figure 11: 2nd Window of the Setup Wizard

15   Click on the radio button next to **I Agree**, then click **Next**. The following window opens:
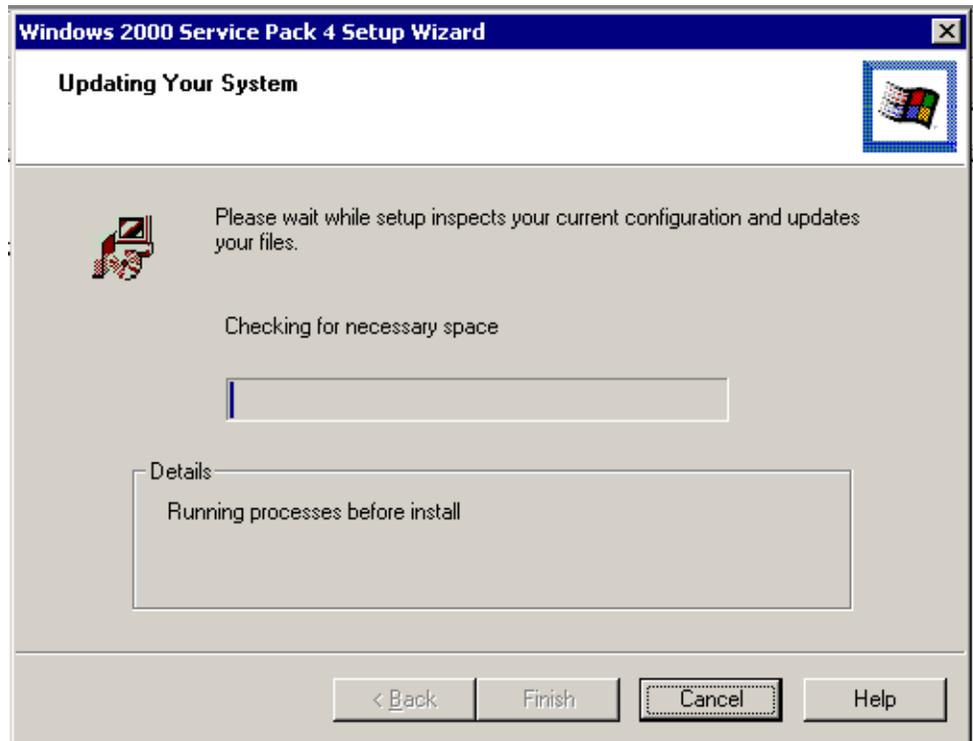
Figure 12: 3rd Service Pack 4 Setup Wizard

⚠ CAUTION:

Do not achieve files now. Click the radio button next to **Do Not Achieve Files**.

16   Click **Do Not achieve Files**. Then click **Next**. The following window opens:

Figure 13: 4th Service Pack 4 Setup Wizard Window

17   Do not restart the system when the update is complete. Click the box **do not restart now**, then click **Finish**. The wizard closes.

18   Click the shared CD-ROM folder. Locate the **Setup.exe** file and double click to open.

19   If you get messages about service pack 4 not being installed it is because the system does not recognize that you installed service pack 4 until you reboot. You do not want to reboot at this time. Click **No** on the first message window. Click **OK** on the next message window.

20   Multivantage setup program wizard opens as shown in the following example:

Figure 14: Multivantage S8100 Setup Wizard

21   Click **Next**, then click **No** to the question about the Readme file.

22   If you see the following Severe error:

Figure 15: Sever error window
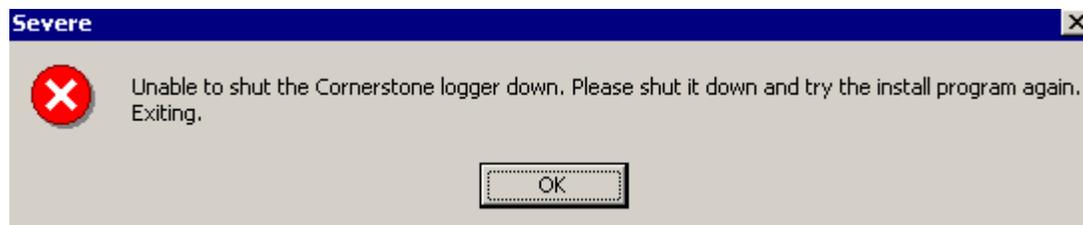
      1   Click **OK**.

      2   Double click **Setup.exe** again.

23   The Transferring Files window opens. Allow the S8100 update to complete.

24   When the wizard completes you may get one of the following:

• If you get an error message that says that an update of Internet Explorer 6.0 needs to be installed.

    1   Click **OK**. The S8100 reboots.

        ➡ NOTE:
    You do not have to update Internet Explorer to 6.0 at this time. Continue with the update.

• If you get a pop-up that says the setup is complete:

    1   Click **OK**.

    2   Start a telnet session by clicking **Start > Run**.

    3   In the Open field, type **bash**.

    4   At the bash prompt, type **reboot nice**.

• If you get a pop-up that asks if you want to cancel or end now:

    1   Click **end now**. The S8100 reboots.

Step 15: Execute the swversion command

1   Open a telnet window on your laptop. Click **Start** > **Run**. In the Open field, type **telnet 192.11.13.6** and then click **OK**.

2   Login using lucent 3 login.

3   At the LAC prompt type **bash**.

4   From the bash prompt, type **swversion**. Confirm that the software version has been updated. Minimize the window for later use.

Step 16: Load the RFA license file, RFA Authentication file, and ART installscript.sh file

You will need the location on your laptop where you saved the RFA license file, the RFA Authentication file, and the ART installscript file before you begin this section.

1   On your laptop click **Start** > **Run**. In the Open field, type **ftp 192.11.13.6**, then click **OK**. A ftp window opens.

2   In the ftp window, type **anonymous** for the login. Press the enter key without entering a password. You get a message saying Anonymous user logged in.

3   At the ftp prompt, type **bin**. You switch to binary mode and get a message that says that the type is set to l.

4   At the ftp prompt, type **put** followed by the complete path name of the file. You will need to execute the put command for **each** file (RFA license file, RFA Authentication file, and ART installscript file). For example: If you saved the installscript file on your C drive under a directory called patches you would type, **put C:\patches\installscript.sh**.

5   After all you transfer all the files, type **bye**.

6   Maximize the telnet window you minimized in step 21.

7   At the bash prompt in the telnet window, type **cd //D/LucentPub/ftproot**. Type **pwd** to verify that you are in the D:/LucentPub/ftproot directory.

8   Type **ls** and press the return key. You see the files you copied with the ftp command in step 4 of this section.

9   To execute the file that contains the RAS IP address, the product IDs, etc, type **./installscript.sh**. You see informational messages on your screen. When the command completes you see a message that says that the command was successful.

10   Type **loadlicense <yourfilename.lic>**. Substitute the name of the license file for yourfilename.lic. A message appears that tells you the command succeeded.

11   Type **loadpwd <yourauthenticationfilename.pwd>**. Substitute the name of your Authentication file for yourauthenticationfilename.pwd. A message appears that tells you the command succeeded.

Step 17: Reboot the system

At the bash prompt, in the telnet window, type **reboot nice** to reboot the system. This will take approximately 4 minutes. After the system reboots you will receive the ASG challenge when you login.

Step 18: Restore the customer translations

Perform the following steps to restore the customer translations:

1   Make sure the PCMCIA card with the most current translations is in the PCMCIA slot of he TN2314. If the PCMCIA card is not in the PCMCIA slot, insert it at this time.

2   Open a telnet window on your laptop by clicking **Start** > **Run**. In the Open field, type **192.11.13.6** and click **OK**.

3   Login using lucent3 and the response to the ASG challenge.

4   At the LAC prompt, type **bash**.

5   From the bash prompt, type **d1restore pcmcia deftran defann vmnammsgtran**.

6   Press the return key.

Step 19: Enter the customer data using setip

In this step the information recorded in <u>Step 11: Record the customer network and product information</u> on page 10 is entered using the setip command. Find the setip information you recorded before continuing.

When you execute the setip command from bash without any parameters the command will display the current configuration. You can set any parameter with setip by typing, **setip**, the name within setip that you wish to change, and the parameter for that name. For example: To restore the information shown in figure 16 you would type, **setip name=DEFONE cust=135.122.54.50,255.255.255.240,135.122.54.49 dns=DefOne ras=10.21.2.81**.

Figure 16: Setip example
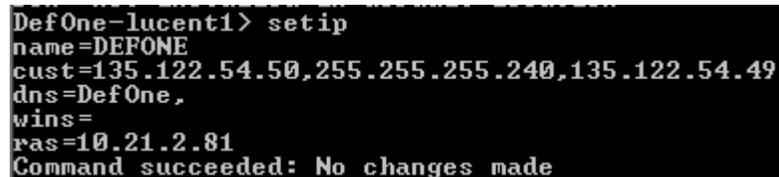
```
DefOne-lucent1> setip
name=DEFONE
cust=135.122.54.50,255.255.255.240,135.122.54.49
dns=DefOne,
wins=
ras=10.21.2.81
Command succeeded: No changes made
```

---

1   From the bash prompt in the telnet window, type **setip name={custname} cust={customer IP address} dns={dns server name} wins={wins number} ras={ras IP address}**.

2   Press the enter key. The setip script displays the new settings.

3   Minimize this window for future use.

Step 20: Set the timezone, the time, and re-administer the customer logins and passwords

You must be on the TN2314 desktop to change the timezone, the time, and re-administer the customers logins and passwords. You can access the TN2314 desktop using a keyboard, monitor, and mouse, or you can use your laptop. If you have a keyboard, monitor and mouse, refer to Set the timezone and time using a keyboard, monitor and mouse on page 25, for instructions. If you are using your laptop, refer to Set the timezone and time through your laptop on page 20, for instructions.

Set the timezone and time through your laptop

1   Open Internet Explorer on your laptop

2   Type **192.11.13.6** in the URL address field and press **Enter.** The Web interface screen opens as shown in the following example:

Figure 17: Web Interface

3 Click **Administer System** on the navigation pane. The **Enter Network Password** screen opens as shown in the following example:

Figure 18: Enter Network Password screen

4 Login using the lucent3 login.

5 In the Administer System window, click **Login to 192** under Remote Control Terminal Services.

6 If a VBScript error appears, click **OK**. In the Remote Desktop Web Connection screen, click **Connect**.

7 If a VBScript error appears again, click **OK**. Login again with the login and password from step 4 of this section.

8 The TN2314 desktop appears on your laptop.

Figure 19: TN2314 desktop window
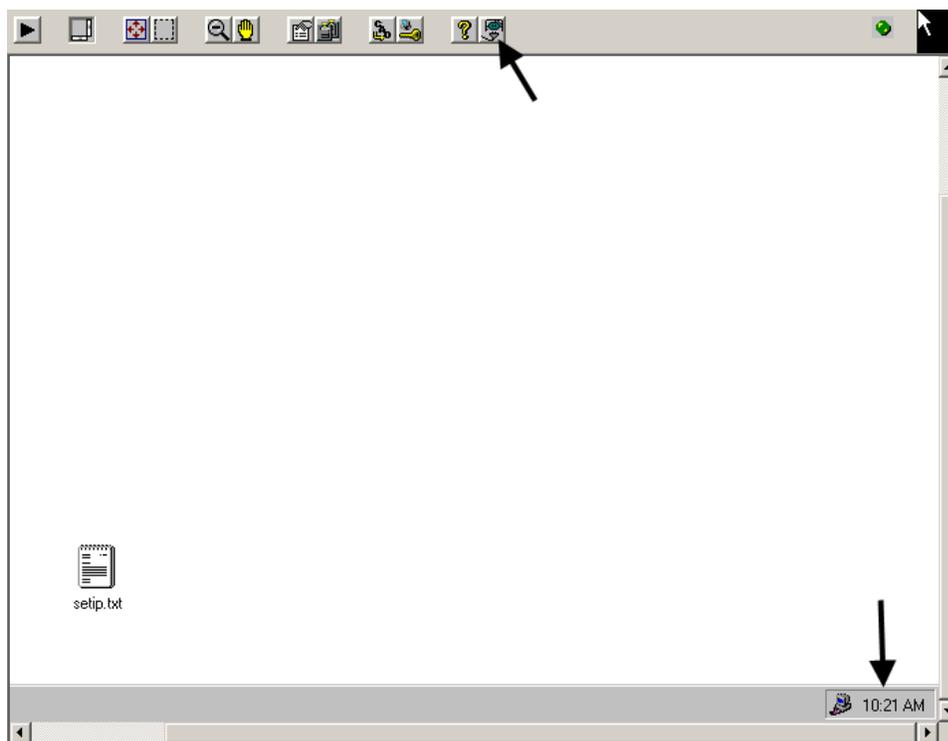
9   Scroll down until you see the time at the bottom of the right hand side as indicated by the arrow in figure 19. Click on the time.

⚠ CAUTION:
It is important that you change the timezone first before changing the time.

⟹ NOTE:
Make sure you are looking at the time on the TN2314 desktop and **NOT** the time on your laptop.

10   Change the timezone and then change the time.

Re-administer the Customer logins and passwords

You will need the customer's logins and passwords that you obtained before you started the update procedure.

1   On the TN2314 desktop, right click **My Computer**.

2   Click **Manage**. The following window opens:

Figure 20: Computer Management window
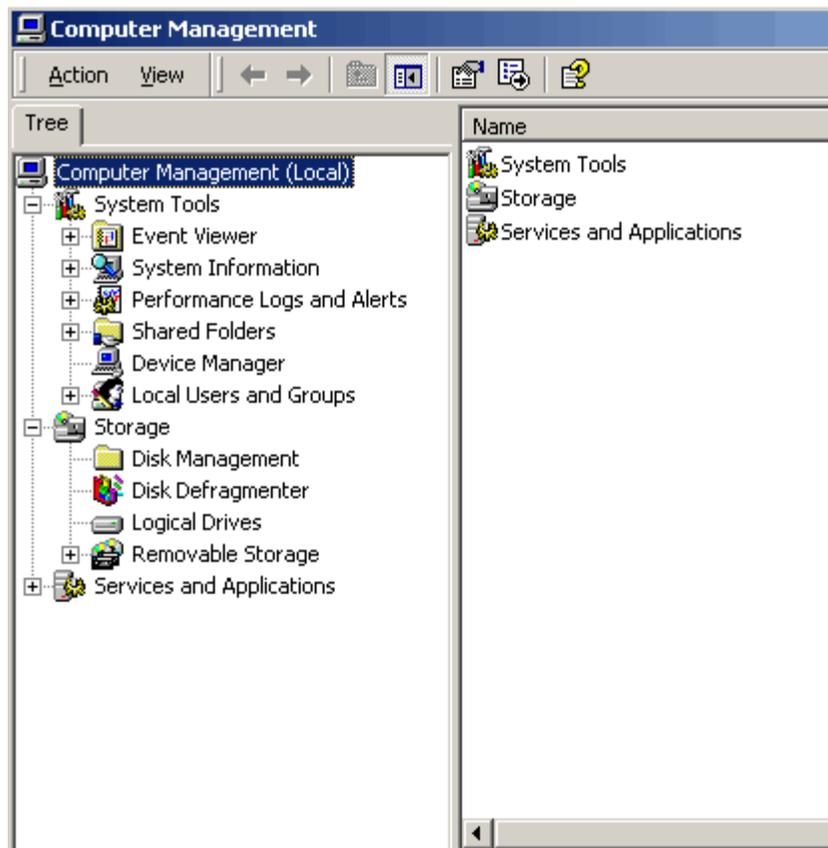
3   Expand **Local Users and Groups** and click **Users**. The following window opens:

Figure 21: Computer Management - Users
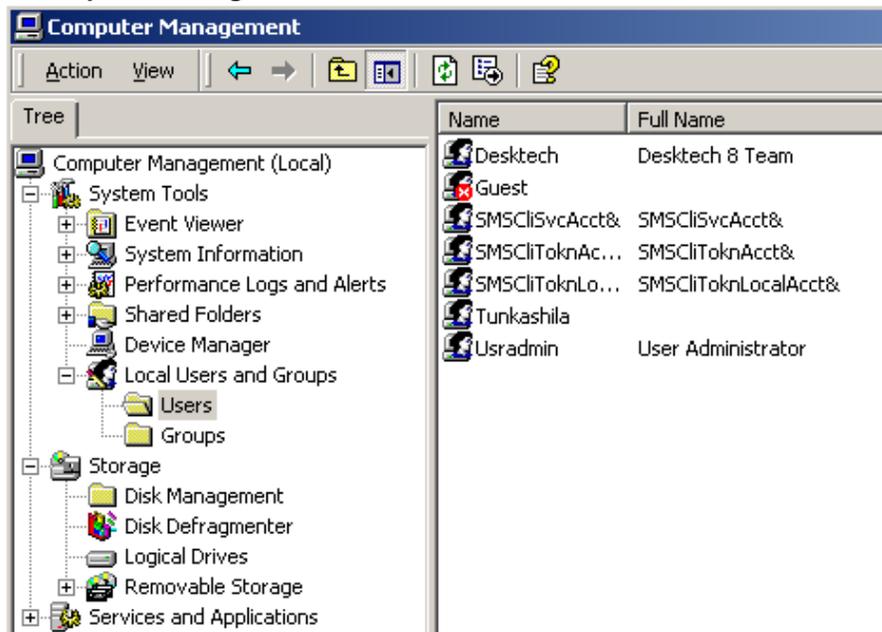
4   To add a new user click in the blank space in the right hand section then, click **New User**. The following window opens:

Figure 22: Add a new user window
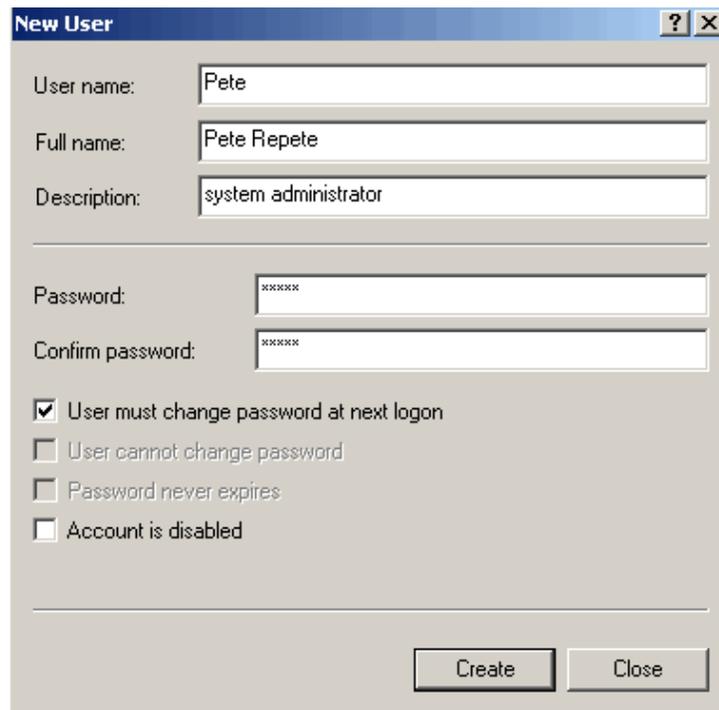
5   Enter the customer information in the appropriate fields then, click **Create**.

6   To change the password for an existing user, double click on the user. Select **User must change password at next login** and click **Ok**.

7   Close the Computer Management window.

8   To end your TN2314 desktop session, click on the end session button on the top of the screen as indicated by the arrow in figure 19.

9   Click the back button. You see the Administer System window.

Set the timezone and time using a keyboard, monitor and mouse

1   Connect the keyboard, monitor, and mouse to the TN2314.

2   Scroll down the TN2314 desktop until you see the time at the bottom of the right hand side as shown by the arrow in figure 13. Click on the time.

> ⚠ **CAUTION:**
>
> It is important that you change the timezone first before changing the time.

3   Change the timezone and then change the time.

4   Re-administer the customer logins and passwords as described in Re-administer the Customer logins and passwords on page 23.

Step 21: Verify AUDIX extension length

1   In an Internet Explorer window, click **Default Audix Settings** under System Administration.

2   Click on **AUDIX Extension Length**. Check to see that the extension length is the same as the station extension length that you recorded in Step 7: Verify the station length on page 9. Both the AUDIX extension length and the station extension length should be the same.

3   Click back to get to the Administer System window.

Step 22: Verify scheduled backups

1   In a Internet Explorer window, click **Backup & Restore** in the Administer System window.

2   Click **Scheduled Backups**.

Figure 23: Scheduled Backup window

3   Check the data set, destination, days, and time fields. If there are no scheduled backups, add a new schedule. Time for the backup should be set to 3:00 so that the backup does not interfere with scheduled software maintenance.

Step 23: Reboot nice

Maximize the telnet window. In the telnet window, at the bash prompt, type **reboot nice**.

Step 24: Check the health of the system

1   Open a telnet session by clicking **Start** > **Run**. In the Open field, type **192.11.13.6** and click **OK**.

2   Login using lucent 3 and the ASG response to the challenge.

3   At the LAC prompt, type **bash**.

4   At the bash prompt, type **d1stat**. All processes should be up except for the W2000 Console and DOWN or PARTIALLY UP processes noted in Step 11: Record the customer network and product information on page 10.

5   Type **exit** to get back to the LAC prompt.

6   At the LAC prompt, type **mv**.

7   Check for any alarms or license errors.

8   In the SAT window, type **system-parameters features**.

9   Verify that the emergency numbers and the no-license incoming call number matches the information you recorded in Step 8: Verify the emergency number and no-license incoming call number on page 9.

Step 25: Verify correct displays, make internal and external calls

Check the phones for:

- Dial tone
- Correct displays
- Correct time
- Internal calls
- External calls

Step 26: Verify AUDIX greetings and auto attendant

Verify that AUDIX answers a call and AUDIX greetings are in place. Check the auto-attendant if applicable.

Step 27: Test alarming

1   Open a telnet session by clicking on **Start** > **Run**, on your laptop.

2   In the Open field, type **192.11.13.6** and click **OK**.

3   Login using lucent3 with the ASG response.

4   At the LAC prompt, type **mv**.

5   In the SAT window type, **test inads**.

6   In the SAT window, type **save translations** to backup the translations.

7   Type **logoff** to logoff the SAT window.

8   At the LAC prompt, type **bash**.

9   At the bash prompt, type **logsend -tTST** to test the AUDIX alarming. Press the enter key.

10   At the bash prompt, type **wrntevent GAM 0 9991**to test the platform alarming. Press the enter key.

11   The modem dials the TSO to report the alarms. You should be able to hear the modem dialing out.

12   Call the TSO to verify that the alarms were received.

Step 28: Backup the translations

13   At the bash prompt, type **d1backup deftran defann vmnammsgtran pcmcia** to backup the system to the PCMCIA card.

Replacing an S8100 Media Server's hard drive

This Job Aid provides the steps for replacing the hard drive on the S8100 Media Server (TN2314) circuit pack. The media server's software release on the new hard drive may be the same as, or later than, the software release on the hard drive to be replaced. If the media server's software release on the new hard drive is earlier than the software release on the hard drive to be replaced, you must update the software on the new hard drive after the replacement.

Access keys

The access method for each step is identified by the following keys:

LT	Technician's laptop
LT-IE	Internet Explorer / Web interface on the laptop
SDT	S8100's Windows desktop
SDT-IE	Internet Explorer/Web interface on the S8100's Windows desktop (Note that SDT and SDT-IE are opened inside of LT-IE.)
BS	Bash shell on S8100's Windows desktop
LAC	LAC shell
SAT	System-administration terminal
{...}	Information in braces is for Windows 2000

Update steps

	Step		Details
1	For a direct connection between the technician's laptop and the S8100's service port. **LT** – Change the laptop's IP address to 192.11.13.5	a	Right-click the 'Network Neighborhood' {My Network Places} icon on the laptop's desktop and select Properties.
		b	{Right-click 'PCMIA Ethernet Connection' (or Local Area Connection) and select Properties.}
		c	Highlight the TCP/IP icon from the popup window and select Properties. Check the 'Specify an IP address' {'Use the following IP address'} radio button.
		d	Enter **192.11.13.5** in the IP address field and **255.255.255.252** in the subnet mask field and click OK to close the popup windows.
2	**LT-IE** – Disable proxy servers on Internet Explorer.	a	Open Internet Explorer and select Tools, Internet Options, the Connections tab, and LAN Settings.
		b	Uncheck the 'Use a proxy server' radio button and click OK to close the popup windows.
3	Connect the laptop to the service jack on the front of the S8100's Processor board.	a	Connect a cable from the laptop's PCMCIA Ethernet card to an RJ45 coupler.
		b	Connect a cross-over (flip) cable from the coupler to the TN2314's RJ45 jack.
4	**LT-IE** – Connect to the S8100 server via the web interface.		Open Internet Explorer on the laptop and enter **192.11.13.6** in the URL address bar to connect to the processor.
5	**LT-IE** – Open the S8100's desktop. **Note:** Terminal server client and terminal services Active X must be installed on the laptop. The easiest way to do this is to upgrade your Windows 95 laptop's browser to Internet Explorer 5.5.	a	Click 'Administer System' and log in using **lucent3** for log-in ID and password. A domain is not required. Select 'continue' at license agreement window.
		b	Select 'Login to 192' under Remote Control – Terminal Services.
		c	If a VBScript error message appears, click OK.
		d	Click the Connect button (leave the Server field blank).
		e	If a VBScript message appears, click OK (you can resize the Terminal Services screen to full size by pressing ctlr-alt-Pause). A log-in window will open.
		f	Log in using **lucent3**. After logging in, the S8100's Windows 2000 desktop is displayed.
6	**SDT** – Open a bash shell window.		Click **Start → Run → bash**.
7	**BS** – Open a LAC window.		Execute **telnet 127.1**,.and log in using **lucent3**.

	Step	Details
8	**LAC** – Open a SAT window and execute **save translations**.	Type **multivantage** to open a SAT window. (The terminal type is W2KTT.)
9	**LAC** – Return to the bash window.	**a** Type **logoff** to log out of the SAT window. **b** Press Enter, and type **exit** to exit the LAC window. **c** Close the LAC window. **Note:** Do not close the LAC window until you have issued the 'exit' command.
10	**SDT** – Open Internet Explorer on the S8100's desktop and log in using **lucent3**.	**Note:** This step could be done by closing the S8100's desktop and using the laptop's IE session, but then you would need to set up a new S8100-desktop session for the subsequent steps.
11	**SDT-IE** – Backup everything to the PCMCIA card or to a network location. **Note:** If the medium you are backing up to runs out of space, a message will appear noting the files that were not backed up. In this case, find a different backup location or PCMCIA card with enough capacity and rerun the entire backup.	**a** Click 'Administer System' **b** Log in with **lucent3**. **c** Click 'Backup & Restore' under System Maintenance. **d** Click 'Immediate Backup'. **e** Under "Choose Items for Immediate Backup," select everything that is installed. **Note:** If the S8100's internal AUDIX is being used, you must do two backups. First, select the "AUDIX translations, names & messages" radio button in addition to "MultiVantage announcements" and "MultiVantage translations." When the backup finishes, return to the 'Immediate Backup' screen and select only the "AUDIX announcements" radio button and send this backup to the same or a different location. **f** Set Destination to PCMCIA or click 'Other Location' to send the backup to a network location **g** Click the Backup button.
12	**SDT-IE** – Record AUDIX extension length. **Note:** You will need to verify the extension length later.	**a** Click the Back icon (on the IE tool bar) twice to return to the Administer System page. **b** From the explorer window, click 'Default AUDIX Settings'. **c** Note whether AUDIX is enabled. If so, click 'AUDIX Extension Length' and record the extension length.
13	**SDT-IE** – Close Internet Explorer on the S8100's desktop.	
14	**SDT** – Open a bash shell window (if not already open).	Click **Start** → **Run** → **bash**.

Step		Details	
15	**BS** – **Important!** – Display and record the customer's network and product information.	a	From the bash shell, execute the following three commands – **setip**, **productid**, **oss**.
		b	*Write down all of this information exactly as it appears on the screen.* You will need to re-enter this information later.
16	**BS** – From the bash shell, execute **shutdown system**.		
17	The green "Complete" LED on the S8100's faceplate will be flashing during the shutdown process. Wait until this LED is on steady. Then power down the system.		
18	Disconnect the cross-over cable from the Processor board and remove the board from the cabinet.		
19	Carefully replace the hard drive on the Processor board with the new hard drive.		**Note:** Hard drives are always installed in the top slot of the drive bay.
20	Re-install the Processor board into the platform and power up the system.		
21	Wait approximately 5 minutes then reconnect to the S8100's desktop and open a bash shell.		Repeat steps **3** through **5**.
22	**BS** – Verify the software's version.		Type **swversion**. Ensure that the Release number and MultiVantage version number are as expected.
23	**SDT** – On the S8100's desktop, double-click the time display and set the *time*, *time zone*, *date*, and *Daylight Savings*.		The time display is in the tool tray at the lower right of the desktop.
24	**SDT** – Disable modem compression.	a	Click **Start** → **Settings** → **Control Panel**.
		b	Double-click Phone and Modem Options.
		c	Click the Modems tab.
		d	Select the installed modem and click Properties.
		e	Click the Advanced tab.
		f	Click Change the Default Preferences.
		g	In the Compression drop-down list, select Disabled.
		h	Close each dialog by clicking **OK**, and close the Control Panel window.
25	**SDT** – Open a bash shell window.		Click **Start** → **Run** → **bash**.

Step		Details
26	**BS** – Administer the customer's parameters that you wrote down in Step 15, using the setip command.	**setip name=<args>** **setip cust=<args>** **setip dns=<args>** **setip wins=<args>** **setip ras=<args>** Replace each "<args>" with the corresponding parameter you recorded in Step 15.
27	**BS** – Administer the product ID and OSS parameters using the 'productid' and 'oss' commands.	**productid multivantage-product-id <arg>** **productid audix-product-id <arg>** **oss <telno> <retries> <retry_interval>** Replace each "<arg>" with the corresponding parameter you recorded from Step 15. For the **oss** command, enter the **<telno>**, **<retries>**, and **<retry_interval>** parameters separated by spaces; do not enter commas.
28	**BS** – Telnet into the LAC window from the bash.	Execute **telnet 127.1**, and log in using **lucent3**.
29	**LAC** – Install the new license and password file from the LAC window using the lucent3 login ID.	For details, see Chapter 3 in *Installation and Upgrades for the Avaya S8100 Media Server with the Avaya G600 and the Avaya CMC1 Media Gateways, 555-233-146.*
30	**LAC** – Exit the LAC window and bash shell.	a Type **exit**, and close the telnet window. b Type **exit** to close the bash window.
31	**SDT** – Open Internet Explorer on the S8100's desktop and log in.	a Double-click the IE icon on the S8100's desktop. b Click 'Administer System'. c Login using **lucent3**. d Click Continue on the Notice page.
32	**SDT-IE** – Restore the translations and other backed-up data to the hard drive. **Note:** The Windows logins of **vm**, **sa**, **browse**, and **NTadmin** are reset to their factory defaults. The customer should reset these passwords and reinstall other Windows accounts they may have created.	a Click 'Administer System.' b Click 'Backup & Restore.' c Click 'Restore.' d Select the Source for the restore – The Destination or Other location you entered for the backup in Step 12. e Click the **Continue** button. Under "These items will be restored from ... ", every item that was backed up to the location specified in Step d will be selected. f Click the **Restore** button. **Note:** If you backed up AUDIX announcements in Step 12, you must do two restores. After the first restore, repeat the steps above using the location of the backed up AUDIX announcements for the Source in Step d.
33	**SDT-IE** – Close Internet Explorer.	
34	**SDT** – Open a bash shell.	Click **Start → Run → bash**.

	Step	Details
35	**BS** – Shutdown every application.	Execute **shutdown all**.
36	**BS** – After the shutdown finishes, restart every application.	Execute **start all**.
37	**BS** – Monitor the startup's progress.	Execute **statapp**.
38	Verify that call processing comes into service.	
39	Verify that voice messaging comes into service.	
40	**BS** – Telnet into the LAC window from the bash.	Execute **telnet 127.1** and logon using **lucent3**.
41	**LAC** – Open a SAT window.	Type **multivantage** to open a SAT window. (The terminal type is W2KTT.)
42	**SAT** – Verify that there is no translation corruption.	If there are corrupted translations, a message will appear when the SAT window opens.
43	**SAT** – Verify that no major or minor alarms are present.	Run **display alarms**.
44	**SAT** – Verify outgoing alarm reports link to INADS.	Run **test inads-link**.
45	**SAT** – Verify no-license/emergency numbers.	Type **change system-parameters features**. See ''Administer No-License/Emergency Numbers'' in *Installation and Upgrades for the Avaya S8100 Media Server with the Avaya G600 and the Avaya CMC1 Media Gateways, 555-233-146.*
46	**SAT** – Save translations.	Run **save trans**.
47	**SAT** – Logoff SAT and exit LAC.	**a** Type **logoff** and respond with **y** to close the SAT session. **b** Type **bash** to go to the bash shell.
48	**BS** – Verify Intuity alarms.	Type **logsend -tTST**.
49	**BS** – Verify GAM alarms.	Type **wrntevent GAM 0 9991**. **Note:** This causes a Major GAM alarm. After the system has called out, enter **cleargamalarm all** at the **BASH prompt** to retire the alarm. This alarm also generates a Maestro case that the INADS group will need to close.
50	**BS** – Close the bash windows.	**a** Type **exit** to close the bash window. **b** Type **exit** to close the LAC window.

Step	Details
51	**LT-IE** – Backup the translations and other data to the PCMCIA card or to a network location.	**a** Click 'Administer System'. **b** Click 'Backup & Restore' under System Maintenance. **c** Click 'Immediate Backup'. **d** Under "Choose Items for Immediate Backup," select everything that is installed. **e** Set Destination to PCMCIA, or click 'Other Location' to backup to a network location. **f** Click the Backup button. **Note:** If the medium you are backing up to runs out of space, a message will appear noting the files that didn't get backed up.
52	Close Internet Explorer on the S8100's desktop and on the laptop.	

⚠ **SECURITY ALERT:**
When you are finished with the update procedures, you should restore your laptop to its original configuration.

Replacing an S8100 Media Server to update its software from R9.5

This Job Aid provides the steps for upgrading an R9.5 DEFINITY ONE or IP600 system to an S8100 system with the current release of Communication Manager. This update replaces the TN795 with the TN2314 processor circuit pack. The hard drive on the new circuit pack contains the new software.

Access keys

The access method for each step is identified by the following keys:

LT	Technician's laptop
LT-IE	Internet Explorer / Web interface on the laptop
SDT	S8100's Windows desktop
SDT-IE	Internet Explorer/Web interface on the S8100's Windows desktop (Note that SDT and SDT-IE are opened inside of LT-IE.)
BS	Bash shell on S8100's Windows desktop
LAC	LAC shell
SAT	System-administration terminal
{...}	Information in braces is for Windows 2000

Update steps

	Step		Details
1	For a direct connection between the technician's laptop and the S8100's service port: **LT** – Change laptop's IP address to 192.11.13.5	**a**	Right-click the 'Network Neighborhood' {My Network Places} icon on the laptop's desktop and select Properties.
		b	{Right-click 'PCMIA Ethernet Connection' (or Local Area Connection) and select Properties.}
		c	Highlight the TCP/IP icon from the popup window and select Properties. Check the 'Specify an IP address' {'Use the following IP address'} radio button.
		d	Enter **192.11.13.5** in the IP address field and **255.255.255.252** in the subnet mask field, and click OK to close the popup windows.
2	**LT-IE** – Disable proxy servers on Internet Explorer.	**a**	Open Internet Explorer and select Tools, Internet Options, the Connections tab, and LAN Settings.
		b	Uncheck the 'Use a proxy server' radio button, and click OK to close the popup windows.
3	Connect the laptop to the R9.5 Processor board (TN795).	**a**	Connect a cable from the laptop's PCMCIA Ethernet card to an RJ45 coupler.
		b	Connect a cross-over (flip) cable from the coupler to the PCMCIA network-interface card in the TN795's PCMCIA slot.
4	**LT** – Connect to the TN795 processor.	**a**	Click **Start**, **Run**, and enter **telnet 192.11.13.6**.
		b	Log in using **lucent3**. – The LAC prompt displays.
5	**LAC** – Open a bash shell by typing **bash** at the LAC prompt.		Type **bash** at the LAC prompt.
6	**BS** – **Important!** – Display and record the customer's network and product information.	**a**	From the bash shell, execute the following three commands – **setip**, **productid**, **oss**.
		b	*Write down all of this information exactly as it appears on the screen.* You will need to re-enter this information later.
7	**BS** – Shutdown AUDIX.		Type **shutdown audix**. When the BASH prompt returns (the Audix shutdown takes a few minutes), type **statapp** to verify that AUDIX has shutdown.
8	**BS** – Exit the bash shell and return to the LAC prompt.		Type **exit**.
9	**LAC** – Open a SAT window.		Type **definity** to open a SAT window. (The terminal type is 'NTT' {'W2KTT'}.)

	Step	Details
10	**SAT** – Save the DEFINITY translations to the hard drive and logoff the SAT window.	**a** Execute **save translations**. **b** When the save translations operation is finished, execute **logoff** to logoff the SAT window and return to the LAC prompt.
11	**LT-IE** – Connect to the TN795 processor with Internet Explorer.	Open Internet Explorer on the laptop, type **192.11.13.6** in the URL address bar, and press Enter.
12	**LT-IE** – Backup everything to the PCMCIA card or to a network location. **Note:** If the medium you are backing up to runs out of space, a message will appear noting the files that were not backed up. In this case, find a different backup location or PCMCIA card with enough capacity and rerun the entire backup.	**a** Click 'Administer System' **b** Log in with **lucent3**. **c** Click 'Backup & Restore' under System Maintenance. **d** Click 'Immediate Backup'. **e** Under "Choose Items for Immediate Backup," select everything that is installed. **Note:** If the S8100's internal AUDIX is being used, you must do two backups. First, select the "AUDIX translations, names & messages" radio button in addition to "MultiVantage announcements" and "MultiVantage translations." When the backup finishes, return to the 'Immediate Backup' screen and select only the "AUDIX announcements" radio button and send this backup to the same or a different location. **f** Set Destination to PCMCIA, or click 'Other Location' to send the backup to a network location. **g** Click the Backup button.
13	Verify backup.	Click "Last scheduled backup results", and note the "Time Finished" to verify that the backup finished.
14	**LT-IE** – Record AUDIX extension length. **Note:** You will need to verify the extension length later.	**a** Click the Back icon (on the IE tool bar) twice to return to the Administer System page. **b** From the explorer window, click 'Default AUDIX Settings'. **c** Note whether AUDIX is enabled. If so, click 'AUDIX Extension Length' and record the extension length.
15	**LT-IE** – Shutdown the system.	**a** Click 'Administer System'. **b** Select 'Shutdown or Restart' under the System Maintenance section.
16	The green "Complete" LED on the TN795 faceplate will be flashing during the shutdown process. Wait until this LED is on steady. Then power down the system.	
17	Remove the TN795 Processor board.	
18	Carefully remove the PCMCIA card from the TN795 Processor board and install it in the new TN2314 Processor board.	Do **not** swap the hard drives. A TN795's hard drive will not work on a TN2314.
19	Install the new Processor board into the platform and power up the system.	

	Step		Details
20	Wait approximately 5 minutes, then connect the laptop to the service jack on the front of the TN2314 Processor board.	**a**	Connect a cable from the laptop's PCMCIA Ethernet card to an RJ45 coupler.
		b	Connect a cross-over (flip) cable from the coupler to the RJ45 service jack on the front of the TN2314 Processor board.
21	**LT-IE** – Connect to the TN2314 processor with Internet Explorer.		Open Internet Explorer on the laptop, type **192.11.13.6** in the URL address bar, and press Enter.
22	**LT-IE** – Open the S8100's desktop. **Note:** Terminal server client and terminal services Active X must be installed on the laptop. The easiest way to do this is to upgrade your Windows 95 laptop's browser to Internet Explorer 5.5.	**a**	Click 'Administer System' and login using **lucent3** for login and password. A domain is not required. Select 'continue' at license agreement window.
		b	Select 'Login to <xxx>' under Remote Control – Terminal Services (where <xxx> is the host name used for this system).
		c	If a VBScript error message appears, click OK.
		d	Click the Connect button (leave the Server field blank).
		e	If a VBScript message appears, click OK (you can resize the Terminal Services screen to full size by pressing ctlr-alt-Pause). A login window will open.
		f	Login using **lucent3**. After login, the S8100's Windows 2000 desktop is displayed.
23	**SDT** – On the S8100's desktop, double-click the time display and set the *time*, *time zone*, *date*, and *Daylight Savings*.		The time display is in the tool tray at the lower right of the desktop.
24	**SDT** – Disable modem compression.	**a**	Click **Start** → **Settings** → **Control Panel**.
		b	Double-click Phone and Modem Options.
		c	Click the Modems tab.
		d	Select the installed modem and click Properties.
		e	Click the Advanced tab.
		f	Click Change the Default Preferences.
		g	In the Compression drop-down list, select Disabled.
		h	Close each dialog by clicking **OK**, and close the Control Panel window.
25	**SDT** – Open a bash shell window.		Click **Start** → **Run** → **bash**.
26	**BS** – Verify the software's version.		Type **swversion**. Ensure that the Release number and MultiVantage version number are as expected.

Step		Details
27	**BS** – Administer the customer's parameters that you wrote down in <u>Step 6</u>, using the setip command.	**setip name=<args>** **setip cust=<args>** **setip dns=<args>** **setip wins=<args>** **setip ras=<args>** Replace each "<args>" with the corresponding parameter you recorded in <u>Step 6</u>.
28	**BS** – Administer the product ID and OSS parameters using the 'productid' and 'oss' commands.	**productid multivantage-product-id <arg>** **productid audix-product-id <arg>** **oss <telno> <retries> <retry_interval>** Replace each "<arg>" with the corresponding parameter you recorded from <u>Step 15</u>. For the **oss** command, enter the **<telno>**, **<retries>**, and **<retry_interval>** parameters separated by spaces; do not enter commas.
29	**BS** – Telnet into the LAC window from the bash.	Execute **telnet 127.1** and login using **lucent3**.
30	**LAC** – Install the new license and password file from the LAC window using the lucent3 login.	For details, see Chapter 3 in *Installation and Upgrades for the Avaya S8100 Media Server with the Avaya G600 and the Avaya CMC1 Media Gateways, 555-233-146*.
31	**LAC** – Exit the LAC window and bash shell.	**a** Type **exit**, and close the telnet window. **b** Type **exit** to close the bash window.
32	**SDT** – Open Internet Explorer on the S8100's desktop and login.	**a** Double-click the IE icon on the S8100's desktop. **b** Click 'Administer System'. **c** Log in using **lucent3**. **d** Click Continue on the Notice page.
33	**SDT-IE** – Restore the translations and other backed-up data to the hard drive. **Note:** The Windows logins of **vm**, **sa**, **browse**, and **NTadmin** are reset to their factory defaults. The customer should reset these passwords and reinstall other Windows accounts they may have created.	**a** Click 'Administer System.' **b** Click 'Backup & Restore.' **c** Click 'Restore.' **d** Select the Source for the restore – The Destination or Other location you entered for the backup in <u>Step 12</u>. **e** Click the **Continue** button. Under "These items will be restored from ... ", every item that was backed up to the location specified in <u>Step d</u> will be selected. **f** Click the **Restore** button. **Note:** If you backed up AUDIX announcements in <u>Step 12</u>, you must do two restores. After the first restore, repeat the steps above using the location of the backed up AUDIX announcements for the Source in <u>Step d</u>.
34	**SDT-IE** – When the restore finishes, close Internet Explorer.	
35	**SDT** – Open a bash shell.	Click **Start → Run → bash**.
36	**BS** – Shutdown every application.	Execute **shutdown all**.

Step		Details
37	**BS** – After the shutdown finishes, restart every application.	Execute **start all**.
38	**BS** – Monitor the startup's progress.	Execute **statapp**.
39	Verify that call processing comes into service.	
40	Verify that voice messaging comes into service.	
41	**BS** – Telnet into the LAC window from the bash.	Execute **telnet 127.1** and logon using **lucent3**.
42	**LAC** – Open a SAT window.	Type **multivantage** to open a SAT window. (The terminal type is W2KTT.)
43	**SAT** – Verify that there is no translation corruption.	If there are corrupted translations, a message will appear when the SAT window opens.
44	**SAT** – Verify that no major or minor alarms are present.	Run **display alarms**.
45	**SAT** – Verify outgoing alarm reports link to INADS.	Run **test inads-link**.
46	**SAT** – Verify no-license/emergency numbers.	Type **change system-parameters features**. See ''Administer No-License/Emergency Numbers'' in *Installation and Upgrades for the Avaya S8100 Media Server with the Avaya G600 and the Avaya CMC1 Media Gateways, 555-233-146.*
47	**SAT** – Save translations.	Run **save trans**.
48	**SAT** – Logoff SAT and exit LAC.	a Type **logoff** and respond with **y** to close the SAT session. b Type **bash** to go to the bash shell.
49	**BS** – Verify Intuity alarms.	Type **logsend -tTST**.
50	**BS** – Verify GAM alarms.	Type **wrntevent GAM 0 9991**. **Note:** This causes a Major GAM alarm. After the system has called out, enter **cleargamalarm all** at the **BASH prompt** to retire the alarm. This alarm also generates a Maestro case that the INADS group will need to close.
51	**BS** – Close the bash windows.	a Type **exit** to close the bash window. b Type **exit** to close the LAC window.

Step	Details
52	**LT-IE** – Backup the translations and other data to the PCMCIA card or to a network location.	**a** Click 'Administer System'. **b** Click 'Backup & Restore' under System Maintenance. **c** Click 'Immediate Backup'. **d** Under "Choose Items for Immediate Backup," select everything that is installed. **e** Set Destination to PCMCIA or click 'Other Location' to backup to a network location. **f** Click the Backup button. **Note:** If the medium you are backing up to runs out of space, a message will appear noting the files that didn't get backed up.
53	Close Internet Explorer on the S8100's desktop and on the laptop.	
	⚠ **SECURITY ALERT:** When you are finished with the update procedures, you should restore your laptop to its original configuration.	