



CentreVu[®] Visual Vectors

Version 9

Installation and Getting Started

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Issue 1
April 2001

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**CentreVu
Visual Vectors**

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CentreVu
Visual Vectors

Preface

Overview

The *CentreVu® Visual Vectors Installation and Getting Started* guide explains how to install CentreVu Visual Vectors (Visual Vectors) client software. For information on CentreVu Visual Vectors Server software installation, see *CentreVu CMS R3V9 Software Installation, Maintenance, and Troubleshooting*, 585-215-956.

This guide includes:

- Instructions for installing CentreVu Visual Vectors client software on a local computer from a CD-ROM
- Instructions for installing Visual Vectors client software on a local computer from the network
- Instructions for installing a configuration of Visual Vectors that resides on a shared network drive that can be accessed by multiple computers
- Procedures for uninstalling Visual Vectors
- Limited information on how to get started using Visual Vectors
- Guidelines for responding to error messages that may be displayed during the installation process

This guide is intended for anyone who is installing the CentreVu Visual Vectors software. It assumes that you are familiar with the operation of your computer and the Microsoft Windows 95, Windows 98, Windows 2000, Windows NT 4.0, or Windows Millennium Edition operating systems, including standard Windows conventions.

The following sections are included in this Preface:

- Contents of this document
- Conventions used in this document
- Related documents

Contents of this document

The guide is organized into the following chapters:

Chapter 1 Introduction

This chapter introduces the CentreVu Visual Vectors Setup. It provides information on the following:

- The language-versions that Visual Vectors supports for each Windows operating system
- Installation support and tips
- Online Help information
- The items provided in the CentreVu Visual Vectors package
- The equipment required to run CentreVu Visual Vectors
- Helpline numbers

Chapter 2 Installing Visual Vectors on a local computer

This chapter describes how to install CentreVu Visual Vectors client software onto a local computer using a CD-ROM. It also describes how to install the program across the LAN onto your personal computer.

Chapter 3 Installing Visual Vectors on a shared network drive

This chapter describes how to install CentreVu Visual Vectors client software onto a network drive to be shared (typically) by more than one user.

- Chapter 4** **Visual Vectors warnings and upgrades**
- This chapter lists the warnings you may encounter while installing CentreVu Visual Vectors and explains how to upgrade the Visual Vectors software.
- Chapter 5** **Uninstalling Visual Vectors**
- This chapter describes how to uninstall the CentreVu Visual Vectors software.
- Chapter 6** **Getting started with Visual Vectors**
- This chapter describes how to start Visual Vectors, connect to a Call Management System (CMS) server, log out of a CMS server, and exit Visual Vectors. It also teaches you how to use the Navigator, Vector Editor, VDN Wizard, and Import Export Wizard.
- Chapter 7** **Troubleshooting**
- This chapter gives you information on some errors that you might receive while installing or using the Visual Vectors client software and outlines basic troubleshooting procedures.

Conventions used in this document

The following conventions are used in this document:

Convention	Description
Bold Text	Menu names, options, and icon names are shown in bold text when you are to click or select that element. Bold text is also used for user input. For example, “Choose Save from the File menu,” or “Type F:\setup.exe in the Open: text box.”
Initial Capital Letters	Names of windows, dialog boxes, and keyboard keys contain initial capital letters. For example, “This field is in the Manual Login window.”
KEY+KEY	Key combinations for which you must press and hold down one key and then press another. For example, ALT+4.
<i>Italic Text</i>	References to the titles of other documents and for emphasis.
Click and double-click	Button 1 (left-most mouse button or primary button). Whenever you are asked to click or double click the mouse button, click button 1 (the left-most mouse button or primary button), unless button 2 (the right-most button or secondary button) is specified.
Microsoft Windows or Windows	These terms are used to refer to Microsoft Windows 95, Windows 98, Windows 2000, Windows NT 4.0, and Windows Millennium Edition.

Related Documents

The following documents include additional information about the CentreVu CMS and Visual Vectors clients or servers:

- *CentreVu Visual Vectors Version 9 User Guide*, 585-210-944
- *CentreVu CMS R3V9 Administration*, 585-214-015
- *CentreVu CMS R3V9 Software Installation, Maintenance, and Troubleshooting* 585-215-956
- *Avaya Call Center Release 9 Change Description*, 585-215-942
- *Call Center Documentation CD-ROM*, 585-215-893



CentreVu
Visual Vectors

Introduction

About CentreVu Visual Vectors

The CentreVu Visual Vectors software gives users the ability to add, modify and delete vectors in a graphical user interface (GUI) environment. Visual Vectors software includes the following tools: Navigator, VDN Assignment Wizard, Vector Editor, and the Import Export Wizard.

Visual Vectors includes other useful features. CentreVu Supervisor V6 or later can be launched from the CentreVu Framework toolbar. CentreVu Supervisor software also includes the Framework window, CMS Login, and Advanced Debugging.

Your Call Center World comprises the following:

- A default ScratchPad or offline work area which resides on your local computer
- One or more CentreVu CMS servers you have logged into previously
- Any sub-folder ScratchPads you may have created previously
- Any entities such as vectors, vector directory numbers (VDNs), announcements, splits or skills, or trunk groups on those CMS servers for which you have at least read permission

About CentreVu CMS

The CentreVu Call Management System (CMS) is a software product used by customers who have the DEFINITY[®] Enterprise Communications Server (ECS) or Avaya telecommunications switches and receive a large volume of telephone calls that are processed through the Automatic Call Distribution (ACD) feature of the switch. The CMS server collects call-traffic data, formats management reports, and provides an administrative interface to the ACD feature in the switch.

About CentreVu Visual Vectors Server

CentreVu Visual Vectors Server is a software product used by customers who have the CentreVu Call Management System (CMS) software product installed. The Visual Vectors Server software runs on the same computer as CMS and supports the client workstations that are running CentreVu Visual Vectors.

For information on CentreVu Visual Vectors Server software installation, see *CentreVu CMS R3V9 Software Installation, Maintenance, and Troubleshooting*, 585-215-956.

If you are having difficulty logging in to your Visual Vectors Server, see [“Why can’t I log into the CMS/Visual Vectors Server?”](#) on page 7-6.

About CentreVu Supervisor

CentreVu Supervisor is a graphical user interface to the Avaya CentreVu Call Management System (CMS). Supervisor runs on a workstation that is running the Microsoft Windows 95, Windows 98, Windows NT 4.0 (with Service Pack 4 or later), Windows 2000, or Windows Millennium Edition operating system. For more information on CentreVu Supervisor, see the *CentreVu Supervisor Version 6 Installation and Getting Started* guide, 585-210-928.

Installation tips and support

If you have difficulty installing CentreVu Visual Vectors client software, refer to the following sources:

- System requirements in [“What you need on your computer” on page 1-5](#).
- The online Help option provided with the installation program.
- The **readme.txt** file on the CD-ROM. Use a text editor such as Microsoft Windows Notepad to read the file.
- [“Troubleshooting” on page 7-1](#).

If you have further questions and you are a customer in the United States, call the Avaya Customer Care Center at 1-800-242-2121. If you have further questions and you are a customer in any other country, call your Avaya representative or distributor for assistance.

The CD-ROM in your package includes a graphical installer to help you install your copy of CentreVu Visual Vectors. The CD-ROM supports the Windows AutoPlay feature.

You can cancel the installation of CentreVu Visual Vectors at any time by selecting “Close” from the system menu, pressing Alt+F4, or clicking the X icon in the upper right corner. You can also cancel the installation by selecting the Cancel button at the bottom of the window. The installation program stops the installation and removes any files that were built by the program.

Online Help

CentreVu Visual Vectors provides online Help to assist you in installing and using the software. Topics are the basic unit of help. Pressing **F1** or clicking the **Help** button on any of the installation windows displays the topic that is associated with that window.

Checking package contents

The CentreVu Visual Vectors software package includes the items listed in the following table. Check the package contents to be sure all items are included.

Contents of the Visual Vectors Software Package

Item	Description
CentreVu Visual Vectors Client Software	CD-ROM
<i>CentreVu® Visual Vectors Installation and Getting Started</i> guide	Document number 585-210-947

If any of the items are missing or damaged, customers in the United States should contact your Avaya account team. Customers in other countries should contact your Avaya representative or distributor.

What you need on your computer

To install and run CentreVu Visual Vectors client software, you need the following minimum configuration on your computer:

- Intel Corporation Pentium or compatible processor, running at 300 MHz or faster.
- A hard disk drive with 50 MB of free space before installing Visual Vectors software. If you are installing Visual Vectors in more than one language, you also need an additional 5 MB of disk space for each language installed.
- A CD-ROM drive (not needed if the user has network installation capability).
- A minimum of 64 MB of RAM or 96 MB of RAM if Visual Vectors is co-resident with CentreVu Supervisor. If you are running Windows 2000, you will need an extra 16 MB of RAM. If your server has a large number of objects, for example, thousands of VDNs, it is advisable to have 96 MB RAM or more (128 MB RAM or more if running with CentreVu Supervisor).
- A video monitor and graphics adapter set to at least 800x600x256 resolution or higher.
- Microsoft Windows 95, Windows 98, Windows NT 4.0 (with Service Pack 4 or later), Windows 2000, or Windows Millennium Edition operating system.
- Microsoft Internet Explorer 3.0.2 or higher. This does not need to be set as your default browser or .htm application.
- A mouse or other pointing device that is compatible with the supported Windows-based operating systems.
- For Network connection:
 - WinSock 1.1 compliant TCP/IP stack
 - Ethernet communications board

System capacities

The CentreVu CMS system capacities are unchanged by Visual Vectors software. When you put your CentreVu Visual Vectors users on a LAN, your network must support the additional network traffic.

Number of Visual Vectors windows allowed

Visual Vectors allows users to open many windows simultaneously. The limit depends only on the amount of memory that is available in your Windows-based operating system. Your ability to launch windows and the performance of these tools depends on the memory and speed of your computer and the other applications that are active on your computer.

The CentreVu Visual Vectors software can connect to as many as 20 CMS servers. Once a user has connected to a CMS, that server remains in the user's Call Center World until the user deletes it.

Number of computers allowed to run Visual Vectors

The number of computers running CentreVu Visual Vectors is limited by the number of simultaneous users who are contracted for in the site-licensing agreement with Avaya. The server software counts the number of active CentreVu Visual Vectors clients that are logged in, and limits the number of simultaneous users to the number purchased by the customer.

Performance

When you are using Visual Vectors, you might experience slightly slower response times for some actions. This could be for a variety of reasons. The following are a few possible reasons for slower performance:

- Any client or server software that is running in a LAN environment generates additional network traffic. Therefore, ensure that your LAN is engineered appropriately.
- In a LAN environment, network backups can cause congestion on the network, adversely affecting its performance.
- If the CentreVu Visual Vectors software is running simultaneously with other applications, performance of Visual Vectors can be affected by those other applications.
- Each additional CentreVu Visual Vectors window that is open can cause slightly slower user-response time.

Reliability and availability

A customer with multiple LANs can access Visual Vectors using any IP address on the server if the LANs are interconnected. If they are not interconnected, the customer must access Visual Vectors using the default IP address of the Visual Vectors Server.

If serial links or LAN connectivity drop, the CentreVu Visual Vectors software automatically attempts to restore the connection to the appropriate server if you attempt to access that server's data again.

Security

When CentreVu Visual Vectors is connected to a CMS server, the level of security is the same as with a dedicated CMS terminal. The existing CMS permissions structure is honored. Even when you are using CentreVu Visual Vectors on a LAN, you are able to access only the information that is available in a direct-connect environment.

Data migration

The format of the user database changed between V1 and V9 of Visual Vectors. You can migrate a V1 user database to a V9 user database using the `migrate.bat` tool. You cannot migrate a V9 user database to a V1 user database.

`Migrate.bat` uses your home environment variable to detect the user database and convert it into a new database. If `HOME` is not set, a default location is tried. The default location is an operating system specific location.

To complete the process, the old files, *user.obd* and *user.odt*, are renamed.



CentreVu
Visual Vectors

Installing Visual Vectors on a local computer

Overview

This chapter provides the information you need to know and the tasks you need to perform and before installing CentreVu Visual Vectors client software on a local computer.

Note: For information on CentreVu Visual Vectors Server software installation, see *CentreVu CMS R3V9 Software Installation, Maintenance, and Troubleshooting*, 585-215-956.

A local installation runs Visual Vectors in a stand-alone mode. The instructions in this chapter focus on the local installation. The Network option is covered in [Chapter 3, "Installing Visual Vectors on a shared network drive"](#)

This chapter includes the following topics:

- Methods of installation
- Installing from the CD-ROM
- Installing from the LAN

Methods of installation

There are two methods you can use to install CentreVu Visual Vectors on your computer:

- Installing the application onto your computer from the CD-ROM.
- Installing the application onto your computer from a LAN. This is a two-step process that consists of copying the installation program to the network and then installing across the network onto your personal computer.

Installing from the CD-ROM

The CentreVu Visual Vectors CD-ROM supports the Windows AutoPlay feature. If AutoPlay is enabled on your computer, insert the CD-ROM into the drive, and the Visual Vectors setup program starts automatically.

See your system administrator for information on how to enable or disable AutoPlay on your computer.

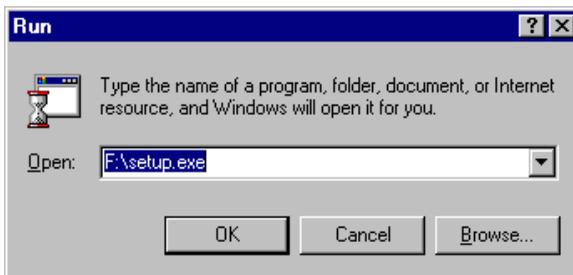
Installation procedures

To install Visual Vectors from a CD-ROM:

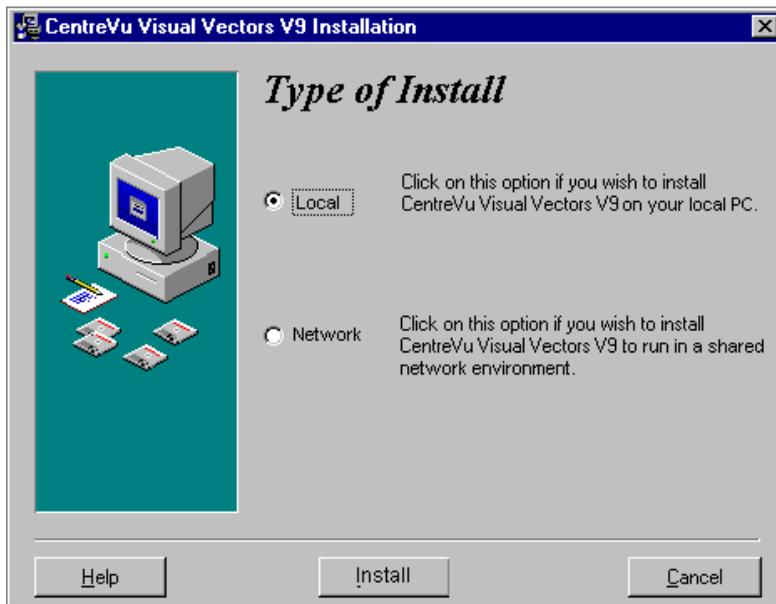
1. Before starting the installation, close all programs that are running on the computer. If you do not close running programs, a warning may appear asking you to reboot your computer.
2. Insert the CentreVu Visual Vectors CD-ROM into the CD-ROM drive.
3. Do one of the following:
 - If AutoPlay is enabled, setup starts automatically when you insert the CD-ROM. Go to Step 6.
 - If AutoPlay is not enabled, continue with Step 4.
4. Select **R**un from the Start menu.

Result: The Run dialog box appears.

5. In the Open text box, enter the CD-ROM drive, followed by the full path to the **setup.exe** file (for example, **F:\setup.exe**), and then click **OK**. In the following example, the “F:” drive is selected.



Result: The system displays the Local or Network Type of Install window.



6. Click **Local** and then click **Install** to install Visual Vectors on your local computer.

Result: The system displays one of the following, depending on what is installed on your computer:

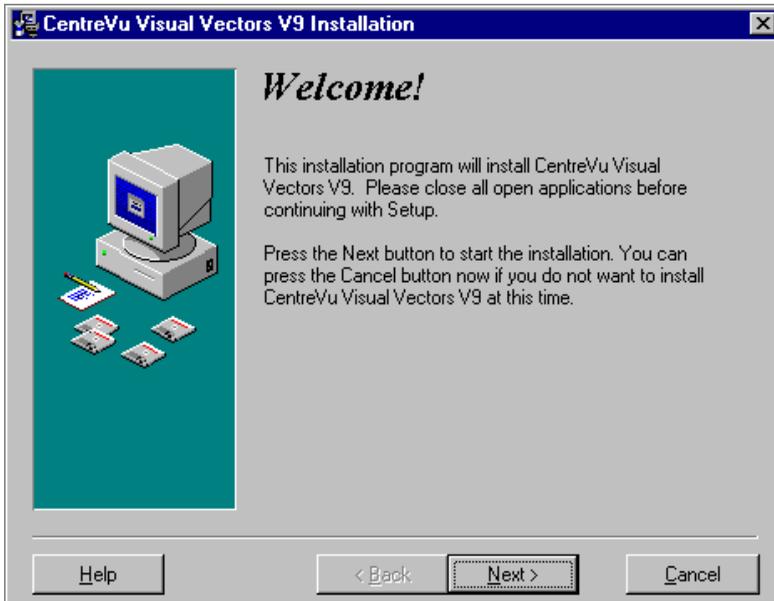
- If the computer on which you are doing the installation does not meet all of the requirements (including service packs, supported platforms, and so forth), a warning window appears.

For example: If the computer does not contain Internet Explorer 3.02 or later, the *Internet Explorer is not installed* warning appears.



For more information on warnings that might occur while installing Visual Vectors, see [Chapter 4, "CentreVu Visual Vectors warnings and upgrades"](#)

- If the computer on which you are doing the installation meets all of the requirements, the Welcome window appears.



7. On the Welcome window, click **Next** to continue the installation.

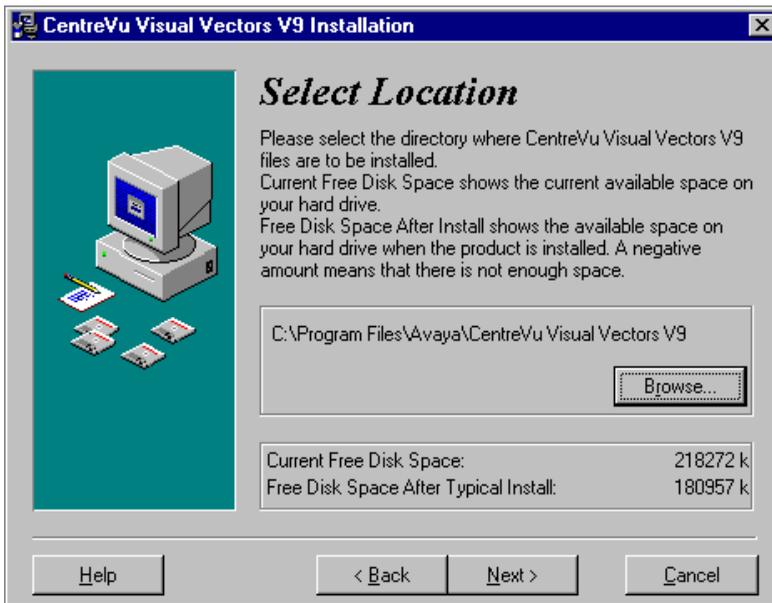
8. Do one of the following:

- If any version of Visual Vectors is installed on your computer, an Upgrade Visual Vectors or Multiple Versions Detected dialog box appears.

Select **Upgrade** or **Add** and then click **N**ext. The system displays the Select Location dialog box, which is shown below.

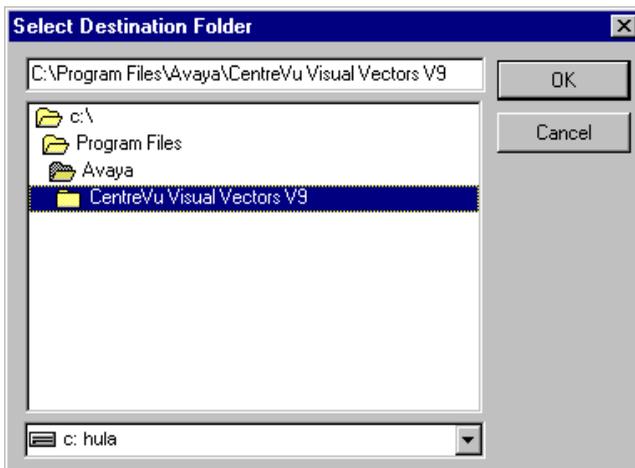
Important! For more information on upgrading, see [Chapter 4, "CentreVu Visual Vectors warnings and upgrades"](#)

- If this is the first installation of CentreVu Visual Vectors, the Select Location dialog box appears.



9. Do one of the following:
 - If you want to install the Visual Vectors files in the default destination folder displayed, go to Step 11.
 - If you want to install the Visual Vectors files in a different destination drive or folder, click **Browse**.

Result: The Select Destination Folder dialog box appears.

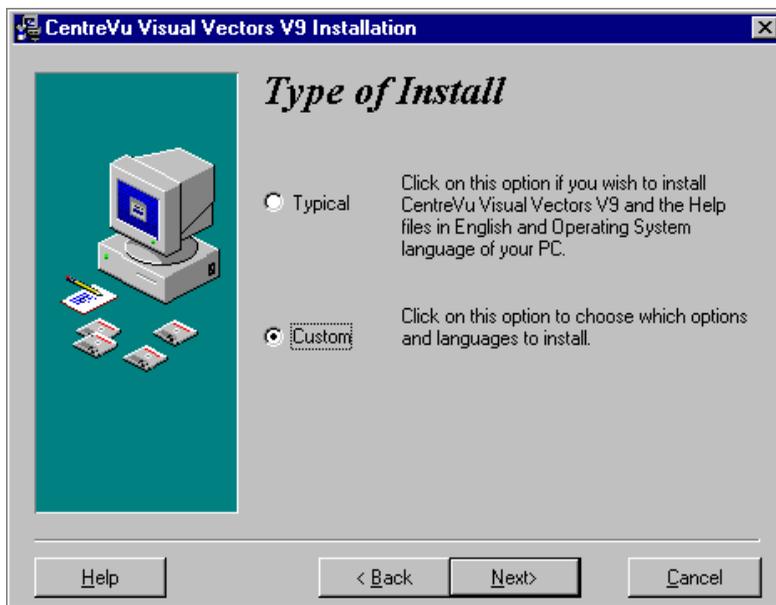


10. Do one of the following:
 - Select the destination folder you want and click **OK**.
 - If the folder where you want to install the files does not exist, type the name you want for the folder, and click **OK**. The Setup program will create the folder.

Note: The Select Location dialog box displays the path you selected.

11. In the Select Location dialog box, click **N**ext.

Result: The Type of Install dialog box appears.

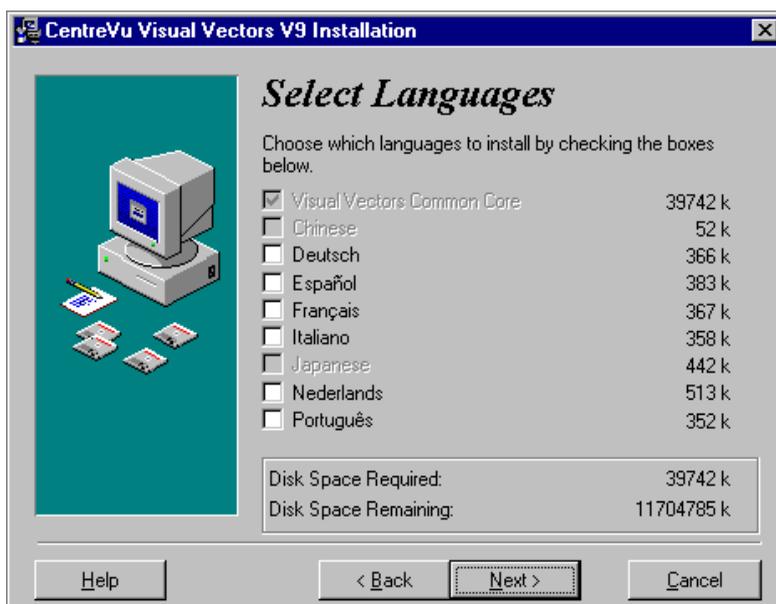


12. Select **T**ypical or **C**ustom, according to the type of installation you want:
 - **Typical**—This selection installs all of the basic options in English, which is required, as well as all of the basic options in the language of your Windows-based operating system.
 - **Custom**—This selection lets you choose which options and language versions to install.

13. Click **Next**. To proceed:

- If you selected **Typical**, go to Step 16.
- If you selected **Custom**, the Select Languages dialog box appears. Continue with this step.

The system displays the Select Languages dialog box, which lets you determine which languages of the software you want to install on your computer.

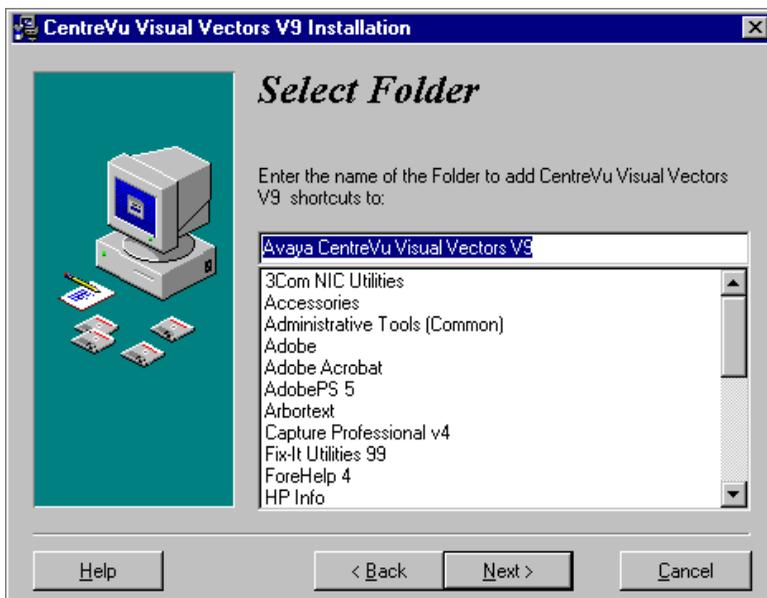


14. Select the languages you want to install.

Note: The default language is based on the language of your operating system. It is highly recommended that you select all the languages you want at the time of installation. If you want to add languages after using Visual Vectors, you will have to uninstall Visual Vectors and then reinstall it.

15. Click **N**ext.

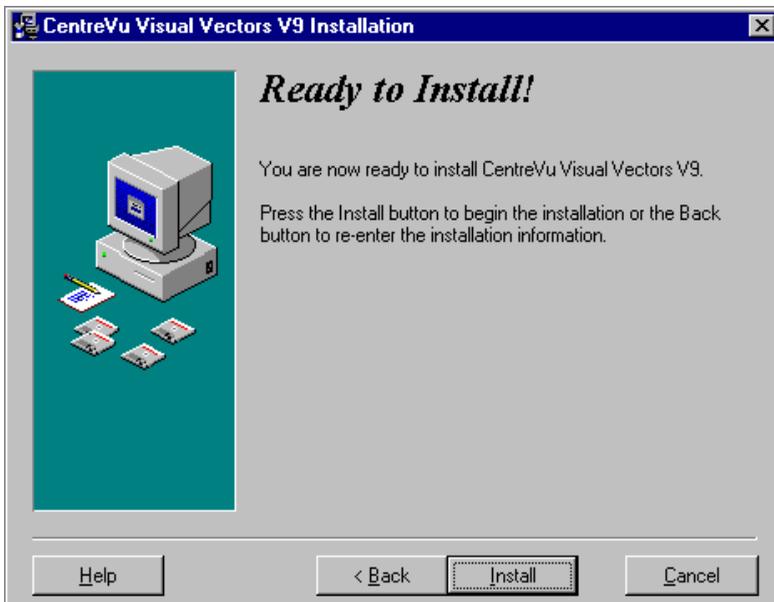
Result: The Select Folder dialog box appears.



16. The select Folder dialog box lets you select a folder in which to put Visual Vectors software shortcuts. Do one of the following:
 - Choose the default folder displayed.
 - Enter a different folder name in the text box. The Visual Vectors setup program creates the folder.
 - Select a folder name from the list of existing groups.

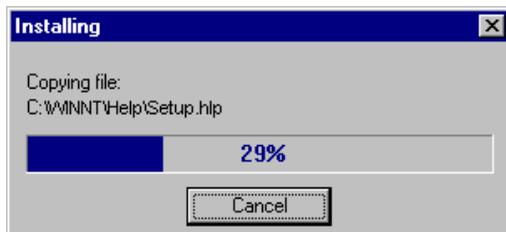
17. Click **N**ext.

Result: The Ready to Install dialog box appears.



18. Click **I**nstall to begin the installation.

Result: A progress indicator shows what percentage of the files have been copied.



After all of the files have been copied, one of the following occurs:

- If the HOME environment variable is set on your computer, the system displays the Install Successful dialog box. Go to Step 21. For more information, refer to “[Importance of the HOME variable](#)” on page 7-4.
- If the HOME environment variable is not set on your computer, the Set HOME environment dialog box appears. This variable determines where to store the user database.

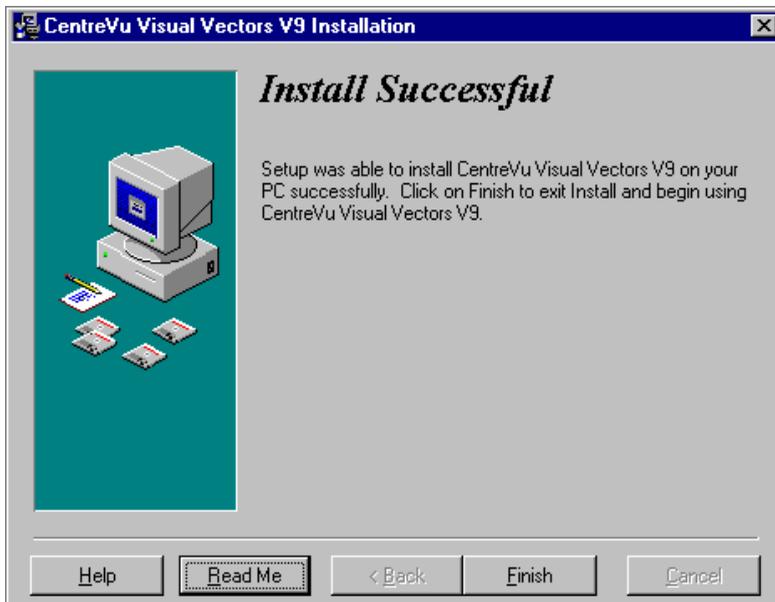


19. Do one of the following:

- Ask your system administrator to set the HOME environment variable on your computer. For more information, see [Chapter 7, "Troubleshooting"](#)
- If you are the system administrator, click **B**rowse and choose the folder in which you want your database to reside.
- If you do not want to set the HOME environment variable, do neither of the above. Setup determines where to store the user database.

20. Click **N**ext.

The Install Successful dialog box appears.



21. In the Install Successful dialog box, do one of the following:
 - Click **R**eadMe to see the **readme.txt** file. The file may contain useful information about the product that could not be included in the printed documentation or Help files.
 - Click **F**inish to return to your desktop without displaying the readme file.

CentreVu Visual Vectors software installation is complete.

To learn how to establish a connection to a CentreVu CMS server, see [Chapter 6, "Getting started with CentreVu Visual Vectors"](#)

Installing from the LAN

Use these procedures to copy the CentreVu Visual Vectors installation program onto the LAN and then install the program across the network onto your personal computer.

Preparing the network folder

To prepare the network folder:

1. At a computer that is connected to the network, insert the CentreVu Visual Vectors CD-ROM into the CD-ROM drive
Important! If AutoPlay is enabled on the computer, the Visual Vectors program starts automatically after you insert the CD-ROM into the drive. In this case, cancel the auto-install by clicking **C**ancel in the setup window.
2. Open Windows Explorer.
3. Create a folder on the network drive, and record the path to the folder for later use.
4. Set your Windows Explorer options to **Show all files**. In Windows Explorer, select **V**iew. Then select **O**ptions and **Show all files**.
5. Using the **C**opy command or the drag-and-drop method, copy the contents of the CD-ROM to the folder you created in Step 4. Be sure to copy all of the files.
6. Verify that the network where you copied the contents of the distribution medium is available to each computer on which you will install Visual Vectors.
7. Continue with “[Setting up the computer](#)” on page 2-15.

Setting up the computer

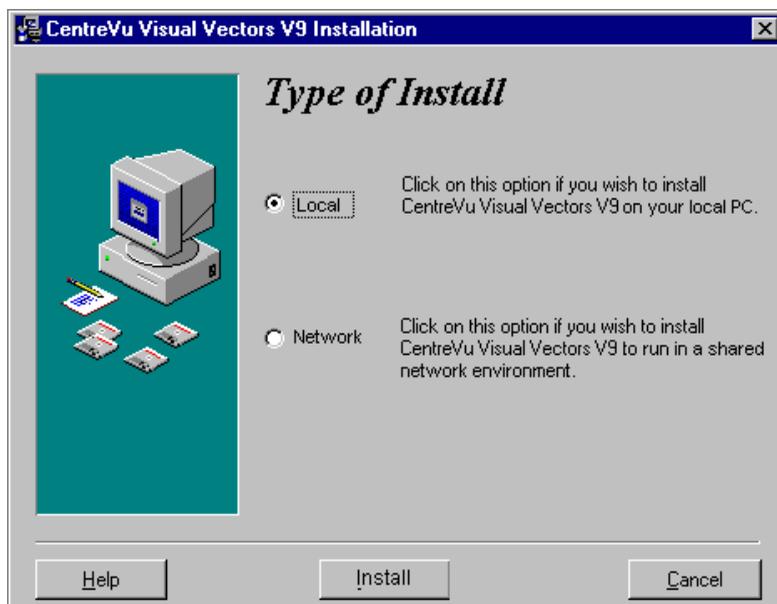
To install Visual Vectors on your computer from the network, do the following:

1. Before starting the installation, close all programs that are running on your computer. If you do not close running programs, a warning may appear asking you to reboot your computer.
2. In Windows Explorer, go to the drive and the folder that contains the CentreVu Visual Vectors files.

Note: For convenience, you may want to map the network drive containing the Visual Vectors folder to your computer.

3. Locate and double-click the **setup.exe** file to begin the installation.

Result: The system displays the Local or Network Type of Install window.



Installing from the LAN

4. Click **Local** and then click **Install** to install Visual Vectors on your local computer.

Important: Additional accessory files that reside on the CD-ROM will not be installed on your computer, although they are copied to the network drive.

5. Follow the directions provided by the installation wizard or, if you want to follow a step-by-step description of the installation, go to [“Installing from the CD-ROM”](#) on page 2-3.



CentreVu
Visual Vectors

Installing Visual Vectors on a shared network drive

Overview

This chapter explains how to install the CentreVu Visual Vectors software for use in a shared application folder configuration on the network drive.

With this type of installation, the Visual Vectors executable and program files reside on the network drive and are shared by multiple client computers. The client computers that share the network drive have a minimal program that allows them to work with the Visual Vectors program and data on the shared network drive.

This chapter includes the following topics:

- Installing Visual Vectors
- Performing the Network Setup
- Performing the Client Setup

Installing Visual Vectors

Installing CentreVu Visual Vectors to a shared application folder is a two-step process:

- Performing the network setup
- Performing a client setup at each client computer

You must first do a network setup to install Visual Vectors onto the network. Then, from each client computer, you set up clients to access the Visual Vectors software over the network. Client setup installs only a program group and icons on the client computer. These icons point to the Visual Vectors software files, which reside on the network drive.

The network installation does not result in a client/server relationship.

You can do this installation from the network installation folder or from a CD-ROM.

Performing the network setup

The network setup installs all program files into the network directory. In addition, this setup transfers a client setup program and its associated files to the network directory. In this type of configuration, users can select the language of their choice during the client setup.

Prerequisite administration

To perform a network setup, you must be logged in at a server that is running Windows and have the following:

- Administrator or file access privileges
- Computers that are connected to a shared network drive

Doing the installation

Perform these steps directly on the server. Do not use remote access. To install CentreVu Visual Vectors software:

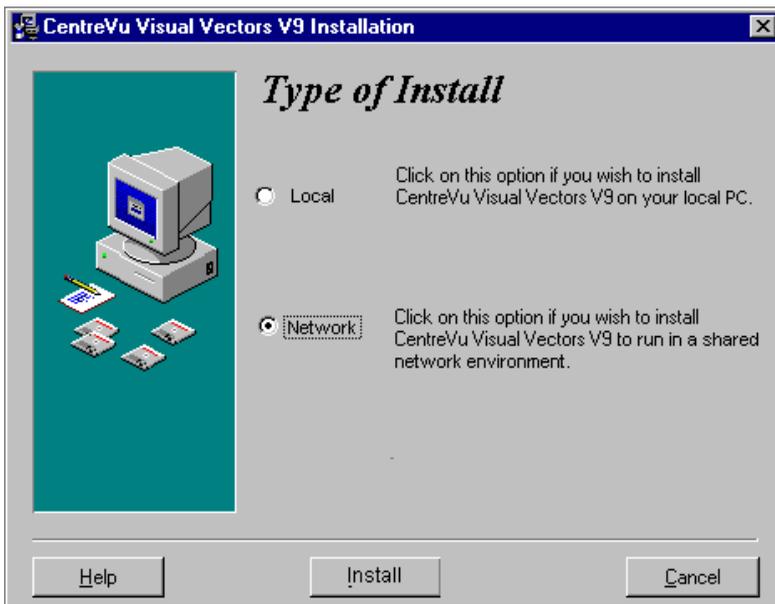
1. Before starting the installation, close all programs that are running on the computer. If you do not close running programs, a warning may appear asking you to reboot your computer.
2. Insert the CentreVu Visual Vectors CD-ROM into the CD-ROM drive.
3. Do one of the following:
 - If AutoPlay is enabled, setup starts automatically when you insert the CD-ROM. Go to Step 6.
 - If AutoPlay is not enabled, continue with Step 4.
4. Select **R**un from the Start menu.

Result: The Run dialog box appears.

5. In the Open text box, enter the CD-ROM drive, followed by the full path to the **setup.exe** file (for example, **F:\setup.exe**), and then click **OK**. In the following example, the “F:” drive is selected.



Result: The system displays the Local or Network Type of Install window.

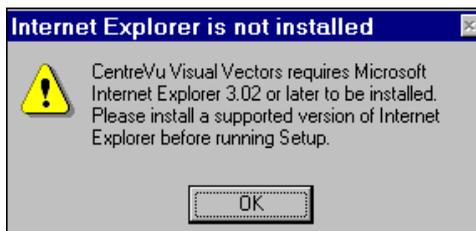


6. In the Type of Install dialog box, click **Network** and then click **Install** to install Visual Vectors on a shared network environment.

The system displays one of the following, depending on what is installed on your computer.

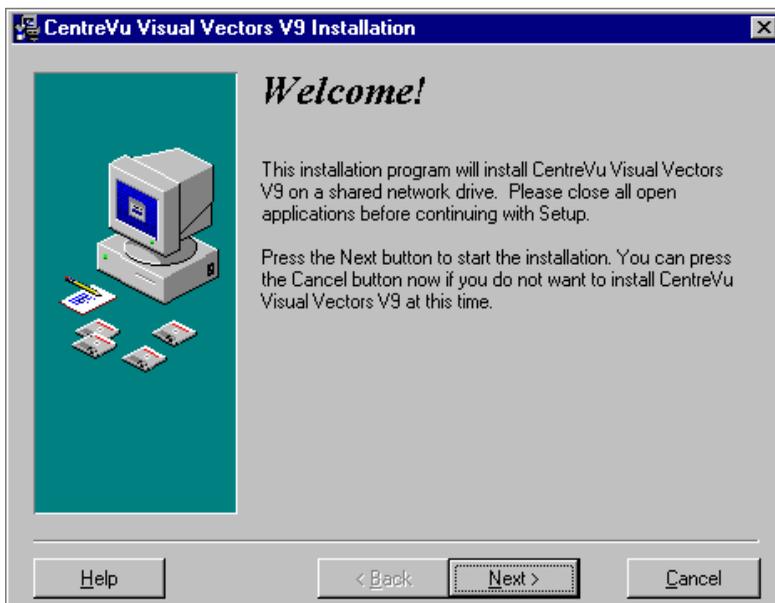
- If the computer on which you are doing the installation does not meet all of the requirements (including service packs, supported platforms, and so forth), a warning window appears.

For example: If the computer does not contain Internet Explorer 3.02 or later, the *Internet Explorer is not installed* warning appears.



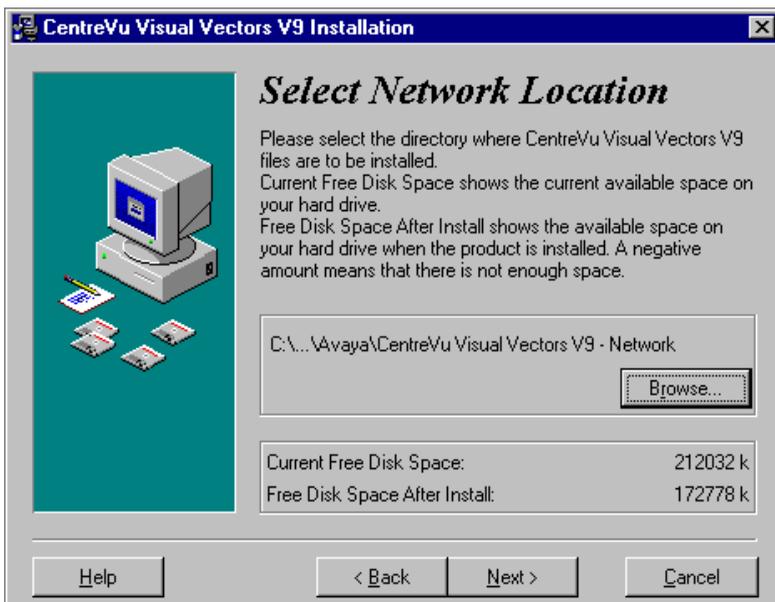
For information on warnings that might occur while installing Visual Vectors, see [Chapter 4, "CentreVu Visual Vectors warnings and upgrades"](#)

- If the computer on which you are doing the installation meets all of the requirements, the Welcome window appears.



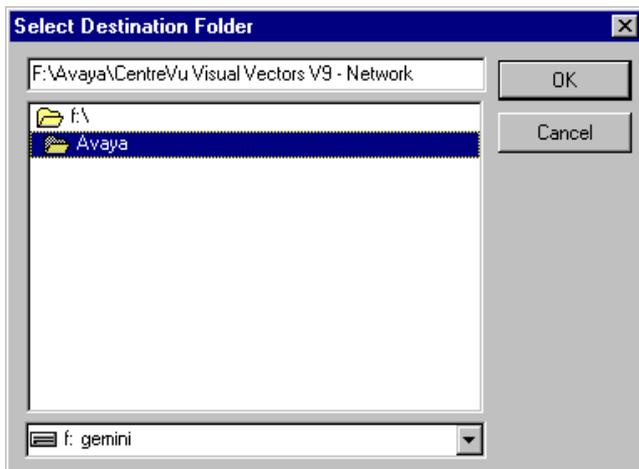
7. Click Next.

8. Do one of the following:
 - If any version of Visual Vectors is installed on the network, an Upgrade Visual Vectors or Multiple Versions Detected dialog box appears. For information on these two dialog boxes, see [Chapter 4, "CentreVu Visual Vectors warnings and upgrades"](#)
 - If this is the first installation of CentreVu Visual Vectors on the network, the Select Network Location dialog box appears.



9. Do one of the following:
 - If you want to install the Visual Vectors files in the default destination folder displayed, go to Step 11.
 - If you want to install the Visual Vectors files in a different destination drive or folder, click **Browse**.

Result: The Select Destination Folder dialog box appears.

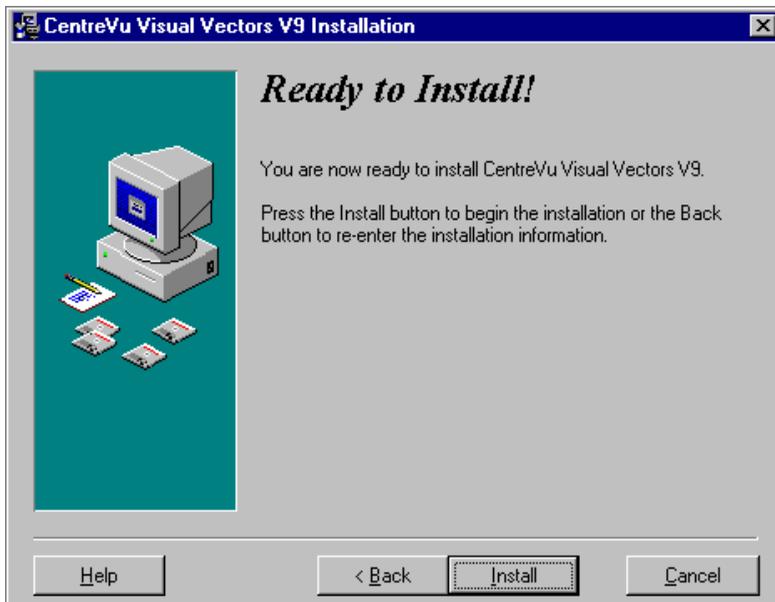


10. Do one of the following:
 - Select the destination folder you want and click **OK**.
 - If the folder where you want to install the files does not exist, type the name you want for the folder, and click **OK**. The Setup program will create the folder.

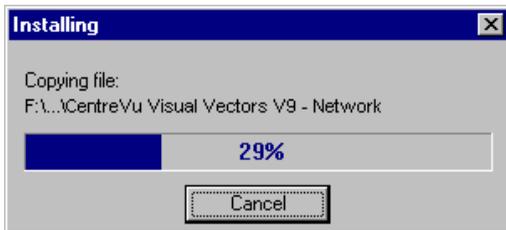
Note: The Select Network Location dialog box displays the path you selected.

11. In the Select Network Location dialog box, click **N**ext.

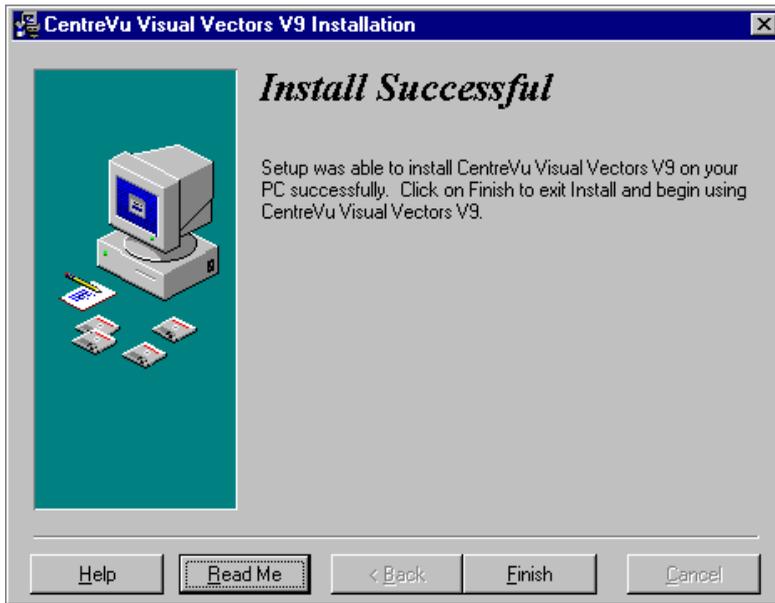
Result: The Ready to Install dialog box appears.



12. Select **I**nstall to begin the installation. A progress indicator shows what percentage of the files are being installed.



Result: When setup is complete, the Install Successful dialog box appears.



13. Do one of the following:

- Select **ReadMe** if you want to see the **readme.txt** file. The file may contain useful information about the product that could not be included in the printed documentation or help files.
- Select **Finish** to return to your desktop.

Result: CentreVu Visual Vectors network setup is complete.

Performing the client setup

The client setup program sets up the client computer to access CentreVu Visual Vectors from the network server. Client setup creates a program group on the client computer that contains only the user-specific files needed to run Visual Vectors. Icons in the program group point to the executable files on the network drive. In addition, client setup allows you to identify where you want to put the user-specific files, that is, on the client's local drive or on the network.

You must run client setup from the computer that the client will use to access Visual Vectors. You cannot run client setup remotely.

To perform a client setup:

1. In Windows Explorer or Network Neighborhood (Windows 95, Windows 98, Windows 2000, Windows NT 4.0, or Windows Millennium Edition), navigate to the directory on the server where CentreVu Visual Vectors software is installed.
2. Locate and then double-click the **setupclient.exe** file.

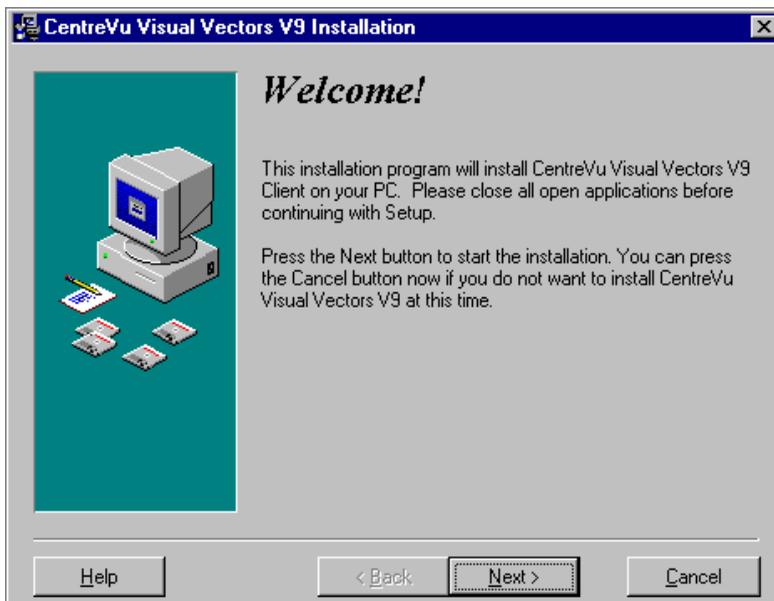
Result: The system displays one of the following, depending on what is installed on the computer.

- If the computer on which you are doing the installation does not meet all of the requirements (including service packs, supported platforms, and so forth), a warning window appears.

For example: If the computer does not contain Internet Explorer 3.02 or later, the *Internet Explorer is not installed* warning appears.

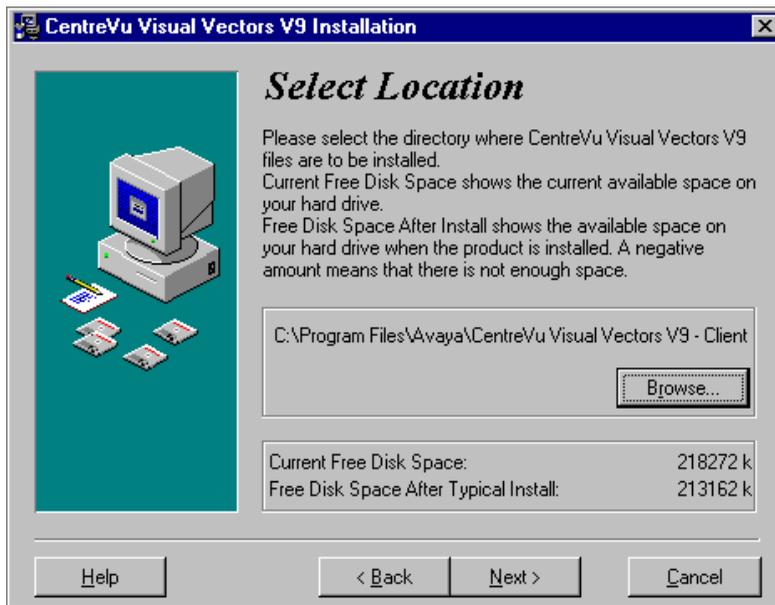
For information on warnings that might occur while installing Visual Vectors, see [Chapter 4, "CentreVu Visual Vectors warnings and upgrades"](#)

- If the computer on which you are doing the installation meets all of the requirements, the Welcome window appears



3. Click Next.

4. Do one of the following:
 - If any version of Visual Vectors is installed on the client computer, an Upgrade Visual Vectors or Multiple Versions Detected dialog box appears. For information on these dialog boxes, see [Chapter 4, "CentreVu Visual Vectors warnings and upgrades"](#)
 - If this is the first installation of CentreVu Visual Vectors on the client computer, the Select Location dialog box appears.



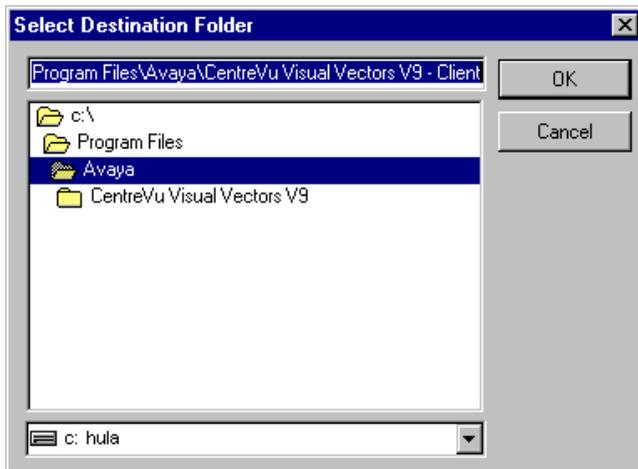
Important: This dialog box lets you choose where you want to install user-specific files. If a previous user file location is not detected, the default location is **C:\Program Files\Avaya\CentreVu Visual Vectors V9 - Client** (if C: is your *Windows* drive). If a previous user file location is detected, client setup displays the user file path that was used for the previous installation.

5. Assure that you have enough disk space to install the application to the specified drive.

Installing Visual Vectors

6. Do one of the following:
 - If you want to install the Visual Vectors files in the default destination folder displayed, go to Step 8.
 - If you want to install the Visual Vectors files in a different destination drive or folder, click **Browse**.

Result: The Select Destination Folder dialog box appears.

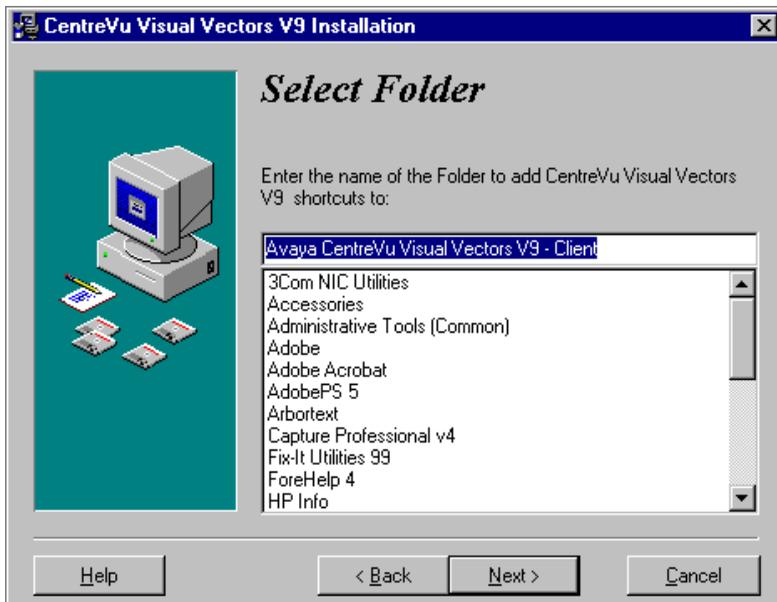


7. Do one of the following:
 - Select the destination folder you want and click **OK**.
 - If the folder where you want to install the files does not exist, type the name you want for the folder, and click **OK**. The Setup program will create the folder.

Note: The Select Location dialog box displays the path you selected.

8. In the Select Location dialog box, select **N**ext.

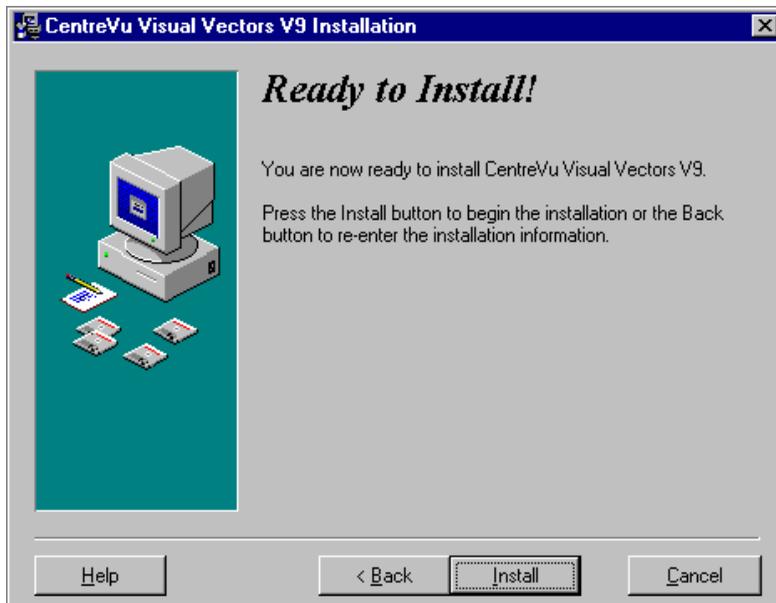
Result: The Select Folder dialog box appears.



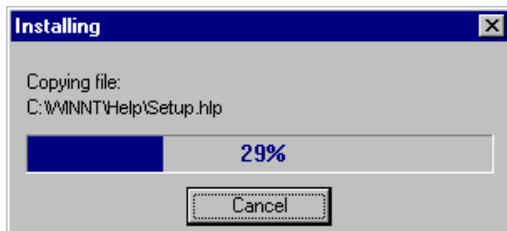
9. The select Folder dialog box lets you select a folder in which to put Visual Vectors software shortcuts. Do one of the following:
- Choose the default folder displayed.
 - Enter a different folder name in the text box. The Visual Vectors setup program creates the folder.
 - Select a folder name from the list of existing groups.

10. Select **N**ext.

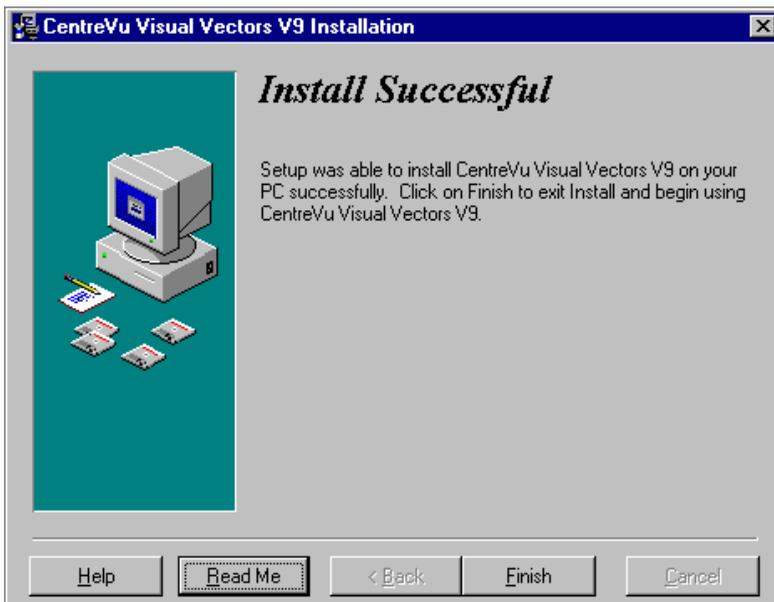
Result: The Ready to Install dialog box appears.



11. Select **I**nstall to begin the setup. A progress indicator shows what percentage of the files are being installed.



Result: When setup is complete, the Install Successful dialog box appears.



12. Do one of the following:

- Select **ReadMe** if you want to see the **readme.txt** file. The file may contain useful information about the product that could not be included in the printed documentation or help files.
- Select **Finish** to return to your desktop.

Result: CentreVu Visual Vectors client setup is complete.

To learn how to establish a connection to a CentreVu CMS server, see [Chapter 6, "Getting started with CentreVu Visual Vectors"](#)



CentreVu
Visual Vectors

CentreVu Visual Vectors warnings and upgrades

Overview

This chapter lists the warnings you may encounter while installing CentreVu Visual Vectors and explains how to upgrade the Visual Vectors software.

This chapter includes the following topics:

- Handling installation warnings
- Performing Visual Vectors upgrades
- Performing a Visual Vectors downgrade

Handling installation warnings

If the computer on which you are installing CentreVu Visual Vectors does not meet the platform minimum requirements, including any service packs and patches that are required to run CentreVu Visual Vectors V9, you will get a warning and installation will not continue. You will have to cancel the installation, fix the problem, and start the installation over again.

This section describes the warnings that you might encounter while performing the installation.

Internet Explorer is not installed

If Internet Explorer 3.02 or later is not on the computer, the following warning appears.



Follow these steps:

1. Click **OK** to stop the setup.
2. Install Internet Explorer 3.02 or later on your computer.
3. Begin the Visual Vectors setup again.

Unsupported versions of Internet Explorer

If the version of Internet Explorer on the computer is earlier than version 3.02 or is not installed properly, the following warning appears.

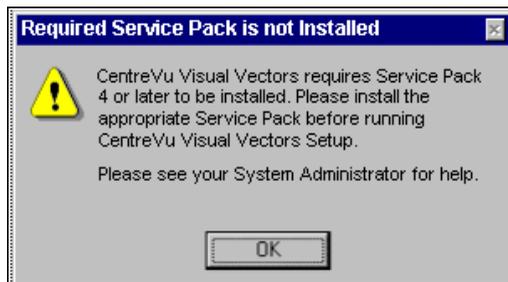


Follow these steps:

1. Click **OK** to terminate the setup.
2. Update or reinstall a supported version of Internet Explorer on your computer.
3. Begin the Visual Vectors setup again.

Required service pack is not installed

CentreVu Visual Vectors requires Service Pack 4 or later in order to run on Windows NT 4.0. If Service Pack 4 is not on the computer, the following warning appears.



Follow these steps:

1. Click **OK** to stop the setup.
2. Install Service Pack 4 on your computer, or see your system administrator for help.
3. Begin the Visual Vectors setup again.

Build already installed

The Visual Vectors setup software does not allow you to reinstall the same build number of CentreVu Visual Vectors V9 (for example, VV9C-02 with C-02 being the build number) to a local, network, or client computer.

If the build that you are attempting to install (for example, VV9C-02) is already resident on the network, the following warning appears.



If you still want to install Visual Vectors, do the following:

1. Click **OK** to stop the setup.
2. Uninstall the existing build.
3. Begin the Visual Vectors setup again.

Performing Visual Vectors upgrades

Whenever you run CentreVu Visual Vectors setup, Setup first checks your computer system to see if one or more previous installation(s) of Visual Vectors is found on your computer. The setup program checks the following, in this order:

1. Before the Welcome dialog box appears, Setup checks to see if you are attempting to install the same build number of the existing variant (local, network, or client) of Visual Vectors V9. If it does, the [“Build already installed”](#) warning appears, and the installation stops.
2. If the same build number of V9 is not found, Setup then checks to see if V9 of the same variant exists. If it does, the Multiple versions detected dialog box appears. See [“Multiple copies of the same release”](#) on page 4-7.
3. If V9 of the same variant is not found, Setup then checks to see if an earlier build number of V9 exists. If it does, the Upgrade previous version dialog box appears. See [“Version 9 of an earlier build exists on your computer”](#) on page 4-8.

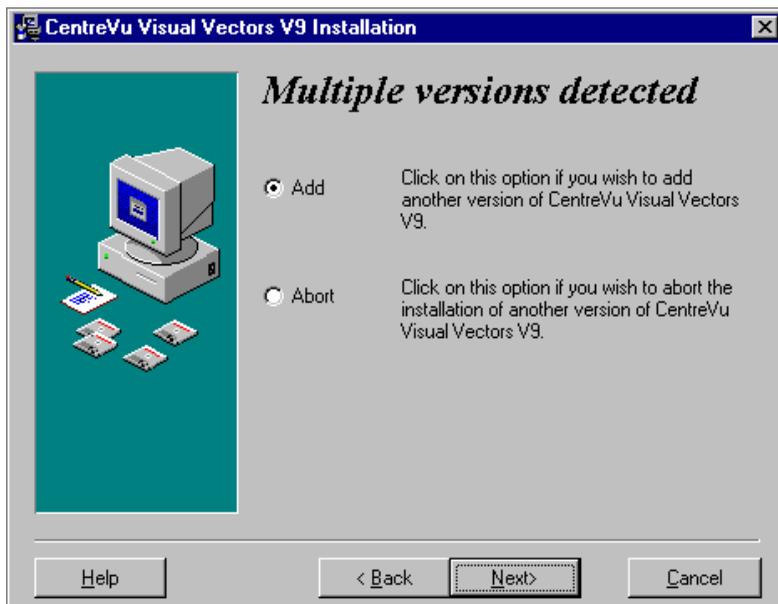
Note: You may install two or more versions of V9 on the same computer. For example, if V9A already exists on your computer, you may install V9B.

4. If V9 of the same variant is not found, Setup checks to see if V8.0 of the same variant exists. If it does, the Upgrade Visual Vectors 8.0 dialog box appears. See [“Release 8.0 exists on your computer”](#) on page 4-9.
5. If Release 8.0 of the same variant is not found, Setup checks to see if V1.0 of the same variant exists. If it does, the Upgrade Visual Vectors 1.0 dialog box appears. See [“Release 1.0 exists on your computer”](#) on page 4-10.

If no previous installations of Visual Vectors exists, none of the above screens appear.

Multiple copies of the same release

If two or more copies of the same release of Visual Vectors are detected on your computer, the Multiple versions detected dialog box appears:

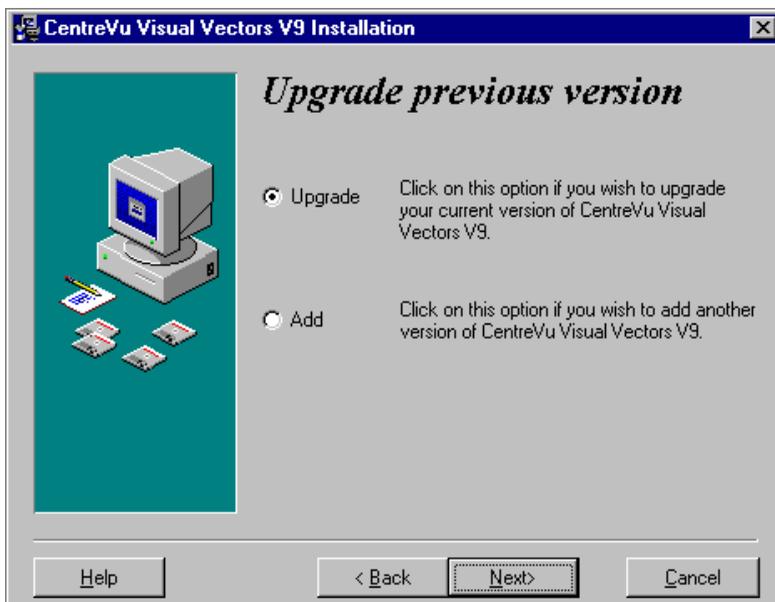


Perform one of these steps:

1. If you want to add another version of CentreVu Visual Vectors to a different folder, select **Add** and click **Next**.
2. If you want to discontinue the installation of CentreVu Visual Vectors, select **A**bo**rt** and click **Next**.

Version 9 of an earlier build exists on your computer

If one previous installation of Visual Vectors V9 with an earlier build number (for example, VV9C01) is already resident on your computer, an Upgrade previous version dialog box appears.

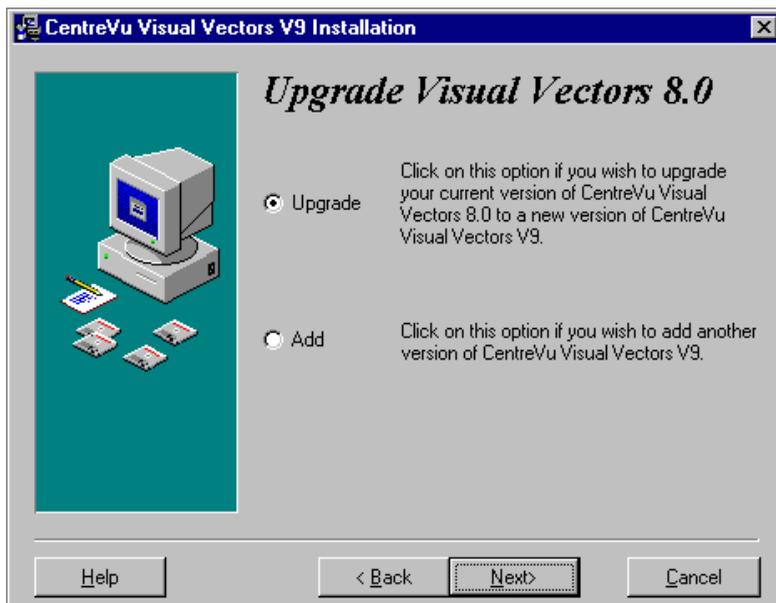


Follow these steps:

1. If you want to install the latest build of CentreVu Visual Vectors V9 over the existing version, select **Upgrade** and click **Next**.
2. If you want to install the latest build of CentreVu Visual Vectors V9 in another folder, select **Add** and click **Next**.

Release 8.0 exists on your computer

If Setup does not find an instance of Visual Vectors V9 on your computer, it looks for an instance of V8.0. If V8.0 exists, the Upgrade Visual Vectors 8.0 dialog box appears:



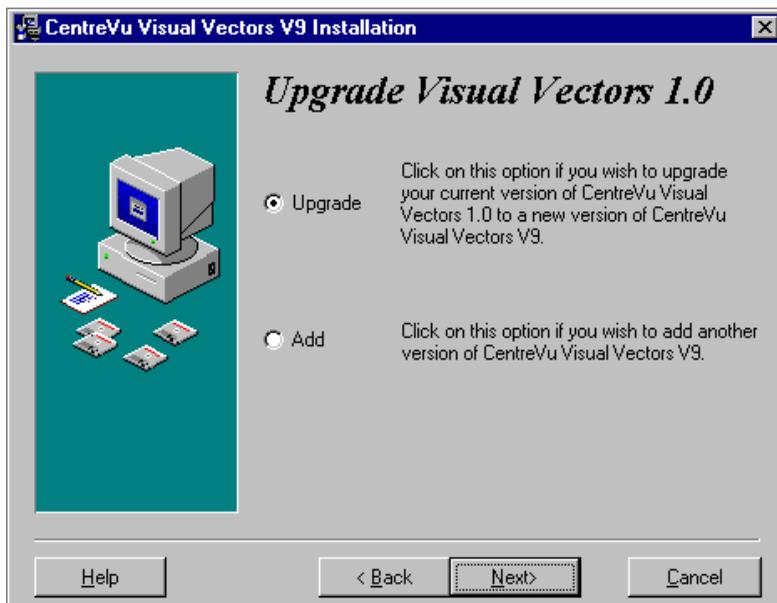
Follow these steps:

1. If you want to upgrade from V8.0 to V9, select **Upgrade** and then click **N**ext. Setup installs Visual Vectors V9 over V8.0.
2. If you want to install the latest build of Visual Vectors V9 in another folder, select **A**dd and click **N**ext.

If there are two or more instances of V8.0 on your computer, the Multiple versions detected window appears. See [“Multiple copies of the same release” on page 4-7](#).

Release 1.0 exists on your computer

If Setup does not find an instance of Visual Vectors V9 or V8.0 on your computer, it looks for an instance of V1.0. If V1.0 exists, the Upgrade Visual Vectors 1.0 dialog box appears:



Perform these steps:

1. If you want to upgrade from V1.0 to V9, select **Upgrade** and click **Next**. Setup installs Visual Vectors V9 over the existing V1.0.
2. If you want to install the latest build of V9 in another folder, select **Add** and click **Next**.

If there are two or more versions of Visual Vectors Version 1.0 on your computer, the Multiple versions detected dialog box appears. See [“Multiple copies of the same release” on page 4-7](#).

Performing a Visual Vectors downgrade

If Visual Vectors Version VV9L-01 is already resident on your computer and you try to install an earlier version of Visual Vectors, for example, VV9K-03, a warning similar to the following appears:



You will need to uninstall Visual Vectors Version VV9L-01 before you can install the earlier version. Then you can reinstall Visual Vectors Version VV9L-01 if you want.



CentreVu
Visual Vectors

Uninstalling CentreVu Visual Vectors

Overview

You can easily uninstall the CentreVu Visual Vectors software using the supplied Uninstall program, or through the Microsoft Windows Add/Remove Programs wizard. The Uninstall program removes Visual Vectors files and folders from the computer. The Uninstall program does not remove the following:

- Windows core components
- Registry entries that are used by other applications
- Files that are used by other applications
- Any new files that are added after the installation
- A folder that is not empty

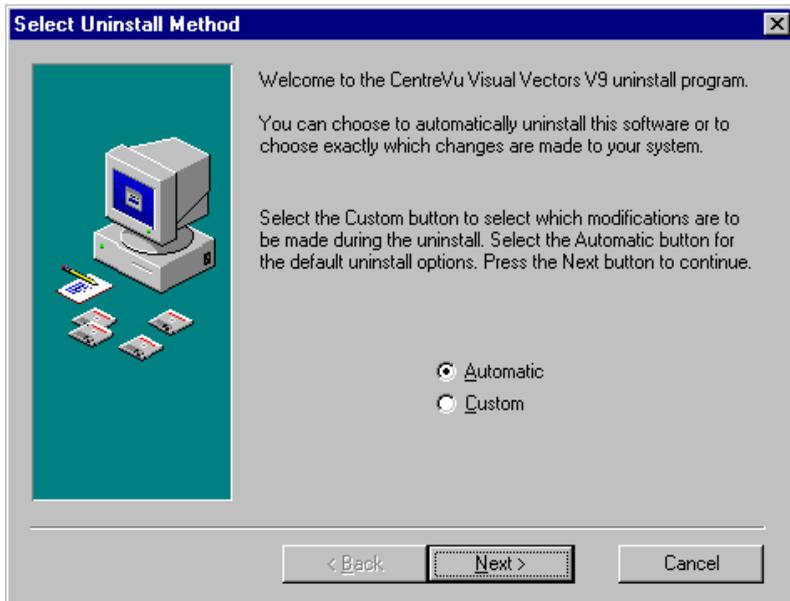
Important: We recommend using the Microsoft Windows Add/Remove Programs wizard, because the partial uninstall of the Visual Vectors Uninstall program can leave the computer in an unstable state. The Uninstall should only be done when guided by the Avaya Services organization.

Performing the uninstall

To uninstall the CentreVu Visual Vectors software:

1. Before starting to uninstall Visual Vectors, close all programs that are running on the computer.
2. From the Control Panel, double-click Add/Remove Programs.
Result: The Add/Remove Programs dialog box appears.
3. Select the Install/Uninstall tab if it is not already selected.
4. Select the “Avaya CentreVu Visual Vectors...” entry in the list of software that can automatically be removed by Windows.
5. Click **Add/Remove...**

Result: The Select Uninstall Method dialog box appears.



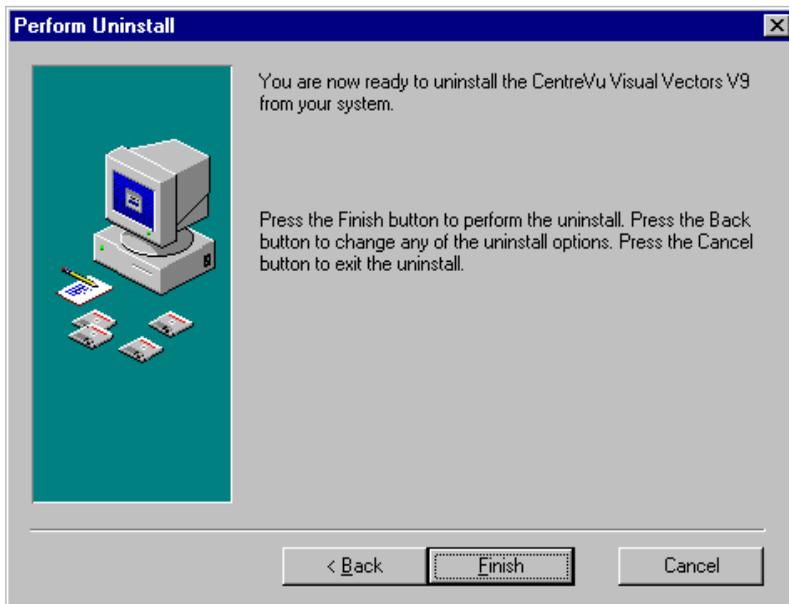
Performing the uninstall

6. Select **Automatic** to have the uninstall wizard automatically remove CentreVu Visual Vectors and all of its components.

Important: You may also select **Custom** to choose which parts of the software and components you want to uninstall. However, we do not recommend doing a custom uninstall unless you are guided by an Avaya associate.

7. Click **Next**.

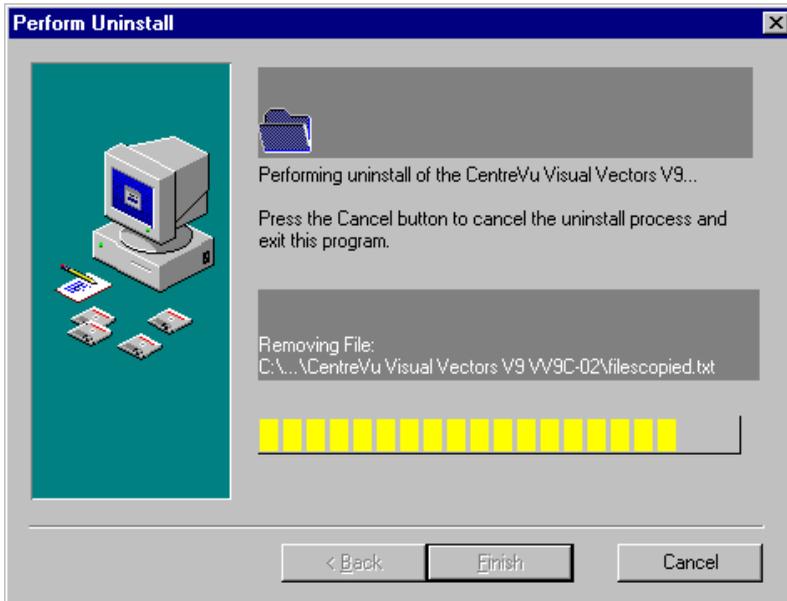
Result: The Perform Uninstall dialog box appears.



Performing the uninstall

- Click **Finish**.

Result: A progress indicator shows the percentage of the files that are being removed.



- You can click **Cancel** at any time to abort the uninstall process and cancel the uninstall program.

Note: Visual Vectors may not work correctly after canceling Uninstall. You may need to reinstall the CentreVu Visual Vectors software.

If you try to uninstall Visual Vectors after the cancellation of a previous uninstallation attempt, your second attempt at uninstalling Visual Vectors will fail.

- After the uninstallation is complete, restart the computer. This ensures the complete removal of the CentreVu Visual Vectors software.



CentreVu
Visual Vectors

Getting started with CentreVu Visual Vectors

Overview

CentreVu Visual Vectors has an easy-to-use graphical user interface (GUI) that lets you create and manage vectors quickly and easily from a workstation.

Using Visual Vectors, you can create vectors, save the vectors to an ACD, edit vectors, and copy and paste vectors by using an easy drag-and-drop method.

This chapter is designed to quickly introduce you to CentreVu Visual Vectors. In just a short time you will be familiar with the following:

- Starting Visual Vectors
- Connecting to a CMS Server
- Disconnecting and exiting Visual Vectors
- Using Navigator
- Using the Vector Editor
- Using the VDN Assignment Wizard
- Using the Import Export Wizard

For detailed information on using CentreVu Visual Vectors, see the *CentreVu Visual Vectors User Guide, Version 9*, 585-210-944.

Starting Visual Vectors

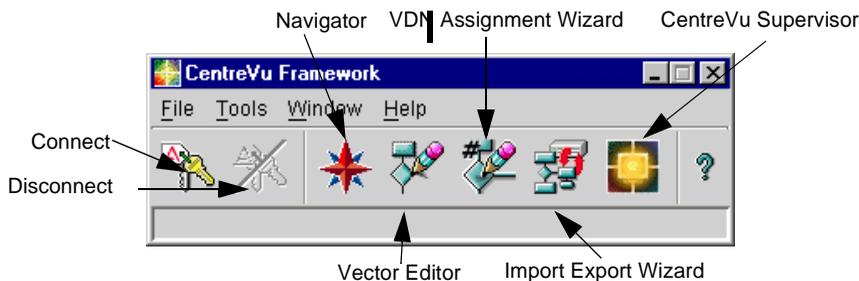
CentreVu Framework is the starting point of Visual Vectors. You use the Framework window to to:

- Connect to or disconnect from CentreVu CMS servers
- Start Navigator, Vector Editor, VDN Assignment Wizard, and Import Export Wizard from the Tools menu or toolbar
- Start the CentreVu Supervisor program

To start Visual Vectors:

1. Select **Start** from the taskbar.
2. Select **Programs** from the Start menu.
3. From the Avaya CentreVu Visual Vectors V9 program group, select **CentreVu Visual Vectors V9**.

Result: The software program starts and the Centre Vu Framework window opens. Although Visual Vectors is running, you are not yet connected to a CMS server.



Taking the next step

At this point, you may or may not want to connect to a CMS server. You *do not* need to connect to a server to:

- View vectors stored on your ScratchPad
- View names of CMS servers to which you have connected previously
- Create a new vector
- Edit a vector you have copied from the switch onto your ScratchPad

You *must* connect to a server to:

- View and work with objects stored for that ACD
- Assign vector directory numbers (VDNs) to a vector
- Save your finished vector to a switch
- Import and export a vector from an ACD

Important! Changes to vectors do not take effect unless the link between the CMS server and the DEFINITY ECS is up. However, you will not be able to save if the link is up, so the system will give you the option to save elsewhere.

Connecting to a CMS server

You may either connect to an existing server or establish a connection to a new server. You are limited to one instance of a login ID per server, but you can connect to more than one server at a time.

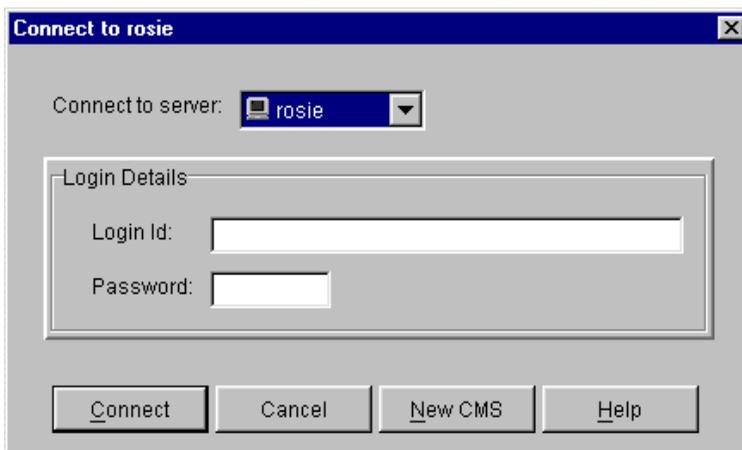
Connecting to an existing server

Use this procedure if you have connected to a CMS server at least once.

To connect to an existing server:

1. Click **Connect** on the toolbar or select **Connect** from the File menu.

Result: The system displays the Connect to Server dialog box showing the server to which you connected last.



2. If you want to connect to a different server than the one that is displayed, select a CMS server from the “Connect to server” list.
3. Enter your CMS login Id in the Login Id: text box.
4. Enter your CMS password in the Password: text box.
5. Click **Connect**.
6. **Result:** If the Disconnect toolbar button in Visual Vectors is highlighted, you have successfully logged in to the CMS server.

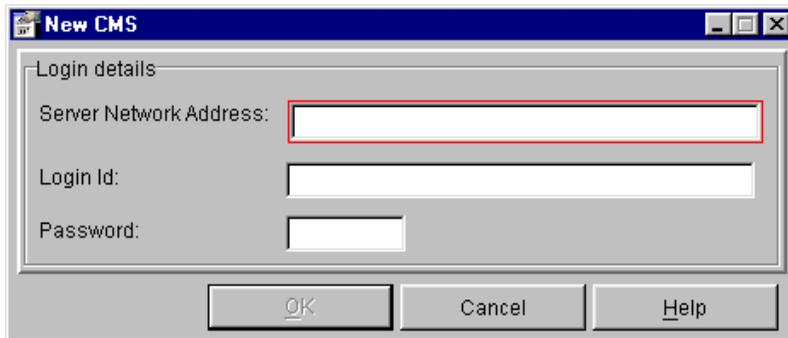


Connecting to a new server

If you have never connected to a CMS server before, you need to establish a connection. To connect to a new server:

1. Select **New CMS** from the File menu.

Result: The New CMS login dialog box appears.



The image shows a Windows-style dialog box titled "New CMS". It has a standard title bar with minimize, maximize, and close buttons. The main area is labeled "Login details" and contains three text input fields: "Server Network Address:", "Login Id:", and "Password:". The "Server Network Address" field is highlighted with a red border. At the bottom of the dialog, there are three buttons: "OK", "Cancel", and "Help".

2. Type the hostname or IP address of a CentreVu CMS/Visual Vectors Server in the Server Network Address: text box.
3. Enter your CentreVu CMS login ID in the Login Id: text box.
4. Type your CMS password in the Password: text box.
5. Click **OK**.

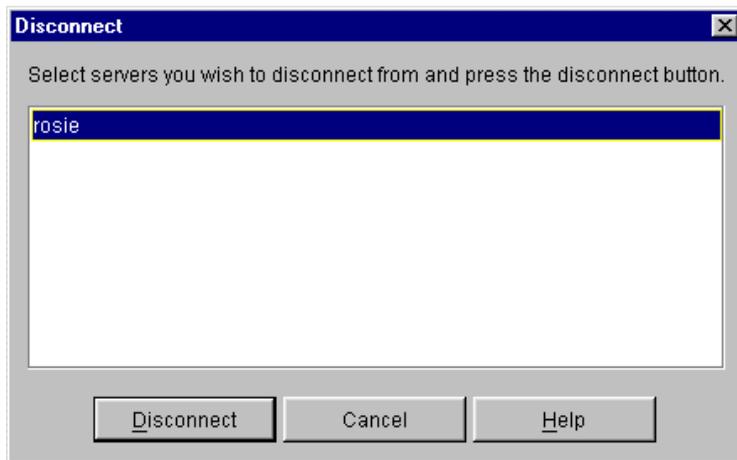
Result: If the CMS server you entered exists, you are connected to this new server. If the CMS server does not exist, the system displays an error message showing the cause of the failure.

Disconnecting and exiting Visual Vectors

To disconnect from a server:

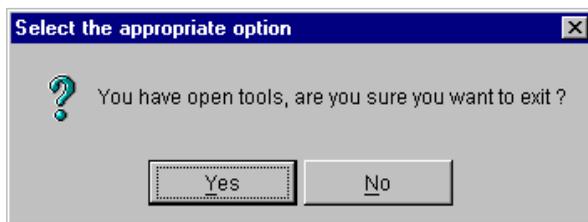
1. Select **Disconnect** from the File menu.

Result: The Disconnect dialog box appears.



2. Select the server from which you want to disconnect.
3. Click **Disconnect**.
4. To exit the software, select **Exit** from the File menu.

If you have open windows other than the CentreVu Framework window (such as the Vector Editor or Navigator tools), and you try to exit, the system displays the following message:



5. Click **Yes** to automatically close all connections and exit.

Using Navigator

You use Navigator to view and manage call center objects. Navigator provides a hierarchical view of your Call Center World, similar to the way in which Microsoft Windows Explorer provides a hierarchical view of your file system.

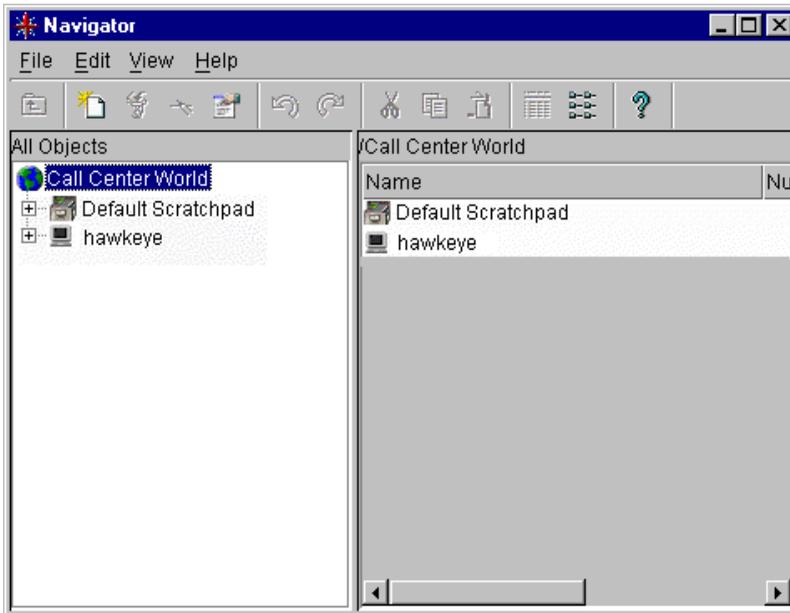
You can use Navigator to:

- View and manage switch objects used in vectors
- Organize objects into folders
- Copy and move vectors from an offline ScratchPad to one or more ACDs, and between ACDs
- Change properties of all objects
- View and rename objects, depending on your permissions

Working with objects

To open Navigator, click the Navigator icon in the CentreVu Framework window.

Result: The Navigator window appears.



Navigator lists the CMS servers to which you have connected before. In the above Navigator screen representation, **hawkeye** is listed.

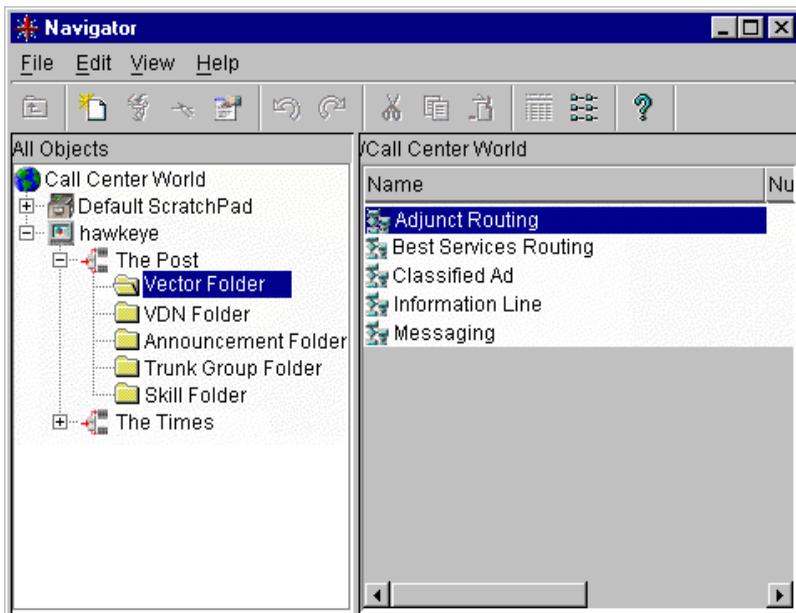
For practice in using Navigator:

1. Double-click a server name to view objects on that server.

Tip: If you are not connected to the server, Visual Vectors prompts you to log in. See [“Connecting to an existing server” on page 6-4](#) for instructions.

2. Navigator displays the server you selected, and the ACDs for which you have read permission. For each ACD, Navigator organizes objects into folders.

For example: In the screen representation below, the ACD **The Post** contains five folders. The vectors (objects) in Vector Folder appear in the right-hand pane of the Navigator window.



- Do one of the following to work on a highlighted vector (for example, **Adjunct Routing**):
 - Double-click it to launch Vector Editor and work on it now.
 - Highlight it and drag it to your ScratchPad to work on it later.

When you drag the vector, the system asks you whether you want to copy or move it to the appropriate ACD.

Validating vectors

To validate a vector, you need to copy, move, or save it to the appropriate ACD.

A vector is valid if:

- It contains no more than 32 stored steps.
- It is complete.

- All **goto** steps have destinations.
- Objects to which steps refer reside on the ACD.
- The user has write permission for the vector and the ACD.

The system displays an error message if the vector is invalid and gives you the opportunity to fix any problems before the vector is changed.

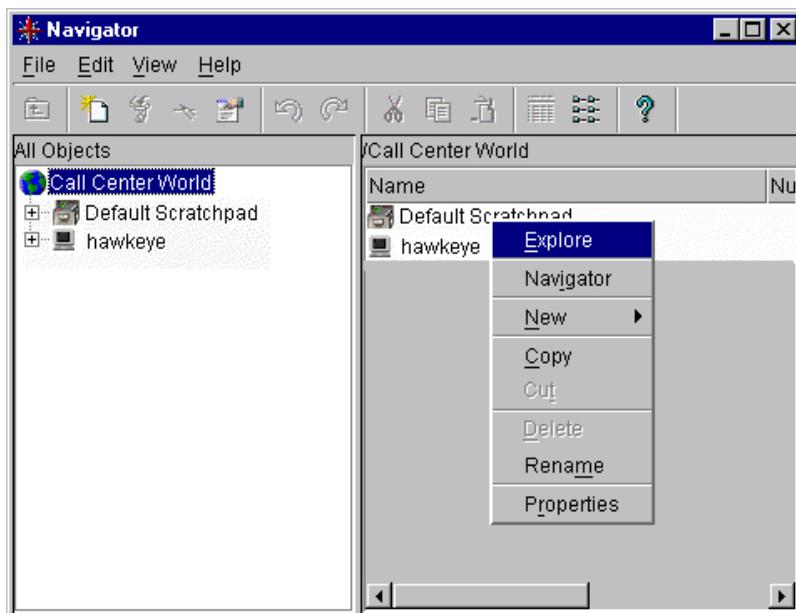
Renaming objects

In Navigator, you use the ScratchPad to store vectors on your computer. If you have many vectors, organize them into folders.

This lesson explains how to rename your Default ScratchPad. Use the following procedure:

1. Click **Default ScratchPad** to highlight it.
2. Click the right mouse button.

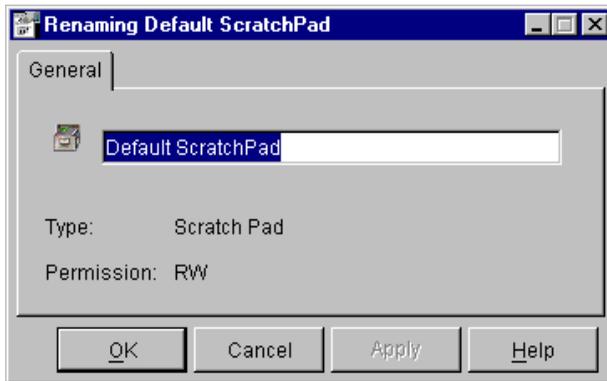
Result: A context menu appears.



Tip: The context menu lists commands you can use in Navigator. These commands are also available from drop-down menus.

3. Select **Rename** from the menu.

Result: The Renaming Default ScratchPad dialog box appears.



4. In the Name text box, type the new name.
5. Click **OK**. The object is now renamed.

Using Vector Editor

The Vector Editor allows you to create and edit vectors using a GUI with a drag-and-drop feature that you use to move icons from a palette and arrange them into vector steps in a work area. With the Vector Editor, you can:

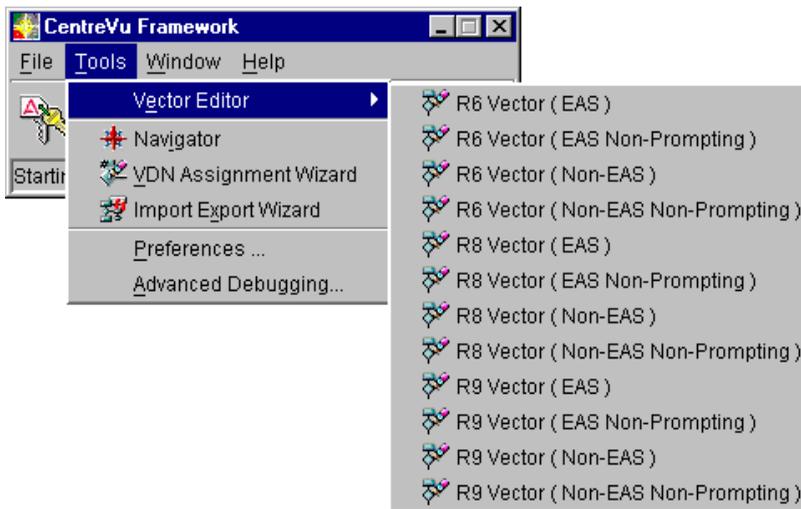
- Choose vector steps from palettes.
- Add vector steps.
- Change properties of vector steps.
- Create a vector.
- Save and print the vector you created.

Creating an announcement vector

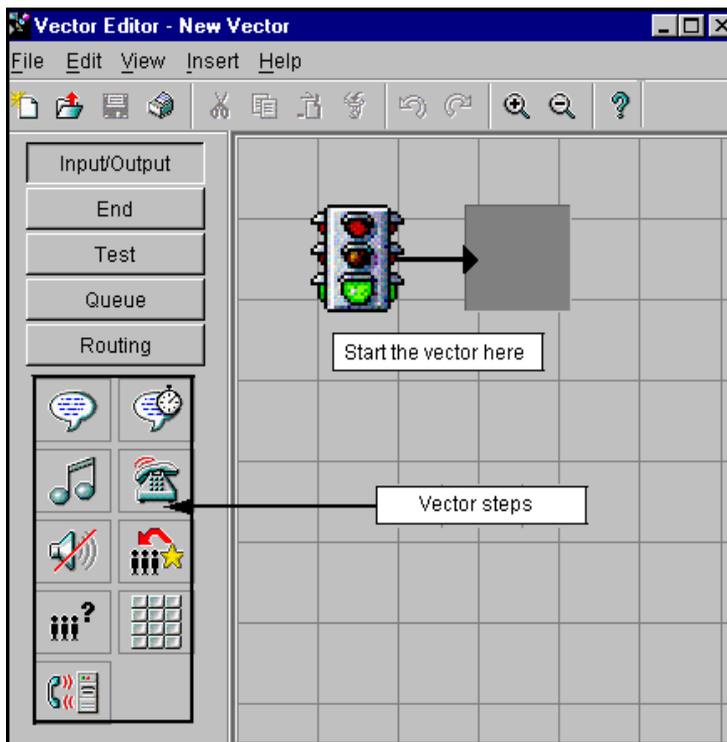
The following procedure explains briefly how to create an announcement vector, which plays an announcement until the caller reaches an agent.

To create an announcement vector:

1. To start the Vector Editor, select **Vector Editor** from the Tools menu or toolbar in the CentreVu Framework window.
2. Select the type of vector you want from the drop-down menu.



Result: The Vector Editor window appears.



Tip: The green light shows the vector's starting point. You choose the vector steps from the palettes on the left.

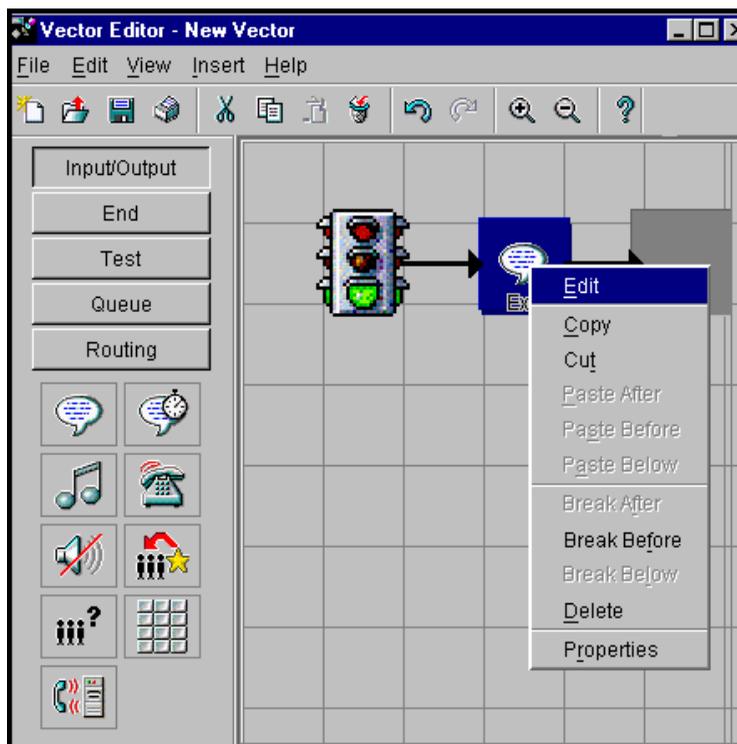
Vector steps in the Input/Output palette determine which inputs you want to provide and which outputs customers can provide. The steps in the Input/Output palette include Announcement, Timed Announcement, Music, Ringback, Silence, Reply, Consider, Collect, and Converse.

3. You are going to create a new vector in which the first step is an announcement. Drag the Announcement step (top left in the palette) to the open box in the above window until you see a solid yellow highlight in the box. Then release the mouse button.

Result: The announcement step is now added to the vector.

Note: Other ways to add vector steps are to cut or copy and paste steps from other vectors.

- Next, you need to define properties for this vector step. Place the cursor over the step and click the right mouse button.
- Result:** A context menu appears. Note the status field at the bottom of the window that shows the vector step count. The maximum is 32 steps.



- Select **Properties**. The Properties input window appears.

7. To complete this window:
 - In the Extension: field, enter your extension.
 - In the Comments: field, enter “New welcome announcement to be recorded.”

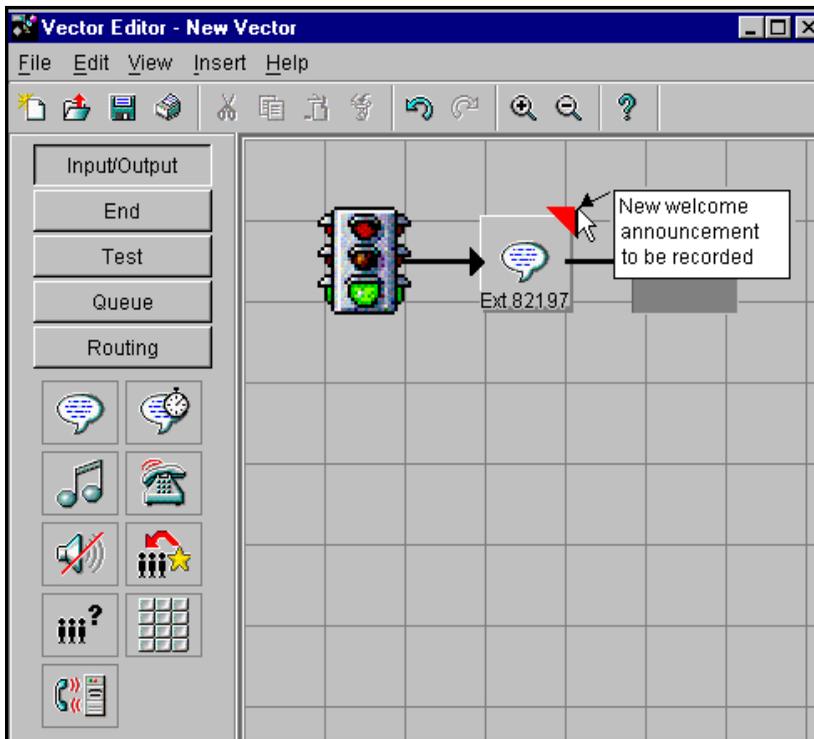
Tip: For a list of vector step fields, see the *CentreVu Visual Vectors User Guide, Version 9*, 585-210-944.

Result: A representation of a completed window is shown below:



- Click **OK** to save the changes.

Result: Your vector step now displays the extension number you entered.



Note: A red triangle indicates a comment. Roll your cursor over it to view a ToolTip.

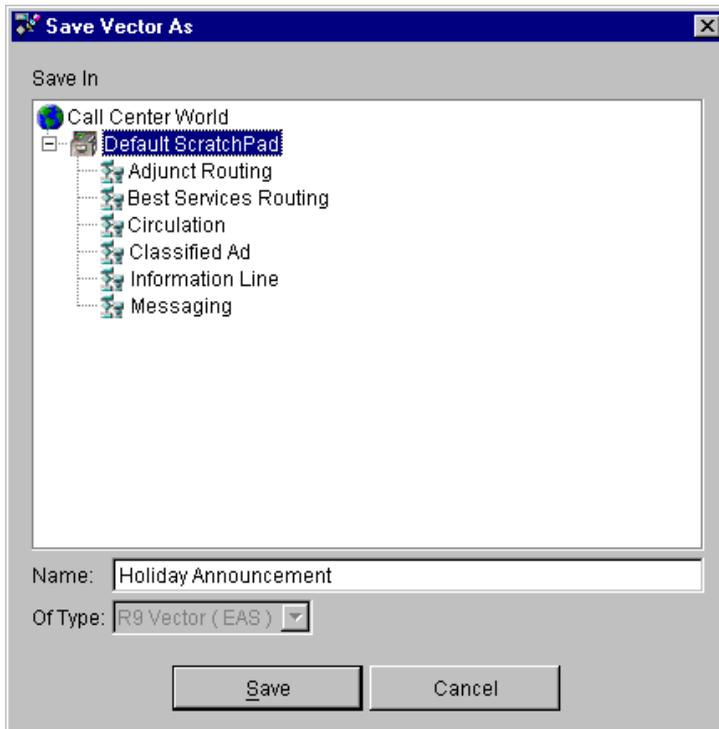
- When you are finished creating a vector, you need to assign VDNs to the vector. See [“Using the VDN Assignment Wizard” on page 6-25](#) for instructions.

Saving your vector

To save a vector from the Vector Editor window:

1. Select Save As... from the File menu.

Result: The Vector Editor displays the Save Vector As window.



2. Browse your Call Center World to find the container in which you want to save the current vector.
3. Click the name of the container (ScratchPad or folder) in which you want to save the vector.
4. If you want to give the vector a name that is different from the default name, type your preferred name in the Name text box; for example, **Holiday Announcement**.

5. Click **S**ave.

Result: The Vector Editor does one of the following:

- Saves a graphical representation of the selected vector to the ScratchPad
- Converts the visual vector and stores it on the ACD containing the vector folder.

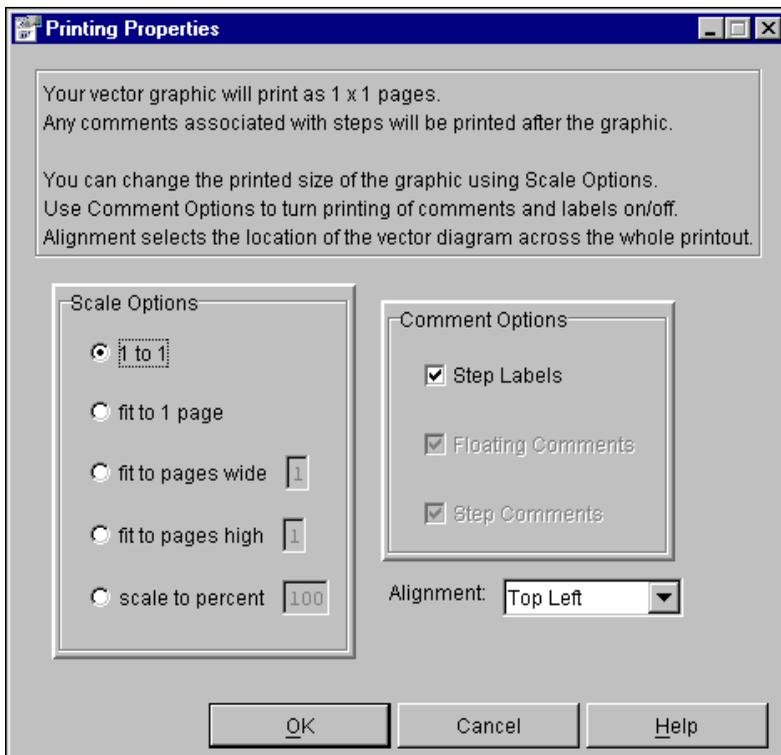
Printing your vector graphic

The print function is available only in the Vector Editor module of Visual Vectors. To print a vector graphic:

1. Select **P**rint from the File menu in the Vector Editor window. The system displays the Print dialog box.
2. In the Print dialog box, select the printer, print range, and number of copies.
3. If you need to specify any printer properties, click Properties and make your changes in the Document Properties window. Then click **O**K.

- In the Print dialog box, click **OK**.

Result: The system displays the Printing Properties window.



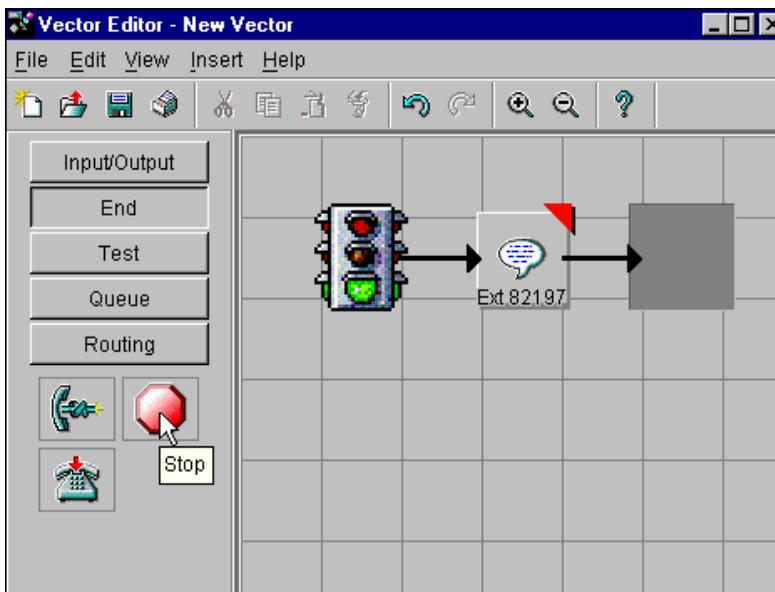
- Select any of the following print options:
 - 1 to 1:** The vector graphic will print as the size you see on your screen. This is the default option.
 - fit to 1 page:** The vector graphic will print on one page.
 - fit to pages wide:** The vector graphic will print on the number of pages you specify in the pages field. The printed graphic will remain height and width proportional.
 - fit to pages high:** Your vector graphic will print on the number of pages you specify in the pages field. The printed graphic will remain height and width proportional.

- **scale to percent:** The vector graphic will print to the size you specify in the % field. The printed graphic will remain height and width proportional.
 - **Step Labels:** Click to enable the printing of step labels that are present on your vector graphic. If there are no step labels, this field is unavailable.
 - **Floating Comments:** Click to enable the printing of global comments that are present on your vector graphic. If there are no global comments, this field is unavailable.
 - **Step Comments:** Click to enable the printing of step comments that are present on your vector graphic. If there are no step comments, this field is unavailable.
 - **Alignment:** Click the down arrow to select the positioning of the vector graphic on the printout.
6. Click **OK** in the Printing Properties window to print your vector graphic.

Learning the Vector Editor palettes

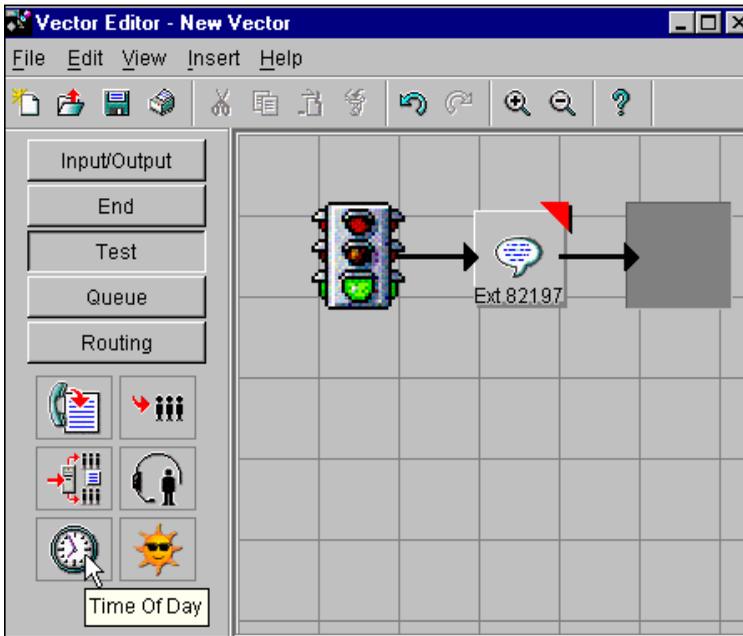
This lesson explains how to quickly become familiar with the Vector Editor palettes.

1. Click **End** to display the End palette, which shows options for ending incoming calls.



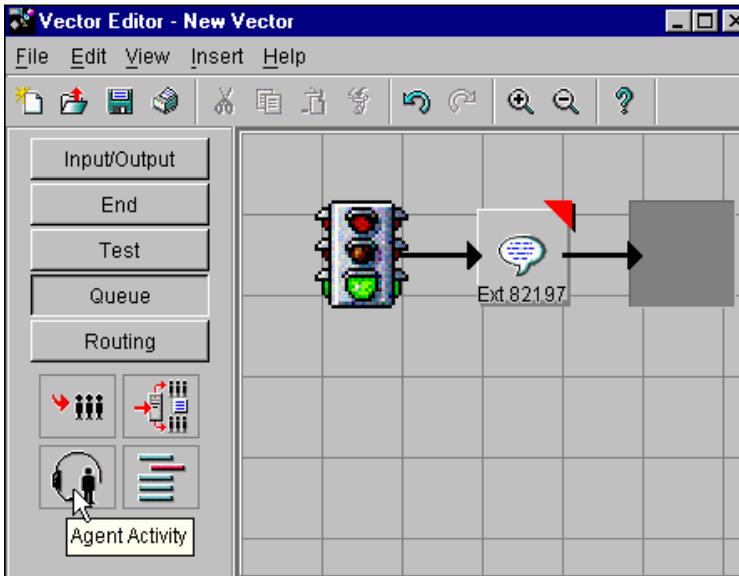
2. Roll your cursor over the icons to see End steps: Busy, Stop, and Disconnect.

- Click **Test** to display the Test palette.



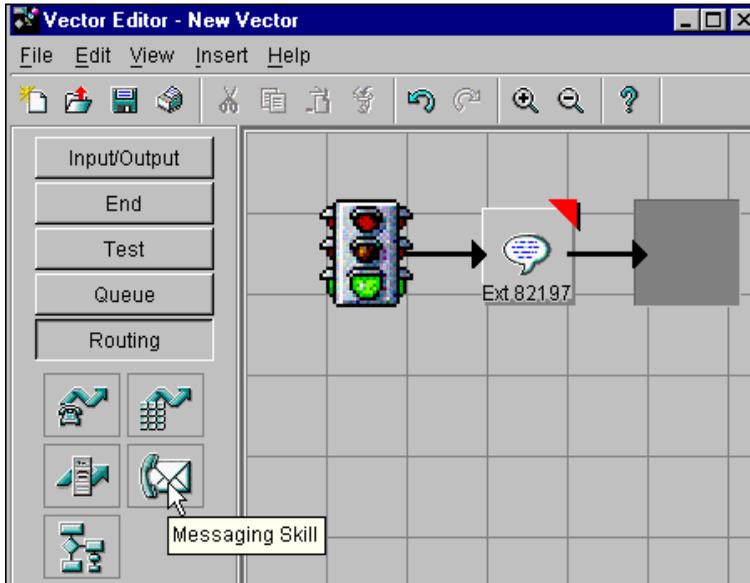
- Roll your cursor over the icons to see the Test steps: Caller Info, Queue Activity, Center Info, Agent Activity, and Time of Day. The Holiday step is also available for an R9 Vector.

5. Click **Queue** to display the Queue palette.



6. Roll your cursor over the icons to see the Queue steps: Queue Activity, Center Info, Agent Activity, and Queue Unconditional.

7. Click **Routing** to display the Routing palette.



8. Roll your cursor over the icons to see the Routing steps: Route to Number, Adjunct Route, Agent Route, Messaging Split or Messaging Skill, and Goto Vector.

Using the VDN Assignment Wizard

When the DEFINITY ECS receives a call, it translates objects dialed by the caller or sent to it into a VDN. The DEFINITY ECS uses VDNs to direct those calls to the appropriate vector. When your vectors are complete and ready to use, the VDN Assignment Wizard helps you assign VDNs to your vectors so that incoming calls associated with those VDNs get treated the way your organization wants them to be treated.

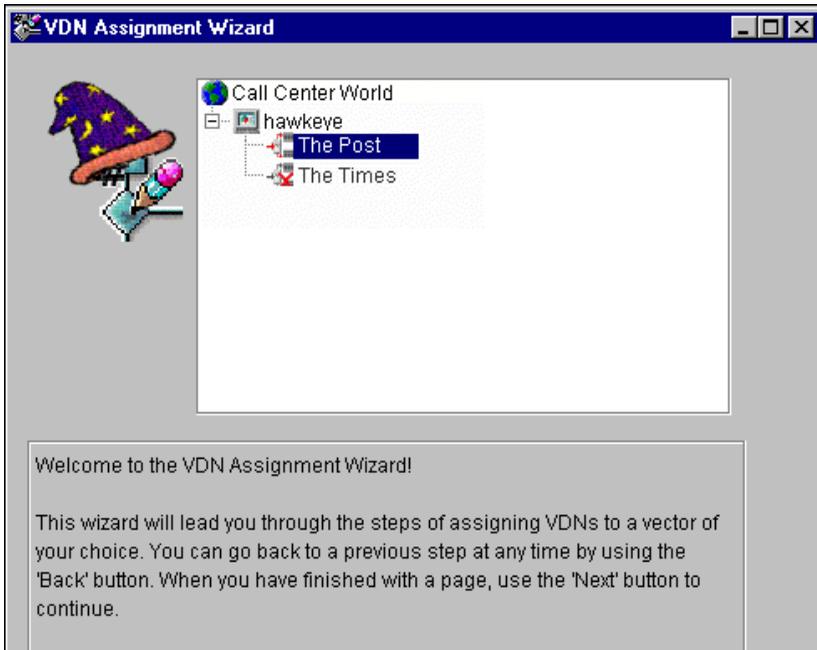
Assigning VDNs

To assign VDNs to a vector:

1. To start the VDN Assignment wizard, click the VDN Assignment Wizard button in the Framework window.
2. **Result:** The VDN Assignment Wizard Welcome window appears.



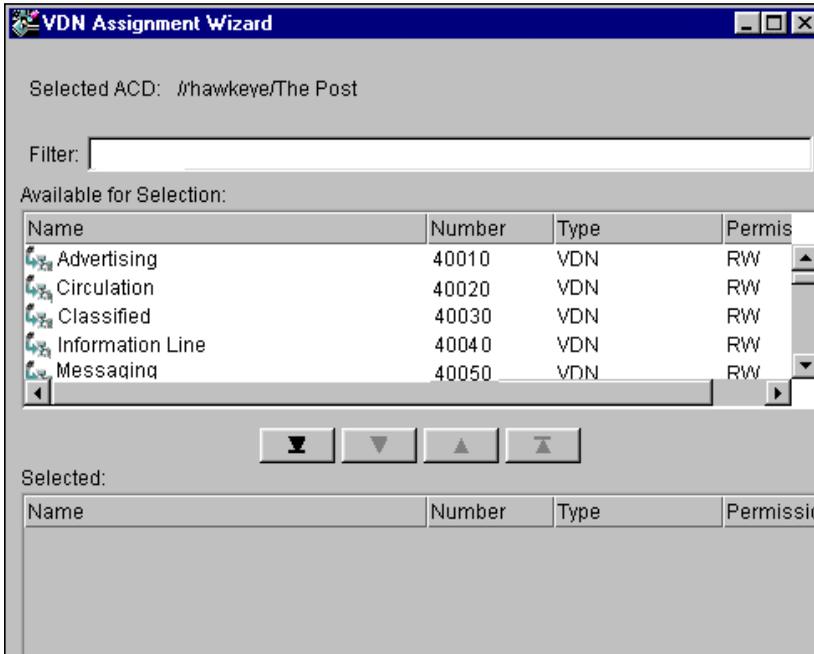
3. In the Welcome window, browse the ACDs to find the one in which the VDNs that you want reside. Only ACDs that you have permission to view are displayed.



Important! If you are not connected to a server, you must double-click the server and complete the “Connect to server” dialog box before you can view its ACDs.

4. Highlight the appropriate ACD and click **Next**. In the example above, the ACD **The Post** has been selected.

Result: The Available for Selection dialog box appears.

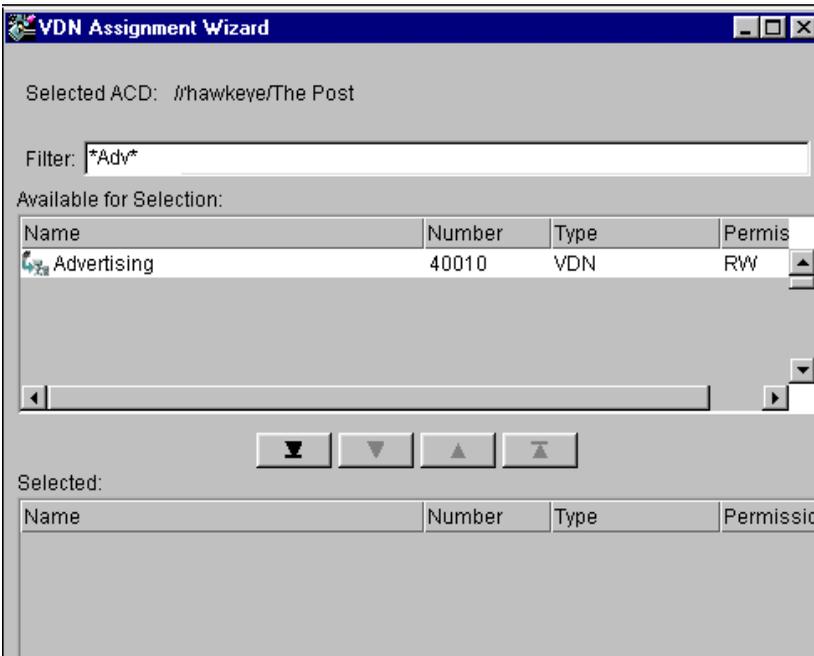


In the Available for Selection dialog box, you can display a list of all VDNs available for selection, or you can filter the list to display only those VDNs containing certain criteria.

Using the VDN Assignment Wizard

5. To use the search filter, in the Filter: field enter the desired alphanumeric characters, including wildcards. For example, you would enter:
 - Question mark (?) for one character
 - Asterisk (*) for any number of characters

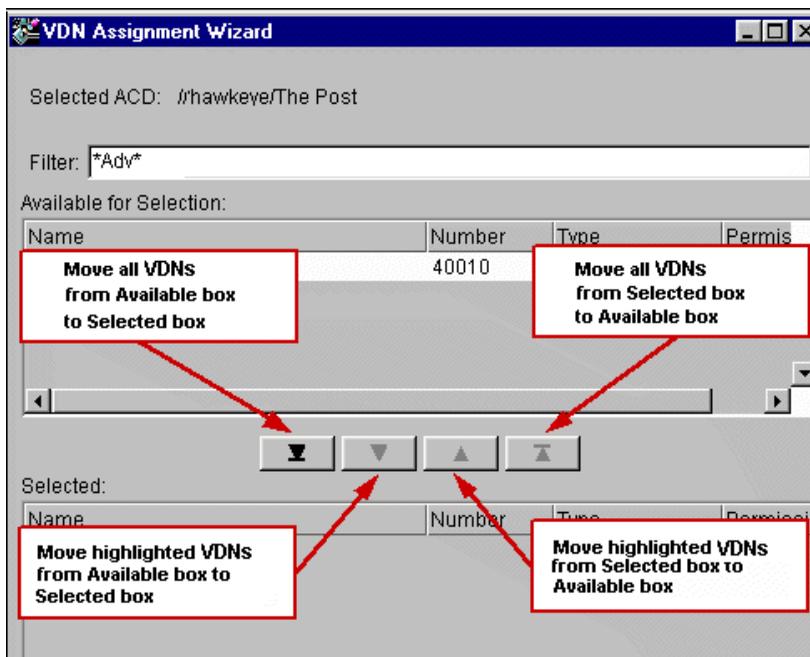
For example, in the screen representation below, ***Adv*** is entered in the Filter: text box in order to list all VDNs containing the letters **Adv**.



Using the VDN Assignment Wizard

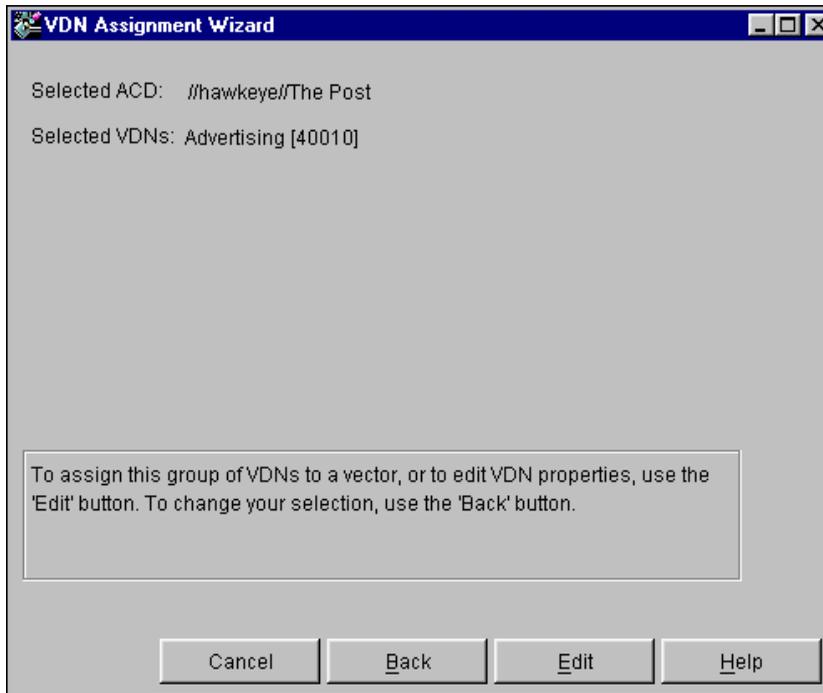
6. To select the VDNs you want to administer in the Available for Selection: list, use either of the following methods:
 - Highlight each of the VDNs that you want and then use the arrow buttons to move the VDNs in the Available for Selection: list box to the Selected: list box.
 - Select the arrow button with the horizontal line under it (that is, the left-most arrow button) to move all VDNs in the Available for Selection: list box to the Selected: list box.

Example: The following figure shows the purpose of the arrows.



7. After you have moved the VDNs to the Selected: box, click **N**ext.

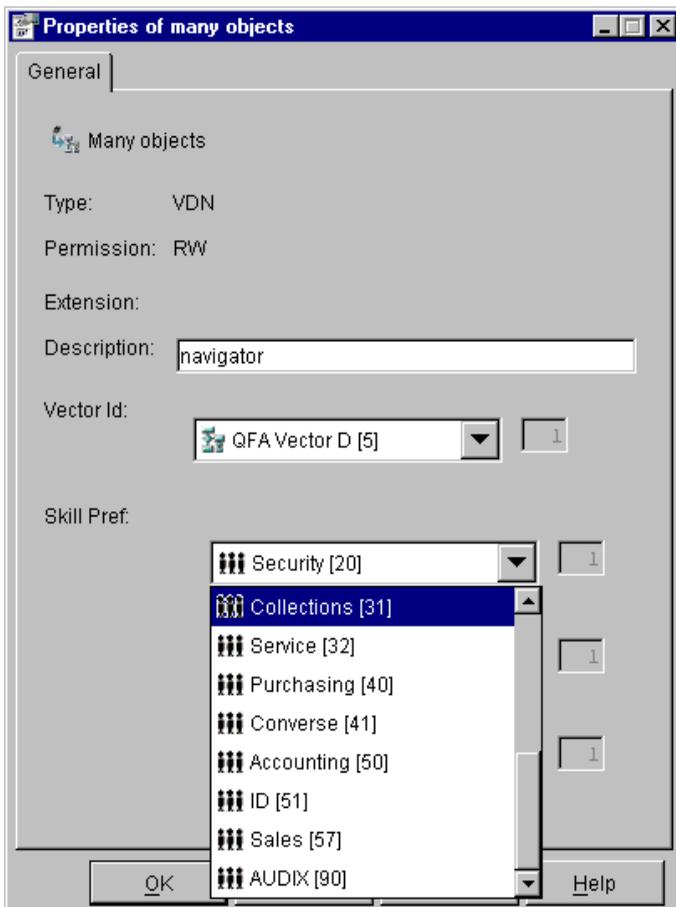
Result: The system displays the next window in the wizard, which shows the VDNs you have selected.



8. At this window, verify that the Selected VDN(s) are correct.

9. Do one of the following:
- If the selections are not correct, click **Back** to return to the previous window, where you can select the VDNs you want.
 - If the selections are correct, click **Edit** to go forward.

Result: The Properties dialog box appears. In the Properties dialog box, you identify the vector to which you are assigning the VDNs.



10. Select the Vector name from the Vector Id: drop-down list.

Tip: If the ACD uses the Expert Agent Selection (EAS) feature, you can also change the skill preferences for the selected VDN.

11. In the Skill Preferences drop-down list, select one or more skill preferences
12. Click **OK**.

Result: The VDN is now assigned to the vector you selected. The vector determines how calls to that VDN are handled.

Using the Import Export Wizard

The Visual Vectors Import Export feature allows a user to create a vector and export it to a public directory or other application, where the vector can be imported and shared by other users.

With the Import Export feature, you can:

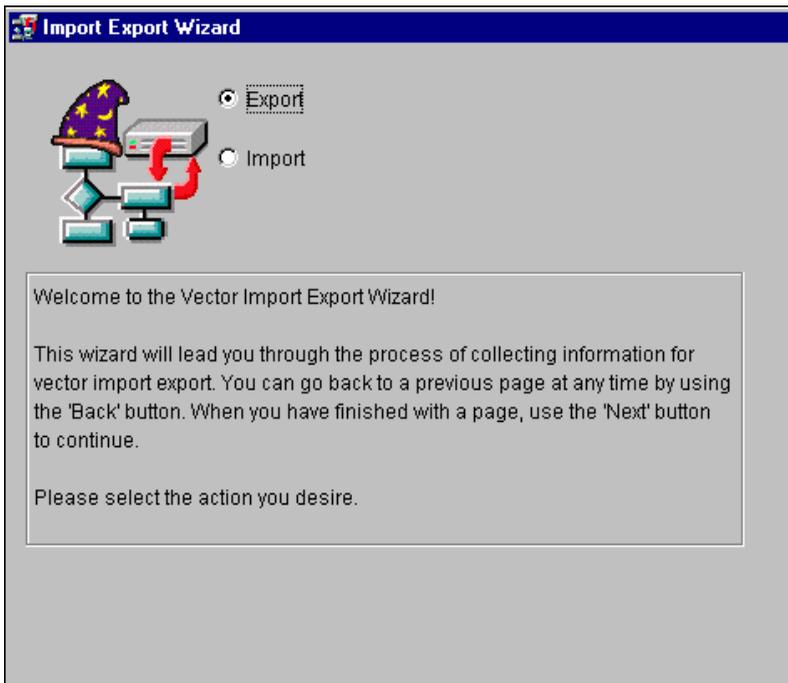
- Distribute vectors within a single site or across a multi-site environment
- Share vectors with users from other organizations
- Create a central library of vectors that other users can access
- Archive vectors to a server on a LAN for backup
- Train and mentor other users

Exporting vectors

To export vectors, you first need to collect information for the export and then perform the export.

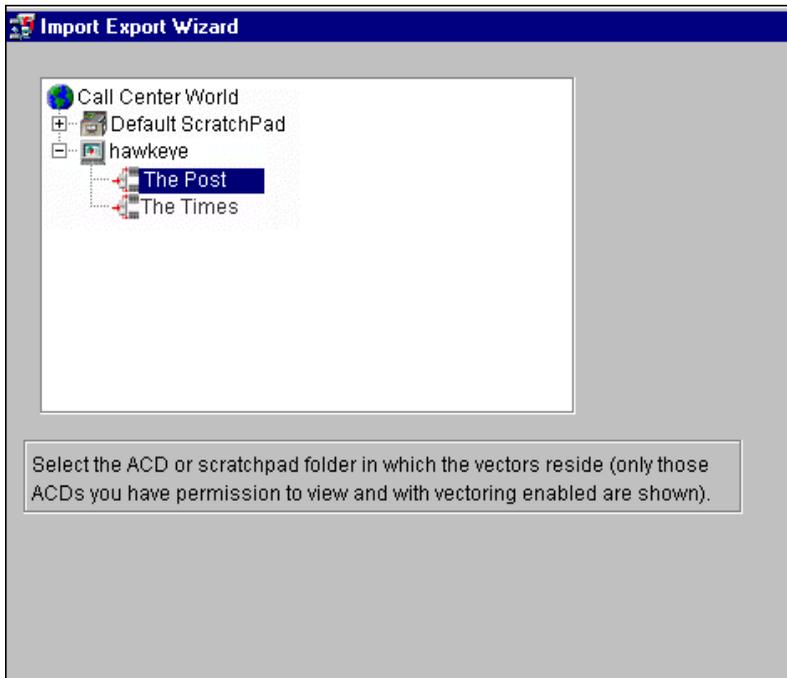
1. Do one of the following:
 - Click the Import Export Wizard button in the Framework window. Continue with this step.
 - In Navigator, highlight the vectors you want to export and click the right mouse button. Then select **Export** from the context menu. Continue with step 3.

Result: The Import Export Wizard Welcome window appears.



2. Select **Export** and then click **Next**. The next page of the wizard appears.

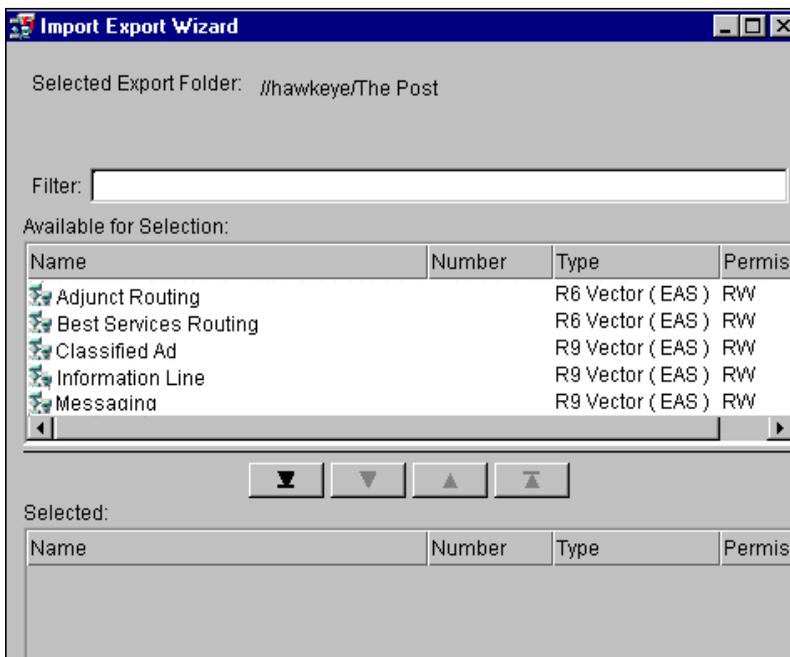
3. Browse the ACDs or ScratchPad folder to find the vectors that you want to export. Only ACDs that you have permission to view are displayed.



Important! If you are not connected to a server, you must double-click the server and complete the “Connect to server” dialog box before you can view its ACDs.

4. Highlight the appropriate ACD (in this case **The Post**), and click **Next**.

Result: The system displays the Available for Selection window.



In the Available for Selection dialog box, you can display a list of all vectors available for selection or you can filter the list to display only those vectors that contain certain criteria.

Using the Import Export Wizard

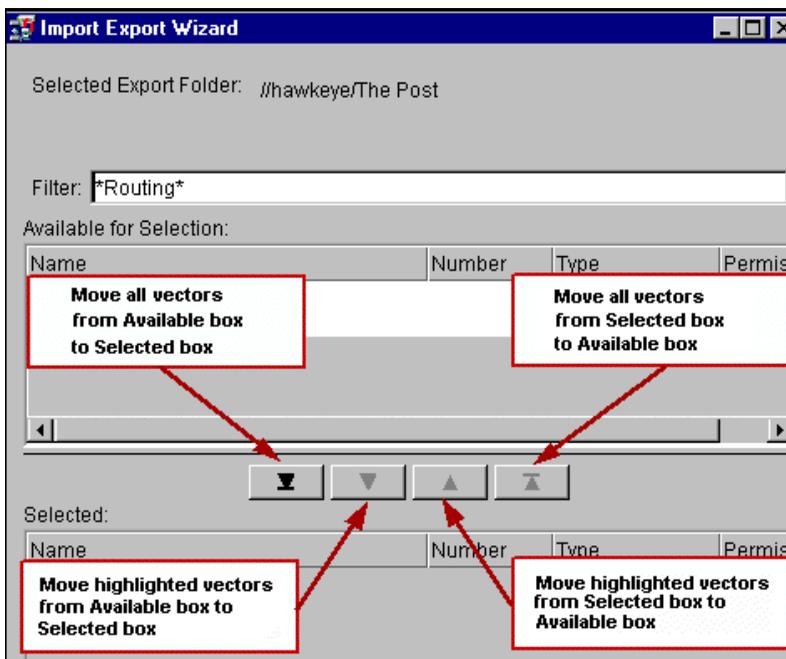
5. To use the search filter, in the Filter: text box enter the desired alphanumeric characters, including wildcards. For example, you would enter:
- Question mark (?) for one character
 - Asterisk (*) for any number of characters

For example, in the screen representation below, ***Routing*** has been entered in the Filter: text box.



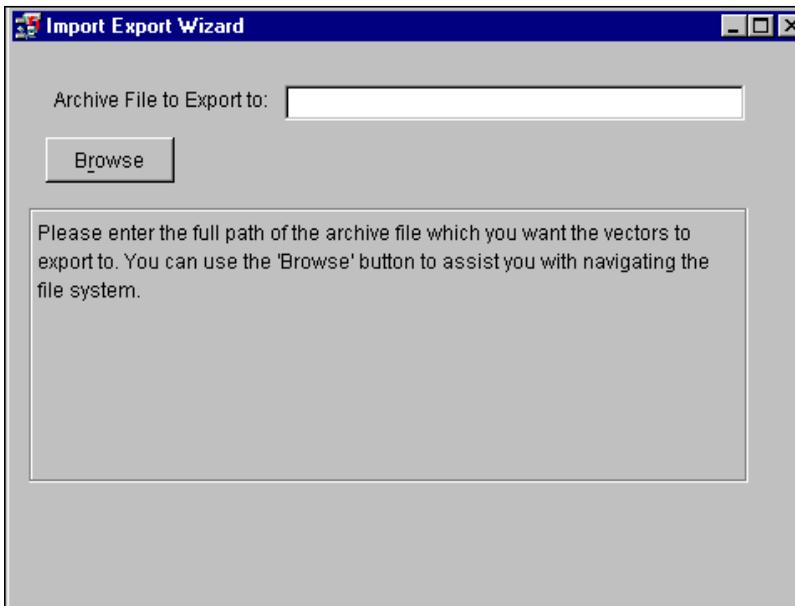
6. To select the vectors you want to administer in the Available for Selection: list, use either of the following methods:
 - Highlight each of the vectors that you want and then use the arrow buttons to move the vectors in the Available for Selection: list box to the Selected: list box.
 - Select the arrow button with the horizontal line under it (that is, the left-most arrow button) to move all vectors in the Available for Selection: list box to the Selected: list box.

Example: The following window illustrates the purpose of the arrows.



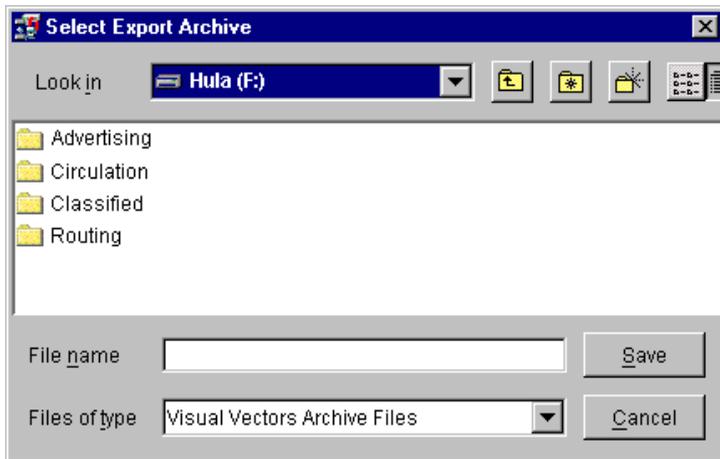
7. After you have moved the vectors to the Selected: box, click **N**ext.

Result: The system displays the Archive File dialog box.

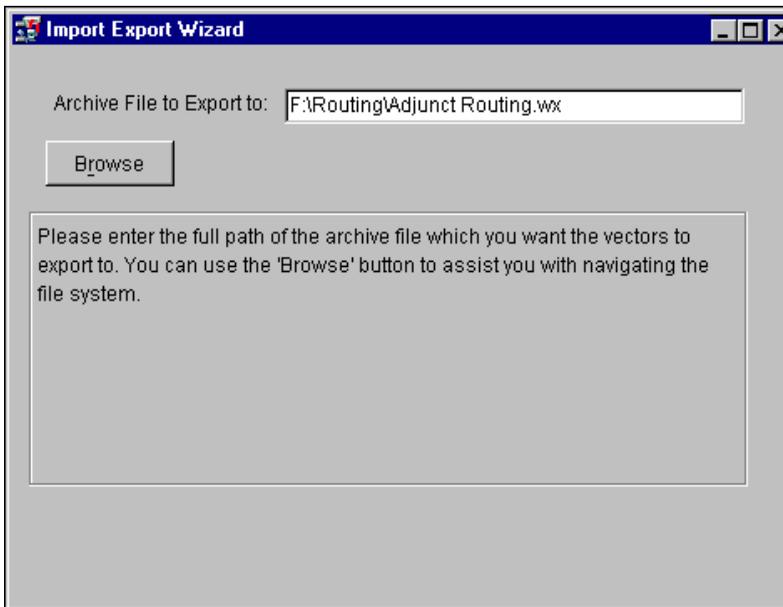


- Click **Browse** to find the target file on the network where you want to export the files.

Result: The system displays the Select Export Archive window.

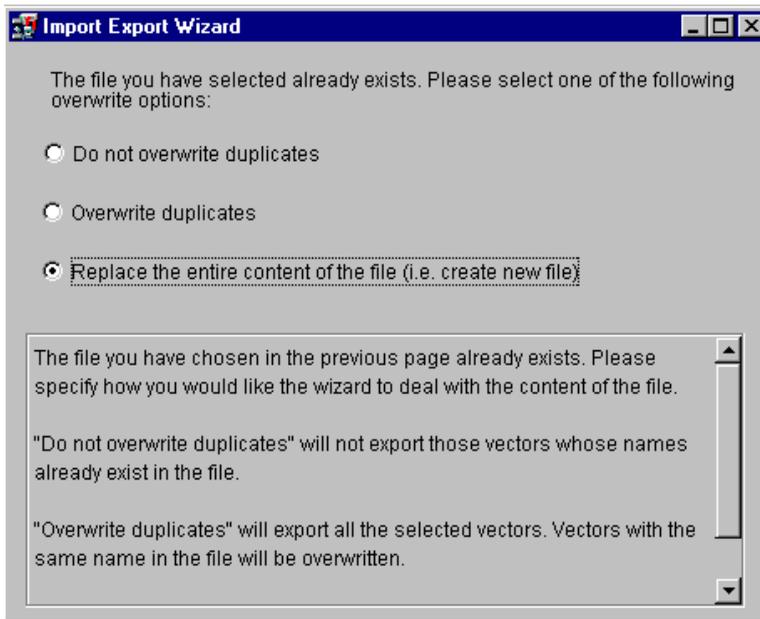


- When you find the archive file, click **S**ave to enter the full path in the Archive File to Export to: text box.



- Click **N**ext in the Archive File window.
- The dialog box that appears depends on whether or not the archive file you chose already exists in the destination folder. Do one of the following:
 - If the file already exists, the system displays a dialog box that gives you the opportunity to specify how you want to handle the files. Continue with Step 12.
 - If the file does not exist, the Export Summary window appears. Go to Step 14.
- If the file already exists, the system displays the dialog box shown below. Select one of the following:
 - Do not overwrite duplicates
 - Overwrite duplicates

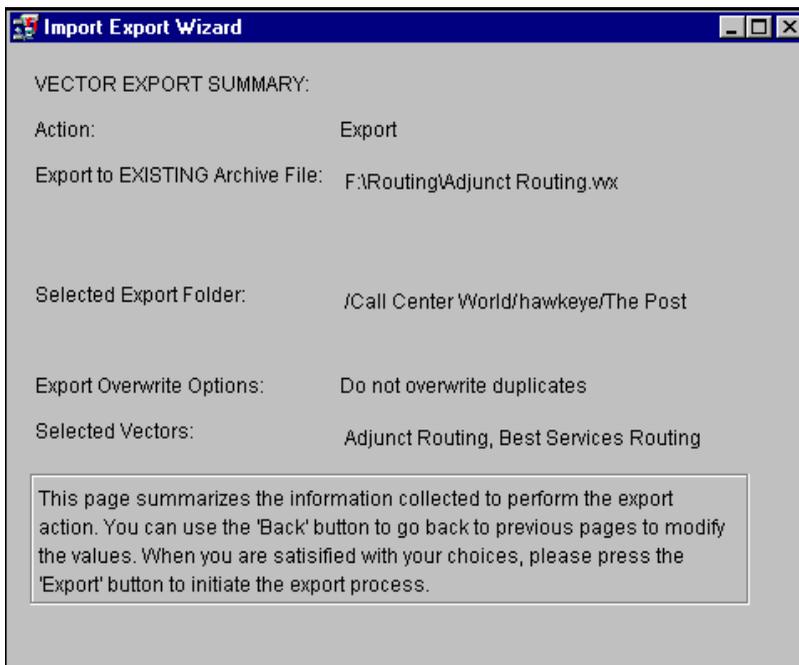
- Replace the entire content of the file



In the example above, "Replace the entire content of the file" has been selected. This selection will create a new archive file.

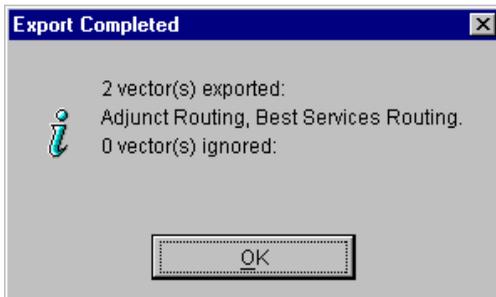
13. Click **N**ext. One of the following occurs:

- If the file is corrupt or is an invalid format, the system displays an error message.
- If the file is not corrupt and is of valid format, the Vector Export Summary window appears. This window summarizes the information collected to perform the export action.



14. In the Vector Export Summary window shown above, do one of the following:
- To cancel the export process, click **C**ancel.
 - If you need to modify the values, click **B**ack to go to previous windows.
 - If you are satisfied with your choices, click **E**xport.

Result: The Export Completed message appears.



For information on importing vectors, see “Import Export Wizard” in the *CentreVu Visual Vectors User Guide, Version 9*, 585-210-944.



CentreVu
Visual Vectors

Troubleshooting

Overview

If you are having trouble with any of the procedures mentioned in this document, please read through this section before calling Avaya for help. The problem may be something simple that you or your distributor can solve.

If you have not solved the problem after reading this section, and you are a customer within the United States, contact the Avaya National Customer Care Center at 1-800-242-2121. Customers outside the United States should contact their Avaya representative or distributor.

If you receive any error messages in the course of a failed installation, record the messages to assist the support personnel in diagnosing the problem.

Troubleshooting FAQ

This section contains the answers to frequently asked questions (FAQ) that will help you with problems you may encounter when installing CentreVu Visual Vectors software, connecting to CentreVu CMS servers, or running CentreVu Visual Vectors tools. It contains the following topics:

- Installation, uninstallation, and the importance of the HOME variable
- Startup
- Connectivity
- Navigator
- Vector Editor
- VDN Assignment Wizard
- CentreVu Supervisor integration
- Performance issues
- Miscellaneous issues
- General computer issues

Installing and uninstalling Visual Vectors

The following questions and answers relate to installing or uninstalling CentreVu Visual Vectors software:

There are several different installation programs. What are the differences? Which one (or more) should I run?

Selecting **Local** runs **setuplocal.exe** to install Visual Vectors completely on one computer. Selecting **Network** runs **setupnetwork.exe** to install Visual Vectors on a network server to be shared by one or more users. After network installation, run **setupclient.exe** in the shared network folder from each user's computer. Using AutoPlay runs **setup.exe**, which gives the options of local or network install.

Why can't I reinstall Visual Vectors software?

Different installation variants (for example, Local, Network and Client) and versions (for example, VV1E.01 and VV1F.04) can be installed on the same computer, but the same version of the same variant cannot. See [Chapter 4, "CentreVu Visual Vectors warnings and upgrades"](#) for more information.

Why are my previous settings and offline objects missing?

There are a few possible causes:

- The user files (**user.odb** and **user.odt** in your **.cvvv folder**) are corrupt or were deleted.

Try to restore a pair of backup copies from the last time you exited successfully (**userBK1.odb** and **userBK1.odt**) or the next to last time you exited successfully (**userBK2.odb** and **userBK2.odt**). To determine where your **.cvvv folder** is, see [page 7-4](#). To restore, move any existing corrupt files out of **.cvvv**, and then copy the two backup files and rename them **user.odb** and **user.odt**.

- The user files (**user.odb** and **user.odt**) have been moved.

If possible, find out where the files were moved to and update the HOME variable to reflect the new location. For details about the HOME variable, see [page 7-4](#).

- The HOME variable has been changed.

Move the user files (**user.odb** and **user.odt**) to the new location specified by the HOME variable. For more details about the HOME variable, see [page 7-4](#).

Why can't I uninstall from Control Panel's Add/Remove Programs dialog box?

If CentreVu Visual Vectors appears on the list of programs available for uninstallation but fails when the uninstall action takes place, it is likely that the installation log file, **install.log**, or required entries in the Windows registry, are missing, invalid, or corrupted.

If the application does not appear on the program list, it is likely that the installation program was executed from a machine other than the one where Visual Vectors software is installed. It is best to find out where the installation program was executed from and remove it from there using the Uninstall program (**Unwise.exe**). You can also try to reinstall the software to the directory where it was previously located and then uninstall it. If these do not work, or the uninstall still fails, you must remove the software manually. This latter procedure requires careful removal of entries in the Windows registry, and should be done *only* under the direction of an Avaya associate.

Importance of the HOME variable

Why do I get a warning message about not having set the HOME environment variable on Windows?

CentreVu Visual Vectors software allows multiple users on Windows. By default, a HOME environment variable is not defined for each user in the Control Panel's System Properties window. A folder named **.cvvv** is created in the root folder of the drive on which Windows is installed (for example, **C:\.cvvv**). All users access the same files, often causing conflicts. If a user variable named HOME is defined, the folder storing user-specific files is created in the HOME folder (for example, **H:\myhome\.cvvv**). If each HOME environment variable is unique for each Windows user, data files will be unique.

The installer detects if the HOME variable is set. If it is not set, the system displays a page in the install wizard which lets the user set it. The user chooses the location using a Browse button. The wizard lets the user progress even if it is not set, because it can default to a location.

The default location is an operating system specific location. On Windows 95 and Windows 98, it is the root directory of the system drive. On Windows NT and Windows 2000, it is your user profile directory.

See the Windows documentation for more information about how to set the HOME environment variable.

Startup

The following questions and answers relate starting to run CentreVu Visual Vectors software:

Why won't Visual Vectors start?

The following are the two most likely causes:

1. The Visual Vectors splash screen (resembling the Help About screen) does not appear and Visual Vectors does not start.

Applications and processes can be checked by pressing CTRL+ALT+DEL in Windows 95 Windows 98 and by selecting Task Manager in Windows NT and Windows 2000. It is possible that one or more of the files, for example, **vvjars.cfg**, or **.jar files**, is missing.

Call your Avaya support professional, representative, or distributor, who has a list of all the folder structures, file content, and distribution list. If any of these are missing, reinstall Visual Vectors. If reinstallation fails, you will have to uninstall and then reinstall Visual Vectors. If the reinstall fails again, see [Chapter 5, "Uninstalling CentreVu Visual Vectors"](#) for more information.

2. The process seems to start, but the system displays the following message:
"The user database is already in use. You can have only 1 user of this database at a time."

This is caused by two users trying to use the same user database at the same time, or the same user trying to run CentreVu Visual Vectors twice. Two different users may have the same HOME environment. See the HOME environment section on [page 7-4](#) for more information.

Define unique HOME variables for the users. Do not try to run one copy of Visual Vectors more than once.

Connectivity

The following questions and answers relate to connecting to a CentreVu CMS server running CentreVu Visual Vectors Server software:

Why can't I log into the CMS/Visual Vectors Server?

Check the following for reasons why login to the server is refused:

- The login ID and/or the password are invalid or expired.
- Someone using the same login ID is already logged in to the server. You have the option of logging the other user out.
- The maximum number of users allowed to be logged in to the CMS server has been reached.

I don't get a login prompt at all. Why can't I connect to a server?

If you do not get a login prompt, you should get an error message indicating what the problem is. These include:

- The client computer is not part of the network. For example, the client computer is not physically plugged into the network, or the network configuration (TCP/IP setting) is incorrect. You should receive an error message about not being able to find the server.
- The server name is invalid. Try to "ping" it from an MS-DOS Server if you are running Windows 95 or a MS-DOS Command Prompt window if you are running Windows NT.
- The CentreVu CMS or Visual Vectors Server software did not start on the server. See the server documentation for more information.
- The Orbix Daemon or OrbixNames service did not start on the server. See the server documentation for more information on checking these items.

What should I do if the connection to the server is lost?

If you have tried to reconnect to the server and have been unsuccessful, verify the following:

- The CMS server hardware and software are running. If either is not running, restart it.
- The Visual Vectors Server software is still running. If it is not running, restart it. For more information, see the Visual Vectors Server documentation in *CentreVu CMS R3V9 Software Installation, Maintenance, and Troubleshooting*, 585-215-956.

Note: In cases where a firewall is in place, there may be situations in which all of the available TCP/IP ports in the server are being used, even though the Visual Vectors Server software is running. If it is decided that all of the ports are being used, the Visual Vectors Server should be restarted.

- Your client machine is still part of the network; for example, the network cable is still properly connected.

Navigator

The following questions and answers relate to using Navigator in CentreVu Visual Vectors Client software:

Why can't I see or select some of the options on the context menu?

Users might not have permission to perform some operations for one or more particular objects. For example, if you do not have write permission to either an ACD or to Call Center Administration, the “New” option does not appear in the Vector Folder context menu for that ACD.

My offline objects are missing. Where are they?

See “Why are my previous settings and offline objects missing?” in the [“Installing and uninstalling Visual Vectors”](#) on page 7-2.

Why can't I view my vector as Ascii text?

You might be looking at an offline vector. The 'View as Ascii' option exists only for vectors that are stored on an ACD, as the offline version may not be valid.

Vector Editor

The following questions and answers relate to using the Vector Editor tool in CentreVu Visual Vectors Client software:

Where are the step properties and comments in my vector printout?

The vector step properties and comments are printed on a separate page. This can be turned on and off.

Why are the ASCII and graphical versions of my vector different?

This generally occurs because the vector was recently modified and not saved. Save the vector and then select "View as ASCII" again.

Why isn't "Save" enabled in the Vector Editor?

Users might not have write permissions for the vectors. However, a "Save As" operation can be performed to copy the vector to a different location for which the user does have permission.

Why can't I zoom in or out further?

The Vector Editor has finite zoom factors. From the default view, the user can zoom in three steps and zoom out four steps.

When I saved my vector, all the open property boxes disappeared. What happened?

When a vector is saved, all the open vector step property boxes are dismissed. Only the changes in committed property boxes, that is, those for which the Apply button was selected, are saved. Changes to property values not yet committed are discarded.

Why can't I drag floating comments with vector steps?

When a group of vector steps and floating comments are selected and dragged, the comments cannot be dragged with the steps. However, cutting or copying the selected group is possible. This also applies to a selected group of floating comments. Only one comment at a time can be dragged.

What can I do if I am editing a vector and the connection is lost?

- If the connection to a CMS goes down (for example, if the CMS server crashes), the user must save online vectors to an offline ScratchPad or to an ACD on another CMS. A message notifies the user of this. Because valid vector conversion from online to offline and from one ACD to another requires information from the CMS server, steps may be changed when saving vectors this way.
- If the ACD link goes down, the user is presented with a choice of either saving the vector being edited to another location or exiting from the editor. The vector being edited can be saved to another ACD or to an offline scratch pad.

VDN Assignment Wizard

The following questions and answers relate to using the VDN Assignment Wizard in CentreVu Visual Vectors Client software:

Why can't I see my VDNs from the filtered list?

1. Check to be sure that no extra spaces or dots were accidentally entered in the filter.
2. Check that the user has permissions for the VDNs and the ACD containing them.

Why can't I see the ACD that I want?

The ACD might not have Call Vectoring enabled. To be able to select an ACD, it must have Call Vectoring enabled and the user must have permission for the ACD.

CentreVu Supervisor integration

The following questions and answers relate to integrating your CentreVu Supervisor software into CentreVu Visual Vectors Client software:

Why isn't the CentreVu Supervisor icon displayed on the CentreVu Framework toolbar, when I have a local installation of Supervisor software on the same PC as the Visual Vectors software?

To diagnose the problem:

1. Check what version of Supervisor you have installed. If it is version 6 or greater, continue with Step 3. If it is an older version, upgrade your copy of Supervisor software to at least version 6 and try again.
2. Check that you can run Supervisor by itself, for example, from the Start Menu. If you can, continue with Step 3. If you cannot, reinstall Supervisor and try again.
3. When installed, Supervisor setup writes a configuration file in the Windows folder **%WINDIR%** (for example, **C:\Windows, D:\Winnt**). This file is named **cvsup.cfg** and it contains a single line of plain text that is the path to Supervisor's executable file.

Confirm that the file **%WINDIR%\cvsup.cfg** exists and that it contains only the path to the executable file (any text editor such as Notepad can be used to inspect the contents of **cvsup.cfg**).

If the file exists and it contains the appropriate path, contact your Avaya support professional, representative, or distributor. If the file does not exist or it does not contain the appropriate path, install Supervisor and try again. If this fails to solve the problem, contact your Avaya support professional, representative, or distributor.

Why isn't the CentreVu Supervisor icon displayed on the CentreVu Framework toolbar if I have a client installation of the Supervisor software on the same PC as the Visual Vectors software?

Follow these steps to diagnose the problem:

1. Check the version of Supervisor that you have installed. If it is version 6 or greater, continue with Step 2. If it is an older version, upgrade your copy of Supervisor software to at least version 6 and try again.
2. Check that you can run Supervisor by itself, for example, from the Start Menu. If you can, continue with Step 3. If you cannot, reinstall Supervisor and try again.

Check that the main program files for Supervisor are installed on a networked drive. Ensure that there is network connectivity between the local and the networked drive. For example, check if you can browse to the drive using Windows Explorer.

If the network connectivity exists, reinstall Supervisor and try again. If this fails to solve the problem, contact your Avaya support professional, representative or distributor. If the network connectivity does not exist, contact your system administrator to help restore the network connectivity.

Performance issues

The following questions and answers relate to the performance of your CentreVu Visual Vectors client software:

Why isn't the application more responsive?

There are a number of possible causes:

- The computer is accessing the hard disk frequently. This indicates that the computer does not have enough memory. To review the hardware requirements see [“What you need on your computer” on page 1-5](#). Then add more physical RAM.
- Too many application programs are open. This makes less physical memory available to Visual Vectors, especially when memory-intensive operations are running. Close down other applications to provide more memory for Visual Vectors.
- The network link is slow. Visual Vectors might be connected to the server via a slow connection. Use a faster network link or a higher-speed modem.

Why isn't deleting an object in Navigator instantaneous?

When an object is deleted, Navigator makes a copy of it so that the delete operation can be undone.

Why isn't viewing the VDNs for an ACD in Navigator instantaneous?

The first time after you log in to a CMS server and select a VDN Folder in an ACD, permission-checking is performed if it is enabled. The delay depends on the CMS server platform and the number of measured VDNs. It can range from one second to more than a minute.

Miscellaneous issues

The following questions and answers relate to miscellaneous questions about CentreVu Visual Vectors Client software:

Why does the software seem to hang, with the cursor in the wait state?

The application may not actually be hanging. Sometimes the cursor stays in the wait state even after a task is completed. If the cursor is moved, it will turn back to its normal state.

If a task takes place in the normal fashion, the progress bar should appear on the screen, showing progress on the work being done, and then disappear. If a task hangs, the progress bar should stay on the screen for some period of time with no progress reported. In this case, moving the cursor is usually not possible.

Why does Visual Vectors need Microsoft Internet Explorer 3.02 or later to work?

Help in Visual Vectors is implemented using HTML Help, which requires Internet Explorer 3.02 or later to work. Although Internet Explorer 3.02 or later must be installed on the computer, it does not have to be set as the default browser, that is, a user could use another Web browser such as NetScape Navigator.

Why doesn't Visual Vectors Help appear to work?

There are a things that can prevent help from working:

- The Help file, for example, **vv_en.chm** (the English version), is missing or corrupted. Copy this file from another working software installation or reinstall Visual Vectors.
- The Help registry entries were removed or are corrupted. Run **hhupd.exe** to set up the registry for HTML Help.
- The installation program was executed from another machine, therefore, the registry entries for Help on this computer are missing (for more details, see [page 7-2](#)). Run **hhupd.exe** to set up the registry for HTML Help.

Why does the application fail to repaint the screen or respond to any input?

This should not normally happen. However, something in your computer environment could be causing this symptom. These problems may occur as general protection faults (GPFs), lockups, or other mixed behavior. To determine if this type of problem exists:

1. Move everything out of your StartUp group.
2. Restart Windows.
3. Run Visual Vectors, making sure that it is the only application running.

If the problem does not go away, provide your Avaya support professional, representative, or distributor with the error log (**error.log**) and trace log (**trace.log**) files. Also include any useful information you can gather, for example, your operating environment and other computer applications, Visual Vectors installation type (Local or Network/Client), activity when Visual Vectors stopped responding, and so on.

If the problem goes away, then another software application is causing your computer to have this problem. Continue with Step 4.

4. Start running each file that was in your StartUp group.

If you still encounter problems, you will not be able to run this software at the same time that you are running Visual Vectors. You should speak with the manufacturer of this package to determine why it is causing a problem in your environment.

Why did the software crash and what should I do?

Send the log files (**error.log** and **trace.log**) and the user files (**user.odb** and **user.odt**) to your Avaya support professional, representative, or distributor, together with any useful information you can gather. This information might include, for example, your operating environment and other PC applications, Visual Vectors installation type (Local or Network/Client), the software version or load number, activity when Visual Vectors crashed, and so on.

General computer issues

The following questions and answers relate to general issues about using CentreVu Visual Vectors Client software on your computer:

Why is accessing my hard drive so slow?

A fragmented hard disk leads to slow disk access. Be sure to run a defragmentation utility to speed up disk access, such as the DEFRAG.EXE that is available with Windows 95. Defragmentation utilities are also available for Windows NT 4.0. **Important:** Do not run any defragmentation operation while using Visual Vectors or any applications that require disk access. This can lead to file corruption.

Why is it necessary to access my hard drive so much?

To determine if a problem exists:

1. Check your Windows swap file configuration.
2. Check Virtual Memory settings by right-clicking the My Computer Desktop icon and selecting Properties. Click the Performance tab and check Virtual Memory settings.

If the recommended settings are selected, continue with Step 3.

If the recommended settings are not selected, allocate more Virtual Memory and restart Windows.

3. Check the free space of the drive on which Windows is installed. A full hard disk can create a bottleneck because there may not be sufficient space to generate an optimal swap file.

If there is 50 MB or more of free space, continue with Step 4.

If there is less than 50 MB of free space, create more space and restart Windows.

4. Check the computer memory in Windows. Optimal performance is attained by 64MB or more of physical RAM.

Do you think I might have some kind of virus?

Viruses typically affect disk and memory access routines. This can cause performance problems. Use a good virus-checking package to scan for and remove viruses. Run it regularly. However, for best performance, do not run it at the same time that you are using Visual Vectors software.



CentreVu
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Glossary

Accelerator keys	Keys that provide shortcuts to actions available on a menu.
Add/Remove Programs	A feature of Microsoft Windows that you use to remove programs that are installed on your computer. The Add/Remove icon is located in the Control Panel window.
Announcement	A recorded voice message that normally tells the caller what destination the call has reached. The announcement also often tries to persuade the caller to stay on the line. With Call Vectoring, announcements can be part of a vector's call processing. An announcement is assigned to a vector by entering an announcement number.
Application folder	A folder on the network server that holds CentreVu Visual Vectors application software, including executables and components.
AutoPlay	A feature of Microsoft Windows that causes an application on a CD-ROM to run without any user interaction as soon as the CD-ROM is inserted into the drive.
Automatic Call Distribution (ACD)	A switch feature using software that channels high-volume incoming and outgoing call traffic to agent groups (splits or skills).

Call Center World	A collection of objects and entities that can be viewed and administered through CentreVu Visual Vectors. Which objects and entities you can access, edit, or assign depends upon your permissions.
Call Management System (CMS)	A software product used by business customers who have Avaya telecommunications switches and ECS servers and receive a large volume of telephone calls that are processed through the Automatic Call Distribution (ACD) feature of the switch or ECS. The CMS server collects call-traffic data, formats management reports, and provides an administrative interface to the ACD feature on the switch.
CentreVu Framework	The window from which you access Visual Vectors tools such as Navigator, Vector Editor, VDN Assignment Wizard, and Import Export Wizard.
CentreVu Supervisor	The Call Management System client (CMS) application for the Microsoft Windows 32-bit operating environments.
Client	A single PC that uses CentreVu Visual Vectors software.
Containee, containee count property	An object in your Call Center World that is logically contained within other objects, analogous to a file. For example, the Containee Count property for each CMS object in your Call Center World is one to eight ACD objects. The maximum count for each entity folder (for split or skill objects, trunk groups, VDNs, and vectors) depends on switch type and version for an ACD.

Container	An object in your Call Center World that logically contains other entities or objects. A container is analogous to a folder or directory. For example, each CMS object in your Call Center World can contain as many as eight ACD objects, each of which contains entity folders (for split or skill objects, trunk groups, VDNs, and vectors).
Context menu	A menu with specific actions for an entity or object, often accessed by clicking the right mouse button on it.
Current window	The window in which you are currently working (usually indicated by a highlighted title bar).
DEFINITY ECS	The name for Avaya's Enterprise Communications Server telecommunications switch.
Delete	An action that removes the object from your Call Center World. A warning is displayed if a Delete action also affects entries in the CentreVu CMS database.
Dictionary	A CMS subsystem that can be used to assign names to various call center entities such as splits or skills, trunk groups, VDNs and vectors. These names appear in Visual Vectors windows, making them easier to interpret.
Dialog box	An on-screen window that conveys or requests information from the user. This window can contain list boxes, text boxes, tabbed pages, and so forth.
Entity	A generic term that refers to one of the following: announcement, split or skill, trunk group, VDN, or vector.

Expert Agent Selection (EAS)

Expert Agent Selection (EAS) is an optional switch or ECS server feature. EAS builds on the power of the Call Vectoring and ACD features of the switch or ECS to match the skills required to handle a particular call to an agent who has at least one of the skills that a caller requires.

The ACD queuing and the vector commands Queue-to and Check are used to route a call to an agent with the appropriate skill to handle that call. With EAS, call distribution is based on skill.

CMS collects data on skills in the same manner as it collects data on splits. CMS also reports VDN data by VDN skill preference, so that customers can assess the call center performance relative to calls requiring particular skills.

Folder

An object in the Navigator tool that contains entities (splits or skills, trunk groups, VDNs, and vectors). Folders are used to visually group all entities of a specific type for an ACD container.

Import Export Wizard

The Import Export Wizard, accessed from CentreVu Framework, lets you export and import vector files, which makes the vector files accessible to multiple locations of a business. The vector files can be exported to a shared or public directory, placed in a central library of vectors, or archived to a LAN server, where other users may retrieve them by using the import process.

Installation folder

A folder on the network that holds all of the CentreVu Visual Vectors files. You run **setupclient.exe** from this folder to install Supervisor on each client computer.

Local installation	With this type of installation, you install all of the Supervisor software to disk space local to each computer from a CD-ROM or from the network.
Log	A file that contains a record of computer activity as well as backup and recovery data.
Measured	A term that means an ACD entity (split or skill, trunk group, vector, or VDN) was identified for CMS to collect data.
Menu bar	A menu bar is under the title bar of most windows. The menu bar shows the menu names available for that particular window, for example, File and Help. You select an item from one of these menus.
Message window	A temporary window used only for displaying information or errors.
Name property	Fields in which you may enter or change a name (synonym) that was entered in the CMS Dictionary, for example, names of announcements, splits or skills, trunk groups, vectors, or VDNs.
Navigator	The software tool accessed from CentreVu Framework that provides hierarchical tree and list/details views of the objects in your Call Center World. Navigator is analogous to Windows Explorer.
Object	Any item that may appear in your Call Center World via the Navigator tool. Objects can be containers of other objects or entities (VDNs folder). An object may be an administrable entity itself (VDN).

Permissions	Permissions assigned to users so that they can access different areas in CMS or administer specific entities of the ACD, such as splits and skills, trunk groups, vectors, and so forth. Access permissions are specified as read (R) or write (W) permission or both (RW). Read permission means that the user can access and view data, for example, in the Navigator window. Write permission means the user can add, modify, or delete data and execute processes.
Prompting	A switch feature that routes incoming calls based on information entered by the calling party, such as an account number. The caller receives an announcement and is prompted to select an option from those listed in the announcement.
Readme file	A file that provides up-to-the-minute information on a newly released product; in this case, CentreVu Visual Vectors software.
Read-only	A folder or file that can be read but not updated or erased.
Registry	The system-wide depository of information supported by Windows. The registry contains information about the system and its applications, including system settings, client, and server information.
ScratchPad	An area in each Visual Vectors user's Call Center World to which they can save graphical vectors that they have created or edited.
Selected object	The current, highlighted object in a Navigator window.

Setup program	A program that configures a system for a particular environment; for example, it informs the system of a new device or interface, such as CentreVu Framework.
Shared installation	With this type of installation, the CentreVu Visual Vectors application software is installed to a shared application folder on the network server, but user-specific files and logs are stored in a folder on each user's PC or on his or her own network drive.
Shortcut	An icon on your computer screen that enables you to select and run an application (for example, CentreVu Visual Vectors) quickly and easily.
Skill	An attribute that is assigned to an ACD Agent. Agent Skills can be thought of as the ability for an Agent with a particular set of skills to handle a call that requires one of those skills. In relationship to your call center, think of a skill as a specific customer need or requirement, or perhaps a business need of your call center. You will be defining your skills based on both of these types of needs.
Split	A group of extensions that receives special-purpose calls in an efficient, cost-effective manner. Normally, calls to a split arrive primarily over one or a few trunk groups.
Start menu	The menu that appears when you click on the Start button in the Windows taskbar. This menu contains programs and other Windows applications.
Status bar	The area at the bottom of a window that lists the status of the current action in that window and gives other information, such as the meaning of a command.

Switch	A private switching system providing voice-only or voice and data communications services including access to public and private networks for a group of terminals within a customer's premises.
Taskbar	The bar that appears by default at the bottom of the Windows desktop. You can click the buttons that appear on this bar to switch between running programs.
Title bar	The horizontal bar at the top of a window that shows the name of the program or the name of that particular window, for example, Navigator. Titles of open Visual Vectors' tool windows are listed on CentreVu Framework's Window menu.
Toolbar	A toolbar is under the menu bar of most windows. Toolbar icons represent actions you can perform.
Tooltips	Tooltips are available in most windows by placing the mouse cursor over a toolbar item for two seconds. Tooltips describe the actions performed by selecting the toolbar icon. Tooltips can be disabled in the Preferences window accessed via CentreVu Framework's File menu.
Trunk	A telephone circuit that carries calls between two switches, between a central office (CO) and a switch, or between a CO and a telephone.
Trunk group	A group of trunks that are assigned the same dialing digits: either a telephone number or a Direct Inward Dialed (DID) prefix.

VDN Assignment Wizard	<p>A software tool, accessed via CentreVu Framework, that guides you through the process of assigning a vector and skill preference to a VDN. The windows that display if you select Vector Id or Skill Pref from the context menu of a VDN object are in this tool.</p>
VDN skill preferences property	<p>Up to three skills can be assigned to a VDN. Calls use VDN skills for routing based on the preference you administer in the vector. VDN skill preferences are referred to in the vector as 1st, 2nd, or 3rd.</p> <p>A prioritized list of agent skills administered for a VDN that are required or preferred for the answering agent. VDN Skill Preferences represent the requirement that a call be routed to ACD agents with one or more abilities.</p>
Vector	<p>A list of steps that process calls in a user-defined manner. The steps in a vector can send calls to splits, play announcements and music, disconnect calls, give calls a busy signal, or route calls to other destinations. Calls enter vector processing via VDNs, which may have received calls from assigned trunk groups, from other vectors, or from extensions connected to the switch.</p>
Vector Directory Number (VDN)	<p>An extension number that enables calls to connect to a vector for processing. A VDN is not assigned an equipment location. It is assigned to a vector. A VDN can connect calls to a vector when the calls arrive over an assigned automatic-in trunk group or when calls arrive over a dial-repeating (DID) trunk group and the final digits match the VDN. The VDN by itself can be dialed to access the vector from any extension connected to the switch.</p>

Vector Editor	A software tool, accessed from CentreVu Framework, that allows you to create and edit vectors visually by dragging and dropping icons representing commands or steps and arranging them into vectors. You can attach comments, change layout, save, and print the vectors.
Vector properties	Conditions or parameters accompanying a vector command that define the circumstances in which the command in that vector step is applied to a call.
Vectoring	<p>A switch feature that provides a highly flexible method for processing ACD calls using VDNs and vectors as processing points between trunk groups and splits or skills. Call vectoring permits treatment of calls that is independent of splits or skills.</p> <p>Similar to a computer program, a call vector is a set of instructions that control the routing of incoming calls based on conditions that occur in a call center environment. Examples of call vector conditions include time of day and the number of calls in queue.</p>
Visual Vectors client software	A software application that, via one or more CentreVu CMS servers, facilitates management of several entity types on multiple switches or ECS servers.
Visual Vectors Server software	Software installed onto a CentreVu CMS server that enables administration (that is, changing or modifying configured entities) for ACDs linked to the CMS.

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