Lucent Technologies
Bell Labs Innovations

CentreVu™ **Supervisor**
Version 5.0

Installation and Getting Started

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Table of Contents

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Introduction

About *CentreVu*™ Supervisor

The Lucent Technologies *CentreVu* Supervisor (Supervisor) software is a graphical user interface to the Lucent *CentreVu* Call Management System (CMS). Supervisor runs in the *Microsoft** *Windows*† operating environment. The Supervisor software runs on an *IBM*‡ compatible PC that is running one of the following *Microsoft* operating systems (see page 1-7 for more detailed requirements):

- *Windows* 95

- *Windows* NT 4.0 (English version and Supervisor-English only)

- *Windows* 3.1

- *Windows* for Workgroups 3.11

- *Windows* NT 3.51

Supervisor is not supported for all localized *Windows* operating systems. For information about which versions of Supervisor are supported for which *Windows* operating systems, see the table on the following page.

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* Microsoft is a registered trademark of Microsoft Corp.
† Windows is a registered trademark of Microsoft Corp.
‡ IBM is a registered trademark of International Business Machines, Inc.

The following table shows which language-versions of Supervisor are supported with which *Windows* operating systems (X indicates that the operating system is supported).

Windows OS	Supervisor Language	English	Dutch	French	German	Portuguese	Spanish	Japanese
English	Windows 3.1	X						
English	Windows NT	X						
English	Windows 3.11	X	X	X	X	X	X	X
English	Windows 95	X						
Dutch	Windows 95	X	X					
Dutch	Windows NT	X	X					
French	Windows 95	X		X				
French	Windows NT	X		X				
German	Windows 95	X			X			
German	Windows NT	X			X			
Portuguese	Windows 95	X				X		
Portuguese	Windows NT	X				X		
Spanish	Windows 95	X					X	
Spanish	Windows NT	X					X	
Japanese	Windows 95	X						X
Japanese	Windows NT							

CentreVu Supervisor is a client/server application. In this case, the "client" is the PC in which you are running the *CentreVu* application. The "server" is your *CentreVu* CMS machine containing your database.

About *CentreVu* CMS

CentreVu CMS is a software product used by customers who have the Lucent Technologies Enterprise Communications Server (ECS) or Lucent 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.

Using This Document

This document shows you what you need to know to successfully install *CentreVu* Supervisor and to begin using it. The document assumes that you are familiar with your computer (including placing CD-ROMs/diskettes in their appropriate drives) and with the *Windows* operating environment (including using the F1 key to activate Help).

The book is organized into the following chapters:

- **Installing CentreVu Supervisor on a PC from the Network** — walks you through the process of copying the contents of the Supervisor installation CD-ROM/diskettes onto a network drive, and walks you through the steps of installing Supervisor on a client PC over the network.

- **Installing CentreVu Supervisor on a Network for Multi-User Access** — walks you through the process of installing Supervisor onto a Local Area Network (LAN) server, and walks you through the process of setting up a client PC to use Supervisor over a LAN.

- **Installing CentreVu Supervisor on a Stand-Alone PC** — walks you through the process of installing Supervisor on a PC from CD-ROM or diskettes.

- **Getting Started with CentreVu Supervisor**— walks you through the process of starting Supervisor, logging into a CMS server, logging out of a CMS server, and exiting Supervisor. Also teaches you how to change your connection settings, and gives you information about getting help with the Supervisor product.

- **Troubleshooting** — gives you general information about troubleshooting the installation of Supervisor and also gives you general information about logging into the CMS server.

There are three types of Supervisor Installation. Be sure to read the Types of Installation section of this chapter to determine which type of installation is best for you, and use the appropriate installation procedures for the type of installation you choose.

Checking Package Contents

To be sure your package contents are complete, check them against the following list:

- **Program disks** – your *CentreVu* Supervisor package should contain a CD-ROM or a set of 3.5-inch diskettes.

- **Documentation** – your *CentreVu* Supervisor package should contain the following printed document:

  — *CentreVu™ Supervisor Installation and Getting Started* (585-215-830) (this document).

  — *CentreVu™ Supervisor User Guide* (585-215-829)

If any of the items are missing or damaged, contact your Lucent Account Team. International customers should contact their Lucent Representative or Distributor.

Types of Installation

There are three types of Supervisor installation. Use the appropriate installation procedures depending on which of the following types of installation you want to do:

- **Installing CentreVu Supervisor on a PC from the Network** — With this type of installation, you copy the contents of the installation CD-ROM∕ diskettes onto a network drive. Then you can run a Client setup that installs the Supervisor application onto a client PC over the network.

- **Installing CentreVu Supervisor on a Network for Multi-User Access** — With this type of installation, you run an administrative setup that expands the Supervisor application files, as well as a client setup program, onto a network drive. Then you can run a Client setup program that installs a program group and icons onto a client PC. The icons point to the Supervisor application which resides on the network drive.

- **PC Stand-Alone Installation** — With this type of installation, you install Supervisor onto your PC hard-disk drive using the installation diskettes or CD-ROM.

What You Need on Your PC

To install and run *CentreVu* Supervisor, you need the following items:

- An *IBM* compatible workstation (486/66 minimum; a *Pentium*[*]
  processor is recommended)

- A hard disk drive with 20MB of free space. If you are installing
  Supervisor in more than one language, you will need more free space.
  For example, installing all Supervisor components in all supported
  languages requires 37MB of free space.

Note	Installing Supervisor in multiple languages will require varying amounts of additional disk space. Performing many CMS operations and running numerous CMS reports will require varying amounts of memory.

- A CD-ROM drive and/or a floppy-disk drive that can read high-density
  3.5-inch diskettes

- An SVGA or VGA monitor and adapter set to at least 640x480x16 colors
  graphics resolution

- *MS-DOS*[†] 5.0 or higher (*Windows* 3.x)

- *Microsoft Windows* 3.1, *Windows* for Workgroups 3.11, *Windows* 95,
  Windows NT 3.51, or *Windows* NT 4.0 operating system

- A mouse compatible with the supported *Windows* operating systems

- For Network Connection – WinSock 1.1 compliant TCP/IP stack and 12
  MB of RAM or more (24 MB of RAM or more is required for *Windows*
  NT 3.51 and 4.0)

- For Serial Connection – serial cable correctly wired to support hardware
  flow control, 16 MB of RAM or more, and a 16550A UART
  communications port (24 MB of RAM or more is required for *Windows*
  NT 3.51 and 4.0)

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* Pentium is a registered trademark of Intel Corporation.
† MS-DOS is a registered trademark of Microsoft Corp.

- For Modem Connection – at least a 9600-bps modem, 16 MB of RAM or more, and a 16550A UART communications port. If the modem is external, then the cable must be correctly wired to support hardware flow control.

- If you have *Windows* 3.1, the following entries need to be added or modified in the CONFIG.SYS and AUTOEXEC.BAT files:

  — CONFIG.SYS : `FILES=70` (do not set the number of files to less than 70)

  — AUTOEXEC.BAT : `SHARE /L:100` (do not set the "locks" switch [/L:] to less than 100)

  > | Note | For information about editing *Windows* files, see your *Windows* documentation.

- If you have *Windows* for Workgroups 3.11 or *Windows* 95, the following entry needs to be added or modified in the CONFIG.SYS file:

  — CONFIG.SYS : `FILES=70` (do not set the number of files to less than 70).

  > | Note | For information about editing *Windows* files, see your *Windows* documentation.

- If you have *Windows* 95 or *Windows* NT 4.0, the Lucent *CentreVu* Supervisor CD-ROM supports the AutoPlay feature. This means that the Lucent *CentreVu* Supervisor Setup program will start automatically after you insert the CD-ROM into your drive.

> | Note | To copy *CentreVu* Supervisor files onto a network drive so that it can be installed on PCs from the network, choose **Cancel** in the window that AutoPlay displays automatically. To perform an Administrative setup so that *CentreVu* Supervisor can be run from the network by multiple users, choose the **Administrative** button in the window. Otherwise, for a standard client PC setup choose **Normal**.

What You Need for Your *CentreVu* CMS Server

- *Sun** *SPARCserver*† computer (recommended)

> **Note** If you are installing a non-English version of Supervisor, or if you are running Supervisor over a LAN, then you must have a *Sun SPARCserver* computer for your CMS server.

OR

NCR System 3000 Model 3332 computer.

- *CentreVu* Call Management System Release 3 Version 5 (*CentreVu* CMS R3V5)

> **Note** Supervisor Version 5.0 can be used to log into *CentreVu* CMS R3V5 only, and conversely, only Supervisor Version 5.0 can be used to log into *CentreVu* CMS R3V5.

If you do not have both Supervisor Version 5.0 and *CentreVu* CMS R3V5, then the login will fail, and an error message will appear.

If you are upgrading from Supervisor 1.0, then you must upgrade your CMS server before you upgrade Supervisor.

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†SPARCserver is a trademark of SPARC International Inc. licensed exclusively to Sun Microsystems.

Conventions Used in This Document

The following conventions are used in this document:

- Menu names, options, and icon names are shown in bold text (for example, Choose **Save** from the **File** menu).

- References to windows are capitalized (for example, Manual Login window).

- Text you are asked to enter and system commands are shown in courier font (for example, Enter this `command`).

- Variable text is marked by greater-than/less-than signs (for example, Couldn't create <filename>).

- Keyboard strokes will be capitalized, and keyboard strokes that you make simultaneously are indicated by a plus sign (for example, press Alt+F4).

- *Italics* are used to reference other documents, to reference file names, and to indicate trademarks.

- *Windows* 3.x refers to the following operating systems:

  — *Windows* 3.1

  — *Windows* for Workgroups 3.11

  — *Windows* NT 3.51.

- The example screens used in this document were captured from Supervisor running in the *Windows* 95 operating system. If you are using *Windows* 3.x, your screens may look slightly different.

- Whenever you are asked to click the mouse button, you are meant to click the left mouse button, unless the right button is specified. The opposite is true if your mouse is configured for a left-handed user.

CMS System Capacities

The CMS system capacities are unchanged by the Supervisor software. If you are putting your *CentreVu* Supervisor users on a LAN, then your network must support the additional network traffic.

Number of Supervisor Windows Allowed

Supervisor allows users to open as many as 12 windows simultaneously. This limit is set for each user by the CMS system administrator. Windows that do not directly use CMS data, such as the color customization data, are not included in this limit. Windows that have been opened for other applications also are not included in this limit.

The Supervisor application can connect to a single CMS. Supervisor does not provide the capability to combine data from multiple CMSs.

Number of PCs Allowed to Run Supervisor

The number of PCs running *CentreVu* Supervisor is limited by the number of site-licensing agreements with Lucent. The CMS software will count the number of active *CentreVu* Supervisor clients that are logged in, and limit the number of simultaneous users to the number purchased by the customer.

Performance

When you are using Supervisor you may 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:

- If Supervisor is running in a LAN environment, Supervisor will generate additional network traffic. For example, if 250 Supervisor sessions were running two real-time reports each, then Supervisor could require approximately 20% of the LAN's capacity. Therefore, insure that your LAN has been engineered appropriately.

- In a LAN environment, network backups could cause congestion on the network, adversely affecting its performance.

- If the Supervisor application is running simultaneously with other applications, performance of the Supervisor application could be affected by those other applications, or vice versa.

Reliability/Availability

If serial links or LAN connectivity drop, the Supervisor application will automatically attempt to restore the connection if you logged in using the Automatic Login capability.

Security

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

2

Installing *CentreVu* Supervisor on a PC from the Network

Introduction

If you are set up to share applications that exist on a network drive, you may want to allow Supervisor users to install *CentreVu* Supervisor on their PCs from the network drive also.

This section of the document describes everything you need to know to successfully place the *CentreVu* Supervisor installation files on a Local Area Network (LAN) server and to install Supervisor onto client PCs from the network.

To install *CentreVu* Supervisor on the network drive, you must setup the network drive.
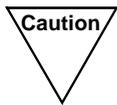
To install the Supervisor application on a client PC from the network drive, you must run Client setup.

Installation Procedures
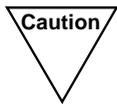
Installing *CentreVu* Supervisor over a network is a two-step process that consists of the following:

- "Network Drive Setup" on page 5
- "Client Setup" on page 6.
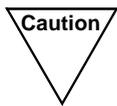
You must setup the network drive from which you want to install Supervisor. Then, from each client workstation, you do a Client setup to install Supervisor on a client PC.

<div style="border-left:...">

▽ Caution — You must do Client setup from the physical client PC that will access Supervisor. If you simply log into the network as each client, and then run setup, Supervisor will not install properly on the client.

▽ Caution — Administrative setup may need to update certain files in the *Windows* system directory. Therefore, when Client Setup is run, the client must have "write" permission to the *Windows* system directory. This may cause problems when a client's *Windows* system is installed on the network rather than on the client PC.

▽ Caution — Before you install *CentreVu* Supervisor, make sure that no other application is running. It is strongly recommended that you exit all *Windows* programs before running the Setup program.

If you have any difficulty installing *CentreVu* Supervisor, refer to the following sources of information:
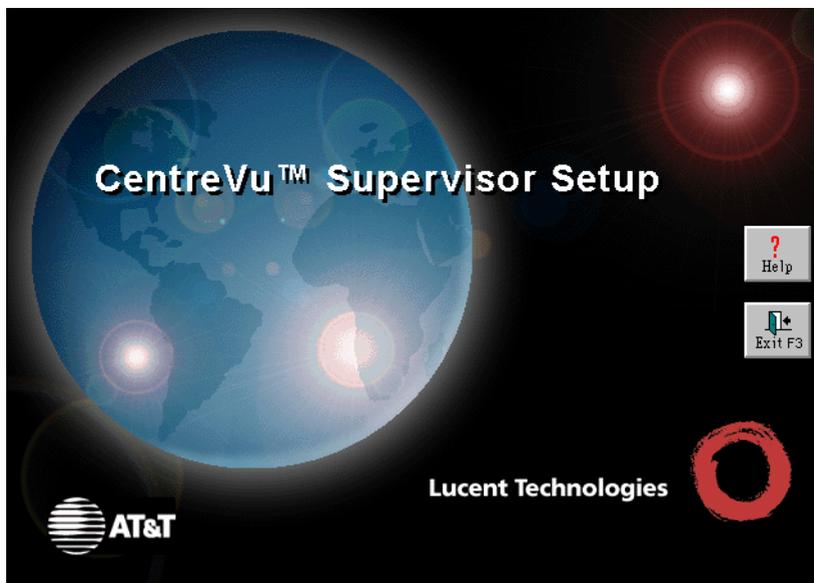
- The readme.txt file located on the CD-ROM or on Disk #1 of the diskette set. Use an editor such as *Windows* Notepad to view the file.
- See "What You Need on Your PC" on page 1-7.
- See "Troubleshooting Tips" on page 6-2.

If you have further questions, contact the National Customer Care Center or Professional Services Installation Consultation on 1-800-242-2121. For International support, contact your Lucent Representative or Distributor for assistance.

The CD-ROM/diskettes in your package include a graphical installer to help you install your copy of Supervisor. Files have been compressed so that they fit on fewer disks. When you do network drive setup, you copy the compressed files onto a network drive. When you do Client setup, the installer automatically expands the files onto the client PC.

The installer also lets you choose which parts of Supervisor you want to install and where to install them. You can cancel installation at any time.

When you run setup, the splash screen below will appear and will remain in the background until setup is complete.

During the installation, you can click on the **Help** icon on the splash screen or press the F1 key to obtain information about installation topics.

| Note | The on-line help that accompanies setup is available in English only.

You can cancel installation of Supervisor at any time by clicking on the **Exit** icon on the splash screen, by selecting "Close" from the Control-menu box, by pressing Alt + F4, or by pressing the F3 key.

Network Drive Setup

Network drive setup for installation of the Supervisor application on the client PC over the network consists of copying the contents of the installation CD-ROM or diskettes onto the network drive. Then the client can install the Supervisor application onto the client PC by running Client setup from the network drive.

To copy Supervisor setup files on a network drive, do the following steps:

1. At a PC that is running *Windows* and has administrator/supervisor privileges, insert the *CentreVu* Supervisor CD-ROM or disk #1 into the drive you want to install from.

> | Note | Since the *CentreVu* Supervisor CD-ROM supports the AutoPlay feature on *Windows* 95 and *Windows* NT 4.0 client PCs, the Lucent *CentreVu* Supervisor Setup program will start automatically after you insert the CD-ROM into your drive. You should choose the **Cancel** button in the window that displays automatically and then contiue with step 2.

2. Open *Windows* Explorer (*Windows* 95, *Windows NT* 4.0) or File Manager (*Windows* 3.x).

3. Create a directory on the network drive, and record the path to the directory. Client setup will require you to navigate to this directory.

4. Using the Copy command or drag-and-drop, copy the contents of the CD-ROM/diskettes to the network drive. See your *Windows* documentation if you need assistance with this step. Be sure to copy all of the files on the CD-ROM/diskettes.

> | Note | The files on the Supervisor CD-ROM/diskettes are compressed. You will not be able to run Supervisor from this directory. If you want to run Supervisor from the network drive, then you need to run Client setup with the network drive's host computer as the "Client PC."

5. Network drive setup is complete. Proceed to "Client Setup" on page 6.

Client Setup

Client Setup installs the Supervisor application from the network drive onto a client PC.

⚠ **Caution:** You must do Client setup from the physical client PC that will access Supervisor. If you simply log into the network as each client from a single PC, and then run Client setup, Supervisor will not install properly on the client PC.

⚠ **Caution:** Since Client setup may need to update certain files in the *Windows* system directory, the client must have "write" permission to the *Windows* system directory.

To set up a client PC to access Supervisor from the network, do the following steps:

1. Verify that the network drive, where *CentreVu* Supervisor is installed, is connected to the client PC.

   Note: It is strongly recommended that you exit all *Windows* programs before running the Setup program.

2. In *Windows* Explorer or Network Neighborhood (*Windows* 95, *Windows NT* 4.0) or File Manager (*Windows* 3.x), go to the directory where *CentreVu* Supervisor is installed.

   Locate and then double-click on the `setup.exe` file. This begins Client Setup.

3. A screen, which tells you that Setup is initializing, appears. The Supervisor splash screen will appear next, and then Setup will search your hard drive for a previous installation of Supervisor.

4. The Installation Location dialog box appears.
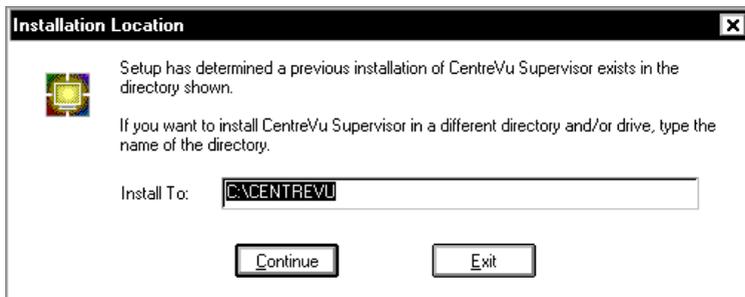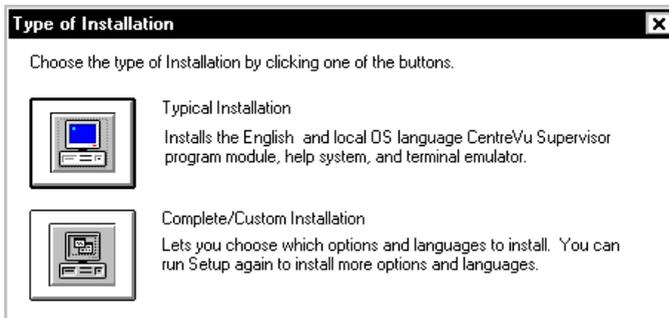
If Setup found a previous installation of Supervisor, Setup will use the default path of the previous installation. If Setup did not detect a previous installation, it will use the default installation path `C:\CENTREVU`.

To change the directory for user files, type the preferred directory in the Path: text box.

Note	Your user files can be located on the Client's hard drive or on the network.

When you have selected the installation location, select **Continue**. Select **Exit** if you want to quit Client setup.The Type of Installation dialog box appears. Select a type of installation by clicking one of the following installation icons.

The **Typical Installation** icon is the default choice (highlighted box). This will install all of the basic options in English, which is required, as well as all of the basic options in the language of your *Windows* operating system. To select the Typical Installation, click on the **Typical Installation** icon.
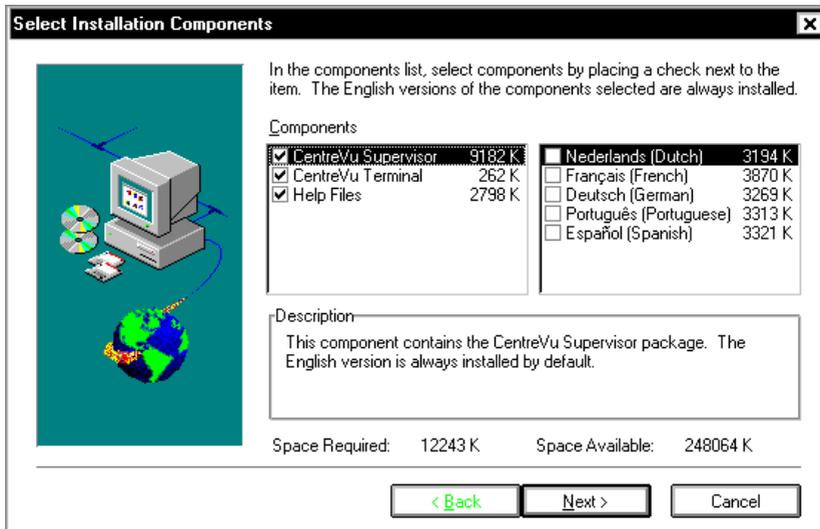
The **Complete/Custom Installation** icon allows you to choose which options and language versions to install. To select the Complete/Custom Installation, click the **Complete/Custom Installation** icon.

Note	To install Supervisor in any language(s) in addition to English and the language of your *Windows* operating system, then you must do a Complete/Custom Installation.

5. If you chose **Typical Installation**, then Setup will install all Supervisor Components in English and in the language of your supported *Windows* operating system (see the table on page 1-2). Go to Step 9.

   If you chose **Complete/Custom Installation**, continue with Step 6.

6. If you chose **Complete/Custom Installation**, the program responds with the Select Installation Components dialog box.

7. Select only the installation components and the component languages that you want to install by checking/unchecking them in the list boxes.

   The English versions of Supervisor and on-line help are always installed. (No language options are available for *CentreVu* Terminal.)

   If you are running a supported, non-English version of *Windows*, then Setup also will select, by default, to install Supervisor and on-line help in the language that matches your *Windows* system.

   The Select Installation Components dialog box shows the space required for each component, and provides you with the following information:

   - The total space required to install the components you selected

   - The total space available on the specified drive.

8. Once you have selected installation components, do one of the following:

   Select **Next** to create the *CentreVu* Supervisor program group on the client.

   The **Back** option is not available in this situation.

   Select **Cancel** to quit Client Setup.

9. If you selected **Next** the program responds by displaying the file transfer box.
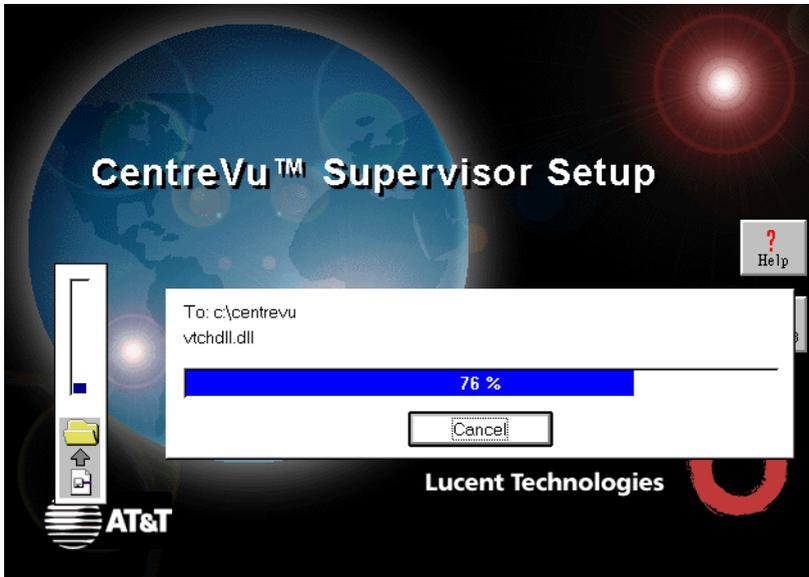
The File Transfer box displays the overall status of the installation. It provides the drive and directory where the files are being installed and the actual file that is being installed at any given time. The **File Transfer** indicator to the left of the File Transfer box displays the installation status of each file.

When setup installs all files on the hard drive, the following dialog box appears:
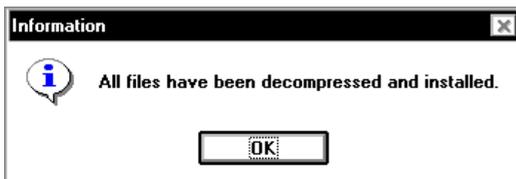
10. Select **OK** or press Enter. Setup then begins to search the hard drive for dll's and vbx's that Supervisor uses. When Setup is done searching for existing dll's and vbx's, the following dialog box appears:
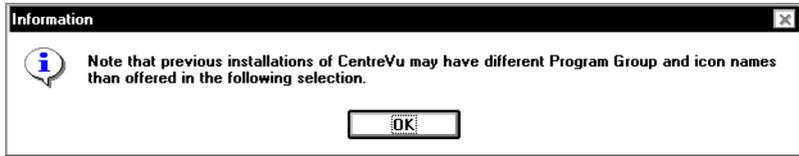
If you are installing Supervisor over a previous installation, then be sure that any shortcuts you have made on your system point to the new program group and icons. Also note that you may have an extra program group and icons because Supervisor Version 5.0 uses a different default program and icons group than Supervisor Version 1.0.

11. The Install Icons to Program Group dialog box appears.
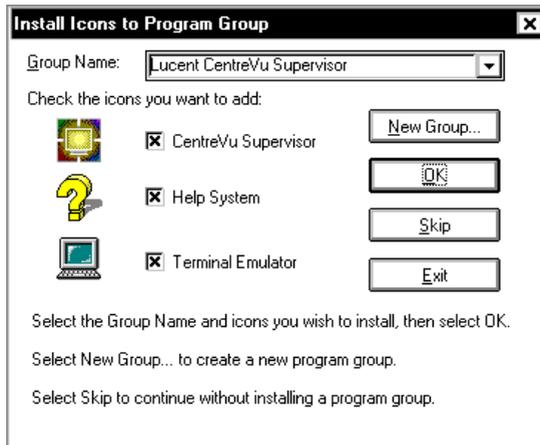
The Install Icons to Program Group dialog box provides you with a default program group name and icons for the Supervisor application.

Note | You can customize the group name by using the pull-down list of existing groups, by entering a different group name in the Group Name: text box, or by clicking on the **New Group...** button.

12. Select **OK** to create the default Supervisor icons and program group name. Select **Skip** to use the previously created program group. Select **Exit** to quit Client Setup.

> ⚠ Caution
>
> If this is your first installation of *CentreVu* Supervisor and you select **Skip**, setup will not create a Supervisor program group or icons. Supervisor is not designed to run from File Manager (*Windows* 3.x); it is designed to run in Program Manager (*Windows* 3.x) or from the Start menu (*Windows* 95, *Windows NT* 4.0). Therefore, we recommend that you do not select **Skip** when installing Supervisor for the first time. If you are installing Supervisor over an existing *CentreVu* program group, then you can select **Skip**. In this case, setup will use the existing *CentreVu* program group.

After Client Setup creates the program group, a message box appears stating that *CentreVu* Supervisor installation is complete.

CentreVu Supervisor Setup

CentreVu Supervisor installation is complete!

Select "Readme" to view the CentreVu Supervisor README file.

Select "Exit" to conclude the installation.

Readme   Exit
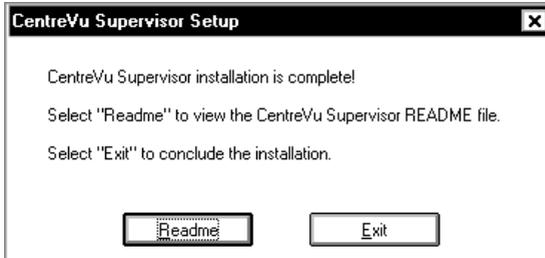
13. Select **Readme** if you want to see the readme.txt file using *Windows* Notepad, or go to step 14. The readme.txt file contains the following information:

- Integration Notes
- Installing from Diskettes
- Compatible Networks
- *CentreVu* Terminal Options
- Installation Files
- Problems Installing when the *Microsoft* Office Toolbar is Running
- How to Uninstall
- Other information that may not have been included in the documentation.

14. Select **Exit** to return to your desktop (*Windows* 95, *Windows NT* 4.0) or to Program Manager(*Windows* 3.x).

The newly created Supervisor program group appears with icons for the Supervisor application on the Start menu (*Windows* 95, *Windows NT* 4.0) or in the Program Manager (*Windows* 3.x).

Client Setup is complete. Go to the "Getting Started with *CentreVu* Supervisor" section to establish a connection to the *CentreVu* CMS server.

Chapter 2

3

Installing *CentreVu* Supervisor on a Network for Multi-User Access

Introduction

If you are set up to share applications that exist on a network drive, you may want to install *CentreVu* Supervisor on the network drive also. This section of the document describes everything you need to know to successfully install *CentreVu* Supervisor on a Local Area Network (LAN) server and to set up clients to access Supervisor over the network.

You can install Supervisor on a network so that multiple clients can access the same Supervisor application over the network. In this case, Client setup installs only a program group and icons on the client's PC, and these icons point to the Supervisor application which resides on the network drive.

To install *CentreVu* Supervisor on the network, you must run Administrative Setup.
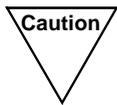
To allow clients to access Supervisor over the network, you must do Client setup.

Installation Procedures
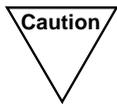
Installing *CentreVu* Supervisor over a network is a two-step process that consists of the following steps:

- Administrative setup
- Client setup.

You must do an Administrative setup to install Supervisor onto the network. Then, from each client workstation, you do a Client setup to allow users to use Supervisor from their workstations.

Caution / You must do Client setup from the physical client PC that will access Supervisor. If you simply log into the network as each client, and then run setup, Supervisor will not install properly on the client.

Caution / Administrative setup may need to update certain files in the *Windows* system directory. Therefore, when Client Setup is run, the client must have "write" permission to the *Windows* system directory. This may cause problems when a client's *Windows* system is installed on the network rather than on the client PC.

Caution / Before you install *CentreVu* Supervisor, make sure no other application is running. It is strongly recommended that you exit all *Windows* programs before running the Setup program.

If you have difficulty installing *CentreVu* Supervisor, refer to the following sources of information:

- The `readme.txt` file located on the CD-ROM or on Disk #1 of the diskette set. Use an editor such as *Windows* Notepad to view the file.
- See "What You Need on Your PC" on page 1-7.
- See "Troubleshooting Tips" on page 6-2.

If you have further questions, contact the National Customer Care Center or Professional Services Installation Consultation on 1-800-242-2121. For International support, call your Lucent Representative or Distributor for assistance.

The CD-ROM/diskettes in your package include a graphical installer to help you install your copy of Supervisor. Files have been compressed so that they fit on fewer disks. The installer automatically expands the files. The installer also lets you choose which parts of Supervisor you want to install and where to install them. You can cancel installation at any time.

| Note | Supervisor cannot be installed by directly copying files from the CD-ROM/diskettes to the hard drive because the files on the CD-ROM/diskettes are compressed. |

Chapter 3

When you run setup, the splash screen below will appear and will remain in the background until setup is complete.

During the installation, you can click on the **Help** icon (see above) or press the F1 key to obtain information about installation topics.

Note	The on-line help that accompanies setup is available in English only.

You can cancel installation of Supervisor at any time by clicking on the **Exit** icon (see above), by selecting "Close" from the Control-menu box, by pressing Alt + F4, or by pressing the F3 key.

Administrative Setup

Administrative Setup expands all Supervisor program files into the network directory specified in the Administrative Setup Installation Location screen (see page 4-7). In addition, Administrative Setup transfers a Client Setup program and its associated files to the network directory.

The Client Setup program allows clients to access Supervisor from the network server. The Client Setup section (page 3-12), described later in this document, explains how to set up Supervisor on user workstations.

<div style="margin-left:2em">

| Note |

If you are upgrading to a new version of Supervisor, you may run Administrative Setup only. Running Client Setup is not necessary, unless you want to install non-English versions of Supervisor and/or on-line help. In that case, you must run Client setup in order to install Supervisor and/or on-line help in the additional languages.

</div>

Chapter 3

To install *CentreVu* Supervisor on a network drive, do the following steps:

1. At a PC that is running *Windows* and has administrator/supervisor privileges, insert the *CentreVu* Supervisor CD-ROM or Disk #1 of the diskette set into the drive you want to install from.

<div style="margin-left:2em">

| Note |

It is strongly recommended that you exit all *Windows* programs before running the Setup program.

</div>

<div style="margin-left:2em">

| Note |

Since the *CentreVu* Supervisor CD-ROM supports the AutoPlay feature on *Windows* 95 and *Windows* NT 4.0 client PCs, the Lucent *CentreVu* Supervisor Setup program will start automatically after you insert the CD-ROM into your drive. You should choose the **Administrative** button in the window that displays automatically and then contiue with step 4.

</div>

2. Select **Run** from the **Start** menu (*Windows* 95, *Windows NT* 4.0) or from the **File** Menu in Program Manager (*Windows* 3.x).

3. The Run dialog box appears. In the Open: text box, enter the drive you are installing Supervisor from followed by \SETUP \A (make sure you use back slashes) , and then select **OK**. In the following example, the "d:" drive is selected.
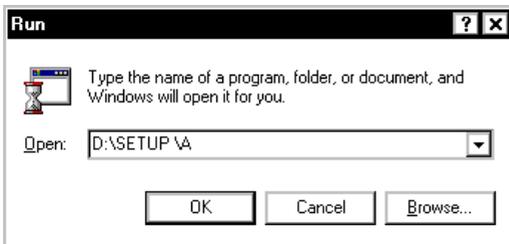
Caution /If you omit the \A component of the command, setup will automatically (without warning) begin a PC stand-alone installation instead of a network installation.

4. A screen, which tells you that Setup is initializing, appears. The Supervisor splash screen will appear next, and then the Administrative Setup Installation Location dialog box appears. In the Path: text box, type in the LAN server drive and directory where you want *CentreVu* Supervisor installed. Select **Continue**.
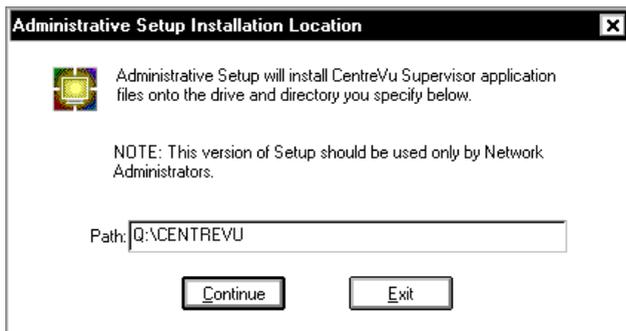
5. The program responds by displaying the **File Transfer** box:
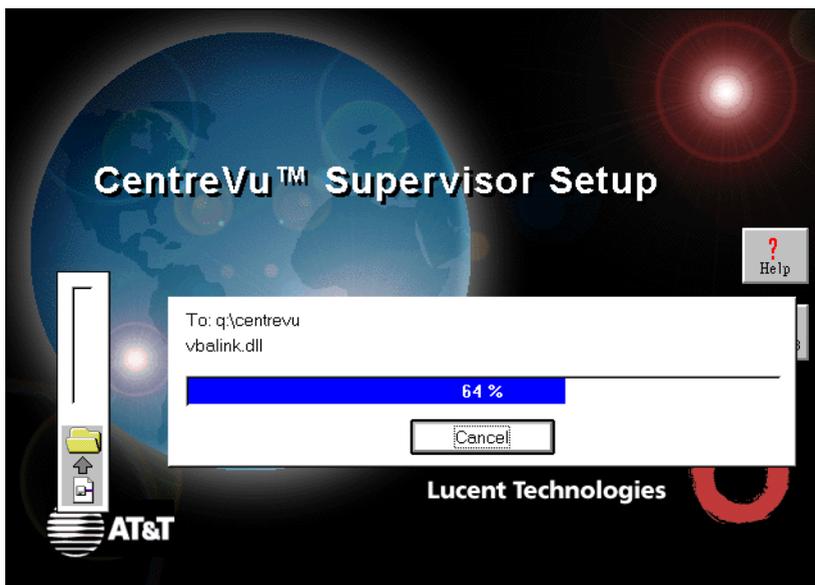
The **File Transfer** box displays the overall status of the installation, the drive and directory where the files are being installed, and the actual file that is being installed at any given time. The **File Transfer** indicator to the left of the **File Transfer** box displays the installation status of each file.

> | Note | Administrative Setup installs all available Supervisor components in all languages onto the LAN server. When you do Client Setup, you will have the option to do a complete/custom installation for each client.

6. If you are installing from diskettes, the program prompts you to insert the next disk, as shown below. If you are installing from CD-ROM, go to step 8.

```
Setup Needs The Next Disk                                    ✕

            Please insert Disk 2


  Path:
  D:\                                               Browse...

                                    OK          Cancel
```

7. Insert the next disk as prompted and select **OK**.

   The program continues to install files on the LAN server. Continue to insert disks as prompted.

8. When Administrative Setup installs all files on the LAN server, it then begins to search the drive for dll's and vbx's that Supervisor uses.

When Administrative Setup is done searching for existing dll's and vbx's, the following Information dialog box appears:

```
┌─────────────────────────────────────────────┐
│ Information                               [×] │
├─────────────────────────────────────────────┤
│   (i)    All files have been decompressed and installed. │
│                                               │
│              ┌──────────────┐                 │
│              │      OK      │                 │
│              └──────────────┘                 │
└─────────────────────────────────────────────┘
```

Chapter 3

9. Select **OK** or press the Enter key.

    If your WINDOWS\SYSTEM directory is located on the network server, a dialog box appears; go to Step 10. If your WINDOWS\SYSTEM directory is not located on the network server, you will not see this dialog box; go to Step 11.

10. In the dialog box, select **Yes** to transfer *CentreVu* Supervisor system files to the WINDOWS\SYSTEM\ directory located on the network server.

11. A dialog box appears.
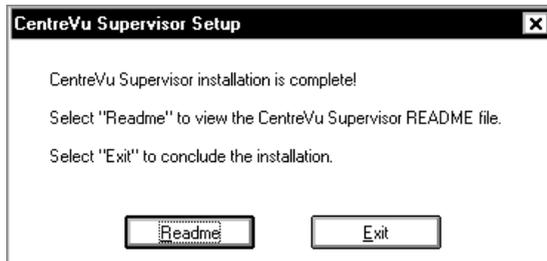
    ```
    ┌─────────────────────────────────────────────────────────────┐
    │ CentreVu Supervisor Setup                              [×]   │
    ├─────────────────────────────────────────────────────────────┤
    │                                                              │
    │   CentreVu Supervisor installation is complete!              │
    │                                                              │
    │   Select "Readme" to view the CentreVu Supervisor README file. │
    │                                                              │
    │   Select "Exit" to conclude the installation.                │
    │                                                              │
    │                                                              │
    │        ┌──────────────┐      ┌──────────────┐                │
    │        │   Readme      │      │    Exit      │                │
    │        └──────────────┘      └──────────────┘                │
    └─────────────────────────────────────────────────────────────┘
    ```

    Select **Readme** if you want to see the `readme.txt` file using *Windows* Notepad. The `readme.txt` file contains the following information:

    - Integration Notes
    - *CentreVu* Terminal Options
    - Installation Files
    - Problems Installing when the *Microsoft* Office Toolbar is Running
    - How to Uninstall
    - Other information that may not have been included in the documentation.

12. Select **Exit** to return to your desktop (*Windows* 95, *Windows NT* 4.0) or to Program Manager (*Windows* 3.x).

CentreVu Supervisor is now installed on the LAN server. For clients to access *CentreVu* Supervisor on the LAN server, you must run Client Setup (see page 3-12) from each PC that will be used to access Supervisor.
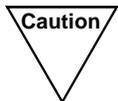
⚠ **Caution** You must do Client setup from the physical PC that the client will use to access Supervisor. If you simply log into the network as each client, and then run Client setup, Supervisor will not install properly on the client.

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Client Setup

Client Setup creates a program group on the client PC. The icons in the program group point to executable files on the application server. In addition, Client Setup allows you to identify where you want to put user files (user files can be located on the client's local drive or on the network).
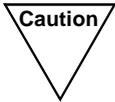
⚠ **Caution** You must do Client setup from the physical client PC that will access Supervisor. If you simply log into the network as each client from a single PC, and then run Client setup, Supervisor will not install properly on the client PC.
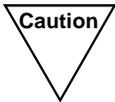
⚠ **Caution** Since Client setup may need to update some files in the *Windows* system directory, the client must have "write" permission to the *Windows* system directory.

To set up a client PC to access Supervisor from the network, do the following steps:

1. Verify that the network drive, where *CentreVu* Supervisor is installed, is connected to the client PC.

   | **Note** | It is strongly recommended that you exit all *Windows* programs before running the Setup program. |

2. In *Windows* Explorer or Network Neighborhood (*Windows* 95, *Windows NT* 4.0) or File Manager (*Windows* 3.x), go to the directory where *CentreVu* Supervisor is installed.

   Locate and then double click on the `setup.exe` file. This begins Client Setup.

A screen, which tells you that Setup is initializing, appears. The Supervisor splash screen will appear next, and then the Type of Installation dialog box appears.

3. Select a type of installation by clicking one of the following installation icons.

The **Typical Installation** icon is the default choice (box is highlighted). This will install all of the basic options in English, which is required, as well as all of the basic options in the language of your *Windows* operating system. To select the Typical Installation, click on the **Typical Installation** icon.

The **Complete/Custom Installation** icon allows you to choose which options to install and which language versions to install. To select the Complete/Custom Installation, click the **Complete/Custom Installation** icon.

> **Note** To install Supervisor in any language(s) in addition to English and the language of your *Windows* operating system, then you must do a Complete/Custom Installation.

4. The Installation Location dialog box appears.
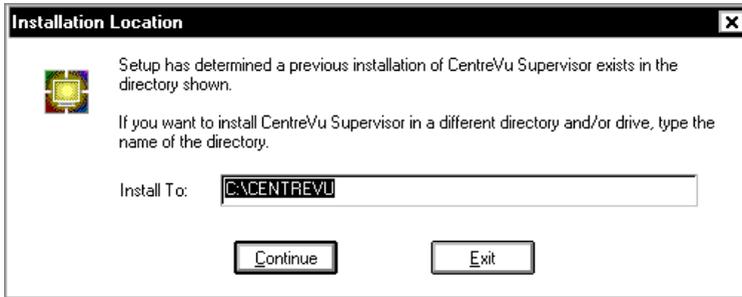
If Setup found a previous installation of Supervisor, Setup will use the default path of the previous installation. If Setup did not detect a previous installation, it will use the default installation path `C:\CENTREVU`.

To change the directory for user files, type the preferred directory in the Path: text box.
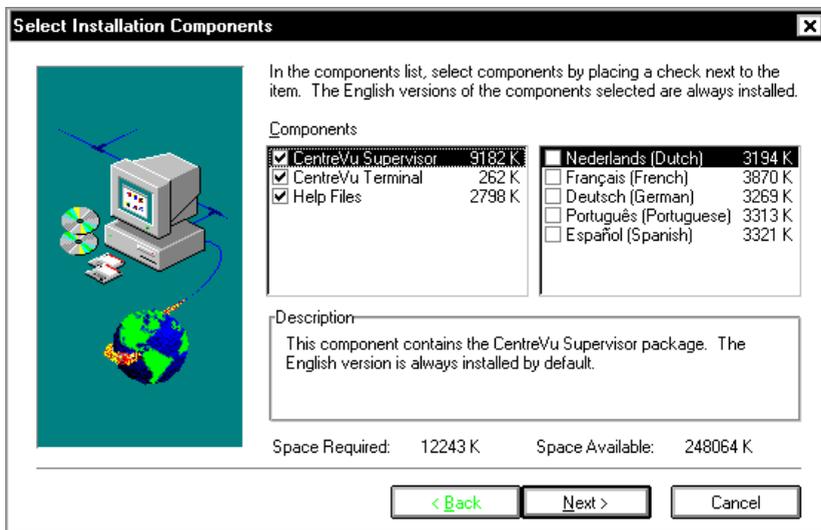
| Note | Your user files can be located on the Client's hard drive or on the network. |

When you have selected the installation location, select **Continue**. Select **Exit** if you want to quit Client setup.

5. If you chose **Typical Installation**, then Setup will install all Supervisor Components in English, as well as all of the basic options in the language of your supported *Windows* operating system (see the table on page 1-2). Go to Step 9.

If you chose **Complete/Custom Installation**, continue with Step 6.

6. If you chose **Complete/Custom Installation**, the program responds with the Select Installation Components dialog box.

7. Select the installation components and the component languages that you want to install by checking the components in the list box.

The English versions of Supervisor and on-line help are always installed. (No language options are available for *CentreVu* Terminal.)

If you are running a supported non-English version of *Windows*, then by default, Setup will also install Supervisor and on-line help in the language that matches your *Windows* system.

The Select Installation Components dialog box shows the space required for each component, and provides you with the following information:

- The total space required to install the components you selected
- The total space available on the specified drive.

| Note | In the case where Supervisor itself resides on the network drive, the disk space required for each component may be very low. This is because client setup installs only icons on the client PC. |

8. Once you have selected installation components, do one of the following:

    Select **Next** to create the *CentreVu* Supervisor program group on the client.

    Select **Back** to go back to the user files Installation Location dialog box. (This option may not be available.)

    Select **Cancel** to quit Client Setup.

9. If you select **Next**, the following dialog box appears:

Information	☒
ⓘ Note that previous installations of CentreVu may have different Program Group and icon names than offered in the following selection.	
OK	

    If you are installing Supervisor over a previous installation, then be sure that any shortcuts you have made on your system point to the new program group and icons. Also note that you may have an extra program group and icons because Supervisor Version 5.0 uses a different default program and icons group than Supervisor Version 1.0.

10. The Install Icons to Program Group dialog box appears.
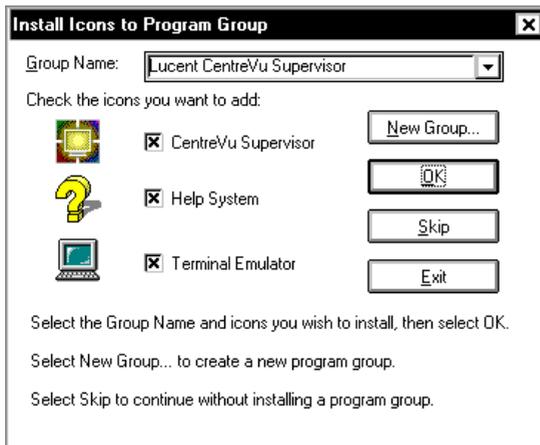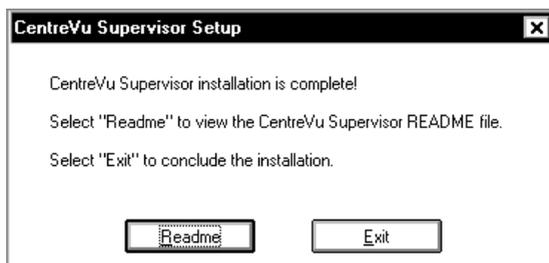
    Install Icons to Program Group   ☒

    Group Name: Lucent CentreVu Supervisor   ▼

    Check the icons you want to add:

    ☒ CentreVu Supervisor   New Group...

    ☒ Help System   OK

    ☒ Terminal Emulator   Skip

                                   Exit

    Select the Group Name and icons you wish to install, then select OK.

    Select New Group... to create a new program group.

    Select Skip to continue without installing a program group.

The Install Icons to Program Group dialog box provides you with a default program group name and icons for the Supervisor application.

| Note | You can customize the group name by using the pull-down list of existing groups, by entering a different group name in the <u>G</u>roup Name: text box, or by clicking on the **<u>N</u>ew Group...** button. |

11. Select **<u>OK</u>** to create the default Supervisor icons and program group name. Select **<u>S</u>kip** to use the previously created program group. Select **<u>E</u>xit** to quit Client Setup.

Caution ▽ If this is your first installation of *CentreVu* Supervisor and you select **<u>S</u>kip**, setup will not create a Supervisor program group or icons. Supervisor is not designed to run from File Manager(*Windows* 3.x); it is designed to run in Program Manager(*Windows* 3.x) or from the Start menu(*Windows* 95, *Windows NT* 4.0). Therefore, we recommend that you do not select **<u>S</u>kip** when installing Supervisor for the first time. If you are installing Supervisor over an existing *CentreVu* program group, then you can select **<u>S</u>kip**. In this case, setup will use the existing *CentreVu* program group.

Chapter 3

After Client Setup creates the program group, a message box appears stating that *CentreVu* Supervisor installation is complete.

CentreVu Supervisor Setup   ✕

CentreVu Supervisor installation is complete!

Select "Readme" to view the CentreVu Supervisor README file.

Select "Exit" to conclude the installation.

[<u>R</u>eadme]   [<u>E</u>xit]

---

12. Select **<u>Readme</u>** if you want to see the `readme.txt` file using *Windows* Notepad, or go to step 13. The `readme.txt` file contains the following information:

   - Integration Notes
   - Installing from Diskettes
   - Compatible Networks
   - *CentreVu* Terminal Options
   - Installation Files
   - Problems Installing when the *Microsoft* Office Toolbar is Running
   - How to Uninstall
   - Other information that may not have been included in the documentation.

13. Select **<u>Exit</u>** to return to your desktop (*Windows* 95, *Windows NT* 4.0) or to Program Manager (*Windows* 3.x).

The newly created Supervisor program group appears with icons for the Supervisor application on the Start menu (*Windows* 95, *Windows NT* 4.0) or in the Program Manager (*Windows* 3.x).

Client Setup is complete. See "Establishing Connection to the CMS Server" on page 5-4.

4

Installing *CentreVu* Supervisor on a Stand-Alone PC

Introduction

This section of the document describes everything you need to know to successfully install *CentreVu* Supervisor on a PC that will not access Supervisor over the network.

Installation Procedures

If you have any difficulty installing *CentreVu* Supervisor, refer to the following sources of information:
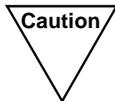
- The `readme.txt` file located on the CD-ROM or on Disk #1 of the diskette set. Use an editor such as *Windows* Notepad to view the file.

- See "What You Need on Your PC" on page 1-7.

- See "Troubleshooting Tips" on page 6-2.

If you have further questions, contact the Lucent Technologies National Customer Care Center on 1-800-242-2121. Customers outside the United Stated should contact their Lucent Representative or Distributor for assistance.

The CD-ROM/diskettes in your package include a graphical installer to help you install your copy of Supervisor. Files have been compressed so that they fit on fewer disks. The installer automatically expands the files. The installer also lets you choose which parts of Supervisor you want to install and where to install them.

> **Note** Supervisor cannot be installed by directly copying files from the CD-ROM/diskettes to the hard drive because the files on the CD-ROM/diskettes are compressed.

> **Caution** Before you install *CentreVu* Supervisor, make sure no other application is running. It is strongly recommended that you exit all *Windows* programs before running the Setup program.

When you run setup, the splash screen below will appear and will remain in the background until setup is complete.

During the installation, you can click on the **Help** icon (see above) or press the F1 key to obtain information about installation topics.

| Note | The on-line help that accompanies setup is available in English only.

You can cancel installation of Supervisor at any time by clicking on the **Exit** icon (see above), by selecting "Close" from the Control-menu box, by pressing Alt + F4, or by pressing the F3 key.

PC Stand-Alone Setup

To install Supervisor from CD-ROM/diskettes onto the PC, do the following steps:

1. If *Windows* is not already running, at the DOS prompt, type `win` and press Enter.

2. Insert the CD-ROM or Disk #1 into the drive you want to install from.
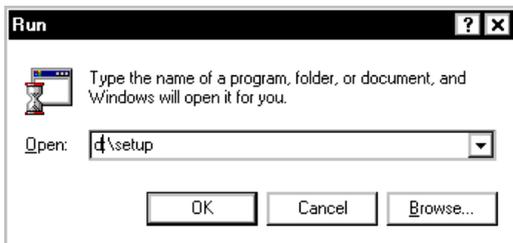
> | Note | It is strongly recommended that you exit all *Windows* programs before running the Setup program.

> | Note | Since the *CentreVu* Supervisor CD-ROM supports the AutoPlay feature on *Windows* 95 and *Windows* NT 4.0 client PCs, the Lucent *CentreVu* Supervisor Setup program will start automatically after you insert the CD-ROM into your drive. You should choose the **Normal** button in the window that displays automatically and then contiue with step 5.

3. Choose **<u>R</u>un** from the **Start** menu (*Windows* 95, *Windows NT* 4.0) or from the **<u>F</u>ile** Menu in the Program Manager (*Windows* 3.x).
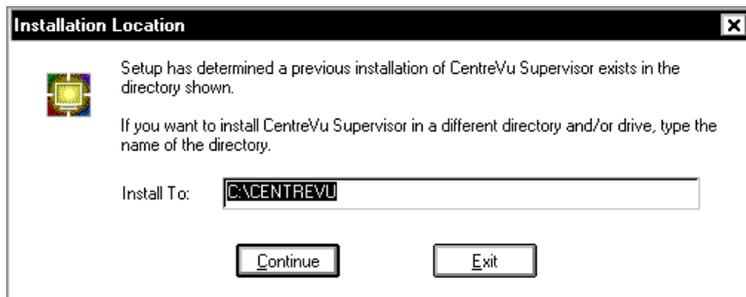
4. The Run dialog box appears. In the <u>O</u>pen: text box, enter the name of the drive you are installing Supervisor from followed by `\setup`, and then select **OK.** In the following example, the "d:" drive is selected.

A screen, which tells you that Setup is initializing, appears. The Supervisor splash screen will appear next.

Setup begins by searching for a previous installation of Supervisor.

When setup has completed searching for a previous installation, the Installation Location dialog box appears.
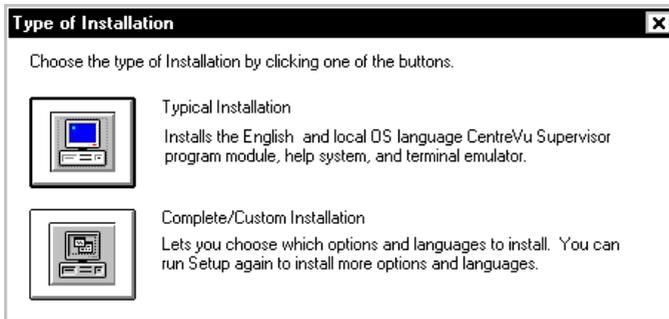
If Setup found a previous installation, Setup will use the same default path as the previous installation. If Setup did not detect a previous installation, it will use the default installation path `C:\CENTREVU`.

To change the installation path, type the preferred drive and the directory in the Install to: text box.

5. Select **<u>C</u>ontinue**.

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6. The program responds with the Type of Installation dialog box:

7. Select a type of installation by clicking on one of the installation icons.

   The **Typical Installation** icon is the default choice (box is highlighted). This will install all of the basic options in English, which is required, as well as all of the basic options in the language of your supported *Windows* operating system (see the table on page 1-2). To select the Typical Installation, click on the **Typical Installation** icon.

   The **Complete/Custom Installation** icon allows you to choose which options to install and which language versions to install. To select the Complete/Custom Installation, click the **Complete/Custom Installation** icon.

   If you chose **Complete/Custom Installation**, continue with step 8.

   If you chose **Typical Installation**, then Setup will install all Supervisor Components. Go to step 11.

   > **Note** To install Supervisor in any language(s) in addition to English and the language of your *Windows* operating system, then you must do a Complete/Custom Installation.

8. If you chose **Complete/Custom Installation**, the program responds with the Select Installation Components dialog box.

9. Select the installation components and the component languages that you want to install by checking the components in the list box.

The English versions of Supervisor and on-line help are always installed. (No language options are available for *CentreVu* Terminal.)

If you are running a supported non-English version of *Windows*, then by default, Setup will also install Supervisor and on-line help in the language that matches your *Windows* system.

The Select Installation Components dialog box shows the space required for each component, and provides you with the following information:

• The total space required to install the components you selected

• The total space available on the specified drive.

| Note | In the case where Supervisor itself resides on the network drive, the disk space required for each component may be very low. This is because client setup installs only icons on the client PC.

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10. Once you have selected installation components, do one of the following steps:

    Select **Next** to install options.

    Select **Back** to return to the Installation Location dialog box. (This option may not be available.)

    Select **Cancel** to quit the setup program before installation is complete.

11. The program responds by displaying the **File Transfer** box.

The **File Transfer** box displays the overall status of the installation. It provides the drive and directory where the files are being installed and the actual file that is being installed at any given time. The **File Transfer** indicator to the left of the **File Transfer** box displays the installation status of each file.

If you are installing Supervisor from diskettes, the program prompts you to insert the next disk, as shown below:

Setup Needs The Next Disk	✕

Please insert Disk 2

Path:
| D:\ | | Browse... |

| OK | Cancel |

Insert the next diskette as prompted, and select **OK**.

The program continues to install files on your hard drive. Continue to insert disks as prompted.

Note	If you are installing only the English versions of Supervisor and on-line help, Setup will prompt you to insert only the first six diskettes. If you are installing Supervisor and/or on-line help in languages in addition to English, then pay close attention to which diskette Setup asks you to insert. Setup will ask you for only the diskettes required for the set of languages you chose, and it may not ask for them in consecutive order.

When setup installs all files on the hard drive, it then begins to search the hard drive for dll's and vbx's that Supervisor uses. When Setup is done searching for existing dll's and vbx's, the following dialog box appears:

Information	✕

(i) All files have been decompressed and installed.

| OK |

12. Select **OK** or press Enter.

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13. Setup registers files, and then the following information dialog box appears:
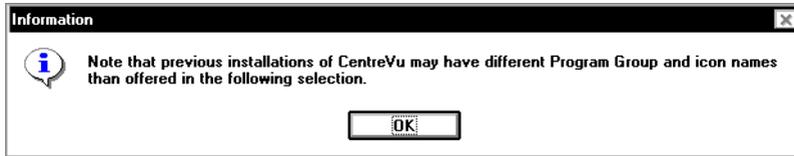
   If you are installing Supervisor over a previous installation, then be sure that any shortcuts you have made on your system point to the new program group and icons. Also note that you may have an extra program group and icons because Supervisor Version 5.0 uses a different default program and icons group than Supervisor Version 1.0.

14. The Install Icons to Program Group dialog box appears:
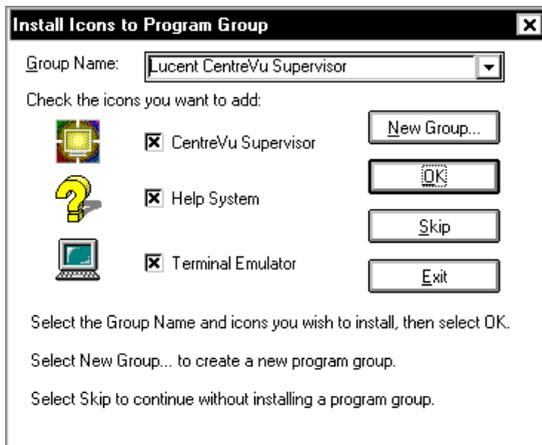
   The Install Icons to Program Group dialog box provides you with the default program group name and icons for the Supervisor application.

15. Select **OK** to create the default Supervisor icons and program group name.

> | Note | You can customize the group name by using the pull-down list of existing groups, by entering a different group name in the **G**roup Name: text box, or by clicking on the **N**ew Group... button. See the Install Icons to Program Group dialog box on page 3-10.
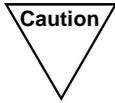
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> ⚠ **Caution** If this is your first installation of *CentreVu* Supervisor and you select **Skip**, setup will not create a Supervisor program group or icons. Supervisor is not designed to run from File Manager (*Windows* 3.x); it is designed to run in Program Manager (*Windows* 3.x) or from the Start menu (*Windows* 95, *Windows NT* 4.0). Therefore, we recommend that you do not select **Skip** when installing Supervisor for the first time. If you are installing Supervisor over an existing *CentreVu* program group, then you can select **Skip**. In this case, setup will use the existing *CentreVu* program group.

After Setup creates the program group name and icons, a message box appears telling you that Supervisor installation is complete.

CentreVu Supervisor Setup	✕

CentreVu Supervisor installation is complete!

Select "Readme" to view the CentreVu Supervisor README file.

Select "Exit" to conclude the installation.

[Readme]   [Exit]
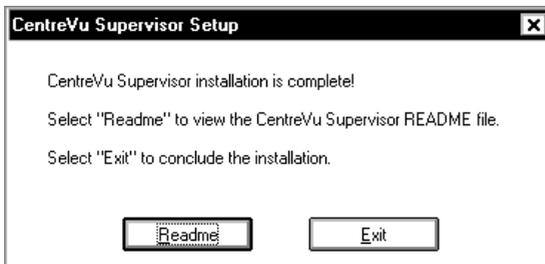
16. Select **Readme** if you want to see the `readme.txt` file using *Windows* Notepad. The `readme.txt` file contains the following information:

- Integration Notes
- Installing from Diskettes
- Compatible Networks
- *CentreVu* Terminal Options
- Installation Files
- Problems Installing when the *Microsoft* Office Toolbar is Running
- How to Uninstall
- Other information that may not have been included in the documentation.

17. Select **<u>Exit</u>** to return to your desktop (*Windows* 95, *Windows NT* 4.0) or to Program Manager (*Windows* 3.x).

    The newly created Supervisor program group appears with icons for the Supervisor application on the Start menu (*Windows* 95, *Windows NT* 4.0) or in the Program Manager (*Windows* 3.x).

    CentreVu Supervisor installation is complete. Go to the "Getting Started With *CentreVu* Supervisor" section to establish a connection to the *CentreVu* CMS server.

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5

Getting Started with *CentreVu* Supervisor

Introduction

This section familiarizes you with the main components of the Supervisor Controller window and teaches you a few basic skills you will use every time you work with the application. You will learn how to do the following actions:

- Open the Supervisor application

- Log into the CMS server

- Log off the CMS server

- Get help.

You will also learn about the following components of Supervisor Controller:

- Menus

- Icons

- Status line

- Windows.

Opening the *CentreVu* Supervisor Application

The **Supervisor** icon(s) will be located in the program group you created during installation of Supervisor. Double click on the **Supervisor** icon (see below) to open the application.

At this point, the Supervisor application is open, but you are not logged into the CMS server. If you have not yet established connection settings to the CMS server, the Supervisor Controller appears along with an open Options dialog box. This scenario will continue to occur until you establish connection settings.
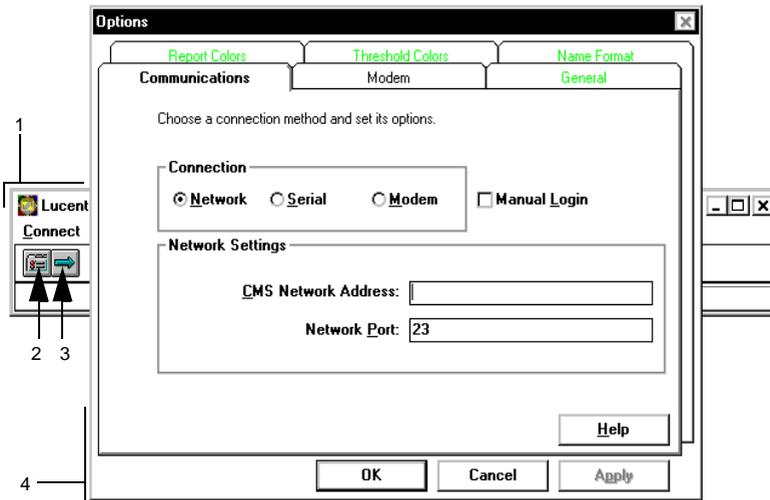
1. Supervisor Controller
2. **Options** icon
3. **Login** icon
4. Options window

The Options dialog box is used to establish connection settings to the CMS server. See "About CentreVu CMS Server Connection Settings" on page 5-3.

About *CentreVu* CMS Server Connection Settings

You must establish connection settings in order to connect to the CMS server. There are three connection options:

- Network

- Serial

- Modem.

You can set these options to connect to the CMS server one of two ways:

- Automatic - used to login to the CMS server directly from Supervisor

- Manual - used to login to the CMS server by way of the server's *UNIX/Solaris* system. You would use manual login for the following reasons:

  — If you need to access `cmssvc` and `cmsadm` menus

  — If you are instructed to do so for troubleshooting purposes

  — If your version of Supervisor resides in a different *UNIX**/*Solaris*† system than the CMS server.

| Note | For more information about your *UNIX/Solaris* system, see your *UNIX/Solaris* system administrator. |
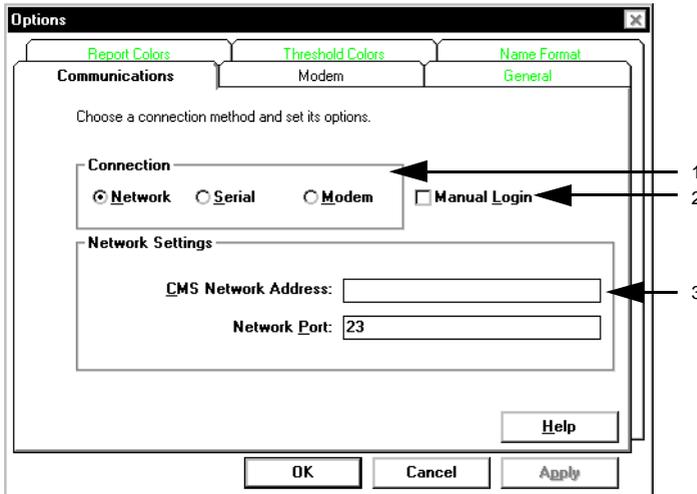
Now you are ready to establish a connection to the CMS server. See "Establishing Connection to the CMS Server" on page 5-4.

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*UNIX is a registered trademark of Novell, Inc. in the United States and other countries licensed exclusively through X/Open Company.
†Solaris is a registered trademark of Sun Microsystems.

Establishing Connection to the CMS Server

To establish connection settings to the CMS server, you must use the Options dialog box. As stated previously, this dialog box appears automatically when the Supervisor application is open and when connection settings to the CMS server have not been established.

1. Connection Box
2. Manual Login Option
3. CMS Network Address: text box

To establish connection, do the following:

1. In the Connection box, click on the type of connection you will be using (**Network**, **Serial**, or **Modem**). The example below shows a Network connection.

2. If you want to connect manually, select the **Manual Login** check box. If you want to connect automatically, do not select the **Manual Login** check box.

   If you chose **Network** connection in Step 1, continue with Step 3. If you chose either **Serial** or **Modem** connections, then go to Steps 6.

3. Type your CMS server host name or IP address in the CMS Network Address: text box. (If you do not know what your CMS server host name or IP address is, contact your CMS System Administrator.)

4. Use the network port default (the network port default is 23).

5. Select **OK**. You are finished with Network settings.

The system brings you back to the Supervisor Controller window. At this point you are still not logged into the CMS server, but you have established connection settings to the CMS server.

Now you are ready to log into the CMS server. See "Logging Into CMS Server — First Time" on page 5-7.

6. If you selected serial or modem settings in the Connection box, the Communications tab folder is changed as shown below:
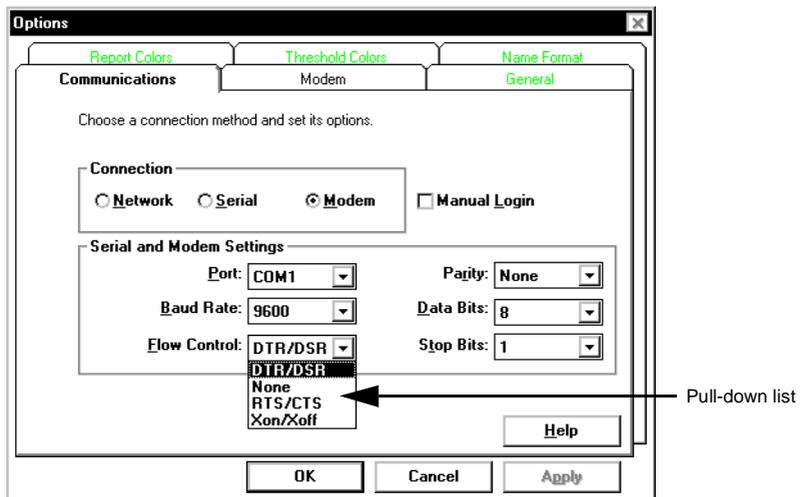
Pull-down list

7. Each setting has a pull-down list with various options (see example below). Enter all settings for the serial or modem connection. See your CMS Administrator for serial settings.
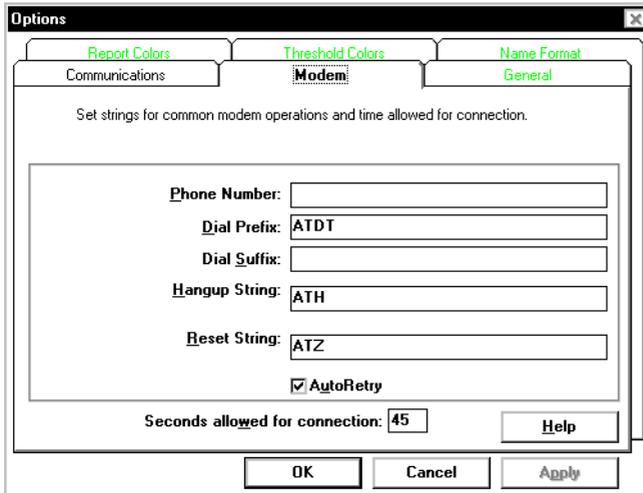
| Note | Use RTS/CTS flow control for all serial connections. |

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If you chose **Modem** in Step 1, you also must set strings for common modem operations. To set modem strings, do the following steps:

8. Click on the **Modem** tab in the Options dialog box.

The **Modem** tab appears in the forefront:

9. Set strings for the modem operations.

> **Note** | The Phone Number: text box is for the number to the CMS server. If you do not know the phone number, contact your CMS System Administrator.

10. Select **OK** to accept all the setting operations.

The system brings you back to the Supervisor Controller window. At this point you are still not logged into the CMS server, but you have established connection settings to the CMS server.

To log into the CMS server, see the "Logging Into CMS Server—First Time" section page 5-7.

Logging Into CMS Server — First Time

After you have established connection settings to the CMS server, you can log into the CMS server in one of two ways:

- Using the **Connect** menu

- Using the **Login** icon.

Connect menu   Login Icon
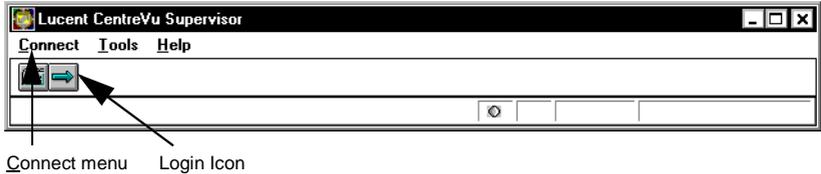
To log into the CMS server for the first time, do the following steps:

1. Select **Login** from the **Connect** menu.
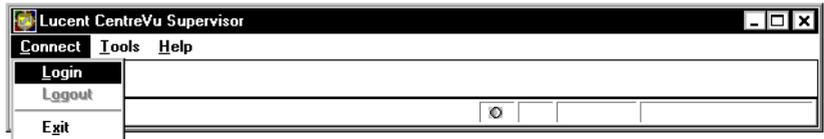
OR

Click on the **Login** icon:

2. Depending on how you established connection settings to the CMS server, one of two actions will occur:

    - The Login Information dialog box will appear (for automatic login):

    - The Manual Login dialog box will appear (for manual login):

3. If you established connection settings to the CMS server for automatic login, follow Step 2. and Step 3. in "Automatic Login" on page 5-8.

    If you established connection settings to the CMS server for manual login, follow Step 2., Step 3., and Step 4. in "Manual Login" on page 5-9.
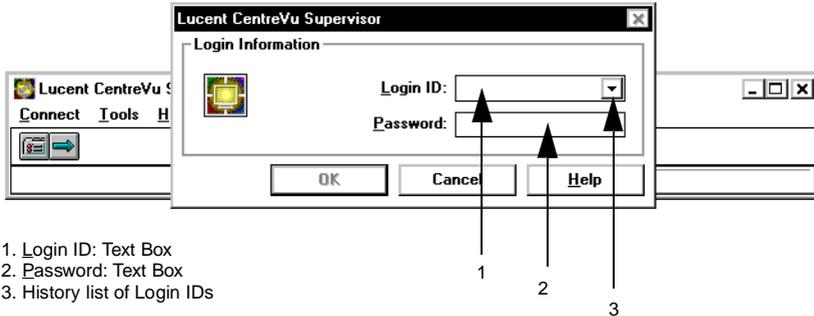
Logging Into CMS Server — After First Time

Automatic Login

If the connection settings were established for automatic login, you will use the Automatic Login dialog box. Now, each time you open the Supervisor application, the Supervisor Controller window along with the Login Information dialog box will appear.

To log into the CMS server, do the following steps:

1. Double click on the **Supervisor** icon in its program group. The Supervisor Controller window and Login Information dialog box (in the forefront) appears:

1. Login ID: Text Box
2. Password: Text Box
3. History list of Login IDs

2. Type your login ID in the Login ID: text box, or choose it from the history list of IDs (if it has been entered previously), then type your password in the Password: text box.

3. Select **OK**.

   The system begins to connect you to the CMS server

   Once you are connected to the CMS server, the Supervisor Controller window appears with CMS operations available on the toolbar, the status line is active, and a new menu (Commands) in the menu bar appears.

   Now you are ready to learn more about the Supervisor Controller window. See "Exploring the CentreVu Supervisor Controller" on page 5-11.

Manual Login

If the connection settings were established for manual login, you will log into the CMS server through the Manual Login dialog box. Now, each time you open the Supervisor application, the Supervisor Controller window along with the Manual Login dialog box will appear.

To log into the CMS server, do the following steps:

1. Double click on the **Supervisor** icon in its program group. The application brings up the Supervisor Controller window and the Manual Login dialog box (in the forefront). At this time, you are <u>not</u> logged into the CMS server.

```
Manual Login                                                    ✕

UNIX(r) System V Release 4.0

login: cms
Password:
Last login: Mon Sep 16 14:58:32

Enter Terminal Type:
```
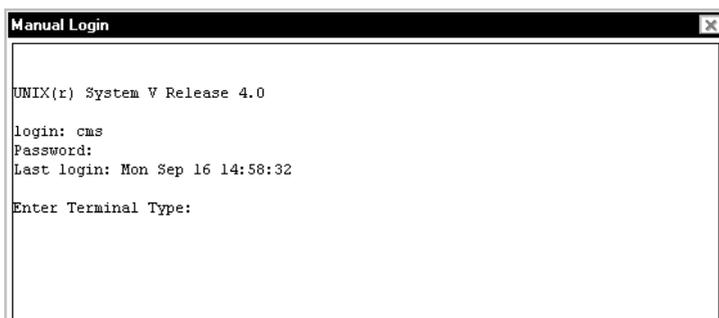
> **Note** The prompts will appear only after you have entered information for the previous prompt. All prompts are shown here for convenience.

2. In the Manual Login dialog box, at the `login:` prompt, enter your login ID.

3. At the `Password:` prompt, enter your login password.

4. At the `Input terminal type:` prompt, enter the terminal type `cvsup`, or press Enter if the default listed is `cvsup`.

> **Note** The Manual Login window is not recommended for standard *UNIX* use (for example, it should not be used for editing). The Manual Login dialog box is <u>not</u> a Terminal Emulator.

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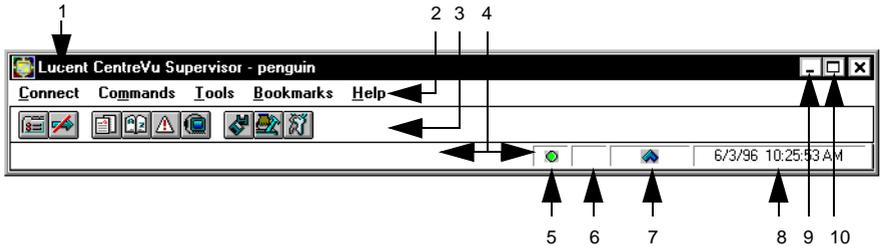
Supervisor begins to connect you to the CMS server.

Once you are connected to the CMS server, the Supervisor Controller window appears with CMS operations available on the toolbar, the status line is active, and a new menu (Commands) in the menu bar appears.

Now you are ready to learn more about the Supervisor Controller window. See "Exploring the CentreVu Supervisor Controller" on page 5-11.

Exploring the *CentreVu* Supervisor Controller

The Supervisor Controller window, when logged into the CMS server, consists of the following key components:

1. Title Bar	6. Exception Count
2. Menu Bar	7. ACD Status Indicator(s)
3. Toolbar	8. CMS Date and Time
4. Status Line	9. Minimize Button
5. Login Status Indicator	10. Maximize Button

- **Title Bar** — Contains the name of the application you are working in and the name of the CMS server you are logged into. The title bar is also used to reposition the Supervisor Controller window on the screen.

- **Menu Bar** — Contains the names of the five menus. Clicking on a menu name displays a list of commands for accessing Supervisor's functions.

- **Toolbar** — Gives you quick access to the most common operations in Supervisor. It can contain the following tools:

Note	Depending on your login permissions, you may or may not have access to some of these operations.

Tool	Used For
	Change options. This icon is present whether or not you are logged into a CMS server.

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Tool	Used For
	Disconnect the current session. This icon is replaced by the **Login connect** icon when you are disconnected from the CMS server.
	Connect to CMS. This icon is replaced by the **Logout** icon when you are connected to the CMS server.
	Select a Report to run. Selections usually include Real-Time, Historical, or Integrated Reports from a number of different categories.
	Select a Dictionary operation or report.
	Select an Exceptions operation or report.
	Select a User Permissions operation.
	Select a CMS System Setup operation.
	Select a Maintenance operation.
	Select an ACD Administration operation or report.

- **Status Line** — Appears at the bottom of the Supervisor Controller window, just below the toolbar line. It gives you information on your currently selected object or action. The status line also contains the following:

    — **Status Text** — Displays text giving a more complete description of the tool button's function when the mouse pointer is above a toolbar button and a tool tip is displayed.

    — **Activity Indicator —** Displays status text when a task is being performed, or displays a status bar that indicates the progress of a task.

    — **Login Status Indicator** — Indicates whether or not you are logged into the CMS server. A "green light" icon indicates that you are logged into the CMS server.

    — **Exception Count** — Indicates the current CMS exception count.

    — **ACD Status Indicators** — Indicate ACD status. Up to four small symbols that represent the status of the CMS connection to each ACD available. If you move the mouse over one of these indicators, the tool tip (in a yellow box, by default) indicates the name of the ACD.

    — **CMS Date and Time** — Displays the current CMS server date and time in the format specified by *Windows* control panel.

- **Maximize Button** — Used to enlarge the window to fill your screen.

- **Minimize Button** — Reduces the window to an icon on the *Windows* taskbar (*Windows* 95, *Windows* NT) or desktop (*Windows* 3.x).

For detailed information on using Supervisor, see the *CentreVu™ Supervisor Version 5 User Guide* (585-215-829).

Chapter 5

Logging Off the *CentreVu* CMS Server

You can log off the CMS server in one of three ways:

- Using the **Connect** menu - L**o**gout option

- Using the **Connect** menu - E**x**it option (logs you out of the CMS server as well as the *CentreVu* Supervisor application)

- Using the **Logout** icon.

To log off the CMS server, do the following steps:

1. Select **Logout** or **Exit** from the **Connect** menu.
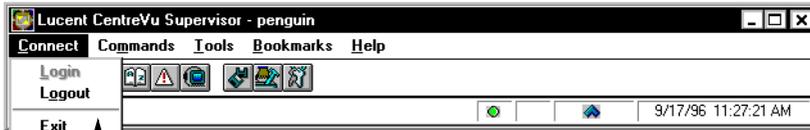
Connect Menu

OR

Click on the **Logout** icon.

2. The application responds:
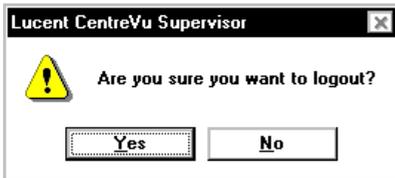
Select **Yes** to log off the CMS server. If you selected **Exit** in step 1 and select **Yes** here, Supervisor logs you out and closes the application.

When you log off the CMS server, all Supervisor windows are closed and CMS Reports and other operations are no longer available. (If you selected **Exit** in step 1, the Controller does not appear.)

The Supervisor Controller window looks like the following when you are logged off the CMS server:
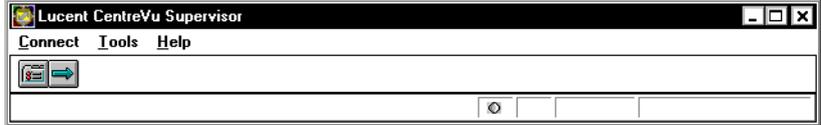
To exit from the Supervisor application, Select **Exit** from the **Connect** menu.

Change Connection Settings

If you want to change connection settings to the CMS server, do the following:

| Note | You <u>cannot</u> be logged into the CMS server to change connection settings. |

1. Open the Supervisor application.

   If your connection to the CMS server is set for automatic login, go to Step 2. If your connection to the CMS server is set for manual login, go to Step 3.

2. Select **Cancel** from the Login Information dialog box (this closes the Login Information dialog box).

3. Select **Cancel** from the Manual Login dialog box (this closes the Manual Login dialog box).

   The system responds by returning to the Controller.

4. Open the Options dialog box by doing one of the following steps:

5. Select **Options...** from the **Tools** menu.

   OR

   Click on the **Options** icon.

The Options dialog box appears. See "Establishing Connection to the CMS Server" on page 5-4. This section contains instructions on using the Options dialog box to change your connection settings.

If you need help...

The Supervisor application provides help in two ways: on-line help and the *CentreVu™ Supervisor User Guide*.

On-line Help

On-line help is divided into nine main categories. Each category is represented by a **bold** heading. These categories are:

- **What Is *CentreVu* Supervisor?**

- **About *CentreVu* CMS**

- **Getting Started with *CentreVu* Supervisor**

- **Operations Basics**

- **Reports Basics**

- **Controller Menus**

- **Database Items and Calculations Used in *CentreVu* CMS**

- **Features Unique to *CentreVu* Supervisor Help**

- **Error and User Messages**

- **Technical Support.**

Each category has a list of topics. Topics are the basic unit of a help project. Topics can be accessed by way of either jumps or pop-ups. The differences are:

- Jumps appear as text with a solid underline (in green, by default, on color monitors); for example, <u>About *CentreVu* CMS</u>. When you single-click on a jump, Help jumps to a related topic. The result of a jump is a

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window that has a title in larger type text, and topics under that title which can be either plain text, other jumps or pop-ups. For example:
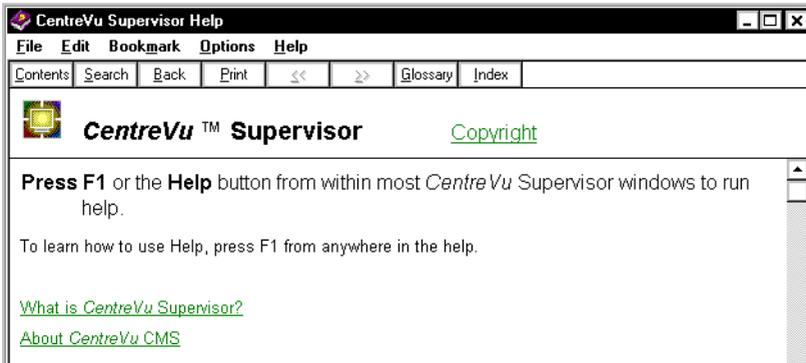
- Pop-ups appear as words or phrases that are underscored with a broken line (in green, also by default, on color monitors); for example, Cancel. When you single click on these words or phrases, a box appears with a definition or additional information. For example:
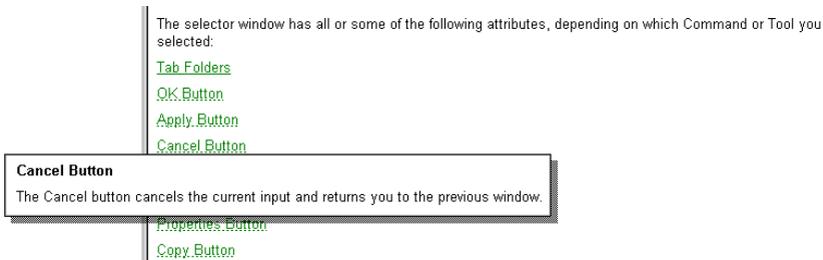
You can get information from Supervisor Help in a number of ways. The method you use often depends on the type of information you are searching for. The following methods of accessing help are available:

• Help Contents: Displayed by clicking on the **Help** menu from the Supervisor Controller Window and selecting **Contents**.

  The Help Contents shows the major categories of help available. From here you can move to more specific information. To return to the Help Contents from any topic, click the **Contents** button at the top of the Help window.

• Help on open windows: With a window open, you can press the F1 key to get help on that window.

• Help on a specific topic: Choosing **Search For Help On...** from the **Help** menu displays a window in which you can search for topics that contain a specific term or phrase.

  The same window can also be accessed from the Supervisor Help window by clicking the **Search** button.

Learning to use Help

The Supervisor Help system provides several other features such as bookmarks for marking topics you refer to frequently. For more information on using Help, see your *Windows* documentation.

Chapter 5

CentreVu Terminal

CentreVu Terminal emulates a 615 Color (615C) terminal. It is used to access the *CentreVu* Call Management System (CMS) from your personal computer (PC) running *Microsoft Windows.* You can use *CentreVu* Terminal with any CMS server that supports 615 or 615C terminal types.

Using *CentreVu* Terminal with *CentreVu* Supervisor

If you are using *CentreVu* Supervisor and *CentreVu* Terminal, you will use the *CentreVu* Terminal for the following CMS capabilities:

- Forecast

- Shortcuts (In Supervisor, Bookmarks are used instead of Shortcuts)

- Timetables

- ACD Administration — Vector Contents

- cmsadm and cmssvc login capabilities

- *UNIX/Solaris* system command capabilities

- *INFORMIX*[*] database commands

- Graphical ACD Administration for Generic 2.2 switches with the Expert Agent Selection (EAS) feature.

To learn how to use *CentreVu* Terminal, refer to the *CentreVu*™ *Supervisor User Guide* (585-215-829) document.

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*INFORMIX is a registered trademark of Informix Software, Inc.

6

Troubleshooting

Introduction

If you are having trouble with any of the procedures mentioned in this document, please read through this section before calling the National Customer Care Center. The problem may be something simple that you can quickly solve yourself.

If you have not solved the problem after reading through this section, contact the National Customer Care Center at 1-800-242-2121 (Lucent Technologies also offers fee-based installation consultation). Customers outside the United States should contact their Lucent representative or distributor.

If you have received an error message(s) in the course of a failed installation, then record the message(s) in order to assist National Customer Care Center personnel in diagnosing your problem.

Troubleshooting Tips

This section will help you with problems you may encounter when installing *CentreVu* Supervisor, logging into *CentreVu* Supervisor, or running *CentreVu* Supervisor. It contains the following tables which describe error messages that may appear in Supervisor:

- Table 1 through Table 16 for Installation Error Messages (Administrative Setup and PC Stand-Alone)

- Table 17 through Table 24 for Installation Error Messages (Client Setup)

- Table 25 for Login Error Messages.

Installation Error Messages (Administrative Setup and PC Stand-Alone)

Use Table 1 through Table 16 to help you with error messages encountered while installing *CentreVu* Supervisor on a network server or installing *CentreVu* Supervisor on a PC. The following types of error messages can appear:

- Information — Indicates that the error will not affect the success of the installation.

- Warning — Indicates that the error may affect the success of the installation

- Severe — Indicates that the installation will fail, and that Setup will exit.

Table 1: Number and Date Conversion Error Messages

Error Message	Corrective Action
A zero length string was passed to _Insert_Commas_Kb. WARNING	Record error message and proceed. If the installation fails, contact the National Customer Care Center.
A zero length string was passed to _Insert_Commas. WARNING	Record error message and proceed. If the installation fails, contact the National Customer Care Center.

Table 2: List and Token Error Messages

Error Message	Corrective Action
Unable to create a list of tokens. SEVERE	If there is not enough information in the message to help you solve the problem yourself, record the message and contact the National Customer Care Center.
Unable to parse the string of tokens. SEVERE	If there is not enough information in the message to help you solve the problem yourself, record the message and contact the National Customer Care Center.
Could not create a list to store drives. Exiting. SEVERE	Installation terminates. If there is not enough information in the message to help you solve the problem yourself, record the message and contact the National Customer Care Center.
Could not create a list to store the names of directories. Exiting. SEVERE	Installation terminates. No corrective action.

Table 3: Form Creation and Display Error Messages

Error Messages	Corrective Action
Due to a system error, Setup cannot show a form. WARNING	Record error message and proceed. If the installation fails, contact the National Customer Care Center.
Internal error. Unable to create custom form. SEVERE	Installation terminates. If there is not enough information in the message to help you solve the problem yourself, record the message and contact the National Customer Care Center.

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Table 4: Program Group Error Messages

Error Message	Corrective Action
Please provide a Group Name. If you don't want to create a program group, select Skip. INFORMATION	If you do not want to create a program group, select **Skip**. Setup will use the existing *CentreVu* program group if one is present.
No program group name provided. If you wish to return to the previous screen, press Cancel. INFORMATION	Provide a program group name, or press Cancel to return to the previous screen.
<Existing program group> already exists as a Program Group. If you wish to use an existing program group, select Cancel, then select the desired name from the Group Name: list. INFORMATION	Provide the name of a program group that does not already exist, or return to the previous screen and select an existing program group.

Table 5: File/Directory/Drive Access Error Messages

Error Message	Corrective Action
Couldn't open <name of modulelist>. SEVERE	Installation terminates. If there is not enough information in the message to help you solve the problem yourself, record the message and contact the National Customer Care Center.
Couldn't rename <full pathname>. SEVERE	Installation terminates. Make sure the file exists and is writable.
Couldn't create <filename> in <WINSYSDIR>. WARNING	Make sure the directory exists and is writable.

Table 5: File/Directory/Drive Access Error Messages (Contd)

Error Message	Corrective Action
Couldn't copy <filename> to <WINSYSDIR>. WARNING or SEVERE depending on the file being copied.	Make sure the directory exists and is writable.
Couldn't delete <full pathname>. SEVERE	Installation terminates. Make sure the file exists and is writable.
Couldn't delete <full pathname> from <full directory name>. WARNING	Make sure the file exists and is writable.
Couldn't delete tempfile. SEVERE	Installation terminates. If there is not enough information in the message to help you solve the problem yourself, record the message and contact the National Customer Care Center.
Unable to find notepad or the README file. Make sure both are present. WARNING	Make sure both are present.
Could not get list of valid drives. Exiting. SEVERE	Installation terminates. If there is not enough information in the message to help you solve the problem yourself, record the message and contact the National Customer Care Center.
Could not get list of directories. Exiting. SEVERE	Installation terminates. If there is not enough information in the message to help you solve the problem yourself, record the message and contact the National Customer Care Center.
Couldn't open <name of file>. Make sure this file was compressed into the _SETUP.LIB file. SEVERE	Make sure this file was compressed into the _SETUP.LIB file.

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Table 5: File/Directory/Drive Access Error Messages (Contd)

Error Message	Corrective Action
Copy the following files from the installation disks to your hard drive and run Setup again. SEVERE	Installation terminates. Copy the files, listed in the error message, from the installation disks to your hard drive and run Setup again.
The path you specified is not a valid path. Please choose another path. WARNING	Choose another path.
The directory you have specified to install the application is not writable. Please choose another directory. WARNING	Choose another directory.
Couldn't delete directory <full directory path>. WARNING	After setup completes, remove the directory created.
Unable to create the directory you have specified, please specify another directory location. WARNING	Specify another directory location.

Table 6: Batch/Configuration/System File Error Messages

Error Message	Corrective Action
Couldn't modify <name of file>. SEVERE	Make sure file is present and writable.

Table 7: Clean Up Error Messages

Error Message	Corrective Action
Couldn't delete cleanup.bat. WARNING	Go to your CLEANUP directory and remove the cleanup.bat file.
Couldn't create <CLEANUP_DIR>. Make sure the root directory is writable. SEVERE	Installation terminates. Make sure the root directory is writable.
Cannot create cleanup.bat file in <CLEANUP_DIR>. Make sure the directory is writable and run Setup again. SEVERE	Installation terminates. Make sure the directory is writable and run Setup again.
Couldn't delete directory <full path to cleanup directory>. WARNING	If the installation fails, record the message and contact the National Customer Care Center.
Couldn't delete cleanup.bat from <TARGETDIR>. WARNING	Record the message. If the installation fails, contact the National Customer Care Center.
Setup has restored your system to its pre-installation condition. INFORMATION	No corrective action is necessary.

Table 8: Setuplog Error Messages

Error Message	Corrective Action
Cannot create setuplog: <full path down to setuplog.txt> Make sure the directory is writable and run setup again. SEVERE	Installation terminates. Make sure the directory is writable and run setup again.

Table 8: Setuplog Error Messages

Error Message	Corrective Action
Couldn't open setuplog.txt for appending. SEVERE	Installation terminates. Make sure the destination directory is writable and run setup again.

Table 9: Masterlist Error Messages

Error Message	Corrective Action
Couldn't create <insert pathname to masterlist file>. Make sure the directory exists and is writable. WARNING	Make sure the directory exists and is writable.

Table 10: File Decompression Error Messages

Error Message	Corrective Action
An error has occurred while attempting to decompress <filename> file. SEVERE	Installation terminates. If there is not enough information in the message to help you solve the problem yourself, record the message and contact the National Customer Care Center.
All files have been decompressed and installed. INFORMATION	No corrective action required.
Non-existent disk drive specified. WARNING	Provide a valid drive designation.
Invalid path provided. WARNING	Provide a valid path.

Table 10: File Decompression Error Messages (Contd)

Error Message	Corrective Action
Drive is open or disk is not present. WARNING	Put the disk in the correct drive and/or close the drive door.
Wrong disk inserted. Please insert disk <number of disk expected by the system>. WARNING	Insert the correctly numbered disk.

Table 11: Disk Read Error Messages

Error Message	Corrective Action
Installing to <floppy drive> is not permitted. Select another drive. WARNING	Select another drive.
Installing to the WINDOWS or WINDOWS SYSTEM directories is not permitted. Select another directory. WARNING	Select another directory.

Table 12: Disk Space Error Message

Error Message	Corrective Action
The drive selected either does not exist or has insufficient space available. Enter a different destination drive. WARNING	Select another drive.
Setup has determined that you do not have enough disk space on the Windows drive. WARNING	Attempt to free up disk space on the drive where the *Windows* directory resides.

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Table 12: Disk Space Error Message

Error Message	Corrective Action
Setup has determined that you do not have the required amount of disk space on the destination drive for the options that have been selected. Choose a different set of options to be installed. WARNING	Choose a different set of options to be installed.
Setup has determined that you do not have the required amount of disk space on the Window's drive for the options that have been selected. Choose a different set of options to be installed. WARNING	Choose a different set of options to be installed.

Table 13: OLE Registration Error Messages

Error Messages	Corrective Action
Setup did not complete successfully because regedit.exe failed or could not be found. Make sure regedit.exe exists in the Windows directory and run Setup again. SEVERE	Installation terminates. Make sure regedit.exe exists in the *Windows* directory and run Setup again.

Table 14: Version Log Error Messages

Error Message	Corrective Action
Cannot create version log: <full path to version log> Make sure the directory is writable and run setup again. SEVERE	Installation terminates. Make sure the directory is writable and run setup again.

Table 15: Active Application Error Messages

Error Message	Corrective Action
Couldn't retrieve module file path for <name of active application>. SEVERE	Installation terminates. If there is not enough information in the message to help you solve the problem yourself, record the message and contact the National Customer Care Center.
Setup has detected <application name> is currently in use. Please close down all applications and restart Setup without launching any StartUp group applications. SEVERE	Installation terminates. Close down all applications and restart Setup without launching any StartUp group applications.
Setup has detected the <help file name> is currently in use. Please close down all applications and restart Setup without launching any StartUp group applications. SEVERE	Installation terminates. Close down all applications and restart Setup without launching any StartUp group applications.

Table 16: Application Module Selection Error Message

Error Message	Corrective Action
No modules have been selected for installation. INFORMATION	Select one or more modules for installation.

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Installation Error Messages (Client Setup)

Use Table 17 through Table 24 to help you with error messages encountered while running Client Setup. There are three types of error messages:

- Information — Indicates that the error will not affect the success of the installation.

- Warning — Indicates that the error may affect the success of the installation

- Severe — Indicates that the installation will fail, and that Setup will exit.

Table 17: List and Token Error Message

Error Message	Corrective Action
Could not create a list to store drives. Exiting. SEVERE	Installation terminates. If there is not enough information in the message to help you solve the problem yourself, record the message and contact the National Customer Care Center.

Table 18: Form Creation and Display Error Messages

Error Message	Corrective Action
Due to a system error, Setup cannot show a form. WARNING	Record error message and proceed. If the installation fails, contact the National Customer Care Center.
Internal error. Unable to create custom form. Exiting installation program. SEVERE	Installation terminates. If there is not enough information in the message to help you solve the problem yourself, record the message and contact the National Customer Care Center.

Table 19: Program Group Error Messages

Error Message	Corrective Action
Please provide a Group Name. If you don't want to create a program group, select Skip. INFORMATION	If you do not want to create a program group, select Skip.
No program group name provided. If you wish to return to the previous screen, press Cancel. INFORMATION	Provide a program group name or press Cancel to return to the previous screen.
\<Existing program group\> already exists as a Program Group. If you wish to use an existing program group, select Cancel, then select the desired name from the Group Name: list. INFORMATION	Provide the name of a program group that does not already exist, or return to the previous screen and select an existing program group.

Table 20: File/Directory/Drive Access Error Messages

Error Message	Corrective Action
Couldn't open \<name of modulelist\>. SEVERE	Installation terminates. If there is not enough information in the message to help you solve the problem yourself, record the message and contact the National Customer Care Center.
Couldn't copy \<filename\> to \<WINSYSDIR\>. WARNING or SEVERE depending on the importance of the file being copied.	Make sure the directory exists and is writable.
Unable to find notepad or the README file. Make sure both are present. WARNING	Make sure both are present.

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Table 20: File/Directory/Drive Access Error Messages

Error Message	Corrective Action
Could not get list of valid drives. Exiting. SEVERE	Installation terminates. If there is not enough information in the message to help you solve the problem yourself, record the message and contact the National Customer Care Center.
The path you specified is not a valid path. Please choose another path. WARNING	Choose another path.
The directory you have specified to install the application is not writable. Please choose another directory. WARNING	Choose another directory.
Couldn't delete directory <full directory path>. WARNING	After setup completes, remove the directory.
Unable to create the directory you have specified, please specify another directory location. WARNING	Specify another directory.

Table 21: Batch/Configuration/System File Error Message

Error Message	Corrective Action
Couldn't modify <name of file>. SEVERE	Installation terminates. Make sure file is present and writable.

Table 22: Disk Read Error Messages

Error Messages	Corrective Action
Installing to a floppy drive is not permitted. Select another drive. WARNING	Select another drive.
Installing to the WINDOWS or WINDOWS SYSTEM directories is not permitted. Select another directory. WARNING	Select another directory.
Installing to the WINDOWS or WINDOWS SYSTEM directories is not permitted. Select another drive. WARNING	Select another drive.

Table 23: OLE Registration Error Messages

Error Message	Corrective Action
Setup did not complete successfully because regedit.exe failed or could not be found. Make sure regedit.exe exists in the Windows directory and run Setup again. SEVERE	Make sure regedit.exe exists in the *Windows* directory and run Setup again.
Your server has not been administered to share *CentreVu* Supervisor. SEVERE	Installation terminates. Contact your LAN administrator. The cv_netwk.ini file needs to be placed in the *Windows* System directory.

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Table 24: Application Module Selection Error Message

Error Message	Corrective Action
No modules have been selected for installation. INFORMATION	Select one or more modules for installation.

Login Error Messages

Use Table 25 to help you with problems you may encounter when logging into the CMS server.

Table 25: Login Error Messages

Error Message	Corrective Action
A bad or invalid WINSOCK.DLL was detected on the system. Please correct this problem and try again.	Reinstall network stack.
Could not communicate with the modem.	Make sure that communication and modem setting are correct. Use the Communications and Modem tabs in the Options dialog box.
Could not connect to the server	Try again. If you still have trouble after your second attempt, contact the National Customer Care Center.
Your *CentreVu* Supervisor software is not compatible with the *CentreVu* CMS server software. The *CentreVu* CMS server must be upgraded before you can log in. Contact your system administrator.	Contact your system administrator.

Table 25: Login Error Messages (Contd)

Error Message	Corrective Action
Could not find the file DALEAPP.EXE in the Lucent *CentreVu* Supervisor directory. Please re-install this file into the Lucent *CentreVu* Supervisor directory or contact technical support.	Reinstall *CentreVu* Supervisor. If you cannot solve this problem yourself, contact the National Customer Care Center.
Could not initialize communications.	Try again. If you still have trouble after your second attempt, contact the National Customer Care Center.
Could not initialize DALEAPP.EXE. Please try to login again or contact technical support	1. Exit *Windows.* 2. Open *Windows.* 3. Try to connect again. 4. If this does not work, reinstall *CentreVu* Supervisor and try to connect. 5. If this does not work, contact the National Customer Care Center.
Could not initiate a socket connection.	The network is not installed properly. Use the Bravo Tool to help you isolate the network problem, or contact your System Administrator.
Could not open the specified serial port. Please check communications settings, correct any problems, and try again.	Check the settings under the Communications tab in the Options dialog box.
Could not resolve the hostname '<user-entered server name>'. Please check communications settings, correct any problems, and try again	The hostname was not recognized by the Domain Name Services (DNS). Try the IP Address instead of the hostname. If this does not work, contact your System Administrator.
The application could not be started because system memory is low. Please close some applications and try again.	Close any open applications and try again.
The application could not be started because the executable file is corrupt. Please reinstall *CentreVu* Supervisor or call Technical Support.	Try reinstalling *CentreVu* Supervisor or call the National Customer Care Center.

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Table 25: Login Error Messages (Contd)

Error Message	Corrective Action
The application could not be started because the executable was not found. Please reinstall *CentreVu* Supervisor or call Technical Support.	Reinstalling *CentreVu* Supervisor or call the National Customer Care Center.
The application could not be started because the path to the executable was not found. Please reinstall Lucent *CentreVu* Supervisor or call Technical Support.	Reinstalling *CentreVu* Supervisor or call the National Customer Care Center.
The carrier detect signal was lost.	This is a modem-related problem. Try connecting again. If the problem persists, contact your System Administrator.
The connection to the server has been lost, and *CentreVu* Supervisor must exit. Please try to connect again later.	This is a network-related problem. A nonrecoverable break in the network was received. Try to log into the CMS server again. If the problem persists, contact your System Administrator.
The connection to the server was lost.	This is a network-related problem. A nonrecoverable break in the network was received. Try to log into the CMS server again. If the problem persists, contact your System Administrator.
The file AOS.EXE is corrupt, so *CentreVu* Supervisor must exit. Please re-install this file into the Lucent *CentreVu* Supervisor directory or contact technical support.	Reinstall *CentreVu* Supervisor (during the install, make sure you do not skip icon installation) or call the National Customer Care Center.
The file AOS.EXE is not in your Lucent *CentreVu* Supervisor directory, so *CentreVu* Supervisor must exit. Please reinstall *CentreVu* Supervisor.	Reinstall *CentreVu* Supervisor.
The file WINSOCK.DLL could not be found. Please ensure that this file is on your workstation's path.	Check for proper installation of the network. Contact your System Administrator for help.

Table 25: Login Error Messages (Contd)

Error Message	Corrective Action
The maximum number of *CentreVu* Supervisor logins on the server has been reached. Please try again later.	The number of users that have been authorized to use *CentreVu* Supervisor has been met. You will be denied login until the number of users fall below the authorized number. If you continue to have this problem, you can order more user licenses from the National Customer Care Center.
The network connection to '`<user-entered server name>`' timed out.	*CentreVu* Supervisor was unable to log into the server. This error indicates that there may be a problem on the server. Contact your CMS Administrator.
The network connection was broken.	There is possibly a problem with the network. Contact your System Administrator.
The passwords you entered do not match. Please retype the passwords and try again.	Retype the password and try again.
The path pathname specified by the UserPath item in the [Control] section of CENTREVU.INI is not writeable. Please correct this problem and try again.	This message is displayed when running *CentreVu* Supervisor over a network. Either the UserPath is pointing to the wrong place (that is, directory), or you do not have permission to write to the directory or drive. Contact your System Administrator.
The serial connection was broken.	Try to log into the CMS server again. If the problem persists, contact your System Administrator.
The server did not recognize your Login ID and/or Password. Please try again.	Make sure that you entered the correct login ID and password. If you did, make sure that the Caps Lock key is not on.

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Table 25: Login Error Messages (Contd)

Error Message	Corrective Action
The server did not respond to the login request. Try again?	This type of error will occur when the network is busy. Try again. If the problem persists, contact your System Administrator.
The server does not support this version of *CentreVu* Supervisor. Please contact your system administrator.	There is an incompatibility problem between the server and *CentreVu* Supervisor. Upgrade the CMS server or install an older version of *CentreVu* Supervisor.
The server is currently in single-user mode. Please try again later.	You are logging into the CMS server when it is in single-user mode. Try again later.
The server is not set up to support *CentreVu* Supervisor. Please contact your system administrator.	*CentreVu* Supervisor is not authorized on the server (either the number of *CentreVu* Supervisor users = 0 or the feature is not authorized). Contact your System Administrator.
The server refused the connection.	Check the Network Port number in the Options dialog box.
There was an unknown failure on the server.	Contact your CMS Administrator.
This version of *CentreVu* Supervisor is not supported by the server. Please contact your system administrator.	There is an incompatibility problem between the server and *CentreVu* Supervisor. Upgrade the CMS server or install an older version of *CentreVu* Supervisor.
You are not recognized as a valid server user. Please contact your system administrator.	Your login ID is not administered on the CMS server. Contact your System Administrator.

Table 25: Login Error Messages (Contd)

Error Message	Corrective Action
Your new password must differ from the old by at least three character positions.	Choose another password. It must have at least three different character positions than your old password. It also must have at least two alphabetic characters, at least one numeric or special character, and must be six characters in length.
Your password may not be the same as or this similar to your login ID	Choose another password. It must have at least three different character positions than your old password. It also must have at least two alphabetic characters, at least one numeric or special character, and must be six characters in length.
Your password must be at least six characters in length.	Choose another password. Your password must have at least two alphabetic characters, and at least one numeric or special character.
Your password must contain at least two alphabetic characters, and at least one numeric or special character.	Choose another password. Your password must also be at least six characters in length.
Your UNIX shell is not set to /usr/bin/cms, so Automatic Login will not work properly. Please select Manual Login in the Options dialog box and try again.	On the *CentreVu* Supervisor Controller, select **Tools** then **Options...** From the Options dialog box, select Manual Login and try logging into the CMS server manually. Call your System Administrator to change your shell.

Chapter 6

VBX and DLL Incompatibilities

The *CentreVu* Supervisor application as well as other applications on your PC use VBX and DLL files. Some of the VBXs and DLLs that Supervisor uses may already exist on the PC because they are used by other applications. Problems can occur when Supervisor uses existing VBXs and DLLs that are an incompatible with what Supervisor needs. These problems may appear as General Protection Faults (GPF), lockups, or other unexpected problems. To determine if this type of problem exists, do the following steps:

1. Remove everything from your StartUp group.

2. Restart *Windows*.

3. Run *CentreVu* Supervisor (make sure it is the only application running).

   If the problem went away, it means that other software loaded on your PC is using a VBX/DLL that is not compatible with *CentreVu* Supervisor.

4. Start running the software that was in the StartUp group.

   If you still encounter problems, then you will not be able to run this software at the same time as you run *CentreVu* Supervisor. Contact the National Customer Care Center for assistance.

   If you did not encounter problems, it is likely that this software is compatible with the version of VBX/DLL that *CentreVu* Supervisor uses.

DOS Operating System and *Windows* Configuration

All systems running *CentreVu* Supervisor need to have, after *Windows* is running, as much DOS conventional memory available as possible. **Before** running *Windows*, this number should be as close to 600K as possible to ensure that once *Windows* **is** running you will have enough conventional memory available. To determine how much available DOS conventional memory your system has, do the following:

- For systems with *MS-DOS*[*] (*Microsoft*) - use the *MS-DOS* **MEM** command. Look for the number following the text: "Largest executable program size." If this amount needs to be increased, it can be done through the use of the *MS-DOS* **MEMMAKER** utility.

- For systems with PC-DOS (*IBM*) - Use the PC-DOS **QCONFIG** command. Look for the amount of free conventional memory listed in QCONFIG's output. If this amount needs to be increased it can be done through the use of the PC-DOS **RAMBoost** utility.

Windows Swap Files

Systems should be running with permanent swap files. This increases performance during swap file operations.

Installing *CentreVu* Supervisor

Before you install *CentreVu* Supervisor, make sure no other application is running. This includes items that may be in the *Windows* StartUp group and items specified via the WIN.INI file load= and run= parameters. Restart *Windows* after temporarily moving items from the StartUp group to another group and after "commenting out" the load= and run= lines of the WIN.INI file.

Proper Operation of Networking Software

To ensure that the PC networking software is loaded and functional, you should test the networking connectivity to the target CMS server prior to running *CentreVu* Supervisor. To test this functionality, use the network software's own ftp/telnet application. If this works, but Supervisor still cannot establish connection, it is most likely a problem with the WINSOCK.DLL.

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*MS-DOS is a registered trademark of Microsoft Corp.

Problems with Serial/Modem Connections

If you have a bad serial or modem connection, you will encounter slow data transfers and frequent loss of the serial connection. The *CentreVu* Supervisor controller will report this as a "Serial Connection Broken" error message. If automatic login was selected, Supervisor will attempt to connect again.

What to check for if you have serial or modem connection problems:

1. Make sure that the RTS/CTS flow control string is selected in the Options dialog box.

2. Check to see if your serial connection to the CMS server or modem is wired correctly for hardware flow control. For modem connections, make sure you have the correct cable wiring between the modem and the CMS server.

3. Your hardware flow control on the CMS server's serial ports must be on and functioning properly. Refer to the *CentreVu Call Management System Release 3 Version 5 Sun SPARCserver Computers Installation and Maintenance* (585-215-827) document for correct configuration of hardware flow control for your respective serial communications.

4. 16550A UARTS must be in use on the PC running *CentreVu* Supervisor. The following parameters in the [386Enh] section of the PC's SYSTEM.INI file should be set to:

   COMnFIFO=1

   Where n is the communications port being used. This will ensure that the FIFO buffer capability of the communications port will be used.

5. Some terminal server connections may require the addition of `EscAllCtrl=1` in the [LINK] section of the `Centrevu.ini` file.

Using a Secondary System Password on the CMS Server

If you use a secondary system password on your CMS server, set the `[CONTROL] SystemPasswordPrompt=` section in the `Centrevu.ini` file to a string that is the security password prompt of your CMS server.

For example:

`[CONTROL]`

`SystemPasswordPrompt=`<u>External security:</u>