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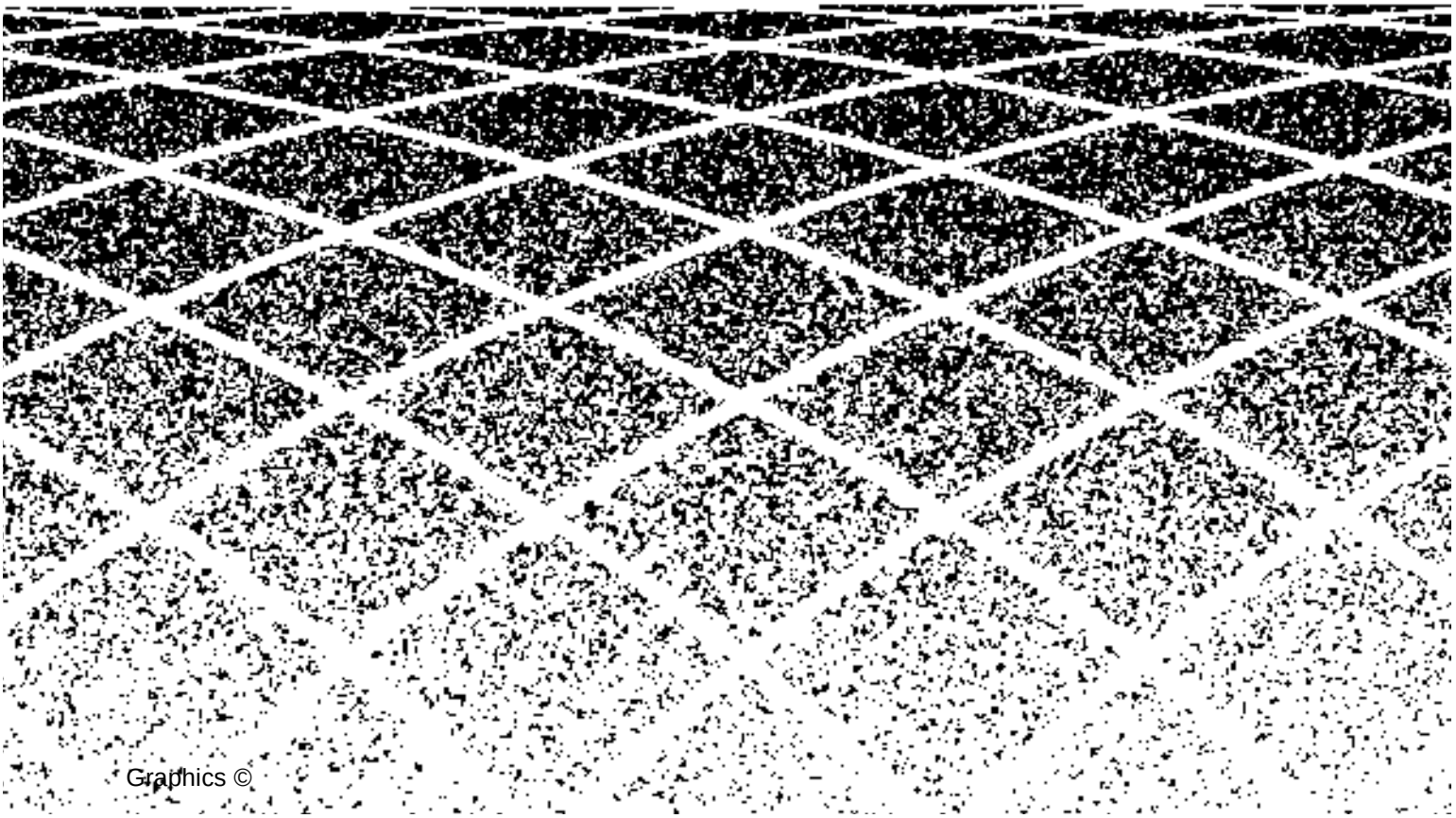
Intuity CONVERSANT VIS Version 5.0 Software Installation



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About This Book

Purpose

This book, *Intuity™ CONVERSANT® VIS Version 5.0 Software Installation*, 585-310-151, describes the procedures for installing the AT&T Intuity CONVERSANT Voice Information System Version 5.0 software.

Intended Audiences

The primary audiences for this book are as follows:

- On-site technician — The on-site tech uses the software installation book to meet his/her main objective; install the Intuity CONVERSANT VIS system at the end-customer site. The tech uses the book's installation procedures to install the system from scratch, or to get the pre-assembled system up and running.
- Technical Service Organization (TSO) — The TSO associate uses this book to provide customer support to both the on-site technician, the end-customer, and for configuration support. If necessary, they use the book to walk the party in need of support through the procedures to install or recover the software on a customer's system.
- End-customer — The end-customer uses this book to install the Intuity CONVERSANT VIS system, much like the on-site technician. Some customers prefer to install and service their system, rather than use a support group from AT&T or elsewhere. If this is the case, the end-customer will use the book's installation procedures to install the system from scratch, or to get the pre-assembled system up and running.

Prerequisite Skills and Knowledge

We assume that the primary users of this book have completed an Installation and Maintenance training course.

How This Book Is Organized

This book is a procedural manual that describes installation of all Intuity CONVERSANT VIS Version 5.0 software; base software as well as optional feature packages.

This book is organized into the following chapters:

- "About This Book"

  This chapter is designed as a preface to the rest of the book, including such information as the book purpose, its intended audiences and organization, use, conventions, trademarks and service marks, security and safety requirements, and related resources. This chapter also explains how to make comments about the book.

- Chapter 1, "Installing the Operating System Software"

  Use the procedures in this chapter to partition the system disks and install the UnixWare operating system.

- Chapter 2, "Installing the Base System Software"

  Use the procedures in this chapter to install the base Intuity CONVERSANT VIS system software, ORACLE, and other packages included on the cartridge tape.

- Chapter 3, "Installing the Optional Feature Software"

  Use the procedures in this chapter to install the Intuity CONVERSANT VIS optional feature packages, including ORACLE optional packages.

- Chapter 4, "Verifying the Installation"

  Use this chapter to verify the software installation.

- "Abbreviations"

  This section provides a list of abbreviations, including acronyms, used in Intuity CONVERSANT VIS user documentation.

- "Glossary"

  This section provides a definition of terms used in Intuity CONVERSANT VIS documentation.

- "Index"

  This section provides an alphabetical listing of principal subjects covered in this book.

Conventions Used in This Book

The following typographic conventions are used in this book:

- Terminal keys
  - — Terminal keys are shown in rounded boxes. For example, an instruction to press the enter key is shown as

    Press ENTER.

  - — Function keys (also known as *soft* keys) are shown in rounded boxes followed by the function of that key in parentheses. For example, an instruction to press function key 3 is shown as

    Press F3 (CHOICES).

  - — Two or three keys that you press at the same time (that is, you hold down the first key while pressing the second and/or third key) are shown as a series of rounded boxes. For example, an instruction to press and hold ALT while typing the letter **d** is shown as

    Press ALT D.

- User input
  - — The word *enter* means to type a value and press ENTER. For example, an instruction to type **y** and press ENTER is shown as

    Enter **y** to continue.

  - — The word *type* means to press the key or sequence of keys specified. For example, an instruction to type **y** is shown as

    Type **y** to continue.

    Do *not* press ENTER after you type the value specified.

  - — The word *select* is used to mean the following: move to the desired menu item using the arrow keys and press ENTER. For example, an instruction to select an item from a menu and press ENTER is shown as

    Select Configuration Management from the Voice System Administration menu.

  - — Information that you enter or type from your terminal keyboard is shown in **bold** type; for example

    Enter **root** at the `Console Login` prompt.

— Command and file names and their parameters are shown in **bold** type. Variable parameters are shown in ***bold italic*** type when they are part of a user input and in *regular italic* type when they are not. All are illustrated in the following example:

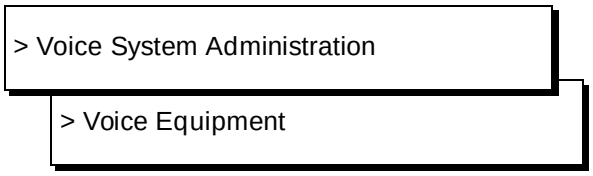
> Use the **print** command to print your report. The command syntax is **print *reportname***, where *reportname* is the name of the report to be printed.

- Screen displays
  - — Information that is displayed on your terminal screen — including screen displays, prompts, script code, and system messages — is shown in `typewriter-style` type; for example

    ```
    Installation is in progress -- do not remove
    the floppy disk.
    ```

  - — The sequence of menu options that you must select to display a specific screen is shown as follows:

    Begin at the CONVERSANT Administration menu, and select the following sequence:

    In this example, you would first access the CONVERSANT Administration menu. Then you would select the Voice System Administration option to display the Voice System Administration menu. From that menu, you would select the Voice Equipment option to display the Voice Equipment screen.

  - — The screens shown in the Intuity CONVERSANT library are only examples. Your screens may not appear exactly as illustrated.

Technical Updates

Every effort was made to ensure that the information contained in these books is technically accurate, and will guide readers in the normal operation of the system. There are instances however, when the Intuity CONVERSANT VIS V5.0 product behaves differently than is documented in the core library.

To help with this, an on-line bulletin board is available to all Intuity CONVERSANT VIS V5.0 customers that provides supplemental information about this product in an electronic mail format. These updates include hints, tips, and exception conditions about all aspects of the Intuity CONVERSANT VIS V5.0 product that were discovered after the core library was published.

This service is called Access, and is available 24 hours-a-day, seven days-a-week to anyone who subscribes to it. To begin receiving electronic Intuity CONVERSANT VIS V5.0 Access articles, call 1-800-242-6005, and ask for department 186.

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The following trademarked products are mentioned in the Intuity CONVERSANT VIS library:

- AUDIX, CONVERSANT, DEFINITY, 5ESS, and 4ESS are registered trademarks of AT&T.
- Voice Power, Intuity, and FlexWord are trademarks of AT&T.
- UnixWare is a registered trademark of NOVELL, Inc.
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Installing the Operating System Software

1

What's in This Chapter

This chapter describes the procedures to partition the system disk(s) and install the UnixWare operating system.

Partitioning the Disk

The system can be configured with a variety of sizes for each of the filesystems or disk slices: root, stand, swap, home, home2, dump, var, and usr.

SCSI Disk Drive Partitions

The SCSI hard disk drives supported are either 1.2 or 1.7 Gbtye. Table 1-1 illustrates suggested partitions for 1.2 or 1.7 Gbyte disks.

Table 1-1. Recommended Intuity CONVERSANT VIS Disk Allocations

Filesystem Name	1.2 Gbyte partitions	1.7 Gbyte partitions	Usage
root	340 Mbyte	400 Mbyte	ORACLE database
stand	10 Mbyte	10 Mbyte	UNIX kernels
swap	65 Mbyte	65 Mbyte	Swap space
home	60 Mbyte	342 Mbyte	User area
home2	340 Mbyte	500 Mbyte	Speech files
dump	65 Mbyte	65 Mbyte	Dump space
var	100 Mbyte	100 Mbyte	System variable
usr	200 Mbyte	200 Mbyte	System fixed

Root Filesystem

- Call data is kept in the ORACLE database in the **root** partition. It is required that a minimum of 12 Mbyte (24,000 blocks) be provided for the ORACLE database. This minimum requirement is checked by the install script of Base ORACLE. The default database size set during the Installation of Base ORACLE is 60 Mbytes.

  Although it is recommend that you put the initial database file in **root** filesystem, you may place the database file in any filesystem by specifying the whole file path name during the Base ORACLE installation.

  For detailed information on the ORACLE database, refer to Appendix B, “Database Environment” in *Intuity CONVERSANT VIS Version 5.0 Operations*, 585-310-550.

  Local database tables also reside in the **root** slice of the ORACLE database. A table consisting of three 12-Mbyte fields per record and 10,000 records may require up to 1 Mbyte of space depending on its organization.

- A large Script Builder application containing 2,000 actions can be as large as 5 Mbyte.

Home Filesystem

Personal user files normally reside in **/home**.

Speech Filesystem

Speech filesystems reside in **/home2**. If you system has equal or greater than 72 telephone network connections, the second hard disk in your system is used to house the speech filesystems, residing in **/home3**.

If your VIS system is coresident with AUDIX Voice Power R2.5, you need to allow for at least 50 Mbyte of speech usage, at most 170 Mbyte.

Each phrase requires a minimum of 16 Kbyte.

A complete set of phrases with all inflections in the standard speech set requires about 6 Mbyte.

Depending on your coding rate, a 16K block holds different amounts of speech. Use the table below to estimate how must speech is in each speech phrase block.

Table 1-2. Coding Rate and Speech Phrase Blocks

Coding Rate	Seconds of Speech per each 16K Blocks
16K	8
24K	6
32K	4
64K	2

Dump Filesystem

The operating system attempts to save a copy of its memory image on a dump partition if the operating system crashes. After a crash, experienced users can examine the dumped image using the **crash** command to debug the system.

See Table 1-1 for the proper Dump partitions.

Installing the UnixWare Operating System

There are several issues to consider when installing the UnixWare operating system. Many of these issues are discussed in the procedures in this chapter, but you should be aware of these issues and watch for the differences in your particular installation.

- If this installation is being done as part of an upgrade to V5.0, you should be using the upgrade checklists found in *Intuity CONVERSANT VIS V5.0 Upgrades*, 585-310-152.
- If your platform has a single hard disk drive that has ever had an operating system installed on it (such as UNIX 3.2 or UnixWare 1.1), watch for the places in the installation procedures that mention this kind of disk.
- If your platform has two hard disk drives, and the second hard disk drive has had an operating system installed on it (such as UNIX 3.2 or UnixWare 1.1), you must low level format it before installing the UnixWare operating system. Refer to "Low Level Formatting a SCSI Hard Disk Drive" in Chapter 4 of *Intuity CONVERSANT VIS V5.0 Maintenance*, 585-310-153.
- If you are installing the UnixWare operating system on blank hard disk drive(s), watch for the places in the installation procedures that mention blank disks.

The UnixWare operating system is installed in two separate stages. The first stage entails booting the system with the boot diskettes. These boot diskettes prepare the system for the UnixWare operating system by partitioning and formatting the disk. The second stage entails installing the UnixWare operating system software from cartridge tape. Make sure you have the following software:

- 3 boot floppies labeled *UnixWare for Intuity*
  - — Boot Floppy 1: Disk 1 of 3
  - — Boot Floppy 2: Disk 2 of 3
  - — Boot Floppy 3: Disk 3 of 3
- 1 cartridge tape labeled *Intuity CONVERANT VIS V5.0 UnixWare for Intuity*

Preparing the Disk for the UnixWare Operating System

The procedure described in this section and the procedure in the next section are designed to be performed sequentially.

NOTE:
Please refer to your *UnixWare Installation Handbook* in conjunction with this document when installing UnixWare software. The *Installation Handbook* contains more descriptive information on many of the screens and menu choices you encounter during the installation.

1. Make sure the unit is turned off.
2. Insert the first boot diskette labeled *UnixWare for Intuity Boot Floppy 1: Disk 1 of 3*.
3. Turn on the unit. The system starts up and after several minutes and screen changes you see the following system response:

   ```
   Remove the diskette labeled ''Boot Floppy 1 of 3''

   ...

   Otherwise, if you do not have (or do not need to use) a
   Host Bus Adapter diskette, insert the diskette labeled
   ''Boot Floppy 2 of 3''

   Press 'Enter' to continue.
   ```

   NOTE:
   In the case that the screen goes to all white, and you do not see the message above, press the RESET button and return to Step 2.

4. Remove the first diskette and insert the second boot diskette labeled *UnixWare for Intuity Boot Floppy 2: Disk 2 of 3*.
5. Press ENTER.

   System response:

   ```
   Continuing UnixWare installation...
   ```

   followed by a screen with instructions.
6. Read the contents of this screen and press ENTER.

   The system responds with the Keyboard Setup screen. In this screen, you must choose a keyboard format.
7. Use the left ◄ and right ► arrows on your keyboard to move through the field selections. Select *U.S. ASCII.*
8. Press the down arrow ▼ to move to the Apply box and press ENTER.

   The system responds with the Configure Date and Time screen. In this screen, you must enter the date and choose a world zone.
9. Use the tab key TAB to move through the fields and modify the defaults. Move down to the Timezone Configuration field.
10. Use ◄ and ► to move through the field selections. Select *North/South America*.
11. Press ▼ to move to the Apply box and press ENTER.

    The system responds with the Continent Location Choice screen. In this screen, you must choose a continent location (similar to a time zone).

12. Use ◄ and ► to move through the field selections. Your selection is unique to your area of the United States. An example: If you are in New York City, select *US/Eastern*.
13. Press ▼ to move to the Apply box and press ENTER.

    The system responds with the Primary Hard Disk Partitioning Screen.
14. Read the contents of this screen and press ENTER.

    If you are installing the operating system on a disk that has never been used before to store an operating system (such as UNIX 3.2 or UnixWare 1.1), go to Step 19.

    If you are installing software as part of an upgrade or reinstallation of the operating system, continue with the next step (15).
15. The system responds by displaying the partitions screen (the screen below is an EXAMPLE):

```
UnixWare Installation          Hard Disk Partitioning – Disk 1

                         Total Disk Size is XXXX cyls (XXXX MB)
                                                          App
Partition   Status   Type          Start  End    Length    %     MB
  1         Active   UNIX System     0    1685    1685    100  1685.0


1. Overwrite system master boot code
2. Delete a partition
3. Exit (Update disk configuration and exit)
4. Cancel (Exit without updating disk configuration)

Enter selection:
```

    Take note of the MB column to see your hard disk drive size. 1685.0 is a 1.7 Gbyte drive. 1185.0 (a number close to that) is a 1.2 Gbyte drive.
16. Check the partitions table. If the partition listed meets *all* the following criteria, go to Step 24.
    - Type = Unix System
    - % = 100
    - Status = Active

    If the partition listed does not meet all of the following criteria, continue with the next step (17).

17. Enter **2** to delete the partition.

    The system responds by displaying the partitions table and prompts:

    ```
    Enter the number of the partition to delete:
    ```

18. Enter **1**

    The system responds by displaying the partitions table (there should be no entries in this table). The screen below is an EXAMPLE:

```
UnixWare Installation          Hard Disk Partitioning – Disk 1

                         Total Disk Size is XXXX cyls (XXXX MB)
                                                          App
Partition   Status   Type        Start  End    Length    %     MB



1. Overwrite system master boot code
2. Create a partition
3. Change Active (Boot from) partition
4. Cancel (Exit without updating disk configuration)

Enter selection:
```

19. Enter **2** to create a partition.

    The system responds with a screen where you must supply information for the new partition.

20. Use ◄ and ► to move through the Partition Type field selections. Select *UNIX System*.

21. Press TAB to move to the Percentage of Disk field.

22. Enter **100**

23. Press ▼ to move to the Apply box and press ENTER.

    IMPORTANT: The system may respond two different ways!

    - If your system responds by displaying Hard Disk Partitioning screen with the partitions table, there should be one partition entry in the table and a menu as shown below. Go to Step 24 for the correct menu selection:

      ```
      1. Overwrite system master boot code
      2. Create a partition
      3. Change Active (Boot from) partition
      4. Cancel (Exit without updating disk
          configuration)
      Enter selection:
      ```

    - If you do not see the Hard Disk Partitioning screen, but instead you see the Installation Type Selection screen, go to Step 26.

24. Enter **3**

    If your system has a second hard disk drive, the system responds with the Secondary Hard Disk Partitioning screen. Enter **1**

    The system responds with the Files Detected Warning screen if it detects another operating system installed on the active partition of your hard disk drive.

25. Read the contents of this screen and enter **1** to perform a destructive installation.

    The system responds with the Installation Type Selection screen.

26. Read the contents of this screen and enter **2** for a custom installation.

    The system responds with the File System Setup screen.

27. Read the contents of this screen and enter **2** to change the filesystem configuration.

    The system responds with the Choose Optional File System screen. In this screen, you must select those filesystems that you want to change by indicating yes or no for each of the filesystems listed.

28. Use ◄ and ► to toggle between yes and no, and press TAB or ▼ to move through the filesystems list marking each one as follows:

User File System (/home)	Yes
2nd User File System (/home2)	Yes
Dump Slice (/dev/dump)	Yes
Add-ons File System(/var)	Yes
Temporary File System (/tmp)	No
Usr File System (/usr)	Yes

29. Press ▼ to move to the Apply box and press ENTER.

    The system responds by displaying the Choose File System Types screen. In this screen, you must select the filesystem type for each filesystem listed.

30. Accept the default (vxfs) for each of the filesystems. Press TAB to move through the filesystem list marking each one as follows:

Root File System (/)	vxfs
User File System (/home)	vxfs
2nd User File System (/home2)	vxfs
Add-ons File System(/var)	vxfs
Usr File System (/usr)	vxfs

31. Press ▼ to move to the Apply box and press ENTER.

    If your system has a second hard disk drive, the system responds:

    ```
    Which disk would you like to put your optional file
    systems on?
    ```

    Choose the option to put everything, including the optional filesystems, on Disk 1 (the first disk in your system).

    The system responds by displaying the File System on Disk 1 screen.

32. Use ▼ to move through the filesystems, setting each one as appropriate for the size of the hard disk drive on your system as follows (do NOT use the default sizes listed on the screen):

	1.2 Gbyte	1.7 Gbyte
Root File System (/)	340	400
Boot File System (/stand)	10	10
Swap Slice (/dev/swap)	65	65
User File System (/home)	60	342
2nd User File System (/home2)	340	500
Dump Slice (/dev/dump)	65	65
Add-ons File System (/var)	100	100
Usr File System (/usr)	200	200

33. Press ▼ to move to the Apply box and press ENTER.

    The system responds by displaying the File System Setup screen.

34. Read the contents of this screen and enter **1** to accept the current configuration.

    The system responds with the Hard Disk Checking — Disk 1 screen. At this time a surface analysis is performed on your hard disk drive.

    If your system has a second hard disk drive, the Hard Disk Checking — Disk 2 screen is also displayed and a surface analysis is performed on the second hard disk drive.

35. Enter **1** to start the surface analysis. Do NOT skip this step!

    The system responds with the Verifying Hard Disk(s) screen with the word *Working...* flashing at the bottom of the screen.

    After the surface analysis is complete (takes approximately 10 minutes per disk), the screen changes to `Copying Files` on your screen. After approximately 5 minutes, you are prompted:

    ```
    Remove the diskette from the drive and insert the
    diskette labeled ''Boot Floppy 3 of 3''

    Press 'Enter' to continue.
    ```

36. Remove the second diskette and insert the third boot diskette labeled *UnixWare for Intuity Boot Floppy 3: Disk 3 of 3*.

37. Press ENTER.

    The `Copying Files` operation continues, and after approximately 10 minutes, you are prompted:

    ```
    Remove Boot floppy 3 of 3 from  the drive now.

    Press 'Enter' to continue.
    ```

38. Remove the third boot diskette and press ENTER.

    The system responds by displaying the Application Server Media Type screen. In this screen, you must indicate the type of media from which you will be installing the operating system.

Continue with "Installing the UnixWare Operating System Software."

Installing the UnixWare Operating System Software

The previous section outlines preparing the disk for installation. The following procedure continues at the point that the previous procedure ends with the Application Server Media Type screen displayed:

1. At the Application Server Media Type screen, the following menu is displayed at the bottom of the screen:

   ```
   1. Diskette Drive 1
   2. Cartridge Tape Drive
   3. Network Install Server
   4. CONVERSANT Image Tape
   ```

2. Enter **2** for cartridge tape drive.

   NOTE:
   If you are restoring the system from an image tape backup, enter **4** to re-install the backup (mkimage) tape.

The system responds with the Insert Application Server Tape screen. The screen prompts you to install the Application Server cartridge tape. Ignore this message and follow Step 3.

3. Insert the cartridge tape labeled *Intuity CONVERSANT VIS V5.0 UnixWare for Intuity* into the cartridge tape drive.

4. Enter **1** to indicate the tape has been inserted.

   The system responds with the Status screen, and after approximately 5-10 minutes, the system displays the Package Selection screen. In this screen, you must choose those packages on the tape that you wish to install.

5. Use ◄ and ► to toggle between yes and no, and press ▼ to move through the list marking each one as follows:

Base System	Yes
Printer Support	Yes
Network Support Utilities	Yes
Enhanced Application Compatibility	Yes
Graphics Utilities	Yes
Adobe Type Manager(TM)	Yes
Desktop Manager	Yes
Advanced Commands	Yes

6. Press ▼ to move to the Apply box and press ENTER.

   The system responds by displaying the Package Selection screen for more package selections.

7. Use ◄ and ► to toggle between yes and no, and press ▼ to move through the packages list marking each one as follows:

Networked Graphics	Yes
OA&M	Yes
Extended Backup and Restore	Yes
Terminfo Utilities	Yes
BSD Compatibility	No
Applications and Demos	Yes
NetWare UNIX Client	No
Motif Runtime Package	Yes

8. Press ▼ to move to the Apply box and press ENTER.

   The system responds by displaying the Package Selection screen for more package selections.

9. Use ◄ and ► to toggle between yes and no, and press ▼ to move through the filesystem list marking each one as follows:

Basic NetWare Server	No
European Language Supplement	No
User Upgrade	Yes
Fingertip Librarian	Yes
Commands Reference Manual	Yes
System Files and Devices Reference Manual	Yes
ATM Basic Fonts	Yes
Distributed File System Utilities	Yes

10. Press ▼ to move to the Apply box and press ENTER.

    The system responds by displaying the Package Selection screen for more package selections.

11. Use ◄ and ► to toggle between yes and no, and press ▼ to move through the packages list marking each one as follows:

Remote Procedure Calls Utilities	Yes
Internet Utilities	Yes
Commands Networking Extension	Yes
Internet Reference	Yes
UnixWare Supplement	Yes
Windowing Korn Shell	Yes
Software Packaging Tools	Yes
C Optimized Compilation System	Yes

12. Press ▼ to move to the Apply box and press ENTER.

    The system responds by displaying the Package Selection screen for more package selections.

13. Use ◄ and ► to toggle between yes and no, and press ▼ to move through the packages list marking each one as follows:

Enhanced Debugger	Yes
XWIN GWS Development	Yes
Desktop Manager Development	Yes
MooLIT Development	No
Motif Intrinsics Libraries and Includes	Yes
Kernel Debugger	No
ISV Sample Source Code	Yes
IHV Sample Source	Yes

14. Press ▼ to move to the Apply box and press ENTER.

    The system responds by displaying the Package Selection screen for more package selections.

15. Use ◄ and ► to toggle between yes and no, and press ▼ to move through the packages list marking each one as follows:

Operating System API Reference Manual	Yes
Windowing Service API Reference Manual	Yes
NetWare C Interface Reference Manual	Yes
Motif API Reference	Yes
Device Driver Reference	Yes
XWIN GWS Fonts	Yes
UNIX Software Development Tools	Yes
Programming in Standard C	Yes

16. Press ▼ to move to the Apply box and press ENTER.

    The system responds by displaying the Package Selection screen for more package selections.

17. Use ◄ and ► to toggle between yes and no, and press ▼ to move through the packages list marking each one as follows:

Programming with UNIX System Calls	Yes
Network Programming Interface	Yes
NetWare Transports	Yes
NetWare C Interface Programming	Yes
Graphics User Interface Programming	Yes
STREAMS Modules and Drivers	Yes
Portable Device Interface	Yes
Device Driver Programming	Yes

18. Press ▼ to move to the Apply box and press ENTER.

    The system responds by displaying the Package Selection screen for more package selections.

19. Use ◄ and ► to toggle between yes and no, and press ▼ to move through the packages list marking each one as follows:

XWIN Screen Interface Specification	Yes
Motif Programming Guide	Yes
Motif Style Guide	Yes
Introduction to System Administration	Yes
TCP/IP Administration	Yes
NFS/RPC/NIS Administration	Yes
Software Development Kit Update	Yes
Ethernet Hardware Support	No

20. Press ▼ to move to the Apply box and press ENTER.

    The system responds by displaying the Package Selection screen for more package selections.

21. Use ◄ and ► to toggle between yes and no, and press ▼ to move through the packages list marking each one as follows:

Token Ring Hardware	No
CD-ROM File System	No

22. Press ▼ to move to the Apply box and press ENTER.

    The system responds by displaying the Package Installation Options screen. In this screen, you must indicate the type of installation for the specified packages. The default option is *Automatic*. Leave this option, Automatic, for *all* the packages listed.

23. Press TAB to move through the fields. Press ▼ to move to the Apply box and press ENTER.

    The system responds by displaying the Computer Name screen. In this screen, you must enter the name of your system.

24. Enter the name of your computer in the given field.

25. Press ▼ to move to the Apply box and press ENTER.

    The system responds by displaying the Configure Kernel Debugger screen.

26. Read the contents of this screen and enter **2**

    The system responds by displaying the Building Font Binaries screen.

27. Read the contents of this screen and enter **1**

    The system responds by displaying the UnixWare Installation Progress screen. You see `UnixWare Installation Process` on the top of the screen. On the bottom of the screen, a bar displays the percentage of the installation that is complete.

    Installing the selected packages takes approximately 2 ½ hours.

    When the installation reaches 100%, the system displays the Installation Results screen.

28. Press ENTER.

29. Read the contents of this screen, and the Installation Results screens that follow to insure the packages displayed match the packages chosen in the Package Selection Screens (in Steps 5 through 21). Press ENTER as indicated at the bottom of each screen.

    Additional packages (such as UnixWare update packages) may show up on the last Installation Results screen.

    After you press ENTER at last the Installation Results screen, the system displays the Installation Complete screen.

30. Read the contents of this screen, remove the cartridge tape, and press ENTER.

    System response:

    ```
    The system is coming down.  Please Wait.
    ```

    After the reboot is complete (approximately10 minutes), the system responds by displaying the Mouse Selection screen. In this screen, you must indicate the type of mouse you have (if any).

    NOTE:
    If your V5.0 system has a mouse, it is a serial mouse.

31. If you have a mouse, enter **1**

    If you do not have a mouse, enter **4** and go now to Step 37.

    The system responds by displaying the Serial Mouse Port Selection screen. In this screen, you must indicate the serial port to be used for the mouse, as well as the number of buttons on your mouse.

32. At the Serial Port field, use ◄ and ► to move through the field selections. Select *tty01 (COM2)*.

33. Press TAB to move to the next field.

34. At the Number of Mouse Buttons field, use ◄ and ► to move through the field selections. Select *3*.

35. Press ▼ to move to the Apply box and press ENTER.

    The system responds by displaying the Testing Your Mouse Selection screen.

36. Press ENTER. The system opens up a blank screen in which you can move the mouse pointer around and test to see that it is working correctly. Move the mouse then press a mouse button to end the test.

    When the mouse test is completed, the system responds by displaying the Owner's Account screen.

    NOTE:
    The *NOVELL UnixWare Installation Handbook*, page 42, explains the fields in the Owner's Account screen. The information in the handbook will help you determine what to enter for each field.

37. Press TAB to move through the fields to make the following entries:

    Owner's name field — (Enter the customer's name or refer to the *UnixWare Installation Handbook*)

    Owner's login ID field — (Enter the customer's login or refer to the *UnixWare Installation Handbook*)

    Owner's user number field — Enter **101**

    Owner's user environment — Use ◄ and ► to move through the field selections. Select *None*.

38. Press ▼ to move to the Apply box and press ENTER.

    The system responds by displaying the Owner's Password screen.

39. Read the contents of this screen, and press ENTER.

    System response:

    ```
    New password:
    ```

40. Enter your password.

    System response:

    ```
    Re-enter password:
    ```

41. Re-enter your password.

    The system responds by displaying the Root Password screen.

42. Read the contents of this screen, and press ENTER.

    System response:

    ```
    New password:
    ```

43. Enter your password.

    System response:

    ```
    Re-enter password:
    ```

44. Re-enter your password.

    The system responds by displaying the Administrator's Password screen.

45. Read the contents of this screen, and press ENTER.

    System response:

    ```
    New password:
    ```

46. Enter your password.

    System response:

    ```
    Re-enter password:
    ```

47. Re-enter your password.

    The system responds by displaying the Owner Account Created screen.

48. Read the contents of this screen and press ENTER.

    System response:

    ```
    The system is coming up.
    ```

    After a few minutes, the system displays the login screen.

49. Press ALT E.

    System response:

    ```
    Welcome to USL UNIX System V
    Release 4.2 Version 1
    Console Login:
    ```

50. Enter **root**

51. Enter your root password.

    The system responds by displaying the system prompt #.

    In order to use the graphical user interfaces (GUI) with the video controller card installed in your system, perform the following video setup operations:

52. Enter **/usr/X/lib/display/setvgamode**

    The system responds with a menu listing 38 different video chipset options.

53. Enter **31** (for WD/Paradise, WD90C11)

    The system responds with a menu listing monitor model numbers.

54. Enter **1** (for WDC11, STDVGA).

    System response:

    ```
    Video RAM : 1024K

    Do you want to change this value ?(y/n) [n]:
    ```

55. Press ENTER.

    System response:

    ```
    Default Monitor Size, 17 inches(y/n) [y]:
    ```

56. Enter **n**

    System response:

```
Monitor Size
============
12 inches
13 inches
14 inches
15 inches
16 inches
17 inches
19 inches
20 inches
21 inches
other

Enter Monitor Size =>
```

57. Enter **14**

    System response:

```
You have selected the following:

VENDOR.......: WD / Paradise
CHIPSET......: WD90C11
VIDEO RAM....: 1024K
MONITOR......: STDVGA
RESOLUTION...: 640x480
COLORS.......: 256

Do you want to test this mode ?(y/n) [y]:
```

58. Press ENTER to start the test.

    System response:

```
A TEST PATTERN WILL BE DRAWN ON YOUR SCREEN.
AFTER A FEW SECONDS, YOU WILL RETURN TO THIS
SCREEN. IF THE PATTERN DOESN'T LOOK RIGHT, YOU
CANNOT USE THIS MODE. YOU SHOULD TRY ANOTHER MODE.
IF THE PATTERN IS NOT EVEN STABLE,
PRESS 'DEL' IMMEDIATELY TO AVOID DAMAGE TO YOUR
HARDWARE.

Do you want to continue ? (y/n) [y]:
```

59. Press ENTER to continue.

    After the test pattern is drawn, the system prompts:

```
Do you want to try the test again ?(y/n) [n]:
```

60. Press ENTER to stop the test.

    System response:

    ```
    Accept(y),  Quit(q), Try another mode(anykey):
    ```

61. Enter **y** to accept the setup.

    System response:

    ```
    Current Selection:

            ENTRY........: WDC11
            RESOLUTION...: 640x480
            VISUAL.......: PseudoColor
            MONITOR......: STDVGA
    ```

You have now installed all the required software for your UnixWare operating system.

If you have a Token Ring card installed, go to the next section, "Installing the Token Ring Hardware Support Package."

If you do not have a Token Ring card nor a need for its driver, go to "Installing the VERITAS Packages."

Installing the Token Ring Hardware Support Package

Use the following procedure to install the Token Ring hardware support package:

1. If you are not already logged in as **root**, do so now.
2. Insert the diskette labeled *Token Ring Hardware Support* into the floppy disk drive.
3. Enter **pkgadd -d diskette1**

   System response:

   ```
   Insert diskette into Floppy Drive 1.
   Type [go] when ready,
     or [q] to quit:  (default:  go)
   ```

4. Press ENTER.

   System response:

   ```
   Installation in progress.  Do not remove the diskette.

   The following packages are available:

   1 tok       Token Ring Hardware Support
               (i386) 1.3

   Select the package(s) you wish to process (or 'all' to
   process all packages).  (default: all) [?,??,q]
   ```

5. Press ENTER.

   System response:

   ```
   PROCESSING:
   Package:  Token Ring Hardware Support (tok) from
   <diskette1>.
   ```

   During the installation, the system presents a blue screen. In this screen, input the number and type of Token Ring cards in the system, and the hardware settings of the card.

   V5.0 supports the use of *one* IBM Token Ring Network 16/4 Adapter circuit card. Use this information as well as the output from the Configuration Program to enter the data in this screen.

   When the system prompts:

   ```
   Do you wish to continue with installation? [y,n,?,q]:
   (default: y)
   ```

6. Press ENTER.

   System response:

   ```
   ...

   Installing Token Ring Hardware Support as <tok>
   ```

   When the package has finished installing, the system prompts:

   ```
   Installation of Token Ring Hardware Support (tok) was
   successful.

   Insert diskette into Floppy Drive 1.
   Type [go] when ready.
     or [q] to quit:  (default:  go)
   ```

7. Enter **q**

   The system responds with a message to say that if all desired packages are installed, the machine should be rebooted. Do not reboot the system at this time.

   The system responds by displaying the system prompt #.

8. Make sure the light on the floppy disk drive is off and remove the diskette.

Go to the next section, “Installing the VERITAS Software Packages.”

NOTE:
If, during the installation of the Token Ring Hardware Support package, you did not see the blue screen, the installation did not complete successfully. In this case, you must follow the steps below to re-install the package:

1. From the system prompt #, enter **displaypkg**
2. Find the tok (Token Ring Hardware Support) package and use the **pkgrm** command to remove it.
3. Reboot the system; enter **shutdown -g0 -y -i6**

   When the system reboots and comes back up, it displays the login screen.
4. Press ALT E.
5. Enter **root**
6. Enter your root password.

   The system responds by displaying the system prompt #.
7. Enter **rm /etc/inst/scripts/postreboot.sh**
8. Repeat the installation procedure for installing the Token Ring Hardware Support package.

Installing the VERITAS Software Packages

The VERITAS software is comprised of two separate packages: VERITAS Volume Manager and VERITAS Advanced File System. You must install the Volume Manager software before installing the Advanced File System software.

Make sure you have the following software:

- 4 floppies labeled *VERITAS Volume Manager 1.2.1.1*
- 1 floppy labeled *VERITAS Advanced File System 1.1*

NOTE:
If you want further information on the VERITAS features, refer to

- *VERITAS Volume Manager documentation*, 585-350-907
  - — Installation Guide Release 1.2
  - — Basic User’s Guide Release 1.2
  - — System Administrator’s Guide Release 1.2
- *VERITAS File System, System Administrator’s Guide*, 585-350-906

Installing the VERITAS Volume Manager Package

The procedure described in this section and the procedure in the next section are designed to be performed sequentially.

1. At the system prompt, enter **pkgadd -d diskette1**

   System response:

   ```
   Insert diskette into Floppy Drive 1.
   Type [go] when ready.
     or [q] to quit:  (default:  go)
   ```

2. Insert the diskette labeled *VERITAS Volume Manager 1.2.1.1: 1 of 4* into the floppy disk drive and press ENTER.

   System response:

   ```
   Installation in progress.  Do not remove the diskette.

   The following packages are available:

   1  vxvm  VERITAS Volume Manager
         (i386at) 1.2.11

   Select the package(s) you wish to process...
   ```

3. Enter **1**

   After several minutes, the system prompts:

   ```
   You have the Operations, Administration, and
   Maintenance package installed.

   Would you like to add the VXVM interface Forms and
   Menus? [y]
   ```

4. Press ENTER.

   The system continues installing the VERITAS packages, and prompts you to insert the remaining diskettes: 2, 3, and 4.

   When the packages on the last diskette are finished installing, the system prompts:

   ```
   Installation of VERITAS Volume Manager (vxvm) was
   successful.

   Insert diskette into Floppy Drive 1.
   Type [go] when ready.
     or [q] to quit:  (default:  go)
   ```

5. Enter **q**

   The system responds by displaying the system prompt #.

6. Remove the diskette from the floppy disk drive.

You may now install the VERITAS File System Administration package. Go to the next section, "Installing the VERITAS File System Administration Package."

Installing the VERITAS File System Administration Package

The previous section outlines installing the Volume Manager package. If you have not installed the Volume Manager package already, you must do so before continuing with the procedure in this section.

1. At the system prompt, enter **pkgadd -d diskette1**

   System response:

   ```
   Insert diskette into Floppy Drive 1.
   Type [go] when ready.
     or [q] to quit:  (default:  go)
   ```

2. Insert the diskette labeled *VERITAS Advanced File System 1.1* into the floppy disk drive and press ENTER.

   System response:

   ```
   Installation in progress.  Do not remove the diskette.

   The following packages are available:

   1  vxfs  VERITAS File System
         (AT386) 1.3 Advanced

   Select the package(s) you wish to process...
   ```

3. Enter **1**

   The floppy contents are read onto the system.

   NOTE:
   The system displays the following error and warning message.

   ```
   UX:installf: ERROR: attribute verification of
   </etc/conf/pack.d/vsfx/Driver.o> failed.
   Warning: /etc/conf/pack.d/vxfs/Driver.o <shared
   file is volatile>
   ```

   This error and warning message is normal and should be ignored.

   Once the package is finished installing, the system prompts:

   ```
   Insert diskette into Floppy Drive 1.
   Type [go] when ready.
       or [q] to quit:  (default:  go)
   ```

4. Enter **q**

   The system responds with a message to say that if all desired packages are installed, the machine should be rebooted. Do not reboot the system at this time.

   The system responds by displaying the system prompt #.

5. Remove the diskette from the floppy disk drive.

You have completed the installation of all UnixWare and VERITAS software.

Go to the next procedure, "Activating the Volume Manager."

Activating the Volume Manager

The previous sections outline installing the Volume Manager and File System Administration packages. If you have not installed these packages, you must do so before continuing with the procedure in this section.

1. From the system prompt, enter **volinstall**
2. When prompted, press ENTER.
3. Again, when prompted, press ENTER.

   The system responds with a screen asking you to choose the type of installation.

4. Enter **1** for Quick Installation.

   The system responds by going through the rest of the Volume Manager initialization.

   Accept the default choices to any remaining prompts (press ENTER).

   NOTE:
   If you have additional disks installed that have not yet been administered through software, the following message displays f*or each disk:*

```
prtvtoc [-a] [-e] [-p] [-f file] raw_device

The c0t1dXdisk does not appear to be prepared for
this system.  Add as a new disk through the
voldiskadm command.
Hit return to continue.
```

This message is normal; press ENTER. If you are using the additional disk(s) for mirroring, the disks are administered when you set up SCSI mirroring (refer to Appendix D of *Intuity CONVERSANT VIS V5.0 Operations*, 585-310-550). If you are not using the additional disks for mirroring, as in the case that the second disk is used from speech, use the **voldiskadd** command (refer to Chapter 3 of the *VERITAS Volume Manager System Administrator's Guide, Release 1.2*, 585-350-907).

5. The system reboots 3 times; each reboot takes approximately 5 minutes to complete. Press ENTER when you are prompted between each reboot.

   When the initialization of the Volume Manager is complete, the login screen is displayed.

6. Press ALT E.

   System response:

   ```
   Welcome to USL UNIX System V Release 4.2 Version 1
   Console Login:
   ```

7. Enter **root**

8. Enter your root password.

   The system responds by displaying the system prompt #.

NOTE:
In the event that the **volinstall** command fails because it cannot find the boot disk (c0t0d0), you must perform the following steps:

1. Enter **/etc/conf/bin/idbuild -B** to rebuild the kernel.
2. Once the kernel rebuild is complete, enter **linit 6** to reboot the system.

   When the system comes up, you may see Volume Manager errors (vxvm).

3. Perform the "Activating the Volume Manager" procedure (as documented above) again.

If you have an EtherCard installed, go to the next section, "Installing the EtherCard Driver Package."

If you do not have an EtherCard card nor a need for its driver, go to Chapter 2, "Installing the Base System Software", to begin installing the Intuity CONVERSANT VIS V5.0 application software.

If you are performing an upgrade to V5.0, go back to the checklist from which you were working in *Intuity CONVERSANT VIS V5.0 Upgrade*, 585-310-152.

Installing the EtherCard Driver Package

WARNING:
Make sure that your EtherCard is installed in your system. Make sure that the only jumper installed on the EtherCard is W1, pin 1. Refer to Chapter 8 of the hardware installation book specific to your platform for information on the EtherCard installation.

If you have a Token Ring card installed in your system, the Token Ring card must be physically connected to the Token Ring network or the SMC setup procedure will fail. Refer to the hardware installation book specific to your platform and/or the Intuity CONVERSANT VIS V5.0 Communication Development, 585-310-229, for information about Token Ring connections.

Use the following procedure to install this optional feature package:

CAUTION:
Never perform this procedure if your Voice System is running. Use the **stop_vs** *command to stop this voice system before you perform this procedure.*

1. If you are not already logged in as **root**, do so now.
2. Insert the diskette labeled *SMC Ethernet STREAMS Device Driver* into the floppy disk drive.
3. Enter **pkgadd -d diskette1**

   System response:

   ```
   Insert diskette into Floppy Drive 1.
   Type [go] when ready,
     or [q] to quit:  (default:  go)
   ```

4. Press ENTER.

   System response:

   ```
   Installation in progress.  Do not remove the diskette.

   The following packages are available:

   1  sme42L   SMC Ethernet STREAMS Device Driver SVR4.2

   Select the package(s) you wish to process...
   ```

5. Enter **1**

   System response:

   ```
   Enter interrupt Vector number (3 - 15):
   ```

6. Enter **15** (interrupt 15 is recommended, but consult the output from the configuration program).

   System response:

   ```
   Enter I/O Base address (200 - 3E0):
   ```

7. Enter **280**

   System response:

   ```
   Enter RAM Base address (80000 - FE000):
   ```

8. Enter **D8000**

   System response:

   ```
   Configure another board? (Y/N):
   ```

9. Enter **n**

   Several message scroll past and then the system responds:

   ```
   The Kernel must be rebuilt.  Would you like to perform
   an idbuild now? (Y/N)
   ```

10. Enter **n**

    System response:

    ```
    Insert diskette into Floppy Drive 1.

        Type [go] when ready,
        or [q] to quit:  (default:  go)
    ```

11. Enter **q**

    The system responds by displaying the system prompt #.

12. Enter **/usr/bin/smc_setup**

    The system responds by displaying the setup file and prompts:

    ```
    Do you want to change the setup? (y)→
    ```

13. Enter **y**

    System response:

    ```
    I/O base address? (280)→
    ```

14. Press ENTER.

    System response:

    ```
    IRQ? (15)→
    ```

15. Press ENTER.

    System response:

    ```
    RAM base address (0D8000)→
    ```

16. Press ENTER.

    System response:

    ```
    Add wait states? (y)→
    ```

17. Press ENTER.

    System response:

    ```
    Network Connection:

    1 = BNC or 10BaseT
    2 = AUI or 10BaseT
    3 = Twisted Pair - No Link Integrity

    ?(3)→
    ```

18. Enter **3**

    System response:

    ```
    ROM disabled? (y)
    ```

19. Press ENTER.

    System response:

    ```
    Save the new setup? (y)→
    ```

20. Press ENTER.

    The system responds by displaying the system prompt #.

21. Remove the diskette.

22. Enter **shutdown -g0 -y -i6**

    When the system reboots and comes back up, it displays the login screen.

23. Press ALT E.

    System response:

    ```
    Welcome to USL UNIX System V Release 4.2 Version 1
    Console Login:
    ```

24. Enter **root**

25. Enter your root password.

    The system responds by displaying the system prompt #.

Go to Chapter 2, "Installing the Base System Software", to begin installing the Intuity CONVERSANT VIS V5.0 application software.

Future Installation of UnixWare Packages

The *Intuity CONVERSANT VIS V5.0 UnixWare for Intuity* cartridge tape can be used to install some of the packages included on the tape, but not installed on your system. To install packages from the tape in the future, use the **pkgadd -d ctape1** command. *Do not* specify a package name on the command line; use the menu generated by the tape to select packages by answering yes or no.

The UnixWare Supplement and Software Development Update packages should always be selected (yes) so that any software fixes to original package are installed as well.

In the event that you acquire either the Network File System Utilities (NFS) or the Advanced Merge package from NOVELL or some other distributor of UnixWare packages, you must reinstall the UnixWare Supplement and Software Development Update packages from the *UnixWare for Intuity* cartridge tape once the NFS and Merge packages are installed. These packages ensure that all software fixes available up through UnixWare 1.1.2 are installed on top of the NFS and Merge packages.

WARNING:
Under no circumstances should you install a public copy of NOVELL UnixWare Update 1.1.1 (Update 5) or Update 1.1.2 (Update 6) on a Intuity CONVERSANT UnixWare system. The official public versions, as might obtained from a UnixWare Bulletin Board, contain a flaw in the "asyc" Driver.o file that causes repeated errors messages whenever a terminal or modem attempts to use one of the COM ports. The only Updates you should install on your V5.0 system are those updates contained on the cartridge tape labeled Intuity CONVERANT VIS V5.0 UnixWare for Intuity that is shipped with V5.0.

Installing the Base System Software

2

What's in This Chapter

This chapter describes how to install the Configuration Program and the Intuity CONVERSANT VIS Version 5.0 software base from cartridge tape.

Installing the Configuration Program Package

NOTE:
You must install and run the Configuration Program before installing any of the Intuity CONVERSANT VIS V5.0 base or optional packages.

Use the following procedure to install this package:

1. If you are not already logged in as **root**, do so now.
2. Enter **installpkg**

   System response:

   ```
   Please indicate the installation medium you intend to
   use. Strike 'C' to install from CARTRIDGE TAPE or 'F' to
   install from FLOPPY DISKETTE.
   Strike ESC to stop.
   ```

3. Press F.

   System response:

   ```
   Insert the floppy disk.

   Strike ENTER when ready
   or DEL to cancel.
   ```

4. Insert the diskette labeled *Configuration Package* into the floppy disk drive and press ENTER.

   System response:

   ```
   Installation in progress -- do not remove the floppy
   diskette.
   ```

   When the system has finished installing the Configuration Program, you receive the system response:

   ```
   The installation of the Configuration Program package
   is now complete.
   ```

5. Make sure that the light on the floppy disk drive is off and remove the diskette.

Run the Configuration Program to obtain a current configuration listing for your system. Use the procedures found in Chapter 4, "Running the Configuration Program" of the hardware installation book specific to your platform.

CAUTION:
It is very important that you run the Configuration Program and obtain the output from it. The information is needed to install software packages in order to correctly set addresses for interrupts, I/O, etc.

Installing the VIS Base Software

WARNING:
During the installation of any package that uses the installpkg command, you may see the following error message:

```
UX:rm: ERROR cannot remove any directory in the path of
the current working directory.
    /usr/tmp/installxxxx
```

(*xxxx* is the install directory you are currently in and differs for different packages)

This error message is normal and can be ignored.

Use the following procedure to install the VIS Base Software:

1. If you are not already logged in as **root**, do so now.
   a. If the system displays the login screen, press ALT E.

      System response:

      ```
      Welcome to USL UNIX System V Release 4.2 Version 1
      Console Login:
      ```

   b. Enter **root**

c. Enter your root password.

The system responds by displaying the system prompt #.

2. Insert the cartridge tape labeled *Intuity CONVERSANT VIS V5.0 Application Software* into the cartridge tape drive.

3. Enter **installpkg**

System response:

```
Please indicate the installation medium you intend to
use. Strike 'C' to install from CARTRIDGE TAPE or 'F' to
install from FLOPPY DISKETTE.

Strike ESC to stop.
```

4. Press C.

System response:

```
Confirm

Please insert the cartridge tape.

Strike ENTER when ready
or ESC to stop.
```

5. Press ENTER.

System response:

```
Confirm

It is recommended that you re-tension the tape before
attempting the installation, to ensure that the tape is
read without any errors.

If you strike ENTER the tape will be re-tensioned.

Strike ENTER when ready
or ESC to stop.
```

6. Press ENTER.

System response:

```
Re-tensioning the tape media.

This will take approximately 3 minutes.
```

The next steps outline how to select the packages that you wish to install from the cartridge tape.

System prompt:

```
You will now be prompted to select the packages that you
wish to install from this tape.

You may select one or more packages from the menu by
entering the number listed alongside the package name.

Enter each package number one at a time, pressing ENTER
after each selection. The package numbers may be
entered in any order.

...
```

7. When prompted, press ENTER.

   System response:

```
Packages available for installation:

1. Intuity CONVERSANT VIS V5.0 Base ORACLE RDBMS 7.0.12
2. Intuity CONVERSANT VIS V5.0 Application Software
3. Intuity CONVERSANT VIS V5.0 Tip/Ring Board Driver
4. Intuity CONVERSANT VIS V5.0 T1 Board Driver
5. Intuity CONVERSANT VIS V5.0 SP Board Driver
6. Intuity CONVERSANT VIS V5.0 Extended ORACLE DBMS
    7.0.12

7. Install ALL packages shown above
8. Exit, do not install any packages

Please enter the next package number(s) to install,
followed by ENTER.

Press ESC when all selections have been made.

Enter Package Number:
```

   CAUTION:
   Do not choose the Install ALL option. Do not choose more than one package at a time. Follow this procedure, exactly as documented, to install the software from the Intuity CONVERSANT VIS V5.0 Application Software cartridge tape.

8. Press 1 and press ENTER.
9. Press ESC.

   System response:

```
Strike ENTER to confirm and continue with the
installation or ESC to re-display the menu and re-
select.

Strike ENTER when ready
or ESC to stop.
```

10. Press ENTER if your selection is correct. Otherwise, press ESC and you can reselect package(s).

    The system responds with a reminder that you may have to provide input to some prompts during the installation.

11. Press ENTER.

    The install program now goes through the installation of the Base ORACLE RDBMS displays messages similar to the following:

    ```
    ...
    Installing: ''Base ORACLE RDBMS''
    ...
    Adding oracle user to the system:
    New password:
    ```

12. Type in your password and press ENTER.

    System response:

    ```
    Reenter new password:
    ```

13. Type in your password again and press ENTER.

    System response:

    ```
    Moving files to the oracle home directory /oracle
     <number of blocks moved>
    Setting file permissions on files in /oracle
    Setting up /usr/lbin
    ```

14. You are given a default name for the database file, **/oracle/dbs/dbsA.dbf**. The default name places the initial database file in the **root** filesystem. It is recommend that you use the default name. If **root** usage is a concern, you may specify a different filesystem, such as **/home2**. Enter a new name (for example, **/home2/dbsA.dbf**) or press ENTER to accept the default name.

15. You are given a default name for the first redo log file (**/oracle/dbs/log1A.dbf**). Enter a new name or press ENTER to accept the default name.

16. You are given a default name for the second redo log file (**/oracle/dbs/log2A.dbf**). Enter a new name of press ENTER to accept the default name.

17. The system prompts you to enter the size of the database. To accept the default size, 132,000 blocks, press ENTER. It is recommended that you accept the default database size.

    If you do not accept the default, remember that you *must* allocate at least 24,000 blocks; the system does not accept any number smaller than 24,000.

18. The system prompts you to enter the size of the redo log. Accept the default size; press ENTER.

    Several more messages are displayed as the database is configured and initialized. This may take 20–40 minutes.

    A message is displayed when the installation is complete.

19. With the cartridge tape still inserted, repeat this procedure Steps 3 through 11. At Step 8, select package #2, the Application Software. After Step 11, return here.

    NOTE:
    During the installation of the Application Software, any error messages that occur are logged into a file, **/vs/data/InstallLog**. You can check this file for more information on any errors that occur during the installation.

    You are prompted for ENABLE/DISABLE serial ports, and the parallel printer port. Refer to the output from the Configuration Program for which ports to enable/disable.

    System message:

```
*******************************************
* First serial port uses interrupt level 4  *
* Second serial port uses interrupt level 3 *
* Parallel port uses interrupt level 7      *
*******************************************

If you wish to reclaim some of those interrupts for
other devices, you may DISABLE some of these ports.
However, at least ONE serial port must be enabled at all
times.
*******************************************

For serial ports, would you like to:

1) ENABLE both first and second serial port.
2) ENABLE first and DISABLE second serial port.
3) DISABLE first and DISABLE second serial port.

Please enter your selection [1, 2, or 3]:
```

    CAUTION:
    All V5.0 systems MUST choose menu items #1 or #2 to have the first serial port (COM1) enabled for the Remote Maintenance Board.

    - If you enter **1**, system response:

```
Serial port 1 is now ENABLED.
Serial port 2 is now ENABLED.
```

- If you enter **2**, system response:

  ```
  Serial port 1 is now ENABLED.
  Serial port 2 is now DISABLED.

  For the parallel port (interrupt level 7) would
  you like to:

  1) ENABLE the parallel port.
  2) DISABLE the parallel port.

  Please enter your selection [1 or 2]:
  ```

- You need to enable the parallel port to use it for a parallel printer. In this case, enter **1**

  System response:

  ```
  The parallel port is now ENABLED.
  ```

- If you are not using a parallel printer with your system, enter **2**

  System response:

  ```
  The parallel port is now DISABLED.

  ...
  The following loadable modules will be configured now:

  rm

  Module configuration is complete.

  The UNIX OS Kernel will be rebuilt now.

  This will take some time.  Please wait.
  ```

20. You are prompted for the timezone:

    ```
    Select the timezone for this installation:
    1) Eastern
    2) Central
    3) Mountain
    4) Pacific

    Enter selection:
    ```

21. Make your selection by entering the number (for example, enter **1** for Eastern).

    System response:

    ```
    Confirm: the installation timezone number is X (y/n)
    ```

    (X is the number you entered in Step b.)

22. Enter **y**

    System response:

    ```
    Is Daylight Savings ever used? y/n
    ```

23. Enter **y** if you ever use daylight saving time (for example, if you are in New York City, enter **y**). If you are in an area of the country that never uses daylight saving time, enter **n**

    System response:

    ```
    Do you wish to activate bridging capability? (y/n)
    ```

24. Enter **y**

    NOTE:
    Refer to *Intuity CONVERSANT VIS V5.0 Command Reference*, 585-310-230, for information on **xferdip_on** and **xferdip_off** commands. These commands can be used to turn bridging on and off.

    System response:

    ```
    ...

    Starting Database
    Creating user
    Creating tables
    Populating tables
    Finished menu database installation

    WARNING:  You should shutdown as soon as possible to
    include the changes in the UNIX Operating System
    kernel.  This must be done prior to starting the Voice
    System.  To shutdown the UNIX system, type

        cd /
        shutdown -g0 -y

    The installation of the Intuity CONVERSANT VIS V5.0
    Application Software is now complete.
    ```

25. If you have Tip/Ring circuit cards, you must install the Tip/Ring Driver.

    NOTE:
    Use the **stop_vs** command to stop the voice system before installing the Tip/Ring driver.

    With the cartridge tape still inserted, repeat this procedure Steps 3 through 11. At Step 8, select package #3, the Tip/Ring Driver. After Step 11, return here.

    System response:

    ```
    Press <Enter> for default value [2] or one of [2 3 5] or
    q to quit:
    ```

26. Enter your interrupt number selection as determined by the output from the Configuration Program.

    System response:

```
Confirm: Interrupt number # will be used for TR boards.
(y/n):
```

The # displayed in this message is the interrupt number you entered.

27. Enter **y**

    System response:

    ```
    The UNIX Operating System kernel will be rebuilt to
    include your configuration changes during the next
    system reboot.
    ```

28. If you have T1 circuit cards, you must install the T1 Driver. With the cartridge tape still inserted, repeat this procedure Steps 3 through 11. At Step 8, select package #4, the T1 Driver. After Step 11, return here.

    There are no prompts to answer for the T1 Driver.

29. If you have SP circuit cards, you must install the SP Driver. With the cartridge tape still inserted, repeat this procedure Steps 3 through 11. At Step 8, select package #5, the SP Driver. After Step 11, return here.

    There are no prompts to answer for the SP Driver.

30. With the cartridge tape still inserted, repeat this procedure Steps 3 through 11. At Step 8, select package #6, the Extended ORACLE RDBMS. After Step 11, return here.

    NOTE:
    If you want to install “demo”, “help” and “crtins” later you need to log on to the database and use the **demobld**, **helpins** and **crtins** commands, respectively. See the ORACLE documentation for more information about these commands.

31. When the installation of the final package is complete, remove the cartridge tape.
32. Enter **cd /**
33. Enter **shutdown -g0 -y** to shutdown the machine and start a reboot.
34. When prompted, press CTRL ALT DEL simultaneously to reboot.
35. Press ENTER to rebuild the kernel.

Once the system comes back up, you are ready to log on and go to Chapter 3, "Installing the Optional Feature Software", of this book for procedures for installing optional feature packages.

Installing the Optional Feature Software

3

What's in This Chapter

This chapter describes the procedures to install all the software that was not included on the application software cartridge tape. This software is called *optional* software since it is not required for the basic VIS to function.

The organization of this chapter is not to imply that you will necessarily install all of these packages nor will you install them in the order documented. Packages that are order-specific are identified as such.

This chapter also describes the general procedure for removing software packages.

NOTE:
Be sure that you have run the Configuration Program and indicate all hardware that is/will be on your system. The data generated by the program is crucial in assuring that you respond correctly the prompts in this chapter. See Chapter 4, "Running the Configuration Program," in your hardware installation book.

If you are installing any optional feature package on a running system, follow the procedure, "Stopping the Voice System," in the Chapter 4 in *Intuity CONVERSANT VIS V5.0 Maintenance,* 585-310-153. Once the voice system has been stopped, you can then install the software.

Optional Feature Packages

This chapter describes the procedures needed to install the following optional feature software:

1. *Adjunct/Switch Application Interface packages* (must be installed in this order)
    - CALLVISOR PC ISDN
    - CALLVISOR PC ASAI
    - Adjunct/Switch Application Interface
2. *AUDIX Voice Power Release 2.5 packages*
    - AUDIX Voice Power Release 2.5 – Software
    - AUDIX Voice Power Release 2.5 – Speech
    - AUDIX Voice Power Switch Integration Software for System 75/DEFINITY G1/G3 PBX
    - AUDIX Voice Power Switch Integration Software for System 25 PBX
    - Voice Mail External Actions Package
3. *Call Classification Analysis package*
4. *CompuLert/SCCS Interface package*
5. *Equinox Megaport Card Driver package*
6. *External Alarms package*
7. *FAX Attendant software packages*
    - FAX Attendant Release 2.5 (for use *without* AUDIX Voice Power)
        - — FAX Attendant R2.5 Switch Integration Software for System 75/DEFINITY G1/G3
        - — FAX Attendant R2.5 Switch Integration Software for System 85/DEFINITY G2
    - FAX Attendant Release 2.5 (for use *with* AUDIX Voice Power)
        - — FAX Attendant R2.5 Switch Integration Software for System 25
        - — FAX Attendant R2.5 Switch Integration Software for System 75/DEFINITY G1/G3
    - FAX Attendant R2.5 Script Builder FAX Actions
8. *FlexWord Recognition package*
9. *FlexWord Toolkit package*
10. *Form Filler Plus package*
11. *Graphical Speech Editor package*

12. *Intelligent Ports Card package*
13. *LAN software packages*
14. *Line Side T1 Interface packages*
    - Line Side T1 Interface – DEFINITY

      OR
    - Line Side T1 Interface – Galaxy
15. *LINKix host packages* (must be installed in this order)
    - Link Level packages (SDLC for FIFO-SIB and PC/XL, and Token Ring)
      - — linkix_sib, Link Level (3.0.2.1)
      - — linkix_coproc, Link Level (3.0.2.1)
      - — linkix_tkrn, Link Level (3.0.2.4)
    - SNA package
      - — linkix_sna_128lu, SNA Level (3.0.2.0)
    - Feature Level 1 packages
      - — linkix_3270, Feature Level 1 (3.0.2.3)
      - — linkix_netman, Feature Level 1 (3.0.2.0)
      - — linkix_mgmt, Feature Level 1 (3.0.2.0)
    - Feature Level 2 packages
      - — linkix_hte, Feature Level 2 (3.0.2.7)
16. *VIS host packages* (must be installed in this order)
    - Synchronous Host Interface
    - 3270 Enhanced File Transfer
    - 3270 NetView Alarm Interface
17. *ORACLE development packages*
    - Pro*C 1.5.6.2.1.
    - SQL*Forms 3.0.16.12.3.
    - SQL*Menu 5.0.11.13.3.
    - SQL*ReportWriter 1.1.14.7.2
18. *ORACLE 7.0.12 SQL*NET TCP/IP package*
19. *Primary Rate Interface packages*
    - ISDN Primary Rate Interface
20. *Remote Maintenance Board Driver package*

21. *Script Builder package*
22. *Text To Speech package*
23. *WholeWord Speech Recognition packages*
    - Speech Recognition – US English
    - Speech Recognition – Canadian French
    - Speech Recognition – Mexican Spanish

Installing the Adjunct/Switch Application Interface Packages

When installing the ASAI, the order in which you install the packages is very important.

Make sure you install the ASAI packages in this order:

1. Install CALLVISOR PC packages (ISDN and ASAI)
2. Install the Adjunct/Switch Application Interface package.

Use the following procedures on the next few pages to install the ASAI software (in the order given above).

Installing the CALLVISOR PC Packages

Use the following procedure to install these optional feature packages:

1. If you are not already logged in as **root**, do so now.
2. Insert the diskette labeled *CALLVISOR PC ISDN Package* into the floppy disk drive.
3. Enter **pkgadd -d diskette1**

   System response:

   ```
   Insert diskette into Floppy Drive 1.
   Type [go] when ready,
     or [q] to quit:  (default:  go)
   ```

4. Press ENTER.

   The system responds with a menu of packages.

5. Press ENTER.

   After several minutes the system asks how many IPCI cards are installed on your system.

6. Enter **1** (V5.0 supports the use of *one* IPCI card.)

The system prompts you to enter the IVN number (the interrupt or IRQ) for the card. The default is 2.

7. Use the output from the Configuration Program to determine the IRQ number to enter. Type in the number and press ENTER.

   The system prompts you to enter the 5-digit SCMA address value (the shared memory address).

8. Use the output from the Configuration Program to determine the shared memory number to enter. Type in the number and press ENTER.

   The system prompts you to enter the desired version. The default is Version 1. Version 1 corresponds to G3V3 (DEFINITY).

9. Type in the number and press ENTER.

   The system prompts you to enter for higher version operation. QP_HIGHERVER_OK is provided to allow higher (later) version operation.

   The accepted values are

   - 0, prevents higher version numbers
   - 1 (default), permits higher version numbers

10. Type in the number and press ENTER.

    The system asks if you want to rebuild the kernel for this installation.

11. Enter **n**

    System response:

    ```
    Installation of <cvisdn> was successful.

    Insert diskette into Floppy Drive 1.
    Type [go] when ready,
      or [q] to quit:  (default:  go)
    ```

12. Remove the diskette from the floppy disk drive and insert the floppy diskette labeled *CALLVISOR PC ASAI Package* into the floppy disk drive.

13. Press ENTER.

    The system responds with a menu of packages.

14. Press ENTER.

    After several minutes the system displays the number of ASAI nodes for which the package is configuring. If that information is not available, the system asks you to enter the number of ASAI nodes. This is the same as the number of IPCI cards installed in the system.

15. Enter **1**

    The system responds by rebuilding the kernel. Once the kernel is rebuilt the system responds:

    ```
    Installation of the <cvasai> was successful.
    ```

The system asks you to remove the diskette and shutdown instructions are displayed.

16. Make sure that the light on the floppy disk drive is off and remove the diskette.
17. Enter **shutdown -i6 -y -g0**
18. After the reboot is complete, and the system displays the login screen, press ALT E.

    System response:

    ```
    Welcome to USL UNIX System V Release 4.2 Version 1
    Console Login:
    ```

19. Enter **root**
20. Enter your root password.

    The system responds by displaying the system prompt #.

21. Be sure the DEFINITY Communication System administration has been completed.

    NOTE:
    On the switch side, the CRV length of the extension associated with the BRI link to the system must be set to 2.

    Be sure the BRI line is connected to the LINE connector on the IPCI card.

    Enter **asai_test**

    This command tests the connection from the adjunct to the DEFINITY and verifies that administration is correct. All cards and connections are tested. If the test passes, a success report is displayed. A successful test demonstrates the compatibility of the computing program and the CALLVISOR PC package.

    If the test fails, check the version parameters and consult the DEFINITY administrator. If the DEFINITY is properly administered and the wiring is correct, call the CALLVISOR PC Hotline number at (303) 538-5622.

Go to the section titled, “Installing the Adjunct/Switch Application Interface Package.”

Installing the Adjunct/Switch Application Interface Package

Use the following procedure to install this optional feature package:

1. If you are not already logged in as **root**, do so now.
2. Enter **installpkg**

   System response:

   ```
   Please indicate the installation medium you intend to
   use. Strike 'C' to install from CARTRIDGE TAPE or 'F' to
   install from FLOPPY DISKETTE.
   Strike ESC to stop.
   ```

3. Press F.

   System response:

   ```
   Insert the floppy disk.

   Strike ENTER when ready
   or DEL to cancel.
   ```

4. Insert the diskette labeled *Adjunct/Switch Application Interface Package* into the floppy disk drive and press ENTER.

   System response:

   ```
   Installation in progress -- do not remove the floppy
   diskette.
   ```

   The system prompts you when to insert the remaining diskettes.

   When the system has finished installing ASAI, you receive the system response:

   ```
   Installation complete.

   Reboot the system as soon as possible, before starting
   the voice system.
   ```

   There is also a message that informs you to reboot the system as soon as possible.

5. Make sure that the light on the floppy disk drive is off and remove the diskette.
6. If installation of all desired packages is complete, the machine must be rebooted. Enter **shutdown -g0 -y** to shutdown the machine and start a reboot.
7. When prompted, press CTRL ALT DEL simultaneously to reboot.

For more information on this feature package, refer to *Intuity CONVERSANT VIS V5.0 Communication Development*, 585-310-229.

Installing the AUDIX Voice Power Coresidency Package

The AUDIX Voice Power packages consist of the following:

- AUDIX Voice Power Release 2.5 – Software
- AUDIX Voice Power Release 2.5 – Speech
- AUDIX Voice Power Switch Integration Software for S75/DEFINITY G1 PBX
- AUDIX Voice Power Switch Integration Software for S25 PBX

> **NOTE:**
> If you are using the AUDIX Voice Power Switch Integration Software for System 75, channel mapping is required. Refer to *AUDIX Voice Power Release 2.1.1 Switch Notes for System 75 Communication System*, 585-310-010.

Before installing the AUDIX Voice Power R2.5 software, you must create a user for voice administration through SYSADM. Refer to the *NOVELL UnixWare System Administration User and Group Management* document. Follow the procedures in, "Creating and Maintaining User Logins."

Once you have created this new user, you are ready to install the AUDIX Voice Power application software.

Installing the AUDIX Voice Power Speech Package

Use the following procedure to install this optional feature package:

1. If you are not already logged in as **root**, do so now.
2. Enter **installpkg**

   System response:

   ```
   Please indicate the installation medium you intend to
   use. Strike 'C' to install from CARTRIDGE TAPE or 'F' to
   install from FLOPPY DISKETTE.
   Strike ESC to stop.
   ```

3. Press F.

   System response:

   ```
   Insert the floppy disk.

   Strike ENTER when ready
   or DEL to cancel.
   ```

4. Insert the diskette labeled *AUDIX Voice Power Release 2.5 – Speech 1 of 3* into the floppy disk drive and press ENTER.

System response:

```
Installation in progress -- do not remove the floppy
diskette.
```

The system prompts you when to insert the remaining diskettes, one at a time.

When the system has finished installing the package, you receive the system response:

```
The installation of AUDIX Voice Power R2.5 - Speech is
now complete.
```

5. Make sure the floppy disk drive light is off and remove the last diskette from the disk drive.

Installing the AUDIX Voice Power Software Package

Use the following procedure to install this optional feature package:

1. Enter **installpkg**

   System response:

   ```
   Please indicate the installation medium you intend to
   use. Strike 'C' to install from CARTRIDGE TAPE or 'F' to
   install from FLOPPY DISKETTE.
   Strike ESC to stop.
   ```

2. Press F.

   System response:

   ```
   Insert the floppy disk.

   Strike ENTER when ready
   or DEL to cancel.
   ```

3. Insert the diskette labeled *AUDIX Voice Power Release 2.5 – Software 1 of 3* into the floppy disk drive and press ENTER.

   System response:

   ```
   Installation in progress -- do not remove the floppy
   diskette.
   ```

   The system prompts you when to insert the remaining diskettes, one at a time.

   You are then prompted to enter the login ID of the Voice System Administrator.

4. Enter **audix**

   The system asks you to confirm.

5. Enter **y**

   A series of file names that are being moved will scroll on the screen.

   An installation confirmation message appears:

   ```
   The installation of AUDIX Voice Power R2.5 - Software
   is now complete.
   ```

6. Make sure the floppy disk drive light is off and remove the last diskette from the disk drive.

Installing the AUDIX Voice Power Switch Integration Package

WARNING:
If you are installing the FAX Attendant for use with AUDIX Voice Power packages, do NOT install a switch integration package at this time. The required switch integration package (for use with AUDIX Voice Power and FAX Attendant) is installed during the installation procedures for FAX Attendant packages.

Use the following procedure to install this optional feature package:

1. Enter **installpkg**

   System response:

   ```
   Please indicate the installation medium you intend to
   use. Strike 'C' to install from CARTRIDGE TAPE or 'F' to
   install from FLOPPY DISKETTE.
   Strike ESC to stop.
   ```

2. Press F.

   System response:

   ```
   Insert the floppy disk.

   Strike ENTER when ready
   or DEL to cancel.
   ```

3. Insert the first diskette labeled *AVP R2.5 Switch Integration Software for Switch_Name* into the floppy disk drive and press ENTER.

   Switch_Name is one of the following, depending on the supported switch you are using:

   - System 75/DEFINITY G1/G3 PBX
   - System 25 PBX

System response:

```
Installation in progress -- do not remove the floppy
diskette.
```

If you are installing the switch integration software for the System 75/DEFINITY G1/G3 PBX, you are asked which version of the switch you are using. If so, indicate the version of the switch and press ENTER.

Files are listed on the screen as they are moved to the hard disk. When the system has finished installing the package, you receive the system response:

```
The installation of AUDIX Voice Power Switch
Integration Software for Switch_Name is now complete.
```

(The system response here depends on the switch integration package you are installing. *Switch_Name* is System 75/DEFINITY G1/G3 PBX or System 25 PBX, depending on the supported switch you are using.)

4. Make sure that the light on the floppy disk drive is off and remove the diskette.

   Depending on the switch integration packages installed, you are prompted to shutdown the system.

5. Press ENTER to shutdown the system.

Once all the software is installed, the AUDIX Voice Power application is not operational until AUDIX Voice Power and the switch are administered. Refer to *Intuity CONVERSANT VIS V5.0 Operations*, 585-310-550, as well as the following AUDIX Voice Power books:

- *AUDIX Voice Power Release 2.1.1 Installation and Maintenance Guide*, 585-310-108
- *AUDIX Voice Power Release 2.1.1 System Manager's Guide*, 585-350-520
- *AUDIX Voice Power Release 2.1.1 Switch Notes for System 75 Communications System*, 585-310-010, **or**
- *AUDIX Voice Power Release 2.1.1 Switch Notes for System 25 Communications System*, 585-310-012

Installing the Voice Mail External Actions Package

During installation, this package checks to verify that you have Script Builder software installed. In addition, the package checks to verify that AUDIX Voice Power R2.5 software is installed on the system. If either of these packages is not installed, the Voice Mail External Actions installation aborts.

Use the following procedure to install this software:

1. If you are not already logged in as **root**, do so now.
2. Enter **installpkg**

   System response:

   ```
   Please indicate the installation medium you intend to
   use. Strike 'C' to install from CARTRIDGE TAPE or 'F' to
   install from FLOPPY DISKETTE.
   Strike ESC to stop.
   ```

3. Press F.

   System response:

   ```
   Insert the floppy disk.

   Strike ENTER when ready
   or DEL to cancel.
   ```

4. Insert the diskette labeled *Voice Mail External Actions Package* into the floppy disk drive and press ENTER.

   System response:

   ```
   Installation in progress -- do not remove the floppy
   diskette.
   ```

   When the system has finished installing the package, you receive the system response:

   ```
   The installation of the Intuity CONVERSANT VIS V5.0
   Voice Mail External Actions is now complete.
   ```

5. Make sure that the light on the floppy disk drive is off and remove the diskette.

To begin using this feature refer to Chapter 2, "Application Administration Overview" of *Intuity CONVERSANT VIS V5.0 Operations*, 585-310-550.

Installing the Call Classification Analysis Package

NOTE:
If you are installing the package and feature_tst is already installed on your system (as in assisted upgrades), once you have finished installing all other desired, you must remove feature_tst and reinstall it in order to select the CCA test.

Use the following procedure to install this optional feature package:

1. If you are not already logged in as **root**, do so now.
2. Enter **installpkg**

   System response:

   ```
   Please indicate the installation medium you intend to
   use. Strike 'C' to install from CARTRIDGE TAPE or 'F' to
   install from FLOPPY DISKETTE.
   Strike ESC to stop.
   ```

3. Press F.

   System response:

   ```
   Insert the floppy disk.

   Strike ENTER when ready
   or DEL to cancel.
   ```

4. Insert the diskette labeled *Call Classification Analysis Package* into the floppy disk drive and press ENTER.

   System response:

   ```
   Installation in progress -- do not remove the floppy
   diskette.
   ```

   The system will prompt you when to insert the second diskette.

   When the system has finished installing, you receive the system response:

   ```
   The installation of the Call Classification package is
   now complete.
   ```

5. Make sure that the light on the floppy disk drive is off and remove the diskette.

For more information on this feature package, refer to *Intuity CONVERSANT VIS V5.0 Script Builder*, 585-310-727, and *Intuity CONVERSANT VIS V5.0 Communication Development*, 585-310-229.

Installing the CompuLert/SCCS Package

Use the following procedure to install this optional feature package:

1. If you are not already logged in as **root**, do so now.
2. Enter **installpkg**

   System response:

   ```
   Please indicate the installation medium you intend to
   use. Strike 'C' to install from CARTRIDGE TAPE or 'F' to
   install from FLOPPY DISKETTE.
   Strike ESC to stop.
   ```

3. Press F.

   System response:

   ```
   Insert the floppy disk.

   Strike ENTER when ready
   or DEL to cancel.
   ```

4. Insert the diskette labeled *CompuLert/SCCS Interface Package* into the floppy disk drive and press ENTER.

   System response:

   ```
   Installation in progress -- do not remove the floppy
   diskette.

   Please enter which port {SCCS} will monitor:
   Type <RETURN> if NONE or device name, for example,
   tty00.
   ```

5. Enter the name of the port the SCCS will monitor.

   System response:

   ```
   Please enter which port {Alarm Relay Unit} will
   monitor:
   Type <RETURN> if NONE or device name, for example,
   tty00.
   ```

6. Enter the name of the port the ARU will monitor. If there is no ARU connection, enter the same port you used for SCCS.

   System response:

   ```
   Please enter the name this machine is identified by:
   ```

   (This name is usually the UNIX name of the machine.)

7. Enter the machine identification name.

   System response:

   ```
   The installation of the CompuLert/SCCS Interface
   Package is now complete.
   ```

8. Make sure that the light on the floppy disk drive is off and remove the diskette.

NOTE:
With the CompuLert/SCCS interface package installed, all messages generated by the VIS with alarm levels of major, minor, or critical are automatically directed to the Compulert or SCCS system; informational messages are not. To add or delete the SCCS destination to or from any system message, refer to "System Message Administration" in Chapter 3 of *Intuity CONVERSANT VIS V5.0 Operations*, 585-310-550.

Continue with the next section, "Testing ARU and SCCS Connections."

Testing ARU and SCCS Connections

Use the following procedure to create test error messages and send them to the ARU and the SCCS port and to test the operation of monitor mode from the SCCS.

Make sure that you are logged in as **root** to execute this procedure:

1. Ensure that you have downloaded the ARU. For the complete procedure, refer to the **load_aru_b** or **load_aru_c** commands in *Intuity CONVERSANT VIS V5.0 Command Reference*, 585-310-230.
2. Send a test message for errors of each severity level; minor, major, and critical. To send a test error message, enter

   logit -p *priority* -d 0x80 *message*

   where *priority* is the severity level of the error and *message* (in quotes) is a description of the error, as shown in the following examples:

   - **logit -p minor -d 0x80 "voice processing failure"**
   - **logit -p major -d 0x80 "cannot save system configuration data to hard disk"**
   - **logit -p critical -d 0x80 "VIS unable to communicate with T1 cards"**

   NOTE:
   For more information, refer to the **logit** command in *Intuity CONVERSANT VIS V5.0 Command Reference*, 585-310-230.

3. Check the SCCS and the ARU for the correct error indications according to the test message you sent. (Ask the SCCS administrator for instructions if you do not know how to check the SCCS.)
4. To further test the SCCS connection, enter monitor mode from the SCCS terminal. You see the UNIX system prompt (#) and if the SCCS connection is working, you are able to access the VIS and enter VIS commands. (Ask the SCCS administrator for instructions if you do not know how to enter monitor mode.)

For more information on this feature package, refer to Chapter 8 of *Intuity CONVERSANT VIS V5.0 Communication Development*, 585-310-229.

Installing the Equinox Megaport Card Driver Package

Ensure that the hardware has been installed before proceeding. Refer to the *Voice Processing Hardware Installation* book for your hardware platform for instructions to install the hardware.

Use the following procedure to install this optional feature package:

1. If you are not already logged in as **root**, do so now.
2. Insert the diskette labeled *Equinox Megaport/Megaplex STREAMS Device Driver (ISA/EISA)* into the floppy disk drive.
3. Enter **pkgadd -d diskette1**

   System response:

   ```
   Insert diskette into Floppy Drive 1.

       Type [go] when ready,
       or [q] to quit:  (default:  go)
   ```

4. Press ENTER.

   System response:

   ```
   Installation in progress.  Do not remove the diskette.

   The following packages are available:

   1  eqx  Equinox Megaport/Megaplex STREAMS Device Driver
           (i386) 2.10

   Select the package(s) you wish to process...
   ```

5. Enter **1**

   System response:

   ```
   Installing...
   Equinox Megaport STREAMS Device Driver, Version 2.00

   Press ENTER to continue...

   *** MEGAPORT/MEGAPLEX Configuration ***

   What do you wish to install:

   (1) MEGAPORT
   (2) MEGAPLEX
   (H) Help

   Enter 1 or 2 [1]:
   ```

6. Enter **1**

   System response:

   ```
   Up to 10 MEGAPORT boards may be installed.
   Enter number of boards to install [1]
   ```

7. Enter **1**

   System response:

   ```
   Early version MEGAPORT boards required a 64KB buffer
   block instead of the 8KB block used by boards currently
   being manufactured.

   Are you installing any early version MEGAPORT boards
   which require a 64KB buffer block? (Y/N/H) [N]
   ```

8. Enter **n**

   System response:

   ```
   Where do you wish to install the board(s) in memory:

   (1) Between 640KB and 1MB
   (2) Above 1MB
   (H) Help

   Enter 1 if there is 16MB or more of physical memory
   installed in your system.
   Enter 2 if there is less than 16MB of physical memory
   installed in your system.
   Default is between 640KB and 1MB [1]:
   ```

9. Enter **1**

   System response:

   ```
   8KB of unoccupied memory is required for the MEGAPORT
   board(s).  This 8KB memory block must reside on a 8KB
   boundary with the last four hex digits being one of the
   following:

   0000, 2000, 4000, 6000, 8000, a000, c000, e000.

   Enter 8KB Common Buffer Block address : [d0000]
   ```

10. Press (ENTER) to accept the default (d0000) or consult the output from your configuration program.

    System response:

    ```
    Each MEGAPORT requires 8KB of unoccupied memory.  The
    address of this 8KB control block must end with the last
    four hex digits being one of the following:

    0000, 2000, 4000, 6000, 8000, a000, c000, e000.

    Board 1: Enter address of 8KB Control Block: [D2000]
    ```

11. The control block address MUST be 2000 higher than the common buffer block address. If you entered d6000 in Step 10, you must enter D8000 in this step. Look at what you entered in Step 10, and add 2000 to it.

    System response:

    ```
    Is this an EISA machine [y/n] [No]
    ```

12. Enter **y**

    System response:

    ```
    MEGAPORT CONFIGURATION SUMMARY

    Number of boards installed:  1
    Common 8KB buffer block:     D0000
    Board 1, 8KB control block:  D2000
    EISA System:                 y

    Is this correct (y/n)
    ```

13. Enter **y** if all of the information above is correct and matches what you entered in Steps 6 through 12. Make sure the 8KB control block is 2000 higher than the 8KB buffer block. If any of the information is not correct, enter **n** and you are returned to Step 5 (the MEGAPORT Configuration screen) to repeat the process.

System response:

```
Creating Node and Init file for MEGAPORT/MEGAPLEX
Devices.

Installing system files for MEGAPORT/MEGAPLEX Devices.

...

Installation of the Equinox Megaport/Megaplex STREAMS
Device Driver (ISA/EISA) (eqx) was successful.

    Type [go] when ready,
    or [q] to quit:  (default:  go)
```

14. Enter **q**

    System response:

```
*** Important Notice ***
If installation of all desired packages is complete,
the machine should be rebooted in order to
ensure sane operation.  Execute the shutdown
command with the appropriate options and wait for
the 'Console Login:' prompt.

Press ENTER to continue
```

15. Press ENTER.
16. Make sure that the light on the floppy disk drive is off and remove the diskette.
17. Enter **shutdown -g0 -y** to shutdown the machine and start a reboot.
18. When prompted, press CTRL ALT DEL simultaneously to reboot.

Refer to the section "Ports" in Appendix A, "System Administration Features," of the *Intuity CONVERSANT VIS V5.0 Operations*, 585-310-550, for information on serial ports set up for modems and terminals.

Installing the External Alarms Package

Ensure that the hardware has been installed on your MAP/100C platform before proceeding. The External Alarms card is supported on MAP/100C platforms only. Refer to *Intuity CONVERSANT VIS V5.0 MAP/100C Hardware Installation*, 585-310-149, for instructions to install the hardware.

Use the following procedure to install this optional feature package:

1. If you are not already logged in as **root**, do so now.
2. Enter **installpkg**

   System response:

   ```
   Please indicate the installation medium you intend to
   use. Strike 'C' to install from CARTRIDGE TAPE or 'F' to
   install from FLOPPY DISKETTE.
   Strike ESC to stop.
   ```

3. Press F.

   System response:

   ```
   Insert the floppy disk.

   Strike ENTER when ready
   or DEL to cancel.
   ```

4. Insert the diskette labeled *External Alarm Package* into the floppy disk drive and press ENTER.

   System response:

   ```
   Installation in progress -- do not remove the floppy
   diskette.
   ```

   Eventually you see the following system prompt:

   ```
   Do you want all currently defined Critical, Major, and
   Minor System messages to be assigned to Alarm Contact
   Sets 1, 2, and 3 respectively and all Alarm messages to
   be assigned to Alarm Contact Set 4 by default? (y or n):
   ```

5. Enter **y** to automatically assign all message IDs to Alarm Contact Sets 1, 2, and 3.

   Or enter **n** if you do not wish to make these automatic message ID assignments.

   NOTE:
   If you answer **n**, you must assign your own message IDs. Refer to "Software Interface To The External Alarm Interface Card" in Chapter 8 of *Intuity CONVERSANT VIS V5.0 Communication Development*, 585-310-229, for information on assigning message IDs to external alarms.

Eventually the following message appears:

```
The installation of the External Alarms Interface
Package is now complete.

Press ENTER to allow system to reboot or ESC to not
reboot.
```

6. Make sure that the light on the floppy disk drive is off and remove the diskette.
7. Press ENTER to reboot the system.

Installing the FAX Attendant Packages

Depending on your configuration, the software needs to be installed in the following order:

1. Intuity CONVERSANT VIS V5.0 Application Package
2. Intuity CONVERSANT VIS V5.0 Script Builder
3. AUDIX Voice Power (if FAX and AUDIX Voice Power are co-resident)
4. FAX Attendant Release 2.5 (for use *without* AUDIX Voice Power)

   OR

   FAX Attendant Release 2.5 (for use *with* AUDIX Voice Power)
5. One FAX Attendant R2.5 switch integration package (optional)
6. FAX Attendant R2.5 Script Builder FAX Actions

Installing the FAX Attendant Packages (for use without AUDIX Voice Power)

You need to install the following packages to support FAX Attendant for use without AUDIX Voice Power:

- FAX Attendant Release 2.5 (For Use Without AVP)
- Switch Integration software (one of the following depending on the switch)
  - — FAX Attendant R2.5 Switch Integration Software for S75/DEFINITY G1/G3 (For Use Without AVP)
  - — FAX Attendant R2.5 Switch Integration Software for S85/DEFINITY G2 (For Use Without AVP)

Use the following procedure to install the FAX Attendant (for use without AUDIX Voice Power) packages:

1. If you are not already logged in as **root**, do so now.
2. Enter **installpkg**

   System response:

   ```
   Please indicate the installation medium you intend to
   use. Strike 'C' to install from CARTRIDGE TAPE or 'F' to
   install from FLOPPY DISKETTE.
   Strike ESC to stop.
   ```

3. Press F.

   System response:

   ```
   Insert the floppy disk.

   Strike ENTER when ready
   or DEL to cancel.
   ```

4. Insert the diskette labeled *FAX Attendant Release 2.5 (For Use Without AVP) 1 of 10* into the floppy disk drive and press ENTER.

   System response:

   ```
   Installation in progress -- do not remove the floppy
   diskette.
   ```

   The system will prompt you when to insert the remaining diskettes.

   The system prompts you to select the interrupt level for the IFP card(s).

5. Refer to the output from the Configuration Program to determine what number to use. Type in the number and press ENTER.

   The system responds with a confirmation message.

   The system prompts you to select the login ID of the Voice System Administrator.

6. Enter **fax**

   The system responds with a confirmation message.

   After several messages display to the screen, the UNIX system is rebuilt. This takes approximately 2 minutes to complete.

   When the system has finished installing the package, you will receive the system response:

   ```
   The installation of the FAX Attendant package is now
   complete.
   ```

7. Make sure that the light on the floppy disk drive is off and remove the diskette.
8. Enter **shutdown -g0 -y** to shutdown the machine and start a reboot.

9. When prompted, press CTRL ALT DEL simultaneously to reboot.

Go to "Installing the FAX Attendant Switch Integration Packages" on page 3-24 in this chapter.

Installing the FAX Attendant Packages (for use with AUDIX Voice Power)

NOTE:
Before installing the FAX Attendant (for use with AVP) packages, make sure that the packages for AUDIX Voice Power R2.5 are installed on your system. If the AUDIX Voice Power packages are not installed, the installation of the FAX Attendant package will fail. For more information about how to install AUDIX Voice Power packages, refer to the procedures in this chapter.

You need to install the following packages to support FAX Attendant for use with AUDIX Voice Power:

- FAX Attendant R2.5 (For Use With AVP)
- Switch Integration software (one of the following depending on the switch):
  - — FAX Attendant R2.5 Switch Integration Software for S25 (For Use With AVP)
  - — FAX Attendant R2.5 Switch Integration Software for S75/DEFINTIY G1/G3 (For Use With AVP)

Use the following procedure to install the FAX Attendant (for use with AUDIX Voice Power) packages:

1. If you are not already logged in as **root**, do so now.
2. Enter **installpkg**

   System response:

   ```
   Please indicate the installation medium you intend to
   use. Strike 'C' to install from CARTRIDGE TAPE or 'F' to
   install from FLOPPY DISKETTE.
   Strike ESC to stop.
   ```

3. Press F.

   System response:

   ```
   Insert the floppy disk.

   Strike ENTER when ready
   or DEL to cancel.
   ```

4. Insert the diskette labeled *FAX Attendant Release 2.5 (For Use With AVP)* into the floppy disk drive and press ENTER.

   System response:

   ```
   Installation in progress -- do not remove the floppy
   diskette.
   ```

   The system prompts you when to insert the remaining diskettes.

   The system prompts you to select the interrupt level for the IFP card(s).

5. Refer to the output from the Configuration Program to determine what number to use. Type in the number and press ENTER.

   The system responds with a confirmation message.

   After several messages display to the screen, the UNIX system is rebuilt. This takes approximately 2 minutes to complete.

   When the system has finished installing the package, you will receive the system response:

   ```
   The installation of the FAX Attendant package is now
   complete.
   ```

6. Make sure that the light on the floppy disk drive is off and remove the diskette.
7. Enter **shutdown -g0 -y** to shutdown the machine and start a reboot.
8. When prompted, press CTRL ALT DEL simultaneously to reboot.

Go to the next section, "Installing the FAX Attendant Switch Integration Package."

Installing the FAX Attendant Switch Integration Packages

Use the following procedure to install this optional feature package:

1. Enter **installpkg**

   System response:

   ```
   Please indicate the installation medium you intend to
   use. Strike 'C' to install from CARTRIDGE TAPE or 'F' to
   install from FLOPPY DISKETTE.
   Strike ESC to stop.
   ```

2. Press F.

   System response:

   ```
   Insert the floppy disk.

   Strike ENTER when ready
   or DEL to cancel.
   ```

3. Insert *one* of the switch integration diskettes (one package from the list below) into the floppy disk drive and press ENTER. These diskettes are labeled as follows:

   - FAX Attendant R2.5 Switch Integration Software for S75/DEFINITY G1/G3 (For Use Without AVP)
   - FAX Attendant R2.5 Switch Integration Software for S85/DEFINITY G2 (For Use Without AVP)
   - FAX Attendant R2.5 Switch Integration Software for S25 (For Use With AVP)
   - FAX Attendant R2.5 Switch Integration Software for S75/DEFINTIY G1/G3 (For Use With AVP)

   System response:

   ```
   Installation in progress -- do not remove the floppy
   diskette.
   ```

   The system prompts you when to insert the remaining diskettes.

   The system prompts you to select the interrupt level for the IFP card(s).

4. Refer to the output from the Configuration Program to determine what number to use. Type in the number and press ENTER.

   The system responds with a confirmation message.

   After several messages display to the screen, the UNIX system is rebuilt. This takes approximately 2 minutes to complete.

   When the system has finished installing the package, you will receive the system response:

   ```
   The installation of the FAX Attendant package is now
   complete.
   ```

5. Make sure that the light on the floppy disk drive is off and remove the diskette.

6. Enter **shutdown -g0 -y** to shutdown the machine and start a reboot.

7. When prompted, press CTRL ALT DEL simultaneously to reboot.

Once all the software is installed, the FAX Attendant application is not operational until FAX Attendant and the switch are administered. Refer to *Intuity CONVERSANT VIS V5.0 Operations*, 585-310-550, as well as the following FAX Attendant books:

- *AT&T FAX Attendant System User's Guide*, 900-500-418
- *AT&T FAX Attendant System Installation and Maintenance Guide*, 999-550-417
- *AT&T FAX Attendant System Manager's Guide*, 999-500-416

Go to the next section, "Installing the Script Builder FAX Actions Package."

Installing the Script Builder FAX Actions Package

NOTE:
Before installing the Script Builder FAX Action package, make sure that the packages for FAX Attendant and Script Builder are installed on your system. If either of these packages are not installed, the installation of the Script Builder FAX Actions package will fail. Procedures to install Script Builder and/or FAX Attendant software are in this chapter

Use the following procedure to install this optional feature package:

1. If you are not already logged in as **root**, do so now.
2. Enter **installpkg**

   System response:

   ```
   Please indicate the installation medium you intend to
   use. Strike 'C' to install from CARTRIDGE TAPE or 'F' to
   install from FLOPPY DISKETTE.
   Strike ESC to stop.
   ```

3. Press F.

   System response:

   ```
   Insert the floppy disk.

   Strike ENTER when ready
   or DEL to cancel.
   ```

4. Insert the diskette labeled *Fax Attendant R2.5 Script Builder FAX Actions 1 of 2* into the floppy disk drive and press ENTER.

   System response:

   ```
   Installation in progress -- do not remove the floppy
   diskette.
   ```

The system prompts you when to remove the first diskette and insert the second diskette.

When the system has finished installing the Script Builder FAX Actions, you receive the system response:

```
The installation of the AT&T CONVERSANT VIS - Script
Builder FAX Actions Package is now complete.
```

5. Make sure that the light on the floppy disk drive is off and remove the diskette.

Refer to the *Intuity CONVERSANT VIS V5.0 Script Builder*, 585-310-727, for more information on using Script Builder FAX Actions, as well as procedures to install the diskettes labeled *SBFAX_demo Backup Speech* and *Transmissions*.

Installing the FlexWord Recognition Package

Use the following procedure to install this optional feature package:

1. If you are not already logged in as **root**, do so now.
2. Enter **installpkg**

   System response:

   ```
   Please indicate the installation medium you intend to
   use. Strike 'C' to install from CARTRIDGE TAPE or 'F' to
   install from FLOPPY DISKETTE.
   Strike ESC to stop.
   ```

3. Press F.

   System response:

   ```
   Insert the floppy disk.

   Strike ENTER when ready
   or DEL to cancel.
   ```

4. Insert the diskette labeled *FlexWord Recognition Package* into the floppy disk drive and press ENTER.

   System response:

   ```
   Installation in progress -- do not remove the floppy
   diskette.
   ```

   The system will prompt you when to insert the second diskette.

   When the system has finished installing, you receive the system response:

   ```
   The installation of the FlexWord Recognition package is
   now complete.
   ```

5. Make sure that the light on the floppy disk drive is off and remove the diskette.

For more information on this feature package, refer to *Intuity CONVERSANT VIS V5.0 Speech Development*, 585-310-228.

Installing the FlexWord Toolkit Package

Use the following procedure to install this optional feature package:

1. If you are not already logged in as **root**, do so now.
2. Enter **pkgadd -d diskette1**

   System response:

   ```
   Insert diskette into Floppy Drive 1.
   Type [go] when ready
     or [q] to quit: (default: go)
   ```

3. Insert the diskette labeled *FlexWord Toolkit* into the floppy disk drive and press ENTER.

   The system responds with a menu of packages on the diskette and the following prompt:

   ```
   Select package(s) you wish to process (or 'all' to
   process all packages).  (default: all) [?,??,q]
   ```

4. Press ENTER to select all.

   When the system has finished installing, you receive the system response:

   ```
   Installation of the FlexWord Recognition package was
   successful.

   Insert diskette into Floppy Drive 1.
   Type [go] when ready
     or [q] to quit: (default: go)
   ```

5. Enter **q**
6. Make sure that the light on the floppy disk drive is off and remove the diskette.

For more information on this feature package, refer to *Intuity CONVERSANT VIS V5.0 Speech Development*, 585-310-228.

Installing the Form Filler Plus Package

NOTE:
Talkfiles 8 and 9 are reserved talkfile numbers for Form Filler. If you have other applications that use talkfile numbers 8 or 9, do not erase your phrases; reassign new talkfile numbers to them. To do this backup the speech in talkfiles 8 and 9, remove the speech, then install the Form Filler package. Once the Form Filler package is installed, restore the speech you backed up so the talkfile is assigned a new number. Refer to *Intuity CONVERSANT VIS V5.0 Command Reference*, 585-310-230, for information on speech backup with the **spsav** command.

Use the following procedure to install this optional feature package:

1. If you are not already logged in as **root**, do so now.
2. Enter **installpkg**

   System response:

   ```
   Please indicate the installation medium you intend to
   use. Strike 'C' to install from CARTRIDGE TAPE or 'F' to
   install from FLOPPY DISKETTE.
   Strike ESC to stop.
   ```

3. Press F.

   System response:

   ```
   Insert the floppy disk.

   Strike ENTER when ready
   or DEL to cancel.
   ```

4. Insert the diskette labeled *Form Filler Plus Package* into the floppy disk drive and press ENTER.

   System response:

   ```
   Installation in progress -- do not remove the floppy
   diskette.
   ```

   The system prompts you when to remove the first diskette and insert the second diskette.

   After the second diskette is installed, the system prompts:

   ```
   Adding application speech files. This will take up to 5
   minutes.
   ```

   After installation of the application speech files is complete, the system prompts:

   ```
   Enter the new transcription password.
   ```

   The transcription password may be a sequence of from 0 to 5 standard touch-tone digits (0–9).

5. Enter up to 5 digits and press ENTER.

   System response:

   ```
   Enter the new review password.
   ```

   The review password may be a sequence of from 0 to 5 standard touch-tone digits (0–9).

6. Enter up to five digits and press ENTER.

   System response:

   ```
   To activate installation of the Form Filler Plus
   application, stop and restart the voice system. This
   may be done from the voice system control menu or with
   the 'stop_vs' and 'start_vs' commands.
   ```

7. Make sure that the light on the floppy disk drive is off and remove the diskette.
8. Enter **stop_vs** to stop the voice system.
9. Enter **start_vs** to restart the voice system.

To begin using the Form Filler feature as well as the FFtemplate, refer to Chapter 6 of *Intuity CONVERSANT VIS V5.0 Script Builder*, 585-310-727.

Installing the Graphical Speech Editor Package

Use the following procedure to install the Graphical Speech Editor package:

1. If you are not already logged in as **root**, do so now.
2. Enter **installpkg**

   System response:

   ```
   Please indicate the installation medium you intend to
   use. Strike 'C' to install from CARTRIDGE TAPE or 'F' to
   install from FLOPPY DISKETTE.
   Strike ESC to stop.
   ```

3. Press F.

   System response:

   ```
   Insert the floppy disk.

   Strike ENTER when ready
   or DEL to cancel.
   ```

4. Insert the diskette labeled *Graphical Speech Editor Package* into the floppy disk drive and press ENTER.

   System response:

   ```
   Installation in progress -- do not remove the floppy
   diskette.
   ```

   When the system has finished installing, you receive the system response:

   ```
   The installation of the Graphical Speech Editor package
   is now complete.
   ```

5. Make sure that the light on the floppy disk drive is off and remove the diskette.

For more information on this feature package, refer to *Intuity CONVERSANT VIS V5.0 Speech Development*, 585-310-228.

Installing Intelligent Ports Card Driver Package

Ensure that the hardware has been installed before proceeding. Refer to the *Voice Processing Hardware Installation* book for your hardware platform for instructions to install the hardware.

Use the following procedure to install this optional feature package:

1. If you are not already logged in as **root**, do so now.
2. Enter **installpkg**

   System response:

   ```
   Please indicate the installation medium you intend to
   use. Strike 'C' to install from CARTRIDGE TAPE or 'F' to
   install from FLOPPY DISKETTE.
   Strike ESC to stop.
   ```

3. Press F.

   System response:

   ```
   Insert the floppy disk.

   Strike ENTER when ready
   or DEL to cancel.
   ```

4. Insert the diskette labeled *Intelligent Port Cards* into the floppy disk drive and press ENTER.

   System response:

   ```
   Installation in progress -- do not remove the floppy
   diskette.
   ```

The system then prompts you to enter the number of cards you are installing.

5. Enter **1**

   The system responds with a request for the type of card.

6. Press ENTER to accept the default.

   The system responds with a list of interrupt settings: IRQ7, IRQ10 or IRQ12.

7. Enter the interrupt *number only* (for example, enter **7** for IRQ7) according to output from the Configuration Program.

   The system responds with a list of I/O settings.

8. Enter the I/O address according to output from the Configuration Program.

   The system responds with a list of memory addresses.

9. Enter the RAM address according to output from the Configuration Program.

   Once all the values are entered, the system displays the values you have selected and asks you to confirm your choices.

10. Enter **y**

    System response:

    ```
    The UNIX Operating System will now be rebuilt.
    This will take approximately 2 minutes. Please wait.

    The UNIX kernel has been rebuilt.

    The UNIX System installation process is now complete.

    The system must be shutdown.
    Hit enter to continue.
    ```

11. Make sure that the light on the floppy disk drive is off and remove the diskette.

12. Press ENTER.

Refer to the section “Ports” in Appendix A, “System Administration Features,” of the *Intuity CONVERSANT VIS V5.0 Operations*, 585-310-550, for information on port set up for modems and terminals. Refer to the section “Printers” in Appendix A, “System Administration Features,” of the operations book for information on port set up for printers.

Installing the LAN Software Packages

TCP/IP Packages. All of the UnixWare TCP/IP packages are installed during the installation of the operating system (from the cartridge tape labeled *Intuity CONVERSANT VIS V5.0 UnixWare for Intuity*).

Distributed File System Utilities	Remote Procedure Calls Utilities
Internet Utilities	Commands Networking Extensions
Internet Reference	

Use the **displaypkg** command to view the list of packages on your system. If these packages are not installed on your system, do so now.

1. Enter **pkgadd -d ctape1** *(do not* specify a package name on the command line).

   System response:

   ```
   Insert a cartridge into Tape Drive 1.
   Type [go] when ready,
           or [q] to quit:  (default:  go)
   ```

2. Insert the cartridge tape labeled *Intuity CONVERSANT VIS V5.0 UnixWare for Intuity* and press ENTER.

   The system displays a list of packages that continues on several pages from which you must specify yes or no.

3. Specify *no* to all packages except the following (specify *yes* to the five listed):

   - Distributed File System Utilities
   - Remote Procedure Calls Utilities
   - Internet Utilities
   - Commands Networking Extensions
   - Internet Reference

Hardware Drivers. In order for your LAN hardware to function properly, a specific driver is required:

- Token Ring card — on the diskette labeled *Token Ring Hardware Support*, as documented in the section titled, "Installing the Token Ring Hardware Support Package" on page 1-19 in Chapter 1, "Installing the Operating System Software", of this book.
- EtherCard — on the diskette labeled *SMC Ethernet STREAMS Device Driver*, as documented in the section titled, "Installing the EtherCard Driver Package" on page 1-26 in Chapter 1, "Installing the Operating System Software", of this book.

Use the **displaypkg** command to view the list of packages on your system. If these packages are not installed on your system, do so now by following the procedures in Chapter 1, "Installing the Operating System Software", of this book.

Installing the Line Side T1 Interface Package

Use the following procedure to install this optional feature package:

1. If you are not already logged in as **root**, do so now.
2. Enter **installpkg**

   System response:

   ```
   Please indicate the installation medium you intend to
   use. Strike 'C' to install from CARTRIDGE TAPE or 'F' to
   install from FLOPPY DISKETTE.
   Strike ESC to stop.
   ```

3. Press F.

   System response:

   ```
   Insert the floppy disk.

   Strike ENTER when ready
   or DEL to cancel.
   ```

4. Insert the diskette labeled *Line Side T1 Interface Package — Switch_Name* into the floppy disk drive and press ENTER. (*Switch_Name* is DEFINITY or Galaxy, depending on the supported switch you are using.)

   System response:

   ```
   Installation in progress -- do not remove the floppy
   diskette.
   ```

   When the system has finished installing Line Side T1, you receive the system response:

   ```
   The installation of the Line Side T1 package is now
   complete.
   ```

5. Make sure that the light on the floppy disk drive is off. When it is off, remove the floppy disk.

To begin using this feature refer to:

- Chapter 3, "Digital Telephony Interfaces" of I*ntuity CONVERSANT VIS V5.0 Communications Development*, 585-310-229
- Chapter 3, "Configuration Management," and Chapter 6, "Switch Interface Administration" of *Intuity CONVERSANT VIS V5.0 Operations*, 585-310-550.

Installing the LINKix Packages

NOTE:
The following packages *must* be installed before installing any of the LINKix packages: UnixWare 1.1 operating system, Intuity CONVERSANT VIS V5.0 Application package, and Token Ring Hardware Support (if you have a Token Ring card).

Use the following procedure to install the LINKix software:

1. If you are not already logged in as **root**, do so now.
2. Insert the cartridge tape labeled *CLEO LINXix 3.0* into the cartridge tape drive.
3. Enter **pkgadd -d ctape1**

   System response:

   ```
   Insert a cartridge into Tape Drive 1.
   Type [go] when ready,
     or [q] to quit:  (default:  go)
   ```

4. Press ENTER.

   System response:

   ```
   Installation in progress.  Do not remove the cartridge.

   The following packages are available:

   1  coproc     linkix_coproc, Link Level (3.0.2.1)
                 (386) 3.0.2.1
   2  coproc02   linkix_coproc, Link Level, Supplement 02
                 (386) 3.0.2.1
   3  l3270s02   linkix_3270,Feature Level 1,Supplement 02
                 (386) 3.0.2.3
   4  linkix3270 linkix_3270, Feature Level 1 (3.0.2.3)
                 (386) 3.0.2.3
   5  linkxHTE   linkix_hte, Feature Level 2 (3.0.2.7)
                 (386) 3.0.2.7
   6  mgmt       linkix_mgmt, Feature Level 1 (3.0.2.3)
                 (386) 3.0.2.3
   7  netman     linkix_netman, Feature Level 1 (3.0.2.0)
                 (386) 3.0.2.0
   8  sib        linix_sib, Link Level (3.0.2.1)
                 (386) 3.0.2.1
   9  sib02      linkix_sib, Link Level, Supplement 02
                 (386) 3.0.2.1
   10 sna128lu   linkix_sna_128lu, Link Level, 3.0.3.0
                 (386) 3.0.3.0

   ...1 more package to follow;
   <RETURN> for more choices, <CTRL-D> to stop display:
   ```

5. Press ENTER.

   System response:

```
11  tkrn    linkix_tkrn, Link Level (3.0.2.4)
            (386) 3.0.2.4

Select package(s) you wish to process (or 'all' to
process all packages).  (default: all) [?, ??, q]
```

   IMPORTANT:

   Use the following rules to guide your package selections:

   - Install *all* the packages (based on the remaining rules in this list) at this time. Do not choose some packages now and then go back later to install more packages. Make *all* your package selections for installation now.
   - If you have the FIFO/SIB synchronous interface card, you must choose packages 8 and 9 from the menu.
   - If you have the PC/XL synchronous interface card, you must choose packages 1 and 2 from the menu.
   - If you have the Token Ring card, you must choose package 11 from the menu.
   - Select packages 3, 4, 5, 6, 7, and 10 in every installation case.

     CAUTION:
     Only one type of SDLC Link Level package can be installed; either sib (packages 8 and 9) or coproc (packages 1 and 2). Do NOT install both types on your system.

6. Using the rules above, select the packages by entering the package number, press the space bar, enter another package number, press the space bar, etc. until all package selections are complete, then press ENTER.

   Example: You have FIFO/SIB and Token Ring cards, and are installing all the other LINKix packages; use the following key sequence:

   Press 3 SPACE 4 SPACE 5 SPACE 6 SPACE ... repeating the number and a space until you enter package 11 (all but packages 1 and 2), then press ENTER.

   Once you press ENTER, the installation begins; the order is predetermined by the system.

The exact prompts that appear during the installation and the order in which they appear is dependent on the packages selected, and therefore cannot be documented accurately.

Use the following rules to help guide you through the installation:

— ***Prompts between package installation:*** After each package is finished installing, the system prompts:

```
Do you wish to continue (y/n)
```

You cannot continue by just pressing ENTER. Enter **y** to continue installing the remaining packages.

— ***<CR> prompt:*** During the installation, the system may prompt:

```
Enter <CR> to continue.
```

Press ENTER.

— ***(c/t) prompt:*** During the installation, the system may prompt:

```
Continue or terminate (c/t)
```

Press C to continue the installation or press T to terminate (stop) the installation. Continue is the normal response.

— ***Board type:*** During the installation of the linkix_sib and linkix_coproc packages, the system prompts you to enter the board type.

For the linkix_sib package, the board (card) type is CLEO FIFO/SIB, menu item #1.

For the linix_coproc package, the board (card) type is CLEO PC/XL, menu item #3.

— ***Number of boards:*** During the installation of the linkix_sib and linkix_coproc packages, the system asks how many boards will be installed.

Enter **1** (unless you have a 2 FIFO/SIB cards to support dual host connectivity; enter **2**).

— ***I/O addresses and Interrupts:*** During the installation of the linkix_coproc and linkix_sib packages, the system asks for the I/O address and interrupt for the card(s).

Use the output from the configuration program to answer these prompts.

— ***SDLC frame size:*** During the installation of the SNA package (package 10), the system asks if you want to change the SDLC frame size.

Answer *no* to this question.

— ***Done message:*** Press ENTER.

When the installation of the all the selected packages is complete, the system prompts:

```
Insert a cartridge into Tape Drive 1.
Type [go] when ready,
  or [q] to quit:  (default:  go)
```

7. Enter **q**
8. Remove the cartridge tape from the cartridge tape drive.

NOTE:
If you should want to change IRQ, I/O Address, RAM Address, and/or SDLC frame size after installing the LINKix software, refer to **LINKix.cfg** in the procedure titled "Changing Hardware Configuration using LINXix.cfg" in Chapter 3, "Software installation" of the *CLEO LINKix Administration Guide*.

You have completed the installation of the LINKix packages. To finish the installation of the host software, go to the next section, "Installing the VIS Host Packages."

Installing the VIS Host Packages

When installing the Intuity CONVERSANT VIS Host software, the order in which you install the packages is very important.

NOTE:
The Intuity CONVERSANT VIS V5.0 Application package and the LINXix packages *must* be installed before any of the VIS Host packages. If the appropriate hardware (FIFO/SIB or PC/XL and/or Token Ring card) is not installed at this time, you may get an error message similar to the following when you stop and start the voice system:

```
linkix.hwi  open of /dev/cll failed with error=2.
```

Make sure you install the VIS Host software in this order:

1. Install the Synchronous Host Interface package.
2. Install the 3270 Enhanced File Transfer package.
3. Install the 3270 NetView Alarm Interface package.

Use the following procedures on the next few pages to install the VIS Host software (in the order given).

Installing the Synchronous Host Interface Package

Use the following procedure to install this optional feature package:

1. If you are not already logged in as **root**, do so now.
2. Insert the diskette labeled *Synchronous Host Interface Package* into the floppy disk drive.
3. Enter **pkgadd -d diskette1**

   System response:

   ```
   Insert diskette into Floppy Drive 1.
   Type [go] when ready,
     or [q] to quit:  (default:  go)
   ```

4. Press ENTER.

   System response:

   ```
   Installation in progress.  Do not remove the diskette.

   ...

   Select package(s) you wish to process...
   ```

5. Enter **1**

   When the system has finished installing the Synchronous Host package, you receive the system response:

   ```
   Insert diskette into Floppy Drive 1.

   Type [go] when ready,
       or [q] to quit:  (default:  go)
   ```

6. Enter **q**
7. Make sure that the light on the floppy disk drive is off and remove the diskette.

Installing the 3270 Enhanced File Transfer Package

Use the following procedure to install this optional feature package:

1. If you are not already logged in as **root**, do so now.
2. Enter **installpkg**

   System response:

   ```
   Please indicate the installation medium you intend to
   use. Strike 'C' to install from CARTRIDGE TAPE or 'F' to
   install from FLOPPY DISKETTE.
   Strike ESC to stop.
   ```

3. Press F.

   System response:

   ```
   Insert the floppy disk.

   Strike ENTER when ready
   or DEL to cancel.
   ```

4. Insert the diskette labeled *3270 Enhanced File Transfer* into the floppy disk drive and press ENTER.

   System response:

   ```
   Installation in progress -- do not remove the floppy
   diskette.

   Installing files into system directories...
   ```

   When the system has finished installing Enhanced File Transfer, you receive the system response:

   ```
   The installation of the 3270 Enhanced File Transfer
   package is now complete.
   ```

5. Make sure that the light on the floppy disk drive is off and remove the diskette.

Installing the NetView Alarm Interface Package

Use the following procedure to install this optional feature package:

1. If you are not already logged in as **root**, do so now.
2. Enter **installpkg**

   System response:

   ```
   Please indicate the installation medium you intend to
   use. Strike 'C' to install from CARTRIDGE TAPE or 'F' to
   install from FLOPPY DISKETTE.
   Strike ESC to stop.
   ```

3. Press F.

   System response:

   ```
   Insert the floppy disk.

   Strike ENTER when ready
   or DEL to cancel.
   ```

4. Insert the diskette labeled *3270 NetView Alarm Interface* into the floppy disk drive and press ENTER.

   System response:

   ```
   Installation in progress -- do not remove the floppy
   diskette.

   Installing files into system directories...
   ```

   When the system has finished installing NetView, you receive the system response:

   ```
   The installation of the 3270 NetView Alarm Interface
   package is now complete.
   ```

5. Make sure that the light on the floppy disk drive is off and remove the diskette.

Once all the host software (LINKix and VIS Host package) are installed, for more information about using the features, refer to *Intuity CONVERSANT VIS V5.0 Communications Development*, 585-310-229.

Installing the ORACLE Development Packages

ORACLE provides many packages that are not required to support the Intuity CONVERSANT VIS operation. Intuity CONVERSANT VIS refers to these packages as *ORACLE add-on* packages.

This section describes the installation procedures for each add-on package. For detailed installation and removal information, refer to the *ORACLE7 for Intel UNIX SVR4 (iABI) Installation & Configuration Guide*.

The ORACLE add-on packages include the following:

- Pro*C 1.5.6.2.1.
- SQL*Forms 3.0.16.12.3.
- SQL*Menu 5.0.11.13.3.
- SQL*ReportWriter 1.1.14.7.2.

WARNING:
The ORACLE Development tools cartridge tape contains more ORACLE products than those listed. However, Intuity CONVERSANT VIS customers must NOT install products that are not listed. Some of the products are already included in the various Intuity CONVERSANT VIS packages, while other products are not authorized to be used by the Intuity CONVERSANT VIS customers. A violation of the recommendation may result into the corruption of the Intuity CONVERSANT VIS software configuration and may result into illegal usage of the ORACLE software.

Installation Requirements

The basic requirements for installing ORACLE add-on packages are as follows:

- Intuity CONVERSANT VIS Base ORACLE RDBMS 7.0.12 package is installed.
- Intuity CONVERSANT VIS V5.0 Extended ORACLE DBMS 7.0.12 package is installed.
- The state of the voice system and ORACLE database is up during the installation. (You can start the database by entering **ior w**)

NOTE:
Extended ORACLE is the name created by Intuity CONVERSANT to capture those packages that are not included with *Base ORACLE*. The term Extended ORACLE is *not* found in any of the ORACLE documentation.

Start this procedure from the system prompt #. Use the following procedure to install the ORACLE add-on packages:

1. Enter **cd /oracle/orainst**
2. Enter **./orainst**

   System response:

   ```
   Enter the pathname for your ORACLE_HOME
   ```

3. Press ENTER.

   System response:

   ```
   Enter the Installation Log File name
   ```

4. Press ENTER to accept the default, *oracle*.

   System response:

   ```
   Enter the name of the ORACLE owner
   ```

5. Press ENTER to accept the default, *root*.

   System response:

   ```
   Select the desired Installer action
   ```

6. Use TAB to move through the selections. Select *Install/Upgrade/Patch Software Only* and press ENTER.

   System response:

   ```
   Select one of the following:
   ...
   D: Install Directly from Tape
   ```

7. Press ENTER to accept the default, *Install Directly from Tape*.

   System response:

   ```
   Select the native language to be installed:
   ```

8. Select *American/English* and press ENTER.

   System response:

   ```
   Would you like to relink Oracle product executables:
   ```

9. Select *yes* and press ENTER.

   System response:

   ```
   The /oracle/orainst/root.sh file already exists.
   Select (Yes) if you wish to append additional root-
   related action to this file.  Select (No) if you wish to
   create a new root.sh.
   ```

10. Press ENTER to accept the default, *yes*.

    System response:

    ```
    The installation log will be written to
    /oracle/orainst/install.log.

    Post-installation steps will be written to
    /oracle/orainst/root.sh
    ```

11. Press ENTER.

    System response:

    ```
    Enter the non-rewinding device name:
    ```

12. Enter **/dev/rmt/c0s0n**

    System response:

    ```
    Enter the rewinding device name:
    ```

13. Enter **/dev/rmt/c0s0**

    System response:

    ```
    Insert tape number 1.
    ```

14. Insert the cartridge tape labeled *ORACLE 7.0.12 Development Tools* into the tape drive and press ENTER.

    System response:

    ```
    The currently running Installer (version 3.0.9.0.2)
    differs from the expected version (3.0.9.0.1).  Select
    (Yes) to continue the installation.  Select (No) to
    cancel the installation.
    ```

15. Press TAB to move the cursor to (Yes). Press ENTER.

    System response:

    ```
    Working ...
    ```

    The system is reading the tape at this time. After several minutes, you see the system response:

    ```
    Products available on /oracle/stage
    ```

16. Select each package:

    a. Use the arrow keys to move the cursor to *package_name.*

    b. Press ENTER.

Repeat Steps a and b for each ORACLE add-on package.

- Pro*C 1.5.6.2.1.
- SQL*Forms 3.0.16.12.3.
- SQL*Menu 5.0.11.13.3.
- SQL*ReportWriter 1.1.14.7.2.

17. Press TAB to move the cursor to (Install...). Press ENTER.

NOTE:
Do NOT select other items. A violation may corrupt the V5.0 environment setup.

System response:

```
Working...

Please select one of the following as a default
terminal type for SQL*Reportwriter:

srw_at386 - AT&T or ISC AT386 console
```

You have the choice to select the appropriate terminal type from which you are going to run SQL*ReportWriter. The default value should be used if you plan to run SQL*ReportWriter from an AT386 terminal.

18. Make your selection and press ENTER.

System response:

```
Would you like to link the SQL*ReportWriter demo user
exits:
```

19. Press ENTER to accept the default, *yes*.

System response:

```
Would you like to re-link SQL*Forms 3.0 with PL/SQL?
```

20. Press ENTER to accept the default, *yes*.

System response:

```
Would you like to relink SQL*Plus with SQL*Forms 3.0?
```

21. Press ENTER to accept the default, *yes*.

System response:

```
Would you like to relink SQL*Forms 3.0 with SQL*Menu
5.0?
```

22. Press ENTER to accept the default, *yes*.

    System response:

    ```
    Working...

    Completed loading ORACLE software into the staging area
    (/oracle/stage).  Select (OK) to continue.
    ```

23. Press ENTER.

    System response:

    ```
    Working...

    The requested action has been performed for selected
    products.  You should examine the installation log for
    possible errors.

    Select (Help) for more details on what you can do next.
    Select (OK) to continue.
    ```

24. Press ESC 1.

25. Press ENTER.

26. Use the arrow keys to move the cursor to *quit*. Press ENTER.

You have complete this procedure.

NOTE:
ORACLE add-on packages are not displayed on the screen by using the **displaypkg** command. In order to determine those ORACLE add-on packages on your system, read the **/oracle/pkginst/unix.rgs** file. For each ORACLE product installed on your system, a corresponding entry containing the ORACLE product name is created in this file.

Installing the ORACLE SQL*NET TCP/IP Package

Use the following procedure to install this optional feature package:

1. If you are not already logged in as **root**, do so now.
2. Enter **installpkg**

   System response:

   ```
   Please indicate the installation medium you intend to
   use. Strike 'C' to install from CARTRIDGE TAPE or 'F' to
   install from FLOPPY DISKETTE.
   Strike ESC to stop.
   ```

3. Press F.

   System response:

   ```
   Insert the floppy disk.

   Strike ENTER when ready
   or DEL to cancel.
   ```

4. Insert the diskette labeled *SQL*NET TCP/IP for ORACLE 7.0.12* into the floppy disk drive and press ENTER.

   System response:

   ```
   Installation in progress -- do not remove the floppy
   diskette.
   ```

   When the system has finished installing, you receive the system response:

   The installation of the *package_name* is now complete.

5. Make sure that the light on the floppy disk drive is off and remove the diskette.

For more information on this feature refer to *Intuity CONVERSANT VIS V5.0 Communication Development*, 585-310-229.

Installing the Primary Rate Interface Package

Use the following procedure to install this optional feature package:

1. If you are not already logged in as **root**, do so now.
2. Enter **installpkg**

   System response:

   ```
   Please indicate the installation medium you intend to
   use. Strike 'C' to install from CARTRIDGE TAPE or 'F' to
   install from FLOPPY DISKETTE.
   Strike ESC to stop.
   ```

3. Press F.

   System response:

   ```
   Insert the floppy disk.

   Strike ENTER when ready
   or DEL to cancel.
   ```

4. Insert the diskette labeled *ISDN Primary Rate Interface Package* into the floppy disk drive and press ENTER.

   System response:

   ```
   Installation in progress -- do not remove the floppy
   diskette.
   ```

   The system will prompt you when to insert the second diskette.

   When the system has finished installing, you receive the system response:

   ```
   The installation of the ISDN PRI package is now
   complete.
   ```

5. Make sure that the light on the floppy disk drive is off and remove the diskette.

To begin using this feature refer to:

- Chapter 3, "Digital Telephony Interfaces" of I*ntuity CONVERSANT VIS V5.0 Communications Development*, 585-310-229
- Chapter 6, "Switch Interface Administration" of *Intuity CONVERSANT VIS V5.0 Operations*, 585-310-550.

Installing the Remote Maintenance Board Driver Package

Ensure that the hardware has been loaded before proceeding. Refer to the hardware installation book specific to your platform for instructions to install the hardware.

Use the following procedure to install this optional feature package:

1. If you are not already logged in as **root**, do so now.
2. Enter **pkgadd -d diskette1**

   System response:

   ```
   Insert diskette into Floppy Drive 1.
   Type [go] when ready
     or [q] to quit: (default: go)
   ```

3. Insert the diskette labeled *REMOTE MAINTENANCE BOARD Device Driver and Utilities Ver 1.9 UnixWare Rel 1.1* into the floppy disk drive and press ENTER.

   The system responds with a menu of packages on the diskette and the following prompt:

   ```
   Select package(s) you wish to process (or 'all' to
   process all packages).  (default: all) [?,??,q]
   ```

4. Press ENTER to select all.

   Status messages scroll on the screen and then the system prompts:

   ```
   Enter the serial communication port used by RMB [1 or 2]
   ```

   NOTE:
   The COM1 serial port is *enabled* during the installation of the VIS base software as documented in Chapter 2, "Installing the Base System Software", in the section titled, "Installing the VIS Base Software" on page 2-2, Step 19. You were instructed to enable the first serial port (COM1). You may view the **sdevice.d** file by entering **cat /etc/conf/sdevice.d/asyc** from the system prompt line. Look for the first line that begins `asyc  Y`. The Y indicates that COM1 is enabled. If you need to enable COM1, do so through SYSADM. For more information refer to the *NOVELL UnixWare System Administration System Setup and Configuration* book.

5. Enter **1**

   The system asks if you want to start the **rmbdaemon** automatically.

6. Enter **y**
7. Press Q to quit. Make sure the light on the floppy disk drive is off and remove the diskette.

8. Enter **shutdown -g0 -y -i6** to rebuild the UNIX kernel.

Installing the Script Builder Package

Use the following procedure to install this optional feature package:

1. If you are not already logged in as **root**, do so now.
2. Enter **installpkg**

   System response:

   ```
   Please indicate the installation medium you intend to
   use. Strike 'C' to install from CARTRIDGE TAPE or 'F' to
   install from FLOPPY DISKETTE.
   Strike ESC to stop.
   ```

3. Press F.

   System response:

   ```
   Insert the floppy disk.

   Strike ENTER when ready
   or DEL to cancel.
   ```

4. Insert the floppy diskette labeled *Script Builder* into the floppy disk drive and press ENTER.

   System response:

   ```
   Installation in progress -- do not remove the floppy
   diskette.
   ```

   The system will prompt you when to insert the second diskette.

   System prompts continue with:

   ```
   Upgrading existing R2.0 and later applications to
   Script Builder Version 5.0...

   Compatibility conversion complete.
   ```

   When the system has finished installing Script Builder, you receive the system response:

   ```
   The installation of the Script Builder package is now
   complete.
   ```

5. Make sure that the light on the floppy disk drive is off and remove the diskette.

To begin using Script Builder, refer to *Intuity CONVERSANT VIS V5.0 Script Builder*, 585-310-727.

Installing the Text To Speech Package

NOTE:
If you are installing the package and feature_tst is already installed on your system (as in assisted upgrades), once you have finished installing all other desired, you must remove feature_tst and reinstall it in order to select the TTS test.

Use the following procedure to install this optional feature package:

1. If you are not already logged in as **root**, do so now.
2. Enter **installpkg**

   System response:

   ```
   Please indicate the installation medium you intend to
   use. Strike 'C' to install from CARTRIDGE TAPE or 'F' to
   install from FLOPPY DISKETTE.
   Strike ESC to stop.
   ```

3. Press F.

   System response:

   ```
   Insert the floppy disk.

   Strike ENTER when ready
   or DEL to cancel.
   ```

4. Insert the diskette labeled *Text To Speech Package* into the floppy disk drive and press ENTER.

   System response:

   ```
   Installation in progress -- do not remove the floppy
   diskette.
   ```

   The system will prompt you when to insert the second diskette.

   When the system has finished installing, you receive the system response:

   ```
   The installation of the Text-To-Speech package is now
   complete.
   ```

5. Make sure that the light on the floppy disk drive is off and remove the diskette.

For more information on this feature package, refer to *Intuity CONVERSANT VIS V5.0 Speech Development*, 585-310-228.

Installing the WholeWord Recognition Package

NOTE:
If you are installing the package and feature_tst is already installed on your system (as in assisted upgrades), once you have finished installing all other desired, you must remove feature_tst and reinstall it in order to select the ASR test.

Use the following procedure to install this optional feature package:

1. If you are not already logged in as **root**, do so now.
2. Enter **installpkg**

   System response:

   ```
   Please indicate the installation medium you intend to
   use. Strike 'C' to install from CARTRIDGE TAPE or 'F' to
   install from FLOPPY DISKETTE.
   Strike ESC to stop.
   ```

3. Press F.

   System response:

   ```
   Insert the floppy disk.

   Strike ENTER when ready
   or DEL to cancel.
   ```

4. Insert the diskette labeled *Speech Recognition Package – language* (where *language* is US English, Canadian French, or Mexican Spanish) into the floppy disk drive and press ENTER.

   System response:

   ```
   Installation in progress -- do not remove the floppy
   diskette.
   ```

   The system will prompt you when to insert the second diskette.

   When the system has finished installing, you receive the system response:

   ```
   The installation of the Speech Recognition package is
   now complete.
   ```

5. Make sure that the light on the floppy disk drive is off and remove the diskette.

For more information on this feature package, refer to *Intuity CONVERSANT VIS V5.0 Speech Development*, 585-310-228.

Installing the Feature Test Script Package

Use the following procedure to install this optional feature package ONLY AFTER all the other optional feature packages have been installed:

1. The voice system must be running. To see if the VIS is running, use the **who -r** command.

   The voice system is running if the run-level is 4. If the VIS is not running, execute the **start_vs** command.

2. Enter **installpkg**

   System response:

   ```
   Please indicate the installation medium you intend to
   use. Strike 'C' to install from CARTRIDGE TAPE or 'F' to
   install from FLOPPY DISKETTE.
   Strike ESC to stop.
   ```

3. Press F.

   System response:

   ```
   Insert the floppy disk.

   Strike ENTER when ready
   or DEL to cancel.
   ```

4. Insert the diskette labeled *Feature Test Script Package* into the floppy disk drive and press ENTER.

   System response:

   ```
   Installation in progress -- do not remove the floppy
   diskette.

        To be able to install this package you need:

             1.56MB available in /usr
             0.12MB available in /

        After installation, this package will consume:

             < 0.01MB in /usr
              0.12MB in /

        Type q to quit the installation or hit return to
        continue.
   ```

5. If this package uses too much space from your available disk space, you can quit out of the installation by pressing Q.)

   Otherwise, press ENTER to continue.

System response:

```
The feature_tst script only works for features that are
installed on your machine. The answers to the following
questions will determine what optional features can be
tested by feature_tst. If you later want to change the
features that can be tested, re-install this package.
This package will also need to be reinstalled if the
SWITCH INTERFACES are changed.

Hit return to continue.
```

6. Press ENTER to continue.

   You will be asked a series of questions regarding those features you would like to test. You can only test features installed on your system. Answer yes (**y**) ONLY if you want to test that feature and the appropriate package(s) have been installed on your system. Otherwise, answer no (**n**).

   The system prompts:

   ```
   Do you want to include the ASR test? [y/n]
   Do you want to include the CCA test? [y/n]

   ...
   ```

   NOTE:
   If you answer **y** and that package has not been installed on your system, you are given an opportunity to cancel the installation. The following is an example for Full CCA:

   ```
   Displaypkg shows that Full CCA is not installed.
   You will not be able to test Full CCA with this
   script.
   Type q to quit or return to continue.
   ```

   The system continues with:

   ```
   Adding phrases to talkfile 1
   The script feature_tst is now installed and is
   available for use.
   ```

7. When the prompt returns, the installation is complete.

To use the Feature Test script package, go to Chapter 4, "Verifying the Installation", found in this book.

Removing Software Packages

If, for any reason, you wish to remove a software package from your system, you can do so by using the **removepkg** or **pkgrm** commands. Refer to the *Intuity CONVERSANT VIS V5.0 Command Reference*, 585-310-230, book for more information on these commands.

There are some *important* issues you need to be aware of when removing software from your system:

- If a package is installed using **installpkg**, you must remove it using **removepkg**

  If a package is installed using **pkgadd**, you must remove it using **pkgrm**

- Remove all services, functions, or card assignments before removing any software packages. Refer to Chapter 3, “Configuration Management,” in *Intuity CONVERSANT VIS V5.0 Operations,* 585-310-550.
- When removing the Application software (installed in Chapter 2, "Installing the Base System Software"), you are asked if you want to remove speech file systems. Answer *no* to this prompt.
- During an initial installation of the Base ORACLE RDBMS package, a user called “oracle” is created. This user is NOT removed when the Base ORACLE RDBMS package is removed. Once all the base and add-on ORACLE packages have been removed, if you want to remove the “oracle” user, do so through SYSADM. Refer to Appendix A, “System Administration Feature” in *Intuity CONVERSANT VIS V5.0 Operations,* 585-310-550.

To remove the software packages, complete the following steps:

1. Enter **displaypkg** at the system prompt #. The system responds by displaying on the screen all the packages installed on your system.
2. Once you have determined the packages to be removed, enter **removepkg** or **pkgrm**
   At the prompt, enter the number (as it appears on the screen) beside the package you want to remove.

Repeat Step 2 for each package you wish to remove.

WARNING:
After you have removed packages from a UnixWare system you MUST reboot the system before re-installing packages. You can remove more than one package before rebooting, but you must reboot before re-installing any packages.

Verifying the Installation

4

What's in This Chapter

This chapter provides information on using the Feature Test Script package to verify your installation and includes the following:

- Prerequisites for the Feature Test Script package
- Setting up the Feature Test Script package
- Using the Feature Test Script package

The tests must be performed with the factory-provided software installed in the system. Before performing any tests, verify that the required local central-office connections are installed and activated and that the system is configured. These procedures are discussed in Chapter 1 of your hardware installation book.

If at any time you install additional optional feature packages to your system, you need to remove *feature_tst* and reinstall it.

Using the Feature Test Script Package

Use *feature_tst* to verify the following features and capabilities of VIS Version 4.0:

- Call Classification Analysis (CCA)
- Speech Recognition
- Adjunct/Switch Application Interface (ASAI)
- Playback and coding
- Chantst

This script works on tip/ring (T/R), T1, and PRI channels.

Prerequisites for the Feature Test Script Package

The following lists the VIS and PBX configurations necessary to test the specified features. All lines from the PBX must be configured and operational before running feature_tst. It should be noted that the ASAI test requires a T/R channel. The remaining tests (Speech Recognition, chantst, CCA, and coding/playback) require at least one T/R channel, T1 channel, and/or PRI channel (except for CCA, which requires at least 2 channels).

- Call Classification Analysis
  - The CCA package must be installed
  - Call bridging capability must have been enabled during the installation of the VIS generic software
  - For call bridging, some channels must be assigned to equipment group 2 (by entering **cvis_menu** and choosing Voice System Administration, Configuration Management, Equipment)
  - For Full CCA, at least 1 Signal Processor (SP) card must be installed with the functionality of CCA assigned to it (by entering **cvis_menu** and choosing Voice System Administration, Configuration Management, Equipment)
  - The SPs must be in the INSERV state

  Refer to the hardware installation book for the platform you are installing to ensure that your T/R lines are configured properly.

  NOTE:
  Do not use T1 lines to perform transfer with CCA. T1 lines cause a greater risk of being dropped from the feature_tst script.

- Speech Recognition
  - The Speech Recognition package must be installed on the VIS
  - An SP card must exist that has either RECOG or RECOG+voice functionality assigned to it (by entering **cvis_menu** and choosing Voice System Administration, Configuration Management, Equipment, Assign, Functions to SP Cards)
  - A Companion (CMP) card and the associated cables must be installed
  - The SP and CMP cards must be in the INSERV state
- Playback and coding
  - There must be room on the speech disk slice to store a 45-second phrase

  - T/R or T1 lines must be in the INSERV state

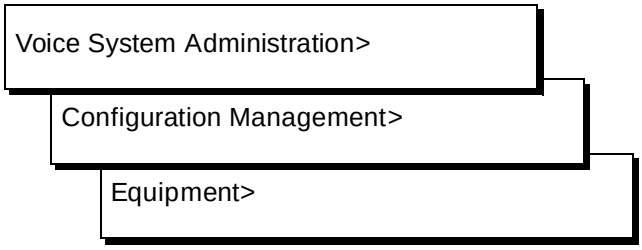
- Chantst
  - At least one T/R or T1 card and associated cabling must be installed
  - T/R or T1 lines must be in the INSERV state
  - Terminating resistors must exist only on cards at each end of the bus ribbon cable. All T/R cards that are not on the bus ribbon cable must not contain terminators resistors
- Transfer test
  - At least one T/R or T1 card and associated cabling must be installed
  - T/R or T1 lines must be in the INSERV state
  - Terminating resistors must exist only on cards at each end of the bus ribbon cable. All T/R cards that are not on the bus ribbon cable must not contain terminators resistors
  - The lines coming from the switch or PBX must be configured for both incoming and outgoing calls

Setting Up the Feature Test Script Package

1. Enter **cvis_menu** at the system prompt #.

   The system responds by displaying the Voice System Administration menu.

2. From the Voice System Administration menu, make the following selections:



   The Voice Equipment screen appears as shown in Figure 4-1.

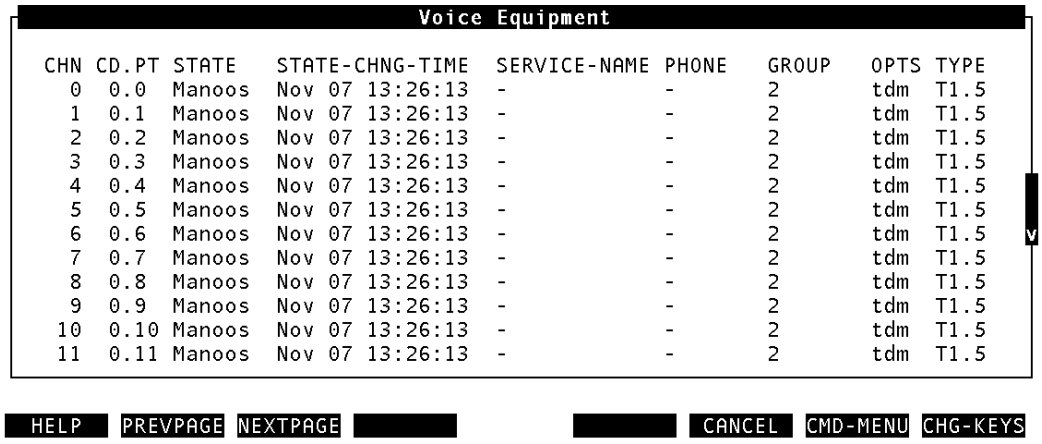


Figure 4-1. Voice Equipment Screen

3. Press F3 (NEXT PAGE) until you find a channel (in the CHN column) that has a state of INSERV. Write down this number. Go to Step 4.

   If no channels are in the INSERV state, use the following procedure to change a channel to the INSERV state:

   a. Press F8 (CHG-KEYS). The keys at the bottom of the screen change as shown in Figure 4-2.

Figure 4-2. Changed Keys

   b. Press F2 (CHGSTATE). The Change State of Voice Equipment form appears as shown in Figure 4-3.

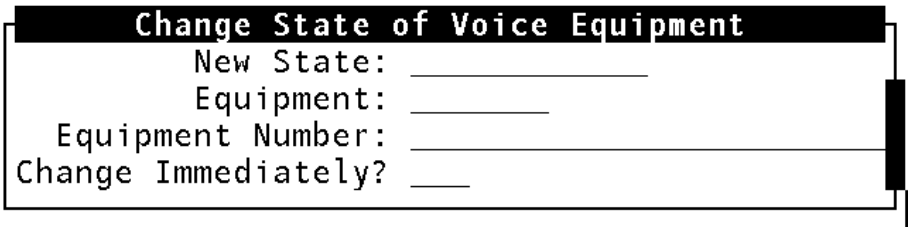


Figure 4-3. Change State of Voice Equipment Form

c. At the New State field, type **i**
The word *inserv* appears in the field. Press ▼ to move to the next field.

d. At the Equipment field, type **ch**
The word *channel* appears in the field. Press ▼ to move to the next field.

e. At the Equipment Number field, type in the number of the channel that you want to change to INSERV. Press ▼ to move to the next field.

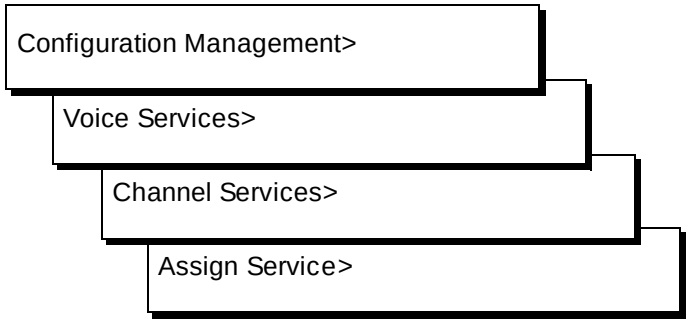
f. At the Change Immediately? field, type **y**
The word *yes* appears in the field.

g. Press F3 (SAVE). The system responds with a Command Output screen.

h. Press F6 (CANCEL).

4. Once you have identified a channel in the INSERV state, and written down the number, press F6 (CANCEL) to close the Voice Equipment screen and return to the Configuration Management screen.

5. From the Configuration Management menu, make the following selections:



The Assign Channel Service screen appears as shown in Figure 4-4.

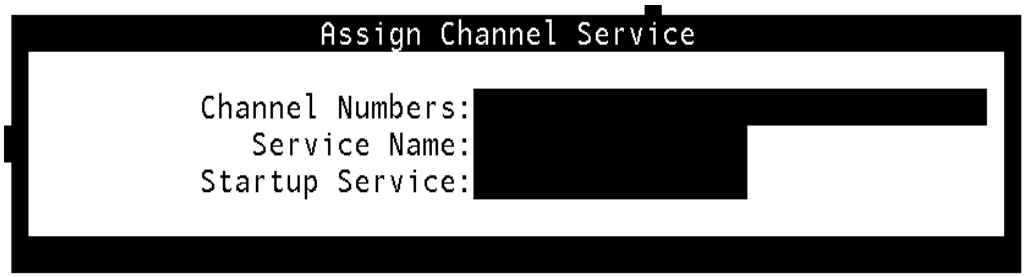


Figure 4-4. Assign Channel Service Form

6. At the Channel Number field, type the number of the INSERV channel that you wrote down earlier. Press ▼ to move to the next field.
7. At the Service Name field, type **feature_tst**
8. Press F3 (SAVE). The system responds with a Command Output screen.
9. Press F6 (CANCEL) four times to return to the Configuration Management menu.
10. Select Equipment to open the Voice Equipment screen. Check the channel you just assigned. Make sure that feature_tst appears in the SERVICE-NAME column. If it doesn't, repeat Step 4 through 10.
11. Press F6 (CANCEL) three times to exit cvis_menu.

    System response:

    ```
    Would you like to terminate this session (enter y or n)?
    ```

12. Press Y. You are now back at the system prompt #.

Running the Feature Test Script Package

NOTE:
Refer to "Prerequisites for the Feature Test Script Package" on page 4-2 section before using *feature_tst*.

1. Enter **cvis_menu** at the system prompt #.

   The system responds by displaying the Voice System Administration menu.

2. Select System Monitor. The System Monitor-Voice Channels screen appears as shown in Figure 4-5.

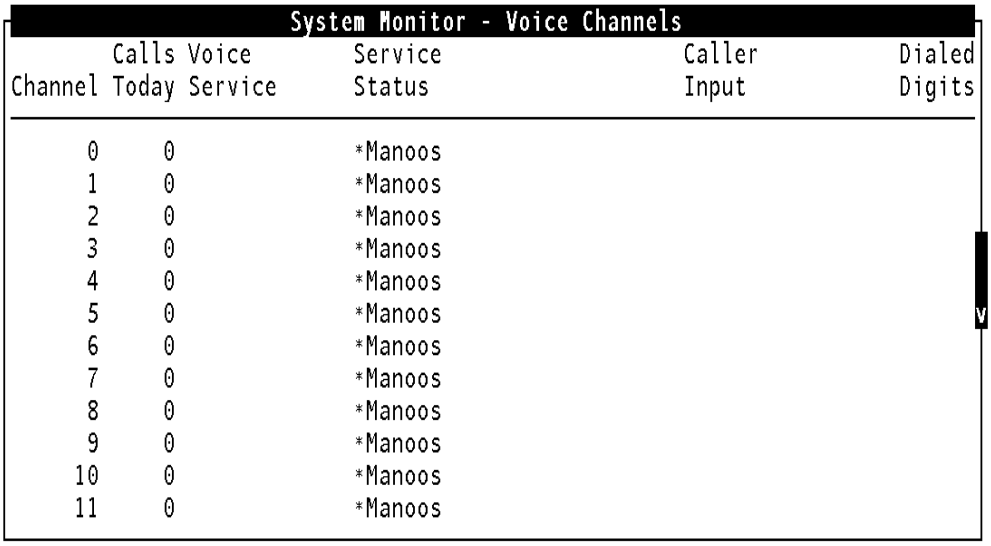


Figure 4-5. System Monitor-Voice Channels Screen

3. Dial the phone number associated with the assigned channel. Remember that the touch tones on the phone are used to access *feature_tst*.

   feature_tst appears under the VOICE SERVICE column and you hear the following system response:

   "Follow all touchtone entries with pound. Continue testing.
   To quit the script, enter 0 pound."

   The voice then lists the features with the appropriate number to enter to test each one.

4. To begin testing a feature, choose a feature and using your telephone's touch tone pad, press *number* (where *number* is the associated number) then press #. Follow the prompts to complete the desired test.

Abbreviations

A

AC
Alternating current

ACD
Automatic call distributor

AD
Application Dispatch

AD-API
Application dispatch application programming interface

ADPCM
Adaptive differential pulse code modulation

ADU
Asynchronous data unit

AGL
Application generation language

ALERT
VIS Alerter process

ANI
Automatic number identification

API
Application programming interface

ARU
Alarm relay unit

ASAI
Adjunct/Switch Application Interface

ASCII
American Standard Code for Information Interchange

ASI
Analog switch integration

B

BB
Bulletin board

bps
Bits per second

BRDG
Call bridging process

BSC
Binary synchronous communication

C

CCA
Call classification analysis

CDH
Call data handler

CELP
Continuously Excited Linear Prediction

CGEN
Voice system general message class

CICS
Customer Information Control System

CMP
Companion circuit card

CMS
Call Management System

CO
Central office

CPE
Customer provided equipment or customer premise equipment

CPN
Calling party number

CPT
Call progress tones

CPU
Central processing unit

CSU
Channel service unit

CVS
Converse vector step

D

dB
Decibels

DB
Database

DBC
Database checking process

DBMS
Database management system

DC
Direct current

DCE
Data communications equipment

DCP
Digital communications protocol

DIO
Disk input and output process

DIP
Data interface process

DMA
Direct memory access

DNIS
Dialed number identification service

DSP
Digital signal processor

DTE
Data terminal equipment

DTMF
Dual tone multi-frequency

DTR
Data terminal ready

E

EBCDIC
Extended Binary Coded Decimal Interexchange Code

EIA
Electronic Industries Association

EISA
Extended Industry Standard Architecture

EMI
Electromagnetic interference

ESD
Electrostatic discharge

ESDI
Extended Serial Data Interface

ESS
Electronic Switching System

ET
Error tracker

EXTA
External alarms feature message class

F

FCC
Federal Communications Commission

FDD
Floppy disk drive

FEP
Front end processor

FFE
Form Filler Plus feature message class

FIFO
First-in-first-out processing order

foos
Facility out-of-service state

FTS
File transfer process message class

G

GEN
PRISM logger and alerter general message class

GSE
Graphical Speech Editor

GUI
Graphical user interface

H

HDD
Hard disk drive

HLLAPI
High Level Language Application Programming Interface

HOST
Host interface process message class

hwoos
Hardware out-of-service state

Hz
Hertz

I

IBM
International Business Machines

ICK
Integrity checking process message class

ID
Identification

IDE
Integrated Disk Electronics

IE
Information element

INIT
Voice system initialization message class

inserv
In-service state

IPC
Interprocess communication

IPC
Intelligent Ports Card (IPC-900)

IPCI
Integrated personal computer interface

IRAPI
Intuity Response Application Programming Interface

IRQ
Interrupt request

ISA
Industry Standard Architecture

ISDN
Integrated Services Digital Network

ISV
Independent Software Vendor

ITAC
International Technical Assistance Center

IVP4
Integrated Voice Processing card with 4 analog channels

IVP6
Integrated Voice Processing card with 6 analog channels

IVPSS
Integrated Voice Processing System Software

K

Kbps
Kilobites per second

Kbyte
Kilobyte

L

LAN
Local area network

LDB
Local database

LED
Light-emitting diode

LIFO
Last-in-first-out processing order

LN
Load number

LOG
VIS logger process message class

LST1
Line side T1

LU
Logical unit

M

manoos
Manually out-of-service state

MAP/100
Multi-Application Platform 100

MAP/100C
Multi-Application Platform 100C

MAP/40
Multi-Application Platform 40

Mbps
Megabits per second

Mbyte
Megabyte

ms
Millisecond

msec
Millisecond

MHz
Megahertz

MTC
Maintenance process

N

NCP
Network Control Program

NEBS
Network Equipment Building Standards

NEMA
National Electrical Manufacturers Association

netoos
Network out-of-service state

NFAS
Non-Facility Associated Signaling

NFS
Network file sharing

NMVT
Network Management Vector Transport

NM-API
Network Management - Application Programming Interface

nonex
Nonexistent state

NRZ
Non Return to Zero

NRZI
Non Return to Zero Inverted

O

OEM
Original equipment manufacturer

OGA
Operator generated alert

P

PBX
Private branch exchange

PC
Personal computer

PCB
Printed circuit board

PCM
Pulse code modulation

PEC
Price element code

PRI
Primary rate interface

PSTN
Public switch telephone network

PS&BM
Power supply and battery module

R

RAM
Random access memory

RECOG
Speech recognition feature message class

RDBMS
ORACLE relational database management system

REN
Ringer equivalence number

RFS
Remote file sharing

RM
Resource manager

RMB
Remote maintenance board

RTS
Request to send

S

SBC
Sub-band coding

SCCS
Switching Control Center System

SCSI
Small Computer System Interface

SDLC
Synchronous Data Link Control

SDN
Software Defined Network

SID
Station identification

SIMM
Single inline memory module

SLIP
Serial Line Interface Protocol

SNA
Systems Network Architecture

SNMP
Simple Network Management Protocol

SP
Signal processor circuit card

SPIP
Signal processor interface process

SPPLIB
Speech processing library

SQL
Structured Query Language

SR
Speech recognition

SYS
UNIX system calls message class

sysgen
System generation

T

tas
Transaction assembler

TCC
Technology Control Center

TCP/IP
Transmission control protocol/internet protocol

TDM
Time division multiplexing

TE
Terminal emulator

THR
Threshold message class

TKR
Token Ring

TLI
Transport layer interface

TLP
Transmission level plan

T/R
Tip/Ring circuit card

TRIP
Tip/Ring interface process

TSO
Technical Service Organization

TSO
Time Share Operation

TSM
Transaction state machine process

TTS
Text-to-Speech

TWIP
T1 interface process

U

UK
United Kingdom

USOC
Universal service ordering code

UVL
Unified Voice Library

V

VDC
Video display controller

VIS
Intuity CONVERSANT Voice Information System

VPC
Voice processing comarketer

VRU
Voice response unit

VROP
Voice response output process

Glossary

Numerics

3270 interface
A link between one or more Intuity CONVERSANT Voice Information System (VIS) machines and a host mainframe. In Intuity CONVERSANT VIS documentation, the 3270 interface means the link between one or more VIS machines and an IBM host mainframe.

4ESS
A large AT&T central office switch used to route calls through AT&T's telephone network.

A

ACD
See "automatic call distributor."

ADPCM
See "adaptive differential pulse code modulation."

adaptive differential pulse code modulation
A means of encoding analog voice signals into digital signals by adaptively predicting future encoded voice signals. This adaptive modulation method reduces the number of bits required to encode voice. See also "pulse code modulation."

adjunct products
Products (for example, Adjunct/Switch Application Interface) that the Intuity VIS administers via cut-through access to the inherent management capabilities of the product itself; this is in opposition to CONVERSANT VIS's ability to administer the switch directly.

Adjunct/Switch Application Interface
An optional feature package that provides an Integrated Services Digital Network-based interface between AT&T PBX's and adjunct processors.

affiliate
A business organization that AT&T controls or which with AT&T is in partnership.

alarm relay unit
A unit used in central office telecommunication arrangements that transmits warning indicators from telephone communications equipment (like the Intuity CONVERSANT VIS) to audio.

alerter
A system process that responds to patterns of events logged by the "logdaemon" process.

analog
An analog signal, such as voice or music, that varies in a continuous manner. An analog signal may be contrasted with a digital signal, which represents only discrete states.

application
Made of several components that provide an automated version of the communication between a caller and an attendant. The Intuity CONVERSANT VIS provides several methods for creating applications, including Script Builder, the Intuity Response Application Programming Interface (IRAPI), and transaction state machine (TSM) script language.

application administration
The component of the Intuity CONVERSANT VIS that provides access to the applications currently available on your system and helps you to manage and administer them.

application installation
A two-step process in which the Intuity CONVERSANT VIS invokes the TSM script assembler for the specific application name and files are moved to the appropriate directories.

application verification
A process in which the Intuity CONVERSANT VIS verifies that all the components needed by an application are complete.

ASCII
An acronym for American Standard Code for Information Interchange, a standard for data representation. ASCII code represents alphanumeric characters as binary numbers. The code includes 128 upper- and lowercase letters, numerals, and special characters. Each alphanumeric and special character has an ASCII code (binary) equivalent that is 1 byte long.

asynchronous communication
A method of data transmission in which bits or characters are sent at irregular intervals and are spaced by start and stop bits and not by time. See also “synchronous communication.”

asynchronous data unit
An electronic communications device that allows computer systems to communicate over asynchronous lines more than 50 feet in length.

AUDIX Voice Power
A complete voice-mail messaging system accessed and operated by touch-tone telephones and integrated with a switch or “Private Branch Exchange.”

automatic call distributor
A telephone system that recognizes and answers incoming calls and completes these calls based on a set of instructions contained in a database. The Automatic Call Distributor can send the call to an operator or group of operators as soon as the operator has completed a previous call or after the system has played a message to the caller.

automatic number identification
A method of identifying the calling party by automatically receiving a string of digits that identifies the calling station of a particular customer.

B

back up
The preservation of the information in a file in a different location, so that the data is not lost in the event of hardware or system failure.

backing up an application
A utility that makes an archive copy of a completed application or makes an interim copy of an application in progress. The backup copy can be restored to the VIS if the online version is damaged, or if you make revisions and wish to go back to the previous version.

barge-in
A capability provided by WholeWord speech recognition that allow callers to speak their responses to the VIS prompt and have those responses recognized before the prompt has finished playing.

batch file
A file containing one or more lines, each of which is a command executable by the UNIX shell.

binary synchronous communications
A character-oriented synchronous link protocol.

blind transfer protocol
A protocol in which a call is completed as soon as the extension is dialed, without having to wait to see if the telephone is busy or if the caller answered.

bridging
The process of connecting one telephone network connection to another telephone network connection over the Intuity CONVERSANT VIS TDM bus. Bridging decreases the processing load on the system since an active bridge does not require speech processing, database access, host activity, etc., for the transaction.

BSC
See “binary synchronous communication.”

bundle
In the context of the Enhanced File Transfer package, this term is used to denote a single file, a group of files (package), or a combination of both.

byte
A unit of storage in the computer. On many systems, a byte is 8 bits (binary digits), the equivalent of one character of text.

C

call classification analysis
An optional feature package that allows application developers to classify the disposition of originated and transferred calls.

call data event
A parameter that specifies a list of variables that are appended to a call data record at the end of each call.

call data handler process
A software process that accumulates generic call statistics and application events.

called party number
The number dialed by someone making a telephone call. It can be used by telephone switching equipment to selectively route an incoming call to a particular department or agent.

caller
The party that calls for a service, gets connected to the Intuity CONVERSANT VIS, and interacts with the system. As the Intuity CONVERSANT VIS is also capable of making outbound calls for service, the caller can also be the person who responds to those outbound calls.

call progress tones
Standard telephony sounds that indicate the status of the call. These sounds include busy, fast busy, ringback, reorder, etc.

card cage
An area within a Intuity CONVERSANT VIS platform that contains and secures all of the standard and optional circuit cards used in the system.

cartridge tape drive
A high-capacity data storage/retrieval device that can be used to transfer large amounts of information onto high-density magnetic cartridge tape based on a predetermined format. This tape can be removed from the system and stored as a backup, or used on another system.

caution
An admonishment used when there is a possibility of a service interruption or a loss of data.

CCA
See “call classification analysis.”

CDH
See “call data handler process.”

central office
An office or location in which large telecommunication machines such as telephone switches and network access facilities are maintained. These locations follow strict installation and operation requirements.

central processing unit
A component of the Intuity CONVERSANT VIS that is based on either the Multi-Application Platform 100 (MAP/100), MAP/40, or MAP/100C.

channel
See “port.”

CICS
See “Customer Information Control System.”

circuit card upgrade
A new circuit card that replaces an existing one in the platform. Usually the replacement is an updated version of the other card, and the replacement is designed to deal with technology made obsolete by industry trends or a new VIS release.

cluster controller
A bisynchronous interface that provides a means of handling remote communication processing.

command
An instruction or request given by the user to the VIS software to perform a particular function. An entire command consists of the command name and options.

CompuLert/SCCS interface
An optional feature that enables remote or console monitoring of error messages generated from the Intuity CONVERSANT VIS. CompuLert is a centralized maintenance system for monitoring minicomputers, computer mainframes, etc. The Switching Control Center System (SCCS) is similar to the CompuLert system, but is used to support 4ESS local switching systems.

configuration
The arrangement of the software and hardware of a computer system or network. The Intuity CONVERSANT VIS configuration includes either a standard or custom processor, peripheral equipment (for example, printers, modems), and software applications. Configuration also refers to the way the switch network is set up; that is, the types of products that are in the network and how those products communicate.

configuration management
The component of the VIS that allows you to manage the current configuration of voice channels, host sessions, and database connections, assign scripts to run on specific voice channels or host sessions assign functionality to SP and T1 cards, and perform various maintenance functions.

Converse Data Return (conv_data)
A Script Builder action that supports the DEFINITY call vectoring (routing) feature by enabling the switch to retain control of vector processing in the VIS environment. It supports the DEFINITY "converse" vector command to establish a two-way routing mechanism between the switch and the VIS to facilitate data passing and return.

controller circuit card
A circuit card used on a computer system that controls its basic functionality and makes the system operational. These cards are used to control magnetic peripherals, video monitors, and basic system communications.

copying an application
A utility in which information from a source application is directed into the destination application.

coresidency
The ability of two products or services to operate and interact with each other on a single hardware platform. An example of this is the use of AUDIX Voice Power along with Intuity CONVERSANT on the same VIS platform.

CPU
See "central processing unit."

crash
An interactive utility for examining the operating system core and for determining if system parameters are being exceeded.

custom speech
Unique words or phrases to be used in Intuity CONVERSANT VIS voice prompts that AT&T records for a customer on a custom basis.

custom vocabulary
A specialized package of unique words or phrased created on a per-customer basis and used by WholeWord or FlexWord speech recognition.

Customer Information Control System
Part of the operating system that manages resources for running applications (for example, IND$FILE). Note that TSO and CMS provide analogous functionality in other host environments.

D

danger
An admonishment used when there is a possibility of personal injury.

data interface process
A software process that communicates with Script Builder applications.

database
A structured set of files, records, or tables.

database field
A field used to extract values from a local database and form the structure upon which a database is built.

database table
A structure, made up of columns and rows, that holds information in a database. Database tables provide a means of storing information that changes too often to "hard-code," or permanently store, in the transaction outline.

debug
The process of locating and correcting errors in computer programs. This process is also referred to as "troubleshooting."

default
The way a computer performs a task in the absence of other instructions.

default owner
The owner of a channel when no process takes ownership of that channel. The default owner holds all idle, in-service channels. In terms of the IRAPI, this is typically the Application Dispatch process.

diagnose
The process of performing diagnostics on Tip/Ring, T1, or SP circuit cards or a bus.

dialed number identification service
A service that allows incoming calls to contain information about the telephone number for which it is destined.

directory
A type of file used to group and organize other files or directories.

DNIS
See "dialed number identification service."

DIP
See "data interface process."

display errdata
A command that displays system errors sent to the logger.

DTMF
See “dual tone multi-frequency.”

dual 3270 links
A feature that provides an additional physical unit (PU) to allow a cost-effective means of connecting to two host computers. The customer can connect a VIS to two separate FEPs or to a single FEP shared by one or more host computers. Each link supports a maximum of 32 LUs.

dual tone multi-frequency
A touch tone.

dump space
An area of the disk that is fixed in size and should equal the amount of RAM on the system. The operating system “dumps” an image of core memory upon system crashes. The dump can be fetched after rebooting for analysis of what may have caused the crash.

E

editor system
A system that allows speech phrases to be displayed and edited by a user. See “Graphical Speech Editor.”

Enhanced File Transfer
A feature that allows the transferring of files automatically between the Intuity CONVERSANT VIS and a synchronous host processor on a designated logical unit.

Enhanced Serial Data Interface
A software- and hardware-controlled method used to store data on magnetic peripherals.

error message
A message on the screen indicating that something is wrong and possibly suggesting how to correct it.

Error Tracker process
See “etStub.”

Ethernet
A name for a local area network that uses 10BASE5 or 10BASE2 coaxial cable and InterLAN signaling techniques.

etStub
A system process that processes pre-Version 3.1 error message logging requests. These requests are transformed and passed on to the “logdaemon” process.

event
The notification given to an application when some condition occurs.

external actions
Specific tasks and interfaces controlled by Intuity CONVERSANT VIS software that allow a Script Builder application script to invoke processes and interact with other products or services. For example, a Intuity CONVERSANT VIS application script can invoke AUDIX Voice Power functionality through the used of an external action within an application script.

F

feature
A function or capability of a product or an application within the Intuity CONVERSANT VIS.

feature package
An optionally purchased package that may contain both hardware and software resources, which provides additional functionality to a standard system.

feature_tst script package
A standard CONVERSANT VIS software program that allows a VIS user to perform self-tests of critical hardware and software functionality.

field
A “slot” in a VIS window that holds one column of information in a row.

file
A collection of data treated as a basic unit of storage.

file transfer
An option that allows you to transfer files interactively or directly to and from UNIX using the File Transfer System.

filename
Alphabetic characters used to identify a particular file.

FlexWord speech recognition
A type of speech recognition based on subword technology that recognizes phonemes or parts of words of American English vocabularies. See “subword technology.”

Form Filler Plus
An optional feature package that provides the capability for application scripts to record caller’s responses to prompts for later transcription and review.

function key
A key, labeled F1 through F8, on your keyboard to which the Intuity CONVERSANT VIS software gives special properties for manipulating the user interface.

G

Graphical Speech Editor
A window-driven, X Windows/Motif based, graphical user interface (GUI) that can be accessed to perform different functions associated with the creation and editing of speech files to be used by VIS applications.

H

hard disk drive
A high-capacity data storage/retrieval device that is located inside a computer platform. A hard disk drive stores data on nonremovable high-density magnetic media based on a predetermined format for retrieval by the system at a later date.

hardware
The physical components of a computer system. The central processing unit, disks, tape and floppy drives, etc., are all hardware.

hardware upgrade
Replacement of one or more fundamental platform hardware components (for example, the CPU or hard disk drive), but the existing platform and other existing optional circuit cards remain.

High Level Language Applications Programming Interface (HLLAPI)
An application programming interface that allows user to write custom applications that can communicate with the host via an API.

HLLAPI
See “High Level Language Applications Programming Interface.”

host computer
A computer linked to a network providing a range of services, such as database access and computation. The host computer operates in a time-sharing manner with other computers linked to it via the network.

I

iCk
The system integrity checking process.

idle channel
A channel that either has no owner or is owned by its default owner and is onhook.

IND$FILE
The standard SNA file transfer utility that runs as an application under CICS, TSO, and CMS. IND$FILE is independent of link-level protocols such as BISYNC and SDLC.

indexed table
A table that, unlike a nonindexed table, can be searched via a field name that has been indexed.

initialize
To start up the system for the first time.

Integrated Services Digital Network
A network that provides end-to-end digital connectivity to support a wide range of voice and data services.

Integrated Voice Processing circuit card
The IVP4 or IVP6 circuit card.

intelligent transfer protocol
A transfer protocol that monitors the line after dialing is complete to determine whether a busy, reorder (fast busy), or other failure has been encountered. It also recognizes when the extension is answered or if the extension is not answered after a specified number of rings.

interface
The access point of a system. With respect to the Intuity CONVERSANT VIS, the interface is designed to provide you with easy access to the software's capabilities.

interrupt
The termination of voice and/or telephony functions when some condition occurs.

Intuity Response Application Programming Interface
A library interface the provides a standard development interface for voice-telephony applications.

ipcs
A command that reports interprocess communication facilities status.

IRAPI
See "Intuity Response Application Programming Interface."

ISDN
See "Integrated Services Digital Network."

K

keyboard mapping
In emulation mode, this feature enables the keyboard to send 3270 keyboard codes to the host according to a configuration table set up during installation.

keyword spotting
A capability provided by WholeWord Speech Recognition that allows the VIS to recognize a single word in the middle of an entire phrase spoken by a caller in response to a prompt.

L

LAN
See "local area network."

library states
The state information about channel activities maintained by the IRAPI.

line side T1
A digital method of interfacing a Intuity CONVERSANT VIS to a PBX or switch using T1-related hardware and software.

listfile
An ASCII catalog that lists the contents of one or more talkfiles. Each application script is typically associated with a separate listfile. The listfile maps speech phrase strings used by application scripts into speech phrase numbers.

local area network
A data communications network in a limited geographical area. The local area network provides communications between computers and peripherals.

local database
A database residing on the Intuity CONVERSANT VIS.

logical unit
A type of SNA Network Addressable Unit.

logdaemon
System information and error logging process.

logger
See “logdaemon.”

logging on/off
Entering or exiting the Intuity CONVERSANT VIS software.

LU
See “logical unit.”

M

magnetic peripherals
Data storage devices that use magnetic media to store information. Such devices include hard disk drives, floppy disk drives, and cartridge tape drives.

main screen
The Intuity CONVERSANT VIS VERSION 5.0 screen from which you are able to enter System Administration or Voice System Administration.

maintenance process
A software process that runs temporary diagnostics.

Manual Configurator Program
A software program that resolves or blocks the allocation of CPU and memory resources for controlling and optional circuit cards.

masked event
An event that an application can ignore (that is, the application can ask not to be informed of the event).

master
A board that provides clock information to the TDM bus.

megabyte
A unit of memory equal to 1,048,576 bytes (1024 x 1024). It is often rounded to one million.

Microsoft
A company that manufactures software products, primarily for IBM-compatible computers.

mirroring
A method of data backup that allows all of the data transactions to the primary hard disk drive to be copied and maintained on a second identical drive in near real time. If the primary disk drive crashes or becomes disabled, all of the data stored on it (up to 1.2 billion bytes of information) is accessible on the second mirrored disk drive.

MS-DOS
A personal computer disk operating system developed by the Microsoft Corporation.

MTC
See “maintenance process.”

multi-threaded application
A single process/application that controls several channels. Each thread of the application is managed explicitly. Typically this means state information for each thread is maintained and the state of the application on each channel is tracked.

N

NetView
An optional feature package that transmits high-priority (major or critical) messages to the host as Operator-Generated Alerts (OGAs) over the 3270 host link. The NetView Alarm feature package does not require a dedicated LU.

new error logging environment
A more flexible and informative environment for logging errors and status messages (introduced in CONVERSANT VIS Version 3.1). Customer applications created earlier than V3.1 that log messages require conversion to this new environment.

new operating system
The UnixWare operating system being introduced in Intuity CONVERSANT VIS V5.0.

nonindexed table
A table that may be searched only in a sequential manner and that cannot be searched via a field name.

nonmasked event
An event that must be sent to the application. Generally, an event is nonmaskable if the application would likely encounter state transition errors by trying to ignore the event.

null value
An entry containing no value. A field containing a null value is normally displayed as blank and is different from a field containing a value of zero.

O

obsolete hardware
Hardware that is no longer supported on Intuity CONVERSANT VIS V5.0.

on-line help
Messages or information that appear on the user's screen when a "function key" (F1 through F8) is pressed.

Operator Generated Alerts
System monitoring messages transmitted from the CONVERSANT VIS or other computer system to an IBM host computer that are classified as critical or major.

option
An argument used in a command line to modify program output by modifying the execution of a command. When you do not specify any options, the command will execute according to its default options.

ORACLE
A company that produces Relational Database Management software. It is also used as a generic term that identifies a database residing on a local or remote system that is created and maintained using an ORACLE RDBMS product.

P

PBX
See "private branch exchange."

PCM
See "pulse code modulation."

peripheral (device)
Equipment such as printers or terminals that is in addition to the basic processor.

permanent process
A process that starts and initializes itself before it is needed by a caller.

phoneme
A single basic sound of particular spoken language. The English language contains 40 phonemes that represent all basic sounds used with the language. As an example, the word "one" can be represented with three phonemes, "w" - "uh" - "n." Phonemes vary between languages because of guttural and nasal inflections and syllable constructs.

phrase filtering
The rejection of unrecognized speech. The WholeWord and FlexWord speech recognition packages can be programmed to reprompt the caller if the spoken response was not recognized by the VIS.

phrase tag
A string of up to 50 characters that identify the contents of a speech phrase used by an application script.

platform migration
See “platform upgrade.”

platform upgrade
The process of replacing the existing platform with a new platform.

poll
A message sent from a central controller to an individual station on a multipoint network inviting that station to send if it has any traffic to send.

polling
A network arrangement whereby a central computer asks each remote location whether they wish to send information. This arrangement enables each user or remote data terminal to transmit and receive information on shared facilities.

port
A connection or link between two devices that allows information to travel to a desired location. See “telephone network connection.”

Primary Rate Interface
An optional feature package that provides a digital interface capable both of receiving and originating telephone calls directly from/to an AT&T 4ESS switch.

private branch exchange
A private switching system, either manual or automatic, usually serving an organization, such as a business or government agency, and usually located on the customer’s premises.

processor
In Intuity CONVERSANT VIS documentation, the computer on which UnixWare and Intuity CONVERSANT VIS software runs. In general, the part of the computer system that processes the data. Also known as the “central processing unit.”

ps
A command that shows active processes. This command displays the process table and can be used to determine which processes are consuming large amounts of system resources, such as CPU time.

pseudo driver
A driver that does not control any hardware.

pulse code modulation
A digital modulation method of encoding voice signals into digital signals. See also “adaptive differential pulse code modulation.”

R

recovery
The process of using copies of the VIS software to reconstruct files that have been lost or damaged. See also “restore.”

remote database
The component of the VIS that provides access to information not currently on the VIS.

remote maintenance board
A Intuity CONVERSANT VIS board that is equipped standard on all new MAP/100 and MAP/40 platform purchases. This card, available with a built-in modem, allows remote personnel (for example, field support) to access all Intuity CONVERSANT VIS machines with a standard simplified process.

reports administration
The component of the VIS that provides access to system reports, including VIS call classification reports, call data detail reports, call data summary reports, message log reports, and traffic reports. In addition, if AUDIX Voice Power R2.1.1 is installed on your system, the reports administration component gives you access to AUDIX Voice Power reports.

restore
The process of recovering lost or damaged files by retrieving them from available backup tapes or from another disk device. See also “recovery.”

restore application
A utility that replaces a damaged application or restores an older version of an application.

reuse
The concept of reusing an existing system component after a software upgrade or platform migration.

roll back
To cancel changes to a database since the point at which changes were last committed.

rollback segment
A portion of the database that records actions that should be undone under certain circumstances. Rollback segments are used to provide transaction rollback, read consistency, and recovery.

S

sar
A command that is associated with the system activity report package.

screen pop
A method of delivering a screen of information to a telephone operator at the same time a telephone call is delivered. This is accomplished by a complex chain of tasks that include identifying the calling party number, using that information to access a local or remote ORACLE database, and pulling a “form” full of information from the database using an ORACLE database utility package.

script
The set of instructions for the Intuity CONVERSANT VIS to follow during a transaction.

Script Builder
An optional software package that provides a menu-oriented interface designed to assist in the development of custom voice response applications on the VIS.

SCSI
See “Small Computer System Interface.”

shared database table
A database table that is used in more than one application.

shared speech
Speech that is a part of more than one application.

shared speech pools
A parameter that allows the user of a voice application to share speech components with other applications.

Single Inline Memory Modules
A method of containing random access memory (RAM) chips on narrow circuit card strips that attach directly to sockets on the CPU circuit card. Multiple SIMMs are sometimes installed on a single CPU circuit card.

single-threaded application
An application that runs on a single voice channel.

slave
A circuit card that depends on the TDM bus for clock information.

Small Computer System Interface
A disk drive control technology in which a single SCSI adapter card plugged into a PC slot is capable of controlling as many as seven different hard disks, optical disks, tape drives, etc.

software
The set or sets of programs that instruct the computer hardware to perform a task or series of tasks — for example, UnixWare software and the Intuity CONVERSANT VIS Version 5.0 software.

software upgrade
The installation of a new version of software. The existing platform and circuit cards are kept.

source system
The system from which you are upgrading (that is, your system as it exists *before* you upgrade).

speech energy
The amount of energy in an audio signal. Literally translated, it is the output level of the sound in every phonetic utterance.

speech envelope
The linear representation of voltage on a line. It reflects the sound wave amplitude at different intervals of time. This envelope can be plotted on a graph to represent the oscillation of an audio signal between the positive and negative extremes.

speech file
A file containing an encoded speech phrase.

speech filesystem
A collection of several talkfiles. The filesystem is organized into 16-Kbyte blocks for efficient management and retrieval of talkfiles. The Intuity CONVERSANT VIS speech filesystem is not consistent with standard UNIX filesystems, and can not be referenced with standard UNIX commands such as **ls**, **cat**, etc.

speech modeling
Creating WholeWord speech recognition algorithms by collecting thousands of different speech samples of a single word and comparing them all to obtain a statistical average of the word. This average is then used by a WholeWord speech recognition program to recognize a single spoken word.

speech phrase
A continuous speech segment encoded into a digital string.

speech space
An area that contains all digitized speech used for playback in the applications loaded on the system.

standard speech
The speech package containing simple words and phrases produced by AT&T for use with an Intuity CONVERSANT VIS. This package includes digits, numbers, days of the week, and months, each spoken with initial, medial, and falling inflection. The speech is in digitized files stored on the hard disk to be used in the voice prompts played by the VIS.

standard vocabulary
A standard package of simple word speech models provided by AT&T and used for WholeWord speech recognition purposes. These phrases include the digits "zero" through "nine," "yes," "no," and "oh."

string
A contiguous sequence of characters treated as a unit. Strings are normally bounded by white spaces, tabs, or a character designated as a separator. A string value is a specified group of characters symbolized by a variable.

Structured Query Language
A standard data programming language used with data storage and data query applications.

subword technology
A method of speech recognition that recognizes phonemes or parts of words of American English vocabularies. See "whole-word technology."

switch
A software and hardware device that controls and directs voice and data traffic. A customer-based switch is known as a "private branch exchange."

switch hook
The device at the top of most telephones that is depressed when the handset is resting in the cradle (on hook). The device is raised when the handset is picked up (the telephone is off hook).

switch hook flash
A signaling technique in which the signal is originated by momentarily depressing the "switch hook."

switch interface administration
The component of the VIS that enables you to define the interaction between the VIS and switches by allowing you to establish and modify switch interface parameters and protocol options for both analog and digital interfaces.

switch network
Two or more interconnected switching systems.

synchronous communication
A method of data transmission in which bits or characters are sent at regular time intervals, rather than being spaced by start and stop bits. See also "asynchronous communication."

System 75
An advanced digital switch supporting up to 800 lines that provides voice and data communications for its users.

System 85
An advanced digital switch supporting up to 3000 lines that provides voice and data communications for its users.

system administrator
The person assigned the responsibility of monitoring all VIS software processing, performing daily system operations and preventive maintenance, and troubleshooting errors as required.

system architecture
The manner in which the Intuity CONVERSANT VIS software is structured.

system message
An event or alarm generated by either a VIS or end-user process.

system monitor
A component of the VIS in which tests are performed to verify that each incoming telephone line and its associated tip/ring or T1 card is functional. Through the "System Monitor" component, you are able to see displays of the Voice Channel and Host Session Monitors.

T

T1
A digital transmission link with a capacity of 1.544 Mbps.

table
A collection of records that are logically grouped together.

talkfile
An ASCII file that contains the speech phrase tags and phrase tag numbers for all the phrases of a specific application. The speech phrases are organized and stored in groups. Each talkfile can contain up to 65,535 phrases and the speech filesystem can contain multiple talkfiles.

target system
The system to which you are upgrading (that is, your system as you expect it to exist *after* you upgrade).

TDM
See "time-division multiplex."

telephone network connection
The point at which a telephone network connection terminates on an Intuity CONVERSANT VIS. Supported telephone connections are Tip/Ring and T1.

Terminal Emulator
Software that allows the VIS to temporarily transform itself into a "look alike" of an IBM 3270 terminal. In addition to providing full 3270 functionality, the Terminal Emulator enables you to transfer files to and from UNIX.

Text-to-Speech
An optional feature that allows an application to play speech directly from ASCII text by converting that text to synthesized speech. The text can be used for prompts or for text retrieved from a database or host, and can be spoken in an application with prerecorded speech. Text-to-Speech application development is supported through Script Builder.

ThickNet
A 10-millimeter (10BASE5) coaxial cable used to provide InterLAN communications.

ThinNet
A 5-millimeter (10BASE2) coaxial cable used to provide InterLAN communications.

time-division multiplex
A method of serving a number of simultaneous channels over a common transmission path by assigning the transmission path sequentially to the channels, with each assignment being for a discrete time interval.

Tip/Ring
A term used to denote analog telecommunications using four-wire media.

Token/Ring
A ring type of local area network that allows any station in the network to communicate with any other station.

trace
A command that can be used to monitor the execution of a script.

traffic
The flow of information or messages through a communications network for voice, data, or audio services.

transaction
Comprised of the exchanges between the caller and the voice system. A transaction can involve one or more telephone network connections and voice responses from the Intuity CONVERSANT VIS. It can also involve one or more of the VIS optional features, such as speech recognition, 3270 host interface, FAX response, etc.

transaction state machine process
A multi-channel IRAPI application that runs applications driven by script information.

transient process
A process that is created dynamically only when needed.

troubleshoot
The process of locating and correcting errors in computer programs. This process is also referred to as debugging.

TSM
See “transaction state machine process.”

TTS
See “Text-to-Speech.”

U

UNIX Operating System
A multiuser, multitasking computer operating system developed by the Bell Telephone Laboratories division of AT&T.

UNIX shell
The command language that provides a user interface to the UNIX operating system.

upgrade image tape
A tape, optionally provided to you by the Technical Service Organization, containing the new operating system and Intuity CONVERSANT VIS V5.0 base software in a standard configuration which is compatible with your target system.

upgrade scenario
The particular combination of current hardware, software, application and target hardware, software, applications, etc.

V

vi editor
A screen editor used by the Intuity CONVERSANT VIS to create and change electronic files.

virtual channel
A channel that is not associated with an interface to the telephone network (Tip/Ring, T1, or PRI). Virtual channels are intended to run "data only" applications which do not interact with callers but may interact with DIPs. Voice or network functions (for example, coding or playing speech, call answer, origination, or transfer) will not work on a virtual channel. Virtual channel applications may be initiated only by a "virtual seizure" request to TSM from a DIP.

VIS
See "Voice Information System."

vocabulary
A collection of words that a VIS is able to recognize using either WholeWord or FlexWord speech recognition.

vocabulary activation
The set of active vocabularies that define the words and wordlists known to the FlexWord recognizer.

vocabulary loading
The process of copying the vocabulary from the system where it was developed and adding it to the target system.

voice channel
A channel that is associated with an interface to the telephone network (Tip/Ring, T1, or PRI). Any Intuity CONVERSANT VIS application can run on a voice channel. Voice channel applications may be initiated by being assigned to particular voice channels or dialed numbers to handle incoming calls or by a "soft seizure" request to TSM from a data interface process (DIP) or the **soft_szr** command.

Voice Information System
A computer connected to a telephone network that handles touch-tone input, voice response, and line transfer. The Voice Information System uses a screen-based, menu-driven user interface to interact with the system operator or administrator.

voice processing co-marketer
A company licensed to purchase voice processing equipment, such as the Intuity CONVERSANT VIS, to market and sell based on their own marketing strategies.

voice response output process
A software process that transfers digitized speech between system hardware (for example, Tip/Ring and SP cards) and data storage devices (that is, hard disk, etc.)

Voice System Administration
The means by which you are able to administer both voice- and nonvoice-related aspects of the system.

VROP
See “voice response output process.”

W

warning
An admonishment used when there is a possibility of equipment damage.

WholeWord speech recognition
An optional feature based on whole-word technology that provides speaker independence, connected digit recognition, key word spotting, prompt interrupt, and DTMF support functionality. See “whole-word technology.”

whole-word technology
The ability to recognize an entire word, not the phoneme or a part of a word. See “subword technology.”

wink signal
An interruption of current to a busy lamp indicating that there is a line on hold.

word
A unique utterance understood by the recognizer.

wordlist
A set of words identified by a wordlist name. If the wordlist is part of an active vocabulary, the wordlist name appears as a recognition type in the Prompt & Collect mode field.

word spotting
The ability to search past extraneous speech during a recognition.

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